

E-COMMERCE APP REGISTRATION NOTIFICATION (APPS)

CONDITIONS

Traders, organizations, or individuals owning a mobile e-commerce app with online sales and ordering functionality must notify the Ministry of Industry and Trade.

In the case of using a sales app to trade goods and services on the list of conditional goods and services, enterprises must fully comply with legal regulations on the business conditions of those goods and services. They must also publish on the digital app, the date of issue, and place of issue of the certificate of eligibility for business in cases where the law requires a certificate of eligibility for business.

Traders must develop measures to protect consumer rights in e-commerce activities on mobile apps and establish contracts and online payment mechanisms.

Required Documents:

Enterprise information: Copy of the Enterprise Registration Certificate (Enterprise name, tax code, address of head office, legal representative, phone number, email, etc.)

App information: App name, Storage location or app download location, Types of goods and services introduced on the app.

PROCEDURE

Traders, organizations, and individuals can notify the Ministry of Industry and Trade about the establishment of a mobile e-commerce sales app through the e-commerce management portal at <http://online.gov.vn/>.

The notification procedure is carried out in the following steps:

Step 1: Register a system login account

- Enterprise name;
- Enterprise tax code;
- Business sectors;
- Head office address;
- Contact information (phone number, email)

Step 2: Account confirmation

Within 3 working days, Enterprise will receive a result from the Ministry of Industry and Trade via the registered email address with one of the following contents:

- If the account registration information is complete, the enterprise will be granted a system login account and proceed to Step 3;
- If the account registration is rejected or requires additional information, the enterprise must re-register or provide additional information as requested.

PROCEDURE

Step 3: Declare and scan the notification dossier for the sales app

After being granted a system login account, enterprises, organizations, and individuals log in, select the "Notify e-commerce website for sales" function, and declare information according to the form.

The app notification information is as follows:

- App name
- Storage location or app download location
- Types of goods and services introduced on the app;
- Name of the enterprise owning the app;
- Enterprise head office address;
- Tax code;
- Name, title, ID number, phone number, and email address of the enterprise representative, the person responsible for the sales app.

Step 4: The Ministry of Industry and Trade responds to the procedure

Within 3 working days, the enterprise will receive a response from the Ministry of Industry and Trade via the registered email address with one of the following contents:

- Confirm that the declared information is complete and valid;
- Inform that the declared information is incomplete or invalid. In that case, traders, organizations, and individuals must return to Step 3 to re-declare or supplement the information as requested.

Traders, organizations, and individuals are responsible for monitoring the status of application processing via email or the system access account that has been granted to update and correct information as requested.

Within 10 working days from the date of receiving a request to supplement the information in Step 4 as prescribed in Clause 2 of this Article, if traders, organizations, and individuals do not respond, the notification dossier will be terminated and the notification dossier must be submitted again from Step 3.

CDLAF accompanies Clients with:

Consulting and instructing customers to meet the necessary conditions for e-commerce applications;

Consulting and drafting user policies, data security and regulations required for the purpose of posting on the application;

Conducting e-commerce sales app notification procedures;

Guiding risk management for e-commerce sales apps and mandatory reporting during operation