

# FORUM FOR NATIONAL TRADE FACILITATION COMMITTEES

27– 29 NOVEMBER 2018, ADDIS ABABA, ETHIOPIA

*Empowering Public-Private partnership for trade facilitation*

# AFRICA

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MINISTRY OF FOREIGN AFFAIRS OF DENMARK  
INTERNATIONAL DEVELOPMENT COOPERATION



# Single Window of Trade : A tool to implement Trade Facilitation Strategy

## Case of Morocco



# From Trade Facilitation Strategy to Implementation

- The National Committee of Foreign Trade Facilitation in Morocco define trade facilitation strategy and plan the set up of a single window of trade in 2006, in line with 33 UN recommendation.
- The Single Window was first built as a National Port Community System by Morocco Ports Agency and has been extended to Trade Facilitation, Custom process, Control and business oriented.
- The Single Window turned out to be a very powerful tool to Implement the action plan of the National Committee of Foreign Trade .



# Goals and services



Automated reportings and dashboards



Change management and technical support



Dematerialisation of formalities



Reducing and simplifying of procedures



Anticipation on information and action



Foreign trade community network development



Compliance with international standards



Planning and optimizing control and inspections



Integration and harmonisation of repositories



Tracking of flows



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# Trade Facilitation Implementation

Single Window for trade : a network of companies connected to facilitate trade



Thanks to PortNet , this integration is gradually becoming reality due to the interconnection of all stakeholders around the electronic national single window.



# Regional cooperation and initiatives

- African E-Trade Hub: A solution for exchange standardised documents for Trade;
- African Trade Portal: An African portal for the promotion of trade;
- E-Certificate of Origin . E-Phyto Hub
- A Track & Trace API for the exchange of port, airport container shipping information.



Realization of a feasibility study and technical and functional convergence for the interoperability between three single windows, the TTN of Tunisia, the GUCE of Cameroon and PortNet.



# Continuous improvement with KPI

- Monthly and weekly public dashboards with detailed KPI of all the processes:  
<https://portail.portnet.ma/fr/statistiques>
- Regular working and focus groups with direct implication of all the stakeholders including importers and exporters to analyze the gaps and to identify potential improvement possibilities;
- Regular open and external electronic surveys to measure the gaps, the level of satisfaction of the customers, their commitment and the good will of the single window (More than 700 responses in average for each survey);
- An annual national conference and forum discussion with the participation of international and regional organisations.



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**ACCÈS GUICHET UNIQUE**

Utilisateur

Mot de passe

Nouveau client ? Mot de passe oublié ?

**Connexion**

+ Témoignages





Assistance





Offre de services





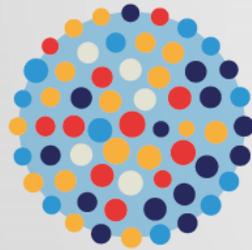
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# THANK YOU!



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