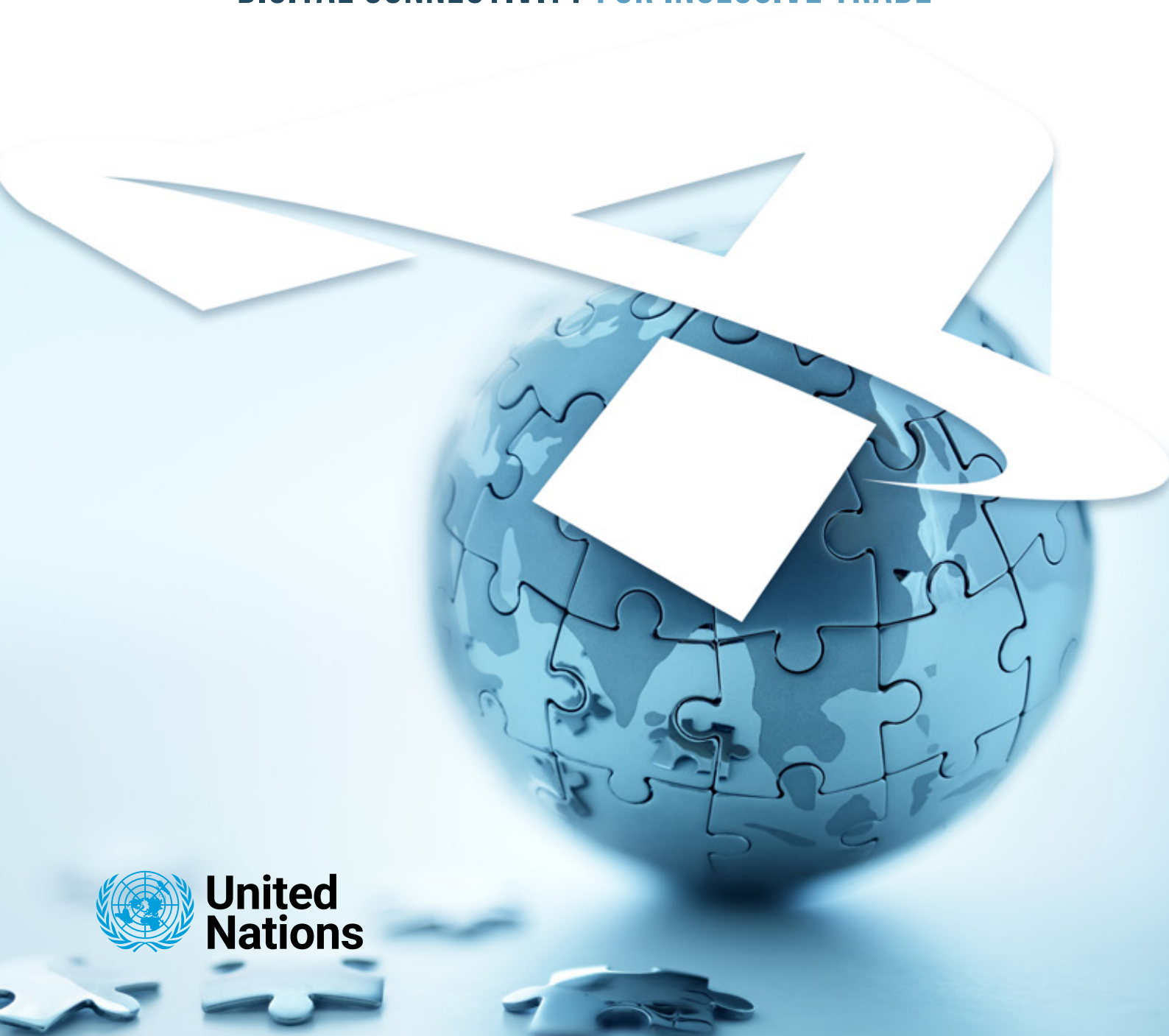


ASYCUDA

COMPENDIUM 2022

DIGITAL CONNECTIVITY FOR INCLUSIVE TRADE



**United
Nations**

ASYCUDA
COMPENDIUM 2022
DIGITAL CONNECTIVITY FOR INCLUSIVE TRADE



**United
Nations**

Geneva, 2022

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FOREWORD

UNCTAD held its 15th quadrennial conference in October 2021 under the theme “From inequality and vulnerability to prosperity for all”. The conference focused on ensuring that trade works for all and that development remains a global priority, especially considering the new social and economic conjuncture created by the COVID-19 pandemic. The outcome document, [The Bridgetown Covenant](#),¹ called on UNCTAD to reinforce its work to support the implementation of trade facilitation reforms and enhance efforts to reduce trade transaction costs – which is a key outcome of ASYCUDA’s technical assistance programme.



ASYCUDA’s 2022 Compendium pays special attention to the Programme’s work enabling digital connectivity for inclusive trade. It highlights some of the achievements and benefits reported by user-countries thanks to the automated exchange of standardized trade information and data between external systems and ASYCUDA – enhancing communication and coordinated intervention among trade stakeholders, including partner government agencies. The COVID-19 pandemic has increased the need for digitization of interactions and operations in trade and logistics. In that context and in order to harmonize and facilitate the integration and exchange of trade information in the upcoming years, the ASYCUDA Programme is currently piloting ASYHUB, an open, standardized platform for processing and integrating data between ASYCUDA and third-party systems. This solution will offer a smart framework to efficiently interconnect government systems and applications.

¹ <https://unctad.org/webflyer/bridgetown-covenant>

This third ASYCUDA compendium shares 22 new case studies prepared in cooperation with customs administrations and partners based in countries that have not, until now, been showcased in a document of this type. It draws upon country experiences during these trying times, demonstrating in real terms how the ASYCUDA Programme helps user countries to grow their international trading activities as they reignite their economies. It showcases how the ASYCUDA Programme empowers LDCs, LLDCs, and SIDS to increase transparency and accountability while improving risk management practices. It gives practical examples of ways in which the Programme helps governments to increase customs revenues while also reducing the time and cost of doing so to those engaging in international trade. As such, this document highlights how the ASYCUDA Programme leverages the latest technologies to deliver trade facilitation initiatives that accelerate progress towards multiple SDGs.

The ASYCUDA Programme's work is well appreciated by UNCTAD member States, and particularly by its user countries and territories. This Compendium brings to life the work of the Programme – enabling the reader to visualize its impact on the ground.

I would like to extend my sincere thanks to all member States that participated in the preparation of these case studies.

Shamika N. Sirimanne,
Director, Division on Technology
and Logistics (DTL), UNCTAD

ACKNOWLEDGEMENTS

This Compendium of case studies was prepared under the overall direction of Shamika Sirimanne, Director, Division of Technology and Logistics, UNCTAD, and under the direct supervision of Fabrice Millet, Chief, ASYCUDA Programme, UNCTAD. Kamal Tahiri, ASYCUDA Programme Management Officer, coordinated the production and drafting of the Compendium. Kamal Tahiri and Richard Warren, Public Information Officer, were contributing authors. The document was proofread by Richard Warren. Pablo Cortizo, ASYCUDA Graphic Designer, was responsible for the overall design and formatting of the publication.

The ASYCUDA Programme would like to acknowledge the participants involved in the preparation of the case studies: customs authorities for their trust and sharing of information and data, and the ASYCUDA project officers and on-site staff for their valuable inputs and insight.

ABBREVIATIONS

| | |
|---------------------|---|
| ABREMA | Burundi's National Medicines Regulatory Authority |
| ASYCUDA | Automated System for Customs Data |
| ASYCUDA++ | ASYCUDA's Customs Management System - Version 3 |
| ASYCUDAWorld | ASYCUDA's Customs Management System - Version 4 |
| COMESA | Common Market for Eastern and Southern Africa |
| DBOS | Dominica Bureau of Standards |
| EU | European Union |
| GDCE | General Department of Customs and Excise |
| GiZ | German Agency for International Cooperation |
| GRA | Gambia Revenue Authority |
| IRD | Internal Revenue Department |
| IT | Information Technology |
| ITA | Indirect Taxation Authority |
| LRA | Lesotho Revenue Authority |
| NBR | National Board of Revenue |
| NSW | National Single Window |

| | |
|---------------|--|
| PGA | Partner Government Agency |
| SAD | Single Administrative Document |
| SARS | South Africa Revenue System |
| SIDS | Small Island Developing States |
| SMP | Single Movement Permission |
| SMS | Short Message Service |
| SRS | Eswatini Revenue Service |
| TileSW | Timor-Leste electronic Single Window |
| TIN | Taxpayer Identification Number |
| TIR | Transports Internationaux Routiers |
| TEU | Twenty-foot Equivalent Unit |
| UN | United Nations |
| UNCTAD | United Nations Conference on Trade and Development |
| VAT | Value Added Tax |
| WCO | World Customs Organization |
| WTO | World Trade Organization |

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All case studies are available on <https://asycuda.org/en/case-studies/>. Scan the QR code for all case studies.


























ASYCUDA

C O M M U N I T Y

101 Countries & Territories













AMERICAS AND THE CARIBBEAN ISLANDS

- | | |
|---|--|
|  Anguilla |  Jamaica |
|  Antigua and Barbuda |  Montserrat |
|  Aruba |  Nicaragua |
|  Barbados |  Puerto Rico |
|  Belize |  Saint Kitts and Nevis |
|  Bolivia |  Saint Lucia |
|  Caribbean Netherlands |  Saint Pierre and Miquelon |
|  Curaçao |  Saint Vincent and the Grenadines |
|  Dominica |  Suriname |
|  El Salvador |  Trinidad and Tobago |
|  Grenada |  Turks and Caicos |
|  Guyana |  Venezuela |
|  Haiti | |

AFRICA

- | |
|--|
|  Angola |
|  Benin |
|  Burkina Faso |
|  Burundi |
|  Cabo Verde |
|  Central African Republic |
|  Chad |
|  Comoros |
|  Congo |
|  Côte d'Ivoire |
|  D.R. Congo |
|  Djibouti |
|  Equatorial Guinea |

EUROPE AND CENTRAL ASIA

-  Afghanistan
-  Albania
-  Bosnia and Herzegovina
-  Georgia
-  Gibraltar
-  Kazakhstan
-  Kosovo
-  Moldova
-  Tajikistan
-  Turkmenistan

MIDDLE EAST

-  Iraq
-  Jordan
-  Lebanon
-  Palestine
-  Syria
-  Yemen

ASIA AND PACIFIC ISLANDS

-  Eritrea
-  Eswatini (former Swaziland)
-  Gabon
-  Gambia
-  Guinea
-  Guinea-Bissau
-  Lesotho
-  Liberia
-  Madagascar
-  Malawi
-  Mali
-  Mauritania
-  Mozambique
-  Namibia
-  Niger
-  Rwanda
-  Saint Helena
-  Sao Tome and Principe
-  Seychelles
-  Sierra Leone
-  Sudan
-  Togo
-  Uganda
-  Zambia
-  Zimbabwe
-  Bangladesh
-  Cambodia
-  Cook Islands
-  Fiji
-  Kiribati
-  Lao PDR
-  Maldives
-  Marshall Islands
-  Micronesia (FSM)
-  Nauru
-  Nepal
-  New Caledonia
-  Niue
-  Palau
-  Papua New Guinea
-  Samoa
-  Solomon Islands
-  Sri Lanka
-  Timor-Leste
-  Tonga
-  Tuvalu
-  Vanuatu

BANGLADESH

Connecting Customs and PGAs

The Bangladesh National Board of Revenue (NBR) asked the Programme to develop interfaces with external systems and develop features within ASYCUDAWorld to connect customs and PGAs.

Situation

Since 2016, the NBR has wanted to integrate PGAs into ASYCUDAWorld in order to improve the exchange of information with external systems and increase the efficiency of customs clearance processes by improving manifest and declaration processing and tax payment mechanisms.

Solution

A secure exchange of data was established between ASYCUDAWorld and:

- Banks, for submitting information such as tax payments, export permits and letters of credit
- The Tax Management System, for the notification of tax collection
- The Container Terminal Management System, to instruct port authorities when to release containers
- The traders, who are notified by SMS/email on the progress of their declarations

Result

- Accelerated customs clearance process for imports in 2021: 82% declarations assessed within 3 days, 73% declarations' duties and taxes paid within 3 days
- Secured access to ASYCUDAWorld
- Requests status available online, in real-time
- Reduced human intervention
- Full tracking of goods transferred from one station to another
- Complete, accurate and timely generation of trade data
- Continual increase of annual revenue: In 2017-2021, 11% average annual revenue increase
- Facilitated and encouraged international trade: 25'000+ manifests submitted in 2021 compared to 14'000+ in 2017, 3.9+ million declarations processed in 2021 compared to 3.2+ million in 2017

82%

of declarations submitted through ASYCUDAWorld were processed in less than 3 days

Chittagong Customs House



The revenue board has decided to trim the [...] National Single Window (NSW) project detecting its overlapping components. It has found components of NSW [...] have already been covered by the existing ASYCUDAWorld.

”

The Financial Express

Partner:



BANGLADESH

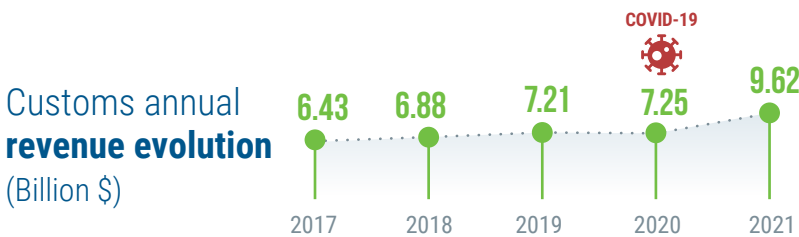
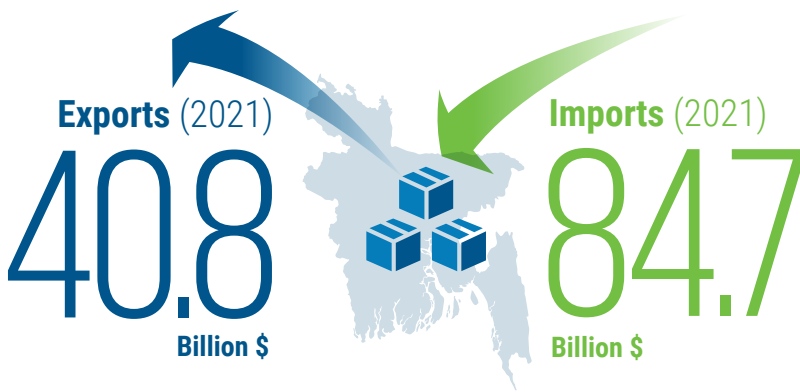
Connecting Customs and PGAs

Total number of customs offices



31 Computerized

15 Paper-based



Volume of activity (2021)

25,812
Customs **manifests**

2,349,226
Customs **waybills**

1,877,567
Import declarations

2,044,726
Export declarations

1,387,359
TEUs at seaports
(Number of 20-foot equivalent containers)



Persons trained



BOSNIA AND HERZEGOVINA

The Indirect Taxation Authority (ITA) increased its operational capacity by implementing computerized declaration processing facilities, consistent with European and international standards.

Situation

The ITA adopt European standards to align with regional customs requirements and processes. To comply with these, Bosnia and Herzegovina implemented over 50 software applications to compliment ASYCUDA++. Maintaining these applications and implementing changes in EU requirements was laborious, expensive and time consuming as it meant updating all 50 applications.

Solution

An EU-tailored version of ASYCUDAWorld was developed for the ITA, with the abovementioned applications integrated into it. The new system ensures interoperability and interconnectivity with EU Member States, while being more easily updated and maintained.

Result

Combined with regulatory changes, ITA's ASYCUDAWorld helped improve the quality of service provided to government departments, the trading community and citizens of Bosnia and Herzegovina through:

- Compliance with the required standards for EU accession, as confirmed by the EU verification expert contracted by the EU Delegation in Bosnia and Herzegovina
- Improved compliance with WCO and WTO standards, EU customs blueprints, the Kyoto Revised Convention, and the Council Directive 2006/112/EC
- Enhanced support for handling authorized economic operators information
- Strengthened law enforcement in relation to risk analysis, intelligence and anti-corruption

Complying with EU standards

32%

increase in value of import transactions from 2020 to 2021

ASYCUDAWorld Launch Ceremony



The introduction of ASYCUDAWorld primarily influenced the reduction of maintenance costs of servers at customs offices, facilitates the provision of timely customer support [...] and created the preconditions for the implementation of the EU regulations.



*Mr. Miro Dzakula,
Indirect Taxation Authority Director*

Partners:





BOSNIA AND HERZEGOVINA

Complying with EU standards

Total number of customs offices



68 Computerized



0 Paper-based

Volume of activity

(2021)



736,634

Import declarations



250,747

Export declarations

Source: unctadstat.unctad.org

Exports (2021)

8.6

Billion \$



Imports (2021)

13.0

Billion \$

Persons trained



740

Men



278

Women



BURUNDI

The ASYCUDA Programme and Burundi Revenue Authority developed a Single Window module for the automated processing of medical imports.



Situation

The procedure for requesting authorization to import medical products was manual and complex. Firstly, importers submitted paper requests to the National Medicines Regulatory Authority (ABREMA) – which cost money and took between two weeks and one month. ABREMA would then need approval and physical signatures from the Ministry of Public Health.



Solution

In July 2021, the ASYCUDA Programme, Revenue Authority, ABREMA and Ministry of Health, made live within the ASYCUDA-based Single Window, a module that digitalizes the procedure for approving the import of medicines.



Result

Between July 2021 and May 2022, the module facilitated the:

- Contact between traders and ABREMA personnel, reducing trade costs
- Submission of 3,249 requests, of which 2,864 were authorized
- Processing of 71% of requests in less than 24 hours and 13% between 24 and 48 hours, and 16% between 48 hours and nine days
- Entire processing of applications at ABREMA, which now manages all the requests
- Generation of trade data on the import of medicines, available 24/7 in real-time

Single Window for Trade

295

**import requests
are submitted on average
daily using the Single
Window system**

ASYCUDA Training to Customs Officers in Bujumbura



**There will be no more waste of time,
no more back and forth, no more
endless discussions and arguments
between declarants and customs
officers.**

”

*Representative of declarants in Burundi after the
presentation of the Single Window for Trade*

Partner:

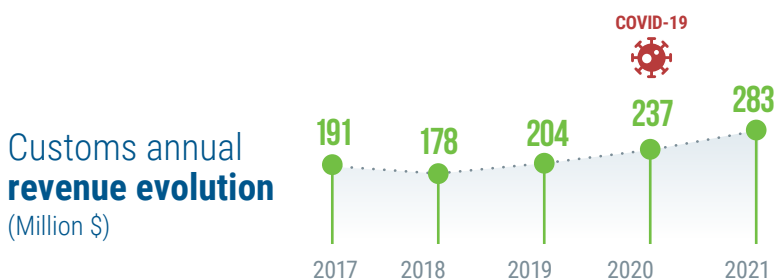
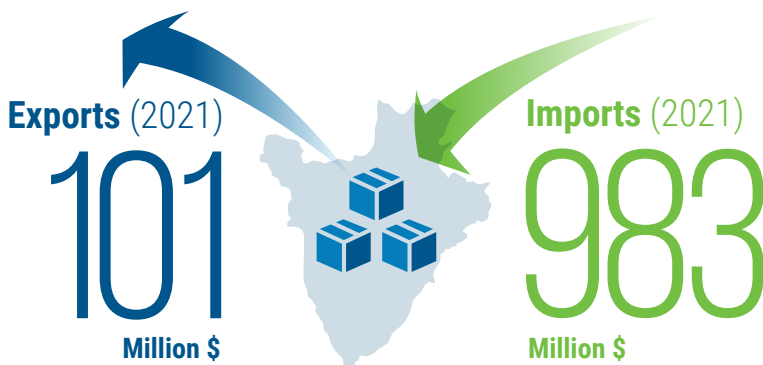


Office Burundais des Recettes

BURUNDI

Single Window for Trade

Total number of customs offices



Persons trained



Volume of activity (2021)

13,451 Customs manifests

23,971 Customs waybills

52,202 Import declarations

8,693 Export declarations

1,195 Transit declarations

CAMBODIA

Cambodia's General Department of Customs and Excise (GDCE) deployed a more secure and robust version of ASYCUDAWorld integrating new features and services.

Situation

In 2015, GDCE implemented a new customs system, with ASYCUDAWorld as its backbone (managing transit, e-payment and human resources) alongside three independent applications for managing risk and valuation. The maintenance and backup strategy implemented were limited, leading to disruption of service and requiring the urgent intervention of GDCE and ASYCUDA experts.

Solution

In partnership with GiZ and the ASYCUDA Programme, GDCE migrated to the latest release of ASYCUDAWorld, offering a more robust and faster system that integrated newly developed features and services tailored to Cambodia's requirements.

Result

Since the migration, customs officers and the trading community benefited from:

- Better and faster service with clearance times dropping from as long as five days to less than one day
- Increased resources such as the automatic opening/closing of the daybook, enhanced exit note, and an improved payment interface
- Secure communication between clients and servers through the installation of digital and code signing certificates for application and web servers
- 24/7 operational, secured and redundant system with a complete failover mechanism, a Disaster Recovery (DR) site that takes over the main data centre, and the separation of transaction data, administrative data and scanned documents
- 3 database backup mechanisms: real-time replication of customs data at the disaster recovery site; 6-hour delayed replication of customs data to a second standby database; Storage of one-week's data (customs, administrative and scanned documents) in a separated location

Fully Integrated Customs System

3

mechanisms

for database backup are implemented

Training to Cambodia Customs Staff at the International Port of Phnom Penh.



The ASYCUDA system is very useful for us. First, we can enter data from the office or do on-site data entry. Second, it reduces labour costs.



*Mr. Chey Sophearum,
Customs Broker*

Partners:



CAMBODIA

Fully Integrated Customs System

Total number of customs offices



91 Computerized

42 Paper-based

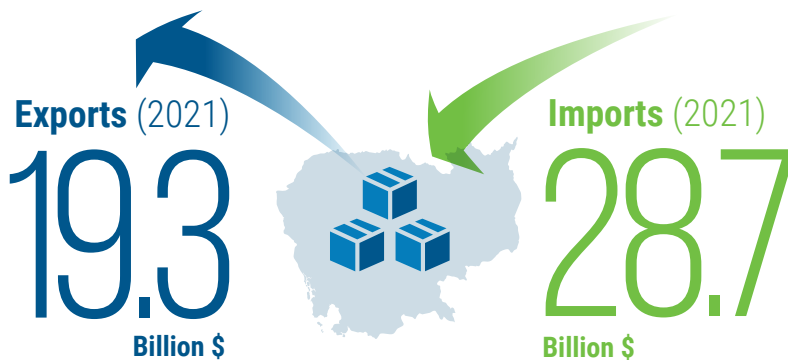
Volume of activity (2021)

756
Customs **manifests**
Phnom Penh port

13,305
Customs **waybills**
Phnom Penh port

316,231
Import declarations

319,400
Export declarations



2 Days 17 Hours
Average release time
(Commercial imports)

DJIBOUTI

Djibouti customs sought the full automation of transit procedure for goods entering Ethiopia using ASYCUDAWorld.

Situation

Before 2019, transit processing was neither fully automated nor paperless. Djiboutian freight forwarders had to physically visit customs offices to submit paper declarations, then request the generation of transit documents (T1s). This procedure caused delays and additional hardware costs, such as for printing. 85% of declarations processed by Djibouti customs handled the transit of goods to Ethiopia.

Solution

To facilitate the transit procedure, customs decided to automate it. T1s are now generated by freight forwarders, and additional documentation scanned and attached to the electronic declaration submitted using ASYCUDAWorld. The payment of taxes is handled automatically and instantaneously by ASYCUDAWorld through prepayment accounts.

Result

The automation of the transit procedure enables:

- A simplification of the process followed by Djibouti customs when granting entry/exit of goods to/from customs and border offices by the scanning of barcodes on drivers' roadmaps. N.b. 1,500 trucks cross the Djibouti-Ethiopia border every day
- The preventing of bottlenecks in customs offices and checkpoints. In 2021, 50% of transiting goods were cleared in less than an hour, 94% in less than a day
- An improved control and tracking of goods in transit. An average of 675 T1s are generated daily in average, with a daily peak of 1563 T1s reached in 2021

Transit Procedure Automation

80%

of goods transiting to Ethiopia were cleared in less than 4 hours in 2021 with the implementation of the ASYCUDAWorld



The automation of the transit procedure through ASYCUDAWorld allows for reducing clearance times and removing costs associated to physical trips and printings.



*Mr. Gouled Ahmed Youssouf,
Director General of Djibouti Customs Authorities*

Partner:



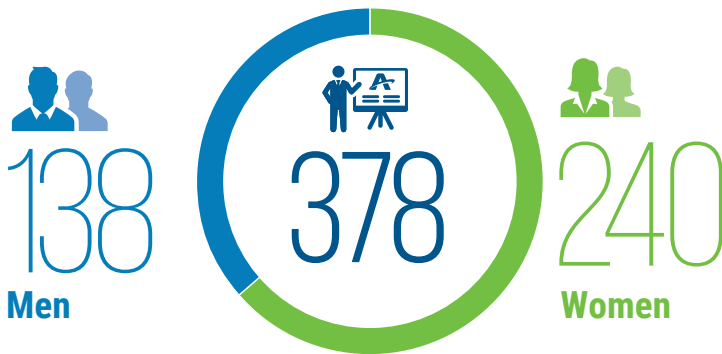
DJIBOUTI

Transit Procedure Automation

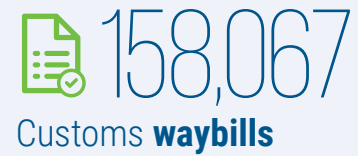
Total number of customs offices



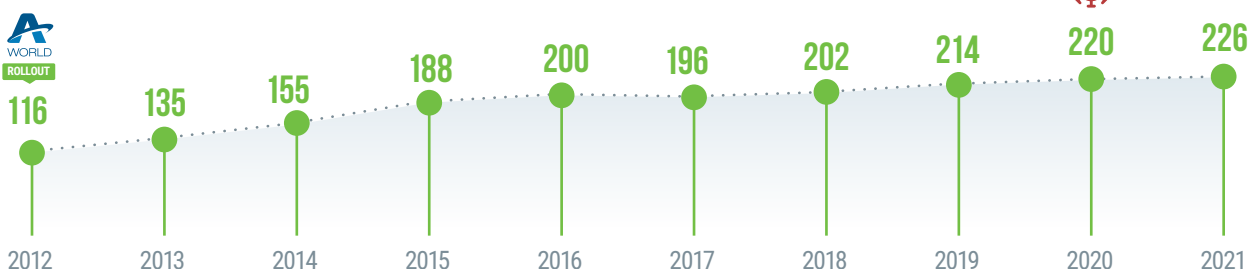
Persons trained



Volume of activity (2021)



Customs annual revenue evolution (Million \$)





DOMINICA

Dominica customs and Excise Division requested that ASYCUDAWorld be adjusted to connect with the Bureau of Standards and the port authority's terminal operating system.

Situation

When ASYCUDAWorld was implemented, no data exchange mechanisms existed between customs, the port and the Bureau of Standards (DBOS). Customs requested data sharing and interoperability between systems to improve cargo handling and accelerate customs clearance.

Solution

Customs and the port built electronic data exchange mechanisms between ASYCUDAWorld and the port's Unitrack system, including:

- Advanced cargo manifest data being sent after manifest registration
- Release orders once customs completes clearance of cargo
- Gate passes subsequent to delivering shipments to importers

With support from the World Bank's International Finance Corporation, DBOS integrated their IT system with ASYCUDAWorld, which automated the issuing of import certificates for regulated goods, including the assessment of related declaration fees.

Result

The integration between ASYCUDAWorld and Unitrack provided a single dataset related to cargo being discharged at the port of entry. This facilitates port logistics and customs controls at the time of offloading containers and breakbulk cargo. The DBOS interface has removed the need for paper processing to clear goods, which has significantly accelerated the release of consignments.

Data Sharing with External Systems

65%

commercial imports
are cleared by customs within
24 hours after submission
and payment of declarations



The integration between the compliance unit of the Bureau of Standards and the Customs and Excise's Automated System for Customs Data (ASYCUDA) World System, will realize significant benefits to our importers, brokers and border agencies.



*Ms. Careen Prevost,
Permanent Secretary in the Ministry of Trade,
Employment and Diaspora affairs*

Partner:



DOMINICA

Data Sharing with External Systems

Total number of customs offices



13 Computerized

0 Paper-based

Volume of activity (2021)

6,866
Customs **manifests**

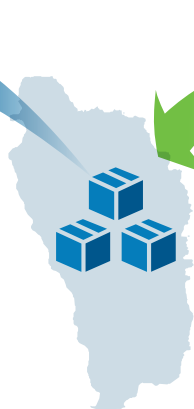
250,643
Customs **waybills**

20,612
Import declarations

6,660
Export declarations

Exports (2021)

37
Million \$



Imports (2021)

649
Million \$



Persons trained



EQUATORIAL GUINEA

National Requirements Alignment

ASYCUDAWorld was implemented in Equatorial Guinea to help enforce and increase compliance with international trade and customs regulations.

Situation

Recent laws and rules implemented in Equatorial Guinea aimed at making customs more efficient and transparent, modernizing trade facilitation procedures, and automating revenue collection. Maritime and air manifests must be submitted between 48 and 12 hours before arrival respectively, and a one-stop-shop needed to be established for remote users. Further, in 2020 during the COVID-19 pandemic, social distancing was also required.

Solution

A technical assistance project started in 2016 focused on the reform, automation and streamlining of customs processes and procedures; training of the national staff to own the system, and; launch of ASYCUDAWorld. The entire system was configured to align with national requirements and a Presidential Decree (March 2020) urged trade stakeholders to embrace ASYCUDAWorld.

Result

The implementation of ASYCUDAWorld has provided a framework for international trade to all stakeholders, including customs. It has enabled the compilation of trade statistics for 2021, such as the average time for release of imports (4 days), the number of trade transactions processed (1,415), the tax revenue breakdown and the amount of exemptions. An advanced ruling on tariff classification and origin of goods, the reporting of post-clearance audits and selectivity are fully implemented (<https://www.untfsurvey.org/economy?id=GNQ>). 325 local staff and economic operators were trained on the efficient use, configuration and maintenance of the system.

21%

increase in value of import transactions from 2020 to 2021

Commercial port in Bata, Equatorial Guinea



The ASYCUDA Project is expected to help improve the nation's economic and financial governance.



Mr. Engonga Obiang,
Former Minister of Finance and Budget

Partners:





EQUATORIAL GUINEA

National Requirements Alignment

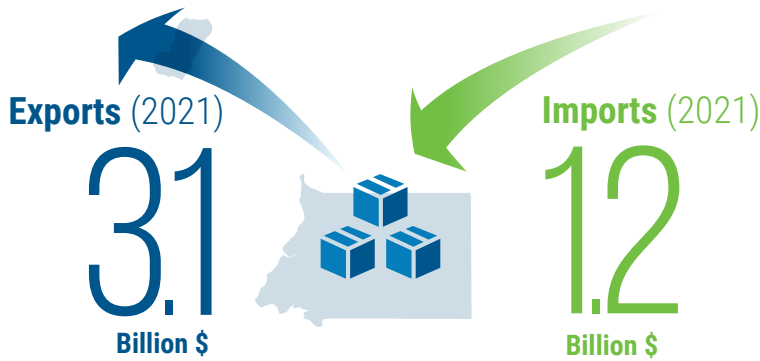
Total number of customs offices



4 Computerized



8 Paper-based



Volume of activity (2021)



365

Customs manifests



8,596

Customs waybills



1,325

Import declarations



90

Export declarations

4 Days

Average release time (Commercial imports)

Persons trained

280
Men



45
Women



1,247

TEUs at seaports
(Number of 20-foot equivalent containers)



Automating Data Capture

The Eswatini Revenue Service (SRS), supported by COMESA and using EU funding, implemented the ASYCUDAWorld Customs Management System.

Situation

Eswatini is a landlocked, southern African country. It shares borders with South Africa and uses SARS (South Africa Revenue System) documents and data for customs operations. The country wanted to improve data capture times as existing processes delayed the movement of trucks and consignments, forming large queues at main border offices.

Solution

UNCTAD experts and the national team, in collaboration with Eswatini customs agents, implemented a solution to automatically upload data provided by SARS into ASYCUDAWorld, prior to goods crossing borders.

Result

The following aspects were improved:

Accuracy of information with no other additional data capture being required

- Documents, such as SAD, being made available in advance, allowing customs processing before consignments arrive at borders
- Reduction of clearance times at border offices
- Improved risk management by using ASYCUDAWorld
- Enhanced revenue collection processes

Introducing this solution also broadly improved conditions for other countries bordering with South Africa, thereby improving the movement of trucks and consignments across the region.

Partners:



90
minutes
average release time
following the implementation
of ASYCUDAWorld

Eswatini Revenue Authority team.



This [implementation of ASYCUDAWorld] is a clear success story for us because it has helped modernize the customs systems in the Kingdom, decongest the borders and enhanced trade facilitation by reducing the time spent on clearing goods, the cost has also reduced and the number of documents to be processed is fewer.



*Mr. Dumisani Masilela,
Revenue Authority Commissioner General*

Automating Data Capture

Total number of customs offices



Exports (2021)

1.93
Billion \$



Imports (2021)

1.98
Billion \$

Volume of activity (2021)

127,440
Customs **manifests**

365,423
Customs **waybills**

427,866
Import declarations

95,008
Export declarations

25,178
Transit declarations

Persons trained



3 Hours 33 Minutes

Average release time
(Commercial imports)



GAMBIA

National Team Capacity Building

The Gambia Revenue Authority (GRA) has established a national customs team, trained by the ASYCUDA Programme, for the migration to ASYCUDAWorld.

Situation

In 2019, the GRA and ASYCUDA Programme signed a technical cooperation project, funded by the African Development Bank, for the migration from ASYCUDA++ to ASYCUDAWorld. The project involved reforming customs processes and building a national ASYCUDAWorld prototype – requiring a complex migration of data from ASYCUDA++ to the new system.

Solution

The GRA appointed a national ASYCUDA implementation team comprising of five women and 11 men. The ASYCUDA Programme put in place an ambitious training schedule to rapidly grow the team's IT and customs skills.

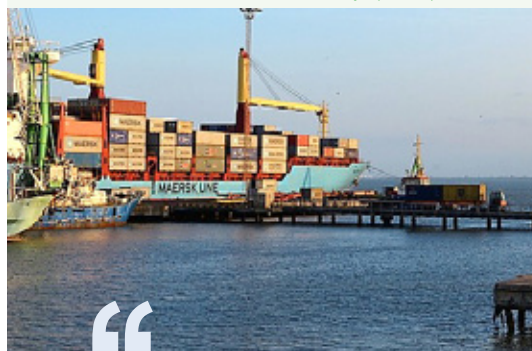
Result

The following trainings were delivered in 2021 to ensure transfer of know-how, system tailoring, data migration, and mobilization of stakeholders:

- Two-week technical training on installing the ASYCUDAWorld's standard release
- Six-week ASYCUDAWorld training on manifest and declaration data capture, configuration of the reference data related to tariff and codifications, and prototype building
- Two-week technical training for the development of additional features and interfaces for data exchange with the domestic tax system
- A technical training for the migration of data from the ASYCUDA++ database to the new one
- One-week seminar that brought together stakeholders and customs officials, introducing them to the change

50%
reduction in average
release times in 2017 to 2021

Port of Banjul (GMBJL), Gambia



“The main reasons for this reform [i.e., migration to ASYCUDAWorld] are to facilitate international trade, to bring efficiency in the clearance of goods and boost revenue mobilization.”

*Mr. Yankuba Darboe,
Director General of Gambia Revenue Authority*

Partners:



GAMBIA

National Team Capacity Building

Total number of customs offices



4 Computerized



5 Paper-based

Volume of activity (2021)

(2021)

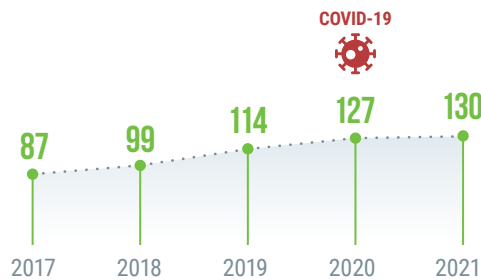
2,809
Customs **manifests**

33,837
Customs **waybills**

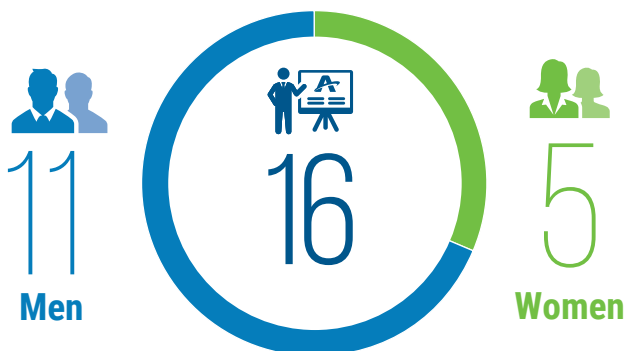
5,104
Import declarations



Customs annual revenue evolution (Million \$)



Persons trained



239,753
Total export goods' weight



Dynamic and Simplified Selectivity

Guinea customs now use dynamic selectivity to facilitate international trade by “controlling less, controlling better”.

Situation

At the Port of Conakry, all declarations were either selected for a physical examination (red lane, 55%) or a documentary check (yellow lane, 45%). Furthermore, 94% of declarations were selected for further random checks. Selectivity criteria were not updated regularly in ASYCUDAWorld as the risk management team lacked the necessary technical expertise.

Solution

The ASYCUDA Programme and Guinea customs developed a simplified interface for the creation and update of ASYCUDAWorld selectivity criteria. A dynamic selectivity mechanism which calculates the risk of fraud for each declaration, using historical data, was implemented.

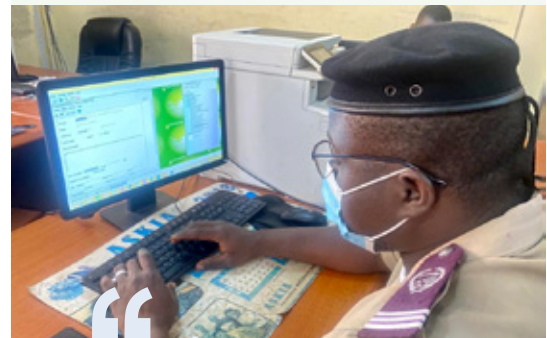
Result

Analytical reports are automatically generated in ASYCUDAWorld to assess the efficiency of the selectivity criteria used. Since its deployment in April 2021, and the ongoing population of the risk management database, improvements have been reported at the port:

- In Q1 2022, 93% of declarations identified by the system were deemed not to conform by customs officers
- 78% of declarations were selected through dynamic selectivity in Q1 2022, compared to 12.5% during the first month of implementation
- 10% of unselected declarations in Q1 2022, compared to 4% during the first month of implementation

93%

efficiency of selectivity criteria at the Port of Conakry in Q1 2022



The decision to examine is based on data and selectivity which routes all suspect declarations through the inspection channel and those assumed conform through the green channel to facilitate the processing and avoid wasting time.



*Mr. Karinka Konde,
President of the Guinean Committee for the Reform and Modernization of Customs*

Partner:



GUINEA

Dynamic and Simplified Selectivity

Total number of customs offices



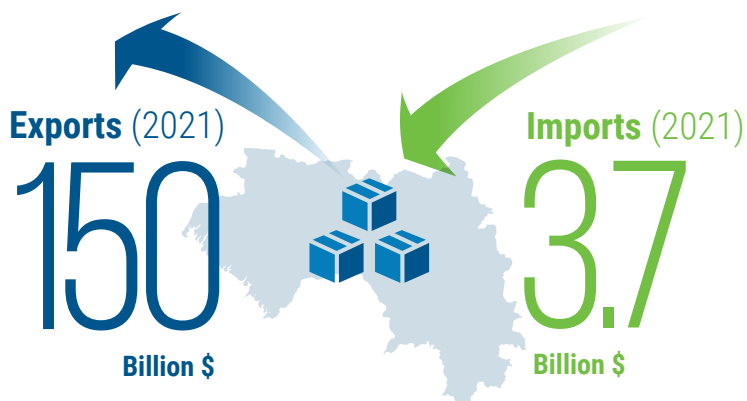
Volume of activity (2021)

3,047
Customs **manifests**

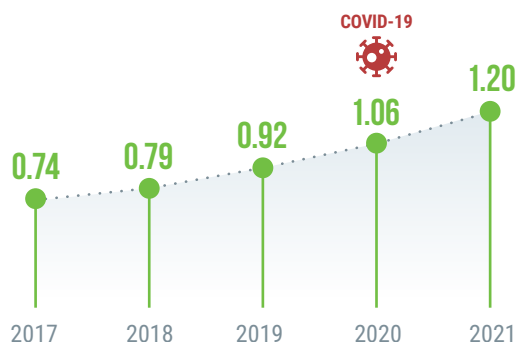
171,077
Import declarations

5,723
Export declarations

12,193
Transit declarations



Customs annual revenue evolution (Billion \$)





JORDAN

System Sustainability and Ownership

Jordan customs ensured the sustainability and ownership of ASYCUDAWorld through the building of a strong national ASYCUDA team able to maintain and enhance the system.

Situation

Since 1997, Jordan has run several different versions of ASYCUDA's customs management software. The successful roll out of ASYCUDAWorld, the latest version, was completed in March 2010 and the related ASYCUDA technical assistance project ended in 2015. Funding for the installation of ASYCUDAWorld was for a limited period through international donors since a continuous financing of ASYCUDA technical assistance with Jordan governmental funds was not possible.

3 members of the national team are currently appointed ASYCUDA experts by UNCTAD



Meeting between DG and ASYCUDA.

Solution

Jordan customs has chosen to build a strong national ASYCUDA team to maintain and further develop their customized ASYCUDA version. This choice meant that they were no longer dependent of foreign funding for the good functioning of their customs IT system. At the end of the UNCTAD technical assistance project, a fully trained national team was equipped to fully manage the JORDAN ASYCUDAWorld system. Jordan, like all other ASYCUDAWorld user countries, own their national implementation of the system, including its source code. Thus, Jordan customs are able to operate and change the system as they best see fit.

Result

Jordan's national ASYCUDA team has been able to maintain and further develop their national ASYCUDAWorld system. The system continues to cover the needs of the national administration and facilitate international trade. Several members of Jordan's national ASYCUDA team, drawing on the experience acquired in the with the national system, successfully applied for positions as international experts in UNCTAD, testament to the quality of experience gained during the ASYCUDAWorld roll out.

Partner:





JORDAN

System Sustainability and Ownership



Number of approved customs brokers



Users of customs website services

Volume of activity (2021)

804,002
Customs **declarations**

198,320
Transit declarations

350,660
Number of trucks entering
 the country in 2021



LESOTHO

Bilateral Trade Agreement Facilitation

The Lesotho Revenue Authority (LRA) developed a feature in ASYCUDAWorld that allocates import VAT credit for indirect supplies bought on credit from South Africa.

Situation

Lesotho is a landlocked country enclaved in South Africa that relies on export of textiles, water and diamonds. Lesotho's imports and exports all pass through South Africa. As part of their bilateral relationship, in 2020, the LRA and South African Revenue Service (SARS) introduced the need for proof of payment – that includes the payment of VAT in South Africa – prior to issuing Lesotho VAT exemptions to traders based in Lesotho.

Solution

The LRA customized ASYCUDAWorld's declaration module to help process VAT exception requests and submit the necessary documentation (such as proof of payment and invoices). Traders who already paid VAT in South Africa are now exempt from paying it in Lesotho, and the LRA claims VAT from SARS directly.

Result

The solution facilitates trade, eliminates fraudulent invoices and reduces delays in declaration processing. It also accommodates traders who buy goods on credit from South Africa as they can declare the goods in ASYCUDAWorld and use the credit facility to cross the border with the merchandise. Upon crossing, the requirement is that they submit the customs declaration package, and later after they have paid the suppliers, provide the customs declaration together with the proof of payment for import VAT purposes. The credit account feature in ASYCUDAWorld allows for the monitoring of unpaid taxes and identification of non-compliant traders.

2 hours
reduction in documentary compliance time for imports

ASYCUDA Training to Customs Officers in Maseru, Lesotho



VAT registered commercial importers who purchase goods on credit [...] from South Africa and make indirect import into Lesotho can have their import VAT payment deferred [...]. This is to allow them time to settle their credit invoices with their suppliers and obtain proof of such payment.



LRA statement

Partner:





LESOTHO

Bilateral Trade Agreement Facilitation

Total number of customs offices



17 Computerized

0 Paper-based

Volume of activity (2021)

275,569
Import declarations

25,744
Export declarations

Exports (2021)

727

Million \$



Imports (2021)

1,341

Million \$

12 Days

Average release time
(Commercial imports)



MONTSERRAT

Customs Interoperability with the Port Authority

Montserrat Customs and Revenue Service requested that ASYCUDAWorld be adapted to enable data sharing and interoperability with the port authority's terminal operating system.

Situation

During the implementation of ASYCUDAWorld, customs and the port did not have cargo manifest or clearance processing data sharing mechanisms as their IT systems were not connected to each other. Because of this, customs requested that ASYCUDAWorld be upgraded to include interoperability between both organizations.

Solution

Customs and the port agreed to improve information sharing and expedite clearance processing at the harbour. Both entities embarked on building electronic data exchange mechanisms between ASYCUDAWorld and the port's system to:

- Send to the port's system advance cargo manifest data before arrival
- Forward notifications to the port when customs grants release orders
- Receive confirmation when the port has delivered shipments to importers

Result

Thanks to the data exchange, both customs and the port share the dataset related to incoming and outgoing cargo, thus streamlining clearance processes, reducing paper-based transactions and minimizing associated costs. Manual processes were also improved to speed-up the release of cargo, such as:

- The port's overall planning and logistics due to advanced manifest information
- Traders generate the electronic release order after receiving authorization
- Customs and port controls at the exit gate are efficiently handled

25%

reduction in release times with the ASYCUDAWorld-Unitrack port interface

Montserrat Port Authority.



Montserrat is among the first countries in the Caribbean region to implement ASYCUDAWorld in 2011

Partners:





MONTSERRAT

Customs Interoperability with the Port Authority

Total number of customs offices



5 Computerized



0 Paper-based

Exports (2021)

15
Million \$



Imports (2021)

13
Million \$

Volume of activity (2021)



658

Customs **manifests**



17,424

Customs **waybills**



5,327

Import declarations



441

Export declarations



Persons trained



NEW CALEDONIA

Customs Process Modernization

ASYCUDAWorld, a modern and user-friendly system, has been put in place to modernize customs management processes in New Caledonia.

Situation

Previously, New Caledonian customs used an obsolete system with technical weaknesses. Several customs processes remained to be computerized, the development of port applications required the interconnection of the customs clearance system with external information systems, with customs being central in the supply chain.

Solution

Customs chose ASYCUDAWorld to centralize the exchange of data 24/7, interconnect data exchanges with public and private entities while computerizing new processes. The smooth migration from ASYCUDA++ to ASYCUDAWorld was ensured by the Programme as part of a technical assistance project.

Result

Available 24/7, ASYCUDAWorld ensures clearance processes and procedures modernization, while reducing customs' impact on the logistics flow. New functionalities and enhancements have been implemented such as:

- Several additional codes on the same declaration
- A dashboard screen and control channels implemented to provide a real-time overview of declarations and enabling prompt decision-making
- Express freight and the pre-arrival risk management
- Automation of stock management and customs guarantee
- Automation of customs processes even when certain documentation are unavailable
- Data exchange with the quota management system and the port's manifest management system

9 modules
for customs process modernization and automation were launched under ASYCUDAWorld in 2021

ASYCUDAWorld team



We have taken advantage of this change to develop modernized services allowing the dematerialization of procedures, interconnection with other applications and control assistance tools.



*Ms. Aurore Debatty,
Head of the Economic Action Pole, Customs
Regional Directorate*

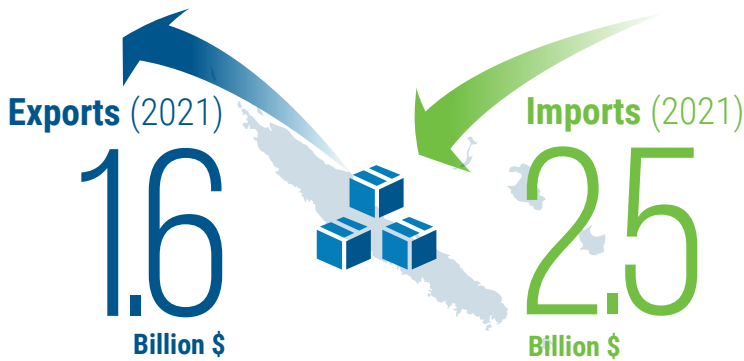
Partner:



NEW CALEDONIA

Customs Process Modernization

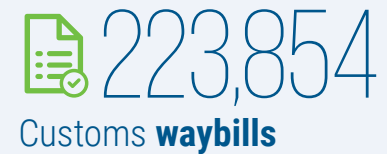
Total number of customs offices



Persons trained



Volume of activity (2021)





NIGER

Customs Revenue Scorecard

Niger customs implemented a revenue scorecard to support decision-making in real time.

Situation

With the rise of COVID-19 in March 2020, the Government of Niger established a technical committee within the Ministry of Finance to assess the daily impact of the pandemic on the country's economy. Since the country's revenue relies heavily on customs duties and taxes, the technical committee needed understandable data and statistics to help explain progress compared with pre-determined revenue objectives.

Solution

Customs and ASYCUDA implemented a scorecard that extracts data from the ASYCUDAWorld database and monitors revenue on a daily, weekly and monthly basis, by comparing data period-by-period. The scorecard is composed of specific performance indicators that help identify and explain discrepancies between expectations and reality.

Result

Launched in October 2021, the scorecard facilitates the processing and analysis of data, offering easy to understand visualizations. It shows the evolution of revenue; provides a real-time estimation of revenue for the ongoing month and year based on current and historical performance; period-by-period comparison of monthly and annual revenues; and statistics on consumption, import and export trends. The scorecard allows for better decision-making in relation to revenue and reaching its annual objectives.

85%

of customs procedures are automated through ASYCUDAWorld



The implementation of the scorecard and the automation of procedures significantly allow for better decision-taking and increased secured revenue. They help identify the necessary actions to reach the annual objectives.



*Mr. Harouna Abdallah,
Niger Customs Director General*

Partner:





NIGER

Customs Revenue Scorecard

Total number of customs offices



28 Computerized

6 Paper-based

Volume of activity

(2021)

209,536

Customs **manifests**

267,220

Customs **waybills**

256,375

Import declarations

91,362

Export declarations

56,581

Transit declarations

Exports (2021)

661

Million \$

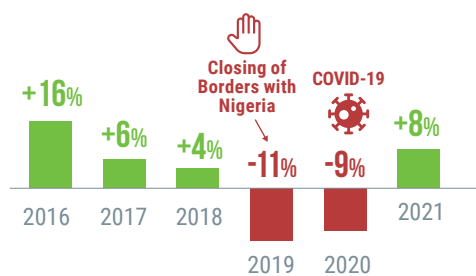
Imports (2021)

1,300

Million \$

Customs annual revenue evolution

(Percentage)



Persons trained



PAPUA NEW GUINEA

Under-Bond Cargo Management Automation

Papua New Guinea customs and the ASYCUDA Programme cooperate to uncover innovative ways of automating the monitoring of under-bond cargo movements.

Situation

To avoid additional port charges, warehoused goods that are not declared yet are moved from the wharf to depots. This procedure for the management and movement of under-bond cargo for warehoused goods was manual, needed traceability and was challenging to monitor and control.

Solution

A new ASYCUdaworld module was developed – the Single Movement Permission (SMP). The SMP automates: the application process; notifications between customs and port operators; the approval process; goods arrival acknowledgement by depot operator; and the stamping of arrival by cargo officers.

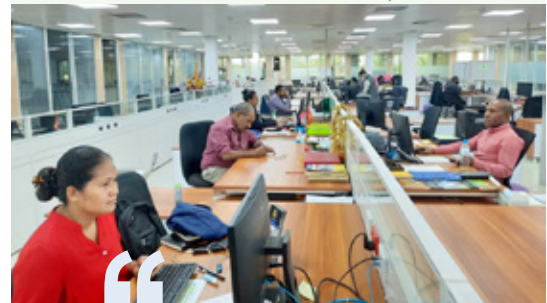
Result

The SMP allows customs to trace and monitor the under-bonded cargo movement more efficiently with accurate data and timing. It went live in Port Moresby in September 2021. The immediate results of implementation included:

- Online applications triggering the process
- 883 SMP processed and issued electronically from September 2021 to May 2022
- Paperwork reduced by 100%
- Average application processing time cut from 7 days to 1 to 2 hours
- Fast-processing time contributed to lesser port charges/storage
- Customs have better control in monitoring the under-bonded cargo and cooperate more efficiently with depot operators
- Reduced or no revenue loss due to uncontrolled cargo movement

2 Hours
average application processing time compared to 7 days before implementation of SMP

Customs Officers in Papua New Guinea



The implementation of SMP has allowed for an expedited process, minimal use of paper, better systematic audit trail of transfers and cargos, enhanced tracking and monitoring of goods move and increased confidence of shipping and terminal operators.



*Mr. Gamini Ora,
Acting Regional Director of Southern
Regional Operations*

Partner:





PAPUA NEW GUINEA

Under-Bond Cargo Management Automation

Total number of customs offices



22 Computerized

3 Paper-based

Volume of activity (2021)

3,273
Customs **manifests**

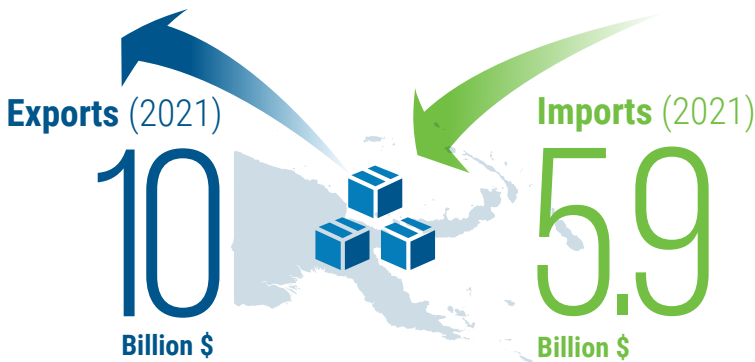
190,412
Customs **waybills**

120,121
Import declarations

13,243
Export declarations

133,271
TEUs at seaports
(Number of 20-foot equivalent containers)

8 Days
Average release time
(Commercial imports)



Persons trained





Operational Resilience

ASYCUDAWorld was successfully implemented in 28 offices in Syria and, since end-2010, has been processing the country's international trade.

Situation

Since 2011, due to the political crisis, UNCTAD international staff have been unable to provide onsite technical assistance to Syrian customs with installing, enhancing and maintaining the latest ASYCUDAWorld updates. Additionally, the economic blockade made it difficult for the Syrian government to procure new hardware and software from international providers.

Solution

The ASYCUDAWorld project focused on building a resilient infrastructure and embedding early taking of ownership and sustainability into its technical assistance approach:

- Hardware was selected by Programme experts to last for several years
- Backup facilities were implemented to ensure that the system is fail safe
- ASYCUDAWorld requires no additional software maintenance procurement and upgrades are non-essential
- ASYCUDAWorld implementation, and its associated training, are designed to ensure customs and its staff take ownership of the system. Thus, national staff are fully trained to operate the system without needing external expertise

In 2019, following the lifting of travel restrictions to Syria for UN staff, customs and ASYCUDA experts upgraded ASYCUDAWorld to the latest version.

Result

Syrian customs have used ASYCUDAWorld to process foreign trade procedures and monitor, in real time, operations at border crossings, which are often very difficult to reach by road. The system has demonstrated its resilience and flexibility by continuously supporting customs, even during challenging circumstances.

Partner:



98%

of imports and exports have been processed through ASYCUDAWorld since end-2010

Nasib, Syrian-Jordan border



“ Since 2007, ASYCUDAWorld has not stopped working despite the difficult circumstances the country has gone through, to procure the necessary infrastructure and to receive external technical support. ASYCUDAWorld is fully operated by our local team, contributes to enhanced controls, revenue increase, trade facilitation, and data generation. ASYCUDAWorld is the main provider of statistics of Syrian economy.

”

Director General of Syrian customs

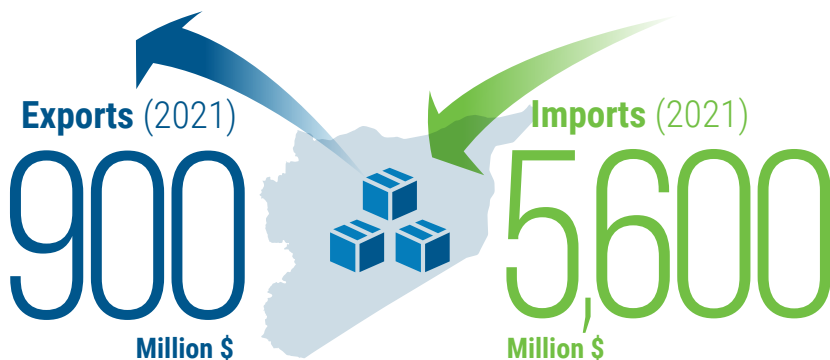
SYRIA

Operational Resilience

Total number of customs offices



Volume of activity (2021)



Persons trained



Source: unctadstat.unctad.org

TIMOR-LESTE

Customs are implementing a Single Window system that will help the environment while facilitating international trade by bringing stakeholders together online.

Situation

Customs and PGAs were not connected. Paperwork started once goods were in country, and complex procedures created bottlenecks. For tax exemptions, traders needed to submit a request to TradelInvest for each import, resulting in data duplication and several trips back and forth between customs and PGAs. A similar process applied for the issuance of licenses, permits and certificates.

Solution

The Government of Timor-Leste increased automation by building an environmental-friendly electronic Single Window system, using ASYCUDA technology, to connect customs, PGAs and traders in an online customs clearance system.

Result

The Timor-Leste electronic Single Window (TileSW) went live in 2021 and has already integrated TradelInvest, the National Ozone Unit and the Ministry of Trade, Commerce and Industry allowing for the:

- 85% reduction in printed paper at TradelInvest and customs
- 91% reduction in physical trips by investors between customs and TradelInvest
- Reduction of delays and subsequent demurrage costs with certificates and masterlist now granted by TradelInvest 6 months before arrival of goods
- Better control of and management of Ozone Depleting Substances importation

TileSW is saving Timor-Leste natural and financial resources by reducing paper usage and carbon emissions, offering better control of the importation of goods that are dangerous to the environment.

Greening and Simplifying Trade Procedures

85%

reduction of printed paper at TradelInvest and customs

Timor-Leste National Single Window Launch Ceremony



The new way of working will increase customs compliance, optimize revenue control, and reduce bottlenecks, saving everyone time and money while providing our government with better decision-making data and tools.



*Mr. Taur Matan Ruak,
Prime Minister of Timor-Leste*

Partners:



TIMOR-LESTE

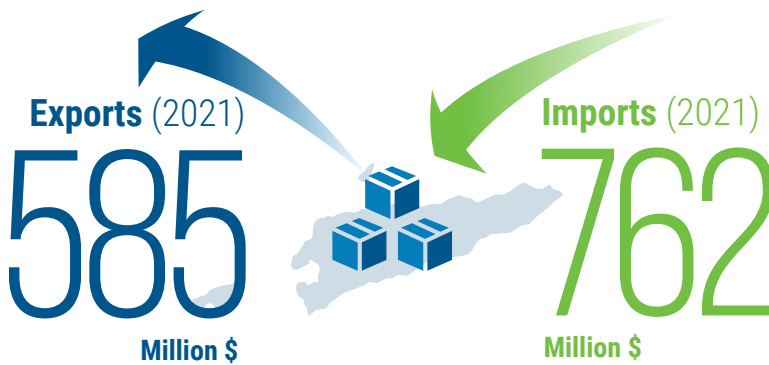
Greening and Simplifying Trade Procedures

Total number of customs offices

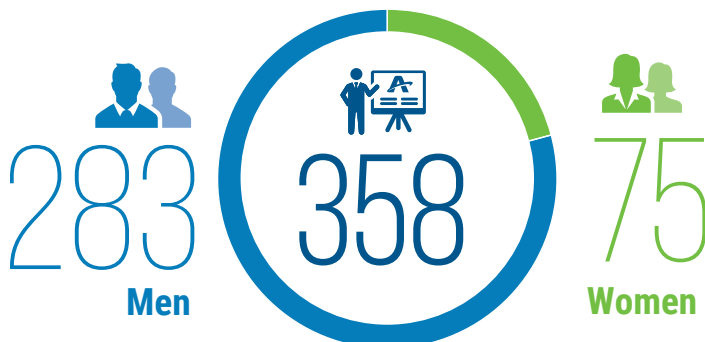


5 Computerized

3 Paper-based



Persons trained



Volume of activity (2021)

1,167
Customs manifests

21,620
Customs waybills

19,112
Import declarations

672
Export declarations

19,778
TEUs at seaports
(Number of 20-foot equivalent containers)

4 Days
Average release time
(Commercial imports)



TONGA

Pre-arrival Customs Processing

Tonga implemented the manifest module of ASYCUDAWorld for better data analysis, goods tracking and improved risk management.

Situation

Hard copies of sea and air cargo manifests were submitted to customs and data were not integrated in the declaration process. This affected customs ability to process pre-arrival clearance and advanced risk profiling. Customs faced challenges in tracking changes to the manifest and in keeping proper records of containers arriving and leaving the port.

Solution

The electronic manifest submission in ASYCUDAWorld, launched in August 2021, helps customs to streamline its business process, with the advanced, electronic submission of cargo manifests. Amendments to manifests are recorded and historical versions are stored for audit purposes.

Result

- Manifest data are available at least 12 hours before arrival of shipments, in compliance with prevailing legislation that allows customs to analyze manifest information and use it for risk profiling
- “The ASYCUDA manifest enables customs to have more and better control of goods coming in and going out of the country”. Lisala Fifita, Manifest Officer, Customs & Trade Division.
- “We can submit our manifests in a timely manner without the need to rush to the office to avoid late submission and penalty”. Sepesi Fakatou, General Manager, Ha’apai Freight Forwarder

4,000

waybills were processed monthly on average in ASYCUDAWorld between August-December 2021

ASYCUDAWorld Functional Training to local Customs team



The implementation of ASYCUDA’s manifest module has helped customs to streamline its manual process. We are hoping the full implementation of ASYCUDA will reduce the cargo clearance time and increase level of trade compliance.

”

*Mr. Michael Cokanasiga,
Deputy CEO, Customs and Trade Division*

Partner:



TONGA

Pre-arrival Customs Processing

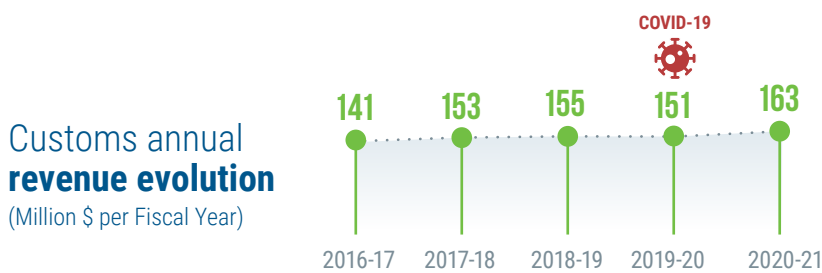
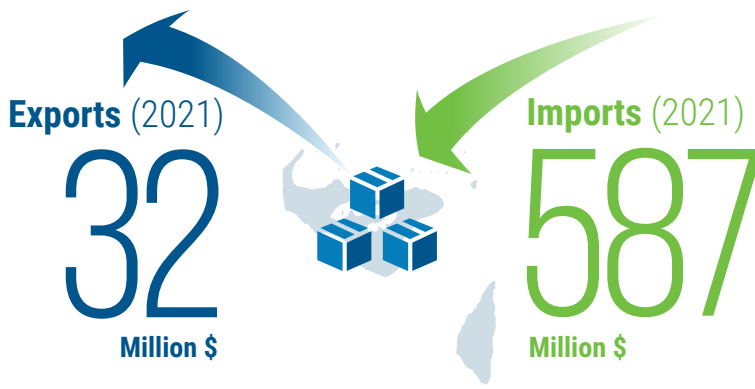
Total number of customs offices



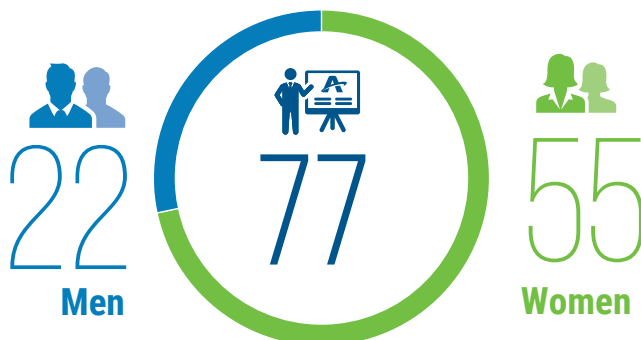
1 Computerized



1 Paper-based



Persons trained



Volume of activity (2021)

319

Customs **manifests**

36,388

Customs **waybills**

33,427

Import declarations

3,633

Export declarations

70

Transit declarations

24,000

TEUs at seaports

(Number of 20-foot equivalent containers)

8 Days

Average release time
(Commercial imports)



TRINIDAD AND TOBAGO

Imported Vehicle Licensing Controls

The recent ASYCUDAWorld upgrade includes several new functional features to facilitate the importation of motor vehicles into the twin-island nation.

Situation

To import vehicles into Trinidad and Tobago, traders must first obtain an import licence from the Ministry of Trade, get clearance from customs, finalize roadworthiness checks and register imports at the licensing division of the Ministry of Works and Transport. Despite ASYCUDAWorld automating the customs process, other administrative hurdles facing traders were manual or partially automated.

Solution

Customs made additional information relating to motor vehicles available in ASYCUDAWorld to expedite clearance and reduce the opportunity for unethical practices. These features included:

- Identifying transported motor vehicles in the manifest
- Pulling vehicle details from the waybill to the declaration for tax calculation and relief, and statistical analysis
- Quicker customs inspection at the port through a web application
- Digital verification of motor vehicles during government registration process

Result

Some impacts of the project are:

- Expedited offloading and control at the port of entry
- Quicker turnaround time for customs clearance
- Faster delivery to importers
- Enhanced valuation checks
- Impossible manipulation of hard copies during government registration process
- Consistent data throughout the process

13,000+

motor vehicles were imported and processed by customs using ASYCUDAWorld

Tuvalu customs office.



In 2019, the average processing time [...] per customs declaration was 23.7 hours. This has been reduced by 52% and currently stands at 11.2 hours per declaration in 2021.



Government of the Republic of Trinidad and Tobago Official Website

Partner:





TRINIDAD AND TOBAGO

Imported Vehicle Licensing Controls

Total number of customs offices



28 Computerized

0 Paper-based

Volume of activity (2021)

(2021)

9,172
Customs **manifests**

545,072
Customs **waybills**

125,631
Import declarations

63,703
Export declarations

Exports (2021)

10.7

Billion \$



Imports (2021)

5.5

Billion \$

13,008



Number of motor vehicles
Imported in 2021



Persons trained



TURKMENISTAN

From Customs Modernization to Building a Single Window

Modernizing and automating customs procedures in Turkmenistan, as a first step towards building an electronic Single Window for trade.

Situation

Turkmenistan's State Customs Service (SCS) sought to: modernize customs procedures; facilitate the electronic declaration of goods; introduce a fully integrated customs tariff; improve monitoring and control of transit operations; implement a modern risk management system in accordance with international standards and best practices; and integrate PGAs involved in the customs clearance process.

Solution

SCS and the ASYCUDA Programme implemented a technical cooperation project to improve the operational capacity of customs, facilitate trade, strengthen the country's capacity for transit and ensure economic growth, via the roll out of ASYCUDAWorld.

Result

In June 2020, ASYCUDAWorld customs management system was implemented in all 52 customs offices in Turkmenistan. It enabled the:

- Automation of transit in national and regional corridors
- Processing of real time SafeTIR, to manage the use of TIR carnets in accordance with international standards
- Trade data exchange with Afghanistan
- Flexible environment for configuring and generating personalized business reports
- Improved reporting of trade statistics
- Provision of a multilingual service (in English and Turkmen)

Following the success of the ASYCUDAWorld implementation, the Turkmenistan government requested the building of an ASYCUDA-based customs-centric electronic Single Window, involving 16 PGAs.

14 times

reduction of cargo clearance following the implementation of ASYCUDAWorld



The integrated customs information system, ASYCUDAWorld, which fully automated the customs clearance procedure, collection and analysis of information, [is] working in full force and [is] constantly being improved.



Turkmenistan Government Website

Partner:





TURKMENISTAN

From Customs Modernization to Building a Single Window

Total number of customs offices



52 Computerized



0 Paper-based

Volume of activity

(2021)



65,000

Import declarations



50,000

Export declarations



350,000

Transit declarations

Exports (2021)

7.8

Billion \$

Imports (2021)

4.1

Billion \$



Persons trained

(Customs officers and brokers)



Trader Registration Portal

Tuvalu customs implemented a taxpayer identification number (TIN) registration module within ASYCUDAWorld.

Situation

Registering a TIN in Tuvalu involved three separate government departments. The business registration department captured the applicant's business requirements and generated a number that was forwarded to the internal revenue department (IRD) for further verification. The TIN was then manually issued and customs could register stakeholders in their customs management system.

Solution

ASYCUDAWorld has become the TIN repository and generates the numbers using a new module, ASYTIN. The solution was agreed via a series of consultations with IRD, as well as the merger of customs and IRD under a single revenue authority. The ASYTIN module developed for the registration of taxpayers is used by the business registration department and the IRD for their respective inputs and authorizations. The TINs are available immediately for customs use without the need for a separate registration process.

Result

ASYTIN has reduced application processing time by removing the redundant process of three agencies capturing taxpayer information, while also making supporting documentation available to all authorizing parties. ASYCUDAWorld also provides a virtual electronic filing system that stores scanned documents in a single repository. The use of the TIN was harmonised as the identifier for companies, carriers, and declarants.

300+

**entities registered
in ASYCUDAWorld
use ASYTIN**

Tuvalu customs office.



We are open to the opportunity that the ASYCUDAWorld system will provide to help enhance our ability to ensure efficient revenue collection and effective border management.



*Ms. Sania Teisini,
Head of Tax and Customs*

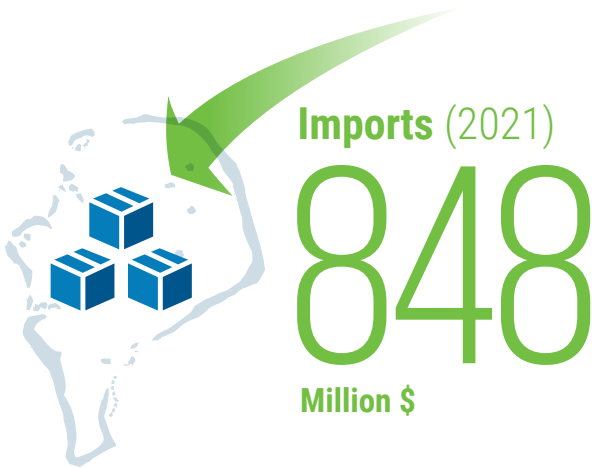
Partner:





Trader Registration Portal

Total number of customs offices



Persons trained



Volume of activity (2021)



If you have any questions or suggestions, or need further information about the ASYCUDA Programme, please contact us at asycuda@unctad.org. We also invite you to follow our official [Twitter account](#) for the latest information on ASYCUDA, its partners and their joint achievements.



ASYCUDA
Automated System for Customs Data

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