# Roadmap for Building a Single Window

ASYCUDA
Customs clearance to Single Window

UN trade & development
UNCTAD

# Outline

1. **Definitions & Context**

2. Guidelines for Implementing a Single Window

3. ASYCUDA's Approach and Experience

# What is a Single Window?

▶ A facility that allows the stakeholders in international transport and trade to submit homogenous official papers and information to a single point of entry, which then fulfils all transit, export, and import related requirements. (UNECE, Recomm. 33)
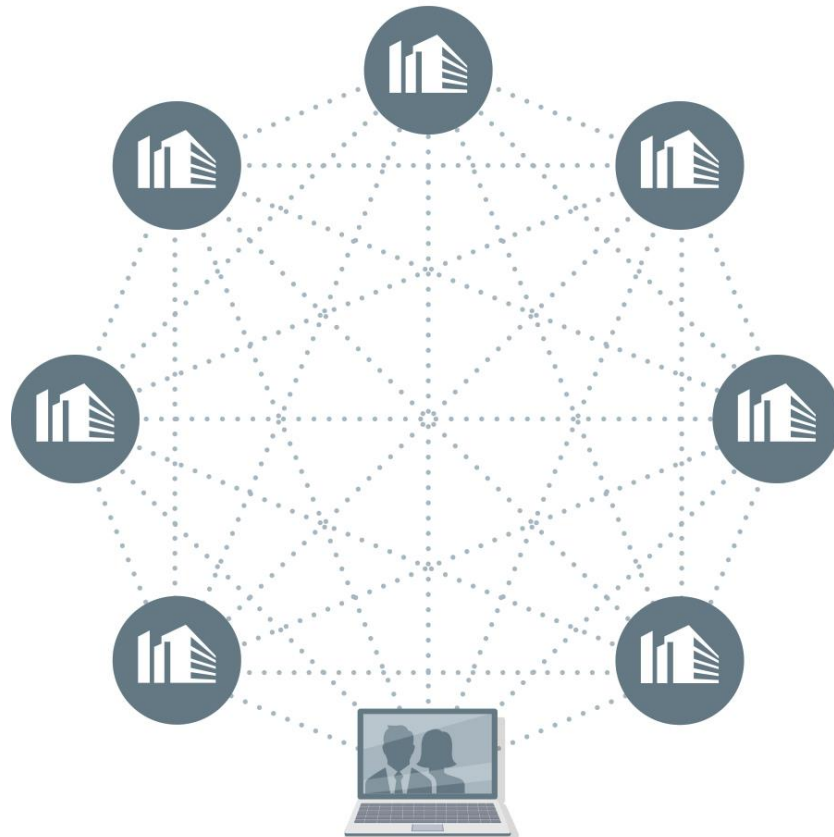
UNECE regulary publish recommendations including the following Single Window related ones:

▶ **n° 34** Data Simplification and Standardization for International Trade

▶ **n° 35** Establishing a Legal Framework for an International Trade Single Window

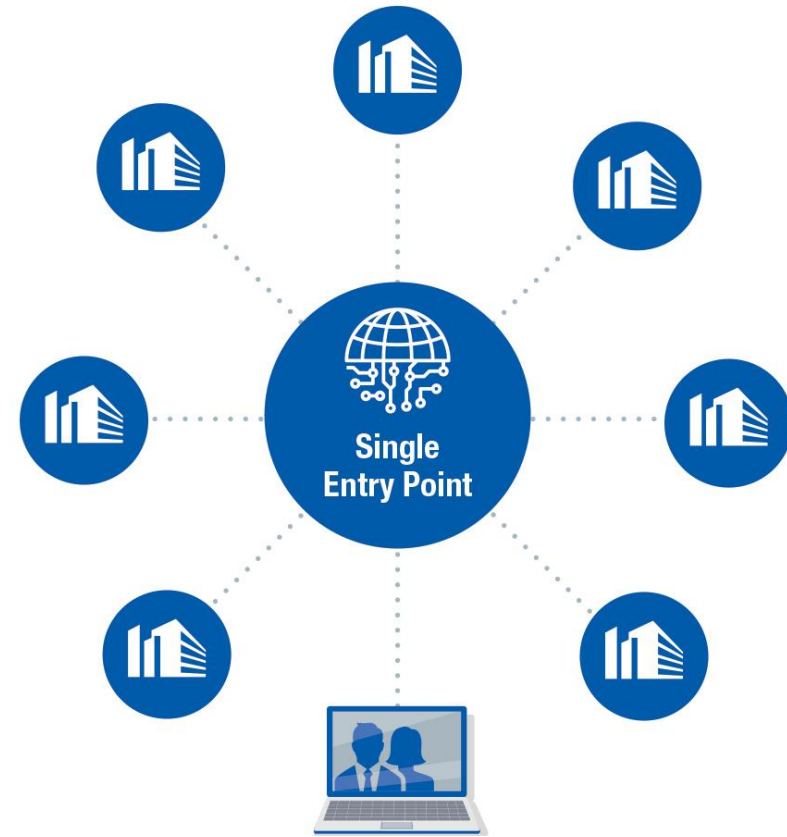▶ **n° 36** Single Window Interoperabilit

# What is a Single Window?



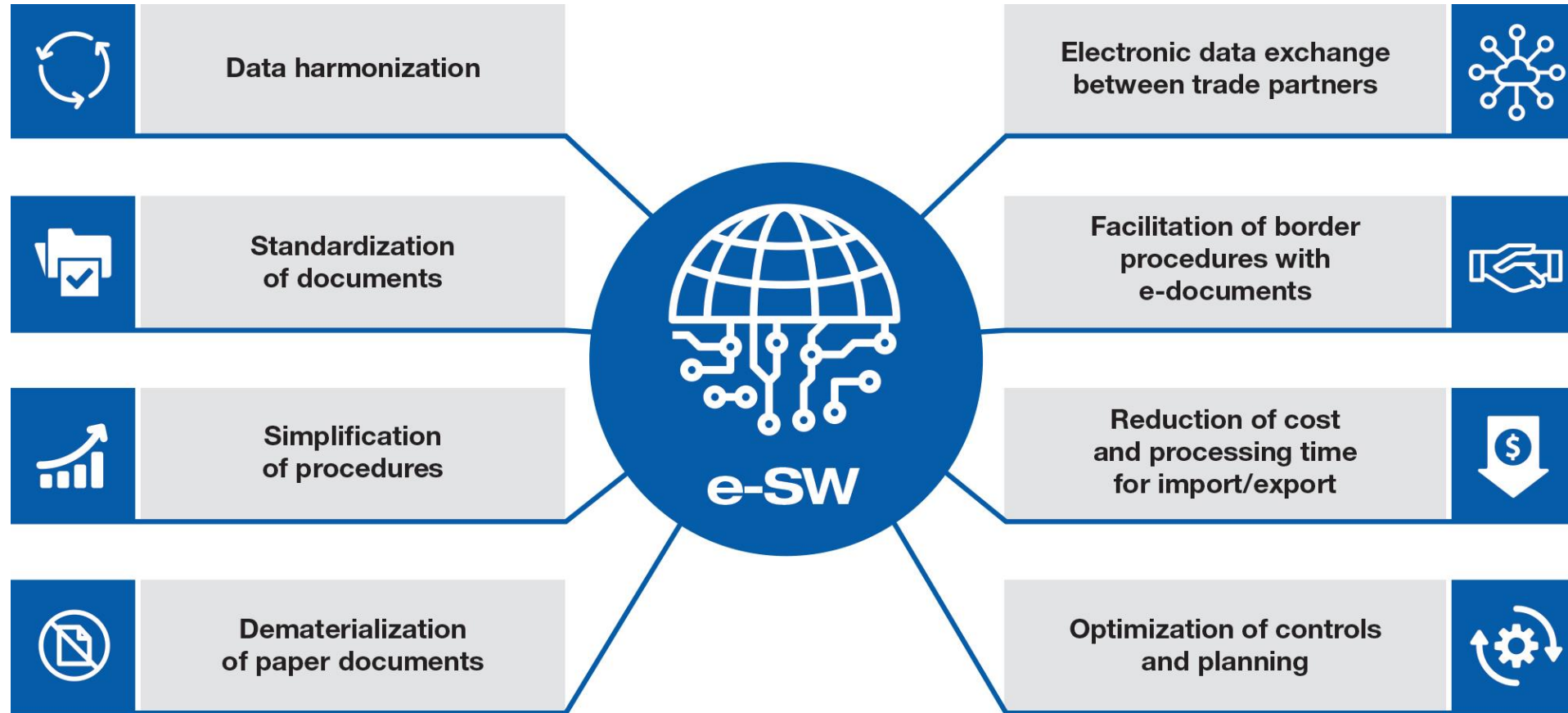**Non-Single Window**

Economic operator

**Single Window**

Single Entry Point

Economic operator

# Benefits of a Single Window

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| | |
|---|---|
| Data harmonization | Electronic data exchange between trade partners |
| Standardization of documents | Facilitation of border procedures with e-documents |
| Simplification of procedures | Reduction of cost and processing time for import/export |
| Dematerialization of paper documents | Optimization of controls and planning |

e-SW

# WTO's Trade Facilitation Agreement

▶ Entered into force on 22 February 2017

▶ Comprises 24 articles

▶ Contains provisions for:

i) release and clearance of goods

ii) effective cooperation between customs and other authorities on trade facilitation

iii) technical assistance and capacity building

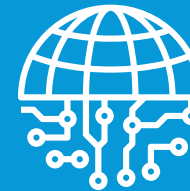▶ In particular, article 10.4 **"Endeavour to establish or maintain a Single Window"**

# Context
## From customs automation to trade digitalization

**Customs Automation**

**Trade Digitalization and Facilitation**

**Use of a computer to automate customs processes**

▶ Availability of customs information

▶ Paperless processes

▶ Data is not processed

**Integration of digital technology resulting in fundamental changes to trade processes**

▶ Collected information converted into datasets for analysis

▶ Enhancement of customs clearance process efficiency (e-payment, risk management, reporting, statistical analysis)

▶ Integration of key trade stakeholders (PGAs, cross-border agencies...)

# Outline

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2. **Guidelines for Implementing a Single Window**

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# Guidelines for Implementing a Single Window

1. Project Planning
2. Political Will
3. Stakeholder Engagement
4. Leadership and Project Management
5. Relationship to the NTFC
6. Communications
7. Phased Approach
8. Change Management

9. Training
10. Business Process Analysis and Reengineering
11. Data Simplification and Standardization
12. Legal Framework
13. Business Model
14. Collection and Distribution of Agency Fees
15. Continuous Review

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## Trade Facilitation

Trade Facilitation is the systematic rationalization of procedures, information flows, and documentation

## UNCTAD

**Mandate:** The Bridgetown Covenant, October 2021, Art 127(c) "Continue to cooperate with member States in implementing the Automated System for Customs Data (ASYCUDA)"

## Division on Technology and Logistics

- Knowledge sharing
- Training
- Capacity building
- Science
- Technology
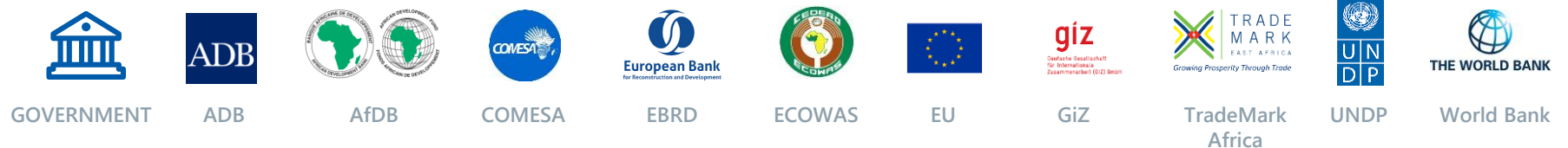- ICT Trade logistics

# ASYCUDA Programme

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## 102 Economies

- 38 LDCs
- 23 LLDCs
- 41 SIDS

## 13 Single Window projects

- Barbados
- Burundi
- Comoros
- Jamaica
- Kazakhstan
- Rwanda
- Saint Vincent and the Grenadines
- Sao Tome and Principe
- Timor-Leste
- Turkmenistan
- Uganda
- Vanuatu
- Zimbabwe

## 65 Operational projects
(including 14 international & regional)

## Transfer of know-how (2023)
300+ training sessions & 3000+ participants

## Funding Partners

GOVERNMENT · ADB · AfDB · COMESA · EBRD · ECOWAS · EU · GiZ · TradeMark Africa · UNDP · World Bank

# ASYCUDA COMMUNITY

## 102 Countries & Territories

### EUROPE AND CENTRAL ASIA

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

### MIDDLE EAST

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

### AMERICAS AND THE CARIBBEAN ISLANDS

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

### AFRICA

- Angola
- Benin
- Burkina Faso
- Burundi
- Cabo Verde
- Central African Republic
- Chad
- Comoros
- Congo
- Côte d'Ivoire
- D.R. Congo
- Djibouti
- Equatorial Guinea
- Eritrea
- Eswatini (former Swaziland)
- Gabon
- Gambia
- Guinea
- Guinea-Bissau
- Lesotho
- Liberia
- Libya
- Madagascar
- Malawi
- Mali
- Mauritania
- Mozambique
- Namibia
- Niger
- Rwanda
- Saint Helena
- Sao Tome and Principe
- Seychelles
- Sierra Leone
- Sudan
- Togo
- Uganda
- Zambia
- Zimbabwe

### ASIA AND PACIFIC ISLANDS

- 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

# Technical Approach

Demand driven approach to SW (Feasibility study and tailored project proposal):

▶ Common data set (WCO data model)

▶ Single entry point

▶ Inter-system exchanges and interoperability

▶ Providing a web service portal to the PGAs

▶ Security

▶ Statistical reporting

# Management Approach

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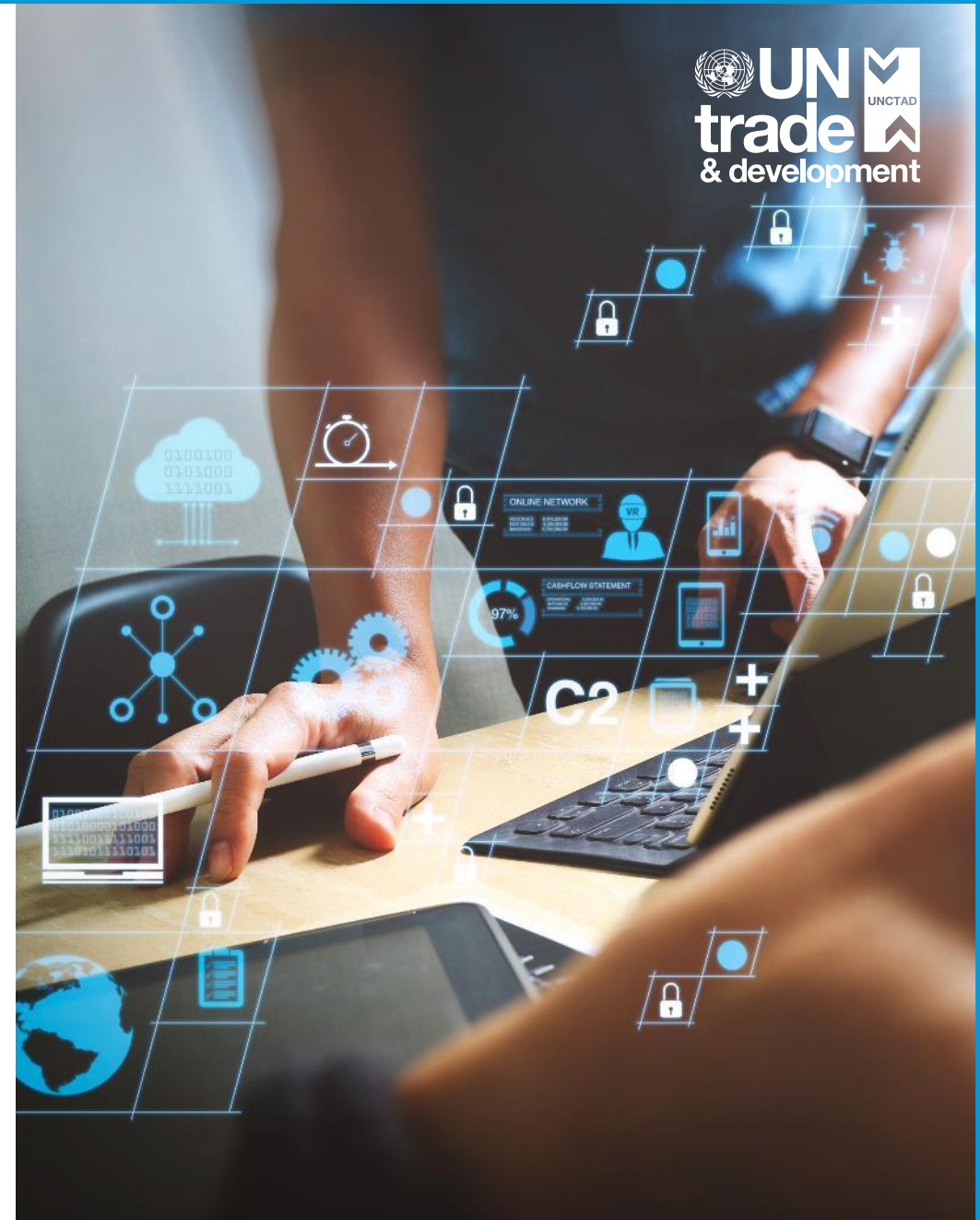
**1** Undertake Initial Assessment and Confirm Project Approach

**2** Confirm Project Scope

**7** Business Process Analysis

**8** ICT and Infrastructure Needs Analysis

**9** Legal Review

**13** Pilot Implementation of the Prototype

**14** Make Any Necessary Adjustments and Undertake Full Implementation

**As Is** → **To Be** → **Software Requirements Specification** → **Development** → **Implementation** → **Evaluation**

**3** Engage Key Stakeholders

**4** Ensure Political Support

**5** Establish Project Management Structure

**6** Establish Communications Strategy

**10** Develop Initial Prototype Based on Above Analysis

**11** Develop and Implement Training Programme

**12** Develop and Implement Change Management Strategy

**15** Evaluate Project Performance Against Agreed Benchmarks

**16** Get Project Completion Sign off by Country

**17** Consider Next Steps for Project Enhancements and Further Development (Continuous Improvement)

# Major Obstacles

▸ Resistance to change

▸ Delays of feedback on process review and reengineering from key stakeholders

▸ A heavily regulated trading environment

▸ Delays in revising the legislative framework to support the SW implementation

▸ Limited availability of basic IT equipment, rapid increase of new technologies

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# Key Success Factors

▸ Political will and commitment

▸ Coordination / collaboration among stakeholders

▸ Clear scope and objectives

▸ Ensure adequate legal environment

▸ Communications strategy

▸ Human and financial resources / committed implementation team

# Recommendations

- Focus on manageable tasks during the initial phase of the project

- Proceed with the project once you have secured the necessary political support

- Avoid automating paper-based processes

- Consult all stakeholders as early as possible

- Include the business community

- Consider that not everyone knows about the project

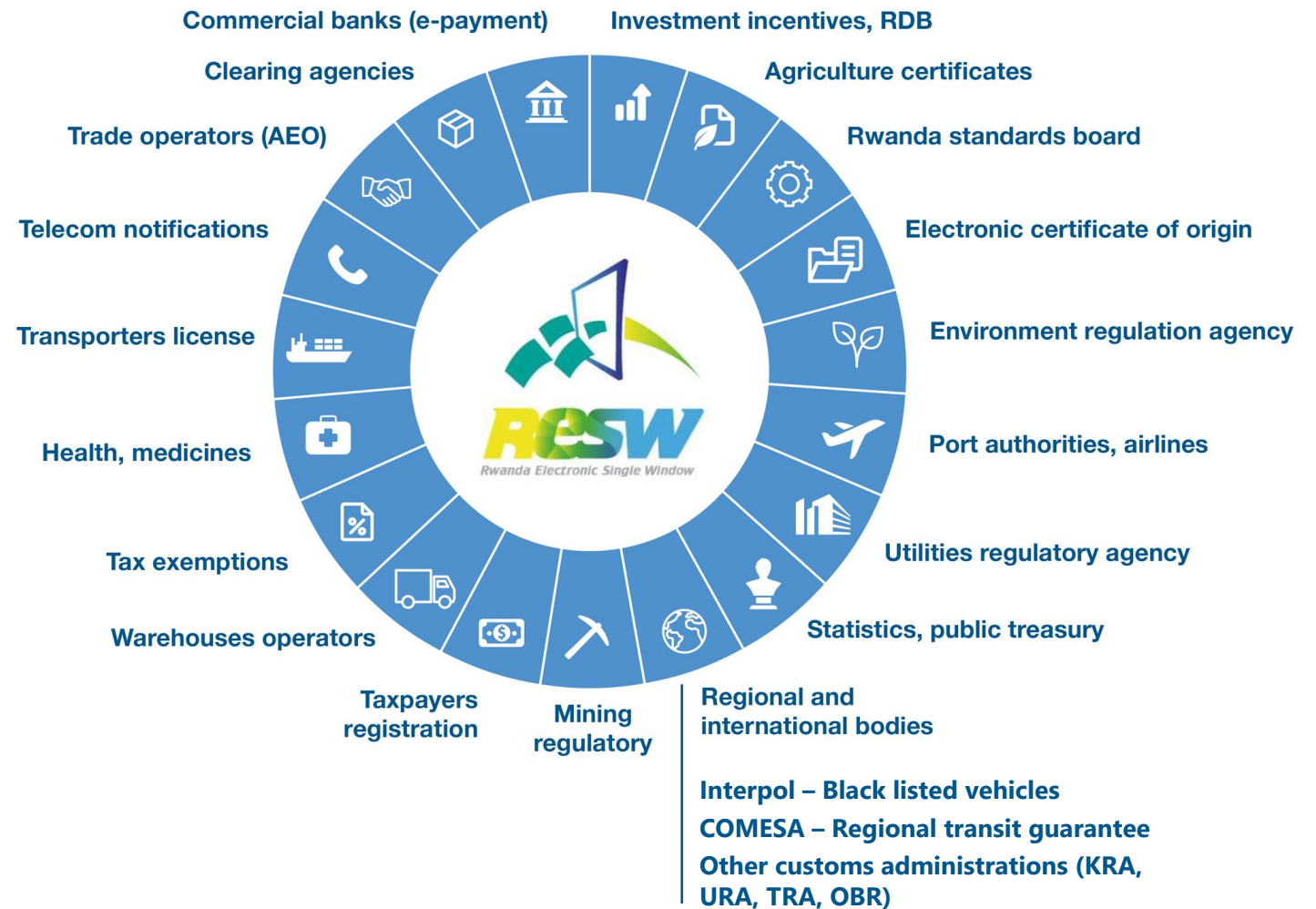- Assume that the legal framework cannot be quickly aligned to the new software environment

# Results and Impact in 🇷🇼 Rwanda

- ▶ e-SW launched in 2012 with 4 PGAs

In 2024:

- ▶ 28 PGAs and 520 clearance agencies

- ▶ 1,544 declarants and 2,369 total users

- ▶ Consistent increase of customs revenue

- ▶ Reduced customs clearance times from 11 days in 2010 to now under a day

- ▶ Cost of clearance reduced from approx. $35 to approx. $5 in just one year period

- ▶ Generated net savings of circa $18 million after 3 years of implementation

- ▶ 71 places improvement in the Trading Across Borders topic of the World Bank Doing Business Ranking in 2011–2019



RESW — Rwanda Electronic Single Window

- Commercial banks (e-payment)
- Investment incentives, RDB
- Clearing agencies
- Agriculture certificates
- Trade operators (AEO)
- Rwanda standards board
- Telecom notifications
- Electronic certificate of origin
- Transporters license
- Environment regulation agency
- Health, medicines
- Port authorities, airlines
- Tax exemptions
- Utilities regulatory agency
- Warehouses operators
- Statistics, public treasury
- Taxpayers registration
- Mining regulatory
- Regional and international bodies
- Interpol – Black listed vehicles
- COMESA – Regional transit guarantee
- Other customs administrations (KRA, URA, TRA, OBR)

# Results and Impact in ⬤ Timor-Leste

- e-SW launched in 2021 with 8 PGAs

In 2024:

- 13 PGAs

- Link with Portuguese-speaking countries

- Reduced physical trips by investors between customs and TradeInvest by 90%

- Reduced paper usage by around 80%

- Minimized delays and costs, cutting demurrage costs and facilitating clearance as soon as goods arrive in Timor-Leste

- Saved time. The application and processing of import and export permits for animals and plants and their products has reduced from 1 to 2 weeks to 1 or 2 days to obtain a permit
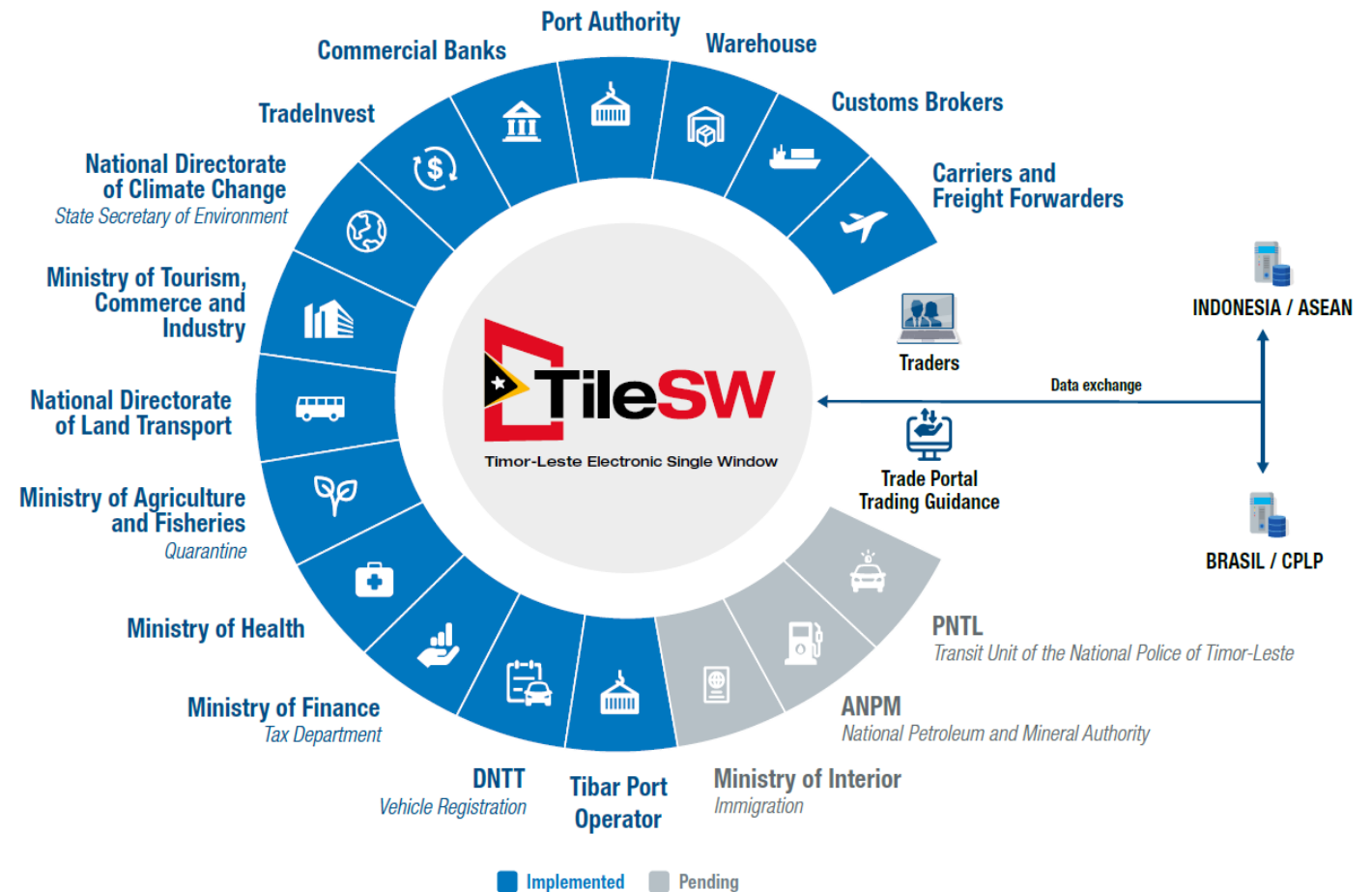
# Results and Impact in 🇯🇲 Jamaica

- ▶ e-SW launched in 2020

In 2024:

- ▶ 10 PGAs

- ▶ 60+ e-services

- ▶ Reduction of movements / in-person visits

- ▶ Reduction of time:
  - • 85% of certificates of origin processed in 24h
  - • Permits now approved within 24h (3 days before)

- ▶ Reduction of paper use

- ▶ Reduction of delays and associated costs



JAMAICA SINGLE WINDOW FOR TRADE

Customs Agency
Trade Board Limited
Plant Quarantine and Produce Inspection Branch
Veterinary Services Division
Pesticides Control Authority
Agricultural Commodities Regulatory Authority
Hazardous Substances Regulatory Authority
Dairy Development Board
Sugar Industry Authority
Firearms Licensing Authority
Other BRAs
Spectrum Management Authority
Promotions Corporation
Ministry of National Security
Ministry of Foreign Affairs and Foreign Trade
National Environment and Planning Agency
Bureau of Standards
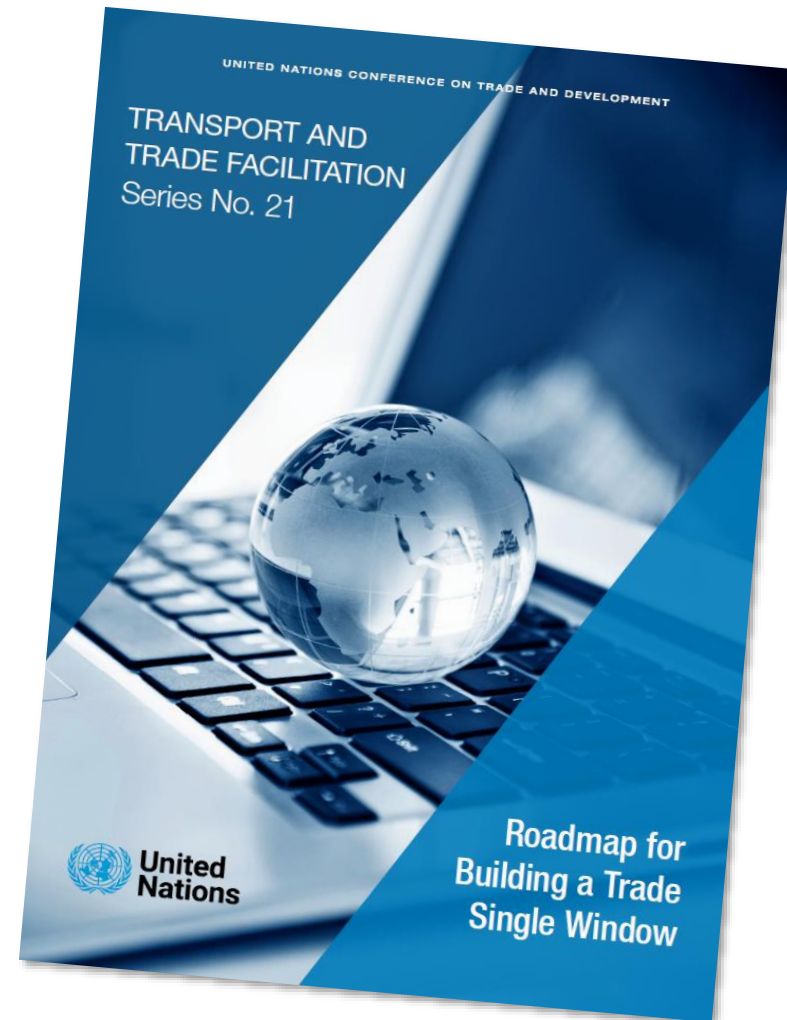Pharmaceuticals Affairs Department

■ Implemented    ■ Pending

# Roadmap for Building a Trade Single Window

- ▶ Blueprint for setting up a sustainable and efficient one-stop shop for trade procedures in line with national needs

- ▶ Based on ASYCUDA's extensive experience in 11 countries

- ▶ Source for updating WCO's Single Window Compendium

https://unctad.org/publication/roadmap-building-trade-single-window



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Roadmap for Building a Trade Single Window

# THANK YOU!
## QUESTIONS & ANSWERS