

CAREC WORKSHOP ON ELECTRONIC SINGLE WINDOW  
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# New Developments in Electronic Single Window



S.P. Sahu  
World Customs Organization



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# Single Window- The Context

- ◆ Trade as the driver for growth and investment promotion
- ◆ Liberal trade regimes with a regional focus
- ◆ Expectations for prompt and efficient services that enable international trade
- ◆ **WCO's standards and instruments for efficient and effective border procedures**
- ◆ Customs in the 21<sup>st</sup> Century – WCO's Building Blocks
  - ◆ ....
  - ◆ Globally Networked Customs
  - ◆ Coordinated Border Management
    - ◆ Single Window Environment





# C21 Building Blocks

*Etc. Etc..*

*Customs-Trade Partnership*

*Globally Networked Customs*

*Coordinated Border Management*

*(Only a subset of components are depicted below)*

## **Working Agreements**

**Agreed Business Process Concept**

**Agreed Service Catalogue**

**Established Legal Basis**

## **One-stop Shop**

**Juxtaposed Front offices / Back offices**

**Integrated Service Windows**

**Shared Operational Controls**

## **Single Window Environment**

**Harmonized eForms / Electronic Messages**

**Common Data Model**

**Common Portal Services**

**Executing Interagency Business Processes**

**Collectively achieved Service Levels**



# CAREC

## The Regional Dimension

- Land-locked countries – challenges
  - Transportation infrastructure
  - Securing trade routes
  - Border procedures
    - Regulatory challenges & infrastructural constraints
- Multi-pronged response:
  - CAREC - Action Plan for Transport & Trade Facilitation
    - Motorways & logistics infrastructure
    - Projects for Customs Modernization
      - Enhanced use of IT systems in customs
    - Investment in infrastructure for Border Crossing
    - Joint Border processing/ Joint Customs Control
    - Simplified Transit Procedures
    - National Single Window initiatives





# SAFE - Framework of Standards – Core elements

- Advanced Electronic Information for Cargo & Goods
  - Pre-arrival processing
- Common risk-management approach;
  - 31 Key data elements
- Use of non-intrusive detection equipment
- Use of International Standards for data exchange;
- Real-Time Information Sharing;
- Using Intelligence & Risk-Based Controls;
  - Separating release from clearance
- **Utilizing “Single Window” Concept effectively;**





# Single Window

## Experience to Date

- UN Recommendation No. 33
  - Compendium defines/ describes a Single Window
    - Compendium contains several case studies
  - Singapore's Tradenet solution is an outstanding example
- New solutions typically have a regional focus
  - ASEAN: From National Single Window (NSW) to ASEAN Single Window (ASW).
  - Other Regions are developing National SWs within regional frameworks:
    - South Eastern Europe, APEC, ECOWAS region etc
  - SW solutions in Africa are linked transit facilitation
- Single Window equally challenging for Advanced economies
  - Well developed regulation
  - Entrenched legacy systems & procedures
  - Complex Technological solutions & change management





# CAREC – New Initiatives

- CAREC Ministerial Conference Baku, Azerbaijan, November 2008
- Trade Facilitation & Customs Co-operation Program
- CAREC Sectoral Committees
  - Integrated Trade Facilitation Committee
  - Customs Co-operation Committee
- Standing Committees required for managing the “Customs-to-Customs” Pillar on an ongoing basis:
  - Maintaining Harmonized border procedure
  - Trade regulation – tariff & non-tariff matters
  - Data standards for data exchange





# Single Window – Focus on Service Outcomes

- Single Window is a bundle of services
- Joined-up services are provided by multiple government departments & agencies
- Service Outcomes:
  - Commonly measured in terms of cycle times & total cost
  - Severely impacted by variability/ predictability
  - Usually intangible or “total service experience”
    - Combined experience of all individual service encounters
- Begin with the complete scripting of the border service/ Single window facility
- Defining Single Window Projects as Service projects:
  - Ensures maintenance of service levels
  - Possible to implement as ‘Public Private Partnership’





# Single Window Services

- Information Services
  - e-forms
  - Data structures
    - Electronic messages/ Snippets
    - Guidelines
  - Regulatory specific to commodities
    - Admissibility,
    - tariff structure
- Operational Services Transaction status
  - Registering Business entities & Business Collaboration
  - Electronic Messaging Services
    - Parsing, translating, Routing, Delivering, and Audit logging
- Business Computing services
  - Declaration Management
    - Lodging (and responding to) declarations, reports, results
  - Computing duties, taxes, fees, entitlements
  - Payment & Reconciliation
  - Accounts Management
  - Risk Management
  - Service Metrics





# National Legislation & International Standards

- Single Window requirements will be drawn-up based on national legislation
  - Each participating Cross-Border Regulatory Agency needs to be consulted
- However, all parties need to examine international standards:
  - Source for best practice
  - Pathway to harmonization
    - Eg. Revised Kyoto Convention
- Combining multiple regulatory forms to enable a single submission of information
  - The ‘heart’ of the Single Window
  - WCO Data Model as the basis for Data Harmonization
- Procedural simplification should be based on the ‘scripted’ ideal for border service





# WCO Data Model

## Top 4 Benefits

1. Reduces costs to trade by **simplifying data requirements**
2. Improves reporting and compliance by improving the **quality of data**.
3. A **comprehensive reference** on cross-border regulatory data standards.
  - Meets requirements of several international conventions.
  - Is aligned with widely used international standards
4. Enables **Single Window** implementation
  - Can be used as the basis for Data Harmonization
  - Includes data requirements from Customs, statistics, agriculture, environment & marine safety
  - Provides an electronic messaging solution for Single Window
  - GOVCBR – Government Cross-Border Regulatory Message





# Data Harmonization Projects

- Data Harmonization – Key to Single Window implementation
  - Begins with analysis of forms & regulations
  - WCO Data Harmonization Methodology
  - Draft UN/CEFACT Recommendation 34
- National Projects
  - Integrated Trade Data System – United States
  - Clearance Data Model Project – Rep. of Korea
  - SDS – Australia
- Regional Projects
  - APEC Data Harmonization guidelines
  - ASEAN SAD
  - ASEAN Technical Working Group on Single Window
  - CAREC?





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- WCO Regional Workshops on WCO Data Model





# Conclusions

- Efficient transit solution key to CAREC region
- Customs-to-Customs electronic messaging foreseen in transit solutions
  - UN/ECE's eTIR Project
    - WCO Data Model Compatible
    - Includes Customs-to-Customs messaging
- Advance/ pre-arrival electronic reporting
- Single Window solutions:
  - Political Direction
  - Building capacities & Expert Guidance
  - Continuity in project teams



# Thank You



WORLD CUSTOMS ORGANIZATIONS

[sp.sahu@wcoomd.org](mailto:sp.sahu@wcoomd.org)

Ph +32 22 09 93 21

fax +32 22 09 94 93

