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Ten Years of Single Window Implementation: Lessons Learned For The Future

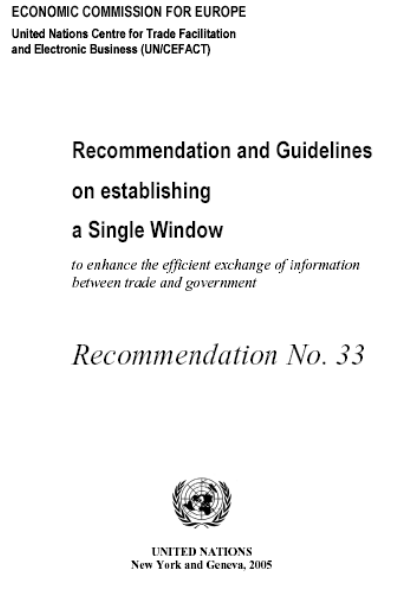
Global Trade Facilitation Conference
12 – 13 December 2011

Jonathan Koh Tat Tsen

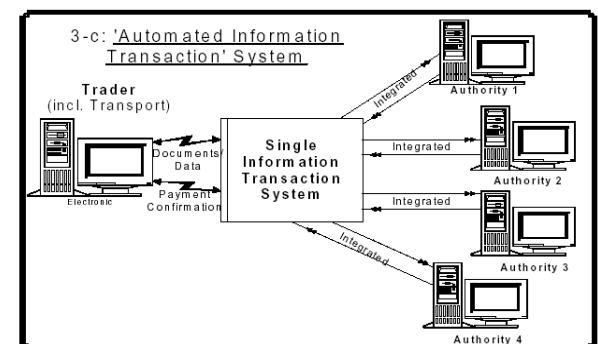
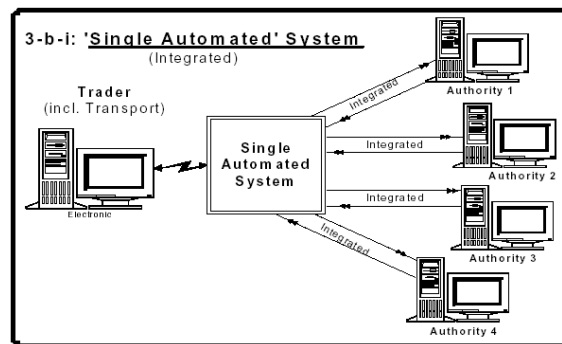
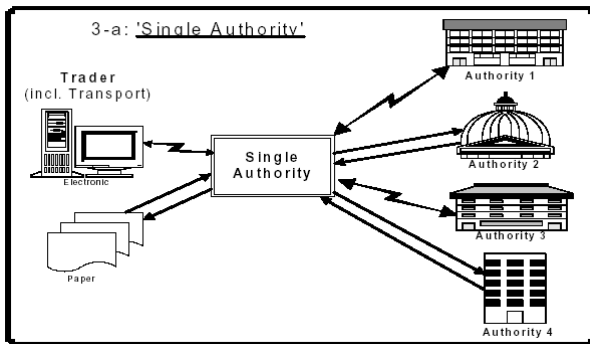
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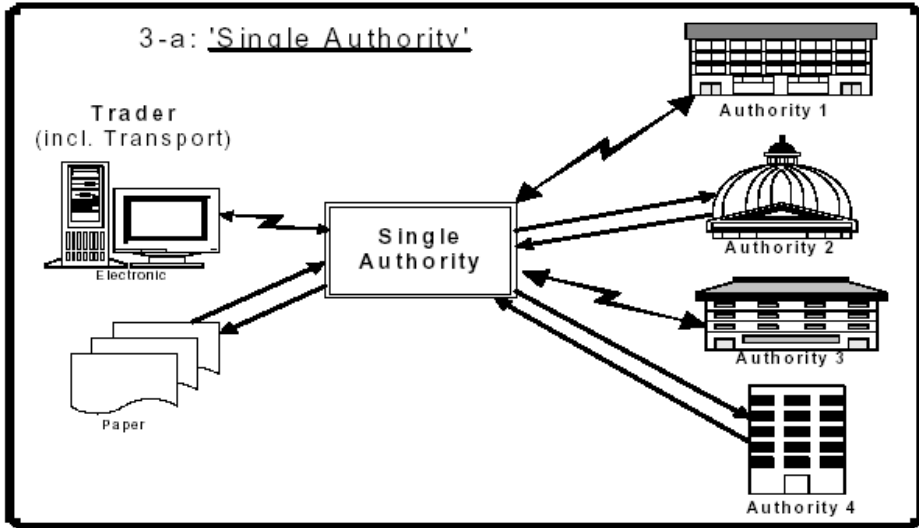
1. Overview of Single Window (SW) development in the last 10 years - *Has this initial Single Window idea undergone any changes*
2. Evolution of Single Window Development
3. Trends in the use of ICT for Single Windows
4. Regional Trends & Developments in Single Window
5. Lessons Learned
6. Recommendations for way forward

UN/CEFACT - Single Clearing Facility for Trade Declaration

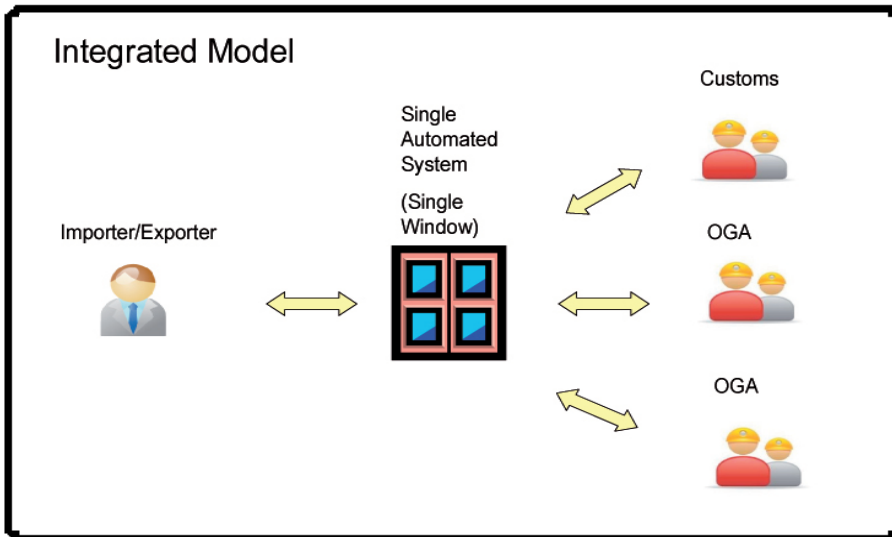
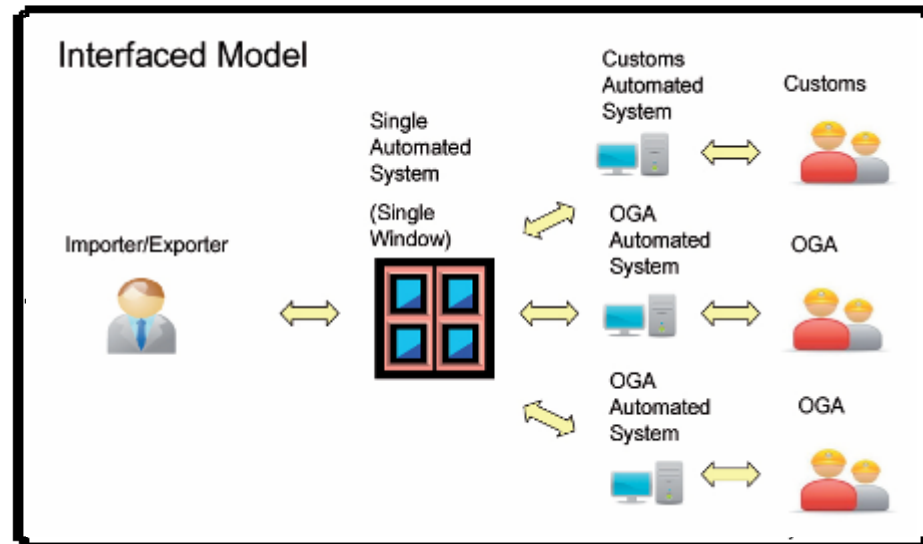


A **Single Window** is a facility that allows parties involved in trade and transport to lodge standardized information and documents with a single entry point to fulfill all import, export, and transit-related regulatory requirements. If information is electronic, then individual data elements should only be submitted once





APEC SW Implementation Guidelines



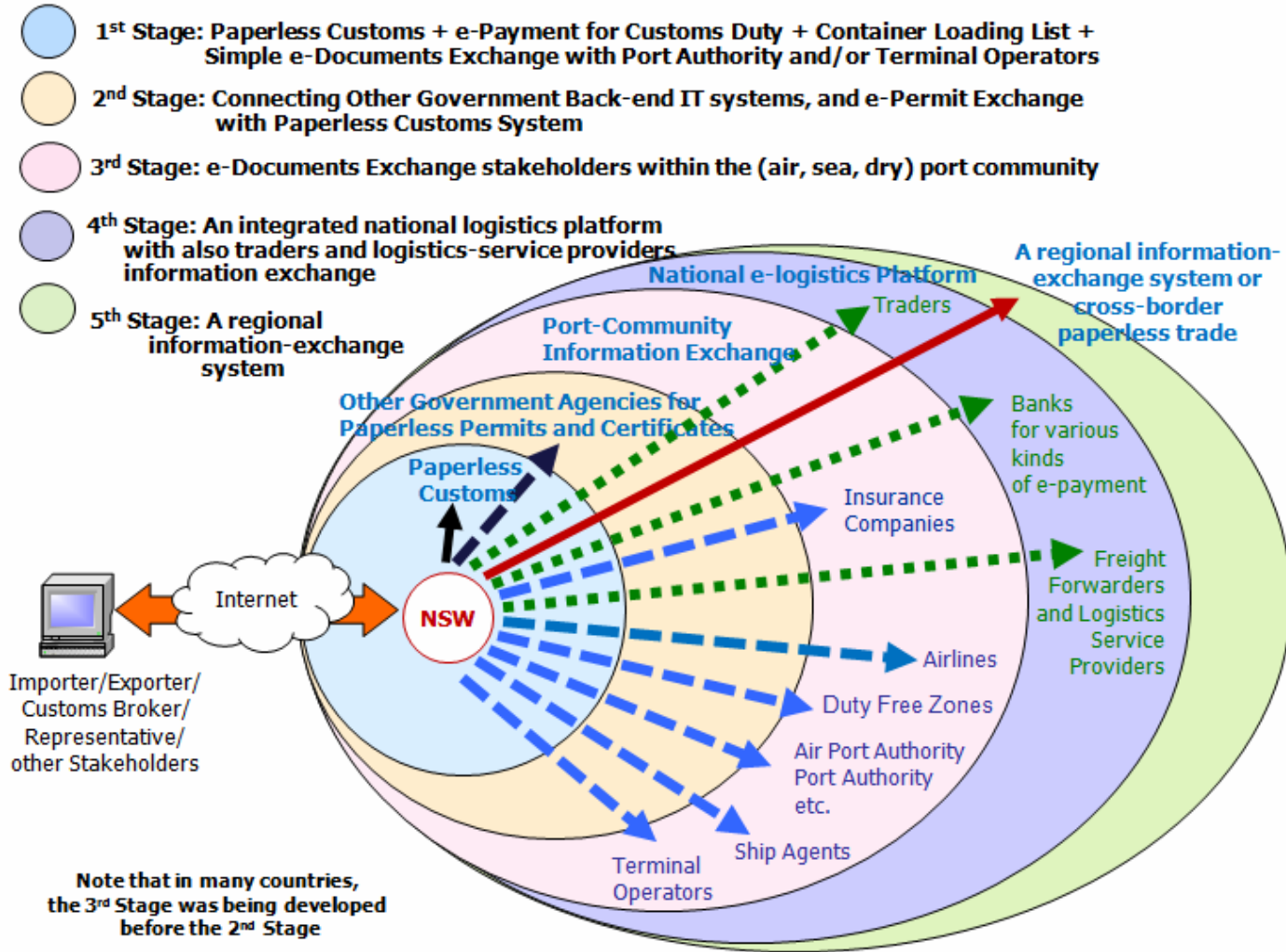
Since the initial idea, three important developments have evolved that are critical to the evolution and development of the Single Window.

1. For practical purposes, the establishment of “Single Window” today are all done through the use of ICT and the Internet.
2. “Single Window” implies involving *all* governmental authorities and agencies = Customs + Other Government Agencies
3. “Single Window” implies a national or countrywide facility for all trade transactions

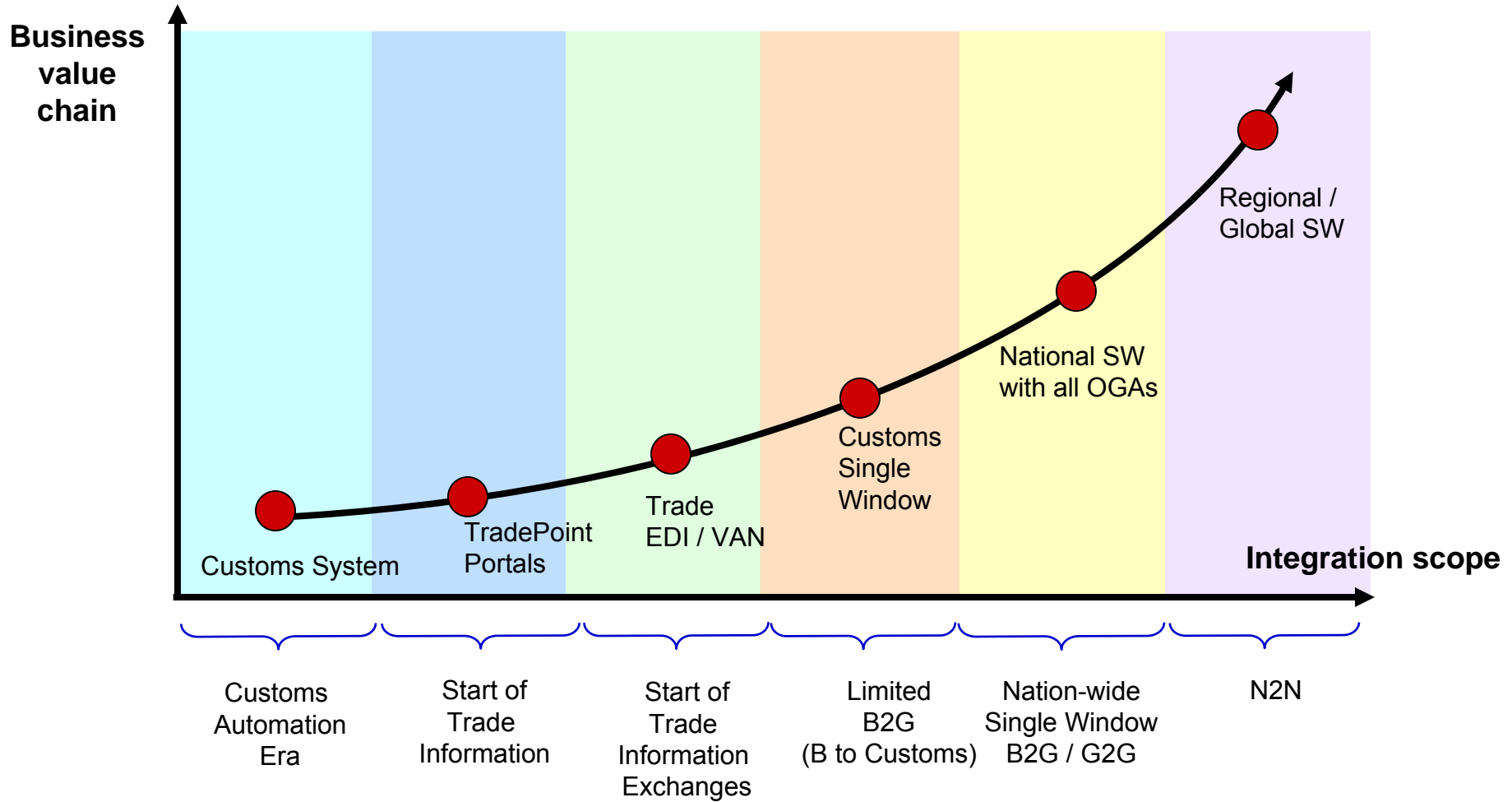


Evolution of Single Window Development

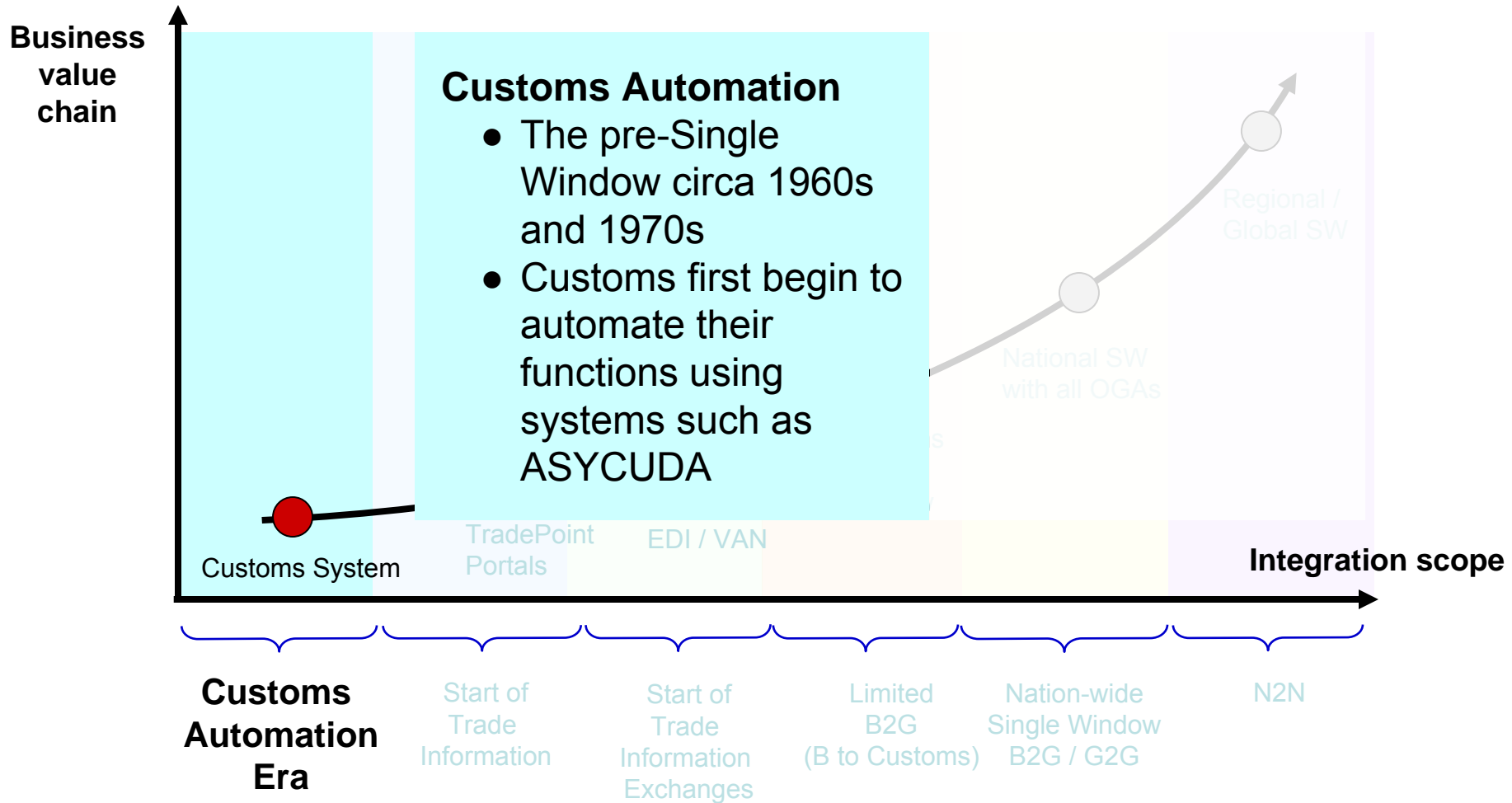
Staged Development of Single Window



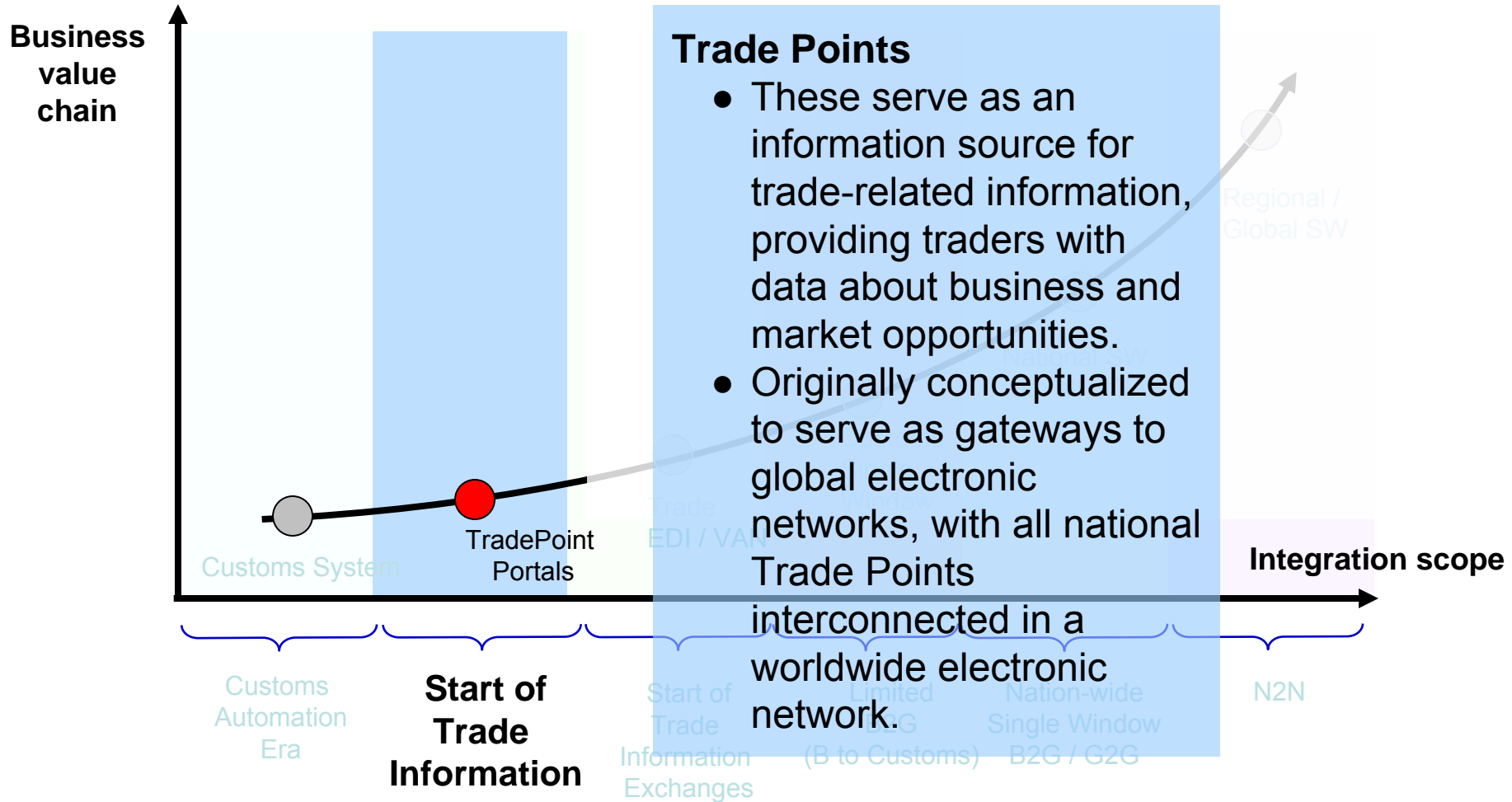
Evolution of Single Window



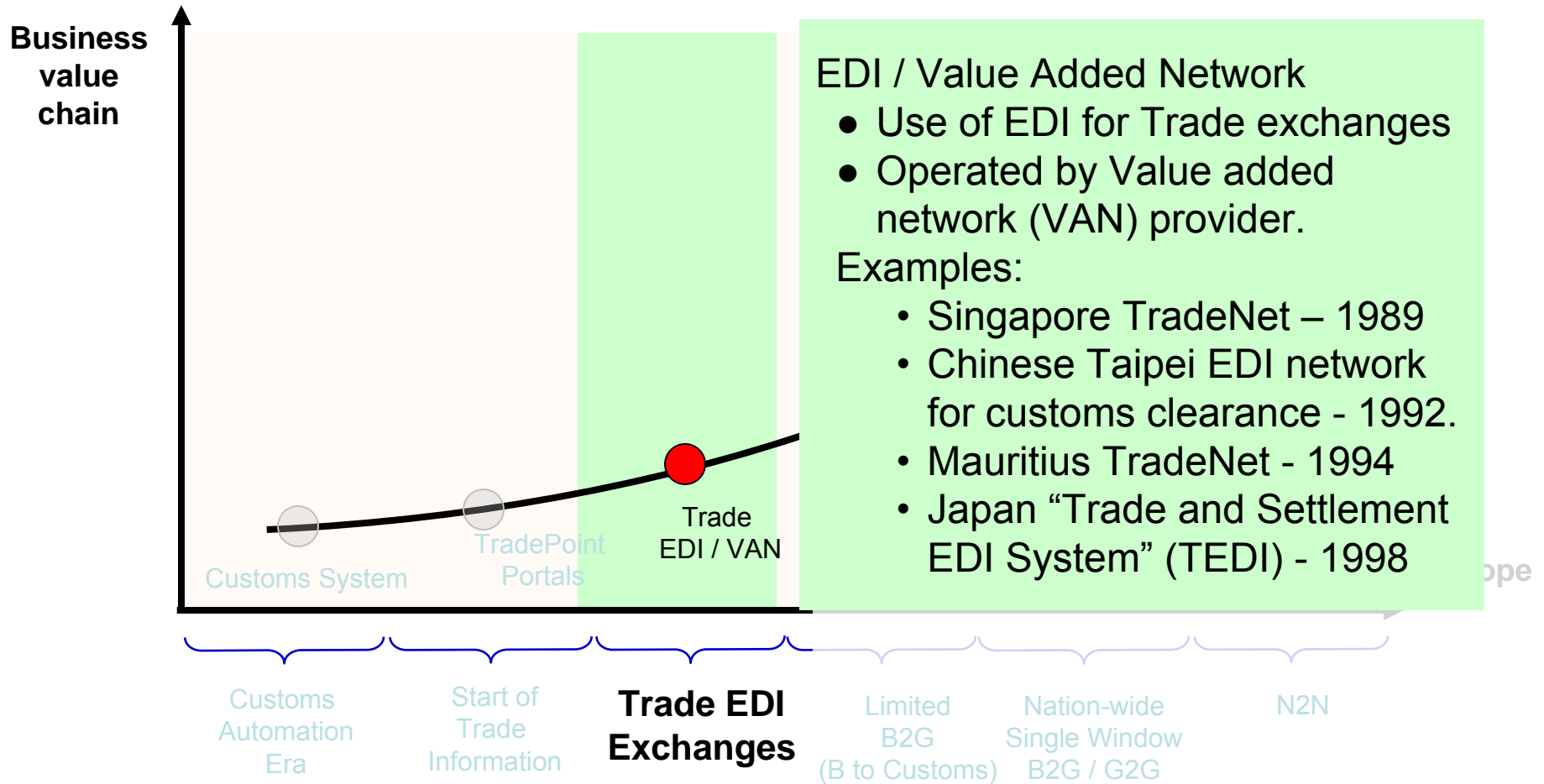
Evolution of SW - Customs Automation Era



Evolution of SW – Trade Information Era



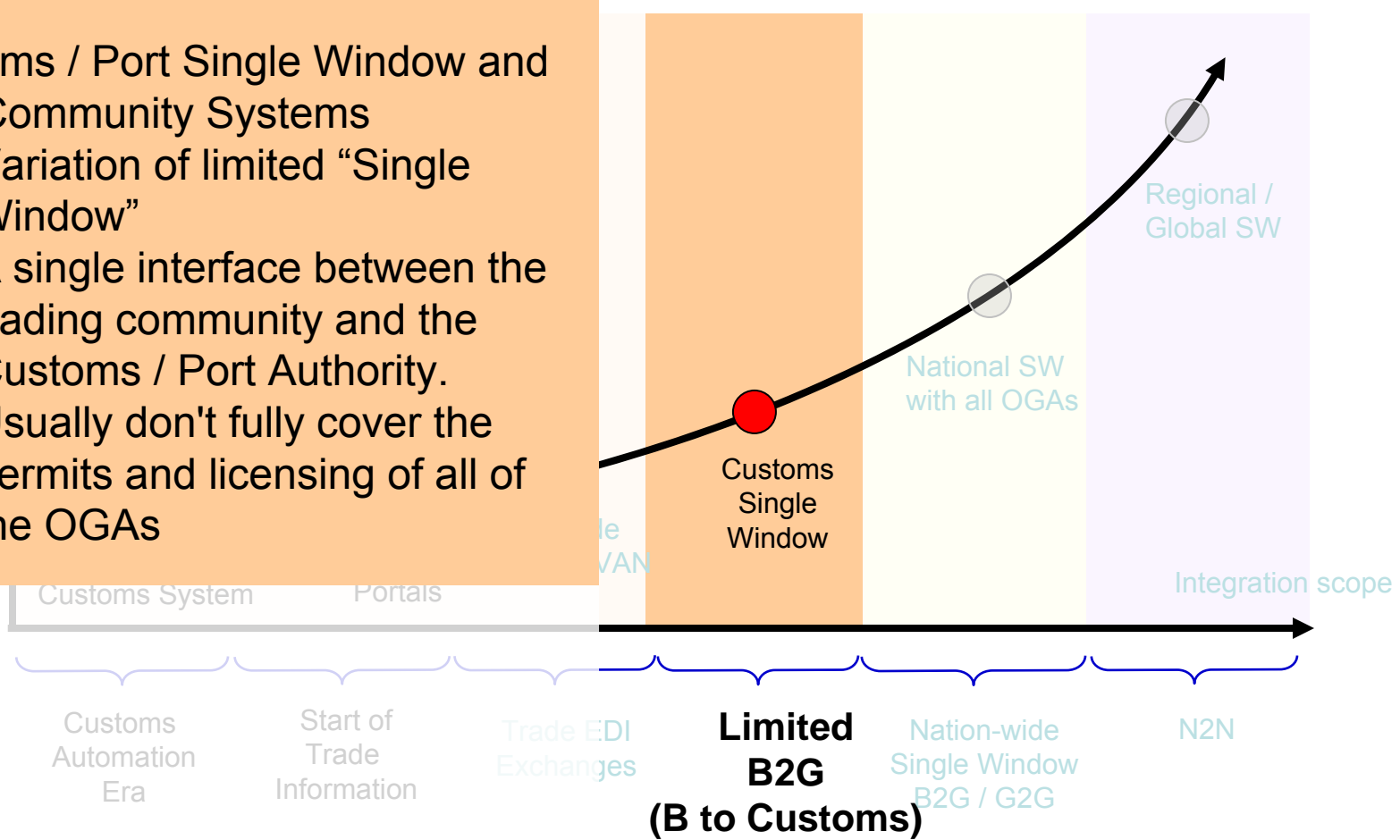
Evolution of SW – EDI / Value Added Network



Evolution of SW – Customs Single Window

Customs / Port Single Window and Port Community Systems

- Variation of limited “Single Window”
- A single interface between the trading community and the Customs / Port Authority.
- Usually don't fully cover the permits and licensing of all of the OGAs



Evolution of SW – National Single Window

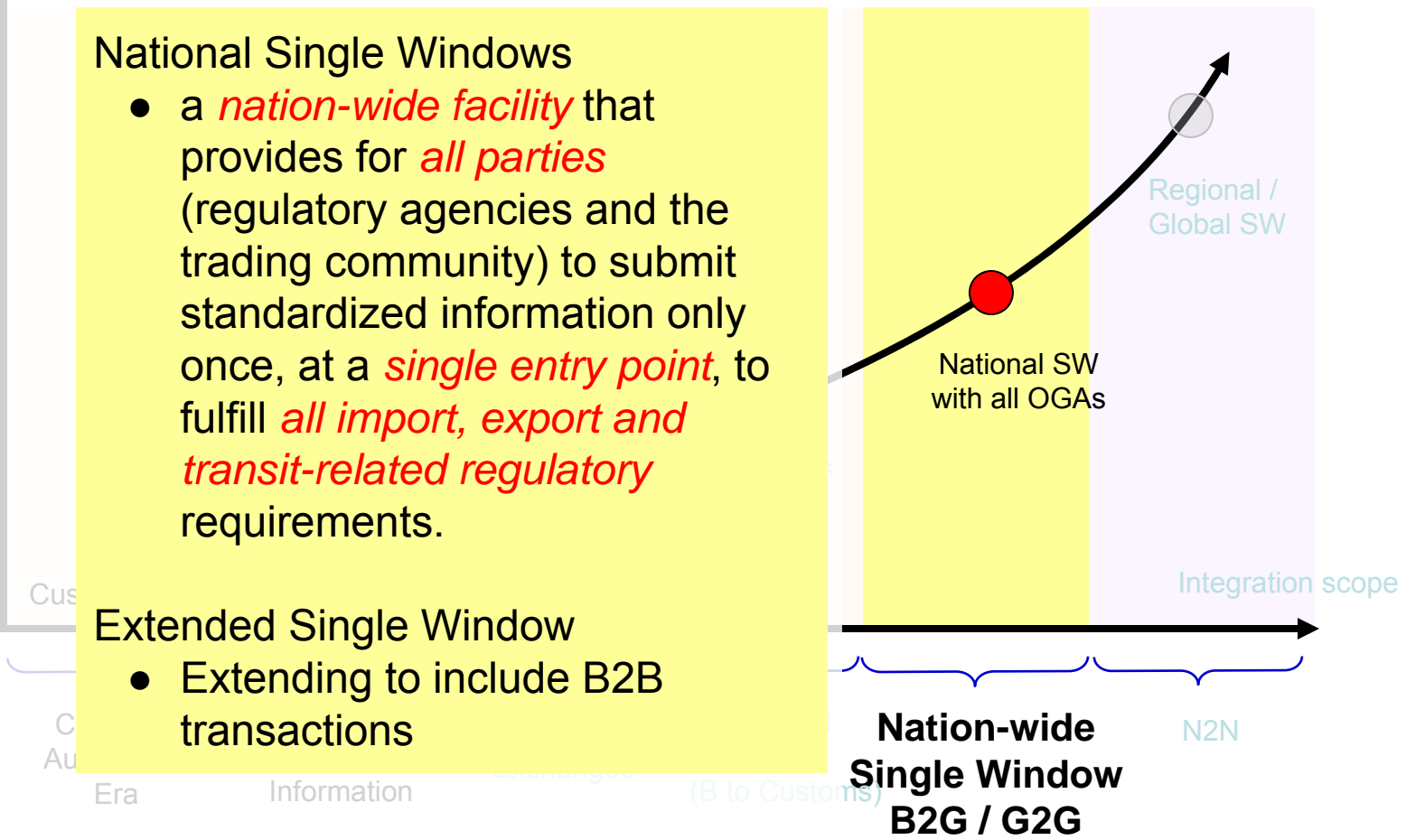
Business value chain

National Single Windows

- a *nation-wide facility* that provides for *all parties* (regulatory agencies and the trading community) to submit standardized information only once, at a *single entry point*, to fulfill *all import, export and transit-related regulatory* requirements.

Extended Single Window

- Extending to include B2B transactions



Era

Information

Exchanges

(B to Customs)

According the World Bank Doing Business
Trading Across Border Report 2012

49 economies provides a Single Window
20 have SW that links all OGAs
29 have SW that does not

Practice	Economies ^a	Examples
Using electronic data interchange	130 ^b	Belize; Chile; Estonia; Pakistan; Turkey
Using risk-based inspections	97	Morocco; Nigeria; Palau; Suriname; Vietnam
Providing a single window	49 ^c	Colombia; Ghana; Republic of Korea; Singapore

a. Among 159 economies surveyed for electronic data interchange, 152 for risk-based inspections and 150 for single window.

b. Twenty-six have a full electronic data interchange system, 104 a partial one.

c. Twenty have a single-window system that links all relevant government agencies, 29 a system that does not.

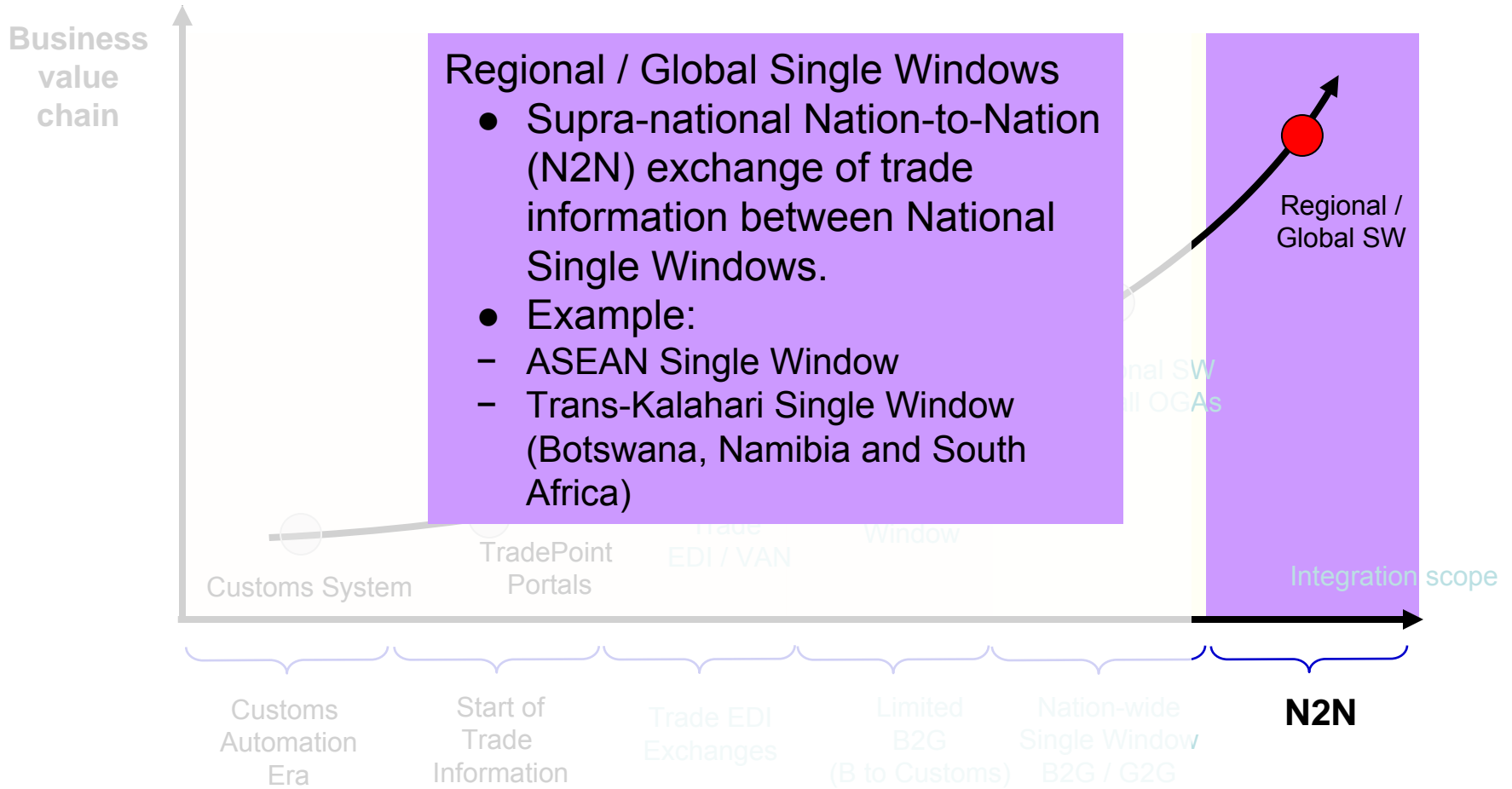
Source: *Doing Business* database.

Common Goals and Objectives

Consensus on the goals and objectives of the Single Window in the RFPs:

- **“one stop” integrated services** through **multiple channels**
- **electronically linked government agencies** involved in the trade process
- tangible **cost savings, benefits and simplified treatment** for business and the government
- **expedite cargo release and clearance** via simplification of processes and procedures among controlling agencies
- enable **transparent and predictable** border environment while ensuring safety and security through a high performing **risk management**
- **eliminate corruption** by improving methods to counter dishonest practices, reduce discretion.

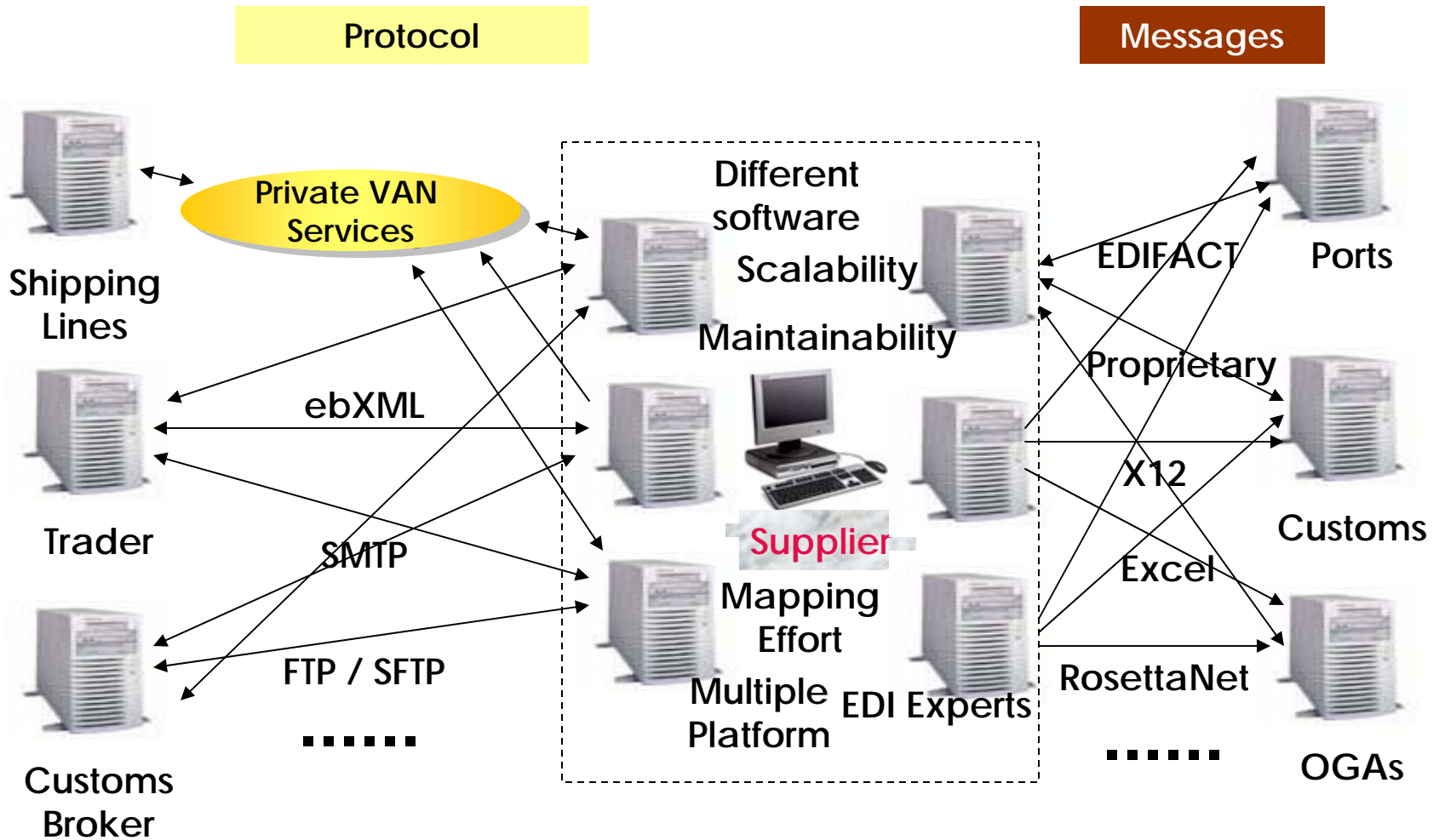
Evolution of SW – Customs Single Window



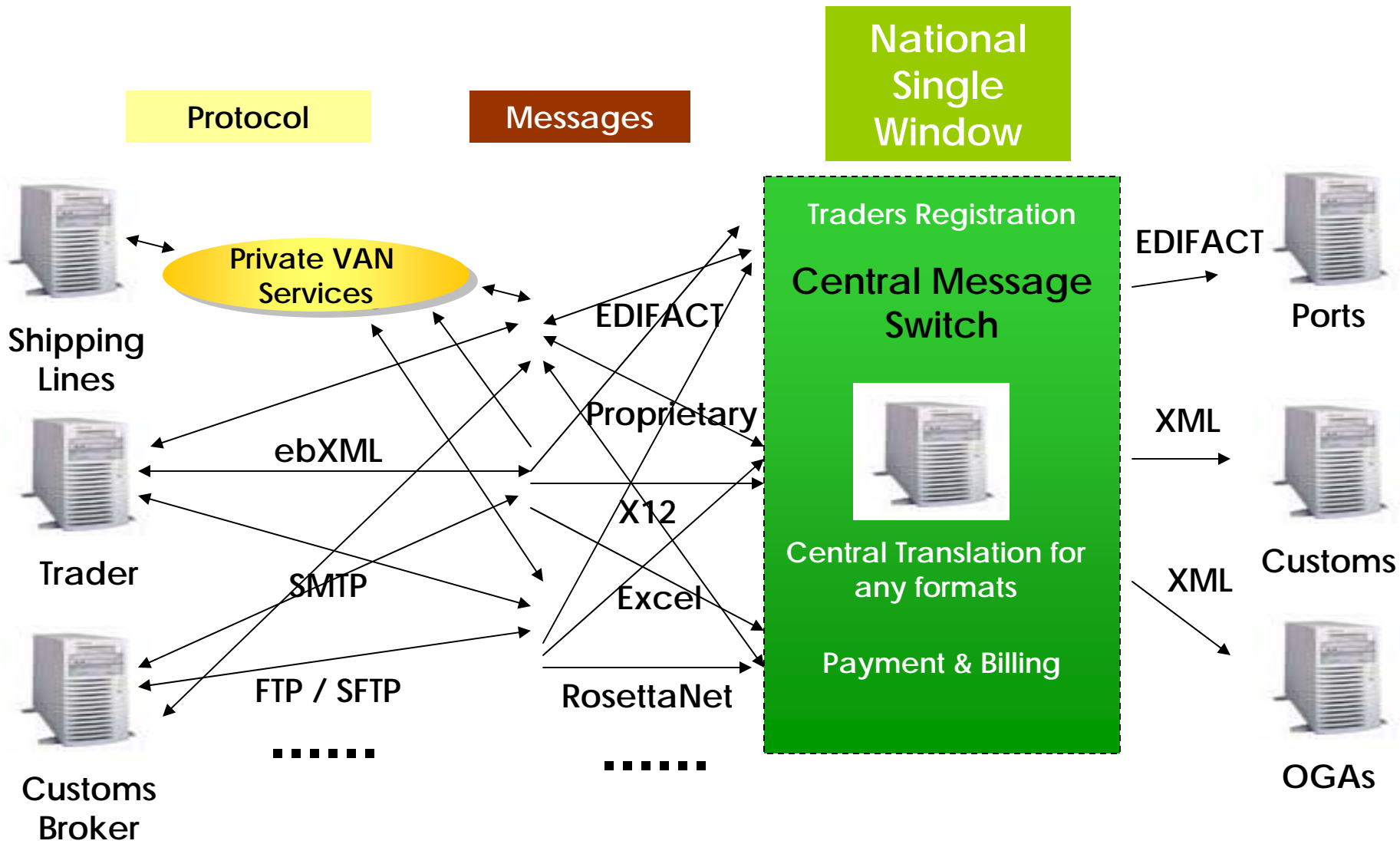


Trends in the use of ICT for Single Windows

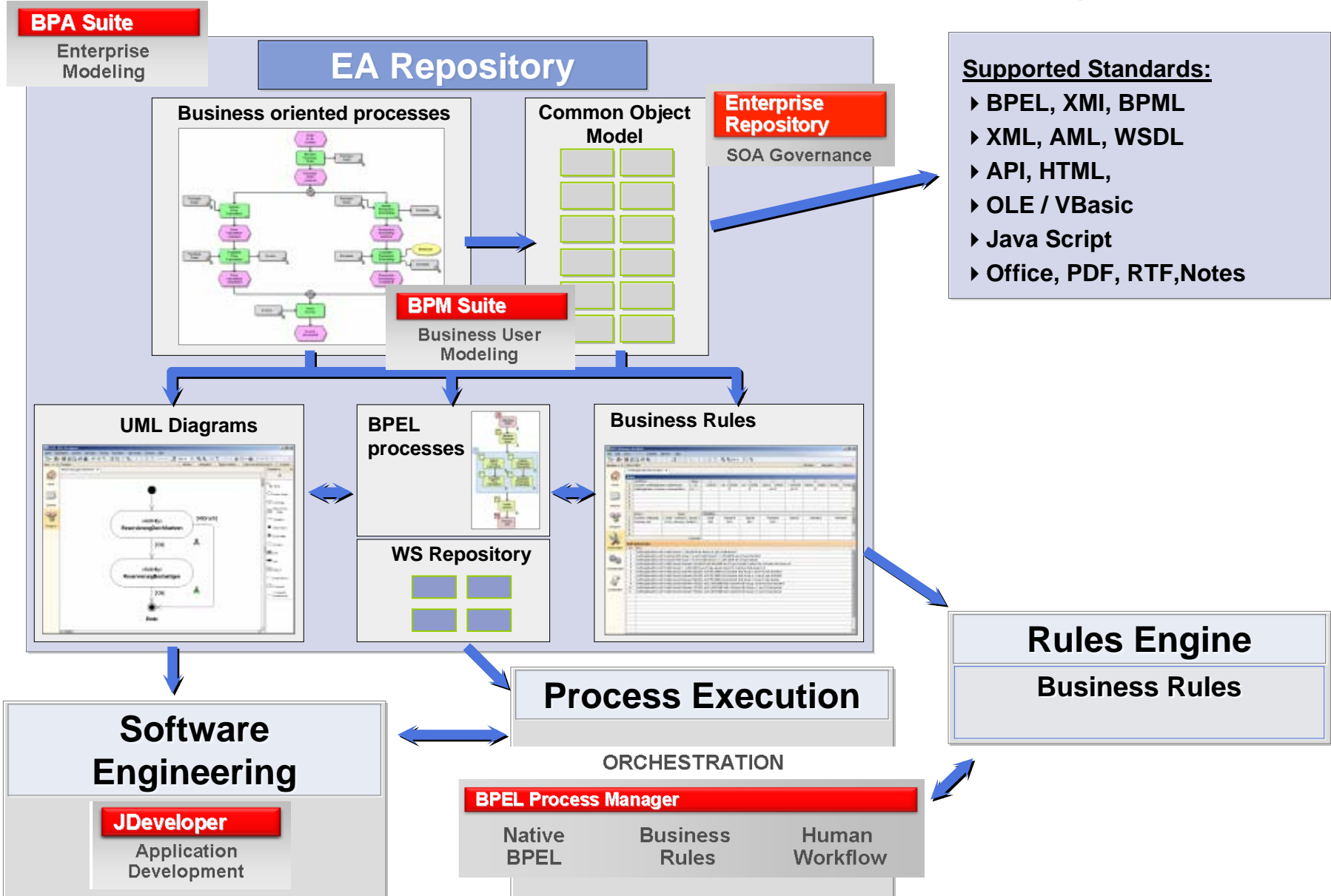
Challenges of Message Exchanges on National Scale



Messaging and Translation Technologies



Business Process Driven Service Oriented Architecture Implementation



The promise of cloud computing

Public vs Private Cloud?

Issues to be resolve....

- data quality,
- data privacy and security,
- misuse of information,
- reliability,
- liability,
- lawful authority for data access
- etc.

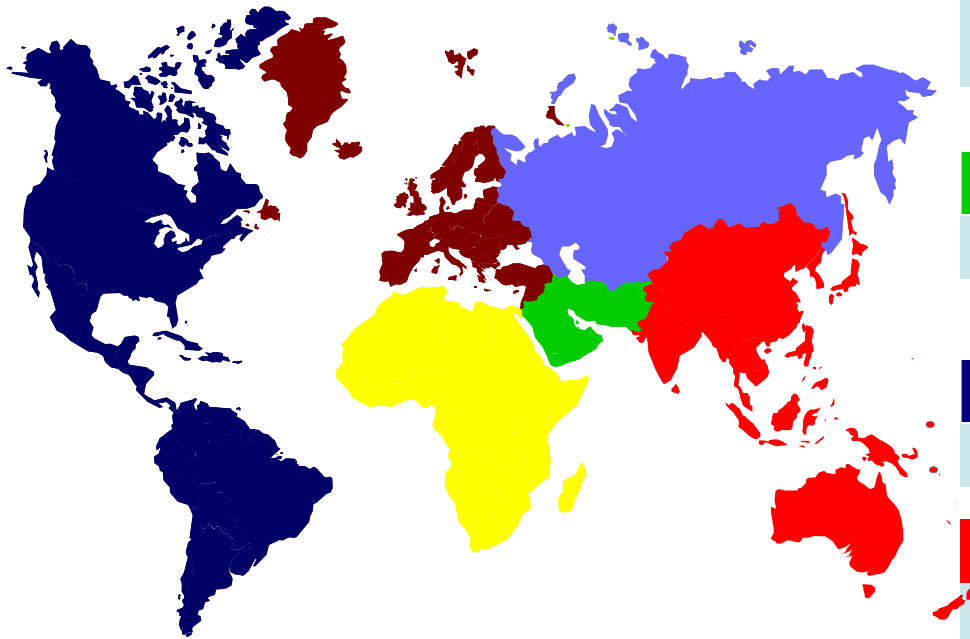
Mobile computing & RFID technology

Information management at the speed of thought would be the new operating envelope.





Regional Trends & Developments in National “Single Window”



Africa

Kenya, Tanzania, Libya, Togo, Benin, Morocco, Ivory Coast, Rwanda, Congo Brazzaville, Mozambique, Madagascar

Middle East

Qatar, Bahrain, Oman, Iran

Americas & Caribbean

Mexico, Chile, Perú, Trinidad & Tobago

Asia / Oceania

Thailand, Brunei, New Zealand, Pakistan, Philippines

	Country	Name of Single Window Project	Date of Issue of RFP
1	Chile	Ventanilla Única de Comercio Exterior (VUCE)	Sep-11
2	Tanzania	Electronic Single Window System	Aug-11
3	Oman	Integrated Customs Management System and a Single Electronic Window	Jul-11
4	Brunei Darussalam	National Single Window For Trade Facilitation System (BDNSW)	Jul-11
5	Morocco	Guichet Unique De Formalites Du Commerce Exterieur (GUCE)	Jun-11
6	Mexico	Ventanilla Única de Comercio Exterior de México (VUCEM)	Jul-10
7	Benin	Single Window for Foreign Trade of Benin for the Port of Cotonou	May-10
8	New Zealand	Trade Single Window	May-10
9	Rwanda	Rwanda Single Electronic Window	Feb-10
10	Mozambique	Single Electronic Window System for the Customs Clearance of Traded Goods	Sep-09
11	Bahrain	Integrated Trade Facilitation System	Aug-09
12	Philippines	National Single Window	Aug-09
13	Libya	Libyan External Trade Single Window	May-09
14	Togo	Single Window of Foreign Trade (GUCE) for the Port of Lomé	May-09
15	Trinidad & Tobago	Single Economic Window (SEW)	May-09
16	Iran	Port Community System	Apr-09
17	Thailand	Thailand National Single Window	Jul-08
18	Qatar	Qatar Customs Clearance Single Window	Nov-07
19	Kenya	Kenya Electronic Single Window System	Nov-07
20	Congo Brazzaville	Maritime Single Window (GUMAR)	Aug-07
21	Pakistan	Pakistan Automated Commercial Community System (PACCS)	May-07
22	Madagascar	Malagasy Community Network Services	Mar-07
23	Peru	Ventanilla Única de Comercio Exterior (VUCE)	Jun-06
24	Ivory Coast	Abidjan Port Community of Côte d'Ivoire (Ivory Coast) - Abidjan Port Synergie	Aug-05



Africa


- East Africa (Mozambique, Madagascar, Kenya, Tanzania, Rwanda)
 - essentially for a national Single Window creating electronic linkages with the government agencies for permits and licensing processing
 - Mozambique calls for SW+CMS
- West & Central Africa (Ivory Coast, Togo, Benin Congo Brazzaville)
 - mainly for a limited, usually port-centric Single Window, termed as “Guichet Unique des Opérations du Commerce Extérieur” (GUCE), or “Single Window of foreign trade”.
 - focused on the port requirements
- North Africa (Libya, Morocco)
 - Both are port centric SW



Middle East

- Saudi Arabia was an early implementer of the Single Window, when they launched their SaudiEDI project way in 2004.
- 3 Gulf Cooperation Council (GCC) countries - Qatar, Bahrain and Oman issued RFPs for Single Window.
 - includes replacement of their Customs management systems,
 - a single seamless “Single Window and Customs Management” system

Asia & Oceania

- 
- Many Asian countries have implemented their Single Windows
 - Singapore – 1989; Hong Kong SAR – 1997 ; Japan – 2003; S Korea – 2003; Indonesia – 2007; Malaysia – 2009
 - Others SW implementation includes:
 - Thailand; Philippines; Brunei; Chinese Taipei,
 - China's E-Port - a form of sub-national SW
 - The ASEAN Single Window is the 1st regional SW initiative,
 - integration of the 10 National Single Window of the ASEAN member states
 - 4 ASEAN countries (Indonesia, Thailand, Brunei, and the Philippines) called essentially for Single Window requirements to be integrated with the existing Customs system
 - Increasing trend to include a centralized risk management in SW projects, e.g.
 - New Zealand's Trade Single Window
 - Pakistan Automated Commercial Community System (PACCS)



Americas

- The cost of trade in Americas are reportedly higher than countries of Asia Pacific.
- A marked interest in developing Single Window or “Ventanilla Única de Comercio Exterior” (VUCE) in recent years, e.g.
 - Colombia and Perú - ~ 2006
 - Mexico and Chile issued RFPs in 2010 & 2011 respectively.
- VUCEs are essentially country-wide Single Window features



Europe

- Single Window trends in Europe is characterized by a network of existing Port Community Systems and Customs Single Windows, e.g.
 - Germany's DAKOSY Port Community System - 1982
 - UK's Felixstowe Port Community System – 1984
 - Finland's PortNet System – 1993
 - France's e-Maritime Port Single Window
- The challenge for Europe is to turn long-established existing systems into the nation-wide Single Windows covering all government agencies and fulfil all import, export, and transit-related regulatory requirements.



Lessons Learnt

1. Different Forms of Single Windows

- Each Country is Unique
- Depending on their readiness and priorities, countries have implemented very different forms of Single Windows
- Need not strictly follow the definition as set out in UNECE Recommendation 33.
- SW are generally conceived as a large interagency collaborative system that facilitate and automate business processes and data exchange for international trade.

2. Evolutionary and Staged Development

- Due to the complex change management, SW development typically follows a evolutionary and staged pathway

3. Impact of Single Window

- Particularly in developing countries, SW has been a success story.
- Many countries have shown marked improvements in their trade facilitation indicators after implementing the SW

4. Cross-border information exchange

- Imperative and pressing need to find improved way to conduct cross-border trade transactions
- Requires connecting national Single Windows.

5. Need for increased regional and global cooperation in Single Window development

- Over the last 10 years, Single Window projects have been mainly at the national level.
- While these have been useful to governments for supporting the national economic agenda, they have increasingly become a major platform for an integrated world economy

Developing next generation
Single Window -
Recommendations for the Way
Forward



TodayTrading Across Border Report 2012
49 economies provides a Single Window
20 have SW that links all OGAs

In next 5 years ...Possibly

- ~ 100 economies provides a Single Window**
- ~ 60 have SW that links all OGAs**
- ~ Handful of Regional SWs**

Development of a globally networked Single Window =

Common, global framework for SW planning & dev'mt that encompasses and interconnects different forms of Single Window models.

X

Prioritizing regional Single Window collaboration –

- exchange of best practice,
- development of sustainable business models pilot projects for data exchange among NSW
- development of technical and legal frameworks for information exchange and supporting trade agreements and policies

X

Developing at the global vision to achieve electronic information exchange in global supply chains using the capabilities of Single Window

X

Ensuring policymakers take into potential of Single Windows when developing bilateral or multilateral trade agreements.



Thank you

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