SINGLE WINDOW
AND TRADE FACILITATION

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OUTLINE

Why?

What?

How?

WHY?

Members shall endeavour to establish or maintain a single window, enabling traders to submit documentation and/or data requirements for importation, exportation, or transit of goods through a single entry point to the participating authorities or agencies. After the examination by the participating authorities or agencies of the documentation and/or data, the results shall be notified to the applicants through the single window in a timely manner.

WTO, Trade Facilitation Agreement, Article 10/4

WHY?

Beneficiary	Benefits
The trading community	• Electronic document submission and return • Electronic payment • No repeat data entry • Track and trace • Less Time and lower cost to conduct the transactions • Less face to face time • Consistency and certainty
Customs	• Strengthened electronic declaration submission process - potentially paperless processing • Simplified, harmonized and automated procedures for administering permits • Performance monitoring capabilities • More timely, accurate and detailed information • Data sharing with OGAs to improve intelligence, risk management and coordinated border management
Other government agencies (OGA's)	• Simplified, harmonized and automated procedures new capabilities for administering permits • Performance monitoring capabilities • More timely, accurate and detailed information • Data sharing with OGAs and Customs to improve intelligence, risk management and coordinated border management

WHY?

If done well, some of the benefits that can be realised – TradeNet Kenya

Example of process improvement through electronic Single Window introduction

Other Government Agency	Permit/License/ Certificate	Processing Time		No. of visits to OGA by Trader	
		Before TradeNet	After TradeNet	Before TradeNet	After TradeNet
Pest Control Board	Import License	3 days	2 days	2	0
	Export License	3 days	1 day	2	0
Directorate of Veterinary Services	Import Permit	10 days	2 days	1	0
	Export Permit	10 days	2 days	1	0
Pharmacy and Poisons Board	Permit to Import	2 days	1 day	1	1
	Permit to Export	2 days	1 day	1	1
Kenya Dairy Board	Import Permit & Clear.	24 days	1 day	7	0
Radiation Protection Board	Export Permit	9 days	2 days	6	0

WHY?

Real benefits of process improvement through electronic Single Window (TradeNet Kenya)

• Having a common electronic system rather than combination of different systems and manual procedures to follow simplified and clarified the processing.

• Removal of need to physically visit the OGA's, and therefore time and cost savings for both government officers and private sector employees. OGA's noting less crowding at offices for applications and therefore more orderly and manageable operations.

• Reduction in use of paper and resulting cost savings.

• Responsiveness of Operations Team to address support calls and, for the private sector having a single point of contact for any type of problem is of great benefit.

• Removal of potential to falsify documents, Customs noting improved security and no need to question permits issued through SW, and therefore further speeding up processing.

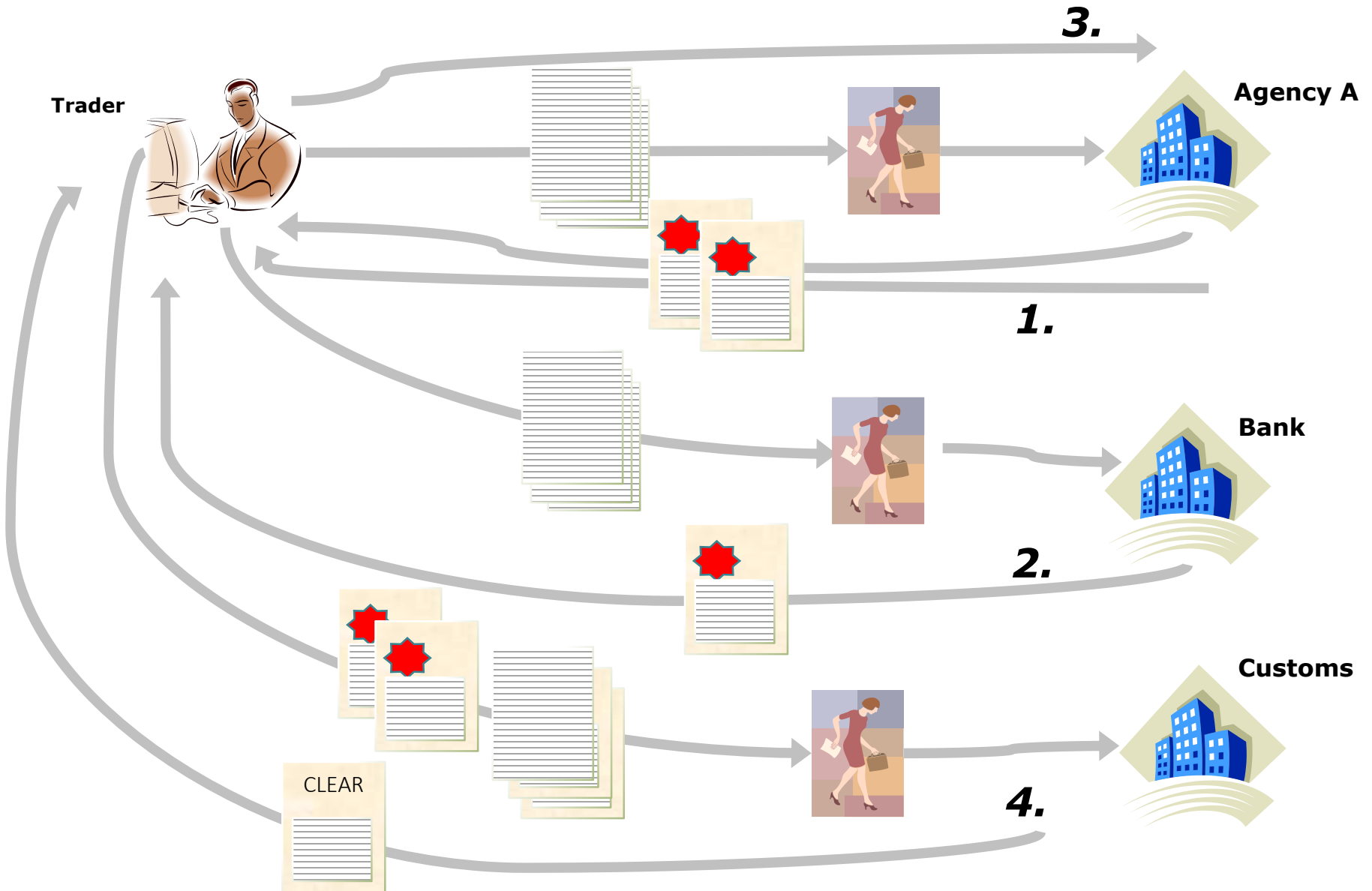• Simpler electronic means of payment has further contributed to faster issue of permits.

WHAT?

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. For information submitted electronically, individual data elements should only be submitted once.
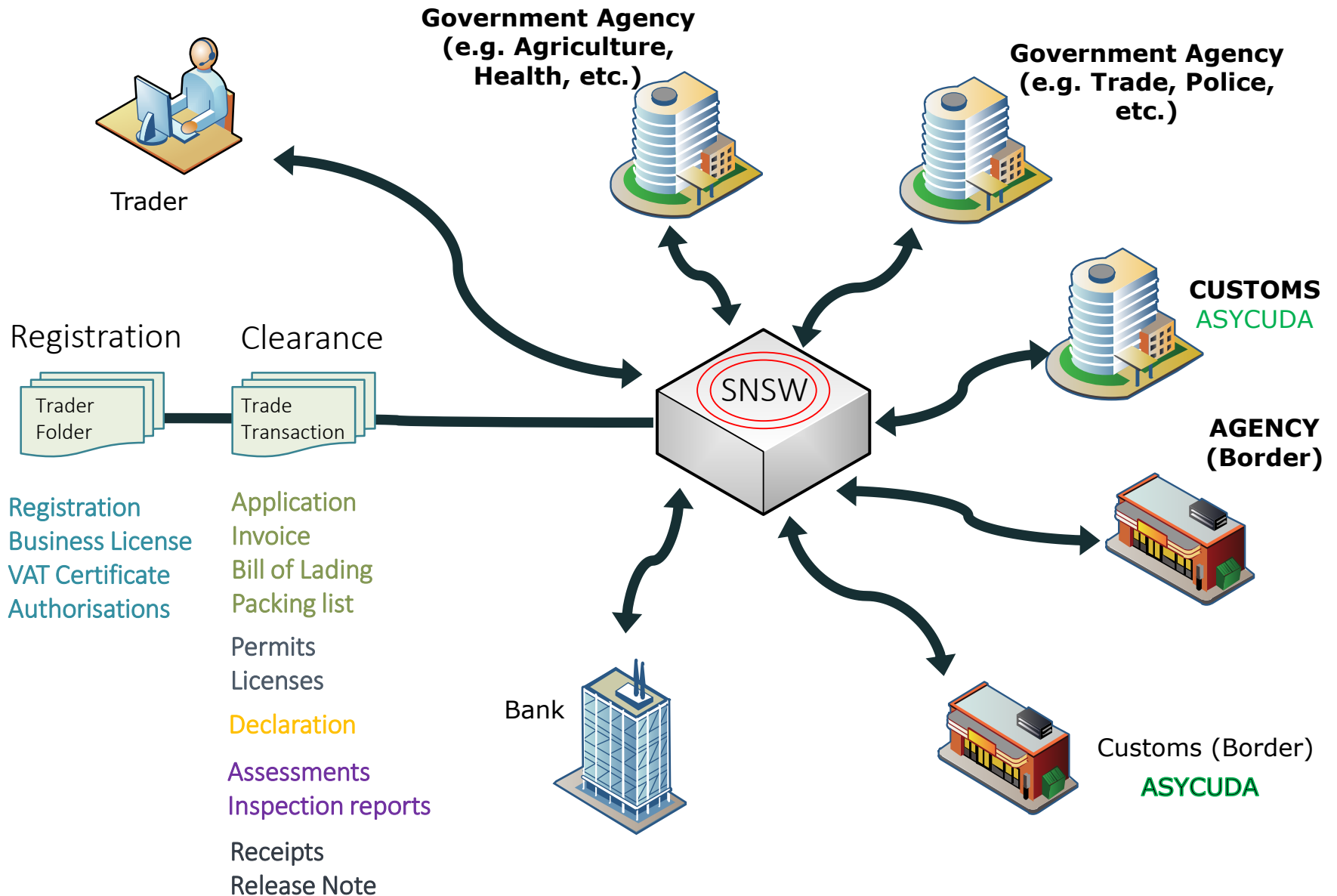
UN CEFACT, Recommendation No. 33, July 2005

Typical Clearance Process

3.

Trader

Agency A

1.

Bank

2.

Customs

CLEAR

4.

Concept of a National Single Window

Trader

Government Agency (e.g. Agriculture, Health, etc.)

Government Agency (e.g. Trade, Police, etc.)

CUSTOMS
ASYCUDA

SNSW

AGENCY (Border)

Bank

Customs (Border)

ASYCUDA

Registration

Clearance

Trader Folder

Trade Transaction

Registration
Business License
VAT Certificate
Authorisations

Application
Invoice
Bill of Lading
Packing list

Permits
Licenses

Declaration

Assessments
Inspection reports

Receipts
Release Note

HOW?

The clear definition and attribution of responsibilities in an electronic Single Window Project is crucial for subsequent implementation phases. The committee will help create accountability and monitor the implementation of the project. At the minimum, it's important to establish:

- Context and necessity of ESW implementation

- Objectives of ESW project

- Targets of ESW project

- Composition & Structure

- Lead Agency & Membership

- Responsibilities of the ESW Steering Committee

- Role of Secretariat

- Reporting lines

- Funding

HOW?

Component	Description	Time Frame
Legal Action Plan	Based on initial legal review & required specific features of new functional requirements, plan for implementing any required legal changes	6 months
Business Process Model	• Business Process Analysis of current operation for all government agencies involved in trade ("as is" model) • Re-engineered Business Process Model ("to be" model) including new harmonized data model across all stakeholders	6-9 months
Functional and Technical Architecture	• Functional Specifications of ESW system • Technical Platform for operation of ESW system (e.g. topology, hardware, communications, software platform, performance requirements, non-functional specifications)	6-9 months
Operational and Governance Model	• Operational Model, i.e. functions to be performed by different parties of (e.g. system operation, facilities' management, Help Desk, maintenance and support, etc.) • SLA's governing the relationships between parties • Ownership, Oversight, Management and Reporting structure	6-9 months
Capacity Building Plan	• HR Requirements • Training Needs Analysis • Training Plan	3 months

HOW?

Component	Description	Time Frame
Fee Model	• Estimate of operational costs based on Functional and Technical Architecture, Operational Model and analysis of transaction volumes • Recommended fee structure for operational cost recovery • Recommended model for sharing revenue collected through the ESW and due to different agencies	3 months
Risk Management Model	Recommendations for leveraging shared data structures and facilities for the purpose of applying risk management principles across all government agencies with a view to incremental degrees of trade facilitation	6-12 months
Change Management	• Change Plan • Communication strategy (i.e. how to communicate change to all stakeholders)	6 months
Procurement Plan	• Procurement Specifications for products and services to be procured (e.g. software, hardware, infrastructure, outsourced services if any, etc.) • Draft RFP's	6 months

HOW?

- ◼ **Managing complexity:**

- SW implementation is a long-term endeavor and complex

- Any automation solution cannot be stand-alone, needs to be appropriate and customized for the existing context (cannot "copy and paste"!)

- ◼ **Creating an enabling institutional framework:**

- A change champion often important to initiate the process but change champions needed to sustain the long term effort involved

- Leadership important but need to make sure all stakeholders share the same vision and accountability for success

- Clear and unambiguous mandate for the lead agency is essential

- ◼ **Planning is key:**

- An automation trade processing system is an enabler and preparation beforehand is crucial

- Challenges and risks need to be identified and pragmatically assessed - Ambitions and timelines need to be realistic (e.g. telecoms infrastructure, business culture etc)

- Sequencing is key - Trade Information Portal a good place to start – requires the same inter-agency coordination