

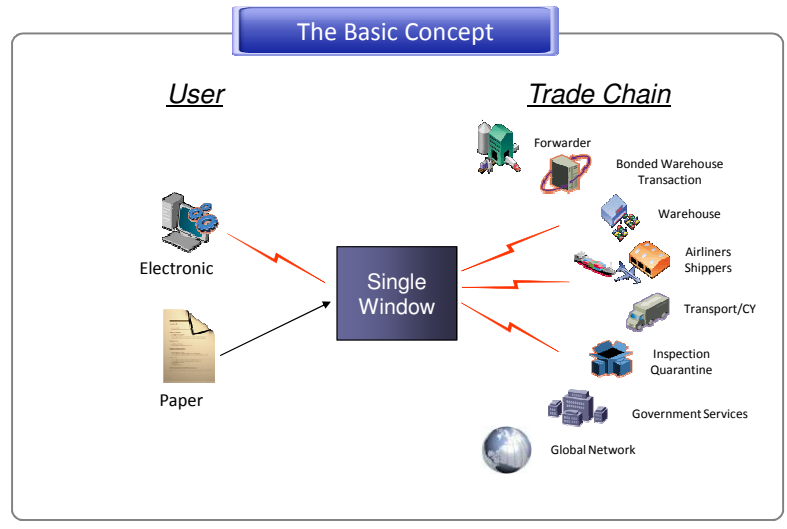
# Single Window The Challenges

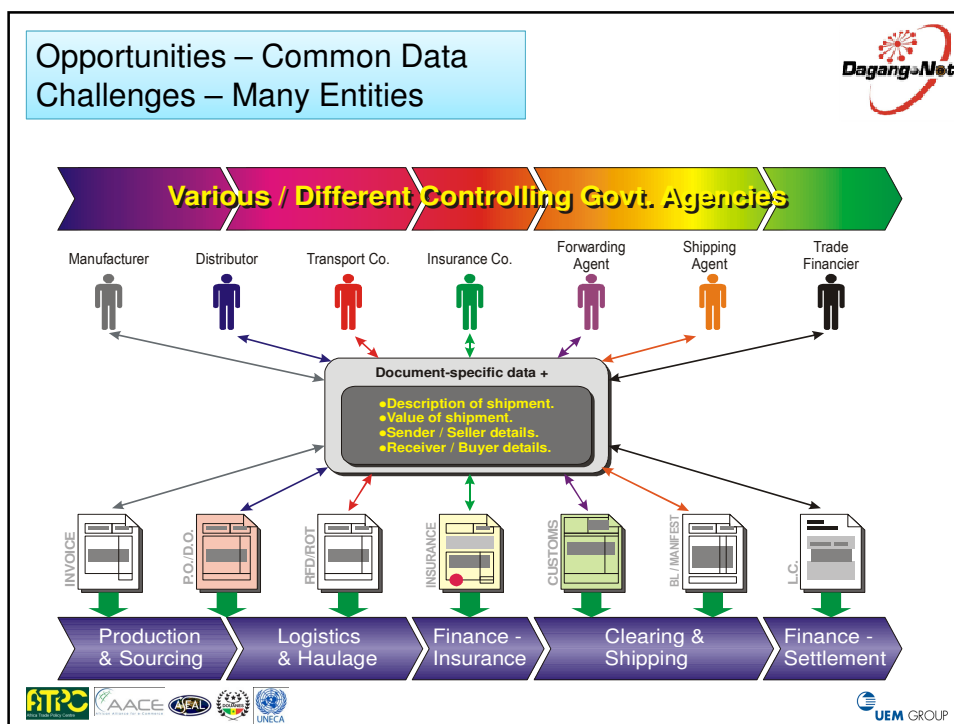


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Dagang Net, Malaysia  
PAA Working Group Member  
7<sup>th</sup> June 2011




## The Single Window Concept





## Contributing Factors – Government








- Government
  - Political will
    - Economic Climate
      - Healthy climate makes it easier
    - Transparency
  - Leadership
- Risk Management
  - Demand and Supply
    - Growing demand lead to higher commodity prices, and inflation will be pulled up by demand and driven by higher costs.
  - Security
    - Terrorism
    - Fraudulent practices

?


Production & Sourcing

Logistic & Haulage

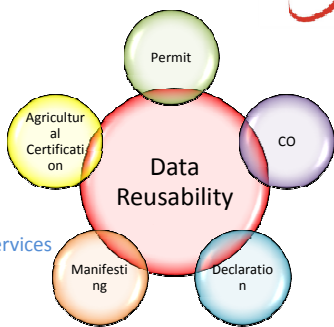
Clearing & Shipping

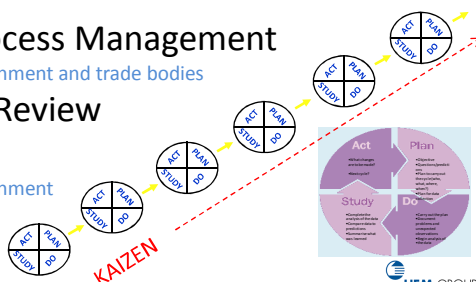






## Contributing Factors – Trade








- Trade
  - Dispersed entities
    - Collaboration initiatives
  - Multiple Forms & Processes
    - Data Reusability to provide value added services
    - Common data could be reused for the next process
  - Process Chain
    - Lack of Business Process Management
      - Collaboration between government and trade bodies
    - Lack of Continuous Review and Improvement
      - Collaboration between government and trade bodies



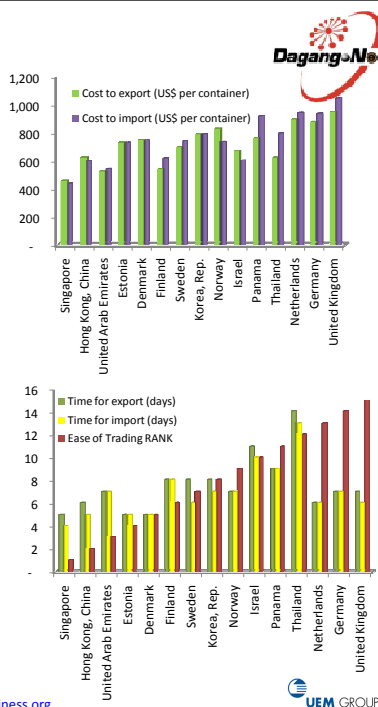


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## Contributing Factors – Trade (2)

- Trade
  - Cost of doing business
    - Perception that IT will add to the cost
      - Number of documents involved in the process could be reduced
  - Time taken to complete the cycle
    - Perception that there is now a longer process and longer waiting time
      - End to end process eg manufacturing to shipping out, could be shortened

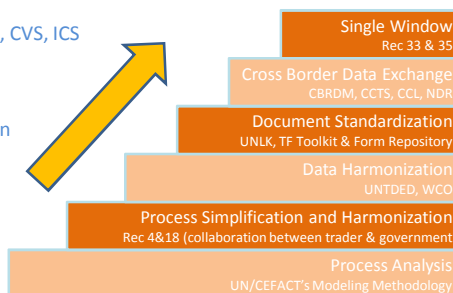


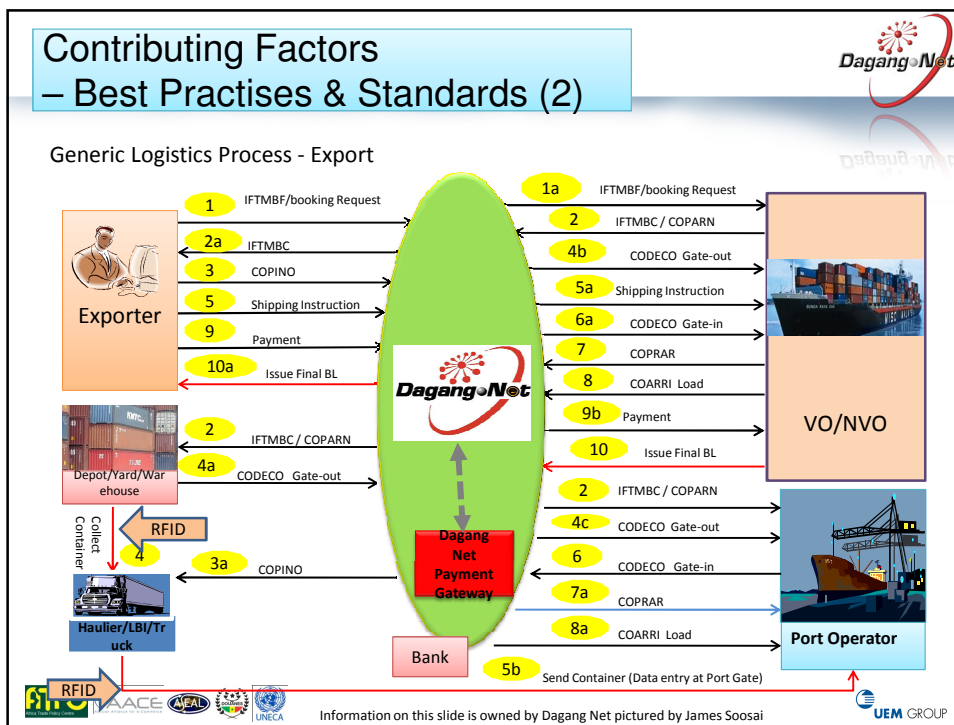
Data extracted from [www.doingbusiness.org](http://www.doingbusiness.org)



## Contributing Factors – Best Practises & Standards

- Best Practices & International Standard
  - ebXML
  - the UN Trade Data Elements Directory (UNTDDED)
  - UN EDIFACT Message Types
  - WCO Data Model etc.
- Hub to Hub connection among National Single Windows
  - Mutual Authentication
  - Pilot Projects for e-C/O, e-B/L, CVS, ICS
- Multilateral cooperation
  - PAA, ASEAL, APEC, UN, ASEM
  - Public and Private Cooperation






## Contributing Factors – Best Practises & Standards (3)

Stakeholders & the applicable interface standards

Data Elements (EDIFACT/XML formats)	PO	Depot	Haulage	VO	NVO	Importer	Exporter	Authority
Cargo Space Booking (ORDERS/IFTMBP/F/C)				X	X	X	X	X
Cargo Announcement (COPARN/MOVINS)	X	X		X	X			X
Cargo Pickup/Move Instruction (COPINO/IFTMIN)		X	X	X	X	X	X	
Cargo Gate Activity (CODECO)	X	X		X	X			
Cargo Load/Discharge Instruction (COPRAR)	X			X	X			X
Cargo Load/Discharge Confirmation (COARRI)	X			X	X	X	X	X
Cargo Movement Payment (INVOIC/DEBMUL/FINPAY/PAYMUL)				X	X	X	X	
Cargo Arrival (IFTMAN)			X	X	X	X		X
Cargo Release Instruction (COREOR)	X	X	X	X	X	X	X	X
Vessel Space Planning (BAPLIE)	X			X	X			
Passenger List - Immigration (PAXLST)	X			X	X			X
Custom Declaration/Report (CUSCAR/CUSDEC)	X			X	X	X	X	X
Multimodal Report/Status (IFTSTA/IFTSTQ)				X	X	X	X	

Data extracted from [www.smdg.org](http://www.smdg.org) and [www.edibasics.co.uk](http://www.edibasics.co.uk)







## Contributing Factors – Result


- Lack of Trade Benchmarking
  - Establish clear objectives
  - Key result areas could be identified
- Measured deliverables
  - Performance of Entities
- Unclear or lack of result showcasing
  - Newspapers articles or advertisements
  - Awareness Sessions
  - Dialogues


Economy	Docs to export (number)	Time to export (days)	Cost to export (US\$ per container)	Docs to import (number)	Time to import (days)	Cost to import (US\$ per container)
East Asia & Pacific	6.4	22.7	889.8	6.9	24.1	934.7
Eastern Europe & Central Asia	6.4	26.7	1,651.70	7.6	28.1	1,845.40
Latin America & Caribbean	6.6	18	1,228.30	7.1	20.1	1,487.90
Middle East & North Africa	6.4	20.4	1,048.90	7.5	24.2	1,229.30
South Asia	8.5	32.3	1,511.60	9	32.5	1,744.50
Sub-Saharan Africa	7.7	32.3	1,961.50	8.7	38.2	2,491.80

Singapore Example	Before	After
Processing Time/permit	2 - 7 days	1 min or less
Fees Charged	US\$6 - US\$13	approx. US\$2.10
Number of documents	4 - 20 docs	1 eForm/eDoc

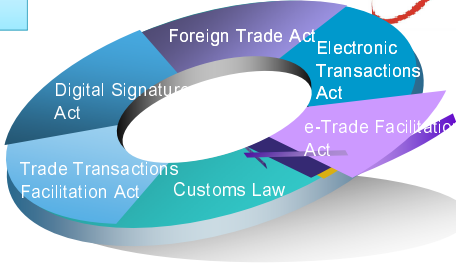
Data extracted from [www.doingbusiness.org](http://www.doingbusiness.org)






## Contributing Factors – Enabling Environment

- Enabling Environment
  - Legal Framework
    - Improve laws & regulations to enable adoption of paperless trade
  - Risk Management
    - Processes in place to better manage anticipated risk





Harmonized (electronic) trade documents, e.g. UNeDocs

+





Single Window


Advance filing of trade information

Advance exchange of information across borders

Results:

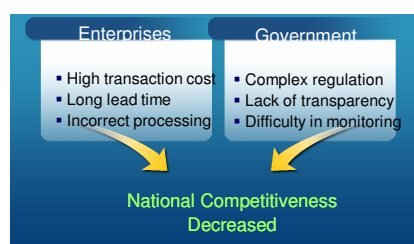
- more efficient trade: less bureaucracy (the goal of trade facilitation) -> lower cost
- more security through better supply chain management inside and among countries -> better risk analysis
- integration with Europe [e.g. EU's Single Administrative Document (SAD) based on the UN Layout Key in use in SEE, TRACECA]



## Contributing Factors – Change Management

- Change Management
  - Phased approach
    - Customs
    - Permits
    - Other OGAs
  - Promotion and communications
  - User friendliness, accessibility
    - Broadband Penetration
    - One family One Computer
  - Technological awareness
  - The need to improve National Competiveness
    - Engage trade and public in dialogues



## Lesson Learned – Overcoming Challenges of Single Window



- ✓ *90 % Talking, 10 % Doing*
- ✓ *Most important: All people to tow one rope in the same direction!*
- ✓ *“Eat the elephant piece by piece”*

Above 3 points are excerpts from slide by Evelyn Eggers, DAKOSY Datenkommunikationssystem AG





THANK YOU  
MERCI  
GEREJEF

