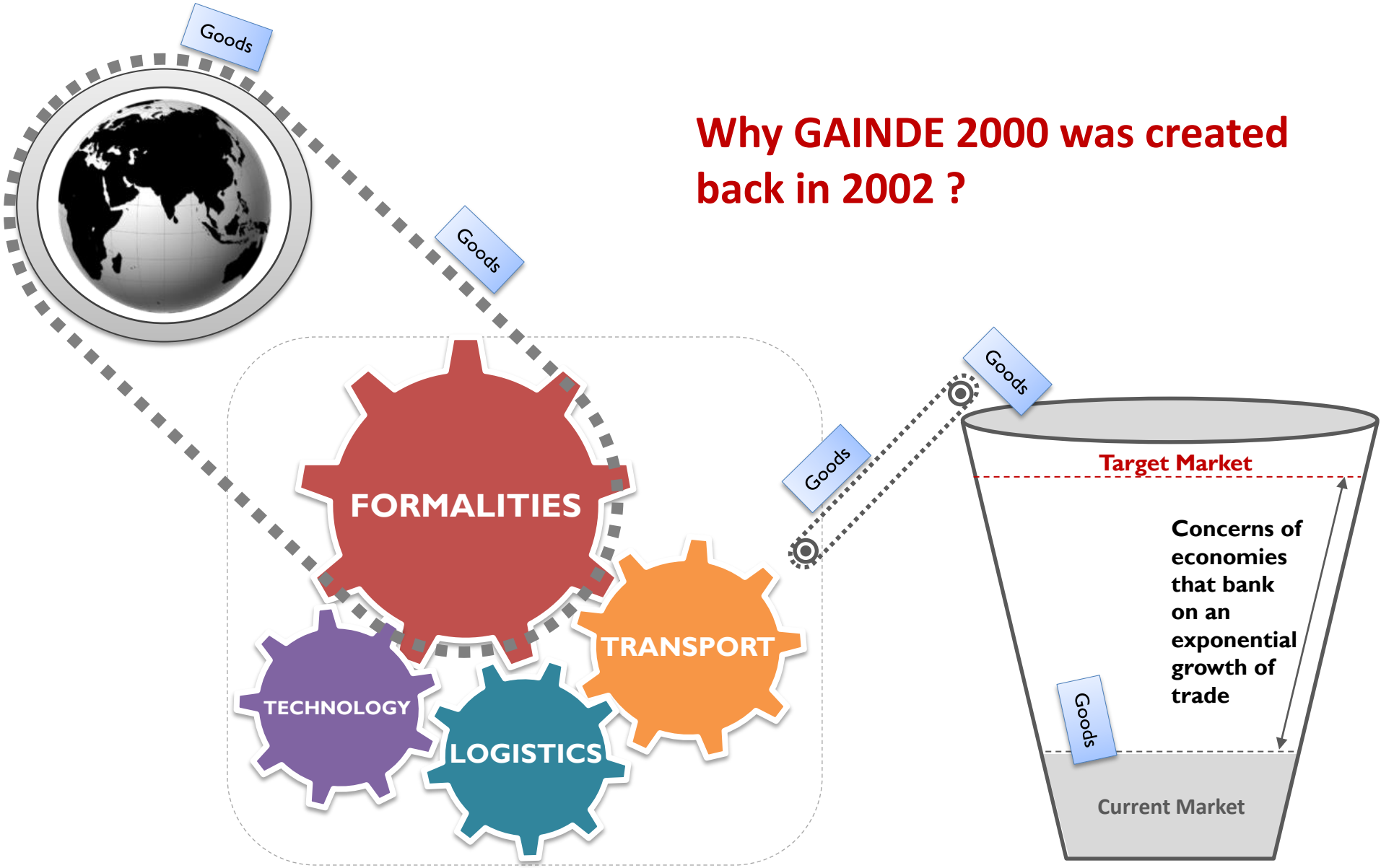
3RD EDITION OF THE INTERNATIONAL SINGLE WINDOW CONFERENCE

18/09/2013

Finding solutions for improvements



Why GAINDE 2000 was created back in 2002 ?

Senegal Integral Single Window

42 Border Agencies and Private Stakeholders interconnected

70% Reduction in procedures time

E-Clearance Single Window

ORBUS

Gainde Integral

B2B Portal

Buntoo

Cargo Community System

E-Manifest

E-Logistics

Paperless Trade Platform

E-Signature

E-Archiving

E-Payment

E-Services

E-Document

Senegal Integral Single Window

Real improvement has been noted in the trade environment of Senegal

Interconnection public & private actors

Processing time monitoring to oversee the observance of performance standards

Availability of information on :
- Formalities and costs
- Monitoring of files processing

Exchange of data and e-documents

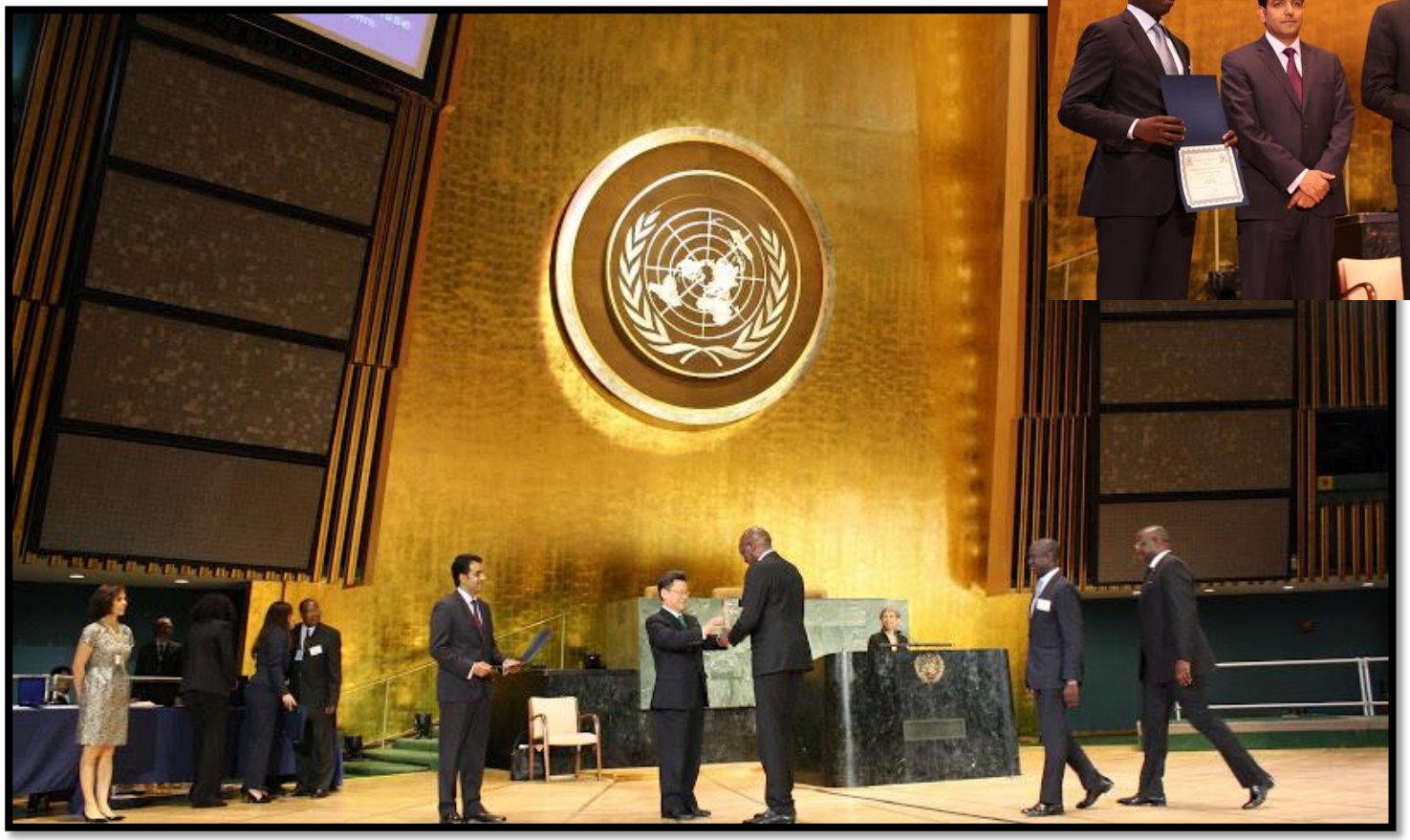
Flexible foreign trade formalities through electronic exchanges

Electronic submission of customs declarations and accompanying documents

Attraction of national and foreign private investors thanks to TRANSPARENCY

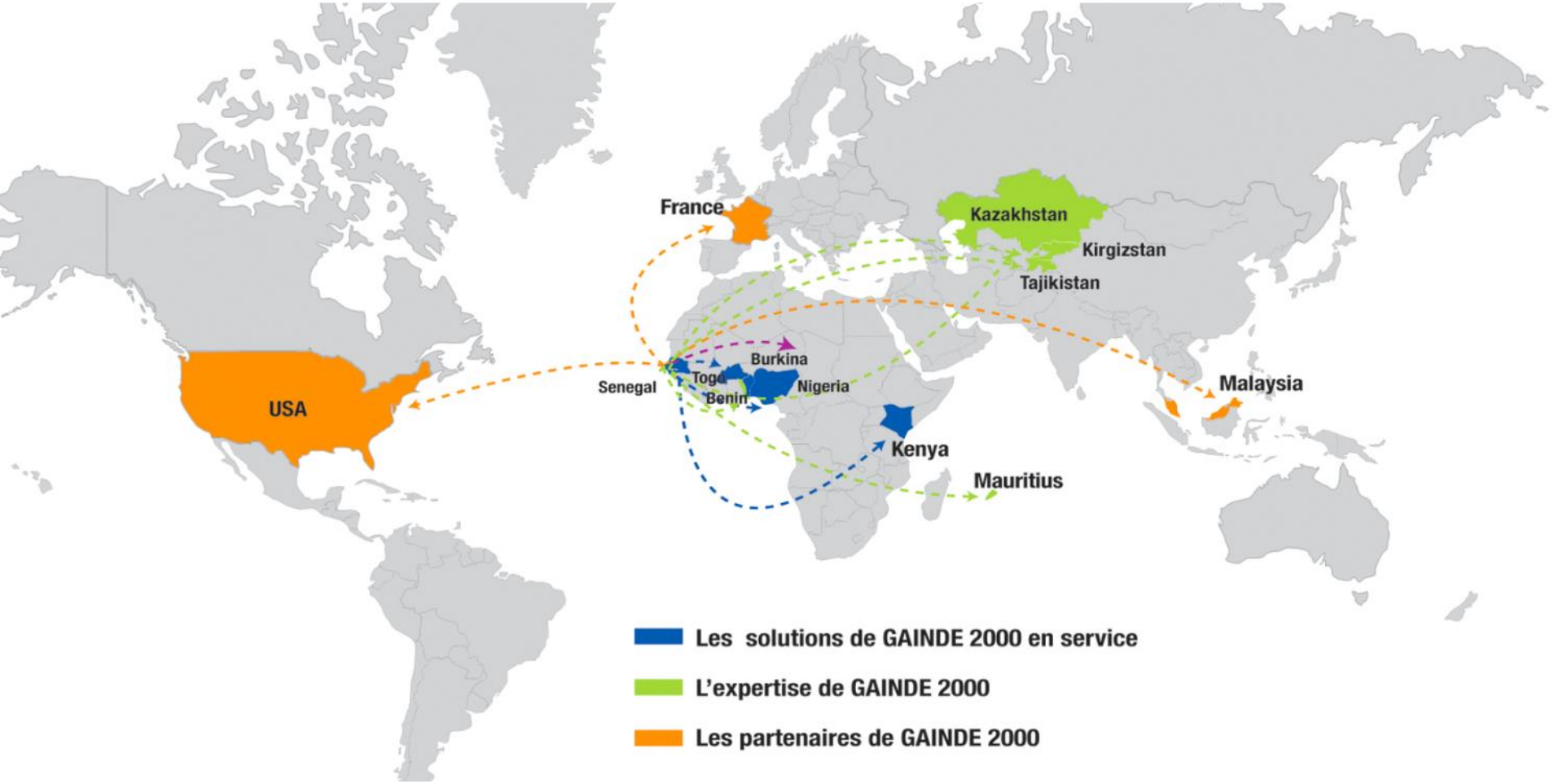
1st prize winner UN Public service Award 2012

Improving public service



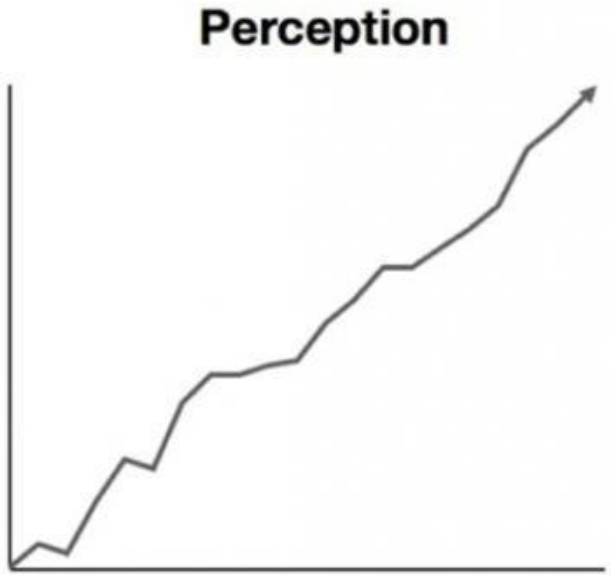
ORBUS®

Shared Experience



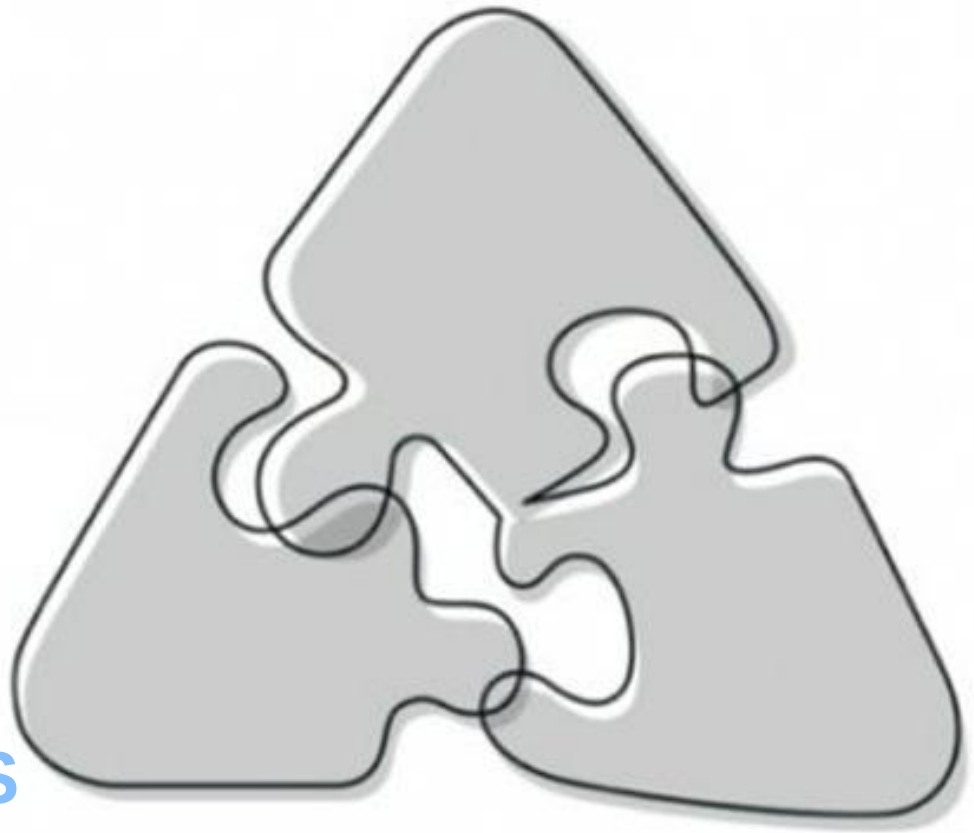
LESSONS LEARNT

The trajectories of successful Single Window projects are **NOT** continuous and steady up and to the right



KEY PERFORMANCE DRIVERS

1- VISION



2- ASSETS

3- SOLUTIONS
REALITY

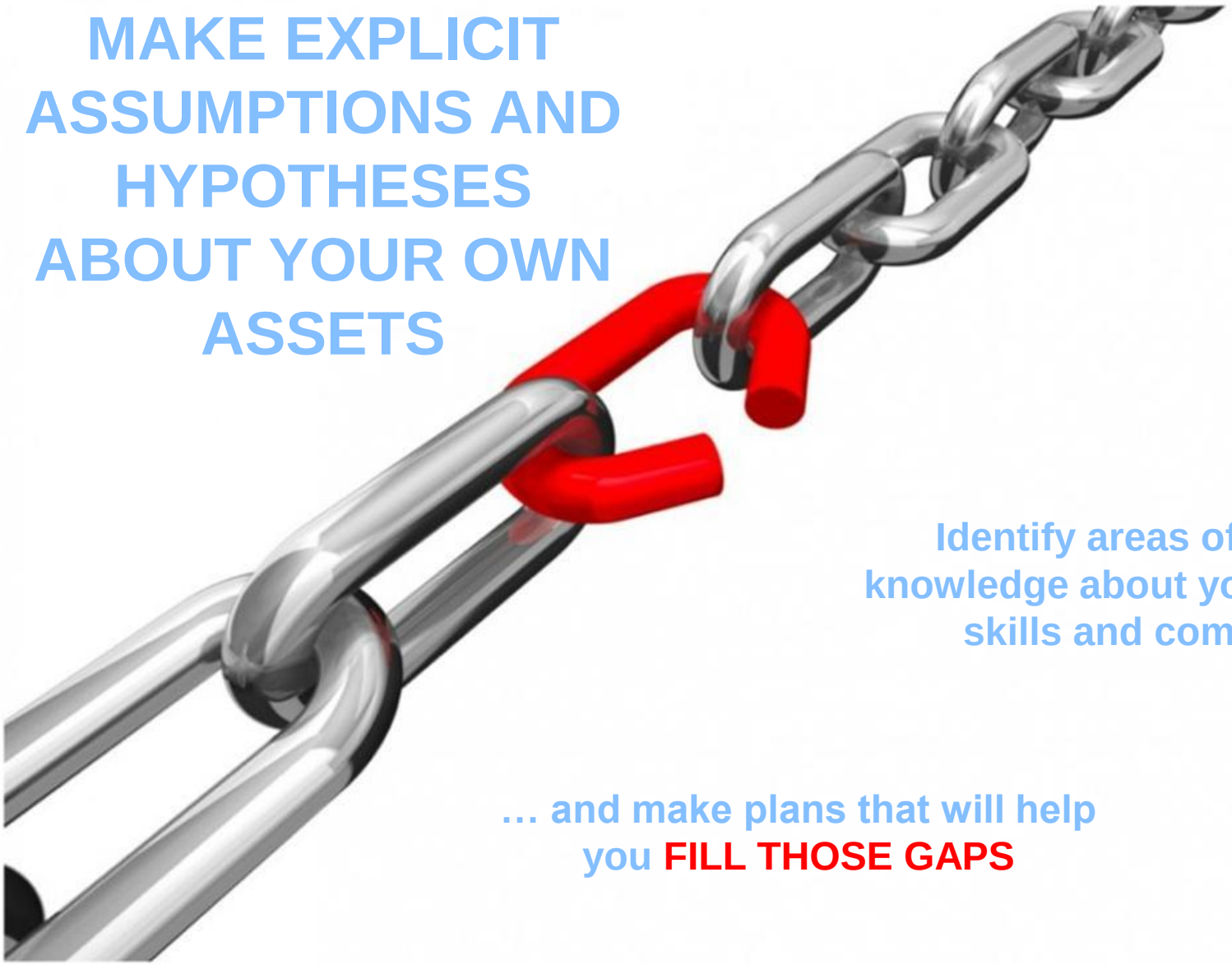
1- BUILD A VISION

Formalization of a clear vision and specific milestones will ensure stakeholders adherence to the project

THINK BIG START SMALL

2- BE CONSCIOUS OF YOUR REAL ASSETS

MAKE EXPLICIT ASSUMPTIONS AND HYPOTHESES ABOUT YOUR OWN ASSETS



Identify areas of incomplete knowledge about your organization skills and competences !

… and make plans that will help you FILL THOSE GAPS

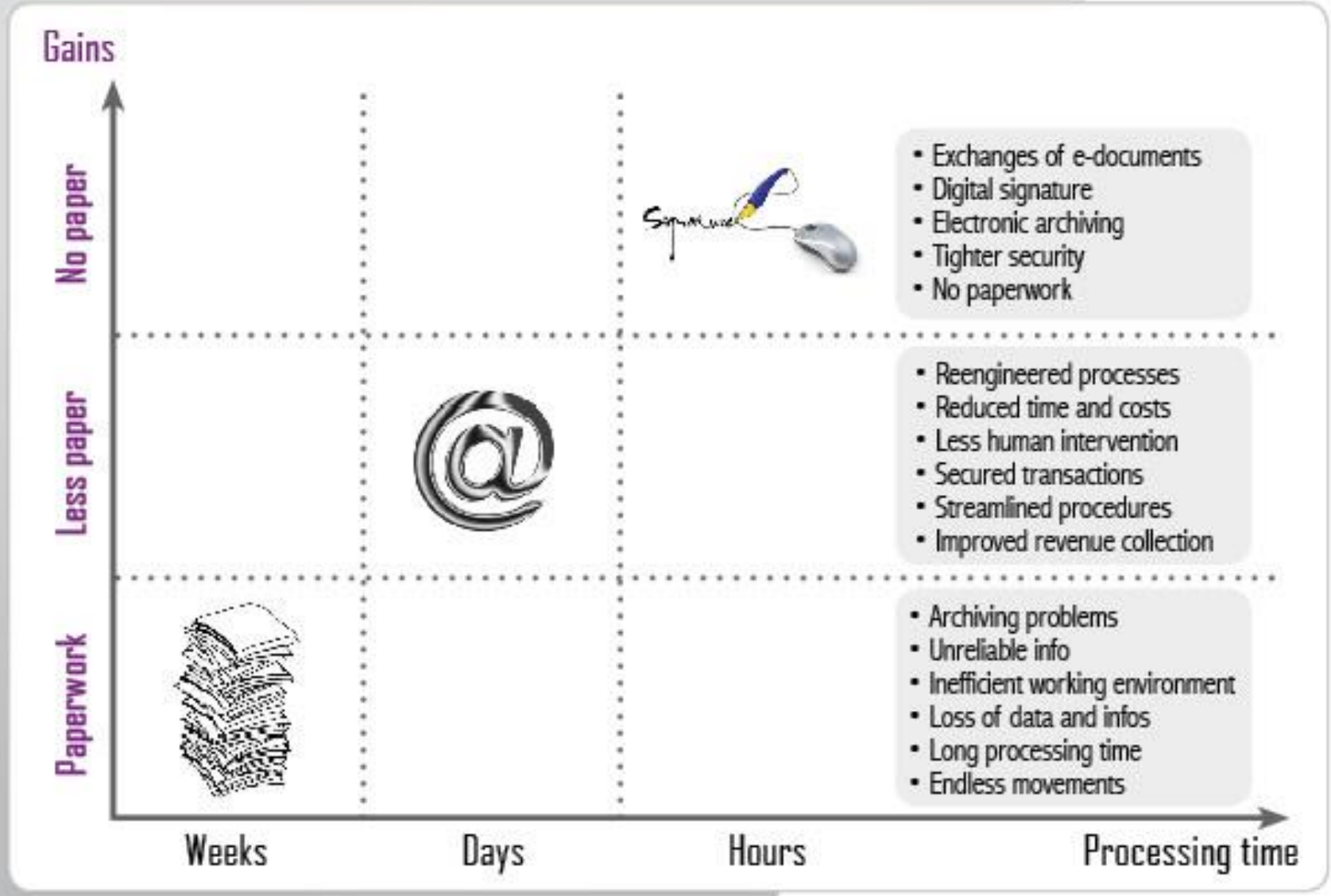
3- SOLUTIONS REALITY

CUSTOM SOFTWARE DEVELOPMENT

PACKAGED SOLUTION

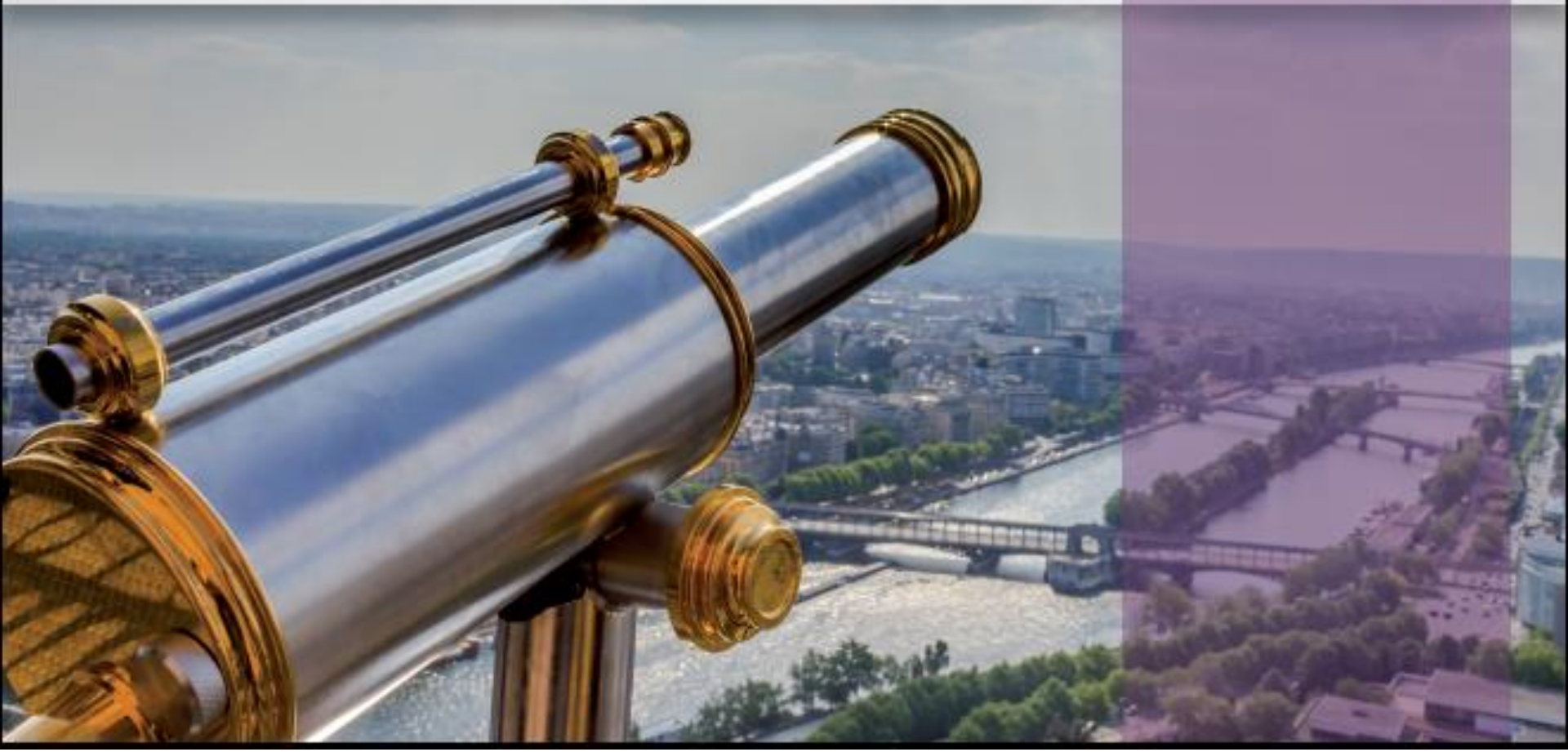
Assemble the puzzle is NOT as easy

ROAD TO PAPERLESS TRADE

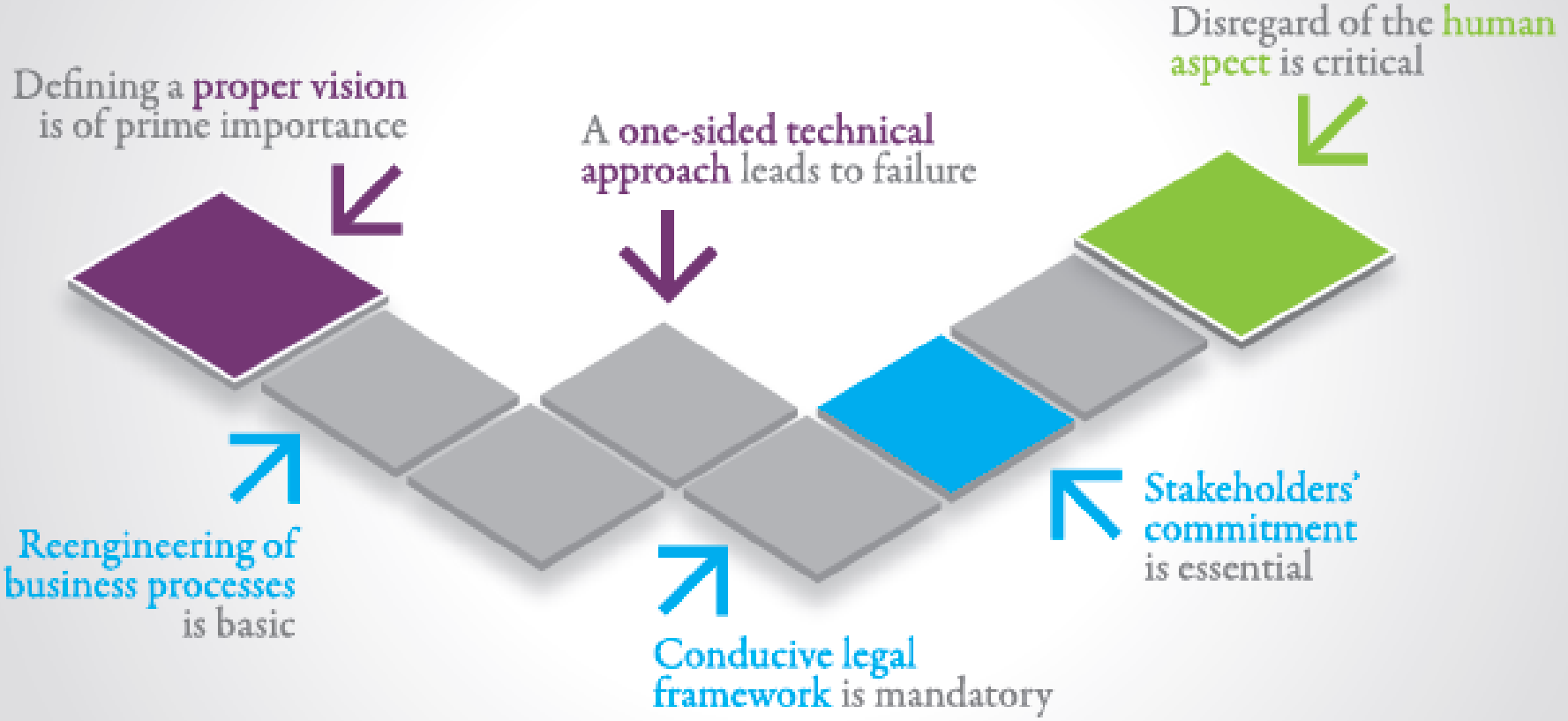


Is a **Single Window** just a software solution ?

#NO



A Single Window is a combination of *Technologies, Rules, Processes and People*



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Thank you