

3RD EDITION OF THE INTERNATIONAL SINGLE WINDOW CONFERENCE

Regional Interoperability Challenges

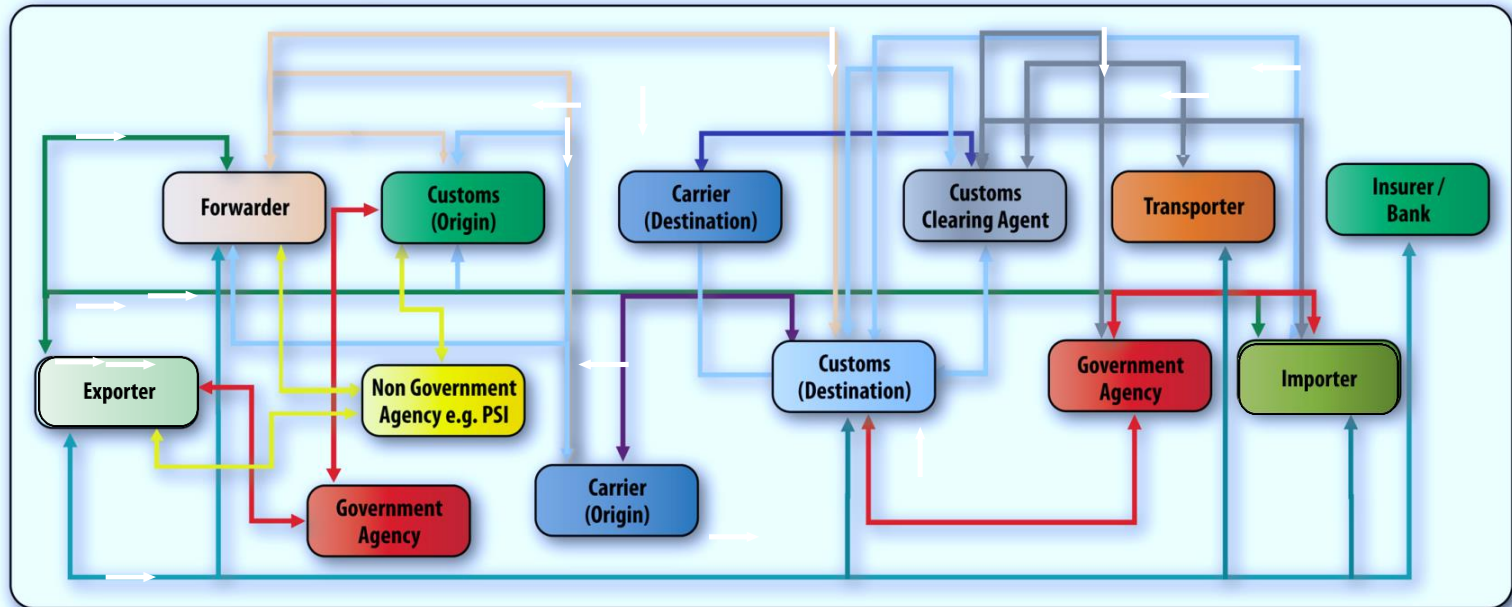
16th – 18th Sept. 2013
Antananarivo, Madagascar



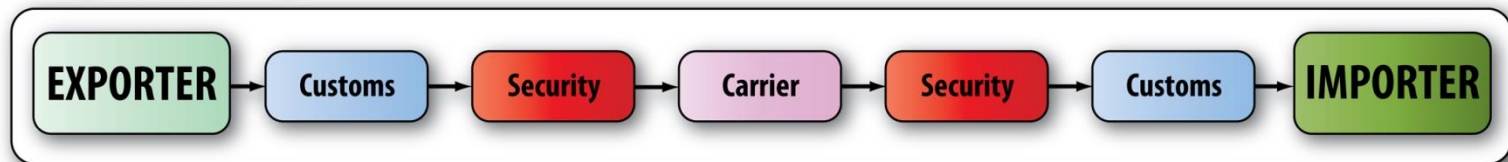


The current international trade environment involves complex international trade processes with disparate systems...

Document Tracking



Cargo Tracking



Each international trade transaction requires an average of 40 documents of 200 data elements, with 15% repeated at least 30 times and 60-70% repeated more than once. (UNCTAD)

UN Recommendation 33:

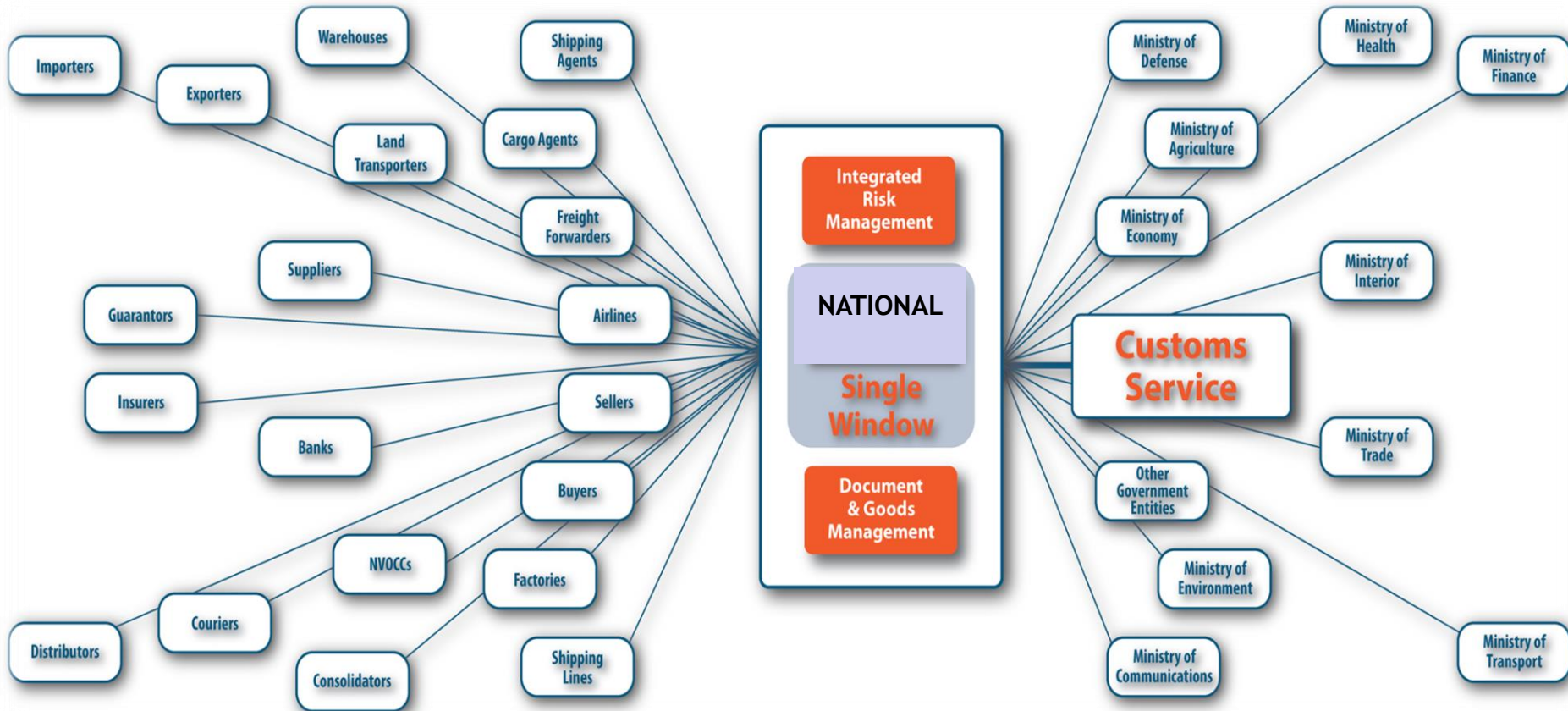
A facility that allows parties involved in trade and transport to lodge standardized information and documents with a **single entry point** to fulfil all import, export, and transit-related regulatory requirements. If information is electronic, then **individual data elements should only be submitted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

WCO:

Single Window Environment is a cross border, **“Intelligent”**, facility that allows parties involved in trade and transport to lodge standardized information, mainly electronic, with **a single entry point** to fulfil all import, export and transit related regulatory requirements.



The Optimum Goal of Single Window is to create an integrated workspace of **data** and **business processes** for all trade related activities and stakeholders, with the trader at the core.



... delivering a one stop shop for traders whilst creating a customer-centric **Service** environment

Adequate focus and resources must be allocated to all aspects of the Single Window programme to ensure a successful outcome...

✓ Focusing
People



People

- Human Resources
- Training
- Organisational strategy
- Administrative strategy
- Change management
- Culture
- Collaboration strategy

✓ Improving
Processes



Process

- Trade
- Business processes
- Efficiency
- Mapping

✓ Implementing
Platform



Platform

- Technology and infrastructure

✓ Aligning
Policy



Policy

- Legislative framework
- Legal review



Regional Interoperability Challenges



Secure and reliable regional integration to facilitate trade and customs processes among members of a regional grouping.

People

- Human Resources
- Training
- Organisational strategy
- Administrative strategy
- Change management

Process

- Trade
- Business processes
- Efficiency
- Mapping

Platform Policy

- Technology and infrastructure

- Legislative framework
- Legal review

- **PEOPLE**

- Language differences
- Different cultural practices and norms
- Varying skill levels (technology and operational)
- Varying attitudes/readiness to change (trade and regional integration)



- **PROCESSES**

- Alignment of
 - Member country stakeholder mandates
 - Business processes
 - Documents
 - Data elements
 - Fee structures
 - Trade information



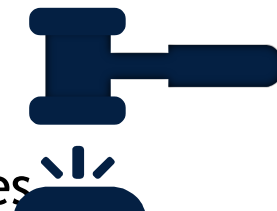
• PLATFORM

- Varying levels of technology maturity and sophistication
- Lack of Control of technology environment for regional requirements
- Scalability restrictions of existing national systems
- Varying conformity levels/adherence to standards
 - Tariff Nomenclature
 - Data Models (WCO)
 - ISO and related standards
 - Messaging
 - Security



• POLICY/POLITICAL WILL

- Alignment of trade and ICT laws (Legal framework)
- Multiple currencies
- Varying levels of economic strength and funding resources
- Alignment of indirect tax regulations
- Varying mandates of similar regulatory agencies in member countries
- Lack of Champions/Leaders of the “cause”

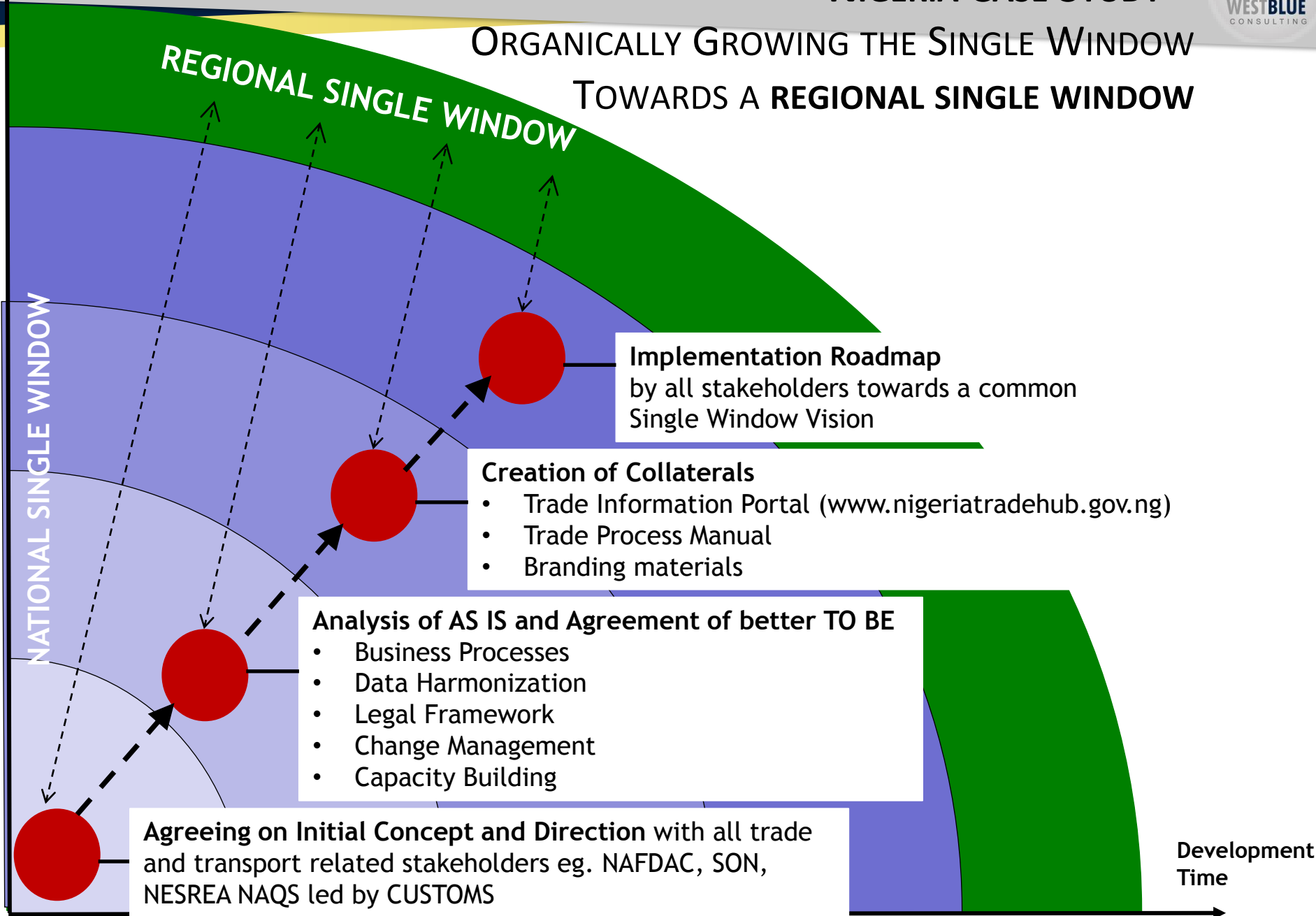




Potential Benefits

NIGERIA CASE STUDY –

ORGANICALLY GROWING THE SINGLE WINDOW TOWARDS A REGIONAL SINGLE WINDOW



REGIONAL SINGLE WINDOW

NATIONAL SINGLE WINDOW

Implementation Roadmap
by all stakeholders towards a common
Single Window Vision

Creation of Collaterals

- Trade Information Portal (www.nigeriatradeshub.gov.ng)
- Trade Process Manual
- Branding materials

Analysis of AS IS and Agreement of better TO BE

- Business Processes
- Data Harmonization
- Legal Framework
- Change Management
- Capacity Building

Agreeing on Initial Concept and Direction with all trade
and transport related stakeholders eg. NAFDAC, SON,
NESREA NAQS led by CUSTOMS

Development
Time

The focus on **PEOPLE** should include:

- Human resources development – regional capacity building and training programmes e.g. AACE & UNESCAP training workshops
- Comprehensive Change management programme
- Communication programme at national and regional levels e.g. AACE conferences
- Administrative and organisational strategies aligned to regional objectives
- Acknowledging the critical roles of both the “user” and “operator” community which is vital in achieving successful coordination amongst and across all parties.

Process efforts in both government and private sectors should include:

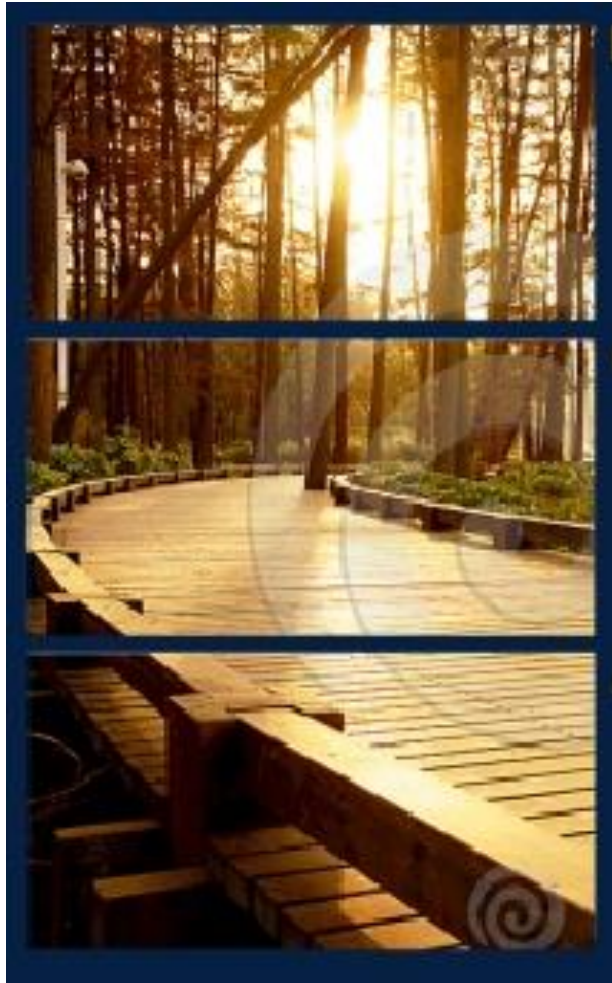
- Enhancing efficiency of regional bodies - government agencies and private stakeholders
- Simplification and Harmonisation of processes, documents and data elements required for import and export e.g WCO SW Compendium
- Focus on time and cost reduction in all areas
- Development of regional process and data models and guide
- Partnership/Collaboration of national and regional bodies

Implementation of the right **Platform** requires:

- Adherence to international standards
- Creation of regional specific standards e.g. AACE, UNESCAP, UNECE Guides
- Provision of adequate infrastructure and logistics
- Ensuring operational and system training to all concerned
- Control of technology environment
- Ensuring the use of modern and scalable technology
- Regional pilot programmes e.g. AACE pilot programmes

Policy and adequate Political Will requires:

- Provision of regional legislative framework
- Legal review periodically to ensure modernization is in line with laws.
- Assurance of political will as part of a regional agenda and drive
- Change Leaders and Champions for the Regional Single Window agenda



EMPOWERMENT

and

CAPACITY BUILDING

Lies at the core of

REALISING THE SW REGIONAL VISION !

...and a good map helps!

THANK YOU!

For questions or to discuss further contact:

Valentina Mintah

