



# Mauritius Cargo Community Services Ltd

**Deployment and Financing of the Port Community System in Mauritius**

**AACE International Single Window Conference & Exhibition**

**Systems Interconnectivity , Boosting Trade Facilitation**

**16<sup>th</sup> – 18<sup>th</sup> September 2013**

**Carlton Hotel, Antananarivo, Madagascar**

Sharpening the **Competitive**  
edge of Mauritius

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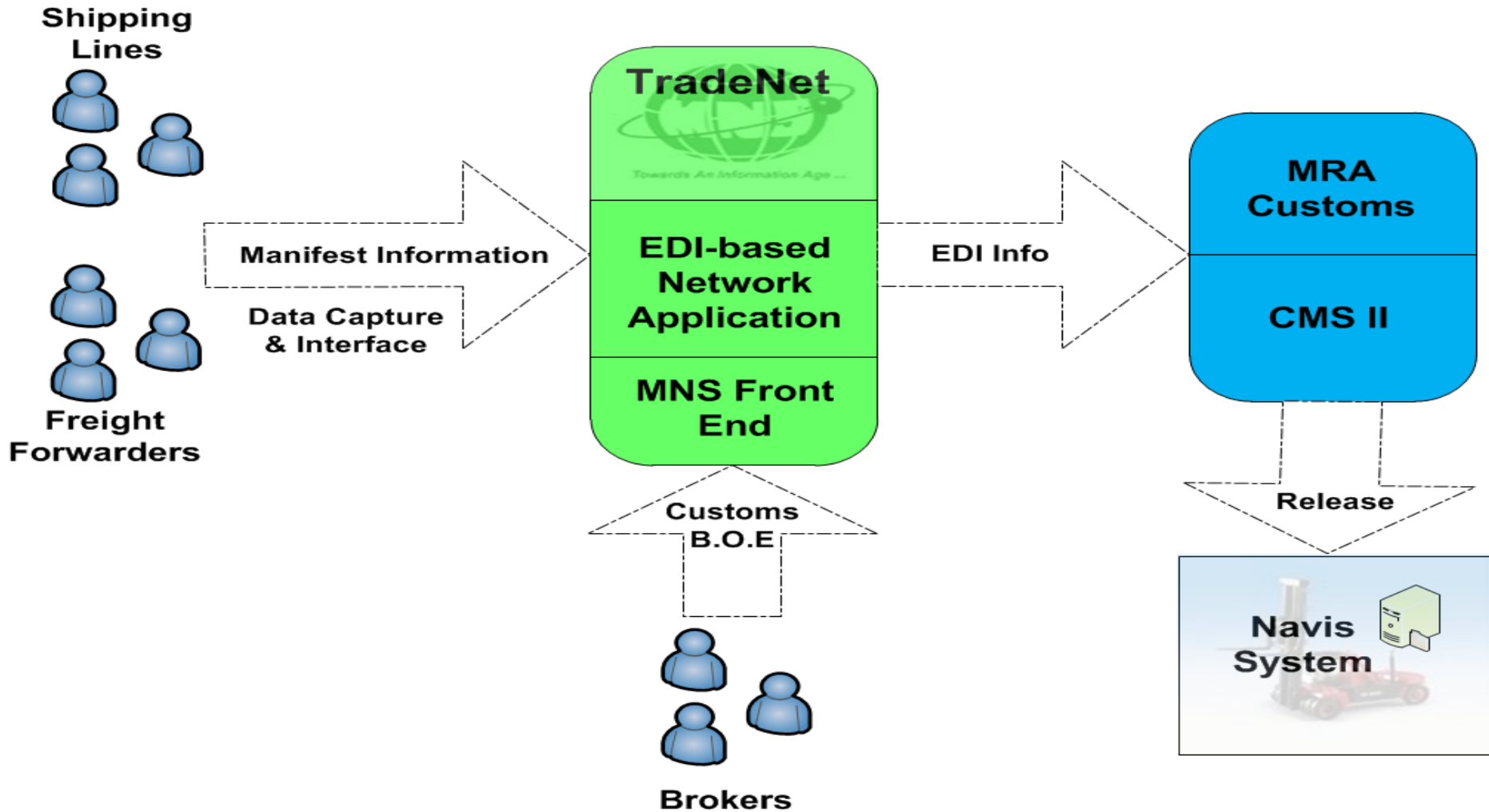


## Aim of Presentation

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- Model of the Mauritian CCS deployed
- Financing structure put in place
- The advantages and pitfalls to avoid

# Situation Prior to the introduction of CCS



## Why Mauritius needed a CCS in addition to an Existing system in place?

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- ❖ Still inefficiencies in the existing system as some processes were not re- engineered and others still manual.
- ❖ No visibility for the importer or exporter as to what was happening to the goods ..it was a **logistics black box**.
- ❖ Rules of Trading were changing and there was ( is still ) a need for Compliance to certain specific rules for Mauritius to continue acceding to certain markets.
- ❖ Reconciliation of need to have Increased Trade , enhanced Security whilst maintaining Competitiveness.

# MACCS – incorporated in 2008

## PUBLIC SECTOR

43%

State Investment Corporation Ltd  
(SIC)

Mauritius Ports Authority (MPA)

Cargo Handling Corporation Ltd  
(CHCL)

## PRIVATE SECTOR

57 %

Mauritius Chamber of Commerce and  
Industry (MCCI)

Mauritius Export Association (MEXA)

Customs House Brokers Association  
(CHBA)

Association Professionnelle des Agents  
Maritimes de l'île Maurice (APAMM)

Association Professionnelle des  
Transitaires (APT)

SOGET

**Appointed by the Government of the Republic of Mauritius to deploy and manage Cargo Community System (CCS)**

# Project Objectives

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- **Improving Competitiveness, Efficiency and Effectiveness of Mauritius Supply Chain by Providing New processes and Information to all stakeholders , this on a Single Platform.**
- **Positioning Mauritius as a Regional Trade and Transshipment Hub**
- **Complying with WCO SAFE Framework of Standards , EU & US Customs regulations, ISPS recommendations.**
- **Reconciling Security imperatives and Trade Facilitation through provision of Advanced Cargo Information**

# Expected Benefits for Government

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- **More effective and efficient deployment of resources**
- **Correct (and often increased) revenue yield**
- **Improved trader compliance**
- **Enhanced security**
- **Increased integrity and transparency**



# Expected Benefits for Trade

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- **Cutting costs through reducing delays**
- **Faster clearance and release**
- **Predictable application and explanation of rules**
- **More effective and efficient deployment of resources**
- **Increased transparency**

# Stakeholders

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MRA-Customs

Port Authorities  
MPA & CHCL

Container/Freight  
Terminals

Freight  
Forwarders

Customs Brokers

Shipping Lines/  
Airlines and  
agents

Logistics  
Operators and  
CFS Warehouses

MNS and Trade  
Net

Empty Container  
Depots

Inland transport

Importers and  
Exporters

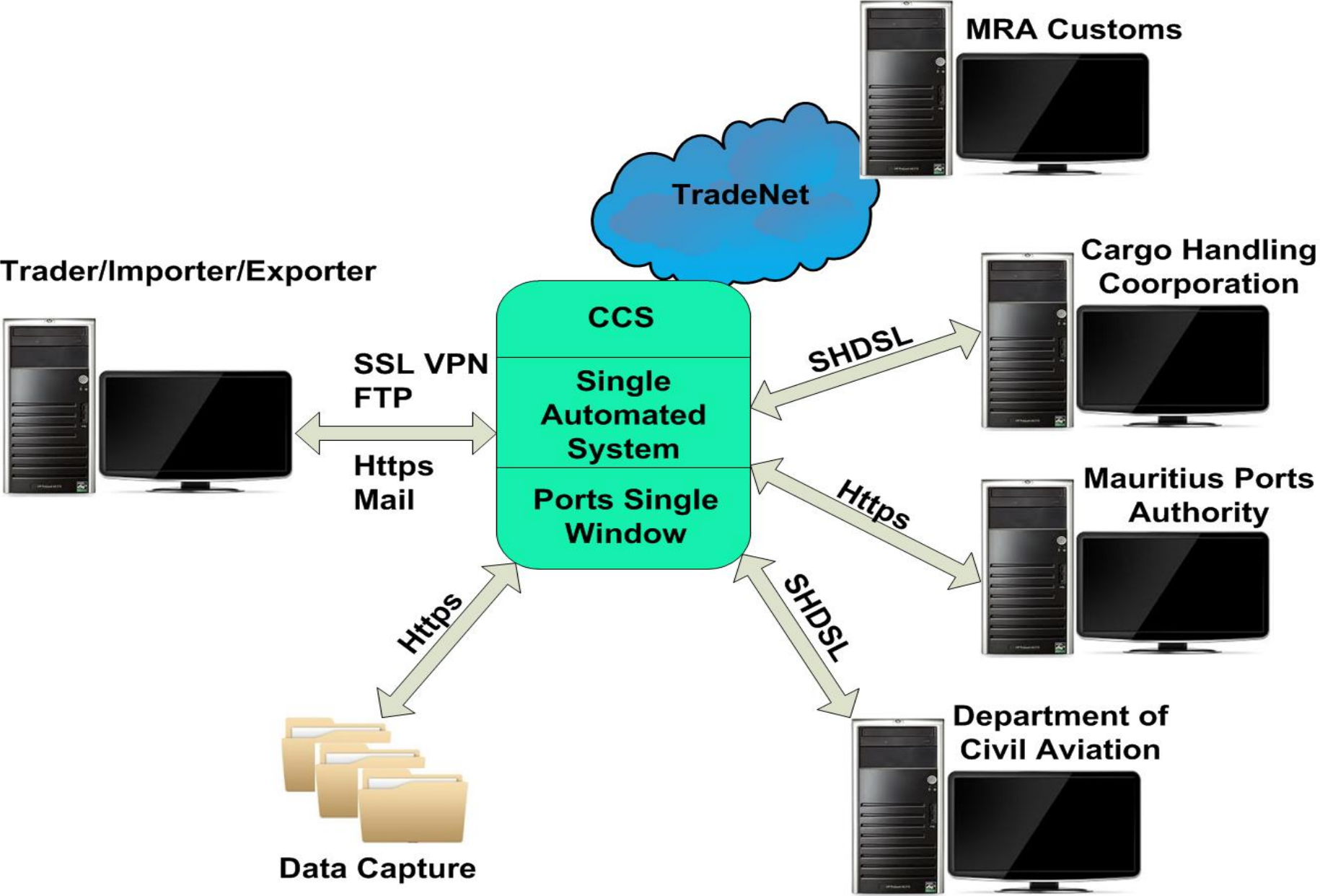
Ports Single  
Window - MACCS

# Legal Context – introduction of the CCS

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- ❖ Customs Act 1988 and Customs Regulations 1989
- ❖ Customs ( Use of Computer ) Regulations 1997
- ❖ **A new Customs Regulations was proclaimed to legalize the deployment and use of the CCS**
  - i. **Customs ( Cargo Community Systems ) Regulations 2008,**
  - ii. **MACCS officially granted a concession by Ministry of Finance and Economic Development to operate the CCS in Mauritius**
- ❖ **Amendment to Customs ( Use of Computer ) Regulations 1997**
- ❖ **Amendment to Customs Act 1988**

# Model of PSW adopted--- Single Automated interfaced system



# Characteristics of the CCS to be adopted

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- ✓ Data Protection and Security (Web based and on a real time basis )
- ✓ Flexible and Customisable , Capable of Interfacing with a multitude of third party proprietary systems
- ✓ Holistic in approach and capable of gathering, aggregating , optimising, consolidating and communicating this synchronised information to all relevant parties of the logistics chain and authorities.
- ✓ Airport operations would be covered too.



# Mauritian CCS is powered by



- ❖ Original software as used in Le Havre
- ❖ Customised to meet local operating needs of
  - MRA Customs
  - Local Forwarding Community
  - Terminal Operators
- ❖ Enhanced to generate Customs Declaration for transhipment business
- ❖ Modified to cater for integration of IATA messaging system and with SITA communication



# Phased Approach in deploying the CCS/ PSW .

Ocean Imports  
Master manifest

TFCL Trans-  
shipment

Consolidated  
Ocean House  
Manifest

Ocean Import  
Deliveries ( CUSDEC )

Air Master  
manifest

Air Consol  
House Manifest

Courier and  
Postal Manifest

Ocean Exports ( CUSDEC)

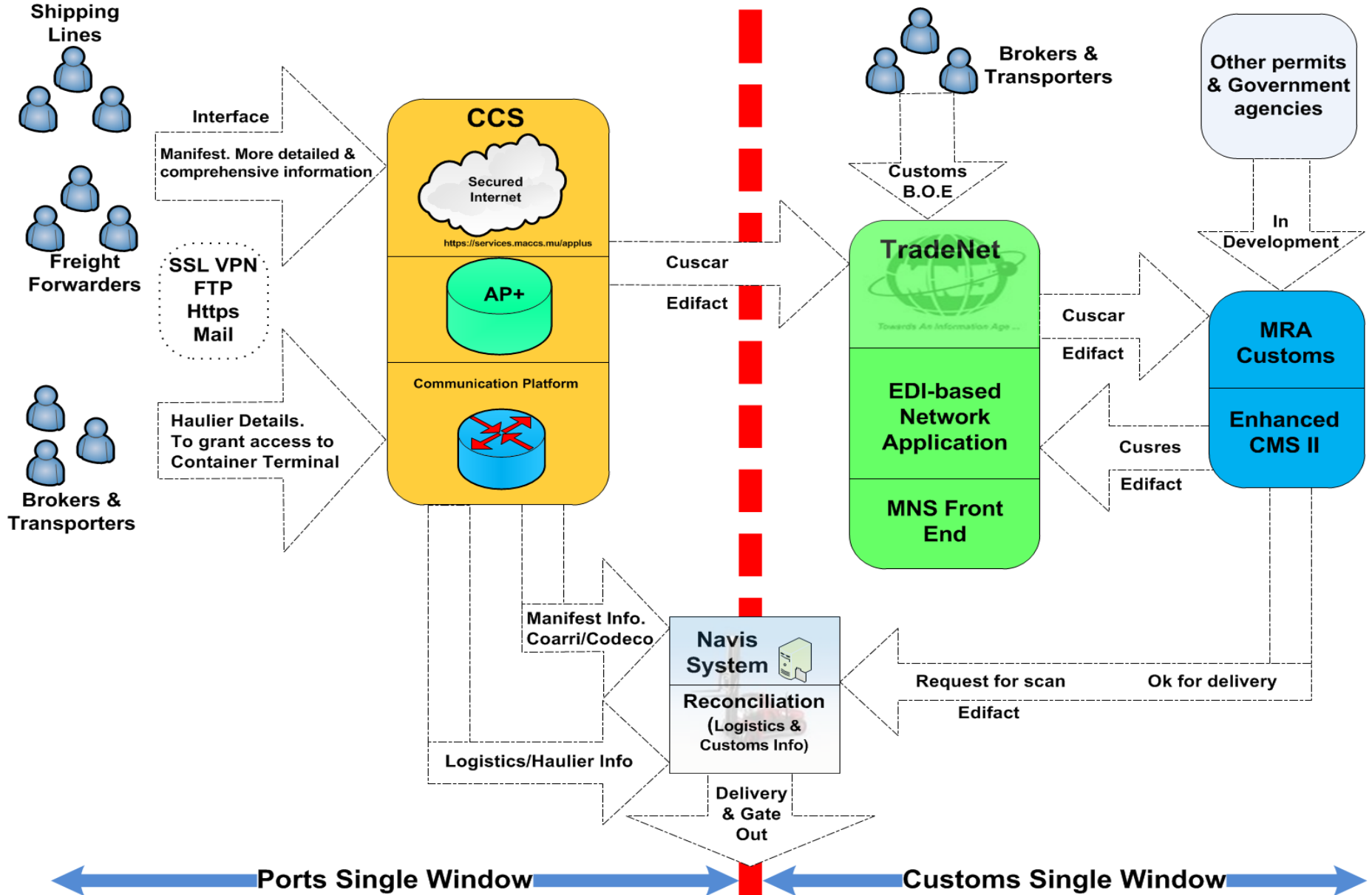
Ocean Exports ( manifest )

**Air Exports**  
No specs from  
MRA Customs

Transit Ocean

Transit Air

# Technological Topology with CCS @ 2013





# The Mauritius experience !

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- ❖ Changes at head of Lead Agency - MRA Customs
  - 3 Directors of Customs, 2 acting Directors ,
  - 5 changes at the Head of MRA Customs IT department.)
  
- ❖ Enhancement needed for Customs Management System CMS / MNS to cater for the **Quality** and **Volume** of information transmitted via the CCS.
  
- ❖ Other Customs related systems were also deployed such as e-BoE, EUR1
  
- ❖ New CCS functionalities required by Lead Agency as and when CCS
  - 3 decimal places in manifests
  - Gate management system to manage inter terminal transfers
  - BRN for Consolidation Cargoes
  - Management of Bulk Cargoes and Project Cargoes

# The Mauritius experience ! ( contd )

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- ❖ Interfacing and Software Customization needs took more time to develop , test and deploy
  - FCL/ FCL business by Freight Forwarders , Multiple levels of itemizations for co loaders
- ❖ Scanning procedures originally to be agreed to be performed by CHCL could not be respected and software needed to be amended ...once again
- ❖ Resistance from the Hauliers as they were requested to be registered to gain access to Container Terminals and previously experienced delays with the release of scanned containers.
- ❖ Extensive Iterative process of validation and testing with existing systems ( MNS- TradeNet )
- ❖ Disaster Recovery Site Implementation

# Expertise gained with such project - Technical !

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- ❖ Good insight and technical expertise of the various elements of the Systems and their inter actions
  - i. Network Connectivity and Security
    - Fiber optic and WIMAXX technologies
    - SSL VPN and IpVPN
    - Shdsl and IpSHDSL
  - ii. Managing and administering the operating system
    - EDI Platform to connect community, transmission of messages and status of tasks
    - Virtualization ( Citrix Xenserver Technology )
    - Clustering ( WEB Applications )
    - ORACLE database maintenance
  - iii. Managing a data centre ( PR and DR Site )
    - Real time update of files PR-DR Site
    - Managing of connectivity

# Experience gained with such project - Functional !!

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- ❖ Expert and Comprehensive knowledge of AP+ functionalities
- ❖ Know How on the configuration of system to enable smooth running of businesses
- ❖ Knowledge on the detailed operations of the various entities of the Logistics chain including
  - i. Their interactions with Customs, and
  - i. How these various business processes are being reflected in the CCS and
  - ii. How to exploit the information available there from.

# Other MACCS Services

## ❖ E- Bunkering

- Re- engineering and automation of process
- Visibility of status of application and related better management of Quays

## ❖ E- MACCS ( WEB Based system )

- E Freight -Air Module
  - Flight schedules in CSV formats
  - Data capture or Interface with proprietary systems to cater for
    - Generation of FWB – version 16
    - Generation of FFM – version 8
    - Generation of FHL – version 4
- Management and dissemination of FSU messages

All compliant to IATA CIMP  
and can be transmitted via  
SITA? FTP/ Email

## ❖ Billing and Statistics Modules

- Complex billing system
- Business intelligence on market shares analyzed per various dimensions

**So .....**  
**Have we attained our Objectives ?**

Functionally and Financially

# 1. **Improving Competitiveness, Efficiency and Effectiveness of Mauritius Supply Chain by Providing New processes and Information to all stakeholders , this on a Single Platform**

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- ❖ Every community member is connected to the CCS this for both Ocean and Air Operations.
- ❖ More comprehensive disclosure of Cargo details and reduction of paper documents and elimination of need to move to Customs
- ❖ Automatic acceptance of manifest and on line processing of amendments together with Itemization of consol cargoes automated.
- ❖ Visibility as to the status of Customs process ( declaration, scanning , examination and release ) and other logistics processes ( berthing, unloading, gate out )
- ❖ Pin codes and linkage between Logistics and Customs information brought certainty and security in the delivery of containers
- ❖ Access to Container Terminals is now managed and controlled.

## 2. Positioning Mauritius as a Regional Trade and Transshipment Hub

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- ❑ Trans shipment procedures have been curtailed as the PSW/ CCS was configured to
  - i. Allow shipping lines to process their trans shipments 24/7
  - ii. Use only one BoE is now used instead of the previous landing/ shipping BoE's
  - iii. The trans shipment BoE approval process has been automated so that there is a implicit approval if a deadline is not respected.
  - iv. The PSW/ CCS also caters for inter terminal transfers
  - v. Information is electronically transmitted to the terminal operator for use in their operations



### 3. Complying with WCO SAFE Framework of Standards ,

#### Customs to Customs Standards

- Integrated Supply Chain Management
- Cargo inspection Authority
- Modern technology inspection
- **Risk management system**
- High risk cargo / container inspection
- **Advanced electronic information**
- **Targeting and communication**
- **Performance measures**
- Security assessments
- Employee integrity
- Outbound security inspections

#### Customs to Business Standards

- **Partnership**
- **Security**
- **Authorization**
- **Technology**
- **Communication**
- **Facilitation**

***Harmonize the advance electronic cargo information requirements***

***Employing a consistent risk management approach to address security threats***

**Perform an outbound inspection of high-risk containers and cargo, preferably using non-intrusive detection equipment such as large-scale X-ray machines and radiation detectors**

**Customs will provide Benefits to Businesses that meet minimal supply chain security standards and best practices**

#### 4. **Reconciling Security imperatives and Trade Facilitation through provision of Advanced Cargo Information**

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- Detailed Advanced Cargo Information as per WCO data model is available for both Ocean and Air Imports and allow for Dwell time reduction due to
  - i. less errors in data transmission,
  - ii. Application of Profiling and Risk management techniques
  - iii. Deterrent effect as there is more visibility
  
- Visibility and traceability on each step of the clearance process brings accountability and promotes governance
  
- Information on certain milestones & key events are pushed to relevant stakeholders
  
- Access to Container terminals is granted to nominated carriers..
  
- Delivery of containers by terminal operator is possible only if Logistics and Customs declarations are reconciled, and this only to appointed carrier
  
- Logistics Performance Index LPI improved from 132 to 82 and recent 72

# Key Challenges and Points to consider

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- Customs Lead agency role – Maestro in the Orchestra.
  - Resource planning and allocation, empowerment of Project management team , strong project ownership and management is essential.
- Interfacing Costs - Range and Diversity of various proprietary systems operated by Shipping lines, forwarders, Terminal operators and other Government agencies
- Communications costs - Hidden Costs need to be identified
- Customisation Costs - Diverging interests of a Wide population of stakeholders
- Infrastructure Costs – DR implementation need and scale
- Flexibility and paradigm shift is essential , Can Do Attitude vital

**Change Management and Resolve are key factors!**

**THANK YOU FOR YOUR ATTENTION**

