



Session 6: Sharing Experiences and  
Lessons Learnt from Countries in the  
Region and Regional Initiatives

# Single Window in Developing Countries

ESCAP-ECO Joint Trade Facilitation  
Forum on Paperless Trade & Single  
Window  
24 - 25 May 2012  
Kish Island, Islamic Republic of Iran

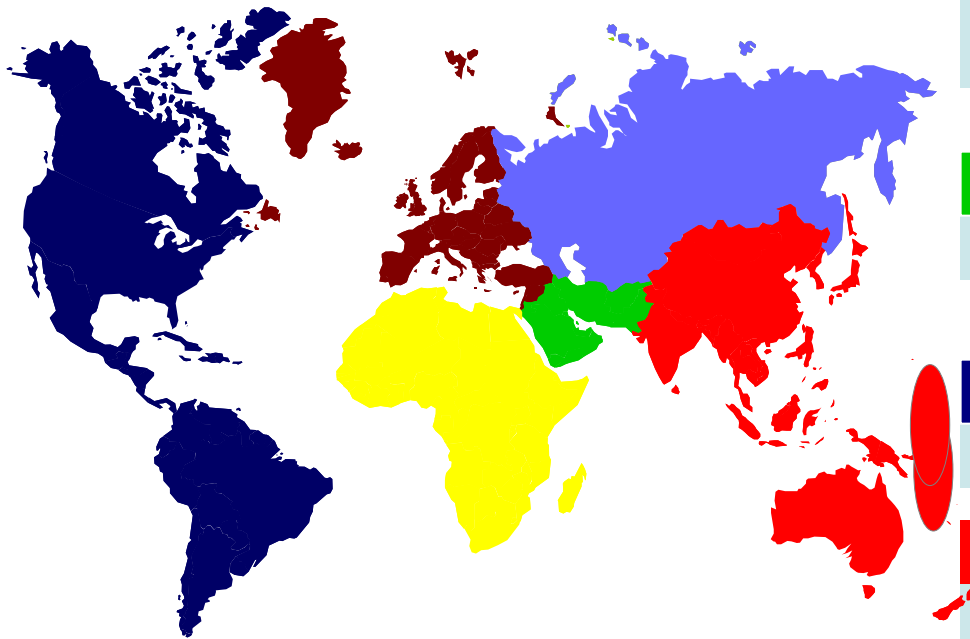
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- Regional Trends & Developments in National Single Windows
- Singapore's Trade Facilitation Journey
- Lessons and Critical Success Factors



## Regional Trends & Developments in National “Single Window”

# Survey of 24 SW tenders / RFPs



## Africa

Kenya, Tanzania, Libya, Togo, Benin, Morocco, Ivory Coast, Rwanda, Congo Brazzaville, Mozambique, Madagascar

## Middle East

Qatar, Bahrain, Oman, Iran

## Americas & Caribbean

Mexico, Chile, Perú, Trinidad & Tobago

## Asia / Oceania

Thailand, Brunei, New Zealand, Pakistan, Philippines

	Country	Name of Single Window Project	Date of Issue of RFP
1	Chile	Ventanilla Única de Comercio Exterior (VUCE)	Sep-11
2	Tanzania	Electronic Single Window System	Aug-11
3	Oman	Integrated Customs Management System and a Single Electronic Window	Jul-11
4	Brunei Darussalam	National Single Window For Trade Facilitation System (BDNSW)	Jul-11
5	Morocco	Guichet Unique De Formalites Du Commerce Exterieur (GUCE)	Jun-11
6	Mexico	Ventanilla Única de Comercio Exterior de México (VUCEM)	Jul-10
7	Benin	Single Window for Foreign Trade of Benin for the Port of Cotonou	May-10
8	New Zealand	Trade Single Window	May-10
9	Rwanda	Rwanda Single Electronic Window	Feb-10
10	Mozambique	Single Electronic Window System for the Customs Clearance of Traded Goods	Sep-09
11	Bahrain	Integrated Trade Facilitation System	Aug-09
12	Philippines	National Single Window	Aug-09
13	Libya	Libyan External Trade Single Window	May-09
14	Togo	Single Window of Foreign Trade (GUCE) for the Port of Lomé	May-09
15	Trinidad & Tobago	Single Economic Window (SEW)	May-09
16	Iran	Port Community System	Apr-09
17	Thailand	Thailand National Single Window	Jul-08
18	Qatar	Qatar Customs Clearance Single Window	Nov-07
19	Kenya	Kenya Electronic Single Window System	Nov-07
20	Congo Brazzaville	Maritime Single Window (GUMAR)	Aug-07
21	Pakistan	Pakistan Automated Commercial Community System (PACCS)	May-07
22	Madagascar	Malagasy Community Network Services	Mar-07
23	Peru	Ventanilla Única de Comercio Exterior (VUCE)	Jun-06
24	Ivory Coast	Abidjan Port Community of Côte d'Ivoire (Ivory Coast) - Abidjan Port Synergie	Aug-05



## Africa

- East Africa (Mozambique, Madagascar, Kenya, Tanzania, Rwanda)
  - essentially for a national Single Window creating electronic linkages with the government agencies for permits and licensing processing
  - Mozambique calls for SW+CMS
- West & Central Africa (Ivory Coast, Togo, Benin Congo Brazzaville)
  - mainly for a limited, usually port-centric Single Window, termed as “Guichet Unique des Opérations du Commerce Extérieur” (GUCE), or “Single Window of foreign trade”.
  - focused on the port requirements
- North Africa (Libya, Morocco)
  - Both are port centric SW



## Middle East

- Saudi Arabia was an early implementer of the Single Window, when they launched their SaudiEDI project way in 2004.
- 3 Gulf Cooperation Council (GCC) countries - Qatar, Bahrain and Oman issued RFPs for Single Window.
  - includes replacement of their Customs management systems,
  - a single seamless “Single Window and Customs Management” system

## Asia & Oceania

- Many Asian countries have implemented their Single Windows
  - Singapore – 1989; Hong Kong SAR – 1997 ; Japan – 2003; S Korea – 2003; Indonesia – 2007; Malaysia – 2009
  - Others SW implementation includes:
  - Thailand; Philippines; Brunei; Chinese Taipei,
  - China's E-Port - a form of sub-national SW
- The ASEAN Single Window is the 1<sup>st</sup> regional SW initiative,
  - integration of the 10 National Single Window of the ASEAN member states
  - 4 ASEAN countries (Indonesia, Thailand, Brunei, and the Philippines) called essentially for Single Window requirements to be integrated with the existing Customs system
- Increasing trend to include a centralized risk management in SW projects, e.g.
  - New Zealand's Trade Single Window
  - Pakistan Automated Commercial Community System (PACCS)





## Americas

- The cost of trade in Americas are reportedly higher than countries of Asia Pacific.
- A marked interest in developing Single Window or “Ventanilla Única de Comercio Exterior” (VUCE) in recent years, e.g.
  - Colombia and Perú - ~ 2006
  - Mexico and Chile issued RFPs in 2010 & 2011 respectively.
- VUCEs are essentially country-wide Single Window features



## Europe

- Single Window trends in Europe is characterized by a network of existing Port Community Systems and Customs Single Windows, e.g.
  - Germany's DAKOSY Port Community System - 1982
  - UK's Felixstowe Port Community System – 1984
  - Finland's PortNet System – 1993
  - France's e-Maritime Port Single Window
- The challenge for Europe is to turn long-established existing systems into the nation-wide Single Windows covering all government agencies and fulfil all import, export, and transit-related regulatory requirements.

## 1. Different Forms of Single Windows

- Each Country is Unique
- Depending on their readiness and priorities, countries have implemented very different forms of Single Windows
- Need not strictly follow the definition as set out in UNECE Recommendation 33.
- SW are generally conceived as a large interagency collaborative system that facilitate and automate business processes and data exchange for international trade.

## 2. Evolutionary and Staged Development

- Due to the complex change management, SW development typically follows a evolutionary and staged pathway

## 3. Impact of Single Window

- Particularly in developing countries, SW has been a success story.
- Many countries have shown marked improvements in their trade facilitation indicators after implementing the SW

## 4. Cross-border information exchange

- Imperative and pressing need to find improved way to conduct cross-border trade transactions
- Requires connecting national Single Windows.

## 5. Need for increased regional and global cooperation in Single Window development

- Over the last 10 years, Single Window projects have been mainly at the national level.
- While these have been useful to governments for supporting the national economic agenda, they have increasingly become a major platform for an integrated world economy



**TRADE NET<sup>®</sup>**

## Singapore's Trade Facilitation Journey

## **“Opportunities arise in times of crisis.**

Singapore's experience in establishing our single window initiative is a testimony to this statement. In 1985, Singapore was hit by a recession. A high-level Economic Committee convened at that time identified improvement in external trade as a major goal and highlighted that use of IT could make a significant contribution to Singapore's long term competitive position. This report was an important mobilizing factor to the realisation of Singapore's single window, which was implemented in 1989 under the name of TradeNet. This was the world's first nationwide electronic single window.

**After twenty years and many rounds of relentless upgrades, TradeNet remains the key enabler of Singapore's external trade, which totals nearly 4 times our gross domestic product.”**

- Extract fro Speech by Mrs Lim Hwee Hua, Minister, Prime Minister's Office, Second Minister For Finance And Transport  
APEC Customs – Business Dialogue, 2009

In Dec 1986, as part of our National Information Technology Plan... the TradeNet project was conceptualised

- Enjoyed high-level government commitment
- Involved private sector
- Involved intensive trials and tests
- Implemented in phases

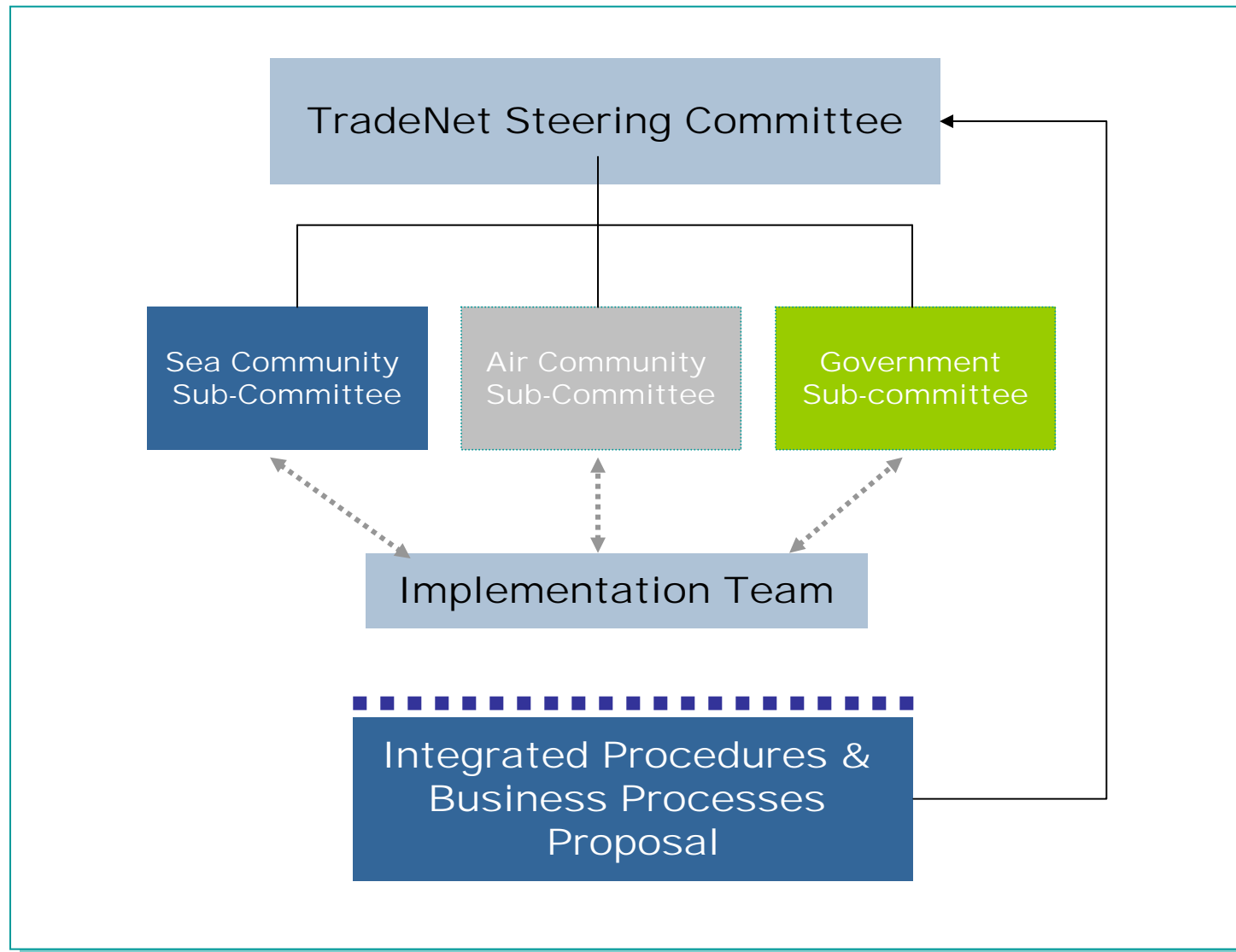
## Then ... mid 80s

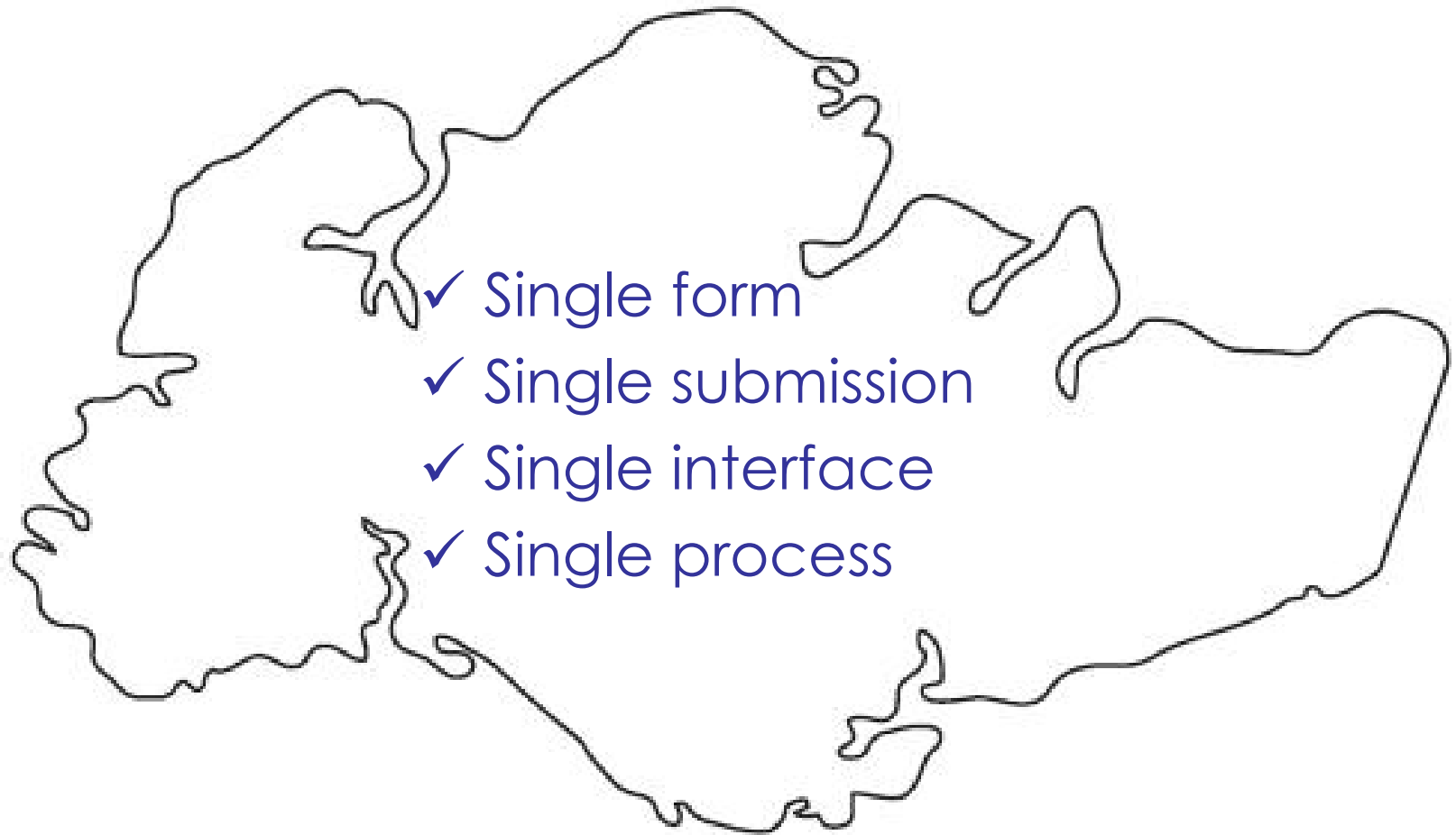
- involved multiple parties
- required multiple agencies' endorsement
- About 10,000 declarations daily in 1987
- 4-20 documents for each import/export
- all handled MANUALLY



- **Dec 1986**
  - Formed Executive Committee led by Trade Development Board (TDB)
  - Formed Project Committee led by National Computerisation Board (NCB)
- **Feb 1987**
  - Established 3 Working Groups for the sea, air and government sectors
- **Mar 1988**
  - Completed Technical Design Specifications
  - Incorporated SNS
  - Initiated Public Education Program
- **Oct 1988**
  - Pilot/test run of TradeNet
- **Jan 1989**
  - TradeNet went “Live”







- TradeNet® implemented in 1989
- Integrates ALL 35 government authorities involved in border clearance
- Handles approx. 35,000 ~ 40,000 declarations per day, ~ 12 million per year
- Processes 95% of declarations in < 3 mins
- > 8000+ business rules
- >12,000 users
- Contributes to Singapore being ranked no. 1 by the World Bank for “Trading Across Borders” and World Bank’s “Logistics Performance Index”



- **TradeNet®** went live in Jan 1989.
- Integrated import, export and transshipment documentation processing procedures.
- Allows various parties from the public and the private sectors to exchange structured trade message and information electronically.
- Reduces cost and turnaround time for the preparation, submission and processing of trade and shipping documents and expedites the clearance of the cargo.
- One submission to multiple agencies
- Available 24/7
- Facilitate electronic payments
- Submission and retrieval at own premises
- Faster turnaround time:
- Approval within 10 minutes

	Before TradeNet	After TradeNet
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

## Singapore's TradeNet - The most studied national trade clearance system !

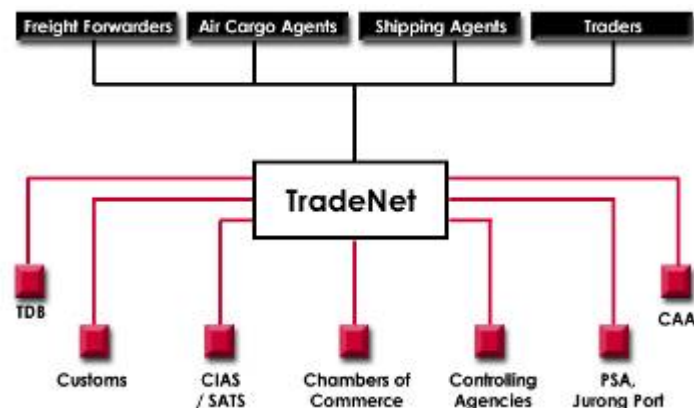
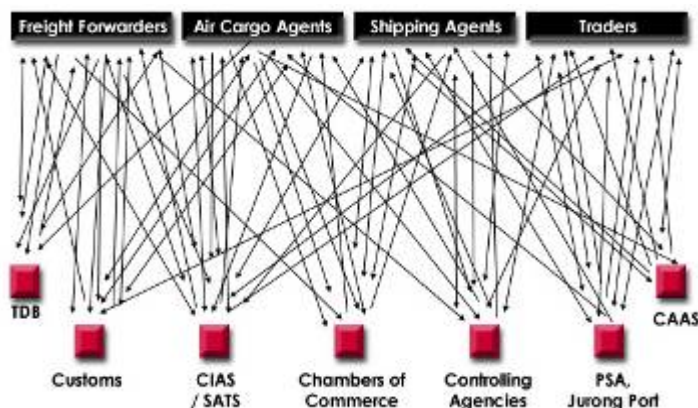
*Harvard Business School* – ***“TradeNet is the World’s First Nationwide Electronic Data Interchange System”***

*IBM's Robert M Howe* - ***“It is estimated that TradeNet saves Singapore traders around US\$1 billion per year.”***

*McKinsey Quarterly* - ***“...Fill in one online form and receive the import or export license 15 seconds later ...”***

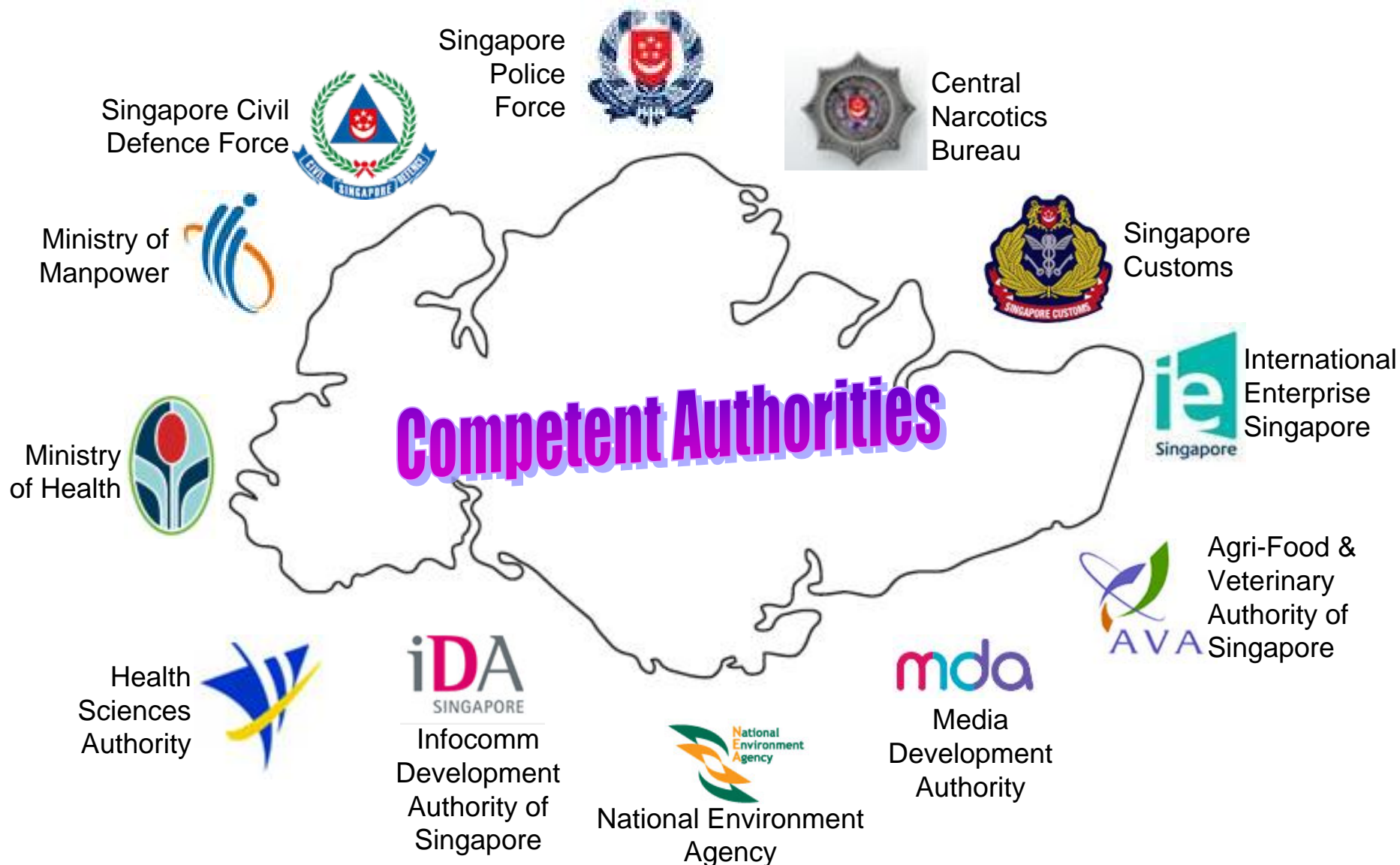
***Awards - Received the Top eAsia award under the Trade Facilitation Category”***

Since 1989 – One of world's first nationwide trade clearance system



- ◆ Integrates 35 controlling units' requirements
- ◆ > 8000+ business rules
- ◆ >12,000 users
- ◆ 9,000,000 trade declarations
- ◆ over 90% processed in < 10 minutes

# TradeNet® Integrates 35 Controlling Authorities



Controls may be in the form of:

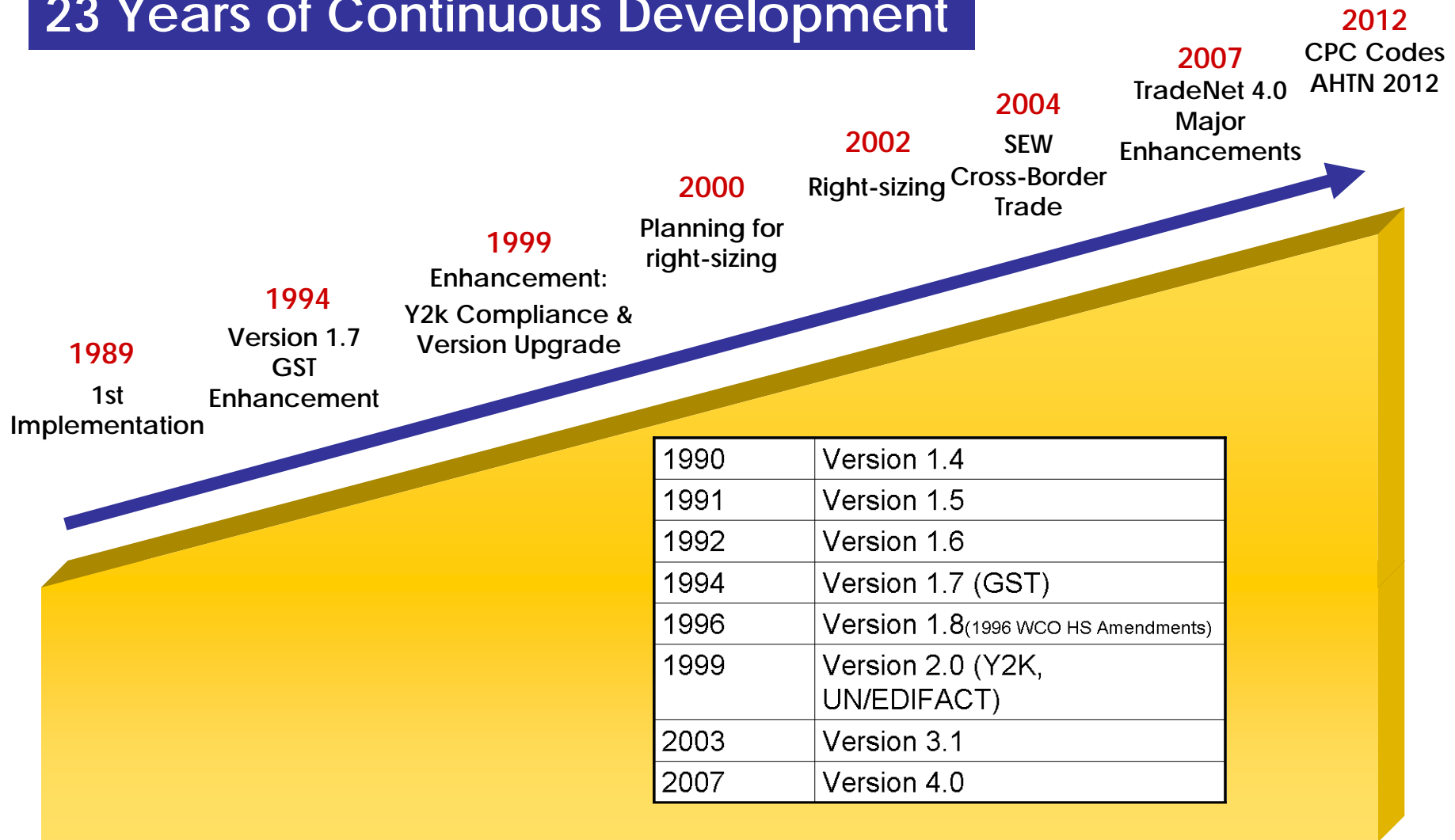
1. Licences
2. Registration of Importer and Exporter
3. Country of Origin
4. Country of Destination
5. HS Codes
6. Product Codes





# Development, Evolution and Operation of TradeNet®

## 23 Years of Continuous Development



## TradeNet®

- **Version 4.0 implemented in October 2007;**
- **Version 4.1 implemented Jan 2012**
- Web-based with centralised system for permits and permit related transactions including updates such as amendments, cancellations and refunds
- A new and more user friendly permit structure based on movement of cargoes
- Promote self-help modules, e.g. e-learning, self printing of reports
- Introduction of Unique Entity Number (UEN) to an entity that is registered in Singapore for transacting businesses with all government agencies.
- Delivery of mobile services, e.g. text messages on approval of application

## TradeNet contributes to Singapore being top-ranked economy on the WB's Doing Business / Logistics Performance Index

Economy	Rank
Singapore	1
New Zealand	2
Hong Kong, China	3
United States	4
United Kingdom	5
Denmark	6
Ireland	7
Canada	8
Australia	9
Norway	10

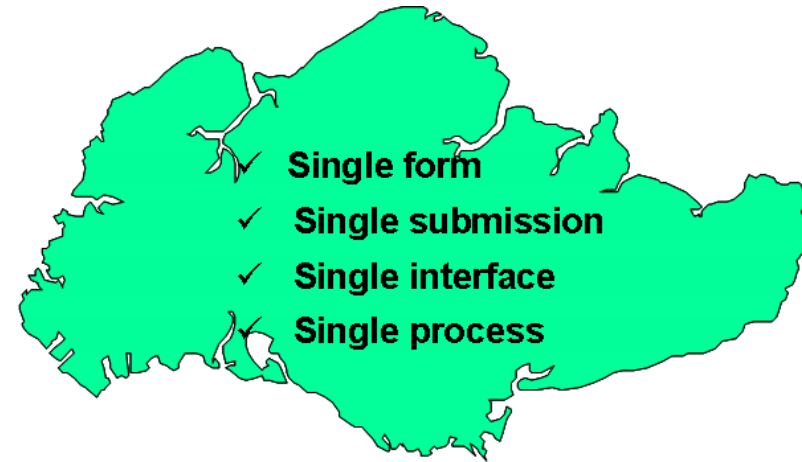
Ease of	Rank
Ease of Doing Business	1
Starting a Business	4
Construction Permits	2
Employing Workers	1
Registering Property	16
Getting Credit	4
Protecting Investors	2
Paying Taxes	5
<b>Trading Across Borders</b>	<b>1</b>
Enforcing Contracts	13
Closing a Business	2



**Measure regulations and their enforcement in 183 economies**  
**Fundamental premise: Economic activity requires good rules**

- Singapore Network Services (now CrimsonLogic) was set up as a **“Special Purpose Vehicle”**
- Ownership –
  - 55% - Trade Development Board (now IE Singapore)
  - 45% - Statutory Boards related to info-comms
    - Port of Singapore Authority
    - Civil Aviation Authority
    - Singapore Telecoms
- Operate as a **“Valued Added Network” (VAN) operator**
- Allowed to charge a transaction fee to cover operating costs under a concession from Government
- SNS went to develop further nationwide community EDI networks – MediNet, LawNet, BizNet, etc

- **Defined goal and strategies**
  - Reduce the cost of trade documentation
  - Reduce turnaround time for trade documentation
  - Streamline procedures
  - Simplify documentation
  - Standardize data and exploit IT
- **Singular lead agency** – TDB
- Creation of TradeNet Steering Committee
- Detailed understanding of trade process
- Negotiated to limit the number of forms from 20 to 1
- Singular form was tested
- Creation of Special Purpose Vehicle – Singapore Network Services to develop & operate TradeNet



# Lessons from TradeNet® Experience

1. TradeNet evolved into an idea to **enhance Singapore's global competitiveness**.
2. TradeNet requires the cooperation of multiple government agencies
3. Strong sponsor like the government was important.
4. Requires new ideas and ways of doing business.
5. An **influential person to champion** is a critical factor. TradeNet had two influential champions.
6. Carefully planned and coordinated publicity and educational effort was instrumental to prepare the trading community to accept.
7. The adoption is facilitated when the **business community could see its value** immediately.
8. The **executive committee and the formation of SNS** were important delivery mechanisms in TradeNet's success.



*Source: Neo, B. S., "Managing New Information Technologies: Lessons from Singapore's Experience with EDI"*

# Thank you

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