Single Window Implementation: Benefits and Key Success Factors

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What is Single Window

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

Source: UNECE Rec. 33, APEC Report
Why Single Window
Benefits of Single Window

**Government**

- Effective & Efficient Deployment of Resources
- Correct Revenue Yield
- Improved Trader Compliance
- Enhanced Security
- Increased Integrity & Transparency

**Traders**

- Cutting Costs through Reducing Delays
- Faster Clearance & Release
- Predictable Application and Explanation of Rules
- Effective & Efficient Deployment of Resources
- Increased Transparency
Benefits Materialized through Single Window Implementation

- After introducing the SW in Singapore, the time to process trade documents was reduced from 4 days to 15 minutes.

- Thailand has implemented a number of trade facilitation measures such as procedural reforms and customs modernization as groundwork for SW development. These measures have eliminated redundant processes and reduced the number of days for export from 24 days (in 2006) to 14 days (in 2009).

- In Hong Kong, China annual savings from the automated information transaction system are estimated at HK$1.3 billion.

- The total savings for the business community from the use of the uTradeHub, which provides an automated information transaction system in the Republic of Korea, estimate to be 1 billion and 818.9 million USD. These include savings from transmission cost by using e-documents, improving productivity by automating administrative work and improved management, storage and retrieval of information and documents through use of Information Technology.
### Single Window and Trade Efficiency

<table>
<thead>
<tr>
<th>Country</th>
<th>Single Window</th>
<th>Logistics Performance Index</th>
<th>Trading Across Borders*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Singapore</td>
<td>Yes</td>
<td>1 (4.13)</td>
<td>1</td>
</tr>
<tr>
<td>Hong Kong SAR, China</td>
<td>Yes</td>
<td>2 (4.12)</td>
<td>2</td>
</tr>
<tr>
<td>Republic of Korea</td>
<td>Yes</td>
<td>21 (3.70)</td>
<td>3</td>
</tr>
<tr>
<td>Malaysia</td>
<td>Yes</td>
<td>29 (3.49)</td>
<td>11</td>
</tr>
<tr>
<td>Thailand</td>
<td>Yes</td>
<td>38 (3.18)</td>
<td>20</td>
</tr>
<tr>
<td>Japan</td>
<td>Yes</td>
<td>8 (3.93)</td>
<td>19</td>
</tr>
<tr>
<td>China</td>
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<td>26 (3.52)</td>
<td>68</td>
</tr>
<tr>
<td>Iran</td>
<td>No</td>
<td>112 (2.49)</td>
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<tr>
<td>Afghanistan</td>
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</tr>
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<td>Kyrgyz Republic</td>
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<td>130 (2.35)</td>
<td>174</td>
</tr>
<tr>
<td>Tajikistan</td>
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<td>184</td>
</tr>
<tr>
<td>Mongolia</td>
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<tr>
<td>Nepal</td>
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## Single Window and Trade Efficiency (Cont’d)

<table>
<thead>
<tr>
<th>Trading across borders</th>
<th>Thailand</th>
<th>ROK</th>
<th>Singapore</th>
<th>Tajikistan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rank</td>
<td>20</td>
<td>3</td>
<td>1</td>
<td>184</td>
</tr>
<tr>
<td>Documents to Export</td>
<td>5</td>
<td>3</td>
<td>4</td>
<td>11</td>
</tr>
<tr>
<td>Time to Export</td>
<td>14</td>
<td>7</td>
<td>5</td>
<td>71</td>
</tr>
<tr>
<td>Cost to Export</td>
<td>585</td>
<td>665</td>
<td>456</td>
<td>8,450</td>
</tr>
<tr>
<td>Documents to Import</td>
<td>5</td>
<td>3</td>
<td>4</td>
<td>11</td>
</tr>
<tr>
<td>Time to Import</td>
<td>13</td>
<td>7</td>
<td>4</td>
<td>72</td>
</tr>
<tr>
<td>Cost to Import</td>
<td>750</td>
<td>695</td>
<td>439</td>
<td>9,800</td>
</tr>
</tbody>
</table>

Source: Doing Business 2013, World Bank
Single Window and Trade Efficiency (Cont’d): Tajikistan vs. Singapore in LPI

![Bar chart comparing Tajikistan and Singapore in LPI across various dimensions: Timeliness, Tracking & tracing, Logistics competence, International shipments, Infrastructure, Customs, and LPI Score.](image-url)
Critical Factors in Single Window Implementation

- Stakeholder Coordination
- Legal Framework
- Political Will (Mandate)
- Business Model
- Technical Issues
Political Will and Strategic Mandate

Political Buy-in

- Business Case
- Sustainability
- Competitive Edge
- Economic Impact
Korean Case: Political Commitment at the Top Level

National e-Trade Committee
- Chair: Prime Minister

Private e-Trade Committee
- Chair: Dr. Jung Uck, Seo

Administrative Committee
- Chair: Vice Minister of MOCIE

Korea e-Trade Facilitation Center

Source: Hee-Chul Jung, “Republic of Korea” UN/CEFACT Single Window Repository
Thai Case: Linked to Strategic Mandate

World Class Logistics System to support Thai Business and Industries

1. Cost Efficiency / Responsiveness / Reliability and Security
2. Business value creation

1. Urgent logistics Development AP 2007
2. Manufacturing logistics Action Plan
3. Trade logistics Action Plan
4. Single Window e-Logistics Development Plan (SWeL)
5. Logistics data system Action Plan
6. Logistics human resource development Action Plan

Source: Suriyon (NESDB), ESCAP/ECE SW Workshop, Mongolia, 2009
Stakeholder Coordination

- Inter-agency Coordination
- Proper Communication Channel
- Political Will (Mandate)
- Clear Scope
- Strong Lead Agency
- Stakeholder Engagement
Vietnam Case: Inclusive Inter-agency Coordination Platform

The organization of ASW National Steering Committee

Chairman
Minister of Finance

Vice-Chairman
Deputy Minister of Trade and Industry

Vice-Chairman
Deputy Minister of Finance

Vice-Chairman
Deputy Minister of Transportation

Government Office
Ministry of Agriculture and Rural Development
The State Bank of Vietnam
Ministry of Natural Resource and Environment

Ministry of Culture, Sport and Travel
Ministry of Justice
Ministry of Health
Vietnam Chamber of Commerce and Industry

Ministry of Defense
Ministry of Foreign Affairs
Ministry of Police
General Department of Vietnam Customs

Thai Case: Broad Stakeholder Engagement

Source: Suriyon (NESDB), ESCAP/ECE SW Workshop, Mongolia, 2009
Legal Framework

Enabling Legal Environment

- Legal basis for Single Window
- e-Documents
- Liability
- Data protection
- e-Archiving
- Data quality
- Data access authority
- Competition
- Arbitration and dispute resolution
- IPR and data ownership
- Single Window structure & organization
- Identification, authentication & authorization

Source: UN/CEFACT Recommendation 35
Single Window Models

**Integrated Model**
- Importer/Exporter
- Single Automated System
- Customs
- OGA

**Interfaced Model**
- Importer/Exporter
- Single Automated System
- Customs
- OGA

**Single Window Establishment & Operation**

- Public
- Partnership
- Private
Malaysia Case: Private sector leadership in PPP

Singapore Case: Evolutionary Model of Single Window

Source: Singapore Customs, “Evolution of Singapore’s Single Window,” April, 2009

- Business Process Analysis
- Data Harmonization
- ICT Application
- Documents simplification and alignment
- National data harmonization
- Cross-border data harmonization & exchange
- e-Single Window & paperless trading

Business Process analysis
UN Network of Experts for Paperless Trade in Asia-Pacific Region

“ongoing community of knowledge and practice to facilitate the implementation of single window and paperless trade in the Asia-Pacific region”
UNNExT Support Framework

Lao PDR
Mongolia
Nepal
Central Asia

Tools and Guides Development

Capacity Building

Knowledge Sharing

Regional Advisory Service

Research & Analysis

Partnership

Mongolia
Nepal
Cambodia
Thank you

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