Single Window

A Trade Facilitation Measure
The Single Window Concept

Source: UN
Building a National Single Window

Implementation Plan

- Building a National Single Window
- Economic Operators
- National Trade Data Set
- Technical and Functional Architecture & Specifications (TOGAF)
- Standards: UN/CEFACT, WCO DM, EUCDM

Single Window

- B2G
- G2G

Operational & Governance Model & Fee Structure

Capacity Building and Change Management

Risk Management

Service Level Agreements

Business Process Reengineering

Data Harmonisation

National Trade Data Set

Standards:
- UN/CEFACT
- WCO DM
- EUCDM

Government Agencies & LPCO Issuing Bodies

Phase 1

Phase 2

Phase 3

Phase N

Standards:
- UN/CEFACT
- WCO DM
- EUCDM
EU Alignment

Facilitating trade for sustainable growth
# Single Window Features

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1 Imports of specific products might require acquiring a membership or joining an approved list to be allowed to import the good into the country; 2 Sanitary and phytosanitary; 3 These features were not included in the WCO recommendations; 4 United Nations Trade Data Element Directory (UN TDED)


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Building on WCO and UNECE guidance, there are ~28 features that SWs can offer. No country offers all ~28 features of a SW. Countries should select the most relevant features based on user needs and cost/benefit.
Use a cost-benefit approach

Develop the business case for all services in the SW scope
Single Window – Common Challenges

- Political
- Stakeholder Management
- Legislation
- Organization
- Budget
- Technology
MEASURE PROGRESS AND ACHIEVEMENTS

MEASUREMENT OF:
- SPEED
- PREDICTABILITY
- COMPLIANCE
- COST SAVINGS
- PERCEPTION
Single Window Benefits

**For trade**
- Better understanding of regulatory requirements
- Facilitated pre-clearance process
- Predictability in goods clearance
- Faster and smoother border crossing
- Better compliance
- Lower costs

**For government**
- Improved compliance
- 360 degree view of each consignment
- Integrated risk assessment
- Increased transparency and integrity
- Efficient use of resources
- Better results and increased revenue
- Increased public confidence
1. Consistent political support
2. One, strong lead agency
3. Define governance and operational model
4. Overall SW vision and objective
5. Scoping and phasing
6. Make use of a cost-benefit approach
7. Coordinated Border Management of Information
8. Partnership among stakeholders (Public and Private Sector)
9. Single Window is not solely IT - business processes and data harmonisation are key
10. Use international standards and best-practices
11. Establish the legal enabler – supporting electronic transactions
12. Change, change, change management and training
13. Integrate payment model
14. Integrate AEO / Trusted Trader Programme with SW
15. Define and include measurable KPIs
16. Promotion and communication

16 LESSONS LEARNED
Blueprint (& Task Clusters)

Legal and Regulatory Framework
Ensuring the regulatory environment is fit for purpose

Governance and Operating Model
Options for governance and operating model for the future Single Window

Revenue Model and Fee Structure
A proposed revenue and user fee-based structure + fixed and operational costs

Technical and Functional Architecture
IT Blueprint for the NSW

Service Level Agreements
Generalized SLA framework and model SLAs for participating agencies

Business Process Reengineering
Harmonized and simplified business process and data for agencies + change management – ‘as is and ‘to be’

Risk Management Strategy & Model
Risk management models for agencies and overarching SW risk management model

Implementation & Capacity Building plan
Implementation plan and a capacity building strategy – SW, agencies & private sector
Dependencies & Critical Path

Legal and Regulatory Framework

- Governance and Operating Model
- Business Process Reengineering
- Risk Management Strategy & Model
- Technical and Functional Architecture
- Implementation & Capacity Building plan

Revenue Model and Fee Structure
Service Level Agreements

Single Window Blueprint
Scope

• All agencies and institutions that issue licenses, permits and certificates will be considered for inclusion in the Single Window scope

• Blueprint will identify final Single Window scope and pathway for participation in the Single Window

Facilitating trade for sustainable growth