

# Single Window

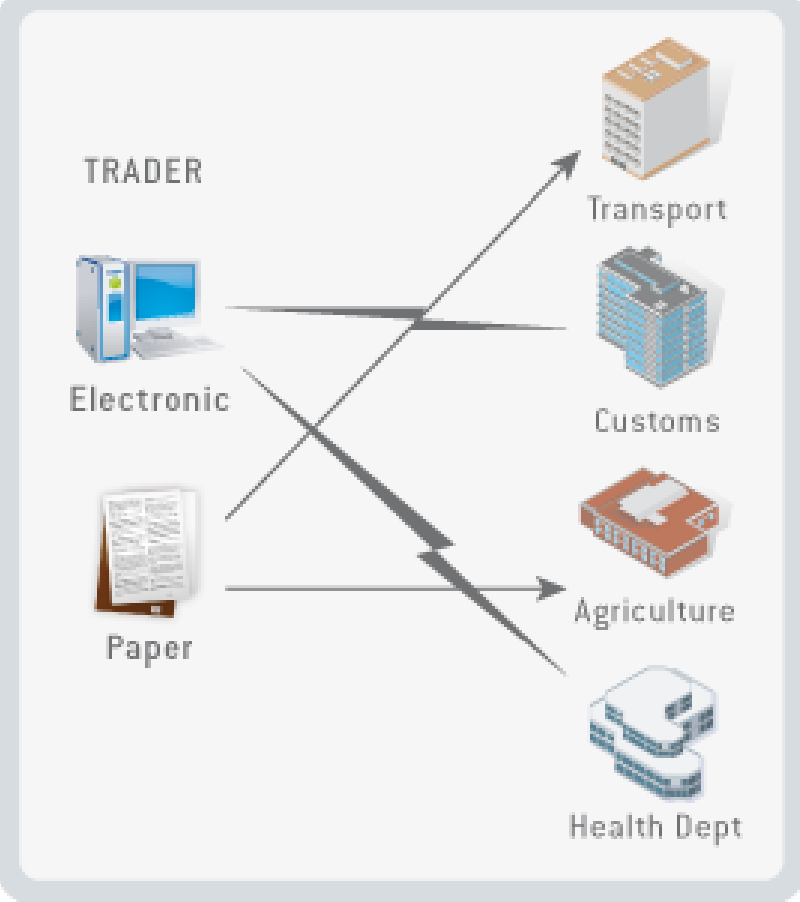
## A Trade Facilitation Measure

# The Single Window Concept

FROM

TO

Current situation for Government and Traders

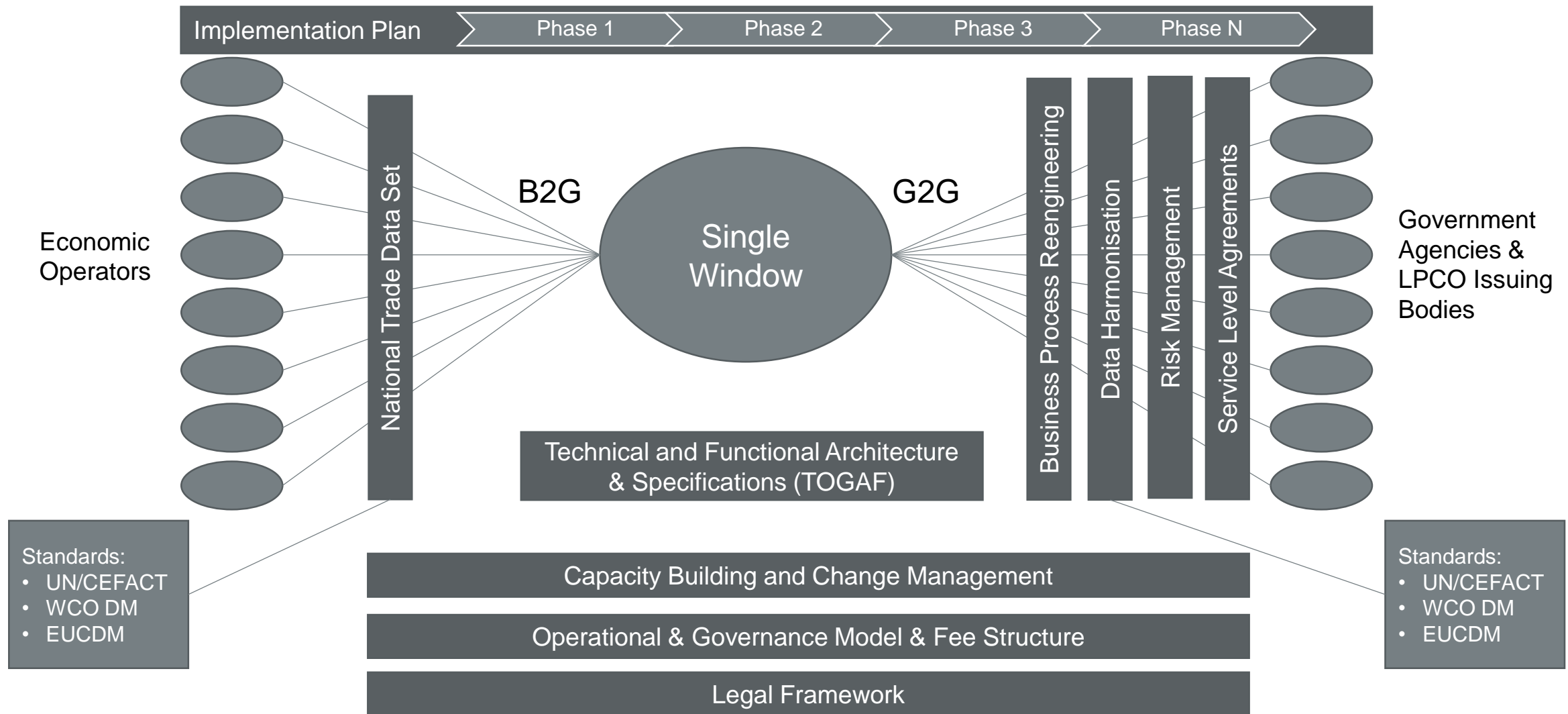


A "Single Window" environment

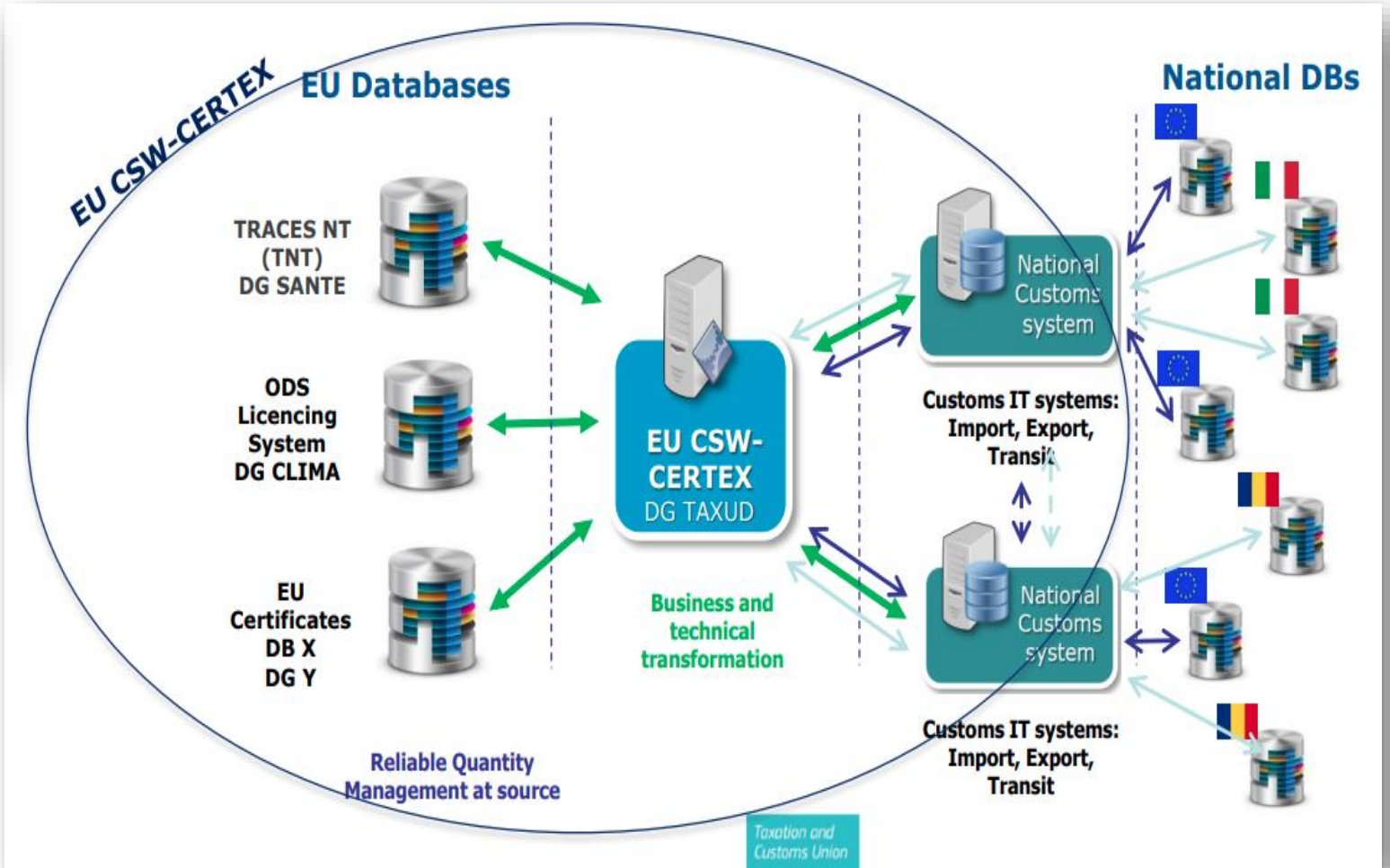
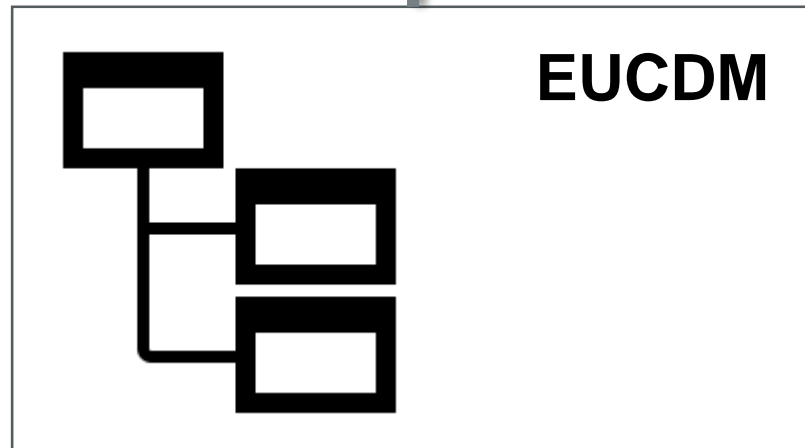


Source: UN

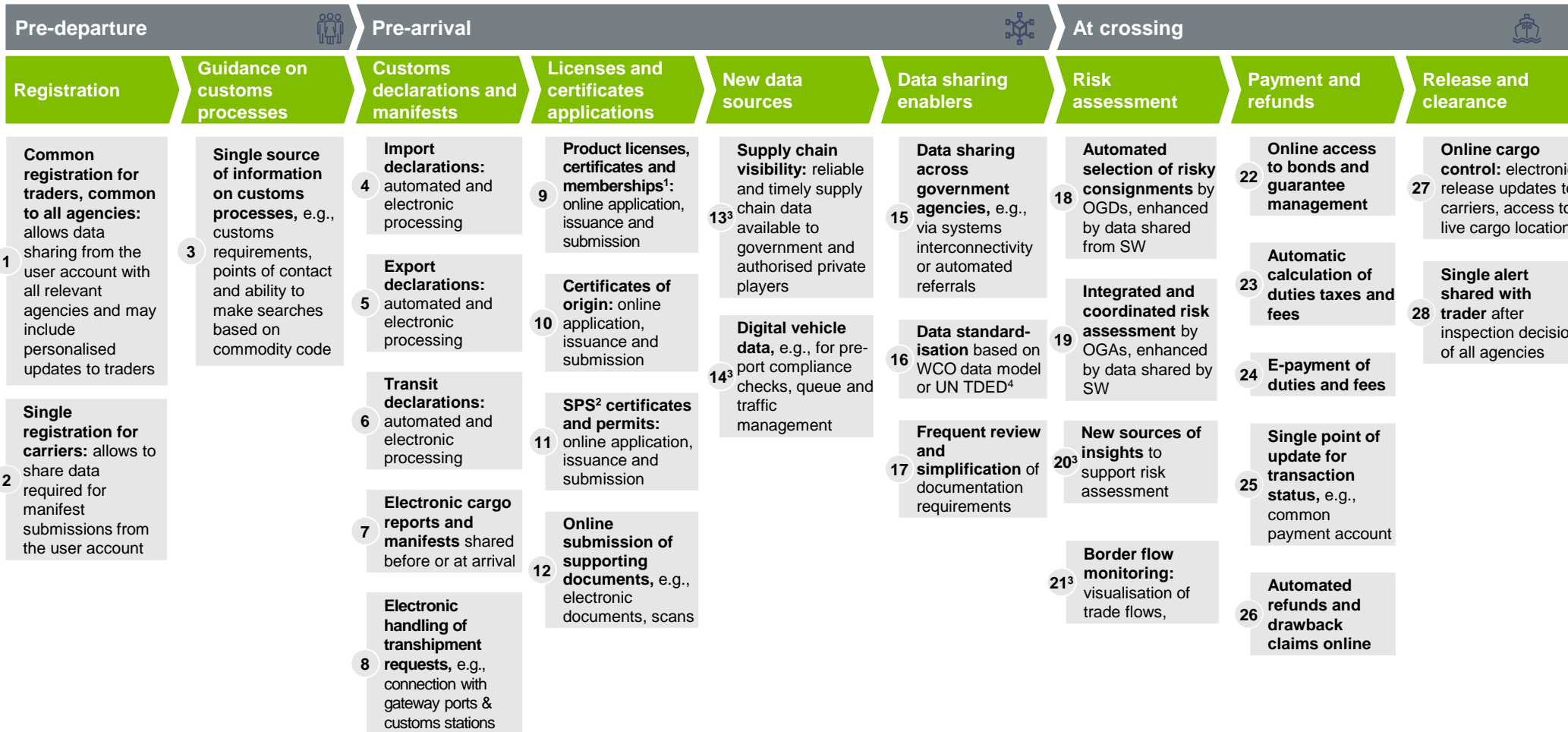
# Building a National Single Window



# EU Alignment



# Single Window Features



**Building on WCO and UNECE guidance,** there are ~28 features that SWs can offer

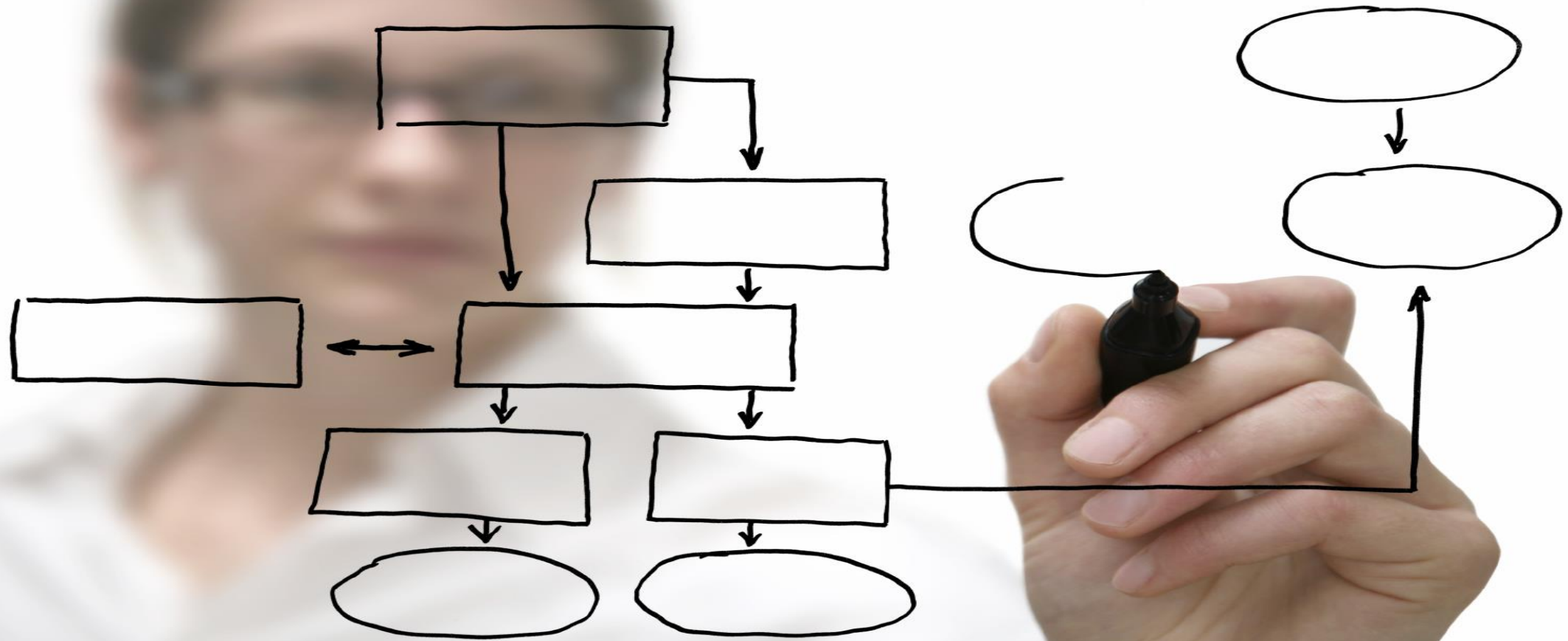
**No country offers all ~28 features of a SW**

Countries should **select the most relevant features** based on user needs and cost/benefit

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 TD<sup>3</sup>)

Source: WCO Single Window Compendium Report: 'Building a Single Window Environment' (2017)

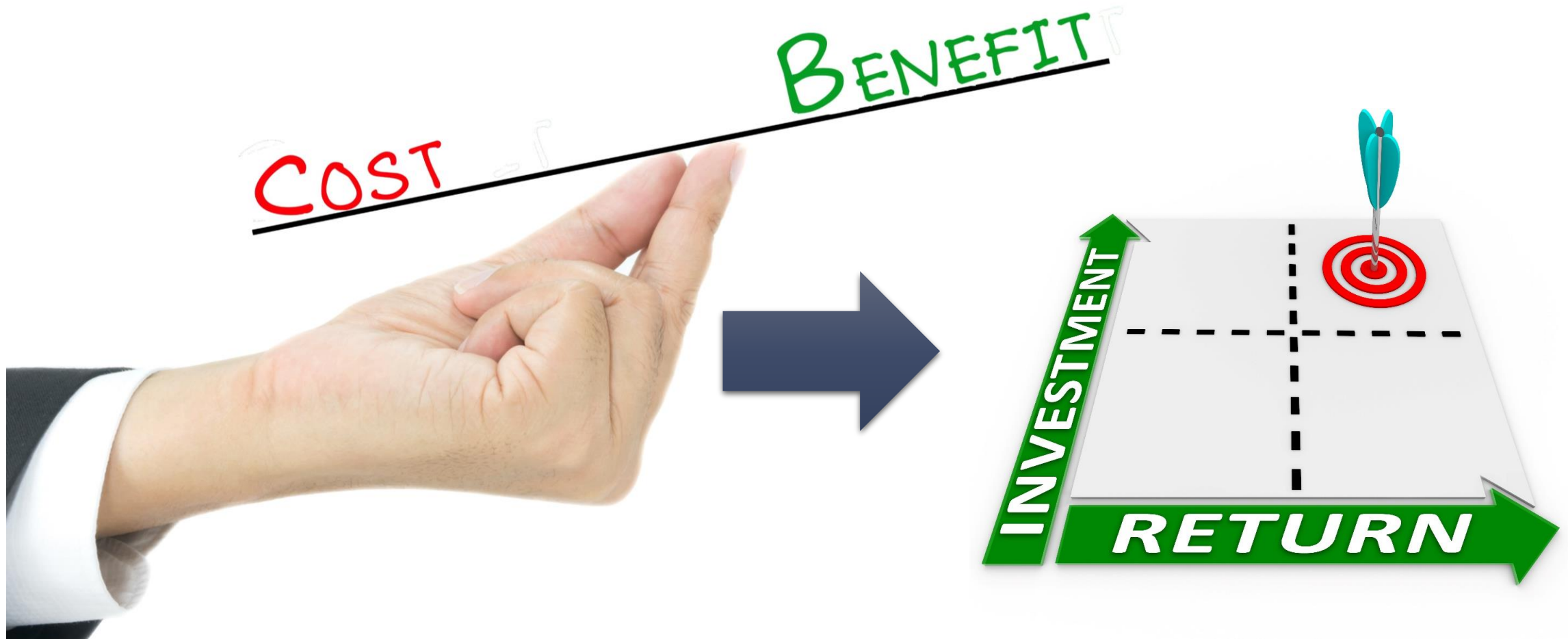
# Standardization & Harmonization





# Use a cost-benefit approach

Develop the business case for all services in the SW scope





# Single Window – Common Challenges





# MEASURE PROGRESS AND ACHIEVEMENTS

## MEASUREMENT OF:

- SPEED
- PREDICTABILITY
- COMPLIANCE
- COST SAVINGS
- PERCEPTION

**NEW**

**SUCCESS**

# 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



# 16 LESSONS LEARNED

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



# Blueprint (& Task Clusters)



## Legal and Regulatory Framework

Ensuring the regulatory environment is fit for purpose



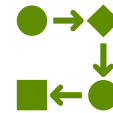
## Service Level Agreements

Generalized SLA framework and model SLAs for participating agencies



## Governance and Operating Model

Options for governance and operating model for the future Single Window



## Business Process Reengineering

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



## Revenue Model and Fee Structure

A proposed revenue and user fee-based structure + fixed and operational costs



## Risk Management Strategy & Model

Risk management models for agencies and overarching SW risk management model



## Technical and Functional Architecture

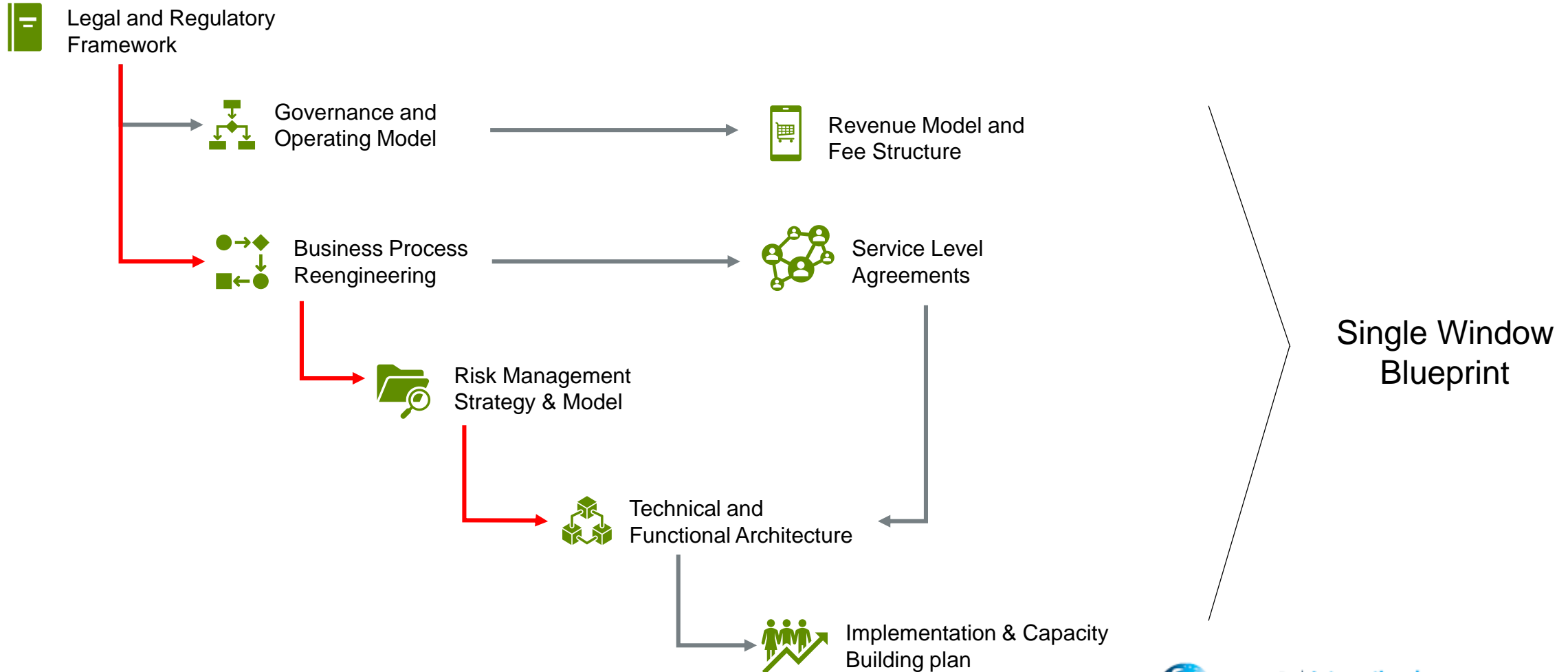
IT Blueprint for the NSW



## Implementation & Capacity Building plan

Implementation plan and a capacity building strategy – SW, agencies & private sector

# Dependencies & Critical Path





# 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