Shifting to an automated process for applying and collecting customs fines, Mauritania customs has streamlined the internal procedures and improved sharing of information between government institutions.

**SITUATION**

Mauritania Customs, in collaboration with the Port Customs Office and the National Treasury, identified the need for the automation of the manual dispute settlement procedure, i.e. from identification of the offence until closing of the case, for a better management and tracking of the processes involved, and for moving towards a paperless environment.

**SOLUTION**

A new offence module, fully integrated with ASYCUDAWorld system, was developed to record and process offences including rates and amounts of fines to apply for those offences, receipts tracking, and recording amounts collected and disbursed.

**RESULT**

By providing improved transparency, the module allows the Port Customs Office to monitor the performance of customs agents and offices. This has played an important role in strengthening risk management and has contributed to:

- Increase in customs revenues;
- Improved information flow across institutions involved in identifying, assigning and collecting customs fines.

“Streamlined and automated processes across government institutions involved in customs clearance plays an important role in creating a business-friendly customs environment that can have a positive impact on the country’s economic development.”

The implementation of ASYCUDAWorld is among the many factors such as regional trade agreements, customs reform, procedures automation, etc. that can affect revenue.