The electronic single window system powered by ASYCUDA plays an essential coordination role among stakeholders in Rwanda’s cross-border trade.

**SITUATION**

Rwanda’s numerous agencies involved in the country’s cross-border trade needed a framework for greater collaboration and cooperation to support government-to-government, business-to-business and government-to-business operations. Specifically, logistics challenges such as reducing the time required to clear imported goods through customs and providing real time monitoring of the progress of goods, had to be addressed.

**SOLUTION**

The implementation of the Rwanda Electronic Single Window (ReSW) officially began in February 2011 by bringing together key Government and private sector stakeholders. It aimed to address national needs as well as incorporate a regional focus and outreach in the management of cargo.

**RESULT**

It was estimated that up to US$18 million was saved in trade costs and the reduction of delays. Improvements in the system have continued ever since, including the development of mobile-enabled applications to support cross border traders:

- A reduction in the average clearance time for import from 264 hours (11 days) in 2012 to 34 hours (1.5 days) in 2014. Export clearance was cut in half from 67 hours to 34 hours during the same period;
- An increase in the productivity for transporters and other logistics providers resulting in shorter turnaround times and savings associated with lower parking fees, demurrage costs, warehousing rent and storage penalties.

"The ReSW is first and foremost a stakeholder-driven solution and secondarily, a technology-driven solution."
Single Window

Size of Project
Total number of customs offices

Paper-based customs office

Computerized customs office

1,633
Millions of dollars

IMPORTS

827
Millions of dollars

EXPORTS

2017 Volume of Activity

<table>
<thead>
<tr>
<th>Manifests processed</th>
<th>Waybills processed</th>
<th>Import Declarations processed</th>
<th>Export Declarations processed</th>
<th>Transit Procedures processed</th>
</tr>
</thead>
<tbody>
<tr>
<td>51,275</td>
<td>129,837</td>
<td>223,308</td>
<td>67,696</td>
<td>77,565</td>
</tr>
</tbody>
</table>

Rwanda Electronic Single Window

12 Types of transaction processing
28 agencies and 520 clearing firms using ReSW system (1,544 broken)
2,369 total system users