

TIMOR-LESTE

Customs are implementing a Single Window system that will help the environment while facilitating international trade by bringing stakeholders together online.

Situation

Customs and PGAs were not connected. Paperwork started once goods were in country, and complex procedures created bottlenecks. For tax exemptions, traders needed to submit a request to TradInvest for each import, resulting in data duplication and several trips back and forth between customs and PGAs. A similar process applied for the issuance of licenses, permits and certificates.

Solution

The Government of Timor-Leste increased automation by building an environmental-friendly electronic Single Window system, using ASYCUDA technology, to connect customs, PGAs and traders in an online customs clearance system.

Result

The Timor-Leste electronic Single Window (TileSW) went live in 2021 and has already integrated TradInvest, the National Ozone Unit and the Ministry of Trade, Commerce and Industry allowing for the:

- 85% reduction in printed paper at TradInvest and customs
- 91% reduction in physical trips by investors between customs and TradInvest
- Reduction of delays and subsequent demurrage costs with certificates and masterlist now granted by TradInvest 6 months before arrival of goods
- Better control of and management of Ozone Depleting Substances importation

TileSW is saving Timor-Leste natural and financial resources by reducing paper usage and carbon emissions, offering better control of the importation of goods that are dangerous to the environment.

Greening and Simplifying Trade Procedures

85%

reduction of printed paper at TradInvest and customs

Timor-Leste National Single Window Launch Ceremony



The new way of working will increase customs compliance, optimize revenue control, and reduce bottlenecks, saving everyone time and money while providing our government with better decision-making data and tools.



*Mr. Taur Matan Ruak,
Prime Minister of Timor-Leste*

Partners:



TIMOR-LESTE

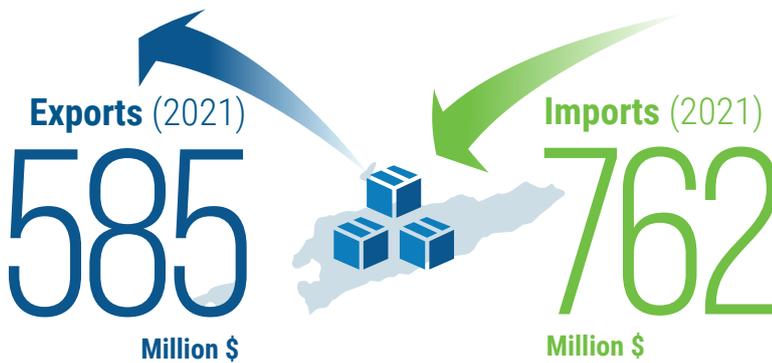
Greening and Simplifying Trade Procedures

Total number of customs offices

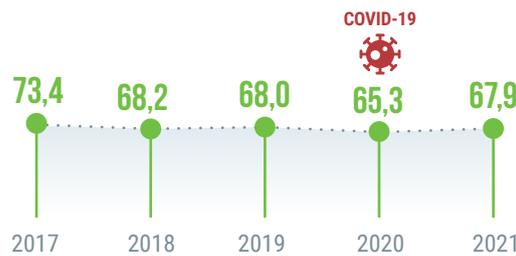


5 Computerized

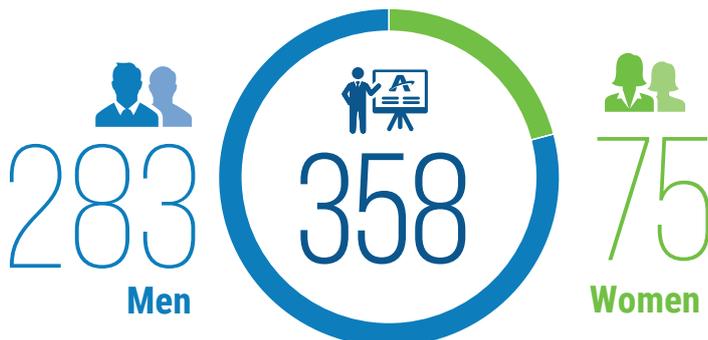
3 Paper-based



Customs annual revenue evolution (Million \$)



Persons trained



Volume of activity (2021)

1,167
Customs **manifests**

21,620
Customs **waybills**

19,112
Import declarations

672
Export declarations

19,778
TEUs at seaports
(Number of 20-foot equivalent containers)

4 **Days**

Average release time
(Commercial imports)



Pre-arrival Customs Processing

Tonga implemented the manifest module of ASYCUDAWorld for better data analysis, goods tracking and improved risk management.

Situation

Hard copies of sea and air cargo manifests were submitted to customs and data were not integrated in the declaration process. This affected customs ability to process pre-arrival clearance and advanced risk profiling. Customs faced challenges in tracking changes to the manifest and in keeping proper records of containers arriving and leaving the port.

Solution

The electronic manifest submission in ASYCUDAWorld, launched in August 2021, helps customs to streamline its business process, with the advanced, electronic submission of cargo manifests. Amendments to manifests are recorded and historical versions are stored for audit purposes.

Result

- Manifest data are available at least 12 hours before arrival of shipments, in compliance with prevailing legislation that allows customs to analyze manifest information and use it for risk profiling
- “The ASYCUDA manifest enables customs to have more and better control of goods coming in and going out of the country”. Lisala Fifita, Manifest Officer, Customs & Trade Division.
- “We can submit our manifests in a timely manner without the need to rush to the office to avoid late submission and penalty”. Sepesi Fakatou, General Manager, Ha’apai Freight Forwarder

4,000

waybills were processed monthly on average in ASYCUDAWorld between August-December 2021

ASYCUDAWorld Functional Training to local Customs team



The implementation of ASYCUDA’s manifest module has helped customs to streamline its manual process. We are hoping the full implementation of ASYCUDA will reduce the cargo clearance time and increase level of trade compliance.



*Mr. Michael Cokanasiga,
Deputy CEO, Customs and Trade Division*

Partner:



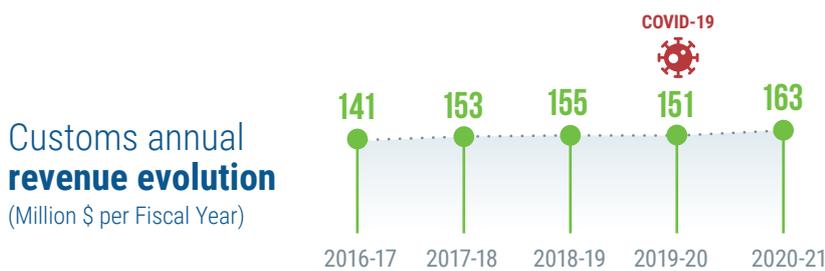
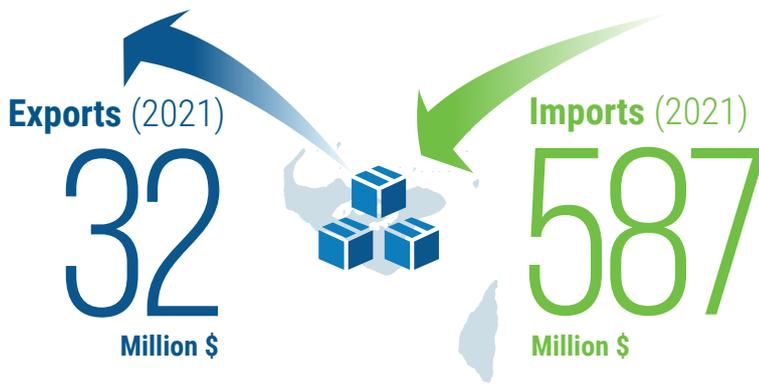
Total number of customs offices



1 Computerized



1 Paper-based



Persons trained



Volume of activity (2021)

319

Customs manifests

36,388

Customs waybills

33,427

Import declarations

3,633

Export declarations

70

Transit declarations

24,000

TEUs at seaports

(Number of 20-foot equivalent containers)

8 Days

Average release time
(Commercial imports)



TRINIDAD AND TOBAGO

Imported Vehicle Licensing Controls

The recent ASYCUDAWorld upgrade includes several new functional features to facilitate the importation of motor vehicles into the twin-island nation.

Situation

To import vehicles into Trinidad and Tobago, traders must first obtain an import licence from the Ministry of Trade, get clearance from customs, finalize roadworthiness checks and register imports at the licensing division of the Ministry of Works and Transport. Despite ASYCUDAWorld automating the customs process, other administrative hurdles facing traders were manual or partially automated.

Solution

Customs made additional information relating to motor vehicles available in ASYCUDAWorld to expedite clearance and reduce the opportunity for unethical practices. These features included:

- Identifying transported motor vehicles in the manifest
- Pulling vehicle details from the waybill to the declaration for tax calculation and relief, and statistical analysis
- Quicker customs inspection at the port through a web application
- Digital verification of motor vehicles during government registration process

Result

Some impacts of the project are:

- Expedited offloading and control at the port of entry
- Quicker turnaround time for customs clearance
- Faster delivery to importers
- Enhanced valuation checks
- Impossible manipulation of hard copies during government registration process
- Consistent data throughout the process

13,000+

motor vehicles were imported and processed by customs using ASYCUDAWorld

Tuvalu customs office.



In 2019, the average processing time [...] per customs declaration was 23.7 hours. This has been reduced by 52% and currently stands at 11.2 hours per declaration in 2021.



Government of the Republic of Trinidad and Tobago Official Website

Partner:





TRINIDAD AND TOBAGO

Imported Vehicle Licensing Controls

Total number of customs offices

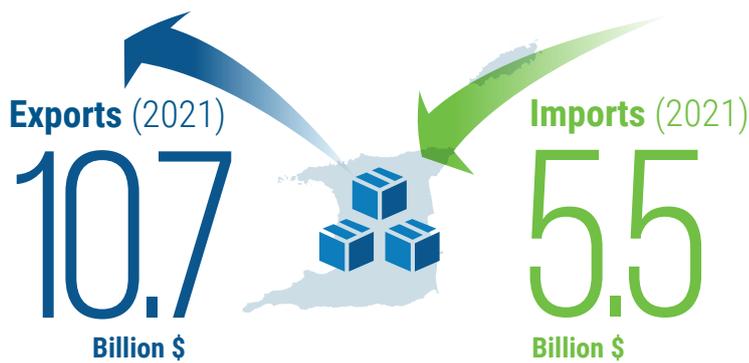
28



28 Computerized



0 Paper-based



13,008



Number of motor vehicles Imported in 2021

2,100+



Persons trained

Volume of activity

(2021)



9,172

Customs manifests



545,072

Customs waybills



125,631

Import declarations



63,703

Export declarations



TURKMENISTAN

From Customs Modernization to Building a Single Window

Modernizing and automating customs procedures in Turkmenistan, as a first step towards building an electronic Single Window for trade.

Situation

Turkmenistan's State Customs Service (SCS) sought to: modernize customs procedures; facilitate the electronic declaration of goods; introduce a fully integrated customs tariff; improve monitoring and control of transit operations; implement a modern risk management system in accordance with international standards and best practices; and integrate PGAs involved in the customs clearance process.

Solution

SCS and the ASYCUDA Programme implemented a technical cooperation project to improve the operational capacity of customs, facilitate trade, strengthen the country's capacity for transit and ensure economic growth, via the roll out of ASYCUDAWorld.

Result

In June 2020, ASYCUDAWorld customs management system was implemented in all 52 customs offices in Turkmenistan. It enabled the:

- Automation of transit in national and regional corridors
- Processing of real time SafeTIR, to manage the use of TIR carnets in accordance with international standards
- Trade data exchange with Afghanistan
- Flexible environment for configuring and generating personalized business reports
- Improved reporting of trade statistics
- Provision of a multilingual service (in English and Turkmen)

Following the success of the ASYCUDAWorld implementation, the Turkmenistan government requested the building of an ASYCUDA-based customs-centric electronic Single Window, involving 16 PGAs.

14 times

reduction of cargo clearance following the implementation of ASYCUDAWorld



The integrated customs information system, ASYCUDAWorld, which fully automated the customs clearance procedure, collection and analysis of information, [is] working in full force and [is] constantly being improved.



Turkmenistan Government Website

Partner:





TURKMENISTAN

From Customs Modernization to Building a Single Window

Total number of customs offices

52



52 Computerized



0 Paper-based

Volume of activity (2021)



65,000

Import declarations



50,000

Export declarations



350,000

Transit declarations

Exports (2021)

7.8

Billion \$

Imports (2021)

4.1

Billion \$

1,700+



Persons trained

(Customs officers and brokers)



Trader Registration Portal

Tuvalu customs implemented a taxpayer identification number (TIN) registration module within ASYCUDAWorld.

Situation

Registering a TIN in Tuvalu involved three separate government departments. The business registration department captured the applicant's business requirements and generated a number that was forwarded to the internal revenue department (IRD) for further verification. The TIN was then manually issued and customs could register stakeholders in their customs management system.

Solution

ASYCUDAWorld has become the TIN repository and generates the numbers using a new module, ASYTIN. The solution was agreed via a series of consultations with IRD, as well as the merger of customs and IRD under a single revenue authority. The ASYTIN module developed for the registration of taxpayers is used by the business registration department and the IRD for their respective inputs and authorizations. The TINs are available immediately for customs use without the need for a separate registration process.

Result

ASYTIN has reduced application processing time by removing the redundant process of three agencies capturing taxpayer information, while also making supporting documentation available to all authorizing parties. ASYCUDAWorld also provides a virtual electronic filing system that stores scanned documents in a single repository. The use of the TIN was harmonised as the identifier for companies, carriers, and declarants.

300+

**entities registered
in ASYCUDAWorld
use ASYTIN**

Tuvalu customs office.



We are open to the opportunity that the ASYCUDAWorld system will provide to help enhance our ability to ensure efficient revenue collection and effective border management.



*Ms. Sania Teisini,
Head of Tax and Customs*

Partner:





Trader Registration Portal

Total number of customs offices



Persons trained



Volume of activity (2021)

