

# SINGLE WINDOW



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 of transporters and other logistics providers resulting in shorter turnaround times and savings associated with lower parking fees, demurrage costs, warehousing rent and storage penalties.



## RWANDA

# US\$18 MILLION

Amount saved in trade costs and reduction of delays between 2012 and 2015, as a result of the ASYCUDAWorld Electronic Single Window system.

**“The ReSW is first and foremost a stakeholder-driven solution and secondarily, a technology-driven solution.”**

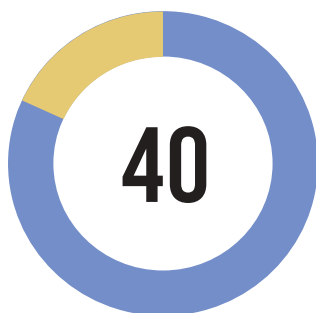


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# SINGLE WINDOW

## SIZE OF PROJECT

Paper-based  
customs office



Computerized  
customs office

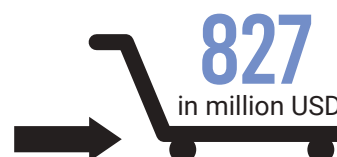


Total number of  
customs offices

Amount of Imports



Amount of Exports



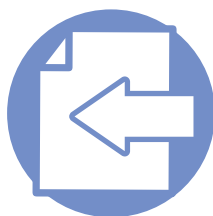
## 2017 VOLUME OF ACTIVITY



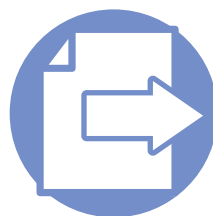
51,275  
**Manifests**  
processed



129,837  
**Waybills**  
processed



223,308  
**Import**  
**Declarations**  
processed



67,696  
**Export**  
**Declarations**  
processed



77,565  
**Transit**  
**Procedures**  
processed

