



# COMPENDIUM 2020



## ASYCUDA Partnerships for Sustainable Development







**COMPENDIUM**

2020

# **ASYCUDA** Partnerships for Sustainable Development



UNITED NATIONS

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# Foreword

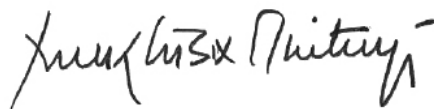
The 15th UNCTAD quadrennial conference to be held in Barbados in October 2021 will be a major international event aiming at devising strategies and policies for aligning of the 2030 Agenda for Sustainable Development with tackling the economic repercussions of the COVID-19 pandemic. Massive resource mobilization is needed in developing countries, especially Least Developed Countries and Small Island Developing States, many of which are mired in recession. Supporting developing countries' efforts to increase their domestic revenues has never been more important, and needs to be recognized by the deliberations in Barbados.



UNCTAD's *Automated System for Customs Data (ASYCUDA) Programme* plays a key role supporting countries efforts to mobilize domestic revenues through implementing trade facilitation policies, efficient procedures and regional integration, while building capacity, and safeguarding natural resources. The ASYCUDA Programme's focus on reform and automation, the expertise of its many partners, the sustainable economic and social impacts of its projects and its willingness to further expand its trade-related field of work have built trust among 120+ nations and territories since its creation.

The 2020 edition of ASYCUDA's Compendium of case studies highlights some of the achievements and benefits reported by user-countries following efficient and effective collaboration with the ASYCUDA Programme and trade stakeholders. It further proves the need for and relevance of establishing close partnerships for mobilization of resources for development.

On behalf of UNCTAD, I extend my sincere thanks to all member States that participated in the preparation of these case studies and donated their time to demonstrate the value and ongoing importance of the ASYCUDA programme and its partnerships.

A handwritten signature in black ink, reading 'Mukhisa Kituyi'.

*Mukhisa Kituyi*  
*Secretary-General of UNCTAD*



# Acknowledgements

The Compendium of case studies that highlight ASYCUDA and its partners' achievements was prepared under the overall direction of Shamika Sirimanne, Director of the Technology and Logistics Division of UNCTAD, and under the direct supervision of Fabrice Millet, Chief of the ASYCUDA Programme, UNCTAD.

Kamal Tahiri, ASYCUDA Programme Management Officer, coordinated the production and drafting of the Compendium, and Pablo Cortizo, ASYCUDA designer, was responsible for the overall design of the publication.

The ASYCUDA Programme would like to acknowledge all the participants in the preparation of the case studies: Customs authorities for their trust and sharing information and data, and the ASYCUDA project officers and on-site staff for their valuable inputs and insight.

# ASYNCUDA Partners



This list does not include the 100+ ASYCUDA user-countries' Governments, Customs Administrations and national Partner agencies.

# ASYCUDA Partnerships for Sustainable Development



*Partnerships not only with government, not only with civil society, with the academia, but particularly partnerships with the business community in the context of this perspective of implementation of the Sustainable Development Goals [...], creating the conditions for an inclusive and sustainable development, [are] the best way to prevent crisis and conflict in today's world. ”*

*UN Secretary-General António Guterres*

In 2021, UNCTAD's Automated System for Customs Data (ASYCUDA) Programme will celebrate its 40th birthday. As well as being an opportunity to remember the many major achievements in over 120 countries/territories, and technological innovations in Customs clearance systems over these four decades, it is also an occasion to acknowledge the role its trusted partnerships played. ASYCUDA is a demand-driven Programme that has thrived thanks to its collaboration with Customs authorities, government agencies, international organizations, trade associations, regional entities, donors, non-governmental organizations and the private sector.

The importance of this aspect is illustrated by Goal 17 of the Sustainable Development Goals (SDGs), “Partnerships for the Goals”, meaning that all the other 16 Goals can only be achieved through partnerships. The same applies to ASYCUDA. The extent to which it *contributes to the SDGs* and carries out its mandate (including technical assistance, policy reform, capacity-building, data collection, system sustainability and ownership by users) is a direct result of the strong and sustainable collaboration it has developed with its partners over the years.

In response to member States' demands, ASYCUDA extended the support it provides from the automation of Customs clearance procedures to building Single Window and standalone systems that include key trade actors from the public and private sectors and offer them a common technological framework for trade facilitation. The Programme also reinforces multilateralism and bilateralism through capacity building, implementation of regional transit tools and the joint development by user-countries/territories of new functionalities and solutions such as an ASYCUDA Mobile App developed by Nepal Customs in partnership with Kosovo Customs, making ASYCUDA a catalyst for South-South cooperation.

Beyond its close partnerships with its user-countries, ASYCUDA has collaborated with over 50 donors, international organizations, regional entities, trade associations, United Nations agencies and universities (please refer to [page 6](#)). It provides its expertise in state-of-the-art technology to facilitate trade and its experience in the automation of trade procedures, while its partners bring their proficiency in implementing international standards, best practices in specific trade areas such as relief consignments, express postal services, regional integration, e-commerce and biosecurity.

This edition of the Compendium of case studies, *ASYCUDA Partnerships for Sustainable Development*, is the sequel to the *ASYCUDA In Action Compendium*. It highlights the positive achievements and impacts of systems and solutions implemented by ASYCUDA and its partners in 25 of its current user-countries/territories. It does not, however, address the work being done by the Programme to tackle the economic impact of the COVID-19 pandemic.

If you have any questions or suggestions, or need further information about the ASYCUDA Programme, we invite you to contact us at [asycuda@unctad.org](mailto:asycuda@unctad.org). We also invite you to follow us on our official [Twitter account](#) for updated information on ASYCUDA, its partners and their joint achievements.



# Abbreviations

<b>ADB</b>	Asian Development Bank
<b>ASYCUDA</b>	Automated System for Customs Data
<b>AW</b>	ASYCUDAWorld
<b>CARICOM</b>	Caribbean Community
<b>CITES</b>	Convention on International Trade in Endangered Species of Wild Fauna and Flora
<b>COMESA</b>	Common Market for Eastern and Southern Africa
<b>ECOWAS</b>	Economic Community of West African States
<b>EEC</b>	Eurasian Economic Community
<b>EUROPOL</b>	European Union Agency for Law Enforcement Cooperation
<b>GIZ</b>	German Agency for International Cooperation
<b>IATA</b>	International Air Transport Association
<b>IFRC</b>	International Federation of Red Cross and Red Crescent Societies
<b>IDB</b>	Inter-American Development Bank
<b>IRU</b>	International Road Transport Union
<b>JICA</b>	Japan International Cooperation Agency
<b>OCHA</b>	United Nations Office for the Coordination of Humanitarian Affairs
<b>SDGs</b>	Sustainable Development Goals
<b>SIDS</b>	Small Island Developing States
<b>SIGMAT</b>	Regional Customs Network for Transit Trade [ECOWAS project]
<b>SW</b>	Single Window
<b>UN/CEFACT</b>	United Nations Centre for Trade Facilitation and Electronic Business
<b>UNAIDS</b>	Joint United Nations Programme on HIV/AIDS
<b>UNCTAD</b>	United Nations Conference on Trade and Development
<b>UNDP</b>	United Nations Development Programme
<b>UNECE</b>	United Nations Economic Commission for Europe
<b>UNEP</b>	United Nations Environment Programme
<b>UNOPS</b>	United Nations Office for Project Services
<b>WCO</b>	World Customs Organization
<b>WIPO</b>	World Intellectual Property Organization
<b>WTO</b>	World Trade Organization

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All case studies are available on <https://asycuda.org/en/case-studies/>. Scan the QR code for all case studies.




























# ASYCUDA

## C O M M U N I T Y












### AMERICAS AND THE CARIBBEAN ISLANDS

- |   |  |
|---|--|
|  Anguilla              |  Jamaica                          |
|  Antigua and Barbuda   |  Montserrat                       |
|  Aruba                 |  Nicaragua                        |
|  Barbados              |  Puerto Rico                      |
|  Belize                |  Saint Kitts and Nevis            |
|  Bolivia               |  Saint Lucia                      |
|  Caribbean Netherlands |  Saint Pierre and Miquelon        |
|  Curaçao               |  Saint Vincent and the Grenadines |
|  Dominica              |  Suriname                         |
|  El Salvador           |  Trinidad and Tobago              |
|  Grenada               |  Turks and Caicos                 |
|  Guyana                |  Venezuela                        |
|  Haiti                 |  |

### AFRICA

- |  |
|--|
|  Angola                   |
|  Benin                    |
|  Burkina Faso             |
|  Burundi                  |
|  Cabo Verde               |
|  Central African Republic |
|  Chad                     |
|  Comoros                  |
|  Congo                    |
|  Côte d'Ivoire            |
|  D.R. Congo               |
|  Djibouti                 |
|  Equatorial Guinea        |

## EUROPE AND CENTRAL ASIA

- |  |  |
|--|--|
|  Afghanistan            |  Kazakhstan   |
|  Albania                |  Kosovo       |
|  Bosnia and Herzegovina |  Moldova      |
|  Georgia                |  Turkmenistan |
|  Gibraltar              |  |

## MIDDLE EAST

- |   |
|---|
|  Jordan    |
|  Lebanon   |
|  Palestine |
|  Syria     |
|  Yemen     |

## ASIA AND PACIFIC ISLANDS

- |   |   |
|---|---|
|  Eritrea                     |  Niger                 |
|  Eswatini (former Swaziland) |  Rwanda                |
|  Gabon                       |  Saint Helena          |
|  Gambia                      |  Sao Tome and Principe |
|  Guinea                      |  Seychelles            |
|  Guinea-Bissau               |  Sierra Leone          |
|  Lesotho                     |  Sudan                 |
|  Liberia                     |  Togo                  |
|  Madagascar                  |  Uganda                |
|  Malawi                      |  Zambia                |
|  Mali                        |  Zimbabwe              |
|  Mauritania                  |   |
|  Namibia                     |   |

- |   |  |
|---|--|
|  Bangladesh    |  Niue             |
|  Cambodia      |  Papua New Guinea |
|  Cook Islands  |  Philippines      |
|  Fiji          |  Samoa            |
|  Kiribati      |  Solomon Islands  |
|  Lao PDR       |  Sri Lanka        |
|  Maldives      |  Timor-Leste      |
|  Nauru         |  Tonga            |
|  Nepal         |  Tuvalu           |
|  New Caledonia |  Vanuatu          |



# ALBANIA KOSOVO

*Kosovo and Albania sought UNCTAD's assistance to enhance their ASYCUDAWorld system to increase the efficiency and effectiveness of transit procedures*

## Situation

The port of Durres in Albania plays a key role in enabling trade flows between the Adriatic Sea and landlocked countries in the region, allowing them to connect to global supply chains.

The increase in bilateral trade and the use of seaports by economic operators from Kosovo has increased the need to undertake measures for to accelerate transit procedures. Kosovo and Albania signed an agreement on simplified procedures for border crossing and the elimination of double controls.

## Solution

The new Common Transit System (CTS), developed by the Customs technical teams of both countries and ASYCUDA, consists of an ASYCUDAWorld module deployed in both countries, and includes:

- System-to-System exchange of electronic data
- One single transit operation covering all land transport
- Mutual recognition of guarantee system
- Mutual recognition of Customs controls and procedures, seals and stamps
- Notification Crossing Frontier (NCF)
- Common Management of Reference Data (technical and business code lists, system messages and notifications)
- Joint Customs controls at shared Border Crossing Point Morine-Vërmice.

## Result

- Transit times at the border have been reduced to less than 5 minutes
- 53,573 transit procedures were registered in the corridor in 2019
- 85% of exports from Kosovo transiting by Albania were cleared within 30 minutes in 2019
- 48% of imports to Kosovo transiting by Albania were cleared within 30 minutes in 2019.

## Cross-Border Data Exchange

# 137,000

**Trucks on average cross the Albania-Kosovo borders per year**



**The Common Transit System, through the automatic interconnection of electronic systems [i.e. ASYCUDAWorld], enables businesses to initiate a transit procedure in Albania or Kosovo and to end it in the other country, thus avoiding unnecessary border controls and significantly reducing time and cost for business.**

”

WCO Capacity Building Progress Report 2019

Partners:



# ALBANIA KOSOVO

## Cross-Border Data Exchange

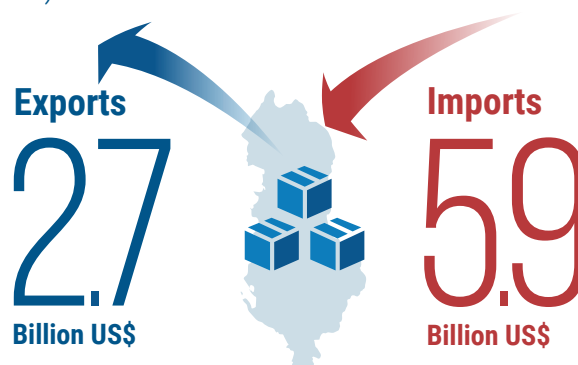
### Volume of Activity on corridor (2019)



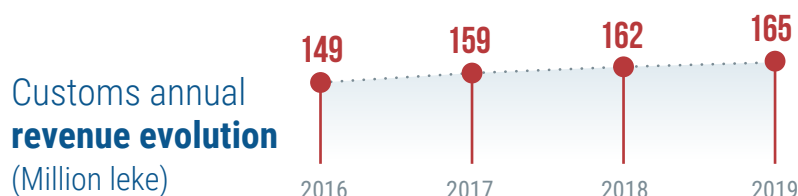
### Volume of Activity in Albania (2019)



Source: WCO Annual Report 2019-2020.



Source: UNCTADstat.



### Volume of Activity in Kosovo (2019)



Source: WCO Annual Report 2019-2020.





## Increased Revenue

*ASYCUDAWorld system played a key role in facilitating trade and increasing trade revenue in Angola since its implementation in 2017*

### Situation

Before ASYCUDAWorld in Angola, Customs controls were conducted following a decentralized architecture. Cargo manifests and Customs declarations were processed separately, control of oil exports was done manually, and Customs-related payments captured from payment receipts. Too many manual operations represented serious challenges when reporting results, benefits and revenue collection.

### Solution

ASYCUDAWorld system was implemented in cooperation with the Angolan Revenue Authority (AGT) to fully automate the Angolan Customs, introducing paperless and electronic user-friendly environment. Cargo XML standards as defined by IATA were integrated to allow electronic communication between airlines, shippers, freight forwarders, Customs and security agencies. Customs procedures were streamlined based on international best practices. Finally, electronic payment was successfully incorporated.

### Result

The results of modernizing clearance and revenue collection procedures across entry and exit points in Angola showed:

- Increase of revenue by 44% in 2018 after first year of operations and of 13% in 2019
- Paperwork for goods clearance reduced by 70%
- Faster clearance of goods at entry and exit points with Customs clearance process reduced from 30 to 7 steps
- Capacity to electronically process pre-arrival information
- Improved monitoring of Customs procedures, reduction of fraud, and protection of economic and financial resources
- Harmonized controls and release of more goods with streamlined Customs intervention
- E-banking payments
- Simplified compilation of trade statistics
- Improved consistency of reports for decision making
- Modern and simplified communication across the supply chain.

# 44%

**Revenue increase**  
in 2018 after  
ASYCUDAWorld's first  
year of deployment

This photo was taken before the COVID19 pandemic.



The AGT has invested in information technology in order to make services faster, more efficient, promoting less bureaucracy, reducing the number of forms, as well as giving greater comfort to the taxpayer.

”

*Sílvio Franco Burity,  
Former President of the General Tax  
Administration (AGT), 2018*

Partners:





# ANGOLA

## Increased Revenue

### Total Number of Customs Offices

30



30 Computerized



0 Paper-based

### Volume of Activity (2019)



43,800

Customs Manifests



525,900

Customs Waybills



606,400

Import Declarations



94,300

Export Declarations



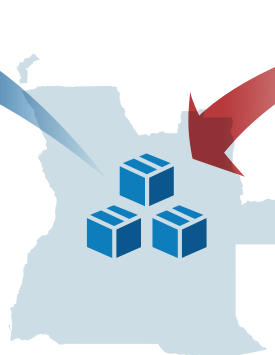
7,732

Transit Declarations

Exports (2019)

108

Million US\$



Imports (2019)

1,110

Million US\$

### Customs annual revenue evolution

(Billion of Angolan kwanza)



314

2017

+44%

452

2018

+13%

510

2019

### Persons Trained



1,300

Men



700

Women



# ARUBA

## e-Payment for Increased Efficiency

*Aruba's Customs Administration decided to make available online payments of duties and taxes on international trade to reduce transaction costs and expedite the time taken to clear goods*

### Situation

Traders in Aruba were mainly using a walk-in payment modality to settle the duty liability on imported and exported goods. Although most traders had been afforded with a deferred payment treatment, the final settlement required payments to be made at the Customs offices.

### Solution

Aruba Customs introduced a new online facility for the electronic payment of duties, taxes and other charges on international trade. Commercial banks collaborated with Customs in providing such facility through their online banking applications and ATM machines, expediting the way revenue is collected and speeding-up the transfer of funds to government accounts. Traders prepare a payment order in ASYCUDAWorld with as many transactions as they wish to pay. The payments received by the banks are collated and sent in batch to ASYCUDAWorld every five minutes for processing and automated reconciliation.

### Result

Prior to e-payment, Aruba Customs was processing about 50% of shipments through deferred payment, which was quickly reduced in a few months to 30% and then to 8% at the end of the first year. Nowadays, e-payment represents the preferred choice with 99.8% being processed by this modality.

The solution has improved the clearance processing for traders and at the same time greatly improved the cash flow in the Government's revenue collection. E-payment has a positive impact in lowering transportation costs by minimizing walk-in payments and other associated financial costs, expanding paperless processing and minimizing face-to-face interaction.

# 99.8%

**of payments of duties  
and taxes now  
made online**

This photo was taken before the COVID19 pandemic.



**Minister Bermudez stated  
that work continues to  
increase efficiency in  
Customs procedures and  
mainly to improve the service  
the Department provides  
to our community.**

”

*Customs Authority Press Release*

Partners:







# ARUBA

## e-Payment for Increased Efficiency

### Total Number of Customs Offices

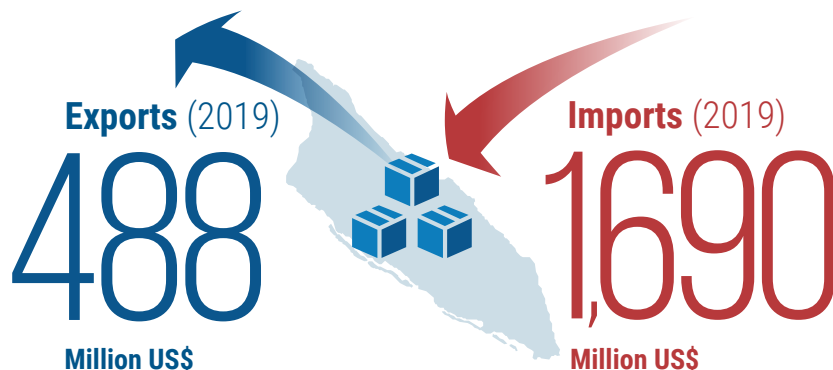
5



5 Computerized



0 Paper-based



### Volume of Activity (2019)



7,043  
Customs **Manifests**



182,552  
Customs **Waybills**



168,544  
**Import** Declarations



8,631  
**Export** Declarations

462



**Persons Trained**

# **BARBADOS**

## Interoperability with Key Partners

*The Barbados Customs and Excise Department (CED) requested that ASYCUDAWorld (AW) provides electronic data sharing and further automation in the logistics of the supply chain*

### Situation

CED and Barbados Port Inc. (BPI) did not have data sharing mechanisms in relation to the cargo declaration or the clearance processing. The Department of Commerce and Consumer Affairs (DCCA) is responsible for processing licence applications to import and export goods which are manually prepared and submitted by traders, and subsequently processed by DCCA.

### Solution

CED and BPI embarked on building electronic data exchange mechanisms between AW and BPI systems to:

- Forward to BPI's system advance cargo manifest data before arrival
- Send to BPI's system immediate notification when a Customs release order is issued
- Receive immediate notification in AW when BPI is delivering shipments to consignees.

ASYCUDA built an e-document to allow traders to apply online for import trade licences. DCCA approves licences, so traders can submit their declarations linking the approved licence.

### Result

CED and BPI now share the same information related to cargo, thus reducing paper-driven transactions and minimizing associated costs. Many manual processes were improved to speed-up the release of cargo, such as:

- BPI's logistics due to advance manifest information
- Border regulatory agencies on-site goods' release
- Automatic generation of release orders
- Use of mobile devices at the exit gate to verify leaving shipments.

The DCCA automated process has made possible new facilitation measures:

- Online application for import licences
- Improved and reduced DCCA's processing times
- Quicker turnaround clearance time by border regulatory agencies.

# 60%

**of commercial imports  
cleared within 24 hours after  
payment of duties during  
the first quarter of 2020**

This photo was taken before the COVID19 pandemic.



**[ASYCUDAWorld] creates  
transparency where we can now  
streamline all processes. We  
are able to report accurately on  
the importation of goods and to  
collect the duties on those goods.**

**”**

*Owen Holder,  
Comptroller of Customs*

Partners:





# BARBADOS

## Interoperability with Key Partners

### Total Number of Customs Offices

7



7 Computerized



0 Paper-based

### Exports (2019)

259

Million US\$



### Imports (2019)

1,472

Million US\$

### Volume of Activity (2019)



19,588

Customs **Manifests**



192,530

Customs **Waybills**



207,310

**Import** Declarations



16,261

**Export** Declarations

758



**Persons Trained**



# CARIBBEAN NETHERLANDS

## System Deployment Best Practices

*ASYCUDA System was implemented under rigorous and strict measures in a secured and controlled environment*

### Situation

The Tax Administration (BCN) relies on the National Shared Services Organization (SSO) to host and support the ICT infrastructure. Any software releases for ASYCUDAWorld must adhere to BCN and SSO policies and procedures. The methodology used by both organizations follows a traditional approach where all stages must be completed in a sequential order:

- Enhancements and new features must be documented and recorded
- ASYCUDA software releases must be packaged and delivered to SSO for deployment
- System and User Acceptance testing procedures are required
- Release is finally deployed to production.

### Solution

Coordination among all parties is critical for successful software deployment. Thus, a variety of tools and controls are used to achieve the required level of quality, such as:

- A project tracking software to gather requirements, software specifications, additional supporting documents and minutes of meetings
- The use of GitLab as a collaboration tool and version control system
- Packaging ASYCUDA releases using a standardized structure
- SSO approval after release is deployed to an infrastructure testing environment
- BCN's approval to the release further deployed to a user acceptance testing environment
- BCN consent to deploy the release in the production environment.

### Result

This methodological approach is appropriate to BCN's size, staff availability and workload assignments required with the introduction of new releases. As the details of each release are visualized and defined in advance, it greatly reduces the need for hotfix deployments, which normally are necessary when employing other agile methodologies. UNCTAD delivers the packaged releases without any direct interaction or access to the pre-production or production environments. This best practice of clear separation of duties reduces security concerns and withstands future audit scrutiny.

## 1 Hotfix

**to troubleshoot errors compared to at least 2 thanks before quality control procedures and measures implementation**



**The Caribbean Netherlands is enhancing the link between the collection system and ASYCUDA World to make customs procedures faster and easier. Added interoperability is being pursued as part of the current support agreement.**

#### Partners:



Caribisch Nederland  
Belastingdienst

Caribbean Netherlands  
Tax Administration



Rijksdienst Caribisch Nederland

Caribbean Netherlands Shared  
Service Organization



# CARIBBEAN NETHERLANDS

## System Deployment Best Practices

### Total Number of Customs Offices

6



6 Computerized



0 Paper-based

### Volume of Activity (2019)



4,961  
Customs **Manifests**



21,253  
Customs **Waybills**



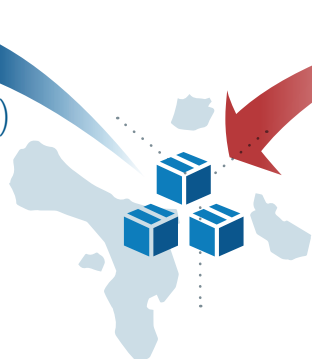
44,228  
**Import** Declarations



1,951  
**Export** Declarations

Exports (2019)

32  
Million US\$



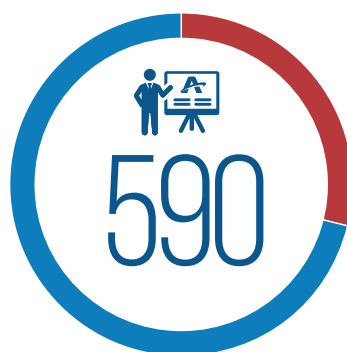
Imports (2019)

369  
Million US\$

### Persons Trained



420  
Traders



170  
Customs





## Advance Cargo Information

**EMMA**  
Electronic Management Manifest ASYCUDA

*CARICOM member States implemented the Electronic Management Manifest ASYCUDA (EMMA), the regional advance cargo information system, hosted by the Implementing Agency for Crime and Security (IMPACS)*

### Situation

Cargo requirements were different in each jurisdiction, causing difficulties to carriers in submitting manifest in a timely manner. Customs administrations had vulnerable cargo supply chain security with limited pre-arrival procedures to assess the level of risk and thus target shipments before their arrival or departure.

### Solution

EMMA aims at creating a robust and integrated data and intelligence-sharing mechanism among member States, while simplifying cargo reporting requirements, harmonizing legislation and promoting compliance. It uses a centralized portal to receive electronic submission of cargo manifest that is seamlessly relayed to ASYCUDAWorld's instance at the intended destination with a risk assessment report. IMPACS' Joint Regional Communication Centre (JRCC) in Barbados hosts EMMA's primary server, while its head office in Trinidad and Tobago hosts the secondary failover one to ensure continuous operation and service availability.

### Result

Cargo reporters have a Single Portal for supplying advance cargo information with standardized data requirements. All data passing through EMMA's single portal goes through the risk assessment engine being fed by IMPACS' JRCC risk analysts that maintain up-to-date and monitored targeting criteria. EMMA creates better opportunities to have Customs administrations systematically exchange information and intelligence in the region, using risk management techniques for better law enforcement scrutiny without hindering the free flow of legitimate trade.

# 14

**out of the 15 CARICOM member States use ASYCUDAWorld as their Customs management system**

*This photo was taken before the COVID19 pandemic.*



**The benefits to be gained from the new system by custom officers are real time notification and pre-alerts, access to regional and international sources of intelligence, strengthening local risk management of operations, enhanced information sharing.**

”

*CARICOM Today press release*

Partners:





# Advance Cargo Information

**EMMA**  
Electronic Management Manifest ASYCUDA

Antigua and Barbuda (ASYCUDA)



Bahamas



Barbados (ASYCUDA)



Belize (ASYCUDA)



Dominica (ASYCUDA)



Grenada (ASYCUDA)



Guyana (ASYCUDA)



Haiti (ASYCUDA)



Jamaica (ASYCUDA)



Montserrat (ASYCUDA)



Saint Kitts and Nevis (ASYCUDA)



Saint Lucia (ASYCUDA)



Saint Vincent and the Grenadines (ASYCUDA)




Suriname (ASYCUDA)

Trinidad and Tobago (ASYCUDA)

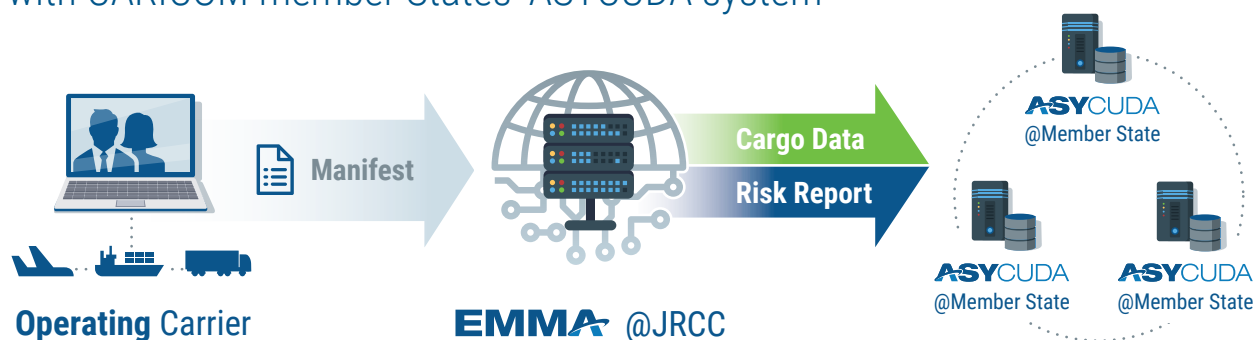
# 15

Participating  
**CARICOM**  
member States

**18.39**   
Million  
Population of participating States

**320**   
Ports of entry/departure in  
CARICOM IMPACS participating States

## Electronic submission of cargo manifests and electronic data exchange with CARICOM member States' ASYCUDA system





# COMOROS

## Single Window

*Since 2018, Comoros Customs is building a Customs-centric Single Window system to facilitate trade, improve the business environment and play a coordination role among stakeholders*

### Situation

The implementation in ASYCUDAWorld of interfaces for e-banking payments and the exchange of release order data with Moroni Terminal to monitor the exit of containers led Customs to request the inclusion of additional Partner Government Agencies (PGAs) and the automation of their procedures in the system to provide a single entry point for all stakeholders and a framework for cooperation to support G2G, B2B and G2B operations.

### Solution

The ASYCUDA-based Single Window for Trade project has started in 2018 and is financed by COMESA. As of 2020, it allowed the automation of procedures and the digitization of four PGAs documents' data.

### Result

- The National Research Institute on Agriculture, Fisheries and Environment (INRAPE) delivers, manages and controls import/export authorizations of animals, plants and agricultural products. 1,053 requests were authorized and 728 written off from March to October 2020
- The Directorate of Mining grants and manages registration certificates; 604 registrations were processed from April to October 2020
- The National Agency for Medicines and Sanitary Evacuation authorizes and controls the import of medicines; 158 requests were validated, among which 93 were written off from June to October 2020
- The National Agency for Investment Promotion (ANPI) manages the agreements delivered.

# 125%

**Increase in INRAPE tax collection efficiency in 2019–2020**



INRAPE General Director expresses his appreciation to Comoros Customs and UNCTAD for the automation of its authorization procedure in the Single Window that allowed the control of 70% of foods items imported in 2020, compared to 30% in 2019.

”

*INRAPE official thank you note to UNCTAD/ASYCUDA*

Partners:







# COMOROS

## Single Window

### Total Number of Customs Offices



### Volume of Activity (2019)

 **1,107**  
Customs **Manifests**

 **35,118**  
Customs **Waybills**

 **81,858**  
**Import** Declarations

 **1,004**  
**Export** Declarations

 **226**  
**Transit** Declarations



### Customs annual revenue evolution (Billion Comorian francs)



### Persons Trained





**ECOWAS**  
Economic Community of West African States

## Regional Integration

*ECOWAS launched the regional Customs interconnection project called SIGMAT, to enhance regional integration through the automation of transit procedures in the union*

### Situation

ECOWAS and its member States face multiple challenges for transit across key trade corridors in West Africa:

- Scarce information on transit goods at transit and destination points
- Long transit processing time at the border
- High trade costs.

### Solution

Under the SIGMAT project, the ASYCUDA Programme and ECOWAS member States, with the support of WCO and donors like the World Bank, developed a regional transit module to exchange transit information among the Customs clearance systems. The solution was implemented in 2019 in 3 main corridors: Abidjan-Ouagadougou, Lomé-Ouagadougou and Cotonou-Niamey. As of the fourth quarter of 2020, the solution has been tested in Mali and Senegal, the latter not using ASYCUDAWorld as a Customs clearance system. Twelve member States out of 15 use ASYCUDA system as a Customs clearance IT system.

### Result

At the departure country, a transit declaration is registered and a copy is electronically sent to the transit and destination countries' systems to warn of the arrival of goods. Customs agents at the border or at the destination office only confirm the arrival of goods on the transit declaration received in their system. The confirmation is sent electronically to the departure country.

- Shorter transit processing time at the border: 1 hour average for goods destined to Niger transiting through Benin or Togo
- Facilitated trade & trade community acceptance: 111% increase of transit documents (T1) processed in the corridor Abidjan-Ouagadougou in September 2020 (3,123) compared to September 2019 (1,478)
- Increased revenue
- Increased cooperation between member States through data exchange
- Automated targeting of transiting goods for inspection.

# 1.57

**Billion kilograms of goods transited from Benin, Burkina Faso and Togo to Niger from February 2019 to September 2020**



**“ The vehicles that pass through the borders normally spend days or weeks at the borders before they are cleared. With the SIGMAT project, it is now reduced to barely hours so the costs for transportation are reduced.**

**”**

*Wale Ajala,  
Director, IT Services Directorate,  
ECOWAS Commission*

Partners:





**ECOWAS**  
Economic Community of West African States

## Regional Integration

### Total Number of Customs Offices

35



**35** Using the solution

16 Niger  
14 Burkina Faso  
5 Benin

### Volume of Activity on 3 corridors

(Average per month in 2019)

10,700

**T1 Transit** Documents

### Corridor Abidjan-Ouagadougou

1,900

**T1 Transit** Documents  
(Average per month in 2019)

7 Days 15 Hours

**Average transit time** ⌚  
(From departure to arrival office)

### Persons Trained (Approximate)



1,350  
**Men**



150  
**Women**

### Corridor Lomé-Ouagadougou

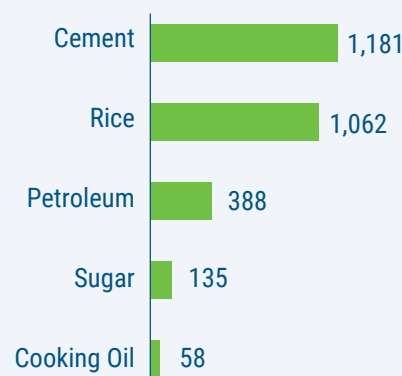
5,000

**T1 Transit** Documents  
(Average per month in 2019)

8 Days 19 Hours

**Average transit time** ⌚  
(From departure to arrival office)

### Top 5 Goods transiting through the 3 corridors (Per weight, in million kilos)



### Corridor Cotonou-Niamey transit time

3,800

**T1 Transit** Documents  
(Average per month in 2019)

1 Hour

**Average transit clearance  
time at borders offices** ⌚



# EL SALVADOR

## Interconnection of Institutions

*The implementation of ASYCUDAWorld in El Salvador has allowed the interconnection of national and regional institutions*



### Situation

El Salvador Customs identified the need for a platform that centralizes information exchange, interconnects trade national and regional entities' systems while improving security of data exchange.



### Solution

El Salvador Customs embarked on a migration from the now outdated ASYCUDA++ system to ASYCUDAWorld. Interfaces with national and regional entities and banks were implemented and specific modules were integrated in ASYCUDAWorld for the mineral and oil sectors to ensure data computerization for collection and exchange.



### Result

ASYCUDAWorld has facilitated communication among trade actors locally and regionally through:

- An interface with banks for e-payment of duties and taxes
- A specific functionality for managing exchange rates in partnership with the Central Bank
- The interconnection with the Secretariat for Central American Economic Integration (SIECA) and Customs authorities of Costa Rica, Guatemala, Honduras, Nicaragua and Panama with the implementation of interfaces to exchange data on import, export and transit transactions
- An exchange of information with the Centre of Formalities for Import and Export (CIEX) system for checking integrity of economic operators
- The tailoring of ASYCUDAWorld functionalities and processes with CEPA (Autonomous Port Executive Commission), the Ministry of Agriculture and the National Police, for the management of Acajutla Port Customs clearance logistics and infrastructure
- The development of modules in ASYCUDAWorld for the mineral and oil sectors allowed for the implementation of a paperless policy.

# 28

**Interfaces for data exchange** were developed in ASYCUDAWorld with national and regional institutions



We work jointly with Customs, the Ministry of Agriculture, the National Police and the Presidency of the Republic to review and improve ASYCUDAWorld processes in the Port of Acajutla, in order to streamline the movement of merchandise and dispatch.

”

*CEPA official Twitter account*

Partners:



GOBIERNO DE



EL SALVADOR



# EL SALVADOR

## Interconnection of Institutions

### Total Number of Customs Offices



**40** Computerized



**0** Paper-based

### Volume of Activity (2019)



171,120

Customs **Manifests**



598,920

Customs **Waybills**



342,240

**Import** Declarations



256,680

**Export** Declarations



213,900

**Transit** Declarations

**Exports** (2019)

5.7

Billion US\$

**Imports** (2019)

9.3

Billion US\$

### Persons Trained



1,600

**Men**



3,000



1,400

**Women**





## System Extension

*Fiji Customs extended the use of ASYCUDAWorld to process the refund of value added tax (VAT) to tourists for purchases made from authorized retailers*

### Situation

The Tourist VAT Refund Scheme (TVRS) was introduced by the Government to allow tourists to claim a VAT refund. Tourists submit a refund form at a TVRS counter. A Customs officer verifies the goods and fills out a bank form, which is then presented to the onsite bank to get the VAT amount back. In practice, filling out the bank form was lengthy, which led to long lines at the TVRS counter.

### Solution

The ASYCUDA TVRS module (ASYTVRS) was developed by the national project team in cooperation with the onsite bank and the authorized retailers. It demonstrated the possible extension of ASYCUDAWorld technology to automate non-trade-related operations.

### Result

The TVRS module was deployed to all authorized retailers (103 in total) to fill the refund form electronically and print a copy for the tourist at the time of purchase. With the purchase information available online, the Customs officer at the TVRS counter of each port and airport retrieves the refund forms linked to the claimant, verifies the goods and, with one click, adds the eligible item to the bank form. Automating the TVRS meant removing the officer's additional task of verifying if the refund meets the eligibility requirements; thereby leading to quicker processing and shorter waiting time for the tourists.

	2017	2018	2019
<b>Number of Refund forms processed</b>	19,821	19,114	14,982
<b>VAT on purchases FJD</b>	1,855,936	1,916,535	1,601,183
<b>Number of Bank forms processed</b>	7,958	8,767	7,414
<b>VAT amount refunded FJD</b>	1,329,568	1,435,124	1,322,333

**2 Minutes**  
is the average VAT refund processing time compared to 5 minutes before implementation of ASYTVRS, which drastically cut down waiting time in line at TVRS counter

This photo was taken before the COVID19 pandemic.



The ASYCUDA team has been training staff of licenced retailers in the use of the new module and also assisting them in meeting the system requirements necessary to use the module. In total, 26 retailer staff and 11 FRCS staff have attended the awareness and training.

*Fiji Revenue & Customs Service  
Annual Report 2016-2017*

Partner:





# System Extension

## Total Number of Customs Offices



## Volume of Activity (2019)

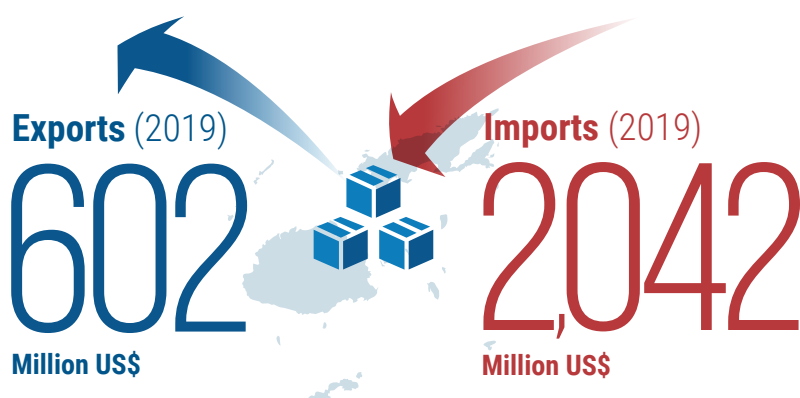
**15,185**  
Customs **Manifests**

**282,826**  
Customs **Waybills**

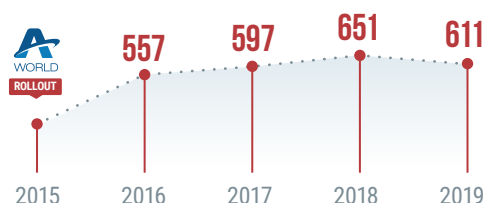
**199,167**  
**Import** Declarations

**35,925**  
**Export** Declarations

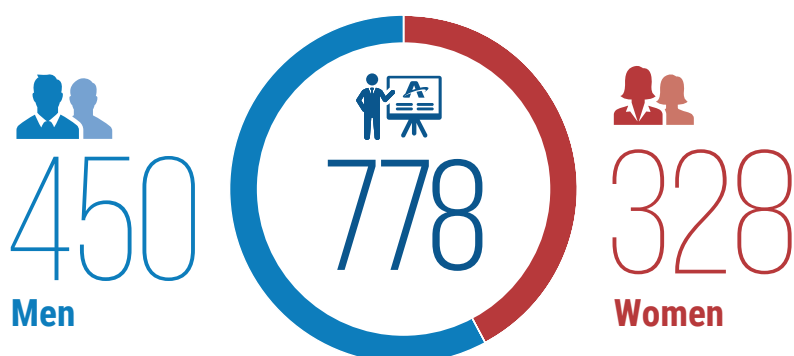
**16,918**  
**Transit** Declarations



## Customs annual revenue evolution (Million US\$)



## Persons Trained





# GIBRALTAR

## Hub for Innovation & Research

*The UNCTAD Centre of Excellence Gibraltar is the ASYCUDA hub for sharing knowledge on international standards and best practices and producing innovative ICT solutions for Customs and trade*

### Situation

There is high demand from developing countries and transition economies for sustainable solutions for environment, wildlife, timely access of population to appropriate humanitarian relief in case of emergency, electronic/mobile governance, e-commerce, etc.

### Solution

The ASYCUDA Programme partners with international organizations for the development of tools to support implementation of international conventions. An MOU was signed between UNCTAD and H.M. Customs for the long-term collaboration on trade facilitation and m-Government strengthening, further integration of Customs' processes, transport and other forms of multi-agency controls at the borders, and development of state-of-the-art ICT solutions.

The Centre of Excellence functions in the premises of the University of Gibraltar and focuses on:

- Organization of international/regional meetings and conferences
- Capacity-building for Customs administrations
- Production and dissemination of knowledge on international standards and best practices in trade facilitation and use of innovative technologies.

### Result

The Centre of Excellence provided support for:

- Humanitarian affairs and relief operations. Customs knowledge seminars and IMPACCT (IMPortation And Customs Clearance Together) working groups webinars are periodically organized with the participation of WCO, UN and other agencies (e.g. OCHA, UNHCR, UNICEF, IFRC), and NGOs.
- Protection of environment and wildlife with the organization of workshops on Customs control of trade of CITES (Convention of International Trade of Endangered Species) listed species
- Cross-border e-commerce with the ASYCUDA Postal Customs Declaration and the ASYCUDA Pre-Arrival Processing for Express Couriers
- Single Window and potential of the Blockchain technology for implementation of services for cross-border operations and Port Community Systems with UNECE, World Bank and Customs administrations from Europe and Central Asia.

**ASY REC**  
RELIEF CONSIGNMENTS

the Automated System  
for Relief Consignment,  
was nominated for the  
2017 UN Secretary-  
General awards under  
the category "Innovation  
and Creativity"

This photo was taken before the COVID19 pandemic.



The WCO will continue this  
cooperation with UN-OCHA  
and UNCTAD to support the  
Customs administration so as  
to proceed with the clearance  
of relief consignments in an  
efficient and effective manner.

”

*H.M. Customs press release*

Partners:





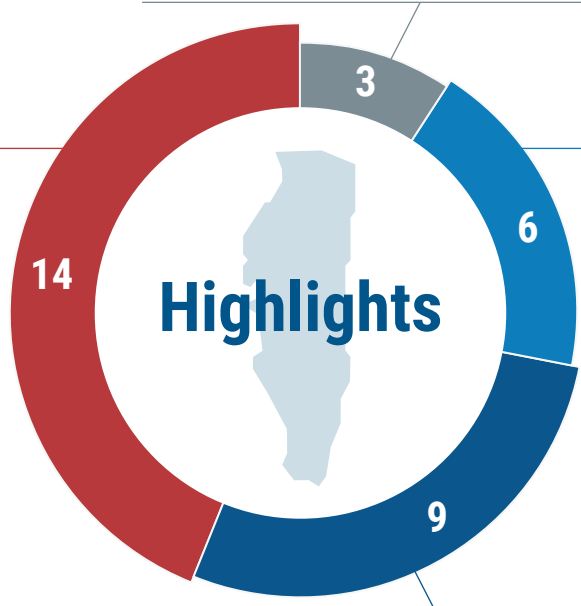


# GIBRALTAR

## Hub for Innovation & Research

**Participation in developing trade-related recommendations** such as UN/CEFACT Cross Border Facilitation Measures for Disaster Relief, UN/CEFACT Pandemic Crisis Response and WCO Revised Kyoto Convention Annex J5

**International Organizations involved in capacity-building initiatives for Customs administrations**



**Innovative ICT solutions developed by the Centre of Excellence** to support implementation of international conventions  
(such as electronic postal declaration, express couriers, humanitarian relief, CITES, phytosanitary certification and cultural goods)

### **Customs administrations implementing tools developed by the Centre of Excellence:**

Afghanistan, Albania, Bosnia and Herzegovina, Georgia, Gibraltar, Kazakhstan, Kosovo, Moldova (Rep. of), Turkmenistan



Workshop on Customs Control of Trade in CITES Listed Species with the participation of CITES management, EUROPOL authorities, national Customs administrations, UNEP, University of Gibraltar and WCO.

*Opening speech by Hon. Fabian Picardo, Gibraltar Chief Minister.*



# GUYANA

## Post-Clearance Audit

ASYPCA

*Compliant traders are afforded release of goods without inspection, but with Customs retaining the right to verify compliance through an audit after clearance of cargo*



### Situation

The Post-Clearance Audit (PCA) verifies the accuracy and authenticity of Customs declarations and covers the control of traders' commercial data, records and accounting books. Unfortunately, performing these tasks has been significantly hampered by massive fraud perpetuated via false declarations with regard to valuations and other trade data elements.



### Solution

ASYPKA, the ASYCUDA module for PCA, strictly adheres to the WCO standards on PCA, risk management and the provisions of the WTO Trade Facilitation Agreement. ASYPKA includes advanced statistical tools and algorithms to detect fraud and allows Customs auditors to easily perform a Post-Clearance historical analysis.



### Result

The ASYPKA module provides the following functionalities:

- Creation of an Annual Post-Clearance Audit Plan and management of Audit Teams
- Management of Audit Case Files
- Direct review and raise assessments on Audit Case Files
- Payment or refund of duties directly from an Audit Case File.

This breakthrough in the use of the technology is significantly enhancing the ability of Customs administrations to successfully detect and prosecute fraudulent practices and mount an effective response to the malpractices of under-valuation and under-invoicing. Once the Guyana Revenue Authority (GRA) moves closer to a post-clearance approach, the effectiveness ratio on audits will grow as compliance levels improve. This will positively affect clearance times by reducing the number of pre-clearance controls, fostering a more conducive business climate with higher compliance.

# 25%

**Increase** in the effectiveness ratio in detecting infractions in the short-term thanks to ASYPKA

This photo was taken before the COVID19 pandemic.



We had started the year [2019] with about an average of six days clearance time and as of December we had gone down to three days.



*Hema Khan,  
GRA Deputy Commissioner General*

Partners:





# GUYANA

## Post-Clearance Audit

ASY PCA

### Total Number of Customs Offices

22



22 Computerized



0 Paper-based

### Volume of Activity (2019)



4,155  
Customs Manifests



299,358  
Customs Waybills



54,274  
Import Declarations



12,408  
Export Declarations

Exports (2019)

3,942  
Million US\$



Imports (2019)

4,582  
Million US\$

865



Persons Trained



# JAMAICA

## Single Window for Trade

*The ASYCUDA-based Jamaica Single Window for Trade (JSWIFT) is positively transforming the way in which businesses operate by automating and facilitating pre-clearance formalities through a robust and user-friendly technological platform*

### Situation

Jamaica's reform efforts to introduce critical trade facilitation measures to support economic growth sparked the need for the implementation of a Single Window for Trade to cut trade costs, boost trade and remove barriers to trade. Some trade regulatory functions lacked interoperability, end-to-end processing capabilities and simplified business processes.

### Solution

JSWIFT is a one-stop-shop electronic system that allows traders to submit information at a single-entry point to fulfil all import and export regulatory requirements. The first Border Regulatory Agency (BRA) to join JSWIFT was Trade Board Limited, which is responsible for issuing import/export licences and permits. BRAs' active participation, business process re-engineering, change management, comprehensive automation and capacity-building were key considerations in JSWIFT's architecture and implementation.

### Result

JSWIFT provides a fully fledged web platform with services to satisfy trade regulatory requirements. Traders electronically submit applications for licences, permits, certificates and other documents (LPCO) to facilitate end-to-end processing by the relevant BRAs. The platform provides real-time notifications, e-payment and track and trace capabilities. The implementation has brought significant improvements by way of:

- Streamlined and standardized operating procedures increasing transparency and accountability while promoting compliance
- Predictable and consistent service delivery greatly reducing application processing times to an average of 28 hours and overall clearance times to an average of 32 hours, with considerable savings in associated costs
- Seamless integration and interoperability with ASYCUDAWorld neglecting duplication of information and minimizing redundancies and overlapping.

**20** BRAs  
targeted to be part of  
JSWIFT's enhanced  
trade environment

This photo was taken before the COVID19 pandemic.



Based on the high level of same-day processing [by Trade Board Limited] that we are seeing, they must be commended for their efforts. This is an outstanding achievement and an improvement on the original target.

”

*Mr. Andre Williams,  
JSWIFT Project Manager*

Partners:



**TRADE BOARD LIMITED**



# JAMAICA

## Single Window for Trade

### Total Number of Customs Offices

62



62 Computerized



0 Paper-based

### Volume of Activity (2019)



14,554

Customs **Manifests**



356,363

Customs **Waybills**



557,628

**Import** Declarations



46,672

**Export** Declarations



7,200

**T1 Transit** Documents

Exports (2019)

6,622

Million US\$

Imports (2019)

2,376

Million US\$

Customs annual  
**revenue evolution**  
(Billion Jamaican dollars)



2016

2017

2018

2019

191

217

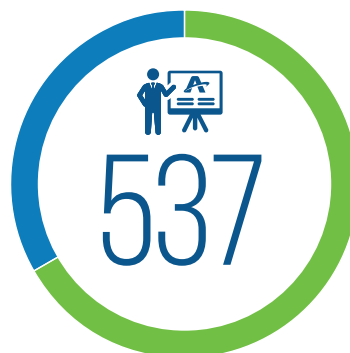
233

### Persons Trained\*



188

**Men**



349

**Women**

\* JSWIFT trainees only.





## System Deployment in SIDS

*ASYCUDA conducted a Proof-of-Concept study in Kiribati to develop a specific approach for the deployment of ASYCUDAWorld in Small Island Developing States' and smaller Customs administrations*

### Situation

With the bigger economies in the Pacific (Fiji, Papua New Guinea, Samoa, Solomon Islands, Vanuatu) adopting ASYCUDA systems, misconception prevailed that ASYCUDA was "too complex" for Pacific SIDS (P-SIDS). While limited systems served their purpose for a time, most Customs administrations sought a more integrated automated system to support their operations as countries looked to establish trade agreements.

### Solution

Customs administrations in the Pacific faced the same challenges brought by increasing volume of global trade, exacerbated by the absence of a commensurate increase in resources. The Oceania Customs Organization, gathering 25 countries, sought UNCTAD's assistance to conduct a Proof-of-Concept activity in a smaller Customs administration like Kiribati where the need for reform and automation should not be compromised by manpower, financial and technological constraints.

### Result

The Proof-of-Concept activity highlighted that many basic Customs procedures were not fully automated and often ran in parallel with manual processes. Findings indicated that the ASYCUDA system can support entire Customs clearance procedures in smaller Customs administrations where resources are limited. It is expected to increase efficiency and shorten time for clearance thanks to functionalities and features such as:

- Electronic remote lodgement of declarations
- Linked declaration and manifest
- Linked declaration and payment
- Customized management reports to meet Kiribati and regional formats.

In 2019, UNCTAD signed grant agreements with the Ministries of Foreign Affairs and Trade of Australia and New Zealand to deploy ASYCUDA in six P-SIDS, including Kiribati in 2021.

# 6

**P-SIDS**

will deploy ASYCUDA under the PACER-Plus Agreement: Cook Islands, Kiribati, Nauru, Niue, Tonga and Tuvalu

This photo was taken before the COVID19 pandemic.



ASYCUDA is proven to enhance many Customs administrations in the Pacific regions in their data quality, revenue collections, border security, trade facilitation and harmonization of information to be exchanged among their neighboring countries.

”

*Mr. Tekae Ititaake,  
Comptroller, Kiribati Customs Administration*

#### Partners:

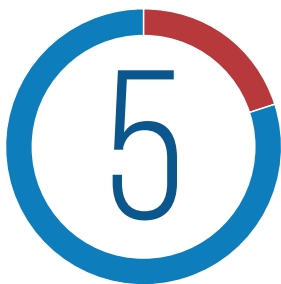




# KIRIBATI

## System Deployment in SIDS

### Total Number of Customs Offices



1 Computerized



4 Paper-based

### Volume of Activity (2019)



3,415

Customs Manifests



2,253

Customs Waybills



3,796

Import Declarations



175

Export Declarations

Exports (2019)

65

Million US\$



Imports (2019)

187

Million US\$

Customs annual  
revenue evolution  
(Million US\$)

24.8

2017

24.4

2018

25.6

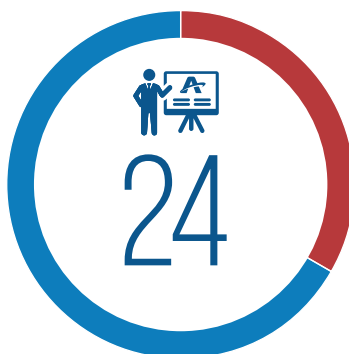
2019

### Persons Trained



16

Men



8

Women





## Cloud Computing

*Lebanon Customs opted for a private cloud computing solution to host ASYCUDAWorld and related applications*

### Situation

A 24/7 availability of ASYCUDAWorld is a main concern of Lebanese Customs. The data centre hosting it was outdated and there were risks of failure of Customs servers. The costs linked to the data centre for electricity, cooling and hardware maintenance were very high.

### Solution

Lebanese Customs fully implemented private cloud computing inside the Customs premises without hiring any cloud provider. It was implemented over two data centres and allows for:

- Ease of creating new demilitarized zones for increased security
- Automatic relocation of any server without any human intervention
- Reduction of power consumption, cooling expenditure and maintenance cost
- Ease of allocation of resources (e.g. CPU, memory, storage, network)
- Protection from any unpredicted failure (e.g. power supply, server crash, network problems).

### Result

The 2020 Beirut blast caused Lebanese Customs to lose half of its IT power, and archive of critical hard copy documents (manifests, declarations). Thanks to the blast-tolerant private Customs cloud, ASYCUDAWorld and electronic services kept running. Customs did not lose any data or transaction, and no servers needed to be recreated or reconfigured. Lebanese Customs was also able to retrieve its lost documents from ASYCUDAWorld. The **system** is expediting imports of humanitarian goods into the country and helping Customs authorities better manage increased incoming relief consignments.

# 350+

**Containers** were processed through ASYCUDAWorld in the Beirut port the day after the explosion



**ASYCUDA system is providing timely and reliable support to ensure seamless humanitarian and recovery activities despite the difficult circumstances on the ground.**

”

*Shamika Sirimanne, UNCTAD's Director of Division on Technology and Logistics*

Partners:





# LEBANON

## Cloud Computing

### Total Number of Customs Offices

24



24 Computerized



0 Paper-based

### Volume of Activity (2019)



228,925

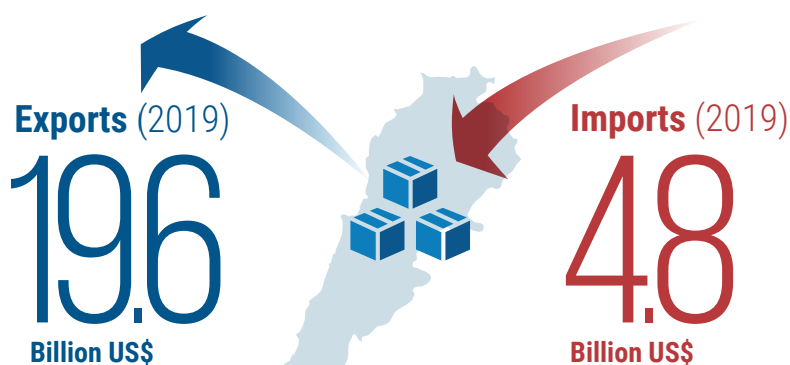
Import Declarations



68,713

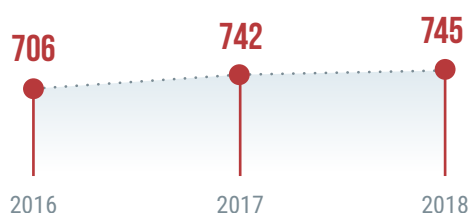
Export Declarations

Source: WCO Annual Report 2019–2020.



Source: UNCTADstat.

### Customs annual revenue evolution (Billion Lebanese pound)



### Lead time to export 🕒



Source: World Bank Collection of development indicators.

# MADAGASCAR

## System Interoperability

*The migration to ASYCUDAWorld allowed to secure data exchanges to be secured and Customs functionalities reintegrated*

### Situation

Owing to technical limitations of the previous system, Madagascar Customs outsourced Customs functionalities to external dedicated applications and the Single Window. Data exchanges were not secure and the Single Window had direct access to the Customs database.

### Solution

The migration to ASYCUDAWorld allowed the development and integration in the system of functionalities that were implemented in external applications. For other functionalities developed in the Single Window, interfaces were implemented to allow data exchange between both systems.

### Result

The following functionalities that were developed in separate applications are now implemented in ASYCUDAWorld:

- The electronic submission of supporting documents by declarants (517,574 in 2019)
- The processing of payment of duties and taxes (68,310 in 2019)
- The capture of inspection acts by Customs officers (173,688 in 2019)
- The generation of exit notes (115,541 in 2019).

Customs have access in ASYCUDAWorld to cargo tracking notes and authorizations granted by Partner Government Agencies thanks to data exchange with the Single Window.

Both economic operators and Customs officers submit and access harmonized and consistent Customs clearance related information from one single point, therefore facilitating procedures and avoiding manual cross-checking of data.

# 34%

**Increase of Customs revenue in 2017–2019 following the deployment of ASYCUDAWorld in 2018**

This photo was taken before the COVID19 pandemic.



Customs switched to more efficient and user-friendly systems, such as ASYCUDAWorld, that combines modernization of Customs processes and trade facilitation, with the technical assistance of UNCTAD and the financial support of Japan.

”

*Lainkana Zafivanona Ernest,  
Customs Director-General*

Partners:





# MADAGASCAR

## System Interoperability

### Total Number of Customs Offices

19



19 Computerized



0 Paper-based

Exports (2019)

2,628

Million US\$



Imports (2019)

3,927

Million US\$

### Volume of Activity (2019)



25,622

Customs Manifests



152,152

Customs Waybills



109,410

Import Declarations



44,866

Export Declarations



19'607

Transit Declarations

Customs annual revenue evolution (Billion ariary)



### Persons Trained



1,531

Men



656

Women



## Alignment with International Standards

*The Moldovan Customs Service (MCS), in cooperation with ASYCUDA, upgraded the ASYCUDAWorld platform to comply with international and European Union (EU) standards and best practices*

### Situation

Since the Moldova-European Union (EU) Association Agreement took effect in 2016, the Moldovan Customs Service (MCS) has been in full process of modernization in line with EU requirements. The Government's immediate objective is to maximize efficiency in the Customs clearance process.

### Solution

The operational MCS ASYCUDAWorld system was migrated to its latest version, including the deployment of new and updated national modules, the configuration of the ITC environment and data migration (15 years volume of data was migrated). This latest release complies with the EU requirements on the Single Administrative Document (SAD) and increases MCS operational capacity. Awareness and training programmes on the use of new functionalities and modules were also delivered.

### Result

In addition to improving operational capacity of the system, UNCTAD increased self-sufficiency and system ownership within MCS for the operation, administration, maintenance and further improvement of the MCS ASYCUDAWorld system by:

- Providing ASYCUDA software standard release and its associated documentation and training materials
- Building capacity of the national team through delivery of trainings. Currently, four national experts are providing technical assistance to other AW user countries
- Assisting Customs in the development of first new modules and functionalities. Since then, MCS developed and deployed 13 modules and system components without ASYCUDA's support.

# 300%

**Increase of Customs annual revenue in 2005-2019 since the implementation of ASYCUDAWorld**

This photo was taken before the COVID19 pandemic.



**The Republic of Moldova is the first country to implement ASYCUDAWorld in 2005, without UNCTAD in-country assistance since 2006.**

Partners:



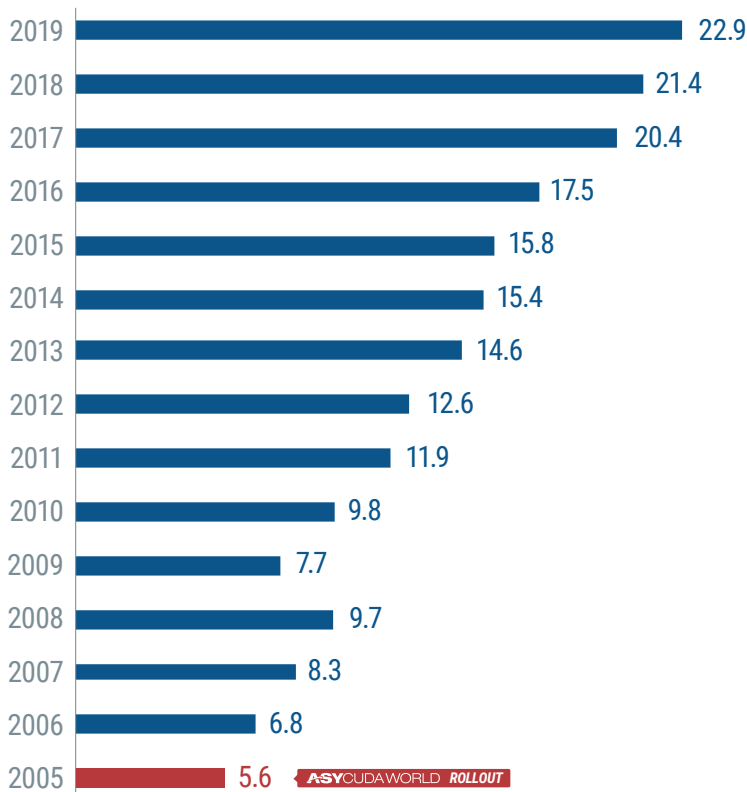




# MOLDOVA

## Alignment with International Standards

### Customs annual revenue evolution (Billion Moldovan leu)



Source: Moldova Customs website.

### Volume of Activity (2019)

 381,245  
Import Declarations

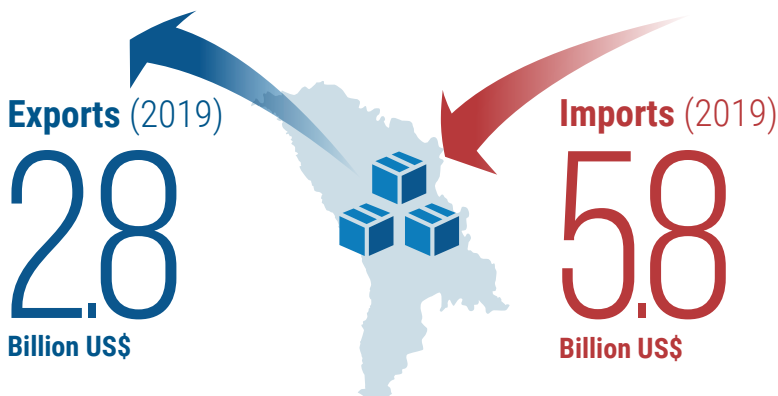
 201,364  
Export Declarations

### Total Number of Customs Staff



1,535

Source: WCO Annual Report 2019–2020  
and UNCTADstat.



Source: WCO Annual Report 2019–2020 and UNCTADstat.



## Mobile Application

*Deploying an ASYCUDA Mobile Application offers a solution to the interruptions in the Customs clearance process*

### Situation

The Department of Customs of Nepal needed to support Customs inspectors in their daily tasks while in the field with limited access to computers to report on goods examination.

### Solution

An ASYCUDA Mobile App, fully integrated with the ASYCUDAWorld system, provides inspectors with an easy way to fill and update in real-time the inspection report with their findings, in order for the Customs process to continue without interruption due to the limited access to equipment in the field. This initiative was further extended to other features offering a simple and modern way for brokers to retrieve declarations and check their status; and for Customs officers to fill the inspection report, manually assign declarations to other inspectors, assess and reroute declarations and authorize the goods exit at the gate thanks to a barcode generated on the mobile App. This ASYCUDA Mobile App initiative was further enhanced with Transit feature, developed in partnership with Kosovo Customs.

### Result

The deployment of the ASYCUDA Mobile Application has allowed:

- Increased security by ensuring e-document integrity using barcodes
- Improved access to information on the Customs process
- Ability for inspectors to submit real-time inspection results while in the field without further delay
- Shortened Customs clearance time
- Limited interaction between brokers and Customs and reduced use of paper.

# 500

**Concurrent users** connected during peak time and 3,000 declarations processed daily through ASYCUDAWorld



**The Mobile Application has been helpful for the faster Customs clearance of the legitimate traders' activities where Customs staff can perform the clearance procedure without going back to their desk after physical inspection of the goods in the field.**

”

*Mohan Khajum Chongbang,  
IT Director, Department of Customs*

Partners:



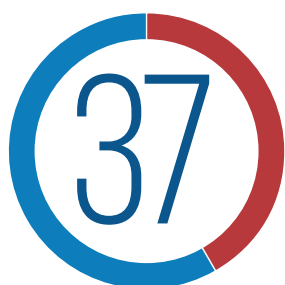




# NEPAL

## Mobile Application

### Total Number of Customs Offices



25 Computerized



12 Paper-based

### Volume of Activity

(2019)



1,503

Customs Manifests



21,810

Customs Waybills



1,157,045

Import Declarations



84,035

Export Declarations

Exports (2019)

1.3

Billion US\$

Imports (2019)

14.5

Billion US\$

Customs Clearance  
Average Time



Import 19 Hours 46 Min

Export 17 Hours 25 Min

### Persons Trained



984

Men



1,114



130

Women



# SAINT PIERRE AND MIQUELON

## Full Automation of Customs Clearance

*The automation of the entire Customs clearance procedure through ASYCUDAWorld allowed Customs to ensure the fast clearance of goods, especially during the COVID-19 sanitary crisis*



### Situation

Before the implementation of ASYCUDAWorld, a semi-automated system only accessible to Customs was implemented to process declarations and pay related duties and taxes. Declarations were submitted by Customs officers as economic operators did not have access to the system, taxes were calculated manually and the financial statements were created in Excel sheets.



### Solution

ASYCUDAWorld was tailored to Customs requirements and the business needs of the Collectivity of Saint Pierre and Miquelon, to provide a 100% automated procedure and service to the key stakeholders (Air Saint-Pierre, Post Office, economic operators). Additional ASYCUDAWorld modules were developed for the clearance of postal declarations in partnership with the Post Office, the management of guaranteed bonds and the generation of financial statements.



### Result

Since the deployment of ASYCUDAWorld, the entire Customs procedure has been automated, including:

- Electronic submission of air manifests by Air Saint-Pierre
- Lodging of declarations by operators (279) and declarants remotely
- Automated calculation of duties and taxes
- Automated risk management mechanism with 95% of declaration routed to the red lane, 3% to yellow lane and 2% to red lane
- Automated management of warehouses
- Automation of the postal declarations clearance procedure
- Management of cautioned bonds
- Financial statements are automatically generated and sent to treasury
- Production of statistics with the installation of an *ASYCUDAWorld statistical portal*.

# 602

**Users,**  
including Customs officers,  
declarants, economic  
operators, and officers from  
Partner Government Agencies  
like the Post Office, benefit  
from ASYCUDAWorld



In the actual context, the automation of the entire clearance procedure is a real asset for companies and Customs to pursue their clearance activities.



*Marie Christine Saliba,  
Customs Department Chief*

Partners:





# SAINT PIERRE AND MIQUELON

## Full Automation of Customs Clearance

### Total Number of Customs Offices

4



4 Computerized



0 Paper-based

### Volume of Activity (2019)



21,444

Postal Declarations



50,626

Import Declarations



1,148

Export Declarations

Exports (2019)

25

Million US\$



Imports (2019)

175

Million US\$

294



Persons Trained



## Progressive Implementation

*Sierra Leone Customs progressively migrated to ASYCUDAWorld, temporarily running two systems in parallel, without disrupting the business environment*

### Situation

The migration from ASYCUDA++ to ASYCUDAWorld demanded a national project team fully dedicated to this purpose. Owing to resource limitations, the team assigned to the project was still managing services in the old system. There was an urgent need to optimize the available resources to achieve the project objective.

### Solution

To optimize availability of resources without causing business disruptions, Customs opted for a progressive implementation of ASYCUDAWorld in Customs offices. Furthermore, Customs business processes were reviewed and redesigned to be simple, easy and uniform; and data, was migrated to ASYCUDAWorld.

### Result

ASYCUDAWorld was implemented along with several added functionalities and designed to roll out a Single Window System by the end of 2020. The following were achieved in Sierra Leone incrementally as ASYCUDAWorld was rolled-out in 2019:

- Shortened Customs clearance time of commercial imports (27 hours in 2019)
- Paperless operations leading to significant savings in printing documents
- Electronic loading of manifests by shipping agents leading to reduced waiting time for clearance of imported goods
- Capture of declarations for petroleum and wet cargo, boosting Customs revenue and providing accurate data of petroleum products imports
- Systems notifications to different stakeholders to improve transparency
- Centralization of Customs offices in one server reducing maintenance and hardware costs
- Simplified monitoring of transit enabling end-to-end visibility of the exit of goods
- Reduced risks of diversion of consignments in transit into the domestic market of Sierra Leone.

# 46%

**Increase of revenue  
in 2018–2019 following  
the progressive  
ASYCUDAWorld rollout**

This photo was taken before the COVID19 pandemic.



**Sierra Leone's ASYCUDAWorld System was implemented along with added functionalities as demanded by the Management of the National Revenue Authority. It was also designed to roll out an Electronic Single Window System for clearance of goods through Customs.**

”

*Jeneba J. Bangura,  
CPA, MPA, Deputy Commissioner-General  
NRA, Sierra Leone, West Africa*

Partners:





## Progressive Implementation

### Total Number of Customs Offices



5 Computerized



7 Paper-based

### Volume of Activity (2019)



2,639  
Customs **Manifests**



27,608  
Customs **Waybills**



26,795  
**Import** Declarations



1,013  
**Export** Declarations



2,197  
**Transit** Declarations

Exports (2019)

250  
Million US\$



Imports (2019)

1,160  
Million US\$

Customs annual  
**revenue evolution**  
(Million US\$)



### Persons Trained



208  
Men



62  
Women





## Wildlife Trade Management @CITES

*Sri Lanka pilots the implementation of eCITES, a cloud-based electronic system offering automated support for permit application, processing, issuance and reporting for international trade of endangered species*

### Situation

The Department of Wildlife Conservation (DWC) in Sri Lanka needed to improve its operational capacity to control the export, import and introduction by sea of specimens of endangered CITES-listed species of flora and fauna, and products derived from, contributing to the conservation of biodiversity and environmental management in Sri Lanka.

### Solution

UNCTAD's ASYCUDA, in partnership with the Government of Switzerland and the CITES Secretariat, developed an electronic permit system called eCITES. It was then tailored and configured to comply with DWC requirements and regulations. eCITES is a cost-effective, easy to deploy and user-friendly system for interested national management authorities.

### Result

The eCITES system has shown the following results since its implementation in February 2020:

- Offers a 24/7 accessible online and fully automated support for CITES permit application, processing, issuance and annual reporting
- Provides automatic alerts on actions to be performed along the procedure
- Allows direct access to Species Identification and Classification
- Has inbuilt controls allowing accurate data to be submitted by the applicants
- Provides for secured permits using QR code feature
- Provides better data to decide on non-detriment findings and enables government agencies to better target their inspections
- Facilitates the exchange of electronic permits and information across borders, which increases transparency
- Improves collaboration between international and national agencies in implementing CITES provisions.

# 592

**Import/export permits  
issued for international  
trade of endangered  
species on eCITES from  
February to October 2020**

This photo was taken before the COVID19 pandemic.



**The live implementation of the  
eCITES permitting solution  
developed jointly by the CITES  
Secretariat and UNCTAD,  
and tailored to DWC needs,  
marks an important step in the  
Department's efforts to improve  
its operations in compliance with  
its international obligations.**

”

*Chandana Sooriyabandara,  
Director General of the Sri Lanka Authority*

Partners:







# Wildlife Trade Management

@CITES

## Total Number of Customs Offices

56



56 Computerized



0 Paper-based

## Volume of Activity (2019)



17,995

Customs Manifests



1,236,017

Customs Waybills



793,133

Import Declarations



656,991

Export Declarations

Exports (2019)

12.5

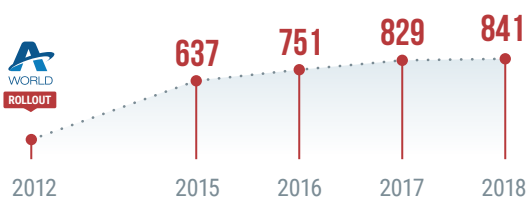
Billion US\$

Imports (2019)

20.9

Billion US\$

Customs annual revenue evolution (Billion rupees)



## Persons Trained



80

Men



100



20

Women



## SUDAN

*Sudan Customs developed an e-banking payment mechanism on ASYCUDAWorld to provide remote electronic payment service to the economic operators*

### Situation

Sudan Customs requested the implementation of a mechanism to collect Customs duties and taxes electronically to simplify the payment procedure and facilitate international trade. In alignment with Sudan's legislation, ASYCUDAWorld triggers selectivity after the payment of duties and taxes at Customs cashiers to reduce the number of declarations canceled after selection for inspection and avoid the multiple submission of declarations for the same goods. Although effective, this mechanism may require an additional payment at the cashier in case of a declaration post-entry, which slows down the clearance procedure.

### Solution

Customs, with the assistance of ASYCUDA experts, and in cooperation with 27 Sudanese banks, developed and launched an e-payment interface on ASYCUDAWorld to exchange information on declarations and payments with the banks. This interface allows the direct payment of duties through the banks' websites, ATMs and cashiers. This e-payment mechanism is extended to a post-entry requiring an additional payment.

### Result

The computerization of payment of taxes and duties is so beneficial and efficient that Customs extended the e-payment mechanism to all Customs payments (storage costs, fines, sample analysis etc.) with the following results:

- 24/7 availability of immediate payment service: in 2019, 28% of e-payments are made between 4 p.m. and 7 a.m.
- Reduction of Customs clearance time: average time between declaration assessment and payment went from 8.5 days in 2016, to 5.6 days in 2018 and 3.9 days in 2019
- Increased of Customs revenue and efficient tax collection: 48% revenue increase in 2018–2019
- Reduction of cash payments.

## e-Payment for Trade Facilitation

# 30%

**Reduction of Customs clearance time and 48% increase of Customs revenue in 2018–2019**

*This photo was taken before the COVID19 pandemic.*



The deployment of ASYCUDAWorld significantly contributed to the decrease of Customs clearance time and to the facilitation of trade through the implementation of the electronic payment functionality that allows us to reach our objectives.

”

*Dr. Bashir Eltahir Bashir,  
Director General of Sudan Customs*

Partners:

27 SUDANESE BANKS





# SUDAN

## e-Payment for Trade Facilitation

### Total Number of Customs Offices

79



79 Computerized



0 Paper-based

### Volume of Activity

(2019)



6,830

Customs **Manifests**



286,552

Customs **Waybills**



422,983

**Import** Declarations



25,771

**Export** Declarations



2,257

**Transit** Declarations

### Exports (2019)

3,488

Million US\$

### Imports (2019)

11,124

Million US\$

### Customs annual revenue evolution (Billion Sudanese pounds)



907



**Persons Trained**



## Online Auctions

*Uganda Revenue Authority and ASYCUDA implemented a new module to automate the Customs auctions organization and procedure*

### Situation

Before 2019, it would take 30 days to organize and execute a Customs auction. Advertising, congestion at biddings and administrative costs would allow Customs to carry out only three auctions per year. Deposited goods and those with an expired warehousing period could therefore remain longer due to limited information, causing management challenges.

### Solution

The solution was piloted in 2018 with two online auctions. In 2019, 15 online auctions were successfully conducted. Around 1,480 Million US\$ were collected from near 1,200 lots and 48,800 offers submitted through UeSW in 2018–2019.

### Result

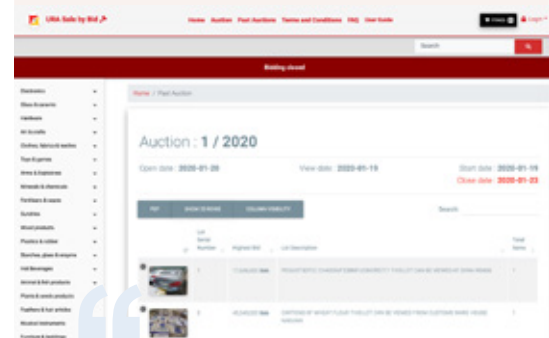
The solution was piloted in 2018 with two online auctions. In 2019, 15 online auctions were successfully conducted, around 1,48 million US\$ were collected from near 1,100 offers out of 48,600 bidders who submitted bids through UeSW.

It brought significant outcomes such as:

- Selection of winning offer is transparent
- Average bidding time is 7 days
- Auction revenue doubled in 2019
- Administrative cost of organizing Customs auctions reduced to 5%
- People participating in Customs auctions increased from 200 in 2017 to approx. 48,000 in 2019
- Cost savings due to less physical movement of bidders to auction events
- It is possible to auction goods outside the country (Mombasa and Dar es Salaam)
- Overstay of goods in bonded warehouses has decreased.

# 1,410

**Millions of dollars were collected in 2019 thanks to online auctions**



The online auction module has helped minimize errors in the auction process since there was no automated linkages to inform decision making. It has also minimized human interference, making the process more transparent and credible.

”

*Salim Mubiru,  
Manager at Uganda Revenue Authority*

Partners:





# UGANDA

## Online Auctions

### Total Number of Customs Offices

60



60 Computerized

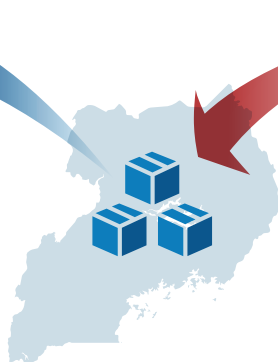


0 Paper-based

### Exports (2019)

5.0

Billion US\$

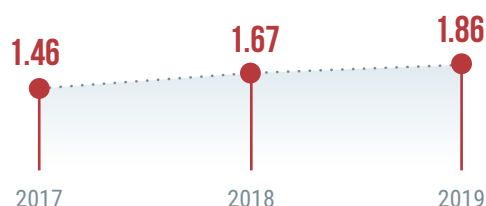


### Imports (2019)

76.6

Billion US\$

### Customs annual revenue evolution (Billion US\$)

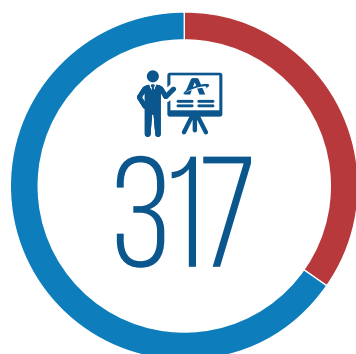


### Persons Trained



207

Men



110

Women

### Volume of Activity (2019)



130,643

Customs Manifests



398,321

Customs Waybills



445,065

Import Declarations



128,739

Export Declarations



251,695

Transit Declarations





## Biosecurity Management

ASYCUDA SPS

*Vanuatu automated the Sanitary and Phytosanitary (SPS) certificate granting procedure and integrated it in the Vanuatu Electronic Single Window system (VeSW)*

### Situation

The VeSW project seeks to adopt trade facilitation measures, such as automating and integrating the processes of other border and regulatory agencies in the ASYCUDA-based Single Window environment. The Department of Biosecurity provided critical services to facilitate Vanuatu exports. In 2018, 89% of total exports were crops and animal resources requiring SPS certification. The department also carried out pest and disease risk analysis on imports of commodities, which resulted in delays due to the absence of a systematic approach to analysing the risk.

### Solution

The VeSW National Project Team and ASYCUDA implemented a bespoke ASYCUDA Sanitary and Phytosanitary Module (ASYSPS) to automate the processes of applying, approving and paying for SPS certificates. A risk management mechanism between Customs and Biosecurity was integrated using ASYCUDAWorld selectivity.

### Result

The ASYSPS module went live in Port Vila in March 2020 and in Santo in May 2020. Since then and until October 2020:

- 347 SPS export certificates and 1950 import permits were issued
- Approx. 250,000 US\$ were collected
- A total of 114 Biosecurity officers and stakeholders (53% female and 47% male) were trained
- The application process average time went from days to as little as 10 minutes
- Customs and Biosecurity are cooperating in undertaking joint interventions in the Single Window environment.

# 10

## Minutes

is the average time for SPS Certificate application process

This photo was taken before the COVID19 pandemic.



The module is an improvement as being online everyone gets the latest up to date schedule attachment. The e-permit is easily transmitted to supplier. It is no longer handwritten.

”

Cornelia Wylie,  
CEO Fine Foods Ltd

Partners:







## Biosecurity Management

ASY SPS

### Total Number of Customs Offices



### Volume of Activity (2019)

1,767  
Customs **Manifests**

28,977  
Customs **Waybills**

26,932  
**Import** Declarations

2,787  
**Export** Declarations

### Exports (2019)

83  
Million US\$

### Imports (2019)

298  
Million US\$

### Customs annual revenue evolution (Million US\$)



### Persons Trained



174  
**Men**



149  
**Women**



# VENEZUELA

## Simplification of Processes

*ASYCUDAWorld played a key role in simplifying Customs clearance processes, facilitating trade and revenue collection*



### Situation

Venezuela's revenue service (SENIAT) sought increase of operational capacity through the introduction of an advanced computerized system to fully automate and simplify the goods' clearance process and facilitate trade.



### Solution

Before the deployment of ASYCUDAWorld, SENIAT and ASYCUDA worked hand in hand to reengineer Customs business processes aiming at simplifying the Customs clearance procedure and processes. Bespoke modules including e-payment functionality, interfaces and concepts for efficient revenue collection were implemented along with ASYCUDAWorld. The concept of smart e-document management was introduced for the management and control of declarations-supporting documents like commercial invoices and value declarations. The ASYCUDA Value Declaration module provides detailed information on commercial transactions for imported goods which influence the calculation of taxes. Interfaces were also implemented to share information with the Central Bank on applicable exchange rates and with the internal revenue system.



### Result

The implementation of ASYCUDAWorld had several impacts on trade facilitation, such as:

- "Maritime and Air documents processing used to respectively be 30-40 days and 8 days, generating high storage costs and are now respectively less than 2 days and 8 hours." Emilia Peraza, Taurel Operations Director, Avex Director
- Increased transparency thanks to the traceability of all the operations into the system
- Reduced clearance time from 8 days in 2019 to 6 days for the first semester of 2020
- Improved risk management through electronic processing of information prior to arrival
- Simplified compilation of trade statistics through automated generation of reports and statements.

# 7

Steps

**Simplified Customs clearance procedure from 30 before the implementation**

This photo was taken before the COVID19 pandemic.



**ASYCUDA came to change the way of doing things, not only in the public sector but also in the private sector. Currently, the several logistic auxiliar users are quite different after ASYCUDA arrival: better prepared, more aware of the technological advances, and always ready to do our job in the best possible way.**



*Emilia Peraza,  
Taurel Operations Director, AVEX Director*

Partners:

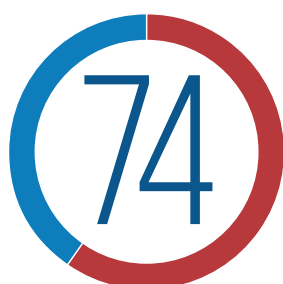




# VENEZUELA

## Simplification of Processes

### Total Number of Customs Offices



**44** Computerized



**30** Paper-based

### Volume of Activity (2019)



**24,658**

Customs **Manifests**



**136,790**

Customs **Waybills**



**183,848**

Import **Declarations**



**16,801**

Export **Declarations**



**1,857**

Transit **Declarations**

Exports (2019)

**5.9**

Billion US\$



Imports (2019)

**6.4**

Billion US\$

### Persons Trained (Approximate)



**2,500**

Men



**2,500**

Women









**ASYCUDA**

Automated System for Customs Data

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🐦 @asycudaprogram

✉ asycuda@unctad.org

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