

# **ASYCUDA Newsletter**

## **UNCTAD Division on Technology and Logistics**



**St. George's Customs House, Grenada**

**December 2012**



## NOTE

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## Editorial

For all our enthusiastic and devoted readers, herewith, the second edition of the ASYCUDA newsletter for 2012! As is the tradition, this newsletter aims at updating the ASYCUDA community on programme activities and, more particularly, the progress of the system in the countries.

This year, we witnessed the end of the last customs IT systems using ASYCUDA version 2. Nearly thirty years after its first implementation, this robust software has finally been confined to history. For a large number of customs administrations, the introduction of ASYCUDA version 2 was the first time that customs transactions were automated, allowing them to successfully be reformed and modernised while maintaining revenue, which is their prime objective. Hence a customs IT culture has been developed in these administrations and has led to the implementation of modern procedures. It is worth noting that over the years, thousands of users have been trained and among them several have become international consultants and experts for the Programme.

We start this newsletter by visiting the ASYCUDA regional centre in Kuala Lumpur which has provided support, for over 20 years, to countries in the Asia Pacific region in cooperation with the ASYCUDA Support Mechanism for the Pacific (ASMP) in Suva, Fiji.

As you read on you will uncover activities of the Afghanistan project which continues to be a success story albeit a challenging and difficult environment. We also make a stop in Lebanon where you will find out more about the situation there.

As we shift your attention to the Antilles to pay a visit to the migration projects of ASYCUDAWorld in the Dutch Caribbean and Grenada, you will be fascinated by the progress that has been made on these islands.

We cross the Atlantic to Africa where the constant improvement of telecommunications has sparked an increase in new migration projects to ASYCUDAWorld. These are often within a framework of Single Windows for external trade. Read on to discover the headway made in the Côte d'Ivoire and Sudan.

You will find that in Europe and Albania, numerous extensions to ASYCUDA have been developed and implemented by their national team, the most notable one being the management of excises.

An update is also provided on the status of the project in the Kosovo territory, implemented under the United Nations Interim Administration Mission in Kosovo (UNMIK), the authority where ASYCUDAWorld is operational in all customs offices.

Finally, we will present the most recent cooperation activities with the United Nations Environment Programme (UNEP) and the Organisation for Security and Co-operation in Europe (OSCE).

In an effort to improve and satisfy your interest, we invite you to send your comments and proposals to [asycuda@unctad.org](mailto:asycuda@unctad.org).

We take this opportunity to extend to all our readers and their families seasonal greetings during this festive season.

Division on Technology and Logistics, ASYCUDA Programme, Geneva, December 2012.



Voici la seconde édition de la lettre d'information semestrielle SYDONIA pour 2012. Comme de coutume notre objectif est d'informer la communauté des utilisateurs du SYDONIA et les autres parties intéressées, de plus en plus nombreuses, sur les activités du Programme et plus particulièrement sur l'évolution du système dans les pays.

Cette année qui s'achève a vu disparaître du paysage informatique les derniers systèmes de la version 2 de SYDONIA. Près de trente ans après les premières installations opérationnelles dans les pays, ce logiciel robuste est rangé au rayon des services rendus. Sa mise en place a constitué pour de nombreuses administrations douanières le premier accès au traitement automatisé de leurs opérations et leur a permis d'entreprendre et de réussir des actions de réforme et de modernisation tout en préservant les recettes ce qui constituait pour elles l'objectif premier. Une culture informatique douanière a été créée dans toutes ces administrations permettant la mise en oeuvre de procédures modernes. Des milliers d'utilisateurs ont été formés et parmi ceux-ci, plusieurs dizaines sont devenus des experts ou des consultants internationaux du Programme.

Nous vous irons tout d'abord visiter le centre SYDONIA de Kuala Lumpur qui depuis plus de vingt ans apporte son soutien aux projets des pays de la région Asie Pacifique en coopération avec le centre sous régional de l'ASMP (Mécanisme de soutien SYDONIA pour le Pacific) à Suva, Fidji.

Nous ferons ensuite le point sur le projet Afghanistan qui suit son cours avec succès dans un environnement difficile et nous nous arrêterons pour faire connaissance avec l'environnement du SYDONIA au Liban.

Nous nous rendrons ensuite aux Antilles pour visiter les projets de migration vers SYDONIA World des Caraïbes Néerlandaises et de Grenade.

Nous traverserons l'océan Atlantique pour nous rendre en Afrique où, tirant profit de l'amélioration constante des télécommunications, les projets de migration vers SYDONIAWorld se multiplient, souvent dans un cadre de Guichet Unique du commerce extérieur. Nous visiterons ainsi la Côte d'Ivoire et le Soudan

En Europe nous nous rendrons en Albanie où de nombreuses extensions fonctionnelles du SYDONIA ont été développées par l'équipe nationale et mises en oeuvre notamment pour la gestion des accises.

Nous ferons également le point sur le projet du territoire du Kosovo, implémenté sous l'autorité de la Mission d'administration intérimaire des Nations Unies au Kosovo (MINUK), où le système SYDONIA World est opérationnel dans tous les bureaux de douane.

Nous présenterons ensuite les plus récentes activités de coopération avec le Programme des Nations Unies pour l'Environnement (PNUE) et l'Organisation pour la Sécurité et la Coopération en Europe (OSCE).

Nous vous souhaitons une bonne lecture de cette lettre d'information et vous invitons à nous adresser vos commentaires et propositions sur [asycuda@unctad.org](mailto:asycuda@unctad.org). Nous vous souhaitons à tous, chères lectrices et chers lecteurs, de bonnes fêtes de fin d'année et nous vous présentons les voeux du Programme pour l'année 2013.

Division de la Technologie et de la Logistique,  
Equipe du Programme SYDONIA, Genève,  
décembre 2012



Esta es la segunda edición del boletín informativo semestral SIDUNEA para el año 2012. Como es tradición, nuestro objetivo es informar a la comunidad de usuarios SIDUNEA y otros sectores interesados, cada vez más numerosos, sobre las actividades más relevantes del programa y especialmente, el avance del sistema en los países.

Este año hemos sido testigos del final de los últimos sistemas aduaneros informáticos que utilizaban la versión 2 de SIDUNEA. Casi treinta años después de las primeras instalaciones en los países, este sólido software ha pasado finalmente a la historia. Su puesta en marcha constituyó para numerosas administraciones de aduanas el primer acceso al tratamiento automatizado de sus operaciones y les ha permitido emprender exitosas reformas y su modernización, logrando al mismo tiempo su principal objetivo que era asegurar los ingresos fiscales. De esta forma, fue imponiéndose en estas administraciones una cultura informática aduanera que llevaría a la aplicación de procedimientos modernos de despacho. Fueron formados miles de usuarios del sistema y muchos de ellos se han convertido hoy en expertos o consultores internacionales del Programa.

Comenzamos este boletín visitando el centro SIDUNEA de Kuala Lumpur que desde hace más de veinte años aporta su apoyo a los proyectos en los países de la región de Asia Pacífico, en colaboración con el ASMP (Mecanismo Subregional de SIDUNEA para el Pacífico) en Suva, Fiyi.

A continuación exponemos las actividades más recientes del proyecto en Afganistán que, a pesar del difícil entorno, sigue su curso con éxito. También pasaremos a conocer el entorno de SIDUNEA en el Líbano.

Luego visitaremos las Antillas para informar sobre los proyectos de migración a SIDUNEAWorld en el Caribe Holandés y Grenada.

Cruzaremos el Atlántico para ir a África, donde los proyectos de migración a SIDUNEAWorld se multiplican aprovechando la mejora constante de las telecomunicaciones, y participan al desarrollo de una Ventanilla Única para Comercio Exterior como es el caso de Côte d'Ivoire y de Sudán.

En Europa informaremos sobre Albania, donde el equipo nacional ha desarrollado e implementado numerosas extensiones de SIDUNEA, especialmente la gestión de los impuestos especiales.

También visitamos el proyecto en marcha en el territorio de Kosovo, desarrollado bajo la autoridad de la Misión de Administración Provisional de las Naciones Unidas en Kosovo (MINUK); SIDUNEAWorld está funcionando en todas las oficinas de aduanas.

Por último, presentaremos nuestra reciente colaboración con el Programa de las Naciones Unidas para el Medio Ambiente (PNUMA) y la Organización para la Seguridad y la Cooperación en Europa (OSCE).

Esperamos que disfrute de la lectura de este boletín y no dude en enviarnos sus comentarios y sugerencias a [asycuda@unctad.org](mailto:asycuda@unctad.org). Aprovechamos la oportunidad para desear a todos nuestros lectores unas felices fiestas con nuestros mejores deseos de éxito para el 2013.

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División de Tecnología y Logística, Equipo del Programa SIDUNEA, Ginebra, diciembre 2012.

# The ASYCUDA Support Centre for Asia and the Pacific

## Background

The ASYCUDA Programme's involvement in Asia & the Pacific started with a UNDP funded regional project in 1989. This was in response to several requests received by UNCTAD from countries in the region after the programme's successful beginnings in Africa. Upon completion of the project and with 3 customs departments in the process of deploying ASYCUDA in their respective administrations, what is today commonly known as the ASYCUDA Regional Office for Asia & the Pacific, was actually established in 1995, with operations funded by a cost-sharing arrangement involving the user countries. With the increasing number of countries adopting ASYCUDA in the Pacific, a sub-regional office i.e. the ASYCUDA Support Mechanism for the Pacific (ASMP), was established in Fiji in 2002 in order to provide support in the Pacific region.

## The Present

The ASYCUDA Regional office which has, so far, been involved in 27 national and regional projects, contributes to the implementation in the Asia & Pacific region of the mandate adopted at the UNCTAD XIII Ministerial Conference in Doha, Qatar, in April 2012.



UNDP offices in Kuala Lumpur hosting the ASYCUDA regional Centre

The Centre promotes the work of UNCTAD in the field of customs modernization and automation

towards Trade Facilitation; represents UNCTAD and the Programme at Trade related conferences and workshops in the region; upon the request by countries, arranges presentations of ASYCUDA and finally coordinates with international and regional organizations involved in trade.

It manages regional and national projects in the region, formulates project proposal, assists with resource mobilization, organizes capacity building activities, provides technical support, assists with the coordination of projects and reporting, and develops specific software modules.

Some of the most significant outputs of its Research & Development activities include but are not limited to first live testing of A++ deployment through internet (1996), development of self-benchmarking tools to assess customs modernization/automation progress (eg. MACT) and integration of ASYCUDAWorld with Social network tools (e.g. Twitter), etc.

Benefiting from an excellent and cost-efficient ICT infrastructure, the Regional Office developed and maintains the ASYCUDA Programme's website and mail, as well as its supporting ICT infrastructure.



The consultant's corner

## The Future

Asia and Pacific is home to some of the most active trading nations in the world and the volume of daily transactions in some of the ASYCUDA user administrations in the region is among the largest in the ASYCUDA user communities. This state of affairs is likely to remain as the global economic development opportunities shift towards Asia.

The ASYCUDA Regional office for Asia & Pacific will continue to provide targeted customs modernization/automation support to the countries in the region, in line with UNCTAD's mandate and the ASYCUDA Programme's overall development strategy. Anchored on the increasing mobilization of local expertise in its activities in the regional

office is well positioned to address the specific needs of the customs administrations in order to adapt to the ever changing trade environment, emerging challenges and the increasing importance of the Single Window concept, centred around customs.

## Implementation of ASYCUDA in Afghanistan Customs Department

The year 2012 saw the launching of the second phase of the ASYCUDA project of the Afghan Customs Department (ACD).



Transit routes in Afghanistan monitored with ASYCUDA

During the first phase, the ASYCUDA system was installed and the automated transit was operated along six main transit routes from Iran, Pakistan, Tajikistan, Uzbekistan and Turkmenistan to Kabul. Automation of these transit routes had led to a six fold increase in the number of trucks that reported to the inland Customs offices (Inland Clearance Depot (ICD)) and this increased revenue by some 400%!. In addition, during this first phase, the ASYCUDA DPS import / export (Declaration Processing System) was introduced at seven main Customs ICDs. Computerising the Customs process significantly increased efficiency and facilitated trade by simplifying documents and reducing the number of officers involved when processing a declaration. Calculation, accounting and collection of revenue were all automated and every payment was made into the bank and confirmed

electronically to the Customs system, thereby increasing revenue by a further 300%.

The main activities of the new phase of the ASYCUDA project are the rollout of the ACD ASYCUDA++ system in new Customs sites (to familiarise the Customs officers and traders with an automated environment), the migration of the Customs system to the latest ASYCUDA version (web-based) and the use of risk-management and selectivity nationwide, including exchange of customs data with the neighbouring countries. In parallel, the ACD ASYCUDA system will be enhanced with a new functionality including electronic Licenses, Single-Window components etc.



Website of the Afghani Customs Administration

During 2012, an extensive training program was started for both the project team (ACD and UNOPS) and the Customs officers, in the Customs Academy. At the beginning of the year, despite the worsening security situation, ASYCUDA DPS was successfully implemented at Khandahar ICD and Andkhoy (on the border with Turkmenistan), which is the 14th major Customs office that has gone live with the ASYCUDA system.

New procedure manuals have been written to guide the Customs staff; an ASYCUDA portal has been made available and development of the ASYCUDAWorld prototype system has commenced.

The Transit prototype has been tested and is now ready to be piloted.

During the year, the Cargo Control/Manifest was implemented at the Kabul International Airport. ASYCUDA Risk-Management/Selectivity has also been implemented at the Kabul International Airport, thereby achieving the IMF Selectivity Benchmark for Afghanistan and it is now ready for use in other Customs ICDs.

The Accounting Module has been modified to allow Customs to collect taxes and fees that are not paid on a declaration and to automatically prepare the budget reports for the Ministry of Finance.

In 2013, it is planned to roll-out the DPS which is currently only employed in Customs ICDs, to all border offices, in an effort to entirely eliminate processing of manual declarations. Risk-Management and Selectivity controls will be rolled out; the ASYCUDAWorld Transit prototype system will be implemented as new and communications upgraded and the ASYCUDAWorld DPS prototype will be implemented in several major offices.

## ASYCUDA in Lebanon

Financed by the Government of Lebanon and signed in March 2006, the ASYCUDAWorld implementation project enabled Lebanese Customs to master, state of the art ICT technologies and become a core element of the implementation of e-Government and e-Business in the country.

The project's objectives were to:

- 1 - Improve the efficiency of Customs operations at both local and national levels.
- 2 - Simplify the trading environment in terms of customs procedures and documentation.
- 3 - Provide the Government with the information necessary to formulate and conduct macro-economic and fiscal policy.
- 4 - Provide other users - e.g. Department of Statistics, Ministry of Finance, Ministry of Commerce, National Bank of Lebanon, etc - with information used in the monitoring and control of trade, and Customs Administration with management information on trade and on individual traders.

ASYCUDAWorld in Lebanon has been ported to a wide range of Intel based platforms. NAJM, and NOOR, the Customs Clearance computer systems, are compatible through the latest achievements, and developments set by the ASYCUDA and WCO

(World Customs Organization), with few special details appearing in the methodology of work.

### NAJM is the Customs Clearance automated information System

The core objective of NAJM is to facilitate Lebanon's international trade while maintaining adequate compliance with national laws and regulations. In order to achieve this objective, the customs administration must provide the trading community with information regarding their rights and duties and facilitate customs clearance operations.



Port of Beirut

### Direct Objectives

- Ensure compliance with Lebanese Law and regulation
- Reduce clearance procedures with regards to both costs and time

- Provide accurate and fast international trade statistics

### Long Term Objectives

- Enhance Lebanese trade competitiveness
- Establish a forum for dialog between stakeholders in international trade
- Assist in the redefinition of the Role of Customs in light of global and regional changes

### Transit Management

During the last quarter of 2012, Lebanese Customs and UNCTAD have joined forces to develop and implement a state of the art transit management solution, which is scheduled to be launched in early 2013. At this point in time, the new national Transit module has been tested and is now ready for national roll-out.

In the context of a technical assistance mission undertaken by UNCTAD experts, a new configuration has been added and reference tables needed for the application of the Transit module

have been updated. Taxation has also been updated for paid and suspended transit taxes and new print-outs have been created.

New application developments have also been made. They cover the following areas:

- Automatic generation of T1s and automatic write-off of the Transit Declaration
- Automatic Clearance of the Declaration after finalizing of all T1's
- Transit Guarantee management.
- Update selectivity module in order to add Transit as a new flow, (similar to import and export) in order to manage selectivity rules and define percentages for each lane separately.

Effective knowledge transfer has been conducted and allowed for the local team to remain deeply involved in the solution development process. The new Transit module is now completely mastered by the national team.

## Bonaire - Sint Eustatius - Saba



The Caribbean Netherlands (Bonaire, Sint Eustatius, also known as Statia, and Saba) are three islands located, far apart from each other, in the Caribbean. Before 10<sup>th</sup> October 2010, the three islands were part of the Netherlands Antilles; through a referendum Bonaire, Statia and Saba had become special municipalities of the Netherlands. The Administrative changes brought along many challenges for Customs Administration. Under the former Nederland Antilles, most cargo was cleared in Curaçao and then transported to Bonaire; ASYCUDA++ was used for that purpose and even though Bonaire Customs had access to the system very few transactions were processed in Bonaire. Cargo for Saba and Statia was not charged any import tax; therefore, there were no Customs presence on the islands.

Administrative changes and the establishment of Customs administration offices in Saba and Statia

became quite a challenge for Customs. In order to cope with the challenge and to provide effective and efficient service to the trade community and at the same time to maintain thorough cargo controls and goods clearance, the Caribbean Netherlands Customs Administration implemented ASYCUDAWorld.

The Caribbean Netherlands ASYCUDAWorld Project Team had been trained by UNCTAD's experts. Thereafter, they have built a prototype, trained the trading community (transporters, importers, exporters, brokers, etc.) as well as their fellow customs officers and implemented ASYCUDAWorld. The implementation of electronic manifests in Bonaire took place on 1<sup>st</sup> April 2011 and on 1<sup>st</sup> June 2011 a declaration using DTI was launched. The implementation of the system in Statia and Saba took place by the end of 2011.



ASYCUDA World is centralized at Customs Headquarters in Bonaire and accessed by internal and external end-users of the three islands, via internet. ASYCUDA World interacts with two other systems via web services. One allows the Importers information to be updated in ASYCUDAWorld on par with the system that manages information of Tax Payers (POSA). The other interface is used to register, in ASYCUDAWorld, the payments made on the Tax Office Cashiers System (GOS).



The Caribbean Netherlands has the peculiarity that people on the different islands speak more than one language. Even though, Dutch is the official language, at Saba and Statia, English is the most commonly used language, while in Bonaire it is Dutch. ASYCUDAWorld provides the users with the option to select the language of their preference (English or Dutch).



Currently an average of 600 declarations and 8 manifests are lodged into the system on a daily basis by Shipping Agents, Airlines Carriers, Brokers, Importers, Exporters and also Customs Officers, who are responsible to lodge Simplified Declarations for non-commercial cargo valued up to 1,000 \$US.



Caribbean Netherlands Customs have taken ownership of the system and are currently administering it. The service to the trade community is improving and becoming more effective and efficient day after day.

## ASYCUDAWorld Implementation - Grenada



Grenada commonly referred to as the Isle of Spice - mainly because of its production of spices such as nutmeg and cinnamon - is situated in the southern part of the Caribbean and just north of Trinidad and Tobago.

Grenada is also known for its lush green vegetation, white pristine beaches and for being home to the 2012, 400m male gold Olympian, Kirani James.

In order for small economies like the tri-island state of Grenada, Carriacou and Petite Martinique to successfully integrate into the world economy, they increasingly depend on trade facilitation efforts. These facilitation efforts, in turn, rely heavily on reforms at Customs and greater efficiencies at the ports in general.

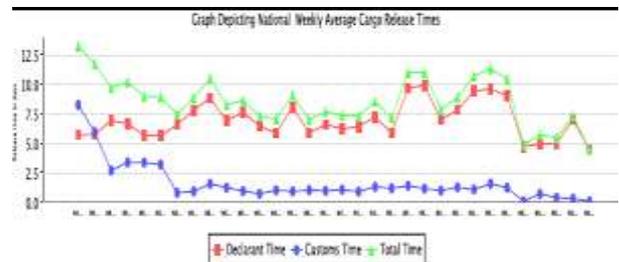
As Grenada Customs and Excise Division embarked on its reform and modernization drive, the migration from ASYCUDA 2.7 to ASYCUDAWorld became quite fittingly, one of the main aspects. The up-grade of the system opened the way for a number of improvements in the Division's trade facilitation efforts and brought tremendous benefits.

Traders are now able to access the system 24 hours a day, using the system through the Direct Trader Input (DTI) capability presented through ASYCUDAWorld. This facilitates the access of traders to Customs from any location. As a result, duplication of efforts has been eliminated, which has led to a significant reduction in the clearance time from days to hours at all ten Customs offices, and also to a more efficient utilization of staff. The slogan for the project was "work smarter not harder"



The Grenada Customs Administration understands the critical role technology plays in its continued efforts to drive the trade facilitation environment. As a means to further leverage the opportunities presented by ASYCUDAWorld, a decision was taken to invest in handheld devices giving officers the ability to electronically release cargo whilst on the floor, without having to return to their offices.

The system's ability to interface with the Grenada Port's Authority has allowed for real time data to be shared from Carrier Agent & Consolidators. This has resulted in better accountability and transparency in the processes as well as timely accurate reports for the Statistical office to inform the country's trade policy decisions.



As part of ASYCUDAWorld implementation, a One-Stop-Shop concept was realized at a newly built Central Cargo Unit located at the main port and a website: <http://www.customs.gov.gd/> to disseminate information on a timely basis. The new facility houses Customs staff along with representatives from the Grenada Ports Authority, Grenada Bureau of Standard, the Ministries of Agriculture and Health.



The operation is not limited to the physical aspect only but to ensure a real reduction in the carbon footprint of trading within and across borders. In so doing, we have virtually included the inspection operations of entities such as the Grenada Bureau of Standards, the Grenada Industrial Corporation, and the Ministries of Finance and Trade among others. For example, Traders are now able to apply for permits via the system and similar operations are carried out for the other entities. We view this as a step closer to a single window for trade related e-government services. Additionally, not only has ASYCUDAWorld impacted on infrastructural and procedural changes but also on human resources. Each member of staff has been trained and the Customs Administration stands proud of the local capacity it now has with its trainers.



The development and configuration of the system itself was carried out by local staff, on the Technical Team, owing to knowledge shared by the assigned UNCTAD Implementation team, spear-headed by Mr. Fabian Joseph.

As part of its IT Strategy, the Grenada Customs administration hopes to, as part of its IT Strategy, be a partner with the banks for online payments of duties and taxes, the inclusion of the passenger manifest and also the full utilization of the Human Resource management systems being developed by the local Technical Team based on programming skill acquired through the AW implementation project.

Grenada is grateful to UNCTAD, the EU and the World Bank, for their contribution towards Grenada achieving this major milestone of improving its investment climate through the use of ICTs in the cargo clearance process through the effective use of ASYCUDA World.



## SYDONIA en Côte d'Ivoire

Le projet SYDONIAWorld, rebaptisé SYDAMWorld (Système de Dédouanement Automatisé des Marchandises) dans le contexte ivoirien, a commencé le 13 juin 2005.

SYDAMWorld est l'adaptation du système SYDONIAWorld de la CNUCED aux spécificités des procédures de dédouanement des marchandises en République de Côte d'Ivoire. Cette adaptation se traduit par des ajouts de nouveaux modules (TRIE, CIVIO, DAI, AT...) et la mise en oeuvre de contrôles supplémentaires.

Les objectifs du SYDAMWorld peuvent être résumés en trois points :

- modernisation de l'appareil de production de la douane ;
- sécurisation des procédures de dédouanement ;
- accomplissement des missions de la Douane.

### Modernisation de l'appareil de production de la douane

SYDAMWorld a permis de préparer des plateformes de communication avec d'autres administrations nationales et étrangères assurant ainsi l'intégration des systèmes douaniers. D'autres applications informatiques seront exploitées sur ce réseau permettant de gérer des activités douanières diverses extérieures aux procédures de dédouanement.

Cette automatisation permettra à la Douane de réaliser la modernisation de l'ensemble de ses structures.

### Sécurisation des procédures

L'informatisation des procédures de dédouanement réduit considérablement l'intervention humaine

dans les mécanismes de gestion du dédouanement des marchandises. Elle permet également de sécuriser les procédures de dédouanement. SYDAMWorld en corollaire facilite d'autres fonctions et missions de la douane, notamment la mission économique et celle de facilitation des échanges commerciaux.

### Accomplissement des missions de la douane

Le SYDAMWorld, comme outil de gestion des procédures de dédouanement, couvre entièrement la mission fiscale et en partie la mission économique. A terme, avec les extensions prévues, il devra assurer une maîtrise des échanges commerciaux entre les Etats et préparer l'intégration des systèmes douaniers de la région OMD - Afrique.

Le projet SYDAMWorld a permis d'atteindre les objectifs principaux suivants:

- 1- Le transfert de compétences est un aspect essentiel du projet SYDAMWorld. Cet objectif a été un réel succès avec la formation des équipes techniques locales et l'assistance de deux experts de la CNUCED.
- 2- La prise en charge des développements spécifiques par l'équipe nationale.
- 3- L'intégration du tarif douanier et le paramétrage du système.
- 4- La mise en place réussie du site pilote.

## ASYCUDAWorld in Sudanese Customs

Over the past years, the Government of Sudan and, in particular, Sudan Customs have undertaken modernization programs which aim at improving and streamlining the customs business processes.



Customs Headquarters in Port Sudan

The implementation of the ASYCUDA project was accompanied with various reforms and modernization programmes: New facilities were built at customs Headquarters to host the new project, and in various Customs Offices.



Data centre for the system management (1)

A data centre, compliant with the highest industry standards was created to host the application and database servers. The Data centre is linked to the 15 Customs offices through two independent optic fibre connections, the first one as a main connection and the second as a backup.



Data centre for the system management (2)

Various initiatives have been taken to reinforce controls at the border such as the elective use of large scale X-ray Inspection system for scanning containers and other types of goods and the “one stop shop” for coordinating the physical controls of goods by the various Government agencies present at the border.



**In Country training for trade operators**

In addition to the multiple in-country training sessions that were held for the end users (Customs Officers and trade operators), the National Project Team (NPT) has conducted two high level training courses on the ASYCUDA platform - ; the ASYCUDAWorld Technical Foundation Training course took place in March 2011, in the ASYCUDA Regional Centre in Damascus while the ASYCUDAWorld Functional Foundation Training course took place at the ASYCUDA Centre of Excellence in Aqaba, Jordan.

At present, ASYCUDAWorld is implemented in 15 Customs offices countrywide, covering 99% of foreign trade operations.

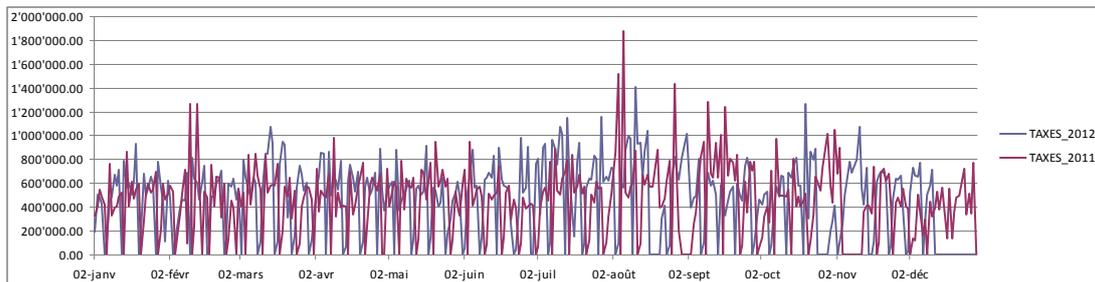


**Customs National Project team at the Aqaba Centre of Excellence**



**Customs National Project team during a training session at the Aqaba Center of Excellence**

This resulted in an increase of 25% of the number of Single Administrative Document (SAD) processed since the roll-out of the system to the main operational Customs offices with an average of 601 SAD processed daily. With the introduction of ASYCUDAWorld, clearance time has been reduced dramatically and revenue collection is currently 142% above targeted figures.



**Revenue collection 2011/2012**

## Implementation of ASYCUDAWorld EMCS in Albania



In line with its e-Customs Strategy, the Albanian Customs Administration (ACA) continues the process of the preparation of its Integrated Customs

Information System (ICIS), built around the ASYCUDAWorld core, for inter-operability with the European Union's IT systems.

A major ICIS component is the EMCS-AL (Excise Monitoring and Control System) for monitoring the movement of excise goods under suspension of excise duty.

The ASYCUDAWorld EMCS-AL was developed by a team of UNCTAD and Albanian Customs experts.



Mr. R. Gjioni, Director of Excise Department

The core functions of the EMCS-AL are:

- Management of applications, authorization of warehouse-keepers and approval of premises;
- Effective monitoring of movement of excise products with real-time information;
- Management of guarantee and payments;
- Risk-management and selectivity, system of real-time alerts;
- Reporting



Form for Excise declaration

The main benefits of the EMCS-AL, fully operational from September 2012 are:

- Paperless administration of electronic Administrative Accompanying Documents (e-AADs);
- Full integration with the ACA ASYCUDA Declaration Processing System and Common Reference Database;
- Single Electronic Access Point for users self-registration.

Statistical facts and figures (as for November 2012):

- Authorisations issued by ACA: 295
- Tax warehouses authorised: 308
- Number of movements processed: 9,194.

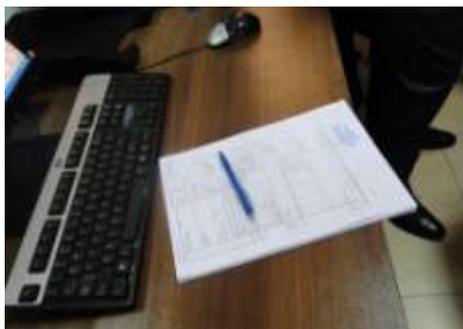


Experts from the ACA Excise Department celebrating the 1<sup>st</sup> Authorisation issued by the ACA EMCS

## Implementation of ASYCUDAWorld in Kosovo Customs

Kosovo Customs has selected UNCTAD ASYCUDAWorld system as a tool for the full automation of Customs operations, replacing the outdated system in use for more than six years. UNCTAD has been authorized by UNMIK to act on its behalf, in accordance with UN Security Council resolution 1244 (1999).

This year, the Kosovo Customs (KC) specialists, trained and supported by UNCTAD international experts, have finalised the prototyping and testing of the KC ASYCUDA system, based on the latest UNCTAD ASYCUDA version – ASYCUDAWorld, and rolled-out the system in twenty Customs sites. The system, covering all Customs operations (Transit, Cargo Control/Manifest, all types of imports/ exports, temporary and regimes with economic impact, risk-management etc), is being fully operational since September 2012.



**The 1<sup>st</sup> ASYCUDA Declaration**

It is the first ASYCUDAWorld full implementation in three languages (Albanian, English and Serbian): user interface, transactional and reference databases. All declarations are submitted by the traders to Customs in electronic format (100% DTI, Direct Trader Input) and processed through the KC ASYCUDA system (100% automation). Customs declarations are then consolidated in the KC headquarters to produce real-time statistics.



**KC Project Team**

The updates of the reference data (tariff, exchange rate etc) are made by the Customs headquarters and available in all Customs offices in real time, which is an effective tool for a consistent and effective result..



**Website of the Kosovo Customs Administration**

KC has implemented, from the very beginning, strong anti-corruption measures, e.g. the allocation of the Customs officers for physical inspection automatically, by the ASYCUDA system. From a technical point of view, it is a state-of-the-art implementation with a fully redundant solution and automatic failover.

The total number of electronic documents processed by the ASYCUDAWorld system in three months demonstrates as follows:

- Transit: 52,500;
- Manifests: 50,000;
- Import/Export declarations (SADs): 72,000;
- Simplified declarations: 18,000.

The average number of concurrent users (connected simultaneously) is around 250 (customs and traders).

The Customs Portal provides public information as well as a secure environment for authorized users to have access to the KC ASYCUDA system and other on-line services.

The ASYCUDA Project Team is currently working on the implementation of advanced ASYCUDAWorld features such as web-services for e-payments, Single Window components etc.

## UNCTAD and UNEP Cooperation - Greening the Customs



In the second half of 2012, the dialogue between UNCTAD and UNEP within the Green Customs Initiative, established at the Regional Green Customs meeting in Ashgabat in October 2010, has been transformed into practice.

Further to interagency consultations, UNCTAD ASYCUDA and UNEP experts have agreed on the need to conduct a feasibility study to develop an interface between the ASYCUDA system, used in more than 90 countries around the world, and the informal Prior Informed Consent (iPIC) system of UNEP (information exchange on trade in Ozone Depleting Substances - ODS). Such an application would be made available to Customs and other national controlling agencies for the purpose of issuing, controlling and monitoring the use of the ODS e-licenses, as well as to producing trade statistics relevant to the Montreal Protocol implementation.

Thanks to the firm commitment of the authorities of Gibraltar to e-governance and global environment protection, and based on the most recent version of the ASYCUDA system by H.M. Customs Department Gibraltar, it has become possible to start a pilot project on the development and testing of a special e-ODS licensing module for import/export of the ODS.

In August 2012, a joint meeting took place in Gibraltar gathering authorities from Customs, the Ministry for Environment and the Environmental Agency, and experts from UNCTAD and UNEP. The meeting was attended by the Minister for the Environment, Dr. John Cortes, the Collector of Customs, John Rodriguez, and Mr. Ezra Clark from the UNEP Ozone Action Programme. Participants of the meeting approved the Joint e-ODS Action Plan, which provides a road map for a step-by-step implementation of the e-ODS module. The planned actions range from bringing the national legislation and procedures in line with applicable international standards up to developing and rolling out the practical e-ODS application, tentatively by June 2013.

The UNCTAD-UNEP-UK/Gibraltar initiative has been presented at the Regional Customs cooperation meeting on ODS in Istanbul, Turkey and Green Customs Workshop in the Maldives. As a result of the presentation, a number of participants to the meeting expressed their initial interest in implementing a similar e-ODS module in their respective countries.



## UNCTAD ASYCUDA-OSCE: Promoting Best Practices in Customs Sector



In 2012 the collaboration between UNCTAD/ASYCUDA, the OSCE and the UNECE in promoting best practices in Customs and border management has been successfully continued.

The rich experience of UNCTAD ASYCUDA in the area of Customs and trade facilitation has been reflected in the new UNECE-OSCE "Handbook of Best Practices at Border Crossings – Trade and Transport Facilitation Prospective", published in June 2012. This publication provides many examples of the successful implementation of UNCTAD ASYCUDA ICT technologies, in particular, risk management techniques in beneficiary countries.

Responding to an OSCE invitation, the UNCTAD ASYCUDA trainers took part in two regional capacity building seminars at the OSCE Border Management Staff College in Dushanbe, in July and September 2012. These events were attended by representatives of Customs, border patrol

services and other government agencies of Afghanistan, Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan, Latvia, Moldova, Switzerland, Tajikistan and Turkmenistan.

UNCTAD ASYCUDA experts presented the most recent ASYCUDA developments based on the Single Window and e-governance principles: e-portal, e-certification, multiagency risk management, pre-arrival information, valuation control etc. Bilateral discussions on the margins of these meetings, in particular with the Tajik Customs administration, has helped to identify areas for potential future cooperation, such as Customs/transit data exchange between Afghanistan and neighboring countries.

It is expected that in the future, new joint UNCTAD/ASYCUDA-OSCE training activities will take place in other regions.

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