ASYCUDA Newsletter

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Division on Technology and Logistics

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Editorial

This publication of the ASYCUDA newsletter coincides with the upcoming 14th UNCTAD quadrennial ministerial Conference to be held in Nairobi, Kenya from 17 to 22 July 2016 under the theme "From decision to action: moving toward an inclusive and equitable global economic environment for trade and development". This year's UNCTAD Conference aims at identifying "challenges and opportunities in multilateralism for trade and development" and "advancing economic structural transformation and cooperation to build economic resilience".

ASYCUDA, UNCTAD's largest technical assistance programme, has a direct role in this multilateralism and cooperation approach by developing sustainable partnerships and cooperation with customs and trade and transport facilitation stakeholders. Nowadays, the role of Customs departments is changing. In addition to helping Governments deal with national and international policies associated with revenue collection and fight fraud and corruption, these entities are becoming more and more active in border protection and management. Moreover, in the case of disaster-prone countries, the role of Customs is crucial to expedite the deployment of equipment and relief supplies which allow humanitarian and emergency aid to reach the needed populations more rapidly and efficiently. In an ever-changing environment, reform and modernization are imperative to Customs departments to adapt and better respond to face today's challenges. Automation and optimization are an essential part of such necessary reform and modernization efforts. The use of an automated system allows not only the collection of data, but also the implementation of international conventions, besides allowing the creation of statistical information on external trade for government analysis and planning.

More and more the role of the ASYCUDA Programme is being recognized as the center-piece, a catalyzer for making the reform efforts happen by international and regional organizations, by trade associations and by governmental agencies. Indeed, the ASYCUDA Programme has built over the last 30 years an extensive experience in the modernization of customs administrations and procedures in line with international standards and best practices. This is demonstrated by the numerous partnerships signed in the past three years or by those being requested; especially the ones for the establishment of ASYCUDA Regional Centres. These partnerships take form of Memorandums of Understanding, Exchange of letters of collaboration, or other similar formats.

Up until 2010 these partnerships were agreed mainly with national or multi-national government agencies.
In 2013, Memorandums of Understanding (MOU) were signed with the World Customs Organization, IATA (International Air Transport Association) and regional entities such as Eurasian Economic Commission, COMESA (Common Market for Eastern and Southern Africa) and ECOWAS (Economic Community of West African States).
In 2014, Memorandums of Understanding (MoU) or exchange of letters were signed with ASEZA (Aqaba Special Economic Zone Authority of Jordan), CITES (Convention on International Trade in Endangered Species), WTO (World Trade Organization) and OCHA (United Nations Office for Coordination of Humanitarian Affairs).
In 2015, Memorandums of Understanding (MoU) or exchange of letters were signed and exchanged with the following: ITC (International Trade Centre), UNESCO (United Nations Educational, Scientific and Cultural Organization) and UPU (Universal Postal Union). Also during 2015, new discussions for partnerships were initiated with WIPO the (World Intellectual Property Organization) and WCO (World Customs Organization) on safeguarding intellectual property rights.
In 2016, an MOU was signed with the H.M. Customs Department of Gibraltar for the establishment and development of a Centre of Excellence in Gibraltar to strengthen the trade facilitation and m-government (mobile-government) initiatives among other things.

This issue of the ASYCUDA Newsletter illustrates the partnerships signed in the last three years detailing progress that has been made in multiple directions. These partnerships are classified into 5 categories depending on whether it involves UN agencies, international organizations, regional groups, trade associations or governmental agencies.

We invite you to send any comments you might have to asycuda@unctad.org.

Division on Technology and Logistics,
ASYCUDA Programme,
Geneva, June 2016.

Ce numéro de la lettre d'information de SYDONIA coïncide avec la 14ème session de la Conférence des Nations Unies sur le Commerce et le Développement qui aura lieu à Nairobi au Kenya du 17 au 22 juillet 2016 sous le thème "Des décisions aux actions: Vers un environnement économique mondial équitable et solidaire au service du commerce et du développement". Cette année, la Conférence a pour objectif d'identifier "les enjeux et perspectives du multilatéralisme pour le commerce et le développement" et "faire progresser la transformation structurelle et la coopération afin de renforcer la résilience économique".

SYDONIA, principal programme d'assistance de la CNUCED, s'inscrit dans cette approche multilatérale en établissant des partenariats avec les acteurs de la facilitation du commerce et des échanges et des Douanes en général. De nos jours, le rôle de la Douane est en constant changement. En plus d'aider les Gouvernements à faire face aux réglementations nationales et internationales liées à la collection de droits et taxes et la lutte contre la fraude et la corruption, ces entités sont de plus en plus actives dans la gestion et la protection des frontières. De plus, dans le cas des pays sujets aux catastrophes, le rôle de la Douane est crucial dans l'accélération du déploiement des équipements et des produits de première nécessité afin de permettre aux aides humanitaires d'atteindre au plus vite les populations en besoin. Dans un environnement en constante évolution, des réformes et une modernisation sont impératives pour s'adapter et mieux répondre aux défis d'aujourd'hui. L'automatisation et l'optimisation sont des composantes essentielles pour conduire à bien ces réformes et cette modernisation. L'utilisation d'un système automatisé permet non seulement la collection d'informations, mais aussi la mise en pratique de conventions internationales et la production de statistiques sur le commerce extérieur pour analyse au niveau gouvernemental.

Le Programme SYDONIA est de plus en plus reconnu comme la pièce maîtresse de la mise en œuvre de réformes aux niveaux des organisations internationales, des associations professionnelles commerciales et des agences gouvernementales. En effet, le Programme SYDONIA s'est construit une expérience considérable ces 30 dernières années dans la modernisation des administrations douanières et des procédures en concordance avec les standards internationaux et les meilleures pratiques. La preuve en est que, ces 3 dernières années, de nombreux partenariats ont été signés et de nombreux autres ont été sollicités; surtout ceux

visant la création de Centres Régionaux SYDONIA. Ces partenariats prennent la forme de protocoles d'accords (MOU), d'échanges de lettres de collaboration ou autres format similaires.

Jusqu'en 2010, la plupart de ces partenariats impliquaient des agences gouvernementales.
En 2013, des protocoles d'accord ont été signés avec l'OMD (Organisation Mondiale des Douanes), IATA, la CEEA (Communauté Economique EurAsiatique), le COMESA (Marché commun de l'Afrique orientale et australe) et la CEDEAO (Communauté Economique des États de l'Afrique de l'Ouest).
En 2014, des partenariats ont été signés avec ASEZA (Autorité de la Zone Economique Autonome Spéciale d'Aqaba en Jordanie), CITES (Convention sur le commerce international des espèces de faune et de flore sauvages menacées d'extinction), l'OMC (Organisation Mondiale du Commerce) et OCHA (Bureau de la coordination des affaires humanitaires).
En 2015, des protocoles d'accords ont été conclus avec les entités suivantes: le Centre du Commerce International (CCI), l'UNESCO (Organisation des Nations unies pour l'éducation, la science et la culture) et l'UPU (Union Postale Universelle). Toujours en 2015, des discussions de partenariat ont été entamées avec l'OMPI (Organisation Mondiale de la Propriété Intellectuelle) et l'OMD sur la protection des droits de la propriété intellectuelle.
En 2016, un protocole d'entente a été signé avec le Département des Douanes de Gibraltar pour la création d'un Centre d'Excellence visant le renforcement des initiatives de facilitation du commerce et de mise en place de procédures m-gouvernementales (en utilisant les technologies, applications et services mobiles) entre autres.

Cette édition de la lettre d'information du Programme SYDONIA illustre et détaille les partenariats conclus ces 3 dernières années. Ces partenariats ont été classés en 5 catégories en fonction de l'implication d'agences de l'ONU, d'organisations internationales, de communautés régionales, d'associations professionnelles commerciales ou d'agences gouvernementales.

Nous vous souhaitons une bonne lecture de cette lettre d'information et vous invitons à nous adresser vos commentaires sur asycuda@unctad.org.

Division de la Technologie et de la Logistique, Programme SYDONIA, Genève, juin 2016.

Esta nueva edición del boletín SIDUNEA coincide con el 14° período de sesiones de la Conferencia de Naciones Unidas sobre Comercio y Desarrollo (XIV UNCTAD) que tendrá lugar en Nairobi, Kenia, del 17 al 22 de julio de 2016 bajo el tema "De las decisiones a las acciones: Avance hacia un entorno económico mundial inclusivo y equitativo para el comercio y el desarrollo". La Conferencia de este año tiene como objetivo identificar "retos y oportunidades en el multilateralismo para el comercio y el desarrollo" y "promoción de la transformación de la estructura económica y fomento de la cooperación para crear resiliencia económica".

SIDUNEA, el mayor programa de asistencia técnica de la UNCTAD, tiene un cometido directo en este enfoque de multilateralismo mediante la conclusión de acuerdos de colaboración con diversas entidades relacionadas con aduanas y facilitación del comercio y transporte. Hoy en día, la labor de los departamentos de aduanas está cambiando. Además de ayudar a los gobiernos a tratar con las políticas nacionales e internacionales relacionadas con la recaudación de impuestos y lucha contra el fraude y la corrupción, estas entidades son cada vez más activas en la gestión y protección de fronteras. Por otra parte, en el caso de los países más expuestos a catástrofes, el papel de las Aduanas es crucial para acelerar el despliegue de equipos y suministros de socorro permitiendo que la ayuda humanitaria llegue a las poblaciones necesitadas lo antes posible. En un entorno en constante cambio, la reforma y la modernización son imprescindibles para adaptarse y responder mejor a los retos actuales. Automatización y optimización son una parte esencial de estos esfuerzos de reforma y modernización necesarios. El uso de un sistema automatizado permite no sólo la recopilación de datos, sino también la aplicación de las convenciones internacionales, además de permitir la creación de información estadística sobre el comercio exterior para el análisis y la planificación gubernamental.

Cada vez más el papel del Programa SIDUNEA está siendo reconocido como el epicentro, un catalizador para conseguir que las organizaciones internacionales, las asociaciones comerciales y las agencias gubernamentales intensifiquen los esfuerzos de reforma. De hecho, el Programa SIDUNEA ha construido en los últimos 30 años una amplia experiencia en la modernización de las administraciones y procedimientos aduaneros en línea con los estándares internacionales y los mejores métodos. Esto ha quedado demostrado con el considerable número de acuerdos firmados en los

últimos tres años y aquellos que se han solicitado; especialmente los que consisten en la creación de Centros Regionales SIDUNEA. Estos acuerdos de cooperación adoptan forma de Memorandos de Entendimiento, intercambio formal de cartas de colaboración, u otros formatos similares.

Hasta el año 2010 estas asociaciones se convinieron principalmente con agencias gubernamentales.
En 2013, se firmaron Memorandos de Entendimiento (MOU) con la OMA (Organización Mundial de Aduanas), IATA, la CEEA (Comisión Económica de Eurasia), COMESA (Mercado Común de África Oriental y Austral), y la CEDEAO (Comunidad Económica de Estados de África Occidental).
En 2014, se firmaron acuerdos con ASEZA (Autoridad de la Zona Económica Especial de Aqaba en Jordania), CITES (Convenio sobre el comercio internacional de especies amenazadas), la OMC (Organización Mundial del Comercio) y OCHA (Oficina de Coordinación de Asuntos Humanitarios de la ONU).
En 2015, se firmaron Memorandos de Entendimiento (MOU) con: el CCI (Centro de Comercio Internacional), UNESCO (Organización de las Naciones Unidas para la Educación, las Ciencias y la Cultura) y UPU (Unión Postal Universal). También durante 2015 se iniciaron negociaciones para establecer acuerdos con la OMPI (Organización Mundial de la Propiedad Intelectual) y la OMA sobre la protección de los derechos de propiedad intelectual.
En 2016, se firmó un Memorando de Entendimiento con la Dirección de Aduanas de Gibraltar para el establecimiento y desarrollo de un Centro de Excelencia para fortalecer las iniciativas de facilitación del comercio y m-gobierno (gobierno-móvil) entre otras cosas.

La presente edición del Boletín SIDUNEA ilustra y detalla las colaboraciones concluidas en los últimos tres años. Estas colaboraciones se clasifican en cinco categorías dependiendo de si se trata de agencias de la ONU, organizaciones internacionales, comunidades regionales, asociaciones comerciales o agencias gubernamentales.

Esperamos que disfrute de la lectura de este boletín y le invitamos a enviarnos sus comentarios sobre asycuda@unctad.org.

División de Tecnología y Logística,
Programa SIDUNEA, Ginebra, junio de 2016.

COOPERATION AGREEMENTS WITH UN SPECIALIZED AGENCIES

Located in Geneva, CITES (Convention on International Trade in Endangered Species of Wild Flora and Fauna) is administrated by UNEP (United Nations Environment Programme) and aims at protecting endangered plants and animals. Roughly 5,600 species of animals and 30,000 species of plants are protected by CITES against over-exploitation through international trade. Several recent UN reports indicate that criminal organizations have diversified into the illegal markets for fauna and flora, attracted by high profits and low risks.

In this context, CITES Secretariat and UNCTAD have signed an MOU, in July 2014, to enforce their cooperation in the protection of species of endangered fauna and flora (including products from them) by creating a control system for any trade and transaction in these species (refer to figure 1 below).

UNCTAD, Centre of Excellence Gibraltar and UNEP are developing and promoting the automation of the entire certification process for import/export of CITES protected species and products.

The e-CITES system covers all e-certification functions, in a Single Window approach (refer to figure 2), from the traders'/physical person's electronic application for a CITES certificate/permit, evaluation and issuance /rejection by the responsible government agency, the control by Customs of the customs declarations vs. e-certificate/permit and monitoring of the use of CITES e-Certificates / e-Permits.

The e-CITES training materials and guidance manuals are being developed and will be used to train the interested partners and user-countries. Moreover, regional training courses will be organized for other UN agencies to sustain the strategy of capacity building for environmental agencies and customs administrations.

Until now, several countries and donors have expressed their interest in the implementation of e-CITES in the most affected regions of the world.
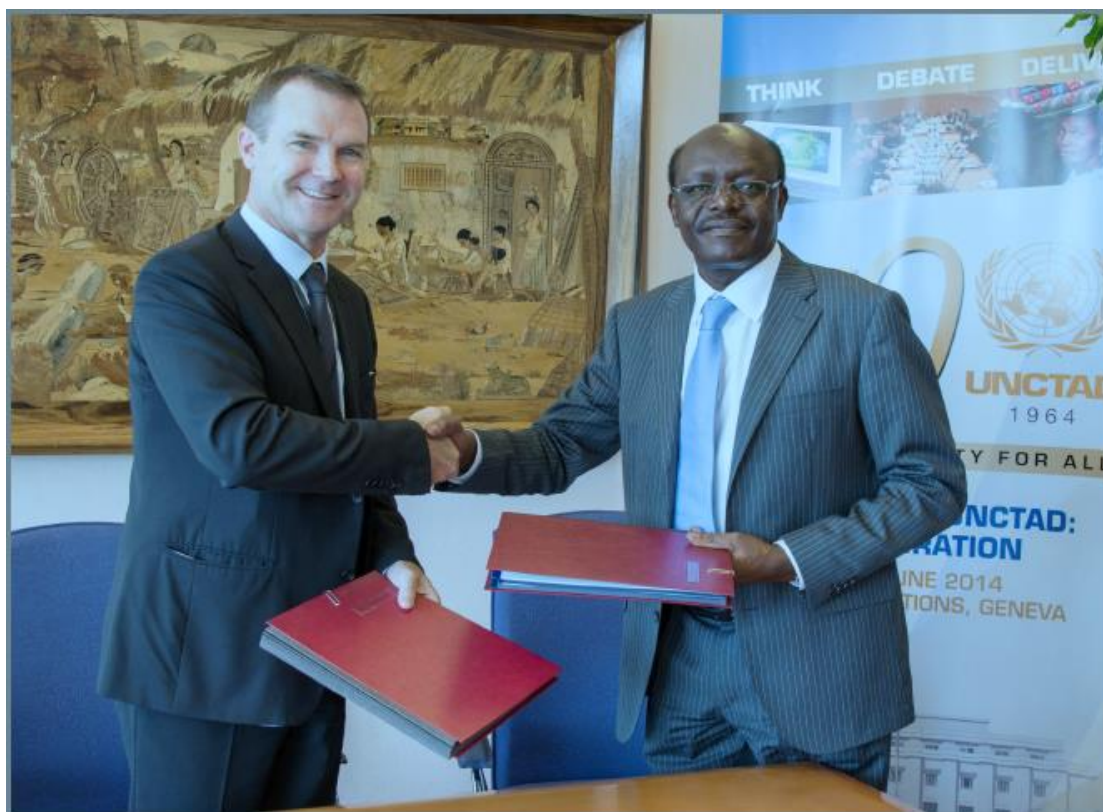
Figure 1: CITES Secretary General, Mr. John E. Scanlon, and UNCTAD Secretary General, Mr. Mukhisa Kituyi, at the signing ceremony

Figure 2: e-CITES Certification Request e-document

International Trade Centre

The ITC (International Trade Centre) is a subsidiary organization of WTO (World Trade Organization) and UNCTAD which provides trade-related technical assistance. It is thus based in Geneva, Switzerland. The MOU between ITC and UNCTAD was signed in November 2015. It is related to cooperation between ITC's Market Analysis Tools Programme and UNCTAD's ASYCUDA Programme. Its purpose is to improve the transparency of data from developing countries on trade and market access and to organize jointly outreach events to disseminate knowledge of ASYCUDAWorld and trade efficiency standards. The plan is to develop an application to allow the transfer by user countries of ASYCUDAWorld data to ITC and provide a depository for a range of national trade and market access related data and information and for its communication with databases that serve ITC's market analysis tools. Moreover, both parties will provide technical assistance and related capacity building in developing countries on the extraction of data from ASYCUDAWorld to ITC.

OCHA

Founded in 1991, the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) is the UN agency designed to strengthen the UN's response to complex emergencies and natural disasters.

The increase of natural or other sudden onset disasters has highlighted the need to improve the efficiency of the international community's contributions to humanitarian operations (refer to figure 3). OCHA, in close cooperation with UN agencies and the international community, has initiated several activities aimed at improving some key disaster response tools. One of these initiatives is to ensure application of simplified Customs procedures in order to speed up the delivery of international humanitarian assistance.

OCHA initiated the development of a Model Agreement between the UN and Governments concerning measures to expedite the import, export and transit of relief consignments and possessions of relief personnel in the event of disasters and emergencies.

In this context and taking into account that that the UNCTAD ASYCUDA system is operational in

many disaster and crisis-prone countries, OCHA and UNCTAD have signed an MOU, in early 2014, to enhance their cooperation, in particular, by promoting the automation of simplified customs procedures and processing of international relief in humanitarian emergencies.

The collaboration of OCHA and UNCTAD resulted in the development by the Centre of Excellence of an additional ASYCUDA module, called ASYREC (Automated System for Customs Relief Emergency Consignments), which is available for both ASYCUDA- and non-ASYCUDA-user countries, which automates the control and monitoring of relief consignments and possessions of disaster relief personnel. The module can interoperate with any customs IT system.

ASYREC brings several major advantages:

- Relief consignments can be clearly indicated as "humanitarian relief" by sending agencies or donors, so that they can easily be recognized and prioritized by customs authorities;
- Identified priority needs can be entered and recognized in the system during the disaster, to allow more rapid processing of those items by customs authorities;
- In preparation for potential unforeseen emergencies, customs authorities can enter trustworthy humanitarian donors into the system, with the result that shipments from these agencies are processed with priority in a "green lane" in an emergency situation/context (figures 4, 5 and 6);
- Different types of humanitarian relief items can be associated with national customs law by the affected country (e.g. exemption from import tax), enabling completely automated processing and release of these goods by customs authorities without delays (figure 7);
- It contributes to a more accurate overview of incoming relief for humanitarian response planning national authorities and international actors such as the Logistics Cluster in close cooperation with customs authorities.

OCHA and UNCTAD will organize joint training courses at national and regional level.

Figure 3: Example of international community's contribution to humanitarian operations
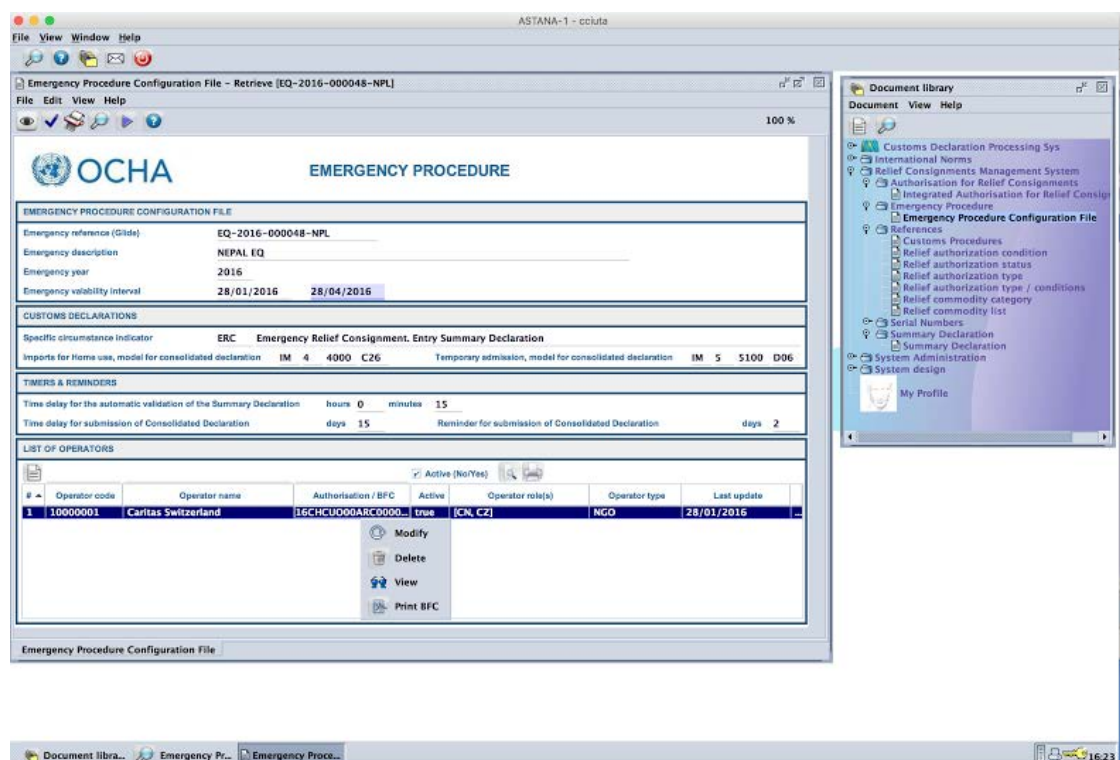
Figure 4: Submitting an emergency procedure for import or export
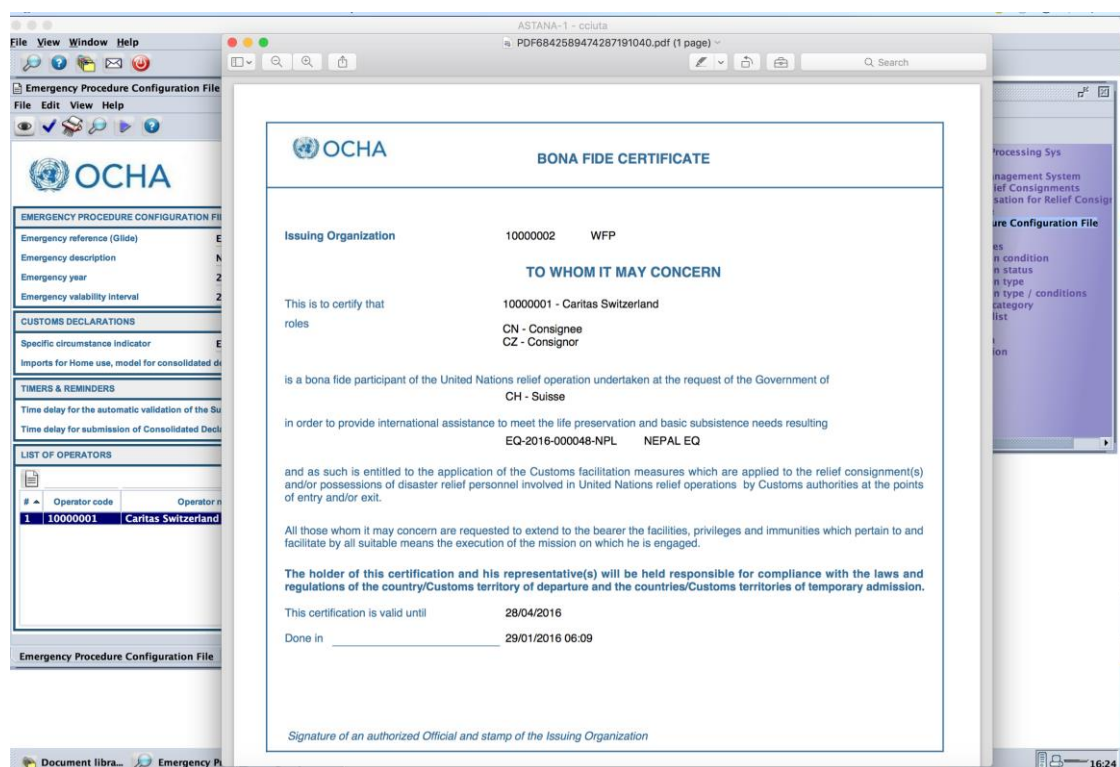
Figure 5: Generation of Bona Fide Certificate

Figure 6: Applying and getting the authorization for relief consignments

Figure 7: Submission of a summary declaration

The United Nations Educational, Scientific and Cultural Organization's (UNESCO), based in Paris, is the UN agency contributing to peace and security by promoting international collaboration through educational, scientific and cultural reforms.

In November 2015, UNESCO and UNCTAD have signed an agreement that formalizes their cooperation in the fight of illegal trade of cultural objects in Afghanistan.

UNCTAD, Centre of Excellence Gibraltar and the UNESCO Office in Afghanistan are developing and promoting the automation of the entire certification process for import/export of cultural goods (figure 8).

The e-CULTURE system covers all e-licensing functions, in a Single Window approach, from the traders'/physical person's electronic application for an Export License for Cultural Goods, evaluation and issuance/rejection by the responsible government agency, the control by Customs of the customs declarations vs. e-License and monitoring of the use of e-Licenses.

The system is providing an interface to target the illicit trafficking of cultural objects by processing digital images of attached documents, defining types of intervention and examination instructions and handling the result of intervention. e-CULTURE can interoperate with any customs IT system.

Until now, more countries have expressed their interest to use the system. The e-CULTURE training materials and user manuals are being developed and will be used to train the interested partners and user-countries. Regional training courses will be organized for other UN agencies and interested parties.

Figure 8: Export license for cultural objects

Based in Bern, Switzerland, the Universal Postal Union (UPU) is a specialized agency of the United Nations that coordinates postal policies among member nations.

UPU and UNCTAD have signed a cooperation agreement, in 2015, aiming at establishing and facilitating the exchange of electronic customs information between designated postal operators and the Customs authorities in the ASYCUDA-user countries.

In order to do that, a standardized interface between the UPU software and the ASYCUDAWorld is jointly being developed to enable Customs Administrations to receive electronic pre-arrival information on merchandise with designated operators and, eventually, to reporting back clearance information to UPU.

All these interactions will be ensured via the implementation of web-services between the UPU software and the ASYCUDAWorld Post Module. Adequate training will be provided jointly by UNCTAD and UPU to the customs administrations on the enhancement and maintenance of the interface. As of today, meetings have been held to agree on the structure of the web-services to be implemented.

COOPERATION AGREEMENTS WITH INTERNATIONAL ORGANIZATIONS

WCO (World Customs Organization) is an intergovernmental organization which headquarters are in Brussels, Belgium. It is recognized as the global centre of customs expertise and plays a leading role in the development and promotion of modern customs procedures. The Memorandum of Understanding between WCO and UNCTAD was signed in March 2013. Its purpose is the development and piloting of an ASYCUDA module

for performance measurement (ASYPM). The solution was built using expertise from both organizations. It is a tool for promotion of integrity within the Customs institution and its major stakeholders. It is composed of 29 Performance indicators, based on the Cameroon and Togo experiences, as vetted by the WCO and piloted in Liberia. ASYPM is a way to increase efficiency and detect bad practices. Customs management has, at its finger tips, tables with a drill-down function, dynamic graphs, diagrams providing live and accurate information on all Customs operations. For instance, figure 9 stresses a performance measure on the registered declarations per office code per month focusing on the percentage of paid declarations against registered declarations and the amount of taxes registered against taxes paid. It also shows 9 performance measures in relation with delays between different steps of the clearance

procedure (late collection of revenue, time delay between ship's arrival and exit of goods…). Figure 10 below is a performance measure of revenue and enforcement. Indeed, it emphasizes the duties and taxes collected on a monthly basis as well as the number of declaration assessed, modified, unpaid and selected. Figure 11 below is more a monitoring performance measure showing the inspectors' workload and activity per month providing statistics on the average number of declarations assigned among other things. Among the benefits of this application, monetary value of corrections made by examiners and compliance by consignors with Customs requirements are increased and staff members needing to improve their capacity and performance are identified. In 2015, the Democratic Republic of Congo was the first country to request assistance to adopt a new ASYCUDA module focusing on performance measurement (ASYPM) within Customs administrations and of their stakeholders. This module leverages customs data (operational and transactional) present in the ASYCUDA system to study operational trends and to enable decision-making. Performance measurement within Customs is more than a tool to fight corruption, and enhance effectiveness and efficiency: it is a methodology to inspire its senior management to carry out reform at different levels. Many other countries are reflecting on introducing

this new module. The Democratic Republic of the Congo is currently implementing the solution.
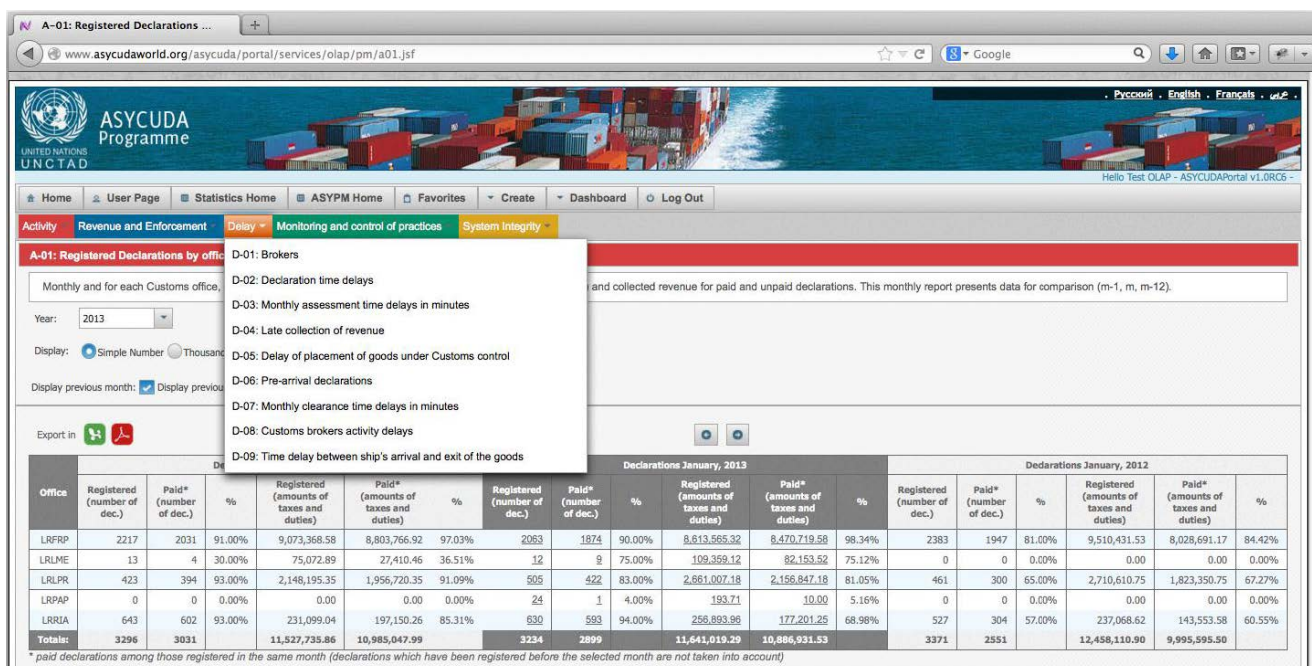
Figure 9: Amounts and numbers of registered and paid declarations per month per customs office
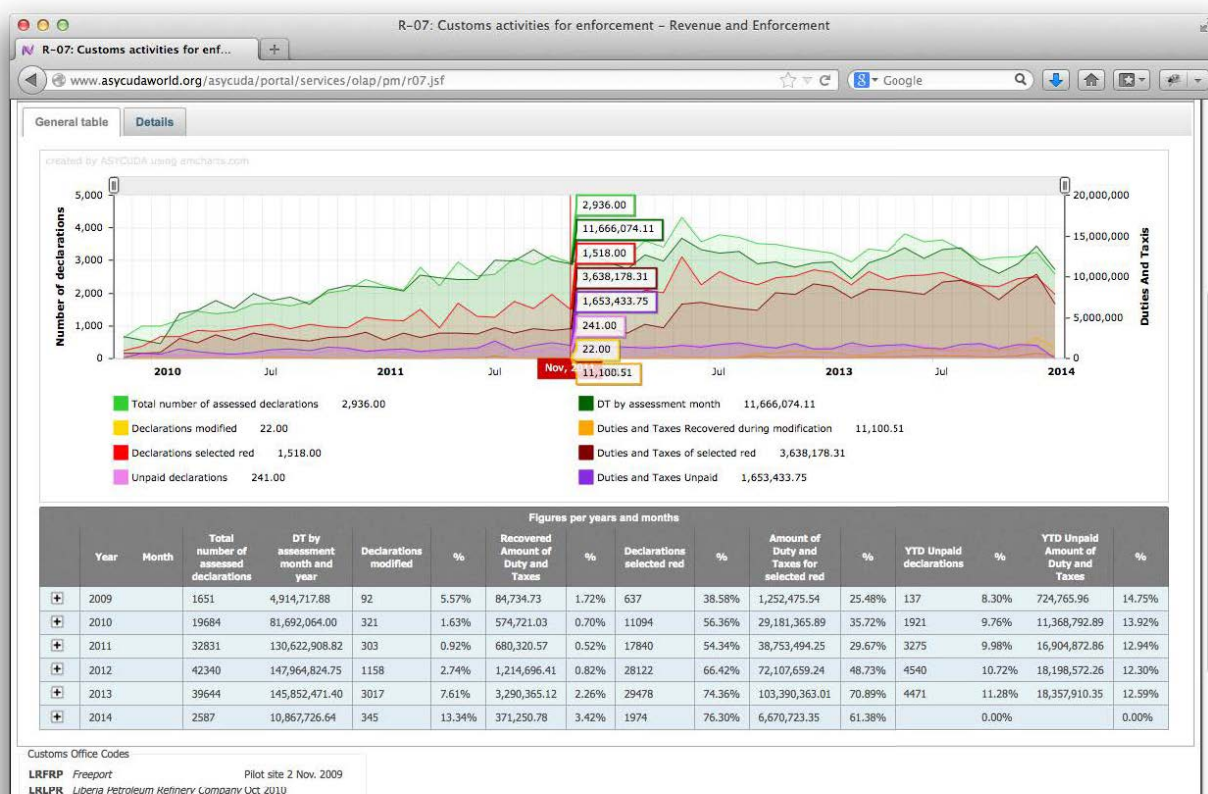
Figure 10: Duties and taxes collected on a monthly basis depending on selectivity lanes and modifications of declarations
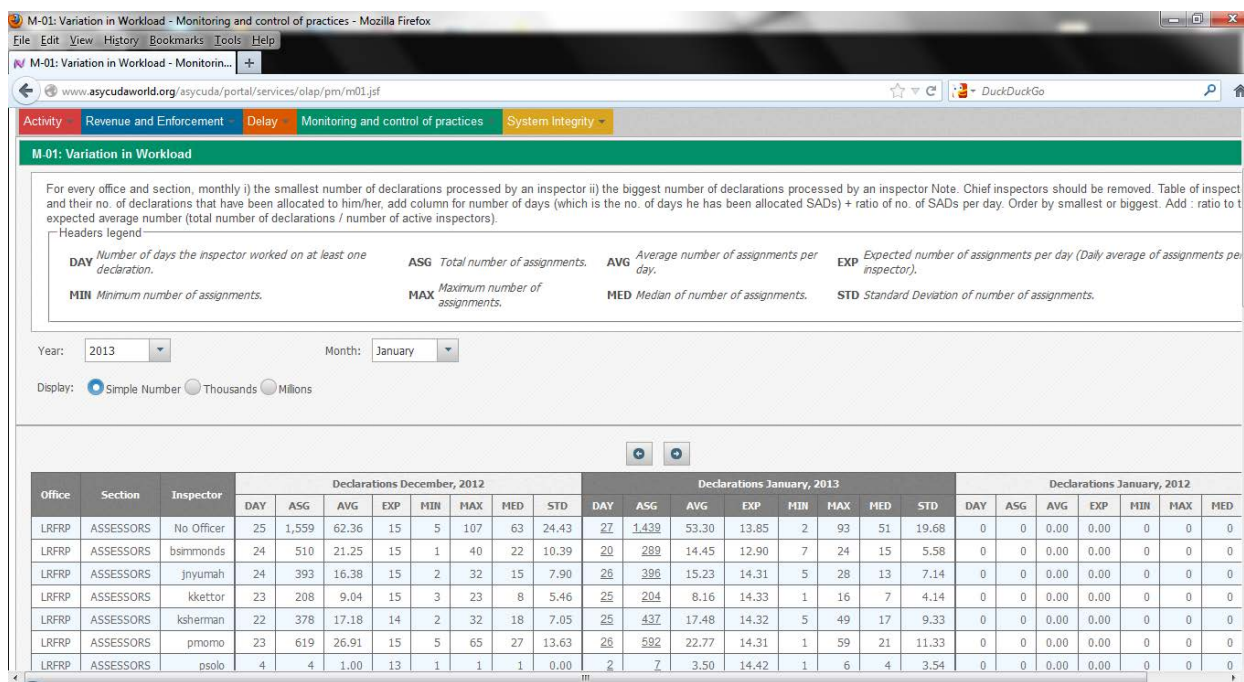
M-01: Variation in Workload

For every office and section, monthly i) the smallest number of declarations processed by an inspector ii) the biggest number of declarations processed by an inspector Note. Chief inspectors should be removed. Table of inspect and their no. of declarations that have been allocated to him/her, add column for number of days (which is the no. of days he has been allocated SADs) + ratio of no. of SADs per day. Order by smallest or biggest. Add : ratio to t expected average number (total number of declarations / number of active inspectors).

Headers legend

DAY	Number of days the inspector worked on at least one declaration.	**ASG**	Total number of assignments.	**AVG**	Average number of assignments per day.	**EXP**	Expected number of assignments per day (Daily average of assignments per inspector).
MIN	Minimum number of assignments.	**MAX**	Maximum number of assignments.	**MED**	Median of number of assignments.	**STD**	Standard Deviation of number of assignments.

Year: 2013   Month: January

Display: ● Simple Number ○ Thousands ○ Millions

Office	Section	Inspector	Declarations December, 2012								Declarations January, 2013								Declarations January, 2012						
			DAY	ASG	AVG	EXP	MIN	MAX	MED	STD	DAY	ASG	AVG	EXP	MIN	MAX	MED	STD	DAY	ASG	AVG	EXP	MIN	MAX	MED
LRFRP	ASSESSORS	No Officer	25	1,559	62.36	15	5	107	63	24.43	27	1,439	53.30	13.85	2	93	51	19.68	0	0	0.00	0.00	0	0	0
LRFRP	ASSESSORS	bsimmonds	24	510	21.25	15	1	40	22	10.39	20	289	14.45	12.90	7	24	15	5.58	0	0	0.00	0.00	0	0	0
LRFRP	ASSESSORS	jnyumah	24	393	16.38	15	2	32	15	7.90	26	396	15.23	14.31	5	28	13	7.14	0	0	0.00	0.00	0	0	0
LRFRP	ASSESSORS	kkettor	23	208	9.04	15	3	23	8	5.46	25	204	8.16	14.33	1	16	7	4.14	0	0	0.00	0.00	0	0	0
LRFRP	ASSESSORS	ksherman	22	378	17.18	14	2	32	18	7.05	25	437	17.48	14.32	5	49	17	9.33	0	0	0.00	0.00	0	0	0
LRFRP	ASSESSORS	pmomo	23	619	26.91	15	5	65	27	13.63	26	592	22.77	14.31	1	59	21	11.33	0	0	0.00	0.00	0	0	0
LRFRP	ASSESSORS	psolo	4	4	1.00	13	1	1	1	0.00	2	7	3.50	14.42	1	6	4	3.54	0	0	0.00	0.00	0	0	0

Figure 11: Performance measure showing the inspectors' workload and activity per month

WTO (World Trade Organization) is an intergovernmental organization which regulates international trade by providing a framework for negotiating trade agreements. It is based in Geneva. The cooperation with WTO was signed on November 2014. It consists of assisting WTO Members using ASYCUDA system in fulfilling their notification requirements for the WTO Integrated Database. UNCTAD's ASYCUDA Programme, in collaboration with the WTO Secretariat, provides technical assistance and related capacity building in relation with the extraction, from the ASYCUDAWorld national system, of data for transmittal to the WTO Secretariat in an agreed standard format. Specific tools allowing the extraction of data complying with the defined format are also provided by the Programme. Progress was made in 2015 with World Trade Organization (WTO) in formulating a fund raising proposal for the development of the extraction tools to facilitate WTO member States in supplying information and data for the integrated database of the WTO.

COOPERATION AGREEMENTS WITH GOVERNMENTAL AGENCIES

The Customs Administrations of Fiji, Samoa and Vanuatu entered into a Memorandum of Agreement with UNCTAD in January 2002. This led to the establishment of the ASYCUDA Support Mechanism for the Pacific (ASMP) and involved the setup of the ASYCUDA Sub-Regional office in Suva, Fiji. The ASMP provides for the assessment of the existing ASYCUDA system automated processes, long-term support from UNCTAD's ASYCUDA Programme to ensure sustainability of the modernization and automation process (technical assistance missions, Online Web based support and trainings) and involvement of specialists from the respective customs administrations. In 2008, the Papua New Guinea Customs Service joined the ASMP and was followed by the Solomon Islands Customs & Excise Division in 2016. The ASYCUDA Support Centre is located in Fiji, is fully funded by the member customs administrations and is managed by staff from the participating customs administrations (2 years rotation for the ASMP support coordinator). Figures 12 and 13 are taken from the ASYCUDA Centre in Fiji; the first showing the reception desk and the second the training room. In 2015, the Centre conducted 11 support missions and 4 national staff rotated through the ASMP as trainees. Technical trainings were also provided: an ASYCUDA Database structure and Disaster Recovery training for all members and an ASYCUDAWorld Database Structure & Dashboard training for Samoa. The figure 14 below shows the National Project Team from Vanuatu attending the ASYCUDA World functional training delivered by UNCTAD experts at the ASYCUDA Sub-Regional Office in Suva. The Sub-regional Office also assisted the countries in the deployment of several ASYCUDAWorld modules and features: including but not restricted to the manifest process in several ports of Fiji; the Exit Note at the International Airport of Port Moresby in Papua New Guinea; the integration of ASYCUDAWorld with third party systems (Ministry of Finance, Central Bank…) in Samoa; the development of an ASYCUDA Web Portal in Solomon Islands; and the full access to i-government network facilities including ASYCUDA at the province of Torba in Vanuatu. In 2016, further developments and deployments are being implemented like electronic payment, credit and pre-payment facilities, Other Administrations Selectivity function of ASYCUDAWorld, and the development of statistical reports. Indeed, one of the ASYCUDA Programme and ASMP shared strategic objective is to build ASYCUDA as the core of the WCO recommended customs-centric Single Window platform.
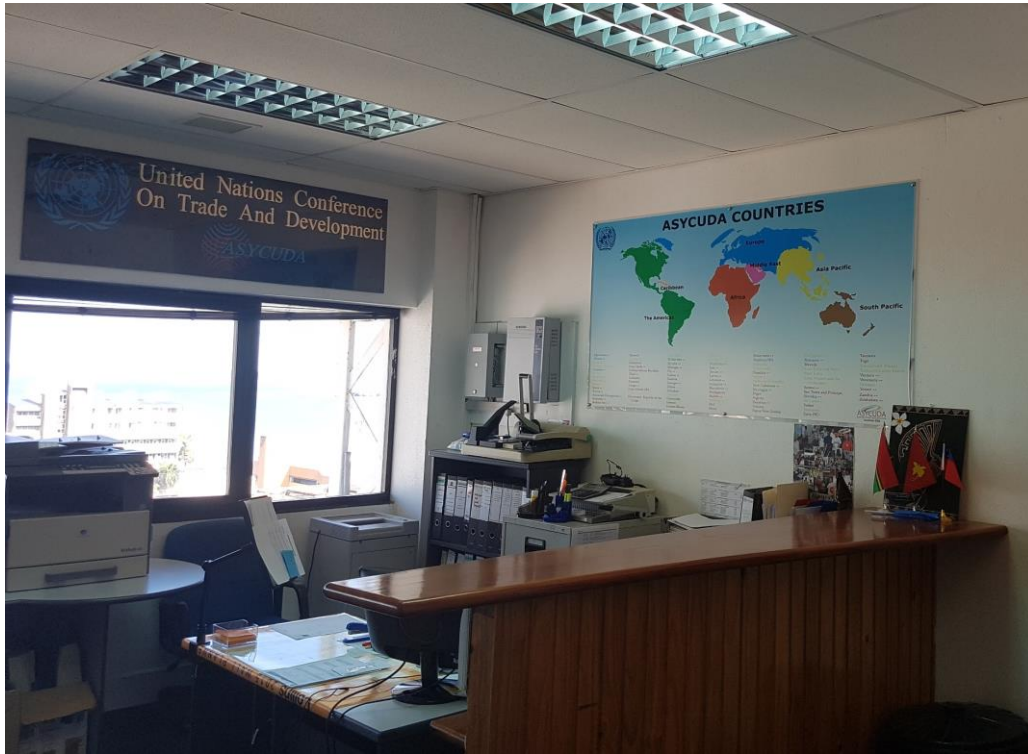
Figure 12: Reception desk of the ASYCUDA Centre in Fiji

Figure 13: Training room at the ASYCUDA Centre in Fiji

Figure 14: Vanuatu's National Customs Team attending a training at the ASYCUDA Regional Centre in Fiji

Formed in 2001, the Aqaba Special Economic Zone Authority (ASEZA) is the governmental institution responsible for the management, regulation and development of the Aqaba Special Economic Zone in Jordan.

By the end of 2010, ASEZA and UNCTAD have agreed to establish a Centre of Excellence, called ACE (Aqaba Centre of Excellence), for technical support for ASYCUDA-user countries in Middle East and in North Africa.

The Centre has developed a series of e-government software applications for ASEZA, e.g. Residency, Employment and Visa Automated System (REVAS), Warehouse System (WHS); Temporary Admission of Vehicles (TAV) etc. The figure 15 below is a WHS screenshot showing the e-document of exit of goods from a warehouse. The figure 16 is a REVAS snapshot showing how to register a company requesting a work permit; the figure 17 shows the e-document for requesting a work permit.

Together, ACE and UNCTAD have organized in 2013 in Aqaba, an international conference on trade and transport facilitation with the participation of more than 30 delegations from around the world. The participants have shared experiences and knowledge of the implementation of Single Window Systems.

From its creation until the end of 2013, ACE delivered, in cooperation with UNCTAD's ASYCUDA Programme, more than 50 trainings courses, such as implementation of Web Services, Java-programming, database implementation, management and maintenance (to ASEZA's staff) and ASYCUDAWorld training courses to ASYCUDA-user countries in Africa and Middle East.

The success of these activities led to the signature of an MOU between ASEZA and UCNTAD, in February 2014, to reassert and strengthen the collaboration on trade facilitation e-Government initiatives, promoting the concept of electronic single window and developing solutions utilizing modern and efficient IT and communication technologies.

As of today, ACE is developing new modules for its Single Window system and still provides and organizes workshops and trainings.

Figure 15: Declaration for exit of goods from a warehouse

Figure 16: How to register a company requesting a work permit within the ASYCUDA Single Window

Figure 17: Work permit request

The MOU between H.M. Customs Department Gibraltar (CDG) and UNCTAD, signed in January 2016 (refer to figure 18), formalizes the long-standing cooperation between UNCTAD and CDG, in particular during the successful implementation and enhancement of several versions of the ASYCUDA system, ASYCUDA Ver. 1 - ASYCUDAWorld (Ver.4). UNCTAD and CDG agreed to enhance their cooperation in the development of the Centre of Excellence, after the successful development and deployment a series of electronic Single Window m-Government (mobile-Government) components.

The role of the Centre is to strengthen the trade facilitation and m-government initiatives, to promote the concept of the electronic Single Window and to create favorable conditions for the activities of the economic operators, to integrate processes of customs, transport and other forms of state control at the borders and develop advanced solutions utilizing modern and efficient IT and communication technologies.

In order to achieve that, UNCTAD's ASYCUDA Programme will provide the Centre with advisory assistance, support and training. Furthermore, the Centre of Excellence Gibraltar will closely cooperate with the Aqaba Centre of Excellence (ACE) on exchanging information and experiences, building capacities and organizing international conferences and workshops.
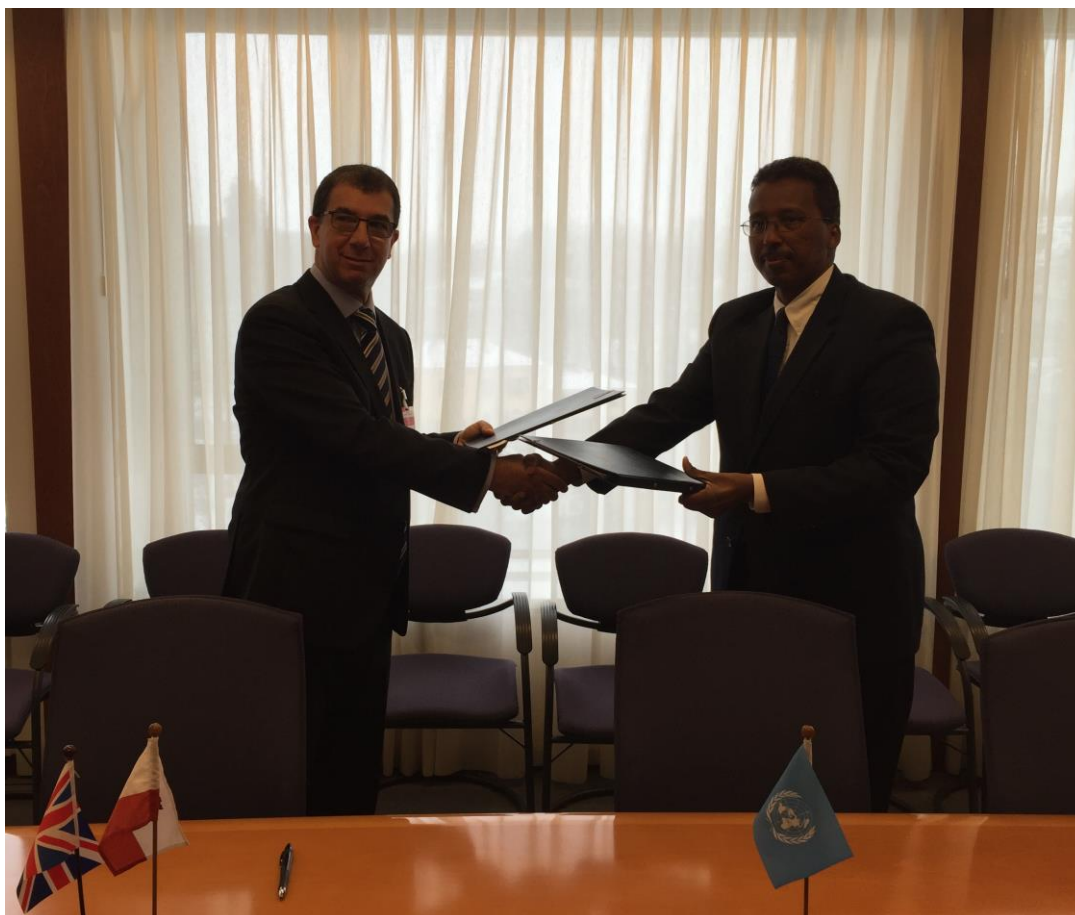
Figure 18: MOU Signature Ceremony at UN headquarters in Geneva between Mr. John Rodriguez, Collector of HM Customs Gibraltar and Mr. Adnan Issa, UNCTAD's Chief of Resource Management Service

Ministry of Economic Affairs,
Agriculture and Innovation

The Ministry of Economic Affairs of the Kingdom of Netherlands (MEA) and UNCTAD have signed an MOU, in April 2010, to develop an Electronic Phyto-Sanitary Certification System, using the ASYCUDA technological platform.

MEA has developed several automated systems, called CLIENT, designed to streamline the administrative and logistic procedures involved in the import and export of agricultural goods.

The purpose of the cooperation between MEA and UNCTAD was to capitalize on the extensive MEA experience and knowledge of phyto-sanitary standards and experience in electronic phyto-sanitary certification, and the long-standing UNCTAD ASYCUDA experience in customs automation and software developments around the world, to develop an electronic phyto-sanitary

certification solution applicable to all ASYCUDA-user countries.

The result of this successful cooperation is the ASYCER Import/Export system, which e-certification functions, in a Single Window approach, from the traders' electronic application for a Phytosanitary Certificate (PSC) or Phyto-sanitary Import Permit (PIP), evaluation and issuance/rejection by the responsible government agency, the control by Customs of the customs declarations vs. e-CPSs/PIPs and monitoring of the use of the issued CPS and PIPs.

ASYCER can interoperate with any customs IT system. It has been successfully piloted in Ethiopia and is scheduled to be rolled out in two more countries in Africa and Central Asia in the next months. To access ASYCER, the users must login

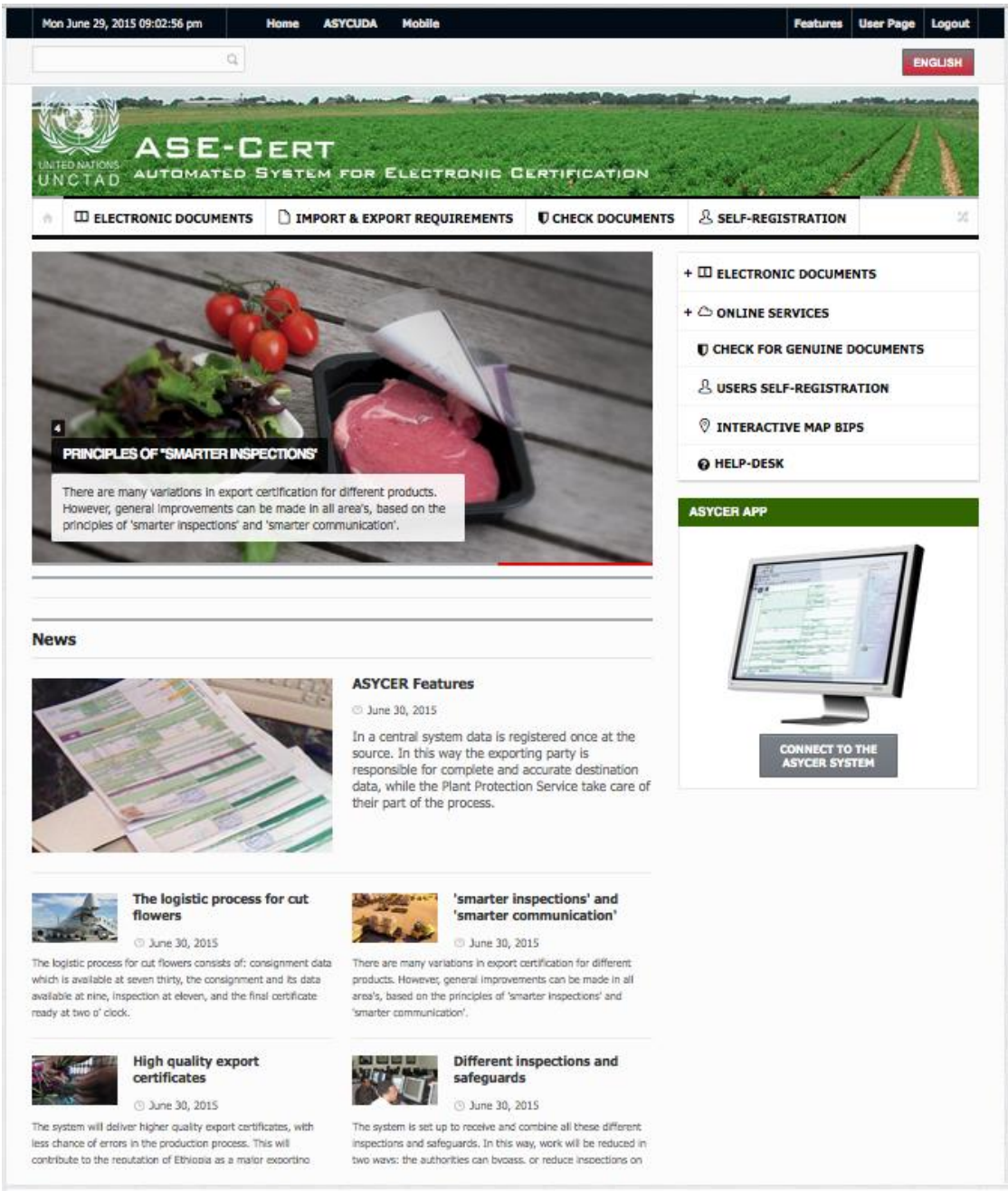via the ASYCER Portal as shown on figure 19. The　　　　figures 20 and 21 below show the PIP procedure.

Figure 19: ASE-CERT Web Portal to launch ASYCER Module

Figure 20: Import Certificate General Segment

Figure 21: Items' Import Certificate

COOPERATION AGREEMENTS WITH TRADE ASSOCIATIONS

IATA (International Air Transport Association) is a trade association of the world's airlines founded in 1945. Located in Montreal, Canada and with Executive Offices in Geneva, Switzerland, it supports airline activity and helps formulate industry policy and standards. The MOU was signed in November 2013. IATA and UNCTAD's ASYCUDA Programme agreed to promote the implementation of IATA's Cargo-XML messages in ASYCUDAWorld for the electronic processing of air cargo information. ASYCUDAWorld is thus being enhanced to be able to directly integrate IATA standard Cargo-XML messages and related code lists for ASYCUDA-users countries. The communication between IATA system and ASYCUDAWorld is automatically ensured by the implementation of Web Services and use of SMTP protocol for sending messages. All data entered by airline members on the IATA system are automatically transmitted to ASYCUDAWorld

using standard messages (Cargo-XML). Capacity building is also essential to the success of the solution as the ASYCUDA Programme will provide technical and functional trainings to the national customs teams on the integration of the Cargo-XML messages. As of today, the solution has been developed as can be seen on the figures below; indeed, figure 23 is a summary of all cargo-XML messages sent to ASYCUDAWorld. It is also possible to display the waybills in IATA format as shown on figure 24.

Figure 23: Summary and follow-up of all IATA cargo-XML messages sent to ASYCUDAWorld

Waybill - View in IATA format [CUO01]

File Edit View Help

100 %

ASYCUDA

| 176 | DXB | 12344568 | | 176-12344568 |

Shipper's Name and Address	Shipper's Account Number
Diamantart SA	SHP ACC1

Rhone av, 19
1227 Carouge
Switzerland

| RIO DE JANEIRO | +212222332 |

NOT NEGOTIABLE

AIR WAYBILL

ISSUED BY

Emirates

Copies 1, 2 and 3 of this Air Waybill are originals and have the same validity

Consignee's Name and Address	Consignee's Account Number
International traders co.	CNE ACC122

Bellevue
1201 - Geneve
Switzerland

| TOKYO | +93322333333 |

It is agreed that the goods described herein are accepted in apparent good order and conditions (except as noted) for carriage SUBJECT TO THE CONDITIONS OF CONTRACT ON THE REVERSE HEREOF. ALL GOODS MAY BE CARRIED BY ANY OTHER MEANS INCLUDING ROAD OR ANY OTHER CARRIER UNLESS SPECIFIC CONTRARY INSTRUCTIONS ARE GIVEN HEREON BY THE SHIPPER, AND SHIPPER AGREES THAT THE SHIPMENT MAY BE CARRIED VIA INTERMEDIATE STOPPING PLACES WHICH THE CARRIER DEEMS APPROPRIATE. THE SHIPPER'S ATTENTION IS DRAWN TO THE NOTICE CONCERNING CARRIER'S LIMITATION OF LIABILITY. Shipper may increase such limitation of liability by declaring a higher value of carriage and paying a supplemental charge if required.

Issuing Carrier's Agent Name and City

SPPEDAIR SERVICES
RIO INTERNACIONAL

Accounting Information

ACC

ACC INFO

Agent's IATA Code	Account No.
57-1 0375	AGT ACC 200

Airport of Departure (addr. Of First Carrier) and Requested Routing

Dubai

Reference Number	Optional Shipping Information	
SRI REF	SRI INFO1	SRI iNFO2

To	By First Carrier	Routing and Destination	to	by	to	by	Currency	CHGS code	WT/VAL PPD	COL	Other PPD	COL	Declared Value for Carriage	Declared Value for Customs
MIA	TRANSPARENT AIR		LAX	YY	NRT	ZZ	USD		X		X		100.000	900.000

Airport of Destination	Requested Flight/Date		Amount of Insurance
Geneve Contrain	BK001	23	200.000

INSURANCE: If Carrier offers insurance, and such insurance is requested in accordance with the conditions thereof, indicate amount to be insured in figures in box marked 'Amount of insurance'

Handling Information

SHIPPERS CERTIFICATION FOR LIVE ANIMALS ATTACHED
DO NOT FEED BUT FRESH WATER TO BE PROVIDED

SCI
COR

No. of Pieces RCP	Gross Weight	Kg lb	Rate Class / Commodity Item No.	Chargeable Weight	Rate/Charge	Total	Nature and Quantity of Goods (incl. Dimensions or Volume)
10	100.000		N150	96.000	22.20	2,131.20	1 LIVE DOG DIMS 60*80*120 CM * 1
10	100.000						

Prepaid	Weight Charge	Collect	Other Charges
			ACC 22

Valuation Charge

Tax

Total Other Charges Due Agent

Total Other Charges Due Carrier

Shipper certifies that the particulars on the face hereof are correct and that insofar as any part of the consignment contains dangerous goods, such part is properly described by name and is in proper condition for carriage by air according to the applicable Dangerous Goods Regulations.

AIRPORT PET SHOP

Signature of shipper or his Agent

Total Prepaid	Total Collect

Currency Conversion Rates	CC Charges In Dest. Currency	
USD	1.2250	200.25

07OCT2015	RIO INTERNACIONAL	SPEEDAIR SERVICE
Executed on (Date)	at (Place)	Signature of Issuing Carrier or its Agent

For Carrier's use only at Destination	Charges at Destination	Total Collect Charges	
	350.00	500.75	176-12344568

IATA standard format

Document library   Waybill finder   Waybill - View in IA...

Figure 24: Display of an IATA-format waybill in ASYCUDA World

COOPERATION AGREEMENTS WITH REGIONAL GROUPS

COMESA (Common Market for Eastern and Southern Africa), formed in 1994, is a free trade area with 20 member states from Eastern and Southern Africa located in Lusaka, Zambia. The cooperation agreement, which was signed in November 2014, focuses on the establishment of a COMESA ASYCUDA Regional Support Centre. UNCTAD's ASYCUDA Programme, together with COMESA Secretariat, provide technical assistance and related capacity building in relation to modernization and support of ASYCUDA as well as other areas of trade and transport facilitation (Information and data exchange, harmonization of coding and trade related nomenclature system, risk management…). It encompasses:

• the participation in the implementation of ASYCUDAWorld in the user countries of the region;

• the participation in forums and workshops organized by the COMESA Secretariat;

• the delivery of continuous capacity building activities and transfer of knowledge and experience to Member States' Customs, Trade and Transport administrations and COMESA Secretariat Staff;

• providing high level technical support through the Centre for the implementation of international best practices in Customs and Trade and Transport Facilitation. Among the benefits of such cooperation, (1) ASYCUDA-user countries profit from a next-door support from the Centre with the possible implementation of new regional and local features of ASYCUDAWorld, (2) the activities related to Customs and Trade and Transport Facilitation in the region are promoted worldwide by the organization of international events and (3) Customs and Other Governmental Agencies empower their capacities. As of today, meetings are still being held for the creation of the Centre.

In the meantime, the cooperation is strengthened between both entities as COMESA, Comoros Customs and the ASYCUDA Programme have just agreed on the implementation of the ASYCUDAWorld System in Comoros. The project is financed by COMESA. Moreover, the ASYCUDA Programme is currently working together with COMESA and the Democratic Republic of the Congo (DRC) Customs on the implementation of an interconnection through Web Services between DRC's National Customs System (i.e., ASYCUDAWorld) and COMESA's Regional Customs Transit Guarantee Management Information System (RCTG-MIS) for the exchange of data related to regional transit. As shown in the figure 25 below, the integration is being done via a local application installed within DRC's Revenue Authority which is a local copy of the RCTG-MIS. This has been proposed as a way to deal with the connectivity challenges within the region.
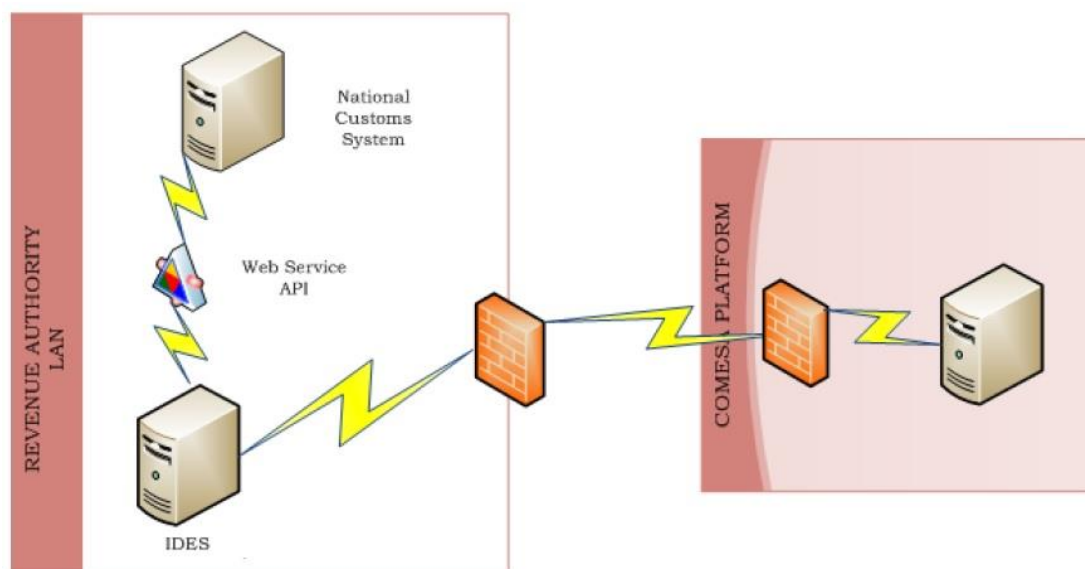

Figure 25: Implementation architecture of the Data Exchange between ASYCUDAWorld system and RCTG-MIS

The Eurasian Economic Commission (EAEC) was a regional organization created in 2000 and terminated in 2014 with the lunch of the Eurasian Economic Union (EEU). Located in Moscow, Russia, it aimed for the economic integration of its member states by implementing economic policies to unify the community. The cooperation with EAEC was signed in May 2013 and aims at improving regional cooperation and economic development based on EAEC's role in the strengthening of trade and economic cooperation between the Member States of the Customs Union and Single Economic Space and UNCTAD's

experience in the issues of improvement of trade policy, trade and customs procedures, development of technologies and entrepreneurship. Together, both entities promote trade and customs procedures facilitation and the harmonization of methodological statistics principles according to international standards and cooperate in the development of information and communication technologies. In order to achieve that, both entities are committed to exchange information and experiences, organize and participate in conferences and workshops, conduct joint studies and developments and prepare analytical reviews.

ECOWAS (Economic Community of West African States) is a regional group of fifteen West African countries founded in 1975 located in Abuja, Nigeria. It aims at creating a single large trading block through economic and trading union. Signed in December 2012, this MOU strives for the establishment of a Regional Centre of Excellence for Automation and Trade. Within the frame of the creation of this Centre, ECOWAS and UNCTAD's ASYCUDA Programme wish to deploy network infrastructure, communications and software systems related to customs, offer technical support

for trade and transport facilitation and for procedural matters related to ASYCUDAWorld, provide support for ASYCUDAWorld risk management module, capacity building and Single Window Systems. Obviously, UNCTAD's ASYCUDA Programme is also responsible in providing technical and administrative assistance to ECOWAS' Member States on the implementation of ASYCUDAWorld as well as other areas of trade and transport facilitation. As of today, Côte d'Ivoire Customs is considering the hosting of the Centre.