# Single Window implementations progress in South-North-Central America & Caribbean

11 SW Solutions

2010

4 SW solutions

5 SW Projects

2017

2000

1980

2 SW Pioneers 1985-86

**22**

Fully implemented, or in different phases of maturation
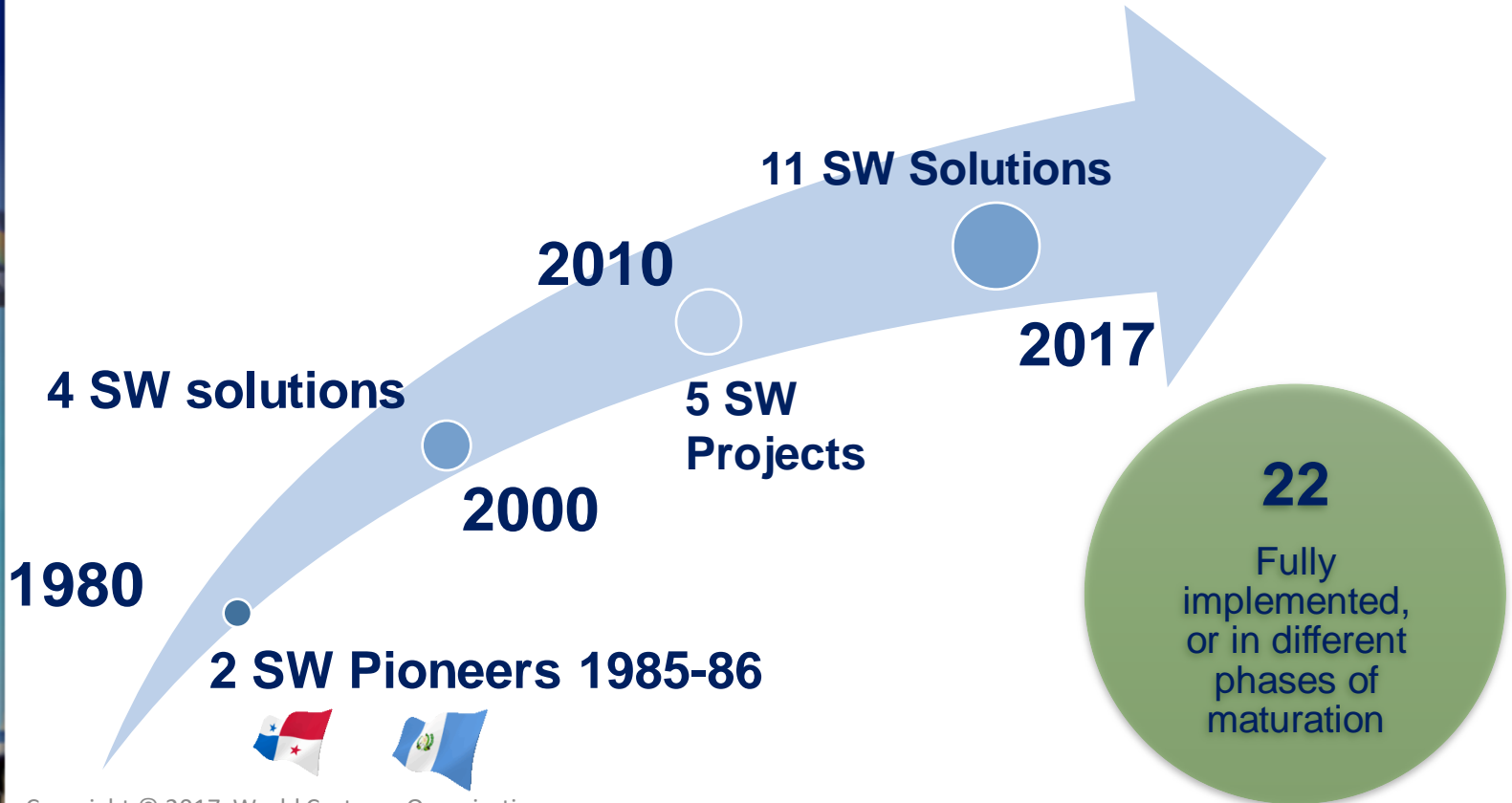
# WCO Members Single Window Implementations

## Partial or Full Single Window Solutions

### WCO MEMBERSHIP

**182 Members**

48%
Some or all
relevant
CBRAs

62%
No Single
Window
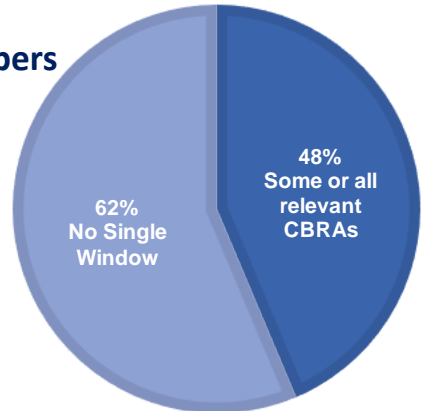
**Source: WCO survey on SW e-Services 2016**

### AMS & CARIBBEAN

**32 Members**

32%
No Single
Window

68%
Some or all
relevant
CBRAs
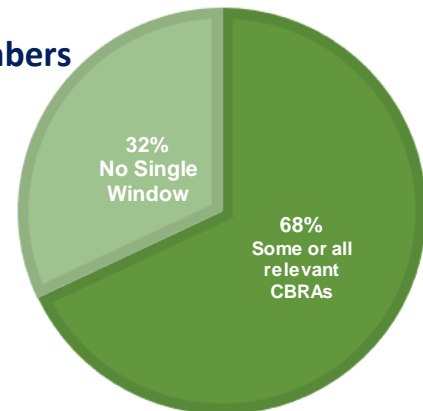
**\* Including Projects started in 2016-17**

WCO region with the most Single
Window Solutions in 2017

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# Single Window Projects

✓ **Create Automated Platforms to improve the efficiency of cross border processes**

✓ **Provide opportunities for streamlining procedures, and updating regulations**

✓ **Improve coordination between Customs, Other Government Agencies and the Private Sector**

✓ **Improve government's revenue collection and data capture capabilities**

✓ **Reduce processing times**

✓ **Reduce trade costs**

# One Member's Experience

**The United States CBP started a project to replace its national customs processing system- Automated Commercial System (ACS) in the 1990s**

**Several Decades- Many $ Millions- and a very complex project planning,  they now have a  modern system that also serves as their  Single Window.**

**Through this process they learned several lessons …**

# Best Practices: Single Window Implementation



**P²**

**Political Will**
Government and Industry Commitment

**Process**
Coordination and Risk Management

**L**

**Legal Framework**
Laws, Regulations, Data Collection Authorities

**E**

**Engagement**
Partnerships with Key Stakeholders

**A**

**Agility**
Responsive and Iterative Capability Delivery

**S**

**Sharing**
Integration and Information

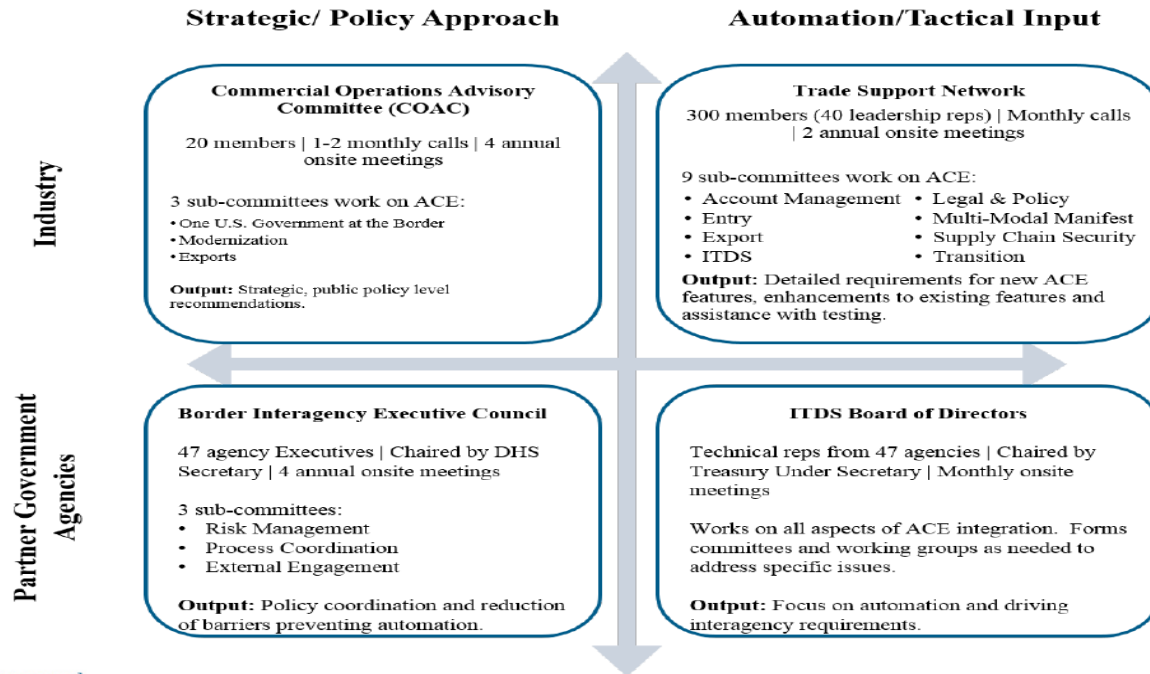**E**

**Evaluation**
Ongoing Analysis and Assessment

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# Stakeholder Engagement

|  | Strategic/ Policy Approach | Automation/Tactical Input |
|---|---|---|
| **Industry** | **Commercial Operations Advisory Committee (COAC)**<br><br>20 members \| 1-2 monthly calls \| 4 annual onsite meetings<br><br>3 sub-committees work on ACE:<br>• One U.S. Government at the Border<br>• Modernization<br>• Exports<br><br>**Output:** Strategic, public policy level recommendations. | **Trade Support Network**<br><br>300 members (40 leadership reps) \| Monthly calls \| 2 annual onsite meetings<br><br>9 sub-committees work on ACE:<br>• Account Management  • Legal & Policy<br>• Entry  • Multi-Modal Manifest<br>• Export  • Supply Chain Security<br>• ITDS  • Transition<br>**Output:** Detailed requirements for new ACE features, enhancements to existing features and assistance with testing. |
| **Partner Government Agencies** | **Border Interagency Executive Council**<br><br>47 agency Executives \| Chaired by DHS Secretary \| 4 annual onsite meetings<br><br>3 sub-committees:<br>• Risk Management<br>• Process Coordination<br>• External Engagement<br><br>**Output:** Policy coordination and reduction of barriers preventing automation. | **ITDS Board of Directors**<br><br>Technical reps from 47 agencies \| Chaired by Treasury Under Secretary \| Monthly onsite meetings<br><br>Works on all aspects of ACE integration. Forms committees and working groups as needed to address specific issues.<br><br>**Output:** Focus on automation and driving interagency requirements. |

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# Lessons Learned

- ▪ Consider the following when planning and implementing a Single Window

| Pre-Implementation | Throughout Implementation | Post-Implementation | Resulting Outcomes |
|---|---|---|---|
| ❑ Baseline process/performance/ outcome measures (i.e. time to release) <br> ❑ Define criteria for success <br> ❑ Identify necessary training, business process, and legal updates | ❑ Agency Readiness <br> ❑ Partner Government Agency Readiness <br> ❑ Trade Community Readiness | Approach for future updates/enhancements <br> ❑ What methods are best to collect inputs from stakeholders? <br> ❑ How are requests reviewed and prioritized? <br> Approach for cost sharing: <br> ❑ Should one organization be responsible for funding maintenance and upgrades? <br> ❑ Have other participants achieved savings or efficiencies with single window implementation? | ❑ Impact on trade facilitation, enforcement, security objectives <br> ❑ Economic outcomes <br> ❑ Return on investment for the trade community <br> ❑ Enhanced border coordination and risk management |

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# Proposed North American Single Window

Canada –US- Mexico shared a proposal /goal - North American Single Window(NASW)

Interoperability will depend on aligning of harmonized data requirements for the various steps in the cross border process.

Each country has the benefit that the Customs Authorities play a leadership/ executor role in the Single Window project

# WCO activities in the area of Single Window Implementation

- ☐ **WCO Missions in 2015-16**

  - ■ 163 Missions related to the facilitation of cross-border trade

  - ■ 88 Member supporting missions in format of national, regional workshops, covering different areas of SW environment

- ☐ **Enhancing the network of TOAs on SWE and WCO DM**

- ☐ **Accreditation workshops AMS / AP / Global 2017- 2018**
  - ■ WCO look forward to organize 2 regional and 1 global accreditation workshops on SWE and WCO DM for the period of 2017-2018

  - ■ **Accreditation workshop on SWE September 25-29 in Santo Domingo, Dominican Republic (12 AMS Members)**

- ☐ **Single Window E-learning modules 2017**
  - ■ Status: in phase of development

- ☐ **RAM-MAP and SWIM development**
  - ■ Status: should be ready for live testing in January 2018
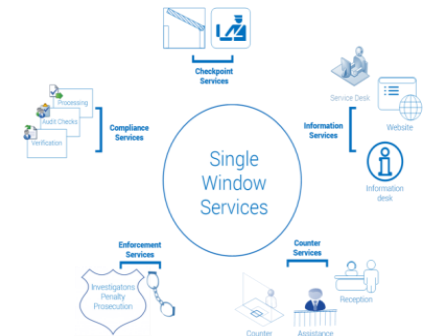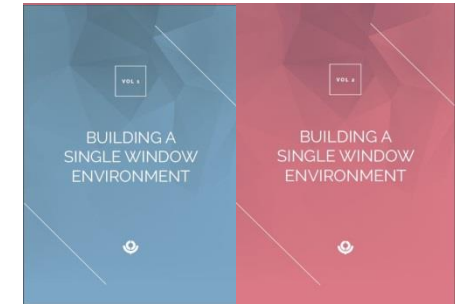
# Role of Customs in the implementation of a Single Window

➢ **Long Time IT user**

➢ **Regularly engages with the private sector**

➢ **Regularly engages with the other CBRA**

➢ **Trade Facilitation generally involves procedures handled by Customs**

➢ **Successful SW : include cross border procedures combined in a more efficient automated platform, reduces duplication, is faster, and more efficient**

➢ **Findings of WCO 2011 & 2016 surveys-- overwhelming majority of Single Window systems are managed by the Customs or Revenue Authorities**