# Country Name

**UNECE Single Window Case Study Repository**

**V01/18**

## Governance

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| *Is there a High-Level Steering Committee and/or Technical Committee (or similar) for your SW? If yes, kindly indicate which agency takes the lead (e.g. Ministry of XXXX, Presidents Office, etc.) and list all government and private sector agencies that participate.* |  |
| *Is it enshrined in national legislation? (please list the legislation[s])* |  |
| *If you have one, how does your SW Committee relate to the National Trade Facilitation Committee (NTFC), if one exists? Is it under the jurisdiction of the NTFC or separate?* |  |
| *How is coordination between the participating government agencies in the SW managed? And how often does the above Committee meet, if one exists?* |  |
| *Is there more than one SW official government sponsored facility operating in your country? If yes, how is this managed?* |  |

## Establishment

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| *Have you notified the establishment of a SW as category A, B or C type of measure under the WTO Trade Facilitation Agreement (Article 10.4)?* |  |
| *What is the current status of the facility (study, pilot phase, running)?* |  |
| *What motivated the establishment of your Single Window (SW)?* |  |
| *What year was it established?* |  |
| *How did the SW interface with legacy systems (systems that existed prior to the SW project – if applicable)?* |  |
| *Did any other country’s SW model serve as inspiration or model? (which ones)* |  |
| *What process was followed in setting it up? Was there a pilot project?*  *How long did it take the facility to become operational? Give clear indication on what is the point of starting and what is the operational phase (eg: how long it took from the day the decision was officially taken to implement a single window and the first effective SW transaction )* |  |
| *What kind of training for the staff was required in the establishment and how was it organized?* |  |

## Services

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| *What services does the SW provide? What process/ documents/ information (data) are covered? (include a check list of key business processes and/or documents here)* |  |
| *How many transactions per day are handled?* |  |
| *What percentage of total transactions? [what % of a) total export declarations and b) total import declarations]* |  |
| *Does your SW covers all type of transaction (maritime, air, railroad, road or one or few of them)?* |  |
| *Who are the clients of the SW? And how many clients does the SW have at the present time?* |  |
| *Does your SW provide a full “single entry point” service? If yes, explain briefly how this operates.* |  |
| *How does your system interface with systems that are out of scope of the Single Window, such as Single Submission Portals (Port Community Systems, B2B eCommerce systems, etc.)?* |  |

## Operational Mode

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| *How does it work? (step by step functioning)*  *What is the operational model for the SW (describe the operational structure)?* |  |

## Business Model

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| *What is the business model?* |  |
| *How is it financed (government, private sector, Private-Public partnership)?* |  |
| *Have parts or the entire development and/or management of the facility been outsourced to a private contractor?* |  |
| *What were the costs of establishment of the facility?* |  |
| *How were the costs initially performed? (assessment, tender…) Did you have assistance establishing the estimate?* |  |
| *What are the ongoing operational costs (annual)? How do these compare with the initially estimated costs?* |  |
| *What are the user fees (if any) and annual revenue? Model of payment (fixed price per year, price per transaction, combination, other model)?* |  |
| *Is the long-term financing model integrated into public budget or self-sufficiency funding? Do you think these sources of revenue are enough to ensure a certain degree of self-sufficiency?* |  |
| *Do the revenues generated cover operational costs or do they make a profit?* |  |
| *Are the revenues (if any) reinvested in the SW?* |  |

## Technology

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| *What technology is used?* |  |
| *How are data submitted (electronically – what type of format/language; paper – what forms; combination – what kind of combination)?* |  |
| *Where are data sent and stocked (government or private entity)?* |  |
| *Who can submit data (importer, exporter, agent, customs broker)?* |  |
| *If the submission of data is electronic, are individual data elements submitted only once? Or are there potential of submitting the same information multiple times?* |  |
| *Can client systems interface directly with the SW?* |  |
| *Is an electronic signature used in you SW? if yes it is mandatory and for which processes?* |  |

## Promotion and Communication

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| *How did you promote the Single Window facility?* |  |
| *How are all stakeholders kept informed about the facility’s progress?* |  |
| *What kind of training is provided for users?* |  |
| *Did you have a change and transition management program for your SW?* |  |
| *Do you provide any helpdesk or customer service?* |  |

## Legal Aspects

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| *Is use of the facility obligatory or voluntary?* |  |
| *Do participants need to sign an agreement with provider/agency in order to participate? What are the requirements?* |  |
| *Was specific legislation (or change of old legislation) necessary? (Please specify)* |  |
| *How is the privacy of information protected?* |  |

## Standards

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| *What is the role of international standards (UN/EDIFACT, UNLK, UN LOCODE, UN/CEFACT Single Window Recommendation, etc) in your SW?* |  |
| *Do you use an international standard for your data library (the UN/CEFACT Core Component Library, the WCO Data Model, other)?* |  |
| *Have you used UNECE Recommendations 33, 34, 35 and 36 in developing your SW? If so, please explain how this was done.* |  |

## Benefits

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| *Can you indicate the reduction in time and cost for import and export procedures as a result of implementing the SW for users?* |  |
| *What are the benefits to clients and to participating agencies?* |  |
| *What was the impact on Customs revenues?* |  |

## Lessons Learned

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| *What were the crucial success factors?* |  |
| *What were the greatest obstacles?* |  |
| *What are the main lessons learned? What could have been done differently?* |  |

## Future Plans

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| *What are the plans for further development of the SW?* |  |
| *What are the biggest obstacles to further development of the SW?* |  |
| *Do you intend to make agreements concerning SW cooperation on the regional level?* |  |
| *Are you planning to have agreements for exchange of data with SW running in other countries?* |  |

## Source for further information and contact person:

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