



# SINGLE WINDOW OPERATIONS with COVID 19 Pandemic

36th UN/CEFACT Forum Webinar: Single Window and COVID-19, WEBEX

04th September 2021



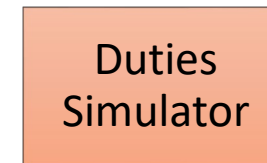
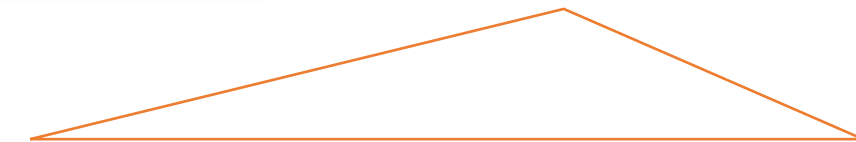
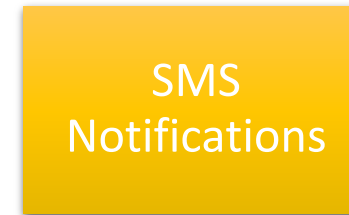
# Agenda

- I. SW Implementation in Cameroon
- II. Impact of COVID 19 on SW operations
- III. What next?

## SW Implementation in Cameroon

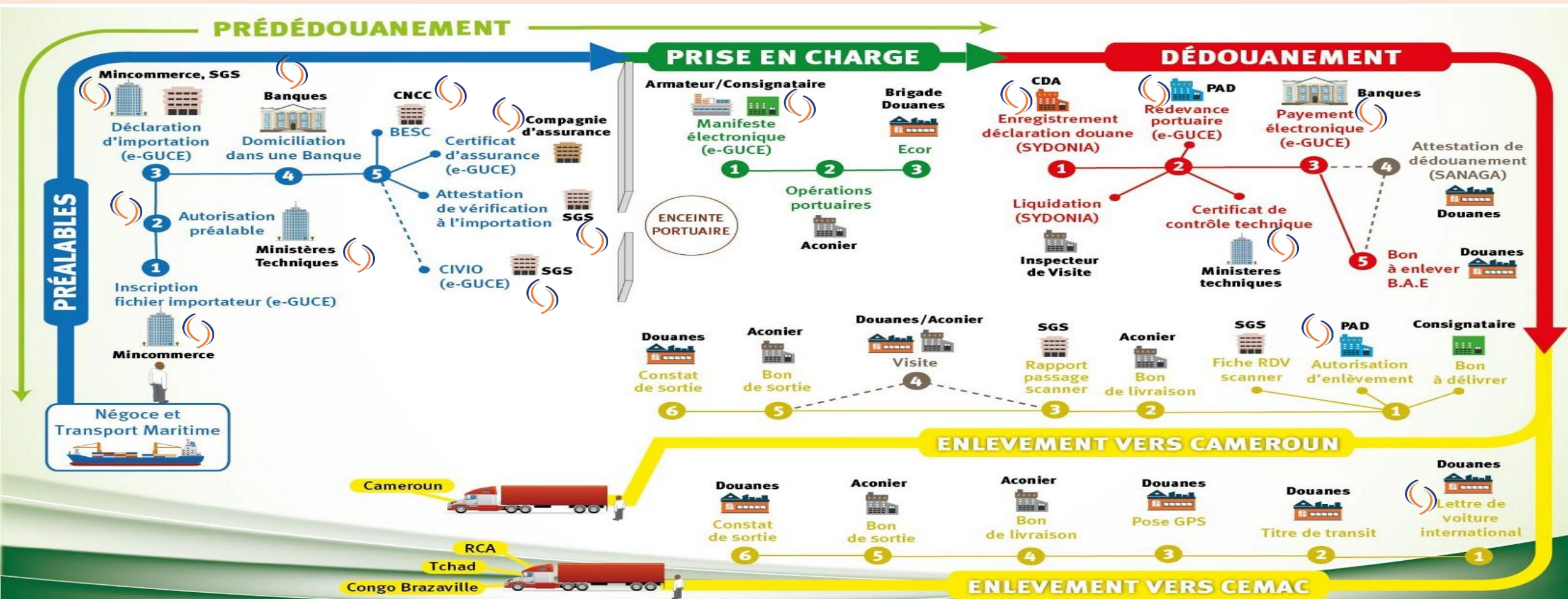
# SW Implementation in Cameroon

## Main Pillars of SW Platform



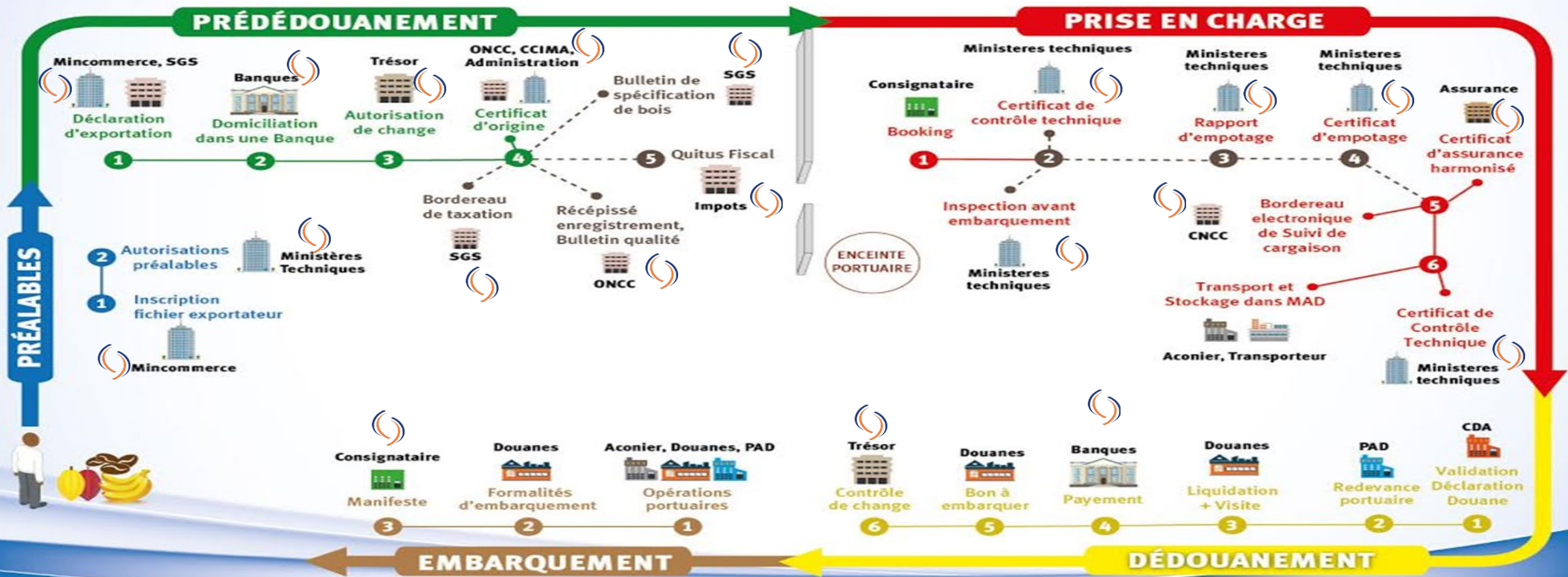
# e-FORCE, a trade facilitation tool

Import and transit procedures integrated with e-Force



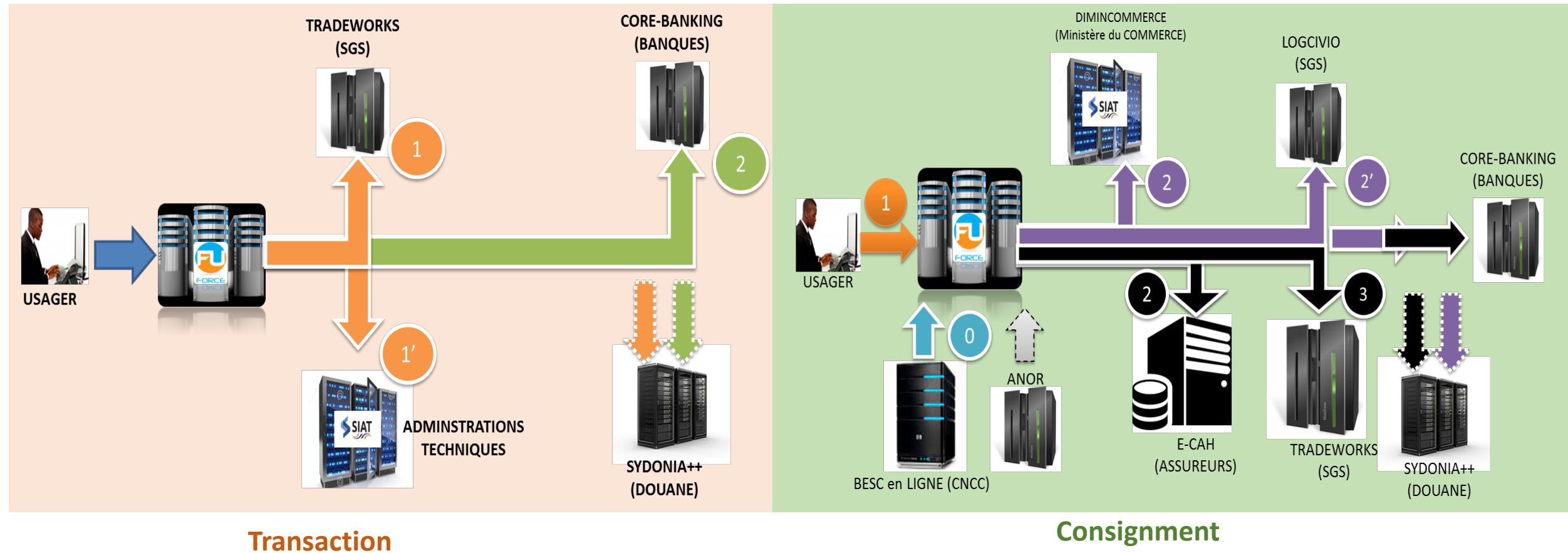
# e-FORCE, a trade facilitation tool

export procedures integrated with e-Force



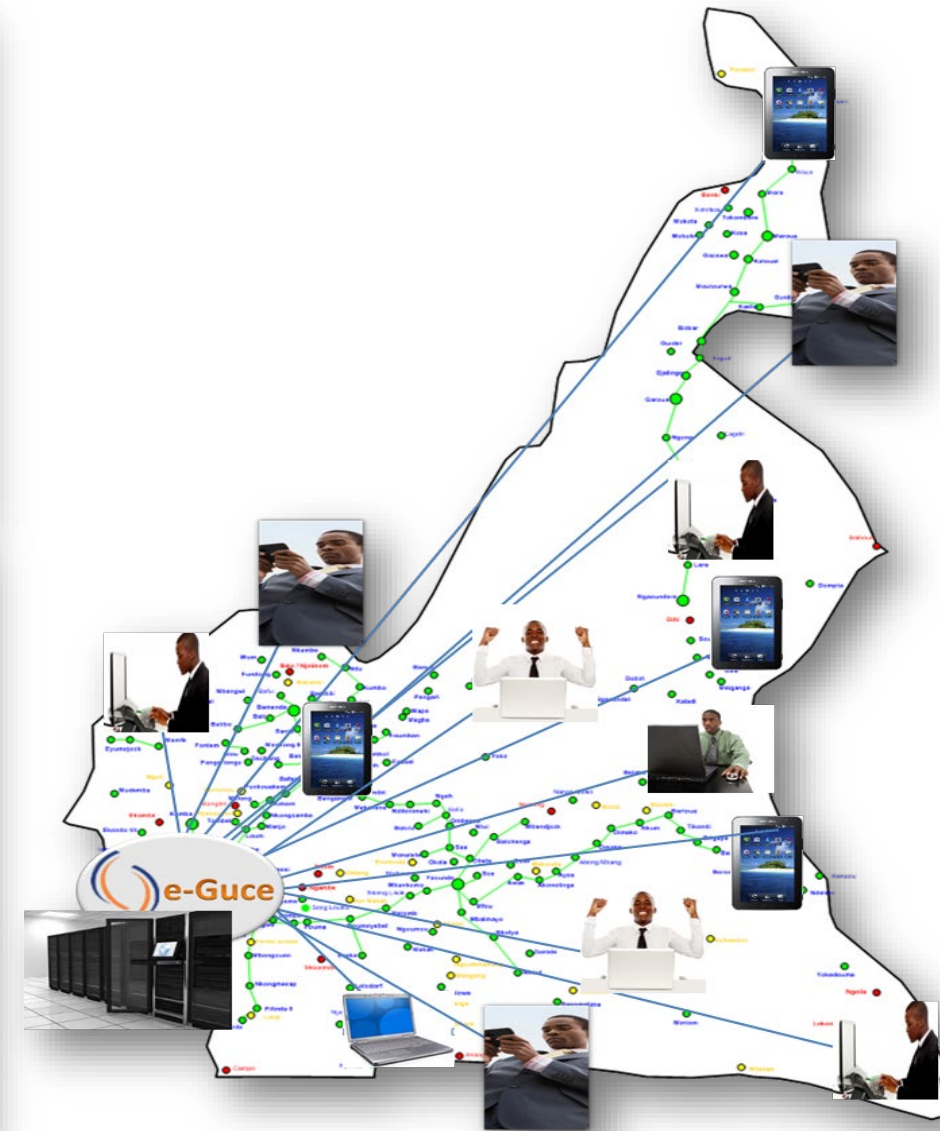
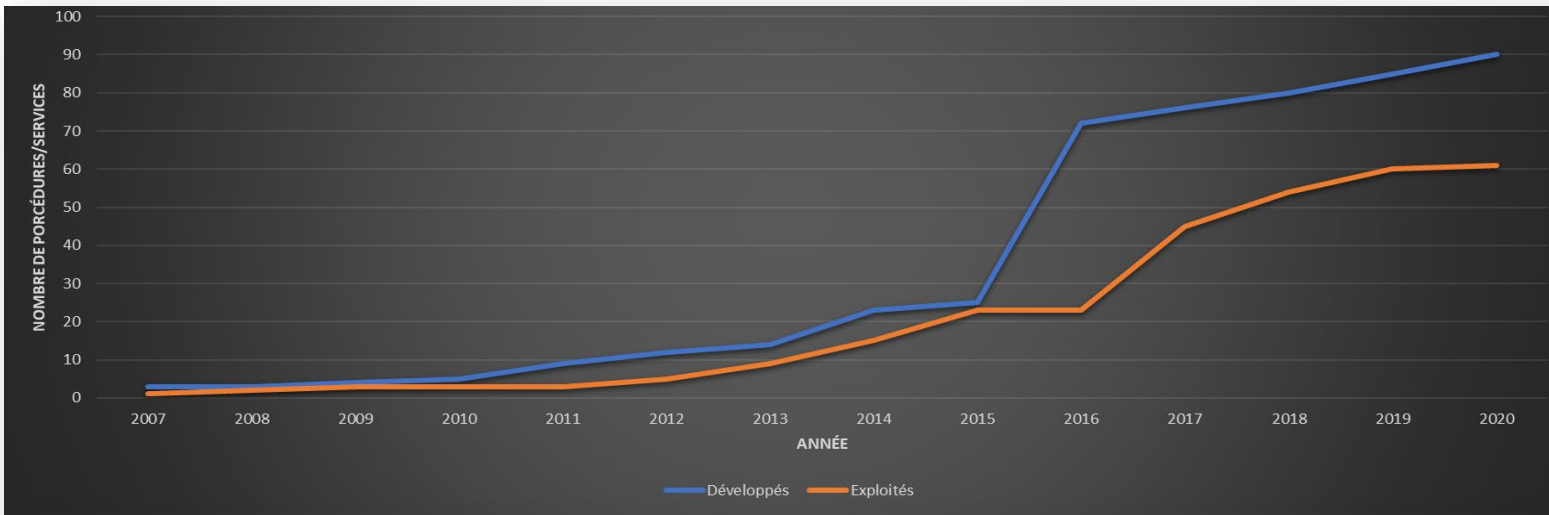
# SW Implementation in Cameroon

## Example of e-Force integrating systems for preclearance procedures



# SW Implementation in Cameroon

## Procédures, services et deployment nationwide





# SW Implementation in Cameroon

They use our experts

National Trade Facilitation  
Body (CONAFE)

Port Association of Douane  
(Port Synthese)

Consultative and orientation  
Committee of Douala (CCO)

They Support us (Funding, experience sharing, experts sharing, etc.)



## Impact of COVID 19 on SW operations

# SW Implementation in Cameroon

## Measures taken by as response to pandemic

### The government response plan impacting international trade and trade facilitation

- The closing of the borders
- Total exemption from import duties and taxes for products intended to fight COVID-19
- Other customs and fiscal easing measures

### Sectoral response measures

- Measures aiming to ensure the continuity of activities in the international trade and transport processes
- Measures to ensure food security through trade facilitation
- Specific measures to simplify import formalities for certain products
- Some measures of trade and transport restrictions

### Restrictive measures for road transit with neighboring landlocked countries (Chad and CAR)

- measures limiting the movement of people, especially drivers for health risks
- extended immobilization of trucks

Many of those measures had impact on the configuration of the electronic procedures in the SW system

# SW Implementation in Cameroon

## Specific Measures taken by SW as response to pandemic

### Reduction of physical presence in the SW building

Rotative presence  
/Confinement

Work from home

Covid 19 barrier measures

### Intensification of the usage of electronic procedure

Webinar on best practises

Online training for users

Acceleration of  
implementation of remaining  
electronic procedures

### Integration with CAMCIS

- Extension inland borders
- Payment of duties and taxes

### Additional Digital Payment Channel

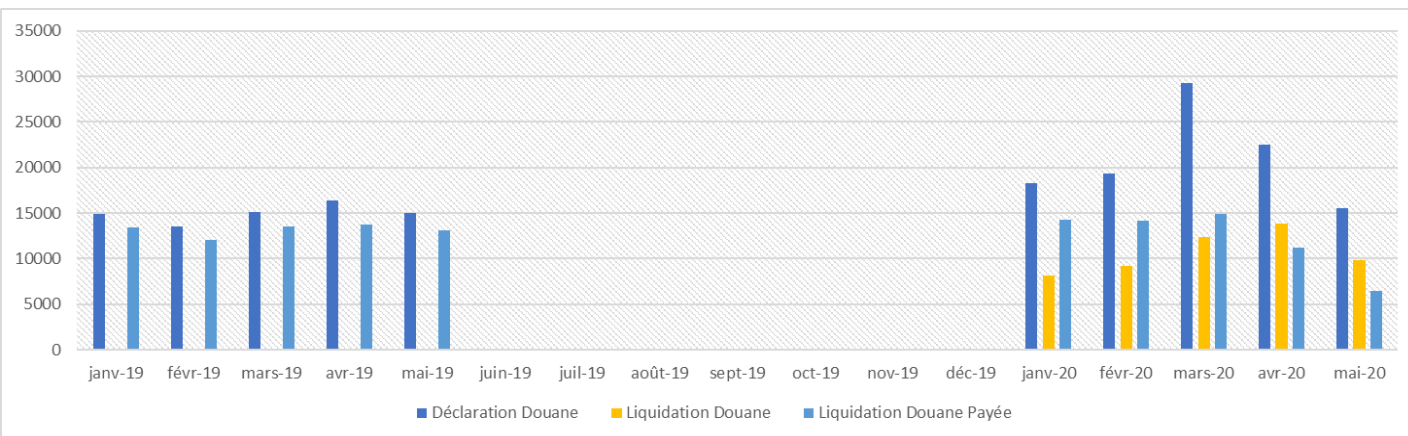
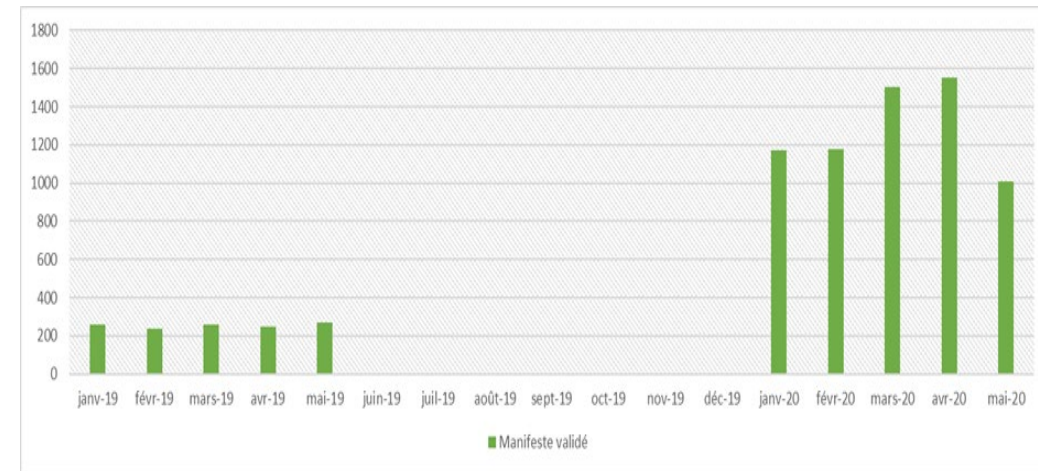
- YUP
- CAMPOST
- OM
- Payment Agregators

### Other Procedures

- Phytosanitary (e-Phyto)
- Timber Inspection report (SGS)
- Cocoa/Coffee Certificate of Origin

# SW Implementation in Cameroon

## Impact on Operations on the system



What next?

# What next?

## Post Pandemic Measures

### Optimizing the functionalities to allow full teleworking for users

- Generalization of e-Force along the supply chain
- Eliminate remaining manual processes at the border
- Disseminate digital payment channels

### Optimizing information and communication

- Adapt and update the Trade information Portals available
- Strengthen NTFB communication actions (WhatsApp Groups, others tools for digital communication)

### measures to simplify border crossing formalities for goods

- Acceptance of copies of documents in procedures
- Give priority to post-clearance checks



# THANK YOU FOR YOUR ATTENTION

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