ARMENIA

UNECE Single Window Case Study Repository
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Governance

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.	Responsible Body Is The State Revenue Committee Of RA. The Participants Are: RA State Revenue Committee; RA Ministry of Health; Ministry of High-Tech Industry Food Safety Inspectorate «Scientific Center of Drug and Medical Technology Expertise» CJSC; RA National Post communication operator «HayPost» CJSC; Customs brokers; Organizations carrying out currier services; Foreign Economic Activity (FEA) implementers. Parties also receiving data and information from the system are: RA MoJ Compulsary Enforcement Service; RA Central Bank.
Is it enshrined in national legislation? (please list the legislation[s])	Decision N 874-Ն 06/08/2015 By The Government Of The Republic Of Armenia To Recognize The Responsible Authority For The Implementation Of "Single Window"system
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 governments agencies in the SW managed? And how often does the above Committee meet, if one exists?	Decision N 185 –Ա of the Prime Minister of The Republic of Armenia to create a steering committee for the implementation of 'Single Window' system. The Steering Committee meets 4 times in a year.(Once in three months) http://www.arlis.am/DocumentView.aspx?DocID=128617
Is there more than one SW official government sponsored facility operating in your country? If yes, how is this managed?	No

Establishment

Have you notified the establishment of a SW as category A, B or C type of	B

measure under the WTO Trade Facilitation Agreement (Article 10.4)?	
What is the current status of the facility (study, pilot phase, running)?	Partly Running , In process
What motivated the establishment of your Single Window (SW)?	The implementation of the SW system will reduce the time of transactions and corruption risks, and will help to simplify the procedures for the development of business in Armenia.
What year was it established?	It was established in 2013.
How did the SW interface with legacy systems (systems that existed prior to the SW project – if applicable)?	Before implementing SW system in Armenia was running TWM(Trade World Manager). After the implementation all the data was transferred to SW systems cloud.
Did any other country's SW model serve as inspiration or model? (which ones)	No
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)	SW started its establishment from 2013 with a pilot project of specific services. Since November 1, 2013, each company importing medication got the opportunity in "online" mode to apply to the Ministry of Health and a center of expertise on drugs and technologies to obtain a certificate of entry of drugs and medicines. This mechanism also avoids the need to provide a separate certificate to the customs authorities because the required information is transmitted electronically between agencies.
What kind of training for the staff was required in the establishment and how was it organized?	All officials in charge of the use of the system, participated in the trainings that are organized periodically (as needed) by the State Revenue Committee. There is a hot line in the RA State Revenue Committee for the system, as the result of which the most frequently asked questions with answers are posted in the respective sections of the portal. Queries and analytics of their results are periodically implemented.

Services

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)	eCustoms: • **Single Administrative Document.** The system allows to complete the customs declarations in fully electronic form respecting all the customs procedures envisaged by the legislation, submission to Customs authorities, their acceptance, processing, modification and clearance by the Customs Authorities through the personal office. In case the electronic signature is available the system also gives opportunity to carry out the entire process electronically without leaving the portal domains. The system

provides the verification of incoming information and if necessary notification of incomplete data, calculation of customs duties, application of tariff and non-tariff control tools, transparency of all actions on the declaration for users. The information is used by the Ministry of Finance, National Statistical Service and other state bodies.

• **Customs Value Declaration.** The system provides all customs value determination methods in accordance with customs legislation and ensures electronic submission and approval of the information.

• **Transit Declaration Processing**. The system is used for electronic submission of transit declarations and accompanying documents, as well as their further processing and feedback by customs authorities. The system supports 5 types of transit cases in accordance with customs legislation.

• **Passenger Customs Declaration**. The system is used for entering and processing of passenger customs declarations. The system provides opportunity for electronic declarations to be filled both by customs officers based on paper declarations provided by passengers, as well as it has a feature for electronic submission of declarations by passengers through terminals.

• **Customs Credit Order**. Ensures calculation of financial obligations in case of goods being imported by individuals for personal use. It also provides for control over temporary imported vehicles for personal use for the period of stay.

• **Statistical Form.** The system is used for electronic submission of the statistical form document which substitutes goods declaration in case of movement of goods between member-countries of the Eurasian Economic Union and registration of such movement.

• **Advance Cargo Information**. The system is used for electronic submission of preliminary information by the freight forwarder or importer prior to the arrival of its goods to customs border in order to accelerate the border crossing process for goods. The system is functionally ready but its use has been suspended due to expected legislative changes.

• **Electronic Release of Goods.** The system is used for registration of actual exit of goods in case of export of goods from the borders of Eurasian Economic Union Member Countries. The actual exit is registered after receipt of confirmation about exit of goods.

• **Financial Guarantee Management**. The system allows to provide guarantees for future payments to Customs Authorities in respect of fees that are not due at the moment of border crossing, but may be required later in certain cases and receive information on availability, amount, term and other details regarding financial guarantee of the entity. The system is functionally ready but its use was suspended due to expected procedural changes in EAEU.

• **Centralized Weighting System**. One of the latest systems has been implemented fully functioning since February 2018. The system is used for centralized storage of weighting records, as well as photos, of vehicles transporting goods. The system also ensures automated identification of vehicles based on their plate numbers.

	• **IRU Data Exchange.** The system provides data exchange between RA Customs authorities and IRU (INTERNATIONAL ROAD TRANSPORT UNION) in real time. The main goals are checking validation and to close after finish TIR carnets at SafeTIR shipping in real-time. Trade Facilitation: • **Preliminary Decision on Classification**. The system is used for electronic submission and processing of the application on goods classification with all documents describing the product enclosed. Customs authority decision on classification of specific product that should be imported /exported can be received through the electronic platform. • **Ministry of Health Certificate**. The system enables the electronic submission of import applications and related documents by the drug importing companies to the Ministry of Health of RA and Drug expertise center. The entire application processing is carried out by the system, ensuring the record of the application status and the decisions made among the responsible departments of the Ministry of Health, Drug expertise center and the importer. The decision is reflected in the system and there is no need to submit a paper copy of the decision to customs authorities. • **Food Safety Inspectorate.** The system enables the State Service for Food Safety of the Ministry of Agriculture of RA to electronically submit an application for import, export and transit permits for products subject to veterinary control, products subject to phytosanitary control, substances in direct contact with food. The entire application processing is carried out by the system. The decision is reflected in the system and there is no need to submit a paper copy of the decision to customs authorities. • **Postal Items Clearance System.** The system is used for electronic registration and control of postal items, calculation of fees to be charged, based on electronic data received from postal and courier services, as well as data verification with RA Police passport and visa department. • **Radio Frequency Equipment Import License**. The system is used for electronic submission and processing of applications for licenses for the import and export of radio-electronic and / or high-frequency devices for civilian use. The system ensures electronic interoperability between Licensing agency of the Ministry of Transport, Communication and Information Technologies of the Republic of Armenia, "Republican Telecommunication Center" SNCO and importers. The decision is available electronically. • **Transport Control System**. The system is intended for control over vehicles crossing borders of the Republic of Armenia, supporting interaction with Ministry of Transport, Communication and Information Technologies of RA. The system is functionally ready but its use has been suspended due to expected legislative changes. Support and Maintenance These systems are used by Customs Service and ensure functionality and integration between the components of the

	National Single Window: • **Live Reporting System**. The system allows to generate and manage reports on a set of data in the database in various file formats (Excel, pdf, txt and csv) and has built in statistical data analyzing tools. • **Trade Documents Cloud**. The system is used for centralized maintenance of electronic versions of all provided documents and provides opportunity to use once submitted document in all RA National Single Window Platform systems multiple times. • **Centralized Accounting and Payment**. The system is used for centralized registration and control of all payments collected by custom authorities and provides businesses/ physical persons with the opportunity to have the information on their financial liabilities in one place. • **Risk Managemen t System**. The system provides modern tools for effective customs risks management with the use of targeting and feedback mechanisms. • **Reference Information Management System**. The system provides centralized management of classifiers, registries, lists and other formatted fields of RA National Single Window Platform systems through one-time insertion of data and single processing point. • **Business Rules Modeling.** The system is used for defining logical rules for the functioning of other systems of the National Single Window Platform. • **Enrollment Management System**. The system provides for management of users and respective roles for all National Single Window components and ensures security management through control of access.
How many transactions per day are handled?	Transactions per day about 9000.
What percentage of total transactions? [what % of a) total export declarations and b) total import declarations]	Imports-83% Exports-17%
Does your SW covers all type of transaction (maritime, air, railroad, road or one or few of them)?	Air, Railroad, Road
Who are the clients of the SW? And how many clients does the SW have at the present time?	Importers and exporters .Currently the number of the system users is 14,797
Does your SW provide a full "single entry point" service? If yes, explain briefly how this operates.	SW provides a full single entry point service which gives the opportunity to do all required procedures with single sign on service. With this property, a user logs in with a single ID and password to gain access to any of several related systems.
How does your system interface with systems that are out of scope of the Single	The system runs in the web environment. It is allowed to integrate with any other system and information source receiving and providing necessary information to the control implementing

Window, such as Single Submission Portals (Port Community Systems, B2B eCommerce systems, etc.)?	authorities in real time.

Operational Mode

How does it work? (step by step functioning) *What is the operational model for the SW (describe the operational structure)?*	The trader (declarant) can submit the package of documents for customs declaration and all the other border procedures at border crossing points through the electronic platform at once. This means that whole process of document circulation at border crossing points is carried out through the national single window.

Business Model

What is the business model?	The Application provides user, role and services user management functionality for managing user access rights and permissions in all applications used by the Customs Service. All subsystems use the application to identify user authorization information and additional attributes defined for users. All sub-systems of the portal after having been processed and tested were launched in pilot regime, and only after finalizing the results they will come into use. Exchange of messages between the "Single-Window" and other systems is implemented through web service.
How is it financed (government, private sector, Private-Public partnership)?	It is financed by government and by the EU
Have parts or the entire development and/or management of the facility been outsourced to a private contractor?	The development of the system and current support service is done by private contractor company.
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)?	The system is free of charge.
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

What technology is used?	Java and Oracle.
How are data submitted (electronically – what type of format/language; paper – what forms; combination – what kind of combination)?	Data is submitted Electronically in Armenian, Russian and English. Data can be uploaded/downloaded to/from the system in XML format.
Where are data sent and stocked (government or private entity)?	The data is sent and stocked in government's servers.
Who can submit data (importer, exporter, agent, customs broker)?	Importer, exporter, and 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?	The submission of data is electronic, individual data elements may be submitted once. The Trade Documents Cloud application allows traders to store their scanned documents in a dedicated cloud and share their documents with authorities, directly from the cloud.
Can client systems interface directly with the SW?	Yes
Is an electronic signature used in you SW? if yes it is mandatory and for which processes?	Yes it is used, and it is mandatory.

Promotion and Communication

How did you promote the Single Window facility?	Trainings
How all stakeholders are kept informed about the facility's progress?	Trainings, commercials, meetings with the stakeholders.
What kind of training is provided for users?	There is a running information desk in the portal which provides the FEA implementers with information on imported and exported goods, permitting documents, customs duties.
Did you have a change and transition management program for your SW?	No

Do you provide any helpdesk or customer service?	•Business Rules Modeling. The system is used for defining logical rules for the functioning of other systems of the National Single Window Platform. •Enrollment Management System. The system provides for management of users and respective roles for all National Single Window components and ensures security management through control of access.

Legal Aspects

Is use of the facility obligatory or voluntary?	Obligatory
Do participants need to sign an agreement with provider/agency in order to participate? What are the requirements?	Implementers of the Foreign Economic Activity sign an agreement with the RA State Revenue Committee to obtain a valid login and password required for access to the system.
Was specific legislation (or change of old legislation) necessary? (Please specify)	The Decision of the Government of RA N 546-Ն 30/03/2017 about the entry rules of the users for SW system. http://www.arlis.am/DocumentView.aspx?DocID=113820
How is the privacy of information protected?	The confidentiality of the system beneficiaries' data is ensured by the contract between the parties.

Standards

What is the role of international standards (UN/EDIFACT, UNLK, UN LOCODE, UN/CEFACT Single Window Recommendation, etc) in your SW?	During the implementation of SW system took a huge role UN/CEFACT single window recommendation, WCO data model
Do you use an international standard for your data library (the UN/CEFACT Core Component Library, the WCO Data Model, other)?	UN/CEFACT 33 , *WCO Data Model*
Have you used UNECE Recommendations 33, 34, 35 and 36 in developing your SW? If so, please explain how this was done.	The Concept Note defines the main measures to be implemented for the introduction of the One Stop Shop/Single Window principle. While developing the concept of the One Stop Shop/Single Window, the State Revenue Committee, has developed the requirements to and products (attached to this report) of the One Stop Shop/Single Window system and, based on discussions with interested bodies and respectively qualified specialists. As a result we can state that the One Stop Shop/Single Window principle of Armenia corresponds to the third model of the Single Window defined by the UNECE Recommendation No. 33: an automated information transaction system.

Benefits

Can you indicate the reduction in time and cost for import and export procedures as a result of implementing the SW for users?	Instead of waiting 5-7 days and going to several authorities importers/exporters can apply online which reduces the time spent on transactions.
What are the benefits to clients and to participating agencies?	One of the benefits is that client instead of going to several authorities for getting documents one can apply through this system. The benefit for agencies is that they can manage to do several transactions and the agency and the client can see in which phase is there transaction.
What was the impact on Customs revenues?	Risks of corruption were reduced.

Lessons Learned

What were the crucial success factors?	The crucial success factors are the cooperation of authorities and the willingness to simplify the processes of transactions.
What were the greatest obstacles?	Constraints on budget, lack of legal framework and inter-agency coordination difficulties
What are the main lessons learned? What could have been done differently?	

Future Plans

What are the plans for further development of the SW?	It is envisaged to use the single window principle not only for the processes at the border crossing points of the country, but also processes within the country in the framework of the implementation of the Foreign Economic Activity, is the introduction of electronic systems for all the documents of permit (licenses, permits).
What are the biggest obstacles to further development of the SW?	Inter-agency coordination difficulties.
Do you intend to make agreements concerning SW cooperation on the regional level?	On the regional level with Iran and Georgia, and with the EEC member countries.
Are you planning to have agreements for exchange of data with SW running in other countries?	Agreements for exchange of data with SW system are planned with Vietnam and China within the EEC member countries.

Source for further information and contact person:

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