UNITED NATIONS
UNCTAD

ASYCUDA
Automated SYstem for CUstoms DAta

ASYCUDA IN ACTION

COMPENDIUM 2019

1 NO POVERTY

2 ZERO HUNGER

3 GOOD HEALTH AND WELL-BEING

4 QUALITY EDUCATION

5 GENDER EQUALITY

6 CLEAN WATER AND SANITATION

7 AFFORDABLE AND CLEAN ENERGY

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

10 REDUCED INEQUALITIES

11 SUSTAINABLE CITIES AND COMMUNITIES

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

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17 PARTNERSHIPS FOR THE GOALS

SUSTAINABLE DEVELOPMENT GOALS

Foreword

Keeping the promise of the 2030 Agenda for Sustainable Development and its 17 Sustainable Development Goals requires countries to mobilize more government resources and to better collect, process and analyse data on the sources of revenue at their disposal. In many developing countries, especially the least developed among them, customs revenue constitutes a significant, if not the largest, source of domestic resources potentially available to mobilize for development.

The UNCTAD Automated System for Customs Data (ASYCUDA) programme works to both increase the effective collection of customs revenues and strengthen institutions for customs data collection and processing in the countries where it operates, increasing government revenues from trade and producing trade-related statistics through its customs automation, modernization and reform projects. Given the programme's important function and the wide demand from member States for the services it provides, it is no wonder that ASYCUDA is the largest UNCTAD technical assistance programme, active in more than 90 countries.

The ASYCUDA programme is recognized worldwide for its contribution to the modernization and automation of customs procedures. However, its impact has continued to broaden over time at the request of member countries. This compendium provides case studies of ASYCUDA in action, offering a detailed look at some of the achievements and benefits reported by user countries after implementing ASYCUDA systems. The findings of this compendium further demonstrate the value that ASYCUDA provides to the countries that use it, and the critical role that trade can play through effective customs collection in mobilizing domestic resources for development.

On behalf of UNCTAD, I wish to offer my personal thanks to all member States that shared their stories and participated in the preparation of these case studies for the trust they placed in UNCTAD to work with them and for accepting to share with us their national data and statistics in order to demonstrate the effectiveness of the ASYCUDA programme. This work could not have been possible without their cooperation and support.

Mukhisa Kituyi
Secretary-General of UNCTAD

Acknowledgement

ASYCUDA In Action

IN A WORLD OF COMPLEX AND FAST CHANGING TRANSNATIONAL CHALLENGES…PARTNERING WITH CIVIL SOCIETY AND BUSINESS IS MORE THAN JUST AN OPTION. IN MANY WAYS, IT HAS TURNED INTO A NECESSITY FOR THE UNITED NATIONS IN ORDER TO "GET THE JOB DONE"[1]

From the onset, and through its 35+ years of existence, the ASYCUDA Programme has always been a demand-driven Technical Assistance initiative of UNCTAD. The Nairobi Maafikiano adopted at the fourteenth session of UNCTAD in July 2016 in Nairobi, Kenya, reconfirmed UNCTAD's mandate to ASYCUDA in paragraph 38 (p) "Continue to provide assistance to developing countries to design and implement policies and actions aimed at improving the efficiency of trade transactions as well as the management of transport operations. It should also continue to cooperate with member States in implementing, the Automated System for Customs Data (ASYCUDA)".

Accordingly, over the years UNCTAD's ASYCUDA Programme has solely focused on delivering upon this mandate, providing expertise and capacity building on customs modernization and automation as a means to improving trade facilitation. This was and continues to be achieved through the adoption, by the requesting member States' customs administrations, of international standards (data), and the implementation of best practices (processes), followed by the automation of the customs clearance process through a thorough installation of the ASYCUDA automation platform.

With almost half of the customs administrations around the world now relying on a common automation platform to support their respective customs clearance operations, UNCTAD was able to build all the required and requested features of those administrations, using the latest technology available at any given time, in one standard and fully integrated software, i.e. ASYCUDAWorld. Aside from the expertise UNCTAD developed working with a large number of customs administrations, and benefiting from their inputs, a key value of the ASYCUDA Programme moving forward is the collaborative network of administrations, partners and experts it can build upon. This Compendium of case studies illustrates some of the positive outcomes of this partnership framework.

This edition covers a wide range of benefits acknowledged by the respective user countries, including Least Developed and Landlocked Developing countries, such as reduction in clearance steps for traders, improved "Doing Business" rankings, streamlined processes in customs and with other regulatory agencies, increased revenue. More case studies shall be prepared in the future as the 100+ user-countries' report on progress made in partnership with UNCTAD and its ASYCUDA Programme.

We invite you to follow us on our official twitter account: @AsycudaProgram and to visit our official website for more information: www.asycuda.org.

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[1] Business UNusual. Report commissioned by the Global Compact Office ISBN-1-100980-4 United Nations.

ASYCUDA COMMUNITY

Table of Contents

While this report links thematic benefits to specific countries, it should be noted that these benefits often apply in many other countries using ASYCUDA.

All case studies are available on https://asycuda.org/en/case-studies/. Scan the QR code for all case studies.

Authorized Economic Operators

Implementing Authorized Economic Operators (AEO) offers an opportunity for customs to share its security responsibilities with the private sector.

Belize

SITUATION

From 2012 to 2014, the top twenty-five importers into Belize faced a 60% customs intervention rate. These top importers generated 41% of the total customs revenue collected in that period. The Belize Customs and Excise Department (BCED) solicited UNCTAD assistance to review and adapt the risk management policy and ASYCUDA to improve targeting efficiency and facilitate trade.

SOLUTION

Following the implementation of the ASYCUDAWorld, BCED, with UNCTAD assistance, implemented a Trusted Trader Programme (TTP) based on voluntary compliance by economic operators. TTP allowed qualified traders to establish internal controls in trade operations while the BCED minimized the intervention rate of trusted traders' consignments through ASYCUDAWorld.

RESULT

UNCTAD conducted a revenue and a risk management analysis within the context of the ASYCUDAWorld project in 2014 using 2012-2014 data. Another review was conducted by UNCTAD, post TTP implementation, in June 2017, which examined the period January 2012 to May 2017. The following results were noted:

- 11.1% revenue increase between 2014 and 2015 and 10.9% from 2015 to 2016;

- Significant decrease in intervention rate from 91% in 2011 to 48.5% in 2015 and 45% in 2017;

- Companies taking part in the TPP pilot reported significant cost savings on port storage fees and other customs/port related charges.

46%

Decrease of customs intervention rate from 2011 to 2017 after the implementation of TTP.

"We have built trust with selected importers and we feel confident to release their shipments based on their self-assessment and level of compliance with customs regulations. We have seen a marked improvement in the amount of revenue we have collected in the past 2 years as part of the pilot program. Something like a quarter of a million dollars was collected as a result of traders coming back to us and saying hey customs I did my checks and I owe you some money."

Raquel Waight
Supervisor, Risk Management,
Customs Department

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UNCTAD

Authorized Economic Operators

Size of Project
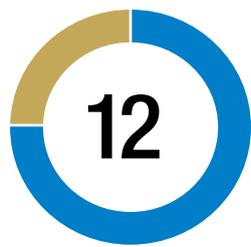
Total number of customs offices

12

3 Paper-based customs office

9 Computerized customs office

1,186 Millions of dollars — IMPORTS

EXPORTS — **350** Millions of dollars
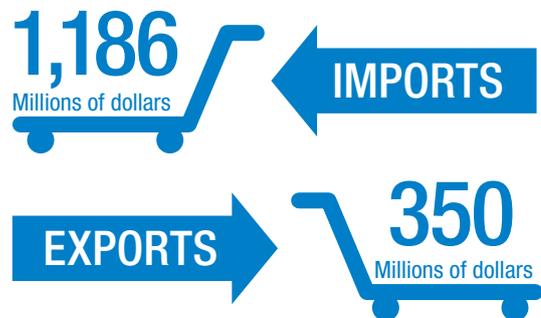
2017 Volume of Activity

Manifests processed	**Waybills** processed	**Import Declarations** processed	**Export Declarations** processed	**Transit Procedures** processed
22,079	115,770	56,502	5,468	4,463

Belize Customs Annual Revenue Evolution (in millions BZD)
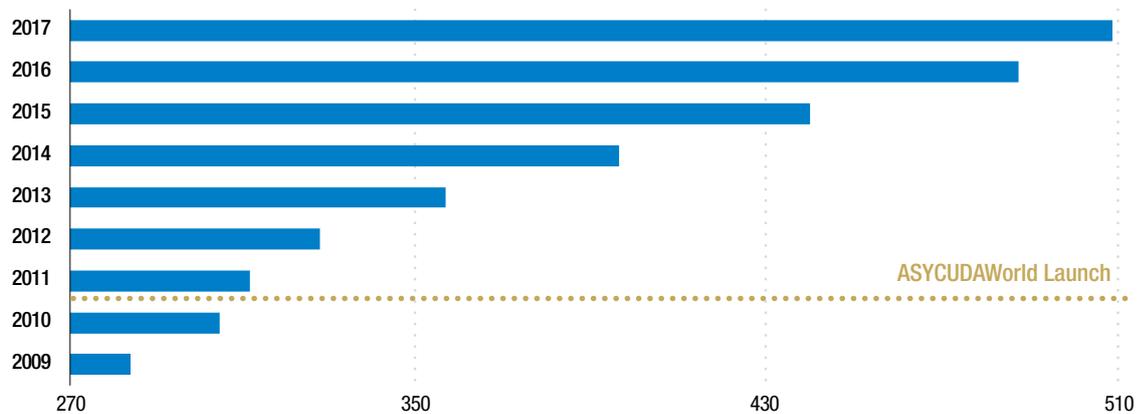
Year	
2017	
2016	
2015	
2014	
2013	
2012	
2011	
2010	
2009	

ASYCUDAWorld Launch

270   350   430   510

The implementation of ASYCUDAWorld is among the many factors such as regional trade agreements, customs reform, procedures automation, etc. that can affect revenue

ASYCUDA

Big Data Processing

The Bangladesh National Board of Revenue uses ASYCUDAWorld to manage large volumes of daily transactions.

SITUATION

Bangladesh is one of the top garment exporters in the world and this places significant challenges on its National Board of Revenue (NBR) to process all the corresponding customs/trade documentation such as cargo manifests, customs declarations, payments and other regulatory requirements in a timely fashion. The volume of transactions represents the highest among other ASYCUDA user-countries. This presents unique demands on NBR's trade support services and customs automated system.

SOLUTION

Continued NBR management commitment to reform and modernization, an experienced support team, regular ICT infrastructure upgrade, and timely update of the ASYCUDA system allowed the National Board of Revenue to address the challenges of increasing volume of transactions, number of user connections, and of the full range of electronic interfaces/linkages required between customs and external stakeholders.

RESULT

The large volume of transaction processed by Bangladesh Customs is made possible by expanded technical, server and storage capacities. To manage the workload, i.e. up to 50,000 documents per day, the ASYCUDA system in Bangladesh currently relies on a fully redundant architecture including:

- 128 GB application server;
- 256 GB database server;
- 9 TB total storage capacity;
- Bandwidth of 20 MB/s between the headquarters and the primary customs sites, and 4 MB/s with the other customs offices.

Bangladesh

2 million

The number of waybills processed by the Bangladesh National Board of Revenue using the ASYCUDAWorld system in 2017.

"Streamlined revenue collection provides Bangladesh the necessary funds needed to deliver important public services and infrastructure such as schools, roads, hospitals, and new development opportunities."

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Big Data Processing

Size of Project
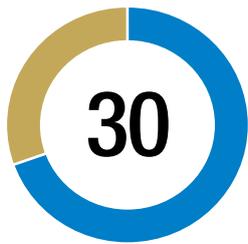
Total number of customs offices

30

9 Paper-based customs office

21 Computerized customs office

56,000 Millions of dollars ← IMPORTS

EXPORTS → **34,000** Millions of dollars
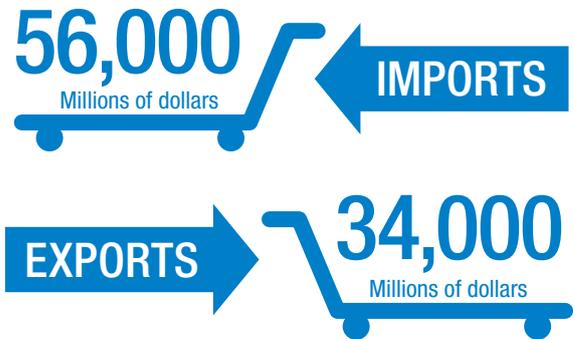
2017 Volume of Activity

| Manifests processed	Waybills processed	Import Declarations processed	Export Declarations processed
14,612	2,079,948	1,216,983	1,273,180

Number of Persons Trained
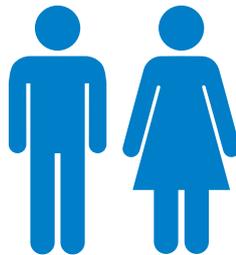
Approximately **4,000**

Capacity Building

Togo has worked with the ASYCUDA Programme to implement a tailored program to train a large number of customs officials on the use and operation of the ASYCUDAWorld system.

Togo

SITUATION

The migration of the Togolese ASYCUDA++ system to ASYCUDAWorld took place in a relatively short period of time and happened within the context of a number of major administrative and technical changes. The speed at which all was expected to happen and the scope of the changes involved represented a serious challenge.

SOLUTION

A clear strategy to strengthen customs capacity through the securitization of data and improvement of key technical elements of the ASYCUDA system, required a training component for the Togolese Customs Agency and other stakeholders' staff across all regions in the country.

RESULT

Upon the completion of the initial phase of the upgrade to ASYCUDAWorld and its other related technical dependencies, in 2016, the Togolese Customs Agency initiated a training program with UNCTAD to strengthen the overall operation of the system. This training program, mobilizing local computer and customs expertise contributed to the following positive developments:

- Entry and registration certificates for vehicles;
- Management of Temporary Exemptions and Admissions;
- Direct payment of declarations via barcode;
- Notification of payments;
- Clearance of transport documents through DS7 declarations;
- Automated Transhipment Clearance Document.

12

Large scale training programs in 2018 that reinforce the capacity and expertise of Togo customs officials in using the ASYCUDAWorld system.

"The strength and flexibility of the ASYCUDAWorld system was complemented by the strong commitment of the Togolese Customs Agency to build expert capacity in the configuration and use of the software."

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OTR
OFFICE TOGOLAIS DES RECETTES

Capacity Building

Size of Project

Total number of customs offices

17

1 Paper-based customs office

16 Computerized customs office

1,340 Millions of dollars
IMPORTS

EXPORTS
1,111 Millions of dollars

2017 Volume of Activity

Manifests processed
24,013

Waybills processed
152,880

Import Declarations processed
78,149

Export Declarations processed
24,088

Transit Procedures processed
89,788

Number of Persons Trained

1,102
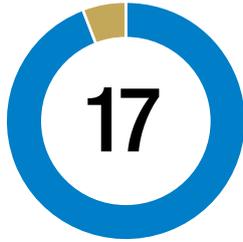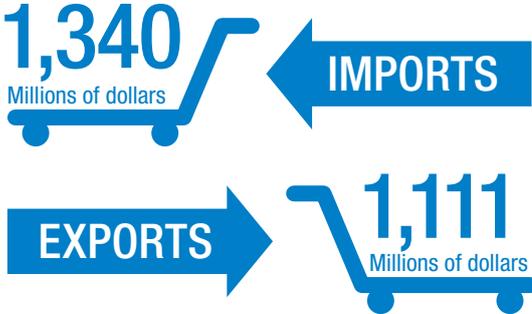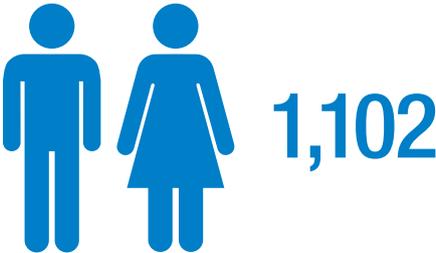
Customs Reform and Revenue

ASYCUDAWorld system provides critical tools that help increase levels of national revenue.

SITUATION

Afghanistan needed a set of standardized procedures and mechanisms to automate important pieces of its trade sector to increase revenue. Given the large amount of goods used for both development aid and military purposes that was previously handled manually, there was a need to implement a system that could quickly and accurately carry out exemption processes and valuation control among other things.

SOLUTION

The ASYCUDAWorld system was implemented with a focus on automating and recording both exempted and commercial customs transactions. It was also designed to calculate accurate customs values. Overall this contributed to providing a more transparent environment for both exempted cargo and commercial goods.
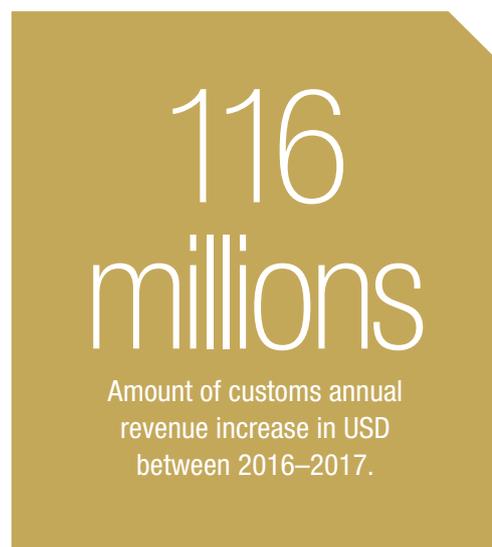
RESULT

The ASYCUDAWorld system provided several key improvements for the Afghanistan Customs Department which ensured greater efficiency and transparency as the demands on the customs resources increased. Specifically these improvements include:

- The implementation of Integrated Tariff of the European Communities nomenclature in the ASYCUDA system, which further subdivided commonly imported commodities for valuation purposes;

- Deployment of ASYCUDAWorld Exemption module covering all processing steps to prevent forged exemption certificates, ensure transparent processing, reduce processing time and increase customs revenue. In 2017, 65'169 exemption certificates were processed on ASYCUDAWorld;

- The development and configuration of valuation control in the ASYCUDA platform which now monitors more than 90% of international trade in customs value.

Afghanistan

116 millions

Amount of customs annual revenue increase in USD between 2016–2017.

"The implementation of ASYCUDA-World is a big step towards customs modernization, trade facilitation and known as an achievement towards self-sufficiency in terms of revenue collection."

Eng. Mohammad Sami Nimruz
Provincial Governor

UNITED NATIONS
UNCTAD

Customs Reform and Revenue
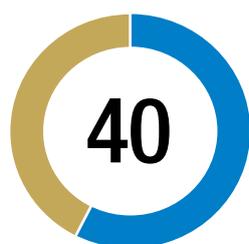
Size of Project

Total number of customs offices

40

16 Paper-based customs office

24 Computerized customs office

9,624 Millions of dollars → IMPORTS

EXPORTS → **890** Millions of dollars
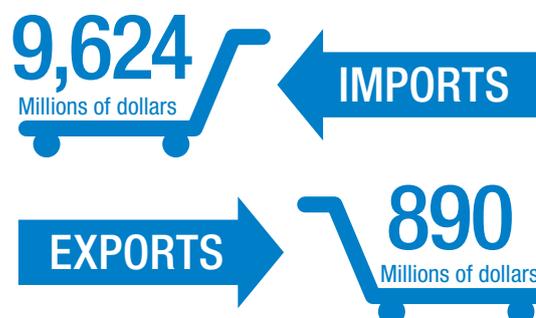
2017 Volume of Activity

Manifests processed	**Waybills** processed	**Import Declarations** processed	**Export Declarations** processed	**Transit Procedures** processed
4,026	10,856	358,897	51,252	380,000

Number of Persons Trained

733
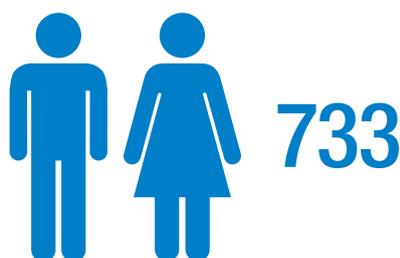
Dispute Settlement

Shifting to an automated process for applying and collecting customs fines, Mauritania customs has streamlined the internal procedures and improved sharing of information between government institutions.

SITUATION

Mauritania Customs, in collaboration with the Port Customs Office and the National Treasury, identified the need for the automation of the manual dispute settlement procedure, i.e. from identification of the offence until closing of the case, for a better management and tracking of the processes involved, and for moving towards a paperless environment.

SOLUTION

A new offence module, fully integrated with ASYCUDAWorld system, was developed to record and process offences including rates and amounts of fines to apply for those offences, receipts tracking, and recording amounts collected and disbursed.

RESULT

By providing improved transparency, the module allows the Port Customs Office to monitor the performance of customs agents and offices. This has played an important role in strengthening risk management and has contributed to:

- 23 places improvement in the Trading Across Borders topic of the World Bank Doing Business Ranking between 2016–2017;

- Increase in customs revenues;

- Improved information flow across institutions involved in identifying, assigning and collecting customs fines.

Mauritania

23

Ranks gained in the Trading Across Borders topic of the World Bank Ease of Doing Business report between 2016-2017 after the launch of ASYCUDAWorld.

"Streamlined and automated processes across government institutions involved in customs clearance plays an important role in creating a business-friendly customs environment that can have a positive impact on the country's economic development."

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Dispute Settlement

Size of Project
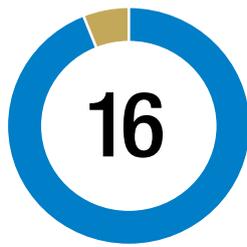
Total number of customs offices

16

1 Paper-based customs office

15 Computerized customs office

3,529 Millions of dollars → IMPORTS

EXPORTS → **2,057** Millions of dollars
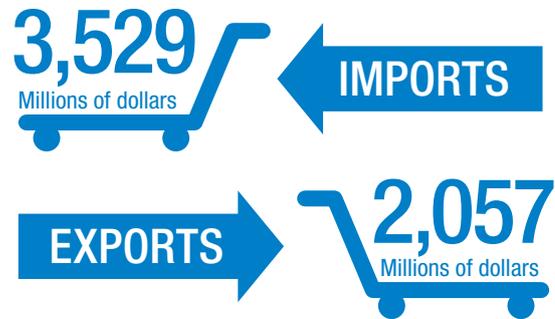
2017 Volume of Activity

| Manifests processed	Waybills processed	Import Declarations processed	Export Declarations processed	Transit Procedures processed
2,388	**44,582**	**83,466**	**11,431**	**9,230**

Mauritania Customs Annual Revenue Evolution (in millions Mauritanian Ouguiya)
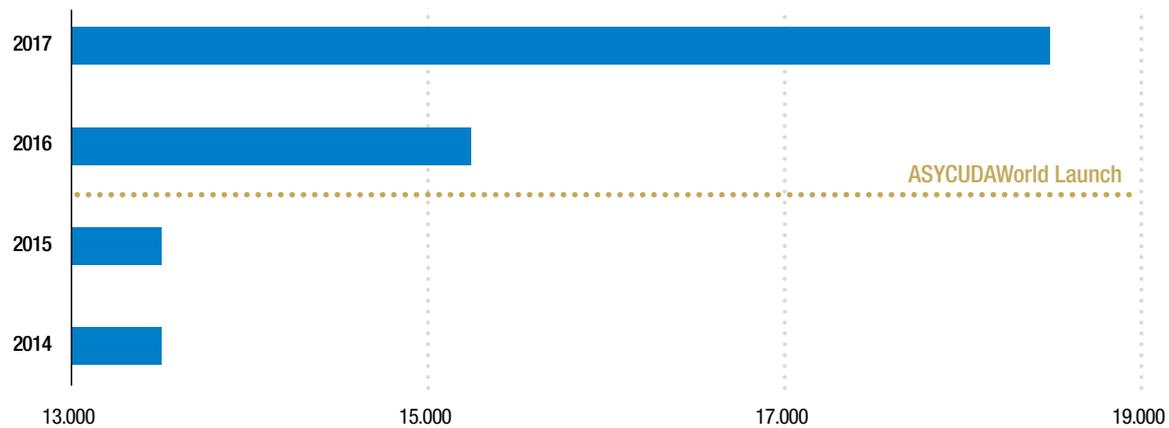
ASYCUDAWorld Launch

2017	
2016	
2015	
2014	

13.000 15.000 17.000 19.000

The implementation of ASYCUDAWorld is among the many factors such as regional trade agreements, customs reform, procedures automation, etc. that can affect revenue.

Number of Persons Trained

504
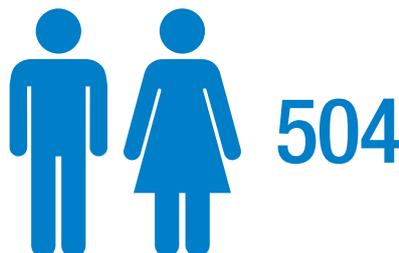
E-Government Solutions

ASYCUDAWorld is used as a foundation for the broader e-Government programme in Georgia.

Georgia

SITUATION

The Georgian government wanted to take steps to increase its efficiency in delivering public services as well as automating e-government procedures for citizens and beneficiaries across all government offices.

SOLUTION

Together with ASYCUDA, the Georgian government introduced modern technologies and platforms which helped reengineer business processes as well as simplify procedures and document requirements.

RESULT

Georgia achieved fast results in the first years of reforms:

- Maintained status as having the lowest level of corruption among countries in the region between 2005-10;

- Established a system of zero or minimum levels of cash transactions in the public sector;

- Achieved the status of having the highest level of government reforms between 2005-10;

- Improved ranking for the Word Bank Doing Business Index from 100th in 2006 to 11th in 2010 (ranked 9th in 2018);

- Georgia is in top 10 UN Member States with the highest commitment to cybersecurity;

- In 2010 the savings from customs reforms for which benefits could be monetized were roughly $388 million.

89

Ranking improvement of Georgia in the World Bank Doing Business Index from 100th to 11th between 2006–2010.

"The implementation of the Georgia e-Customs system notably increased the operational capacity of the Revenue Service, automated and integrated all of the Customs processes and risk management, and created a more efficient and modern Customs environment."

UNITED NATIONS
UNCTAD

REVENUE SERVICE

E-Government Solutions

Size of Project

Total number of customs offices

2

0 Paper-based customs office

2 Computerized customs office

8,271
Millions of dollars

IMPORTS

EXPORTS

2,901
Millions of dollars
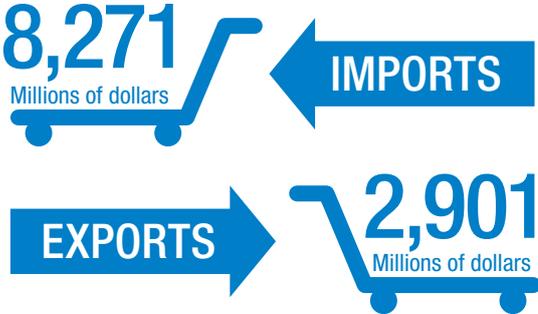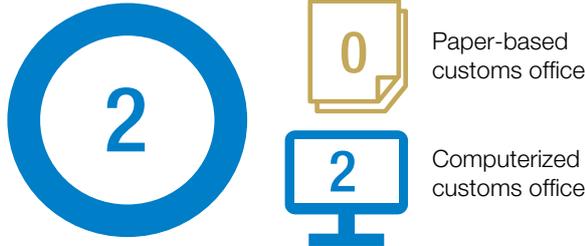
2017 Volume of Activity

Import Declarations
processed

209,289

Export Declarations
processed

54,933

Transit Procedures
processed

362,592

Number of Persons Trained

2,100
Number of females trained

4,000
Number of males trained

ASYCUDA

Handling the Manifest

ASYCUDAWorld used as a system to help streamline the delivery of goods in Curacao before during and after customs clearance.

SITUATION

Obtaining delivery of goods often requires complex logistical arrangements that importers make in order to have their goods removed from the customs control area within ports and airports. This process may require removal of a single consignment in a staggered manner using several transportation units, which can cause challenges for both the terminal operator and customs to control yet facilitate the final delivery of goods.

SOLUTION

ASYCUDAWorld flexible technology allows traders to provide advance information about cargo delivery logistics. This tailored improvement also gives Customs Officers better means to perform the required controls and verification more efficiently and in a fully automated manner.

RESULT

Having goods removed and delivered from the port of entry may seem like a relatively simple and straightforward task but this involves many stakeholders and checks that can make it cumbersome for customs to determine whether all customs formalities have been satisfied. To address these challenges ASYCUDAWorld provides for:

- Better portal for submitting delivery requests prepared by the trader;

- Faster means to release and deliver goods after physical inspection is conducted;

- More efficient automated system cross-checks and verification when goods are exiting.

Curaçao

18,188
The number of manifests processed in 2017.

" The use of the flexible cargo manifest module avoids the complains that we get from the trader that the inspection of the declaration is taking too long. The clearance of goods is now faster. Wherever the customs officers are, they can use a tablet to get access to ASYCUDAWorld so they can do their work properly without using paper."

Mr. Jesse Reite
Senior Policy Officer
Curaçao Customs

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UNCTAD

Handling the Manifest

Size of Project

Total number of customs offices

6

0 Paper-based customs office

6 Computerized customs office

2,158 Millions of dollars

IMPORTS

EXPORTS

1,412 Millions of dollars
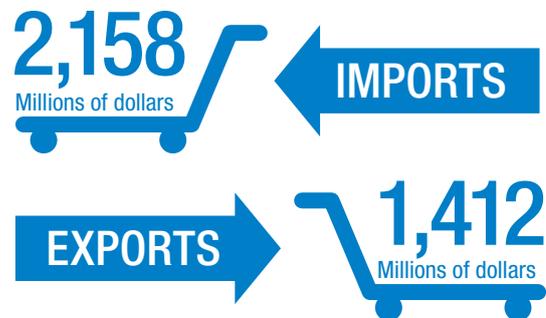
2017 Volume of Activity

Manifests processed	**Waybills** processed	**Import Declarations** processed	**Export Declarations** processed	**Transit Procedures** processed
18,188	284,692	299,696	15,891	10,072
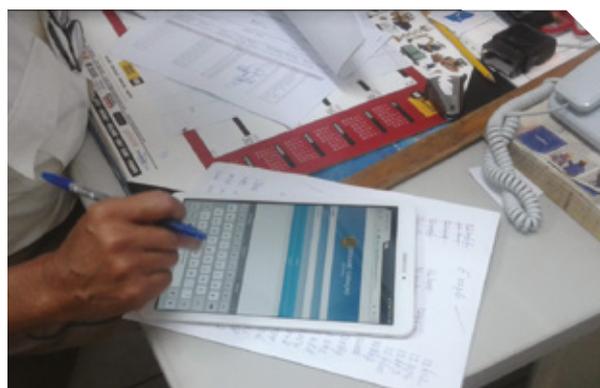
ICT Upgrade
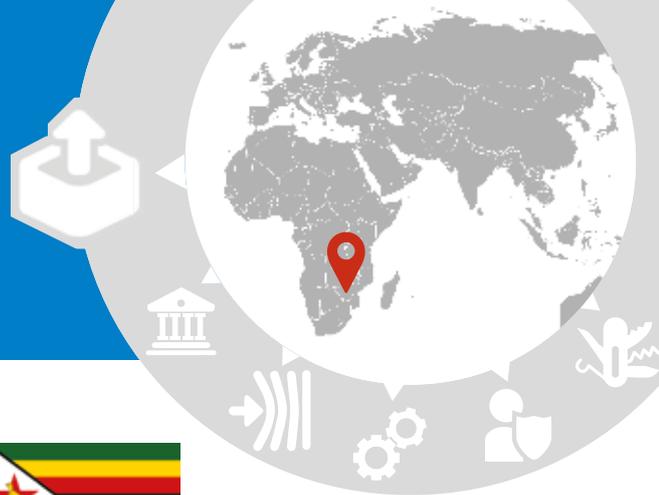
ASYCUDAWorld system offers flexible upgrades that respond to the evolving needs of the Zimbabwe Revenue Authority (ZIMRA).

SITUATION

Beginning 1991, Zimbabwe was among the first countries in the region to use an ASYCUDA platform to improve the procedures in its customs processes. As the volume and complexity of demands on Zimbabwe's customs system have grown over time, hardware and software upgrades are required for ZIMRA to maintain and further improve the levels of efficiency and effectiveness in managing customs clearance.

SOLUTION

The Zimbabwe Revenue Authority made the transition to the ASYCUDAWorld system in 2009 allowing for faster customs clearance. The system was upgraded in 2013, and then again in June 2018 following the procurement of top-of-the-range servers.

RESULT

A key strength of the ASYCUDAWorld system is that it can evolve with the changing needs of the Zimbabwe Revenue Authority as the country's economy develops. Successive upgrades have contributed to positive developments such as:

- Customs and trader transactions being handled via Internet;

- No requirement for client software;

- Enhanced system controls (shift from paper-based controls to electronic);

- Trade facilitation (faster clearance of goods at ports of entry);

- Interfacing with Other Governmental Agencies (OGAs);

- E-banking payments;

- Simplified compilation of trade statistics.

Zimbabwe

44%

Increase of ZIMRA revenue between 4th quaters of 2017 and 2018 (3 months following the upgrade of ASYCUDAWorld).

"The Zimbabwe Revenue Authority (ZIMRA) was the first revenue authority in the COMESA region to migrate to the ASYCUDAWorld system which sparked significant interest from other countries within the region to upgrade versions in order to accommodate rapid technical and economic changes."
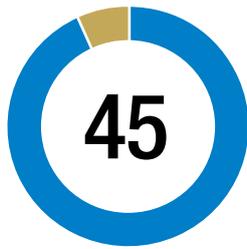
UNITED NATIONS
UNCTAD

ZIMRA

ICT Upgrade

Size of Project

Total number of customs offices

45

3 Paper-based customs office

42 Computerized customs office

5,031 Millions of dollars — IMPORTS

EXPORTS — **4,800** Millions of dollars
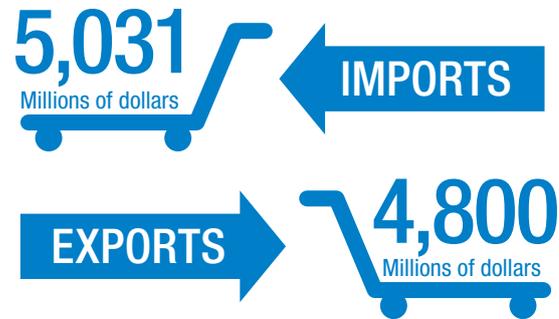
2017 Volume of Activity

Manifests processed	**Waybills** processed	**Import Declarations** processed	**Export Declarations** processed	**Transit Procedures** processed
6,954	57,664	340,556	55,643	175,255

Number of Persons Trained

1,250
Number of females trained

1,100
Number of males trained

Increase of Revenue

ASYCUDAWorld system played a key role in facilitating trade and increase trade revenue to record level for the Solomon Islands.

SITUATION

The Solomon Islands relies on imported goods and faced a situation where delays in customs clearance had a significant impact both on the nation's supply of goods for its population as well as the timely and reliable collection of revenue to finance government programmes.

SOLUTION

Given the global trade environment, increasing trade revenue depends heavily on increasing the volume of cargo that can be processed by the Solomon Islands trade support services. Doing so requires faster, more efficient customs clearance procedures. The implementation of ASYCUDAWorld, with the assistance of UNCTAD, provided the Solomon Islands Customs and Excise Division (SICED) the opportunity to streamline its processes according to international standards, and to adopt best customs practices that helped lead to record levels of trade revenue for the country.

RESULT

In the case of the Solomon Islands there was a distinct need to modernize clearance and revenue collection procedures across the ports and airports of the 992 islands archipelago. The contributions of the implementation of ASYCUDAWorld include but are not restricted to:

- Streamlining and automation of customs processes;
- Closer integration between SICED and port operations;
- Facility for online pre-clearance of goods;
- More than SBD1 billion (approx. USD 126 million) in revenue collected by SICED in 2017.

Solomon Islands

SB$ 1 billion

Amount of trade revenue generated by SICED in 2017.

"Improved efficiency comes from the performance of our people and their willingness and ability to embrace automation using the ASYCUDA World system."

Nathan Kama
Comptroller Solomon Islands
Customs and Excise Division

UNITED NATIONS
UNCTAD

SI CUSTOMS

Increase of Revenue

Size of Project

Total number of customs offices

7

3 Paper-based customs office

4 Computerized customs office

981 Millions of dollars **IMPORTS**

EXPORTS **551** Millions of dollars

2017 Volume of Activity

Manifests processed	**Waybills** processed	**Import Declarations** processed	**Export Declarations** processed
1,296	**24,517**	**20,831**	**2,745**
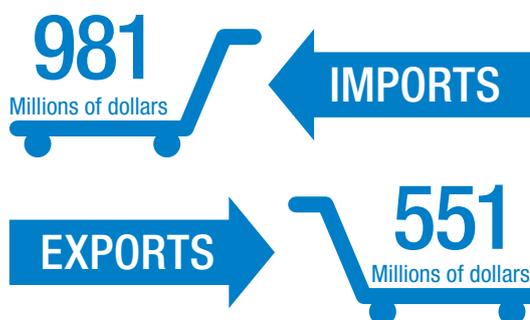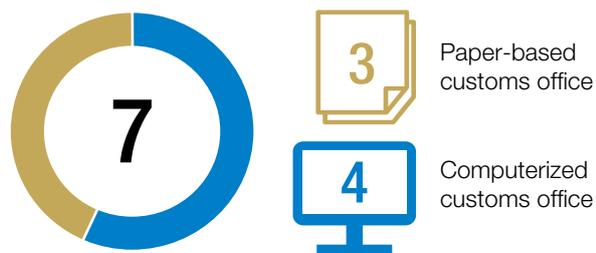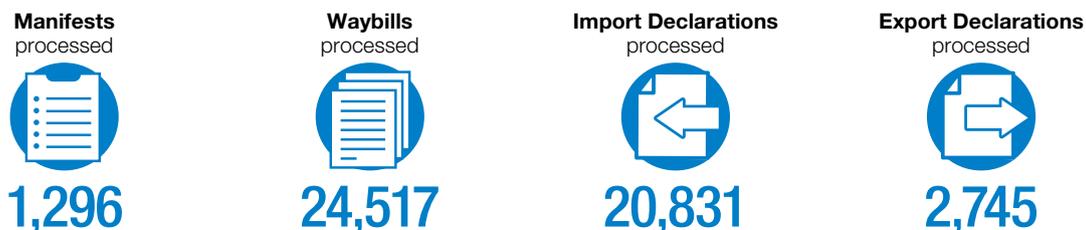
Solomon Islands Customs Revenue (in millions SBD)
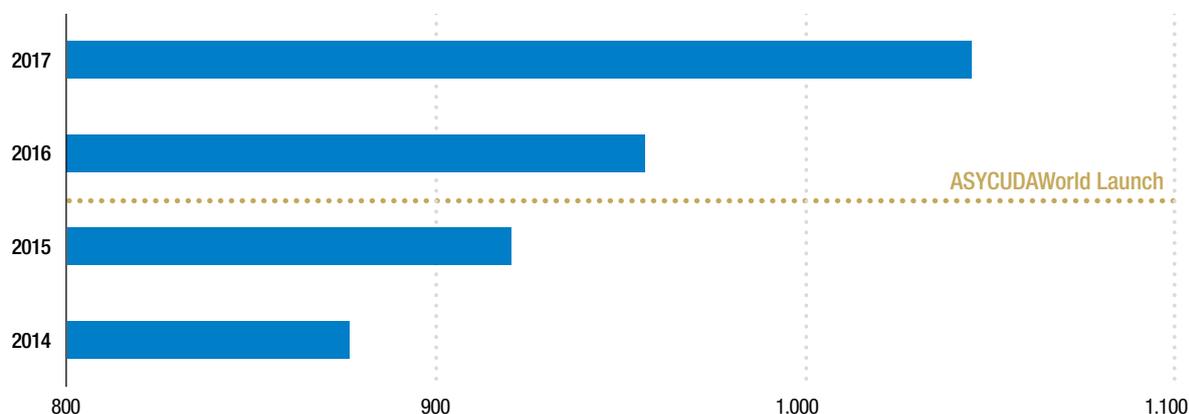
ASYCUDAWorld Launch

Year	
2017	
2016	
2015	
2014	

800   900   1.000   1.100

The implementation of ASYCUDAWorld is among the many factors such as regional trade agreements, customs reform, procedures automation, etc. that can affect revenue.

Number of Persons Trained

250 Number of females trained

485 Number of males trained

ASYCUDA

Innovation

ASYCUDAWorld system can be extended to support the automation of other customs functions in addition to cargo clearance.

SITUATION

The number of travelers and tourists to Vanuatu continues to increase yearly and contributed 46.1% of GDP in 2017. Following a recent government decision to entrust immigration responsibilities to Vanuatu Customs, the latter had to manage the impact on its mandate.

SOLUTION

The Department of Customs and Inland Revenue (DCIR) embarked on the upgrade of their customs system to ASYCUDAWorld in 2014. DCIR and UNCTAD customised and extended the functionality of ASYCUDAWorld to automate and to support Customs border security functions. This cooperation led to the development of the Passenger Processing Module to capture passenger details and facilitate legitimate travels.

RESULT

On 1 December 2017, Customs assumed the primary line responsibility of passenger processing at the air and sea ports. With input from the Australian Department of Home Affairs, the Passenger Processing Module was developed and went live on the 29th November 2018. It includes capabilities such as:

- Interfacing with peripheral devices, such as passport scanners and webcams, to facilitate data capture of passenger details;

- Uploading of advance passenger information by the airlines;

- Capturing and automatic matching of pre-approved visa information, as required;

- Defining basic alert to flag travelers for referral to Immigration and other border and law enforcement agencies.

Vanuatu

795

Daily average number of arriving and departing passengers in Bauerfield International Airport processed in ASYCUDAWorld.

"Vanuatu made history as the first to extend the ASYCUDAWorld functionality to cover the primary line passenger processing with the development of a module that captures and stores data from the passport bio page."

UNITED NATIONS
UNCTAD

Innovation

Size of Project

Total number of customs offices

3

0 Paper-based customs office

3 Computerized customs office

244 Millions of dollars

IMPORTS

EXPORTS

51 Millions of dollars
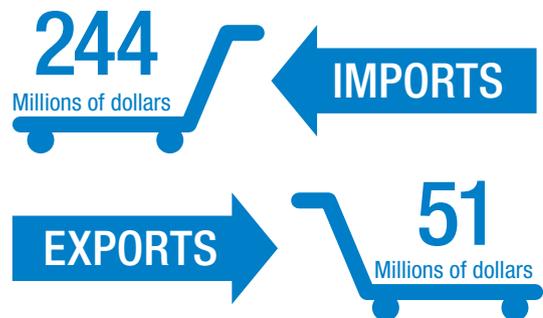
2017 Volume of Activity

Manifests processed

913

Waybills processed

16,538

Import Declarations processed

12,557

Export Declarations processed

1,248

Number of Persons Trained

51 Number of females trained

60 Number of males trained

ASYCUDA

Nation Building

The partnership between the government of Timor Leste and UNCTAD coupled with the government's strong commitment to nation building contributes to reliable institutions.

Timor Leste

SITUATION

Upon regaining independence in 2002, Timor-Leste quickly sought to put in place essential government institutions and services as part of its nation-building efforts. Challenges persisted due to some changes in Customs Management and Staff. Nonetheless, significant reform initiatives have been put in place to ensure Timor-Leste Customs carries out its mission in line with the international best practice.

SOLUTION

The Timor Leste government demonstrates long term commitment to develop its institutions. In particular, UNCTAD's ASYCUDA programme support led to a reliable and stable automated customs clearance environment. Overall the automated customs clearance process has been maintained and further improved with no disruptions despite setbacks and difficulties. It has reduced processing time at the port of entry and facilitated the move of cargos, thus contributing to the country's economic growth.

RESULT

The success of the joint Government-ASYCUDA programme initiatives towards establishing a reliable customs clearance environment in Timor Leste was the result of the commitment by both government officials and leaders as well as ASYCUDA team members. Among the achievements are:

- Implementation of streamlined automated customs system ASYCUDA++ shortly after the country's independence;

- Restoration and maintenance of the online automated customs clearance process under difficult circumstances and a challenging security environment;

- Deployment of ASYCUDAWorld as a core platform of the e-government and national single window system to all key crossing points at the border, Port and Airport.

2

Number of servers recovered by customs officers and members of the national project team during a period of unrest, which helped maintain continuity of the overall customs clearance operations.

"One of the critical areas of Nation Building is the strengthening of the institutions responsible for revenue collections - moving the country away from oil's dependence, thus enabling the young nation to be self-sufficient."

UNITED NATIONS
UNCTAD

Nation Building

Size of Project

Total number of customs offices

9

0   Paper-based customs office

9   Computerized customs office

468 Millions of dollars   IMPORTS

EXPORTS   **18** Millions of dollars

2017 Volume of Activity

Manifests processed	**Waybills** processed	**Import Declarations** processed	**Export Declarations** processed	**Transit Procedures** processed
1,077	15,031	18,342	741	116

Number of Persons Trained

211
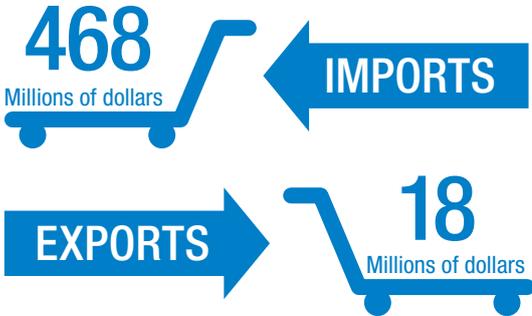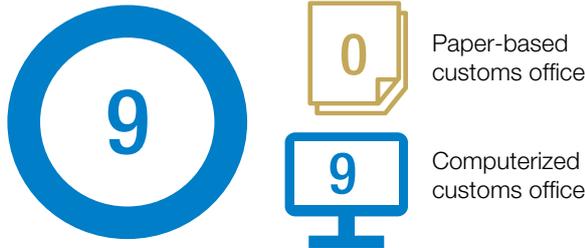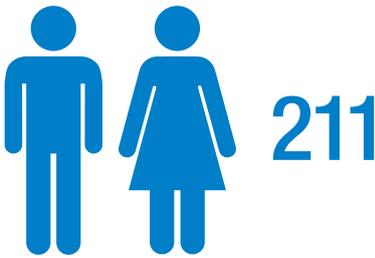
Operations Resilience

Mali depends on ASYCUDAWorld as a key tool to generate revenue and help rebuild the economy after a political crisis. Mali was so far a pioneer in implementing the different versions of ASYCUDA since 1984.

Mali

SITUATION

In 2012, Mali experienced a political crisis that caused serious operational disturbances and significant material and financial damage to the Customs Administration. Many of the services were vandalized including the stealing of computers and servers at the central Customs Administration site. The migration project to ASYCUDAWorld was then interrupted. The activities resumed in 2014.

SOLUTION

Customs operational capacity was restored through the securitization of data, improvement of key technical elements of the ASYCUDA system and configuration of system. This ensures the maintenance and sustainability of the system as well as training of Malian Customs Agency staff.

RESULT

Beginning in 2014 the Government of Mali and UNCTAD signed an amendment to the project document covering steps to help restart the inflow of customs revenue for the country. This resulted in the following achievements:

- Upgraded Malian system including data migration from ASYCUDA++ to ASYCUDAWorld;

- Functional training on selectivity, litigation and valuation control modules as well as technical

- training on Oracle database administration, IT developments, network, system performance delivered;

- Electronic exchange of information with other systems (electronic single window) implemented, eg. National Directorate of Trade and Competition (DNCC) for the control and clearance of intentions, Public Treasury for electronic payment, CargosPort (ASAM) for electronic manifests, and other similar interfaces.

40%

customs revenue increase between 2014–2015 following the national rollout of ASYCUDAWorld (from 342 to 480 billion XOF).

"UNCTAD's assistance and the implementation of ASYCUDAWorld contributed to the Malian Customs Agency's commitment to generate revenue as part of the recovery policy after the 2012 security crisis. Together with the support of other partners and initiatives, customs revenue in Mali has reached record levels."

UNITED NATIONS
UNCTAD

Operations Resilience

Size of Project

Total number of customs offices

44
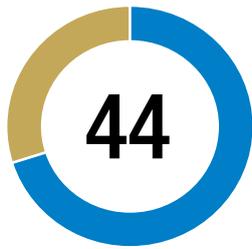
10 Paper-based customs office

34 Computerized customs office

5,086
Millions of dollars
IMPORTS

EXPORTS
2,837
Millions of dollars

2017 Volume of Activity

Manifests processed	Waybills processed	Import Declarations processed	Export Declarations processed	Transit Procedures processed
225,593	315,727	243,686	23,821	235,809

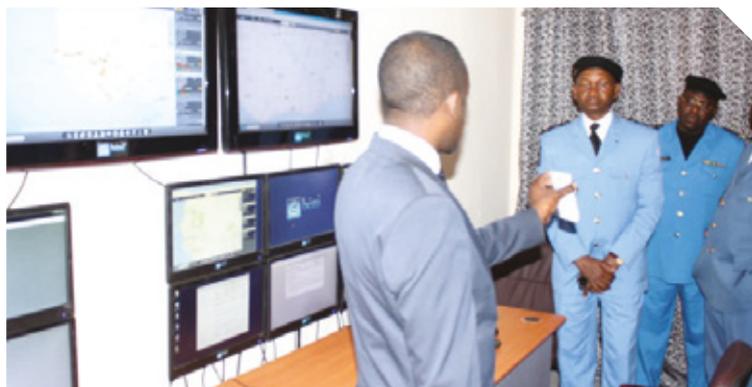## Number of Persons Trained

1,085
Number of females trained

538
Number of males trained

Partnerships

Jamaica Customs Agency is first to adopt International Air Transport Association (IATA) Cargo-XML Messaging Standards under ASYCUDAWorld.

SITUATION

The Jamaica Customs Agency needed to improve its ability to receive adequate and accurate advance cargo information to carry out pre-arrival processing for the timely release of cargo.

SOLUTION

As part of the partnership between IATA and UNCTAD, the ASYCUDA project in Jamaica was selected to pilot an enhanced version of the ASYCUDAWorld system that complies with the IATA Cargo XML standards under the cargo manifest processing module.

RESULT

With the implementation of the IATA Cargo XML standards in the ASYCUDAWorld system, airlines, freight forwarders and shippers operating in Jamaica are now able to use this global standard to submit air cargo electronic information to the Jamaica Customs Agency. Practical achievements include:

• Electronic and paperless customs clearance processes;

• Enhanced security through advance cargo information and improved risk assessment; and,

• Higher levels of compliance by cargo reporters and their agents.

Jamaica

40%

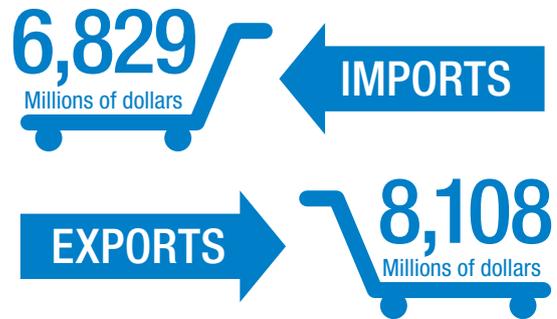Overall improvement in timely submissions of manifests received by the Jamaica Customs Agency in 2018.

"The application of the Cargo XML standard ensures that airlines, freight forwarders, shippers and other stakeholders are 'speaking' the same digital language which is fundamental to enhancing efficiency, driving trade growth and maximising safety and security."

UNITED NATIONS
UNCTAD

Partnerships

Size of Project

Total number of customs offices
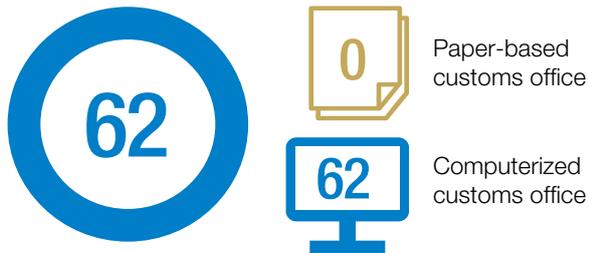
62

0 Paper-based customs office

62 Computerized customs office

6,829 Millions of dollars **IMPORTS**

EXPORTS **8,108** Millions of dollars

2017 Volume of Activity

Manifests processed	**Waybills** processed	**Import Declarations** processed	**Export Declarations** processed	**Transit Procedures** processed
1,229	1,493,920	170,934	48,599	6,496

Number of Persons Trained

3,460 Number of females trained

1,865 Number of males trained

Performance Measurement

The Performance Measurement (PM) system seeks to modernize the process of Customs Services, through the use of empirical evidence and objective measurements, in support of the reform process.

Liberia

SITUATION

The Liberian Bureau of Customs and Excise requested WCO's assistance for implementing a performance measurement system. The system should use data from the automated Customs clearance system to generate information on specific Customs procedures, aimed at improving effectiveness, efficiency and reducing practices related to corruption.

SOLUTION

An MOU was signed between the World Customs Organization (WCO) Secretary General and the Secretary General of UNCTAD, for the two organizations to develop a PM module in the ASYCUDAWorld system. This would be piloted at Monrovia, Freeport, Liberia. The module is now referred to as "ASYPM" and is currently being implemented in 8 other countries. This tool contributes to the promotion of integrity within the Customs institution, and its major stakeholders.

RESULT

Using PM in the context of anti-corruption and trade facilitation within Liberia's Customs administration produced a new type of relationship between top management and frontline officers, as well as between Customs and its stakeholders. The PM system has provided key benefits such as:

- Data readily available for studying operational trends and enabling decision-making

- Information used by the Senior Management Team to take prompt and direct measures to stop some of the existing bad practices (i.e. rerouting and manual assignment of declarations)

- Between January 2015 and January 2017, clearance time was reduced by 53% (from 13.8 days to 6.5 days).

1st

Administration to have implemented the ASYCUDA Performance Measurement module.

"What we are doing means nothing if the results cannot be presented to somebody to take decisions."

Marcellin Djeuwo
WCO Accredited Expert

UNITED NATIONS
UNCTAD

LRA
LIBERIA REVENUE AUTHORITY

Performance Measurement

Size of Project

Total number of customs offices

18

13 Paper-based customs office

5 Computerized customs office

232 Millions of dollars IMPORTS

EXPORTS **420** Millions of dollars
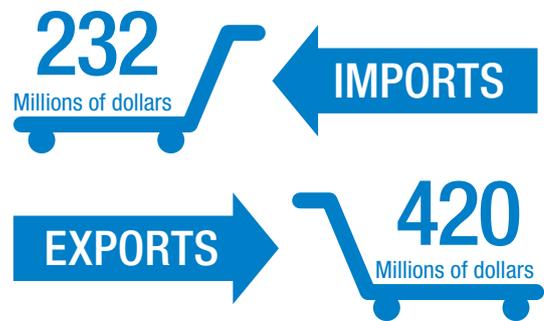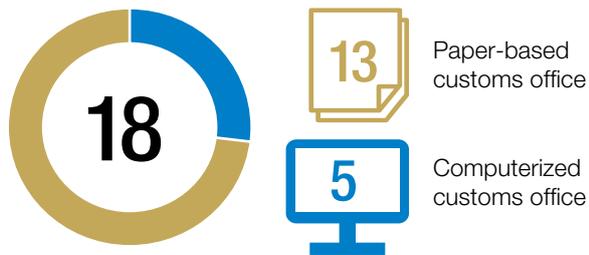
2017 Volume of Activity

Manifests processed
892

Waybills processed
19,141

Import Declarations processed
50,758

Export Declarations processed
1,024

Number of Persons Trained

131 Number of females trained

526 Number of males trained

ASYCUDA

Process Integration

Cabo Verde Customs Authority upgrades to ASYCUDAWorld system, adds new features and introduces a fully paperless process.

SITUATION

The Cabo Verde Customs Administration needed an upgraded system that would serve as a centralized framework where traders could submit and monitor declarations and accompanying documents. It was important that Customs management and staff could access and process all imports and exports online in a fully automated manner.

SOLUTION

The latest version of ASYCUDA, ASYCUDAWorld, contributed to providing economic operators with online access to capture, upload and view all manifest, bill of lading, and customs declarations as well as the required accompanying documentation. In addition, it provided Customs with a fully automated processing and reporting platform.

RESULT

The positive development of customs procedures is largely due to the adaptability of the ASYCUDAWorld system and the smooth interfacing with the JUP (Port Single Window system). It is to be noted that this was accompanied by the first deployment in a production environment of the open source database software PostGreSql. The ASYCUDAWorld technology also provided for the integration and management of the scanned version of the support documentation. Some of the immediate outcomes included:

- A reduction in the customs clearance time for the traders who only need to visit customs if physical inspection is needed or for the withdrawal of cleared cargo;

- A reduction of the environmental impact due to reduction in paper declarations and supporting paper documents;

- A means to improve integrity due to the reduction of face-to-face interaction between the traders and customs.

Cabo Verde

9%

Increase in customs revenue in the first half of 2016 after the migration to ASYCUDAWorld in 2015, despite a significant drop in the price of oil during that period.

"The evolution and improvements to the Cabo Verde customs procedures is largely due to the technological contributions of the ASYCUDAWorld cloud based system."
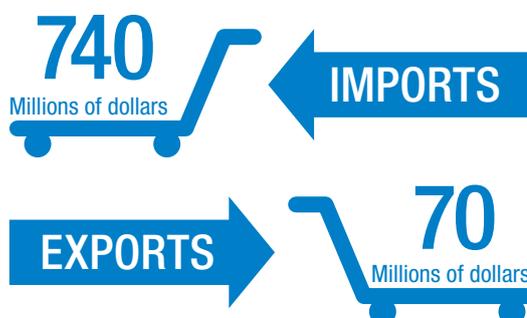
UNITED NATIONS
UNCTAD

Process Integration

Size of Project

Total number of customs offices

12

0 Paper-based customs office

12 Computerized customs office

740 Millions of dollars — **IMPORTS**

EXPORTS → **70** Millions of dollars

2017 Volume of Activity

Manifests processed	Waybills processed	Import Declarations processed	Export Declarations processed	Transit Procedures processed
6,000	140,000	109,200	5,300	2,400

Cabo Verde Customs Revenue Increase (in millions CVE)
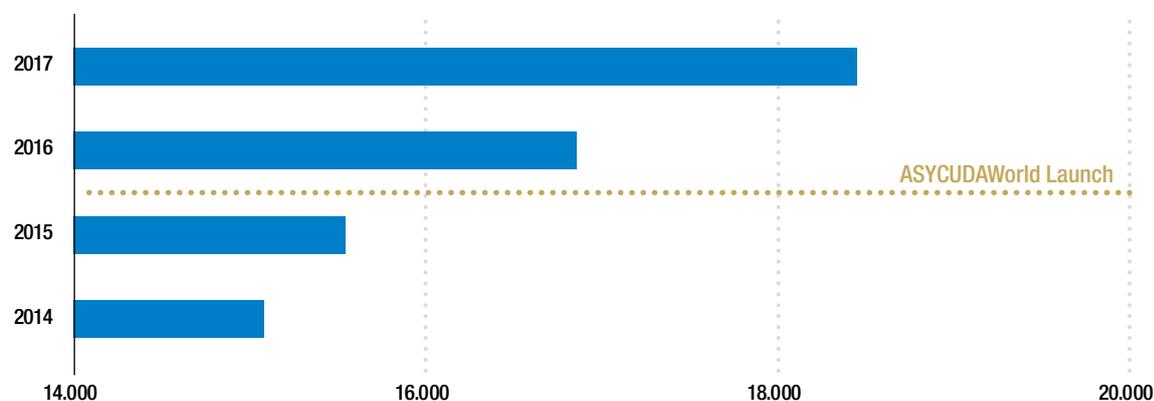
2017	
2016	
2015	
2014	

ASYCUDAWorld Launch

14.000 16.000 18.000 20.000

The implementation of ASYCUDAWorld is among the many factors such as regional trade agreements, customs reform, procedures automation, etc. that can affect revenue.

Number of Persons Trained

96 Number of females trained

64 Number of males trained

ASYCUDA

Programme Adaptability

Sri Lanka Customs developed a new but fully integrated module in the ASYCUDAWorld system to address the challenge of synchronizing the processes of two government agencies and thus facilitate a strategically important export process.

Sri Lanka

SITUATION

The economy of Sri Lanka is partially driven by the export of high quality tea with blends that cannot be exported without prior vetting by the Tea Board. The export process was hampered by a disconnect between the Tea Board's approval and the customs clearance processes. This resulted in delays and waste of some tea consignments which were brought to the port for loading but not yet cleared by customs.

SOLUTION

In order to synchronize the two processes, reduce the number of steps and the involvement of intermediate organizations as well as provide real time status to both organizations, a new and specifically designed "Blendsheet" module was developed in ASYCUDAWorld system.

RESULT

The new module, which is fully integrated with ASYCUDAWorld, provides the means for Sri Lanka Customs to address the unique challenge of streamlining the interaction between the two institutions. The module includes functions to carry out several key tasks such as:

- An online tea blend sheet with associated business rules for the vetting of the tea blends' quality and updates of the approval status on the export declaration automatically;

- Automated issuance of a registration number, serial number and year that the exporter must include in the attached documents for the registered export declaration prior to assessment.

126%

Increase between 2015–2016 in the number of tea export declarations after the new specialized ASYCUDAWorld module was implemented in 2016.

"In the long-term, faster export clearance procedures and better control of the quality of the exported tea products will play a key role in boosting the economy of Sri Lanka."

UNITED NATIONS
UNCTAD

Programme Adaptability

Size of Project

Total number of customs offices

53

10 Paper-based customs office

43 Computerized customs office

7,635 Millions of dollars ← IMPORTS

EXPORTS → **3,271** Millions of dollars

2017 Volume of Activity

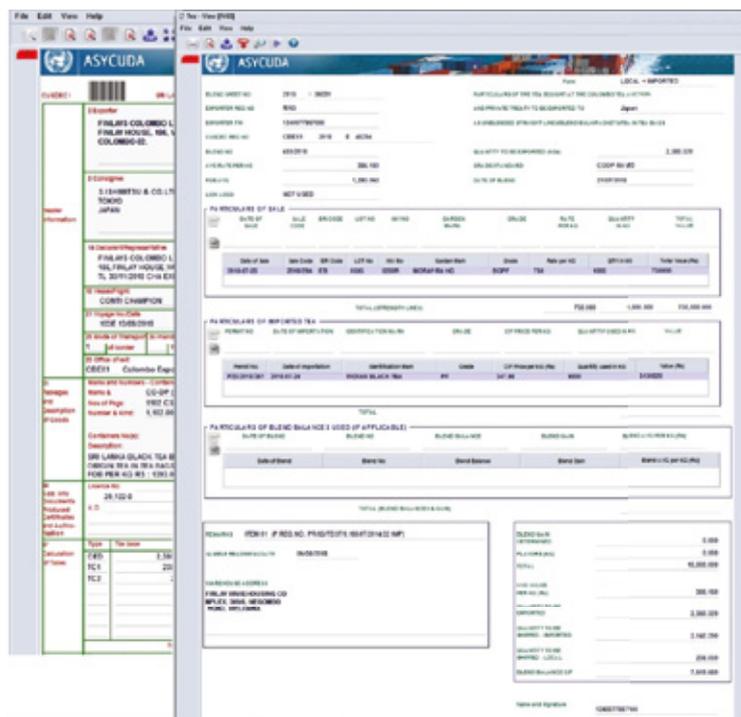| Manifests processed	Waybills processed	Import Declarations processed	Export Declarations processed
4,620	**992,896**	**812,511**	**67,696**

ASYCUDA

Regional Integration

ASYCUDAWorld has played an important role in supporting the ICT systems necessary for adjusting, configuring and developing the concept of the Single Customs Territory.

SITUATION

In 2005, the countries of Burundi, Kenya, Rwanda, Tanzania and Uganda began exploring the benefits of establishing a Customs Union that would involve the adoption of a common tariff, removal of certain border controls and setting out arrangements for sharing the revenue from certain taxes/duties. Key to this vision was the availability of a common supporting automated system.

SOLUTION

In 2014, the Presidents of Kenya, Rwanda, Tanzania and Uganda, decided to implement a Single Customs Territory (SCT) and instructed the Customs and Revenue Authorities to work on the necessary elements for implementing this trade structure. Later, Burundi endorsed this decision. Customs IT systems were configured and developed to support this strategic vision. In particular, ASYCUDAWorld was set up in Burundi, Rwanda and Uganda to contribute towards structuring the trade facilitation elements of the SCT.

RESULT

ASYCUDAWorld contributed to the realization of the SCT, which since its implementation has brought about benefits such as:

- Single Customs declaration for goods destined to Uganda and Rwanda for both international and intra clearance;

- Reduced Customs' documents, cost of doing business and information exchange;

- Mutual recognition of the Clearing Agents in the Region and granting of access rights for use of the Customs systems across the region.

Single Customs Territory

3

Number of countries including Burundi, Rwanda and Uganda within the five country Single Customs Territory that use the ASYCUDAWorld System.

"At a stroke of a pen, the agreement removed multiple weighbridges, police and customs checks along the Mombasa-Kampala-Kigali route and introduced computerized clearance, electronic tracking and other innovations that have overturned many of the hurdles to free trade or Non-Tariff Barriers (NTBs) that the Northern Corridor was infamous for."

UNITED NATIONS
UNCTAD

Regional Integration

Size of Project

Total number of customs offices

97

7 Paper-based customs office

90 Computerized customs office

11,147 Millions of dollars

← IMPORTS

EXPORTS →

10,946 Millions of dollars

2017 Volume of Activity

Manifests processed	**Waybills** processed	**Import Declarations** processed	**Export Declarations** processed	**Transit Procedures** processed
219,811	590,558	591,729	119,902	92,452

Number of Persons Trained

411
Number of females trained

762
Number of males trained

ASYCUDA
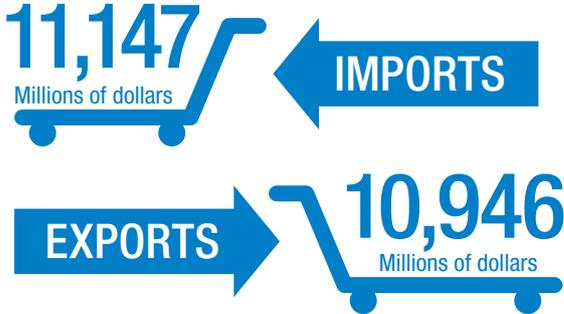
Secure E-Borders

The State Revenue Committee of the Ministry of Finance of Kazakhstan is facilitating and securing international trade through the implementation of best commercial practices in accordance with WTO Trade Facilitation Agreement and WCO standards framework.

Kazakhstan

SITUATION

The UN Economic and Social Commission for Asia and the Pacific (UNESCAP) reports that more than 50% of transit time is wasted at border crossing points in road transports between Kazakhstan and Europe, potentially harming the export-led economic growth in landlocked countries like Kazakhstan.

SOLUTION

ASTANA-1 Secure e-Borders project started in December 2015 in order to fulfill the Head of State N. Nazarbayev's 100 concrete steps for the implementation of the nation's five institutional reforms. The introduction of a paperless and fully electronic and interoperable environment improved the efficiency and effectiveness of transit procedures.

RESULT

The "ASTANA-1 Secure e-Borders" system component is operational nationwide since 1st October 2017, reducing the time of documentary and border compliance. Some of the immediate acknowledged benefits of the "ASTANA-1 Secure e-Borders" project include the following:

- End-to-End electronic processing of information: prearrival information and processing;

- Improved balance, coordination and effectiveness between trade facilitation and control;

- Automatic exchange of information at national, regional and international level;

- Assisting traders to comply with legal requirements;

- Allowing a better monitoring of customs procedures to minimise fraud and protect financial and economic interests.

50

Minutes average time for transit customs clearance at border in 2018.

"Comparing to last year, imports have increased by 14% and exports have grown by 30%. This is all due to the introduction of the ASTANA-1 System based on the ASYCUDAWorld."

Alikhan Smailov
First Deputy Prime Minister -
Minister of Finance

UNITED NATIONS
UNCTAD

Secure E-Borders

Size of Project

Total number of customs offices

97

0 Paper-based customs office

97 Computerized customs office

29,300 Millions of dollars ← IMPORTS

EXPORTS → **48,300** Millions of dollars
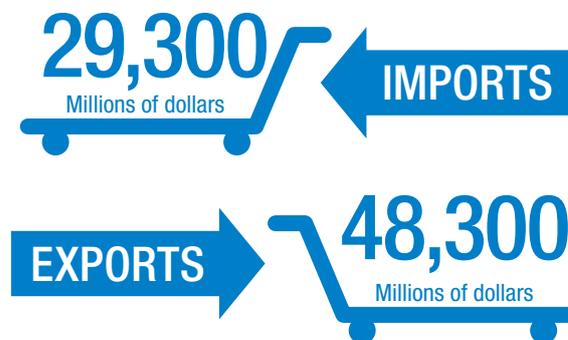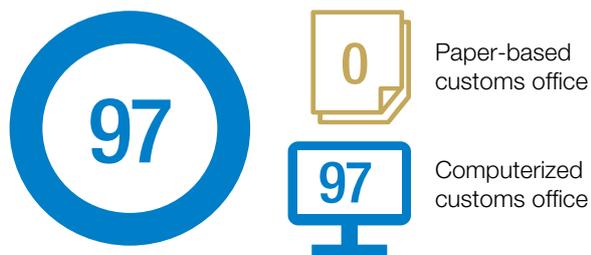
2017 Volume of Activity

Import Declarations
processed

229,648

Export Declarations
processed

58,240

Transit Procedures
processed

282,000

Number of Persons Trained

900
Number of females trained

2,100
Number of males trained

ASYCUDA

Single Window

The electronic single window system powered by ASYCUDA plays an essential coordination role among stakeholders in Rwanda's cross-border trade.

Rwanda

SITUATION

Rwanda's numerous agencies involved in the country's cross-border trade needed a framework for greater collaboration and cooperation to support government-to-government, business-to-business and government-to-business operations. Specifically, logistics challenges such as reducing the time required to clear imported goods through customs and providing real time monitoring of the progress of goods, had to be addressed.

SOLUTION

The implementation of the Rwanda Electronic Single Window (ReSW) officially began in February 2011 by bringing together key Government and private sector stakeholders. It aimed to address national needs as well as incorporate a regional focus and outreach in the management of cargo.

RESULT

It was estimated that up to US$18 million was saved in trade costs and the reduction of delays. Improvements in the system have continued ever since, including the development of mobile-enabled applications to support cross border traders :

- A reduction in the average clearance time for import from 264 hours (11 days) in 2012 to 34 hours (1.5 days) in 2014. Export clearance was cut in half from 67 hours to 34 hours during the same period;

- An increase in the productivity for transporters and other logistics providers resulting in shorter turnaround times and savings associated with lower parking fees, demurrage costs, warehousing rent and storage penalties.

US$18 million

Amount saved in trade costs and reduction of delays between 2012 and 2015, as a result of the ASYCUDAWorld Electronic Single Window system.
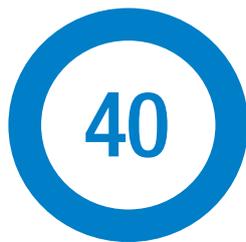
"The ReSW is first and foremost a stakeholder-driven solution and secondarily, a technology-driven solution."

UNITED NATIONS
UNCTAD

RRA

Single Window

Size of Project

Total number of customs offices

40

0 Paper-based customs office

40 Computerized customs office

1,633 Millions of dollars IMPORTS

EXPORTS **827** Millions of dollars

2017 Volume of Activity

Manifests processed	**Waybills** processed	**Import Declarations** processed	**Export Declarations** processed	**Transit Procedures** processed
51,275	129,837	223,308	67,696	77,565

RWANDA ELECTRONIC SINGLE WINDOW

Vehicle Registration department
Investment Incentives - RDB
Agriculture certificates
Rwanda Standards Board
Electronic Certificate of origin
Environment Regulation Agency
Port authorities , Airlines
Utilities Regulatory Agency
Taxpayers Registration
Mining Regulatory
Statistics, Public treasury
Warehouses Operators
Health, medicines
Tax Exemptions – Line ministries

Commercial Banks (e-Payment)
Clearing Agencies
Trade operators (AEO)
Telecom - Notifications
Transporters license

Customs centric Single Window

Regional & International Bodies
INTERPOL – Black listed Vehicles
COMESA – Regional Transit Guarantee
Other Customs Administrations (KRA, URA, TRA, OBR)

- 12 Types of transaction processing
- 28 agencies and 520 clearing firms using ReSW system (1,544 brokers)
- 2,369 total system users

South-South Cooperation

ASYCUDA Support Mechanism for the Pacific (ASMP) enhances capacities of staff in national administrations to manage process reform and automated customs operations.

SITUATION

The island nations in the Pacific face a common issue of trained and qualified staff from national customs administrations migrating to more developed countries to seek better opportunities. This had the potential to jeopardize the sustainability of the customs modernization initiatives in a number of Pacific island nations.

SOLUTION

The ASYCUDA Support Mechanism for the Pacific was established in 2002 at the request of Fiji, Samoa and Vanuatu customs towards the tail end of the multi-countries ASYCUDA project funded by Australia. Papua New Guinea and Solomon Islands joined in 2009 and 2017 respectively. This south-south cooperation initiative leverages on existing regional expertise to strengthen the national customs operations.

RESULT

To enhance the ability of national customs administrations to manage and further strengthen the automated processes, the ASMP provides for skills and leadership development across the ASMP member countries. This includes deliverables such as:

- Regular trainings conducted for customs administrations staff;

- Fellowship Programme involving staff from member administrations to work on support activities in the ASMP office, once a year, for a period of 15 weeks each;

- Workshops catering for staff with management responsibilities to increase understanding of the capabilities of the automated customs system as well as specific features that can address their respective administrations' operational needs.

ASYCUDA Support Mechanism for the Pacific

70

Customs and IT staff who have managed and/or received support as part of their direct involvement in the ASMP operations to address the specific needs of their respective administrations.

"ASYCUDA has actually facilitated trade — it has helped us in the region to connect."

Benjamin Malas
Director of Customs and Inland
Revenue Service, Vanuatu

South-South Cooperation

Size of Project

Total number of customs offices

37

2 Paper-based customs office

35 Computerized customs office

9,952
Millions of dollars
IMPORTS

EXPORTS
12,069
Millions of dollars

2017 Volume of Activity

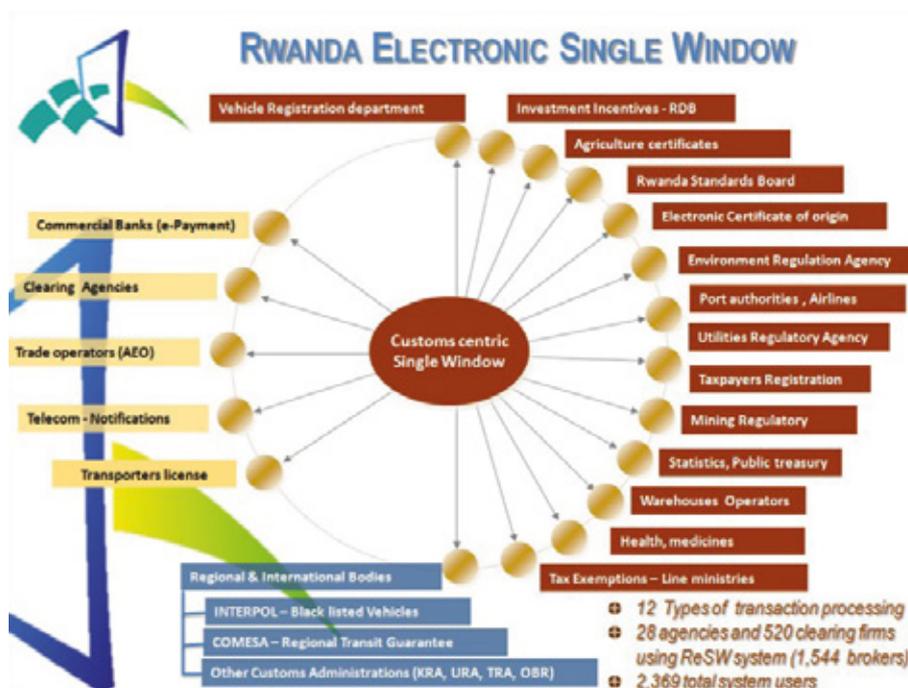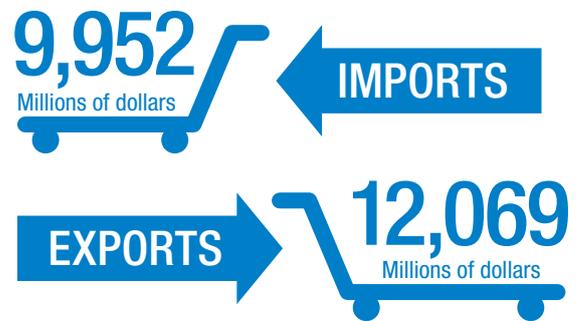| Manifests processed	Waybills processed	Import Declarations processed	Export Declarations processed	Transit Procedures processed
35,879	494,757	400,281	60,035	4,821

Number of Persons Trained

1,117
Number of females trained
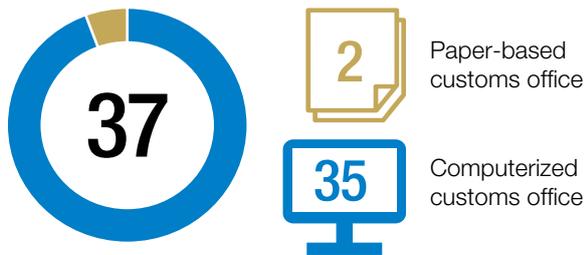
1,375
Number of males trained

Valuation Control

International standards compliant valuation control provides extended risk-based scope and monitoring capacity for customs administrations to protect government revenue and facilitate trade.

Democratic Republic of the Congo

SITUATION

DRC's Customs and Excise Authority relied on a private company to perform "pre-shipment inspections" (PSI) to ensure that the price declared to customs reflected the true value of goods. However, WCO and the recent WTO Agreement on Trade Facilitation advise against the use of PSI as it increases burden and costs in international trade and can be counter-productive for the country of importation and for its traders.

SOLUTION

Following the development of ASYVAL by the ASYCUDA Programme in 2011 to improve control of goods valuation and calculation of customs duties, the module was adapted to the local needs and a specific procedure, called "amber lane", was established. A Central Value Control Unit was created in 2014 and is operational since February 2015. ASYVAL automatically routes all declarations with risk concerning the declared values to this central unit for advice.

RESULT

The implementation success of the ASYVAL module in the DRC attracted the interest of the World Customs Organization. This led to the ASYVAL module being included in the third version of the WCO Revenue Package (tools and instruments relevant to revenue collection) as an example of good practice. Specifically, the automation of valuation control has provided key benefits such as:

- Securing state revenue;
- Harmonizing the system-wide customs value controls;
- Increasing redundancy of pre-shipment inspection certificates;
- Releasing more goods without manual customs control.

129,495
Number of value alerts in 2017 by the Value Control Unit of the DGDA.

"For the first time in DRC customs history, ASYVAL's amber channel allowed the development and maintenace of a value database for consultation."
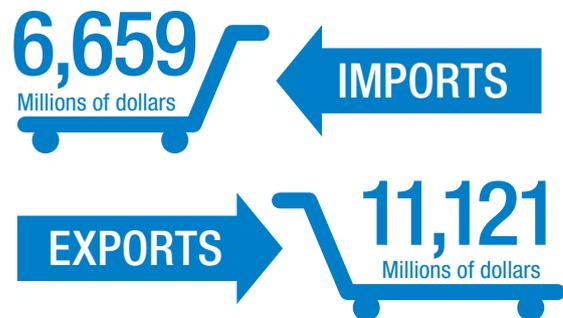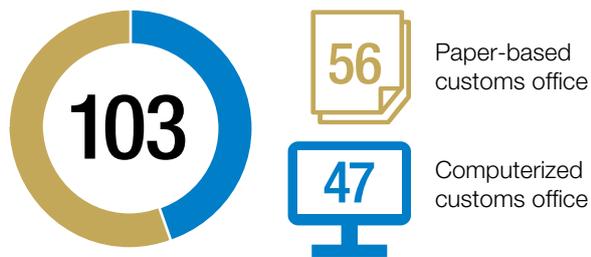
Simon Nzuka Mapengo
Project Manager, DGDA

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Valuation Control

Size of Project

Total number of customs offices

103

56 Paper-based customs office

47 Computerized customs office

6,659 Millions of dollars ← IMPORTS

EXPORTS → **11,121** Millions of dollars

2017 Volume of Activity

Manifests processed	**Waybills** processed	**Import Declarations** processed	**Export Declarations** processed	**Transit Procedures** processed
216,459	325,277	218,198	70,824	88,980

Number of Persons Trained

Approximately
4,534

Value Chain Monitoring

ASYCUDAWorld provided a framework for tracking the export of natural resources.

SITUATION

Zambia, as a leading country in copper production requires modern means to monitor the mining sector (mineral value chain) covering all processes from extraction to exportation. Given the importance of copper production in Zambia's economy, automation of controls would provide reliable reports and statistics plus significant implications on revenue collection.

SOLUTION

ASYCUDA, in coordination with the Zambia Revenue Authority, Zambia Bureau of Standards, Central Statistical Office, Road Development Agency, Road Transport and Safety Agency, and the Patents and Companies Registration Authority, designed and implemented a multi-purpose and multi-stakeholder framework that monitors mineral resources throughout its value chain. The system, called MOSES (Mineral Output Statistical Evaluation System), focuses on mineral production reporting and export permit controls.

RESULT

The ASYCUDAWorld system provided a mechanism which helped reducing the complexity of compliance as well as the cost of doing business between companies and the Government. It helps improving the ability of the Government to monitor and regulate operations due to the accessibility of the information from a single database. Specifically, major improvements of the system are:

• Minimizes duplication of information;

• Simplifies procedures for obtaining import and export permits;

• Produces consistent statistics to be used for informed decision making;

• Delivers export and import statistics for more reliable planning.

Zambia

755,000

Metric tons of copper exported from Zambia in 2018 which are tracked and monitored by the ASYCUDAWorld System.

"The rolling out of the Mineral Production Reporting System comes at the time when the President called for implementation of the mineral production monitoring mechanism to enable Government have full view of the mineral value chain so as to improve tax collection from the mining activities in the country."
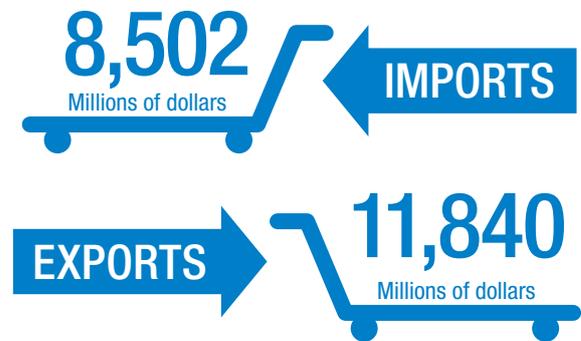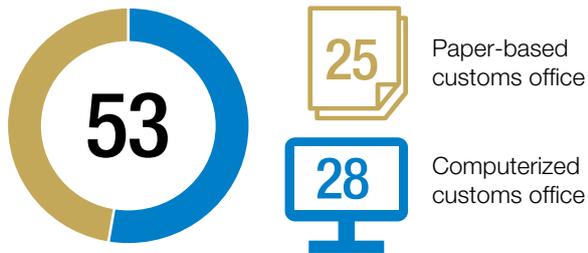
Dingani Banda
Commissioner of Customs,
Zambia Revenue Authority

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Value Chain Monitoring

Size of Project

Total number of customs offices

53

25 Paper-based customs office

28 Computerized customs office

8,502 Millions of dollars **IMPORTS**

EXPORTS **11,840** Millions of dollars

2017 Volume of Activity

Import Declarations processed

164,107

Export Declarations processed

164,107

Transit Procedures processed

164,220

Number of Persons Trained

2,669 Number of females trained

4,357 Number of males trained

Women Empowerment

Over the last decade, Seychelles Revenue Commission (SRC) and its Customs Division have increased the number of female workers and are promoting them to managerial positions.

SITUATION

SRC has been focusing on improving the working environment to maximize revenue generation and service delivery and promoting transparency. Some of the challenges identified were retaining customs staff, ensuring their rotation, and providing training for career development.

SOLUTION

SRC proposal is to consolidate the female staff's skills and deepen their knowledge by undertaking academic courses aimed at boosting their career development, and by participating in ASYCUDA technical and functional trainings. The ASYCUDA local team involves a majority of female staff. With the implementation of ASYCUDAWorld, 7 female trainers (out of 8 trainers) developed the capacity of more than 600 stakeholders and staff.

RESULT

In 2017, 9 female staff, including a Senior Tax Officer and a Risk Manager, graduated from the University of Seychelles. The contribution of these staff and that of their colleagues in the implementation of ASYCUDAWorld led to the following achievements:

- Maximized benefits of the reform and automation in SRC;
- Steady increase of revenue collection;
- Faster clearance and release of goods at Airport cargo;
- Better controls through a Direct Delivery system;
- Improved control in manifest processing;
- Pre-payment account for fast and automatic payment of bills.

Seychelles

70%
of the Customs Division staff are female (117 out of 167); 16 of them hold managerial positions.

"Since the onset of ASYCUDA, Seychelles Customs has been making full use of this system, constantly enhancing the capacity through knowledge transfer and experience sharing with UNCTAD assistance."
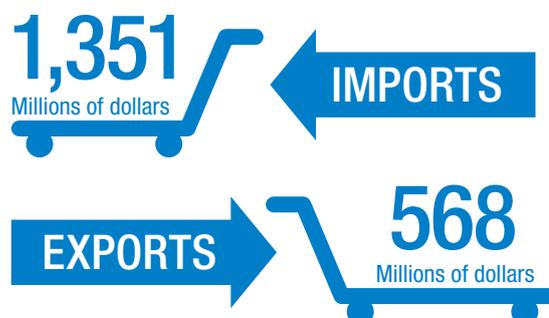
UNITED NATIONS
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Women Empowerment

Size of Project

Total number of customs offices

3

0 Paper-based customs office

3 Computerized customs office

1,351
Millions of dollars

IMPORTS

EXPORTS

568
Millions of dollars

2017 Volume of Activity

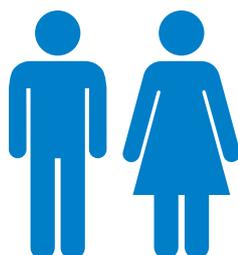| **Manifests** processed	**Waybills** processed	**Import Declarations** processed	**Export Declarations** processed	**Transit Procedures** processed
3,794	34,385	52,779	2,941	3'937

Number of Persons Trained

Approximately
645

https://asycuda.org/

@AsycudaProgram

asycuda@unctad.org

ASYCUDA
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