



SINGLE WINDOW
MAKE IT HAPPEN



INTEGRATING EXISTING SYSTEMS

FACILITATING TRADE

Streamlining business has become a key objective for most Governments around the world, with particular focus on international trade as a major component of the economy.

Highly reliable methods are now available to compare the ease of conducting business in any given country, making it simple for Governments to determine just how much improvement is necessary.

At the forefront of innovative business solutions, SGS has invested heavily in pure trade facilitation products that address both international business and enhanced domestic wealth.

TradeNet, the Single Window platform, is one of these products.



ENSURING SUSTAINABILITY

OUR EXPERIENCE

SGS' first TradeNet implementation in Ghana marked our entry into this business 15 years ago. Gaining the trust of visionary individuals in the public and private sectors, we have managed to radically transform the trade environment in that country. With the support of clients and partners we have introduced ground-breaking ideas ahead of their time.

We have succeeded in pooling resources from the public and private worlds in a number of countries, shaping up the Single Window concept as we know it today.

Since Ghana, both Madagascar and Mozambique have opted for SGS-designed Single Window solutions. We have also provided high-level advice and consulting to countries such as Mongolia, Brazil, Georgia, St Lucia, Antigua, Belize and a great number of African countries.

Today SGS can claim a decade and half of diversified experience in the design, integration and deployment of Single Window solutions that have matured both in scope and complexity.

PUBLIC PRIVATE PARTNERSHIPS

We firmly believe that the most effective and fastest formula to deliver a Single Window solution is to establish a Public Private Partnership (PPP). By ensuring that both the public and private sectors are bound together in this initiative, the chances of success are substantially increased. The public sector is best positioned to formulate needs and drive the system design; the private sector is equipped to ensure rapid development and deployment.

Our understanding of a PPP requires the creation of a Joint Venture company with shareholding from representatives of both the public and private sectors, and mandated by the Government to set up and manage the Single Window. This structure represents the most efficient configuration to guarantee commitment and sustainability.



CAPTURING THE SPIRIT



IS THIS ABOUT TECHNOLOGY?

A lot has been said about the technology of Single Window systems. Yet we believe technology alone will not deliver a successful solution. SGS has devoted special attention to manage the surrounding environment, to handle the human elements, the infrastructure, the legal aspects and the processes.

We are not a technology company, and that gives us the advantage of an unbiased appreciation of how to embed a Single Window solution within an existing environment.

Technology alone does not drive a project; however we rely on the best available technology to yield its highest potential as we apply it skillfully in a harnessed and careful way.

Naturally, we bring in the top technology on the market developed by CrimsonLogic of Singapore.

IT IS ABOUT MANAGEMENT

A Single Window project can sound daunting, both financially and operationally. Often this leads to a multitude of studies but with no clear tangible progress.

SGS can make all the difference and turn a dream into a concrete project where we are the major risk-taking party, and have thus vested interest in achieving success for our clients in the shortest possible time.

SGS can handle big investments and considers risk taking as an integral part of delivering a successful Single Window project.

When a process lags behind for unforeseen reasons, SGS will stand firm, persevere and make it happen.

RESPONDING TO INDIVIDUAL NEEDS



TRADENET MODULES

TradeNet is built on a modular principle. Each component ensures that the chosen solution is implemented to exactly match the needs of the customer. Would the following modules be of assistance to your environment?

- **Full Ship Arrival and Manifest processing module** ensures all manifests are automatically received by Shipping Agents and routed to Customs, to the port and to any other authorized recipient. The module handles amendments, supplementary manifests, consolidations, co-loading processes etc.
- **Full Configurable Controlling Agency module** controls an automated request, back-end processing and delivery of permits, licenses, concessions and exemptions. This module includes the UCR process and can be interfaced to our Electronic Payment module.
- **E-Payment module** enables all operators to pay duties, taxes and other charges electronically. The module is designed to process either prepayments or on-the-fly payments. It interfaces with commercial banks or an existing payment gateway.
- **Transit and Guarantee management module** ensures that all transit consignments are correctly accounted for, and allows the associated guarantee to be correctly managed and enforced when necessary. This module can interface with geo tracking of consignments and with the SGS TransitNet product.
- **Scanner interfacing module** enables the data exchange with the software provided by scanner manufacturers to ensure the exchange of scanned documents and scanned images.
- **Electronic Cargo Tracking** interfacing provides Customs with improved transit visibility while reducing transit administrative requirements and speeding up the transit process for the Trade.

CUSTOMS MANAGEMENT SYSTEM

TradeNet can either be interfaced to an existing Customs Management System (as in Madagascar) or it can be rolled out in association with a specially designed Customs Management System employing the same technology as TradeNet (Ghana and Mozambique).

If you have recently implemented a Customs Management System, we will interface it with TradeNet, so that you can add a new dimension to the supply chain processes.

If, on the other hand, you feel it's now time to renew your current Customs software, we can propose an innovative solution packaged to ensure a modern and improved output. Indeed it is more efficient to implement our Customs Management System at the same time. The Single Window Customs Management System is modular in design and can be customised to meet the needs of any national customs processes. It also utilises latest technologies and so is fast meeting the needs of both the Government and the Trade.

PROVEN IN ACTION

GHANA

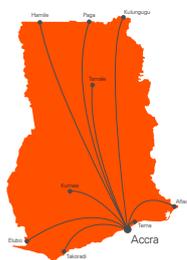
In Ghana, SGS completely overhauled the cargo clearance process within Customs. We established a Public Private Partnership Joint Venture company mandated by the Government to design, finance, implement and operate the Ghana Single Window.

Since 2003, with GCNet, Ghana has become the reference in the region for Single Window operations. The programme has evolved rapidly with new modules being introduced every year and technology being renewed regularly to ensure we provide the best service there is.

Today, GCNet processes a million transactions per year and connects over 2500 users across the country. GCNet tracks transit cargo using GPRS networks and ensures an effective track and trace process to provide operators with up-to-date information on the status of their consignments being cleared through sea ports and airports.

GCNet has been recognized by the World Bank and World Customs Organisation as an example of best practice.

The GCNet concept has been so successful that the Ghana Government has also mandated us to implement a full income tax and VAT system together with a business registration system using the same principles as for trade operations.



GHANA

"As a PPP, the CEPS relationship with GCNet has been a very successful one and a model worthy of emulation."

Ed R. K. Lanyon, CEPS Commissioner

MADAGASCAR

In Madagascar, SGS teamed up with Customs to reinforce the existing IT infrastructure and deploy a Single Window solution specifically customised for the needs of the country.

Since 2007, GasyNet interfaces with shipping agents, clearing agents, commercial banks, container terminals, scanner operations, controlling agencies and the existing Customs Management System (Asycuda++).

The implementation of GasyNet in association with intensive Customs reforms has resulted in significant improvements in the trade environment.

This success was highlighted in the 2009 edition of "Doing Business" report where the project in Madagascar was used as a case study.

In 2010 a new TradeNet component, MIDAC, was launched integrating all requests, processing and delivery of permits, licenses, concessions and exemptions.

In 2012, we inaugurated a new container scanner equipped with dual energy technology which can differentiate organic, inorganic and metallic material to facilitating image analysis. This equipment operates in drive through mode so that over a hundred containers can be inspected per hour.

This year, we are again investing heavily in order to overhaul all our IT infrastructure and implement new functionalities so that Madagascar remains at the forefront of Single Window innovation.

These latest investments by SGS demonstrate our full commitment towards assisting Madagascar in remaining a model for the region.



MADAGASCAR

"Ma vision est une douane malgache moderne au service de l'économie nationale, de la société civile et de l'ouverture sur le monde grâce notamment à l'exploitation du guichet unique virtuel TradeNet."

*Vola Razafi ndramiandra Ramiandrasoa,
Directeur Général – Douanes de Madagascar*

MOZAMBIQUE

In Mozambique we have implemented a new generation of Single Window building on 15 years of SGS experience in this domain. Mozambique Community Network (MCNet) was created to implement the national Single Window and mandated SGS to ensure the successful roll out and operations of the project.

This Single Window and Customs Management System package went live in 2012 and now provides a full supply chain management solution throughout the country. Most land borders with neighbouring countries are now connected and work is underway to interface the Customs Administrations of these neighbouring countries.

Mozambique is now benefiting from the latest developments in transit management, international connectivity and Business Intelligence in addition to the customised Customs Management System and base Single Window functionalities.



MOZAMBIQUE

"We have chosen TradeNet to fulfill our vision of transforming Customs to become the best serving public institution in the country."

*Dr Domingos Tivane, Director General
Mozambique Customs*

WORKING WITH PARTNERS



SGS has partnered with Crimson Logic of Singapore since 2004 to offer you the very best IT solution on the market. TradeNet, the original Single Window technology, developed and refined over more than 20 years of operations in Singapore is built block-by-block to ensure effective and secure design and deployment.



Through a new agreement, SGS and IDA International a wholly owned subsidiary of the Infocomm Development Authority of Singapore (IDA) under the Ministry of Information, Communications and the Arts brings you the full package of E-Government solutions.

Singapore's own unique journey over 30 years has put itself as one of the leading E-Government countries in the world. IDAI's unique know-how, professional and consulting skills combined with SGS' implementation expertise is of considerable value in helping governments achieve their own E-Government vision and outcomes.

LESSONS LEARNED

A Single Window project is much more than a technological solution. Technology is actually a minor component, though essential in the overall effort. The real challenge is overcoming the resistance to change, process re-engineering, solving the dilemmas of infrastructure, providing capacity building, ensuring sustainability.

Single Window projects involve multiple stakeholders who have to identify with the project objectives. This is a major reason to use a PPP approach as stakeholders become partners in the success of the project and can even be included in the implementing company.

Every Single Window success story has led to positive changes in the business climate of the country involved.

SGS proposes a reliable solution put into practice by companies who have the experience and highly dependable know-how in the design and deployment of the Single Window.

If you want to make it happen, talk to us.

www.sgs.com/singlewindow

WWW.SGS.COM

WHEN YOU NEED TO BE SURE

