

WHO MANAGES THE CEN SOFTWARE SUITE?

All matters relating to the management of the CEN software suite are overseen by the CEN Management Team (CENMaT), which meets annually to discuss policy and necessary developments to the applications. The CEN Policy document approved by this body governs all matters related to the CEN applications, including the access policy.

HOW TO GET ACCESS TO THE CEN?

A Customs officer wishing to have a user account must complete a CEN Access Form, which needs to be signed by the Director General of his/her Customs administration, or by another officer designated by the administration for this task. The CEN Access Form and a list of designated officers may be requested from the WCO CEN helpdesk (cis@wcoomd.org).

HOW TO REQUEST THE USE OF CENcomm FOR AN OPERATION?

Customs administrations or international organizations wishing to use the CENcomm application for their operation or project are requested to contact the WCO (cis@wcoomd.org) well in advance of the starting date of the operational phase, especially if customization of the message templates is foreseen. The WCO will then request the completion of an Operations Info Sheet to gather information on the scope of the operation or project. A testing phase allowing users to get acquainted with the tool is highly recommended and should be planned at least three weeks before the operational phase.

HOW TO OBTAIN THE nCEN APPLICATION?

As a first step in the nCEN global implementation plan, a roadmap document was sent to all WCO Members, which included a questionnaire requesting information on the local IT infrastructure. All administrations interested in implementing the nCEN are invited to return the completed questionnaire to the WCO (nCEN@wcoomd.org), or send any questions about the application to the same address.

WHO TO CONTACT IN CASE OF TECHNICAL DIFFICULTIES?

The WCO CEN helpdesk is responsible for answering all inquiries concerning the CEN applications. Software bugs found in any of the three applications, ideas for improvement or further development, or any questions about the technical capabilities of the applications should be directed to cis@wcoomd.org.

WHERE TO FIND INFORMATION ON SYSTEM FUNCTIONALITY?

The CEN and/or nCEN user guide is a helpful reference for all users wishing to know more about the full functionality of the applications. The user guide can be found in the library of the CEN and/or the nCEN application. Similarly, users can consult the CENcomm user guide by clicking on the 'User Guide' link in the main menu of the CENcomm application. All user guides are available in English and French.

HOW TO REACTIVATE AN EXPIRED PASSWORD?

As an added security measure, when a username or password for an account is input incorrectly three times, the system will block the account automatically. Similarly, when an account has not been accessed in the last 25 (CENcomm) or 30 days (CEN/nCEN), it will also be inactivated. In such cases, the WCO CEN helpdesk can be contacted for assistance (cis@wcoomd.org). Passwords for the CEN application can also be reset at the national level by the national contact points, and for the CENcomm application by the operational coordination unit responsible for the organization of the operation or project.

NEED MORE INFORMATION?

Please browse through the WCO Web site for more information on all enforcement instruments and tools:

www.wcoomd.org/en/topics/enforcement-and-compliance/instruments-and-tools/cen.aspx



WORLD CUSTOMS ORGANIZATION



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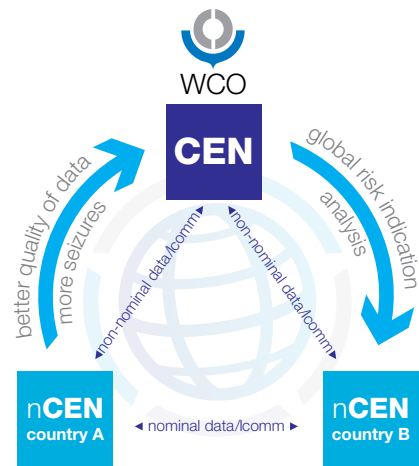
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modular software suite
connecting customs worldwide



GLOBAL CUSTOMS ENFORCEMENT NETWORK

As a pioneer of the WCO **Customs Enforcement Network (CEN)** software suite, the CEN application was developed to assist the Customs enforcement community in gathering data and information for intelligence purposes. This application, accessible only to Customs officers, acts as a central depository of non-nominal enforcement-related information, its success resting squarely on the steady flow of quality data provided by all WCO Members.



At its core, the application is a database of seizures and offences including photos, required for the analysis of illicit trafficking in the various areas of Customs' competence. Its functionalities allow users to mine data, which is crucial in terms of defining strategies, preparing risk indicators, and identifying trends. A communication component facilitates cooperation between users at the international level, whilst the CEN Web site gives them the possibility to consult various enforcement-related publications, such as alerts, analytical reports, and informational bulletins. For additional reference, users have the option of browsing through the CEN library, or engaging other officers in a discussion in the CEN online forum.

Records of seizures and offences are input into the CEN database manually by officers responsible for this task in each country around the world. The application also offers the possibility to upload a large number of cases at one time through the automatic upload feature. Currently, approximately 70% of data is uploaded to the CEN in this manner, originating from a national database download or an export of data from a CENcomm operation. Due to its standardized data model involving drop down lists of choices for a majority of data fields, the application is also fully compatible with the national CEN (nCEN) system.

In a constant effort to improve the application, new functions and features are periodically introduced to make the system even more user-friendly. From its automatic password expiry notifications, to a powerful search function for cases or photos, the ability to extract the search results to a MS Excel spreadsheet for easier analysis, or converting this data into tangible results using the in-built statistics feature, the CEN application is continually developing and expanding to meet the needs of users across the globe.

Both the CEN and the nCEN applications are available in four languages, namely English, French, Portuguese, and Spanish. A Russian language version is foreseen in the near future.

The **national Customs Enforcement Network (nCEN)** is a system developed by the WCO to assist Customs administrations with the collection and storage of law-enforcement information at the national level, with the additional capability to exchange this information at regional and international levels. By installing the nCEN, administrations have the ability to manage information on all aspects of their law-enforcement functions (including seizures and offences and suspected persons or business entities), within a modern national system that can be standalone or used in a networked environment. The Information Communication Interface (Icomm), included in the nCEN application, allows administrations to exchange data with other nCEN users provided a legal basis exists, or to transfer non-nominal components of the data directly to the global WCO CEN database.

The nCEN application consists of three independent databases (a seizure database, a suspect database, and a company database), as well as a communication component. Much like the CEN, the core database of national seizures and offences comprises data required for analysis, in this case nominal data, including means of conveyance, routes, and the possibility to view photos depicting exceptional concealment methods. Two supplementary databases contain information on suspected persons and offending business entities, facilitating a structured investigation process. A predefined workflow allows officers to be assigned to specific investigations, while an additional system functionality manages all communication relating to investigations in an ordered manner. Information must be input manually to the seizure and suspect database, however, it can be uploaded automatically to the compa-



NATIONAL CUSTOMS ENFORCEMENT NETWORK

ny database using a standard template, allowing the smooth transfer of legacy data from existing national systems directly to the nCEN.

The nCEN software is a free application for all WCO Members. Administrations interested in the nCEN are requested to complete a questionnaire in order to provide information on their local IT infrastructure, which will thereafter be assessed by the WCO. An agreement is then signed between the WCO and the implementing administration. Following the procurement of hardware and the installation of the nCEN software, training workshops, possibly combined with intelligence analysis training, are organized at the national or regional level.



The ability to exchange and disseminate information in a secure environment, especially when time is of the essence, is imperative for Customs administrations during special enforcement operations. With this in mind, the **Customs Enforcement Network Communication (CENcomm)** platform was conceived as a web-based system permitting a closed user group to exchange messages via encrypted channels, in real time, 24-hours-a-day, for the duration of an operation or project.

All information exchange in CENcomm is done through the application's encrypted electronic mailing system, which functions in much the same way as ordinary email. For data



GLOBAL COMMUNICATION PLATFORM

seizure to be conveyed. A great advantage of using standardized templates is that it allows for all collected nominal data to be recorded in a MS Access database, which can thereafter be downloaded for analytical purposes.

The CENcomm application is available in six languages, namely English, French, German, Portuguese, Russian, and Spanish. Arabic, Dari, and Urdu language versions are in a testing phase.

A further advantage of data standardization is that it allows for interoperability between the CEN applications. The non-nominal part of the seizure data recorded during an operation or project can be transferred to the global WCO CEN database through the automatic upload feature of the CEN (provided that there is approval from the owner of the data), thus eliminating the need to enter the same information into the two applications separately.

CENcomm has become the most popular application in the CEN software suite, allowing various stakeholders, such as international organizations or police departments, to cooperate with the Customs community in the fight against illicit trade. Overcoming language barriers and time zones, CENcomm is the quintessence of global communication for law enforcement officers.

standardization purposes, three message templates are available in CENcomm which can be customized by the WCO upon request, to include only those data fields which are pertinent to a specific operation or project. The first of the three templates, the warning message, allows users to send a profile of a shipment to be controlled. The feedback message template is used to report on the actions that have been undertaken after receiving a warning message. Lastly, the seizure message template allows the details of the subsequent

...sharing information for a more effective network



...bridging the gap through technology



...using technology for better Customs enforcement

