



PERMANENT
TECHNICAL COMMITTEE

PC0472E1a

-
215th/216th
Sessions

-
4 – 7 April 2017

Brussels, 15 March 2017.

UPDATED SINGLE WINDOW COMPENDIUM AND REPOSITORY

(Item X (c) on the Agenda)

I. Background

1. The WCO Single Window Compendium on “How to build a Single Window Environment” was first published in 2011, and has served as a useful resource for supporting WCO workshops and seminars on Single Window (SW). It has also been used by practitioners who are involved in different phases of Single Window Projects, initiatives and implementations.
2. The Compendium consists of two Volumes. Volume 1, called the “Executive Guide,” provides guidance for senior managers that may be engaged in providing support and direction for the Single Window Project’s implementation. It specifically deals with aspects such as, the philosophy of government on the SW environment, SW as an approach of cross-border regulatory agencies for Coordinated Border Management (CBM), strategic management of customs modernization and organizational improvements, how to promote SW concept on the government agenda and how to establish structures that support the SW solution. Further guidance includes the identification of regulatory functions that are required to be integrated within the SW environment services, legal gap analysis, legal enablers for the newly established environment and, last but not least, issues related to human resources and change management, that are core components of the SW implementation.
3. Volume 2 of the Compendium, called the “Professional Practice Guide,” is intended for practitioners who are involved in day-to-day designing of the SW solution, implementing the re-engineered business processes and embedding the selected services

into the SW environment. This Volume provides detailed guidance and tools on multifaceted aspects such as, tools for assessing the current state of play of the cross-border environment, business processes involved in SW environment, the harmonization of the regulatory requirements and the data required from other Cross Border Regulatory Agencies (CBRAs) for clearance of goods. This Volume further guides on the potential challenges for the establishment of a paperless environment for cross-border trade. It also addresses some more technical aspects of the SW implementation such as, the architectural choices for the IT specialists, combining interdependent facilities into interfaced or integrated information communication systems, and also how to develop and bring together all aspects of a SW Project into a consolidated business case. Last, but not least, Volume 2 also has a Repository of SW environment implementation experiences, in different phases of development, which are provided to ease Member's understanding of how the policies and new regulations were converted into reality, in other Member Administrations.

II. Need for update

4. Regular review and update of the Compendium is critical in order to maintain its relevance as an important tool to support capacity building efforts in the context of SW planning and project implementation. The updates are dictated by the dynamic transformation of the international trade environment, developments in technology for facilitation of cross-border trade, facets related to the global supply chain security, case studies and experiences shared by Member administrations including the need for alignment with provisions of the WTO Trade Facilitation Agreement that entered into force on 22 February 2017 and the associated WCO's TFA Implementation Guidance.
5. Since its publication in 2011, different WCO working bodies and Members have made suggestions in various areas of the Compendium that may need updates and improvements. During the 205th/206th Sessions of the PTC held in October 2014, the Secretariat presented updates under document PC0391E that took into account some of the received suggestions. These updates were mostly editorial in nature and also included case studies shared by the Members. Over the last three years, due also to the noted developments in the international trade environment, and the emerging of more innovative practices, it has become necessary to undertake a more comprehensive approach to updating the Compendium. The WCO Secretariat organized a panel discussion during the 66th Information Management Sub-Committee (IMSC) meeting. The current content of the updates is therefore based on the suggestions collected by the Secretariat from the round tables and later by the inputs of Members and other international stakeholders.

III. Content of the updates

6. The two Volumes are going to be maintained in the same format of two handbooks. However, to ensure easy referencing and user-friendliness, some structural changes were made. The Chapters were re-named into Parts (Part I, Part II, etc.). Each Part focuses on a particular area of the Single Window Environment, providing comprehensive guidance on that specific area. This approach will enable a more systematic and manageable process of incorporating updates that are inevitable in the future. The distinct Parts would be suitable for WCO capacity building activities, such as conducting seminars and workshops. The structures of the contents and some editorial improvements, that include the renaming of the titles, have been made in order to enhance the overall clarity of the text and to improve readability of the Compendium. Additionally, each Part will be separately downloadable by Members and by the practitioners.

7. A new **Part VIII** on “Data: Ensuring Quality, Security & Privacy,” which focuses on issues relating to the data quality, data handling, data confidentiality, and data protection in the Single Window Environment has been added to Volume 1. Three new Parts regarding Public Private Partnerships (**Part II**), Risk Management in the Single Window perspective (**Part VII**) and Performance Management & Sustainability (**Part IX**) have been added to Volume 2. Other pertinent suggestions received from Members, such as business processes related to E-payments, Tax Authorities and Customs cooperation, and business process re-engineering in the initial stages of the SW implementation, are also addressed in the updated version of the Compendium.
8. The updates are based on contributions from Members, international stakeholders, and WCO experts. In February 2017, the final draft of the Compendium and separate case studies were sent to all participants of the last two IMSC meetings, for any further suggestions, comments or validations of the case studies from their national experiences.
9. The Secretariat is also concurrently working on the development of e-learning modules for the implementation of the Single Window Environment , based on the updated version of the Compendium on ” How to Build a Single Window Environment”.

IV. Action required

10. The PTC is invited to:

Take note of and provide comment on the updates of the Single Window Compendium on ‘How to Build a Single Window Environment, (Annex uploaded separately);

Support the presentation of the updated Compendium to the next Council session for endorsement;

Provide any further contribution by delivering suggestions on areas to be improved further or to be covered in future updates of the Compendium;

Encourage WCO Members to provide brief reports or case studies to the Secretariat highlighting their experience and best practices with respect to their national Single Window initiatives.

*
* *