

Qatar introduces the Customs Clearance Single Window

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IN A BID to provide the State of Qatar with one of the world's most efficient, reliable and trustworthy Customs clearance services, the Qatar Customs Clearance Single Window, an automated system known as Al Nadeeb, was officially launched in the country during September 2013, in order to provide better communication and integration with the trade community.

About Al Nadeeb

A web-based system, Al Nadeeb was developed over the past four years – the fastest implementation of such a system worldwide – to improve the clearance process by simplifying current procedures into a highly efficient systematic process. The system will reduce time spent on cargo clearance and inspection rates to a matter of minutes and will play a key role in facilitating trade, promoting economic growth and ensuring Qatar's national security.



In the past, Qatar's Customs clearance process was long and laborious, with a 100% physical inspection approach which caused significant delays at border crossings, ports and airports. Qatar Customs believes that the new system will assist it in achieving a prestigious global business ranking, while spearheading the enhancement of Customs laws and regulations for the greater trade community.

Al Nadeeb will, therefore, ensure that Qatar is in a position to trade more efficiently internationally by delivering competent, transparent and reliable trade services. The introduction of the system and its superior capabilities in processing declarations will enhance Customs' reputation with the public, airlines, airports and other important stakeholders.

Managing risk factors

The system will assist in reducing risk factors that are present in the import and export process by utilizing the steadfast features put in place for declaration submission, online payment and enhanced

Customs inspection, as well as auto-routing of the declaration to the relevant government agency. Al Nadeeb is an intelligence-enabled risk management framework with systematic application of management procedures and practices that provide Customs with the necessary information to address movements or consignments that present a risk.

With this holistic risk-based selective system, Qatar Customs will be able to focus resources on high-risk areas while increasing the productivity of the clearance process for low-risk shipments. The automated process will build risk profiles, which can then be consistently applied to all imports and exports, and is significantly faster and more accurate in comparing a given set of data against all currently active risk profiles that can easily be kept up to date.

Integration with trading communities and government agencies

Al Nadeeb has been integrated with trading communities and other government agencies to benefit the entire trade community in the State of Qatar as well as internationally, as highlighted below:

- Ministry of Interior: Al Nadeeb ensures seamless electronic integration with the Ministry, which is responsible for immigration, drugs prevention, traffic and



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- civil defence. The system enables national security and all other areas of concern to be protected, by providing accurate and immediate information on companies and restricted goods and their movements in and out of Qatar.
- Ministry of Business and Trade: To safeguard Qatar’s import and export processes, it is vital that Al Nadeeb matches a company’s importing activity with its registration, including the validation of a transaction date.
- Trading community and clearing agents: Al Nadeeb has made it possible for traders and clearing agents to pay duties and submit declarations online, as well as for traders to authorize clearing agents electronically and to follow up on the status of their declarations 24/7.
- Other government authorities: Qatar Customs coordinates and cooperates with approximately 17 different government agencies that control goods, to ensure that imported and exported goods comply with the laws and regulations of Qatar. Al Nadeeb communicates automatically with the relevant authority, enabling automated decision-making in respect of approvals, rejections or conditional releases.

- Gulf Cooperation Council (GCC) Free Trade Zone: As part of the agreement with the GCC, Al Nadeeb facilitates synergy with all GCC ports by providing them with instant information on imports and exports, thereby keeping them in the loop to ensure smooth transfers between relevant ports.

E-government and online tools

Al Nadeeb is thoroughly integrated with other e-government systems, such as Hukoomi – the official government e-portal for information about Qatar. Online payment gateways are also a part of Al Nadeeb, thereby enabling payments by credit card or debit card, as well as direct transfers to Customs’ accounts.

As part of its vision for 2030, Qatar aims to improve its e-systems to benefit information-sharing by the online community. Qatar Customs shares the same sentiment, and Al Nadeeb makes use of the Government Data Centre’s elite hosting services.

User-friendly system

Al Nadeeb was specifically designed to be a user-friendly system. Some of its key func-

tionalties include the following:

- It displays real-time information that enables shipments to be tracked, as well as up-to-date data on revenue in order to monitor import and export costs.
- The system provides alert notifications through user-defined criteria, in order to track potential non-compliant trade transactions – specific users can choose their alert method (SMS, fax or email) when a new declaration meets user-defined criteria.
- A Call Centre provides a 24/7 customer service, and users will be able to use a personal smart card to monitor all their import and/or export movements.

The Qatar Customs Clearance Single Window is expected to transform Qatar Customs into a reputable, well-respected and efficient organization. Al Nadeeb will also benefit Qatar’s trade ranking on a worldwide basis, whilst boosting the country’s trade relations locally and internationally.

More information

www.customs.gov.qa

