

The Explanatory Notes provide examples of the “Collection of Services” (referred to in the WCO Single Window Compendium as “taxonomy of services”)¹.

A draft document on agencies, services and Customs procedures that may be present on the Single Window Interactive Map

General Information		
1	Customs clearance system	<p>Examples: 1. Manual clearing processes – mainly manual; declaration and clearance processing includes different steps that use non-digitized data.</p> <p>2. Semi-automatic clearing processes – mainly automatic; declaration and clearance processing use mostly digitized information, and almost all decision-making processes are automated.</p> <p>3. Automated – fully automated processing.</p>
2	Automated clearance system	All processes are done through automated clearance systems such as ASYCUDA, EDA, etc.
3	Status of adoption of WCO Data Model ²	<ul style="list-style-type: none"> • S: Information systems used by the Member have been checked for conformity. Tables showing conformity with the WCO Data Model have been shared with the WCO Secretariat. • P: Projects involving the use of the WCO Data Model are under way or have been completed. • M: Mapping of data elements of national information systems with the WCO Data Model have been produced and (in some cases) shared with the WCO Secretariat. • IP: A "My Information Package" has been published by the Member. • NA: Information regarding conformity with the WCO Data Model is not available.
4	Status of Single Window environment	1. Early planning stages: for instance, Member has already conducted feasibility study, gap analyses of regulatory requirements, business processes, or drafted a road map. This stage eventually finalized by a legal act providing for the establishment of an entity/authority which will be the business owner of

¹ These notes are based on the Explanatory Note that was drafted by the Secretariat, together with the ad hoc Virtual Working Group, in order to provide guidance on the questions contained in the 2016 Survey and the information presented on the RAMMAP-SWIM and then discussed during the 75th Meeting of the IMSC: doc. PM0456E1a. http://www.wcoomd.org/-/media/meeting-documents/information-management-sub-committee/75/PM_461_Annex_I_E

² For further clarification, please refer to the WCO DATA MODEL regular survey.

		<p>the project.</p> <p>2. Early stages of implementation: for instance, the formal structures for implementation of the Single Window are already in place, a pilot project has been carried out and gone live with one or more CBRA or any other stakeholder.</p> <p>3. Advanced implementation: for instance, 60% of regulatory requirements for goods traded across borders are processed by the Single Window system.</p> <p>4. Implemented: Almost all regulatory requirements are processed by the Single Window system.</p>
5	Relevant websites/portals/ Customs and CBRA website addresses	
Participating Governmental Agencies/Other Agencies		
6	Business model of regulatory Single Window ³	Public Private Partnership, Government, Concession agreement, Self-sustained, Licensed Private Operator
7	Single Window Architecture ²	'Single Authority Model', Single Automated System – integrated or interfaced systems, Automated Information Transaction System (please refer to the WCO SW Compendium for descriptions).
8	Lead Agency	e.g. Customs/Ministry of Foreign Trade
9	How many regulatory agencies participating in the SW environment? [enter a number]	e.g. 34
10	Agency/agencies responsible for foreign trade	e.g. Ministry of Trade, Ministry of Economy
11	Central Bank	e.g. Permissions/remittances/exchange rates/receipt of drawbacks
12	Commercial banks ²	e.g. Payment of duties/taxes/fees/charges
13	Agency/Agencies – Veterinarian	e.g. Agencies responsible for animal health
14	Agency/Agencies – agriculture and plant protection	e.g. Ministry of Agriculture
15	Agency/Agencies – food safety	e.g. Agencies responsible for phytosanitary services
16	Agency/Agencies – pharmaceuticals	e.g. Ministry of Health/Laboratories/issuing of licences and permits
17	Agency/Agencies – heritage goods	e.g. Cultural artefacts/antiquities/issuing of permits
18	Agency/Agencies – environmental protection ²	e.g. Flora and fauna (such as CITES)/ issuing of licences and permits
19	Agency/Agencies – strategic trade	e.g. Strategic trade control procedures and measures to prevent entry into the supply chain of weapons of mass destruction (WMD), or of materials, equipment, and components needed to produce a weapon.
20	Agency/Agencies – cultural heritage	
21	Others (specify)	Agencies responsible for standard-setting/police, etc.
22	Agency/Agencies – Transportation	

³ Possibly to be included in the SWIM (included).

23	Agency/Agencies – National Post Service	
Information Services		
24	Common Directory of all governmental agencies	e.g. Addresses, contact details and web links
25	Statistical reporting capability	e.g. Import/export trade data
26	Information on HS tariffs, restrictions and prohibitions for commodities/products	
27	Computation of duties, taxes, charges and fees	e.g. Electronic computation capacity of the online gateway to calculate the exact amount of the payment
28	Time Release Information capability	e.g. Notification system of processing activity/track and trace facility
29	User e-desk	
Checkpoint Services		
30	Scheduling of inspection/examination of cargo	e.g. Governmental agencies coordinate between themselves electronically to perform joint inspections at agreed mutual time
31	Facility to enter examination reports Filing of inspection/examination results	e.g. e-inspection using mobile devices such as tablets, smartphones
32	Interface with non-intrusive inspection & screening facilities	e.g. Screening of cargo at border checkpoints is available at headquarters for risk management purposes
33	Vehicle inspection and release at port gates and border crossing points	e.g. Barcode screening for checkout from Customs territory Automatic capture of car plates and cross-checking with the relevant agency database
34	Reporting facility for goods and commodities that require some type of special treatment	Dangerous/Hazardous Goods Any goods requiring special treatment
35	Warehouse entry and exit controls/cargo management	e.g. Self-management of warehouse entry and exit/online inventory management
Services for Cargo-Operations		
36	Import cargo release and clearance processing	
37	Export cargo release and clearance	
38	Bonded transit (internal) approval/permission	
39	International transit approval/permission Guaranteed management/release	
40	Submission of cargo manifest	
41	Processing of vessel arrival and departure of vessels/vehicles	e.g. Entry inward and outward permissions

42	Integrated risk management/automated profiling	
43	Duty, tax and fee payment	e.g. Integrated online e-payment of all regulatory fees, charges
44	Duty and tax refunds and other similar procedures	e.g. Drawbacks (export incentives), refunds, remittances
45	Application for issuance of certificates of origin	e.g. Ordinary COs or Preferential COs issued by Customs/authorized agencies
46	Application for phytosanitary certificates & plant quarantine procedures	
47	Application for food safety approval/permissions	
48	Application for veterinary licence approval/permissions	This service is about issuing licences which may apply over a long timeframe, while certificates may refer to one-time import/export processing. These concepts might be valid in most of the countries, but the appellation/names of the permissions could vary from country to country.
49	CITES ePermits procedures	
	Application of export certificate/import licence to cultural heritage	
Other Features/Services		
50	Business continuity	e.g. Recovery plan such as disaster recovery plan and/or backup data centre, mirror server
51	Workflow for handling release and clearance processes	
52	Shared user authentication	e.g. A company is enabled
53	Single user registration service	
54	Common business entity registration service	
55	Shared services for digital signature certificates	
56	Immigration procedures	
57	Application for and issuing of an advance ruling, e.g. classification, valuation	
58	International interoperability of SW/Customs clearance system	
59	Interoperability with other non-regulatory Single Windows ⁴	
60	WCO Unique Consignment Reference number (UCR), Cargo Identification Number	
61	Trader Identification Number (TIN)	(Suggested by the Members during IMSC/71)
62	Sampling and testing service	(Suggested by the Members during IMSC/71)

⁴ Possibly to be included in the SWIM (included).

63	International interoperability among SWs/Customs clearance system	
64	Regional SW or regional information exchange platform	
65	Bilateral and multilateral information exchange C2C	
66	Block chain technology projects for LPCOs or any area of SW environment	
67	Performance measurements/benchmarks/built-in system metrics	

General remark

The services and procedures listed in this document are expected to be electronic and automated in a Single Window Environment. However, if any are manual, they may still be presented on the SWIM, but with a corresponding note stating that the specific service or procedure is not yet fully automated.