



WORKSHOP SUMMARY

High-Level Workshop for the Implementation  
Of the ASEAN Single Window  
Hanoi, Vietnam October 2-4, 2006



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In Hanoi in early October, eighty representatives from ASEAN customs administrations, private sector technology and software companies, and the United States Government gathered for the first practical workshop on implementing the ASEAN Single Window. A Single Window (SW) is defined as a facility that allows parties involved in trade and transport to submit standardized information and documents with a single entry point to fulfill all import, export and transit-related regulatory requirements. A single window replaces “spaghetti architecture” in which importers submitting multiple documents containing the same or similar information to multiple parties—for examples, to government agencies (customs and other regulatory agencies), brokers, port authorities, freight forwarders, tax authorities and banks—with “service oriented architecture” where importers fill out one form that is instantly shared with all parties involved in the import transaction.

The workshop emphasized the challenge to Customs authorities of becoming “service oriented”, helping facilitate trade rather than serving in their traditional role as primarily an enforcement agency. At the workshop, speakers noted that a Single Window would help strengthen Customs authorities in the areas of both compliance and container security because information collected in the Single Window would be shared among agencies and verified for consistency and accuracy. Several speakers noted that slow clearance of imports can significantly increase costs, creating a competitive disadvantage compared to regimes, such as Singapore’s, which can clear goods in 30 minutes. Deputy U.S. Trade Representative Jeri Jensen rephrased the issue to drive home the message: not having a Single Window could be considered a non-tariff barrier (NTB) to trade. “Service oriented architecture” emphasizes government coordination with all stakeholders, public and private, in designing Single Windows.

Central to creating a National Single Window (NSW) is the harmonization of a data set that would fulfill the information needs of line agencies that have regulations enforced at the border. Voluntary agency participation in designing such a form is a challenge as the benefits may not be transparent compared with the short-term costs. Moreover, legal issues also have to be addressed, including the legal authority to collect and share the necessary information as well as the acceptance of electronic forms and signatures as true and valid for the import transaction. According to Nathan consultant Pierre Li, some countries have instituted legislation that makes participation by certain agencies obligatory, as was done in Mauritius. All workshop speakers emphasized the need for a strong lead agency as well as firm political commitment to successfully install a single window. Sandler & Travis Trade Advisory Services’ consultant Karen Henderson described the US Government approach of engaging “participating agencies” and the private sector in planning committees to be part of the early stage Single Window design process.

Speakers noted that the lead agency need not be a customs authority. Some line agencies may perceive customs agencies as seeking to extend control over the enforcement of all import rules and resent customs taking the lead. The lead agency, however, could be another government organization, a public/private entity or a completely private entity. This range of “business models” is possible because a Single Window is not a decision-making authority. Rather a Single Window is a facility through which information is exchanged among agencies that do make decisions on the acceptability of an import. Once that decision is made, the agency concerned transmits its response via the Single Window facility. For example, if a permit is required from the agricultural agency for a particular import, the information provided by the importer to the Single Window facility should indicate he has a valid import. If not, when the agricultural agency received the information from the Single Window facility, it would respond to the SW facility that the import cannot be cleared for entry. That information is transmitted to customs for appropriate action.

While a Single Window need not rely on technology for implementation, for countries with a high volume of imports, e-documents and electronic processing are vital for efficient, rapid clearance of imports, speakers noted. Private firms explained how software and new technology could allow information provided in different formats or using different software could be shared and converted into each other’s formats. The technology could be as simple as using standard UNeDocs forms that can be transmitted via a web-based program, or as sophisticated as information processing through and storage in a central computer using standard e-forms. For some participants, such a sophisticated “high tech” approach appeared very ambitious. However, several private sector speakers noted that

companies are increasingly using such technology to share information on a business-to-business basis, such as between brokers, port authorities and freight forwarders. This information sharing permits seamless supply chain management. Single Windows are an important part of the commercial movement toward electronic documentation and processing.

Creating an ASEAN Single Window from National Single Windows will be a challenge. U.S. Customs and Border Patrol expert Bill Nolle explained that the UNECE and the World Customs Organization have standardized documents and nomenclature that can ensure that not only government agencies can share information among themselves domestically in a consistent format, but that such information also could be shared with foreign governments. In essence, if the National Single Windows are interoperable, by virtually joining together they will create the ASEAN Single Window.

In response to a question, Nolle noted that ASEAN is the first regional body to attempt to create a regional Single Window. He views the creation of an ASEAN Single Window as achievable. He advised ASEAN to begin with a small group of agencies in each country for the National Single Window, and later turning that into an ASW. Over time, additional agencies could be added. At the end of the seminar, a Vietnam customs official commented that this was the first practical workshop he had attended that went into the details and challenges of implementation and had taken the ASEAN endeavor to create an ASEAN Single Window a big step further.

Following the workshop, the ASEAN-US Facility held discussions with the head of the Customs Unit, Quang Anh Le to gather ideas for the follow-on activities. Initially, the Facility plans to implement a questionnaire-based survey of ASEAN Member Countries that will provide a snapshot of the progress and outstanding steps required for achieving National Single Windows. This survey will be launched before the end of 2006.



# High-level Workshop on Implementation of the Single Window

(Hanoi, Viet Nam, 2-4 October 2006)

## DAY 1

	8:00 – 8:30	Arrival/Registration/Coffee
	8:30 – 8:45	<b>Welcome and Introduction</b> <ul style="list-style-type: none"><li>▪ Introduction by the ASEAN Secretariat</li><li>▪ Opening Remarks by the Leader of Viet Nam Customs</li></ul>
Session 1	8:45 – 9:30	<b>ASEAN Single Window for Trade Facilitation</b> <ul style="list-style-type: none"><li>▪ <i>Mr. Quang Anh Le, Coordinator of Customs, ASEAN Secretariat</i></li></ul>
Session 2	9:15 – 10:30	<b>Global Introduction</b> <ul style="list-style-type: none"><li>▪ <i>William Nolle, US Customs and Border Control</i></li></ul>
	10:30 – 10:45	Coffee Break
Session 3	10:45 – 12:00	<b>US Experience – Government Perspective</b> <ul style="list-style-type: none"><li>▪ <i>William Nolle, US Customs and Border Control</i></li></ul>
	12:00–13:00	Lunch
Session 4	13:00 –13:40	<b>Thailand Experiences – Government Perspective</b> <ul style="list-style-type: none"><li>▪ <i>Dr. Sathit Limpongpan, Director-General, Royal Thai Customs</i></li><li>▪ <i>Subject: Implementation of the Single Window for Paperless Customs in Thailand</i></li></ul>
Session 5	13.40-14.15	<b>Mauritius Experience – Government Perspective</b> <ul style="list-style-type: none"><li>▪ Pierre Li</li></ul>
	14:15 – 14:30	Coffee Break
Session 6	14:30 – 15:45	<b>US Trade and Development Assistance Experience</b> <ul style="list-style-type: none"><li>▪ <i>Mr. Henry Steingass, USTDA</i></li></ul>
	15:45–16:00	<b>Wrap-up</b> <ul style="list-style-type: none"><li>▪ <i>Mr. Quang Anh Le, Coordinator of Customs, ASEAN Secretariat</i></li></ul>

## DAY 2

Session 7	8:00-8:30	<b>Philippines Experience – Government Perspective</b> <ul style="list-style-type: none"><li>▪ <i>Mr. Alexander M Arevalo, Deputy Commissioner, Philippines Bureau of Customs</i></li><li>▪ <i>Subject: Developing the Single Window in the integration of the customs automated system and ICT applications of line agencies in the Philippines; Outcomes of the pilot project of ASEAN Single Window between the Philippines and Thailand.</i></li></ul>
Session 8	8.30-9.20	<b>Malaysia Experiences – Government Perspective</b> <ul style="list-style-type: none"><li>▪ <i>Dato' Abdul Rahman bin Abdul Hamid, Director-General, Malaysian Customs</i></li><li>▪ <i>Subject: Implementation of the Single Window and integration of the international supply chain in Malaysia</i></li></ul>
Session 9	9:10-9:40	<ul style="list-style-type: none"><li>▪ <i>Mr. Steven Lim Kee Seng, General Manager, Time Engineering Berhad</i></li><li>▪ <i>Subject :</i></li></ul>
Session 10	9:40-10:10	<b>Singapore Experiences – Government Perspective</b> <ul style="list-style-type: none"><li>▪ <i>Mr. Teo Eng Cheong, Director-General, Singapore Customs</i></li><li>▪ <i>Subject: Implement of the Single Window to facilitate international trade and to enhance customs control</i></li></ul>
Session 111	10:10-10:45	<b>Hong Kong Experiences – Government/Private Sector perspectives</b> <ul style="list-style-type: none"><li>▪ <i>Mr. Kelvin Ko, TradeLink, Hong Kong</i></li><li>▪ <i>Subject: Practical experiences of implementation of the Single Window in Hong Kong</i></li></ul>
	10:45-11:00	Coffee Break
Session 12	11:00-11:30	<b>Implementation aspects of the Single Window – Development aspects (1)</b> <ul style="list-style-type: none"><li>▪ <i>Mr. Barney Yiu, Senior Advisor, Government Sector, Asia Pacific Region, Microsoft</i></li></ul>
Session 13	11:30-12:00	<b>Implementation aspects of the Single Window – Development aspects (2)</b> <ul style="list-style-type: none"><li>▪ <i>Senior Manager of SUN</i></li><li>▪ <i>Subject: Service-Oriented Architecture and its application to Single Window systems</i></li></ul>

## DAY 2

- Session 14      12:00-12:30      **Implementation aspects of the Single Window – Development aspects (3)**
- Senior Manager of IBM
- 12:30-13:15      Lunch
- Session 15      13:15-13:55      **Indonesian Experiences – Government Perspective**
- Mr. Anwar Suprijadi, Director-General, Indonesian Customs
  - *Subject: Implementation of the Single Window for better services to the trading community*
- Session 16      13:55-14:30      **Viet Nam Experiences – Government Perspective**
- Mr. Le Manh Hung, Director-General, Viet Nam Customs
  - *Subject: Implementation of Single Window and Modernization of Customs in Viet Nam*
- 14.30-14.45      Coffee Break
- Session 17      14:45-15.45      **ASEAN Member Country Experience – Private Sector Perspective**
- *USABC Member or Representative*
- Session 18      15.45-16.10
- *Mr. Joginder Singh, Asia Pacific Trade Manager, Intel Semiconductor Ltd, Hong Kong*
  - *Subject :*
- 16.10-16:25      **Wrap-up**
- Mr. Le Manh Hung, Director-General, Viet Nam Customs

**DAY 3**

Session 19	8:00-9:00	<b>How to Implement the Single Window? Business Process</b> <ul style="list-style-type: none"><li>▪ <i>William Nolle, US Customs and Border Control</i></li></ul>
Session 20	9:00-10:00	<b>Models for Trade Negotiations-related Coordination and Dialogue</b> <ul style="list-style-type: none"><li>▪ <i>James Wallar</i></li></ul>
Session 21	10:00-10:45	<b>How to Implement the Single Window? (Continued)</b> <ul style="list-style-type: none"><li>▪ <i>William Nolle, US Customs and Border Control</i></li></ul>
	10:45-11:15	Coffee Break and Informal Trade Discussions
Session 22	11:15-12:00	<b>How to Implement the Single Window? (Continued)</b> <ul style="list-style-type: none"><li>▪ <i>William Nolle, US Customs and Border Control</i></li></ul>
	12:00-13:00	Lunch
Session 23	13:00-13:45	<b>Technical Aspects of SW</b> <ul style="list-style-type: none"><li>▪ <i>Ms. Karen Henderson, STTAS</i></li><li>— Data Warehouse of SW</li><li>— Protocol of communications</li><li>— Integration of applications</li></ul>
Session 24	13:45-14:15	<b>Standardization of Information Parameters</b> <ul style="list-style-type: none"><li>▪ <i>Mr. Quang Anh Le, Coordinator of Customs, ASEAN Secretariat</i></li></ul>
Session 25	14:15-14:45	<b>Technical Aspects of SW (continued)</b> <ul style="list-style-type: none"><li>▪ <i>Ms. Eva C.P. Chan, Dagang Net Technologies, Malaysia</i></li><li>▪ <i>Subject: Standardization of information parameters and global efforts in standardizing trade documentation (UneDocs)</i></li></ul>
	14:45-15:00	Coffee Break
Session 26	15:00-15:45	<b>Technical Aspects of SW (continued)</b> <ul style="list-style-type: none"><li>▪ <i>NCS and, Crimson Logic, Singapore</i></li><li>▪ <i>Subject: Technical Perspectives of the Single Window and Practical Experiences of Singapore</i></li></ul>
Session 27	15:45-16:25	<b>Technical Aspects of SW (continued)</b> <ul style="list-style-type: none"><li>▪ <i>US-ASEAN Business Council</i></li><li>— What technology is key to implementation</li><li>— How the private sector can help</li></ul>
	16:25-16:45	<b>Evaluations and Recommendations</b> <ul style="list-style-type: none"><li>▪ <i>William Nolle, US Customs and Border Control</i></li></ul>