Making It Easier

Submitted by: Malaysia
APEC EASE OF DOING BUSINESS WORKSHOP ON TRADING ACROSS BORDERS.
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Presentation Outline

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2. Background & Objective
3. Progress of NSW Project
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Definition of Single Window

A facility that allows parties involved in trade and transport to lodge standardized information and documents with a single entry point to fulfill all import, export and transit-related regulatory requirements.

If information is electronic, then individual data elements should only be submitted once.

UN/CEFACT Recommendation 33 (United Nations Centre for Trade Facilitation and Electronic Business)

Basic Concept of Single Window

The Basic Concept

User

Electronic

Paper

Trade Chain

Forwarder

Bonded Warehouse

Transaction

Warehouse

Airlines

Shippers

Transport/CY

Inspection

Quarantine

Government Services

Global Network

Single Window
Background of NSW Project

- Disember 2005 – Government committed to establish ASEAN Single Window (ASW)
- Ministry of Finance as a lead agency
- RMC as a main implementation agency, together with Ministry of International Trade and Industry
- Dagang*Net Technologies (DNT) responsible to develop, manage and operate NSW

Objectives of Malaysia’s NSW

- An electronic approach to facilitate trade and increase efficiency of Government delivery service by allowing parties involved in trade to:
  - submit of data and information through a single point (single window);
  - re-use data and information;
  - synchronized processing of data and information from relevant private and public parties; and
  - ensure quick and efficient release of cargo from relevant authorities.
Progress of NSW Project

- Discussion of NSW Agreement
- ePCO have been implemented
- Testing ASW connection – Pilot Project
- NSW Services such as edeclare, e-Manifes, e-Permit and e-Payment (EFT) have been implemented
- Cabinet agreed to appoint DNT as a service provider
- At the 11th ASEAN Summit, Government of Malaysia signed the agreement to establish and implement ASW

Evolution of Single Window

**Stage 1: The Isolated Organisation 1980’s**
- Objective:
  - Automate internal processes
  - Internal information systems
- Scenario:
  - Internal Local Area Network (LAN)

**Stage 2: The Community System 1994 - 2008**
- Objective:
  - Connect with port agents for critical business processes
  - Many to one connectivity
  - To exchange messages
- Scenario:
  - Ethernet connection
  - Wide Area Network (WAN)

**Stage 3:**

**Stage 4:**
- National Single Window (Connecting to the world) 2009
- Objective:
  - Increase efficiency in the trade facilitation
  - Electronic commerce is promoted as a mean of communication
  - Increased connectivity and integration with all trading parties
  - Increased use of ICT as the enabler
- Scenario:
  - Web services
  - Use of message standards
NSW (TF) SERVICES

**Improve** and **Complement** existing E-Commerce services

ASW Gateway Hosting

NSW-ASW Integration

**Now**

- Single Sign-On
- eDeclare
- ePayment
- ePermit
- eManifest
- ePCO
- Online Status Tracking
- Reusability of Data

**Before**

- On-Line Status Tracking
- eDeclare
- ePayment
- ePermit
- eManifest

**New Features**

- Single Sign On
- Reusability of Data
- Track & Trace

Can access all NSW services from single web portal
Ability to reuse data from import/export permit to populate customs declaration
Allow users to track and trace status of applications from single web portal
National Single Window Page URL

http://www.mytradelink.gov.my

Benefits of NSW(TF)

- Enhanced trade efficiency & national competitiveness through:
  - simplification, standardization & harmonization of trade procedures to enhance Government Delivery System
  - removal of unnecessary & out-dated procedures
- Enhanced Trade, Logistics & Supply Chain Management by capitalising on ICT providing:
  - an electronic platform for efficient trade, logistics & supply chain
  - a platform to connect and integrate with regional and international systems (e.g. ASEAN Single Window, APEC Single Window)
- Reduction of transaction costs and complexity of international trade
Importance of NSW(TF)

NSW (TF) will provide the advantage of:

- Improving competitive edge for Malaysia (to industry players)
- Increase domestic investment and attract more foreign investment
- Improve the efficiency in terms of cargo release
- Create a more transparent business environment
- Adapt to new approaches of doing business
- Improve international business links and connectivity
- To fulfill commitments at ASEAN level on ASEAN Single Window Agreement and Protocol

Monitoring of NSW (TF) Implementation

- NSW Steering Committee
- NSW Implementation Committee
- Technical Working Group
- Legal Working Group
- Message Working Group
- Process Working Group
- Implementation Working Group
- Capacity Planning Working Group
### Monitoring of NSW (TF) Implementation

#### One Time Charge

<table>
<thead>
<tr>
<th>User Type</th>
<th>For users with Mailbox (eDeclare, eManifest, Duty Payment)</th>
<th>For users without Mailbox (ePermit, ePCO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before</td>
<td>RM 1,400</td>
<td>RM 200</td>
</tr>
<tr>
<td>Now</td>
<td>RM 500 for Corporate</td>
<td>RM 200 for SMEs</td>
</tr>
</tbody>
</table>

#### Monthly Charges

<table>
<thead>
<tr>
<th>Before</th>
<th>Now</th>
</tr>
</thead>
<tbody>
<tr>
<td>First mailbox @ RM180 per mailbox</td>
<td>First mailbox @RM160 per month for Corporate</td>
</tr>
<tr>
<td></td>
<td>First mailbox @RM90 per month for SME</td>
</tr>
</tbody>
</table>
Monitoring of NSW (TF) Implementation

**Transaction Charges**

<table>
<thead>
<tr>
<th>Types of Charges</th>
<th>Before</th>
<th>Now</th>
</tr>
</thead>
<tbody>
<tr>
<td>EDI Volume Based Usage @ Kilobyte basis (subject to minimum fee)</td>
<td>RM 1.20/KB</td>
<td>RM 0.88/KB (Sept 2009 to Sept 2011)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>RM0.80/KB (subsequent years)</td>
</tr>
<tr>
<td>Document Based @ per Successful Application (up to Customs Acknowledgement)</td>
<td>RM 10 per Document</td>
<td>RM 5 per Document</td>
</tr>
</tbody>
</table>

**ASEAN Single Window (ASW)**

- The ASEAN Single Window (ASW) is an environment where the NSW of ASEAN Member Countries will operate and integrate.
- The Agreement to Establish and Implement the ASW was signed on 9 December 2005 by ASEAN Economic Ministers at Kuala Lumpur, Malaysia.
- Under the Agreement, ASEAN-6 need to establish their individual NSWs by 1 January 2008 for connection to ASW by end of 2008 while the deadline for ASW connection to the ASEAN-4 (CMLV) Member Countries is 2012.
**Role of Users in NSW(TF) Implementation**

**Government agencies will be expected to:**
- Submit/process online the application for export/import permit
- Enhance back-end system to enable more efficient services
- Maintain a high service levels for their back-end systems
- Review and improve current business flows

**Users will be expected to:**
- Fully utilise electronic submission/transaction
- Make recommendations/suggestions for NSW improvement
- Maintain an efficient and high services level of the back-end system

**Challenges & Strategies**

- Interfacing with the PIAs that already possess their own back-end system; and
- Lack of awareness in NSW among the intended users.

- Malaysia was able to overcome these challenges through:
  - Facilitating discussion between the PIAs and the NSW Operator, DNT to come up with technical solution for interfacing between the PIA back-end system and NSW; and
  - Holding NSW Awareness programmes
Challenges & Strategies

- NSW Awareness Programmes were conducted in five (5) major cities in Malaysia.
  - Attended by: various stakeholders involved in the NSW consisting of both Government agencies and users including:
    - Other Government Agencies /PIAs;
    - Port/ Airport Authorities;
    - Industry Associations;
    - Logistics Service providers;
    - Shipping Agents;
    - Banks; and Insurance Companies.

Conclusion

- High-level Political Commitment and Resources
- Inter-agency & Public-Private Involvement and Cooperation
- Change Management
- IT Infrastructure (Network, Hardware, Software)
- Adopting State-of-the-Art Technology
- Adopting International Standards and Trends
- User-friendly System (Easy & simple)
- Clear Roadmap
- Hub to Hub connection among NSWs
THANK YOU