Asia-Pacific
Economic Cooperation

2010/SOM3/CTI/WKSP/011

Making It Easier

Submitted by: Malaysia

JAPAN 2010

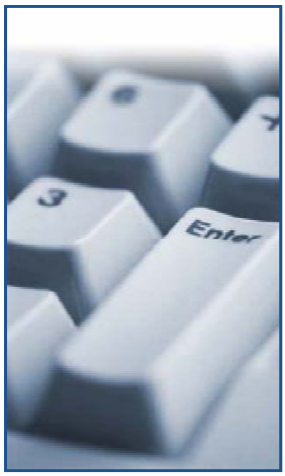
Ease of Doing Business Workshop on Trading Across Borders
Sendai, Japan
18-19 September 2010

MAKING IT EASIER

APEC EASE OF DOING BUSINESS WORKSHOP ON TRADING ACROSS BORDERS.

SENDAI, JAPAN, SEPT. 2010

Presentation Outline



1. Definition of Single Window
2. Background & Objective
3. Progress of NSW Project
4. Benefits & Importance of NSW (TF)
5. NSW (TF) Services
6. NSW (TF) Implementation Plan
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8. ASEAN Single Window (ASW)
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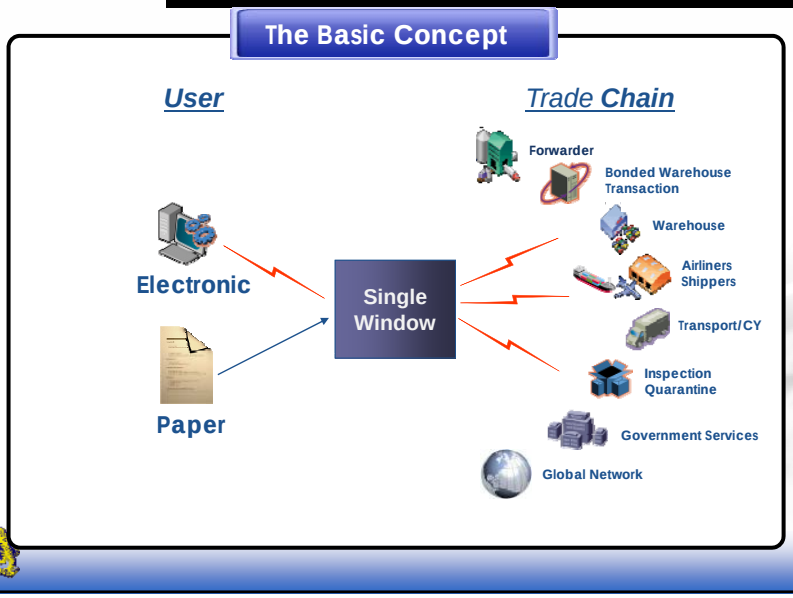
Definition of Single Window

- 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



Background of NSW Project

- Disember 2005 – Government commited 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

- **Until April 2009** — Discussion of NSW Agreement
- **Jan 2009** — ePCO have been implemented
- **Dec 2008** — Testing ASW connection – Pilot Project
- **Feb 2008** — NSW Services such as edeclare, e-Manifes, e-Permit and e-Payment (EFT) have been implemented
- **April 2007** — Cabinet agreed to appoint DNT as a service provider
- **Dec 2005** — 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 Connected Organisations 1990's

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:
The Community System 1994 - 2008

Objective:
- Linking all trading parties within the community to exchange messages/data electronically through a single connectivity
  - Regulatory declarations
  - Manifests

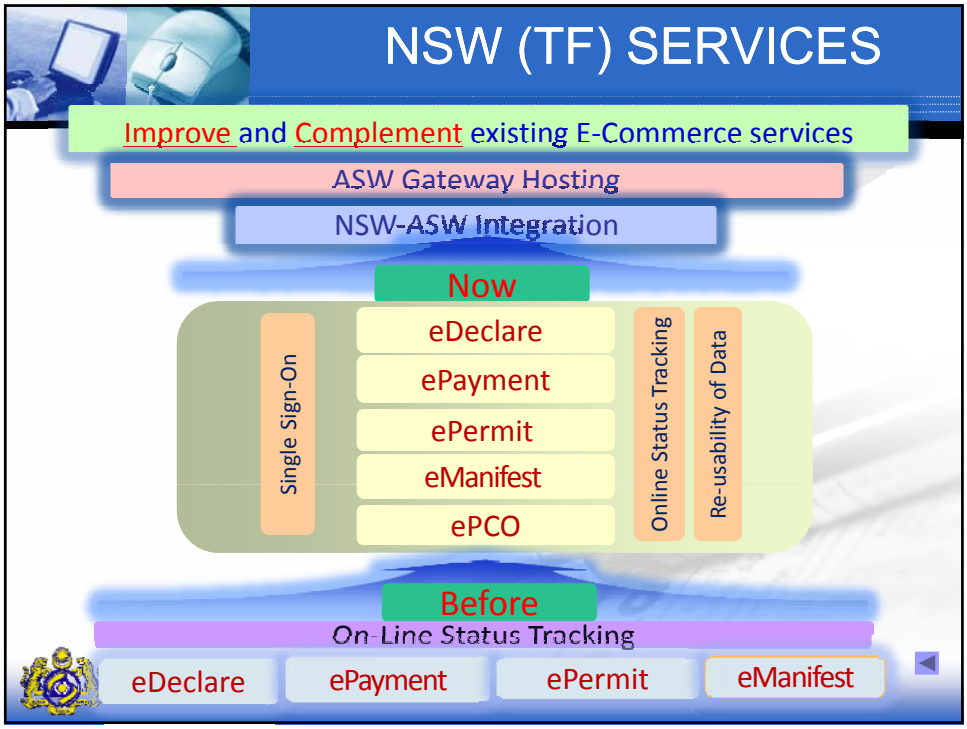
Scenario:
- Community portal
- Integration with web technology
- Use of message standards

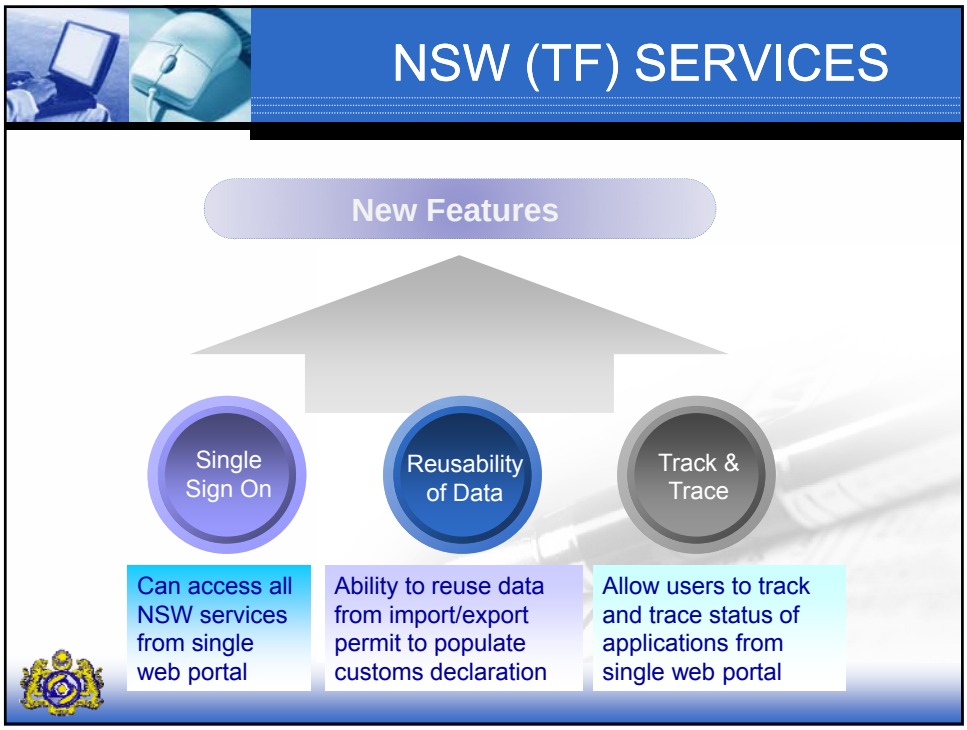
Stage 4:
National Single Window
(Connecting to the world) 2009

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

Evolution of Single Window


NSW (TF) SERVICES
Improve and Complement existing E-Commerce services
ASW Gateway Hosting
NSW-ASW Integration
Now
eDeclare
ePayment
ePermit
eManifest
ePCO
Single Sign-On
Online Status Tracking
Re-usability of Data
Before
On-Line Status Tracking
eDeclare
ePayment
ePermit
eManifest


NSW (TF) SERVICES
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)

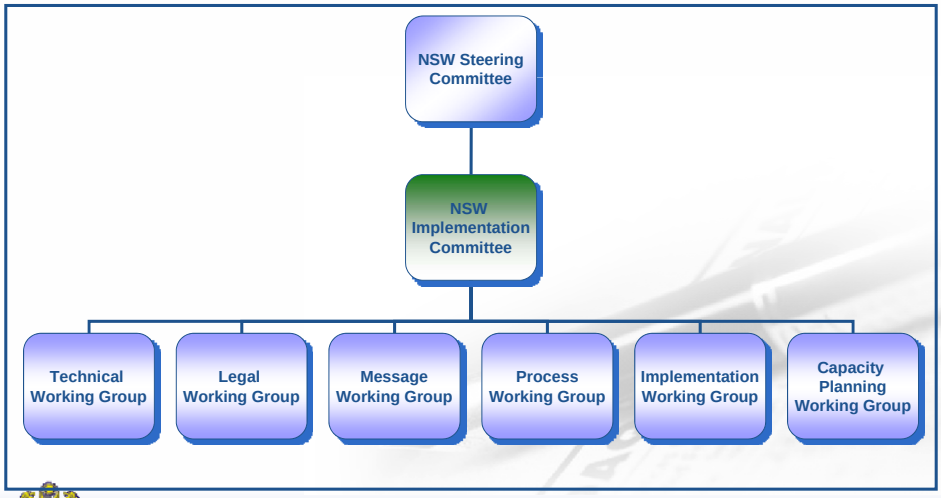
- Enhanced trade efficiency & national competitiveness through:
  - simplification, standardization & harmonization of trade procedures to enhance Government Delivery System
  - removal of unnecessary & out-dated procedures
- Enhanced Trade, Logistics & Supply Chain Management by capitalising on ICT 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



Monitoring of NSW (TF) Implementation

- **One Time Charge**

User Type	For users with Mailbox (eDeclare, eManifest, Duty Payment)	For users without Mailbox (ePermit, ePCO)
Before	RM 1,400	RM 200
Now	RM 500 for Corporate RM 200 for SMEs	

Monitoring of NSW (TF) Implementation

- **Monthly Charges**

Before	Now
First mailbox @ RM180 per mailbox	First mailbox @RM160 per month for Corporate First mailbox @RM90 per month for SME

Monitoring of NSW (TF) Implementation

- **Transaction Charges**

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

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