



THE SINGLE FORM FOR FOREIGN TRADE OPERATIONS a effective tool for trade facilitation

COMCEC Trade Working Groupe (TWG)

Ankara

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e-FORCE

Agenda

- I. SW concept and Implementation process in Cameroon
- II. e-Force as a tool for trade facilitation
- III. Relevant results
- IV. Challenges and perspectives

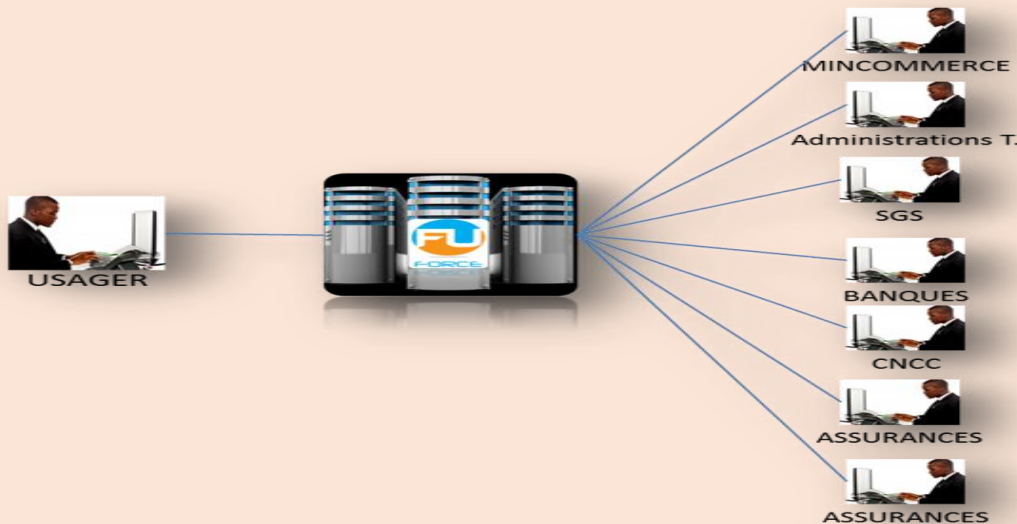
SW concept and implementation in Cameroon

SW Concept and Implementation in Cameroon

Définition: Single Window

«The Single Window is a facility that allows parties involved in trade and transport to lodge standardized information and documents with a single entry point to fulfil all import, export and transit-related regulatory requirements».

GUIDELINES FOR SINGLE WINDOW IMPLEMENTATION IN AFRICA, AAEC, 2013



- **UN/CEFACT (recommendation 33):**
 - Single Window can be described as "a system that allows traders to lodge information with a single body to fulfil all import or export-related regulatory requirements"
- **WCO:**
 - „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”.
- **EU Customs Code:**
 - „It is appropriate that the information provided by economic operators is shared, taking account of the involved in that control, such as police, border guards, veterinary and environmental authorities, so that the economic operator need give the information only once ('single window')”.

SW Concept and Implementation in Cameroon

Evolution of SW (Key years)



2000

Creation of the NSW based in Douala
The SW started as a physical SW grouping the main administrations and other stakeholders involved in trade procedures



2004

IT infrastructure acquired by Government for the computerization of SW
Funded by EU and AFD



2007

Portal Launched!
Integration with the new Customs System (ASYCUDA++)
Private WAN deployed in Douala
A regional Trade and Transport facilitation project launched by CMR, CHAD and CAR funded by the WB including implementation of Paperless SW



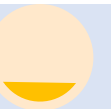
2008

First Online Electronic Procedure launched (Identification of Imported Used cars)
Founding Member of the AAEC



2010

Law on Electronic Commerce
Law On cybercrime and cybersecurity
Law on Electronic communication



2012

Creation of the steering Committee
Electronic System Reengineered
5 electronic procedures and 4 added value services operational
Launching of Electronic Payment
Integration of Electronic Signature



2013

Publication of the Guidelines for single window implementation in Africa, AAEC, 2013
Study on simplification, harmonization and standardization of Foreign Trade Operations



2014

Decree organising the electronic SW platform
15 procedures online
Tender for the implementation of the OGA modules
Integration of Logistics stakeholders and Port Authority of Douala



2015

Integration of Transit procedures related to transport
Experimentation of Electronic Certificate of Origin with Congo
Technical Assistance to Benin for the Implementation of Transport Insurance
Expansion of Modules out of Douala (Regions)



2016

Law on Foreign Trade
Launching of the SW for foreign Trade Operation in Import
Launching of SW for Foreign Trade Operations for Cocoa and Coffee
Launching of some modules of OGA (Ministry of Health, Chamber of Commerce, Transport, etc.
Extension of e-Payment to other stakeholders

SW Concept and Implementation in Cameroon



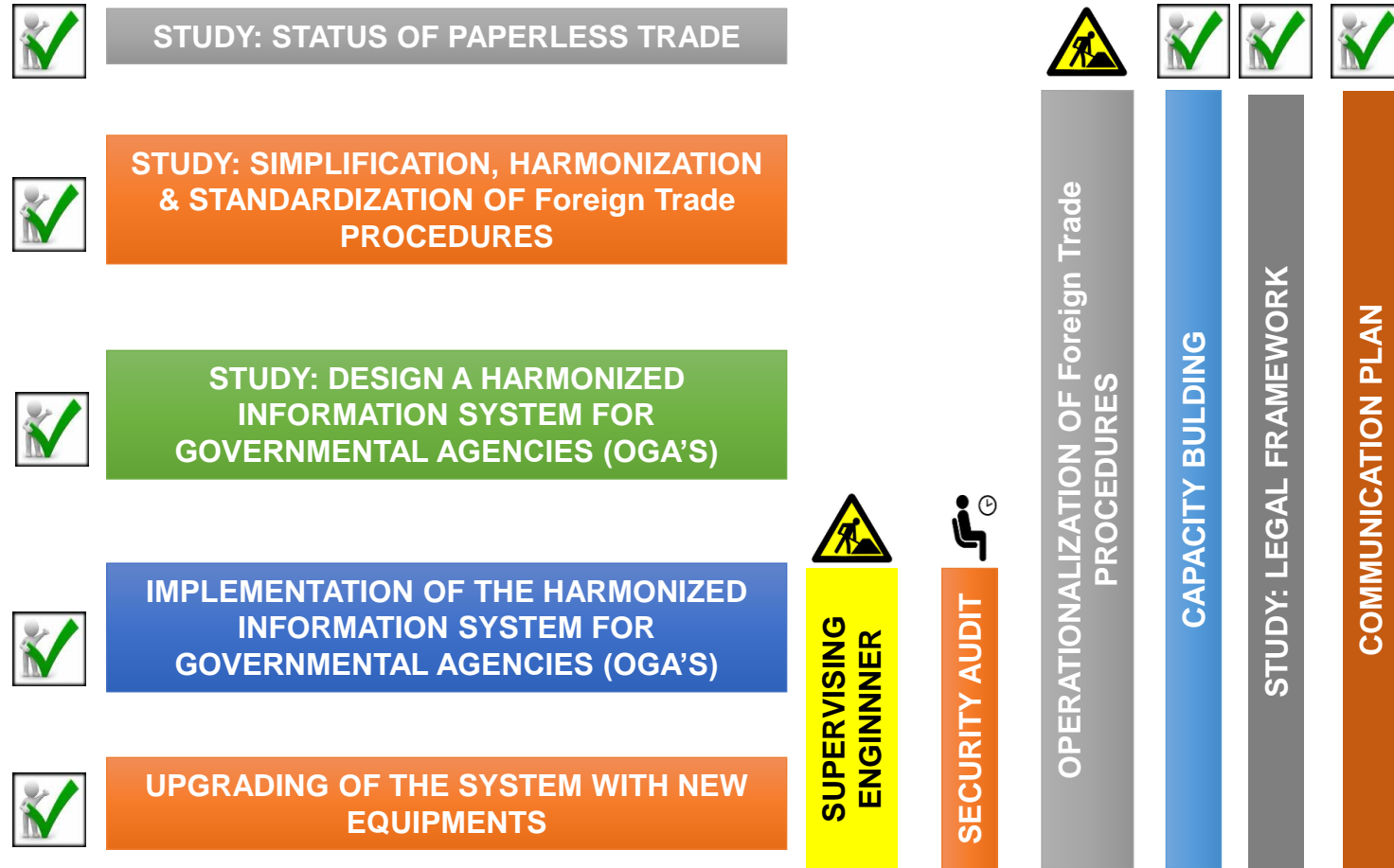
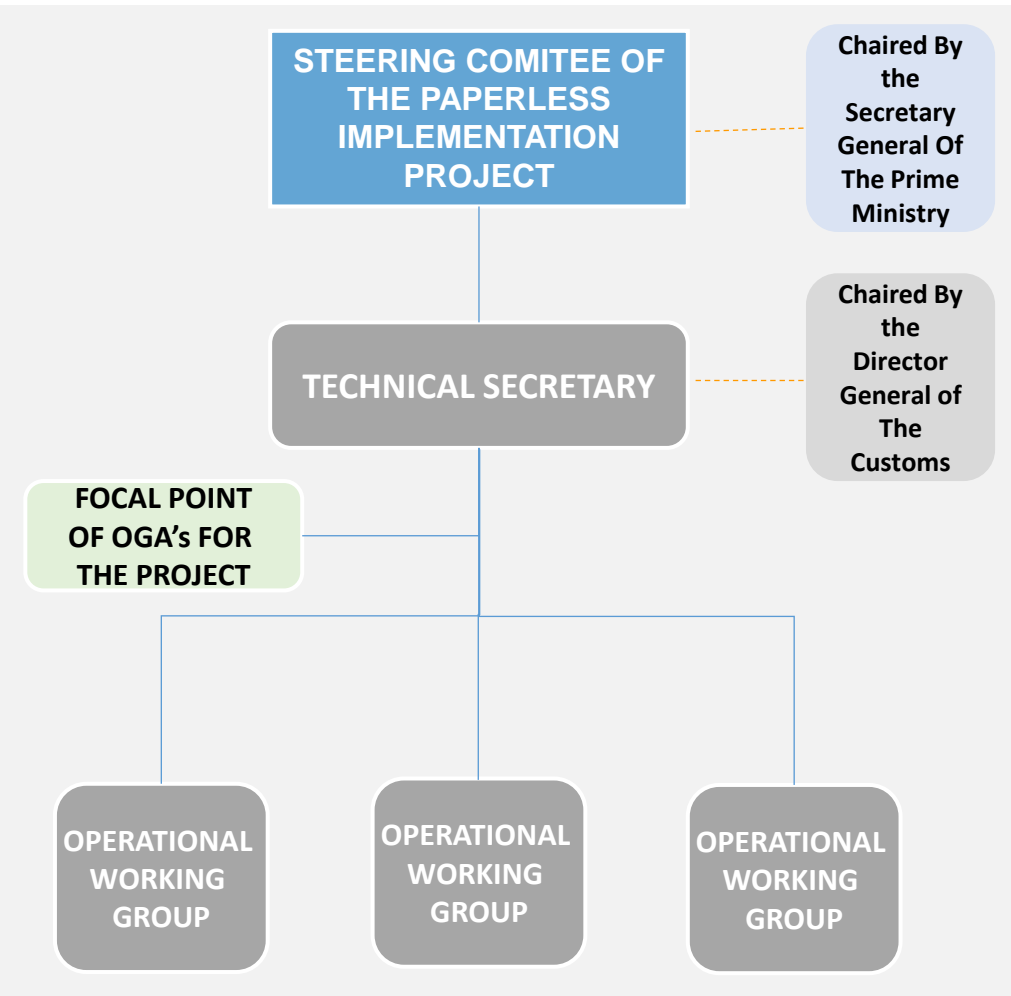
2017



- **PAPERLESS TRADE TO BE FULLY OPERATIONAL IN CAMEROON (crossorder)**
- **STARTING PROJECT REGIONAL SW PLATFORM** (Starting with goods transiting in Cameroon)
- **STARTING PROJECTS RELATED TO DATA EXCHANGES WITH OTHERS REGIONS OF THE WORLD (EU, MOROCCO, ASIA, etc.)**

SW Concept and Implementation in Cameroon

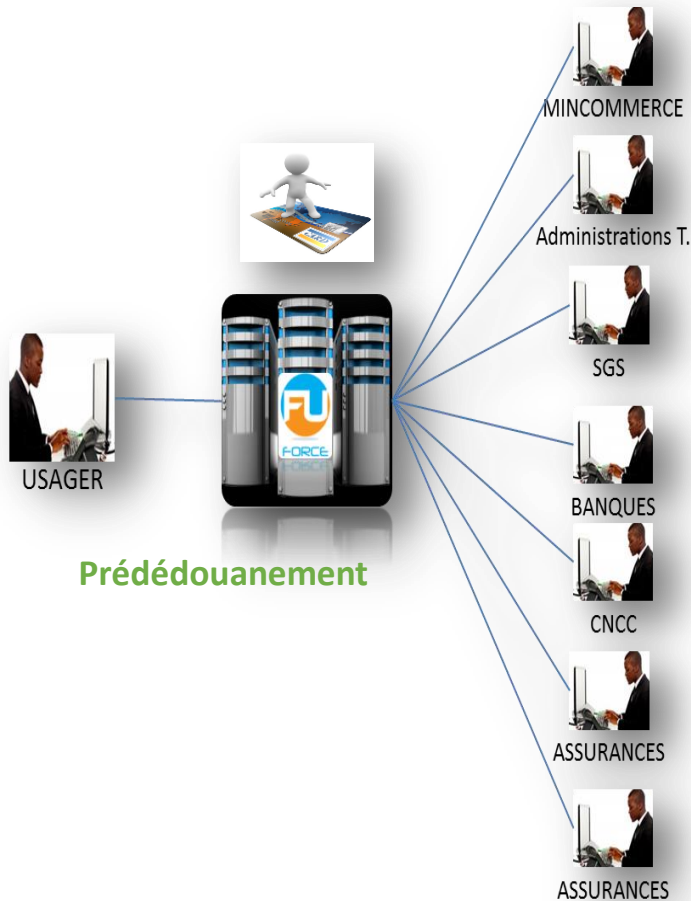
PROJECT ORGANIZATION AND ACTIVITIES SINCE 2012



E-FORCE A TRADE FACILITATION TOOL

e-FORCE, a trade facilitation tool

The principle



- The Single Form for Foreign Trade Operations is web based form that allows to economic operators to submit once all the information required by the administrations and logistics parties to fulfil all the regulatory procedures;
- The data processed through a workflow is then shared by all the actors;
- Its was implemented with the objective to align Cameroon SW to the International standards and recommendations, thus, facilitate the regional en global data exchange;
- It is integrated with a payment system to allow the stakeholders to interact without any need to move out of the office;
- It includes tracking functionalities for multichannel follow up (online, SMS, emails, etc.);
- Compliant with standards mobile device browsers and OS (Android, IOS, Windows,

e-FORCE, a trade facilitation tool

Le principe

- e-Force can interact using these main channels
 - Web
 - EDI using standards protocols and messages (XML, EDIFACT, Flat files, etc.)
 - Smart application to be implemented soon...
- It is designed to exchange data with all the foreign trade procedures available in Cameroon

The screenshot displays the e-FORCE web application interface. At the top, there is a header with the logo of the Guichet Unique Des Opérations Du Commerce Extérieur (GUCE) and the text 'GUCE - Guichet Unique Des Opérations du commerce extérieur-GIE'. Below the header, there is a navigation bar with a language dropdown set to 'français' and a 'Connectez Vous' button. The main content area is divided into several sections:

- Prise en charge des marchandises:** This section includes a 'Sauvegarder' button, an 'Envoyer' button, and a 'Retour' button. It features a 'Sélectionnez les procédures' section with checkboxes for 'Formulaires OMI', 'Manifeste', 'Rélevance navire', and 'Demande d'escale'. Below this, there are tabs for 'Déclaration Générale', 'Arrivée / Départ', 'Formalités FAL', and 'Pièces jointes'. A 'Type' dropdown is set to 'IMPORT' and a 'Bureau' dropdown is set to 'Choisir Bureau'.
- Transport:** This section is currently empty.
- Liste des dossiers enregistrés (23):** This section displays a table with the following columns: N°Dossier, Date de Création, Date dernier enregistrement, Numéro voyage, and Nom Navire. The table contains 7 rows of data.

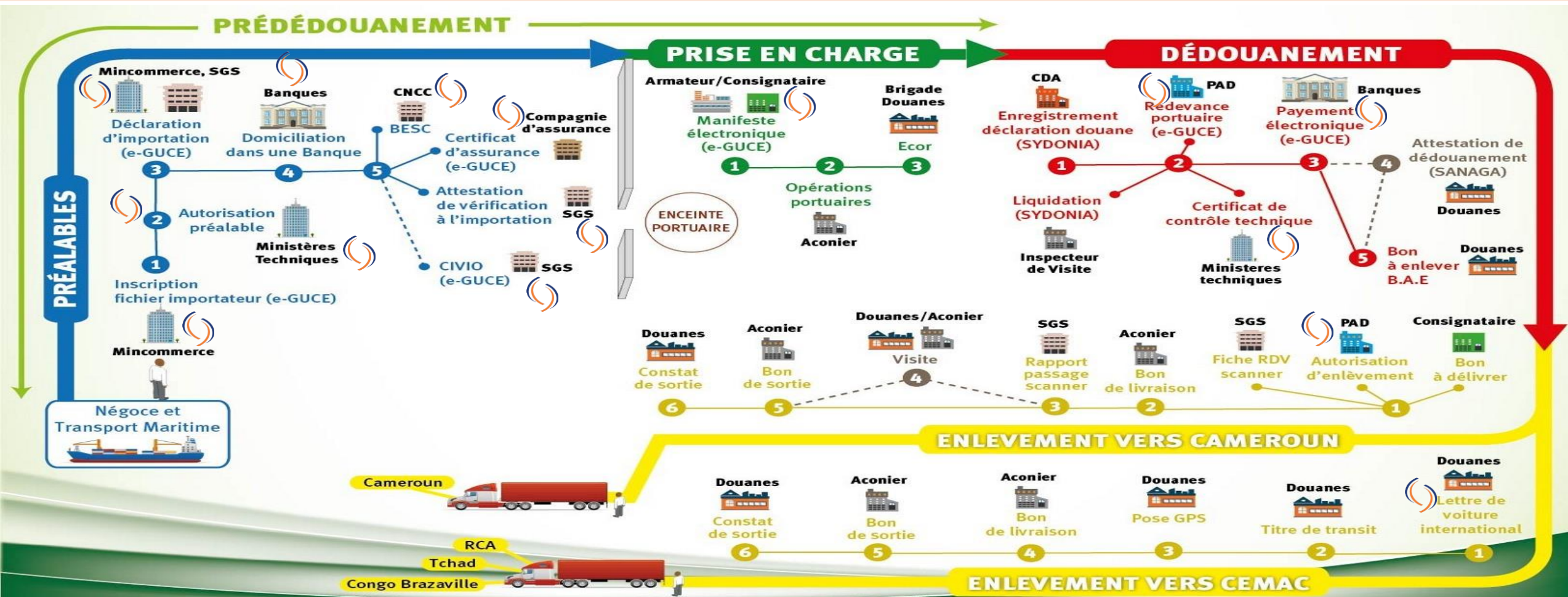
On the right side of the interface, there are several sidebars:

- Bienvenu testcons:** This sidebar shows the user's name 'testcons', a 'CONSIGNATAIRE TEST' status, and buttons for 'DECONNEXION', 'MODIFIER MOT DE PASSE', and 'Administration'.
- Langue:** This sidebar shows a language dropdown set to 'français'.
- Recherche:** This sidebar shows a search field for 'N°dossier' and a 'Date Envoi' field.



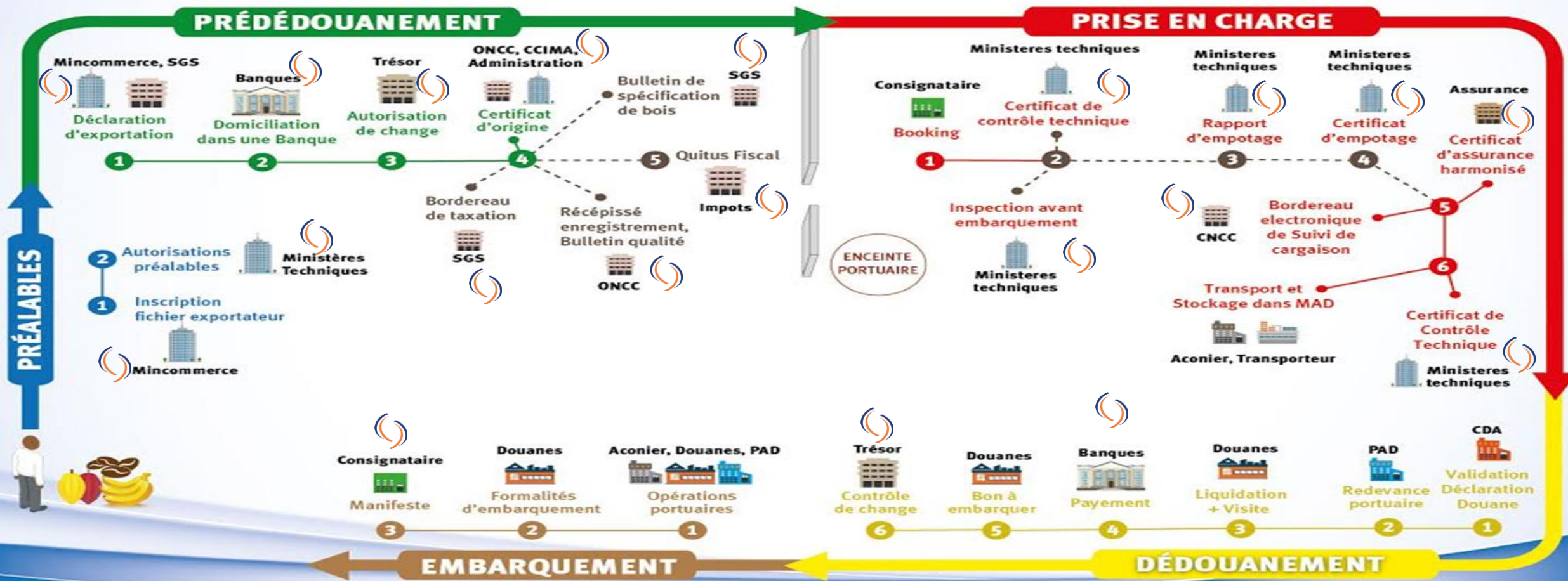
e-FORCE, a trade facilitation tool

Import and transit procedures integrated with e-Force



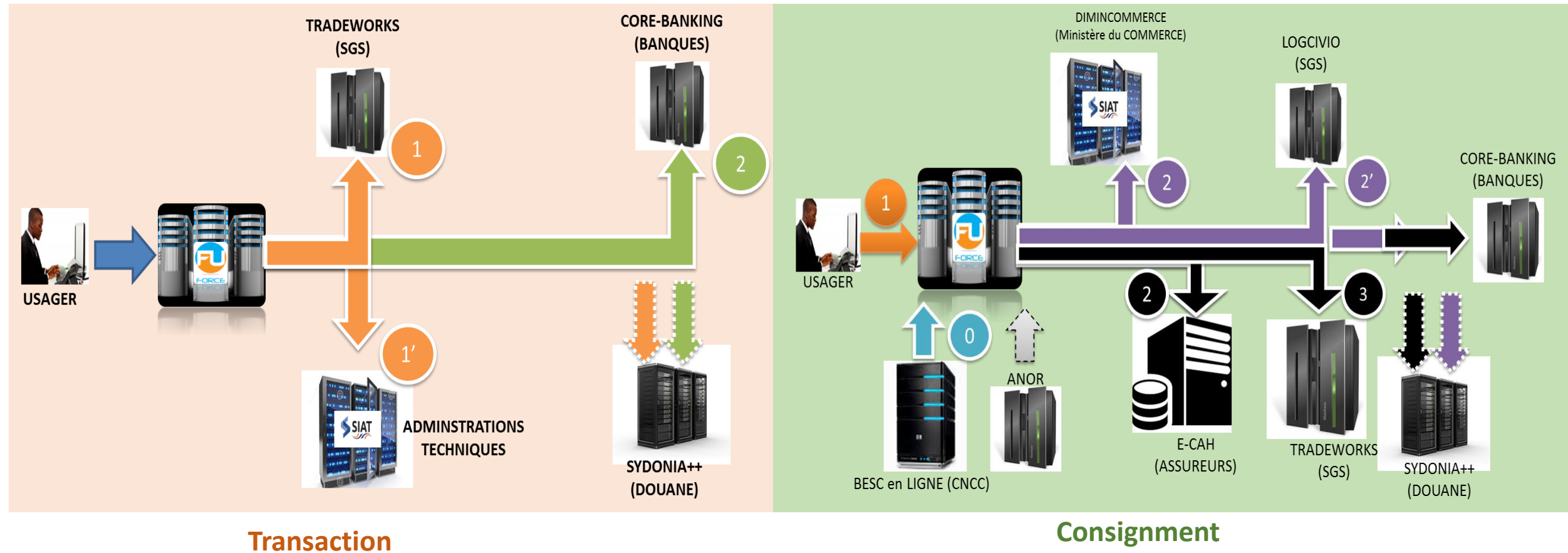
e-FORCE, a trade facilitation tool

export procedures integrated with e-Force



e-FORCE, a trade facilitation tool

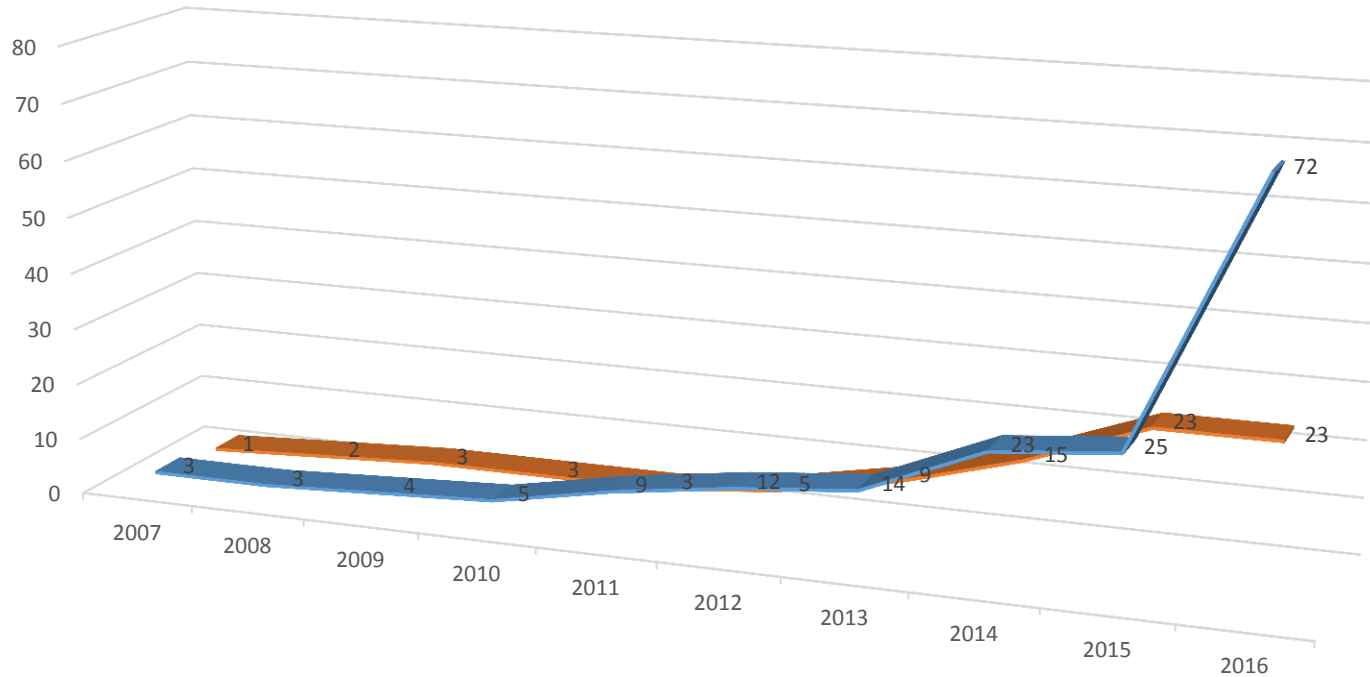
Example of e-Force integrating systems for preclearance procedures



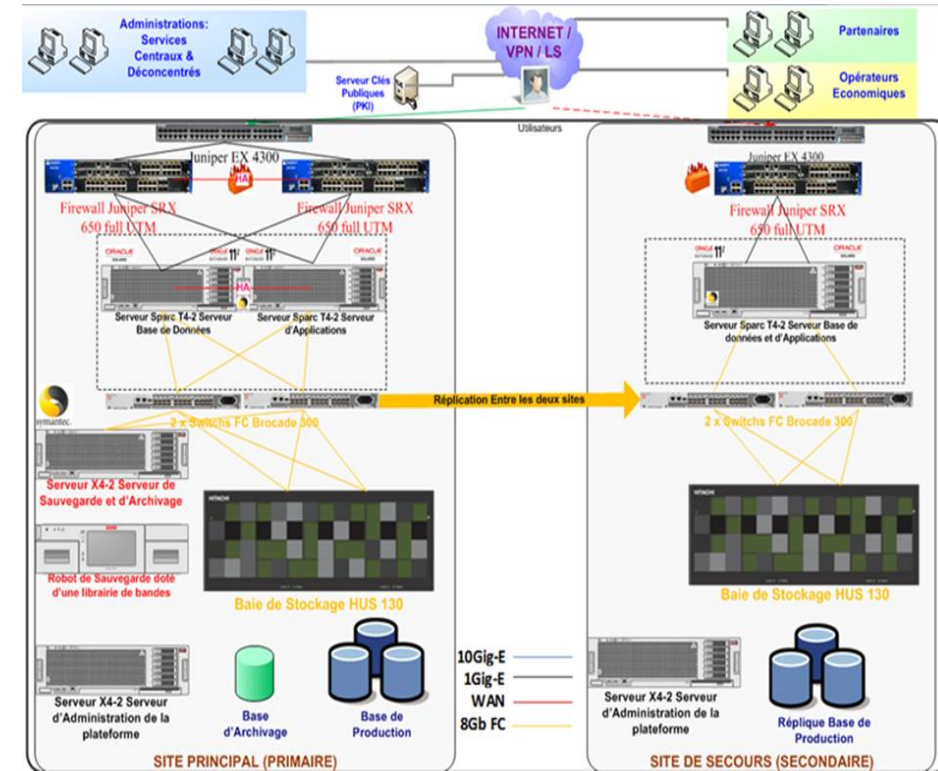
RELEVANT RESULTS

Relevant Results

Evolution of online procedures



	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Services dématérialisés	3	3	4	5	9	12	14	23	25	72
Services Exploités	1	2	3	3	3	5	9	15	23	23



Relevant Results

Legal Framework



Law on Electronic Commerce (2010)

Law on cybercrime and cybersecurity (2010)

Law on Electronic Communications (2010)

Decree establishing the conditions for the use of the "e-Guce" platform for Foreign Trade Operations

Ministerial Instruction on Maritime Manifest (2013)

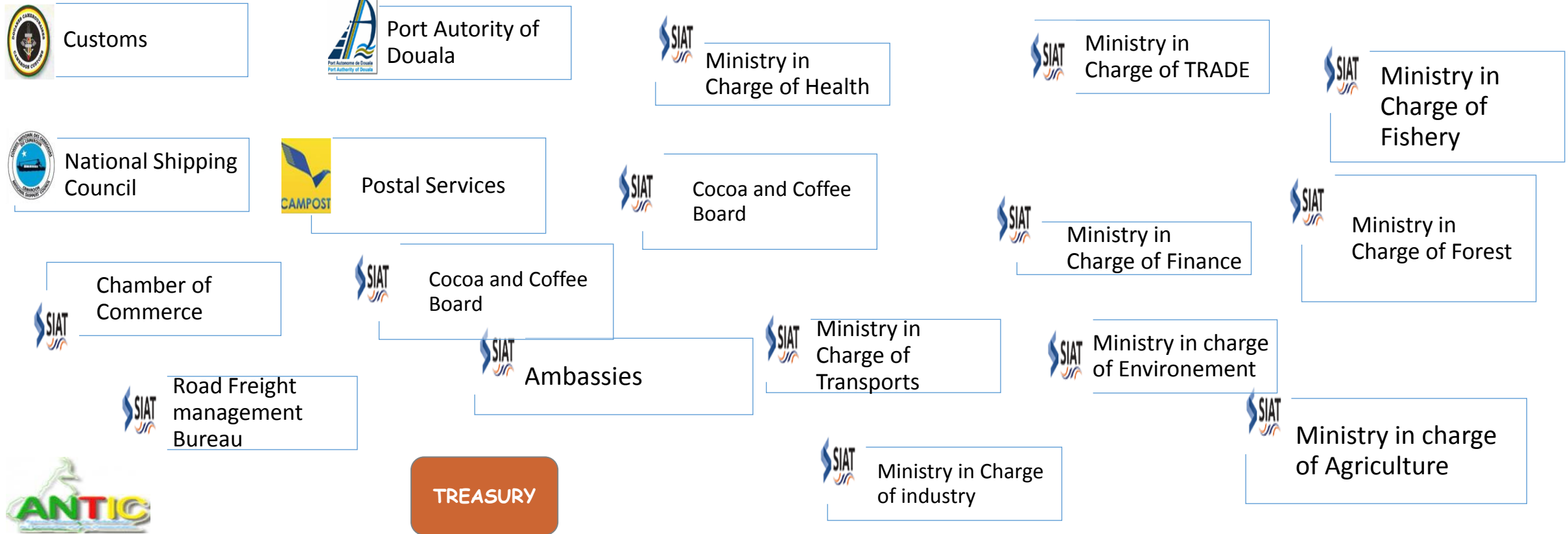
Memorandum of Understanding Ministry of Finance and banks for electronic payment of Customs Duties and Taxes (2012)

Law on Foreign Trade Operations (2016)

Relevant Results

They are using the Single Window Platform (Web or EDI)

Public



Relevant Results

They are using the Single Window Platform (Web or EDI)

Private



Importers (100%)



Exporters (Timber,
Cocoa/Coffee)



BANKS (100%)



Insurance
Companies (100%)



SGS



Stevedores (20%)



Shipping
Lines(100%)



Terminal Operators
(100%)



Carriers (30%)



Freight Forwarders
(100%)



Customs
brokers(100%)

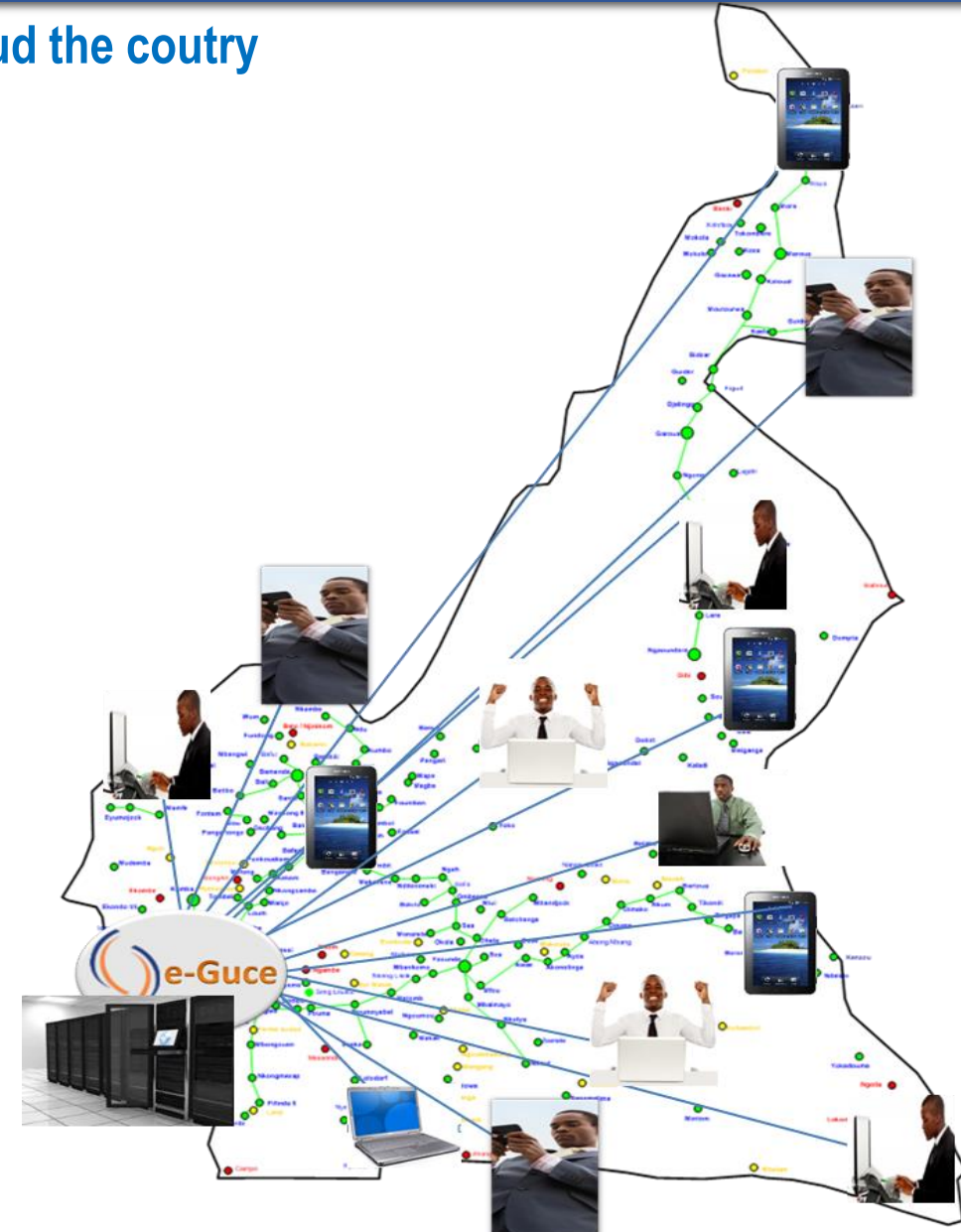


Road Transporters
(100%)

Relevant Results

The SW platform is in many places around the country

- 76 sites connected to the National Fibre Optic
 - Regional delegation
 - Corridors
 - Ministries headquarters;
- 80 more sites to be connected in 2017 (bidding process ongoing);
- 150 more to be connected within the next two years;
- MOU signed with 5 ISP (Including the National ISP CAMTEL) in to insure coverage of all locations where foreign trade procedures are treated;
- MOU signed with 2 Telecom Operators for 3G and 4G coverage



Relevant Results

Time reduction effects



Importing used cars

Cust. Declaration
Clearance

Duties and taxes
Payment Receipt

Import Licence
Min. TRADE

Manifest lodging
(300 pages)

Land Freight Declaration

Plus de 7 Jours

6 Jours et Plus

Environ 72 Heures

Environ 8 Heures

Environ 7 Jours

Environ 48H

48 H

3H

2H

15 minutes

01 minute (crash test)

30 minutes

Relevant Results

They use our experts

National Trade Facilitation
Body (CONAFE)

Port Association of Douane
(Port Synthese)

Consultative and orientation
Committee of Douala (CCO)

They Support us (Funding, experience sharing, experts sharing, etc.)



PERSPECTIVES ET CHALLENGES

Perspectives and challenges

Toward Paperless Trade

**Finalization
National Coverage
of SW(Regions,
Corridors, new
Port, etc.)**

**Implementation
TRANSIT
procedures (e-
Transit)**

**Lead the
implementation of
CEMAC regional
SW**



Perspectives and challenges

Challenges

Capacity Bulding

Organizing a nationwide training program

Change management

Interoperability with existing systems

Network connectivity

Energy discrepancy in some localities of the country

Maintaining a continuous improvement plan (Technical, Legal, Assistance, etc.)

Long term sustainability



THANK YOU FOR YOUR ATTENTION

Abdoullahi FAOUZI

Chief Operation Officer, SW Cameroon

ADB/WB focal Point for the CEMAC Transport and Transit project

Vice Chair of the Technical Committee of the African Alliance for Electronic Commerce

Member of Permanent Secretariat of National Trade Facilitation Body of Cameroon

+237 677114316

faouzi@guichetunique.org,

faouzi77@gmail.com

More info on <http://www.guichetunique.cm>