

ASYCUDA Newsletter

UNCTAD Division on Technology and Logistics



Centre d'Excellence d'Aqaba

June 2012



NOTE

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Editorial

In 1982, following a request from ECOWAS, UNCTAD embarked on the creation of a customs computer system to assist member states, especially the least advanced ones, on the path of trade facilitation. Hence ASYCUDA took its first steps. It has come a long way since then. Thirty years later we are working with the 4th version of the software which is viewed as an essential tool for customs modernisation for over 80 nations. For 2 years, this biannual ASYCUDA newsletter informs ASYCUDA users and other interested parties about the activities of the programme and the state of the implementations in the countries.

The 13th quadrennial UNCTAD conference was held in Doha, Qatar from 21st to 26th April 2012. UNCTAD's mandate on trade facilitation was renewed including a recommendation to continue ASYCUDA programme activities.

This newsletter will first provide a detailed report of the Doha conference.

We will then describe the latest activities of some of the current ASYCUDA implementations such as

migration projects to ASYCUDA World in Sri Lanka and Belize.

We then move on to the live start-up in Gibraltar, the connecting point between Africa and Europe which was known as the Pillars of Hercules in antiquity.

We then move on to Africa, birthplace of ASYCUDA, to report on Sao Tomé et Príncipe where ASYCUDA World is live for all customs operations. A Single Window system for international trade is also being conceived.

We will finish with the Aqaba Centre of Excellency in Jordan which has become a hub for functional and technical training whilst continuing its development activities.

We invite you to send your comments and proposals to asycuda@unctad.org for us to improve this newsletter for all concerned.

Division on Technology and Logistics, ASYCUDA Programme, Geneva, June 2012.



En 1982, à la demande de la CEDEAO, la CNUCED entamait la mise en chantier d'un système informatique douanier pour assister les pays membres, en particulier les moins avancés, sur la voie de la facilitation commerciale. SYDONIA faisait ainsi son entrée dans le monde. Que de chemin parcouru ! Trente ans après, nous sommes à la quatrième version du système et celui-ci est reconnu comme l'outil essentiel de la modernisation douanière par plus de quatre vingt dix pays. Depuis deux ans cette lettre d'information semestrielle SYDONIA permet désormais d'informer les utilisateurs et les autres parties intéressées par le SYDONIA sur les activités du programme et plus notamment l'implémentation du système dans les pays.

La treizième conférence quadriennale de la CNUCED s'est tenue à Doha au Qatar du 21 au 26 Avril 2012. Elle a renouvelé le mandat de l'organisation en matière de facilitation du commerce et, en particulier, a recommandé de poursuivre les activités du Programme SYDONIA.

En premier lieu il sera rendu compte en détail de cette treizième conférence de la CNUCED.

La lettre continuera ensuite de présenter des projets spécifiques des pays tels que le projet pour la migration vers SYDONIA World au Sri Lanka et à Belize.

Nous poursuivrons par le démarrage du système à Gibraltar, ce point de liaison entre l'Afrique et l'Europe que l'on appelait les colonnes d'Hercule dans l'antiquité.

Nous reviendrons ensuite en Afrique, berceau du système, pour visiter Sao Tomé et Príncipe. SYDONIA World est déjà opérationnel pour les activités douanières et la mise en place d'un système de Guichet Unique du Commerce international est cours de préparation.

Enfin nous visiterons le Centre d'Excellence d'Aqaba en Jordanie qui est devenu un réel pôle de formation et accueille des formations de plus en plus nombreuses aussi bien fonctionnelles que techniques tout en continuant les activités de développement.

Nous vous souhaitons une bonne lecture de cette lettre d'information et vous invitons à nous adresser vos commentaires et propositions sur asycuda@unctad.org afin de faire de cette lettre d'information un outil encore plus utile pour l'ensemble de la communauté SYDONIA.

Division de la technologie et de la logistique, Equipe du Programme SYDONIA, Genève, juin 2012.



En 1982, tras una petición de la CEDEAO, la UNCTAD se embarcó en la creación de un sistema informático de aduanas para ayudar a los Estados miembros, especialmente los menos avanzados, en el camino de la facilitación del comercio. SIDUNEA dio así sus primeros pasos. Hemos recorrido un largo camino desde entonces. Treinta años después estamos operando con la versión 4 del sistema, reconocido como una herramienta esencial para la modernización de las aduanas de más de 80 naciones. Desde hace dos años, este boletín informativo semestral SIDUNEA informa a los usuarios SIDUNEA y otros sectores interesados sobre las actividades del programa y , más concretamente la puesta en marcha del sistema en el país.

El 13º período de sesiones de la Conferencia de las Naciones Unidas sobre Comercio y Desarrollo (UNCTAD XIII) se celebró en Doha, Qatar, del 21 al 26 de abril de 2012. Los países miembros renovaron el mandato de la UNCTAD en materia de facilitación del comercio y, en particular, se recomienda continuar con las actividades del programa SIDUNEA.

En primer lugar, el boletín informativo SIDUNEA presentará un informe detallado sobre la Conferencia de Doha.

A continuación se presentarán algunos de los proyectos en países como los proyectos de

migración a SIDUNEA World en Sri Lanka y Belice.

Seguiremos con la descripción de la puesta en marcha del sistema en el territorio de Gibraltar, punto de conexión entre África y Europa que era conocido como las Columnas de Hércules en la antigüedad.

Después pasaremos a África, la cuna del sistema SIDUNEA, para informar sobre Sao Tomé y Príncipe, donde el sistema SIDUNEA World es ya operacional para las actividades aduaneras y la instalación del sistema en un entorno de Ventanilla Única de Comercio Internacional.

Por último visitaremos el Centro de Excelencia de Aqaba en Jordania que se ha convertido en un centro de formación funcional y técnica prosiguiendo con las actividades de desarrollo.

Esperamos que disfrute de la lectura de este boletín y no dude en enviarnos sus comentarios y sugerencias a asycuda@unctad.org para hacer del boletín SIDUNEA una pieza útil de información para toda la comunidad SIDUNEA.

División de Tecnología y Logística, Equipo del Programa SIDUNEA, Ginebra, junio 2012.

Doha Conference UNCTAD XIII

UNCTAD-XIII quadrennial conference has been conducted in Doha, Qatar in April 2012. Issues of facilitation of trade and Customs procedures were debated by the Member States with a view to assisting developing countries, particularly LDCs, African countries and landlocked developing countries to address persistent and emerging challenges for trade and development. The important role of UNCTAD ASYCUDA Programme was underlined in this respect.

In particular the Under-Secretary-General and Executive Secretary of the UN Economic Commission for Africa (ECA) Mr. Aboulie Janneh said that “UNCTAD can also help by enabling Africa to know more about and learn from the experience of other developing regions and by continuing to put its technical programmes, like the Automated System for Customs Data (ASYCUDA) at the disposal of African countries and Regional Economic Communities”. The ASYCUDA’s role in promoting intra-regional trade was noted in the African trade ministers’ communiqué, issued for the conference.

The final document of UNCTAD-XIII “The Doha Mandate”, adopted by consensus, requests that UNCTAD continue its work along the three pillars of consensus-building, policy research and technical assistance. “UNCTAD remains the focal point in the United Nations for the integrated treatment of trade and development, and interrelated issues in the areas of finance, technology, investment and sustainable development,” reads the document.

The outcomes of UNCTAD XIII, termed by many participating States as positive and forward-looking, reaffirm and build upon the previous mandate, known as the Accra Accord, which “remains valid and relevant.”, including in the Customs automation area. The new Doha Mandate reaffirmed the relevance of ASYCUDA by a clear instruction to UNCTAD to “continue its work in the field of trade facilitation, including the ASYCUDA Programme”.



Sri Lanka Customs facilitates trade with ASYCUDAWorld

The Sri Lanka Customs department sought UNCTAD's assistance to upgrade from ASYCUDA++ to the latest ASYCUDA World in 2008. ASYCUDA World is to form the core component of the Sri Lanka Customs automated platform aimed at increasing the efficiency of Customs cargo clearance, minimising the risk of fraud, maximising revenue receipts, and facilitating trade. The project document for the deployment of ASYCUDA World was signed in November 2008 but the project activities started effectively in 2010.

After the two main activities of the project, namely the training of the National Project Team (NPT) on ASYCUDA World, and the process/situation assessment were undertaken the new automated platform prototype was developed by the NPT with UNCTAD's experts assistance. Since then the system's coverage has expanded to cover e-manifest, e-payment, motor vehicle import, and Export processed by Customs. While, currently,

Customs processes and deals with some export entries, 2012 data show that still about 74% of export entries are processed through the Board Of Investment (BOI), and 15% only by Customs. The system is to be deployed in July 2012 to cover import and export declarations related to consignments for BOI registered companies.

In a recent high level meeting chaired by the Secretary to the Treasury the trade community acknowledged the benefits brought about following customs introduction of ASYCUDA World and the self-assessment feature, and the department was asked to continue with further improvements for the trade community. In this regard the National Project Team has set itself an aggressive work plan for the months ahead.



Belize - Caribbean



Belize makes history in Caribbean Region - First Online Payment of Customs Duties in the CARICOM member Countries

April 17, 2012 heralded a major milestone in Belize (and for the CARICOM region), following the first successful online payment of duty via the ASYCUDA World system. This historical event took place at the offices of Belize's Atlantic Bank after a period of successful testing of the web services interface of the ASYCUDA World system. The first payment was accomplished without any hitches and was witnessed by various Atlantic Bank officials, some officials of the Belize Customs Project Management team, the 'pilot' declarant and an UNCTAD Consultant.

With the introduction of the E-payment facility, plans are underway to make it available through other authorised commercial banks and at all major

Customs locations having the ASYCUDA World facility. Although its current use is voluntary, many importers and their agents have already made use of this facility. Already, the trade facilitation environment in Belize is experiencing tangible progress through the expediting of the process of payment of duty, the speedier clearance of imported goods and a marginal reduction of trade-transaction costs.

As part of the ongoing migration project to ASYCUDA World, the Belize Customs and Excise Department partnered with Atlantic Bank during this successful pilot, which was made possible through the dedicated and well-coordinated team effort on the part of the National Project Team and a pool of UNCTAD Experts. This facility is expected to significantly enhance client service through efficient processes and advanced technology driven services.


The e-Payment facility now allows clients to simply enter their Declarant/Company ID, Reference, Customs Office and Assessment Amount and thereafter their duty payments are instantaneously reflected in the ASYCUDA system at the Customs and Excise Department. In expressing his appreciation at the success of this initiative, the Manager of Business and Product Development at the Atlantic Bank Ltd - Mr. Pedro Lozano further proposed that the bank be allowed to proceed with the following other activities:

- Installation of credit card machines at all point of entries which will allow incoming residents and non-residents to pay duties for their assessed declared items; and
- For a pre-defined period of time the permission for an Atlantic Bank Staff to be present in the Customs offices to guide all those importers/brokers who are paying at the Customs cashier.

and Health Agency, Department of Statistics and the Department of Transport;

- The use of a new electronic document (e-document) within ASYCUDAWorld system for use by Belize's commercials banks in order to facilitate their currency verification interventions within the Single Administrative Document;
- The live roll-out of the ASYCUDA World system at the border offices of Benque Viejo and Corozal;
- The drafting of new Customs Legislation;
- The development of a Change Management strategy to support the current reform and automation initiatives;
- The development of an Integrity Assessment and Strategy Program;
- The development of Voluntary Compliance and Authorized Economic Operator (AEO) programs.

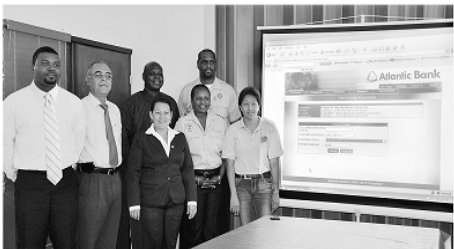
Press Release



Atlantic Bank upgrades its Customs and Excise Duties and Taxes collection services.

Atlantic Bank, an institution dedicated to providing superior customer service through efficient processes and technology driven services, is proud to announce that we have partnered with the Customs and Excise Department to enhance our Customs and Excise Duties and Taxes collection services. Our service now allows you to simply enter your Declarant/Company ID, Reference, Customs Office and Assessment Amount and your payments are instantaneously reflected in the ASYCUDA system at the Customs and Excise Department.

By providing our customers with more payment options, we hope to make life easier for our customers and increase the efficiency of the Belize Customs and Excise Department. Payments can be made through Atlantic online at www.atlabank.com or at any teller countrywide.




Robert Garcia, Victor Rivera, Marco Lisher (Atlantic Bank), Twince Leonard (Regional Project Manager, UNCTAD), Emil Grinaga, Edel Leiva, (Belize Customs and Excise Dept.), Lissette Romero (Biolar) at the certification of the collection services.


Building the future together

Following the successful rollout of the ASYCUDA World system in Belize City in October 2011 and the recent piloting of the e-Payment facility, other major initiatives currently being pursued under the ASYCUDA World project in Belize include:

- Electronic Data Interface implementation with the Port, Treasury, Ministries of Finance and Trade, the Belize Agriculture



Atlantic Bank Upgrades its Customs and Excise Duties and Taxes collection services.




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Making your payments is easy

Log on to www.atlabank.com, click **Payments** tab, choose **Belize Customs & Excise**

Enter: 1. Declarant/Company ID 4. Assessment amount
 2. Reference 5. Process Payment
 3. Customs office



The payment is instantaneously reflected in the ASYCUDA system at the Customs and Excise Department.

Apply for Free

www.atlabank.com
 TODAY.

For more information, give us a call, visit a branch, or visit our website.

The ASYCUDA World implementation project in Belize is now well on its way to fulfilling one of its key objectives which is to assist in ensuring that a suitable policy framework and infrastructural environment supported by the state-of-the-art technology is established and sustained to promote,



enhance and maintain a trade and investment climate which is beneficial to all stakeholders.

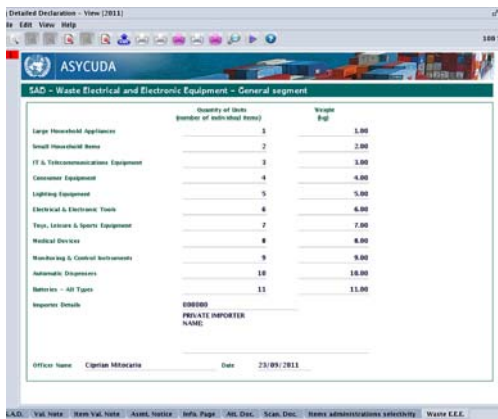
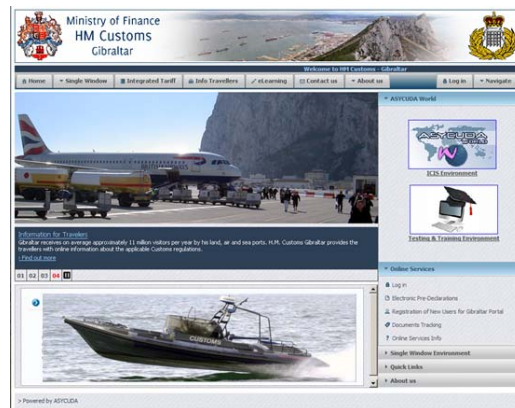
UNCTAD supports implementation of m-Government Programme in Gibraltar

H.M. Customs Department Gibraltar (CDG) has decided almost 20 years ago to automate the Customs operations using the ASYCUDA system, developed by UNCTAD. The CDG ASYCUDA Ver. 2.7 was operational in Gibraltar in 1996. Since then, ASYCUDA is in full use without any day of interruption.

In 2009, CDG has decided to migrate to the latest ASYCUDA web-based version and the training and prototyping activities have started in 2010. Several specific ASYCUDA functions have been developed at CDG request, e.g.

- H.M. Customs Department Portal, for easy access to all e-documents and web services, e.g. electronic Pre-Declarations, Interface for Traders, Integrated Customs Tariff, electronic Manifest, electronic Customs Declarations, electronic Licenses etc.
- Electronic Declaration for Waste Electrical and Electronic Equipment

- Electronic Pre-Declaration for Crews, Passengers & Stores (eCDPS), built on international standards as a combination of data elements from several international forms: IMO FAL Form 5, IMO FAL Form 4, IMO FAL Form 6, IMO FAL Form 3 and WHO IHR Annex 8.



CREW, PASSENGERS, STORES DECLARATION			
PART A: REGISTRATION DETAILS			
1. Name of vessel	2. IMO number	3. Call sign	
4. Country of registration (mandatory/flag state)	5. Port of registration	6. Date of registration	7. Registration number
8. Name of owner (owner/family name, last name(s))			
9. Owner's address (street number, street, city, country)			
PART B: VESSEL DETAILS			
10. Vessel type	11. Gross tonnage	12. Length (metres)	13. Width (metres)
14. Net draught (metres)		15. Speed (knots)	
PART C: VOYAGE DETAILS			
17. Voyage number	18. Port of embarkation	19. Date & time of arrival	20. Date & time of departure
21. Master	22. Birth	23. Agent	24. Period of stay
List of previous and subsequent overseas ports:			
25. First port of call	27. Last port of call	28. Next port of call	
29. Date of departure	30. Date of departure	31. Estimated date of arrival	
PART D: HEALTH PROTECTION			
32. Diseases	33. Accidents	34. Deaths	35. State of health on board
PART E: CREW AND PASSENGERS DETAILS			
36. Persons on board	37. Stowaways	38. Persons working	39. Persons in transit
Person in charge first:			
Surname/Family name	First name(s)	Gender	Born/Date of birth
Nationality	Place of birth (country)	Date of birth	Passport number
Return and number of identity document (seaman's passport)			
Expiry date	Visa number, if applicable	Screened out	Heating dose
Person in charge second:			
Surname/Family name	First name(s)	Gender	Born/Date of birth
Nationality	Place of birth (country)	Date of birth	Passport number
Return and number of identity document (seaman's passport)			
Expiry date	Visa number, if applicable	Screened out	Heating dose
Person in charge third:			
Surname/Family name	First name(s)	Gender	Born/Date of birth
Nationality	Place of birth (country)	Date of birth	Passport number
Return and number of identity document (seaman's passport)			
Expiry date	Visa number, if applicable	Screened out	Heating dose
PART F: EFFECTS INELIGIBLE FOR RELIEF FROM CUSTOMS DUTIES & TAXES / SUBJECT TO PROHIBITIONS & RESTRICTIONS			
40. Stores on board	Spirits (quantity)	Beer (quantity)	Wine (quantity)
41. Controlled single machines on board	Operative/Inoperative (quantity)		
42. Monetary instruments above €10,000 (per item)	Quantity		
43. Animals on board	Quantity		
44. Vehicles on board	Quantity		
45. Other:	Quantity		
46. Date and signature of the person submitting the declaration	47. Port Clearance	48. Immigration Clearance	49. Customs Clearance
Master of			

Mise en place du SYDONIA World à São Tomé and Príncipe (STP)

En vue de promouvoir le développement économique du pays et son intégration dans les économies régionales et mondiales, le Gouvernement de la République Démocratique de São Tomé et Príncipe a entrepris, avec l'appui de ses partenaires, une profonde réforme et la modernisation des Douanes.



Les activités ont comporté une réforme législative de grande ampleur, la modernisation des infrastructures, l'adoption de nouvelles procédures de dédouanement des marchandises ainsi que la formation des fonctionnaires, déclarants en douane et autres partenaires du commerce extérieur.

Le système intégré de dédouanement SYDONIA World a remplacé la très ancienne version 2 qui avait été installée au cours des années 90.

Le Département du Trésor des États Unis d'Amérique – Bureau d'Assistance Technique (OTA), a financé le Projet dans le cadre du Programme Millenium Challenge Account (MCC) – Threshold Country Program. La CNUCED est l'agence d'exécution de ce projet

Dans le cadre du projet SYDONIA, la Douane s'est dotée d'équipements modernes et performants a procédé à une modernisation des infrastructures et a permis l'intégration directe par les déclarants en douane des données dans le système. Les méthodes de travail de ceux-ci ont été révisées, modernisées et automatisées.



Le nouveau système a été officiellement inauguré le 2 Mars 2011 par Son Excellence le Ministre des Finances et de la Coopération Internationale, Dr. Américo d'Oliveira en présence de l'Ambassadeur des Etats Unis d'Amérique, d'officiers de la Marine Américaine, de cadres du Ministère, de la Directrice Générale des Douanes, du Représentant de la CNUCED et de nombreux invités.



L'implémentation du SYDONIA World, place São Tomé et Príncipe dans une position de premier plan dans la sous-région d'Afrique Centrale. En effet l'Administration des Douanes de São Tomé et Príncipe devient l'une des premières à utiliser ce système dans la sous-région et la première dans le Groupe des pays d'expression portugaise.

La stratégie de mise en place du SYDONIA World a suivi une approche avec les phases suivantes :

1^{ère} phase du Projet SYDONIA World

- *Activités réalisées*

- Mise en place des infrastructures, acquisition des équipements informatiques, établissement du réseau de télécommunications et sécurisation de l'alimentation électrique;
- Reformulation et simplification des procédures et introduction des concepts de modernisation et de facilitation du commerce
- Adoption du DUA comme document unique pour la déclaration en détail des marchandises
- Documentation des procédures et publication des instructions administratives et techniques permettant la mise en oeuvre du nouveau système douanier intégré
- Redéfinition des tâches et fonctions de tous les usagers des services douaniers
- Introduction de l'analyse de risque à travers l'insertion des critères et profils dans le module de sélectivité
- Construction du prototype national, formation technique et fonctionnelle, mise en capacité institutionnelle
- Implémentation de la gestion des déclarations, des paiements, de la comptabilité, des entrepôts et régimes suspensifs, exonérations, et gestion intégrée du fichier de référence minimum
- Installation dans l'enceinte de la douane de la Banque responsable de la collecte des droits et taxes dus à l'importation et à l'exportation.

- *Résumé des résultats obtenus*

Des indicateurs de réussite ont été établis dans le document du projet et ont été utilisés pour évaluer le succès de celui-ci.

Objectif 1

a) Augmentation significative des recettes douanières comme prévu par les Autorités Gouvernementales.

Les recettes douanières ont augmenté de plus de 25%, malgré la diminution du volume des importations / exportations. Le retour des investissements effectués dans le projet est chiffré à plus de 200%. La prévision des recettes a été

dépassée de plus de 45% au cours de la première année de vie du nouveau système

b) Réduction significative du temps nécessaire à l'accomplissement des procédures douanières et au traitement des déclarations (3 jours au lieu de plusieurs semaines)

Réduction de 21 à 8 des étapes nécessaires pour le dédouanement. En moyenne trois jours sont nécessaires pour l'accomplissement des formalités douanières.

c) Mise à disposition des données statistiques du commerce extérieur.

Les données statistiques standardisées du commerce extérieur sont disponibles sur le serveur SYDONIA World.

Objectif 2

a) Nouvelles procédures simplifiées et diminution du temps et des efforts pour le personnel des différents départements.

Nouveaux documents et procédures de dédouanement en application à la Direction Générale des Douanes, aux Bureaux de douane du Port et à l'Aéroport International de São Tomé. La mise en place du Direct Trader Input permet au personnel douanier de concentrer ses interventions sur les contrôles douaniers spécifiques (documents et marchandises)

b) Système d'information pour la gestion douanière disponible en temps réel.

c) Informations disponibles et à multiples usages sur une base régulière (périodicité à décider)

Les informations relatives aux déclarations en douane élaborées avec le système SYDONIA World depuis le 24 Janvier 2011 sont en ligne et disponibles pour les besoins des autorités nationales. Les données comptables journalières et mensuelles sont disponibles en ligne en temps réel.

Objectif 3

a) Action de formation technique et fonctionnelle des utilisateurs du système.

Réalisation de plusieurs sessions de formation technique destinées aux informaticiens nationaux membres de l'Equipe du projet. Plusieurs sessions de formation fonctionnelle ont été réalisées avec la participation des fonctionnaires des douanes, des déclarants et du personnel de la Banque Commerciale (BISTP)

b) Adoption et mise en place des Meilleures Pratiques sur la facilitation et les documents commerciaux

Des documents douaniers alignés sur les standards internationaux notamment l'UN lay-out key. Simplification et modernisation des procédures de dédouanement. 100% Direct Trader Input. Un mémorandum d'entente avec les Autorités Portuaires, la Police Fiscale et les Agences de Navigation établissant les rôles, tâches et responsabilités de chacun, a été approuvé et publié. Législation et instructions donnant support aux nouvelles procédures et système automatisé et documents ont été publiés et sont en application.

2ème phase du Projet:

- Activités prévues

- Consolidation du système:
 - Informatisation du manifeste
 - Échange électronique des données du manifeste (réception et intégration du manifeste électronique)
 - Gestion électronique de documents (exonération, certificats, autorisation, etc.)
 - Gestion et analyse de risque (fonctions avancées)
 - Amélioration des fonctions statistiques et mise en place d'un

- système de gestion des données statistiques du commerce extérieur (Installation de ASY Reports)
- Mise en place d'un nouveau système de gestion automatisé de la valeur en douane
- Audit et contrôle a posteriori
- Formation technique et fonctionnelle complémentaire

- Intégration du système avec d'autres Administrations.
 - Administration du Port et Police Fiscale (Paiement unique et simultané des droits et taxes douaniers, portuaires et de Police Fiscale)
 - Direction des Impôts (Mise à jour automatique du NIF, échanges de données statistiques)
 - Institut National des Statistiques (production en temps réel des statistiques du commerce extérieur)
 - Direction du Commerce (Statistiques du commerce extérieur)
- Formation complémentaire
 - Formation fonctionnelle
 - Formation technique

La deuxième phase du Project est financée par le Gouvernement de São Tomé et Principe.

The Aqaba Centre of Excellence (ACE)

Based on a the successful experience of implementing the ASYCUDA system in the Kingdom of Jordan, the Aqaba Centre of Excellence (ACE) offers a supportive environment for ICT professionals, decision makers to meet, share and brainstorm, by hosting international, regional and local workshop/seminars on ICT & E-Government related events.

ACE works on the design, development and prototyping of global solutions using state of the art technology used for the management of international trade operations. It is working in close collaboration with a wide range of International organizations, regional entities and governments in order to provide tailor made solutions.

ACE's strong reputation has been established thanks to the testimonies to the press of numerous beneficiaries of the ASYCUDA system who could experience high quality training at the center, which paved the way to an official visit (that enjoyed an extensive media coverage) from Mr. Nasser al Madadha, ASEZA chief commissioner to the center.

• ASYCUDA in Aqaba

Since the beginning of its implementation within the Aqaba Special Economic Zone Authority (ASEZA), the ASYCUDA system has been continuously acclaimed by the organization's leadership as an outstanding success. In the context of an administrative reform that Jordan has witnessed in 2011; ACE's experts have been asked

to develop an ASYCUDA based solution to modernize ASEZA's Warehouse management, a major source of income for the organization.

- **Enhancing public-private partnership**

Since the implementation of the center, ACE has been working on bridging the gap between the private and public sector in southern Jordan. ACE is launching an initiative to spread the e-culture among the area's underprivileged communities, in collaboration with Microsoft and ASEZA. Oracle has also expressed its interest in the center and will be providing trainers to hold workshops to the benefit of ASYCUDA users.

- **Serving the public sector**

UNCTAD has for many years promoted the establishment of National Facilitation bodies that unite a number of stakeholders in addressing problems and finding solutions for trade related matters. The principles and structure of these bodies were outlined in the UN's Recommendation No. 4 (National Trade Facilitation Bodies) which has been the basis of Committee establishment in countries in the Mashreq region, and around the world.

ACE, jointly with the Jordan government and the European Union, is actively supporting training of Jordanian employees within the Technical Assistance project.

An Initial Training Programme contains a syllabus, which is currently being implemented. Training focuses on logistics, planning and policy in addition to skills in investment appraisal. Also, techniques of leadership and human resource development are being explored during the series of seminars.

Target groups are the employees of the public and private sector organizations in Jordan, which are engaged in trade and transport domestically and internationally. The programme targets 21 stakeholders represent the core institutions and companies active in Jordan in the field of trade and transport.

In this context, ACE has hosted a three-day workshop on Trade and Transport Facilitation from 20 to 22 May 2012. The ASYCUDA programme collaborated with UNCTAD's DTL/TLB Trade Facilitation Section to deliver lectures and conduct training sessions. Over 70 participants took part in this event, among them Top Jordanian officials such as his Excellency Mr. Alaa al Batayneh, Minister of Transport and his Excellency Nasser al Madadha, ASEZA Chief Commissioner.



Mr. Nasser Al Madadha (middle) paying a visit to ACE during a training

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