



MINISTRY OF TOURISM,
TRADE, COMMERCE AND
NI-VANUATU BUSINESS

Vanuatu Electronic Single Window Project Monthly Newsletter

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30TH APRIL 2020

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UPCOMING EVENTS IN APRIL

1. Biosecurity SPS module Trainings on Santo
2. Biosecurity SPS Module to go live on Santo in April

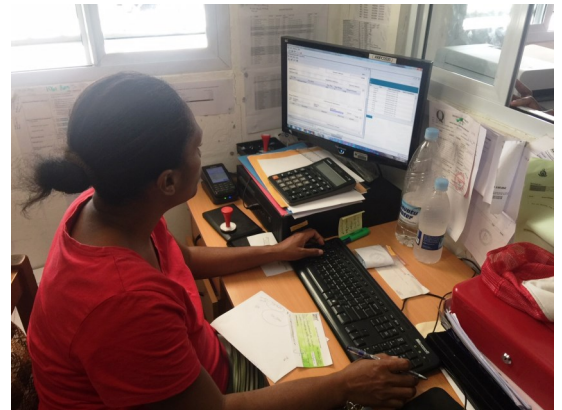
Biosecurity SPS module - One Month into operation

24th April marked exactly one month since the SPS module went live in Port Vila on 24th March 2020.

Labelled as the first of its kind in the Pacific region, the module has greatly assisted the traders in submitting their SPS applications online to Biosecurity. Traders who have pre-paid or credit accounts in the system, can now receive their permits via the system without any physical interaction with Biosecurity, making it a full transition from manual processing to a totally online process.

In return the module has assisted Biosecurity to facilitate the processing of SPS applications seamlessly in a paperless and transparent environment. Furthermore, for the first time ever, the module has served as a centralized database for instant data of applications and revenue collected.

Despite borders still being closed in Vanuatu, 265 applications (with 436 SPS commodities) were processed in the module and over vt2.9million was collected in the system during this one month period.



Biosecurity Cashier processing payments in the module.

Continuous System and User support

Launching the module could be said as the easy part of this journey, however as the saying goes, now its time for the "real work to begin".

This was no different in the VeSW Project which saw the Project team on the ground two weeks post launching to assist the Biosecurity officers and traders with any difficulties they may have in using the module. They were assisted by the module's key business users (KBU) in Biosecurity who are now the first point of contact for users. KBU's are part of the system sustainability efforts of the project to assist the system

300 users in Customs, Immigration and now, Biosecurity.

The Project team has not only been assisting the users, but they have also been working on enhancing the module to meet the SPS business requirements. This was also possible with the support of the project implementing partner, UNCTAD, who have been providing support remotely due to the current global threat of Covid-19.

Furthermore, with the assistance of UNCTAD, there will be further development work to be done to implement the other requirements of the SPS module, as identified during the pre-assessment missions.



VeSW Project team and Biosecurity KBU's delivering the SPS module trainings back in March 2020



Biosecurity Vanuatu is now one of the 3 Departments using the Vanuatu Single Window System, besides Customs and Immigration.

“The SPS Module is the first of its kind amongst the Pacific Islands and probably the first amongst ASYCUDA countries Worldwide”

Vanuatu Kava Exporters receive SPS Module training

The overall **objective** of the VeSW Project is to expand Vanuatu's GDP through increased exports, while the Project's **outcome** is to increase Vanuatu's competitiveness through the reduction of cost and time of trading across borders.

The rollout of the SPS module includes the training of authorised exporters in Vanuatu, which includes kava exporters. Kava being Vanuatu's highest export commodity since 2018, was therefore given special attention when the authorised kava exporters in Vila were given a separate training session in April to familiarise themselves with the SPS module. Similar training will be delivered to kava exporters in Santo in May.

Despite Vanuatu's international airports still closed, due to the thread of covid-19, Air Vanuatu facilitated a “cargo only” flight to New Caledonia on 29th April with over 7 tonnes of kava products to the importers in this Pacific French territory.

Such an export means that the kava producers, who are mostly in the cyclone stricken provinces of Vanuatu, are able to get some income in these difficult times.

The VeSW Project is happy to be able to contribute to such an achievement where the processing of the export, through Customs and Biosecurity, was facilitated entirely online the VeSW system.



7 tonnes of Kava being offloaded at Tontouta airport in New Caledonia on 29th April (photo: Air Vanuatu FB page)

Vanuatu Trade Portal amended to reflect the online SPS Process

The Trade Portal is the perfect location to see how introducing an online system can simplify a process. The screenshots below show the process of applying for a plant permit from Biosecurity before and after the introduction of the VeSW SPS module. The Vanuatu Trade Portal is accessible at: <https://tradeportal.gov.vu/>

Import > REGULAR TRADER > PLANT AND PLANT PRODUCTS > Permits > Obtain an import permit certificate - Biosecurity Port Vila


Number of steps (3)

Obtain an import permit certificate - Biosecurity Port Vila (3)


- 1 Submit application
- 2 Receive import permit
- 3 Pay application fee

Submit application (last modified: 11/11/2019)


Contact details



Entity in charge
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Website: <https://biosecurity.gov.vu/>
Directions: Google maps



Unit in charge
ADMINISTRATION OFFICE (BIOSECURITY)
Mon: 07:30 - 12:00 13:00 - 16:30
Tue: 07:30 - 12:00 13:00 - 16:30
Wed: 07:30 - 12:00 13:00 - 16:30
Thu: 07:30 - 12:00 13:00 - 16:30
Fri: 07:30 - 12:00 13:00 - 16:30
Sat: closed
Sun: closed



Person in charge
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Before

Import > REGULAR TRADER > PLANT AND PLANT PRODUCTS > Permits > Obtain an import permit certificate - Biosecurity Port Vila

Number of steps (3)


Obtain an import permit certificate - Biosecurity Port Vila (3)

- 1 Contact a Registered VeSW user
- 2 Submit application (Single Window System)
- 3 Pay application fee

Submit application (Single Window System) (last modified: 24/04/2020)

You can apply for this step online Apply online

Contact details



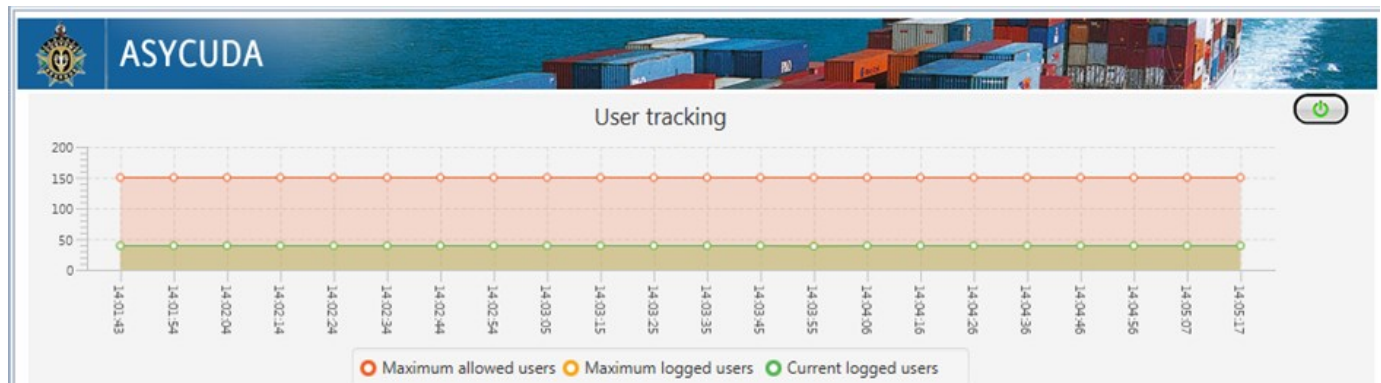
Entity in charge
SINGLE WINDOW TEAM

After

System license increased to accommodate additional users

To accommodate the increased number of active system users to now 300, the license of the middleware software used by the VeSW system, called SOClass, has to be increased from 100 to 150 for concurrent users.

The original system license of 100 users was purchased by the Department of Customs and Inland Revenue in 2017 when ASYCUDA World was introduced in Vanuatu. The total cost of the 100 user license was USD86,860 (approx. VUV9.7million). To increase to 150 concurrent users, the new license was purchased under the VeSW Project for an amount of USD15,807 (VUV1.8million).



Increased license of concurrent users from 100 to 150

VeSW Training Facilities utilized by NDMO

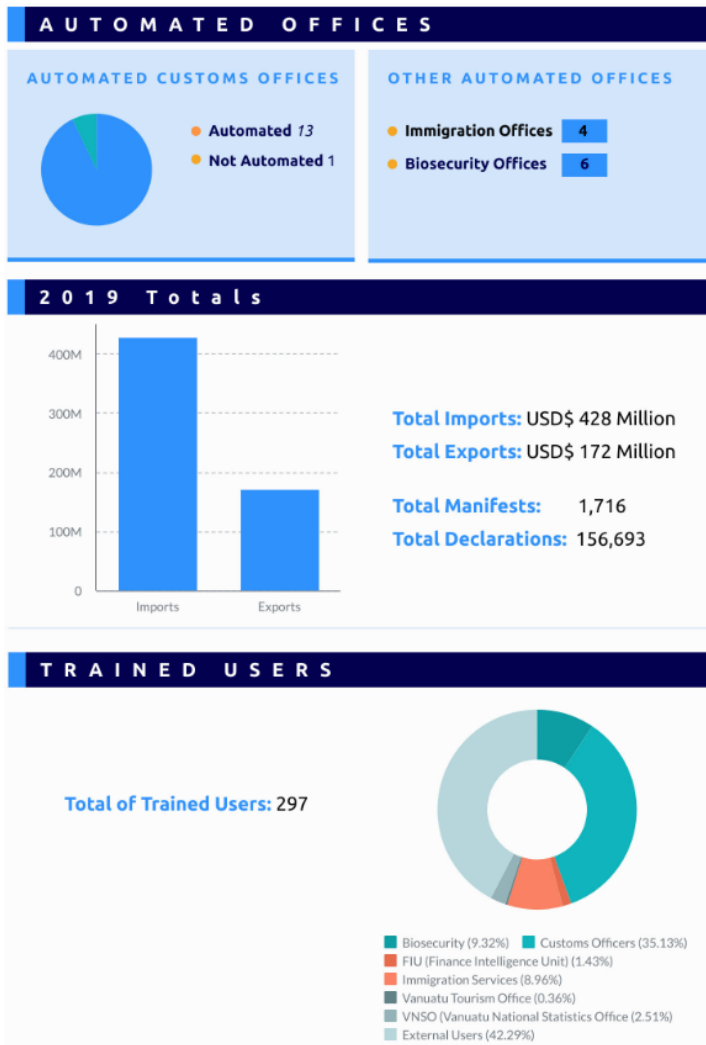
The VeSW Training facilities was utilized by the National Disaster Management Office in April to compile the data collected from the Tropical Cyclone Harold.

Contracted Customs Officials carried out this operation using the computers kindly lent by the Vanuatu Institute of Technology.

This was a great example of Government agencies sharing the limited resources that we have.



Vanuatu electronic Single Window System facts:



In addition to this 2019 Information on the left:

- 10,937 Visas were processed and uploaded in the VeSW system by Immigration
- 337,651 Passengers were processed in the VeSW system by Customs nationwide

Source: <https://singlewindow.gov.vu/reports>

Source: <https://pacific.asycuda.org/?portfolio=vanuatu>

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For past editions of this Newsletter, please click on the Newsletter link on the Single Window website.

The overall objective of the Vanuatu Electronic Single Window project is to expand Vanuatu's GDP through increased exports. The project outcome is to increase Vanuatu's competitiveness through the reduction of cost and time of trading across its borders.

The Project is kindly funded by the Enhanced Integrated Framework (EIF) and the Australian Government. The Vanuatu Government is also providing in-kind contribution towards the project, in terms of personnel and ICT support.

The main implementing partner in the Project is United Nations for Trade and Development, UNCTAD.



UNITED NATIONS
UNCTAD

