



TRADE INFORMATION PORTALS



In partnership with



Make complex trade procedures understandable

Trade procedures are displayed step-by-step from start to finish, from a trader's point of view. Information includes forms, contacts, costs, duration and legal bases.



Any trade procedure can be included

Portals to-date show steps for certificates of origin, import permits, sanitary certificates, border clearance and other import, export or transit procedures.



The first step towards simplification

Procedures are mapped in a way that makes it easy for national trade facilitation committees to review and simplify, significantly cutting red tape and costs for users.

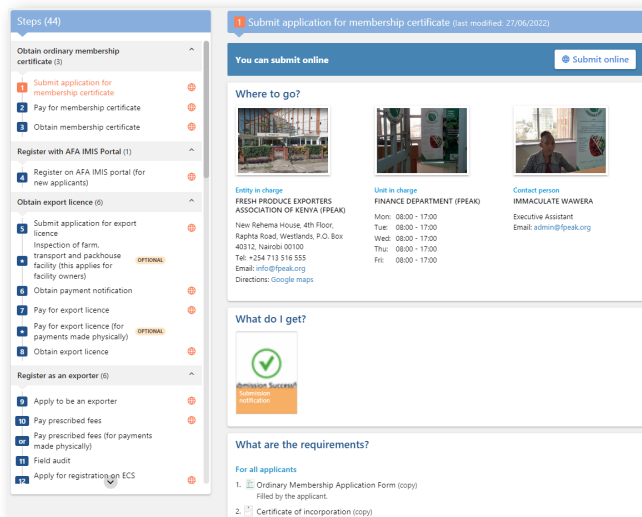
WHY IT MATTERS

- Respond to demands from citizens and entrepreneurs for **greater transparency and simplicity** in government services
- Put the **user at the center** with online step-by-step guides to trade procedures
- **Fastrack digitization** and easily implement simplification measures
- Build the country's **reliable source of trusted information on trade**: databases of procedures, forms, requirements contacts displayable through any website
- Reap the **benefits of WTO trade facilitation agreement**: measure the impact of reforms for SMEs
- Ensure **national ownership and sustainability** with hands on training on information management and technical autonomy

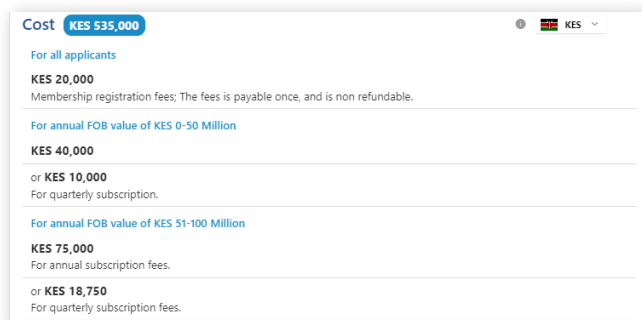
PROCEDURES FROM THE USER'S POINT OF VIEW

Procedures are presented step-by-step, from the user's point of view. For each necessary interaction with a government institution, the system shows all required information to complete the step:

- Name of the step
- Result of the step
- Entity/office/officer in charge, with contact databases



- Requirements (forms and documents)
- Cost



- Duration (minimum and maximum)
- Entity/office/officer in charge of attending complaints, with contact data
- Legal justification
- Authority certifying that the step is correctly described

TECHNICAL ASSISTANCE

UNCTAD-ITC can assist countries in developing adapted methodologies and in building the capacity to collect and maintain the information on procedures.

STRAIGHTFORWARD IMPLEMENTATION

Foreign trade procedures, including forms, requirements and contact data can be accessible online within a few months. Implementation steps are the following:

- Installation on nationally controlled server(s)
- Training of national officers in collecting and registering information
- Set up of a permanent update mechanism associating all involved government agencies
- Transfer of complete administration and technical documentation
- Further assistance can be provided to simplify procedures and to create an electronic single window

SYSTEM AGILITY

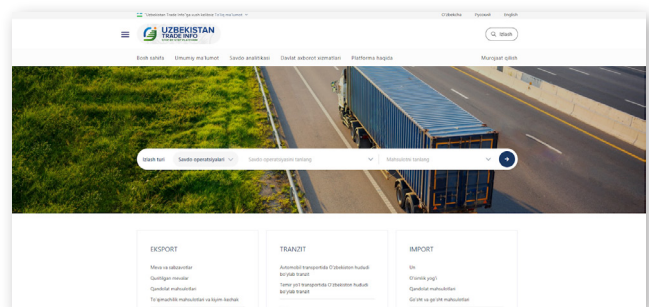
Fully configurable system:

- Easily configure all public interfaces and organize public pages
- Register procedures and all the corresponding data
- Use the translation module to manage content in multiple languages
- Fully responsive website (phone, tablet, desktop)
- Enquiry point: Users can interact with the site and its administrators through email and online chat, for any inquiry, suggestion or complaint

NATIONAL OWNERSHIP

User countries are granted an unlimited right to use the system and to configure it according to their needs. They decide freely which procedures they want to register and maintain full ownership of all information in the databases.

The system is installed on a local server or in the cloud, as decided by the recipient country. Complete technical documentation is provided. The source code is available upon request.



UNCTAD and ITC are working with 30+ countries in implementing their national Trade Information Portals and related programs to simplify and digitize their procedures. At the center of these collaborations lies the principle that the user should be at the center of systems and reforms and that any simplification effort must start with a good understanding of procedures as they are experienced in reality.