The Trade Portal

IN ACCORDANCE WITH ARTICLE 1 OF THE WTO BALI AGREEMENT ON TRADE FACILITATION THE TRADE PORTAL SHOWS ALL IMPORT, EXPORT AND TRANSIT PROCEDURES

AN ONLINE STEP-BY-STEP GUIDE TO TRADE-RELATED PROCEDURES
A TRADE FACILITATION TOOL FOR TRANSPARENCY AND SIMPLIFICATION
PROCEDURES, FORMS, REQUIREMENTS, CONTACTS AVAILABLE ONLINE

MAIN BENEFITS

• Total transparency in rules and procedures, though detailed, practical and up-to-date descriptions of steps to go through, from the user’s point of view.

• Facilitates the simplification of procedures. Field investigations undertaken to collect the information are an opportunity for government agencies to review and streamline procedures. Once they are clearly documented online, it becomes easy to identify unnecessary steps and requirements.

• Promotes public awareness of rules and procedures and stimulates public-private dialogue thereon.

EASY AND QUICK 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 a national server
• Training of national officers in collecting and registering information
• Set up of a permanent update mechanism associating all concerned government agencies
• Transfer of complete administration and technical documentation

Further assistance can be provided to simplify procedures and to create an electronic single window.
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PROCEDURES FROM THE USER’S POINT OF VIEW

Procedures are presented step-by-step, from the user’s point of view. Every necessary interaction with a civil servant is considered a step. The system shows all required information to complete each step:

• Name of the step
• Result of the step
• Entity/office/officer in charge, with contact data
• 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

For each procedure, the system presents a list of required steps and a summary showing the entities involved, expected results, requirements, minimum and maximum processing time and all legal bases.

A TOTALLY CONFIGURABLE SYSTEM

Trade Portal is a Content Management System (CMS). All texts, colors, pictures and logos of the public interface can be modified, procedures and all the corresponding data can be registered and updated, menus can be organized and administration rights can easily be configured from a password protected administrative interface. System administration requires no computer expertise and can be mastered after few hours of training.

Information is displayed through a user-friendly, public website. Users can interact with the site and its administrators through email and online chat, for any inquiry, suggestion or complaint.

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

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 database.

GUIDANCE AND TRAINING IN INFORMATION COLLECTION

Detailed information on procedures is often not readily available. The challenge is to adequately reflect procedures as they are practiced (and not how they are thought to be). Building a comprehensive and orderly list of steps and collecting, for every step, the required data (contacts, forms, requirements, duration, legal basis, etc.) usually requires repeated field visits to all offices involved.

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