

REPUBLIC OF TURKEY

UNECE Single Window Case Study Repository
V01/18

Governance

<p><i>Is there a High-Level Steering Committee and/or Technical Committee (or similar) for your SW? If yes, kindly indicate which agency takes the lead (e.g. Ministry of XXXX, Presidents Office, etc.) and list all government and private sector agencies that participate.</i></p>	<p>The Prime Ministry Circular No. 2012/6 on "Single-Window System in Customs Services", which initiated the establishment of the system, was published in the Official Gazette dated 20/03/2012. With this Circular, the duty and authority for carrying out all works, including the coordination of the works to be carried out with other public institutions, was given to the Ministry of Trade. Therefore, Ministry of Trade takes the lead and there are 18 public agencies indicated below that participate to the system.</p> <ul style="list-style-type: none"> - Republic of Turkey Ministry of Trade - Republic of Turkey Ministry of Culture and Tourism - Republic of Turkey Ministry of Health - Republic of Turkey Ministry of Agriculture and Forestry - Republic of Turkey Ministry of Family, Labor and Social Services - Republic of Turkey Ministry of Environment and Urbanization - Republic of Turkey Ministry of Transport and Infrastructure - Republic of Turkey Ministry of International Affairs - Republic of Turkey Ministry of Industry and Technology - Republic of Turkey Ministry of Finance and Treasury - Republic of Turkey Ministry of Energy and National Resources - General Directorate of Mining Affairs - Turkish Standards Institution - Capital Markets Board - Turkish Atomic Energy Authority - Energy Market Regulatory Authority - Istanbul Stock Exchange
<p><i>Is it enshrined in national legislation? (please list the legislation[s])</i></p>	<p>The Prime Ministry Circular 2012/6 "The Single Window System on Customs Services" Single Window System was involved in the Action Plan of 2016 of the 64th Government of the Republic of Turkey</p>
<p><i>If you have one, how does your SW Committee relate to the National Trade Facilitation Committee (NTFC), if one exists? Is it under the jurisdiction of the NTFC or separate?</i></p>	<p>NTFC is under jurisdiction of the Ministry of Trade and as said above, single window system is led and coordinated by the Ministry of Trade. There is not a exclusive body for SW system.</p>
<p><i>How is coordination between the participating government agencies in the SW</i></p>	<p>The coordination between the participating government agencies in the SW is managed by the Ministry of Trade according to the Prime Ministry Circular on SW on Customs Services</p>

<i>managed? And how often does the above Committee meet, if one exists?</i>	
<i>Is there more than one SW official government sponsored facility operating in your country? If yes, how is this managed?</i>	no

Establishment

<i>Have you notified the establishment of a SW as category A, B or C type of measure under the WTO Trade Facilitation Agreement (Article 10.4)?</i>	Yes. We have notified Article 10.4 on Single Window as Category A provision in 16.07.2014.
<i>What is the current status of the facility (study, pilot phase, running)?</i>	The current status of the facility is running
<i>What motivated the establishment of your Single Window (SW)?</i>	The rapid developments in information technologies also had an impact on foreign trade transactions, and the working methods and business processes of the private sector and public institutions were affected by these developments. In the case of foreign trade transactions, certain public institutions carry out certain inspections and give licenses. Documents and licenses showing the result of these inspections are controlled by the customs office during the customs procedures of the goods. The Single-Window system is a system that allows you to obtain these documents from a single point and to execute and complete your customs procedures through a single point of application. With the Single Window System, it is aimed to facilitate the trade through the reduction of paperwork and to increase the effectiveness of the inspections on import and export operations.
<i>What year was it established?</i>	It was established in 2012
<i>How did the SW interface with legacy systems (systems that existed prior to the SW project – if applicable)?</i>	The system was implemented in two phases: e-document and e-application. e-document: Institutions enter information into the Ministry's database through their own applications e-application: Document application and other operations are made by using our Single Window Portal system prepared by Ministry of Trade and provided to the service
<i>Did any other country's SW model serve as inspiration or model? (which ones)</i>	SW data set is based on the data model of the World Customs Organization (WCO)

<p><i>What process was followed in setting it up? Was there a pilot project? How long did it take the facility to become operational? Give clear indication on what is the point of starting and what is the operational phase (eg: how long it took from the day the decision was officially taken to implement a single window and the first effective SW transaction)</i></p>	<p>The SW had been held in National Plan Prime Ministry Circular was published Business processes established Documents used in customs and trade processes are simplified and regulated. Action Plan has been prepared Public source for funding has been created Shareholders and accompanying documents have been determined Meetings have been held with shareholders Articles related to SW have been added to the protocols related to exchange of data Data set was prepared for accompanying documents Designing of the system was completed Software was prepared by IT Department Software was tested with a public authority Training and pilot phase was done E-document application was put into practice with a public authority The point of starting was the Circular of Prime Ministry in 2012 and the first effective SW transaction was in 2014. It took nearly 2 years from the day the decision was officially taken to implement a single window and the first effective SW transaction.</p>
<p><i>What kind of training for the staff was required in the establishment and how was it organized?</i></p>	<p>On the job training and pilot scheme was organized</p>

Services

<p><i>What services does the SW provide? What process/ documents/ information (data) are covered? (include a check list of key business processes and/or documents here)</i></p>	<p>Single Window covers customs procedures for import and export goods, transit approval and permits, online tariff information, article prohibitions and restrictions information, calculation of customs duties, taxes and fees, summary statement, entry of control and inspection results, risk assessment / profile. SW also covers, documents of Ministry of Trade (Ministry of Trade) used/approved in customs procedures, documents of public institutions and organizations related to foreign trade, documents submitted to the customs authorities in accordance with international / regional agreements, documents produced by third parties (exporters, importers, transport companies, banks, etc.) Currently, 169 documents are processed in the single window system.</p>
<p><i>How many transactions per day are handled?</i></p>	<p>There is no statistic.</p>
<p><i>What percentage of total transactions? [what % of a) total export declarations and b) total import declarations]</i></p>	<p>There is no statistic.</p>

<i>Does your SW covers all type of transaction (maritime, air, railroad, road or one or few of them)?</i>	SW covers all type of transactions
<i>Who are the clients of the SW? And how many clients does the SW have at the present time?</i>	Importer, exporter, agent, customs broker and public institutions are the clients of the SW. There are 18 public agencies participated to the SW system.
<i>Does your SW provide a full "single entry point" service? If yes, explain briefly how this operates.</i>	<p>The Single-Window system in Turkey is a system that allows traders to obtain the documents and licenses needed for customs procedures from a single point and to execute and complete their customs procedures through a single point of application.</p> <p>Applications are submitted through the Single Window System service under the Ministry of Trade menu in the E-Government Gateway by traders. The relevant document and the institution to evaluate the application should be selected. Applications are accepted by relevant institutions for evaluation. If the application is approved, it is confirmed and a 23 digit e-document number is generated by the system. The 23 digit e-document number is declared in the relevant customs declaration.</p>
<i>How does your system interface with systems that are out of scope of the Single Window, such as Single Submission Portals (Port Community Systems, B2B eCommerce systems, etc.)?</i>	There is also a Port Single Window System which interfaces with Port Community Systems. The notifications made by the ship agencies before and after the ship's arrival and exit are entered from a single database. Port Single Window system has been established to get the information needed by different institutions and organizations and ports from this database, and to see the results of the permits and transactions made by public institutions and organizations. Under the coordination of Ministry of Trade, System covers the Ministry of Health, Ministry of Transport and Infrastructure, Ministry of Environment and Urbanization and Ministry of Interior.

Operational Mode

<i>How does it work? (step by step functioning) What is the operational model for the SW (describe the operational structure)?</i>	Applications are submitted through the Single Window System service under the Ministry of Trade menu in the E-Government Gateway. The relevant document and the institution to evaluate the application should be selected. Applications are accepted by relevant institutions for evaluation. If the application is approved, it is confirmed and a 23 digit e-document number is generated. The 23 digit e-document number is declared in the relevant customs declaration.
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Business Model

<i>What is the business model?</i>	The public financing model
<i>How is it financed (government, private sector, Private-Public partnership)?</i>	It is financed by government.

<i>Have parts or the entire development and/or management of the facility been outsourced to a private contractor?</i>	There is no outsourcing
<i>What were the costs of establishment of the facility?</i>	There is no statistic.
<i>How were the costs initially performed? (assessment, tender...) Did you have assistance establishing the estimate?</i>	There is no statistic.
<i>What are the ongoing operational costs (annual)? How do these compare with the initially estimated costs?</i>	There is no statistic.
<i>What are the user fees (if any) and annual revenue? Model of payment (fixed price per year, price per transaction, combination, other model)?</i>	There are no user fees.
<i>Is the long-term financing model integrated into public budget or self-sufficiency funding? Do you think these sources of revenue are enough to ensure a certain degree of self-sufficiency?</i>	There is no statistic.
<i>Do the revenues generated cover operational costs or do they make a profit?</i>	-
<i>Are the revenues (if any) reinvested in the SW?</i>	-

Technology

<i>What technology is used?</i>	ASP.NET MVC, Windows Service, Web Service, HTML, CSS, Java Script
<i>How are data submitted (electronically – what type of format/language; paper – what forms; combination – what kind of combination)?</i>	Data are submitted electronically and the system is web based. The language used is C#.
<i>Where are data sent and stocked (government or private entity)?</i>	Data are sent and stocked by government.
<i>Who can submit data (importer, exporter, agent, customs broker)?</i>	Importer, exporter, agent, and customs broker can submit data.

<i>If the submission of data is electronic, are individual data elements submitted only once? Or are there potential of submitting the same information multiple times?</i>	Data is submitted only once to a single point.
<i>Can client systems interface directly with the SW?</i>	Client systems can interface via web services.
<i>Is an electronic signature used in you SW? if yes it is mandatory and for which processes?</i>	Electronic signature is not used in SW but in addition to the necessary authorization for the E-Government Gate to access the system, Single Window System authorization must be obtained from the customs offices

Promotion and Communication

<i>How did you promote the Single Window facility?</i>	Launching meeting and one to one meetings are held with shareholders, circular
<i>How are all stakeholders kept informed about the facility's progress?</i>	Stakeholders are kept informed by meetings and circular letters.
<i>What kind of training is provided for users?</i>	On the job training and pilot scheme
<i>Did you have a change and transition management program for your SW?</i>	In the case of foreign trade transactions in Turkey, several government agencies carry out certain inspections and give licenses. In accordance with the Customs Legislation, documents and licenses showing the result of these inspections are controlled by the customs office during the three phases of customs procedures of the goods; Phase 1-Entrance to the Customs Territory of Turkey, Phase 2- The Customs Declaration Registration, Phase 3- After customs clearance. With the National Single Window system in Turkey it is aimed to facilitate the trade through the reduction of paperwork and to increase the effectiveness of the inspections on import and export operations and the system is designed to be implemented in these three phases. Single Window Phase 2 was launched on 2014 and linked the systems of a number of other government agencies. However, the implementation of Phase 1 and Phase 3 of the System takes the project much further by extending the National Single Window automation and integration approach to all government agencies.
<i>Do you provide any helpdesk or customer service?</i>	There is no helpdesk or customer service specific to single window system

Legal Aspects

<i>Is use of the facility obligatory or voluntary?</i>	The use of the facility are obligatory for the documents and licenses processed in the system.
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<i>Do participants need to sign an agreement with provider/agency in order to participate? What are the requirements?</i>	Single Window System authorization must be obtained from the customs offices.
<i>Was specific legislation (or change of old legislation) necessary? (Please specify)</i>	Circulars were issued for the documents and licenses taken into the system.
<i>How is the privacy of information protected?</i>	-

Standards

<i>What is the role of international standards (UN/EDIFACT, UNLK, UN LOCODE, UN/CEFACT Single Window Recommendation, etc) in your SW?</i>	The WCO Data Model was taken as a basis for data set of SW as an international standard.
<i>Do you use an international standard for your data library (the UN/CEFACT Core Component Library, the WCO Data Model, other)?</i>	The WCO Data Model was used for data library.
<i>Have you used UNECE Recommendations 33, 34, 35 and 36 in developing your SW? If so, please explain how this was done.</i>	-

Benefits

<i>Can you indicate the reduction in time and cost for import and export procedures as a result of implementing the SW for users?</i>	There is no statistic.
<i>What are the benefits to clients and to participating agencies?</i>	Shortening of processing times Preventing forgery in the documents Standardization of applications Increasing traceability Elimination of user errors Ensuring integration between institutions Increasing the effectiveness of controls Reduction of transaction costs of firms Direct access to detailed information on document usage
<i>What was the impact on Customs revenues?</i>	There is no statistic.

Lessons Learned

<i>What were the crucial success factors?</i>	The crucial success factor was issuing the Prime Ministry Circular No. 2012/6 on "Single-Window System in Customs Services" which authorizes a single institution to coordinate the participatory government agencies.
<i>What were the greatest obstacles?</i>	The greatest obstacles were many different document requirements and IT Systems of government agencies.
<i>What are the main lessons learned? What could have been done differently?</i>	Single window is a radical change, therefore, it is usual to encounter resistance. Training activities could have been increased to reduce this resistance.

Future Plans

<i>What are the plans for further development of the SW?</i>	The future plan for SW is the implementation of Phase 1 and Phase 3 of the System which will take the project a step further by extending the National Single Window automation and integration approach to all government agencies.
<i>What are the biggest obstacles to further development of the SW?</i>	The obstacles to further development of the SW is different readiness and adequacy levels of government agencies
<i>Do you intend to make agreements concerning SW cooperation on the regional level?</i>	Not in the short term.
<i>Are you planning to have agreements for exchange of data with SW running in other countries?</i>	Not in the short term

Source for further information and contact person:

**Republic of Turkey, Ministry of Trade
DG for the International Agreements and EU Affairs**