

**Sixth Technical Cooperation
Workshop for the Western
Balkans**

**EU's Electronic Freight Transport
Information Regulation and the Use
of UN/CEFACT Semantic Standards
and Multimodal Transport Reference
Data Model in the Western Balkans**

**Development of the Single Window in North
Macedonia and seamless collection of data
from business**

Development of the Single Window in North Macedonia

The National Single Window (NSW) Development and Implementation Project

- Component of Western Balkans Trade and Transport Facilitation Project (WBTTFP), financed by World Bank.

First Phase - October 2020,

Project start with preparation of the NSW Blueprint, as a roadmap for the new system

❑ **NSW Blueprint document** (written between November 2020 and June 2021) and consist of **8 (eight) technical reports**- areas relevant for the NSW implementation:

- 1. Legal and Regulatory Framework
- 2. Governance and Operating Model
- 3. Revenue Model and Fee Structure
- 4. Functional and Technical Architecture
- 5. Service Level Agreements for Participating Agencies
- 6.ab Business Process Reengineering and Data Harmonization
- 6c. Change Management and Communications Strategy
- 7. Risk Management Strategy and Model
- 8. Implementation and Capacity Building Strategy

The **proposals and recommendations** made in Blueprint Document-based on the UN /CEFACT Recommendation No.33 and Guidelines on establishing a Single Window and alignment with the EU systems and standards

Development of the Single Window in North Macedonia

Second Phase – Implementation January 2023 - October 2025

- ❑ **Selection of “Management support” consultant company**, finished in January,23
Engagement of consultant company in the period of 32 months, to provide:
 - Technical and legal expert`s support to the Customs
 - Preparing the Plan for the implementation of the activities, strategy and plan for reengineering,
 - Change management and strategy for communications
 - Legal and regulatory framework for establishment of the new NSW Law,
 - Redesign of the business processes and the harmonization of the data model between all users of the system (government institutions/ agencies and the private sector)

- ❑ **Preparation of Technical and Functional specification for procurement of software and hardware for NSW**, expected finalization, 15 of February 2024

- ❑ **Design, Supply and Installation of the New National Single Window System in Republic of North Macedonia**, April 2024 – October 2025

Development of the Single Window in North Macedonia

Prerequisites for the successful implementation of NSW

– as identified by the UN/CEFACT Recommendation No. 33, are

The political will of the government

Steering Committee with the Deputy Prime Minister of the Government in Charge of Economic Affairs, as a Chair of the Committee, and high-level representatives from governmental institutions

Participation of relevant governmental authorities

Joint Working group for implementation of the Project, consisted of representatives from all relevant border agencies and governmental institutions was established

Customs Administration was appointed by the Government as coordinator of the Project, in which participate 16 Government agencies and institutions

Participation of the business community

Joint Working meetings with the business community for building capacity of EO and training session with EO and users of NSW

Development of the Single Window in North Macedonia

Improvement Strategy

Technical advantages comparing with the existing EXIM System

- **Registration Module**- as single sign for OE
- **Reporting module** – ability for users to generate reports/information/statistics on demand or on scheduled basis.
- **Risk Analysis System** – enables risk assessment opportunity from a CBRAs perspective, in order to determine high-risk profiles of LPCO applications
- **NSW e-payment** module–common for authorized CBRAs participating in the system

Legislative improvement

- **New Law for NSW** instead of EXIM Decree
- **Service Level agreements**-between the provider of a service (NSW Operator)and its users (CBRAs),which quantifies the minimum quality of service, required to meet business needs
- **End User Agreements**, between the economic operators and the NSW Operator, to ensure that the NSW user agrees and understands the legal and user obligations that the involved CBRAs must adhere to, in the areas of privacy, data protection, and data security.
- **Memorandum of Understanding (MoU)** between all regulatory agencies, to enable rules for data sharing between government agencies

Change management improvement

- **Introducing of paperless environment** to the business community- trainings
- **Increasing the awareness** of the Government and the private sector- public campaigns

Development of the Single Window in North Macedonia

□ National Risk Management Strategy

- **Adoption of the National Risk Management Strategy** and creation of Risk Management Committee
- **Development of NSW Risk Management Framework**
- **Incorporate all RM activities under one single system** for all customs procedures and connection with other systems
- **To match laboratory results** with risk management
- **To leverage investments in IT infrastructure** (automation of data capture) and to acquire Business Intelligence tools
- **To analyze pre-arrival data and post-clearance information** when creating risk profiles and risk rules; structured inspection reports
- **To provide benefits to low-risk traders** and to integrate the national Authorized Economic Operator (AEO) program

□ Type of Risk Management in NSW

- **Risk Management for Compliance** - the responsibility of the CBRA to check the compliance of the traders and the use of risk management for this task
- **Risk Management for Enforcement** - use of risk management techniques to identify illegal activities (e.g. smuggling)

Development of the Single Window in North Macedonia

Benefits of National Single Window System

❑ Economic Effects

- **Facilitate and accelerate cross-border trade**
- **Reduce costs and administrative burden**
- **Reduce scope for fraud, corruption and possible error**

❑ Technical Effects

- **Integration among other national IT systems** in the Customs Administration (CDEPS, ITE, NCTS) and the authorized CBRA into one hybrid NSW System
- **Harmonization of the processes and data**, for processing of permits from the cross-border flow of goods, in accordance with EU standards and practices
- **Application of new technologies and tools** for the development of software solutions, e-banking, e-signing, e-archiving, new standards for data security and storage.

❑ Social and Environmental Effects

- **Regional exchange of cross-border documents and data**, issued by the competent institutions among CEFTA's countries and Open Balkan
- **Change management** – public campaigns, trainings
- **Benefits for the private sector**
- **Paperless environment** – digitalization development



THANK YOU

Anastas Mzenkovski

Director of ICT Sector

Customs administration of Republic of North Macedonia

