Disclaimer

The views and the opinions expressed in this document are those of the author and do not necessarily reflect the views of the United Nations or other organizations that have contributed to this document.

This publication is available in English, French and Russian.

Acknowledgements

This publication was prepared by Somnuk Keretho, Institute for Information Technology Innovation Kasetsart University, Thailand, under the guidance of Virginia Cram-Martos, Director, and Markus Pikart, Economics Affairs Officer, UNECE Trade and Sustainable Land Management Division. It is based on the Single Window Implementation Framework (SWIF) developed by Eveline van Stijn, Free University Amsterdam, Thayanan Phuaphanthong, Kasetsart University, Somnuk Kerotho, Kasetsart University, Markus Pikart, UNECE, Wout Hofman, TNO and Prof. Yao-Hua Tan, Free University Amsterdam/ TU Delft under the EU funded ITAIDE project. Substantial contributions to the Guide were also received by Jonathan Koh Tat Tsen, Singapore, Tom Butterly, UNECE and Yann Duval, ESCAP.

The UNNExT Advisory Group on Single Window Master Planning and Implementation, held on 6 October 2011 in Seoul reviewed the draft Guide. Comments were also received by Prof. Igbal Babayev, Chief, Customs Department, Republic of Azerbaijan, Alvin Mah, Dagangnet, Malaysia and Sang-Won Lim, ESCAP.

Presentations and contributions of experts and participants of the *UN Global Trade Facilitation Conference 2011 on Single Window and Supply Chains in the next Decade* and the *UNNEXT workshop on Single Window Planning and Implementation* held in 2011 in Geneva, Switzerland are also gratefully acknowledged.

All reviewers participated in their individual capacity and any remaining errors are the responsibility of the authors.

ECE/TRADE/404

Copyright© United Nations, 2012 All rights reserved worldwide