

Trade Facilitation: ESCAP perspective & Update



by

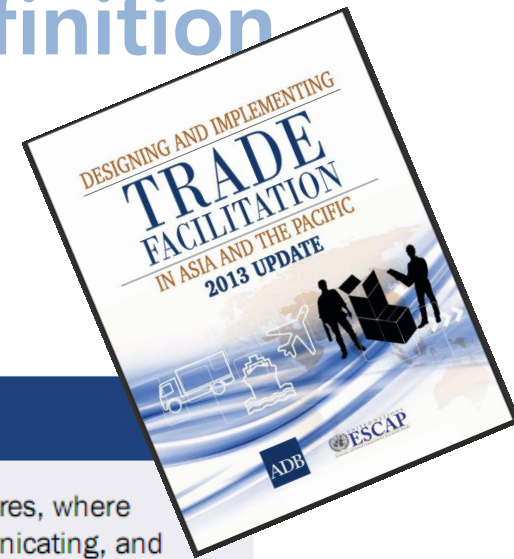
Yann Duval, Chief, Trade Facilitation Unit,
Trade, Investment and Innovation Division, **UNESCAP**
[July 2016]

Presentation Outline

- **Trade Facilitation?**
 - **Definitions & scope; importance**
 - **Afghanistan performance**
- Latest developments
 - WTO Trade Facilitation Agreement
 - Framework Agreement on Facilitation of Cross-Border Paperless Trade in Asia and the Pacific
- ESCAP's Support for Trade Facilitation & Paperless Trade
 - United Nations Network of Experts for Paperless Trade in Asia and the Pacific (UNNExT)
 - Trade & Transport Facilitation Monitoring Mechanism (TTFMM)
- Concluding remarks
- Annex: Regional State of play in trade facilitation & paperless trade

Trade Facilitation (TF)? - Definition

4 | Designing and Implementing Trade Facilitation in Asia and the Pacific



Box 1.1: Various Definitions of Trade Facilitation

World Trade Organization (WTO): The simplification and harmonization of international trade procedures, where trade procedures are the activities, practices, and formalities involved in collecting, presenting, communicating, and processing data and other information required for the movement of goods in international trade.

World Customs Organization (WCO): The avoidance of unnecessary trade restrictiveness. This can be achieved by applying modern techniques and technologies, while improving the quality of controls in an internationally harmonized manner.

United Nations Centre for Trade Facilitation and Electronic Business (UN/CEFACT): The simplification, standardization, and harmonization of procedures and associated information flows required to move goods from seller to buyer and to make payments.

International Chamber of Commerce (ICC): Improve the efficiency of the processes associated with trading in goods across national borders.

Organisation for Economic Co-operation and Development (OECD): The simplification and standardization of procedures and associated information flows required to move goods internationally from seller to buyer and to pass payments in the other direction.

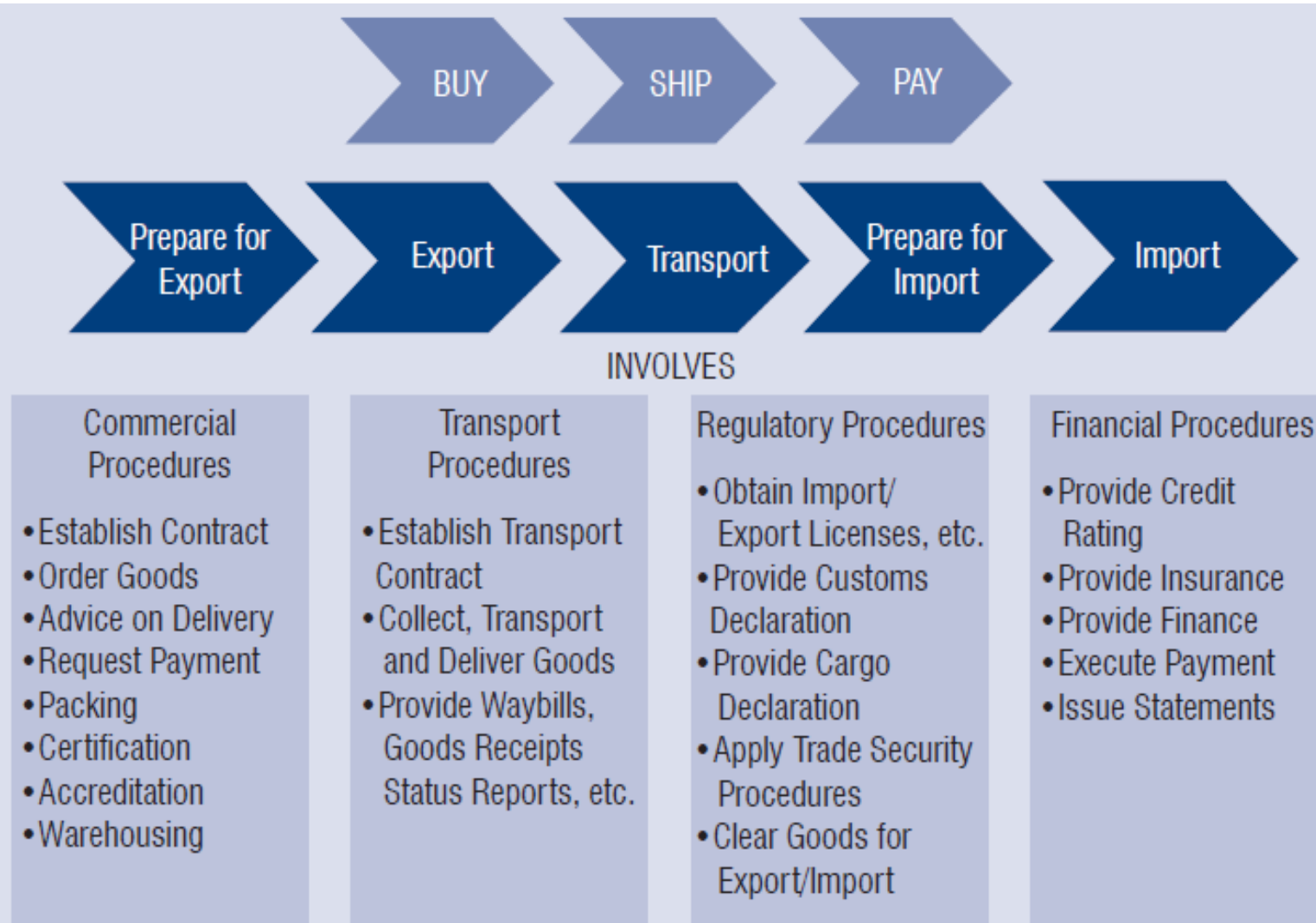
Asia-Pacific Economic Cooperation (APEC): The simplification and rationalization of customs and other administrative procedures that delay or increase the cost of moving goods across international borders.

Trade Facilitation (TF)? - Definition



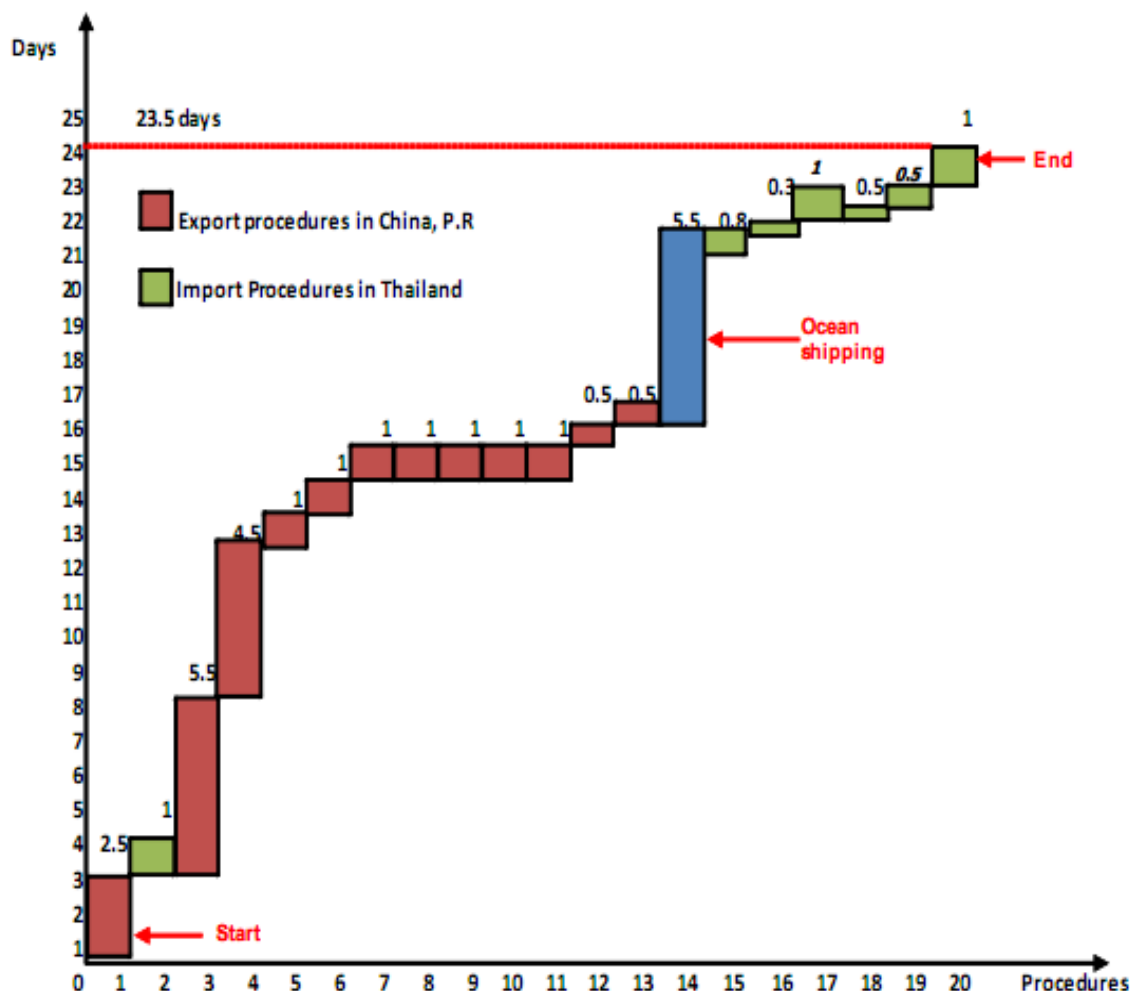
- “The plumbing of international trade” (Staples, 1998)
- “The simplification and harmonization of international trade procedures.”, where trade procedures are the “activities, practices and formalities involved in collecting, presenting, communicating and processing data and other information required for the movement of goods in international trade.” (WTO documents)
- “Any measure, or set of measures, that aims to increase the cost-effectiveness of international trade transactions”.
<http://www.gfptt.org/>

Trade Facilitation? → Definition



Sr. No	Process	Days
1	Buy	2.50
2	Obtain permission for raw materials release	1.00
3	Obtain export permit	5.50
4	Arrange transport	4.50
5	Arrange inspection	1.00
6	Prepare customs declaration	1.00
7	Collect empty containers from yard	1.00
8	Stuff a container	1.00
9	Transfer to port of departure	1.00
10	Clear goods through customs	1.00
11	Handle containers and stow on vessel	1.00
12	Obtain cargo insurance	0.50
13	Prepare documents for payment	0.50
14	Ocean shipping	5.50
15	Request for vessel berthing	0.75
16	Unload goods from vessel	0.25
17	Declare goods to Customs	1.00
18	Arrange goods for inspection	0.50
19	Inspect and release goods	0.50
20	Pay	1.00
	Total	23.50

Figure 4. Time Procedure Chart: Trade in electronic devices from China to Thailand



Source: ARTNeT Working Papers 88 and 103.

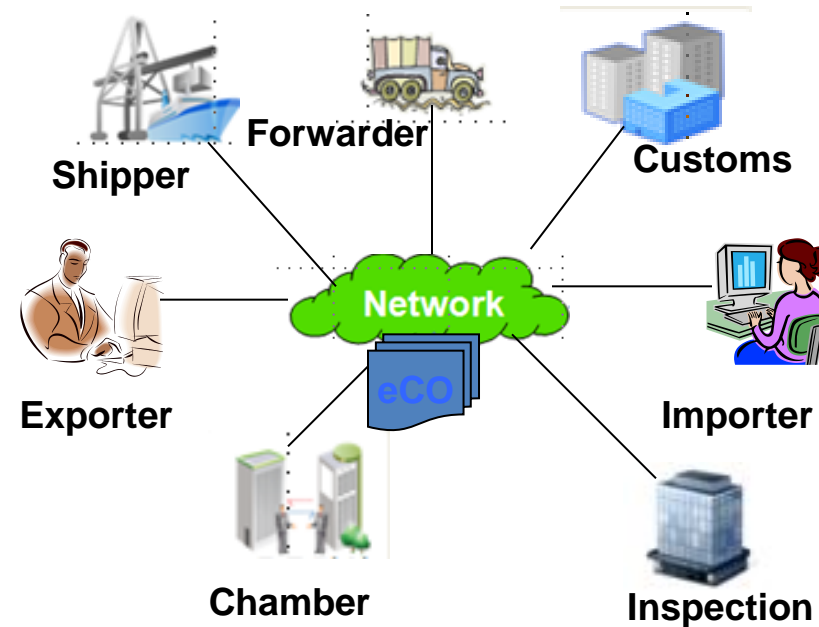
Paperless Trade (e-trade)?

- Paperless Trade

Conduct of trade activities on the basis of electronic rather than paper documents *e.g. electronic Customs declaration, electronic cert. of origin*
(application of e-commerce to international trade domain)

- Paperless Trade Systems

Legal/regulatory and technical frameworks in which paperless trade transactions take place *e.g. electronic Single Window facility, e-port management systems, Framework Act on Electronic Transaction (in RoK)*



Benefits of Trade Facilitation & Paperless Trade

Government

Effective & Efficient
Deployment of
Resources

Correct
Revenue
Yield

Improved
Trader
Compliance

Enhanced
Security

Increased
Integrity &
Transparency

***Trade
Facilitation
&
Paperless
Trade***

Traders

Cutting Costs
through
Reducing Delays

Faster
Clearance &
Release

Predictable
Application and
Explanation of Rules

Effective & Efficient
Deployment of
Resources

Increased
Transparency

Expected gains from trade facilitation

- Direct and indirect costs associated with trade documentation and cumbersome trade procedures: 1-15% of value of goods traded
 - \$350 billion annually for Asia and the Pacific
- One day of delay prior to shipment reduces trade by 1%
- A 5% reduction in direct export costs result in a 4% increase in exports

Why are trade facilitation & paperless trade increasingly important?

- Tariffs are (often) already low and getting lower
- Trade flows increasingly associated with regional/global production networks
 - Predictability / timeliness is essential
 - High import content of exports
- Supply chain security initiatives are making electronic submission of information a must for developing countries

Trading Across Borders - Afghanistan*

Doing Business in Af x world bank LPI 2016 x
www.doingbusiness.org/data/exploreeconomies/afghanistan#trading-across-borders

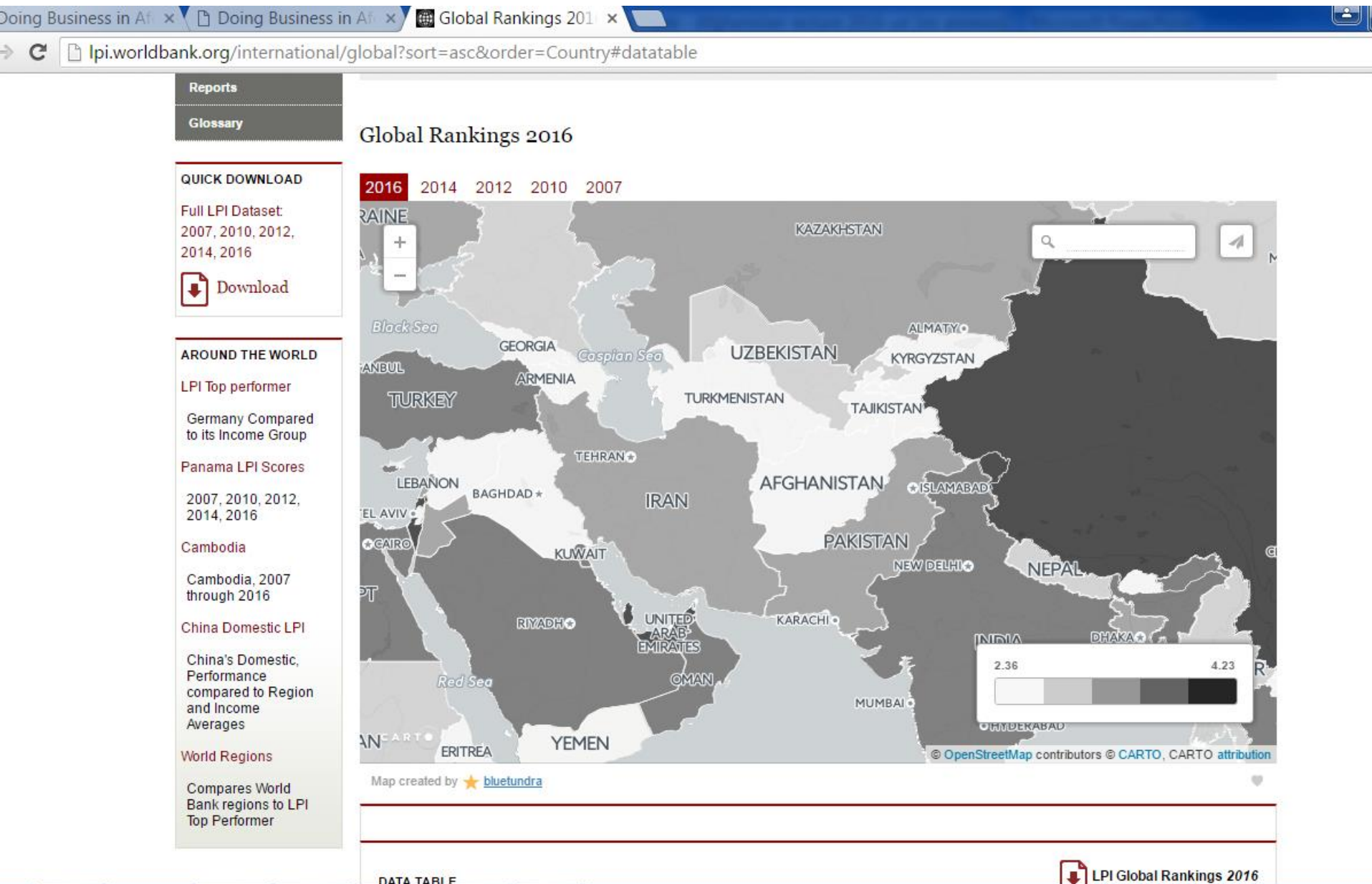
DB 2016 RANK	174	DB 2015 RANK ①	174	CHANGE IN RANK	0
DB 2016 DTF (% POINTS) ①	28.90	DB 2015 DTF (% POINTS) ①	28.90	CHANGE IN DTF (% POINTS) ①	0.00

Indicator	Afghanistan	South Asia	OECD high income
Time to export: Border compliance (hours) ①	48	61	15
Cost to export: Border compliance (USD) ①	511	376	160
Time to export: Documentary compliance (hours) ①	243	80	5
Cost to export: Documentary compliance (USD) ①	344	184	36
Time to import: Border compliance (hours) ①	96	114	9
Cost to import: Border compliance (USD) ①	850	653	123
Time to import: Documentary compliance (hours) ①	336	108	4
Cost to import: Documentary compliance (USD) ①	900	349	25

Characteristics	Export	Import
Product	HS 08 : Edible fruit and nuts; peel of citrus fruit or melons	HS 8708: Parts and accessories of motor vehicles
Trade partner	India	Japan
Border	Torkham border crossing	Torkham border crossing
Distance (km)	235	235
Domestic transport time (hours)	14	24
Domestic transport cost (USD)	400	400
	16.3	9.8

www.doingbusiness.org/data/exploreeconomies/afghanistan?topic=trading-across-borders

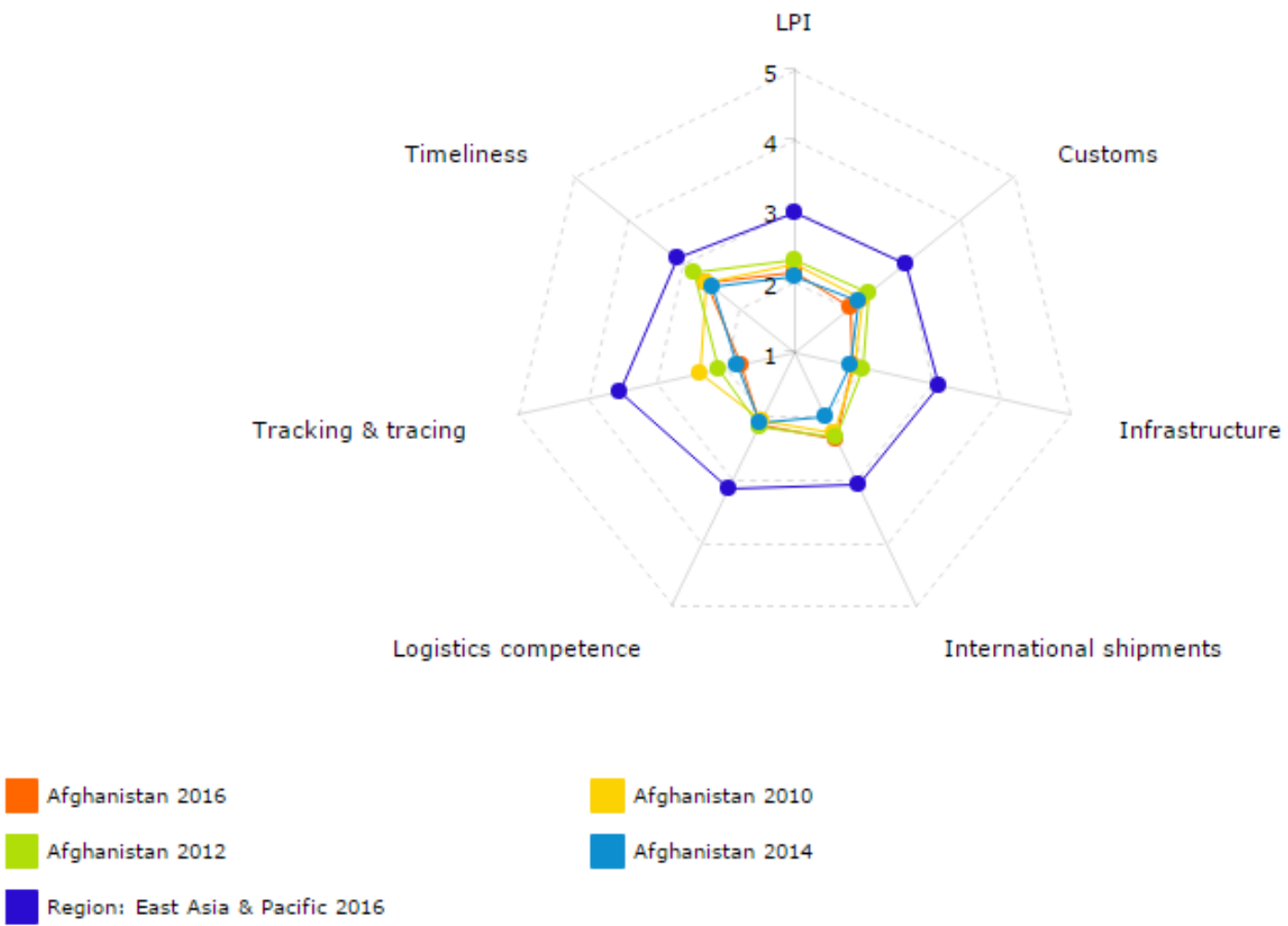
Logistics Performance (LPI 2016)*



Logistics Performance (LPI 2010-2016)*

Radar Column Line
chart by amcharts.com

Afghanistan 2016



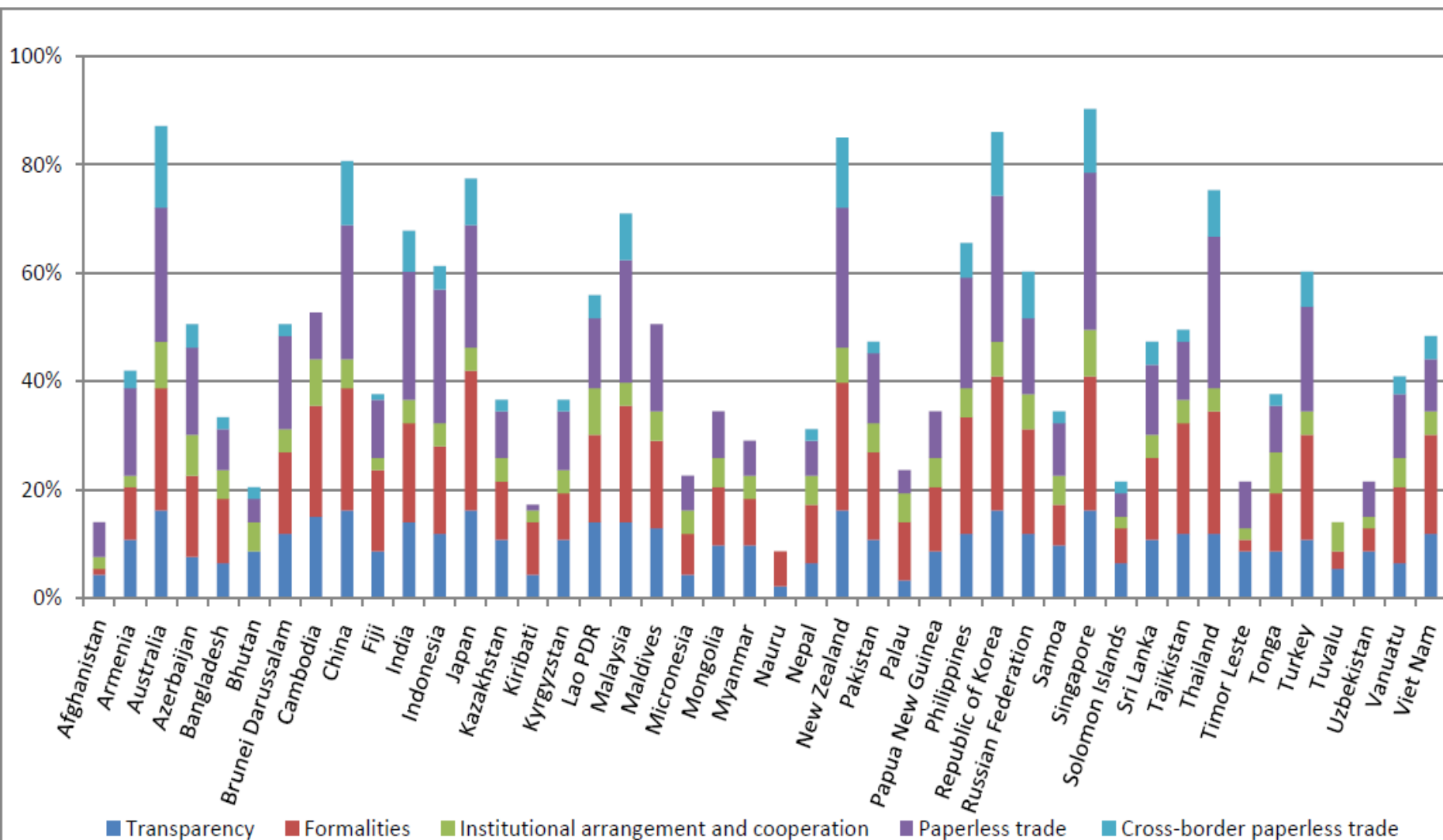
United Nations Regional Commissions

Global Survey on Trade Facilitation and Paperless Trade Implementation

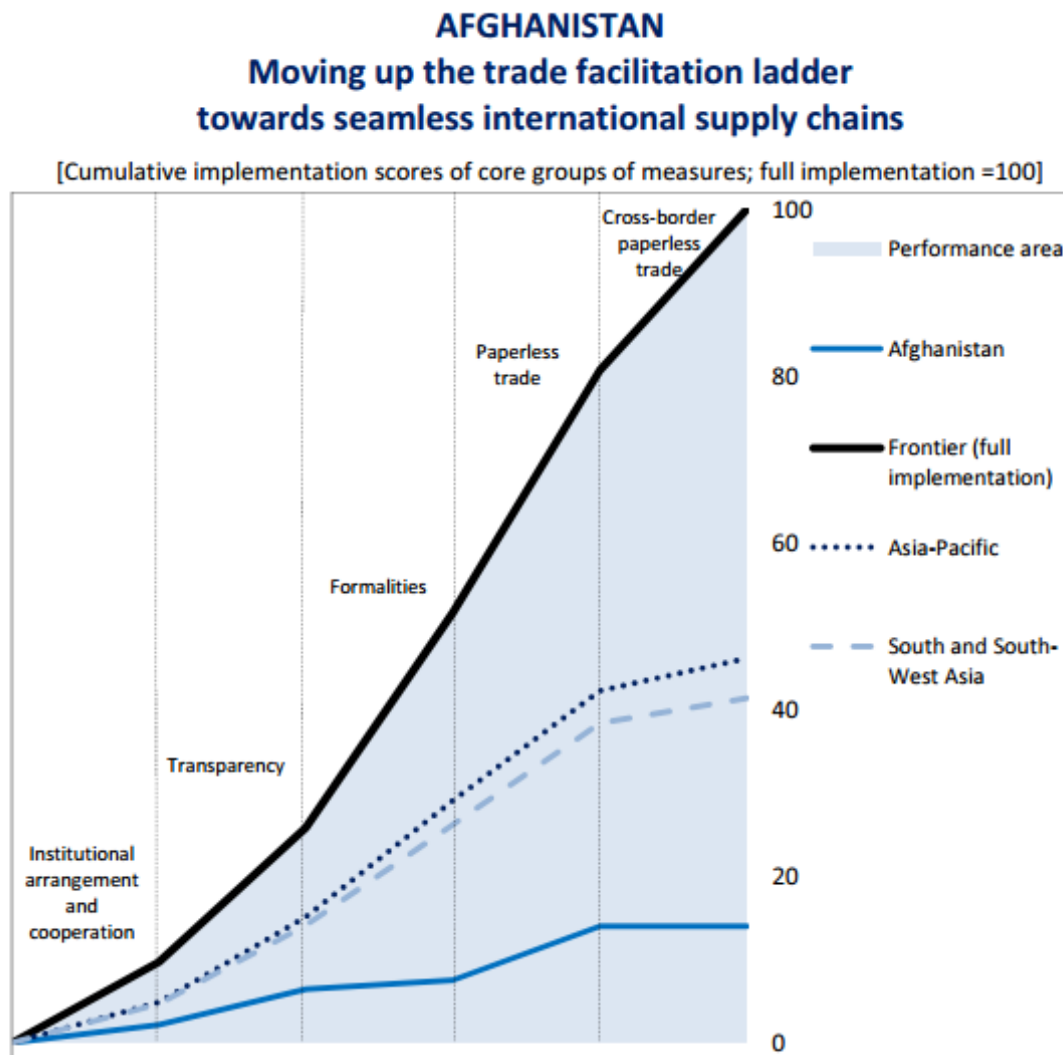


TF and Paperless Trade Implementation in Asia-Pacific: 2015 UNRC Survey Highlights

Implementation very heterogeneous across the region

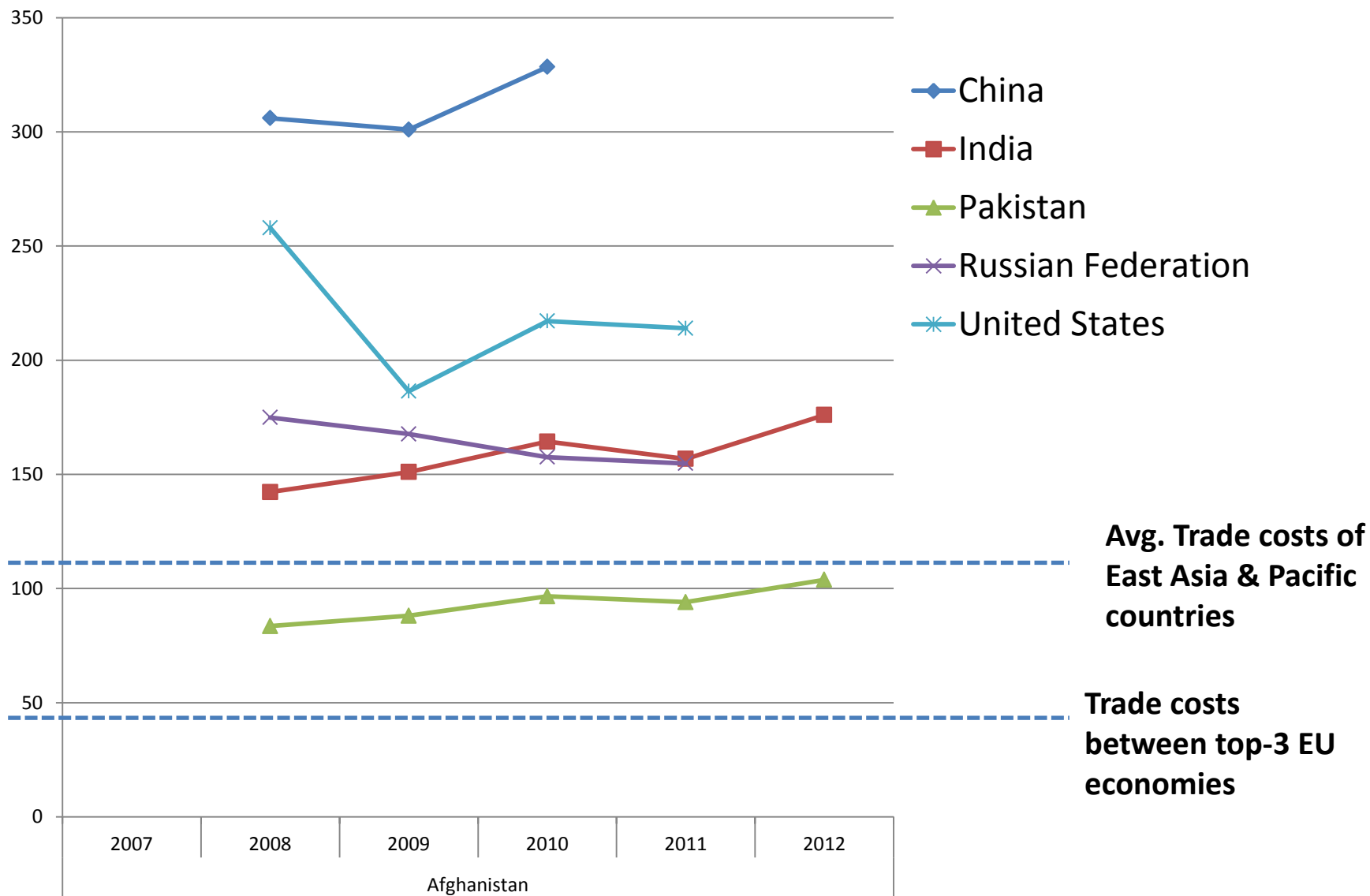


Detailed UNRC
Survey results for
Afghanistan
available online



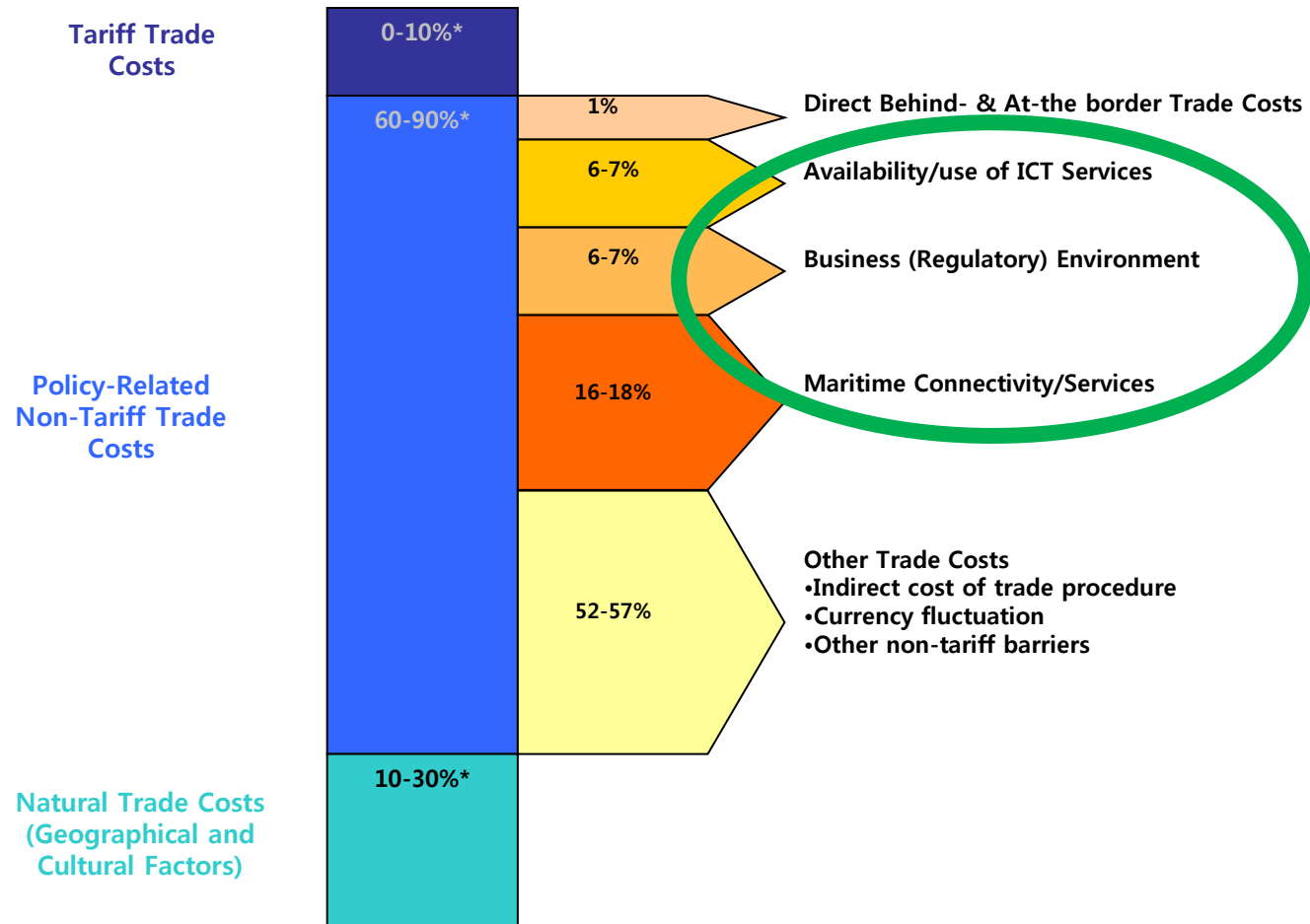
The level of implementation of trade facilitation measures in Afghanistan (15%) is below the level in Asia-Pacific (46.5%). It is also lower than the level of implementation in South and South-West Asia (42%). Among the five core groups of trade facilitation measures, the most implemented in Afghanistan are "Transparency" measures (26.7%). The least implemented are "Cross-border paperless trade" measures (0%).

Afghanistan Comprehensive International Trade Costs with Selected Partners*



Key factors in lowering trade costs – Asia-Pacific Perspective

Contribution of natural barriers, behind-the border facilitation and trade-related practice to trade costs

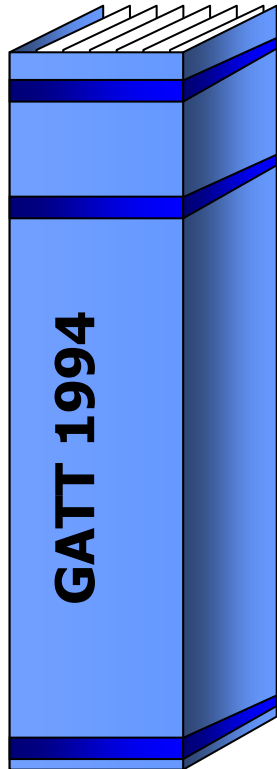


* Illustrative based on casual observation of the data only. Natural trade costs for landlocked countries may be outside the range shown for natural trade costs.

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Focus of WTO TF negotiations



★ **Art. V**

Freedom of Transit

★ **Art. VIII**

Fees & Formalities connected with Importation & Exportation

★ **Art. X**

Publication and Administration of Trade Regulations

☹ **The 3 articles lack clarity and precision**

☹ **Difficult (often impossible?) to enforce**

☹ **Not effective in ensuring/improving transparency and predictability**

☹ **Absence of requirements for cooperation among various stakeholders**

Ministerial Decision of 7 December 2013- Bali Ministerial Conference

- Concluded the negotiations of the Trade Facilitation Agreement
- Established a Preparatory Committee (TFPC)
- **The Agreement will enter into force once 2/3 of the WTO Members ratify it**

Number of WTO members who ratified the TFA as of 15/07/2016

www.tfafacility.org

Category A Notifications

Category B Notifications

Category C Notifications

Ratifications



JS map by amCharts



86 Instruments of Acceptance deposited

Select a Member

Structure of the TFA

- Preamble
- Section I:
 - TF disciplines (Articles 1-11)
 - Customs Cooperation (Article 12)
 - Institutional Arrangements (Article 13)
- Section II:
 - Special and Differential Treatment
- Final Provisions
- Annex 1 – Donor TA notification format

Examples of TF provisions (in TFA section 1)

- **Expedited Shipments:** procedures to expedite the release of air cargo
- **Use of Int. Standards:** Harmonization of trade practices and rules
- **Single Window:** submission of documentation for import/export to a single electronic point.
- **Authorized operators:** lower documentation and inspections, rapid release, deferred payments, etc.
- **Customs Cooperation:** Multilateral customs cooperation and exchange of relevant information.

Examples of TF provisions (in TFA section 1)

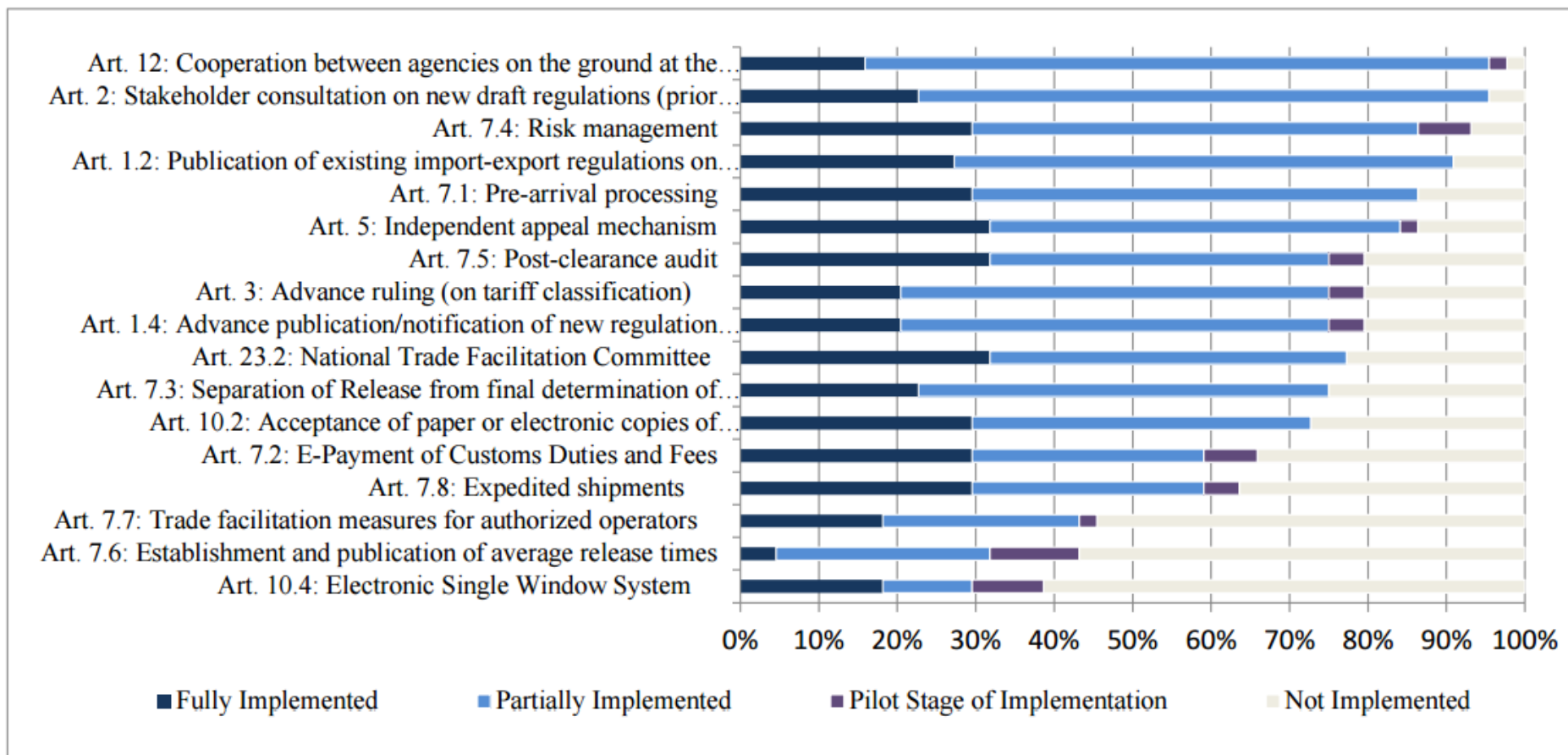
- **Publication:** publish a wide range of info related to procedures for clearing of goods for import/export.
- **Advance rulings:** binding decisions by Customs, on request, on classification/origin
- **Appeal:** provides for the right of appeal or review on a decision made by Customs
- **Risk Management:** focus on high-risk consignments to expedite release and clearance of low-risk goods

Examples of TF provisions (in TFA section 1)

- **Border Agency Cooperation:** ensure cooperation and coordination between authorities and agencies responsible for border controls to facilitate trade
- Suggests the following for cooperation with ***other*** Members:
 - Alignment of working days/hours and procedures/formalities;
 - Joint controls and sharing of common facilities
 - Establishment of one stop border post control
- **Freedom of Transit:** strengthening of GATT Article V. Any transit regulations and formalities shall not:
 - a. Be maintained if circumstances/objectives no longer exist.
 - b. Constitute a disguised restriction on trade

Implementation of WTO TFA-related measures in Asia –Pacific

Figure 4: Implementation of WTO TFA-related measures in Asia-Pacific: 2015 (% of countries)



Source: ESCAP, UNRC TF Survey 2015

<http://www.unescap.org/sites/default/files/Trade-Insights-No12.pdf>

Special & Differential Treatment (TFA Section II) - General Principles

- Section I will be implemented by developing and LDCs in accordance with Section II
- TA and CB should be provided to help implementation
- The extent and the timing of implementation will be related to the implementation capacities.
- Implementation will not be required until capacity has been acquired
- LDC Members will only be required to undertake commitments to the extent consistent with their individual development, financial and trade needs

Categories of Provisions

- **Cat. A:** Implement upon entry into force (developing countries) or within one year after entry into force (LDCs)
- **Cat. B:** Implementation after a **transitional** period of time
- **Cat. C:** Provisions requiring the acquisition of implementation capacity through **TACB**

Notification and Implementation of Category A

- Developing countries: implement **upon** entry into force. Category A commitments will then be made an integral part of the Agreement.
- LDCs: Notify to the Committee up to one year after entry into force and thereby be made an integral part of the Agreement

Category B Notification and Implementation

Developing
Countries

Notify the
Committee the
provisions and
indicative dates for
implementation

Notify **definitive**
dates for
implementation

Member may
request an extension
of the notification
period

1 year

2 years

3 years

Entry into Force

Notify the Committee
the provisions and
indicative dates for
implementation

Confirm
designations of
provisions and
notify its dates for
implementation.

Member may
request an
extension

LDCs

2016?

2017?

2018?

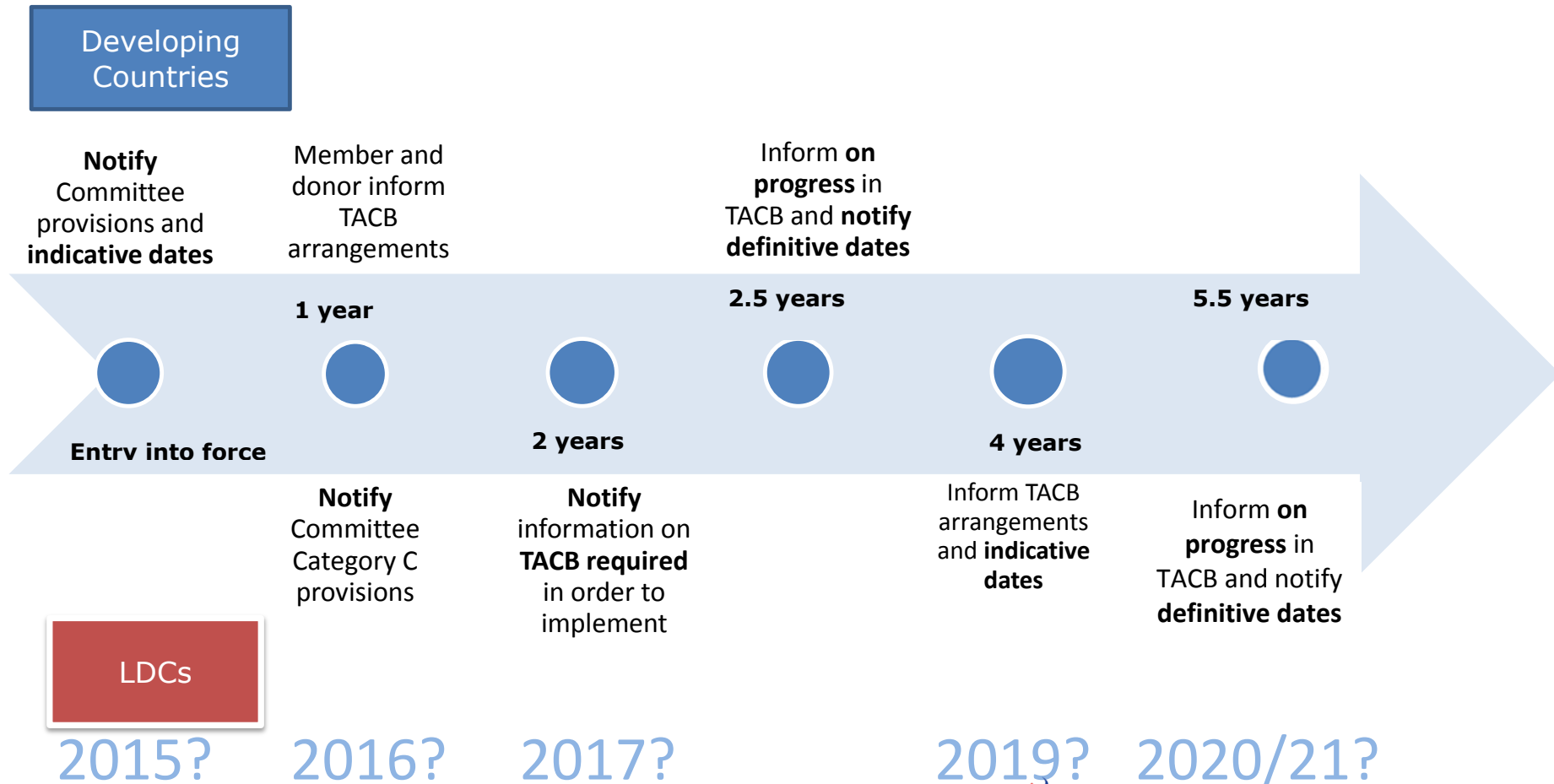
2019+

Source:
Modified from
Raúl Torres



Category C

Notification and Implementation



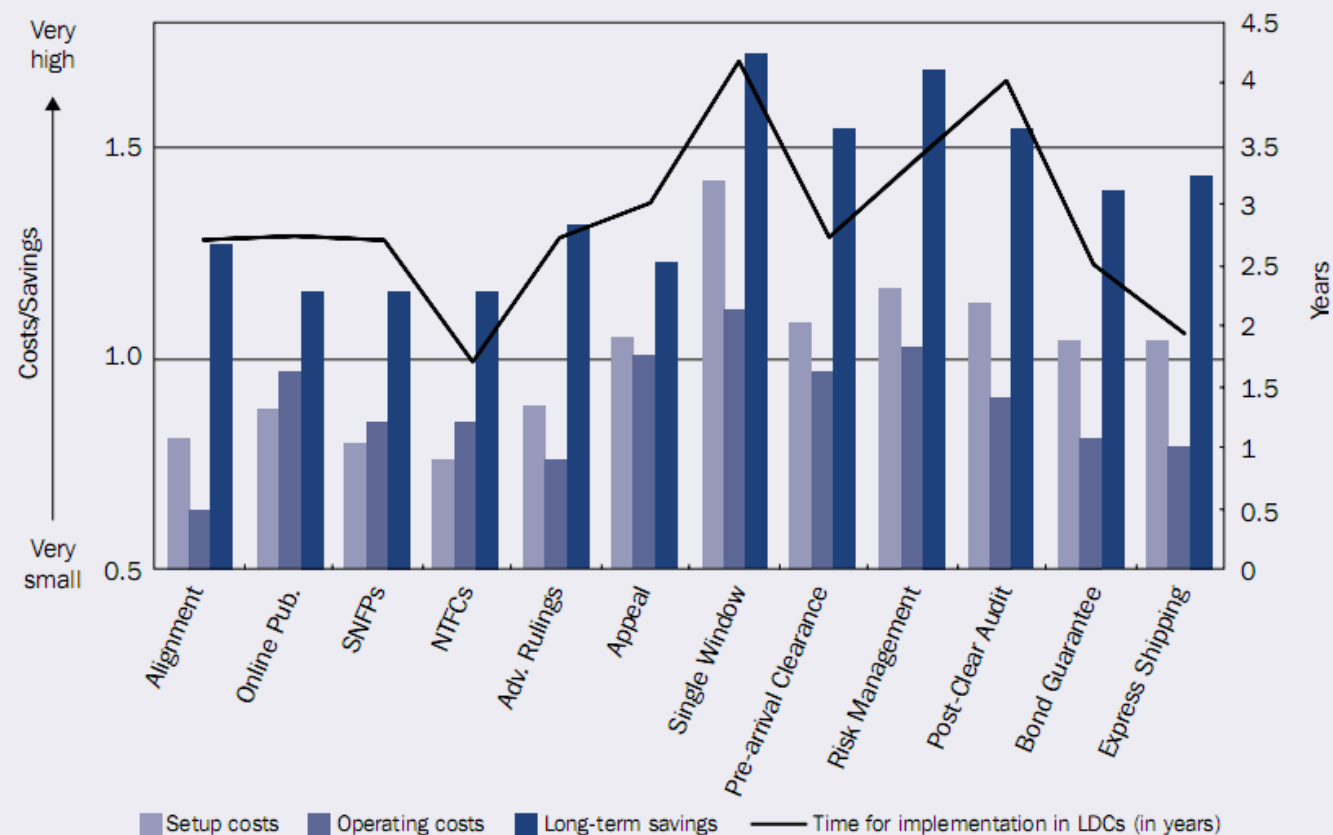
Source:
Modified from
Raúl Torres



WTO TFA for LDCs – in a nutshell

- Transparency measures, Customs facilitation measures, Strengthening of Freedom of Transit
- Extensive flexibility and support for implementation
- In which categories should LDCs schedule the different measures?
 - Factors to consider: status/readiness of implementation; priority/expected benefit of a measure vs. implementation cost; need for capacity building

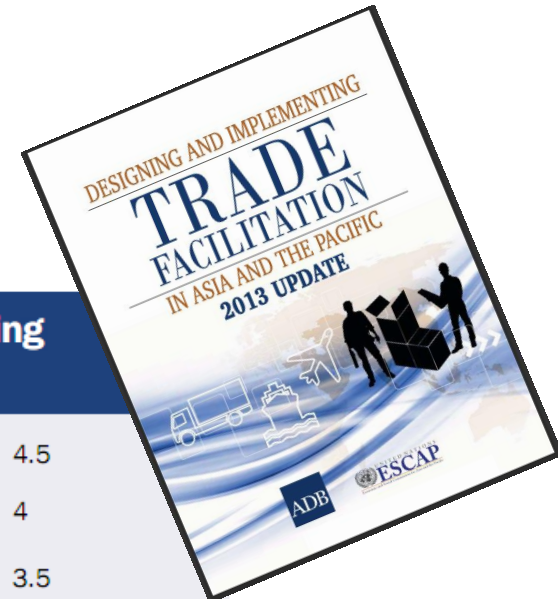
Figure 1.2: Relative Cost, Benefits, and Time Needed for Implementing Selected Trade Facilitation Measures



NTFC = national trade facilitation committee, SNFP = single national focal point.

Note: Alignment refers to alignment of trade documents according to the UN Layout Key.

Source: Duval, 2006.



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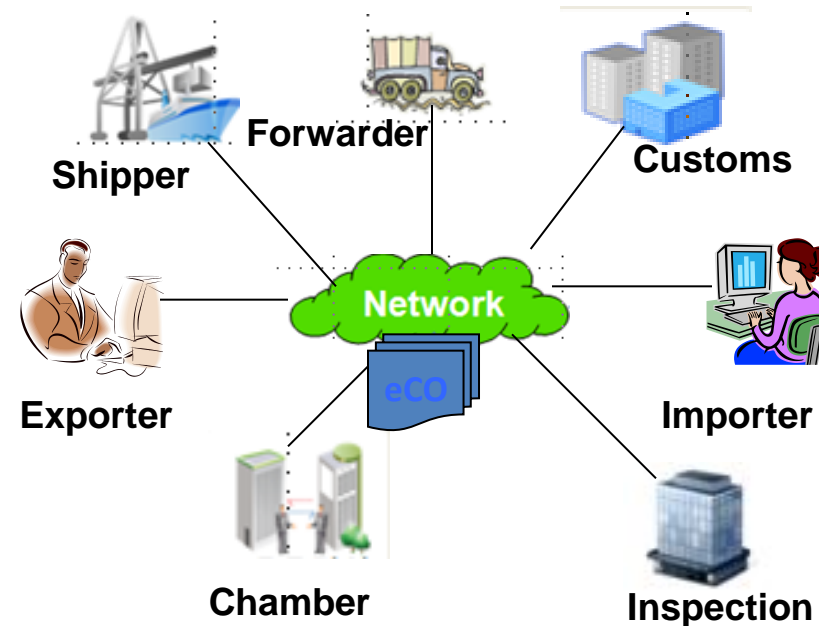
Paperless Trade ?

- Paperless Trade

Conduct of trade activities on the basis of electronic rather than paper documents *e.g. electronic Customs declaration, electronic cert. of origin*
(application of ICT to trade procedures)

- Paperless Trade Systems

Legal/regulatory and technical frameworks in which paperless trade transactions take place *e.g. electronic Single Window facility, e-port management systems, Framework Act on Electronic Transaction (in RoK)*



Towards Cross-border paperless trade

(including to enable cross-border e-commerce)

Need to facilitate cross-border trade data exchange in the region and beyond

*International
Supply Chain
Integration / Cross-
Border e-Commerce*

*...Legal and technical
barriers in information
exchange (across borders)*

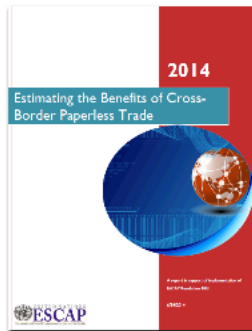
*Increased implementation of
(national) **Single Windows** and
paperless trade systems, but...*

Rise of regional and global production networks

Rise of cross-border e-commerce

Benefits of Cross-Border Paperless Trade

Estimating the Benefits of Cross-Border Paperless Trade



Date: Tuesday, June 24, 2014

Type: Books

ABSTRACT

This report estimates the possible economic benefits—export gains, and cost savings—from partial or full implementation of cross-border paperless trade facilitation measures. Simulation results suggest that cross-border paperless trade has significant potential to reduce trade costs and boost trade in the Asia-Pacific region. Moreover, there is every reason to believe that these are low-end estimates of the possible economic gains from reform, due to the way in which the simulations are set up on a technical level, and the fact that they focus on implementation of cross-border measures only. In reality, paperless trade is typically implemented on a broader basis, which would tend to increase the level of export gains and cost savings reported here.

DOWNLOAD:

Benefits of Cross-Border Paperless Trade

✓ Download

Annual regional export gains :

\$36 bn (for partial implementation) to \$257 bn (full implementation)

Export time reduction: 24% to 44%

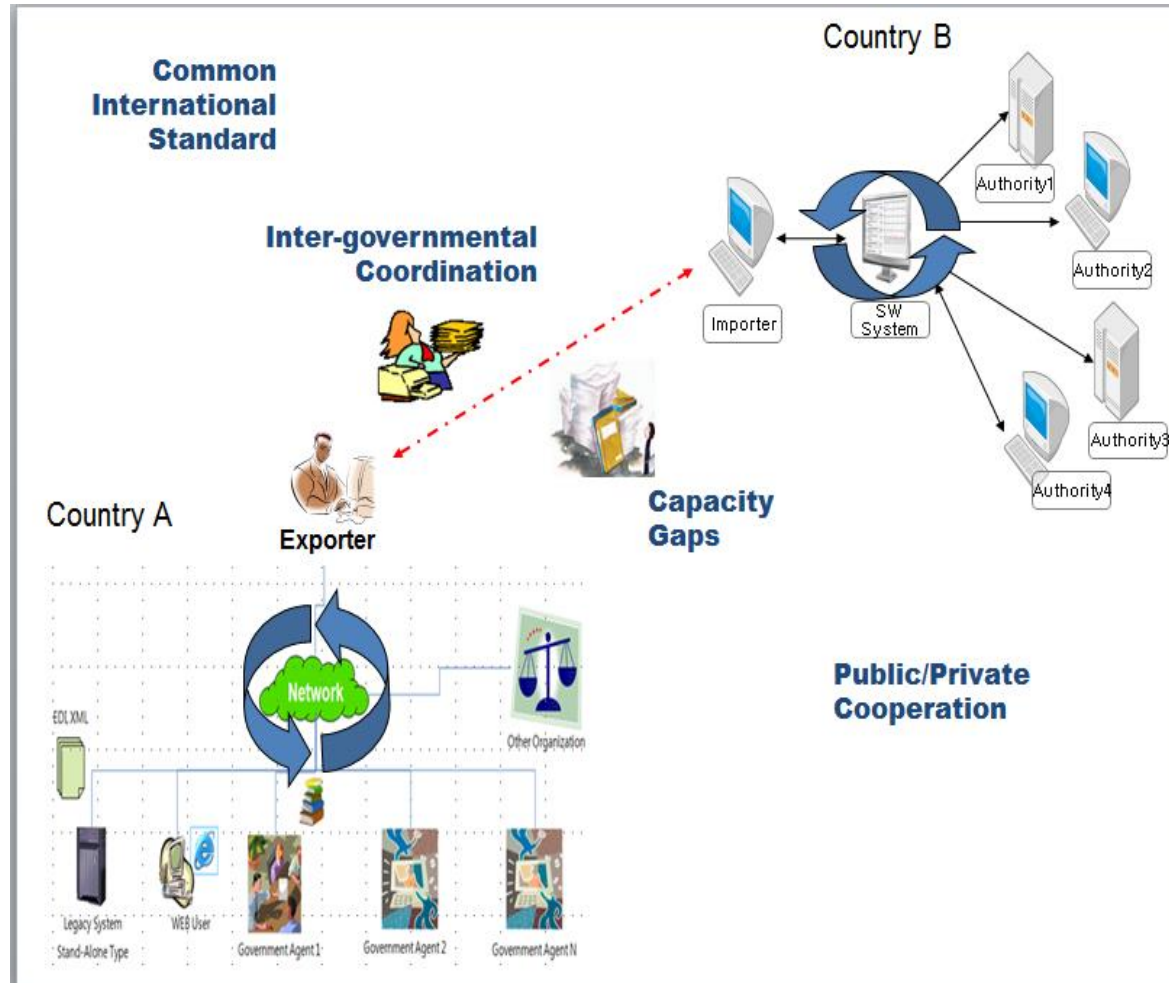
Export cost reduction: 17% to 31%

Total direct cost savings across all trade: \$1bn to \$7bn annually

Source: <http://www.unescap.org/resources/estimating-benefits-cross-border-paperless-trade>

Challenges to moving forward on cross-border paperless trade

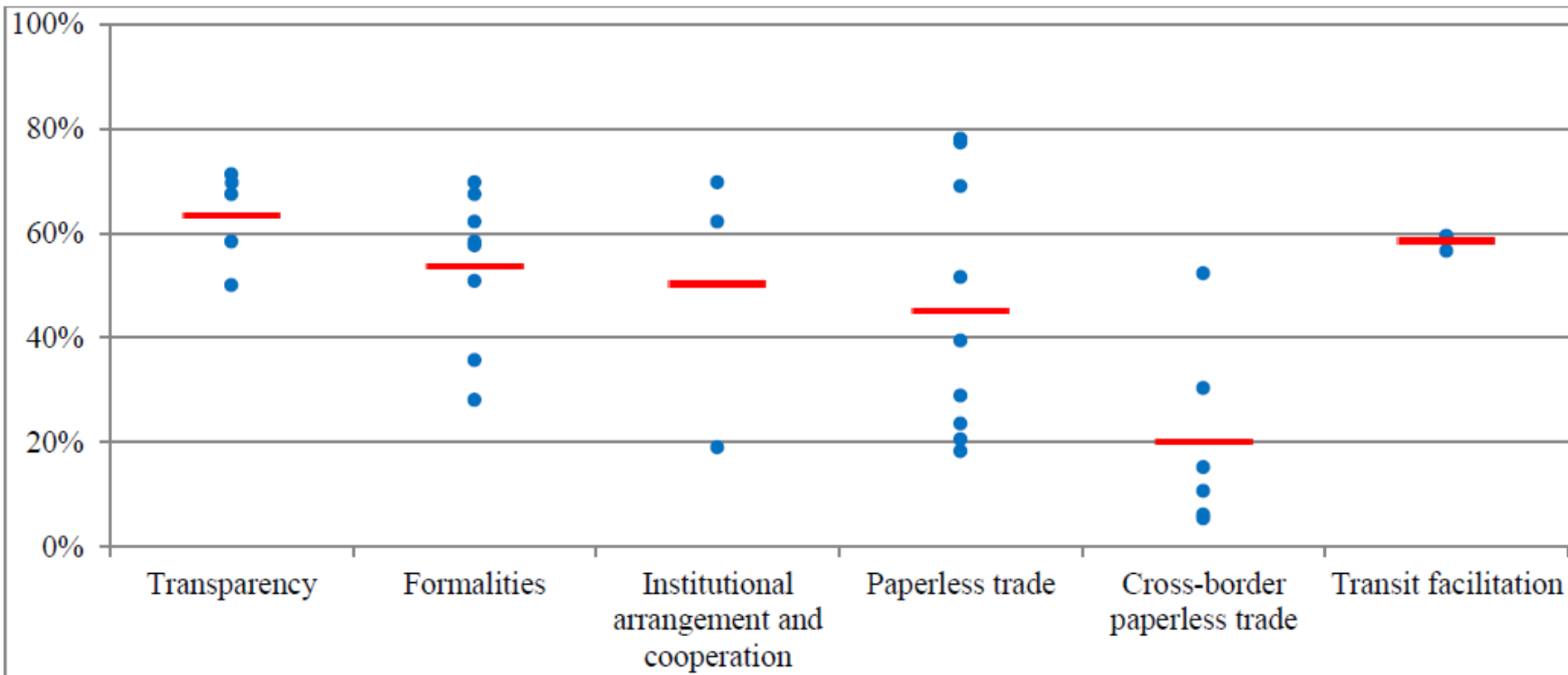
- Adoption of common International Standards
- Harmonization of legal frameworks
- Capacity gaps among the parties (infrastructure & HR)
- Cooperation between public and private sectors
- Lack of intergovernmental coordination mechanism



TF and Paperless Trade Implementation in Asia-Pacific: 2015 Survey Highlights

Transparency measures most implemented;

Cross-border paperless trade measures least implemented



Note: Blue dots show regional average implementation level of individual measures within each group.
— Average regional implementation level by groups of measures.

Figure 12: State of implementation of “paperless trade” measures in Asia-Pacific economies (in %)

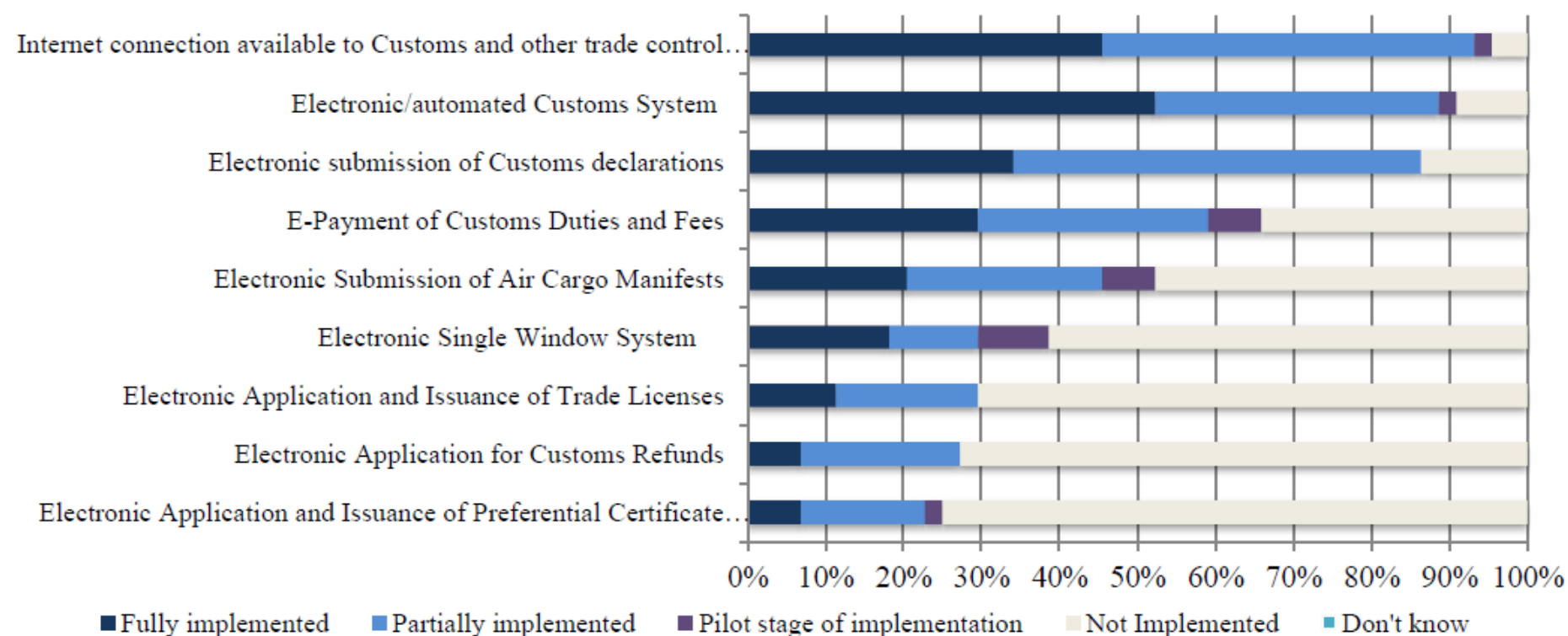
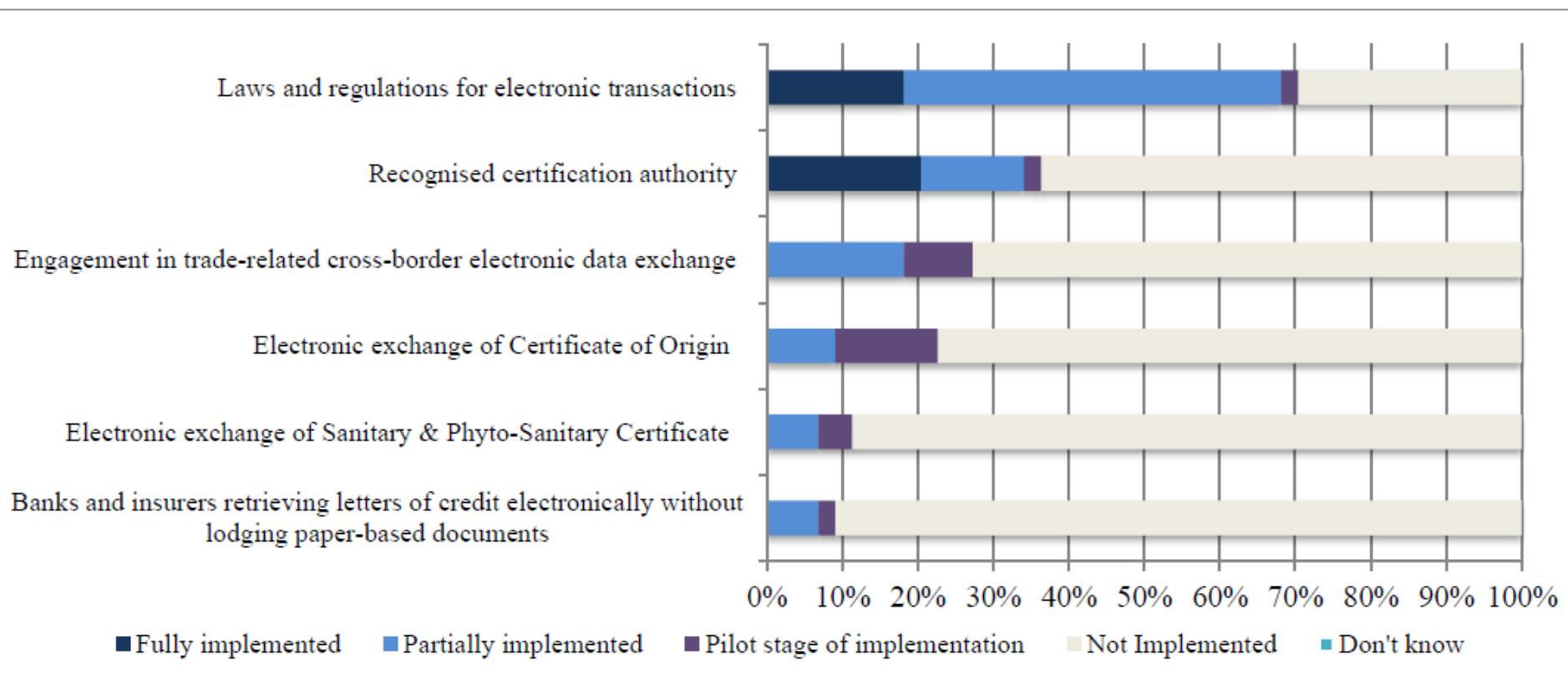


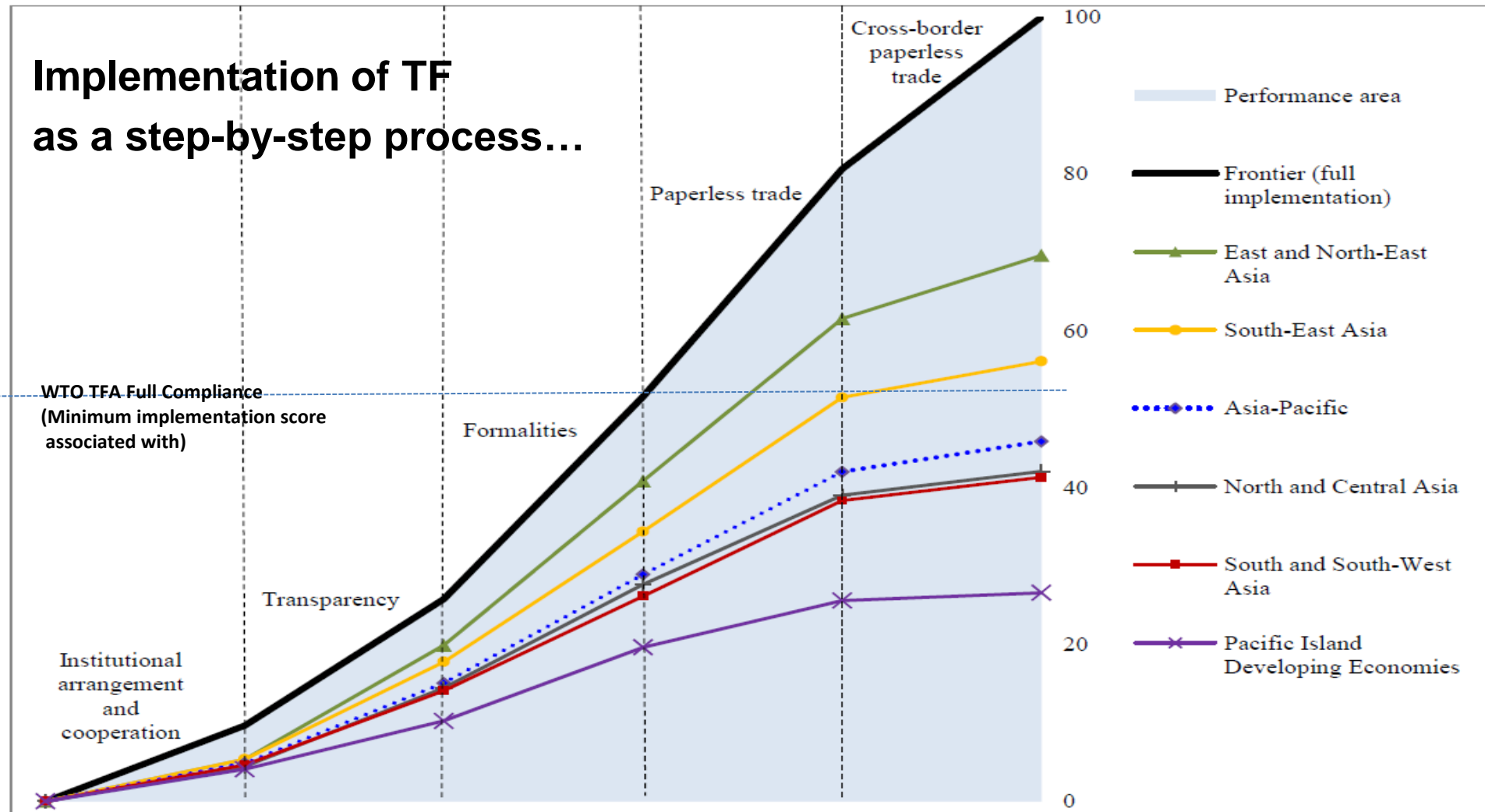
Figure 14: State of implementation of “cross-border paperless trade” measures in Asia-Pacific economies (in %)



Towards “Next Generation” TF [and cross-border e-commerce] in Asia-Pacific

Figure 20: Moving up the trade facilitation ladder towards seamless international supply chains

Implementation of TF
as a step-by-step process...



Note: the figure shows cumulative trade facilitation implementation scores of Asia-Pacific sub-regions for five groups of trade facilitation measures included in the survey. Full implementation of all measures = 100.

Framework Agreement on the Facilitation of Cross-Border Paperless Trade in Asia and the Pacific

❑ A new UN Treaty

- Open to interested (53) ESCAP member states (voluntary) to become parties
- Opening for signature set to **1 October 2016** at UN Headquarters, New York

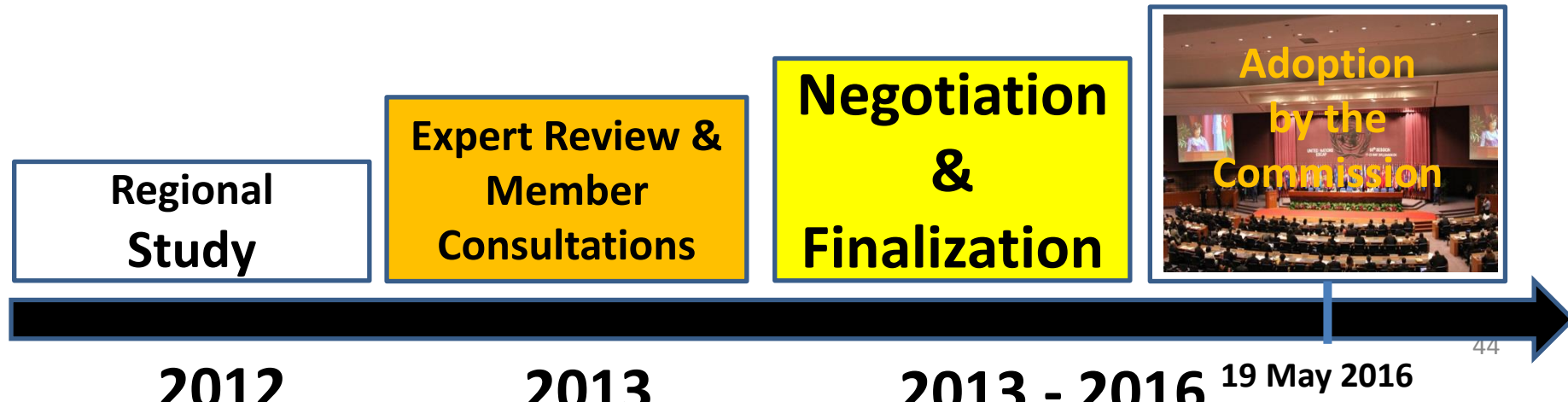
❑ Objective

To facilitate cross-border paperless trade (data exchange) among willing ESCAP member states by providing a dedicated intergovernmental framework to develop legal and technical solutions

❑ Complementary to the WTO Trade Facilitation Agreement as well as (sub)regional efforts

❑ 4 year step-by-step development process (ESCAP resolutions 68/3,70/6,72/4)

❑ Over 30 countries directly involved in finalizing the treaty text in March 2016



Framework Agreement on the Facilitation of Cross-Border Paperless Trade in Asia and the Pacific

Key features

- **Enabling framework:** The focus is on promotion and facilitation of cross-border paperless trade (i.e., exchange of electronic trade data between the Parties not mandatory)
- **A set of general principles:** To facilitate interoperability between paperless trade systems and to ensure that solutions developed under the Agreement lead *both to higher levels of trade facilitation and regulatory compliance*
- **UN treaty with a multi-layered institutional arrangement and ESCAP as Secretariat:** Provides a strong dedicated platform for collaboration
- **A comprehensive action plan:** To develop standardized solutions and protocols for cross-border electronic exchange and recognition of trade-related data and documents, including pilot projects
- **Capacity building provision**

[Entry into force after 5 ESCAP Member States ratify]



Framework Agreement on the Facilitation of Cross-Border Paperless Trade in Asia and the Pacific

For full text and more information, see dedicated page at:

<http://www.unescap.org/resources/framework-agreement-facilitation-cross-border-paperless-trade-asia-and-pacific>

- Full text
- Draft explanatory note
- FAQ

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ESCAP's Support in Trade Facilitation

Research and Analysis

- ESCAP-World Bank Trade Cost Database,
- International Supply Chain Connectivity Index
- Trade and Transport Facilitation Monitoring Mechanism (TTFMM)

Capacity Building

- Trainings: UNNExT Master Class on Single Window Development, SW MasterPlan Development and Implementation, Business Process Analysis (BPA), Data Harmonization, Legal Framework for Paperless Trade
- Guides: SW Implementation Toolkit on all of the above topics
- National/Subregional Advisory Services – Trade/Transit Process Analysis, Trade and Transport Monitoring Mechanism etc.

Regional Cooperation

- ESCAP Committee on Trade and Investment
- ESCAP Resolution 68/3 – Cross-border paperless trade implementation
- Annual Asia-Pacific Trade Facilitation Forum (2014 Forum in Bangkok)

CAPACITY BUILDING - United Nations Network of Experts for Paperless Trade in Asia and the Pacific



“an ongoing community of knowledge and practice to facilitate the implementation of single window and paperless trade in the Asia-Pacific region”

- Tools and guides development activities
- Advocacy and Technical Training Workshops
- Knowledge sharing and peer-to-peer support



www.unnext.unescap.org

CAPACITY BUILDING – UNNExT Single Window Implementation Toolkit for Trade Facilitation

SINGLE WINDOW IMPLEMENTATION TOOLKIT

FOR TRADE FACILITATION



Legal Guide for
Electronic Single Windows
and Paperless Trade



Data Harmonization
and Modelling Guide



Business Process
Analysis Guide



Guide for Design of
Aligned Trade Forms



Single Window Project
Implementation Guide

ESCAP's Initiative on Business Process Analysis (BPA) for Trade Facilitation

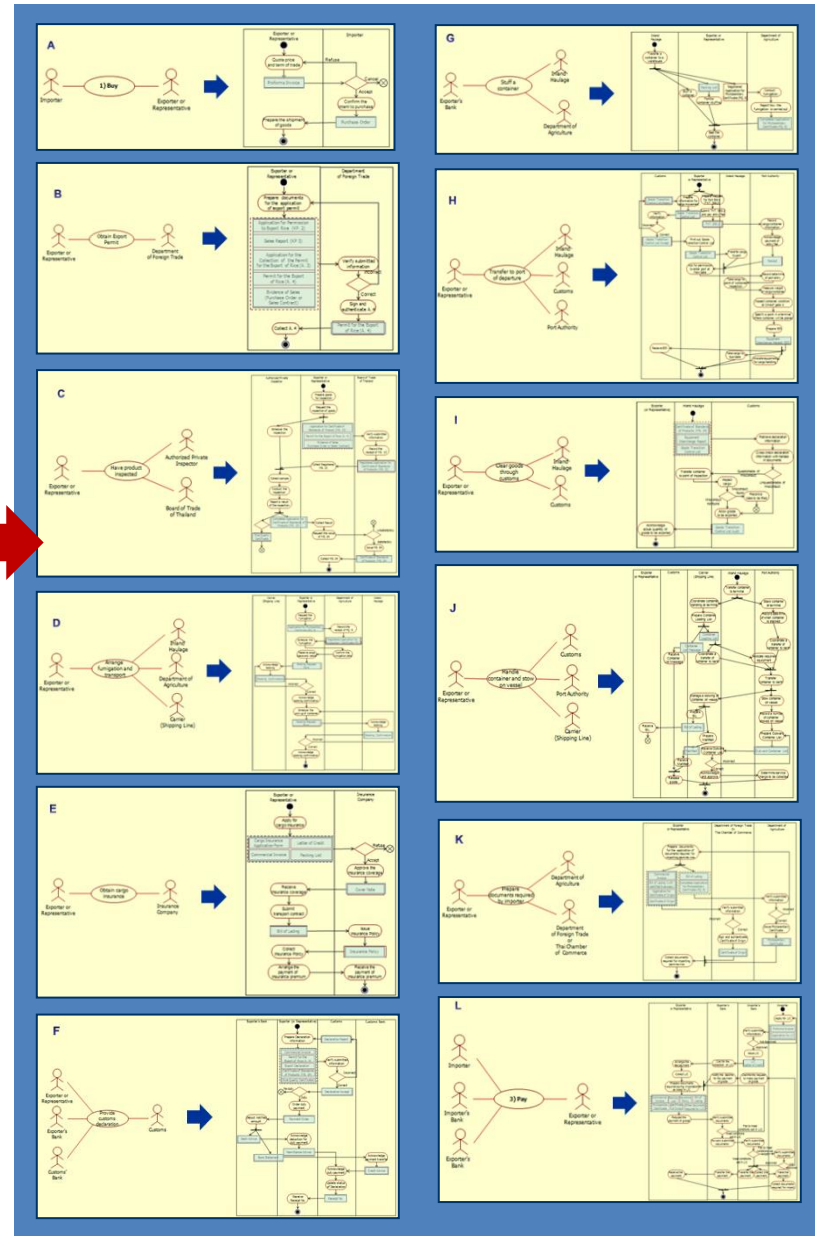
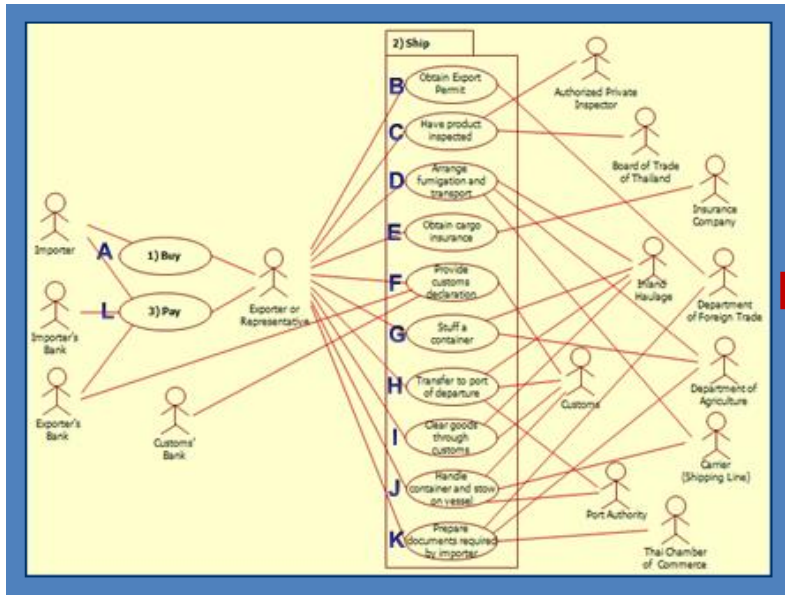
- Part of ESCAP's support to paperless trade
 - United Nations Network of Experts for Paperless Trade in Asia and the Pacific (UNNExT)
- www.unescap.org/unnext/
- UNNExT Business Process Analysis Guide for the Simplification of Trade Procedures.



BPA? Analysis, including mapping, timing and costing of a process (e.g., moving goods from factory to deck of ship)

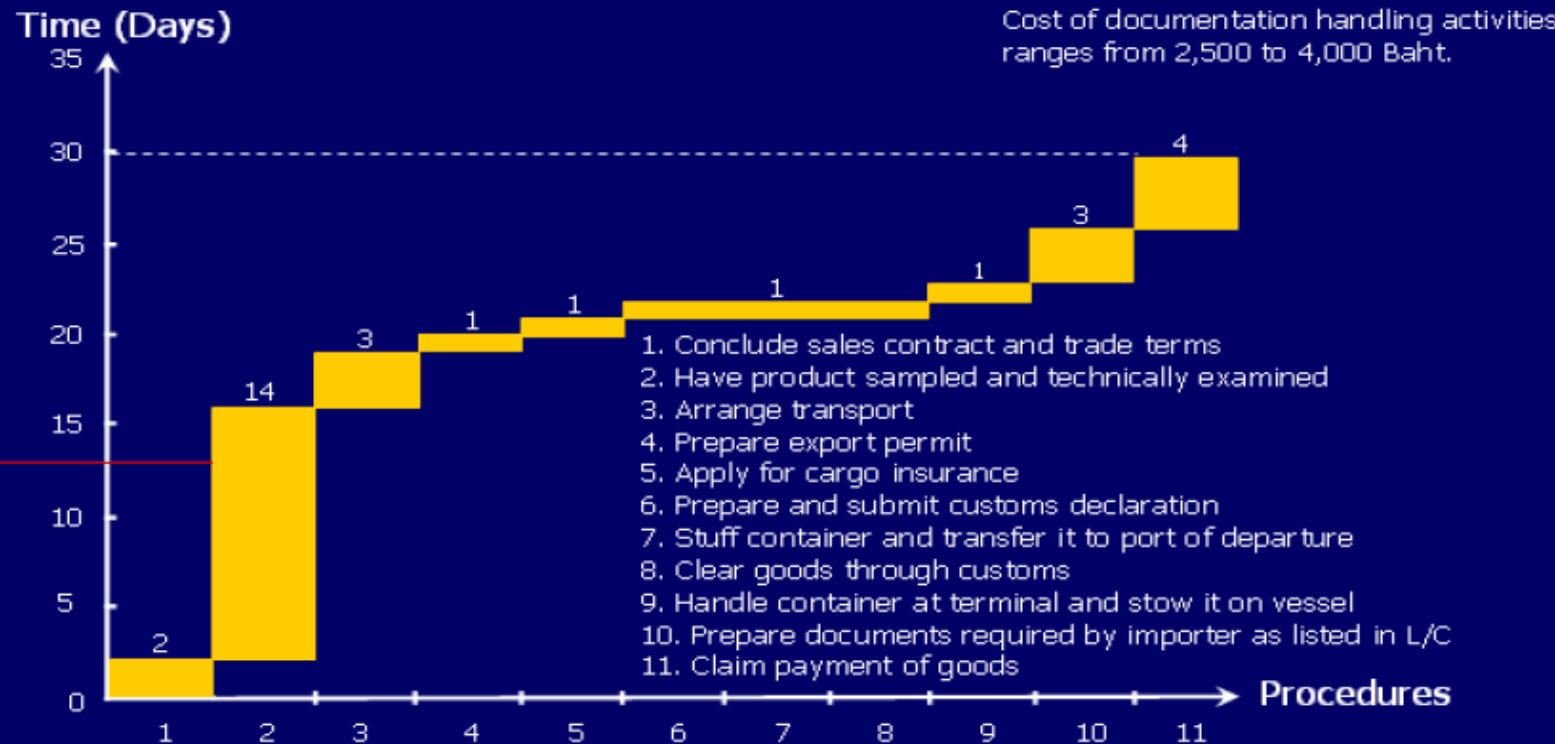
Why? Necessary first step to improving a process

Output of a UNNExT Business Process Analysis (1)



Output of a UNNExT Business Process Analysis (2)

The time-procedure chart*



*Frozen shrimp exports; Data collected by Institute for IT Innovation, Kasetsart University (2007)

On-going work on BPA of Trade Procedures

- Since 2013, working closely with ADB on the conduct of BPA of trade procedures along South Asian Subregional Economic Cooperation (SASEC) **trade/transport corridors**
- Collaboration now extended to Pacific islands

Available since March 2016

Home

Trade, Investment & Innovation

BPA TRAINING

Training Overview

Module 1 - BPA Introduction

Module 2 - UML

Module 3 - Project Scope Setting

Module 4 - Project Planning

Module 5 - Data Collection

Module 6 - Process Analysis

Module 7 - From BPA to TTFMM

ADDITIONAL RESOURCES

Course Study Guide

UNNExT BPA Guide for TF

TTFMM Guide

BPA Case Studies

Trade Process Analysis Database

E-Learning Series on Business Process Analysis for Trade Facilitation

The Business Process Analysis (BPA) online training course has been developed by the ESCAP Trade, Investment and Innovation Division based on the UNNExT BPA Guide to Simplify Trade Procedures. BPA is considered the first necessary step to simplifying trade procedures. The course consists of seven modules and introduces a step-by-step approach to conducting BPA. It is aimed at government officials and other stakeholders responsible for trade facilitation. For more information, testing and certification please contact: escap-tid@un.org

The course is divided as follows:

- Module 1: BPA for Trade Facilitation - An Introduction
- Module 2: Unified Modeling Language
- Module 3: Project and Scope Setting
- Module 4: Project Planning
- Module 5: Data Collection and Process Documentation
- Module 6: Process Analysis and Recommendations Development
- Module 7: From BPA to Trade and Transport Facilitation Monitoring Mechanism

For guidance on how to study this course download the Study Guide.

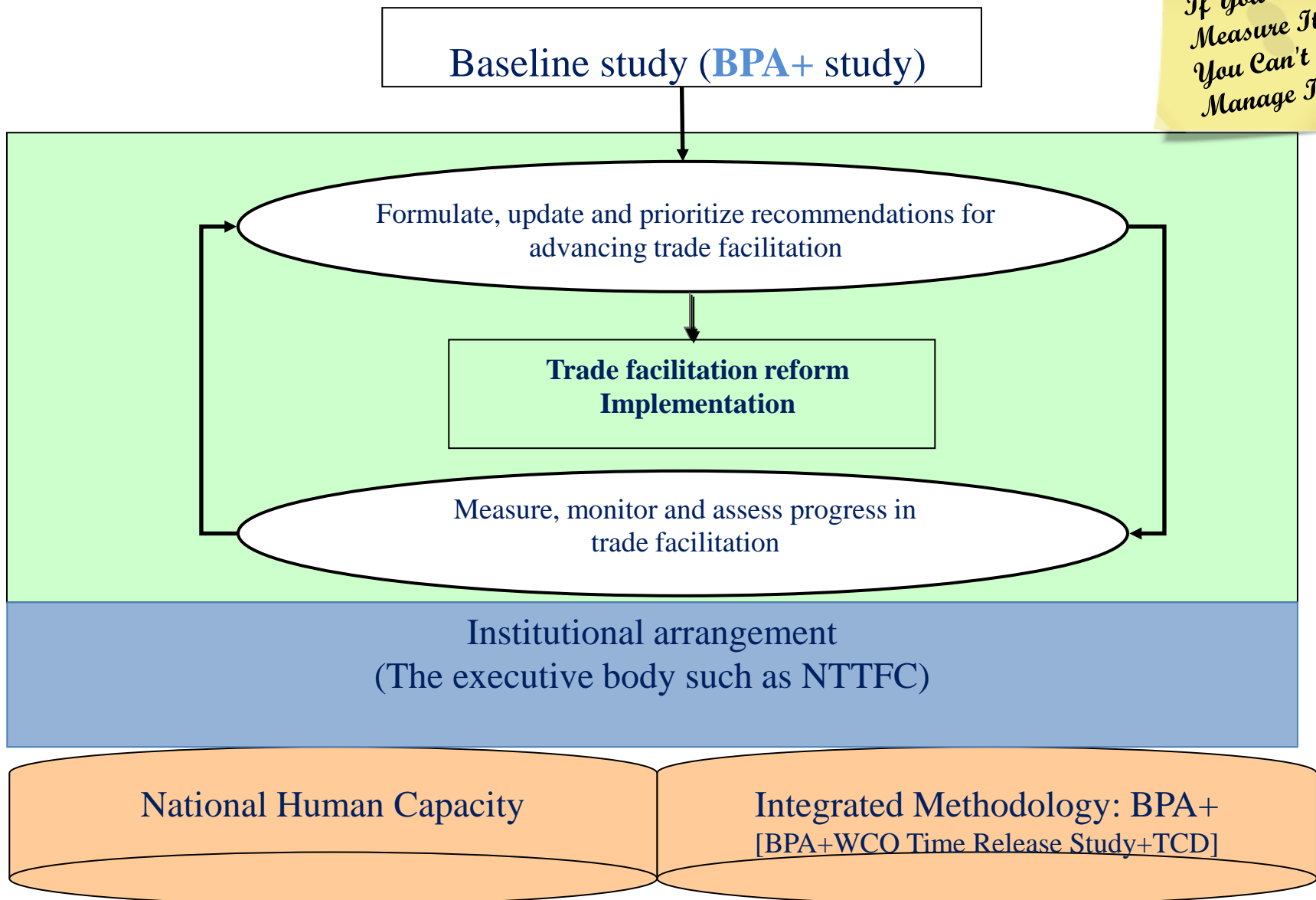


Selected findings from BPA for TF studies

- Document preparation takes most time, followed by transport/handling issues
- Some procedures/regulations driven by industry associations to prevent entry by new/small players
- Procedures between private parties are a big part of the overall trade process
- Importance of port logistics confirmed
- Benefits from partial computerization/automation limited
- Large variations in time and cost across products (or product usage), transport routes, destination, firm size,...
 - Data collected needs to be carefully validated (e.g., through multi-stakeholder meetings)
 - May be useful to develop SECTORAL trade facilitation strategies/plans
- Need for more regular and detailed monitoring and performance measurement mechanisms to design effective trade facilitation reforms

From BPA to Integrated and Sustainable Trade and Transport Facilitation Monitoring Mechanism (TTFMM)

*If You Can't
Measure It,
You Can't
Manage It!*



Launch of ESCAP-ADB Publication: 'Towards a National Integrated and Sustainable Trade and Transport Facilitation Monitoring Mechanism'



Assessing the progress and prioritizing reform in the context of trade facilitation is important but difficult for many developing countries worldwide. Despite the efforts made by many developing countries to facilitate trade and transport, few have effective monitoring mechanisms in place to assess the effectiveness of their trade and transport facilitation reforms, or to identify the trade and transport process and procedures that should be prioritized for simplification or streamlining. One-time monitoring exercises are often costly with little buy-in from local stakeholders. Furthermore, cross-country trade facilitation indicators do not provide sufficiently detailed - or reliable - information to guide reform efforts.

Concluding remarks

- Trade facilitation essential to trade competitiveness and enabling participation in production networks
 - A lot of room for improvement in Asia-Pacific LDCs
- WTO TFA implementation provides a great opportunity to engage in TF reform
- Need for a “whole of supply chain” approach to TF
 - Comprehensive assessment/analysis of import-export procedures needed + monitoring
- Moving from paper to electronic exchange of documents will not be an option for much longer, so plan accordingly
- Participation in regional/subregional initiatives can make a difference

THANK YOU FOR YOUR ATTENTION

- For more information
- Visit: unnex.unescap.org

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Highlights:

Towards National Single Window
for Trade Facilitation: UNNEX Single
Window Implementation Toolkit
[video | 3:57 mins]

UNNEX Policy Brief

Recent and upcoming events:

- National Training Workshop on Trade and Transport Facilitation Monitoring Mechanism (TTFMM), 10-14 March 2014, Phuentsholing, Bhutan
- National Training Workshop on Trade and Transport Facilitation Monitoring Mechanism (TTFMM), 15-17 April 2014, Dhulikhel, Nepal
- Capacity Building Workshop on Facilitation of Crossborder Paperless Trade, 22-24 April 2014, Bangkok, Thailand
- Ad hoc Intergovernmental Meeting on a Regional Arrangement for the Facilitation of Cross-border Paperless Trade, 22-24 April 2014, Bangkok, Thailand
- Inception Workshop of the ESCAP-ADB Project on Trade and Transport Facilitation Performance Monitoring in the SASEC countries, 26-27 November 2013, Bangkok, Thailand
- Global Trade Facilitation Conference 2013, 18-19 November 2013, Bangkok, Thailand

or contact:

duvaly@un.org