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First Draft Recommendation 36 Business Needs - Outline

Business Needs

**Best Practice in Government and Business Community Preparations for
Single Window Interoperability**

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GUIDELINES TO RECOMMENDATION NO. 36 SWI – BUSINESS NEEDS

Introduction

Single Window Interoperability refers to the exchange of specified foreign trade related information in a structured format between two or more Single Window systems in different economies. This exchanged information shall be reused and processed for the purposes of international trade related (and) administrative services with minimum effort and modification.

The aim of this paper is to discuss the multiple Business needs for Single Window interoperability. In the paper consideration is also given to some basic requirements that need to be fulfilled in order to justify the implementation of SWI project. However it should be borne in mind that even one, very strong and well-argued, reason may trigger and justify the Single Window Interoperability activities between SW systems in different economies.

In this paper the term “Business Needs” is considered to cover both trader’s and government’s needs and requirements for Single Window Interoperability.

The driver of the Single Window Interoperability is to facilitate traders to conduct foreign trade while government agencies take care of their tasks.

Trade related information exchange between governments and agencies in different countries and economies is originated to traders needs and requirement to provide trade related information in country of export and import and possibly also in countries of transit.

Like business, the government agencies are also aiming to fulfill their responsibilities in most effective means and ways, while meeting their legal and operational requirements. In addition to that, they should accomplish their task with minimum bureaucracy and cost of compliance for traders as well as maximum transparency and predictability of the official procedures.

Why Interoperability?

There can be multiple reasons for interoperability based on the agreements between the economies who are exchanging foreign trade related information. These should clearly be outlined in the agreements or protocols in order to ensure clarity on the intended usage of the information. Some of the reasons which may be outlined include:

- **For risk analysis purposes.** Receiving information related to the export declaration of the merchandise which will arrive would allow the government agencies of the importing country to assess any security, safety, fiscal or other risks. This aspect is outlined within the WCO “SAFE Framework of Standards” in the first pillar on Government to Government communication. It is also further developed in the WCO project on “Globally Networked Customs” in which the importing country will receive the export declaration related information from the exporting country in order to perform a comparative risk analysis.
- **For advanced security declarations.** Building on this principle of risk analysis, many countries have put in place an advance arrival security declaration system. This again is outlined in the WCO “SAFE Framework of Standards” in the first pillar. Now that these systems have been functioning for a few years, one of the

major concerns is with the data quality. The information which is being received is not reliable enough to perform a proper risk analysis. Trying to get the information at the source, in the exporting country, would allow to improve the data quality. However, it would be difficult to oblige a foreign exporter to directly file information in to the importing country's computer system. Single Window interoperability could assist with this through bilateral agreements between countries where the exporting country's platform would capture all of the necessary data elements; then the exporter would request that these data elements be sent to the importing country (through their own national single window platform), then the exporting country's single window platform would transfer the information to the importing country's single window.

- **For preparation of border volumes.** At the very least, exchanging information about volumes which are departing and which will arrive in a country on an approximate date would allow the importing country to try to adapt their infrastructures accordingly in order to accommodate the expected trade volumes.
- **For combatting illicit activity.** When identifying illicit merchandise or suspected illicit merchandise at export, the exporting country could forewarn the importing country in order to ensure that the merchandise is properly inspected upon arrival. This could also be extended to suspicions of fiscal evasion through the trading transactions and allowing countries to plan the proper inspection relative to such transactions.
- **For trade facilitation.** Supporting traders with their declarative obligations in other countries with which they are not necessarily connected would allow the economic operators to comply with these countries' obligations and to compete in the international market. One such example of this is listed above concerning advanced electronic security declarations. However this could be extended to other procedures up to full import related submissions. The European Union in its UCC is planning a possible centralized clearance which would allow a trader in one Member State to make declarations in multiple Member States through the single window platform of their own country. The Member States then exchange the required data for the full import declaration (or the requested economic procedure such as transit, inward processing or warehousing). This is definitely a step towards trade facilitation and would help economic operators compete in multiple countries.

Pre-requisites for establishing SWI

For an effective and sustainable implementation of single window interoperability projects, there are several important factors that need to be taken into considerations as described below:

○ **Political will / identify driving force**

Strong political will among decision makers and leading authorities is crucial when establishing first National Single Window solution and even more so when establishing Single Window Interoperability between two or more economies.

Often political will can be reached through the clearly articulated needs of business community and practical examples of successful implementations and business cases.

The commitment and understanding of available benefits by decision makers will make easier to identify the leading agency and driving force for Single Window interoperability. Natural choice for this role is the ministry and/or agency responsible for National Single Window operation.

The general acceptance of idea and operation will also help in finding the necessary resources for preparation and implementation of SWI activities

However, also challenges should be brought up to decision maker's awareness in an objective manner, not to build the vision of just a plug-in interoperability especially in multilateral interoperability cases.

- **Defined vision/scope for SWI**

An important pre-requisite for starting the SWI planning and establishment is a common understanding of the aims and goals of SWI operation. Through the common understanding it is possible to create and define a clear vision for the development and scope for SWI.

Defined scope of SWI activity is also important to focus the available resources towards the common goal, among all parties and economies participating the co-operation. This also enables common definition of semantics and terms under discussion and decision.

- **Desire and willingness on necessary levels to reach SWI**

Not only the political will among decision makers and high officers guarantee the successful establishment and implementation of Single Window Interoperability. The positive curve and approach for the action has to be enhanced to all necessary levels of operation.

After the planning and contractual phase between the participating economies has been finalised the practical work for SWI establishment is still to be done. Full commitment of the technical and business process level of implementing parties is of key importance. The effort and cost for reaching this commitment is often very small compared to the barriers and inertia to overcome in case it is neglected.

- **Government/Agency sponsorship confirmed and Operational leadership identified and recognized (by stakeholders)**

The support by government is important when establishing the SWI activity. The sponsorship is desirable to be in the form of acceptance and support for the activity (political will) as well as in the form of resources both financial and skills based. Therefore, the government sponsorship for Single Window Interoperability should be secured and confirmed with all appropriate authorities.

Clear roles and responsibilities related to SWI should also be set for government stakeholders and agencies, in order to prevent any task to fall in the "grey area" between the interfaces and, hence, blocking the development and implementation of SWI activities. On the other hand, the roles and responsibilities should be clearly set to maintain the management team support to the implementation of SWI and avoid confusion and misunderstandings along the process.

The SWI management team must also ensure and verify that all stakeholders understand the need and aim for the SWI activity. A specific task and skill required for the management team is the ability to engage all stakeholders in the project and keep them on board throughout the whole establishment and implementation process.

- **Sustainable transaction volume**

There is no need to consider the establishment of SWI in case the trade transaction volumes between the respective economies are not sufficient to benefit from automated operations and information distribution and sharing.

An easy way to find out this factor is check whether the Trade statistics support the establishment of SWI. However, in case the trade statistics do not support the establishment of SWI operation it is good to have a look also to Trade volume prognoses if there are clear indications of increasing foreign trade activity that are supporting the establishment of SWI, especially between respective economies.

If the key factor of the decision is based on anticipation, there should be some foreseeable concrete events or actions that influence to trade volumes can be estimated and calculated reliably. This kind of event could be e.g. establishment of Free Trade Agreements.

- **Consistent business processes**

Consistent and equivalent trade and administration procedures and processes in economies establishing single window interoperability will greatly help in practical implementation of operation and negotiations on technical and other practical solutions to be implemented. In practice, this will be realised in terms of faster roll-out of the system and thus, cost savings for governments and business.

Some examples of the areas where consistent business processes may help SWI are introduced below.

Use of similar/corresponding standard trade documents and data sets in respective economies and by their responsible agencies is an important facilitating factor. In case the existing trade documents and datasets are different, there is a need for harmonization activity e.g. following the UN/ECE Recommendation 34 (Data Simplification and Standardization for International Trade).

Utilization of standard electronic documents and/or messages between trade and NSW and NSW's in respective countries will also be a very beneficial and facilitative issue. Furthermore standard based message implementation practices for messages will be a valuable asset for interoperability between National Single Window systems.

The Single Window Interoperability will also greatly benefit of implementation of corresponding product classification and customs tariff headings in participating countries.

- **Existence of National Single Window services**

- Basic set of NSW services

Sufficient number of companies using the NSW services with sustainable volume of trade do provide solid ground for enhancing the operation to SWI actions. The existing trade and usage of NSW also clearly shows where to find the possible partners for SWI enhancement.

A clear understanding of business needs for SWI, gained through NSW operation, is an important pre-requisite for understanding of the business aims and goals of SWI operation. Through this understanding, it is possible to define and develop business needs based vision and services for the SWI.

Experienced NSW organization and its experts are the key resources in enhancing the national operation to international and implement SWI services. The experts know thoroughly the NSW system, data contents, interfaces and functionality. They will also be in very important position when evaluating and identifying possible bottlenecks as well as developing the interoperability by harmonising the existing information, processes and practices for interoperability.

Scope of SWI

The Recommendation for Single Window Interoperability would cover the mechanism required for the interconnectivity of two or more Single Window facilities and address the business needs for cross-border trade information exchange which requires the exchange of regulatory data/information beyond the domain of national Single Window as follows:

- **Government-to-Government (G2G)**

Facilitation of legitimate trade and fight against fraud require simple, rapid and standards trade/customs procedures and processes. Examples of the following G2G information exchange would expedite the risk analysis and process simplification for the Authorities:

- License, Permit, Certificate and others
- Customs declaration information
- Applications and decisions related to cross-border trade transactions

○ **Business-to-Government (B2G)**

In the interests of business while fulfilling the levels of control between customs territories, the exchange of information between business and cross-border Government Authorities is essential. Examples of B2G documents maybe exchanged as follows:

- Advance Cargo information
- Conveyance information

Limitations

There are challenges and constraints foreseeable for business needs of SWI initiatives/projects such as :

○ Evolving business processes

The business process is constantly changing to needs the business needs of varies stakeholders. In addition to that, the control measures by the Authorities are evolving to better facilitate the legitimate business transactions. The SWI projects need to be robust and flexible to cater for the evolving business needs.

○ Legal requirement

Due to the national regulations, some governments are obligated to limit the sensitive business data exchange to protect the interests of the business community and its government. As such the level of details to be exchanged within SWI stakeholders are limited to such obligations.

○ Disparity in the level of National Single Window implementation

NSW as an important component in the SWI project implementation, the parties involved in the SWI project shall ensure the respective NSW would meet the business needs of the SWI stakeholders.

Different models of SW

▪ **The non-customs SW model**

A non-customs SW concerns movements of persons and means of transport, such as the “maritime SW”¹ with its activities in the domain of reporting formalities for ships. The “maritime SW” project is piloted by DG MOVE and, at national level, by the Ministries

a) 1 - DIRECTIVE 2010/65/EU OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 20 October 2010 on reporting formalities for ships arriving in and/or departing from ports of the Member States and repealing Directive 2002/6/EC

of transport. The project aimed to facilitate and foster an effective and sustainable Maritime Single Window development that:

- Allows smooth interaction of data between the user and national administration involved;
- Optimally meet the needs of the maritime industry;
- Adheres to the Rule of Law;
- Recognizes existing (partial) systems;
- Safeguards the varying ambition levels of individual Member States;
- Is future proof, i.e. substantially enhancing interconnection in the logistic chain on the long term.

▪ **The customs SW (CSW) model**

The CSW is focused on customs formalities. It involves stakeholders dealing with cross border movements **of goods**. In most countries, the customs declaration has been completely dematerialized: EDI flows transmit directly the data from private databases (importers and exporters databases or cargo community systems) toward customs clearance systems. Nevertheless, there are around **40 documents** (certificates, licenses, authorizations, notifications or any other documents issued by many competent authorities) which must be joined in hard copy to the customs declarations in order to be checked by customs. The results are reflected in the customs treatment of the consignments. Border control measures aim at protecting citizens and consumers from unfair and illegal trade as well as ensuring their security and safety. Nevertheless, legitimate trade should not be unnecessarily hindered at the border. Balance between controls and trade facilitation must be observed. **Automating the checks of customs declarations' supporting documents by using IT systems** will simplify the task of customs and accelerate the handling of the consignments for traders.

It should be noted that the term CSW differs in practice from the conventional definition of a SW such as that used by UNECE in its recommendation N°33 of July 2005.

▪ **Functional and technical architecture of the CSW**

Functionally, the customs clearance systems require information from the competent authority's database, and send information back towards it at the main steps of the declaration's life cycle.

- The cross checks are performed when the customs declaration is validated and registered in the customs system (because customs is legally responsible for the controls of goods at the borders).
- The used quantities (and other data) are transmitted to the partner's database at the end of the process when the goods are released.

This architecture is generic and allows the treatment of various documents related to different legislations.

Technically, the data are exchanged by web-services through an electronic platform.

▪ **Which level of implementation for the CSW (national or regional) ?**

It is obvious that the right level for the CSW implementation depends on the covered legislation and on its business needs.

▪ **National CSW**

In France, Spain, Italy and Austria there are connections between the customs systems and a number of national databases operated by licensing authorities.

For example, the French authorities (customs and Ministry of Defence) are currently building a National CSW in order to facilitate the exportations of war materials. The national level is necessary for such a project covering a national regulation, with important constraints in terms of confidentiality and IT security.

- **Regional CSW**

- Principle

End of 2010, the European commission agreed on the EU-CSW project and launched the first pilot called “EU SW-CVED”. For the import of animals, food and feed, the presentation of a CVED² or a CED³ to customs is required. An EU database contains all information relating to these documents issued by the competent authorities of MS : the TRACES⁴ database managed by DG SANCO. The pilot project of a EU CSW aims to provide for automated validity checks of these documents submitted with the relevant customs declarations. This project consists in interconnecting MS customs systems and DG SANCO’s TRACES system holding the document data.

- Scope of the EU CSW

It has been initially decided to provide an EU-CSW for certificates with an EU database and an electronic format. The European Commission will include in TRACES database several other customs declarations supporting documents: the **CHED-PP**⁵ (DG SANCO) and the **FLEGT**⁶ licences (DG ENV). There is also a cooperation between DG SANCO and other DGs which will integrate their certificates into TRACES (**organic products** (DG AGRI) and the **IUU catch certificates**⁷ (DG MARE)).

- Evolutions

A further step is exchange of electronic information between the traders and the TRACES database (EDI flows). This is one of the main objectives of the project TRACES New Technology (TNT) which DG SANCO is currently working on.

- **Interconnections between two CSW**

So far there is no example of an interconnection between two CSW because the model is not mature enough (2010) to express all its potential. But it is already certain that, for regulations requiring customs validation of licences on two sides of the border, the interconnection between both CSW will allow the end to end dematerialization of the process. For this purpose, France and Switzerland are setting up an IT link between their national CSW in the CITES field.

General Business / Sustainability analysis

5	2 CVED : Common veterinary Entry Document required for import of live animals and products of animal origin.
6	3 CED : Common Entry Document required for import of certain feed and food of non-animal origin
7	4 TRACES : TRAdE Control and Expert System
8	5 CHED-PP : Common Health Entry Document – Plant Products
9	6 FLEGT : Forest Law Enforcement Governance and Trade
10	7 IUU fishing : Illegal, Unreported and Unregulated fishing

The Business needs and sustainability analysis are important to implement in order to understand the real needs of business community and government to implement SWI, identify the gaps and required development activities to reach the sustainable SWI activity.

The aim of Single Window as well as Single Window Interoperability is to facilitate trade by making the regulatory requirements and their fulfilment as easy and smooth as possible for businesses and at the same time meet the requirements and procedures set by authorities.

The task for Business needs and sustainability analysis is to find out:

- the need for facilitation within the SWI context (goal for SWI activity)
- what is already done (present/as-is situation)
- where to facilitate (identify the process gaps)
- how to facilitate (identify the procedures and best practices)
- when to facilitate (what should be done first)

The business needs analyses should not be stopped when the implementation of SWI is done, but to continue with user and stakeholder feedback collection and evaluation of experiences when the operation is up and running.

With sustainability there is three sides; economical, environmental and social sustainability. The economical sustainability is easiest to measure and necessary or even self-evident requirement for all business activities. Environmental sustainability has become more and more important part of the business operations including the efficient usage of energy and other resources and minimum influence to the physical environment. The social sustainability aims on good business relations and mutual benefit to all stakeholders.

Below are the steps to carry out analysis in order to find out the necessary information and tasks to start development of Single Window Interoperability.

1. Identify key stakeholders

Identifying parties who will be affected by the SWI implementation.

2. Capture Stakeholder's interests and requirements

Conduct study on each identified stakeholder's business needs and requirement for SWI. The gathering of information could be achieved through conducting workshops and/or working groups.

3. Categorize business needs and requirement

The business needs and requirement could be categorised into the following groups:

- Strategic
- Business
- Operational
- Technical

4. Finalize the business needs and requirement for the SWI project

Once gathered and categorised all the business needs and requirement, determine which requirements are achievable and how it can be implemented by:

- prioritizing the needs/requirements
- analysing the impact
- resolving conflicting issues
- analysing feasibility

5. Sign-off

The stakeholders or their representatives shall sign-off the business needs analysis report/agreement to ensure that the SWI meets their business needs and therefore committed to support the implementation of SWI project.

○ **Trade volume between economies involved**

Trade (customs and transport) import and export statistics are the traditional tool and means to analyse foreign trade volumes on the country and trade sector level. The statistics are not a reactive tool and always behind the latest changes of trade volumes, but on a longer run trade statistics provide reliable information on foreign trade trends and developments. The trade statistics however does not provide direct information on the frequency and number of individual trade transactions and, hence, not so specific information for sustainability of Single Window Interoperability. Trade statistics can be used for analyses of general trade volumes between countries, sectorial division of traded goods and modes of transport utilised in export and import by product category. The trade statistics might be available in different contents and combinations in different countries. UN Statistics Division is standardising the collection and publication of trade statistics. Internationally trade statistics are collected into The United Nations Commodity Trade Statistics Database (UN Comtrade).

Prognoses and surveys on Trade and economic situation and development can be used for evaluating the future development of trade volumes in general and between specific countries and trade sectors. Combined with the study on trade statistics a reasonably good estimation on the trade volumes and their present trend foreseeable development can be created to support the decision making and planning of SWI activities.

Free Trade Agreements and other preferential arrangements do normally boost the trade between economies. In addition to the main benefits of FTA, the influence of free trade agreement to the business activity might be one of the triggers to implement SWI arrangement. Combined together FTA and SWI may create a powerful tool for predictable, stable and harmonised trade procedures between participating economies.

○ **Strong political will**

The level of commitment among political decision makers and leading authorities is of major importance when establishing Single Window Interoperability between two or more NSW's. The level of commitment to the SW operation and development can be studied by interviews and discussions with appropriate political decision makers and lead authorities like customs and trade ministry officers etc.

Often political will can be reached through the needs of business community and examples of successful implementations and business cases. It is important that all relevant stakeholders will be interviewed and briefed about the benefits and possibilities of SWI. However, also challenges should be brought up to their knowledge in an objective manner not to build the vision of just a plug-in interoperability especially in multilateral interoperability cases.

○ **Awareness level on SWI benefits** among decision makers and leading authorities as well as business stakeholders is key issue. The awareness can be raised with tools like **seminars, interviews and discussions**. Also a questionnaire is a practical method to raise awareness on the topic at the same time as the present level of awareness is studied. a questionnaire also provides basic information on the general attitude toward SWI. The attitudes and impressions may be checked with discussions and interviews e.g. while conducting studies for reviews and analysis..

- **“Local” interoperability (national agencies to the NSW)**
Business process analysis and modelling should be implemented among organizations related to NSW and their interoperability with international SWI in order to find out possible bottlenecks and development areas.
 - Analysis and modelling (or reviewing) of AS-IS situation of business processes and data flows between (business and NSW and) NSW and government agencies and administration
 - Analysis of SWI requirements and needs for processes and information flows
- **Internal review of national readiness for SWI**
Study and interview among business and stakeholders should be conducted to review the readiness for SWI activity. This is especially important to be conducted among NSW operational staff.
 - Motivation of stakeholders and NSW operational staff
 - ICT readiness – software, hardware and data communication
 - Scheduling
- **Stakeholder needs**
Study and interview review and analyse stakeholder business and other possible needs for SWI. The reviewed areas could be, but not limited to the following:
 - Stakeholder analysis and evaluation of business needs
 - Mutual user recognition mechanism - Trader identification - Trusted Trader–schema.
Mutual recognition is needed for SWI and SW’s are encouraged to create a mechanism for that. (Should the guidelines go even further and propose or specify mechanism(s) that should be used? In this case there is need for some technical and legal specifications/ definitions).
 - Trade transaction identification
 - A mechanism for trade transaction identification is needed to track and trace trade documents and connect the documentation to the goods (items)
 - Use of appropriate classification system for product identification
 - HS codes or other agreed product identification scheme

More stakeholder analysis are described in the below section.

- **Bilateral Trading Agreements Research**
 - Need to research all regional and bilateral trading agreements and arrangements to ensure specific protocols or legally binding obligations are considered when developing a national Single Window facility.
 - Such research may reveal examples where a trading agreement may need amendment or revision.
- **Cross Border and Transit Trade Information**
 - We suggest the collection of cross border and transit trade related information requirements that should be considered in the design of any interconnectivity and interoperability module for the national Single Window.
- **Sustainability National SW & international interoperability**
 - The participating Authorities shall conduct Cost/benefit analysis and evaluation to assess the feasibility and benefits of SWI implementation in the long term.

- The participating Authorities shall also consider appropriate operational and business model for the implementation of SWI. The SWI operational and business model will be discussed in detailed in the Governance Discussion Paper.

- **Environmental sustainability evaluation / analysis**

Environmental sustainability analysis should also be a part of the analysis for SWI. It is anticipated that SWI will have the similar effects to environment as most of the electronic business developments. At least the use of paper and energy for producing, transporting the documents will be reduced. The analysing methods that could be implemented here are e.g. Supply Chain Environmental Sustainability Scorecard and Environmental footprint analysis.

Analysis of parties and stakeholders' business needs

It is crucial to analyse the roles and benefits of each parties involved in the SWI implementation. The scope and objective of the SWI project could be defined by analysing the existing trade relationship and capacity between the participating countries and it's readiness/preparedness for SWI. Below outlines the business needs of each stakeholder in relation to the cross-border trade facilitation business processes:

- **Governments (top/deciding level)**
Governments play a key role in establishing Single Window Interoperability. Government decisions pave the way for trade agreements and conventions resulting increase of trade volumes. The government decision or acceptance is required when starting to establish and implement information exchange between National Single Window systems between two countries or economies. Governments can also create a feasible environment for implementation of trade facilitation measures, allowing its benefits like Single Window interoperability to be utilised.
- **Lead Agency (implementation level)**
Single Window lead agency take the responsibility of coordinating and implementing the SWI activity. Lead agency will also take the action to negotiate on harmonization of practices and interfaces as well as necessary information, like data sets (documents), codes etc. The lead agency may take care of the implementation action itself or nominate a **Single Window Service Provider** to take care at least of the technical implementation of SingleWindow interoperability.
- **Traders/Declarants (information source level)**
Without traders and the requirement to provide information on the traded goods along the supply chain for fiscal and other purposes the SWI activity will not be needed. The SWI activity is established to facilitate the traders' burden to provide information to administration.
- **Other interested parties involved in the business process**
Participating Government Agencies could be involved in Business to Government (BtoG), Government to Government (GtoG) relations. The BtoG is an interaction between a trader and administration. Different possibilities to enter the information exist: direct trader interface; EDI, web forms, etc. GTG relationships can have two facets: The 'external' case of GtoG is when there is an interaction between two international administrations. The 'internal' case of GtoG is when there occurs data exchange internally in a country between its local agency and related national governmental agencies.
- **Chambers and others associations** are interested in developing ICT infrastructure for facilitating global trade. Chambers of commerce deliver international certificates. For example certificate of origin may be needed to comply with Letters of Credit, foreign Customs requirements or a buyer's request. Electronic signature is needed for SWI.

- **IT Service Providers** can facilitate the process of SWI. They can offer IT services and participate in developing, implementing or updating digital infrastructure or services for private traders or administration. Interoperability will permit to optimize the supply chain management (tracking goods, knowledge in real time, anticipating event...). This market if it is generalized at an international level will permit scale economy and lower software prices. This can foster innovation.
- **Financial institutions** facilitate the flow of money between a supplier and a buyer. There are different types of payment to secure international sales transactions as Letter of Credit or Documentary Collection. Even if banks use SWIFT messages for issuing international trade payment, lots of papers (such as packing lists, insurance certificate, certificate of origin, commercial invoice, transport document, EUR1...) are still sent in paper between the import and export banks. Single windows interoperability could be an opportunity to dematerialize the payment process in parallel of SWIFT platform.
- **Port Operators** are obliged to report formalities concerning ships arriving in and departing out their countries.
 - Two kinds of information systems are concerned for maritime transport: shipping and goods.
 - **Shipping:** Vessel can be linked with port community system which manage port of call, dangerous goods and etc. Standardised form for regulatory reporting are defined by the International Maritime Organisation (IMO) convention on Facilitation of International Maritime Traffic (FAL). The different FAL paper forms are currently: general declaration, cargo declaration, ship's stores declaration, crew's effects declaration, crew & passenger lists, dangerous goods, declaration of health. In Europe, the Directive 2010/65/UE² aim at simplifying and harmonising the administrative procedures applied to maritime transport by establishing a standard electronic transmission of information and by rationalising reporting formalities no later than 1 June 1 2015. In this maritime single windows project, each port sends data to a national system (in France named Traffic 2000) which transfer information to agencies (health ministry, cross border police...) and to European database (SafeSeaNet).
 - **Goods:** Freight data can be integrated in a cargo community system which supports, in particular, e-customs process.
- **Ship owners** are interested in sending the information only once in the national single windows (for example some information of the FAL (shipping) are similar to the goods clearance). This One stop shop interface requires port operators to agree on data format. For example customs good classification is HS code whereas dangerous goods are classified with united nation systems. Furthermore statistics for maritime transportation of goods in France is based on another system named NST. Simplifying, rationalizing, standardizing different nomenclatures, agreeing on standards are key issues to prepare SWI.
 - Ship owners require similar port single windows systems at an international level. For example Directive 2010/65/UE will be implemented with 28 different project teams. Coordination is needed (in Europe ANNA³ has this role). It means developing similar IT languages, standards and procedures.

Conclusions

It is crucial to perform business needs analysis prior to development of regional or Single Window interoperability projects as it will help the parties involved to understand the business goals and what has in place to support the implementation of SWI.

DRAFT