

Q1: Respondent details

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Q2: Country or customs territory: Senegal

Q3: Organization: Public sector

Q4: Title of case story: ORBUS Single Window

Q5: Case story focus:

Implementation of the Trade Facilitation Agreement and/or trade facilitation measures more generally (e.g. trade and transport facilitation).

Q6: Case story abstract:

The ORBUS Single Window is a joint online platform for public and private organizations that are involved in customs clearance formalities in Senegal.

Q7: Funding partner: South-South partner

Q8: Project/programme type: Multi-country

Q9: Your text case story:

The computerized customs service ORBUS Single Window is a joint initiative by the customs authorities and port operators. Its management committee is a public-private partnership aimed at upgrading customs formalities. The economic interest group GAINDE 2000 was set up to design and run the ORBUS Single Window and to interconnect it with the customs' IT system. The aim of the Single Window was to modernize pre-clearance formalities in Senegal and reduce the associated costs and delays. In July 2004, GAINDE 2000 launched the ORBUS Single Window for automated data collection and submission of customs declarations through a network enabling the main foreign trade operators to process applications for mandatory import, export or transit authorizations and certificates electronically. The ORBUS system provides a technological infrastructure and a service package involving around:

- 23 banks;
- 14 insurance companies;
- 16 insurance brokers;
- 11 public organizations;
- more than 500 certified customs brokers and holders of customs clearance authorizations.

ORBUS Single Window has largely contributed to revolutionizing the foreign trade environment in Senegal. Consolidation of the efforts undertaken since ORBUS was launched has turned the country's paper-based customs process into an entirely paperless system, with:

- a legal framework for electronic commerce in place since 2008; and
- a certification authority to facilitate implementation of the ORBUS electronic signature system.

This has significantly reduced the delays in pre-clearance and clearance formalities and the related costs, improved customer service quality, and eliminated almost all use of paper. Thanks to the ORBUS system, Senegal was ranked as the top global reformer in the Doing Business 2009 report and is one of Africa's best-performing countries according to the World Bank's ease of doing business criteria. Under the South-South partnership, Senegal makes its expertise and technologies available to other countries, particularly Kenya and Burkina Faso. The following lessons were learnt when implementing ORBUS:

- a single window is more of an organizational than a technical project;
- it is important to take into consideration the needs of other stakeholders as well as those of the customs authorities;
- to increase the chances of success, the broadest possible array of stakeholders need to take ownership of the project;
- to fully reap the benefits of paperless foreign trade formalities, the single window concept needs to be extended to other African countries.

Q10: Lessons learnt: *Respondent skipped this question.*
