

FEEDBACK/TESTIMONIAL OF THE GHANA NATIONAL SINGLE WINDOW

A Freight Forwarders Perspective



WHO WE ARE

- Consolidated Shipping Agencies Ltd is 100% Ghanaian Freight forwarding and Logistics company.
- Established in 1996, the company has evolved from a customs brokerage firm with 4 members of staff to a well recognized and respected Logistics Company with a staff strength of close to 200.
- Conship has well established offices in four locations namely Accra, Tema, Takoradi and illinois (USA)
- We are proudly a Trace compliant, ISO:9001 certified company

SOME OF OUR CLIENTS



A FAMILY COMPANY



International Land Development Company Limited
TEMA FREE ZONE ENCLAVE



The Foschini Group



CONSHIP AND THE GHANA NATIONAL SINGLE WINDOW EXPERIENCE

- In line with GNSW program the importing and freight forwarding community was introduced to the Pre-Arrival Assessment Reporting System (PAARS) in September 2015.
- The pre-arrival classification and valuation process, which had previously been done by five document inspection companies, was discontinued in order to bring Ghana into line with global best practice as recommended by World Customs Organization and World Trade Organization.
- Aspects of the PAARS that formed an integral part of our operations in processing shipments for clearance were:
 - a. IDF GENERATION AND CCVR PROCESSING
 - b. WALLET FOR IDF PAYMENTS
 - c. CASH XPRESS CARD FOR DUTY PAYMENTS

IDF GENERATION AND CCVR PROCESSING FOR THE INSPECTION REPORT

Pre arrival processing of documents for customs clearance begins with the generation of IDF and the submission of the CCVR to obtain the Inspection report.

Prior to the introduction of PAARS, the inspection companies were responsible for the issuance of the Inspection report.

There were a myriad of issues with obtaining the Inspection report, some of which are depicted as “before” and “after” the introduction PAARS

BEFORE

- Time frame for receipt of the Inspection report could range from 4 days to 2 weeks. As a result these delays in processing, Importers were heavily burdened with delays in clearance and storage costs
- Customs brokers were not informed of rejected applications on time
- Customs brokers were not privy to the various stages of the processing of the inspection report
- Our company had to employ one person solely for the purpose of chasing up the Inspection reports
- GRA Document verification Officers sometimes contested the Inspection reports which caused further delays
- No notifications

AFTER

- Time frame for the receipt of the inspection report is averagely 2 days (if all documents are submitted correctly). This significantly reduces the total time for clearance and importers are not burdened with high storage fees
- Rejections due to lack of documentation or information reflects quickly on the PAARS portal and the reason for rejection is clearly stated
- The 5 stages of processing of the inspection report from Verification to Approval is clearly stated on the portal and is updated in real time so its easy for brokers and importers to estimate clearance time for planning purposes
- The company re-assigned this employee to a department that was shorthanded and this was a cost saving to the company
- GRA Document verification Officers no longer contested the Inspection reports as GRA was an integral part of this activity
- Notifications by SMS and Email are available when reports are ready

STATISTICS

YEAR (JAN – JUN)	NO. OF SHIPMENTS	AVERAGE NO. OF DAYS
2015	402	10.5
2016	523	2.4

WALLET FOR IDF PAYMENTS

The PAARS system was complemented by the launch in April 2016 of the electronic payment system for the Import Declaration Form (IDF).

Companies purchase IDF's in bulk via credit card, mobile money or bank draft.

The result of this was a further savings in the time, cost and convenience

CASH XPRESS CARD

- The introduction of Cash Xpress Card for duty payments is one of our favorite innovations under the GNSW.
- Previously, cheques were written for payment of duties. The field clerk responsible for this task queues at the bank to process the payment. If multiple payments are required at different times of the day, this process is repeated. Average processing time for 1 payment from end to end is 30 minutes.
- The process of payment using the Cash Xpress Card begins with entering 3 details, the declaration number, the importers TIN Number and the amount for payment. This goes through a validation and payment process where the card is used to make payment by entering the its details.
- Notifications are sent with each milestone of the payment process.
- The Average payment time using the Cash Xpress card is 10 minutes. There is no movement to the bank, no queuing and multiple transactions can be processed at a touch of a button in comfort of your home or office.

BENEFITS OF THE SINGLE WINDOW TO CONSHIP

- Convenient
- Easy to use and as such, we are able to process more shipments.
- Less Human Interface so errors are minimized
- Savings in Cost and Time for the importer and the broker
- Safer - No handling of Cash or cheques
- The integration of the eMDA and GICCS unto PAARS makes it a one stop shop for processing
- A positive impact on the environment through the reduction in paper usage
- The NSW greatly increases transparency and reduces the possibilities for irregular interventions and payments.
- Regular notifications on customs activities, servicing etc
- Frequent training
- Very useful information on the Ghana trading hub portal eg. Duty calculation, HS code information, Clearance procedures etc

IMPROVEMENTS AND SUGGESTIONS

- Improve time frame for Appeals
- Monitor, measure and analyze KPI's at all levels
- Abolish Rotation or reduce time frame to 2 hours for airfreight shipments
- Minimize face to face interactions e.g from receipt of CCVR to Compliance
- Expand electronic payment system to include MDA permit, Handling Charges etc
- Improve the speed of the GICCS and eMDA System
- Integration with other Banks and Insurance companies
- Create Webinars and video tutorials that are accessible to all importers and forwarders from the Trading hub website
- Establish an Online system for duty refunds

THANK YOU