



VANUATU DEPARTMENT OF  
CUSTOMS AND INLAND REVENUE

# Vanuatu

## ASYCUDA World Project

Monthly Newsletter

ISSUE 8

1ST DECEMBER 2016

### IN THIS EDITION:

- **CRMC 4th Meeting**
- **UNCTAD Continuous Support**
- **Customs Clearance Procedures documentation completed**
- **Team attended Technical Training in Suva, Fiji**
- **ASYCUDA World Production Server Implementation update**
- **Vanuatu attends ASMP 15th Review**

### UPCOMING EVENTS IN DECEMBER

1. **ASYCUDA Technical mission 2 to 9 December**
2. **CRMC 5th meeting**
3. **Party :-)**

## CRMC 4th Meeting 4th November



Discussing changes

The CRMC's purpose is to drive the reforms and changes in Customs, not only to ensure the successful implementation of the ASYCUDA World (AW) project but to ensure Customs meets its overall objectives. Chaired by Director DCIR, CRMC consists of the Deputy Director Customs, all Customs Manag-

ers, Customs TA and visiting UNCTAD Experts. While matters are usually discussed and agreed over email, the Committee formally meets every month.

This month's meeting agenda covered the following items, amongst other things:

1. Brokers level of access to AV
2. Endorsement of Flowcharts & SOPs
3. SOClass License funds update
4. HS2017 update
5. Warehouse stock cleanup update
6. Technical update

The 5th CRMC meeting is scheduled for 15th December 2016.

## UNCTAD Continuous Support

While the mobilization of the resident ASYCUDA World (AW) Expert for the Vanuatu AW project is ongoing, UNCTAD continued to show its commitment towards the Project by sending its Experts through out the year to assist the National Project Team (NPT) and the CRMC with its modernization and reform efforts. This was evident during the month of November when the NPT received two AW Experts from UNCTAD to

provide further assistance with the Project.

So far in 2016, eight(8) missions have been conducted by four(4) different AW and Customs Experts.

The advantage of having these different experts assisting with the Project, as the NPT came to appreciate, is that Vanuatu is able to draw from their different areas of expertise of working in various AW projects around the Asia

Pacific region. The NPT therefore anticipates that this will guide Customs to delivering the best implementation of the system in Vanuatu.

Until when the permanent Expert is recruited, hopefully early 2017, the NPT is expecting one more mission from an Expert on 2nd to 9th of December 2016 to provide the further assistance to the Project.

The NPT and CRMC would like to sincerely thank the Experts and UNCTAD for their support towards the Vanuatu Project.



Mme. Marianne DUMONT assisting the team during her 2nd mission this year (31st Oct - 4th Nov)



Mr. Jayvee SANTOS working with the team during his 3rd mission this year (21st - 25th Nov)

## Customs Clearance Procedures documentation completed!

Flowcharts, Standard Operating Procedures and Terms of References drafted



Discussing Customs reforms with UNCTAD Customs Expert, Mr. AJANTHA, 20th September.

As mentioned in past articles, the implementation of ASYCUDA World in Vanuatu is more than a modernization project. It is an opportunity to bring about further reform to Vanuatu Customs to efficiently meet its national objectives of collecting revenue, protecting borders and facilitating trade.

To ensure the ASYCUDA World system is well configured to meet the entire Customs clearance requirements, the process must first be well documented. To achieve this, the NPT with the assistance of the UNCTAD Consultants, have created simple and easy to use Flowcharts, Standard Operating Procedures and Terms of Reference of all players involved in the entire clearance process. These three sets of documentations are all related to each other.

The next step is to now use these documentations to preparing the ASYCUDA user profiles and the system user guides for both the internal and external users. Furthermore, all of these documentations will be used to deliver the upcoming user trainings.

Amazingly, this will be the first time ever that Vanuatu Customs will have the clearance procedures documented for its Officers and external clients to use. In the past, Customs Officers, usually learn on the job with no documented guideline on how to carry out their duties. Not only can this mean inefficient revenue collection and trade facilitation, it can also mean inconsistent and poor service delivery to those in the trade industry. On the other hand, external clients, which includes Shipping, Airlines, Freight Forwarders, Customs Brokers and Traders will now have a clear guideline on how the clearance process operates.

During the drafting of the clearance process, which was finally completed in November, some identified processes will be adjusted to be more efficient. Such changes were anticipated in such a reform exercise.

## Vanuatu Team attends AW Technical Training in Suva, Fiji

7th - 18th November 2016



The Technical Team with Mr. SANTOS at the ASMP office, Suva, Fiji.

As outlined in the signed Project paper between Vanuatu Customs and UNCTAD, the technical training was organized at the ASYCUDA Support Mechanism for the Pacific (ASMP) office in Suva, Fiji from 7th to 18th November 2016 specifically for Vanuatu Technical team. The training was attended by 4 Officials from the National Project Team and the Customs IT team.

The training was conducted by the very experience expert, Mr. Jayvee SANTOS. Mr. SANTOS has had experience with the AW projects in Fiji and in other Asian countries. The intense training was a great

experience for the Vanuatu team as they get an insight on the technical aspects of the system.

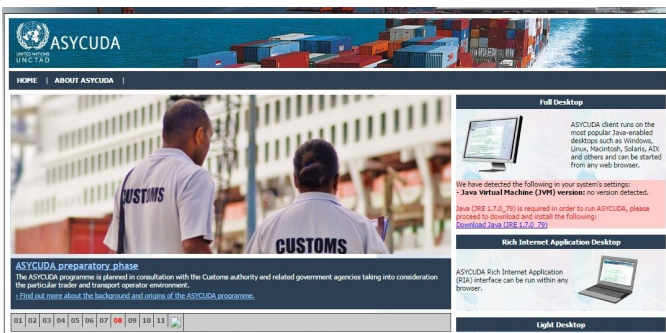
The team of Officials have now returned to Vanuatu to commence with the implementation of the ASYCUDA World Production server.

Many thanks to Mr. SANTOS for sharing his expertise with us during the two weeks.

### Important Notice to all ASYCUDA Users

**Due to some major setbacks and delays in the project work plan, the proposed training schedules have now been pushed back a few weeks. You will be given sufficient notice on when the trainings will be held. We sincerely apologize for any inconvenience this may have caused.**

## ASYCUDA World Production Server Implementation update



The ASYCUDA World Portal; what users will be expecting to see in the new ASYCUDA World environment.

The National Project Team (NPT) has been working with the team at the Office of the Government Chief Information Officer (OGCIO) for the last couple of weeks to install the AW Production server. So far the server operating system and database have been installed by OGCIO. The NPT has further configured the database and installed the required software on the application server. This work will continue in December. Thanks to the OGCIO team, the environment created for the Production server will be one of the

best ASYCUDA environment with efficient use of resources of optimal system performance. The only downside, is that the team currently has very limited server capacity to work with at the Government data center. The NPT will therefore be liaising with the two agencies of DCIR and OGCIO to purchase extra server capacity in early 2017. In other technical news, Customs has made payment for the vt5.5million SOClass production license. The NPT are now waiting for the delivery of the license to proceed with Production server installation.



# Vanuatu attends ASMP 15th Annual Review in Geneva

28th November - 2nd December 2016



The ASMP Member countries at this years Review: PNG, Fiji, Solomon Islands, Samoa and Vanuatu. Photo courtesy: ASMP Coordinator, Ms. Sione.

The ASYCUDA Support Mechanism for the Pacific (ASMP) office marked 15 years of its existence by having its 2016 Annual Review at the UNCTAD headquarters in Geneva, Switzerland.

The ASMP office has been instrumental towards the maintenance and development of the ASYCUDA system in the Pacific region. Based in Suva, Fiji, the office is manned, financed and governed by the member countries under the guidance of the ASYCUDA/UNCTAD Asia/Pacific regional office

based in Kuala Lumpur, Malaysia. Initially established by Fiji, Samoa and Vanuatu in 2002, the ASMP membership now includes the Customs administrations of Papua New Guinea and Solomon Islands.

Towards the end of each year, the ASMP holds its Annual Review where the years activities are reported against its annual detailed work plan. Furthermore, the meeting agrees on a work plan for the following year, of which the budget of the activities are approved and signed off.

Representing Vanuatu at this years' review was DCIR Director, Mr. Benjamin MALAS and NPT member, Mr. Peter VUTI.

Vanuatu Customs has benefited tremendously from the support of the ASMP office in the past 15 years, through its attachment programs and ASYCUDA trainings. DCIR was also privileged to have seconded two of its Officers in the past as Coordinators to this office.

Vanuatu Customs is committed to supporting the work of the ASMP office into the future.



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# ASYCUDA

world

The ASYCUDA (Automated SYstem for CUstoms DA) software, used by over 90 Customs Administrations around the World, was developed by the United Nations Conference for Trade and Development (UNCTAD). An earlier version of ASYCUDA called ASYCUDA++ was implemented in Vanuatu in 1999.

ASYCUDA++ is a DOS based program with ICT limitations and therefore obsolete in this day and age. UNCTAD has therefore developed a web-based version of ASYCUDA known as ASYCUDA World. It takes advantage of the significant progress made in the field of ICT to provide improved automated support to the evolving requirements of both the Trading Community and Customs administrations.

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