



ASY-DELUXE

Keeping You Informed

Issue 2

AW LAUNCH

FRCA carried out what one might refer to as an ambitious launch of the ASYCUDA World system on 1st July, 2015 at Suva Port. On this date, creating entries on ASYCUDA++ had ceased, and Customs agents began registering their transactions on the new web-based application.

The official launch of the system application was held at the WCO Regional Training Centre in Nasese on the 3rd of July, 2015. The chief guest, Honorable Attorney General, Mr. Aiyaz Sayed-Khaiyum emphasized the importance of maintaining transparency conducted in all processes in the regulatory agencies. "... But as regulatory agencies, we must ensure that the system in place are actually efficient. The systems that we have in place are not prohibitive. They do not stop enterprises from continuing in a very efficient manner. That fundamentally, is the gist of what ASYCUDA is doing." He also highlighted that at the next level, ASYCUDA-World will enhance regulatory bodies' collaboration and intelligence gathering at the national and international level.



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The Honorable Minister for Finance also acknowledged the private sector's contribution and emphasized that the regulatory bodies aimed to work together for the business to do well, and, from the government's perspective for Fiji to do well and all Fijians to benefit from it.

The ASYCUDA-World took over from the ASYCUDA++ after 15 years of use by Customs.

GALLERY

Continue.....



1. *The Chief Guest (Hon. Minister Of Finance) delivering his opening speech.*

2. *Master Of Ceremony, GMC&E*

3. *Mr. Jaypee Santos guided the guest through the launching of AVO*

4. *Jaypee elaborated on ASIUCUDAWorld.*



5. *The Hon. Attorney General took sometime to pose with the NPT members.*

6. *Members of the public and staff invited to attend the launch of AVO.*



7. *The chief guest shared some light moments with present guest and staff.*

8. *FRCA staff welcoming guests at the entrance of the WCO Regional Training Centre.*

Launching of Manifest Module

The initiation of the live ASYCUDA World rollout was on the 18th May, 2015. The prestigious occasion was a quiet one but marked a very important milestone for the team as it signified the starting of a new journey from the suspension of the manifest module in A++ and a new beginning with ASYCUDA-World.

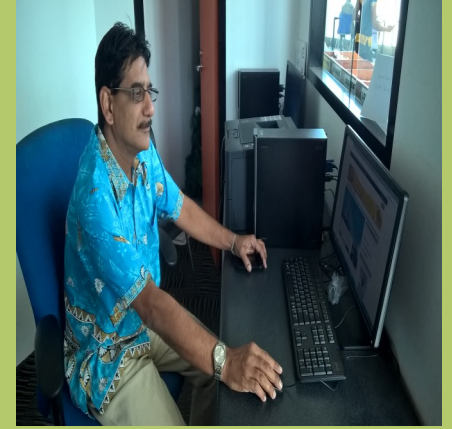
The NPT held a couple of consultations and refresher courses for the shipping agents before the implementation of the manifest module. They were also given access to the testing environment to try out their modules of interest and provide constructive feedback where necessary. All recommendations were scrutinized to ensure that the business process is enhanced and Customs procedures was not compromised before they are being facilitated in the system.

Moreover, all hands were on deck for the production roll-out of the module. From the shipping agents to the internal staff. It was a learning process for all stakeholders. The support and determination from the external stakeholders were overwhelming as it contributed to the smooth running of the implementation as a whole. The completion of this phase set a benchmark to the major roll-out of the whole Customs declaration implementation.



Customs Officer Liliviwa Ranitu cleared off a manifest for Dinesh Chauhan's customer.

Public Kiosk



Mr. Vinod from R.B Patel taking advantage of the opportunity at the Kiosk area.

In order to assist our brokers and shipping agents, FRCA set up two computers as a public Kiosk at the Customer Enquiries Centre (CEC) area to accommodate for our customers encountering difficulties from their respective offices.

This provision was welcomed by many stakeholders, particularly for urgent release note printing and others utilize the opportunity to facilitate their clearance while in the process of upgrading their systems to be in compatible with ASYCUDAWorld requirements.

Furthermore, the Kiosk created an opportune place for training to those who had missed out on the schedule invitations. It was also an ideal environment to build confidence for our users using AW knowing that the team is close by to assist them should they encounter any difficulty.

Stakeholders Consultations

The National Project Team holds numerous consultations with brokers and other stakeholders regarding process functionalities. These were very crucial discussions for the team to consider that all process covered in ASYCUDA-World comply with the administration legislations of the regulatory bodies involved, does not incur more cost to trade facilitations and creates efficiency in daily business dealings.



Consultations at Carpenters Shipping Conference Room.

Although, most consultations were conducted in the FRCA complex, sometimes the team take the sessions down to the companies' operation areas to get a first hand witness of what our stakeholders encounter at their respective offices. These opportunity also provide a comfortable environment for the process owners, who are mostly, the private sectors, to freely voice out their opinions and their expectations of ASYCUDA World.

Recommendations from these forums are usually the center of explorations for the team in trying to create modules in AW to effectively facilitate trade without compromising FRCA's role in any way.

Management Workshop

A three-days workshop for Customs management and team leaders was held in the Project office before the launching of AW. The intention was to inform managers of the AW implementation and how it would affect their respective sections.

The interesting sessions varied from strong debates of how the system should work, exposure of what it lacks and appreciation of existing functionalities. The experts of their own business processes applauded the provision included in AW compared to what ASYCUDA++ usually offers as it demonstrated compatibility to the present technologies.

The objectives were fulfilled as it led to final touch up and enable a successful logical cycle of the system itself.



The workshop set up was an informal one to allow for open discussions among participants

GALLERY



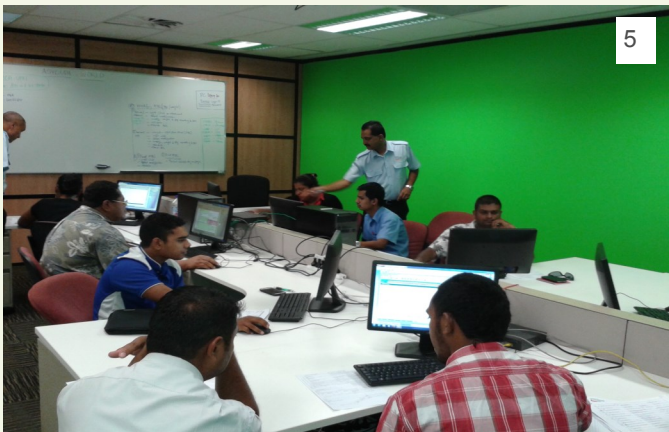
1. A session of all round declaration training whereby everyone is present. The agents, assessment officer, cashier and the clearance officer.

2. Maraia assisting Customs Officer Samisoni during the live roll-out of AW Manifest.

3. Shipping agents consultations before the manifest implementations.

4. During an intense Customs Agents AW consultation.

5. Sharda and Anare in one of a typical Customs Declaration training.



Profile

The National Project Team is driven by the guidance of Mr. Sharda Naidu who has been one of the longest ASYCUDA administrators since 1999.



Full Name: Sharda Naidu

Occupation: Team Leader—ASYCUDA

Favorite Food: Crab Curry

Favorite Movie: Rambo Series

Favorite Artist: Billy Ocean

Favorite Song: Caribbean Queen

As one of the long serving ASYCUDA administrators of Customs how have you seen the authority grow in this perspective?

Automation process in Customs started nearly 30 years ago. The initial Customs (VAX) system had limited declaration processing ability and was mainly for the statistical purpose. The customs declaration data was captured in the system for statistical purpose, while the manual process ran in parallel to facilitate the cargo clearance. Due to duplication of the processes, the system was seen as the barrier to the trade instead of as a trade facilitation tool.

With increase in trade volume and advancement of technology, there was demand of a Customs system that would facilitate trade by automating full Customs clearance processes which included manifest, declaration and payment process. ASYCUDA ++ was identified as ideal system for Customs and was implemented in 1999 at all offices. Only declaration and payment process was implemented in 1999 and manifest was implemented in 2003 which ran in parallel with the manual process until 2012. Full potential of ASYCUDA++ was only realized in the recent past when the critical functionalities were implemented. ASYCUDA++ was developed over 20 years ago and the technology used in its development is fast becoming obsolete. Moreover, implementation of the ASYCUDA World has open up the opportunity for system interfacing with other agencies which was not possible with the legacy system. After successful implementation of ASYCUDA world, we can confidently say that our path towards Single Window is finally in place.

What would have been one of your biggest challenge you encounter when administering for ASYCUDA?

Usually when any new computerized system is implemented in any organization, the biggest challenge faced by implementers is the resistant to the change from the management team and the users, internal and external. In our case, this was very different where the Customs management team and also most of the users were very receptive to the changes.

My biggest challenge for past 16 years and still is to convince the Customs Mangers and auditors to use the system in making their decisions. Also, users to extract their own reports using the ASYCUDA system rather than relying on others and getting inaccurate reports from second hand sources.

Any message to the readers of ASYDELUXE?

My message is mainly for the ASYCUDA users and also for the intending users both internally and externally. ASYCUDA World is a user friendly system that facilitate faster clearance of goods from Customs, but that does not mean that the importers can clear consignments anyhow that is without following proper Customs procedures. My advice to these users is that every action performed in ASYCUDA is related to Customs laws and regulations and the system also have full audit trail of your actions. As an ASYCUDA user you should be fully acquainted with the Customs procedures, regulation and legislation to properly use the system.

Behind The Scene

A lot goes on in AW National Project Team of- fice as each member strives to meet expectations and deadlines.



Late nights have become a normal routine and daylights being the “in thing” during implementations.

Ongoing logs and enquiries challenge the team to provide on-time solutions and advice. These arrive throughout anytime of the day, night and weekends.



From The Editors;

The ASY Deluxe, Edition 2 includes the updates and activities that happened prior to the implementation of both phases, MANIFEST and CUSTOMS DECLARATION in Suva port.

The newsletter is to keep you informed on the progress of the ASYCUDA World project from the National Project team office.



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