

FINLAND

UNECE Single Window Case Study Repository
V01/18

Governance

<p><i>Is there a High-Level Steering Committee and/or Technical Committee (or similar) for your SW? If yes, kindly indicate which agency takes the lead (e.g. Ministry of XXXX, Presidents Office, etc.) and list all government and private sector agencies that participate.</i></p>	<p>There is a High Level Steering Committee, where are following organisations: Ministry of Transportation and Communications (Lead) Finnish Transport and Communications Agency Finnish Customs Finnish Border Guard Ministry of Social Affairs and Health</p> <p>There is a technical Committee, where are following organisations: Finnish Transport and Communications Agency (Lead) Finnish Transport Infrastructure Agency Traffic Management Finland Finnish Customs Finnish Border Guard Finnpilot Finnish Shipbrokers Association Finnish Port Association</p>
<p><i>Is it enshrined in national legislation? (please list the legislation[s])</i></p>	<p>VTS-Act (623/2005), Act on Fairway Dues (1122/2005)</p>
<p><i>If you have one, how does your SW Committee relate to the National Trade Facilitation Committee (NTFC), if one exists? Is it under the jurisdiction of the NTFC or separate?</i></p>	<p>We are in correspondence with national Trade Facilitation Committee</p>
<p><i>How is coordination between the participating government agencies in the SW managed? And how often does the above Committee meet, if one exists?</i></p>	<p>High Level Committee about 2 times per year Technical committee about 6 times per year We have nominated contact persons for each agency or company</p>
<p><i>Is there more than one SW official government sponsored facility operating in your country? If yes, how is this managed?</i></p>	<p>There is only one SW official governmental body, which is Finnish Transport and Communications Agency (Traficom)</p>

Establishment

<i>Have you notified the establishment of a SW as category A, B or C type of measure under the WTO Trade Facilitation Agreement (Article 10.4)?</i>	N/A
<i>What is the current status of the facility (study, pilot phase, running)?</i>	N/A
<i>What motivated the establishment of your Single Window (SW)?</i>	Willingness for co-operation between Finnish Maritime Authorities, Customs and ports and EU legislation, Directive 2010/65 and EU Regulation 2019/1239
<i>What year was it established?</i>	2012
<i>How did the SW interface with legacy systems (systems that existed prior to the SW project – if applicable)?</i>	We had as baseline the old system (Portnet), which we modified to meet the requirements of Dir. 2010/65 as for NSW
<i>Did any other country's SW model serve as inspiration or model? (which ones)</i>	Since we built the first version of NSW (Portnet) in 1999, we did not have any models, it was a joint project with Finnish Ports, Customs and Maritime Administration
<i>What process was followed in setting it up? Was there a pilot project? How long did it take the facility to become operational? Give clear indication on what is the point of starting and what is the operational phase (eg: how long it took from the day the decision was officially taken to implement a single window and the first effective SW transaction)</i>	We had a pilot stage for Portnet in 1996-1999. The building of first version of present Portnet took place in 1998-1999. We run LIVE with our present Portnet in 1.1.2000. Decision for establishing Portnet took place in 1998. Portnet was modified as NSW in 2012. Portnet was updated with requirements of Directive 2014/100 and 2006/562 (Schengen Border) Code in 2016.
<i>What kind of training for the staff was required in the establishment and how was it organized?</i>	Training was included to the first implementation phase. We organized training for all stakeholders in 2000-2003 and about 800 persons attended training sessions

Services

<i>What services does the SW provide? What process/ documents/ information (data) are covered? (include a check list of key business processes and/or documents here)</i>	IMO/FAL documents Waste notification Security notification Schengen crew and passenger list Maritime declaration of health Customs cargo manifest Dangerous cargo manifest Cargo report for maritime statistics
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	The process for declarant to provide information is described in Customs decree for ship reporting
<i>How many transactions per day are handled?</i>	About 1000 transactions
<i>What percentage of total transactions? [what % of a) total export declarations and b) total import declarations]</i>	About 50/50
<i>Does your SW covers all type of transaction (maritime, air, railroad, road or one or few of them)?</i>	Only maritime
<i>Who are the clients of the SW? And how many clients does the SW have at the present time?</i>	Ship Agents, Ship Managers, Forwarders, Companies in the logistical chain having operations in ports, Finnish ports, Maritime Authorities, VTS, Pilots, Winter Traffic, Institutions making research in the maritime Domain There are about 1000 companies registered as clients to the NSW-system and thousands of end-users
<i>Does your SW provide a full "single entry point" service? If yes, explain briefly how this operates.</i>	Our NSW provides single entry point for ship's clearance but for cargo clearance you have to use the Customs system as well in order to declare the cargo
<i>How does your system interface with systems that are out of scope of the Single Window, such as Single Submission Portals (Port Community Systems, B2B eCommerce systems, etc.)?</i>	We have connections to some external portals by proprietary XML, EDI interface. We also have an open data interface which provides information by REST/SOAP

Operational Mode

<i>How does it work? (step by step functioning) What is the operational model for the SW (describe the operational structure)?</i>	Operational model is built according to Customs Decree on reporting formalities for ships arriving in or departing from Finnish ports
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Business Model

<i>What is the business model?</i>	Business model is based on Customs data model
<i>How is it financed (government, private sector, Private-Public partnership)?</i>	Governmental financing
<i>Have parts or the entire development and/or management of the facility</i>	Entire system development and management has been outsourced to private contractor

<i>been outsourced to a private contractor?</i>	
<i>What were the costs of establishment of the facility?</i>	About 1 million Euros
<i>How were the costs initially performed? (assessment, tender...) Did you have assistance establishing the estimate?</i>	First we did assessment and then call for tenders
<i>What are the ongoing operational costs (annual)? How do these compare with the initially estimated costs?</i>	About 300.000 Euros
<i>What are the user fees (if any) and annual revenue? Model of payment (fixed price per year, price per transaction, combination, other model)?</i>	No user fees in place
<i>Is the long-term financing model integrated into public budget or self-sufficiency funding? Do you think these sources of revenue are enough to ensure a certain degree of self-sufficiency?</i>	N/A
<i>Do the revenues generated cover operational costs or do they make a profit?</i>	N/A
<i>Are the revenues (if any) reinvested in the SW?</i>	N/A

Technology

<i>What technology is used?</i>	Oracle Database, Weblogic application servers, IBM Datapower web services
<i>How are data submitted (electronically – what type of format/language; paper – what forms; combination – what kind of combination)?</i>	We support XML, EDIFACT and SOAP/REST interfaces
<i>Where are data sent and stocked (government or private entity)?</i>	Government entity
<i>Who can submit data (importer, exporter, agent, customs broker)?</i>	Registered ship agents and ship managers

<i>If the submission of data is electronic, are individual data elements submitted only once? Or are there potential of submitting the same information multiple times?</i>	Basically one data element is submitted only once
<i>Can client systems interface directly with the SW?</i>	YES
<i>Is an electronic signature used in you SW? if yes it is mandatory and for which processes?</i>	NO

Promotion and Communication

<i>How did you promote the Single Window facility?</i>	By having seminars and information sessions addressed to the port community
<i>How are all stakeholders kept informed about the facility's progress?</i>	We have a web page for delivering online information
<i>What kind of training is provided for users?</i>	In the initial phase we had several training sessions for the users and presently we arrange schooling on annual bases for companies that apply for it
<i>Did you have a change and transition management program for your SW?</i>	YES
<i>Do you provide any helpdesk or customer service?</i>	YES

Legal Aspects

<i>Is use of the facility obligatory or voluntary?</i>	Obligatory. It is mandatory for the declarants according to VTS act.
<i>Do participants need to sign an agreement with provider/agency in order to participate? What are the requirements?</i>	Declarants have to apply as to be registered users to Portnet
<i>Was specific legislation (or change of old legislation) necessary? (Please specify)</i>	YES VTS act (623/2005)
<i>How is the privacy of information protected?</i>	According to EU GDPR -regulation

Standards

<i>What is the role of international standards (UN/EDIFACT, UNLK, UN</i>	Our XML messages are based on ISO 28005 (electronic port clearance) and EDIFACT messages are in line with CUSREP; CUSCAR and IFTDGN
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<i>LOCODE, UN/CEFACT Single Window Recommendation, etc) in your SW?</i>	
<i>Do you use an international standard for your data library (the UN/CEFACT Core Component Library, the WCO Data Model, other)?</i>	Not at the moment, but we are planning on updating our system in the future to be in line with WCO Data Model
<i>Have you used UNECE Recommendations 33, 34, 35 and 36 in developing your SW? If so, please explain how this was done.</i>	Yes, we have used them as guidance for implementing our own system

Benefits

<i>Can you indicate the reduction in time and cost for import and export procedures as a result of implementing the SW for users?</i>	Companies in the maritime domain have been able to reduce the number of employees that are doing “paper work” to minimum and NSW-implementation enables reporting from ship to shore
<i>What are the benefits to clients and to participating agencies?</i>	Reduce the administrative burden for reporting mandatory reporting formalities to all regulatory authorities by concentrating all reporting to one maritime single window.
<i>What was the impact on Customs revenues?</i>	Customs can collect fairway taxes in more efficient way

Lessons Learned

<i>What were the crucial success factors?</i>	Cross sectoral cooperation between Maritime authorities, Customs and Ports
<i>What were the greatest obstacles?</i>	Assure all stakeholders in the maritime domain to see the benefit
<i>What are the main lessons learned? What could have been done differently?</i>	Study as much as possible the needs of the maritime industry and clients of the maritime domain before implementing new systems or updating new features to it

Future Plans

<i>What are the plans for further development of the SW?</i>	We are facing at the moment a new era in the field of maritime single windows in EU, because there came into force a new European Maritime Single Environment Regulation (EU) 2019/1239. This regulation will be applied in August 2025 and by then we have to have a National Maritime Single Window, which can deal with customs clearance as well as with ship clearance that is the present stage. In addition the EMSW-environment will be built by one submission principle so that once one data element is reported to some EU area NMSW, the declarant does not have to report it again. The main principle for EMSW-environment is that once information is submitted to some
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	member state NMSW the information should be available to be reused in the next NMSW within the EU.
<i>What are the biggest obstacles to further development of the SW?</i>	Resources.
<i>Do you intend to make agreements concerning SW cooperation on the regional level?</i>	We will see this when we start to develop new EMSW compatible NMSW-systems all around EU.
<i>Are you planning to have agreements for exchange of data with SW running in other countries?</i>	According to EMSW-regulation we are obliged to exchange data within EU member states by using as data exchange platform EU SafeSeaNet. This exchange of data will be applied in 2025.

Source for further information and contact person:

Finnish Transport and Communications Agency
Mr. Antti Arkima
Project Manager for Maritime Single Window in Finland
Contact person (NCA) for SafeSeaNet related issues in Finland
Email: antti.arkima@traficom.fi