IMO Special Events on Ports

Electronic exchange of information and single window systems

Case of Morocco

June 11th, London
Key triggers

• Morocco has made the opening of its economy an irreversible choice:
  • Vast program of privatization;
  • Withdrawal of the State from certain activities;
  • The acceleration of the liberalization process in several sectors (trade, telecommunications, transport, energy sectors, banking and financial sector);
  • Increased role to the private sector;
  • Structural reforms, large-scale construction policy and the implementation of sectoral strategies;
  • 2007 : Port industry reform for the separation between regulation and operational activities;
  • Big congestion in the port in the port of Casablanca in 2007
Vision statement

A program contract related to the national strategy for the competitiveness of the logistics for the period 2010-2015:

• Reduce the weight of logistics costs of Morocco in relation to GDP from 20% to 15%;

• Accelerate GDP growth by gaining 5 points over 10 years through increased value added resulting from lower logistics costs and the emergence of a competitive logistics sector.
By 2020:

• For the National Committee for Business Environment, Morocco should rank among the Top 50 countries of the Doing Business Indicator;

• For the National Ports Authority, ports should go paperless;

• For the National Committee of Foreign Trade Procedures Simplification, the foreign trade process will go paperless.
Gradual implementation

• A pilot EDI projet in the port of Casablanca to dematerialize the manifest in 2000;

• 2011 : PortNet started as a National Port Community System:
  • Vessel arrival;
  • Berth request;
  • Manifest.
  • Integration with Customs, Shipping Agents, Terminals and OGAs, ..

• 2014 : PortNet become the National Single Window for Foreign Trade.
Services provided as PCS

- Vessel schedules, Vessel arrivals / Departure info;
- Container / Cargo declaration, Cargo loading / unloading
- Special & Dangerous Cargo Declaration;
- Customs Manifests, Import and Export Advance Lists for Containers;
- Berth requests;
- Information related to customs declaration, container inspection;
- Exchange of control results;
- Container gate in/out information;
- Container release;
- Container exit appointment system optimization
- VGM,..
PORTNET is a tool of the Moroccan government for the implementation of several sectoral strategies for improving the business climate, trade, logistics competitiveness, generalization and innovation in E-Gov services.

PORTNET S.A.: A corporate governance involving the national economic operator at the center of its interest.
The implementation of PortNet is the fruit of years of hard work of the foreign trade community stakeholders putting the competitiveness of importers and exporters at the center of interest of the administration, public and private service providers.
In practical terms, it is almost impossible for SME’s to achieve the full integration of their supply chain due to the complexity of external environment.
PortNet, a SW to integrate the complete foreign trade supply chain

Thanks to PortNet, this integration is gradually becoming reality due to the interconnection of all stakeholders around the electronic national single window.
Goals and services

- Automated reportings and dashboards
- Change management and technical support
- Reducing and simplifying of procedures
- Dematerialisation of formalities
- Anticipation on information and action
- Foreign trade community e-network development
- Compliance with international standards
- Integration and harmonisation of repositories
- Tracking of flows
- Planning and optimizing control and inspections
Morocco improved its Doing Business 2017 ranking of 7 places from 75th to 68th place. This result was largely achieved thanks to the improved ranking in the "Cross-Border Trade" indicator where Morocco was able to gain 39 points from 101st to 63rd place.

"Morocco made trading across borders easier by further developing its single window system and thus reducing border compliance time for importing. »

Source: WB DB 2017 report
TRADING ACROSS BORDERS

In economies around the world, trading across borders as measured by Doing Business has become faster and easier over the years. Governments have introduced tools to facilitate trade—including single windows, risk-based inspections and electronic data interchange systems. These changes help improve the trading environment and boost firms’ international competitiveness. What trade reforms has Doing Business recorded in Morocco (table 9.1)?

Table 9.1 How has Morocco made trading across borders easier—or not?
By Doing Business report year from DB2011 to DB2017

<table>
<thead>
<tr>
<th>DB year</th>
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<tr>
<td>DB2015</td>
<td>Morocco made trading across borders easier by reducing the number of export documents required.</td>
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<tr>
<td>DB2017</td>
<td>Morocco made trading across borders easier by further developing its single window system and thus reducing border compliance time for importing.</td>
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Source: Doing Business database.
Note: For information on reforms in earlier years (back to DB2006), see the Doing Business reports for these years, available at http://www.doingbusiness.org.
**New services**

**Community Multichannel Payment Platform**

*PortNet* provides its ecosystem with the 1st national community solution for multi-channel payments

- Secure payment and fast access to all invoices and requests
- Reduction of costs and times for transit and exit of goods
- Anticipation of the next steps of the supply chain
- Streamlining procedures and eliminating queues
- Improving economic activity and competitiveness
- Proximity to services and instant payments 24h/24 et 7 jours/7

For more information contact us at:

0520 473 100
reclamation.portnet.ma

www.portnet.ma

DE TOUTES NOS FORCES AVEC LES ENTREPRISES
La prise de rendez-vous électronique pour fluidifier la sortie de vos conteneurs du port !

**Le service**
Un nouveau processus de programmation électronique d’enlèvement des conteneurs des terminaux via le Guichet Unique PortNet. Ce nouveau né consiste en une prise de rendez-vous à distance entre l’importateur ou son déclarant et l’opérateur du terminal portuaire.
La date et la plage horaire sont proposées par le déclarant et sont validées par le gestionnaire du terminal en tant que RDD précisant toutes les informations sur la marchandise, le mode de transport et le transporteur.

**Mes plus-values**
- Elimination des files d’attente au niveau des accès du port et des terminaux
- Anticipation et planification des opérations de sortie de marchandises du port
- Fluidification des accès et de la circulation au sein de la zone portuaire
- Gain de temps pour les transporteurs et les opérateurs de terminaux
- Réduction des coûts relatifs à l’enlèvement de marchandise.
New services

La notification automatique, à l’import, de l’Avis d’Arrivée des marchandises au port

Le service
Il s’agit d’un système d’alertes instantanées permettant d’informer l’importateur ou le destinataire final, à l’avance, de l’arrivée de sa marchandise, grâce à des notifications mails contenant des renseignements sur la date d’arrivée de la marchandise, la nature de cette dernière, le port et le lieu de livraison prévus.

Mes plus-values
- Réduction du coût de transit portuaire
- Réduction des délais de transit portuaire
- Anticipation des démarches de dédouanement et d’enlèvement des marchandises.
- Meilleure maîtrise et optimisation de la chaîne logistique.

Disponible depuis le 3 juillet 2017

Pour plus d’information contactez-nous au:
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📧 reclamtion.portnet.ma

www.portnet.ma

Entrée en vigueur de l’annonce électronique, via PortNet, des préavis d’arrivée des conteneurs destinés à l’export au port de Casablanca

Quoi?
Le préavis d’arrivée des conteneurs au port, implanté au niveau de PortNet, a pour objectif d’annoncer l’arrivée des conteneurs plésé destinés à l’export avant leur entrée au port. Cette nouvelle mesure vise à fluidifier et sécuriser encore d’avantage et de façon significative le déroulement des opérations de transit portuaire à l’export.

Qui?
Les chargeurs ou leurs représentants abonnés au système PortNet.

Comment?
1. Suite à la confirmation du booking, l’agent maritime communique au chargeur le numéro de booking, le numéro de l’asociate, l’opérateur de manutention, le port de transbordement.
2. Le chargeur ou son représentant saisi, sur PortNet, le préavis d’arrivée en précisant en plus des informations communiquées par l’agent maritime, le détail de la marchandise transportée et le VGM.
3. S’agissant d’une phase transitoire, aujourd’hui il est impératif d’imprimer le préavis d’arrivée saisi sur PortNet et le communiquer au transporteur afin que ce dernier le présente à l’entrée du port pour vérification accompagné des autres documents exigés.

Quand?
Opérationnel depuis le 19 juin 2017.
Obligation du dépôt électronique avec maintien du papier à partir du 01 août 2017.

NB : Seuls les conteneurs annoncés préalablement via Portnet peuvent entrer au port.
Voici le lien de la procédure à suivre :

Pour plus d’information contactez-nous au:
📞 0520 473 100
📧 reclamtion.portnet.ma

www.portnet.ma
Regional cooperation and integration initiatives

A Track & Trace API for the exchange of port, airport container shipping information.

- African E-Trade Hub: A trading document exchange platform required for inter and intra-community trade formalities;
- African Trade Portal: An African portal for the promotion of trade;

Realization of a feasibility study and technical and functional convergence for the interoperability between three single windows, the TTN of Tunisia, the GUCE of Cameroon and PortNet.
Some Key Performance Indicators

Distribution by key ports of the percentage of manifests submitted before 24 hours

- Agadir: 45%
- Casablanca: 46%
- Dakhla: 60%
- Jorf: 80%
- Laayoune: 67%
- Mohammedia: 82%
- Nador: 52%
- Safi: 33%
Some Key Performance Indicators

Monthly change in the average time needed to perform a coordinated physical inspection of a container

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Some Key Performance Indicators

Monthly change in average page loading time of the Single Window portal

Source: Google/Analytics

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Evolution 2017/2016: -3%
Some Key Performance Indicators

End to end and business processes dynamic performance monitoring
KPIs and the continuous improvement

• Monthly and weekly public dashboards with detailed KPI of all the processes:
  https://portail.portnet.ma/fr/statistiques

• Regular working and focus groups with direct implication of all the stakeholders including importers and exporters to analyze the gaps and to identify potential improvement possibilities;

• Regular open and external electronic surveys to measure the gaps, the level of satisfaction of the customers, their commitment and the good will of the single window (More than 700 responses in average for each survey);

• An annual national conference and forum discussion with the participation of international and regional organisations and experts.
COP22: PortNet contributes to the sustainable development

The dematerialization approach allows Morocco to save the equivalent of the annual consumption of 7,735 households in terms of fresh water, 42,053 households in terms of electricity and 15,727 households in terms of waste.

This approach has also saved 800,000 trees per year (the size of the Grunewald forest in Germany), saving the equivalent of the annual fuel consumption of 17,000 cars.
Key factors for SWS to play central role for the competitiveness

1. Align the governance of SW projects to the interests of the real customers and not only the interests of some communities or stakeholders;
2. Continuous quick Wins & concrete results and KPIs are important to sustain the interest and the commitment of all the stakeholders;
3. Inclusive cooperation between the private and the private sectors is essential;
4. The support of the single window and its good will are conditioned by its operational efficiency and safety because it is the only way to sustain the commitment and to generate trust;
5. SWS are vital national infrastructure that have to be safe, efficient and should have an important scalable capacity and performance.
Challenges

- Data quality along the supply chain processes between importers and exporters: Data from the manifest needed to send arrival notice of goods;
- Non intrusive business reengineering processes outputs regarding the way the businesses and service providers are operating in the daily basis: Transparent and invisible SWs based on EDI integration with the IT systems of the importers and the exporters;
Challenges

- IT systems interdependence and risk concentration management: Inclusive and agreed business continuity planning for the SW itself and for all the community.

- Synchronisation and harmonisation of repositories between all the stakeholders such as:
  - HS codes;
  - Products references;
  - Integrated tariffs;
  - Ships;
  - Identifiers of importers and exporters;
  - Banks branches;
  - …
Useful links

https://portail.portnet.ma/fr/publication

- National guide on PortNet: Your international operations at full throttle (In 3 languages);
- IFC Smartlessons: Lesson from Morocco on creating strategic alliance between ports and foreign trade communities;
- The paperlessness of procedures and the environmental approach (In 3 languages)

https://portail.portnet.ma/fr/statistiques

Monthly dashboards with detailed KPI of all the processes

http://www.swc-portnet.com/fr/publications/

25 recommendations to facilitate foreign trade (In 3 languages)
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