


**INTERNATIONAL
COFFEE
ORGANIZATION**


**THE APPLICATION OF NATIONAL SINGLE WINDOW SYSTEM
(KENYA TRADENET) IN PROCESSING OF CERTIFICATES OF ORIGIN**

A case study of AFA-Coffee Directorate

Presentation By:
PAUL OKEWA
VENUE: KICC, NAIROBI-KENYA
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INTRODUCTION

- The National Electronic single window system(Kenya TradeNet) is a virtual platform implemented by Kenya Trade Network Agency (KENTRADE) in line with the Government of Kenya's policy change.
- Since 2016, TradeNet has contributed significantly towards the achievement of one of the AFA-Coffee Directorate's mandate of collating, processing and disseminating information to stakeholders.

A-Coffee Directorate took advantage of the concession window provided by the Government to implement the directive at the pilot phase.



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1. How does the Kenya TradeNet work?



- Coffee Traders submit applications and obtain approvals for certificates of origin by electronic means through internet PROTOCOLS and Webservices standards.



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Who are the main users of the TradeNet?-



- **Coffee Directorate?**
- **Administrator:** downloads data, adds/removes exporters, update payments
- **Supervisor:** approves resubmitted transactions after being rejected at checking/verification stage
- **Verification officer:** verifies the approvals that pass through checking stage
- **Checking officer:** first contact at the PGA to approve/reject certificates of origin



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Who are the main users of the TradeNet?-




- **Coffee trader (Dealer) or Agent**
- Any party who is legally responsible for the release of coffee consignments (duly licensed by the Coffee Directorate and also registered with TradeNet).

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How has the system benefited the Coffee stakeholders?


- **Coffee Traders**

Services	Manual	Electronically
Application for Certificates of origin	Purchase of ICO booklet @ Kes 3500/=	Automated system deduction of Kes 70/=
Filling in the Certificates of origin	Using a typewriter	Input form available online
Copies of certificates of origin	Multiple copies (5 forms)	Only one form
Trips to Coffee Directorate Hq to seek approval	At least one required for complete applications	None required
Processing time for approval	From 30 minutes to 4 days	Within 5 minutes


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What problems have been solved by TradeNet?




- **Coffee Directorate**
- The Directorate earlier stored enormous volumes of paper files but that is all gone data is stored electronically and updated real time.
- The Directorate can import information directly from TradeNet into a convenient software such as MS EXCEL and other statistical programs for analysis.
- The system enables accurate and prompt collection of coffee trade statistics which is crucial for planning and policy formulation.
- There is a great reduction in work phases which has a profound effect on both cost and accuracy of information generated through TradeNet.
- Improved coffee trade compliance.
- Improved customer service 24/7
- Transmission of accurate monthly statistics (certificates of origin & export data)



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What problems have been solved by TradeNet?




- **Coffee Exporters**
- The traders can access the system using their existing workstations and internet connections at the comfort of their offices whether in Mombasa or in Nairobi-24hrs/7days
- A reduction in cost associated with delays and cancellation of contracts
- Faster clearance and release of consignments
- More effective and efficient deployment of resources

Traders can clone or modify/amend transactions







What were the crucial success factors?



- The key success factor in the implementation of TradeNet was the co-operation between Coffee Directorate and Traders.
- We have observed from time to time that without this co-operation, the idea does not work, no matter how good the system is technically.


Implementation of cut-off



What were the greatest obstacles?



- Resistance to change by Coffee Traders.
- Technology used by the Coffee Directorate i.e. old computers.
- Need for new legislations and changes in law.



What is the cost of implementing such a system?



- Some countries like Guatemala implemented the system with less than one million US\$. Other countries such as Finland, Senegal & Malaysia used between 1 to 4 million US\$. This system can be financed by either state or private investors. The TradeNet was financed by the Govt of Kenya.



What are the main lessons learned?



- Agencies that wish to implement similar systems should decide early enough on which services should be set up first and as well dedicate adequate budget for initial training of the implementers at the agency level. It is important to decide on who will take the technical lead at the organization level.
- The support offered by the national implementing agency includes services such as advance trainings, continuous improvement of the system and maintenance of web page.



How many transactions can the system handle per days?



• **Limitless!**



Sustainability & Future plans



- The Coffee Directorate continues to offer user support through online and telephone services. The newly licensed exporters are recommended for training by KENTRADE at a cost of only Kes 10,000.00.
- The Coffee Directorate continues to arrange larger classes of exporters to review how the system works and to “listen to them”.
- The Directorate is currently developing a system that will integrate of coffee movement permits, coffee deliveries slips and warrants into one single system. This will promote traceability, data sharing and reduce redundancies.





Thank you

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