



**APEC Symposium On Paperless Trading Capacity  
Building And Intellectual Property Protection  
People's Republic of China  
September 2007**

**Paper**

**Facilitating Paperless Trading and Customs Clearance**



## Facilitating Paperless Trading and Customs Clearance

From the Perspective of the Leading ASP in Chinese Taipei

Presented by: Alicia Say, Trade-Van Information Services Co

August 14-17, 2007 for APEC Symposium on Paperless Trading Capacity Building and IPR Protection

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## About Trade-Van

- **Establishment:** established in 1990 as a 'customs clearance automation' task force under Ministry Of Finance, Chinese Taipei
- **Objective:** set up EDI network for customs clearance automation system
- **Achievement:** Completed air cargo clearance system in 1992 and sea cargo clearance system in 1994

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## Agenda

- **From Where We Started**
- **Our Services**
  - Customs Clearance Automation
  - Trade Facilitation
  - E-Commerce
- **Our Management**
  - Strategy
  - Service Quality
  - IPR Protection
- **Conclusion**

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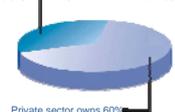
## Full Cooperation Between Government and Private Sectors

**Mission Statement:**

- Simplify and automate customs clearance procedures
- Facilitate international trade
- Digitize global logistics process

**Capital and Shareholders**  
Paid up capital- NT\$1.9 Billion

**Shareholders-** Government owns 40%- M.O.F.



Private sector owns 60%

China Airlines  
Eva Airways  
Mega Holdings  
Taiwan Land Investment Ltd  
China Development Bank  
Chang Sheng Transportation Company  
Hong Tai Electric Industrial Co.  
Crimson Logic Pie  
Hung Poo Construction

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## Development Blue Print



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## Customs Clearance Automation



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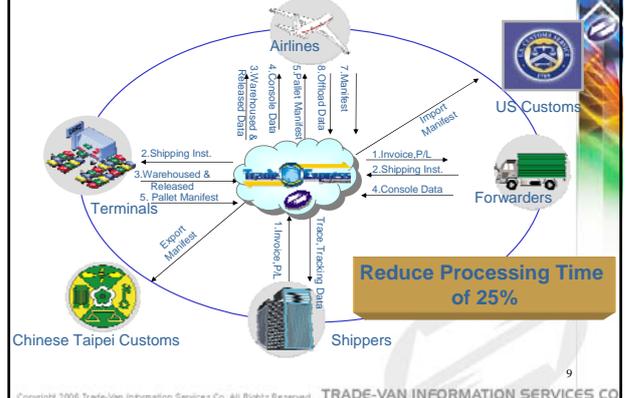
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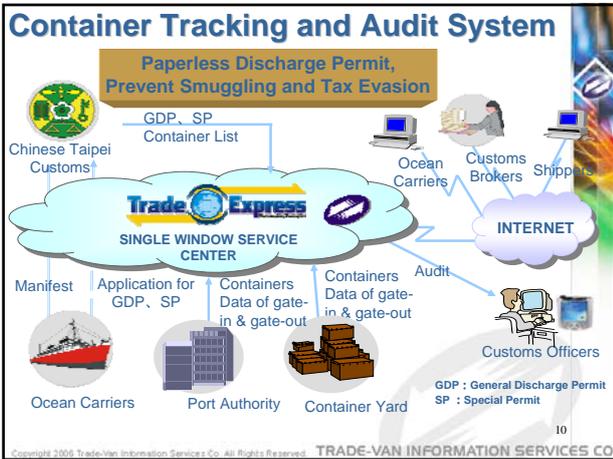
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## Manifest Consolidation

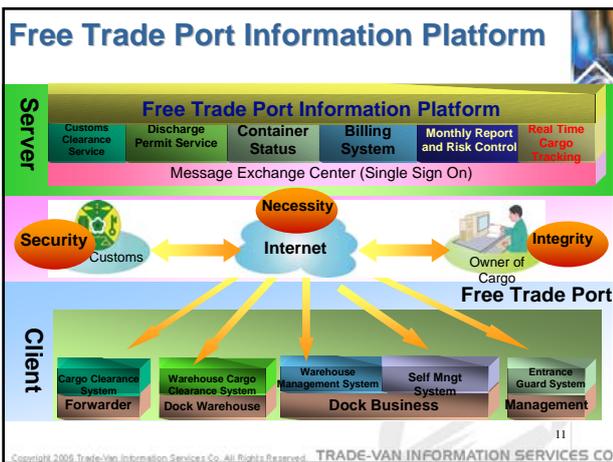


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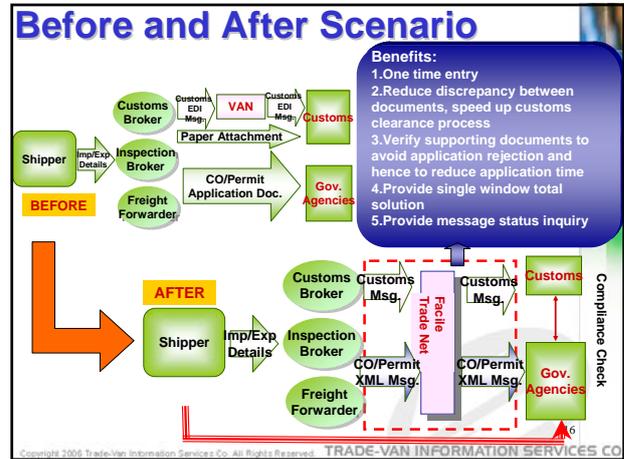
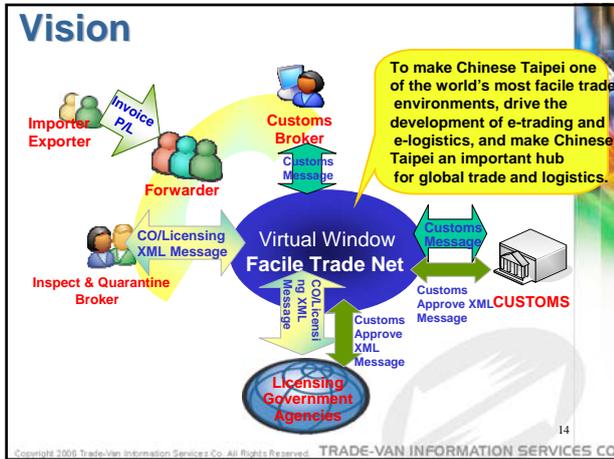
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- ### Some Figures in Trade Process
- Some 16% of declarations require Im/Ex permit (3,089 commodity items)
  - Process time: from 5 min. to 180 days
  - Qty of Application:
    - CO 550 thousands/yearly
    - Im/Ex permit 750 thousands/yearly
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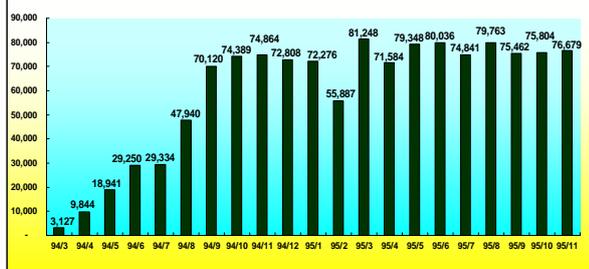
- ### Project Goals
- Providing traders with an integrated service platform where traders can enjoy benefits as follows:
    - (a) Facing only **one service window**;
    - (b) **Entering data once** for the entire trading process;
    - (c) **Tracking** the application status.
  - Simplify certifying/licensing and trade documentation procedure and reduce the number of product in need of application for import/export permit
    - In Sept. 2003, commodities items 3,089/10,214 (30.24%) requires permits.
    - In Dec. 2004, 1,469/3,089 (47.6%) items have been simplified/eliminated.
  - Raise the **data-entry accuracy** rate and the percentage of C1 cases (**green light passing**, without paper submission or goods inspection)
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- ### Benefits
- 1 Simplify procedures on import/export permits and Licenses, and reduce processing time by **50%**.
  - 2 **9** different inspection application forms were Consolidated into **3** e-forms, and **4** different application forms related to the inspection of imported/exported plants, animals, and their byproducts were simplified into a **single** e-form.
  - 3 More than **43,000** customs declaration paper could be eliminated every month. The total number of certificate authentication is reduced by **11,000** annually!
  - 4 Savings of trading related handling cost: **US\$60 millions**  
 Customs broker: monthly savings more than **US\$320,000**  
 Enterprises: monthly savings more than **US\$3.2 millions**  
 Society: **"Use more internet, less road traffic, saving from social cost—priceless"**
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## Achievements in Figures (1/2)

Statistics of permit application completed on FTNet from March 2005 to November 2006

Accumulated application up to 1.25 millions



The percentage of application completed on FTNet has increased from 3.2% in March 2005 to 70.2% in October 2006 (Source: BOFT)

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## Agenda

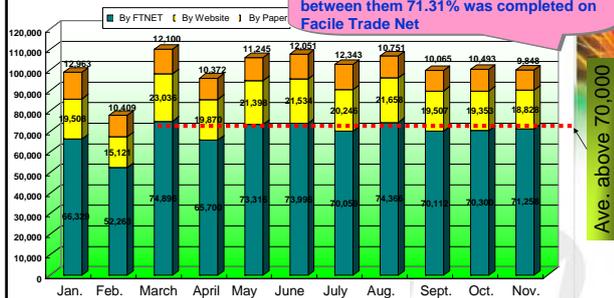
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## Achievements in Figures (2/2)

Application statistics from Jan – Nov 2006

As of Nov. 2006, the percentage of e-application has achieved 90.71%, between them 71.31% was completed on Facile Trade Net

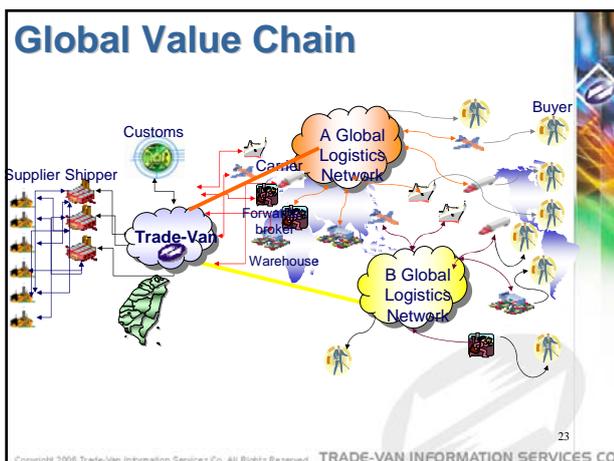
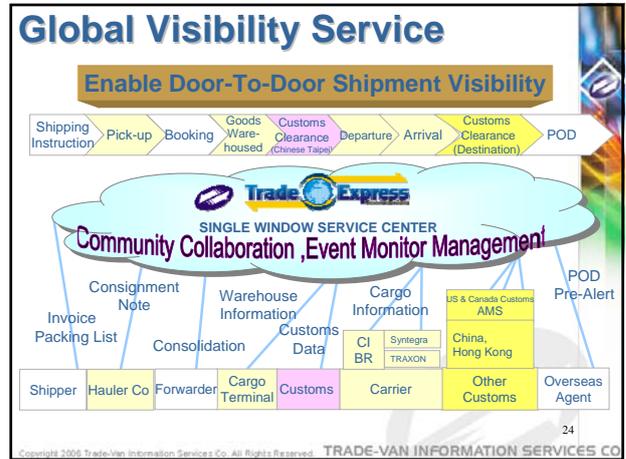
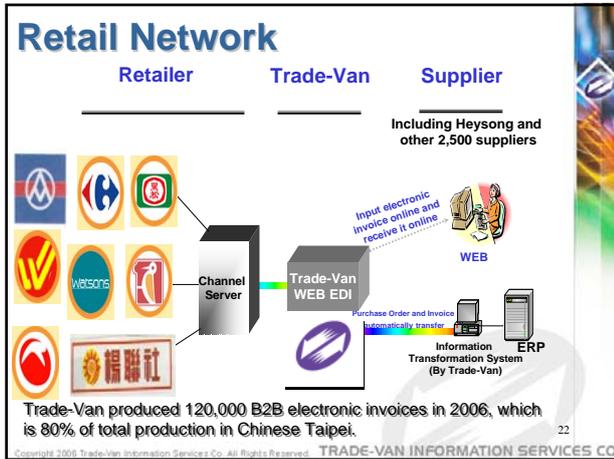


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## eProcurement



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## Strategic Goals



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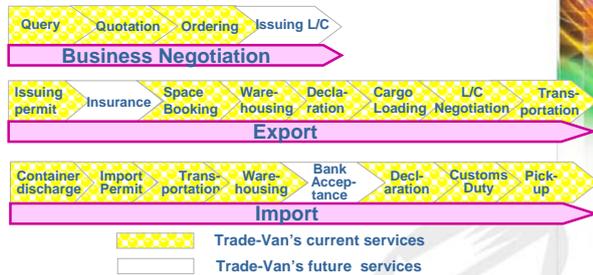
## Collaboration



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## Integration

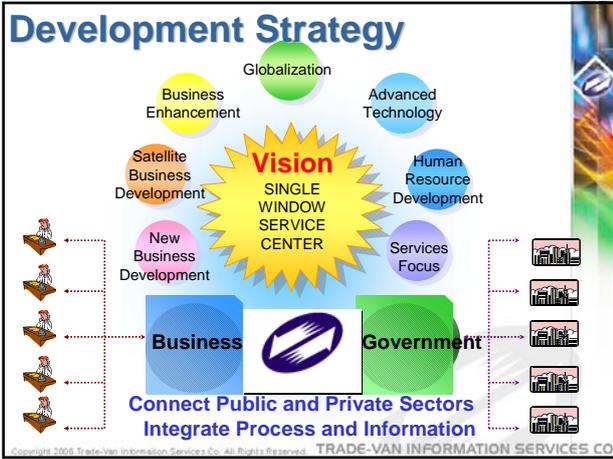
Integrate 90% of the whole Trading and Customs Clearance Procedures



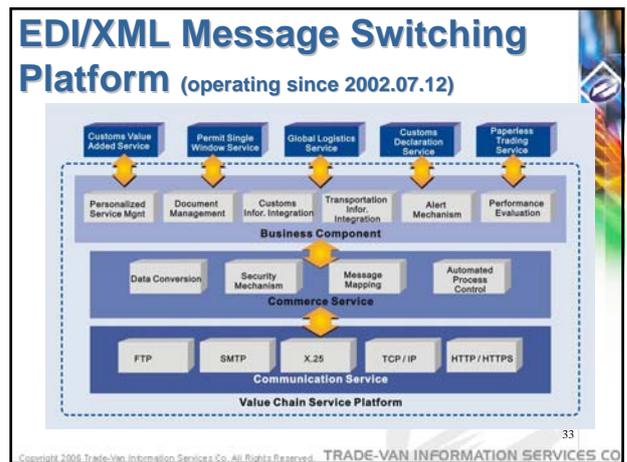
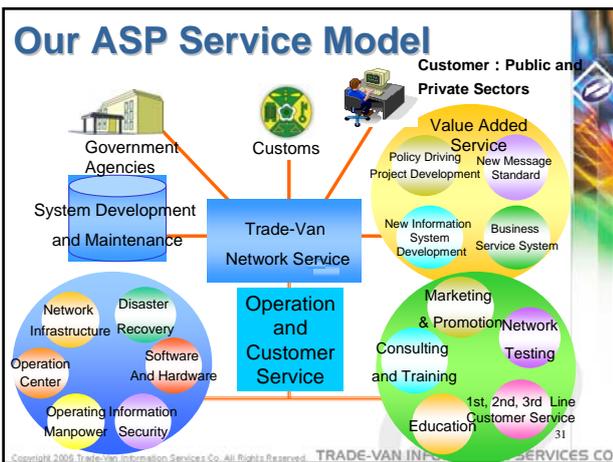
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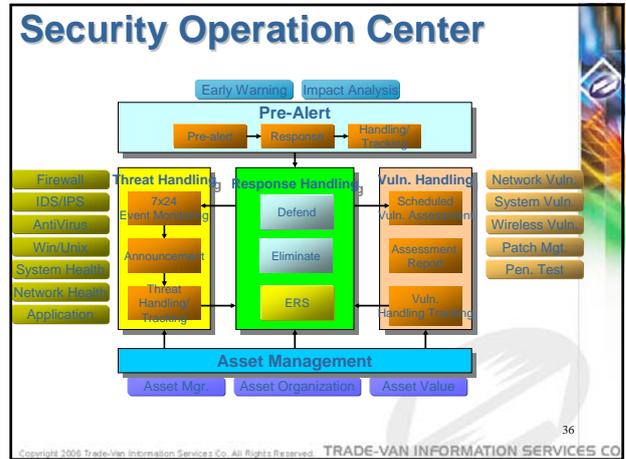
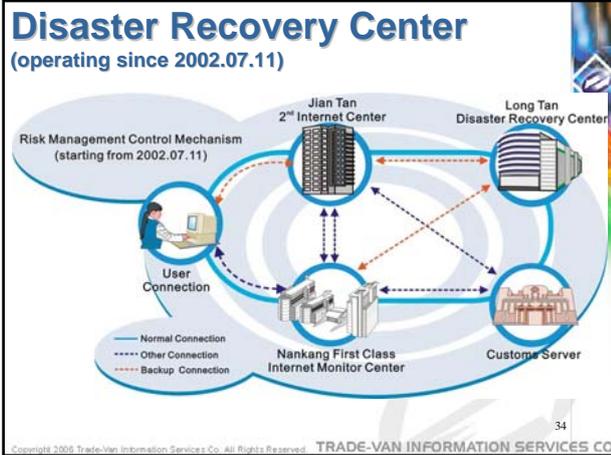
## Globalization





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## A+ Operation Center

- ❑ Integrated operation and monitoring service
- ❑ Complete network management service
- ❑ Excellent setting and facilities
- ❑ Strict information security control
  - ❑ BS7799
  - ❑ SOC implementation

Center Monitoring Platform

Standard Server Rack

Automatic Fire-fighting Equipment

Generator

UPS

Networking

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## Customer Service

- Implementation Date: June 1992
- Human Resource: 33 (including first line and second line customer service representatives)
- Number of Customers: over 40,000
- Customer Service System: ICC (Internet Call Center)
- 24 X 7 non-stop service

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## Emphasis of IPR Protection

### Application for:

- Trademark of the services/products
- Patent of computer software related invention
- Patent of business method
- Domain name

### Gathering and keeping of R&D materials for:

- Copyright
- Trade secret
- Know how

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## IPR Protection in ASP

- **Internal audited process flow** to control IPR
- **Incentives** to encourage IPR application
  - Award, bonus
  - Leadership in the project of self-developed product
- Prudent use of **self-government** under the private law and **freedom of contract**
  - In licensing, distribution arrangement
  - Partnership, strategic alliance
  - Cross border services

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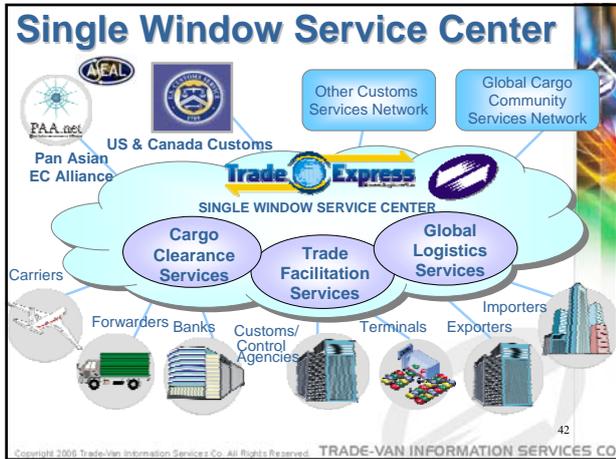
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## Thank You!

# Comment?

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