The Single Window System in Türkiye

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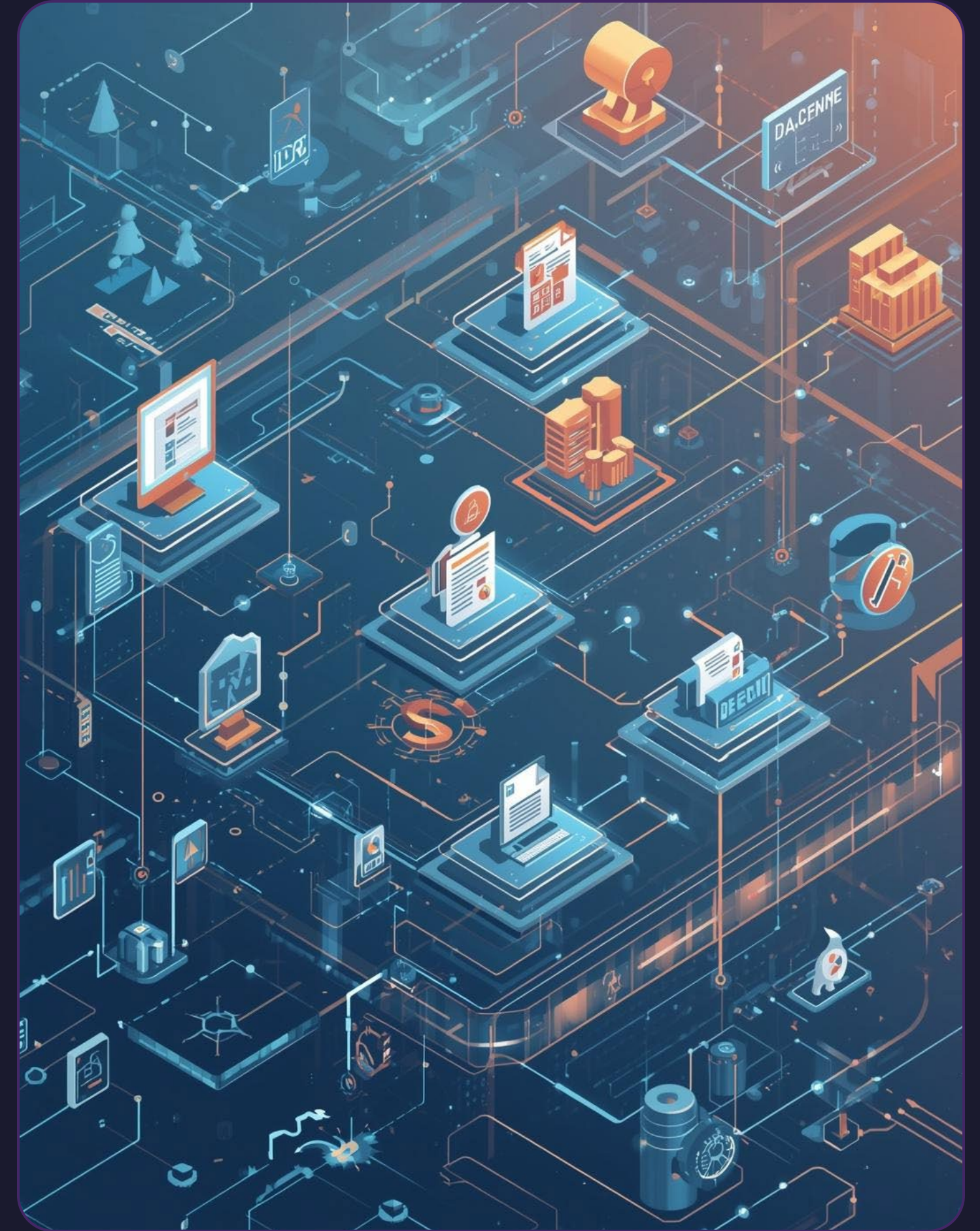Head of e-Customs Department

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Scope

- Defination of SW
- Overview
- System Establishment Process
- How the System Works
- Key Functions of SW
- Challenges
- Benefits
- Statistics
- Future Plans

Introduction to SWS

Inspired by **Article 10** of the WTO Trade Facilitation Agreement (TFA),which mandates the simplification and standardization of border formalities, **the Single Window System** is defined as a mechanism allowing traders to submit all trade-related information and/or documents electronically just once at a single entry point to fulfill all import, export, and transit -related regulatory requirements .

System Overview

National Single Window System integrates 188 electronic documents issued by 24 different shareholders for efficient customs operations and unique ID generation for tracking.

The system has been operational for customs processes since 2014.

System Establishment Process

Strategy Plan

Prime Ministry Circular

Business Processes

Document Optimization

Action Plan

Inclusion in the National Strategy Plan for SWS.

Issuance of Prime Ministry Circular to formalize implementation.

Definition and optimization of critical business processes undertaken.

Simplification and standardization of customs documents initiated.

Preparation of the Action Plan and resource allocation outlined.

System Establishment Process

Stakeholder Identification

Data Exchange Provisions

Document Data Sets

System Development

Phased Rollout

Identified all parties involved in the SWS initiative.

Established protocols for data sharing among stakeholders.

Developed data sets based on WCO Data Model for system integration.

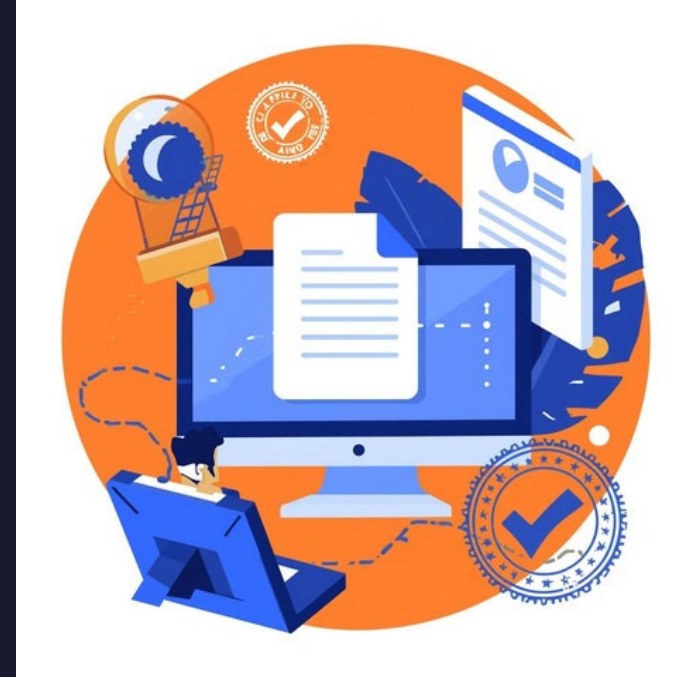Developed the system through collaboration with IT experts.

Implemented the system in phases to ensure smooth transition.

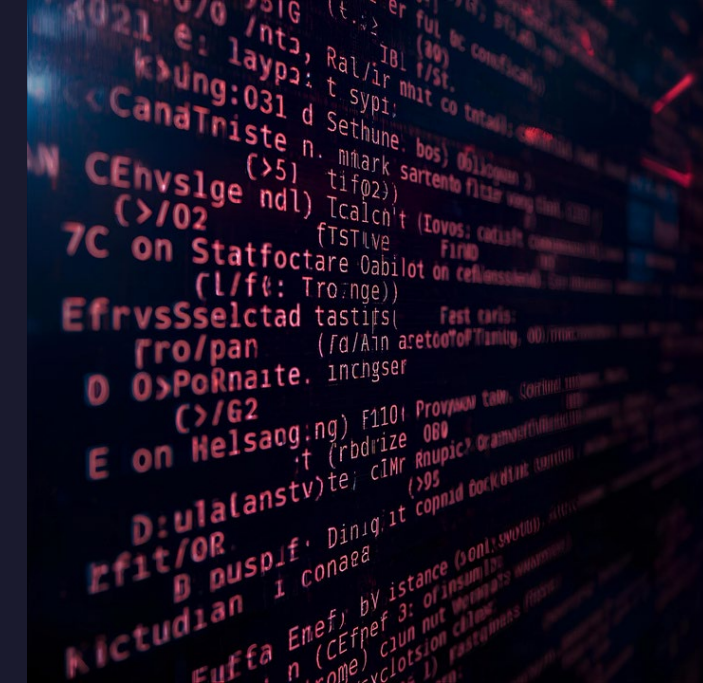# How the System Works

Application Submission

Traders submit their applications electronically through the Single Window System
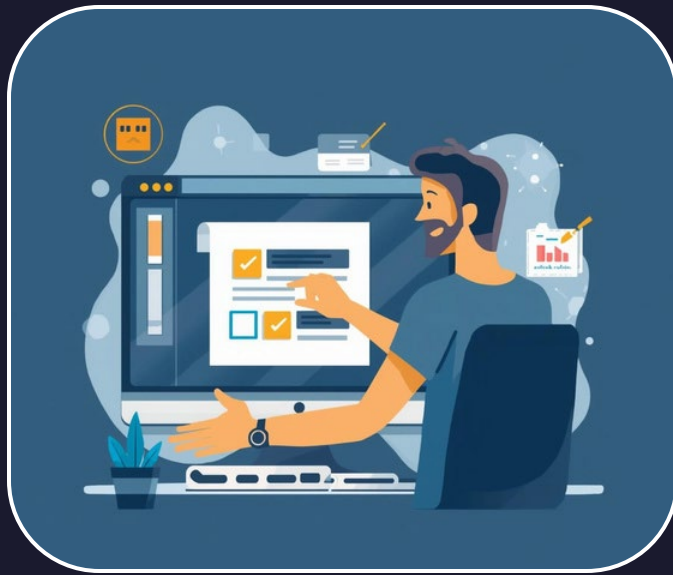

Authority Review

The relevant authority receives the application, reviews it digitally, and issues a decision
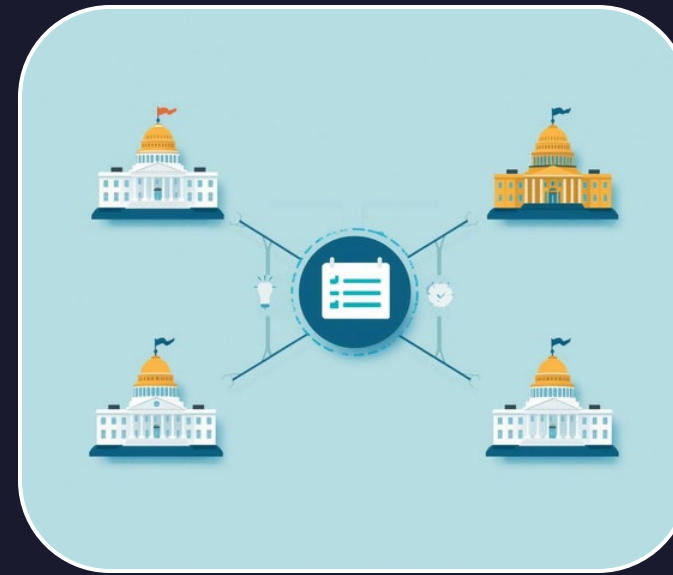

Customs Declaration

Upon approval, a unique reference number is generated, which is then used to complete the customs declaration

Key Functionalities

Electronic Submission

Streamlining document submission via online platforms.

Standardized Data Exchange

Facilitating consistent data transfer among agencies.
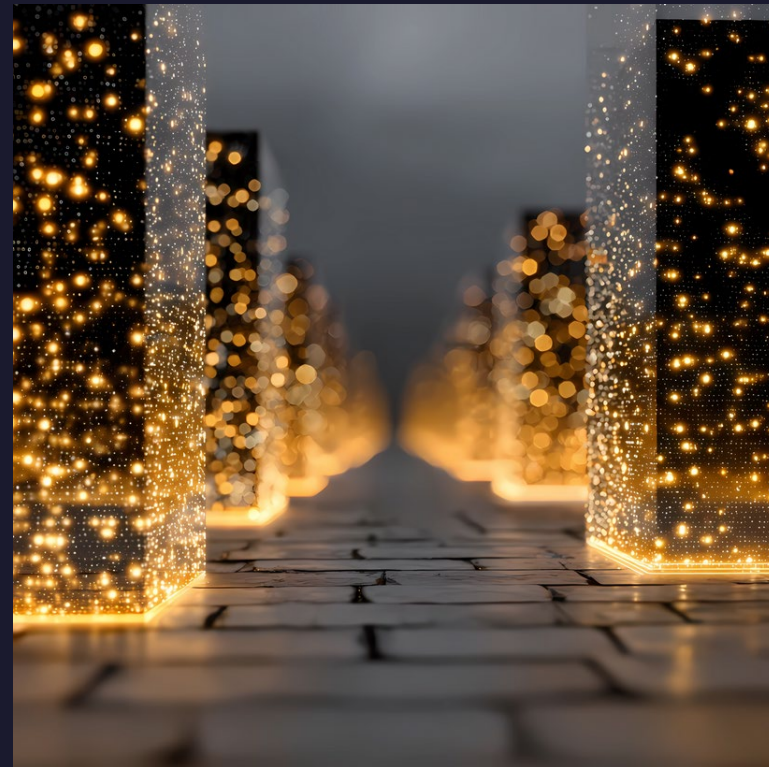
Information Sharing

Enhancing collaboration through shared data access.

Challenges

Legal/Regulatory Harmonization

Technological Integration

Data Standardization

Human Resources Resistance

Key Benefits

Operational

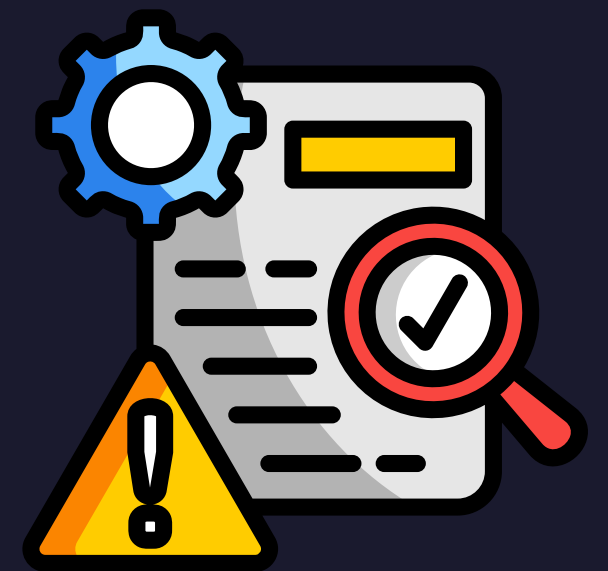Enhanced efficiency in customs processes and procedures.

Transparency

Improved visibility in operations and decision-making.

Error Reduction

Minimized mistakes and document forgery occurrences.
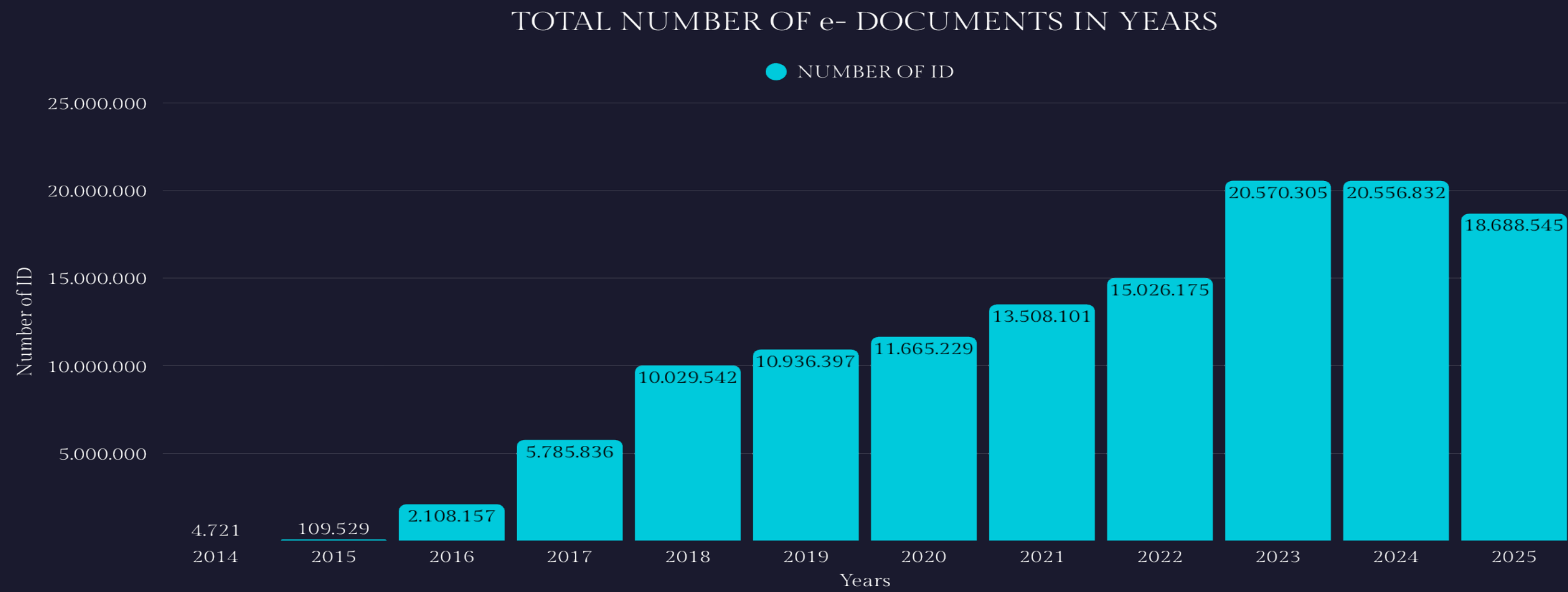
Risk Management

Enchanced risk managment

Statistics

Between 2014 and 2025,

128.775.601

permits for both export and import transactions have been issued via the Single Window System.

Statistics

TOTAL NUMBER OF e- DOCUMENTS IN YEARS

● NUMBER OF ID

Future Plans

Recognizing SW as a path to paperless trade our nation remains committed to the continuous enhancement of the SWS, focusing specifically on expanding its scope and improving user interfaces.

Thank you for your attention

Contact Us

REPUBLIC OF TÜRKİYE

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