

GHANA

INTEGRATED CUSTOMS MANAGEMENT SYSTEM (ICUMS) TRAINING



BACKGROUND

In 2020, the Government of Ghana replaced the old customs IT system with the Integrated Customs Management System (ICUMS). The new system is single-window integrated. This supports the harmonization of cross-border trade activities, reduces complex port clearance procedures and increases revenue mobilization for the government.

Since implementation, there have been many updates and changes based on user feedback. This is why regular trainings for both Customs Officers (internal users) as well as Freight Forwarders, Customs House Agents and Self-Declarants (external users) were initiated to keep the understanding of the system up-to-date.

WHAT WE DID

The project “Strengthening Trade Facilitation under the African Continental Free Trade Area” supported the different user categories across the country to build capacity in the use of ICUMS.

Overall, 15 sessions covering 8 locations across the country were held for a total of 1,302 system users. The trainings were carried out by facilitators from the Ghana Revenue Authority – Customs Division (the system owner) and Ghana Link Network Services Limited (the system technical backdrop).

The objectives of the trainings were:

- ✓ Cutting down processing downtime and thus, speeding up the processing of entries in the system
- ✓ Helping stakeholders to use the system more effectively by reducing errors
- ✓ Identifying and addressing challenges faced by users of the system.



Training locations:

- Gonokrom
- Kumasi
- Elubo
- Takoradi
- Koforidua
- Aflao
- Tema
- Accra

OUTCOME

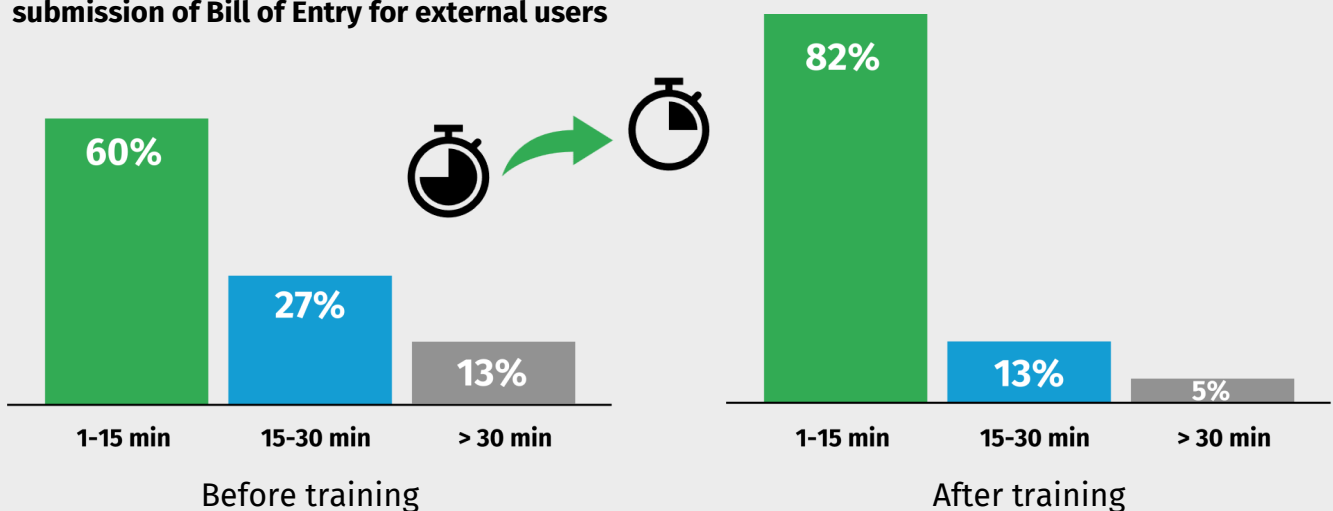
TIME SAVINGS

The training achieved its aim of reducing time of transacting business for both external and internal users of the single-window system. A post training survey conducted to measure impact of the training confirmed that external users now process entries in the system faster than they did before the training (see graphs below). Moreover, 89% of internal users surveyed confirm an improvement in their daily operations on ICUMS.

SYSTEM CHALLENGE ADDRESSED

One key issue identified could be solved through the training. Previously, declarants could only use one Unique Consignment Number (UCR) to create one certificate of origin (COO). Due to the intervention, a single UCR entry can be used to create multiple COOs, therefore reducing the processing time on the system.

Processing times for the creation of single line item (creation of Unique Consignment Number) to submission of Bill of Entry for external users



This training has broadened my knowledge on the use of the ICUMS. I used to experience difficulties with the system which delays my work. With these new insights, I have identified my challenge points. Now I am able to better navigate the system and save time as well.

Bismark Otchere, Freight Forwarder



The training has helped to optimize my operation times in the system. The live demonstration was very useful. This training should be conducted regularly for all the different categories of users. The more regular, the better user experience and the less time spent on entries.

Customs Officer

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