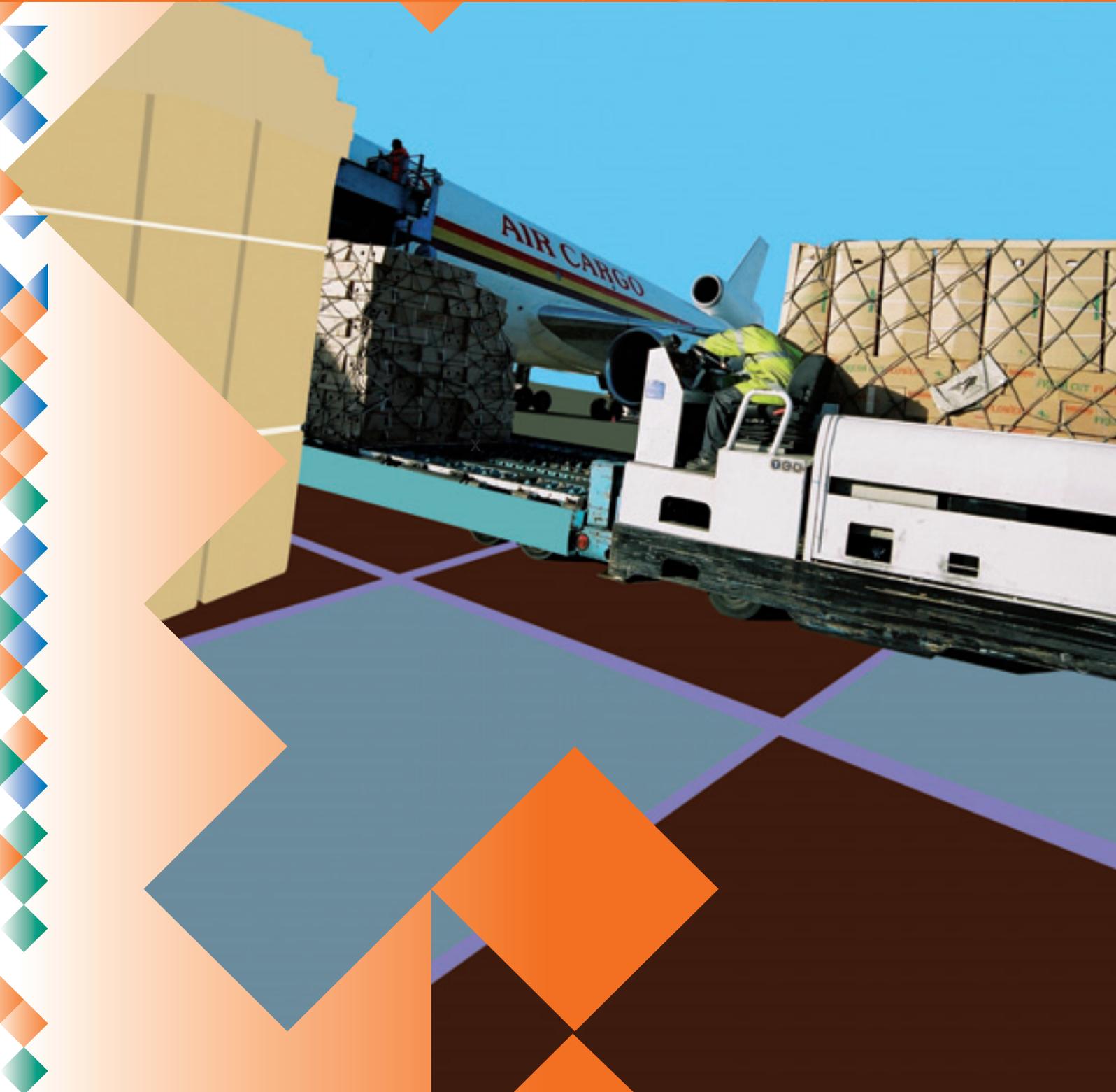


**CLIENT**  
‘Streamlining import and export procedures’



# CLIENT

## 'Streamlining import and export procedures'

Fact sheet from the portfolio of the Department of Trade and Industry version January 2008

### Status

The realisation and implementation of a new and computerized administrative system for the export certification of agricultural goods is on schedule. The necessary core system was completed in 2007. Introduction in the field started in autumn 2007, in stages per sector. First is dairy; then seed potatoes, plants and seeds, meat, etcetera.

The object is in part to achieve electronic data exchange between governments (national and international) and, within the Netherlands, between government services and the business sector. Attempts are also being made in cooperation with other government organisations to improve the coherence of the total export process for entrepreneurs.

### Facts and figures

- Approx. 99% of import shipments are announced via the electronic advance notice system.
- Approx. 500,000 export certificates are issued each year for agricultural goods.

### Period

2001-2009

### Parties involved

Trade and Industry, LNV Departments and Services, other government services, the Ministries of Finance (Customs), Foreign Affairs (ICTU) and Economic Affairs (EVD), and the business sector.

### More information

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agriculture, nature  
and food quality

*CLIENT is an acronym for Controles op Landbouwgoederen bij Import en Export naar een Nieuwe Toekomst. Loosely translated, it stands for 'a new approach to the control of agricultural goods during import and export'. The programme seeks to streamline the administrative and logistic procedures involved in importing and exporting agricultural goods.*

### Context

Government procedures at the external border affect the competitive position of airports, sea ports and businesses that import and export. The coordination on information flows and control procedures can prevent unnecessary charges and delays for all parties. The call for border controls to be made more efficient was first voiced by Rotterdam Mainport. As the second largest exporter of agricultural products, the Netherlands is a world power in terms of trade. In order to retain this position, it will be necessary to ensure that trade flows as smoothly as possible. CLIENT aims to play a major part in this area by improving the way that export certificate production and issuing are organised in the Netherlands, but also by offering the information directly to the authorities in the importing countries, by electronic means and through secure channels.

### Effects

At the business sector's request, CLIENT initially focused on improving import processes and systems. Conventional (paper) documents were converted into a digital format using a system of electronic advance notice, among other innovations. This allows the departments involved to plan their inspections in good time, while businesses can plan logistics precisely according to the status of a shipment. One of CLIENT's next objectives, as part of improving export certification processes and systems, is to realise a new automated system of data exchange among government organisations (within the Netherlands, but also with governments outside the EU) and between government and the private sector. Not only will this save time and reduce administrative burdens for businesses, it will also significantly increase the reliability of Dutch certification.

### Particular aspects

CLIENT has succeeded in getting many different parties in the public and private sectors to work together intensively. Automation is simply a resource in this respect. As part of the biennial eEurope Awards, a European panel of experts awarded the programme a 'Good Practice label' in 2005 as an example of good eGovernment.

### Challenges

CLIENT sees to it that inspection processes and support systems are organised more efficiently, but the businesses and inspectorates involved are responsible for implementation.

### Compatibility with Ministry policy

External border inspections fall partly under the responsibility of the Ministry of Agriculture, Nature and Food Quality (LNV). This applies in particular to controls of animal and vegetable products and protected exotic species of plants and animals. The Ministry is in favour of harmonisation and simplification in the implementation of regulations, as this contributes to economic growth and increases competitiveness.

### Benefits

Reducing administrative pressure and achieving more efficient control processes and better government performance are in line with the objectives of the government as a whole.