

CLIENT

'Streamlining import and export procedures'



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Status

The realisation and implementation of a new and computerized administrative system for the export certification of agricultural goods is on schedule. Introduction in the field will start in January 2007, in stages per sector. First is dairy; then seed potatoes. Live animals, plants and seeds, etcetera.

Facts and figures

- Depending on the sector, between 50 and 99% of import shipments are announced via the electronic advance notice system (reference date January 2006).

Period

2001-2007

Parties involved

Trade and Industry, LNV Departments and Services, Customs, joint management organisation (GBO) and the business sector

More information

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agriculture, nature
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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. In this way CLIENT contributes to organising and carrying out border controls of agricultural goods and issuing export certificates more efficiently and more effectively.

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. The Ministry of Agriculture, Nature and Food Quality (LNV) took up the challenge to get government organisations to collaborate more effectively with one another and with parties in the private sector.

Effects

At the business sector's request, CLIENT initially focused on improving import processes and systems. Conventional (paper) documents were digitalized with a system of electronic advance notice, among other innovations. This allows the departments involved to plan their inspections in good time and businesses 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 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' 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. There is scope for further improvement through further collaboration between government bodies and businesses.

Compatibility with Ministry policy

External border inspections fall partly under the responsibility of 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, which is a key objective of Trade and Industry. Reduction of the administrative burden, more efficient processes and a government that is more effective are all consistent with the objectives of the *Andere Overheid* (Modernising Government) programme.

Benefits

Unnecessary delays are prevented and competitiveness is increased.