



ASYCUDA

Automated System for Customs Data



Manila / 5th March 2025

Customs Authority

Timor-Leste



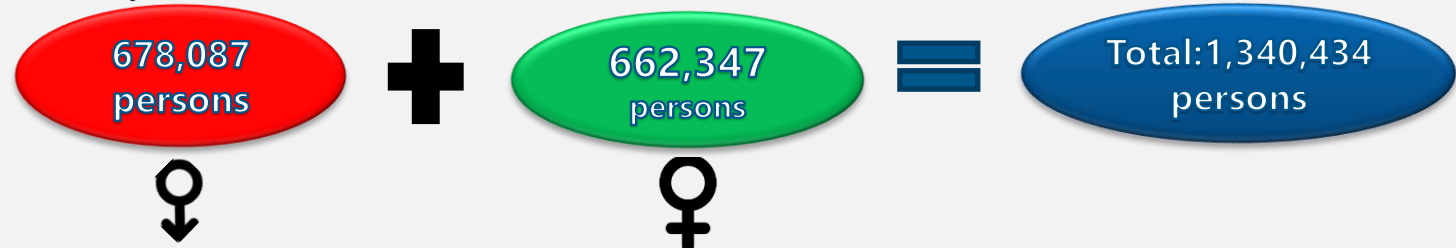
Background of Timor-Leste

History

Timor-Leste also known as East Timor is located between Indonesia and Australia, it was a former Portuguese colony during about 500 years (1515-1975), and annexed by Indonesia for 24 years (1975-1999). Just in May 2002, Timor-Leste was internationally recognized as an independent country with a name República Democrática De Timor-Leste (RDTL).

Population

Census 2022 report



Language

Official Language:

Portuguese & Tetum

Working Language:

English & Bahasa Indonesia

Natural Resources

- Coffee
- Sandalwood
- Copra
- Gold
- Petroleum
- Natural Gas
- Manganese
- Marble
- Tourism

Digitalization Journey in TL

2001-2012
ASYCUDA++

Main outputs:

- Traders submitting the Single Administrative Document (SAD) and manifest electronically
- Use of 8-digit harmonized system (HS) commodity codes
- Streamlined process & the organizational structure of DGA
- Risk Management
- Capacity building

2014-2020
ASYCUDAWorld

Main outputs:

- Harmonizing and strengthening of clearance process
- Fully operational in 6 Customs offices
 - Dili, Batugade, Salele, Suai Airport, Maliana and Bayu Undan
- Automation, Paperless, Transparency
- Capacity building
(179 Customs staffs, 69 Shipping Agents, 64 Customs Brokers and 19 officers from OGAs)

17 May 2017

- The government in its efforts to extend digitalization to PGAs it decided to implement National Single Window
- A National Single Window Resolution (24/2017) passed by the Cabinet sets AW as the platform to develop the Trade Single Window System in Timor-Leste

Digitalization Journey in TL

**2020-2024
Timor-Leste Trade
National Single
Window**

Project Document

- 48-month project funded by the Government of Timor-Leste
 - Phase 1 – 8 OGAs & Interface with Indonesia
 - Phase 2 – Interface with Brazil, interface with CPLP Regional SW, Gateway between CPL & ASEAN SWs

**2021
Addendum 1**

- Scope enlarged to 2 more OGAs:
 - Environment Agency
 - Timor Port

**2023
Addendum 2**

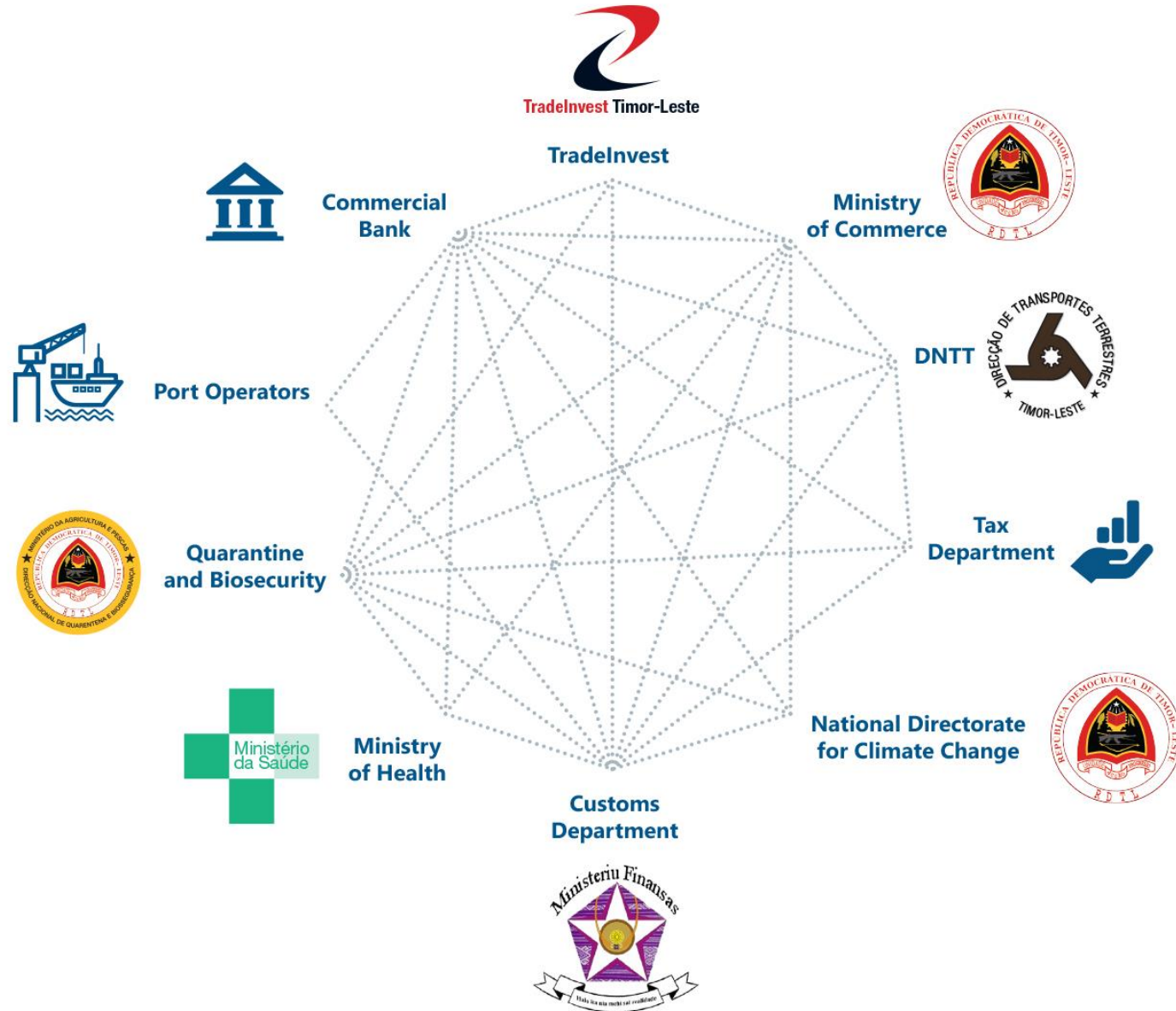
- Scope enlarged to 3 more OGAs:
 - National Petroleum Agency
 - Police Unit
 - Central Bank (P24 - ePayment)

**2024
Addendum 3**

- Project extension to September 2025



State a play - Before TileSW

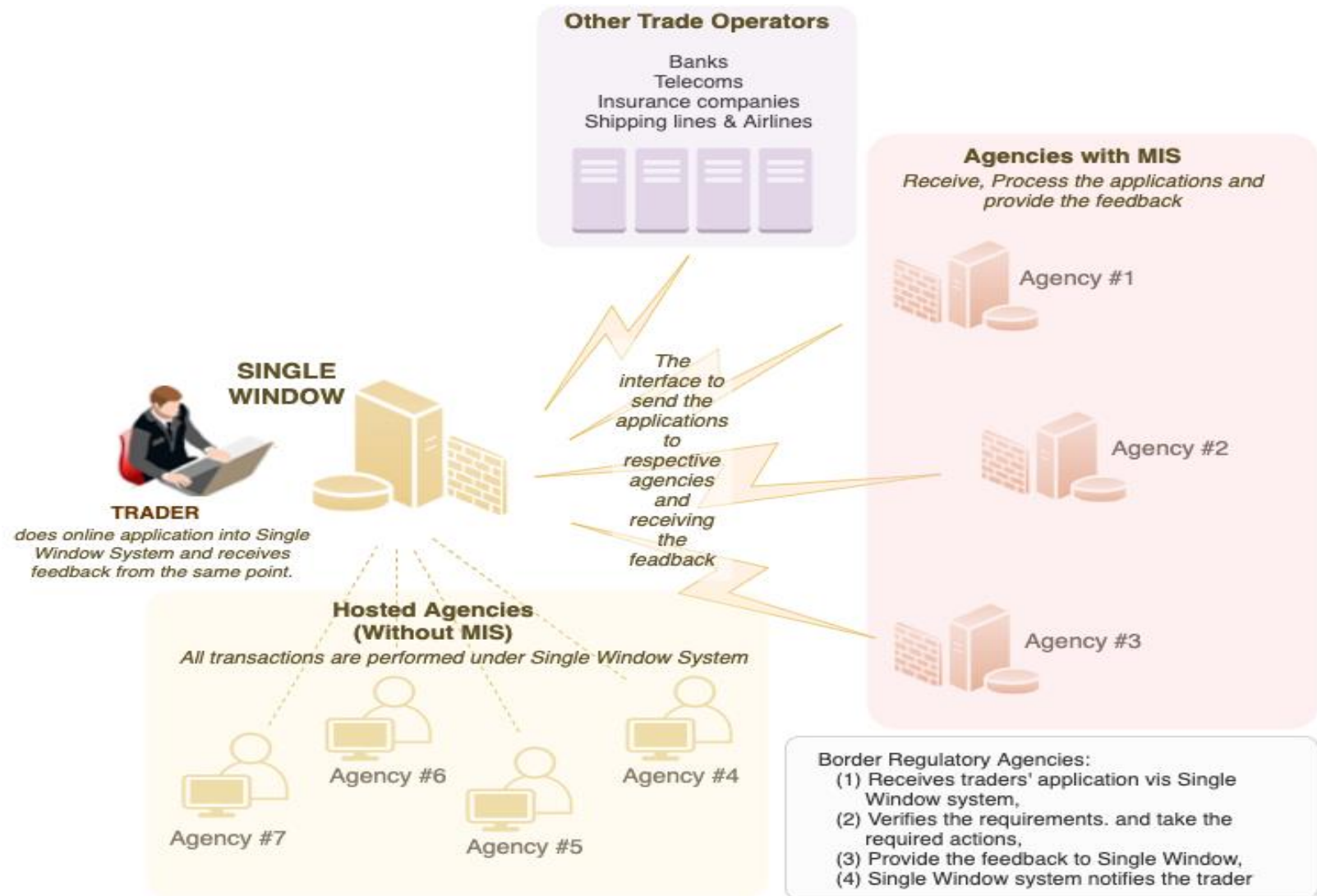


- No Coordination
- Lots of movements from one institution to another
- Lack of proper statistic especially processing time

Electronic Single Window (e-SW)

The Article 10 (4) of the Bali Ministerial decision on the Agreement on Trade Facilitation (TFA) states:

“WTO members to establish a single window system that enables traders to submit required information and timely receive result through a single entry point connecting the participating authorities or agencies”

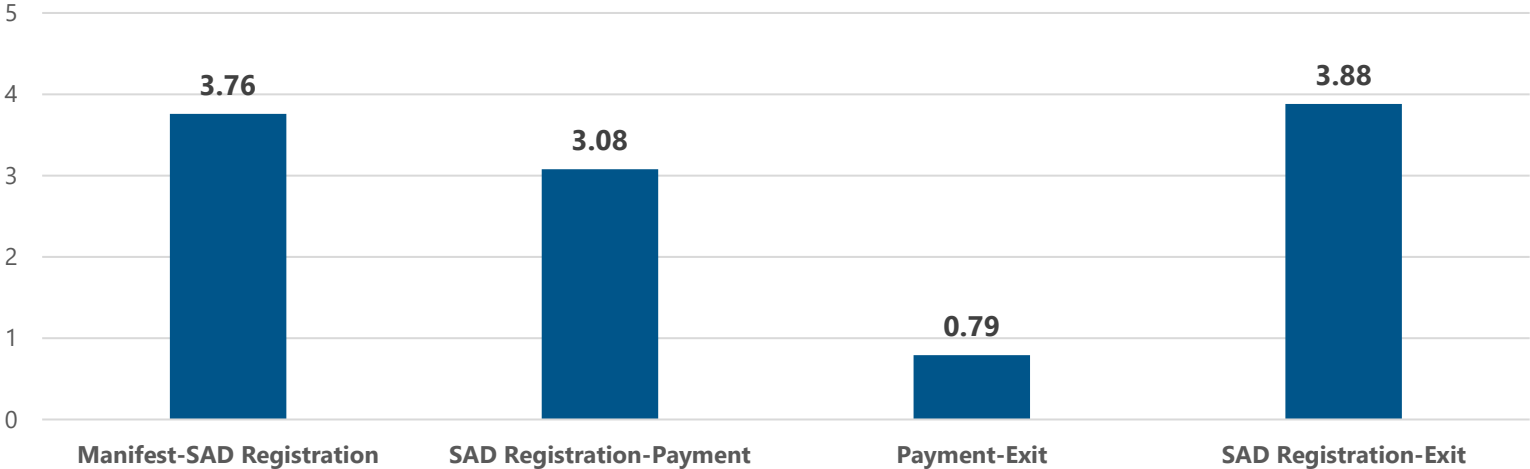


Clearance Stages

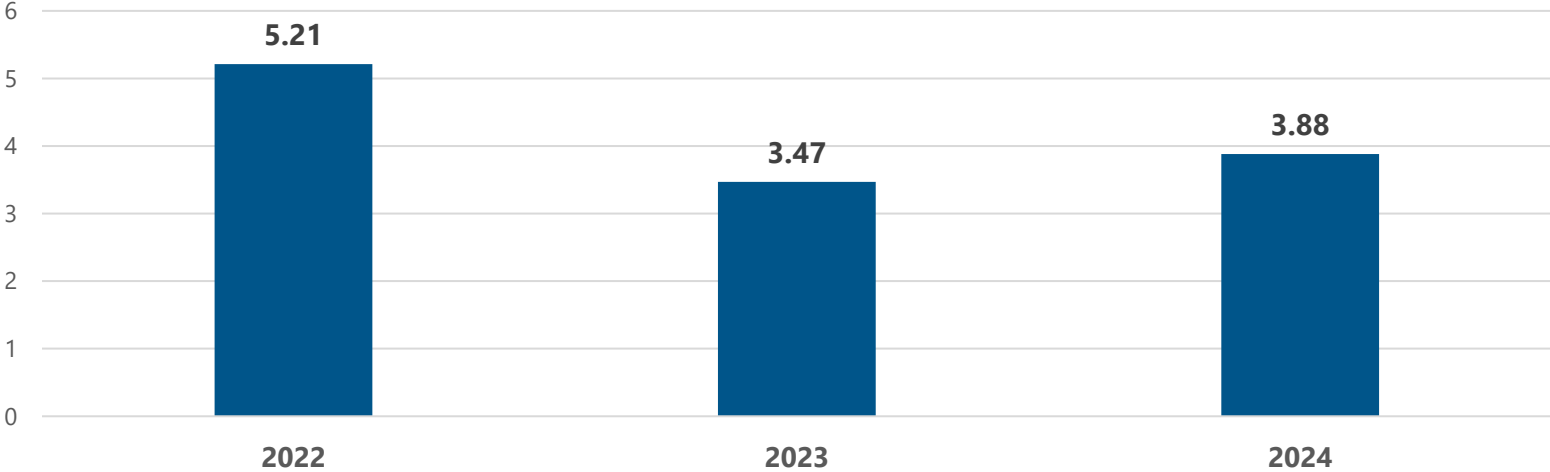
No.	Stage	Actions	Who	
1	Pre Clearance	<ul style="list-style-type: none"> Licensing & Permit Manifest 	<input type="checkbox"/> OGA <input type="checkbox"/> Shipping Line	
2	During Clearance	<ul style="list-style-type: none"> DAU Registration (Tax Calculation) Documentary Check Inspection (Joint) Payment Vehicle Registration 	<input type="checkbox"/> Customs Broker <input type="checkbox"/> Documentary Check – Customs <input type="checkbox"/> Operations – Customs <input type="checkbox"/> Customs Broker <input type="checkbox"/> OGA	
3	Post Clearance	<ul style="list-style-type: none"> Gate Out Audit Reporting 	<input type="checkbox"/> Port <input type="checkbox"/> Customs	
AVG(Manifest-SAD Registration)		AVG(SAD Registration-Payment)	AVG(Payment-Exit)	AVG(SAD Registration-Exit)
3.76		3.08	0.79	3.88
Traders & Brokers		Customs, Traders, & Brokers	Traders, Brokers, & Tibar Port	Traders, Brokers, Customs, & Tibar Port

Clearance Time













AVERAGE TIME RELEASE IN 2024



AVERAGE TIME RELEASE FROM SAD REGISTRATION TO EXIT (2022-2024)



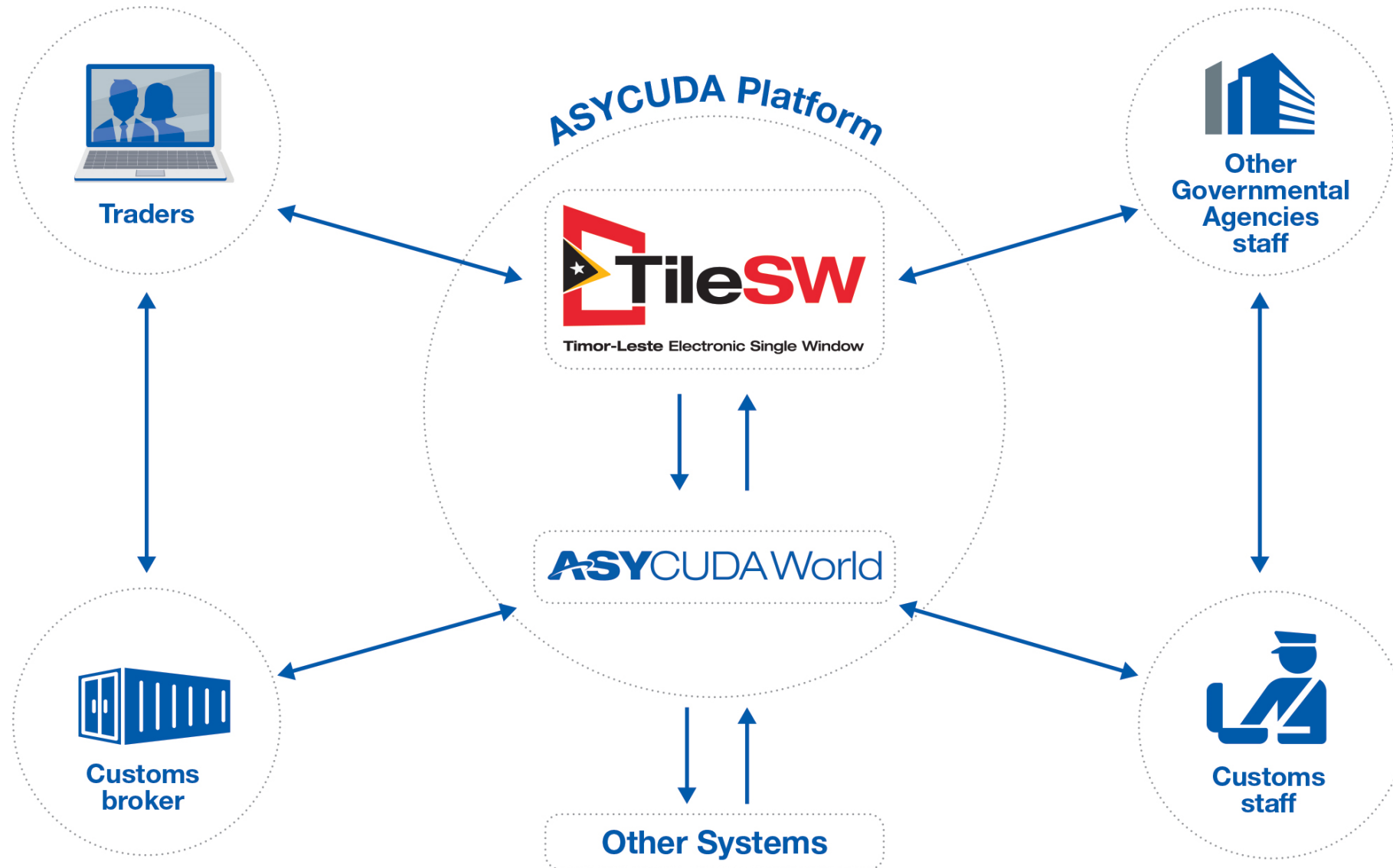
TileSW – OGAs Implemented & Benefits

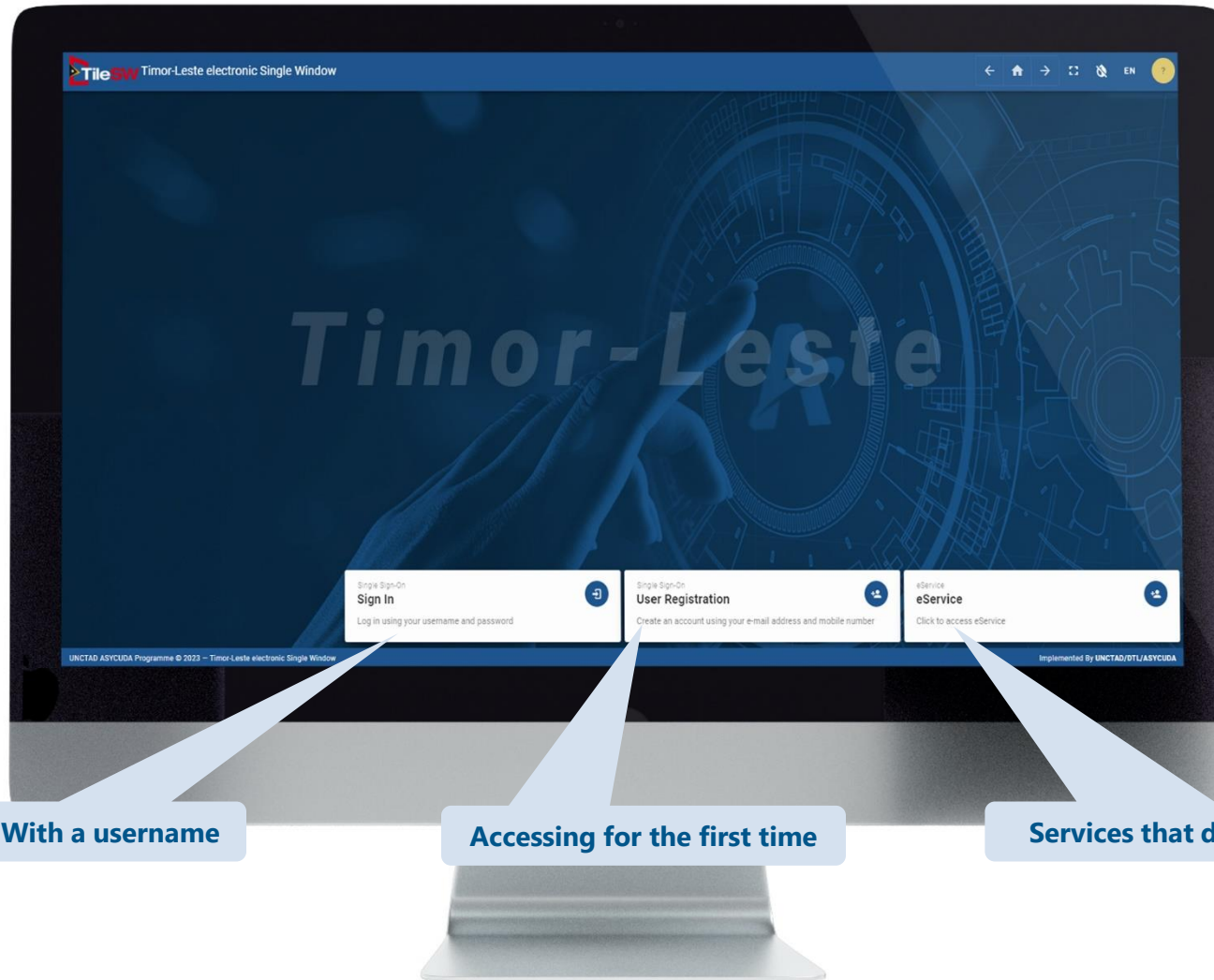
	OGAs	Functionalities	Hosted / Data Exchange
1	 <p>Tradelvest Timor-Leste</p>	<ul style="list-style-type: none"> Investment Certificate Import Master List 	<ul style="list-style-type: none"> Hosted in TileSW 
2	 <p>National Ozone Unit</p>	<ul style="list-style-type: none"> Importation of gas R22 	<ul style="list-style-type: none"> Hosted in TileSW 
3	 <p>National Directorate of Foreign Trade (DNCE)</p>	<ul style="list-style-type: none"> Importation of Motor Vehicles Certificate of Origin 	<ul style="list-style-type: none"> Hosted in TileSW 
4	 <p>DNTT</p>	<ul style="list-style-type: none"> Importation of Motor Vehicles Inbound and Outbound for Motor vehicle crossing the border 	<ul style="list-style-type: none"> Hosted in TileSW 
5	 <p>INFPM</p>	<ul style="list-style-type: none"> Self clearance of medicines and medical equipment 	<ul style="list-style-type: none"> Hosted in TileSW 
6	 <p>Customs Authority</p>	<ul style="list-style-type: none"> Importation of Individual Motor Vehicle Inbound and Outbound for Motor vehicle crossing the border 	<ul style="list-style-type: none"> Hosted in TileSW 

TileSW – OGAs Implemented & Benefits

OGAs	Functionalities	Hosted / Data Exchange
 <p>7 Quarantine</p>	<ul style="list-style-type: none"> Import & Export Permits of the plant, animals, and products thereof 	<ul style="list-style-type: none"> Hosted in TileSW 
 <p>8 Timor Port (Tibar)</p>	<ul style="list-style-type: none"> Port Management 	<ul style="list-style-type: none"> Data Exchange 
 <p>9 Tax Authority</p>	<ul style="list-style-type: none"> Business Registration, TIN Registration, and Tax Clearance 	<ul style="list-style-type: none"> Data Exchange 
 <p>10 ANP</p>	<ul style="list-style-type: none"> Importation of Fuel and Other Lubricants 	<ul style="list-style-type: none"> Data Exchange 
 <p>11 BCTL</p>	<ul style="list-style-type: none"> Payment of Customs Duties & Taxes through ATM (e-Payment) 	<ul style="list-style-type: none"> Data Exchange 
 <p>12 DNFM</p>	<ul style="list-style-type: none"> Medicine Registration Medicine Import Authorization for Private Clinic 	<ul style="list-style-type: none"> Hosted in TileSW 

ASYCUDA Architecture





Traders/Staff With a username

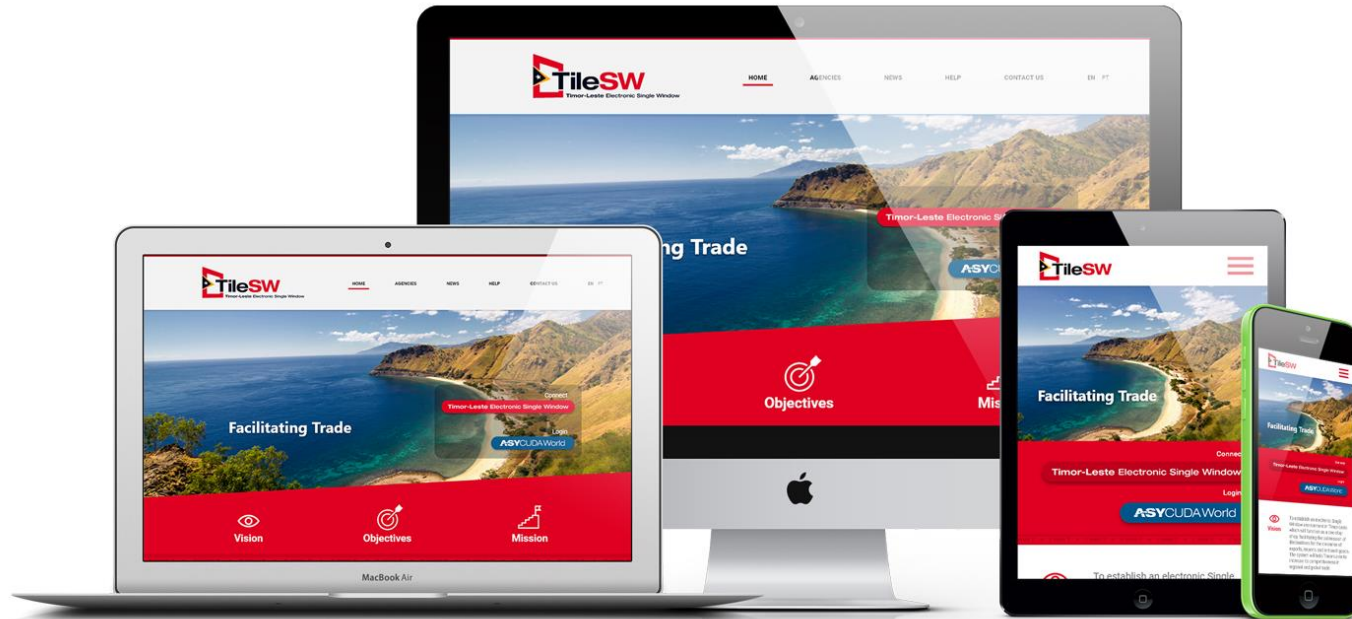
Accessing for the first time

Services that do not need username

<https://tilesw.customs.gov.tl>

TileSW - Platform

All devices (Desktop, Laptops, Mobile and Tablets)



- ▶ It is a much lighter application for end-user
- ▶ Can be used on different device sizes i.e., mobile, tablet and Desktop
- ▶ Enables wide range of users; Traders, and Customs, OGA at any level (Staff, Directors and CEOs)
- ▶ Provides self service capabilities like, User Registration, Password change

TileSW Functionalities for Traders & Customs Brokers

❑ Submit Import Permit

❑ View the status of the permit

❑ View Customs Declaration

❑ View the status of Inspection

Finder For Permit Authorization
 Import/Export Permission / Authorization / Finder For Permit Authorization

Filter Reload Export CSV + New

Document	Reference	Date	Trader	Begin Date	End Date	Item	Created At ↓ 1	Document Status
Individual Vehicle Import Authorization	AATL P 2024 266	2024-07-30	1009119	2024-07-30	2024-08-28	1	30/07/2024 15:40:32	Submitted
Individual Vehicle Import Authorization	AATL P 2024 265	2024-07-30	1401081	2024-07-30	2024-08-25	1	30/07/2024 14:18:15	Approved

Finder For Customs Declaration
 Clearance / Customs Declaration / Finder For Customs Declaration

Filter Reload Export CSV

Year	Customs Office	Serial	Number	Date	Trader	Declarant	Item	Total	Status
2024	Dili Seaport				1337889	1219268	7	1056.26	Stored
2024	Suai Salele Land Border	C	513	2024-07-30	1337568	1130588	14	392.72	Registered
2024	Dili Seaport	C	8025	2024-07-30	1243366	1130588	1	1121.87	Assessed
2024	Batugade Land Border	C	3429	2024-07-30	1035415	1000927	13	522.99	Totally Exited
2024	Airport President Nicolao Lobato	T	889	2024-07-30		1111111	1	8.53	Paid

Finder For OGA Inspection
 Clearance / OGA-Inspection / Finder For OGA Inspection

Filter Reload Export CSV + New

Agency	Document	Reference	Year	Office	Serial	Number	Date	Trader	Declarant	Item	Document Status	Created At ↓ 1
Directorate of External Trade	Inspection Document (DNCE)	BSA24-215TC	2024	DIL01	C	7900	2024-07-27	1327111	1219268	4	Created	27/07/2024 22:08:49
National Directorate of Land Transport	Vehicle Inspection Document (DNTT)	NEWSTARSD079E	2024	DIL01	C	7899	2024-07-27	1017399	1219268	1	Created	27/07/2024 21:53:49
National Petroleum Authority	Free Circulation	HENKJON2407001	2024	DIL01	C	7879	2024-07-26	1284806	1141935	4	Cleared	26/07/2024 15:33:38

TileSW Vehicle Import Permit

Application form

Permit | DNCE P 2024 1477 Return To View Modify View License(S) Finder

Import/Export Permission / Authorization / Permit / Modification / DNCE P 2024 1477

Status: Pending | Approved Created At: 01/10/2024 05:10:20 Updated At: 02/10/2024 11:12:45 Created/Updated By: Marcelina J. Dias Peloi

Document Information

Applying For? *

Movement: Usage:

Unique Information

Year: Number: Date:



Reference: Begin Date * End Date

Trader Information

Code *

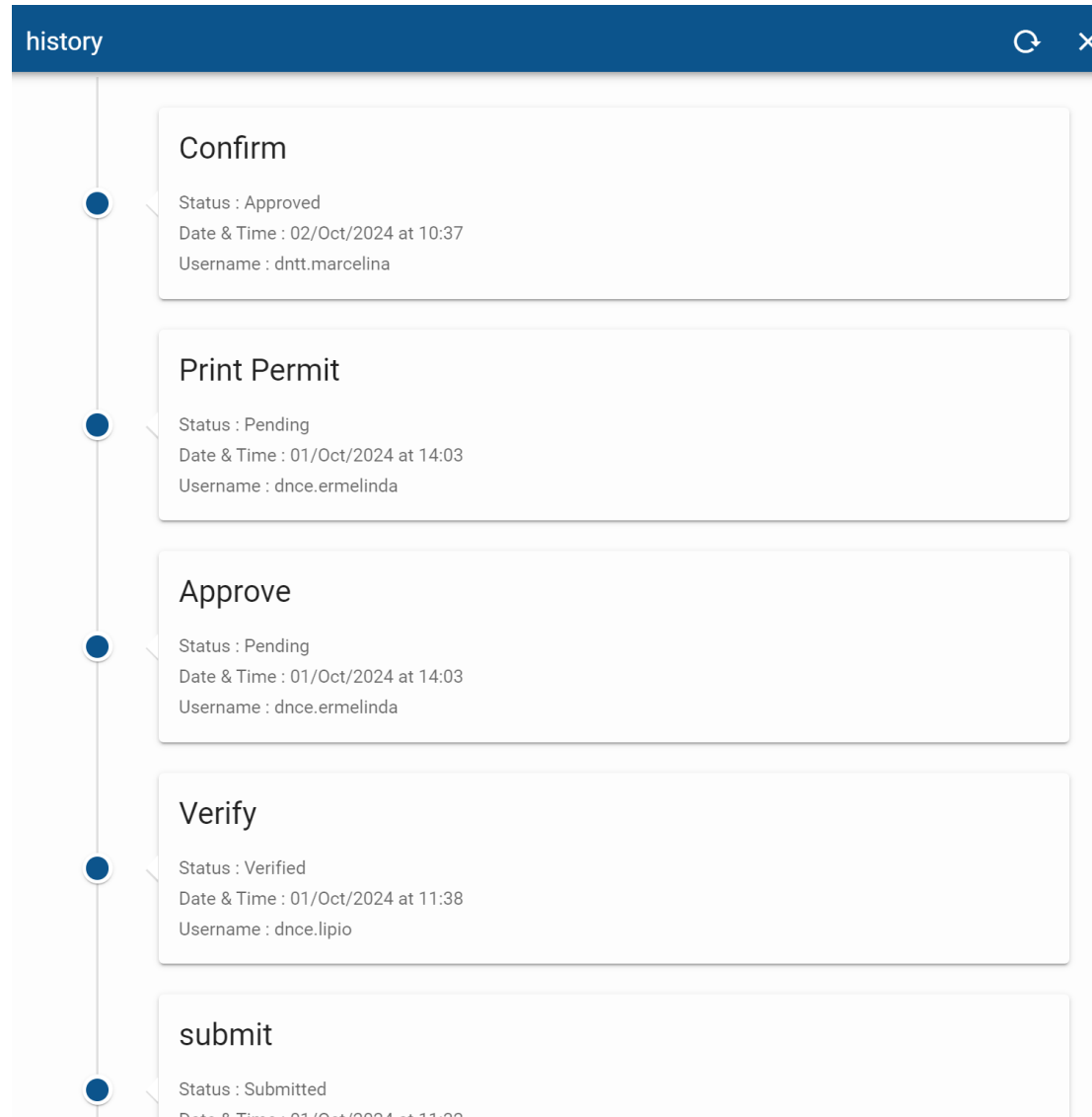
Name and Address

Item(s)

Item	Commodity	Description	Country Code	Country Name	Quantity	WriteOff By	Actions
1	8711	Motor Cycles-8711	ID	Indonesia	70	QTY	 

TileSW Vehicle Import Permit

Application flow



DNTT


DNCE


Trader

DNCE + DNTT
Collaboration

TileSW Vehicle Import Permit

Permit in ASYCUDAWorld as being Captured by Customs Broker


ASYCUDA




National Directorate of External Trade

Commercial Vehicle Import Authorization

Single Window Agency		Registration Details	
1. Agency	DNCE National Directorate of External Trade	3. Registration P	1477 02/10/2024
2. Document	CVERP Commercial Vehicle Import Authorization	4. Reference	2024 DNCE P 2024 1464
Trader Details		Permission Details	
5. Trader	No. 1284771	6. Movement	I Import
ALOKANESI, UNIPESSOAL, LDA RUA DE FAROL, LIRIO MOTABEL, VERA CRUZ DILI TIMOR LESTE		7. Usage	S Single
		8. Validity	from 30/09/2024 to 29/10/2024

Item(s)

No	Commodity	Description	Origin	Initial	Remaining	Option	Exempt	Lock
1	8704	Motor vehicle for transport of goods...	ID	3	3	Quantity	<input type="checkbox"/>	<input type="checkbox"/>
2	8711	Motor Cycles-8711	ID	21	21	Quantity	<input type="checkbox"/>	<input type="checkbox"/>

No	Item	Category	Chasis	Engine	Capacity	Year	Make	Model	Color
1	1	CARRINHA	MHYHDC61TRJ220642	K15BT1619167	1462	2024	SUZUKI	NEW CARRY	BLACK
2	1	CARRINHA	MHYHDC61TRJ225347	K15BT1629705	1462	2024	SUZUKI	NEW CARRY	WHITE
3	1	CARRINHA	MHKP3FA1URK073736	2NR4D13068	1495	2024	DAIHATSU	GRAND MAX	SILVER
4	2	MOTORCYCLE	MH3RG476ORK079331	G3S7E-0101568	150	2024	YAMAHA	XSR 155	BLACK
5	2	MOTORCYCLE	MH1JMA11XRK152286	JMA1E1151915	110	2024	HONDA	GENIO	BLACK
6	2	MOTORCYCLE	MH1JMA113RK152288	JMA1E1151917	110	2024	HONDA	GENIO	BLACK
7	2	MOTORCYCLE	MH1JMA116RK152284	JMA1E1151918	110	2024	HONDA	GENIO	BLACK
8	2	MOTORCYCLE	MH1JMA118RK152299	JMA1E1151901	110	2024	HONDA	GENIO	BLACK
9	2	MOTORCYCLE	MH1JMA111RK152290	JMA1E1151913	110	2024	HONDA	GENIO	BLACK

Item
Details

Vehicle(s)
Details

Email Notifications to Traders and Customs Brokers

- Declaration is Registered and Assessed for Payment
- Payment Receipt
- Release Order Message



Customs Authority



Auto generated email, do not reply.

This is to inform you that following declaration has been paid:
C 8012 30/07/2024
A copy of receipt is attached for your reference.

Thank you

ASYCUDA World (National Single Window)

[Click to access to ASYCUDAWorld](#)



Customs Authority



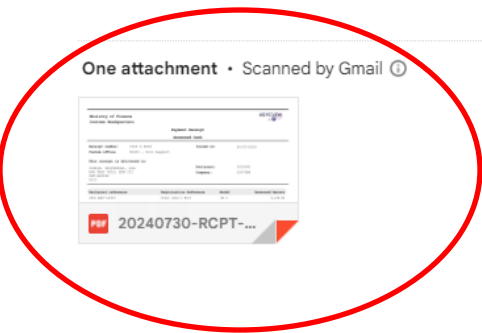
Auto generated email, do not reply.

Please note that Release Order has been issued for DIL01 2024C8019
See attached a copy of the Release Order
Kindly present this for release purpose

ASYCUDA World (National Single Window)

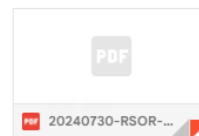
[Click to access to ASYCUDAWorld](#)

Version#	Date	Status	Transaction	Owner	Who
3	7/26/24 9:38 AM	Paid	Print Release Order	1026040	Declaration Auto System User
2	7/26/24 9:38 AM	Paid	Payment	1026040	BCTL P24
1	7/25/24 7:47 PM	Assessed	Validate and assess	1026040	Necesito Hagler Joaquim Pereira



One attachment • Scanned by Gmail

One attachment • Scanned by Gmail



TileSW – OGAs Implemented & Benefits

Benefits



Better collaboration between Government Institutions



Reduction of Cost and Time



Reduction of paper use



Improved control



Increased Revenue collection



Improved Reconciliation



Improved transparency and integrity

TileSW – OGAs Implemented & Benefits

Challenges



Poor internet connectivity



Low computer literacy



Reluctance to switch from manual to automation



Some process re-engineering requires legislation changes (Changes could be lengthy done project duration)



**OBRIGADA
THANK YOU!**



📍 Ministry of Finance Building, Dili, Aitarak Laran

💻 Customs.gov.tl