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Conclusion



The survey shows a high level of interest and activity in the testing and implementation of the three areas of advanced technology in customs authorities worldwide. Over half of respondents report using IoT, AI and machine learning, while only Argentina and Uruguay are currently deploying blockchain.

This collaboration between the WCO and the WTO is to gain a better understanding of how the latest advanced technologies can help customs authorities to contribute to trade facilitation and to shed light on the opportunities and challenges customs authorities face when deploying the technologies.

Information on numerous pilot projects and PoCs show the interest in expanding the use of these technologies as well as the confidence in the benefits they will bring to customs authorities in achieving their objectives and in supporting cross-border trade.

A number of common benefits are expected from the adoption of these three areas of advanced technology such as, *inter alia*, enhanced transparency of procedures, better risk management and profiling, and improved data quality, which will lead to greater

efficiency of customs clearance processes and greater revenue collection.

The information contained here can form a basis for policy actions to ensure customs authorities can contribute towards paperless trade. The publication will be of particular interest to WCO and WTO members in the process of implementing the TFA, which plays a vital role in boosting world trade and output and in facilitating trade by simplifying, modernizing and harmonizing customs processes.

Customs authorities have shown a level of caution and an awareness of the obstacles and challenges of adopting these technologies such as cost, lack of expertise, the need for a government strategy and legal issues. This awareness is an important step in successfully reaping the benefits of the latest technology.