



DUTY TRAVEL REPORT

Data Management and Trade Analysis in Customs - Workshop

Staff Member	Mohammed Ajaz	
Destination:	Nadi, Fiji	
Source of funding:	Core Activity 2024-20-5-1.3 and 2024-40-1-1.6	
Travel Dates:	Departure Date:	02 March 2025
	Arrival Date:	07 March 2025
Purpose of Travel:	To attend the training as a coordinator since the training forms an approved activity for the CEA under the strategic priority area- Law Enforcement and Border Security	
Activity description:	<ul style="list-style-type: none"> • The “Data Management and Trade Analysis in Customs” training was a 5-day event, being Phase 1 of the regional operation, “Operation Domino II”. The operation requires meticulous analysis of trade data (mirroring export and import data) that will be exchanged amongst the participating members, to determine suspicious transactions and fraud. • Over four days, participants focused on learning data management mechanisms aligned with the WCO Model, the technical aspects of Microsoft Excel to enhance trade analysis and detect fraudulent activities along with reporting and methods of report extraction from ASYCUDA World. The fifth day was dedicated to an operational debrief, emphasizing the tasks to be executed upon returning home and the milestones to be achieved as outlined in the operational plan. • The training was attended by 26 participants from 14 member countries: American Samoa, the Commonwealth of Northern Marianas, Cook Islands, Federated States of Micronesia, Fiji, Kiribati, Nauru, New Caledonia, Niue, Papua New Guinea, Timor-Leste, Tonga, Tuvalu, and Vanuatu. The training was facilitated by the Australian Border Force, while New Zealand joined online on the final day for the operational briefing, as both New Zealand and Australia will participate in the regional operation, making 16 Members to participate in the operation. <p>Key Activities:</p> <ul style="list-style-type: none"> • Day 1: Overview of WCO Data Model, ABF Data Management, and theoretical foundations of data analysis. • Day 2 & 3: Excel training to enhance data handling and analytical skills. Topics learnt, freezing row and column titles, formulas, functions, logical functions, mathematical functions, lookup functions, hyperlinks, validating, auditing and pivot tables. 	

	<ul style="list-style-type: none"> • Day 4: Practical sessions on case studies, live cargo data extraction, cleansing, and analytical techniques. • Day 5: Pre-operational briefing and final reflections <p>The training aligns with OCO’s regional objectives in modernizing Customs operations and strengthening data-driven decision-making for trade facilitation, risk management, and compliance. The insights gained will contribute to improving regional Customs administrations' ability to analyse and interpret trade data effectively.</p>
Outcomes:	<ul style="list-style-type: none"> • The training enhanced participants' capacity by deepening their understanding of the WCO Data Model and best practices in data governance. • By the end of the training, participants expressed strong satisfaction, having noticeably strengthened their skills in Microsoft Excel (from Basic to Advanced levels) for trade data analysis, including the use of formulas, pivot tables, and risk assessment techniques. • Participants also developed the ability to extract, clean, and analyse trade data from ASYCUDA World, enabling more effective data-driven decision-making. • Participants gained practical skills in fraud detection, enabling them to identify anomalies and fraudulent trade activities using data analytics. The CEA shared a few frauds modus operandi during the sessions. • They learned to apply risk indicators and make data-driven decisions for better compliance and enforcement. • The training also prepared participants for the upcoming regional operation, ensuring a unified approach to trade data analysis. • Participants developed a clear understanding of post-training action plans, including key milestones to be achieved upon returning to their home administrations.
Recommendations/follow up activities:	<ul style="list-style-type: none"> • The participants were highly encouraged to apply the learned skills that were gained during the training, in their respective administrations. There are opportunities to consider peer-to-peer learning within their Customs administrations. • Based upon the reactions of the participants, it is perhaps inviting the OCO to further continue with MS Excel training for the other members that have not participated in this training. This will enable wider capability with trade analysis and fraud detections, as MS Excel is found to be a favourable tool for Customs audit. • The OCO and ABF will continue monitoring the participants with the implementation of post-training action plans aligned with the regional operational objectives.

	<ul style="list-style-type: none"> Progressive updates and reporting on key milestones of the operation will follow until the same group meets again in Fiji, from 05-07 May 2025, for final debriefing and conclusion of the operation.
Acknowledgement	<ul style="list-style-type: none"> The OCO extends sincere gratitude to the ABF for facilitating the training and humble thanks to DATEC for rendering their service as the subject matter expert. It is also my duty to thank the Heads of Customs for choosing to participate in the regional operation and having sent their capable officers for this capacity building.
Challengers	<ul style="list-style-type: none"> To ensure the successful delivery of flawless capacity-building programs, it is essential that the training facility is fully equipped to accommodate the number of participants and is adequately serviced for training purposes. During the training at the FRCS facility in Nadi, the office was unaware of our scheduled program. As a result: <ul style="list-style-type: none"> a) The room was inadequate for the size of the training. b) There were not enough tables to accommodate 30 people. c) No water was provided, and there was no designated seating area for tea and lunch. d) The overall arrangement was disorganized, requiring additional effort to manage basic needs, including personally purchasing and carrying cartons of water upstairs. To improve future training logistics, it is recommended that OCO assigns two staff members for larger training programs. This will ensure that the technical lead can focus entirely on delivering content while the second staff member handles logistical and facility-related issues. Additionally, attention must be given to participants who fail to attend training without a valid reason. In such cases, OCO should seek reimbursement for the costs incurred due to their absence. I refer to the case of one participant from Niue who failed to attend the training.
Meeting documents where available (to put on server with hyperlink):	The documents for training can be found here .

Photos:



TRAINING POST EVALUATION SUMMARY

Data Management and Trade Analysis in Customs - Workshop

Summary of Training Evaluation Results

The post evaluation questionnaire was designed to assess the effectiveness of the training and its impact on participants. The summary results of each category is as follows:

1. Response Rate and Overall Training Effectiveness

- 24 out of 26 participants responded to the post-training evaluation.
- The majority found the training highly effective, with many expressing that it enhanced their knowledge of data management, trade analysis, and Excel skills.
- Several participants noted that the training improved their Customs operational efficiency.

2. Training Content and Relevance

- Participants found the content well-structured, informative, and practical.
- Key learnings included:
 - Pivot tables and data analysis
 - ASYCUDA World demonstration (data extraction, cleaning, and reporting)
- Some participants found the practical sessions too fast-paced, making it difficult to grasp all concepts. However, as per my observation, the facilitator has given his best to maintain a smooth flow of the session.

3. Logistics and Organising

- Logistics and venue arrangements received highly positive feedback.
- The training was well-organized, with clear communication and scheduling.
- A few suggestions for improvement included:
 - Slower pacing of presentations to enhance understanding.
 - Better training room setup for improved visibility of facilitators.

4. Facilitators and Presentation

- The facilitators were experienced, patient, and engaging.
- Many participants praised the knowledgeable and approachable trainers.
- Some noted that certain UNCTAD facilitators appeared unprepared, affecting delivery.

5. Practical Application of Learnings

- Participants planned to apply their new knowledge in:
 - Data cleansing and analysis for customs operations.
 - Improved trade data reporting and decision-making.
 - Training colleagues in their home Customs administrations.

6. Additional Feedback

- Strong interest in future training sessions on data analysis and intelligence for Customs operations.
- The training exceeded expectations for most attendees.
- Participants emphasized the importance of continuous practice to fully integrate the skills learned.

Conclusion

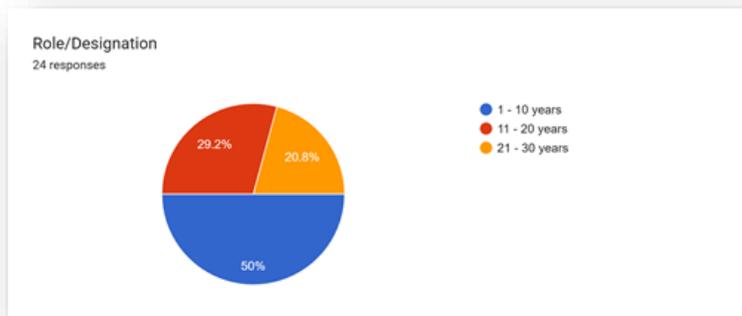
The post-training evaluation indicates that the training was largely successful, with participants gaining valuable technical skills and practical knowledge applicable to Customs operations. While minor challenges such as fast-paced sessions and a few logistical issues were noted, the overall impact of the training was positive and beneficial for participants.

Pictorial Presentation of Close-Ended Questions and Extract of Comments for Open-Ended Questions

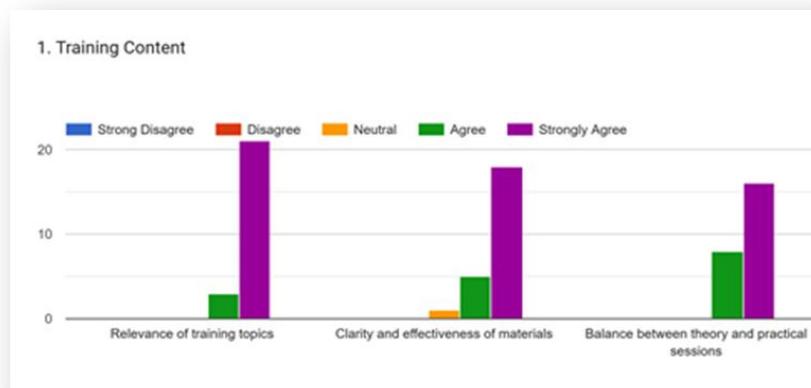
A. Received 24 out of 26 response on post evaluation of training.



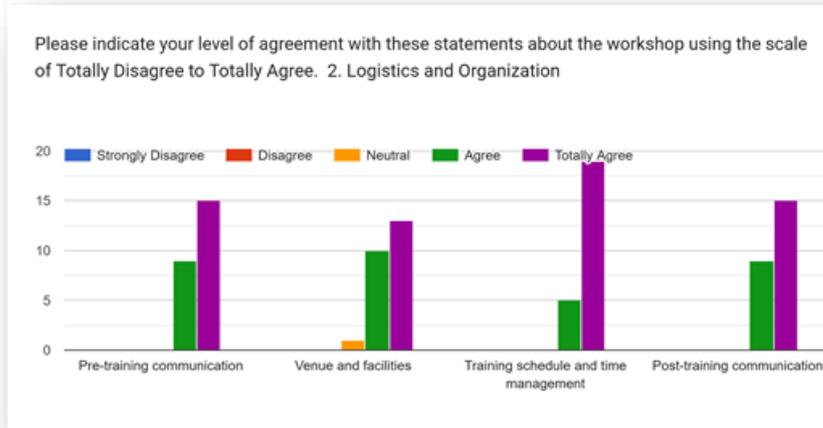
B. Participants experience in Customs career



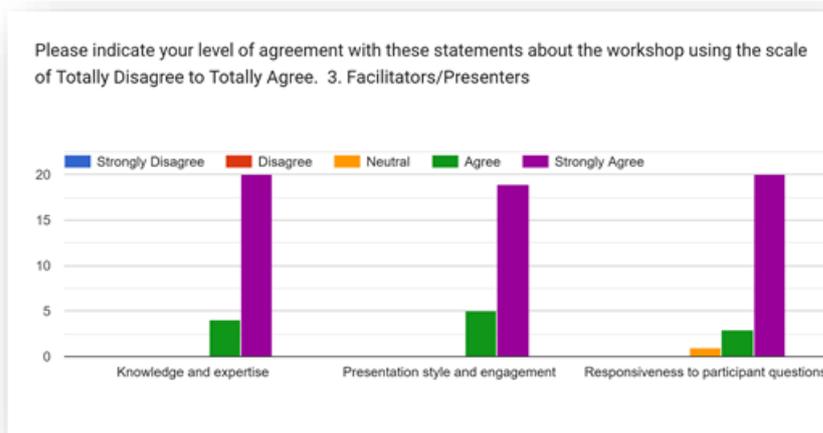
C. Relevance of Training Content



D.



E.



F.



G. Comments by participants

1.1 Training Content Comments:
Excellent
Content have been real helpful in extracting data, improve and enhance excel skills as well as learning about pivot table and new format that could enhance work operations in my territory.
Content was easy to follow. well-presented
Awesome training content and delivery. very informative
Loved and appreciated the sessions especially the Excel with both Datec and ABF.
Very informative training could be used in operational use in home country.
I really appreciated the right balance between theory and practical sessions especially colleagues from Fiji, Vanuatu and Kiribati talking about experiences.
Training content we went through is very crucial and helpful in terms of managing and analyzing data.
The topic is very relevant.
Very informative and well explained.
No comment
The training on theory and practical sessions was a bit to quick for many participants to catch up and at least have an understanding of practical session. Some participants had to rush through to catch up while unable to understand what was covered.
Overall, everything was relevance
Pretty much effective and useful
Training was good, because it both theory and practical.
Topics covered during the training were satisfactory and will be of great assistance in terms of implementing this operation and or exercise.
The Training Content was well prepared and organized which was help me to build up my knowledge and skills in data management and trade analysis.
I strongly agree with the topics the effectiveness of materials theory and practical
Excellent

2.1 Logistics and Organization Comments:

Awesome Organization

Awesome work on venue and meals portion of the whole week. Taking breaks to refresh the memory on objectives being discussed can help keep it active instead of overloading and overworking.

Excellent organization

very good

Um the post training is I am guessing for after we have returned to our home countries and I am sure with Mohammed they will be in contact with us.

Very helpful and accommodating

Nothing to declare.

The organisation of this kind of event it is always a huge and difficult task.
Thank you to OCO and ABF they took up the challenge and it was a succes.
Well done guys efficient team work.

I am happy as the training venue is close to the Novotel Hotel. Thank you for arranging such a place of accommodation and training.

The facilities are good

Very well planned

No comment

Training venue is fine. I would suggest a proper set up for ease and convenient view towards the presenter

Sometimes the presentation went too fast where we can miss some lesson on data making

good

Everything was well organised

It was all good in my case

Excellent feedback and response by OCO in facilitating our travel to Nadi from PNG.

The communication of the training was very clear and provided all information, the venue and facilities was very good which i have enjoy it, the training schedule and time management was well organized too.

Totally agree with the communication schedule time management during the training

Excellent

3.1 Facilitators/Presenters Comments:

Facilitators were clear, patient and very experienced in the areas of analysis and excel

Presenters were able to assist in every question and clarify solution and answers to what was needed.

amazing trainers. knowledgeable and good energy when delivering content. very approachable

I am being completely honest, loved and appreciated the facilitators but I had one area, the UNCTAD team, Tevita was fine but the other two seemed a little lost with their presentation, not sure if they were nervous.

Very helpful and very knowledgeable of their topics

Special thank you to Jack and Moses able to deal with French keyboards, French language with Excel. Congratulations.

We feel engaged and Facilitators and Presenters are so responsive.

Thank you for sharing your knowledge with us.

Good Facilitators and Presenters

No comment.

Very informative

NO COMMENT

I find it perfect I understand the teaching very well

Facilitators were clear and understandable

Facilitators or presenters are very good. They are knowledgeable in the areas or topics they do presentation on, which is what I expected.

Open and flexible to communicate and approach them.

The presenters were get everything set for their presentation and also was very well delivered to us and their response to the participant question was in a highly manner.

Facilitators and presenters are so instructive

Excellent

4.1 Overall Training Effectiveness Comments:

Highly Effective

This training has open my understanding on a higher level of Customs operations through data analysis, tables, skillsets and more so of zooming in and out in order to better get things through.

Training was of highest levels

learnt a lot of new tricks for excel to help clean data

Oh absolutely the training has improved in my skills and knowledge for work. Looking forward to going back home and sharing with the team.

Very informative; will use training topics in daily operations when needed.

it was all perfect with a little snag about wifi. The one available on site was not enough strong.

The training materials are immensely relevant to my daily activity back in my country. I used to retrieve data in excel format from ASYCUDA Database, then perform elaboration in order to get the proposed final result. Therefore, I am grateful to be engaged in this training.

The training is very effective for us to apply in our daily task.

Very good training overall

NIL

Learned and empowered myself with this training

NO COMMENTS

Effective & Efficient to advance my skills in collecting Data

The training was relevant and will also be effective in my normal day to day intel work.

The training was very good and nicely facilitated.

The training has equipped me with data analytical skills which will assist me greatly in performing my duties as a customs post Clearance auditor.

This training was helping me to build up my capabilities to analyze and manage data to combat the undervaluation dutiable goods and the activities done during the workshop was very effective and helpful.

I strongly agree with the skills shared and relevant to my work

Very effective

5. What learnings from the workshop would you apply when you return home to your Customs administration/ organisation?

Trade Data Analysis, Advanced Pivoting, Developed understanding of Excel

A better system and approach in extracting data, presenting and reporting within the statistics unit.

Developed Excel Knowledge, Trade Data Analysis

Use data skills to upgrade excel reports and apply efficient data cleansing skills to all reports. Share excel knowledge with other customs areas to assist analysing data and targeting ie. PCA, Intel & targeting, AW dashboards.

The excel mainly would be the first one. Data Analysis would be the second for those interested in data management.

Pivot table and cleaning data

I learnt a lot and I tested my ability to adapt myself in many situations.

A new learning experience for using Min, Average & Max functions to narrowing down your target and that will shave a lot of time, and I should thank Jack Raymont for sharing that to us. Another idea if I may request Jack to email new technics, he may come across in the future that will have great support in data analytics that we should be learning as data analysis officers.

Regular use of excel and analysis

I would apply some very helpful skill gained from the training, such as use of PivotTable, PivotChart, formulas and methods for data cleansing, and I am planning to share the knowledge I gained with my colleagues back in my country by holding a one day of training for them.

I learn so much about using excel for data management and analysis. I will continuously practice so I can share with my friends in Timor-Leste.

How to properly input data and keep track of data

Retrieve, cleansing, analysing export and import data into reports

Pivot Tables, Cleaning raw data, and connecting reports to charts

more ideal format of cleansing and analyzing data

THERE ARE LOTS OF NEW THING'S I'VE LEARNED FROM THIS WORKSHOP. I WILL APPLY ALL AS MAY RELEVANCE

Creating an accurate data report and sharing data between 17 countries

Pivot Table mostly

The new analytical capabilities learnt about Excel would definitely help in my intel work.

Basically the knowledge gained from the excel hands on sessions.

Use of data for reporting and decision making.

Data Cleanings of AW Reports and or raw data for PCA audit purpose and also sharing of information on what I learnt with the fellow officers.

I would be happy to share the knowledge that i have learnt from this workshop as how to use micro soft excel and pivot table to summarize a huge amount of data into a simple result which lead to a meaningful and understandable report.

the skills on Excel and Pivot tables to make data easier on our reports back home

All of the trainings that I have acquired from this training.

6. Additional Feedback

Looking forward to more operations as such.

Thank you for giving me the opportunity to be a part of this training/ workshop!

training exceeded all expectations.

Recommend delivering this regularly to all officers as essential customs skills to target and profile.

Much appreciation from me. Absolutely loved the sessions and definitely needed it. Brain overloaded but all for the greater good. Thank you, ABF, and OCO especially our facilitators.

Great group of presenters and learned a great few tricks/formulas to add my excel usage.

It was the perfect briefing before the operation and once again, thank you to all. Proud to be a Customs officer and proud to be part of OCO's family.

I think right now I have completed my puzzle of the Excel knowledge especially on data analysis and data analytics.

The support and kindness of the participants and trainers

Thank you so much to OCO, ABF, and Fiji Revenue and Customs Service.

Thank you for this insightful training.

None, good training overall

NIL

Everything was great!

Appreciate OCO and ABF for their continued effort in delivering the trainings to our Customs Administrations

THIS KIND OF TRAINING NEED LOTS OF PRACTISE.. IT WAS VERY USEFUL FOR MY ADMINISTRATION

team work

I have learn a lot from this training and i also would like to propose or suggest that we have another training for intelligence in investigating to enhance our knowledge to collect evidence and provide further information to a legal term.

Looking forward to apply the skills learnt into the operation.

The training further help me realized the importance of Data management and analysis in customs operations.

Basic knowledge on the use of Microsoft Excel is important.

The skills learned are very helpful in terms of applying them in our job, together with meeting and sharing of information and experience with OCO member countries on an Interntional level, knowing that the issues (i.e. customs valuation issues) faced in Pacific region in some ways are same and such training facilitated by OCO and ABF are some solutions to counter these issues in our region. Thank you to OCO for this opportunity to attend this important training.

No comments

yes Customs should train to have practical everyday to increase the quality of their outcome in learning from this workshop

I have nothing to add

TRAINING OUTCOME STATEMENT

Data Management and Trade Analysis in Customs - Workshop

The Data Management and Trade Analysis in Customs training aimed to enhance participants' skills in trade data analysis, risk assessment, and fraud detection. The training equipped Customs officers with practical knowledge of data management techniques aligned with the WCO Data Model, advanced Microsoft Excel functionalities, and ASYCUDA World data extraction, enabling them to identify anomalies and strengthen compliance measures.

The five-day training, held from 03–07 March, 2025, in Nadi, Fiji, was attended by 26 participants from 14 OCO member countries, with facilitation provided by the Australian Border Force (ABF) and services rendered by the subject matter expert from DATEC Company. The training served as Phase 1 of the regional operation “Operation Domino II”, setting the foundation for an intelligence-led approach to trade data monitoring and enforcement.

The training included a mix of technical lectures, hands-on practical exercises, case studies, and pre-operational briefings, allowing participants to apply their learning in real-time data scenarios. A final session outlined post-training action plans, ensuring participants had clear milestones for implementation upon returning to their administrations.

By the end of the training, participants are confident to:

- a. Utilise Microsoft Excel as an audit tool (pivot tables, lookup functions, logical formulas, and data validation) for trade data analysis and fraud detection.
- b. Extract, clean, and analyse trade data from ASYCUDA World to support risk-based decision-making.
- c. Identify suspicious transactions and fraudulent activities through structured data analysis.
- d. Implement risk assessment methodologies to strengthen Customs enforcement and compliance efforts.
- e. Contribute to Operation Domino II, ensuring a unified and intelligence-led approach to regional trade monitoring.

Participants commit to:

- a. Applying the analytical skills learned to improve data-driven enforcement and risk management in their respective Customs administrations
- b. Enhancing collaboration within the region by sharing intelligence and best practices on trade analysis and fraud detection.
- c. Actively contributing to Operation Domino II by executing post-training action plans and achieving set milestones.
- d. Providing feedback to OCO and ABF on challenges and results of Operation Domino II on scheduled virtual meetings.

The progress and impact of this training will be monitored through follow-ups, operational reporting, and a final debriefing scheduled for May 5-7, 2025, in Fiji.

End