

**Regional Workshop on Cross Border E-commerce
17-21 March 2025**

Nalagi Hotel, Nadi, Fiji

SUMMARY OF OUTCOMES

1. The Regional Workshop on Cross-Border Ecommerce was held from 17-21 March 2025 at Nalagi Hotel, Nadi. The purpose of the Workshop was to improve knowledge and strengthen the existing capability of Customs administrations on issues concerning international and regional developments, including opportunities, challenges and potential solutions around e-commerce. The workshop was participated by 25 participants from American Samoa, Australia, Cook Islands, Fiji, Papua New Guinea, Northern Marianas, Federated States of Micronesia, Kiribati, Niue, Nauru, Samoa, Solomon Islands, New Caledonia, Guam, Tonga and Tuvalu. The Workshop was facilitated by Japan Customs, PACER Plus Implementation Unit (PPIU) and Oceania Customs Organisation (OCO) and there were guest speakers from the World Customs Organisation (WCO), Pacific Islands Forum Secretariat (PIFS), DHL Express, and Siuhuu Online Marketplace.
2. The three-day workshop adopted a mixed training methodology such as presentation of key issues on cross border ecommerce, sharing of country practices from participants and plenary discussions on national action plans on cross border e-commerce. Copy of Agenda is Attached as Annex I.
3. On the first three days of the Workshop, the experts from Japan Customs provided detailed explanations of the 16 standards of the WCO Framework of Standards on Cross-Border E-Commerce (E-Commerce FoS), best practices in other customs administration and Japan. Australian Border Force also presented on Australia's practice relating to revenue management in cross-border e-commerce in particular deminimis threshold and its GST collection model for low value imports.
4. Participants heard from PIFS on the Pacific Regional E-Commerce Strategy and Roadmap and customs role in implementation and reporting on Priority Area Three on Trade Logistics and Trade Facilitation. UNCTAD provided a presentation on Simplified Customs Declaration which allows traders to lodge a simplified declaration with minimal data elements, facilitating quicker clearance of good in particular ecommerce products.
5. Participants provided their country experiences of the progress being made in e-commerce, focusing on legislation and procedures for handling e-commerce shipments at the national level. Presentation also highlighted challenges, for e.g. automation of processes, legislative frameworks, system interfaces and low deminimis levels. Vanuatu

Customs presentation highlighted the value of collaboration between Postal and Customs and best practice and example of commitment to digitisation. UNCTAD also presented on ASYHUB - platform for processing and integrating data between ASYCUDA World and other external systems and in particular the postal system.

6. Ten of the participating member countries delivered presentations focusing on the legislative and procedural aspects of handling e-commerce shipments at the national level.
7. The workshop participants benefitted from a site visit to the DHL facility in Nadi gaining a better understanding of e-commerce logistics and the public-private partnership between Customs and DHL at work. The participants also received a presentation from Siuhuu Online Marketplace to share about the challenges that small businesses in the Pacific faced with the cross-border e-commerce, Customs, Biosecurity, regulations and trade policies.

DISCUSSIONS

8. Throughout the five (5) day workshop, participants provided feedback on the issues presented, undertook assessment on compliance levels against the Standards under Ecommerce FoS, and developed national action plans on priorities for implementation of FoS. To measure their understanding and progress during the workshop, participants undertook exercises, quizzes and group work facilitated by the OCO and PPIU.

WAY FORWARD

9. The following way forward was agreed to by participants:
 - i. Customs administrations will complete their survey on compliance level and capacity building needs on E-Commerce FoS to the OCO by 28 March 2025.
 - ii. Participants will submit their National Action Plans to OCO by 28 March 2025.
 - iii. OCO working with PPIU and other partner and based on survey will develop Regional Action Plan for PACER Plus Cross Border E-Commerce.
 10. At the conclusion of the workshop, the participants have noted sound understanding on the key issues on cross border e-commerce and WCO E-commerce FoS. Annex II provides a summary of workshop evaluation
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Annex I – Agenda

REGIONAL WORKSHOP ON CROSS-BORDER E-COMMERCE

WORKSHOP PROGRAM

17th – 21st March 2025

Location: Nalagi Hotel, Nadi, Fiji

DAY 1: MONDAY 17 th MARCH		
TIME	AGENDA ITEM	PRESENTER
0830 – 0900	Registration Session <ul style="list-style-type: none"> Participant registrations 	OCO
0900 – 0930	Opening Session <ul style="list-style-type: none"> Welcome & Opening Prayer Opening Remarks Oceania Customs Organisation (OCO) – Ms. Nancy Oraka, Head of OCO Secretariat 	OCO/PPIU
0930 – 0945	*Group photograph	OCO
0945 – 1000	Tea Break	
1000 – 1030	Introduction to Cross-Border E-Commerce	OCO/PPIU
1030 – 1130	Cross-Border E-Commerce in the Pacific	PIFS
1130 – 1200	WCO Framework of Standards (FoS) on Cross-Border E-Commerce <ul style="list-style-type: none"> Introduction E-Commerce FoS – Guiding Principle I Advance Electronic Data and Risk Management 	Japan Customs
1200 – 1300	Lunch Break	
1300 – 1400	Country Practice	Cook Islands, Tonga and PNG
1400 – 1500	FoS E-Commerce Guiding Principle II – Facilitation and Simplification WCO Immediate Release Guidelines	Japan Customs
1500 – 1515	Tea Break	
1515 – 1630	Country Practice	Fiji, Kiribati and FSM
1630 – 1645	Wrap Up and Q&A	OCO

DAY 2: TUESDAY 18 th MARCH		
TIME	AGENDA ITEM	PRESENTER
0845 - 0900	Sign In	OCO
0900 - 0910	Recap of Day 1	OCO
0910 - 1000	Abuse/Misuse of 'De Minimus' for Illicit Trade	WCO
1000 - 1015	Tea Break	
1015 - 1115	FoS E-Commerce Guiding Principle III – Fair and Efficient Revenue Collection	Japan Customs
1115 - 1200	Revenue Management in Cross-Border E-Commerce	ABF
1200 - 1300	Lunch Break	
1300 - 1400	FoS E-Commerce Guiding Principle IV – Safety and Security FoS E-Commerce Guiding Principle V – Partnerships	Japan Customs
1400 - 1430	Perspectives of an express courier service	DHL Express
1430 - 1445	Tea Break	
1445 - 1630	Customs and Postal Cooperation – Developments in the E-Commerce Era <ul style="list-style-type: none"> - UPU - PACER PLUS – Pilot for Niue/Samoa - UNCTAD (Case Study: Vanuatu) 	PPIU
1630 - 1645	Wrap Up and Q&A	OCO
DAY 3: WEDNESDAY 19 th MARCH		
TIME	AGENDA ITEM	PRESENTER
0845 - 0900	Sign In	OCO
0900 - 1030	Site Visit to DHL Express Warehouse, Legalega Subdivision, Nadi	OCO/PPIU
1045 - 1100	Tea Break	
1100 - 1110	Recap of Day 2	PPIU
1110 - 1200	FoS E-Commerce Guiding Principle VI – Public Awareness, Outreach and Capacity Building	Japan Customs
1200 - 1300	Lunch	
1300 - 1330	FoS E-Commerce Guiding Principle VII – Measurement and Analysis	Japan Customs

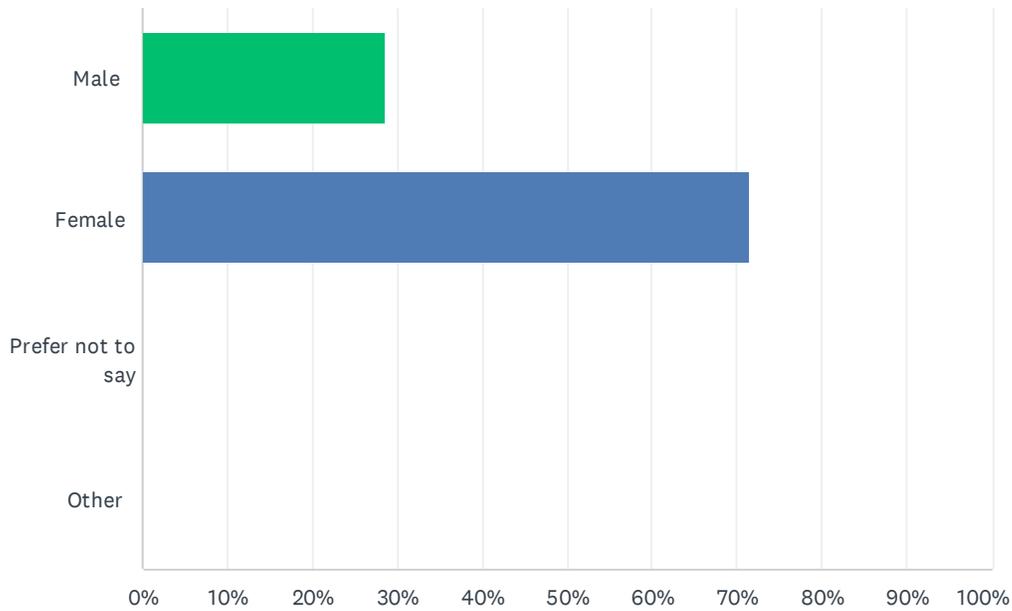
1330 - 1430	FoS E-Commerce Guiding Principle VIII – Leveraging Transformative Technologies	Japan Customs
1430 - 1445	Tea Break	
1445 - 1545	Customs Declaration System (CDS)	UPU
1545 - 1630	Simplified Customs Declaration Single Window	UNCTAD
1630 - 1645	Wrap Up and Q&A	
DAY 4: THURSDAY 20th MARCH		
TIME	AGENDA ITEM	PRESENTER
0845 – 0900	Sign In	OCO
0900 - 0910	Recap of Day 3	OCO
0910 - 0930	Legislative frameworks	Japan Customs
0930 - 1000	Enabling regional and international cooperation	OCO
1000 - 1015	Tea Break	
1015 – 1100	Perspectives of an e-commerce retailer	Siuhuu Online Marketplace
1100 - 1200	Country Practice	New Caledonia, Solomon Islands, CNMI
1200 - 1300	Lunch Break	
1300 - 1430	Post Border: Enforcement and Compliance	Japan Customs
1430 - 1445	Tea Break	
1445 - 1545	Break-Out Session: <ul style="list-style-type: none"> - Prioritization of Guiding Principles - Identifying common challenges by OCO members - Developing solutions 	OCO/PPIU
1545 - 1630	Report Back and Discussion	OCO
1630 - 1645	Wrap Up and Q&A	OCO
DAY 5: FRIDAY 21st MARCH		
TIME	AGENDA ITEM	PRESENTER
0845 - 0900	Sign In	OCO
0900 – 0910	Recap of Day 4	PPIU
0910 - 1000	Working Group Exercise: <ol style="list-style-type: none"> 1. National Action Plans 2. Regional Action Plans 	OCO/PPIU
1000 - 1015	Tea Break	

1015 – 1115	Reporting Back/Presentations	OCO/PPIU
1115 - 1130	Post Workshop Evaluation	OCO/PPIU
1130 - 1215	Wrap-Up and Outcomes	OCO/PPIU
1215 - 1300	Closing Remarks and Presentation of Certificates	OCO/PPIU
1300	Lunch End of Workshop	

Annex 2:

Q1 Gender

Answered: 21 Skipped: 0

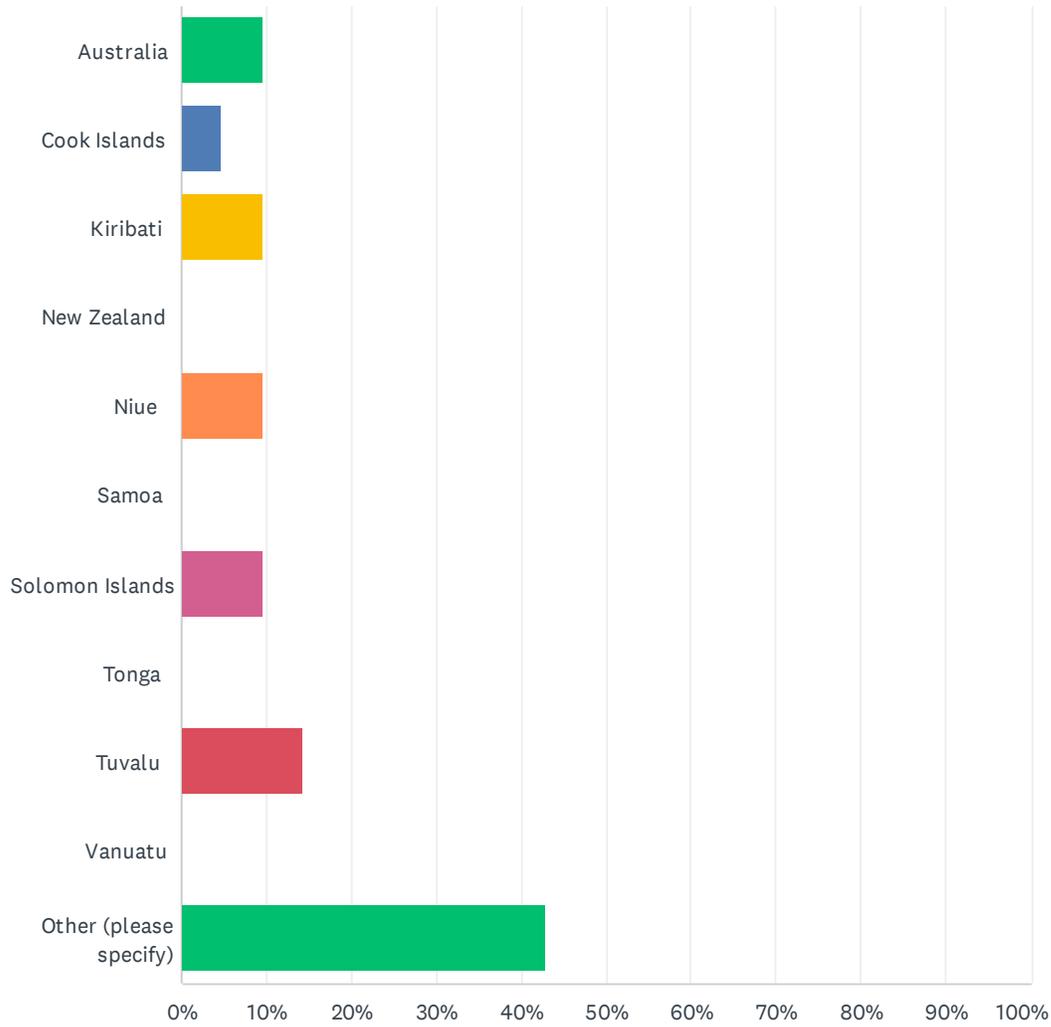


ANSWER CHOICES	RESPONSES
Male	28.57% 6
Female	71.43% 15
Prefer not to say	0.00% 0
Other	0.00% 0
TOTAL	21

Q2 Nationality?

Answered: 21 Skipped: 0

POST SURVEY: REGIONAL WORKSHOP ON CROSS-BORDER E-COMMERCE, 17th - 21st March 2025

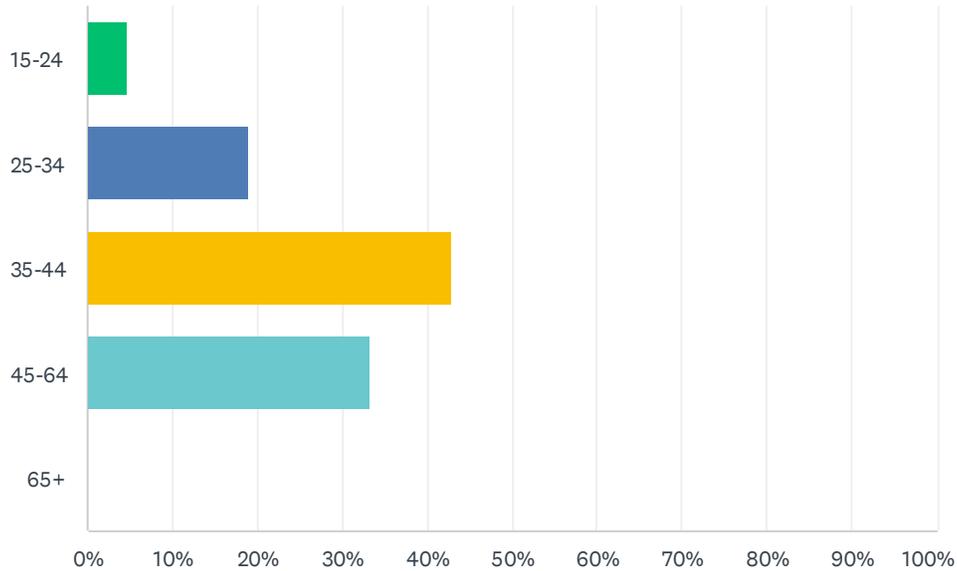


ANSWER CHOICES	RESPONSES
Australia	9.52% 2
Cook Islands	4.76% 1
Kiribati	9.52% 2
New Zealand	0.00% 0
Niue	9.52% 2
Samoa	0.00% 0
Solomon Islands	9.52% 2
Tonga	0.00% 0
Tuvalu	14.29% 3
Vanuatu	0.00% 0
Other (please specify)	42.86% 9
TOTAL	21

#	OTHER (PLEASE SPECIFY)	DATE
1	Nauru	3/21/2025 12:23 PM
2	FSM	3/21/2025 12:20 PM
3	American Samoa	3/21/2025 12:20 PM
4	Fiji	3/21/2025 12:20 PM
5	CNMI	3/21/2025 12:18 PM
6	Papua New Guinea	3/21/2025 12:18 PM
7	Guam	3/21/2025 12:17 PM
8	Fiji	3/21/2025 12:17 PM
9	Fiji	3/20/2025 2:14 PM

Q3 Age

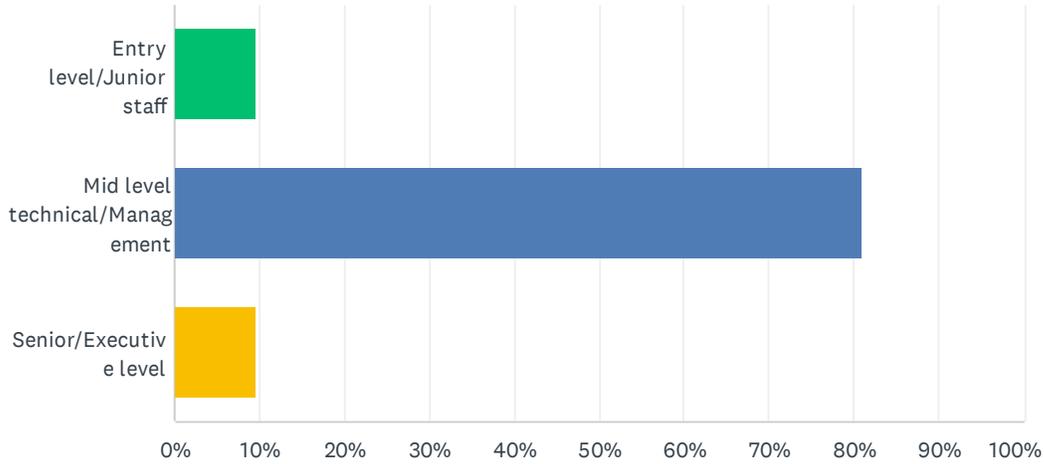
Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES
15-24	4.76% 1
25-34	19.05% 4
35-44	42.86% 9
45-64	33.33% 7
65+	0.00% 0
TOTAL	21

Q8 At what level are you in your organisation?

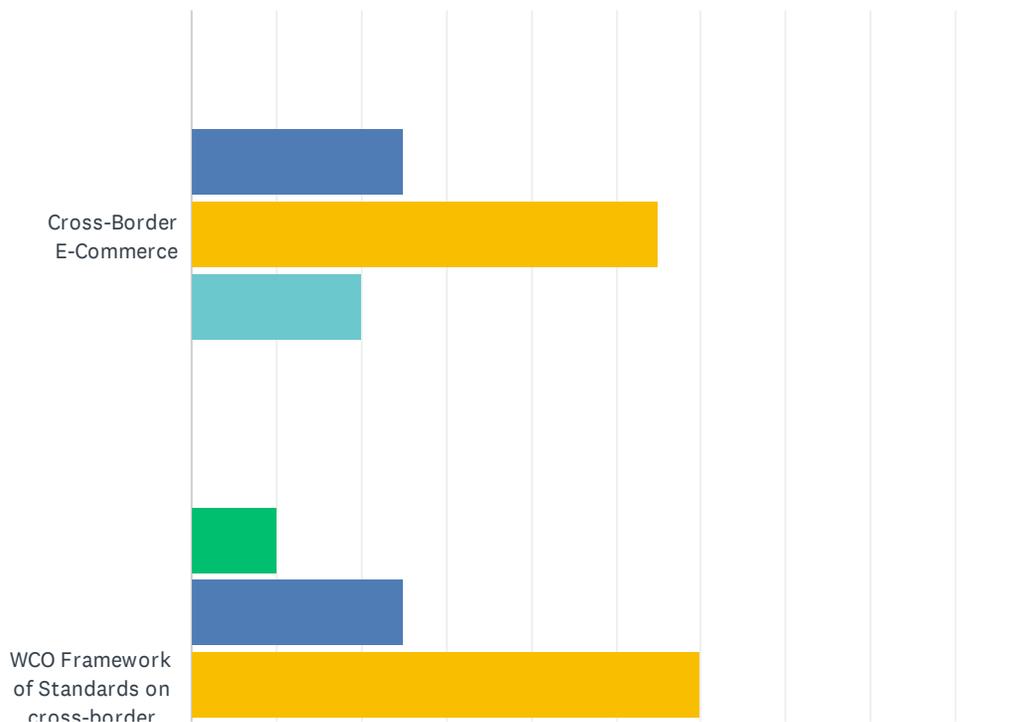
Answered: 21 Skipped: 0

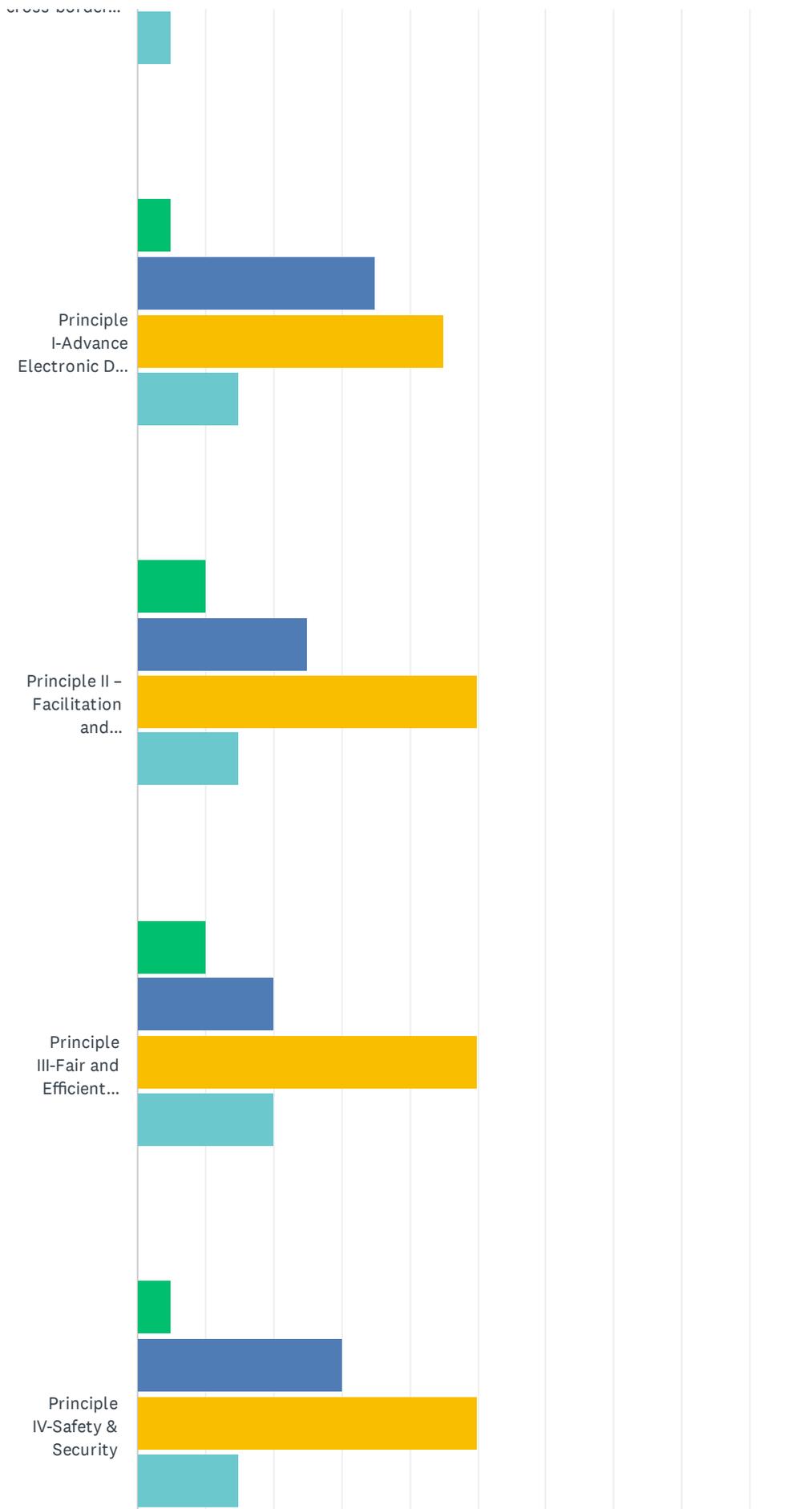


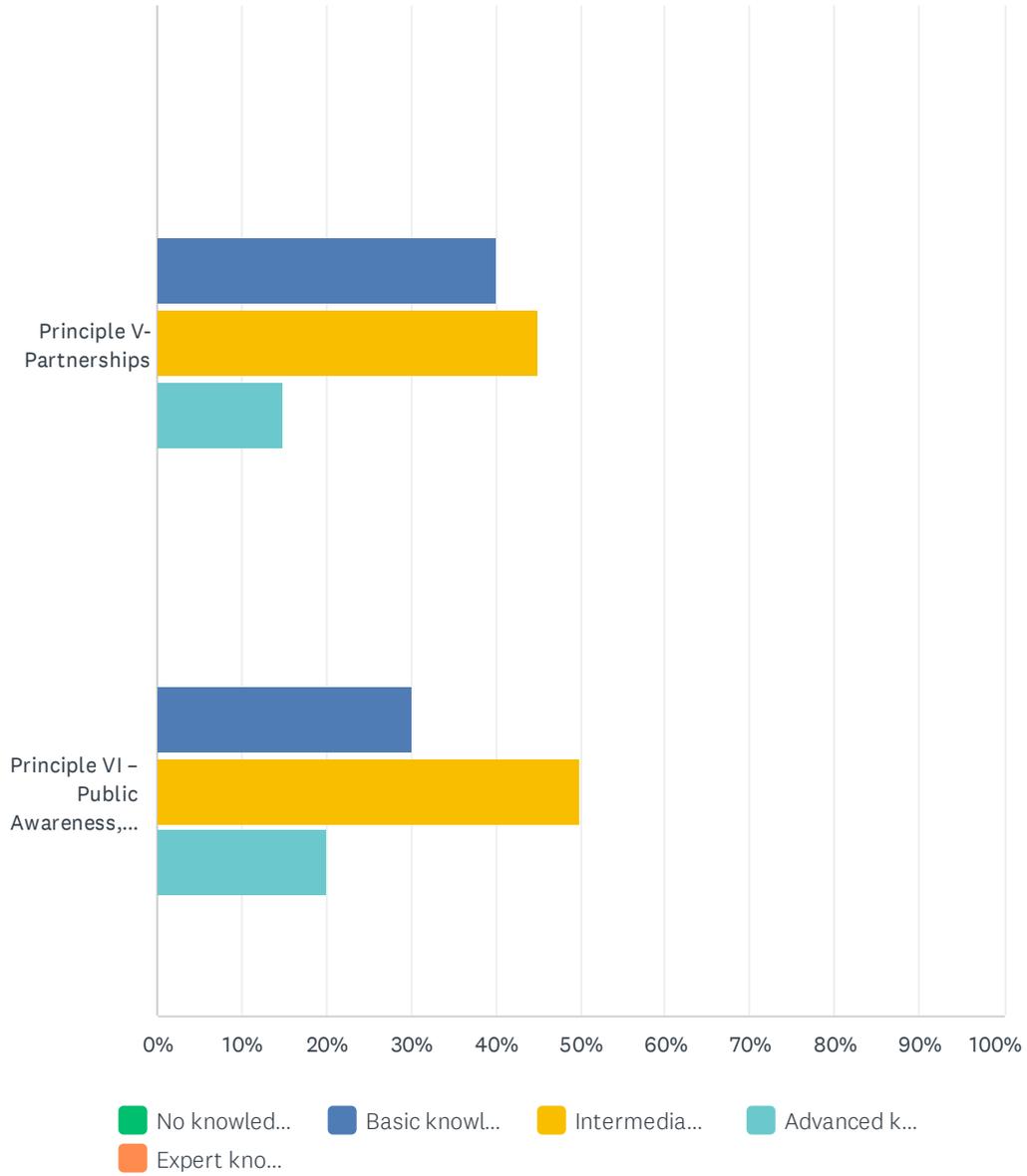
ANSWER CHOICES	RESPONSES
Entry level/Junior staff	9.52% 2
Mid level technical/Management	80.95% 17
Senior/Executive level	9.52% 2
TOTAL	21

Q9 Please rate your current knowledge level for each of the following topics using the scale below:

Answered: 20 Skipped: 1



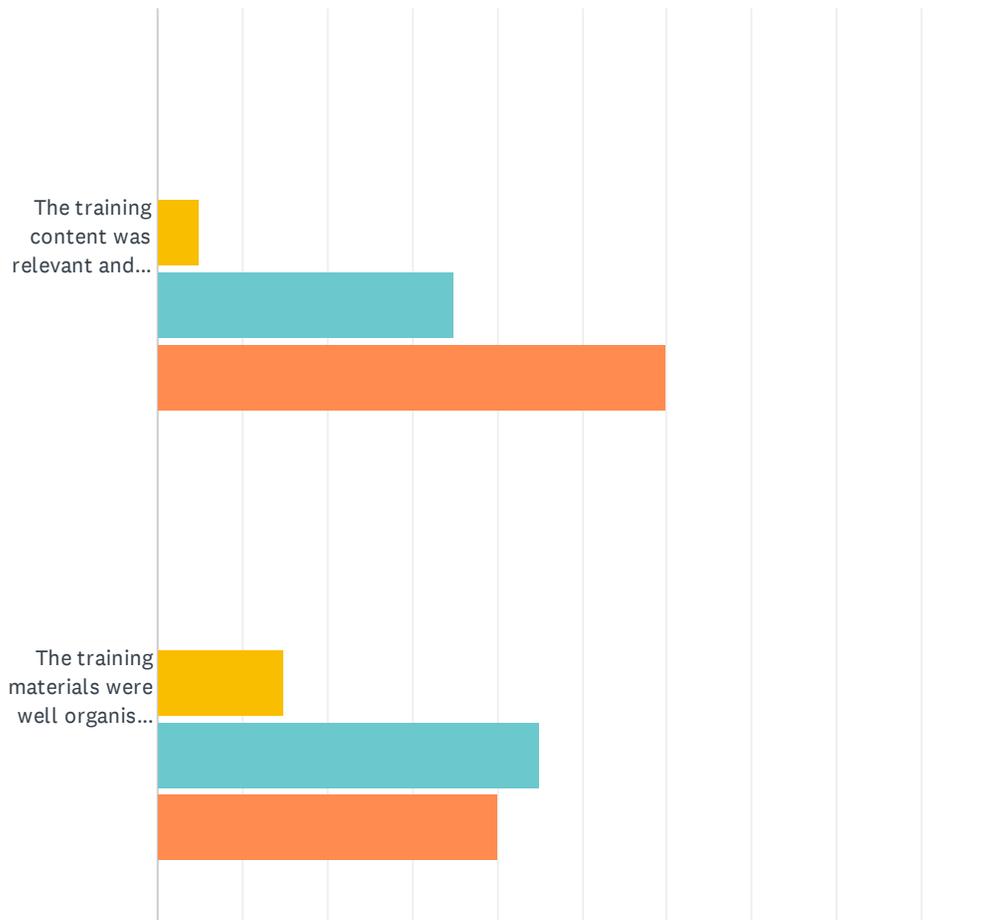


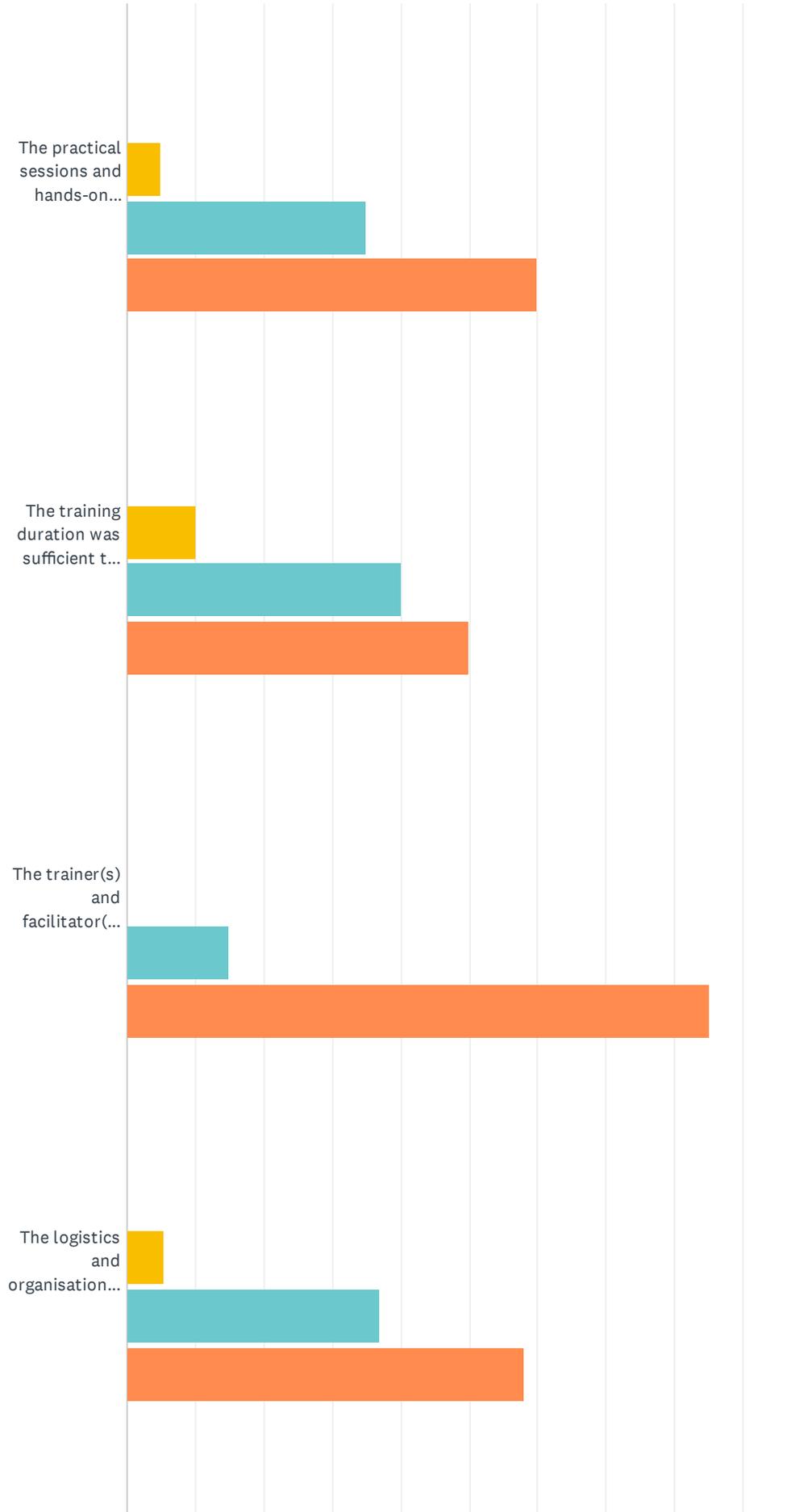


	NO KNOWLEDGE	BASIC KNOWLEDGE	INTERMEDIATE KNOWLEDGE	ADVANCED KNOWLEDGE	EXPERT KNOWLEDGE	TOTAL
Cross-Border E-Commerce	0.00% 0	25.00% 5	55.00% 11	20.00% 4	0.00% 0	20
WCO Framework of Standards on cross-border e-commerce	10.00% 2	25.00% 5	60.00% 12	5.00% 1	0.00% 0	20
Principle I-Advance Electronic Data and Risk Management	5.00% 1	35.00% 7	45.00% 9	15.00% 3	0.00% 0	20
Principle II – Facilitation and Simplification	10.00% 2	25.00% 5	50.00% 10	15.00% 3	0.00% 0	20
Principle III-Fair and Efficient Revenue Collection	10.00% 2	20.00% 4	50.00% 10	20.00% 4	0.00% 0	20
Principle IV-Safety & Security	5.00% 1	30.00% 6	50.00% 10	15.00% 3	0.00% 0	20
Principle V- Partnerships	0.00% 0	40.00% 8	45.00% 9	15.00% 3	0.00% 0	20
Principle VI – Public Awareness, Outreach and Capacity Building	0.00% 0	30.00% 6	50.00% 10	20.00% 4	0.00% 0	20

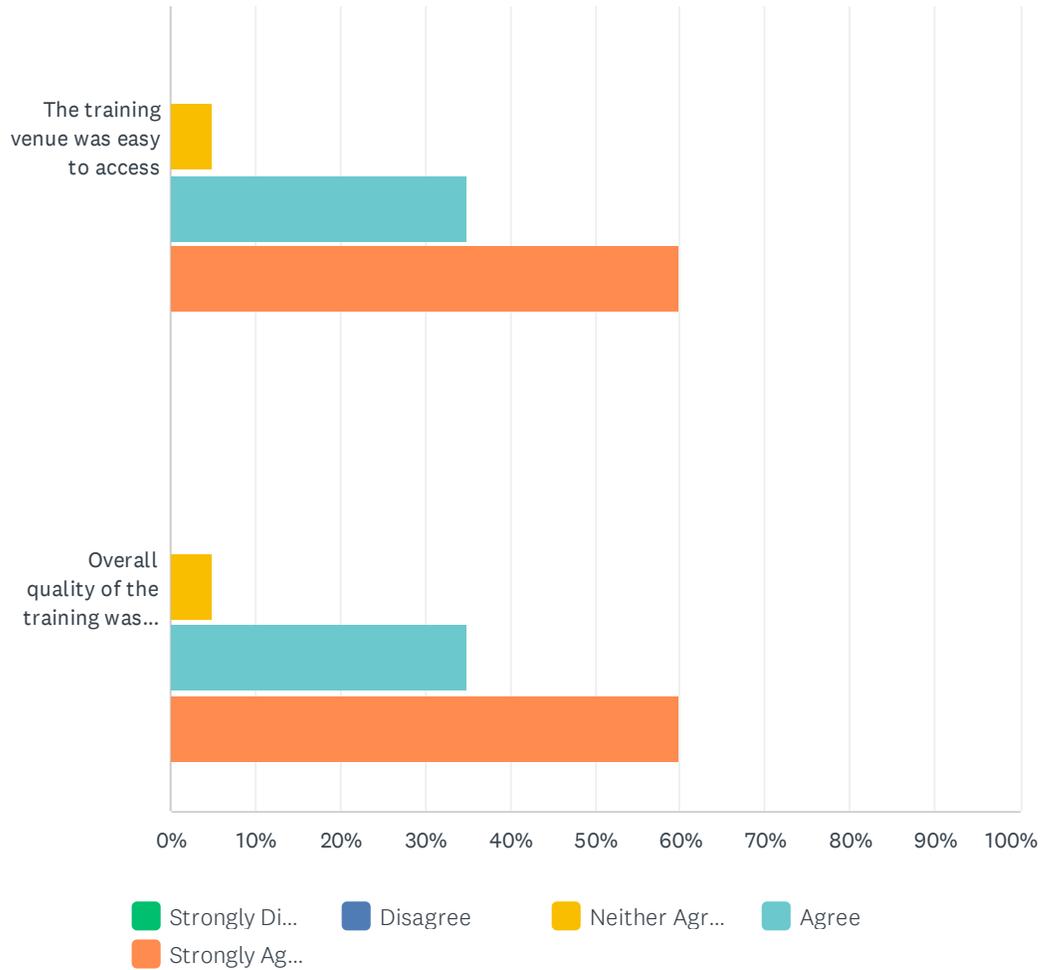
Q10 On a scale of 1-5, to what extent do you agree or disagree with the following statements:

Answered: 20 Skipped: 1





POST SURVEY: REGIONAL WORKSHOP ON CROSS-BORDER E-COMMERCE, 17th - 21st March 2025



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE NOR DISAGREE	AGREE	STRONGLY AGREE	TOTAL
The training content was relevant and applicable to my work.	0.00% 0	0.00% 0	5.00% 1	35.00% 7	60.00% 12	20
The training materials were well organised and easy to follow.	0.00% 0	0.00% 0	15.00% 3	45.00% 9	40.00% 8	20
The practical sessions and hands-on activities enhanced my learning experience.	0.00% 0	0.00% 0	5.00% 1	35.00% 7	60.00% 12	20
The training duration was sufficient to cover the key topics and allow for meaningful participation.	0.00% 0	0.00% 0	10.00% 2	40.00% 8	50.00% 10	20
The trainer(s) and facilitator(s) were knowledgeable, responsive, and supportive throughout the training.	0.00% 0	0.00% 0	0.00% 0	15.00% 3	85.00% 17	20
The logistics and organisation of the training were well executed.	0.00% 0	0.00% 0	5.26% 1	36.84% 7	57.89% 11	19
The training venue was easy to access	0.00% 0	0.00% 0	5.00% 1	35.00% 7	60.00% 12	20
Overall quality of the training was of a high standard	0.00% 0	0.00% 0	5.00% 1	35.00% 7	60.00% 12	20

Q11 What were the most valuable aspects of the training for you?

Answered: 19 Skipped: 2

#	RESPONSES	DATE
1	the skill of knowing how we work with cross boarder e-commerce the procedures and how we manage to get proper documents for those goods came through courier mail the framework that we need to know to make sure everything is aligned with the WCO and OCO guidelines	3/24/2025 11:35 AM
2	For most valuable aspects for the training for me is to simplified customs declaration single window	3/21/2025 12:40 PM
3	For me the aspects of the training was the understanding of the Cross Border E-Commerse means.	3/21/2025 12:38 PM
4	The importance of automation systems and implentation of de minimis	3/21/2025 12:32 PM
5	The experience shared by other countries was very important and information learn by others in terms of ecommerce	3/21/2025 12:32 PM
6	Learning the Ecommerce Fos, I now understand the importance of it and will make more time to read so in time of implementation I am fully aware of.	3/21/2025 12:31 PM
7	Facilitator Presentation Group work and discussion	3/21/2025 12:30 PM
8	The knowledge that I gained regarding cross border e-commerce which I was not familiar before the workshop	3/21/2025 12:28 PM
9	Best practices and site visits. Im a visual learner and seeing the progress in person was helpful to understand what was taught	3/21/2025 12:26 PM
10	Knowledge sharing	3/21/2025 12:26 PM
11	This workshop gave an overview of work of PPIU as a none PPIU country. Also the framework of standards should be applied at all Ecommerce. And the interaction between countries was a good forum to learn and capture challenges that are common	3/21/2025 12:26 PM
12	The FOS and it's standards with the principles.	3/21/2025 12:26 PM
13	CASE STUDIES AND THE IQ TESTS	3/21/2025 12:25 PM
14	The other countries Practices	3/21/2025 12:24 PM
15	Knowledge and experiences from Japan Customs/WCO and regional administration pros and cons and informative presentations from each facilitators	3/21/2025 12:24 PM
16	WCO E-Commerce FoS	3/21/2025 12:23 PM
17	The country practices	3/21/2025 12:22 PM
18	Resources online to review	3/21/2025 12:22 PM
19	Networking and understanding challenges for pacific nations	3/21/2025 12:20 PM

Q12 What were the least valuable aspects of the training for you?

Answered: 14 Skipped: 7

#	RESPONSES	DATE
1	time too short need a two-week training	3/24/2025 11:35 AM

2	I could not pick one	3/21/2025 12:38 PM
3	N/A	3/21/2025 12:32 PM
4	timing of the training	3/21/2025 12:32 PM
5	The least for me, as this is the first time I join the ecommerce, I value all the topics delivered at the training.	3/21/2025 12:31 PM
6	All the aspects are valuable for my part and gain some idea from all the topics	3/21/2025 12:28 PM
7	nil	3/21/2025 12:26 PM
8	NA	3/21/2025 12:26 PM
9	Nil	3/21/2025 12:26 PM
10	N/A	3/21/2025 12:26 PM
11	NONE	3/21/2025 12:25 PM
12	NIL	3/21/2025 12:24 PM
13	None	3/21/2025 12:23 PM
14	Nil	3/21/2025 12:20 PM

Q13 How do you plan to apply the knowledge and skills gained from this training in your organisation?

Answered: 18 Skipped: 3

#	RESPONSES	DATE
1	work together with my college to implement what we have learn by sharing to our subordinate the essential information that ecommerce is worldwide and the imports of goods by mail, courier is need by Customs to check thorough	3/24/2025 11:35 AM
2	I learned a lot from this workshop the skills that I gained from Cross border e commerce I will going back home then let them know about the process and procedure from different pacific island that presented this week that about aircraft to the post office and sea port. If Iam going back home i will do the things and procedure that I learn from different country that i gains skills and knowledge.	3/21/2025 12:40 PM
3	I will suggest every aspects of this training to our boss back home	3/21/2025 12:38 PM
4	Provide a presentation for my chain of command to put into consideration	3/21/2025 12:32 PM
5	sharing the knowledge learn with my colleagues and to the executive	3/21/2025 12:32 PM
6	I now understand more about the ecommerce, but I will keep on reading. I go back to my agency and will help in a way of simplifying clearance procedures.	3/21/2025 12:31 PM
7	To continue working as part of the team on AW and assist to extend it to other e commerce platform.	3/21/2025 12:30 PM
8	Discuss with my director and convince him that officer need training regarding cross border e-commerce	3/21/2025 12:28 PM
9	Review how parcels is transported and processed at the Bond warehouse and their security measures.	3/21/2025 12:26 PM
10	Our team will provide action plan to the management for implementation .we will also train our team.	3/21/2025 12:26 PM
11	Compile report/ presentation and submit to the management for review and implementation of recommendations.	3/21/2025 12:26 PM

12	With the learnings from this training we are to implement changes in accordance to the FOS at our country level	3/21/2025 12:26 PM
13	TAKEAWAYS: WCO PLATFORM AND READ THE DOCUMENTS SECTION BY SECTION AS A TEAM	3/21/2025 12:25 PM
14	Share with administrations and provide management with valuable insights on what can be done with Niue customs and assistance needed	3/21/2025 12:24 PM
15	Deliver Action Plans	3/21/2025 12:23 PM
16	Take back to my team and inform them of improvements that can be made	3/21/2025 12:22 PM
17	Implementing training among my colleagues	3/21/2025 12:22 PM
18	Debrief in meeting with colleagues	3/21/2025 12:20 PM

Q14 Please provide any additional comments, suggestions, or feedback you may have regarding the training?

Answered: 16 Skipped: 5

#	RESPONSES	DATE
1	the training is very informative and waken up my mind not just to be there in customs i need to make a way forward collaborate with our staffs to make a difference within our usual work to be done because by knowing that there are many incoming goods came into the country, and we need to tackle the	3/24/2025 11:35 AM
2	Thanks for having us to this workshop I learning a lot from the Japan customs and different country that presenter from there country procedure and process for the customs and thanks also to OCO and PPIU for rest of the weeks	3/21/2025 12:40 PM
3	Thanks to all Facilitators and sponsors.	3/21/2025 12:38 PM
4	Need to have the presenters make their presentations a little exciting instead of just reading in a monotone voice	3/21/2025 12:32 PM
5	the training was so helpful to me and thank you so much oco and ppiu for the well done presentation and hospitality	3/21/2025 12:32 PM
6	I hope we have a legal framework for advance electronic data the soonest as this would help all our procedures and practices and to get us more achievable in a timely manner.	3/21/2025 12:31 PM
7	IF it could be conducted in Country as the headline to e-commerce implementation. PPIU/OIC trainers	3/21/2025 12:30 PM
8	Thank you very much OCO and PPIU gor this opportunity that you have given us to be part of this workshop. This workshop really help each and every country especially those who are not familiar with the cross border e-commerce. Again thank you ❤️	3/21/2025 12:28 PM
9	Technical applications and demonstrations on how pre clearance works and done in real life.	3/21/2025 12:26 PM
10	Need more training	3/21/2025 12:26 PM
11	Nil	3/21/2025 12:26 PM
12	This was a very informative and interactive training where we were able to learn our partner countries and countries around our regions practices on e-commerce. Interesting was that most of us use AW but different ways of simplified SADs.	3/21/2025 12:26 PM
13	THANKS TO OCO AND PPIU FOR THIS OPPORTUNITY, IT'S MOSTLY EYE OPENER AND REFRESHER IN SOME AREAS.	3/21/2025 12:25 PM
14	Vinaka	3/21/2025 12:24 PM
15	Appreciate the invitation and shared knowledge of other countries	3/21/2025 12:22 PM

16	Nil	3/21/2025 12:20 PM
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SUMMARY OF RESPONSES: PRE-WORKSHOP SURVEY (REGIONAL WORKSHOP ON CROSS-BORDER E-COMMERCE, NALAGI HOTEL, NADI, 17-21 MARCH 2025)																			
Member Country:	COOK IS	KIRIBATI	NIUE	SAMOA	SOLOMON IS	TUVALU	TONGA	AMERICAN SAMOA	NEW CALEDONIA	FSM	GUAM	CNMI	NAURU	PNG	AUSTRALIA	FIJI			
Name of Administration:	Revenue Management Division – Cook Islands Customs Service	Kiribati Customs Administration & Enforcement (KCAE)	Niue Customs	Ministry of Customs and Revenue	Solomon Islands Customs and Excise Division (SICED)	Tuvalu Revenue and Customs Department	Tonga Ministry of Revenue and Customs	American Samoa Customs Division	Head office of Customs in New Caledonia (DRDNC)	Federated States of Micronesia Customs & Tax Administration	Guam Customs and Quarantine Agency (CQA)	CNMI Department of Finance, Division of Customs Biosecurity	Nauru Customs Service	Papua New Guinea Customs Service	Australian Border Force (ABF)	Fiji Revenue and Customs Service (FRCS)			
Total Number of employees:	30 - 35	37	5	120	124	21	92	53	120	62	135	130	32	573 employed by the organization. 13 Airfreight officers and 3 Postal officers	6077	300+			
ACTION																			
Legal Framework	1) a. Does your administration have separate rules/regulations/orders for clearance of cross-border e-commerce shipments?	Yes	No	No. Niue Customs does not have separate rules or regulations specifically for the clearance of cross-border e-commerce shipments. Instead, all imports, including those from e-commerce transactions, are subject to the same customs procedures and regulations.	No. Our Administration does not have a separate process for clearance of cross-border e-commerce shipments	No.	No.	No.	No.	No.	No.	No.	No.	No. All imported goods are subject to Customs custody			For regulator's rules/ orders there are none. However, there are SOPs and manuals in place for the clearance of e-commerce shipments. SOPs – Air cargo policy, SOPs and guidelines Postal SOP	No. The customs treatment of E-Commerce goods depends on the stream in which the good is imported into Australia, as either: • International mail – most E-Commerce goods are consigned to Australian consumers through the Australian postal network, and are treated as international mail for customs purposes. • Air cargo – some E-Commerce goods are consigned to Australian consumers through air courier services, and are treated as air cargo for customs purposes. • Sea cargo – in rare circumstances, E-Commerce goods may be consigned to Australian consumers via sea freight, where they are treated as sea cargo for customs purposes. This has been particularly relevant throughout the COVID-19 pandemic, as a result of ongoing disruptions to airline passenger services to and from Australia and the flow-on effect on inbound air cargo capacity.	No. Our law governs all imports in the same way
	b. If so, are they available on the website of the customs or any other agency (link to be provided in the remarks column)	Yes https://www.mfem.gov.ck/faq currently being reviewed																	
	2) Does your administration require pre-arrival filing of goods declarations to facilitate clearance of e-commerce shipments?	Yes; https://www.mfem.gov.ck/faq currently being reviewed	No	No. Niue Customs does not have separate rules or regulations specifically for the clearance of cross-border e-commerce shipments. Instead, all imports, including those from e-commerce transactions, are subject to the same customs procedures and regulations. Niue Customs procedures do not specifically mandate pre-arrival filing of goods declarations for e-commerce shipments. However, importers are required to submit a customs import entry form upon the arrival of goods to facilitate their clearance.	Yes. Even though we require pre-arrival information of e-commerce shipments to facilitate clearance, there is no system in place for Customs to access pre-arrival information to conduct profiling and targeting.	No	No	Yes	No	No	Yes	No	No. Goods are declared upon clearance of cargo, mails or parcels.	Yes. Some people don't comply.	Airfreight: Yes Postal: No Airfreight: The airline operator is required to input the manifest on AW 3hrs prior to the arrival of the aircraft Postal: Nil	Yes, depending on which stream the e-commerce good enters on.	All manifested cargo requires pre-clearance declaration.		
3) Does your national legislation provide for filing simplified declaration and following simplified processes for release of shipments meeting defined criteria?	Yes	Yes	Niue Customs is actively working towards modernizing its customs operations. With the Automated System for Customs Data (ASYCUDA World) and a National Trade Portal (NTP), Customs aims to streamline customs procedures, which may include the introduction of simplified declaration processes in the future.	No. Currently Samoa does not have a national legislation specifically for e-commerce trade. Samoa initially drafted a roadmap and strategy plan for e-commerce which led to the development of a Policy which was recently finalized. However, without a national legislation, Samoa cannot fully implement the e-commerce trade and payment gateway.	Yes	No	Yes	No	Yes. ICP, VNS, VNP, DOC, DIP	No	Yes. Simplified procedures are provided for our approved CFS operators. In these procedures, goods/container loads are allowed to be released from our sea-port for immediate delivery to the operator's location, for off-loading purposes only. Goods are secured at this location until formal entry/clearance made with CQA.	No	Yes. ASYCUDA has this ability.	Airfreight: Yes Postal: No Airfreight: currently using AW to clear out low Postal: Nil Customs system in place to clear out goods. The mails are cleared using the Pronto system (sales system for Post PNG) to clear off goods that are dutiable. Duties are then collected by Post PNG and later remitted into PNG Customs account.	Yes	No	No. For specific imports, such as import of mobile phones and tablets (medication) does require specified requirements to be met. E.g import permit		
Automation	4) Does your administration use an automated system for clearance of goods imported through e-commerce channel / courier / postal mode?	Yes; ASYCUDA World	Partially, not yet with postal couriers	Yes; ASYCUDA World	No. Every consignment imported into Samoa are processed through ASYCUDA World.	No. Everything manually checked and cleared	Yes. ASYCUDA	Yes	No	No	Yes. Automation and modernization initiative is under way for all our current manual processes.	No. Our system does not have that capability	No. It's a work in progress it will happen.	Airfreight: Yes Postal: No The airfreight section have implemented the use of Informal Clearance - IC4 using AsyCUDA to assist with the clearance of goods For Postal: there is no system in place.	Yes. The ABF uses its Integrated Cargo System as the single system for the management of imports and exports. The system accepts information provided by importers and exporters as well as transport and logistics service providers and provides the ABF and other government agencies authority for cargo movement and clearance.	Yes. Courier – AW Postal – UPU e-commerce comes through as mail no automated process			
	5) Does your administration exchange pre-arrival data with e-commerce operators?	Yes	No	No. Niue is actively working to enhance its customs processes by integrating electronic data exchange systems with postal services. A feasibility study was conducted to assess the integration of the Automated System for Customs Data (ASYCUDA) with the Universal Postal Union's (UPU) Customs Declaration System (CDS). This integration aims to facilitate the electronic exchange of pre-arrival data between customs authorities and postal operators, thereby streamlining the customs clearance process for e-commerce shipments.	No	No	Yes	No	No	No	No. Currently information is provided by the end user or their agent in the current process.	No	No.	Airfreight: Yes Postal: No Airfreight: The cargoes are reported and captured on AW by the airline operator – manifests 3 hours prior to the arrival of the aircraft. Postal: Nil, manifests are only given by the postal manager on the day the mails are received at the mail exchange centre	Yes. Australia receives some advance electronic data from the originating country on postal shipments.	No			
	6) Is risk management practiced for clearance of e-commerce shipments?	Yes	Yes. In all our clearance process we utilize Risk Management practice	Yes	Yes. Customs employ risk management at the border to identify risk consignments for further actions.	Yes	Yes	Yes	No	Not yet	Yes	Yes. Traditional risk assessment abilities are applied to e-commerce shipments.	Yes	Yes. We check suspect packets.	Airfreight: Yes Postal: Yes Airfreight: using AW, screening is done using the manifest. The officers then identify packages of interest for customs intervention. Postal: screening is done manually when the mails are received at the International Mail Exchange centre. The risk assessments are carried out on the information captured on CN22 and CN 23 to identify risk indicators (sending origin, people, value declared, weight etc.)	Yes	Yes		
7) Is there systems-connectivity or inter-operability between customs and postal service, and between customs and banks?	No	No	No. As of now, Niue Customs and Niue Postal services only through the implementation of the ASYCUDA World system.	No. Customs is currently drafting an Memorandum of Understanding (MOU) with the Postal Service which is inclusive of accessibility to IONICS System and potentially facilitate Customs and Post Office access to the Customs Declaration System (CDS)	No	No. Banks still processing	No	Pay in full before release	Yes, between customs and postal service, not between customs and banks	YES, to Customs and Postal and no to Customs and Bank.	No. System connectivity is non-existent with either. CQA does has challenges with the postal system that need to be overcome and since Guam is a duty free port, communications with the banking institutions are non-existent.	No. Our system does not have that capability	No	No. Australia receives some advance electronic data from the originating country on postal shipments.	No. We do not have any interlined system in place				
Customs Duties	8) What are the methods of duty payment / collection provided by your administration?	Yes; Cash, Cheque, Funds Transfer, Etpos	Yes; Cash and Internet Banking but no VISA epayment.	1. Cash Payments 2. Electronic Funds Transfer at Point of Sale (Etpos) 3. Credit Cards 4. Internet Banking	The duty valuation is based on the transaction value of the goods imported.	Yes. Cash, Checks and Instalment payments	No	CIF	No	Cash, Cheques, POS	No duties are assessed by Guam as stated in 7. However, customs fees and taxes are assessed such as a tangible property tax (4%) on applicable goods and tobacco taxes for non-bonded importers. For customs fees, users may be allowed to charge or pay at the time of clearance. For airfreight shipments, taxes on tangible property are allowed to be charged. Tobacco imported by non-bonded importers payment is required as a condition of release. Surface, all payments must be made before release.	Cash, Checks, Credit Card, ACH, and online payment	Online banking or cash at the Revenue office	Airfreight: payments are directly paid into customs account through prepayment accounts (clients pay the courier and the courier uses their prepayment account to pay to customs account), online payments and card payment over the counter-airfreight counter (one time importers). Postal: duties are settled at the receiving postal office either by cash or card. This duty payments are received/collected by Post PNG and later remitted into customs account on a monthly basis	Customs duties are collected at the border on goods above the de minimis threshold (below), following completion of a Full Import Declaration.	Online Bank payments, EFPTOS card facilities, cash payments			
	9) Does your administration provide for Refund of duty on goods that were previously imported with duty paid and then returned?	Yes	Yes; provided that they are exactly the items that imported	Yes. Niue Customs currently implements Temporary import on goods intended for re-exportation at a later date, where duty and taxes are exempt on import.	Depends on the type of importation. Refund is applicable for goods that are temporarily imported into Samoa whereby the importer will pay a Bond Security equivalent to the duty of the goods that will be refunded upon confirmation that the goods have been returned/reported.	No. Ministry does all refunds.	No	Yes	No	Yes	Yes	Yes. A refund may be granted if the goods were damaged during shipping, the wrong items were received and returned, or the items were sold to a buyer outside the CNMI.	No. We have not encountered that issue.	No. The Customs Act allows for refund (approval by Chief Commissioner), however it is quite not to workable as the process for refund takes too long and tedious.	Yes	Yes. We do have refunds policy but not on e-commerce personal imports			

De Minimis	10) a. Does your administration use a De minimis, a threshold value of shipments below which no duties are levied?	Yes	Yes	No. All imported goods, regardless of their value, are subject to customs duties and taxes upon arrival in Niue.	Yes	Yes	No	No	No	Yes	Yes	No	Yes. Non-business use items valued under \$1,000.00 are exempted from excise tax.	Yes	Yes. All duties are collected on the CIF value of a consignment VFD (Value for Duty), VFD that are less than the threshold K250 are released. In consideration of the Gazette Notices for Donations (schools supplies, medicines, clothing for churches) and Gifts are released. For airfreight, the manifest are manual written off on AW. For Postal: The packages are released immediately after manual screening.	Yes	No	
	10) b. If so, please mention the de minimis value	Yes, \$100 on importation	AUD\$20, now under VAT and Excise we have AUD\$200 for a single consignment	No	WST \$10.00	All case that has a de minimis value, it is referred to PCA	No	No	No	Yes, under 3000 XPF no duties, taxes paid	Threshold only for Personal Use or Consumption is up to USD \$200.	No	Yes	AUD \$600		Australia's de minimis is set at AUD \$1000 for customs duties, goods and services taxes, and customs reporting obligations.	Currently \$1 - \$1000 - VAT applicable \$1001 and above - Duty & Vat applicable.	
Enforcement	11) Does your administration use Nil Scanning equipment to detect contraband in e-commerce shipments?	No	No. We need one badly	No	Yes. We have a new Cabinet X-rays installed at the Post Office and Airport for Non-intrusive inspection to enhance our risk management of any shipment arriving in Samoa.	Yes. X-ray	No	Yes	Yes	Yes, but partly	No	Yes	Yes. WE have X-ray machines, Mini-Z X-Ray System, Ion Scanner, and TriArc handheld Analyser	Yes. X-ray only.	No. Nil x-ray at couriers and postal. Technologies and trace detectors (onsite, NIK test and First defender) available at Postal.	Yes	Yes. X-ray, NEC Test	
	12) Does your administration have legal provisions to regulate the conduct of e-commerce service providers (courier agencies, postal)?	Yes	Yes. We have our e-Commerce Policy for the Nation	No. Niue's administration currently lacks specific legal provisions regulating the conduct of e-commerce service providers, including courier and postal services. The existing legislation primarily addresses traditional import and export procedures without delving into the nuances of e-commerce operations.	No. Every shipment arriving into Samoa are processed under the provisions of the law and SOPs.	Yes. Outdated	No	Yes	No		No	No	Yes. Our regulations allow us to regulate such providers. MOA with US Postal Service	Only so far as Customs processes but we don't have Freight fwd legislation	No	Yes. FRCS does have a COC for all licensed customs housed agent		
	13) Are the e-commerce operators and postal department part of the national trade facilitation committee for better coordination?	?	Yes	Yes	No. The SNEC Samoa Nation E-Commerce Committee consists only of Government Ministries.	Yes	Yes	Yes	No		Not sure	No	Not sure	No. No committee has been set up despite customs submitting Cabinet submissions on it.	No. There is no national trade facilitation committee that involves courier agencies postal, customs and postal. Communication and issues are raised through meetings. Airfreight couriers: they schedule quarterly meetings with Customs Postal: the customs office is currently base inside the IMEX, daily consultations and information are exchanged.	Yes	No. We have national trade facilitation committee but nothing in specific to e-commerce	
	14) Have you extended the AEO program to cross-border e-commerce?	No. Trust Trader program	No. We do not have AEO	No	Yes	No	No	No	No	No	No AEO Program	No	No	No. We do not have any AEO Program. However, our strong partnership with Customs and Operators enables us to expedite clearance, streamline trade, and maintain regulatory control.	No	No	Yes	No
	15) Are export benefits and incentives granted to goods exported through an e-commerce channel?	?	Not sure yet	No	No	No	No	No	No	No	No	No	No	No. The CNMI does not export goods.	In progress. Cabinet submission submitted two weeks ago on it.	Yes. Airfreight: exportation of cash crops such coffee, vanilla, cocoa, tea and marine products such as lobsters, prawns, crabs etc. a clearance fee of K30 is paid for export. Postal: no export clearance is done or fee is collected by Customs. All freight charges are received by the courier.	No	No
Use of Global Tools	16) Have you adopted or drawn from the WCO cross-border e-commerce Framework of Standards in your national legislation?	No	No	No	No	No	No	No	No	No	No	No	No	Yes	Yes. Airfreight: usage AW system to clear goods.	Yes	No	
Additional Remarks:	17) Discuss the top 3 challenges that your administration faces while handling cross e-commerce shipments.	No comment	First of all, we have not fully implemented e-commerce yet but our plan is now underway and our e-commerce policy has now been finalized since 2023 with a 4 year timeframe. This requires a national consultation to all stakeholders across the nation. There are still a few list to be consulted and to ensure that each party will fully understand their obligation under this policy. Secondly, our system that will ensure the e-payment, the linkage between agencies and officers that have direct role in cargo clearance is still in progress and we continue to work with our Experts to ensure that the system will fully support our e-commerce plan. Thirdly, since we have not fully commenced with this e-commerce, we will share the challenges again when actually encountering them.	1. Capacity and Infrastructure Constraints: The limited capacity of Niue's customs infrastructure to handle a growing volume of e-commerce shipments is a significant challenge. This includes inadequate resources for processing shipments efficiently and effectively, especially given the increasing volume of small parcels from international e-commerce transactions. 2. Risk Management and Compliance: Ensuring proper risk management and compliance is more complex with e-commerce shipments, as they often involve a large number of small parcels from different sellers. Niue customs administration must navigate ensuring that all shipments comply with national regulations while managing the risk of fraud, misdeclaration, and undervaluation, which is common in e-commerce transactions. 3. Lack of Awareness and Education on Customs Procedures: E-commerce businesses and consumers in Niue are often unfamiliar with customs	1. Not enough resources to conduct our daily work in handling of e-commerce shipment import into our country 2. No regulation to control and guide our daily operation in clearance of e-commerce shipment 3. We need to operate an automatic system to link and gain information of e-commerce shipment to it make easier and fastest facilitation of e-commerce shipment when it arrive in Samoa.	1) Lack of Automation: No automated systems for clearing e-commerce shipments, leading to delays and inefficiencies in processing. 2) Limited Connectivity with Postal Services and Banks 3) Lack of interoperability between Customs, postal services, and banks, making data sharing and real-time verification difficult. Risk Management & Compliance Issues Difficulty in detecting misdeclared or undervalued shipments without pre-arrival data exchange or automated risk management.	1) Lack of Equipment and Resources 2) Lack of Knowledge for the e-commerce 3) Lack of Digital	1. Valuation – Most of the invoices on e-commerce is cheaper than the invoice of the normal importation. 2. HS classification – some of the goods is hard to classify on HS 3. Wrong address – some of the packages is unclaimed due to wrong name and address.	1. Validating invoices. 2. Validating between personal and business. 3. Packaging/quantity	• Update legislation to align with current e-commerce and trade practices. • Acquire scanning equipment and tools to detect contraband, as well as banned and illicit trade items. • Establish open channels of communication between the bank and Customs regarding e-commerce.	The challenges that we face while handling e-commerce shipments originating from Asia are undervalued items being declared to avoid taxes, false declarations to evade customs inspections and identifying counterfeit items.	1) High Volume of Small Shipments – The rise of e-commerce has resulted in a surge of low-value, high-volume shipments, straining customs resources. Processing and inspecting each package efficiently while ensuring compliance and preventing fraud has become increasingly challenging. 2) Undervaluation and Fraudulent Declarations – Many e-commerce sellers misrepresent the value, description, or origin of goods to evade taxes and duties. This not only results in significant revenue losses but also necessitates stricter enforcement measures. 3) Increased Risk of Counterfeit and Restricted Goods – The rapid movement of online shipments heightens the risk of counterfeit products, non-compliant goods, and restricted or prohibited items entering the market undetected, posing threats to consumer safety and regulatory integrity.	No freight fwd legislation or controls. Lack of technology. Lack of compliance from stakeholders including cargo carriers and service providers.	Airfreight: 15 airfreight depots. The depots are located across the city, allocation of resources and logistics wise to move to and fro these depots for inspection is a challenge. Only one customs vehicle assist the logistics. Power Outage: causes delay in cargo clearance. Airline operator delays in uploading manifests. Payment of duties are affected when clients pay, but due to power outage confirmation of payment takes time hence, clearance are delayed awaiting payment confirmation, receipting and release order Technology: Nil presence of technologies such as x-ray machines to at the depots to assist in the clearance of goods. Other technologies or trace detectors (ion scan, first defender, NIK Tests) are not available to assist officer carry out further checks for packages that are suspected to contain drug/illicit substances. Postal: The absence of AW or other Customs systems: lack of accountability of mails received, revenue collected are controlled by the Postal system, outstanding duties on mails that are assessed but not paid or collected by the receiver are not accounted for as there is no system in place. Lack of proper awareness of ITRL Regulation occur	1) Balancing trade facilitation, 2) revenue protection and 3) community protection outcomes.	1) The importation of large volume of prohibited imports into the country. 2) Capturing of large volume of information into national database with low value items. (no Dimissis) 3) Affects the clearance timeline for customs due to bulk volume of shipments sent at one time. 4) Details on the consignee note are printed on thermal paper, upon reaching the country of destination the print is faded and not visible resulting in e-commerce consignment being undelivered to the consignee.		



DUTY TRAVEL REPORT

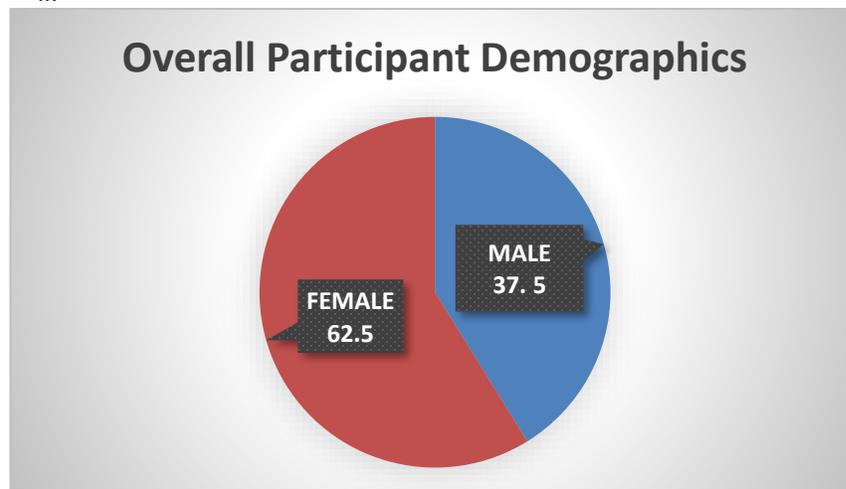
Staff Member	1) Mohammed Ajaz – Customs Enforcement Adviser 2) Stephanie Waqanivalagi – Training Coordinator	
Destination:	Nalagi Hotel, Nadi, Fiji	
Source of funding:	Activity Code: 2024-30-1-1.1	
Workshop Dates:	Start Date: 17 th March 2025	End Date: 21 st March 2025
Purpose of Travel:	Coordination and co-facilitation of the <i>Regional Workshop on Cross-Border E-Commerce</i>	
Activity description:	<p>This workshop is an activity that was not completed in Year 2 of the 3-year work program. Therefore, this activity has been prioritized to be delivered in this final year of implementation for the 3-year work program. The workshop is aligned to the objective of Strategic Priority Area Three on Trade Management and Facilitation by promoting digital Customs including the facilitation of e-commerce.</p> <p>The Secretariat invited PACER PLUS Implementation Unit (PPIU) to partner in delivering this work program activity to bring together key stakeholders in the e-commerce supply chain in the region such as the Pacific Islands Forum Secretariat, UNCTAD, DHL Express and UPU. Due to unforeseen circumstances, UPU was unable to provide a presentation or a representation in the last minute.</p> <p>The objective of the workshop is to:</p> <ol style="list-style-type: none">i. Enhance Members’ capacity to implement the WCO Framework of Standards on Cross-Border E-Commerce and other E-Commerce related tools to facilitate e-commerce whilst managing the risks associated with it.ii. Exchange ideas, opinions and proposals concerning the efficient implementation of enablers in Customs to facilitate e-commerce transactions such as automation at the national level.iii. Develop priority national and regional actions that can build the capacity of OCO members in addressing the challenges of e-commerce trade. <p><u>Pre-Workshop Survey:</u> A Pre-Workshop Questionnaire was circulated a week before the workshop to determine the current state of national member customs administrations. Attached as Annex I is a detailed Summary of responses from the 15 members represented at the training.</p> <p><u>Participant Demographics:</u> Total No. Participants: 25 (OCO funded: 9 / PPIU funded: 12 Self-funded: 4) Gender Distribution: Male – 9 / Female – 15</p>	

Countries Represented:

i.

No	Country Breakdown	Female	Male	Total
1	Cook Islands	1	0	1
2	FSM	1	0	1
3	Fiji	0	2	2
4	Kiribati	1	1	2
5	Nauru	0	1	1
6	New Caledonia	0	1	1
7	Samoa	2	0	2
8	Solomons Islands	1	1	2
9	Tonga	0	1	1
10	Tuvalu	2	0	2
11	Niue	1	1	2
12	Australia	2	0	2
13	Guam	1	0	1
14	CNMI	1	0	1
15	PNG	1	0	1
16	Japan Customs	1	1	2
	Total	15	9	24

ii.



Outcomes:

During the planning phase of this Work Program activity, we decided on the following expected outcomes for this E-Commerce Workshop in alignment with SP 3- Trade management and facilitation:

- Capacity Building – enhance understanding of participants on the Guiding Principles of the WCO Framework of Standards on Cross-Border E-Commerce as well equip them with the tools to manage complexities of e-commerce transactions.
- Sharing of Country Experiences – practical understanding of how members are dealing with e-commerce transactions and develop recommendations at a regional level that can also address customs-related measures in the Pacific E-Commerce Strategy and Roadmap.

	<ul style="list-style-type: none"> • Trade Facilitation – explore strategies and develop regional actions to simplify processes that impact cross-border e-commerce transactions. • Revenue Collection – strengthen knowledge of e-commerce revenue collection mechanisms, including the issue of de-minimis. • Regional Cooperation – Foster collaboration among OCO & PPIU and stakeholders to harmonise policies, practices and targeted capacity-building activities. • Consumer Protection – address issues related to counterfeit goods, product safety, fraud prevention and other illicit trade encountered through e-commerce transactions. <p>The OCO partnered with PPIU in devising an Outcomes document attached as Annex II.</p> <p><u>Way Forward:</u></p> <p>The following way forward was agreed to by the participants:</p> <ol style="list-style-type: none"> i) Customs administrations will complete their survey on compliance level and capacity building needs on E-Commerce FoS to the OCO by 28th March 2025 ii) Participants agreed to submit their National Action Plans to the OCO by 28th March 2025 iii) OCO working with PPIU and other partners and based on survey to develop Regional Action Plan for PACER Plus Cross-Border E-Commerce. <p><u>Post-Workshop Evaluations:</u></p> <p>Attached as Annex II is the post-workshop evaluation summary for our internal records.</p>
<p>Recommendations/ follow up activities:</p>	<ol style="list-style-type: none"> i. As a result of this regional E-Commerce Workshop, it is therefore recommended that the OCO Work with members on focusing efforts on implementing the 8 Principles of the E-Commerce Framework of Standards relative to the Pacific Region whilst also referring to their respective Action Plans, these are; <ul style="list-style-type: none"> • Advance Electronic Data and Risk Management • Facilitation and Simplification • Fair and Efficient Revenue Collection • Safety and Security • Partnerships • Public Awareness, Outreach and Capacity Building • Measurement and Analysis • Leveraging Transformative Technologies ii. Member countries responses to the national implementation status survey will frame the baseline for reference by OCO, PPIU and PIFS and assist in designing capacity building activities for regional customs administrations in progressing SP 3- Trade management and facilitation. iii. This may be an opportunity to partner with regional organisations and international partners to progress E-Commerce activities. Through OCO’s engagement with PIFS for the planning of this workshop, PIFS sent an invitation to OCO to join the Pacific E-Commerce Alliance. This invitation is with HoS and the Steering Committee for consideration.
<p>Acknowledgement</p>	<ul style="list-style-type: none"> • Acknowledge Mr. Takao Iwai and Ms. Reiko Amano of Japan Ministry of Finance (Japan Customs) for the collaborative work on this workshop and providing expertise as co-facilitators of this workshop. • Acknowledge Mrs. Laisiana Tugaga and Mr. Alipate Tavo of PPIU for co-facilitating sessions on E-Commerce from a regional context and sharing your expertise on this topic.

	<ul style="list-style-type: none"> • Acknowledge the OCO Management for ensuring the necessary approvals were obtained in time to host this regional workshop. • Acknowledge the OCO Team that worked in coordination for the successful completion of this workshop. <p>In an effort to foster an environment of continuous improvement and for internal purposes, we are recommending the following:</p> <ul style="list-style-type: none"> • Requesting consideration for the OCO to purchase the Kahoot! Application tool for use during future training activities; this app is used for adult learning and can be used as an interactive learning tool during recap sessions and post-session testing. Kahoot! is a game-based learning platform that makes it easy to create, share and play learning games or trivia quizzes in minutes. https://kahoot.com/what-is-kahoot/ • Requesting consideration for the OCO to revert to hosting one dinner for regional workshops/trainings • If there is an opportunity, we are recommending the purchase of new OCO banners and possibly merchandise (i.e. customized OCO lanyards, notebooks, pens, etc.) for use in future capacity building activities. For example, lanyards are needed for most workshops, it is advisable to purchase and stock these as opposed to having to purchase at every new workshop.
<p>Meeting documents where available (to put on server with hyperlink):</p>	<p>Presentations: e-Commerce Workshop, Nadi 17-21 March 2025\Country Practice PPTs</p> <p>Pictures: e-Commerce Workshop, Nadi 17-21 March 2025</p> <p>Media: https://www.ocosec.org/customs-officers-upskill-to-improve-cross-border-e-commerce/ https://www.fijitimes.com.fj/customs-officials-learn-cross-border-e-commerce/</p>

ANNEX 1: GALLERY



Workshop participants at the Opening of the Regional Workshop on Cross-Border E-Commerce at Nalagi Hotel, Nadi, 28-31 January 2025



Participants during the session facilitated by PPIU's Laisiana Tugaga and Alipate Tavo



Participants during site visit to the DHL Express facility in Legalega, Nadi on Day 3- Wednesday 19th March 2025



Participants during Day 2- Tuesday 18th March session discussing Customs and Postal Cooperation



Graduation and final day of the Cross-Border E-Commerce Workshop on Friday 21st March 2025