



SQUID – improving customer service

The Samoa Quarantine Improvement Project (SQIP) has provided ongoing assistance to Quarantine with various technologies throughout the project life – inspection tools, treatment equipment, and computer technology.

Having the computer hardware is only half the battle. It is the software that provides the most scope for improving customer service delivery.

With this in mind, Quarantine now has an electronic system called *SQUID* (which stands for *Samoa Quarantine Information Database*). Rollout commenced in mid June and should be fully in place by July 2006.

The system enables:

- improved communication with other border organizations and stakeholders
- fast clearance systems for imported goods and cargo (seaports, airports, post office).
- improved import permit issuing system, incorporating a links to risk analysis and other databases (Pest List and Asset Management).
- more efficient release processes (risk/non-risk goods) with random check system.
- cargo status reports for operational follow-up.
- more efficient production and issuing of export certificates.
- various electronically generated management reports.
- fees and charges calculation facility

Stakeholders were involved in the trialing of *SQUID*, and we welcome their continuing feedback as we progress the rollout of the system at the key border points of entry.