International Trade Centre

Electronic Queue Management System (eQMS): Innovative Solution for Efficient Border Management

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Why eQMS? Addressing the need for smoother, faster and smarter border processes

76% of stakeholders identify long queues and delays at BCPs as the main obstacle to trade[1]

- Unpredictable transport and delivery time leads to increased costs and higher risk of spoilage for perishable goods
- Unpredictable flow of trucks increases pressure on the border-agents and limits BRAs ability to plan
- Chaotic and long queues result in poor work and resting conditions for the drivers which increase risks and complexify the transport process

[1]Based on the structure of trade analysis conducted by the Ready4Trade Central Asia project in 2020-2021 including survey interviews of traders, public sector and service providers

The transformational impact of eQMS:

Increase **predictability** and **efficiency** of the border crossing procedure, reducing the average border waiting time (estimated 90%)

Decrease the burden from the border increasing **safety of border communities** and inclusivity of border procedures

Reduce overall **cost of the trade** and transport procedure (4M annual savings for business in Estonia)

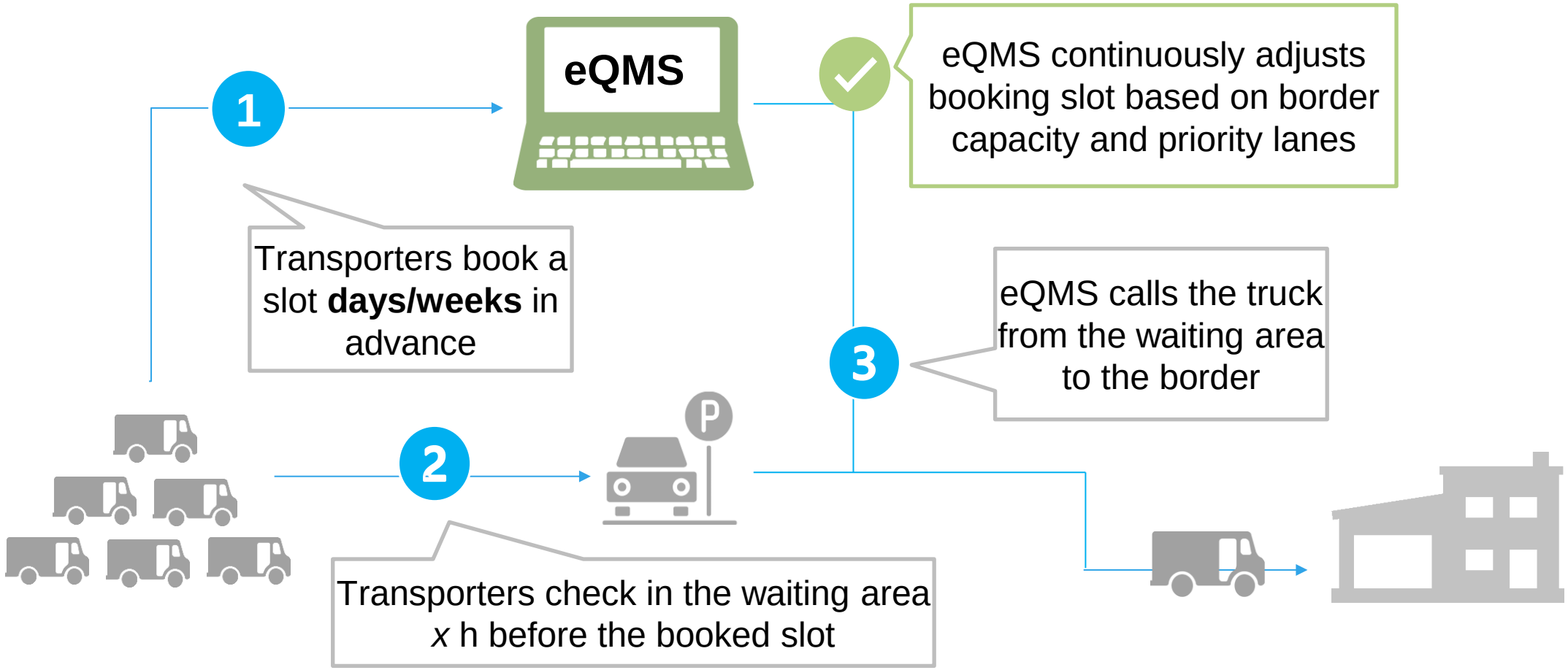
Reduce losses of **perishable goods** due to improved planning of transport and customs operations

Increase **bilateral coordination** between customs and border authorities

Reduce CO2 emissions at the boarder as it eliminates traffic congestions

Critical for **landlocked countries** or in the context of **transport corridors**; i.e. +85 percent of the total volume of export cargo transportation in CA is carried out by road

What is an electronic queue management system at the border?



ELECTRONIC QUEUE FOR TRUCKS AT THE KYRGYZSTAN BORDER

ITC’s approach to eQMS implementation

ITC is working closely with customs administrations to develop tailor made solutions, prioritizing in-house software development and bilateral approach to eQMS (from both sides of the border)

The Process of implementation includes the following steps:

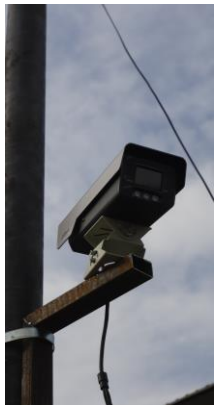
Case studies

- Pilot eQMS the Dostuk/Dustlik border between the Kyrgyz Republic and the Republic of Uzbekistan (under the EU funded Ready4TRade Central Asia project
- eQMS concept development in progress in the Republic of Tajikistan
- Planned eQMS intervention at several key border checkpoints across the African continent

Successful launch of eQMS at Kizyl-Kiya BCP in 2024 and scaling up to other border crossing points in 2025

Since the launch of the electronic queue in Kyzyl-Kiya, **5,162 vehicles** have passed through the Waiting Area.

On average, **60 to 80 vehicles** cross the Kyzyl-Kiya road BCP daily.



Summer 2025: Implementation of eQMS at the Dostuk BCP (adapted to the requirements of international transit).

Following the successful launch of eQMS in Kyzyl-Kiya, a **decision was made to gradually implement the eQMS** at all road border crossing points of the Kyrgyz Republic.

Thank you!

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