WCO Time Release Study

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WCO ROCB A/P
WCO and A/P Region in Brief
**WCO in Brief**

- **Intergovernmental Organization Specialized in Customs Matters**
- **Established in 1952 as Customs Cooperation Council (CCC)**
- **Headquarters in Brussels, Belgium**
- **179 members (as of April 2014)**
The WCO an Organization with global reach

179 Members divided into 6 regions

MAP

Responsible for processing 98% of international trade
• Established in Sep. 2004 (10 years !)

• Better planning and delivery of CB in A/P region

• Operated by members’ voluntary contribution

• 8 full-time staff members (from 5 countries) (as of Mar. 2014)

• Work with WCO, Development Partners, regional members and RTCs
TRS Overview, Purpose and Methodology
## TRS Implementation by Members

### Asia Pacific
- Australia
- Bhutan
- Brunei
- China
- Fiji
- India
- Indonesia
- Japan
- Korea
- Lao PDR
- Malaysia
- Mongolia
- New Zealand
- PNG
- Philippines
- Singapore
- Thailand
- Viet Nam

### Africa
- Ethiopia
- Kenya
- Malawi
- Mozambique
- Nigeria
- Rwanda
- Tanzania
- Swaziland
- Uganda
- Zambia

### Other
- Jamaica
- Jordan
- Peri
- Poland
- Sweden
- Uzbekistan
TRS: Overview
Basic Concept

TRS and Trade Facilitation

✓ Huge increase in cross border trading as a result of globalization, customs role in trade facilitation (TF) becomes more prominent.

✓ TF: expediting the movement, clearance & release of goods

✓ TRS is a unique tool and method for measuring the actual time required from arrival of goods to its release.
What is TRS?

Arrival of cargo

Shipping company
Shipping agent
Port Authority, etc.

Unloading/Storage

Importer, Customs broker
Container Yard
OGAs, etc.

Submission of Declaration

Customs, Bank,
Customs broker

Customs release permission

Removal of cargo

Port Authority
Container Yard
Warehouse, Forwarder, etc.

Training Workshop on TTFMM, Nepal, 15-17 April 2014
Cargo flow and Import procedures

Pre-arrival Lodgment Manifest/ Customs Declaration

Arrival of Ships/ airplanes

Unloading of cargoes

Storage of cargoes to Customs control area

Examination/ Inspection by Trade related Agencies

Submission of Customs Declaration

Customs release permission

Removal of cargoes from Customs control area

Shipping agent, airline company, Port/ Airport Authority

CY operator, Terminal operator, warehouse operator, Trade related government agencies, Importer, Customs broker

Customs broker (agent) Customs, bank

CY/ warehouse operator, Port/ Airport Authority

Total Time from Arrival of cargo to removal of cargoes from Customs control area
Why do we focus on TRS?

For Yourself:

☑ Establish Baseline of the Current Border Performance
☑ Self-Assessment of Ourselves
☑ Improvement for Our Border Performance
☑ Further Transparency
☑ Further Trade Facilitation
☑ Further Foreign Direct Investment
### Why do we focus on TRS?

**For Meaningful Support by Donor:**

<table>
<thead>
<tr>
<th>Countries</th>
<th>Donor</th>
<th>Technical Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jordan, Lesotho, Malawi, Nigeria, Georgia ..</td>
<td>USAID</td>
<td></td>
</tr>
<tr>
<td>Indonesia &amp; Philippines ...</td>
<td>JICA</td>
<td></td>
</tr>
<tr>
<td>Kenya, Swaziland, Tanzania, ...</td>
<td>Stakeholder</td>
<td>WCO</td>
</tr>
<tr>
<td>ASEAN Countries CAREC (10 Countries)</td>
<td>ADB</td>
<td></td>
</tr>
<tr>
<td>EAC Countries, SACU Countries, COMESA Countries</td>
<td>WB</td>
<td></td>
</tr>
</tbody>
</table>
Why do we focus on TRS?

WTO Agreement on Trade Facilitation:

- WT/MIN(13)/W/8
  Article 7: Release and clearance of goods
  Sub-article 6: Establishment and Publication of Average Release Times

Members are encouraged to measure and publish their average release time of goods periodically and in a consistent manner, using tools such as, inter alia, the WCO Time Release Study.
1) Guide To Measure The Time Required For the Release of Goods - Version 2 in 2011

2) Internet Software for the TRS (http://members.wcoomd.org/trs/index.asp)

3) User Manual for TRS Software
Time Release Study

One of the methods used for the review of clearance procedures is to measure the average time taken between the arrival of the goods and their release. This facilitates Customs to identify both the problem areas and potential corrective actions to increase their efficiency. The use of automation and other sophisticated selectivity methods can allow Customs to improve compliance and at the same time improve facilitation for the majority of low-risk goods.

Measuring the time taken for the release of goods also meets the concerns of trade circles regarding long delays in Customs clearance. It helps Customs to respond to trade requirements where the operators need to plan ahead for the movement of goods across borders in order to meet tight production schedules and just-in-time inventory systems that require forward planning.

The time required to release goods has also increasingly become the measure by which the international trading community assesses the effectiveness of a Customs administration. The Time Release Study provides guidance to Customs administrations on the best way to apply this method of internal review.

DOWNLOADS

- TRS_Guide_es [pdf] 2.3 MB
TRS: Purpose
Objectives

- Identifying bottleneck processes affecting customs release
- Assessing new procedures, operations, etc.
- Establishing baseline TF performance measurement
- Identifying opportunities for TF improvement
- Estimating the country’s approximate position as a benchmarking tool
Possible Use of Study Results

Procedures, Processes & Legislation

- Diagnose the efficiency of specific customs procedures
- Take measures to improve compliance or enforcement
- Simplify and harmonize customs procedures
- Automate Customs processes
- Draft / modify relevant Customs legislation
Possible Use of Study Results

Organization

- Reallocate staff and resources for optimal utilization
- Initiate organizational reform
- Support requests for human, financial and technical resources
- Address anti-corruption measures
- Train staff
Possible Use of Study Results

Performance Measurement & PR

- Use as a quality assurance mechanism
- Benchmark trade facilitation performance levels
- Improve customs transparency and promote PR
- Use with OGAs & trading community for further enhancement of TF measures
TRS: Methodology
TRS Cycle
3-Phases TRS Framework

Phase 1: Preparation of the Study

Phase 2: Data Collection and Recording

Phase 3: Data Analysis and Conclusions
Phase 1: Preparation of the Study

(1) Establishment of Working Group (WG)
(2) Scope and Design for the Study
(3) Planning and Methodology
(4) Test-run
(1) Establishment of WG

- Headed by Customs officials at senior management
- 5-10 core members, whose expertise should cover customs procedures & legislation; organization matters & administrative procedures; computer & statistic processing;
- Liaison officers from Selected offices
- Representatives form Various Stakeholders;
- Technical Collaborator (WCO, ROCB, Donors).
(1) Establishment of WG (Con’d)

✔ Involve as many OGAs and stakeholders in the supply chain at the inception workshop

✔ Prepare the TOR Given due authority for TRS implementation

✔ Lay down the functions and responsibilities of WG, which include, but not limited to:

  • Prepare, plan and implement the study
  • Ensure good cooperation among all OGAs and stakeholders as well as within Customs, deliver briefings and organize meetings as and when required
  • Arrange wide publicity for the TRS
(2) Scope & Design for the Study

- Customs only / all parties in supply chain?
- Locations?
- Procedures to be covered (import / export / transit)?
- Types of consignments?
- Duration?
(2) Scope & Design for the Study (Cont’d)

✓ Geographical Scope

- Choose locations with a large volume of representative traffic and a wide variety of consignments

✓ Choice of Traffic

- Cover air / sea / rail / road / all?
- Conduct simultaneously for all / consecutively for different traffic?
- Analyze postal traffic separately
(3) Planning and Methodology

✔ Duration and Timing

• Cover at least 7 consecutive working days
• Choose the period of normal traffic (not seasonal peak)

✔ Types of Goods

• Recommend to include all types
(3) Planning and Methodology (Cont’d)

✓ **Environmental Scan and Workflow Mapping**

- Conduct environmental scan to attain comprehensive information on the TRS-related operations (involving all parties in the supply chain) and physical environment of the locations chosen
- Map out various workflows for locations chosen

✓ **Preparation for Data Collection**

- Design a form for data collection
- Formulate guidelines for data collection and input (what? how? by whom?)
- Provide a list of definitions for certain activities
(3) Planning and Methodology (Cont’d)

✓ Sampling
- Recommend to capture all transactions
- Consult statistician for sampling strategy & methodology whenever necessary

✓ Test Run
- Test feasibility of work plan & implementation
Phase 2: Data Collection & Recording

- Ascertain all the processes and records involved (automated / manual)
- Ascertain the processes and the parties responsible for collection & recoding the data
- Arrange to distribute the survey forms to customs brokers and freight forwarders in advance
- Arrange appropriate training / briefing to staff / parties involved where necessary
Phase 2: Data Collection & Recording (Cont’d)

- Use 24-hr clock for time recording
- Capture “zero” time for release of cargo prior to its arrival
- Designate staff other than those who involve in customs clearance to fill in the survey
- Collect retrospectively those data, which have been recorded in the manual records or computer system during the normal course of clearance process
Phase 3: Data Analysis & Conclusion

- Ensure that all data collection forms are returned
- Verify raw data in every form for accuracy & quality
- Set aside data collection forms with errors pending further verification (Data still usable if the errors are not significant)
- Set aside incomplete forms pending further examination (Missing data may be extracted from the automated clearance system.)
- Use WCO software or alternative means for data processing
- Analyze the verified data with due regard to the objectives and approach adopted
Phase 3: Data Analysis & Conclusion

✓ Final Report

• Objectives
• Scope
• Methodology
• Analysis
• Conclusion
• Recommendations (Action Plan)
Press Release

• To increase transparency of Customs procedures

• To demonstrate Customs commitment to TF to the trading community

• To communicate findings and recommendations for further improvement

Appendix 6: Model Press Release

[Name and symbol of the Customs Administration]

MEDIA RELEASE

[Title]

[Date]

Outline

[ ] Customs today released the findings of its first [second, third ……] Time Release Study (TRS), which measures and reports the time taken by Customs to release imported cargo.

The DG of Customs [ ] said it was pleasing to [show the results of the first study as an objective indicator for trade facilitation] or [see improvements in [year] which he attributed largely to the efforts of Customs, trade related agencies and trade working together for a seamless international transaction].
Tips for Success

- Proper planning and monitoring
- Good communication with parties involved
- Objectivity in analysis and report
- Adequate publicity for the findings & way forward

-it always seems impossible until it's done. -nelson mandela
Thank you for your kind attention.

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TRS Process mapping
Training Workshop on TTFMM, Nepal, 15-17 April 2014

TRS Result Example

Source: Google map
TRS Results Example

Mombasa Port

Weighbridge

Kenya Uganda Border
### Procedures at the Mombasa Port

<table>
<thead>
<tr>
<th>10 Days 18 hours and 4 minutes</th>
<th>From Mombasa to Malaba</th>
<th>Border To Kampala</th>
<th>Kampala procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arrival of cargo to submission of Customs declaration (T810) (pre-arrival Manifest submission) (Ave. 5d13h22m)</td>
<td>3d 18h and 38 m</td>
<td>22h 59m</td>
<td>19.35</td>
</tr>
<tr>
<td>Arrival of cargo to submission of Manifest (Ave. 3d13h39m)</td>
<td></td>
<td></td>
<td>2d 22 h and 53 m</td>
</tr>
<tr>
<td>Arrival of cargo to submission of Customs declaration (T810) (Post arrival Manifest submission) (Av. 6d12h26m) (88% of total declaration)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customs procedures (release T810)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Port procedures after Customs release</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TRS: Results Kenya-Uganda</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
TRS Questions

Who?
Where?
Which?
What?
When?
How?
### TRS Preparation: What to Discuss

**Who**

<table>
<thead>
<tr>
<th>Points</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who has necessary data?</td>
<td>- Customs</td>
</tr>
<tr>
<td></td>
<td>- Trade related Government Agencies</td>
</tr>
<tr>
<td></td>
<td>- Port/airport Authority</td>
</tr>
<tr>
<td></td>
<td>- Customs Broker (Agent)</td>
</tr>
<tr>
<td></td>
<td>- Freight Forwarder, Truck company,</td>
</tr>
<tr>
<td></td>
<td>- Warehouse Operator, etc.</td>
</tr>
</tbody>
</table>
### TRS Preparation: What to Discuss

#### (Who)

<table>
<thead>
<tr>
<th>Points</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Who should be in charge of TRS within Customs Administration?</td>
<td>- Director of Facilitation</td>
</tr>
<tr>
<td></td>
<td>- Director of Customs Clearance</td>
</tr>
<tr>
<td>Who should be involved in TRS within Government Agencies?</td>
<td>- Department of Trade</td>
</tr>
<tr>
<td></td>
<td>- Department of Quarantine</td>
</tr>
<tr>
<td></td>
<td>- Police Department</td>
</tr>
<tr>
<td>Who should be involved in TRS from Private sectors?</td>
<td>- Customs Brokers</td>
</tr>
<tr>
<td></td>
<td>- Forwarders, Carriers</td>
</tr>
<tr>
<td></td>
<td>- Warehouse Operators</td>
</tr>
<tr>
<td></td>
<td>- Banks</td>
</tr>
</tbody>
</table>
**TRS Preparation: What to Discuss**

(Where)

<table>
<thead>
<tr>
<th>Points</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where are the necessary data exist?</td>
<td>- Computer System</td>
</tr>
<tr>
<td></td>
<td>- Customs house (manual process)</td>
</tr>
<tr>
<td></td>
<td>- Trade related agencies</td>
</tr>
<tr>
<td></td>
<td>- Private sector</td>
</tr>
<tr>
<td>Where are the cargoes are exist?</td>
<td>- Container yard</td>
</tr>
<tr>
<td></td>
<td>- Customs Area</td>
</tr>
<tr>
<td></td>
<td>- Private warehouse</td>
</tr>
<tr>
<td></td>
<td>- On a truck or train</td>
</tr>
</tbody>
</table>
### TRS Preparation: What to Discuss

**Points**

| Which means of transport should be included? | Air, Sea, Rail, Road, River |
| Which Customs House should be involved in TRS? | - Airport, Seaport and/or Land Post for Transit |
| Which Type of goods should be included? | All, FCL, LCL, Conventional |
| Which steps should be measured? | - Arrival of goods  
- Unloading of goods  
- Customs declaration  
- Procedures of OGAs  
- Release permission |
### TRS Preparation: What to Discuss

#### (What)

<table>
<thead>
<tr>
<th>Points</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>What kind of procedures should be included, automated (ICT) Customs procedures or manual (Paper Basis) procedures only?</td>
<td>Both manual and automated (ICT) Customs procedures</td>
</tr>
<tr>
<td>What value criteria of goods should be set?</td>
<td>- High, medium, low value</td>
</tr>
<tr>
<td></td>
<td>- Dutiable and non-dutiable</td>
</tr>
</tbody>
</table>
## TRS Preparation: What to Discuss

### **What**

<table>
<thead>
<tr>
<th>Points</th>
<th>Example</th>
</tr>
</thead>
</table>
| What criteria of Customs intervention should be measured? | Physical inspection  
X-ray inspection,  
Documents examination  
No intervention |
| What processes should be included? | - Import procedure  
- Export procedures  
- Transit (domestic/international) |
| Should Lab. Analysis be included as a criteria? | - Yes  
- No |
### Points

<table>
<thead>
<tr>
<th>What steps of government and private sector’s procedures should be included?</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Immigration procedures</td>
</tr>
<tr>
<td>- Police inspection</td>
</tr>
<tr>
<td>- Transport Authority’s inspection</td>
</tr>
<tr>
<td>- Quarantine's examination and inspection</td>
</tr>
<tr>
<td>- Customs examination and inspection</td>
</tr>
<tr>
<td>- Banking procedures</td>
</tr>
<tr>
<td>- Weighbridge's procedures</td>
</tr>
<tr>
<td>- Warehouse operator’s procedures</td>
</tr>
</tbody>
</table>
### (When)

<table>
<thead>
<tr>
<th>Points</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>When is the target timing of the TRS?</td>
<td>- April, May</td>
</tr>
<tr>
<td></td>
<td>- October</td>
</tr>
<tr>
<td>How many days are necessary for the TRS?</td>
<td>Duration of the Study is 4 consecutive weeks or more</td>
</tr>
</tbody>
</table>
### Points

How do you organize the overall schedule?

### Example

1. **1 week** for data collection on procedures under the trade related agencies
2. **2 week** for data collection on procedures under the trade related agencies and Customs
3. **3rd & 4th week** for data collection of Customs release of goods
### TRS Preparation: What to Discuss

#### (How)

<table>
<thead>
<tr>
<th>Points</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>How many samples should be taken into account?</td>
<td>- 20% of all Customs declaration</td>
</tr>
<tr>
<td></td>
<td>- 300 for each category</td>
</tr>
<tr>
<td>How should samples be selected?</td>
<td>Use last one/two digit of Customs declaration Number</td>
</tr>
<tr>
<td>How can you get necessary data on “arrival of goods”?</td>
<td>- Shipping or Airline companies</td>
</tr>
<tr>
<td></td>
<td>- Carriers (Truck drivers)</td>
</tr>
<tr>
<td></td>
<td>- Customs brokers</td>
</tr>
</tbody>
</table>

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### How to Get Necessary Data

<table>
<thead>
<tr>
<th>Points</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>How can you get necessary data on “unloading of goods”?</td>
<td>Port Operator/Warehouse Operator</td>
</tr>
<tr>
<td>How can you get necessary data on “Customs inspection”?</td>
<td>Customs House</td>
</tr>
<tr>
<td>How can you get necessary data on “Intervention by trade related agencies”?</td>
<td>Trade Related Government Agencies</td>
</tr>
</tbody>
</table>
| How can you get necessary data on “Release”? | - Customs House  
- Warehouse Operator |
Flow of TRS questionnaire (example)
Thank you for your kind attention.

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National Scope
Experience of Japan Customs
Periodical Implementation

- 1st: Feb. 1991
- 2nd: Feb. 1992
- 3rd: Mar. 1993
- 4th: Mar. 1996
- 5th: Mar. 1998
- 6th: Mar. 2001
- 7th: Mar. 2004
- 8th: Mar. 2006
- 9th: Mar. 2009
- 10th: Mar. 2012
Main Objectives

- **Identify bottlenecks**
  - Customs is not always an obstacle on facilitating international trade
  - What and where the obstacles exist?

- **Measuring performance of new facilitation measures**
  - Introduction of new measure/system, such as AEO program, contributes to reduction of clearance time.
  - Stimulate efforts to improve efficiency and effectiveness of Customs clearance procedures
Brief of 10th Study

- **Term of Study**
  - 12/03-18/03 2012 (7 days)

- **Customs Offices**
  - Major sea ports and airports were selected

- **Samples**
  - 3,200 Sea Cargoes and 2,500 Air Cargoes
TRS: Experience in Japan

Normally sample reflects one week’s transactions

A DATE & TIME of arrival of vessel, loading and any other data regarding Customs Declaration lodged during “Second Week” will be collected during this period

B Customs Declaration lodged during this period will be collected as samples. If the number of samples is not enough the duration should be two or more weeks.

C Date & Time of Customs inspection, release of goods and any other Customs data regarding Customs Declaration lodged during “Second Week” will be collected during this period.
Measures taken for import clearance of sea cargo

- Computerization of Clearance (1991)
- Customs Database for RM (1991)
- Pre-arrival Doc. Examination (1991)
- Fax network with OGAs (1992)
- Parallel Docs examinations with OGAs (1994)
- One Stop service by Computer system (interface with OGAs) (1997)
- Simplified Declaration for Authorized Persons (RKC) (2001)
- AEO importer (April 2007)
- Introduction of 2nd Generation Single Window (February 2010)
- Paperless for Green Lane Declaration (July 2012)
Air Cargoes

<table>
<thead>
<tr>
<th>Year</th>
<th>Arrival - Warehousing</th>
<th>Warehousing - Declaration</th>
<th>Declaration - Permission</th>
</tr>
</thead>
<tbody>
<tr>
<td>1991</td>
<td>8.7</td>
<td>41.6</td>
<td>2.3</td>
</tr>
<tr>
<td>1992</td>
<td>8.6</td>
<td>42.7</td>
<td>1.6</td>
</tr>
<tr>
<td>1993</td>
<td>7.5</td>
<td>34.6</td>
<td>1.6</td>
</tr>
<tr>
<td>1996</td>
<td>6.7</td>
<td>37.9</td>
<td>1.8</td>
</tr>
<tr>
<td>1998</td>
<td>3.5</td>
<td>27.3</td>
<td>0.7</td>
</tr>
<tr>
<td>2001</td>
<td>3.5</td>
<td>21.6</td>
<td>0.6</td>
</tr>
<tr>
<td>2004</td>
<td>2.6</td>
<td>14.0</td>
<td>0.4</td>
</tr>
<tr>
<td>2006</td>
<td>1.2</td>
<td>12.8</td>
<td>0.4</td>
</tr>
<tr>
<td>2009</td>
<td>5.5</td>
<td>10.1</td>
<td>0.4</td>
</tr>
<tr>
<td>2012</td>
<td>7</td>
<td>6</td>
<td>0.3</td>
</tr>
</tbody>
</table>

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Measures taken for import clearance of air cargo

- Pre-arrival Examination system was introduced (Apr. 1991).
- Modification of Air-NACCS (Feb. 1993), including expansion of office coverage.
- Immediate permission upon Arrival System (Apr. 1996).
- Single Window System (Jul. 2003)
- AEO importer (April 2007)
- Introduction of 2nd Generation Single Window (February 2010)
- Paperless for Green Lane Declaration (July 2012)
Comparison of the time for clearance applying Pre-Arrival Declaration (Air Cargo) (2012)

- **Average**
  - Arrival – Warehousing: 7 days
  - Warehousing – Declaration: 6 days
  - Declaration – Permission: 0.3 days
  - Total: 0.6 days

- **Non-Pre-arrival Ex.**
  - Arrival – Warehousing: 9.6 days
  - Warehousing – Declaration: 14.1 days
  - Total: 1.0 days

- **Pre-arrival Ex.**
  - Arrival – Warehousing: 5.3 days
  - Warehousing – Declaration: 0.4 days
  - Total: 0.2 days

- **Immediate Permission**
  - Arrival – Warehousing: 1.7 days
  - Warehousing – Declaration: 0.0 days
  - Total: 0.1 days

**Scores:**

- **0.6 Days**
- **1.0 Days**
- **0.2 Days**
- **0.1 Days**

**Note:**

Training Workshop on TTFMM, Nepal, 15-17 April 2014
Comparison of time required for Clearance between AEOs and Non-AEOs (Sea Cargo) (2012)

- Non AEOs:
  - Arrival - Warehousing: 27 days
  - Warehousing - Declaration: 31.2 days
  - Total: 2.6 days

- AEOs:
  - Arrival - Warehousing: 15.6 days
  - Warehousing - Declaration: 31.3 days
  - Total: 2.0 days

Note: Hours are not applicable to days.
Comparison of the time for clearance Including Trade Related Government Procedures (Sea Cargo)(2012)

- **Average**
  - 27 Hours
  - 31.2 Hours
  - 2.6 Days

- **Include OGAs**
  - 32.4 Days
  - 45.2 Days
  - 3.7 Days

- **Non-OGAs**
  - 25.6 Days
  - 27.6 Days
  - 2.3 Days

Legend:
- Arrival – Warehousing
- Warehousing – Declaration
- Declaration – Permission

*Training Workshop on TTFMM, Nepal, 15-17 April 2014*
Training Workshop on TTFMM, Nepal, 15-17 April 2014

Press Release

Press Release from MOF
(21 Sep 2012)

The Japan Maritime Daily
(26 Sep 2012)

Daily Cargo
(24 Sep 2012)
Experience of ASEAN Members
• Study done from 16/04/2012 to 22/04/2012
• Air mode – 5 Stations
• Road mode – 2 Stations
• Sea mode – 7 Stations
• Measurement from arrival to physical release
• Other Stakeholders requested to cooperate in filling relevant data
- Delays caused by:
  - non-full implementation of AEO programs
  - Delay in clearing goods after release by Forwarders
  - Late submission of Customs entry by Brokers
  - Parallel Submission of Customs entry (electronic & manual)
Done at two locations – Laem Chabang port 9 – 15 June 2012 and Aranyaprathet (land border) from 5 – 15 June 2012

Sampling at Laem Chabang and all transactions at Aranyaprathet.

Average from arrival of cargo to releasing goods from port: 2 days 2 hours 36 minutes (Laem Chabang port), 1 hour 48 minutes (Aranyaprathet)
Recommendations

- Introduce AEO concept to Importers
- Integrate National Single Window system
- Encourage and expand e-payment system
- Introduce risk management in X-Ray inspections
TRS in ASEAN: Laos PDR

- Done from July – September 2012
- Done at 11 locations
- All transactions were covered (no sampling)
Clearance time decreased by 36% from 2009
Document processing time decreased by 67% from 2009

(Recommendations)

- Extend hours of full operation to Saturdays
- Investigate ways to improve delegation of authority
- Complete nationwide rollout of automated processing
- Improve assignment of risk categories
- Standardize clearance processes across checkpoints
Thank you for your kind attention.

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WCO TRS Software
Major Function of WCO TRS Software

- Collect Data
- Develop Questionnaire
- Analyze Data and Develop Report
How to use WCO TRS Software

User Manual

INTERNET SOFTWARE FOR THE TIME RELEASE STUDY
Step 1: Get User ID and Password

Key points

- Obtain user ID and password from WCO via ists@wcoomd.org
- Provide the WCO with the survey title
- User information is specific to survey.

Reference

TRS Manual: Page 2
Handout: Information Note A
Step 2: Log in the Software

1. Make sure your internet is working.
2. Input the below URL in Explorer.
3. Input your assigned user name and password.

http://members.wcoomd.org/trs/index.asp
Step 2: Log in the Software (Let’s try)

http://members.wcoomd.org/trs/index.asp

<table>
<thead>
<tr>
<th>No</th>
<th>TRS name</th>
<th>User name</th>
<th>Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Nepal TRS WS 1</td>
<td>Nepal 1</td>
<td>11111</td>
</tr>
<tr>
<td>2</td>
<td>Nepal TRS WS 2</td>
<td>Nepal 2</td>
<td>22222</td>
</tr>
<tr>
<td>3</td>
<td>Nepal TRS WS 3</td>
<td>Nepal 3</td>
<td>33333</td>
</tr>
<tr>
<td>4</td>
<td>Nepal TRS WS 4</td>
<td>Nepal 4</td>
<td>44444</td>
</tr>
<tr>
<td>5</td>
<td>Nepal TRS WS 5</td>
<td>Nepal 5</td>
<td>55555</td>
</tr>
</tbody>
</table>

(Note) User names and passwords are only valid for TRS workshop
Step 3: Create New Users

Key points
- Creating new users for your team
- Survey administrator: full function
- End user: only inputting data

Reference
TRS Manual: Page 4-6
Handout: Information Note: B
### Step 3: Create New Users (Let’s try)

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Log in a <strong>SA account</strong></td>
</tr>
<tr>
<td>2</td>
<td>Click the icon “User management”</td>
</tr>
<tr>
<td>3</td>
<td>Click the icon <strong>New User</strong></td>
</tr>
<tr>
<td>4</td>
<td>Fill in the fields of “name”, “country”, “user” (i.e. user ID), “password”, “status” (i.e. SA or EU), “default language” and “survey” (i.e. the tile of the questionnaire to be linked with).</td>
</tr>
<tr>
<td>5</td>
<td>Click “Save”</td>
</tr>
<tr>
<td>6</td>
<td>Click “edit the user” icon to modify the user account OR click “delete user” icon to delete the user account</td>
</tr>
</tbody>
</table>
Step 4: Create Survey Questionnaire

Key points

- Survey model: Survey Editable
- Tailor to the needs of your administration
- Save data and items regularly
- Pay attention to “Mandatory”

Reference

TRS Manual: Page 6-18
Handout: Information note C
### Step 4: Create Questionnaire (Let’s try)

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Click the icon “Survey administration”</td>
</tr>
<tr>
<td>2</td>
<td>Click the icon to “create and edit“ the questionnaire</td>
</tr>
<tr>
<td>3</td>
<td>Survey Mode: Choose <em>Survey editable</em></td>
</tr>
<tr>
<td>4</td>
<td>Fill in the fields of “Country”, “Title”, “Introduction Text”, “Logo” and “Language”.</td>
</tr>
<tr>
<td>5</td>
<td>The icon is used to revert to a previous version of the survey, it is generally only used in the case of a major system problem</td>
</tr>
</tbody>
</table>

*Do “Exercise 1” to learn to create a questionnaire*
**Step 4: Create Questionnaire (Let’s try)**

Click the icon "Survey administration"

Then Click the icon to "create and edit" the questionnaire.
Step 4: Create Questionnaire (Let’s try)

Tick “Survey editable” and input necessary information, e.g. Title

Click “Click here to add a new item”

Use “Print Preview” to check a questionnaire
Step 4: Create Questionnaire (Let’s try)

Input necessary information using this screen and develop your TRS questionnaire
Step 4: Create Questionnaire (Let’s try)

Handout Practical Exercise: Exercise 1

<table>
<thead>
<tr>
<th>Section A General Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Customs Office</strong></td>
</tr>
<tr>
<td><strong>2. Declarant Status</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section B Clearing Agents or Importers  (*)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>3. Arrival of Goods</strong></td>
</tr>
<tr>
<td><strong>4. Placement in Temporary Storage (Start)</strong></td>
</tr>
<tr>
<td><strong>5. Placement in Temporary Storage (End)</strong></td>
</tr>
<tr>
<td>day mth - hr min</td>
</tr>
<tr>
<td>day mth - hr min</td>
</tr>
<tr>
<td>day mth - hr min</td>
</tr>
</tbody>
</table>
Step 5: Inputting data to TRS software

Key points

- Function: Data Collection and New Data Input
- Assign work to End User
- Time mode: 24 hours
- Switch the “Survey Mode” to “Live Data Collection”
- Time should be input before choosing date

Reference

TRS Manual: Page 20 - 22
Handout: Information note E
**Step 5: Input Data to Questionnaire (Let’s try)**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Switch the “Survey Mode” to <strong>Live Data Collection</strong></td>
</tr>
<tr>
<td>2</td>
<td>Click the icon <img src="image" alt="Back" /> to Menu and then click the icon <strong>Data collection</strong></td>
</tr>
<tr>
<td>3</td>
<td>Do <strong>Exercise 2</strong> to learn data input</td>
</tr>
</tbody>
</table>
Step 6: Analyze Data

Key points

- Function: Quick Report
- Features: average, standard deviation
- Data in EXCEL form
- For Section B, click ONLY TWO entries

Reference

TRS Manual: Page 23-30
Information note F
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Go to “Main Menu” and click the icon <strong>Reports</strong></td>
</tr>
<tr>
<td>2</td>
<td>Click the icon <strong>Quick report</strong></td>
</tr>
<tr>
<td>3</td>
<td>For <strong>Section A</strong>, click “Select All” to see all inputs</td>
</tr>
<tr>
<td>4</td>
<td>For <strong>Section B</strong>, click <strong>ONLY TWO entries</strong></td>
</tr>
<tr>
<td>5</td>
<td>Click to show the average time required for the chosen procedures based on the inputted data.</td>
</tr>
</tbody>
</table>
Key tips for the success

- High quality input leads to high quality output.
- Make sure a core team taking care of TRS Software.
- The team leader is better to have combined knowledge of trade procedures, computer and statistics.
- Analyses should be based on concrete numbers and must go beyond numbers.
Thank you for your kind attention.

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