

3 Please specify border stations that you have interacted with.

4 What industry type(s) of goods do you generally import or handle?

- | | |
|---|---|
| <input type="checkbox"/> Automotive | <input type="checkbox"/> Forest, paper and pulp |
| <input type="checkbox"/> Chemicals | <input type="checkbox"/> Industrial machinery and equipment |
| <input type="checkbox"/> Computer hardware and software | <input type="checkbox"/> Livestock |
| <input type="checkbox"/> Construction | <input type="checkbox"/> Agricultural products |
| <input type="checkbox"/> Drugs / pharmaceuticals | <input type="checkbox"/> Metals and mining |
| <input type="checkbox"/> Electronic related products | <input type="checkbox"/> Mineral and fertilizers |
| <input type="checkbox"/> Energy and utilities | <input type="checkbox"/> Textiles |
| <input type="checkbox"/> Foodstuffs | <input type="checkbox"/> Other _____ |

5 To determine overall performance of import procedures, please identify:

- Average (AVG) and maximum (MAX) time (starting from the moment it is initiated to the moment when it is finally completed) involved in each sub-activity without giving any regard to extraordinary circumstances such as national disaster, political unrest, etc.
- Costs of “official payment” for each sub-activity in local currency unit (LCU) where official payment includes fee, charge, tax, duty, etc.
- Name of agencies that oversees each sub-activity (such as trading partner, customs, port authority, other controlling agencies, logistics service providers, transport operators, banks, insurance company, etc.)
- Your satisfaction towards services provided by each agency overseeing each sub-activity taking into account aspects of operational efficiency and professional competence

Procedures and Sub-activities	Time (Day)		Costs (please specify currency unit)	Name of Agency(ies)	Satisfaction (Yes/No)
	AVG	MAX			
Pre-arrival activities					
a	Conclude purchase contract				
b	Transmit letter of credit (L/C)				
c	Prepare and obtain documents for import				
Border crossing					
d	Wait to enter border station				
e	Administer immigration procedure for passengers' identity, sanitary, and security check				
f	Verify vehicle in respect for rules if circulation, transporter's and transport authorization				
g	Inspect cargo for weight and dangerous goods without breaking seals				
Terminal handling					
h	Unload cargo to ensure that they are being delivered to the right consignee and that they are in good condition				

Procedures and Sub-activities		Time (Day)		Costs (please specify currency unit)	Name of Agency(ies)	Satisfaction (Yes/No)
		AVG	MAX			
i	Arrange a deposit for terminal handling charges					
Customs clearance						
j	Lodge customs declaration and request for clearance upon a release of goods from special zones, terminals or warehouses					
k	Expedite examination of mandatory documents					
l	Expedite physical inspection of goods					
m	Expedite physical inspection of goods to determine if it complies with technical or sanitary or phytosanitary standards					
n	Arrange payment for import taxes, tariff, and duties					
o	Arrange payment for technical control charges					
Customs release						
p	Discharge cargo					
q	Arrange a payment for terminal handling charges					
Inland carriage and handling						
r	Arrange inland transport					
s	Load cargo at port of entry					
t	Examine documents to prove that regulatory procedures are met					
u	Transport goods to final destination					
Total						

6 Please identify which of the above sub-activities, from “a” to “u”, are carried out simultaneously. (e.g., a-c or a, f, d & r or a-c & f)

7 In your opinion, which 5 items, from “a” to “u”, are the most critical problems that have created difficulties in importing goods? Please start from the most critical one. Please start with the most critical problem.

What should be done to eliminate those problems?

8 Please specify “agencies” that have an authority to inspect goods?

- 9 How often each importing shipment is inspected?
 Routinely
 On a random basis
 Selectively based on a risk analysis
 Other, please specify _____
- 10 On an average, what percentage of containers coming through is typically selected for inspection?
 [%]
- 11 On selective inspection, please indicate
 - The percentage in which a shipment is “electronically scanned” [%]
 - The percentage in which a shipment is “physically inspected” [%]
- 12 If a shipment is “physically inspected”, please indicate the typical level of detail in physical inspection
 Comprehensive (100%)
 Detailed (greater than 50% but less than 100%)
 Partial (less than 50% but greater than 10%)
 cursory (less than 10%)
- 13 How many signatures / verification / approval are required in order to fulfill regulatory requirements in clearing goods at port of exit (starting from the moment an import order is placed to receipt of import shipment)?
 - [] in average - [] at maximum
- 14 What is the duration of import clearance? Please where applicable and specify in percentage
 Less than or equal to 24 hrs [%]
 Longer than 24 hrs but less than or equal to 48 hrs [%]
 Longer than 48 hrs but less than or equal to one week [%]
 Longer than one week [%]
- 15 Please specify the percentage of time in which the following controls are accounted for
 - Border control including immigration and transport-related control [%]
 - Customs control [%]
 - Other technical control [%]
 - Other control relating to port / terminal procedures and handling activities [%]
- 16 Below, you may find a list of documents typically required for import clearance, please identify:
 - Average (AVG) and maximum (MAX) time taken to receive each document after a request is initiated without giving any regard to extraordinary circumstances such as national disaster, political unrest, etc.
 - Costs of official payment for each document where official payment includes fee, charge, tax, duty, etc.
 - Name of agencies that file or process each document (such as trading partner, customs, other controlling agencies, logistics service providers, transport operators, etc.)

	Document Title	Time (Day)		Costs (please specify currency unit)	Name of Agency(ies)
		AVG	MAX		
a	Import License				
b	Commercial invoice				
c	Import Declaration for Customs Entry				
d	Bill of Lading / Truck Bill of Lading / Airway Bill				
e	Consular Invoice				
f	Technical Standard/ Health Certificate				

	Document Title	Time (Day)		Costs (please specify currency unit)	Name of Agency(ies)
		AVG	MAX		
g	Certificate of origin				
h	Preferential Certificate				
i	Packing List				
j	Product Catalog				
k	Customs Transit Document				
l	Certificate of Insurance				
	Other documents, please specify				
m					
n					
o					
p					
	Total				

17 Please identify which of the above documents are requested simultaneously (e.g., a-c or a, f, d & p or a-c & f)

18 Please identify means of documents transmission that are used to “obtain or submit” documents typically required for import clearance from and to agencies process them”? Multiple answers are allowed.

	Document Title	Means of Documents Transmission					
		Mail	Carry / Courier	Fax	Internet	EDI / Automated	Other (Please specify)
a	Import License						
b	Commercial invoice						
c	Import Declaration for Customs Entry						
d	Bill of Lading / Truck Bill of Lading / Airway Bill						
e	Consular Invoice						
f	Technical Standard/ Health Certificate						
g	Certificate of origin						
h	Preferential Certificate						
i	Packing List						
j	Product Catalog						
k	Customs Transit Document						
l	Certificate of Insurance						
m	Other documents, please specify						
n							
o							
p							

19 In your country, how often the “Import License” is acquired and processed?
 As a one-time requirement when the importing company is legally established
 Once a year
 For every import transaction
 Other, please explain _____

20 What method of payments do you use in making the payment for the following items? Are you satisfied with it? If not, why? Multiple answers are allowed. Possible causes include*
a) Payment procedures are too complicated and lengthy because of administrative constraints (e.g., cash payment only)
b) Payment procedures are too complicated and lengthy because of the operators.

- c) Banking services are unreliable due to discrete facilities
- d) Banking fees too high.
- e) Banking procedures and formalities are too long and complicated. They require a submission of high volume of supportive paper documents for banking arrangements.

Items	Method of Payment					Satisfaction						
	Cash	Cheque	L/C	EFT	Other Please specify	Yes	No then why*					
							a	b	c	d	e	
Imported goods												
Freight forwarding services												
Transport charges												
Port usage												
Customs brokerage services												
Customs duties and fees												
Import License												
Insurance premium												

L/C – Letter of Credit

EFT – Electronic Fund Transfer

C) EXPORTS OF GOODS

1 From which countries do you most export to?

2 What routes and transportation mode(s) do you generally use from port of entry to port of exit?

3 Please specify border stations that you have interacted with.

4 What industry type(s) of goods do you generally export or handle?

- | | |
|---|---|
| <input type="checkbox"/> Automotive | <input type="checkbox"/> Forest, paper and pulp |
| <input type="checkbox"/> Chemicals | <input type="checkbox"/> Industrial machinery and equipment |
| <input type="checkbox"/> Computer hardware and software | <input type="checkbox"/> Livestock |
| <input type="checkbox"/> Construction | <input type="checkbox"/> Agricultural products |
| <input type="checkbox"/> Drugs / pharmaceuticals | <input type="checkbox"/> Metals and mining |
| <input type="checkbox"/> Electronic related products | <input type="checkbox"/> Mineral and fertilizers |
| <input type="checkbox"/> Energy and utilities | <input type="checkbox"/> Textiles |
| <input type="checkbox"/> Foodstuffs | <input type="checkbox"/> Other _____ |

5 To determine overall performance of export procedures, please identify:

- Average (AVG) and maximum (MAX) time (starting from the moment it is initiated to the moment when it is finally completed) involved in each sub-activity without giving any regard to extraordinary circumstances such as national disaster, political unrest, etc.
- Costs of “official payment” for each sub-activity in local currency unit (LCU) where official payment includes fee, charge, tax, duty, etc.
- Name of agencies that oversees each sub-activity (such as trading partner, customs, port

authority, other controlling agencies, logistics service providers, transport operators, banks, insurance company, etc.)

- Your satisfaction towards services provided by each agency overseeing each sub-activity taking into account aspects of operational efficiency and professional competence

Procedures and Sub-activities		Time (Day)		Costs (please specify currency unit)	Name of Agency(ies)	Satisfaction (Yes/No)
		AVG	MAX			
Preshipment activities						
a	Conclude sales contract					
b	Secure letter of credit (L/C)					
c	Pack goods					
d	Prepare freight forwarding instruction and other documents required for the transfer of cargo to port of departure					
f	Prepare documents for export					
	Arrange international freight					
g	Perform preshipment inspection ⁴ , if preshipment is employed in the country.					
h	Arrange payment for pre-shipment inspection					
Inland carriage and handling						
i	Load cargo on local carriage					
j	Deliver cargo to port of departure					
k	Wait for customs clearance					
l	Arrange a deposit for terminal handling charges					
Customs clearance						
m	Request for clearance					
n	Expedite examination of mandatory documents					
o	Expedite physical inspection of goods					
p	Expedite physical inspection of goods to determine if it complies with technical or sanitary or phytosanitary standards					
q	Arrange payment for export taxes, tariff, and duties					
r	Arrange payment for technical control charges					
Customs release						
s	Discharge cargo from terminal to export					
t	Arrange a payment for terminal handling charges					
International carriage and handling						

- What percentage of exports is subject to preshipment inspection? [%]
 - Does it cause a delay in exportation? Please identify yes or no. []
 - How many signatures / verification / approval, “in average”, are required in order to fulfill regulatory requirements in clearing goods for export at port of departure (starting from the moment an export order is received to final loading of cargo before leaving the border)? []
- 15 What is the duration of export clearance? Please where applicable and specify in percentage
- [] Less than or equal to 24 hrs [%]
 - [] Longer than 24 hrs but less than or equal to 48 hrs [%]
 - [] Longer than 48 hrs but less than or equal to one week [%]
 - [] Longer than one week [%]
- 16 Please specify the percentage of time in which the following controls are accounted for
- Border control including immigration and transport-related control [%]
 - Customs control [%]
 - Other technical control [%]
 - Other control relating to port / terminal procedures and handling activities [%]
- 17 Below, you may find a list of documents typically required for export clearance, please identify:
- Average (AVG) and maximum (MAX) time taken to receive each document after a request is initiated without giving any regard to extraordinary circumstances such as national disaster, political unrest, etc.
 - Costs of official payment for each document where official payment includes fee, charge, tax, duty, etc.
 - Name of agencies that file or process each document (such as trading partner, customs, other controlling agencies, logistics service providers, transport operators, etc.)

	Document Title	Time (Day)		Costs (please specify currency unit)	Name of Agency(ies)
		AVG	MAX		
a	Export License				
b	Commercial invoice				
c	Export Declaration for Customs Entry				
d	Bill of Lading / Truck Bill of Lading / Airway Bill				
e	Consular Invoice				
f	Technical Standard/ Health Certificate				
g	Certificate of origin				
h	Preferential Certificate				
i	Packing List				
j	Product Catalog				
k	Preshipment Instruction Clean Report of Findings				
l	Certificate of Insurance				
m	Other documents, please specify				
n					
o					
p					
Total					

- 18 Please identify which of the above documents are requested simultaneously (e.g., a-c or a, f, d & p or a-c & f)

- 19 Please identify means of documents transmission that are used to “obtain or submit” documents typically required for import clearance from and to agencies process them”? Multiple answers are allowed.

	Document Title	Means of Documents Transmission					
		Mail	Carry / Courier	Fax	Internet	EDI / Automated	Other (Please specify)
a	Export License						
b	Commercial invoice						
c	Export Declaration for Customs Entry						
d	Bill of Lading / Truck Bill of Lading / Airway Bill						
e	Consular Invoice						
f	Technical Standard/ Health Certificate						
g	Certificate of origin						
h	Preferential Certificate						
i	Packing List						
j	Product Catalog						
k	Preshipment Instruction Clean Report of Findings						
l	Certificate of Insurance						
m	Other documents, please specify						
n							
o							
p							

- 20 In your country, how often the “Export License” is acquired and processed?
 As a one-time requirement when the importing company is legally established
 Once a year
 For every export transaction
 Other, please explain _____

- 21 What method of payments do you use in making the payment for the following items? Are you satisfied with it? If not, why? Multiple answers are allowed. Possible causes include*
- Payment procedures are too complicated and lengthy because of administrative constraints (e.g., cash payment only)
 - Payment procedures are too complicated and lengthy because of the operators.
 - Banking services are unreliable due to discrete facilities
 - Banking fees too high.
 - Banking procedures and formalities are too long and complicated. They require a submission of high volume of supportive paper documents for banking arrangements.

Items	Method of Payment					Satisfaction					
	Cash	Cheque	L/C	EFT	Other Please specify	Yes	No then why*				
							a	b	c	d	e
Freight forwarding services											
Transport charges											
Port usage											
Customs brokerage services											
Customs duties and fees											
Export License											
Insurance premium											

L/C – Letter of Credit

EFT – Electronic Fund Transfer

D) INTERNATIONAL TRANSIT

1 Please specify border stations that you have interacted with.

2 What industry type(s) of goods do you generally handle in transit?

- | | |
|---|---|
| <input type="checkbox"/> Automotive | <input type="checkbox"/> Forest, paper and pulp |
| <input type="checkbox"/> Chemicals | <input type="checkbox"/> Industrial machinery and equipment |
| <input type="checkbox"/> Computer hardware and software | <input type="checkbox"/> Livestock |
| <input type="checkbox"/> Construction | <input type="checkbox"/> Agricultural products |
| <input type="checkbox"/> Drugs / pharmaceuticals | <input type="checkbox"/> Metals and mining |
| <input type="checkbox"/> Electronic related products | <input type="checkbox"/> Mineral fertilizers |
| <input type="checkbox"/> Energy and utilities | <input type="checkbox"/> Textiles |
| <input type="checkbox"/> Foodstuffs | <input type="checkbox"/> Other _____ |

3 To determine overall performance of transit procedures, please identify:

- Average (AVG) and maximum (MAX) time (starting from the moment it is initiated to the moment when it is finally completed) involved in each sub-activity without giving any regard to extraordinary circumstances such as national disaster, political unrest, etc.
- Costs of “official payment” for each sub-activity in local currency unit (LCU) where official payment includes fee, charge, tax, duty, etc.
- Name of agencies that oversees each sub-activity (such as trading partner, customs, port authority, other controlling agencies, logistics service providers, transport operators, banks, insurance company, etc.)
- Your satisfaction towards services provided by each agency overseeing each sub-activity taking into account aspects of operational efficiency and professional competence

Procedures and Sub-activities	Time (Day)		Costs (please specify currency unit)	Name of Agency(ies)	Satisfaction (Yes/No)
	AVG	MAX			
Pre-arrival activities					
a Prepare and obtain documents for international transit					
Border crossing					
b Wait to enter border station					
c Administer immigration procedure for passengers’ identity, sanitary, and security check					
d Verify vehicle in respect for rules if circulation, transporter’s and transport authorization					
e Inspect cargo for dangerous goods without breaking seals					
Terminal handling					
f Unload cargo					
g Arrange a payment for terminal handling charges					
Customs clearance					
h Lodge transit declaration					
i Expedite examination of mandatory documents					
j Apply seal					

Procedures and Sub-activities		Time (Day)		Costs (please specify currency unit)	Name of Agency(ies)	Satisfaction (Yes/No)
		AVG	MAX			
k	Arrange financial guarantee to customs in the country of transit					
l	Expedite customs inspection upon exit					
m	Valid transit transaction					
Customs release						
n	Discharge financial guarantee					
Inland carriage and handling						
o	Arrange inland transport					
p	Transport goods to the border of country of destination					
Total						

4 Please identify which of the above sub-activities, from “a” to “p”, are carried out simultaneously. (e.g., a-c or a, f, d & r or a-c & f)

5 In your opinion, which 5 items, from “a” to “p”, are the most critical problems that have created difficulties in transiting goods? Please start from the most critical one. Please start with the most critical problem.

What should be done to eliminate those problems?

6 How many signatures / verification / approval are required in order to fulfill regulatory requirements in validating transit transaction (starting from the arrival of cargo at transit country to the moment when the cargo is ready to depart to the country of destination)?

- [] in average - [] at maximum

7 What is the duration of transit clearance? Please where applicable and specify in percentage

[] Less than or equal to 24 hrs [] %

[] Longer than 24 hrs but less than or equal to 48 hrs [] %

[] Longer than 48 hrs but less than or equal to one week [] %

[] Longer than one week [] %

8 Please specify the percentage of time in which the following controls are accounted for

- Border control including immigration and transport-related control [] %

- Customs control [] %

- Other technical control [] %

- Other control relating to port / terminal procedures and handling activities [] %

9 Below, you may find a list of documents typically required for transit clearance, please identify:

- Average (AVG) and maximum (MAX) time taken to receive each document after a request is initiated without giving any regard to extraordinary circumstances such as national disaster, political unrest, etc.

- Costs of official payment for each document where official payment includes fee, charge, tax, duty, etc.

- Name of agencies that file or process each document (such as trading partner, customs, other controlling agencies, logistics service providers, transport operators, etc.)

	Document Title	Time (Day)		Costs (please specify currency unit)	Name of Agency(ies)
		AVG	MAX		
a	Commercial invoice				
b	Transit Declaration for Customs Entry				
c	Bill of Lading / Truck Bill of Lading / Airway Bill				
d	Customs Transit Document				
e	Certificate of Insurance				
f	Other documents, please specify				
n					
o					
p					
	Total				

10 Please identify which of the above documents are requested simultaneously.
(e.g., a-c or a, f, d & p or a-c & f)

11 Please identify means of documents transmission that are used to “obtain or submit” documents typically required for import clearance from and to agencies process them”? Multiple answers are allowed.

	Document Title	Means of Documents Transmission					
		Mail	Carry / Courier	Fax	Internet	EDI / Automated	Other (Please specify)
a	Commercial invoice						
b	Transit Declaration for Customs Entry						
c	Bill of Lading / Truck Bill of Lading / Airway Bill						
d	Customs Transit Document						
e	Certificate of Insurance						
f	Other documents, please specify						
g							
h							

12 What method of payments do you use in making the payment for the following items? Are you satisfied with it? If not, why? Multiple answers are allowed. Possible causes include*

- a) Payment procedures are too complicated and lengthy because of administrative constraints (e.g., cash payment only)
- b) Payment procedures are too complicated and lengthy because of the operators.
- c) Banking services are unreliable due to discrete facilities
- d) Banking fees too high.
- e) Banking procedures and formalities are too long and complicated. They require a submission of high volume of supportive paper documents for banking arrangements.

Items	Method of Payment					Satisfaction					
	Cash	Cheque	L/C	EFT	Other Please specify	Yes	No then why*				
							a	b	c	d	e
Port usage											
Transit operation											
Financial guarantee											

L/C – Letter of Credit

EFT – Electronic Fund Transfer

Annex 1: Third Party Logistics Services include whole or at least part of services provided in Table 1, rather than focusing on a single function.

Table 1. Third Party Logistics Services
Transportation / Distribution
<ul style="list-style-type: none">▪ General Trucking Service (TL, LTL);▪ Intermodal Transportation service (rail, ocean, air freight);▪ Specialized Services (bulk, tank, hazardous material, refrigerated goods etc.);▪ Time-constrained services (JIT, over night, same day etc.);▪ Shipment tracking & tracing;
Warehousing / Distribution
<ul style="list-style-type: none">▪ Public / Contract / Regional warehouse;▪ Operation Technology (bar coding, radio frequency, VMI etc.);▪ Value-added services (cross-docking, freight consolidation, pick & pack etc.);▪ Order processing and fulfillment;
Custom Services
<ul style="list-style-type: none">▪ Custom Brokerage;▪ Duty Drawback;
Freight Finance Services
<ul style="list-style-type: none">▪ Freight Audit;▪ Freight Bill Payment;
IT Support
<ul style="list-style-type: none">▪ EDI capability;▪ Logistics information system & other software;▪ Web-based solution;
Product Support Services
<ul style="list-style-type: none">▪ Reverse logistics;▪ Value-added services (package, label, mark, test, assembly etc.);
Logistics Management / Consulting
<ul style="list-style-type: none">▪ fleet operation;▪ Distribution network design;▪ Carrier selection / negotiation / routing;▪ Facility location analysis / selection / design;▪ Inventory management;

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