



WORLD CUSTOMS ORGANIZATION
ORGANISATION MONDIALE DES DOUANES

Time Release Study (TRS) Overview, Purpose and Methodology

(Bhutan, 12 March 2014)

Takayuki Miyoshi

CCF/Japan Operation Manager and Program Manager for South Asia
WCO ROCB A/P

ADB



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?



Shipping company
Shipping agent
Port Authority,
etc.

Importer,
Customs broker
Container Yard
OGAs, etc.

Customs,
Bank,
Customs
broker

Port Authority
Container Yard
Warehouse,
Forwarder,
etc.

Arrival of
cargo

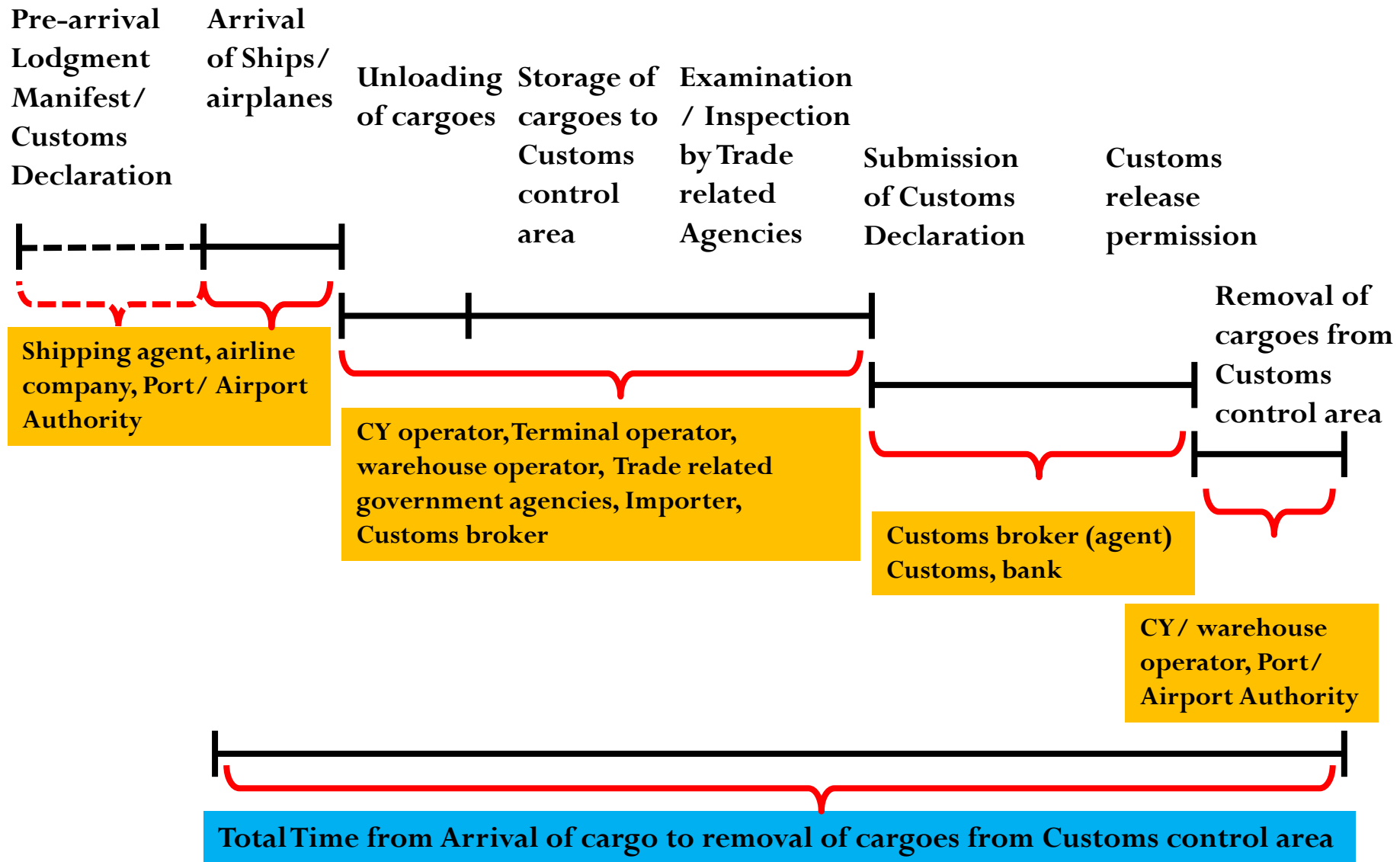
Unloading
/Storage

Submission of
Declaration

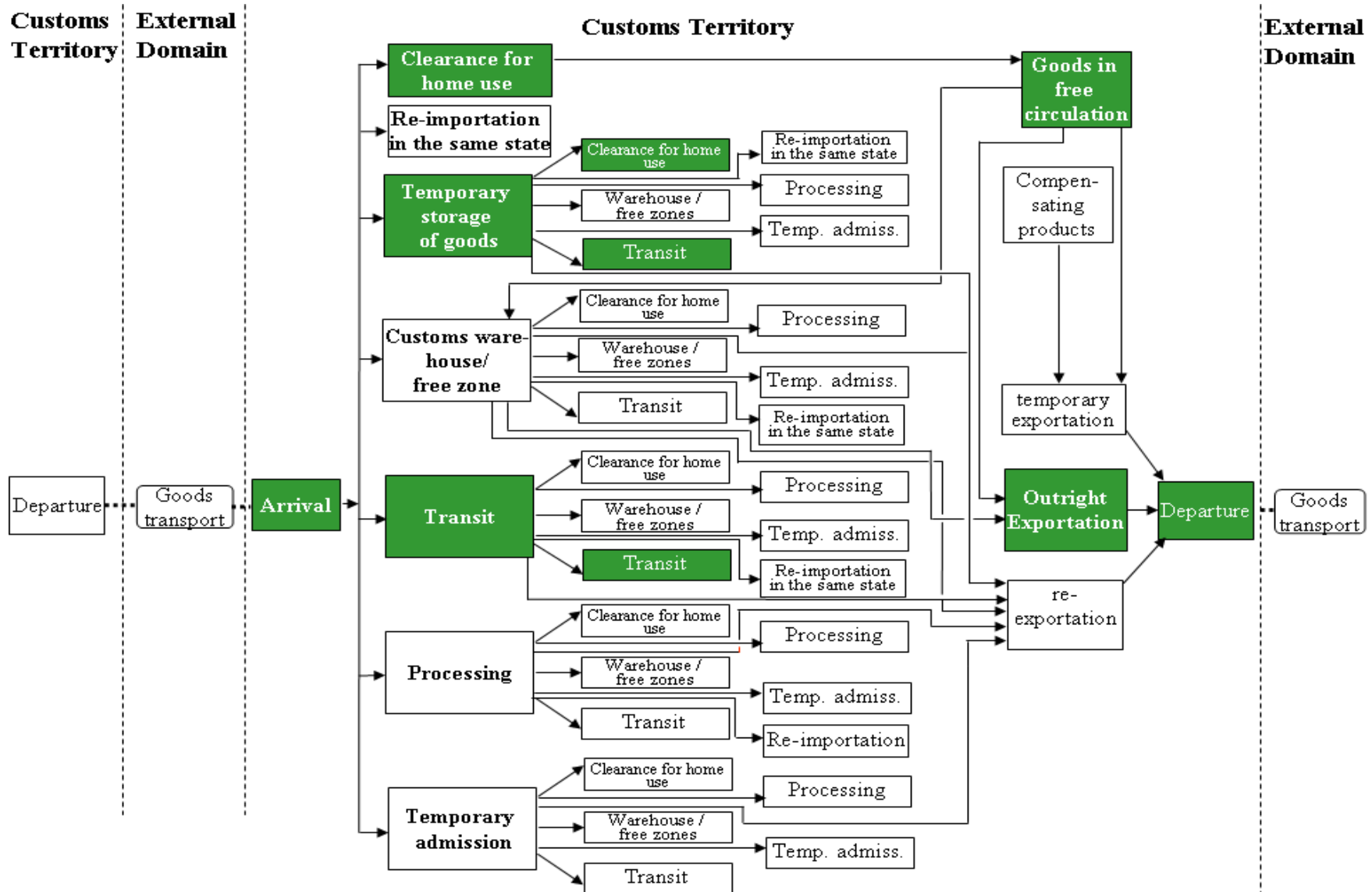
Customs
release
permission

Removal
of cargo

Cargo flow and Import procedures



Possible Scope



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 :

Countries	Donor	Technical Assistance
Jordan, Lesotho, Malawi, Nigeria..	USAID	WCO
Indonesia & Philippines ...	JICA	
Kenya, Swaziland, Tanzania, ...	Stakeholder	
ASEAN Countries CAREC (8 Countries)	ADB	
EAC Countries, SACU Countries , COMESA Countries	WB	

Why do we focus on TRS?

WTO Agreement on Trade Facilitation:

- WT/MIN(13)/W/8

Article 7: Release and clearance of goods

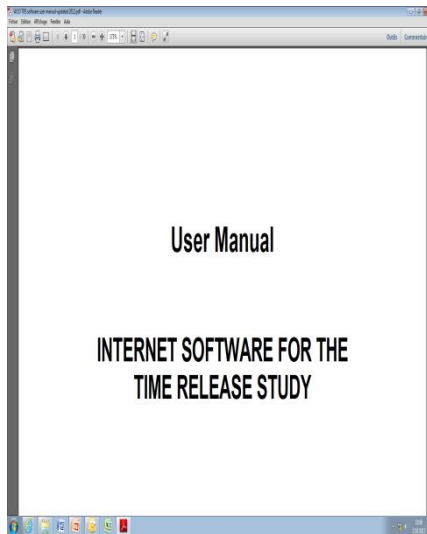
Sub-article 6: Establishment and Publication of
Average Release Times

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.

WCO Tools on TRS



- 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



You are here: World Customs Organization • Topics • Procedures and Facilitation • Instruments and Tools • Tools • Time Release Study

- NOMENCLATURE AND CLASSIFICATION OF GOODS
- VALUATION
- ORIGIN
- ENFORCEMENT AND COMPLIANCE
- PROCEDURES AND FACILITATION
 - Overview
 - News
 - Activities and Programmes
 - Instruments and Tools
 - Conventions
 - Recommendations
 - Tools
 - Resources
 - Partners
- CAPACITY BUILDING
- INTEGRITY

Time Release Study

More Information

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

- [Guide to Measure the Time Required for the Release of Goods | pdf | 1.2 MB](#)
- [User Manual Internet Software for the Time Release Study | pdf | 2.1 MB](#)
- [User Manual - Internet Software for the Time Release Study \[pt\] | pdf | 3.3 MB](#)
- [TRS_Guide_esp | pdf | 1.4 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

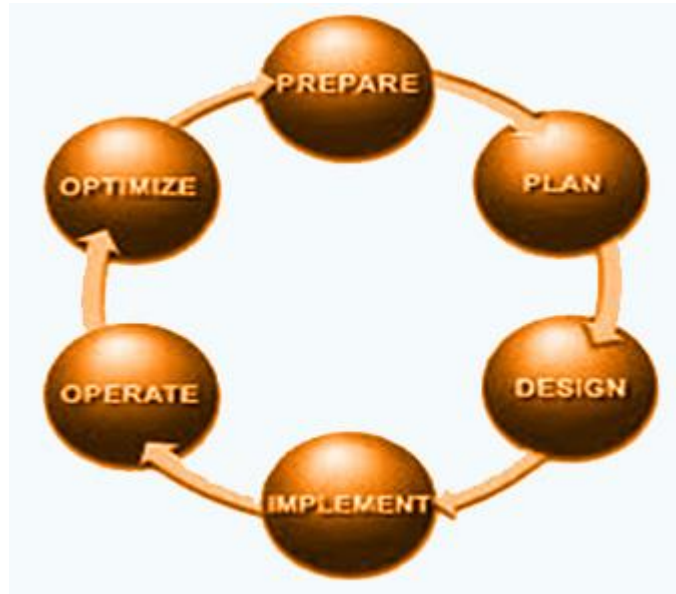
Organization

- ✓ 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

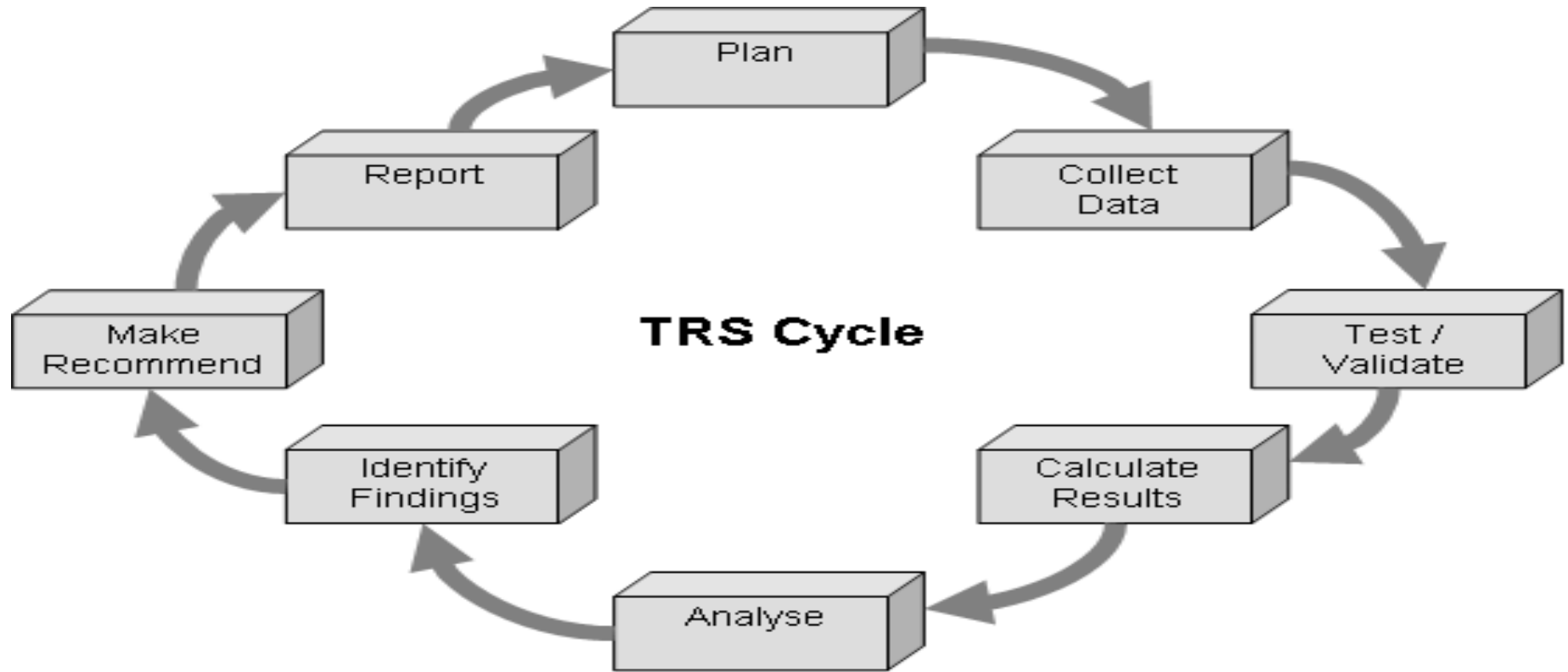
Performance Measurement & PR

- ✓ 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 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

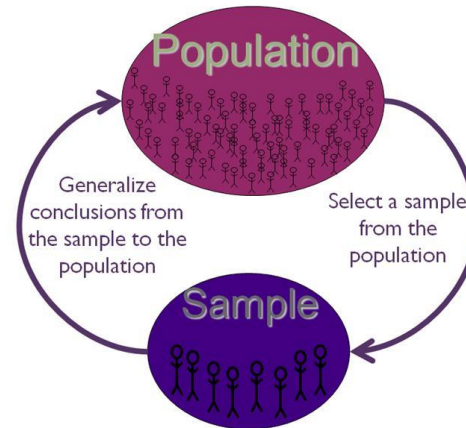
- Recommend to include all types



(3) Planning and Methodology (Cont'd)

- ✓ Environmental Scan and Workflow Mapping
 - Conduct environmental scan 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
- For homogenous population, a sample of 30 selected randomly should suffice
- Consult statistician for sampling strategy & methodology whenever necessary

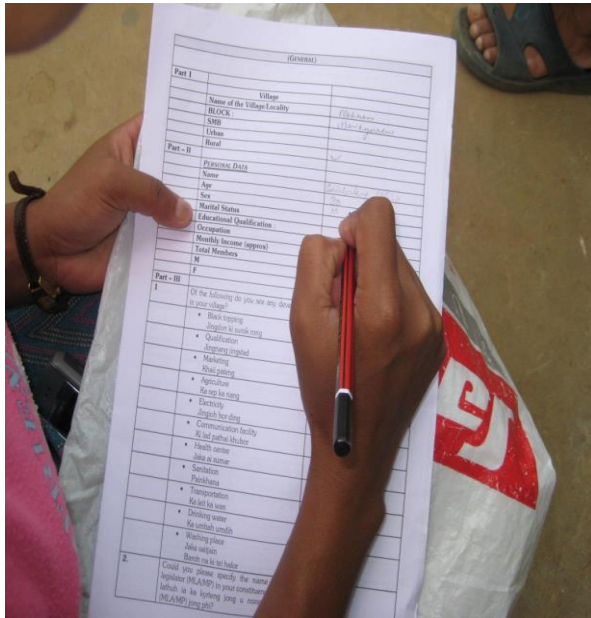
✓ Test Run

- Test feasibility of work plan & implementation

Phase 2: Data Collection & Recording



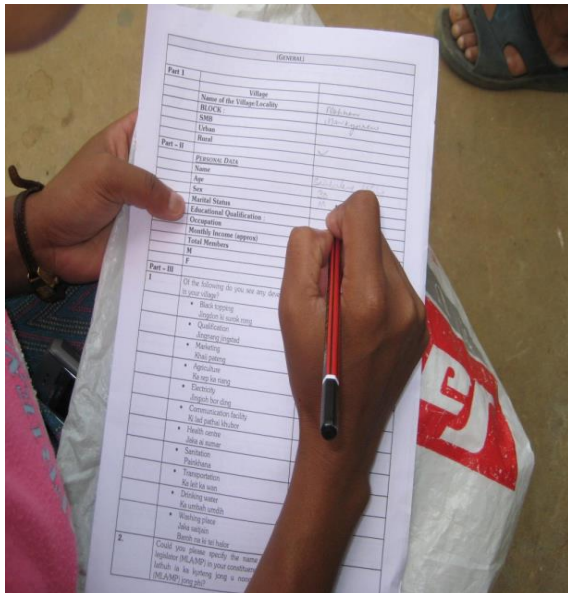
- ✓ Ascertain all the processes and records involved (automated / manual)
- ✓ Ascertain the processes and the parties responsible for collection & recording the data
- ✓ Arrange to distribute the survey forms to customs brokers and freight forwarders in advance
- ✓ Arrange appropriate training / briefing 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

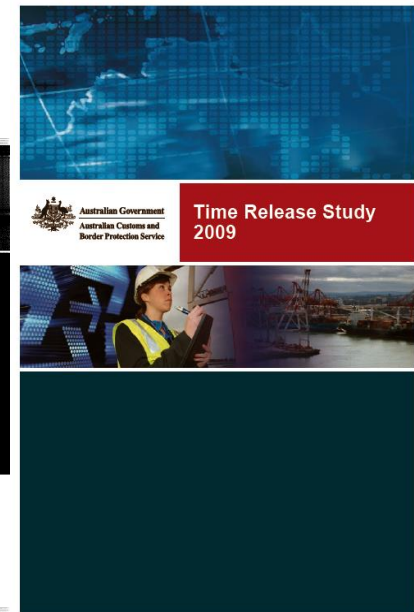
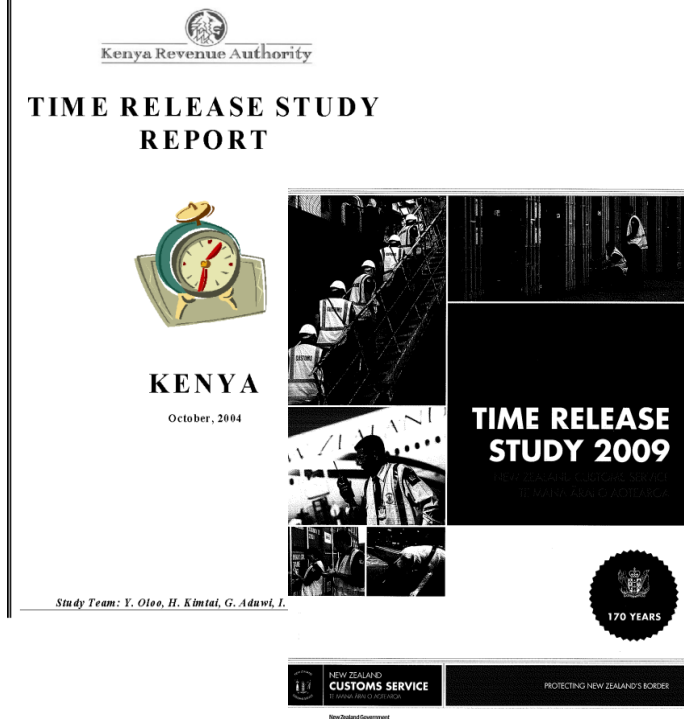


- Ensure that all data collection forms are returned
- Verify raw data in every form for accuracy & quality
- Set aside data collection forms with errors pending further verification (Data still usable if the errors are not significant)
- Set aside incomplete forms pending further examination (Missing 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

[date]

[Title]

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] .

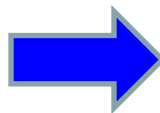
Tips for Success

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



Thank you for your kind attention.

For more information,
please visit
www.wcoomd.org



« Copyright © 2013 World Customs Organization. All rights reserved. Requests and inquiries concerning translation, reproduction and adaptation rights should be addressed to copyright@wcoomd.org ».

The screenshot displays the World Customs Organization (WCO) website. The header includes the WCO logo, the organization's name in English and French, a language selector set to 'English', and navigation links for 'World Customs Organization', 'CONTACT US', 'BENEFIT', 'FAQ', and 'PRESS'. A search bar is located in the top right. Below the header is a blue navigation bar with links for 'ABOUT US', 'MEDIA', 'ONLINE SERVICES', 'TOPICS', and 'EVENTS'. The main content area is titled 'INSTRUMENTS AND TOOLS' and features a background image of a document and a pen. A breadcrumb trail reads: 'You are here: World Customs Organization > Topics > Procedures and Facilitation > Instruments and Tools'. A left-hand navigation menu lists various categories: 'NOMENCLATURE AND CLASSIFICATION OF GOODS', 'VALUATION', 'ORIGIN', 'ENFORCEMENT AND COMPLIANCE', 'PROCEDURES AND FACILITATION' (which is expanded to show 'Overview', 'News', 'Activities and Programmes', 'Instruments and Tools', 'Conventions', 'Recommendations', and 'Tools'), 'Resources', 'Partners', 'CAPACITY BUILDING', 'INTEGRITY', 'RESEARCH', and 'KEY ISSUES'. The 'INSTRUMENTS AND TOOLS' section is further divided into three sub-sections: 'Conventions' (listing the Revised Kyoto Convention, ATA System, and Customs Convention on Containers 1972), 'Recommendations' (describing instruments for harmonization), and 'Tools' (describing informal publications). Below this is a 'Highlights' section with a grid of six featured documents: 'Revised Kyoto Convention', 'Time Release Study', 'SAFE Package', 'Globally Networked Customs Concept', 'Data Model', and 'Compendium: How to Build a Single Window Environment'. The page number '34' is visible in the bottom right corner.