

# WCO Time Release Study

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WCO ROCB A/P



# WCO and A/P Region in Brief



# WCO in Brief

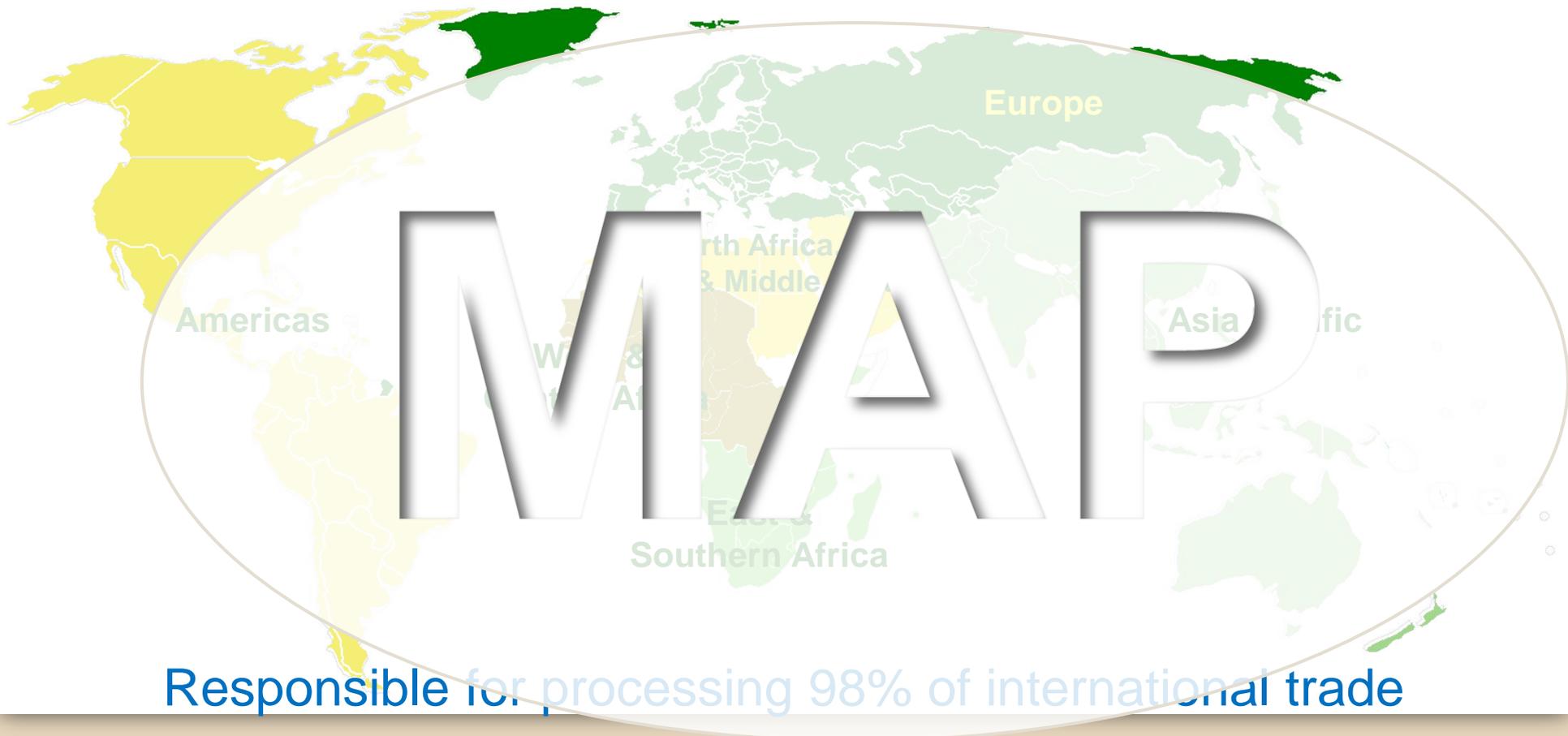
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- **Intergovernmental Organization Specialized in Customs Matters**
- **Established in 1952 as Customs Cooperation Council (CCC)**
- **Headquarters in Brussels, Belgium**
- **179 members (as of April, 2014)**



# The WCO an Organization with global reach

179 Members divided into 6 regions



# WCO A/P Region ( 33 Members) as of April 2014

- Green :Vice Chair
- Blue: ROCB
- Orange: RTCs



# ROCB A/P

- 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

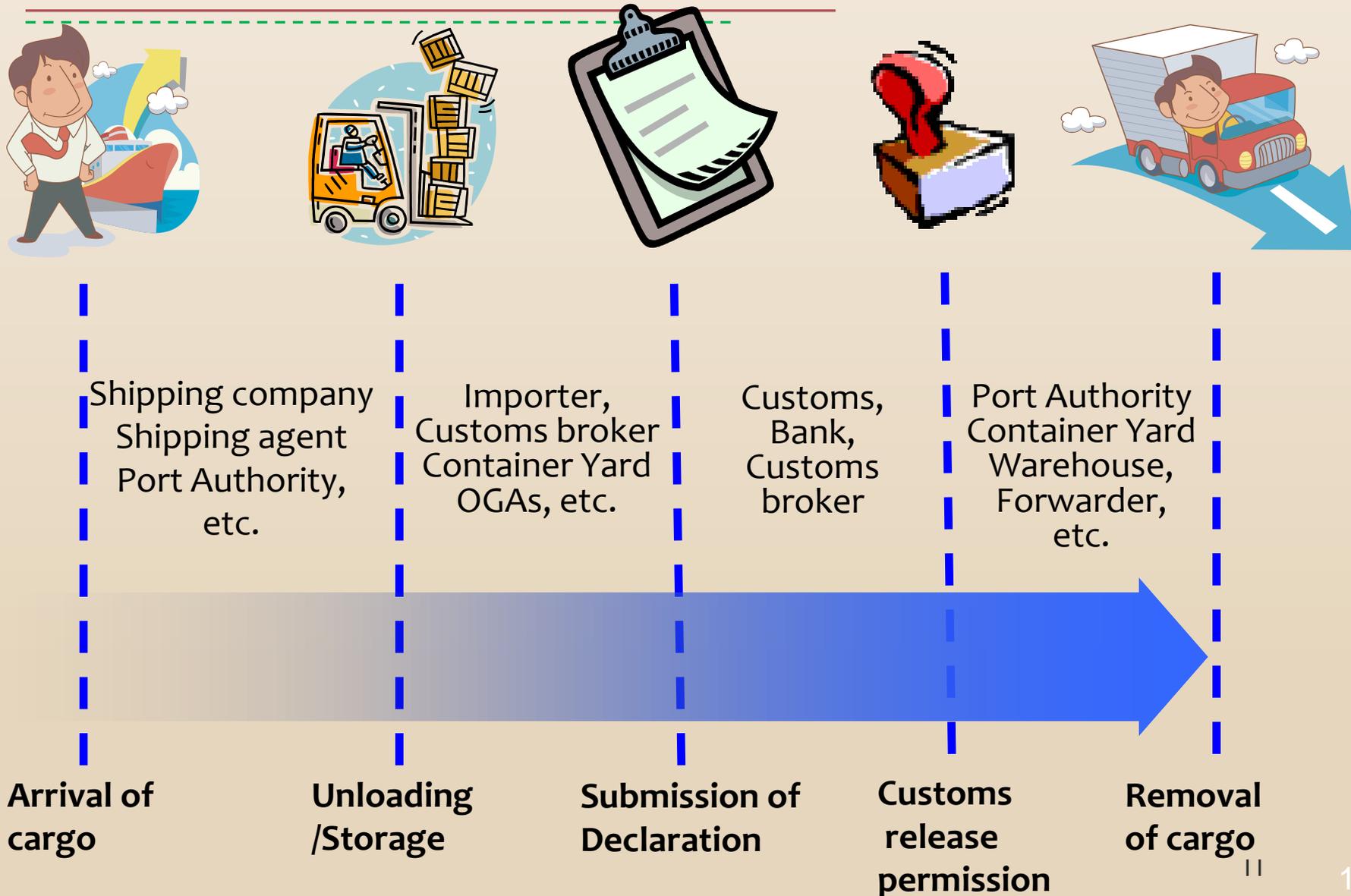
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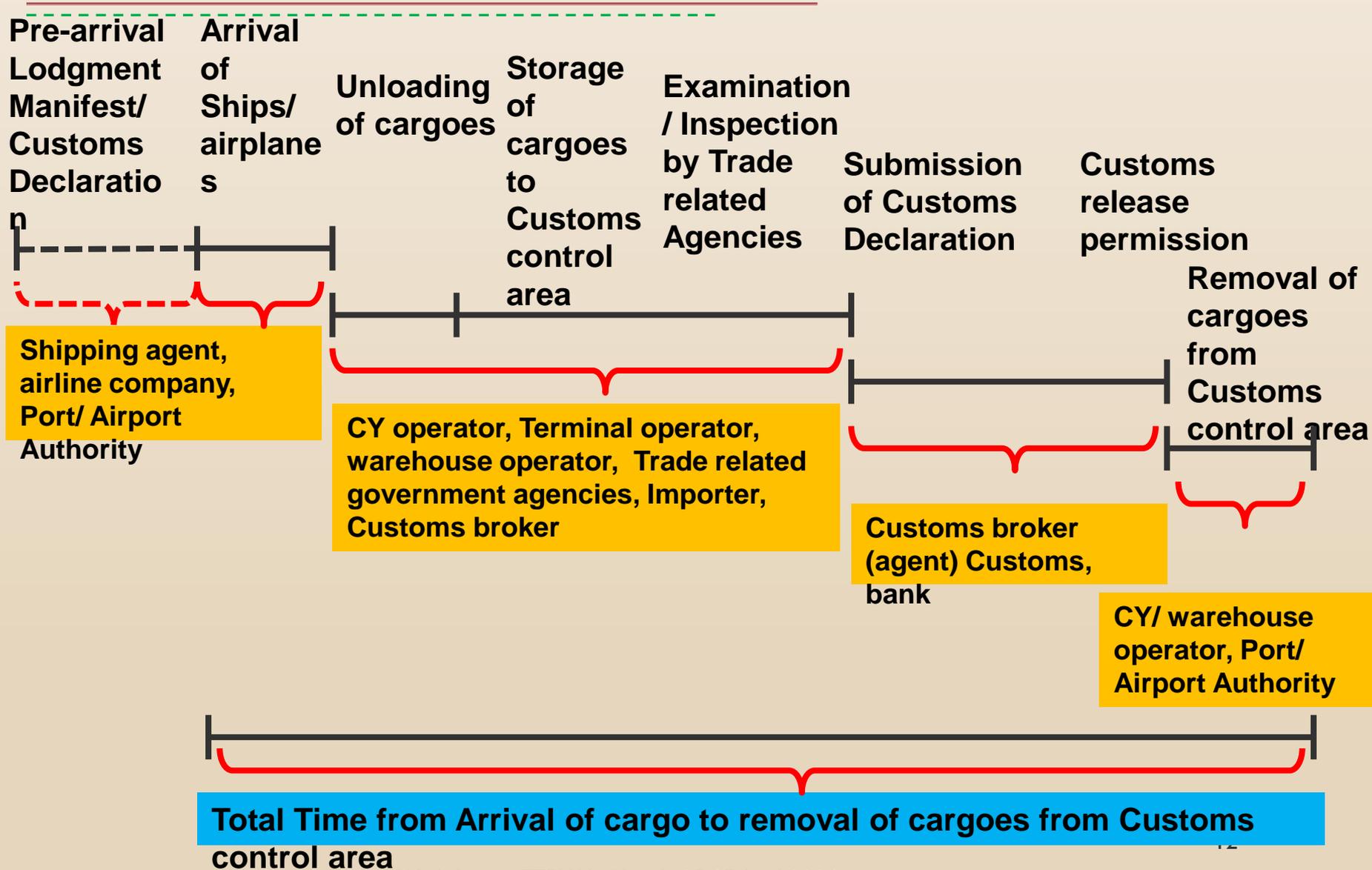
## TRS and Trade Facilitation

- ✓ 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.

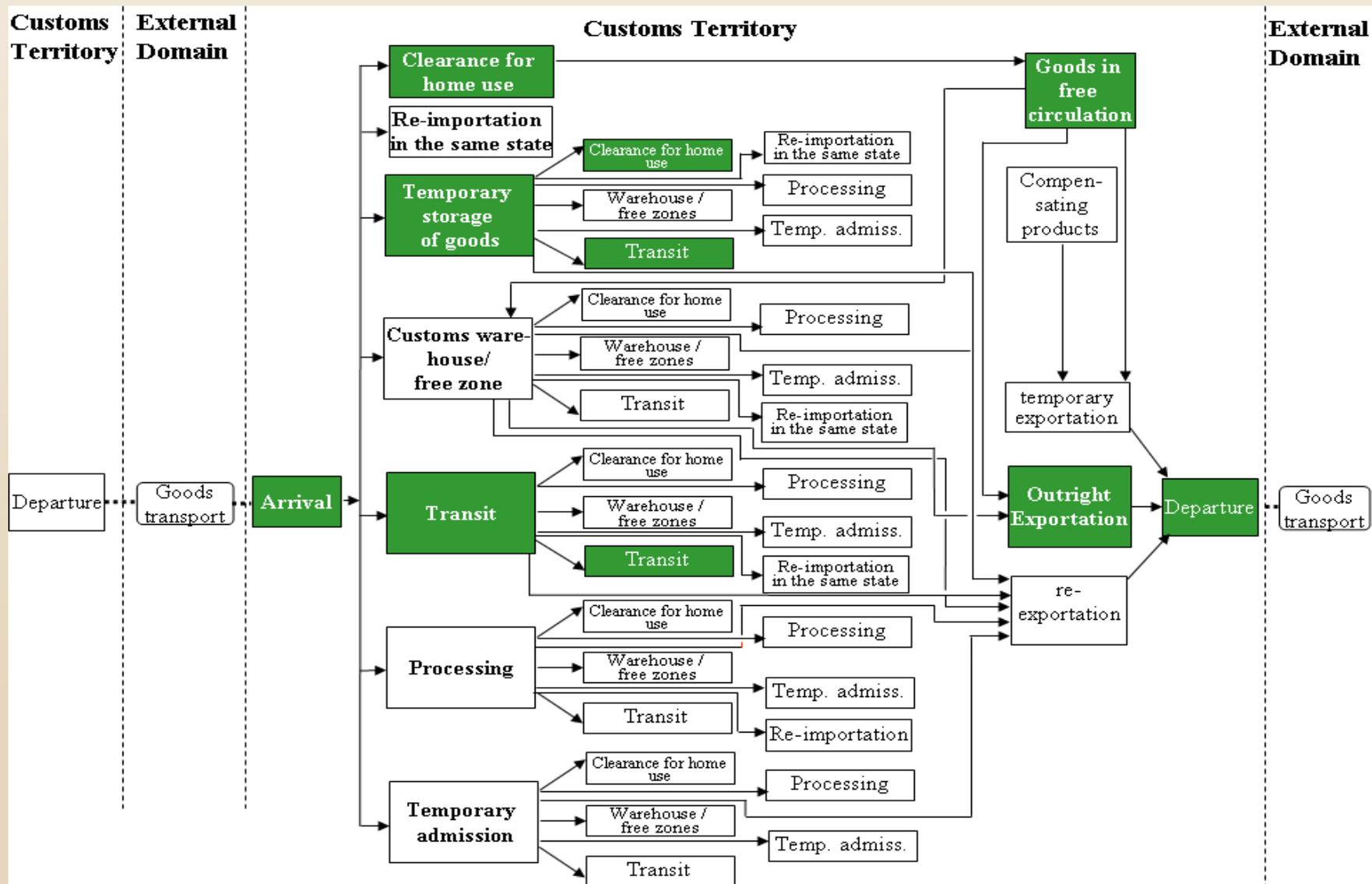
# What is TRS?



# Cargo flow and Import procedures



# Possible Scope



# Why do we focus on TRS?

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## 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, Georgia ..	USAID	WCO
Indonesia & Philippines ...	JICA	
Kenya, Swaziland, Tanzania, ...	Stakeholder	
ASEAN Countries CAREC (10 Countries)	ADB	
EAC Countries, SACU Countries , COMESA Countries	WB	

# Why do we focus on TRS?

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## WTO Agreement on Trade Facilitation:

- WT/MIN(13)/W/8

Article 7: Release and clearance of goods

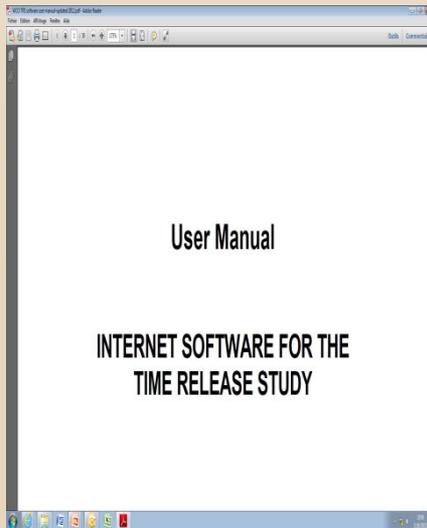
Sub-article 6: Establishment and Publication of  
Average Release Times

*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

<a href="#">Guide to Measure the Time Required for the Release of Goods   pdf   1.2 MB</a>	<a href="#">User Manual Internet Software for the Time Release Study   pdf   2.1 MB</a>
<a href="#">User Manual - Internet Software for the Time Release Study [pt]   pdf   3.3 MB</a>	<a href="#">TRS_Guide_esp   pdf   1.4 MB</a>





# TRS: Purpose

# Objectives

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- ✓ 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

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## 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

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## 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

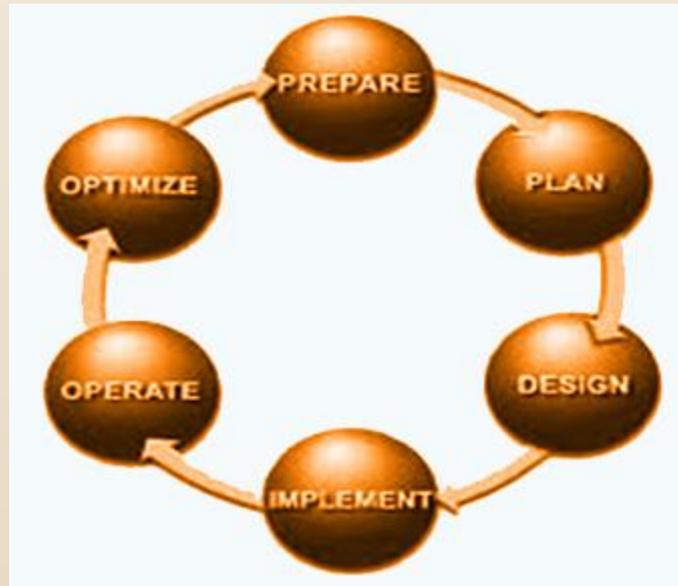
# Possible Use of Study Results

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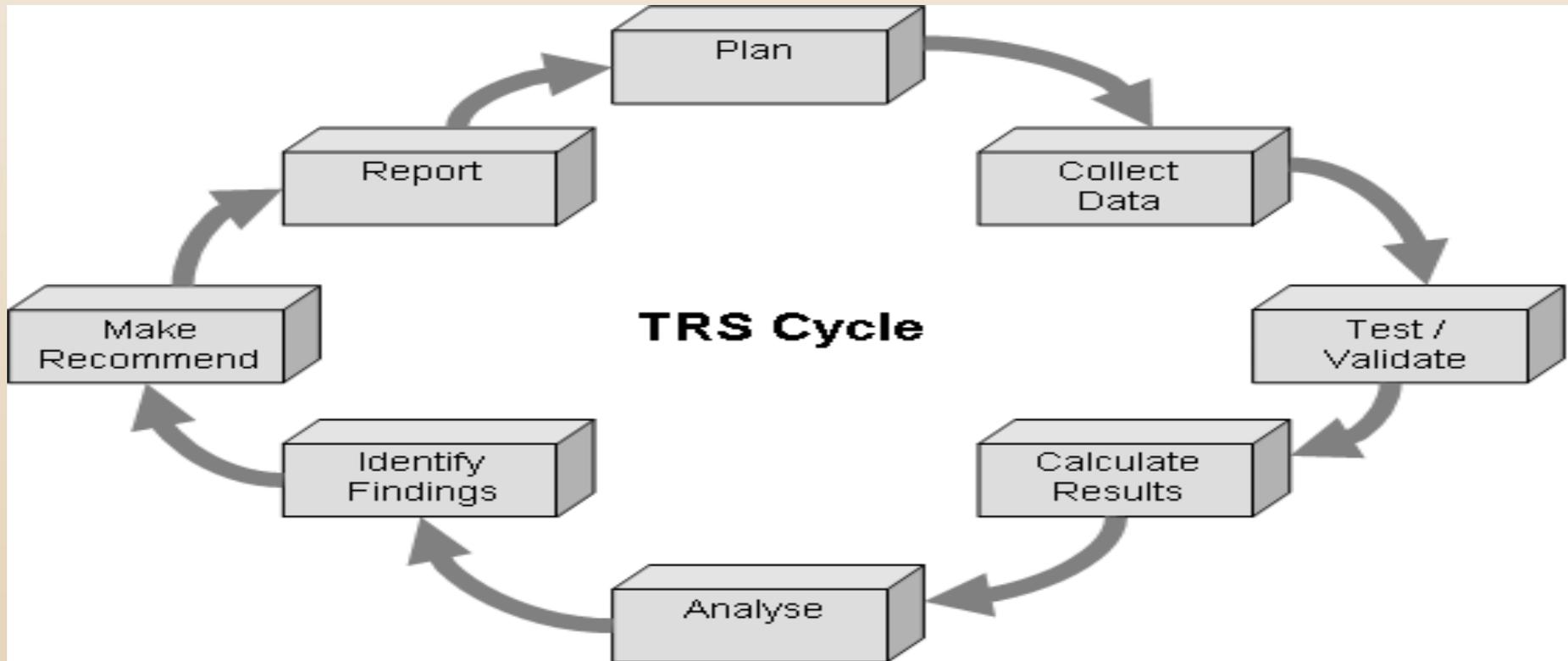
## Performance Measurement & PR

- ✓ 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

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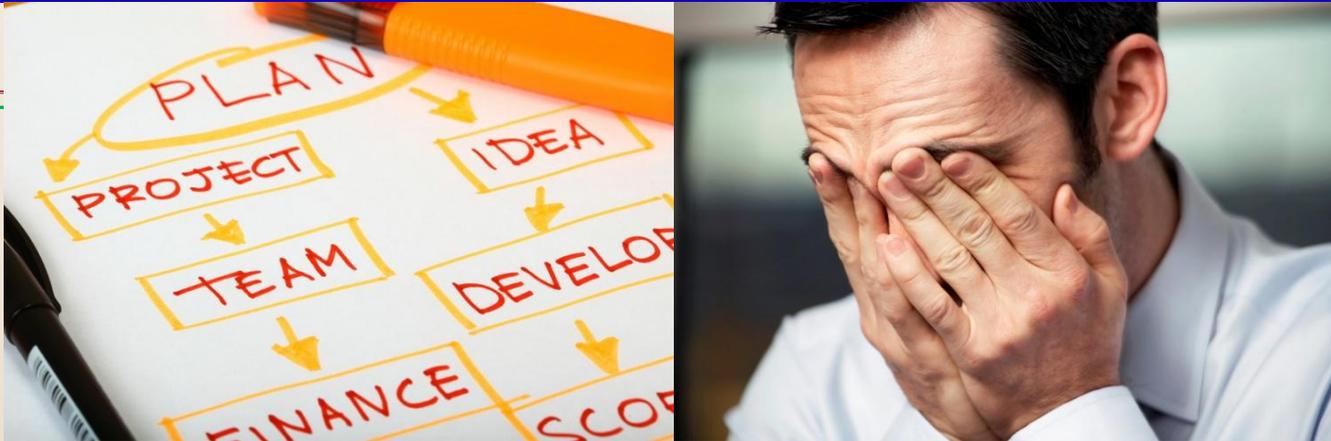
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**Phase 1:** Preparation of the Study

**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)

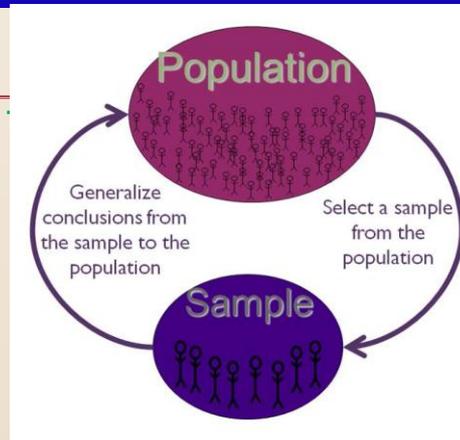
## ✓ Environmental Scan and Workflow Mapping

- Conduct environmental scan 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

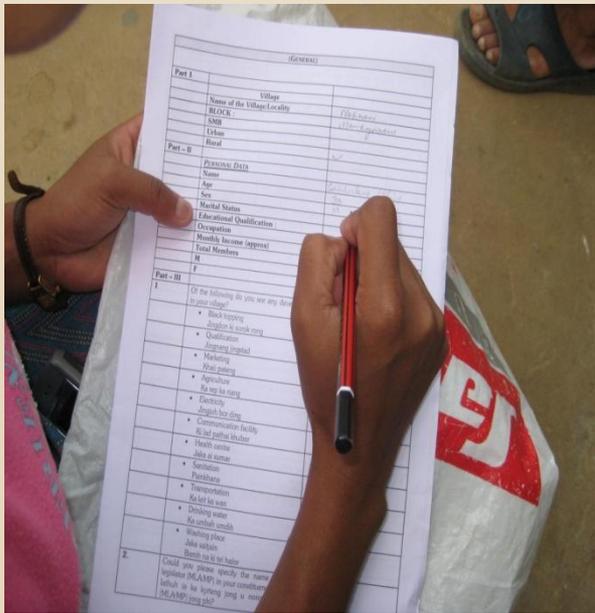
## ✓ Test Run

- Test feasibility of work plan & implementation

# Phase 2: Data Collection & Recording



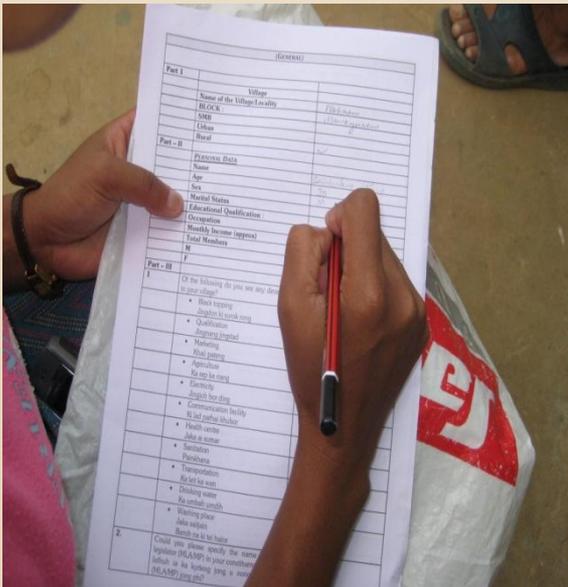
- ✓ Ascertain all the processes and records involved (automated / manual)
- ✓ Ascertain the processes and the parties responsible for collection & recording the data
- ✓ Arrange to distribute the survey forms to customs brokers and freight forwarders in advance
- ✓ Arrange appropriate training / briefing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

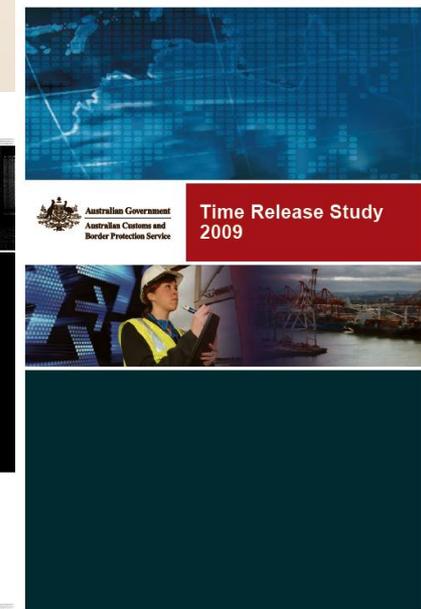
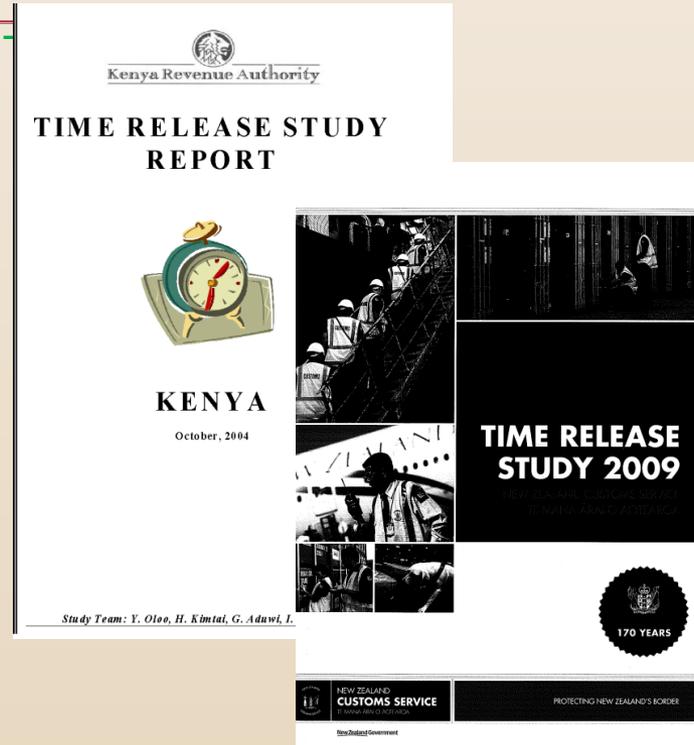


- Ensure that all data collection forms are returned
- Verify raw data in every form for accuracy & quality
- Set aside data collection forms with errors pending further verification (Data still usable if the errors are not significant)
- Set aside incomplete forms pending further examination (Missing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

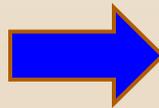
# Tips for Success

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



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your kind attention.**

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INSTRUMENTS AND TOOLS

You are here: World Customs Organization > Topics > Procedures and Facilitation > Instruments and Tools

INSTRUMENTS AND TOOLS

CONVENTIONS  
The Revised Kyoto Convention, The ATA System(ATA and Istanbul Conventions), The Customs Convention on Containers 1972, Conventions and Programmes Concerning Supra-control.  
[need more](#)

RECOMMENDATIONS  
One of the most practical instruments for securing the highest degree of harmonization is Recommendations that have been adopted by the WCO Council.  
[need more](#)

TOOLS  
Tools are non binding informal publications developed by the WCO to assist their Members and Traders in the field of Customs.  
[need more](#)

Highlights

Revised Kyoto Convention

Time Release Study

SAFE Package

Globally Networked Customs Concept

Data Model

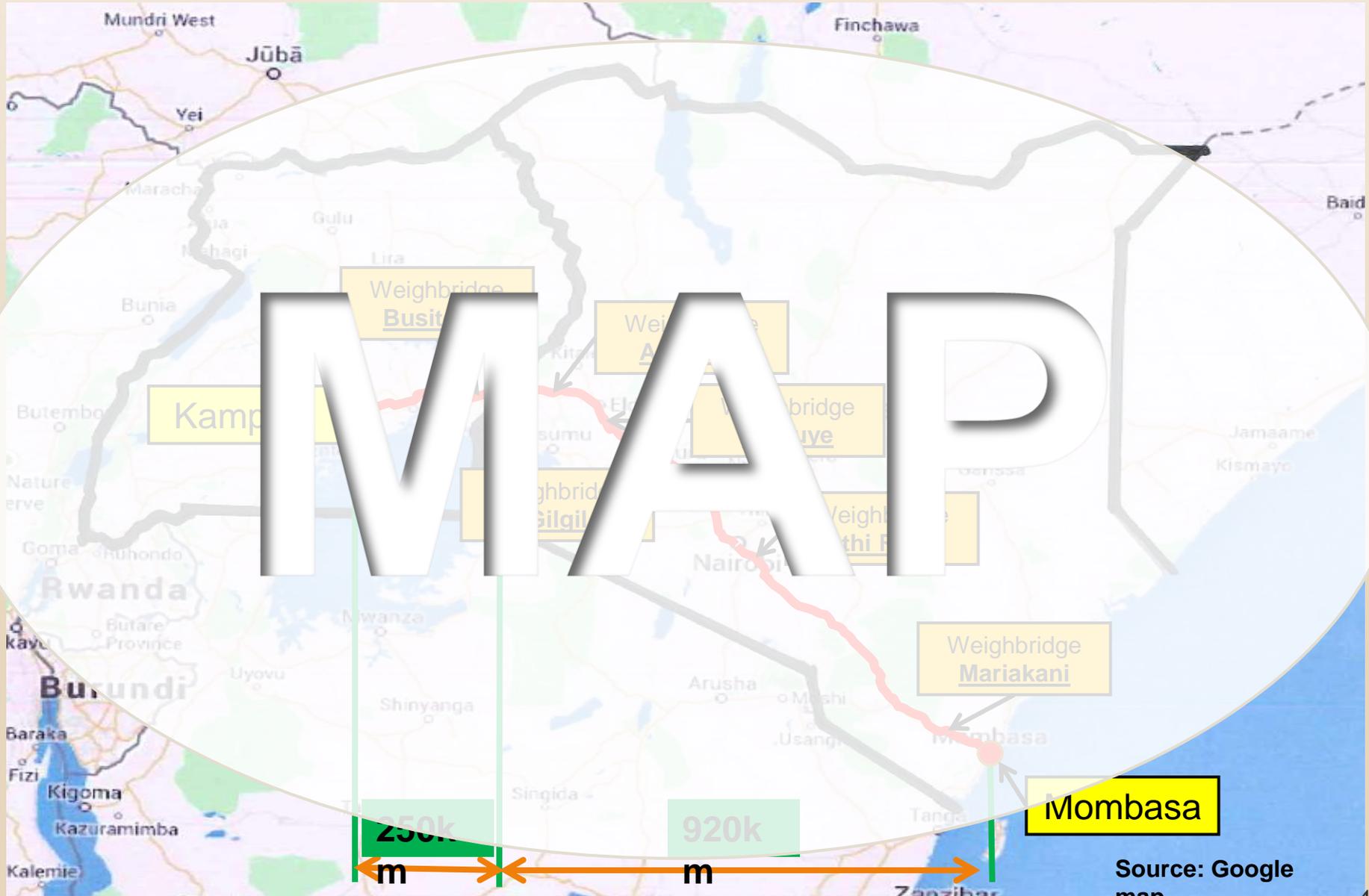
Compendium How to Build a Single Window Environment

4 | Single Window

# TRS Process mapping



# TRS Result Example



# TRS Results Example



**Mombasa Port**

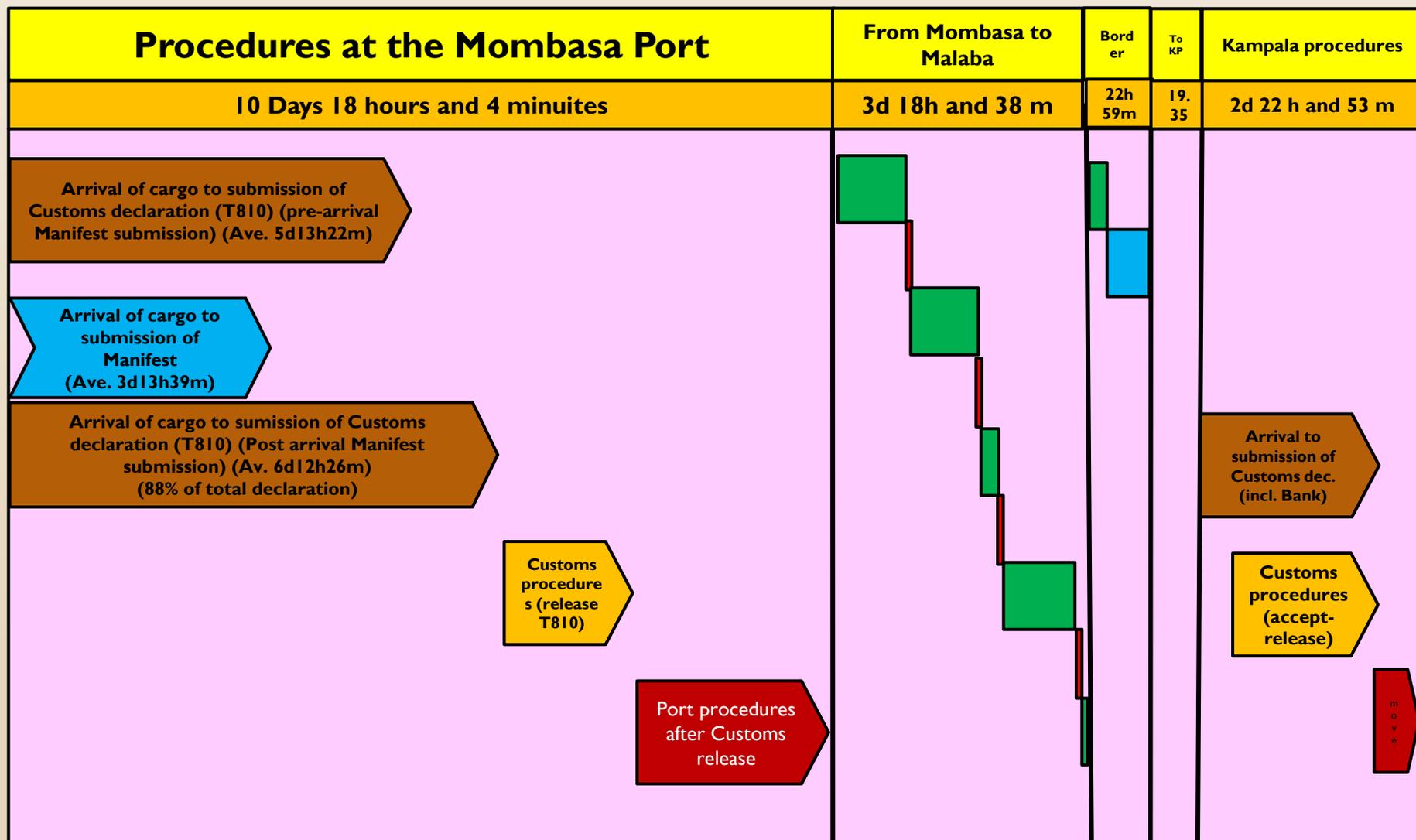
**Weighbridge**



**Kenya Uganda Border**



# TRS: Results Kenya-Uganda



**Who?**

**Where?**

**Which?**

**What?**

**When?**

**How?**

# TRS Preparation: What to Discuss

**(Who)**

<b>Points</b>	<b>Example</b>
Who has necessary data?	<ul style="list-style-type: none"><li>- Customs</li><li>- Trade related Government Agencies</li><li>- Port/airport Authority</li><li>- Customs Broker (Agent)</li><li>- Freight Forwarder, Truck company,</li><li>- Warehouse Operator, etc.</li></ul>

# TRS Preparation: What to Discuss

**(Who)**

<b>Points</b>	<b>Example</b>
Who should be in charge of TRS within Customs Administration?	<ul style="list-style-type: none"><li>- Director of Facilitation</li><li>- Director of Customs Clearance</li></ul>
Who should be involved in TRS within Government Agencies?	<ul style="list-style-type: none"><li>- Department of Trade</li><li>- Department of Quarantine</li><li>- Police Department</li></ul>
Who should be involved in TRS from Private sectors?	<ul style="list-style-type: none"><li>- Customs Brokers</li><li>- Forwarders, Carriers</li><li>- Warehouse Operators</li><li>- Banks</li></ul>

# TRS Preparation: What to Discuss

## (Where)

Points	Example
Where are the necessary data exist?	<ul style="list-style-type: none"><li>- Computer System</li><li>- Customs house (manual process)</li><li>- Trade related agencies</li><li>- Private sector</li></ul>
Where are the cargoes are exist?	<ul style="list-style-type: none"><li>- Container yard</li><li>- Customs Area</li><li>- Private warehouse</li><li>- On a truck or train</li></ul>

# TRS Preparation: What to Discuss

## (Which)

Points	Example
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?	<ul style="list-style-type: none"><li>- Arrival of goods</li><li>- Unloading of goods</li><li>- Customs declaration</li><li>- Procedures of OGAs</li><li>- Release permission</li></ul>

# TRS Preparation: What to Discuss

## (What)

Points	Example
What kind of procedures should be included, automated (ICT) Customs procedures or manual (Paper Basis) procedures only?	Both manual and automated (ICT) Customs procedures
What value criteria of goods should be set ?	<ul style="list-style-type: none"><li>- High, medium, low value</li><li>- Dutiable and non-dutiable</li></ul>

# TRS Preparation: What to Discuss

## (What)

Points	Example
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

# TRS Preparation: What to Discuss

(What)

<b>Points</b>	<b>Example</b>
What steps of government and private sector's procedures should be included?	<ul style="list-style-type: none"><li>- <b>Immigration procedures</b></li><li>- <b>Police inspection</b></li><li>- <b>Transport Authority's inspection</b></li><li>- <b>Quarantine's examination and inspection</b></li><li>- <b>Customs examination and inspection</b></li><li>- <b>Banking procedures</b></li><li>- <b>Weighbridge's procedures</b></li><li>- <b>Warehouse operator's procedures</b></li></ul>

# TRS Preparation: What to Discuss

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## (When)

<b>Points</b>	<b>Example</b>
When is the target timing of the TRS?	- April, May - October
How many days are necessary for the TRS?	Duration of the Study is 4 consecutive weeks or more

# TRS Preparation: What to Discuss

## (How)

<b>Points</b>	<b>Example</b>
How do you organize the overall schedule?	<p><u>1 week</u> for data collection on procedures under the trade related agencies</p> <p><u>2 week</u> for data collection on procedures under the trade related agencies and Customs</p> <p><u>3rd &amp; 4<sup>th</sup> week</u> for data collection of Customs release of goods</p>

# TRS Preparation: What to Discuss

**(How)**

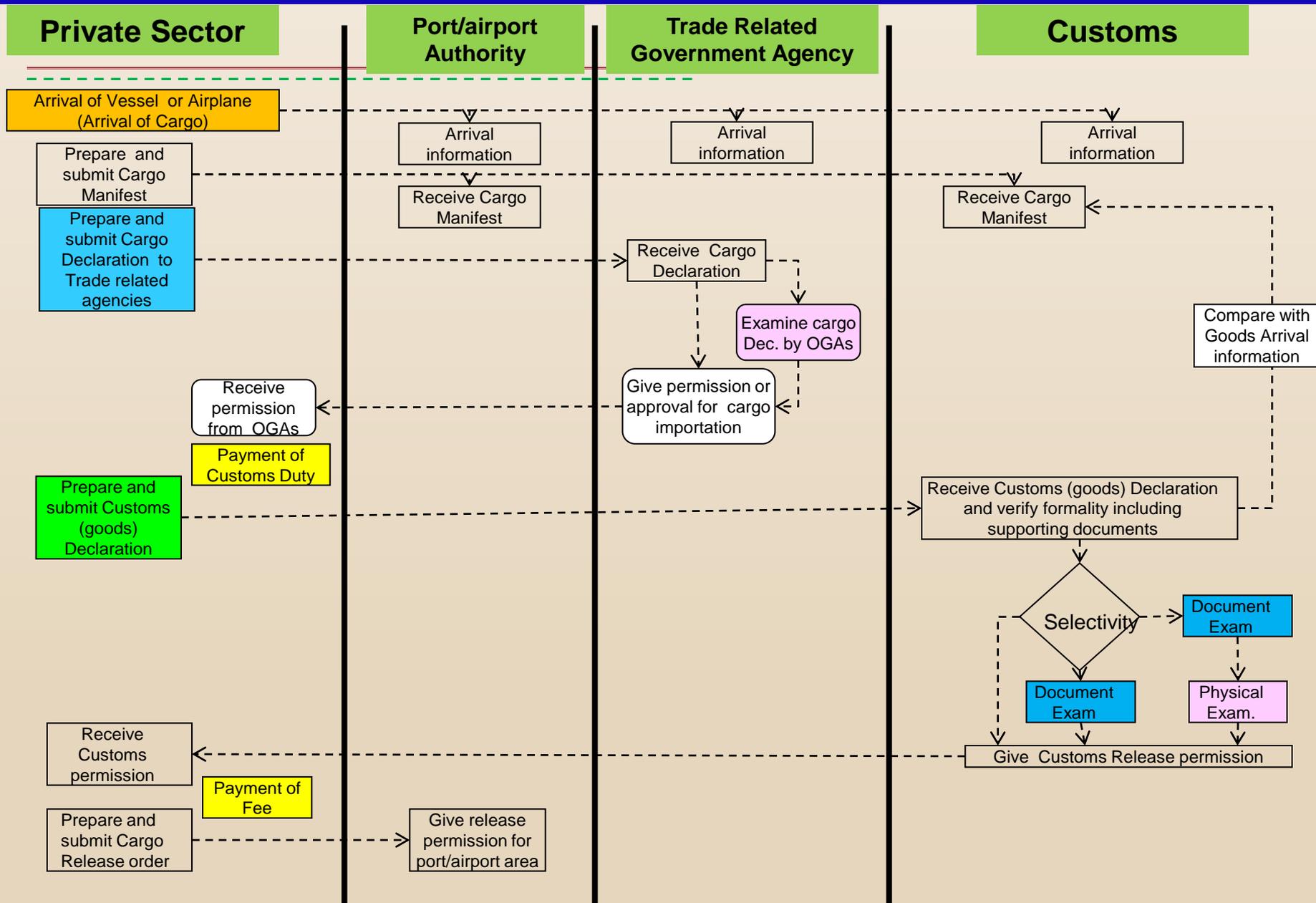
<b>Points</b>	<b>Example</b>
How many samples should be taken into account?	<ul style="list-style-type: none"><li>- 20% of all Customs declaration</li><li>- 300 for each category</li></ul>
How should samples be selected?	Use last one/two digit of Customs declaration Number
How can you get necessary data on “arrival of goods”?	<ul style="list-style-type: none"><li>- Shipping or Airline companies</li><li>- Carriers (Truck drivers)</li><li>- Customs brokers</li></ul>

# TRS Preparation: What to Discuss

## (How)

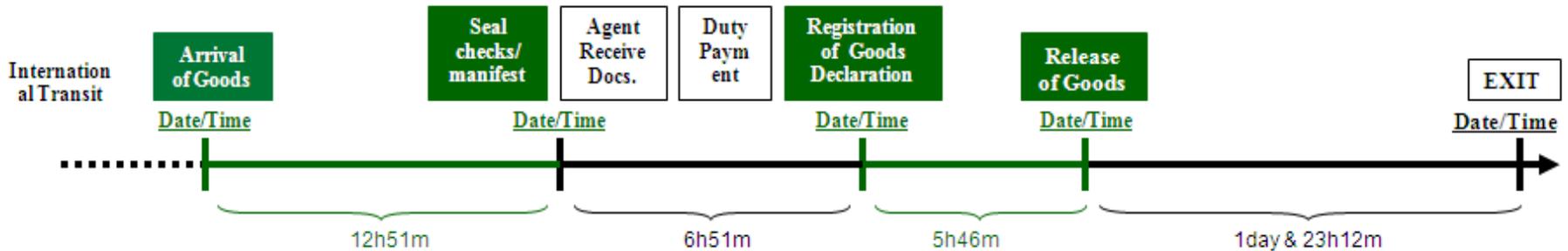
Points	Example
How can you get necessary data on “unloading of goods”?	Port Operator/Warehouse Operator
How can you get necessary data on “Customs inspection”?	Customs House
How can you get necessary data on “Intervention by trade related agencies” ?	Trade Related Government Agencies
How can you get necessary data on “Release”?	- Customs House - Warehouse Operator

# TRS Process Flow Chart (example)



# Flow of TRS questionnaire (example)

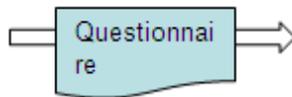
Land Cargoes (Border Custom Office)



Checkpoint Office



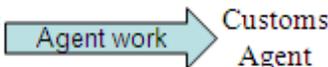
Truck Driver



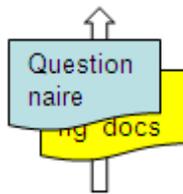
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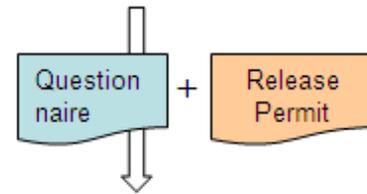
Customs Agent



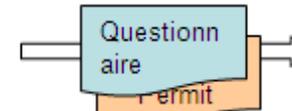
Customs Officer



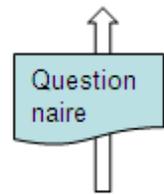
Customs Officer



Customs Agent



Exit point Officer



Truck Driver

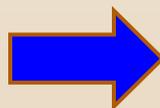


To final destination

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**For more information,  
please visit:**

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The screenshot shows the World Customs Organization (WCO) website. The header includes the WCO logo, the name in English and French, a language selector (English), and navigation links for 'World Customs Organization', 'Contact Us', 'Home', 'FAQ', and 'Pages'. A search bar is also present. The main navigation menu includes 'ABOUT US', 'MEDIA', 'ONLINE SERVICES', 'TOPICS', and 'EVENTS'. The current page is titled 'INSTRUMENTS AND TOOLS' and features a sidebar with a navigation menu. The sidebar menu includes: 'NOMENCLATURE AND CLASSIFICATION OF GOODS', 'VALUATION', 'DECISION', 'ENFORCEMENT AND COMPLIANCE', 'PROCEDURES AND FACILITATION', 'Overview', 'News', 'Activities and Programmes', 'Instruments and Tools' (selected), 'Conventions', 'Recommendations', 'Tools', 'Resources', 'Partners', 'CAPACITY BUILDING', 'INTEGRITY', 'RESEARCH', and 'KEY ISSUES'. The main content area is titled 'INSTRUMENT AND TOOLS' and contains three sections: 'Conventions' (listing the Revised Kyoto Convention, ATA System, and Customs Convention on Containers 1972), 'Recommendations' (describing instruments for harmonization), and 'Tools' (describing non-binding informal publications). Below these sections is a 'Highlights' area with six featured publications: 'Revised Kyoto Convention', 'Time Release Study', 'SAFE Package', 'Globally Networked Customs Concept', 'Data Model', and 'Compendium: How to Build a Single Window Environment'. A page number '60' is visible at the bottom center of the screenshot.

# National Scope



## Experience of Japan Customs



# TRS: Experience in Japan

## Periodical Implementation

- ❖ **1<sup>st</sup> : Feb. 1991**
- ❖ **2<sup>nd</sup> : Feb. 1992**
- ❖ **3<sup>rd</sup> : Mar. 1993**
- ❖ **4<sup>th</sup> : Mar. 1996**
- ❖ **5<sup>th</sup> : Mar. 1998**
- ❖ **6<sup>th</sup> : Mar. 2001**
- ❖ **7<sup>th</sup> : Mar. 2004**
- ❖ **8<sup>th</sup> : Mar. 2006**
- ❖ **9<sup>th</sup> : Mar. 2009**
- ❖ **10<sup>th</sup> : Mar. 2012**



# TRS: Experience in Japan

## 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

# TRS: Experience in Japan

## Brief of 10<sup>th</sup> Study

### ❖ Term of Study

- ❑ 12/03-18/03 2012 (7 days)

### ❖ Customs Offices

- ❑ Major sea ports and airports were selected

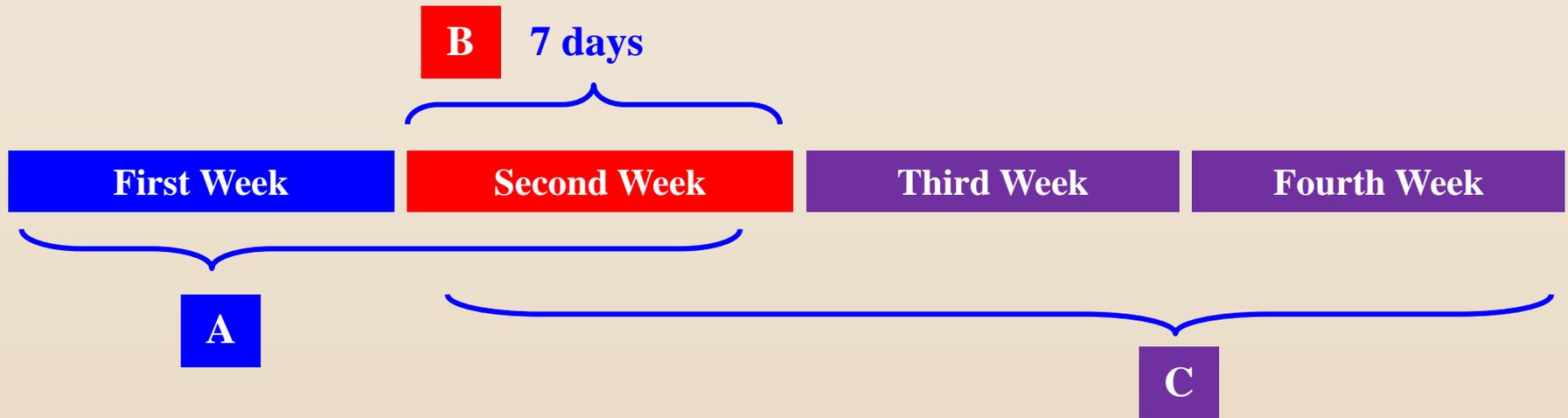
### ❖ Samples

- ❑ 3,200 Sea Cargoes and 2,500 Air Cargoes



# TRS: Experience in Japan

## Normally sample reflects one week's transactions



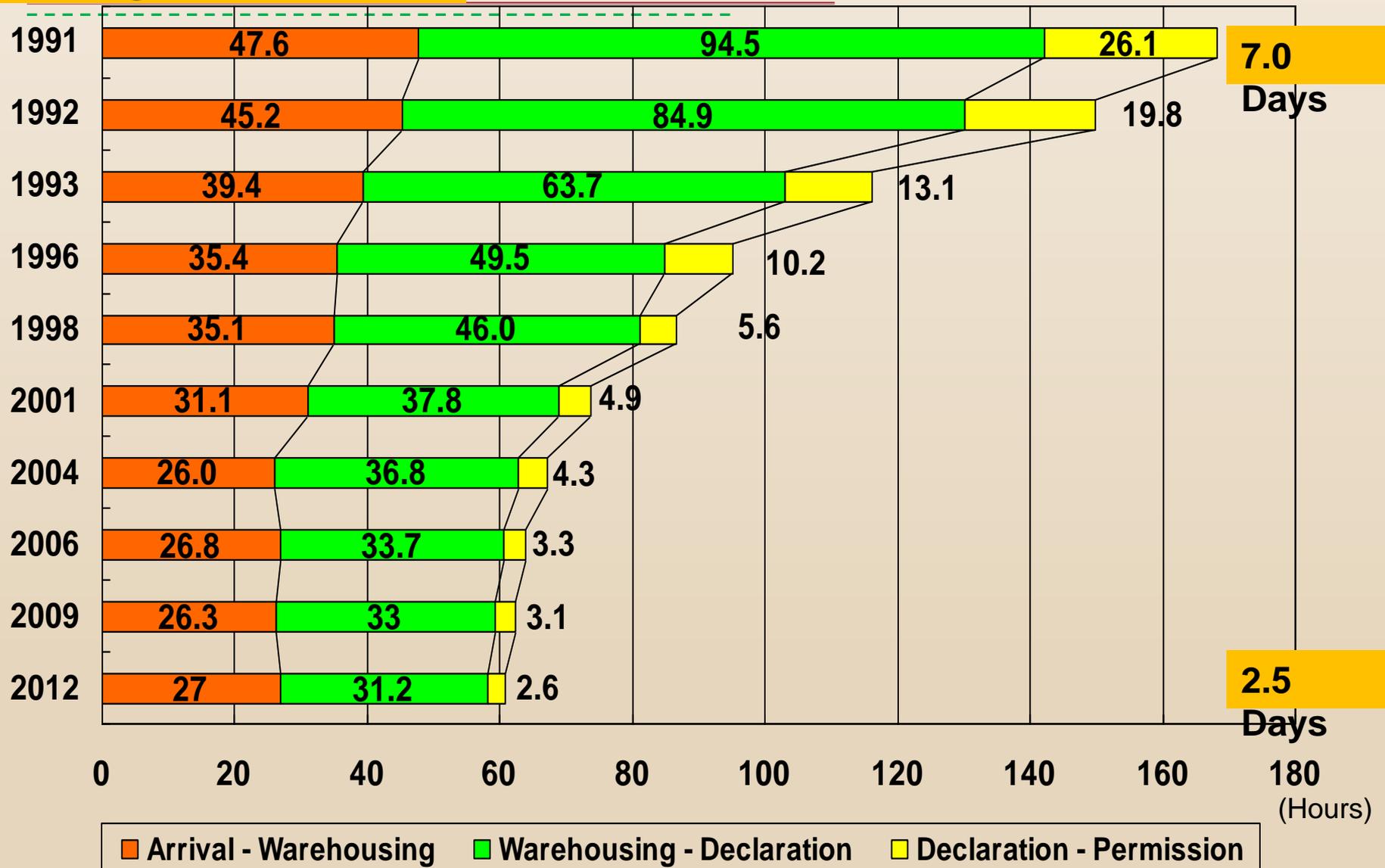
**A** DATE & TIME of arrival of vessel, loading and any other data regarding Customs Declaration lodged during “Second Week” will be collected during this period

**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

# TRS: Experience in Japan

## Sea Cargoes



# TRS: Experience in Japan

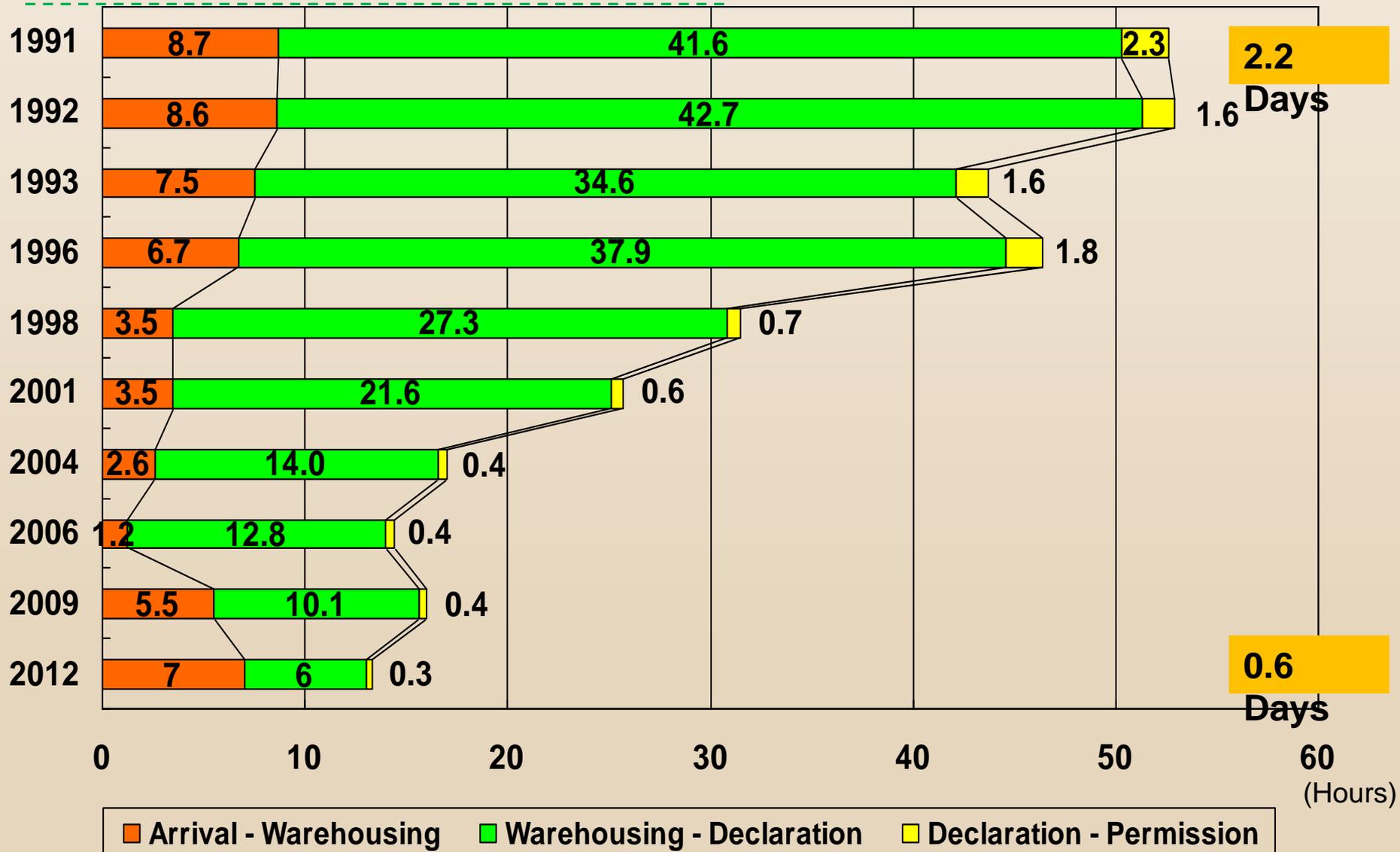
## Measures taken for import clearance of sea cargo

- ❖ **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)**
- ❖ **Introduction of Single Window (2003)**
- ❖ **24 Hours operation (Major sea ports) (2003)**
- ❖ **AEO importer (April 2007)**
- ❖ **Introduction of 2<sup>nd</sup> Generation Single Window (February 2010)**
- ❖ **Paperless for Green Lane Declaration (July 2012)**



# TRS: Experience in Japan

## Air Cargoes



# TRS: Experience in Japan

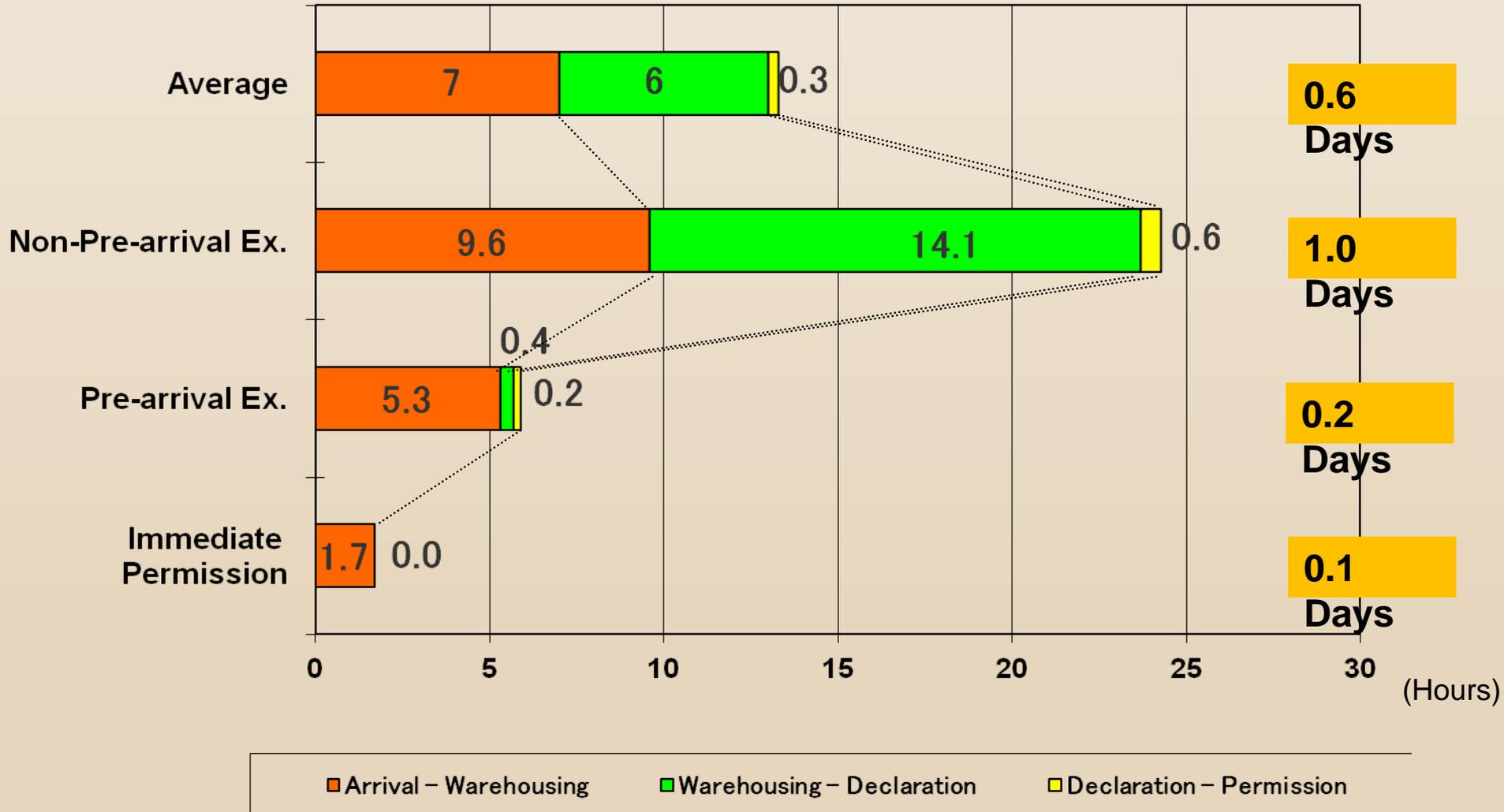
## Measures taken for import clearance of air cargo

- ❖ **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).**
- ❖ **Simplified Declaration for Authorized persons (Mar. 2001).**
- ❖ **Modification of Air-NACCS (Oct. 2001).**
- ❖ **Single Window System (Jul. 2003)**
- ❖ **AEO importer (April 2007)**
- ❖ **Introduction of 2<sup>nd</sup> Generation Single Window (February 2010)**
- ❖ **Paperless for Green Lane Declaration (July 2012)**



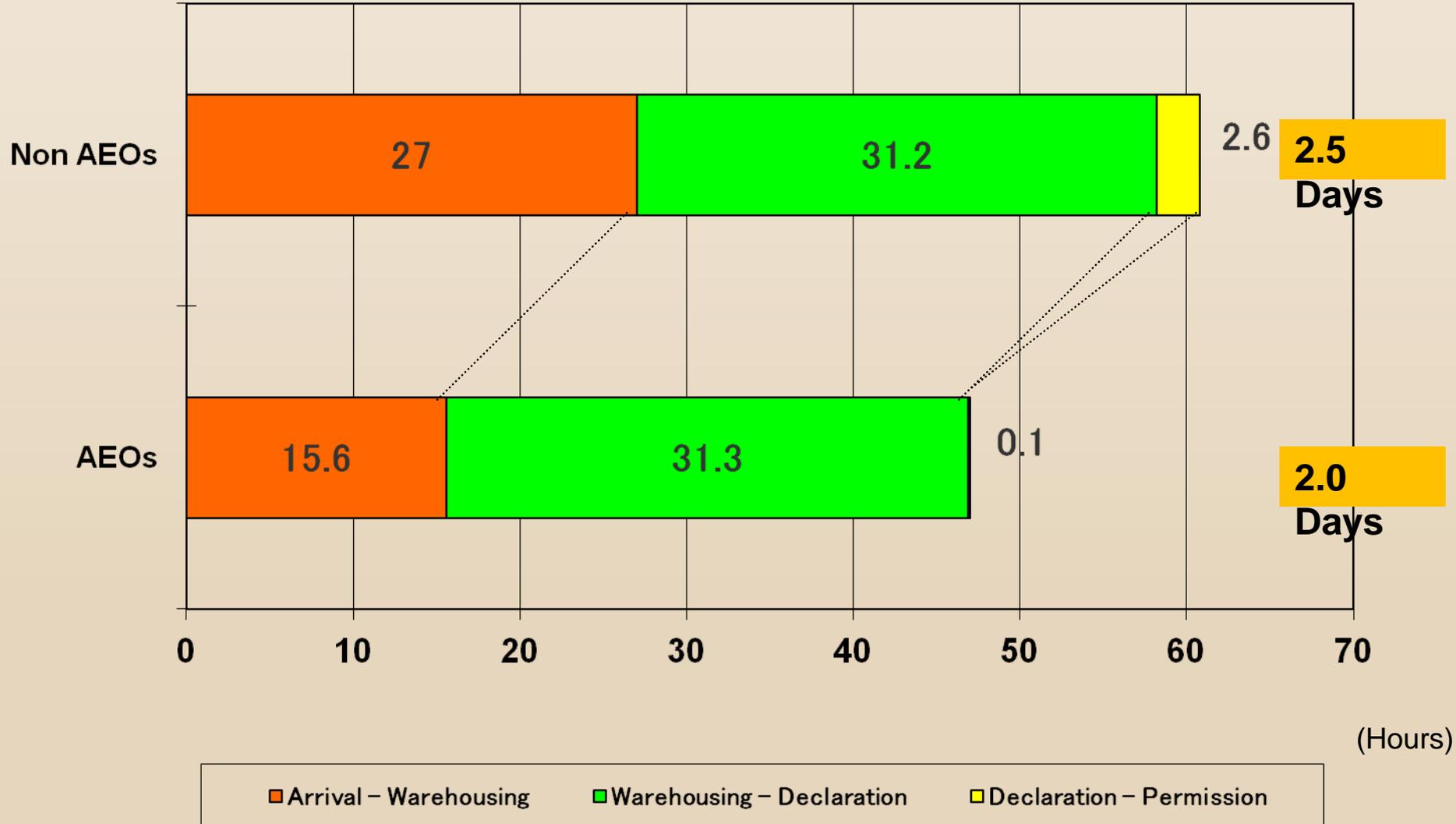
# TRS: Experience in Japan

## Comparison of the time for clearance applying Pre-Arrival Declaration (Air Cargo)(2012)



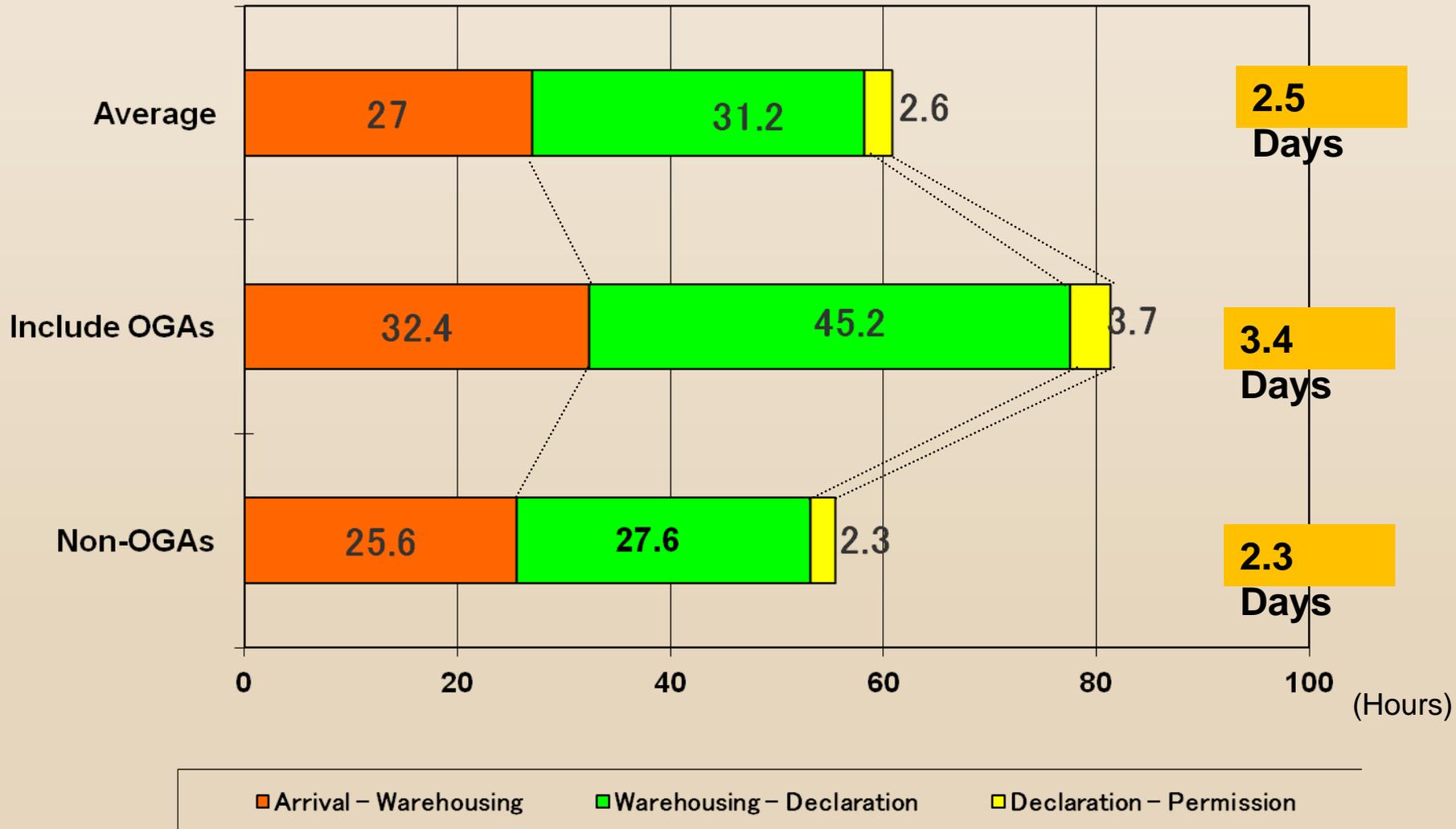
# TRS: Experience in Japan

Comparison of time required for Clearance  
between AEOs and Non-AEOs (Sea Cargo)(2012)



# TRS: Experience in Japan

## Comparison of the time for clearance Including Trade Related Government Procedures (Sea Cargo)(2012)



# TRS: Experience in Japan

## Press Release

Press Release from MOF  
(21 Sep 2012)

財務省 Ministry of Finance Japan

報道発表

第10回 輸入手続の所要時間調査

通関所要時間 海上貨物 2.8時間、航空貨物 0.8時間に短縮

財務省は、本年3月に実施した「第10回輸入手続の所要時間調査」の結果をまとめたのでお知らせします。

- 通関所要時間(税関への輸入申告から輸入許可までの所要時間の平均は、一般の海上貨物で2.8時間と前年度(平成21年)に比べて0.8時間短縮しました。一般の航空貨物についても、前年度(平成21年)に比べて0.8時間短縮しました。
- 輸入手続の所要時間(船舶・航空機の入港から輸入許可までの所要時間の平均は、一般の海上貨物で2.8時間と前年度(平成21年)に比べて0.8時間短縮しました。一般の航空貨物についても、前年度(平成21年)に比べて0.8時間短縮しました。
- 輸入者のAEO(Authorized Economic Operator)認定企業は、前年度(平成21年)に比べて0.8時間短縮しました。

第10回 輸入手続の所要時間調査集計結果(海上貨物)

調査期間：平成24年3月12日(日)～18日(日)

調査対象：平成24年3月12日(日)～18日(日)に輸入された一般の海上貨物(単位：時間)

凡例：入港一発入 入港一発出

Daily Cargo  
(24 Sep 2012)

The Japan Maritime Daily  
(26 Sep 2012)

### 総所要時間 航空で短縮

#### 京浜・阪神港分も公表

財務省

輸入手続の所要時間調査の結果、航空貨物の所要時間が大幅に短縮されたことが明らかになった。短縮の理由には、AEO(認定優良事業者)の活用や、税関の業務効率化などが挙げられる。また、京浜・阪神港の分も公表された。

財務省は、本年3月に実施した「第10回輸入手続の所要時間調査」の結果をまとめたのでお知らせします。

通関所要時間(税関への輸入申告から輸入許可までの所要時間の平均は、一般の海上貨物で2.8時間と前年度(平成21年)に比べて0.8時間短縮しました。一般の航空貨物についても、前年度(平成21年)に比べて0.8時間短縮しました。

輸入手続の所要時間(船舶・航空機の入港から輸入許可までの所要時間の平均は、一般の海上貨物で2.8時間と前年度(平成21年)に比べて0.8時間短縮しました。一般の航空貨物についても、前年度(平成21年)に比べて0.8時間短縮しました。

輸入者のAEO(Authorized Economic Operator)認定企業は、前年度(平成21年)に比べて0.8時間短縮しました。

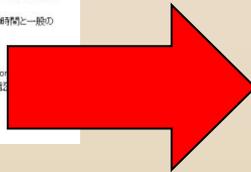
### 財務省 輸入通関時間が短縮

#### 12年調査 AEOで迅速化

財務省は、日本の輸入通関時間の短縮に貢献するAEO(認定優良事業者)の活用が、輸入手続の所要時間を大幅に短縮させたことが明らかになった。調査期間は平成12年から平成24年までの12年間である。

調査の結果、輸入通関時間の平均は、前年度(平成21年)に比べて0.8時間短縮された。これは、AEOの活用による業務効率化の効果が顕著に現れていると考えられる。

また、京浜・阪神港の分も公表された。京浜港の平均所要時間は2.8時間、阪神港の平均所要時間は2.5時間と、それぞれ前年度に比べて0.8時間短縮された。



## Experience of ASEAN Members



# TRS in ASEAN: Malaysia

- 
- 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

# TRS in ASEAN: Malaysia (Key findings)

- 
- ❖ 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)

# TRS in ASEAN: Thailand

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- ❖ 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)

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## 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

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- ❖ Done from July – September 2012
- ❖ Done at 11 locations
- ❖ All transactions were covered (no sampling)

# TRS in ASEAN: Laos PDR (Key findings)

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- ❖ Clearance time decreased by 36% from 2009
- ❖ Document processing time decreased by 67% from 2009

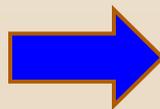
## (Recommendations)

- ❖ 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

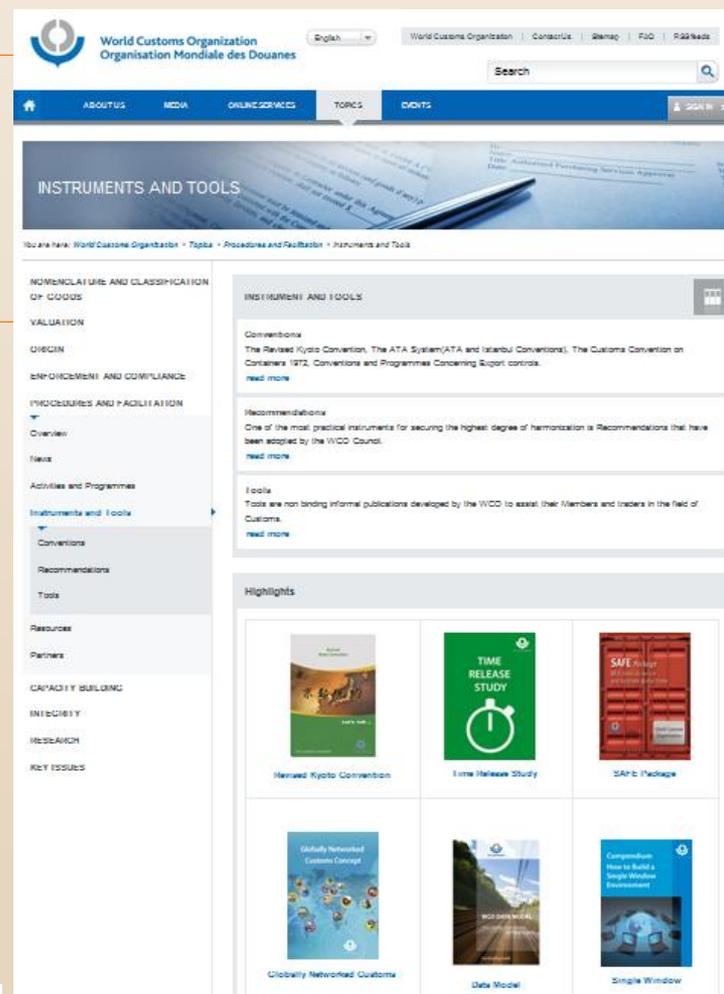
# Thank you for your kind attention.

For more information,  
please visit:

[www.wcoomd.org](http://www.wcoomd.org)



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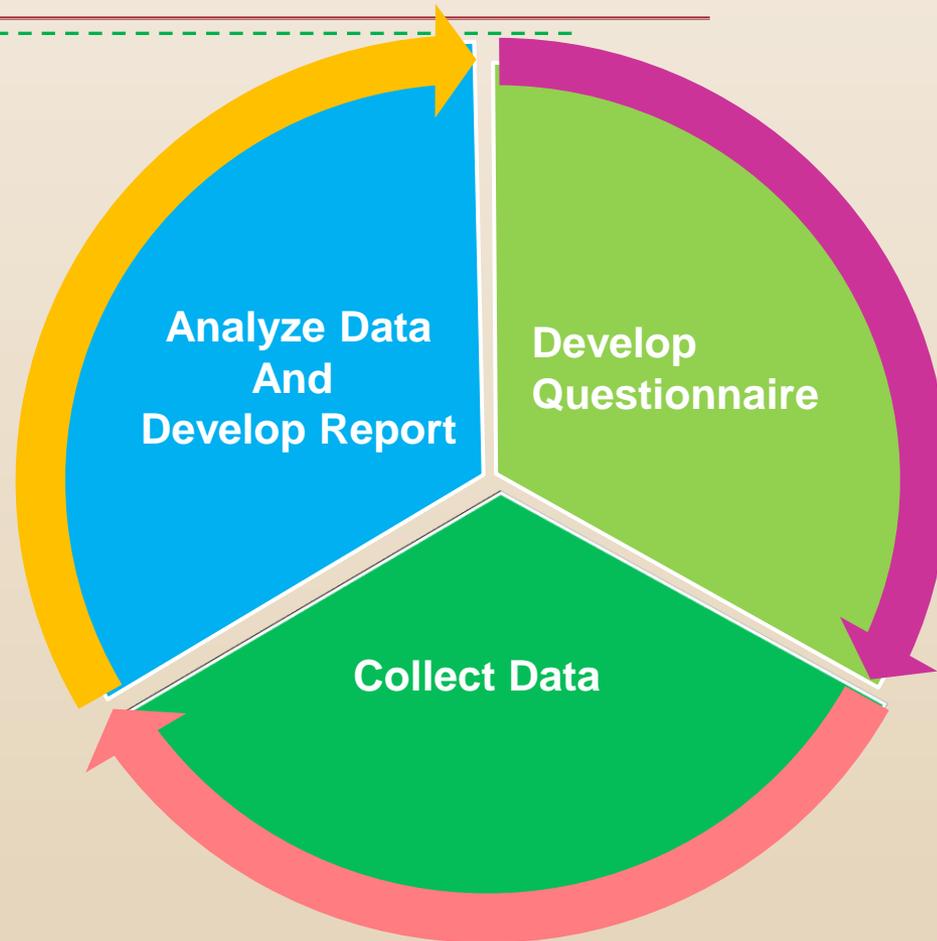
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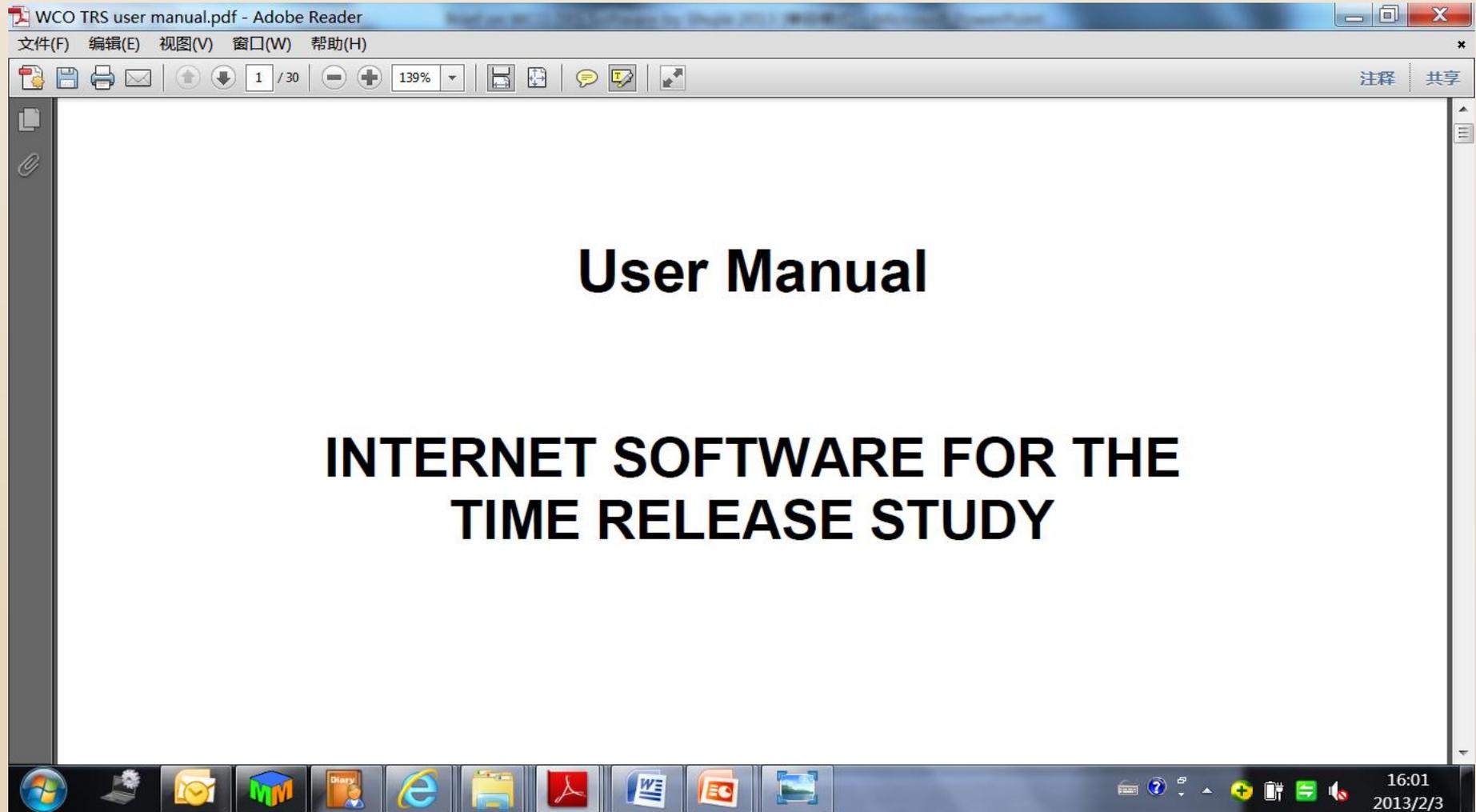
# WCO TRS Software



# Major Function of WCO TRS Software



# How to use WCO TRS Software



# Step 1: Get User ID and Password

## Key points

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

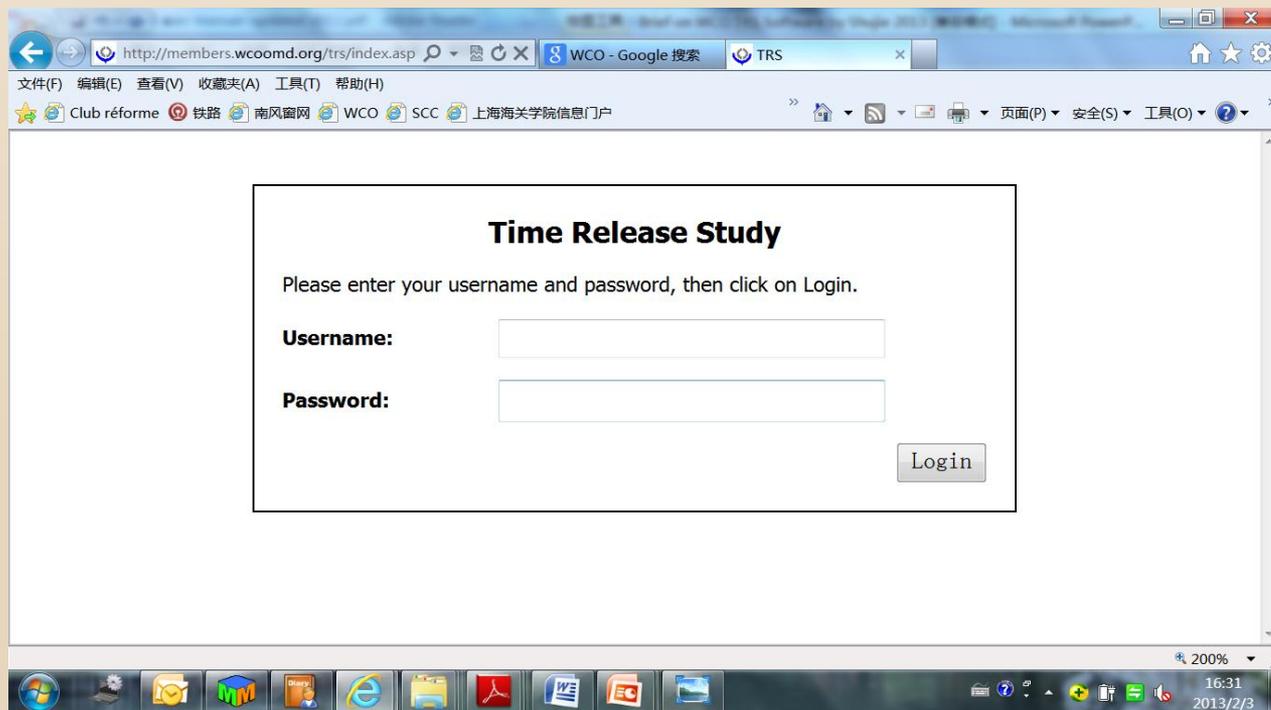
## Reference

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>

No	TRS name	User name	Password
1	Nepal TRS WS 1	Nepal 1	11111
2	Nepal TRS WS 2	Nepal 2	22222
3	Nepal TRS WS 3	Nepal 3	33333
4	Nepal TRS WS 4	Nepal 4	44444
5	Nepal TRS WS 5	Nepal 5	55555

(Note) User names and passwords are only valid for TRS workshop

# Step 3: Create New Users

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## 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

Demonstration:

# Step 3: Create New Users (Let's try)

Step	Action
1	Log in a <b>SA account</b>
2	Click the icon  0 <b><u>“User management”</u></b>
3	Click the icon  <b><u>New User</u></b>
4	Fill in the fields of “name”, “country”, “ <b>user</b> ” (i.e. <b>user ID</b> ), “password”, “ <b>status</b> ” (i.e. <b>SA or EU</b> ), “default language” and “ <b>survey</b> ” (i.e. <b>the tile of the questionnaire to be linked with</b> ).
5	Click <b><u>“Save”</u></b>
6	Click “ <b><u>edit the user</u></b> ” icon to modify the user account OR click “ <b><u>delete user</u></b> ” icon to <b>delete</b> the user account

# Step 4: Create Survey Questionnaire

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## 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

Demonstration:

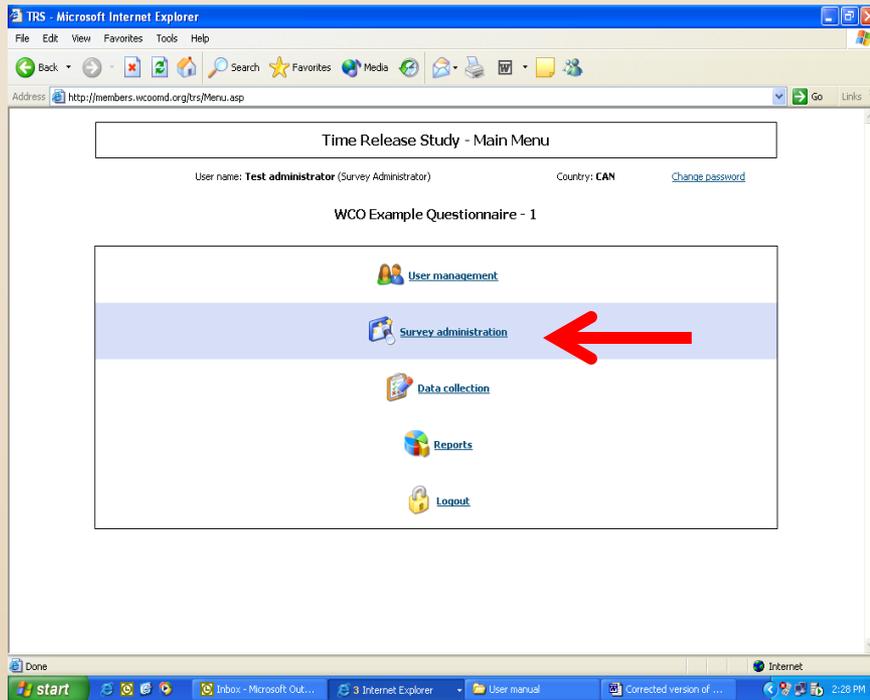
# Step 4: Create Questionnaire (Let's try)

Step	Action
1	Click the icon  <a href="#">“Survey administration”</a>
2	Click the icon  to <a href="#">“create and edit”</a> the questionnaire
3	Survey Mode: Choose <b>Survey editable</b>
4	Fill in the fields of “Country”, “Title”, “Introduction Text”, “Logo” and “Language”.
5	The icon  is used to revert to a previous version of the survey, the icon  is generally only used in the case of a major system problem
	Do <a href="#">“Exercise 1”</a> to learn to create a questionnaire

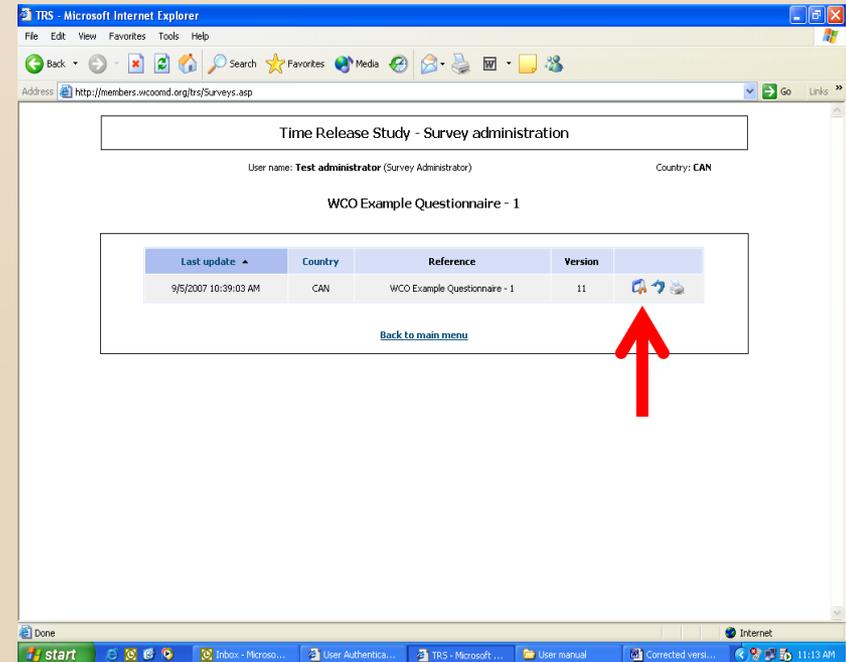
# Step 4: Create Questionnaire (Let's try)

Click the icon

**“Survey administration”**



Then Click the icon **“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"**

Time Release Study - Survey administration

User name: **Bob Struthers** (WCO Administrator) Country: **CAN**

Survey creation: 16/05/2008 11:42 Last update: 16/05/2008 11:42 [Preview data input](#) [Print Preview](#)

<b>Survey mode</b>	<input type="radio"/> Live data collection
	<input type="radio"/> Testing phase
	<input checked="" type="radio"/> Survey editable
<b>Reference</b>	TR5 User Manual 2
<b>Version</b>	0
<b>Country</b>	Canada
<b>Title</b>	
<b>Introduction text</b>	
<b>Logos</b>	<input type="checkbox"/> WCO : <input type="checkbox"/> National customs - Please send the national logo to andy.clark@wcoomd.org
<b>Language</b>	<input checked="" type="radio"/> English <input type="radio"/> French <input type="radio"/> Local <a href="#">Click here to translate data collection pages in your local language.</a>
<b>Current data</b>	0 reports built, 0 surveys collected
<b>Clear data</b>	<a href="#">Delete reports so far designed.</a> <a href="#">Delete surveys so far collected</a>

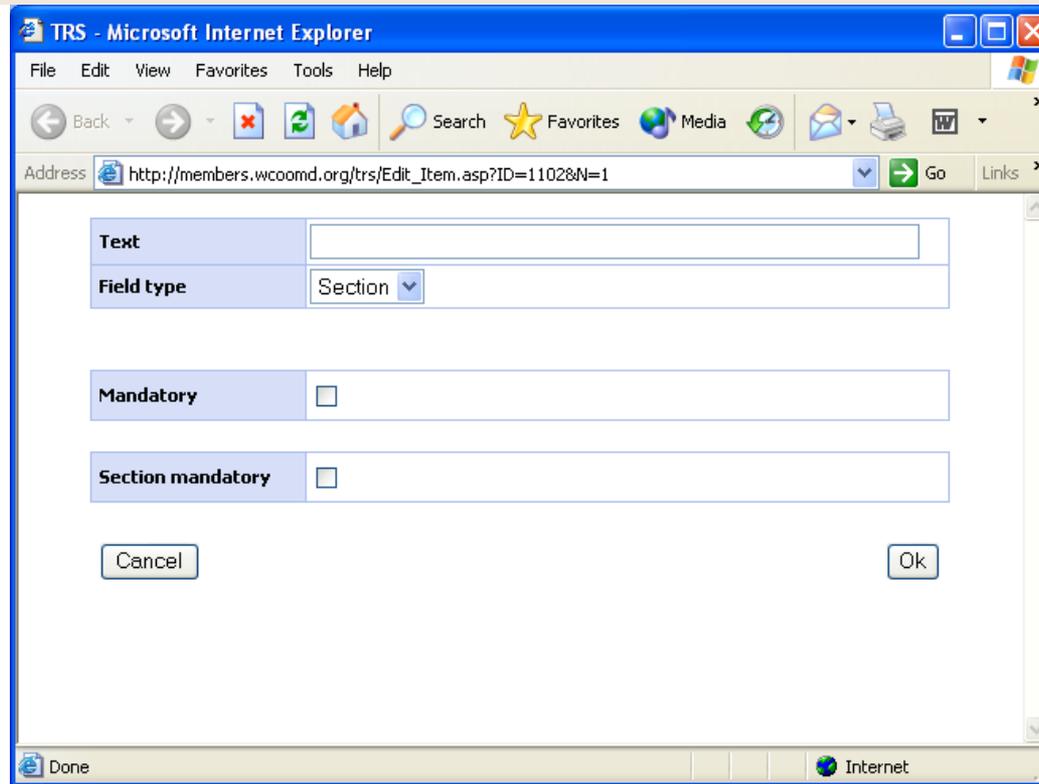
[Click here to add a new item](#)

Survey items

Edits not saved to db: 0

Use "Print Preview" to check a questionnaire

# Step 4: Create Questionnaire (Let's try)



The screenshot shows a Microsoft Internet Explorer browser window titled "TRS - Microsoft Internet Explorer". The address bar displays the URL "http://members.wcoomd.org/trs/Edit\_Item.asp?ID=1102&N=1". The main content area contains a form with the following fields:

- Text**: A text input field.
- Field type**: A dropdown menu currently set to "Section".
- Mandatory**: A checkbox, currently unchecked.
- Section mandatory**: A checkbox, currently unchecked.

At the bottom of the form, there are two buttons: "Cancel" on the left and "OK" on the right. The browser's status bar at the bottom shows "Done" and "Internet".

Input necessary information using this screen and develop your TRS questionnaire

# Step 4: Create Questionnaire (Let's try)

## Handout Practical Exercise: Exercise 1

<b>Section A General Information</b>	
1. Customs Office	
2. Declarant Status	Clearing Agent    Importer    Customs Broker
<b>Section B Clearing Agents or Importers (*)</b>	
3. Arrival of Goods	day mth - hr min
4. Placement in Temporary Storage (Start)	day mth - hr min
5. Placement in Temporary Storage (End)	day mth - hr min

# Step 5: Inputting data to TRS software

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## 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 choose date

## Reference

TRS Manual: Page [20 -22](#)  
Handout : Information note E

# Step 5: Input Data to Questionnaire (Let's try)

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Step	Action
1	Switch the “Survey Mode” to <b>Live Data Collection</b>
2	Click the icon  Back to Menu and then click the icon <b><u>Data collection</u></b>
3	Do <u>Exercise 2</u> to learn data input

# Step 6: Analyze Data

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## 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

# Step 6: Input Data to Questionnaire (Let's try)

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Step	Action
1	Go to “Main Menu” and click the icon <u>Reports</u>
2	Click the icon <u>Quick report</u>
3	For <b>Section A</b> , click “ <b>Select All</b> ” to see all inputs
4	For <b>Section B</b> , click <b>ONLYTWO entries</b>
5	Click to show the average time required for the chosen procedures based on the inputted data.

# Key tips for the success

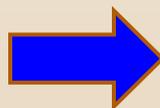
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- High quality input leads to high quality output.
- Make sure a core team taking care of TRS Software.
- The team leader is better to have combined knowledge of trade procedures, computer and statistics.
- Analyses should be based on concrete numbers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

**Thank you for  
your kind attention.**

**For more information,  
please visit:  
[www.wcoomd.org](http://www.wcoomd.org)**



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