

United Nations Economic Commission for Europe

**Assessing regulatory and
procedural measures in trade:
An Evaluation Methodology**



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NOTE

This evaluation methodology focuses on procedural and regulatory barriers to cross-border trade. In designing the methodology, UNECE reviewed the following evaluation guides:

- World Bank Trade and Transport Facilitation Assessment (TTFA): A Practical Toolkit for Country Implementation (2010).
- WTO WTO Negotiations on Trade Facilitation: Self-Assessment Guide (2009).
- UNDP Trade and Human Development: How to Conduct Trade Needs Assessments in Transition Economies (2008).
- ITC Road Map for Quality (2004)
- ITC Non-Tariff Measures Survey Questionnaires, mimeograph (February 2010)
- UNCTAD Classification of Non-tariff Measures (2009)

The secretariat would like to thank the World Bank and the ITC for providing it with advanced copies of their evaluation guides in 2010, and for allowing it to use the relevant parts in the first version of the UNECE evaluation methodology.

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ABBREVIATIONS

B-S-P	Buy-Ship-Pay
CT	Committee on Trade
ITC	International Trade Center
NAC	National Advisory Committee
SQAM	Standardization, quality assurance, accreditation and metrology
TTFa	Trade and Transport Facilitation Assessment
UN/CEFACT	United Nations Centre for Trade Facilitation and Electronic Business
UNCTAD	United Nations Conference on Trade and Development
UNDP	United Nations Development Programme
UNECE	United Nations Economic Commission for Europe
UNESCAP	United Nations Economic and Social Commission for Asia and the Pacific
UNIDO	United Nations Industrial Development Organization
WP.6	Working Party on Regulatory Cooperation and Standardization Policies
WP.7	Working Party on Agricultural Quality Standards
WTO	World Trade Organization

I. Introduction

The Committee on Trade (CT) is a multilateral platform that brings representatives of governments from the 56 member States of the United Nations Economic Commission for Europe (UNECE) together with civil society organizations and development partners. It supports economic cooperation and the successful implementation of trade development efforts in the region. In particular, and in accordance with its mandate, the Committee:

- Maintains and promotes recommendations, norms, standards and best practices for enabling the smooth flow of cross-border trade. These recommendations, norms, standards and best practices are developed by CT's subsidiary bodies, namely: the United Nations Centre for Trade Facilitation and Electronic Business (UN/CEFACT), the Working Party on Regulatory Cooperation and Standardization Policies (WP.6) and the Working Party on Agricultural Quality Standards (WP.7).
- Provides assessments on procedural and regulatory barriers to trade in the UNECE region.
- Acts as a forum for facilitating a multi-stakeholder dialogue on regional integration.
- Supports the successful implementation of capacity-building activities in the areas of trade facilitation and regulatory cooperation in the UNECE region.
- Provides a platform for deliberating UNECE trade-related work.

In 2010, the CT was tasked by UNECE's Executive Committee with carrying out demand-driven national trade needs assessment studies in countries with economies in transition, with a view to helping these countries address non-tariff barriers to cross-border trade. Only countries that express interest, in the form of official requests, undergo the assessment, and country selection is determined by the Bureau of the CT in consultation with member States and development partners.

The findings and recommendations emerging from the studies are intended to serve as a basis for: (i) discussions among member states during the CT annual sessions; (ii) decisions by national governments concerned and their development partners on targeted interventions; and, (iii) decisions by member States on the CT's programme of work.

This document provides an evaluation methodology that was used by the secretariat to conduct the assessment studies. It draws on UNECE assessment models and incorporates the lessons learnt from the needs assessment studies on Belarus and Kazakhstan, carried out by the secretariat in 2010 and 2011, respectively. The methodology is meant to bring to the fore:

- A common understanding of key regulatory and procedural barriers to trade. While actors may have a broadly shared intuitive view of such obstacles, they may differ at the technical level when it comes to attributing causes to each obstacle and to estimating the magnitude of its impact.
- A common approach to addressing the identified barriers in a manner that is responsive to the specific needs of each country and every actor in the international trade supply chain.
- Conflicting policy objectives related to trade development and trade facilitation.
- Procedures and regulations that could be improved through systematic:
 - Simplification - the elimination of all unnecessary elements and duplication in formalities, processes and procedures;
 - Harmonization - the alignment of national formalities, procedures, documents, information, and operations with acceptable international commercial norms, practices and recommendations.
 - Standardization - the implementation of internationally recognized formats for procedures, as well as documentary and information requirements.
- Capacity shortfalls in the existing trade support institutional framework (understood as comprising infrastructure, trade support organizations and state agencies, including those involved in supporting quality control), which could be improved through targeted investments.
- Shortcomings in existing public-private sector consultative mechanisms related to the development and implementation of regulatory policies.

II. Scope of the methodology

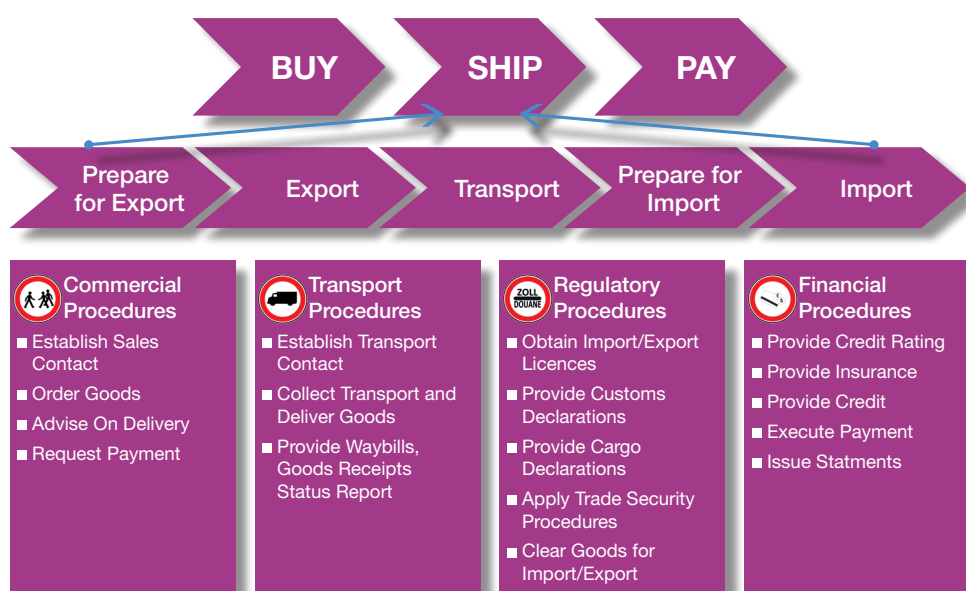
Drawing on UNECE Buy-Ship-Pay (B-S-P) reference model,¹ this evaluation methodology covers the whole gamut of business processes (i.e., logically connected activities by traders) and regulatory activities (i.e., logically connected activities by state entities) associated with the movement of goods and related information across borders from buyer to seller across the international trade supply chain.² This includes trade-related procedures, including commercial (associated with the establishment of commercial contracts); transport (associated with the arrangement of inland and cross-border transportation of goods); regulatory (associated with regulatory activities); and financial (associated with the payment for purchased goods). Differently put, the methodology covers the bulk of non-tariff measures, or 10 of the total 16 Chapters under UNCTAD-MAST³ classification, namely:

- Sanitary and phytosanitary measures (Chapter A)
- Technical barriers to trade (Chapter B)
- Pre-shipment inspection and other formalities (Chapter C)
- Price control measures, including additional taxes and charges (Chapter F)
- Finance measures (Chapter G)
- Measures affecting competition (Chapter H)
- Distribution restrictions (Chapter J)
- Government procurement restrictions (Chapter M)
- Rules of Origin (Chapter O)
- Export-related measures (Chapter P)

The regulatory and administrative procedures that form the focus of this evaluation methodology are presented in figure 1. These are grouped under three main categories, which correspond to the core business processes undertaken by traders as they move goods from factory to destination and vice-versa, including:

- BUY – ordering of goods.
- SHIP – the physical transfer of the goods
- PAY – payment transactions.

Figure 1. UNECE Buy-Ship-Pay Model



1. UNECE reference models in consultation with stakeholders from UNECE member states representing public authorities, the private sector, and academia.
 2. An international trade supply chain refers to a global network of business entities involved in the procurement, manufacturing, distribution and payment activities for products that are destined for export/import
 3. Multi - Agencz Support Team comprises FAO, IMF, OECD, UNIDO, WTO, World Bank, USAID, USITC and ITC.

Each category is broken into sub-business processes, and each sub-business process is analysed in relation to the specific procedure(s) and associated documentary requirements that the trader should observe. Yet, all the sub-processes are treated as *a single supply chain process*, rather than a series of fragmented activities spread across different actors, with an eye to harmonizing and simplifying the flow of information and goods in a manner that meets, at a minimum cost, the needs of both the traders and the authorities.

Moreover, each procedure is measured against UNECE key principles on trade facilitation, namely: transparency, communications, consultations and cooperation; simplification, practicality and efficiency; non-discrimination, consistency, predictability and due process; harmonization, standardization and recognition; modernization and the use of new technology.⁴

A special focus is accorded to documentary requirements that should be obtained by trader for exports/imports purposes. Trade documents can be divided into the following 3 categories (see Annex 1 for examples on the three categories):

- Category 1 includes documents that are related to commercial transaction and payment.
- Category 2 includes documents for transport and official control that provide information on a single consignment (e.g. customs declaration).
- Category 3 includes documents of transport and official control that provide information on multiple consignments (e.g. manifest).

By conducting such an analysis, the aim is to identify the preconditions to improving trade facilitation, with trade facilitation understood as refers to the implementation of measures leading to the simplification, standardization and harmonization of the formalities,⁵ procedures, documents and operations inherent to behind and at-the-border international trade transactions with a view to expediting the movement, clearance and release of goods through customs and reduce transaction costs. This includes ascertaining:

- Whether paper-based documents could be simplified, harmonized and standardized, including the identification of applicable international standards and best practices;
- Required improvements in management information systems for achieving migration into a paperless trading environment using inter-organizational information systems.⁶
- Required improvements in existing inter and intra-organizational coordination mechanisms to ensure the synchronization between the flow of information and the flow of goods.
- Capacity gaps within existing state agencies that should be addressed to ensure successful results from interventions under the above-mentioned points
- Capacity gaps in existing trade-related infrastructure and auxiliary services by logistics service providers and trade support institutions to ensure the unfettered physical movement of goods throughout the international trade supply chain at the least possible cost

4. UNECE (2006) "Towards an Integrated Strategy for UN/CEFACT", Geneva, Switzerland.

5. A set of requirements of an official, commercial or institutional nature.

6. Examples of electronic document formats include the United Nations/Electronic Data Interchange for Administration, Commerce and Transport (UN/EDIFACT), and the Extended Language Markup (XML). Thus, existing trade documents need to be streamlined and standardized to facilitate to provide the basis for transition to e-docs

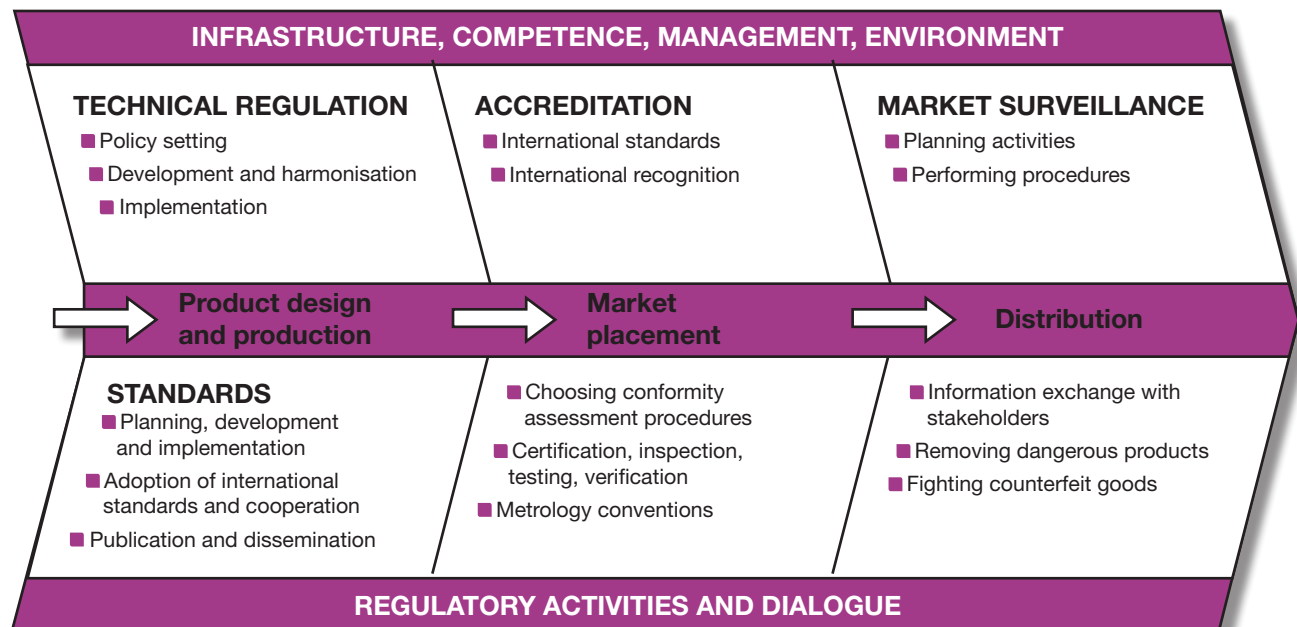
A special focus is also accorded to assessing national standardization policies, technical regulations, quality assurance, accreditation and metrology (SQAM) system, in terms of its capacity to contribute to a conducive trading environment where regulatory and procedural barriers are reduced to a minimum. The term SQAM refers to the systematic activities implemented in a quality system so that quality requirements for a product or service will be fulfilled, and involves the below components and activities:

- **Standardization policies** are concerned with the development and use of standards (including in technical regulations) for supporting export competitiveness. A Standard refers to technical specifications, or other precise criteria, approved by a recognized national, regional or international standardization body and made available to the public, in the form of a written document, for repeated or continuous application, with which compliance is, in principle, voluntary. A standard may: contain rules, guidelines, or definitions to specify product characteristics; establish accepted test methods and procedures; characterize materials; define processes and systems; or specify knowledge, training and competencies for specific tasks.
- **Technical regulations** are to be understood pursuant to the Agreement on Technical Barriers to Trade (TBT) as a “document which lays down product characteristics or their related processes and production methods, including the applicable administrative provisions, with which compliance is mandatory. It may also include or deal exclusively with terminology, symbols, packaging, marking or labelling requirements as they apply to a product, process or production method”.
- **Conformity assessment** is to be understood in the sense defined by the International Organization for Standardization as involving the “demonstration that specified requirements [i.e. technical regulations and standards] relating to a product, process, system, person or body are fulfilled.”⁷
- **Accreditation** is related to conformity assessment, and refers to independent evaluation of testing and calibration laboratories, management systems, inspection bodies, personnel and so on, to confirm compliance with internationally recognized standards and requirements.
- **Metrology**, often referred to as “weights and measures”, is the science of measurement. It involves, among other processes, tool setting and product-verification operations using diverse technologies. Although metrology is perceived as part of conformity assessment systems, it is itself an independent part of a regulatory system. It is, therefore, important to treat metrology from both the technical and legal perspectives. **Legal metrology** focuses on ensuring the quality and credibility of measurements used directly in regulation and in areas of commerce. **Legal metrology** is also concerned with ensuring due diligence in traceability and preventing the misuse of measurements.

7. See International Organization for Standardization/International Electrotechnical Commission (ISO/IEC 17000), “Terms and General Principles”

As shown in Figure 2, the focus is on ascertaining the manner in which standardization, technical regulations and quality control regulations impact export competitiveness and public safety at each stage of the product life cycle, starting from product design, to placing the product on the market and ending with its eventual distribution. Both the decision-making and implementation levels are analysed, looking into the quality of SQAM infrastructure (i.e. testing laboratories), levels of expertise and knowledge of officials (competence), management methodologies, and the overall regulatory environment.

Figure 2. Product life cycle and regulatory system processes



Finally, in analysing trade-related regulatory and administrative procedures, attention is made as to the extent to which these are carried out in accordance with the WTO internationally accepted principles of consensus, transparency, balance, due process, and openness. These five principles, which are meant to prevent standards from creating unnecessary barriers to trade, are explained below:

- The **consensus principle** means that all views are heard and the resultant standard is generally agreed to by those involved, and does not necessarily imply unanimity.
- **Transparency** means: (a) providing advance public notice of a proposed standards development activity; (b) identifying the scope of work to be undertaken; (c) providing information on conditions for participation; (d) and providing an opportunity for all interested parties to comment prior to final approval and adoption.
- **Balance** means that no one interest, including the government, should dominate.
- **Due process** means that any person (organization, company, government agency, individual, etc.) with a direct and material interest has a right to: (a) express a position and the basis for it; (b) have that position considered; and (c) appeal if adversely affected.
- **Openness** means that standards development process should be to open to participation by all materially affected interests.

At the heart of this methodology is a set of questionnaires, which target the main actors involved in the supply chain operations (Table 1). Each actor is assessed not only in relation to his functional excellence, but also in terms of his contribution to increasing the efficiency, transparency and predictability of international trade transactions.

Table 1. International trade supply chains: Main actors and their needs

Categories	Actors	Key needs
Customer	Buyer Consignee ⁷ Payer Importer	Knowledge of sources of supply, best products /services at the best prices, simpler and transparent procedures, reduced restrictions, minimum costs of operation, predictability of supply.
Supplier	Consigner ⁸ Payee Seller Manufacturer Exporter	Increased market share, optimum profit, reduced restrictions to market, simpler and transparent procedures, reduced documentation, guaranteed payment.
Authority	Agriculture Chamber of commerce and Industry Consulates Customs Health Licensing Receiving authority (e.g., port authority) Regional body Standard setting ⁹ Technical regulations Trade Transport Quality assurance	Ensure that regulations to safeguard national interests are effectively enforced. Regulatory activities are usually associated with revenue (e.g., collection of customs duties, excise and fees); ensuring public safety and security (e.g., control of dangerous goods and anti-smuggling); protecting public health and the environment (e.g.; phytosanitary, veterinary and hygiene control); consumer protection (e.g., conformity assessment); and trade expansion and diversification (e.g., administration of trade agreements).
Intermediary	Bank Broker Carrier (i.e. trucks, railway operators, shippers). Credit rating agency Credit insurer Export agent Freight forwarder Import agent Insurer Inspection company	Efficient procedures with minimum restrictions/delays

8. The party receiving the consigned goods. The consignee is often the buyer

9. The consigner is often the seller.

10. Standard setting agencies can also be semi-public or private sector entities.

Below is a list of actor-oriented questionnaires that form part of this methodology::

- Traders (exporters and importers)
- Customs authorities
- Border control agencies
- Customs brokers
- Association of customs brokers
- Freight forwarders
- Railway operators
- State agency overseeing railway system
- Truck operators
- Airlines providing air freight services
- National Standards Bodies and Standards Development Organizations
- State agencies responsible for Technical Regulations
- State agencies responsible for Conformity Assessment
- Ministry of trade and Industry
- Chambers of Commerce and Industry

There is a deliberate overlap among the questionnaire groups, in order to help identify inconsistencies. Within each questionnaire, questions are grouped under thematic categories. It is important to follow the sequence of the categories as well as the sequence of questions within each category, as these are structured around the logical flow of business processes and regulatory activities undertaken by the actor in question.

III. Implementation

The implementation of this evaluation methodology entails undertaking desk research and face-to-face interviews with stakeholders using a set of actor-oriented questionnaires (see Appendix), Below is a brief discussion of the key stages to implementing the methodology:

A. Desk research

The first step in implementing the methodology is to acquire a clear understanding of the country's trade sector; trade facilitation and SQAM development efforts to date; and, pertinent issues/areas that should be taken into account during the face-to-face interviews. Such an understanding is critical for:

- Defining the scope of the needs assessment (i.e., the specific sectors that will be covered)
- Determining the focus of the assessment (i.e., the areas and policy issues that need to be taken into account)
- Avoiding the duplication of efforts.

Thus, the desk research should involve a review of previous studies and policy documents by national, regional and international organization, with a view to establish:

- A clear understanding of the country's trade sector, including trade patterns (main exports-imports and key trade partners) and the contribution of trade to economic growth.
- A list of relevant public sector agencies, with details on their mandates, activities and development initiatives.
- A list of relevant trade support institutions, with details on their missions, services and outreach.
- A matrix of donor-funded projects. A starting point to establishing this matrix is the list of key bilateral, regional and international trade support organizations provided in the World Bank's TTFA toolkit and UNIDO's Trade Capacity Building Resource Guide.¹¹ Annex 1 provides a list of the organizations currently most active in the ECE region.

B. Creating institutional mechanisms for ensuring the broadest possible participation

This step involves establishing a National Advisory Committee (NAC) to act as the UNECE counterpart throughout the needs assessment process, since the successful implementation of the methodology is very much a function of the range of public and private sector entities involved. The broader and more diversified these entities, the more the recommendations emerging from the needs assessment will be responsive to the country's specific needs. To achieve this, the membership of the NAC should be established as follows:

- An initial draft list of agencies and organizations for inclusion in the National Advisory Committee is prepared by the secretariat drawing on the information gathered during the desk research.
- The government is requested to appoint the Chair of the Committee, who will then provide the UNECE with official comments on the membership of the NAC. Ideally, the Committee should be headed by a senior official (ministerial level) level to ensure follow-up and its members should include representative from relevant government authorities, trade associations, transport and logistics service providers and trade support institutions
- Once an agreement on the membership of NAC is reached, a focal point in the capital should be assigned to support the assessment by acting as the liaison between the UNECE and the NAC.

11. The Guide is available online at: www.unido.org/index.php?id=o86537

C. Identifying the scope and focus of the needs assessment

The scope and focus of the needs assessment are to be identified drawing on the results of the desk research, and in consultation with the NAC. Thus this stage involves convening the NAC in an extended meeting to discuss the scope and focus of the assessment, along with national priorities and strategic needs. Based on the results of these discussions:

- A decision is made as to which of the UNECE assessment models will be used for the analysis.
- The questionnaires are modified as needed.
- An initial list of government authorities, trade associations, transport and logistics service providers and trade support institutions to be interviewed is prepared by the UNECE secretariat drawing on the information gathered during the desk research. As regards traders, they could be approached through chambers of commerce or enterprise support institutions. The chambers or institutions could be solicited to identify traders involved in the selected sectors for participating in the face-to-face interviews, and requested to distribute among its members the UNECE trader questionnaire (Appendix). The list is to be modified during the surveying process, which usually involves the identification of other public and private sector organizations.

D. Face-to-face interviews

The questionnaires appended to this methodology should be used as a tool to facilitate and direct the interviews. The interviewers are to probe further to obtain additional information, and explore issues emerging from the discussions. At the end of the interview, and in order to facilitate benchmarking, the interviewee is asked to rank identified obstacles in terms of their importance/impact using the summary sheets provided in Annex 2.

As the questionnaires seek to obtain preliminary data, they should be sent out to stakeholders well in advance of the interview to allow enough time for preparation.

E. Conducting the analysis

- Establish a coherent, easy to grasp representation of business processes and regulatory activities underpinning supply chain operations in selected sectors.
- Assess each activity and process from two perspectives: on its own right, and here the activities and processes are to be seen as responses to the local context, focusing on the rational and objectives driving each actor; and; in terms of its impact on supply chain operations, as measured by the transaction costs accrued by traders and the physical flow of goods.
- Establish the key obstacles to trade stemming from regulations, procedures, and infrastructure and support services are to be established taking into account the expressed concerns of the actors and the results of the analysis, using the analytical parameters offered by the UNECE reference models described in section 2.
- Determine capacity shortfalls within state authorities and trade support institutions and traders as well as in transport and logistics services.
- Construct a sequenced, time-bound action plan with practical measures to address the identified shortfalls, drawing on successful experiences in the UNECE region and beyond.

Annex I: List of key bilateral, regional and international trade support organizations active in the ECE region¹²

Central Asia Regional Economic Cooperation (CAREC)

www.carecprogram.org/

Eurasian Economic Commission (EEC)

European Bank for Reconstruction and Development (EBRD)

www.ebrd.com/

European Commission

ec.europa.eu/index_en.htm

European Committee for Electrotechnical Standardization (CENELEC)

www.cenelec.eu/Cenelec/Homepage.htm

European Committee for Standardization (CEN)

www.cen.eu/cen/AboutUs/Pages/default.aspx

Eurasian Development Bank (EDB)

www.eabr.org/eng/

Gesellschaft für Internationale Zusammenarbeit (GIZ)

www.giz.de/en/html/about_giz.html

GS1

www.gs1.org/productssolutions

International Federation of Inspection Agencies (IFIA)

www.ifa-federation.org/

International Federation of Freight Forwarders Associations (FIATA)

www.fiata.com/

International Road Transport Union (IRU)

www.iru.org/

International Air Transport Association (IATA)

www.iata.org/index.htm

International Chamber of Commerce (ICC)

www.iccwbo.org/

International Organization for Standardization (ISO)

www.iso.org/iso/home.htm

¹². The list is not intended to be exhaustive.

International Trade Centre (ITC)

www.intracen.org/

International Maritime Organization (IMO)

www.imo.org/Pages/home.aspx

United Nations Development Programme (UNDP)

www.undp.org/

United Nations Conference on Trade and Development (UNCTAD)

unctad.org/en/Pages/Home.aspx

United Nations Commission on International Trade Law (UNCITRAL)

www.uncitral.org/

United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP)

www.unescap.org/

United Nations Industrial Development Organization (UNIDO)

www.unido.org/

United States Agency for International Development (USAID)

www.usaid.org

World Bank

www.worldbank.org/

World Customs Organization (WCO)

www.wcoomd.org/

World Trade Organization (WTO)

www.wto.org/

Annex II: Data Summary Sheets

The tables that follow are meant to facilitate ascertaining the stage of trade facilitation and SQAM systems development. If countries wish so, the information presented in the tables can also be used as benchmarks for measuring future progress.

Table 2 is to be filled out at the end of interviews with traders (exports and importers) and transport and logistics service providers. The table highlights four sources of non-tariff barriers: procedures, documentary requirements, regulations and transport and logistics. The interviewee is to be asked to identify the specific procedure, documentary requirement, etc. that he/she sees as increasing transaction costs (time and financial wise); rank it in descending order of magnitude (0 = not relevant; 1 = marginal importance; 2 = significant importance); and, highlight the reasons for such a ranking. Factors that do not belong to the four sources are to be listed under "other". Needless to say, the benchmarking categories are not relevant to all actors. For example, traders can comment on compliance with quality standards but may not be well placed to comment on customs clearance.

Table 2. Sources and magnitude of identified bottlenecks to trade

Business process	Bottlenecks						Rank	Reasons
	Procedures	Documentary requirements	Regulations	Transport and Logistics Services	Other			
Obtaining information on trade-related procedures and documentary requirements								
Establishing a commercial sales contract								
Obtaining import/export licence								
Obtaining documentary requirements:								
- Certificate of origin								
- Customs declaration								
- Cargo Declaration								
- Etc.								
Customs clearance								
Payment of trade taxes								
Transport of goods								

Table 3 is to be filled out at the end of interviews with government authorities. The focus here is to highlight those obstacles stemming from capacity shortfalls within state agencies. The interviewee is to be asked to identify the specific capacity shortfalls; rank it in descending order of magnitude (0 = not relevant; 1 = marginal importance; 2 = significant importance); and, highlight the reasons for such a ranking.

Table 3. Capacity shortfalls within state agencies

Government activities	Capacity shortfalls	Ranking	Reasons for ranking
Regular dissemination of information on regulatory procedures, documentary requirements and other pertinent official information.			
Effectiveness ¹² and efficiency ¹³ of cooperation between government entities.			
Effectiveness and efficiency of cooperation with regional and international authorities and entities.			
Effectiveness and efficiency of public-private sector consultation mechanisms.			
Effectiveness of existing automated systems			
Introducing automated systems			
Effectiveness and efficiency of management techniques			
Effectiveness and efficiency of dispute settlement mechanisms			
Knowledge and experience of core staff in individual state agencies			

13. Effectiveness is to be understood as the extent to which existing coordination mechanisms (both organizational and management information systems) facilitate increased simplification and harmonization of information flows and regulatory activities.

14. Efficiency is to be understood as the extent to which the existing coordination structures are not taxing for government and traders, both financial and time wise.

APPENDIX
SURVEY QUESTIONNAIRES

TRADERS
(Exporters and importers)

Interviewee Name & gender: _____
 Job title: _____
 Office and/or mobile phone: _____
 Email: _____
 Address: _____

Section A.
COMPANY INFORMATION

Q1. Company information

Date of establishment: _____
 Sector: _____
 Legal status: Private Public

Q2.a Are you located in an industrial zone? Yes No

Q2.b If YES, please indicate the nature of this industrial zone

(Skip if your company is not located in an industrial zone)

- Free trade zones, please specify the name and geographical location
- Export processing zones, please specify the name and geographical location
- Special economic zones, please specify the name and geographical location
- Other, please specify the name and geographical location

Q3. Can you provide us with a rough figure of the total number of employees?

Approximate number is sufficient, for example between 5 and 10 employees.

Description	Number of employees
Permanent employees (full-time and part-time)	
Temporary employees (full-time and part-time)	

Q4. Is your company involved in (multiple answers)

- Export process
- Import process
- Export and import process
- Production: *Please provide detailed product description (e.g. "frozen cooked onions. If possible, please specify type of products using HS code at 6-digit level or national tariff line level, if you know it. Harmonized System code is the code that describes your product and which is used in all customs documentation).*

Q5. Can you provide us with a list the products manufactured by your company?

Please also indicate when did you start manufacturing these products.

(Skip if you are not a producer)

Product Description	Start date

**Section B
EXPORT ACTIVITIES**

(Go to section C, if you are not an exporter)

B.1 Main exports, trader partners and selling terms

Q6. When did your company commence export activities? _____

Q7. Can you tell us about the size of your exports (as a percentage of total sales)?

Last year: The year before:

Q8. Can you provide us with a list of the main products you export and the main countries that you export these products to (i.e., trade partners)?

Product Description	Percentage of total exports	Trade partners	Transit countries

Q9. What are your usual selling terms? (Check all that apply)

- EXW – Ex Works (named place of delivery)
- FCA – Free Carrier (named place of delivery)
- CPT – Carriage Paid To (named place of destination)
- CIP – Carriage and Insurance Paid To (named place of destination)
- DAT– Delivered at Terminal (named terminal at port of place of destination)
- DAP– Delivered at Place (named place of destination)
- DDP – Delivered Duty Paid (named destination place)
- FAS – Free Alongside Ship Free Alongside Ship (named port of shipment)
- FOB – Free on board (named loading port)
- CFR – Cost and Freight (named destination port)
- CIF – Cost, Insurance and Freight (named destination port)

Q10: Why do you use the selling terms you have just listed? Is there a specific reason behind your choice?

Q11: Which of the selling terms you use are particularly problematic? Why?

B.2 Documentary requirements

Q12. How many documents do you have to provide to complete export procedures?

Please limit your response to the products that constitute the largest share of total sales, and to those products that have a low share of total sales but has good export potential (i.e., has high demand in foreign markets). For each product, indicate the name of the documents, which are the most difficult to obtain, the reasons that render the document difficult to obtain as well as the costs (number of days and payments) associated with obtaining the document in question.

<i>Export Documentary Requirements for Product (Insert name of the product)</i>					
Documentary requirements for Product A. Please specify each document ¹⁴	Number of days needed to obtain ¹⁵ the document (from the moment you start preparations to obtain the document in question)	If it takes more than 5 days to obtain the document, ask the trader: What are the reasons behind this long waiting period?	Total financial costs (in local currency)	Level of difficulty.	Reason the document is difficult to obtain (Note: Please probe with follow-up questions as explained in the “General Guidelines”)
Document 1 (Insert name of the document provided by the trader).				<input type="checkbox"/> Difficult <input type="checkbox"/> Rather difficult <input type="checkbox"/> Rather easy <input type="checkbox"/> Easy	
Document 2.				<input type="checkbox"/> Difficult <input type="checkbox"/> Rather difficult <input type="checkbox"/> Rather easy <input type="checkbox"/> Easy	
Etc.				<input type="checkbox"/> Difficult <input type="checkbox"/> Rather difficult <input type="checkbox"/> Rather easy <input type="checkbox"/> Easy	

15. You will be given a list of documentary requirements (see “General Guidelines”), which you need to have with you during the interview. You need to check the documents that the trader mentions against this list, so as to make sure that you recognize these documents. For example, if the trader provides you with a strange title, you can arrive at a clear definition of the document in question by consulting the list of documents.

16. Sometimes the trader needs several days to prepare the support documents that are required for obtaining the document in question. So, the trader should be asked to provide :

- number of days needed to prepare the documents and submit it to the authorities responsible for issuing the document
- number of days needed to receive the documents the company applied for

Q13. Do you submit documents electronically (i.e. using electronic documents)?

- Yes (go to question 15) No (go to Q14) Do not know (move to question 14)

Q14. If the answer is NO, please specify why?

Please rank in descending order of importance with 1 being the reason with the greatest impact.

- Very important
- Important
- Not very important
- No impact at all

	Lack of funds
	Lack of in-house IT expertise
	Limited range of IT solutions offered by local IT companies
	Unfamiliar with electronic documents
	Not available by authorities, intermediaries and/or trade partners
	Other, please specify:

Q15. If the answer is YES:

Which of the following documents do you submit electronically?

(Check all that apply and specify the standards that is used to structure the document if you know it):

- Trade documents, please specify (e.g., order, invoice, etc.)
- Material management documents, please specify (e.g., despatch advice, packing list, etc.)
- Transport documents , please specify (e.g., bill of lading, shipping instructions, etc.)
- Customs documents, please specify (e.g., Import/export/transit declarations, cargo manifest, etc.)
- Other regulatory documents , please specify (e.g., certificate of origin, etc.)

Can you send electronic customs declarations from your computer or do you have to go to the Customs regional or local office? Yes No

For documents submitted in the form of e-docs, do you still have to submit the corresponding paper documents? If YES, for which documents? Yes No

Q16. Do you experience any problems in using electronic documents? Yes No

If YES, please elaborate.

Q17. Do you want to increase your use of electronic documents? NO, why?

YES, what in your view needs to be done to enable you to achieve this?

B. 3 Procedural and regulatory measures imposed by trading partners

Q18. Tell us about procedural and regulatory measures imposed by other countries that are most problematic.

Notes for interviewer Please go back to the list of products the trader identified in Question 12.
 Insert the *export* product which has the largest share of your company's export revenues.
 Use a separate line for each product.

Product	Country	Specific regulation	Why problematic
X1			
X2			
X3			

B.4 Logistics and transport

Q19. When exporting, which transport mode do you use by product?

(Notes: Please go back to the list of products the trader identified in Question 12)

Mode of Transport	Product	Country
Air		
Rail		
Trucks		
Maritime		

Q20. What are the advantages and disadvantages of using the transport mode (s) that you have just listed?

Mode of Transport	Cost in local currency	Advantages ⁸	Disadvantages ⁹
Air			
Rail			
Trucks			
Maritime			

Q21. What percentage of your export shipments is containerized? %

Q22. Do you face any problems exporting containerized goods? Yes No

If the answer is YES, can you, please:

Tell us what are the problems you experience?

Highlight the time and financial costs of exporting containerized goods

Q23. Do you use electronic documents to exchange information with your suppliers and logistics service providers? Yes No Do not Know

If the answer is NO or DO NOT KNOW go to question 24

Note: An electronic document is not a PDF or Word document. Rather, electronic documents refer to information structured in electronic formats such as the United Nations/Electronic Data Interchange for Administration, Commerce and Transport (UN/EDIFACT) and the Extended Mark -up Language (XML).

If the answer is YES, Can you list the parties with which you use electronic documents?

Any problems/issues with using electronic documents? What in your view needs to be done to address these issues/problems?

B.5 Customs clearance

Q24. Do you use customs agents? Yes No

Why do you use (not use) customs agents?

Q25. If you use customs agents, how do you evaluate their services in terms of price, quality, reliability and range of services? Are they satisfactory? Please indicate the reasons, and, where relevant, suggest areas for improvement. For interviewer (Please read the questions one by one and fill the table)

Price	Satisfied/not satisfied	Reasons	Suggestions for improvement
Quality			
Reliability			
Range of services			

Q26. Do you have to make payments at the border? Yes No

If the answer is YES,

Are the payments Formal Informal

For informal payment: please indicate the amount paid per shipment (i.e., for each shipment you export)

For formal payments: please indicate the amount paid for each shipment and the State agencies to which the amount is paid?

State Agencies	Reason for the payment	Amount in local currency

How are the formal payments to State agencies made?

- Separate cashier for each agency
- Single cashier for all agencies
- Other, please specify
- Do not know
- Refused to answer

Are there any particular problems/issues in making formal payments to State agencies?

**Section C
IMPORT ACTIVITIES**

(Skip this section if you are not an importer)

C.1 Main imports, trade partners and buying terms

Q27. When did you commence import activities? _____

Q28. Can you tell us about the size of your imports (as a percentage of total sales)?

Last year: The year before:

Q29. Can you provide us with a breakdown of main imports and main sources of supply?

(Note: Please specify type of products using HS code at 6-digit level or national tariff line level, if you know it).

Description	Sources of supply
Type of products	
Percentage of total imports	

Q30. What are your usual buying terms? (Check all that apply)

- EXW – Ex Works (named place of delivery)
- FCA – Free Carrier (named place of delivery)
- CPT – Carriage Paid To (named place of destination)
- CIP – Carriage and Insurance Paid To (named place of destination)
- DAT – Delivered at Terminal (named terminal at port of place of destination)
- DAP – Delivered at Place (named place of destination)
- DDP – Delivered Duty Paid (named destination place)
- FAS – Free Alongside Ship (named port of shipment)
- FOB – Free on board (named loading port)
- CFR – Cost and Freight (named destination port)
- CIF – Cost, Insurance and Freight (named destination port)

Q31. Why do you use the buying terms you have just listed? Is there a specific reason behind your choice?

Q32. Which of the buying terms you use are particularly problematic? Why?

C2. Documentary requirements

Q33. How many documents do you have to provide to complete import procedures? Please limit your response to the products that constitute the largest share of total imports, and focus on up to four products. For each product, indicate the name of the documents, which are the most difficult to obtain, the reasons that render the document difficult to obtain as well as the costs (number of days and payments) associated with obtaining the document in question.

Notes for interviewer: Construct a separate table for each product.

Provide the trader with a print out of the table so that he will be able to follow-up

Print out several copies of this table for yourself because you have to fill out a table for each product

<i>Import Documentary Requirements for Product (Insert name of the product)</i>					
Documentary requirements for Product A. Please specify each document ¹⁸	Number of days needed to obtain the document(from the moment you start preparations to obtain the document in question)	If it takes more than 5 days to obtain the document, ask the trader: What are the reasons behind this long waiting period?	Total financial costs (in local currency)	Level of difficulty.	Reason the document is difficult to obtain (Note: Please probe with follow-up questions as explained in the “General Guidelines”)
Document 1 (Insert name of the document provided by the trader).				<input type="checkbox"/> Difficult <input type="checkbox"/> Rather difficult <input type="checkbox"/> Rather easy <input type="checkbox"/> Easy	
Etc. (Add lines as needed. Please add a separate line for each document)				<input type="checkbox"/> Difficult <input type="checkbox"/> Rather difficult <input type="checkbox"/> Rather easy <input type="checkbox"/> Easy	

¹⁸ You will be given a list of documentary requirements (see “General Guidelines”), which you need to have with you during the interview. You need to check the documents that the trader mentions against this list, so as to make sure that you recognize these documents. For example, if the trader provides you with a strange title, you can arrive at a clear definition of the document in question by consulting the list of documents.

Q34. Do you submit documents electronically (i.e. using electronic documents)?

- Yes (go to question 36) No (go to Q35) Do not know (go to Q35)

Q35. If the answer is NO, please specify why?

Please rank in descending order of importance with 1 being the reason with the greatest impact.

- Very important
- Important
- Not very important
- No impact at all
- Difficult to say
- Refused to answer

<input type="checkbox"/>	Lack of funds
<input type="checkbox"/>	Lack of in-house IT expertise
<input type="checkbox"/>	Limited range of IT solutions offered by local IT companies
<input type="checkbox"/>	Unfamiliar with electronic documents
<input type="checkbox"/>	Not available by authorities, intermediaries and/or trade partners
<input type="checkbox"/>	Other, please specify:

Q36. If the answer is YES:

Which of the following documents do you submit electronically?

(Check all that apply and specify the standards that is used to structure the document if you know it.)

- Trade documents, please specify (e.g., order, invoice, etc.)
- Material management documents, please specify (e.g., despatch advice, packing list, etc.)
- Transport documents , please specify (e.g., bill of lading, shipping instructions, etc.)
- Customs documents, please specify (e.g., Import/export/transit declarations, cargo manifest, etc.)
- Other regulatory documents , please specify (e.g., certificate of origin, etc.)

Can you send electronic customs declarations from your computer or do you have to connect to the Customs data system and enter data online? Yes No

For documents submitted in the form of e-docs, do you still have to submit the corresponding paper documents? Yes No

If YES, for which documents?

Q37. Do you experience any problems in using electronic documents? Yes No

If YES, please elaborate. (Note: Please probe with follow-up questions as explained in the “General Guidelines”)

Q38. Do you want to increase your use of electronic documents? Yes No Do not know

If NO why and if YES, what in your view needs to be done to enable you to achieve this?

(Note: Please probe with follow-up questions as explained in the “General Guidelines”)

C. 3 Procedural and regulatory measures imposed by other countries

Q39. Tell us about procedural and regulatory measures imposed by other countries that are most problematic.

(Notes: Please go back to the list of products the trader identified in Q33. Please, use a separate line for each product)

Product	Country	Specific regulation	Why problematic
M1			
M2			
M3			

C.4 Logistics and transport

Q40. When importing, which transport mode do you use by country

(Notes: Please go back to the list of products the trader identified in Question 39

Please probe with follow-up questions as explained in the “General Guidelines”)

Mode of Transport	Product	Country
Air		
Rail		
Trucks		
Maritime		

Q41. What are the advantages and disadvantages of using the transport mode (s) that you have just listed?

Mode of Transport	Cost in local currency	Advantages ¹⁹	Disadvantages ²⁰
Air			
Rail			
Trucks			
Maritime			

Q42. What percentage of your import shipments is containerized? %

Q43. Do you face any problems importing containerized goods? Yes No (go to question 44)

If the answer is YES: Tell us what are the problems you experience

Highlight the time and financial costs of importing containerized goods

Q44. Do you use electronic documents to exchange information with your suppliers and logistics service providers? Yes No (go to question 45)

(Note: Please explain to the trader that an electronic document is not a PDF or Word document. Rather, electronic documents refer to information structured in electronic formats such as the United Nations/Electronic Data Interchange for Administration, Commerce and Transport (UN/EDIFACT) and the Extended Mark-up Language (XML). Press here for a sample of electronic documents. Show the trader the print out of e-docs provided in the “General Guidelines”

If the answer is YES, can you list the parties with which you use electronic documents?

Any problems/issues with using electronic documents? What in your view needs to address these issues/problems?

¹⁸ Example: The trader may say that the transport mode in question is easier. Here you have to answer why is it easier than other modes? Is it because he has to submit less documentary requirements?

¹⁹ Example: Theft. Here ask what does he usually do if the goods are stolen. It is often the case that the trader may choose more expensive mode of transport to avoid theft because the authorities do not provide any help to assist the trader or because insurance does not cover theft.

C. 5 Customs clearance

Q45. Do you use customs agents? Yes No

Why do you use (not use) customs agents?

(Note: Customs agents are individuals with a license to handle export and import procedures (e.g., customs clearance) on behalf of the traders)

(Note: Please probe with follow-up questions as explained in the “General Guidelines”)

Q46. If you use customs agents, how do you evaluate their services in terms of price, quality, reliability and range of services? Are they satisfactory?

Please indicate the reasons, and, where relevant, suggest areas for improvement. For interviewer (please ask these questions one by one and fill the table, only if the answer to the question 44 is YES)

Price	Satisfied/not satisfied	Reasons	Suggestions for improvement
Quality			
Reliability			
Range of services			

Q47. Do you have to make payments at the border? Yes No (go to question 48)

If the answer is YES, are the payments Formal Informal

For informal payment: please indicate the amount paid per shipment (i.e., for each shipment you export)

For formal payments: please indicate the amount paid for each shipment and the State agencies to which the amount is paid?

State Agencies	Reason for the payment	Amount in local currency

How are the formal payments to State agencies made?

- Separate cashier for each agency
- Single cashier for all agencies
- Other, please specify
- Do not know
- Refused to answer

Are there any particular problems/issues in making formal payments to State agencies?

Q48. Do you use advanced rulings before the importation of goods? Yes (go to 50) No (go to 49)
(Note: Advanced ruling is a ruling (or formal written advice) provided by Customs to traders on the tariff classification, origin and valuation of goods before importation.)

Q49. If the answer is NO, please specify why?
(Note: Please probe with follow-up questions as explained in the “General Guidelines”)

Q50. If the answer to question 47 is YES:
Do you request advanced rulings for (Check all that apply)?
 Tariff classification Origin valuation

How do you submit your request for advanced rulings?
 Electronically (e-doc) Manually

How long does it take for you to receive the customs decision?

What is your source of information on the procedures for advanced rulings? Is there a published guide that explains this?

Sources of information	Published	Unpublished

What happens if you are not satisfied with the customs’ advanced rulings? Please explain. For example, can you ask for review of decision?

Are there any problems/issues in obtaining advanced rulings?

Section D
RECEIVED SUPPORT SERVICES

Q51. Which of the below trade financing instruments do you use? (Check all that apply)

Please print out the table to show the respondent

- Letters of Credit
- Bank Guarantees
- Pre and Post shipment finance loan facilities
- Buyers and Sellers credit
- Bills Acceptance
- Structured Finance
- Leasing
- Other, please specify

Q52. Why do you use the trade financing instruments you listed?

(Note: The point here is to establish the type of trade financing instruments available in the market, and which are off limits to traders. It is often the case that traders cannot fulfil the requirements set by financial institutions.)

Q53. Do you experience any difficulties in obtaining any of the trade financing instruments you have listed under question 51? Yes No (go to 54)

If YES, please elaborate

Q54. Do you experience problems arranging insurance? Yes No

If YES, please elaborate and highlight the additional (time and financial) costs that these difficulties generate.

Problem	Costs time wise	Financial costs in local currency

Q55. Do you experience problems receiving/making international payments? Yes No

If YES, please elaborate and highlight the additional (time and financial) costs that these difficulties generate.

Problem	Costs time wise	Financial costs in local currency

Q56. Do you use freight forwarders? Yes No

Q57. Why do use (not use) freight forwarders?

(Note: Please probe with follow-up questions as explained in the "General Guidelines")

Q58. If the answer is YES, what are the services that your forwarder provides? (Check all that apply)

- Preparing and processing documentation
- Arranging for storage
- Arranging for insurance
- Customs clearance
- Logistics
- Multimodal
- Other, please specify

Q59. How do you evaluate the freight forwarding services?

- Poor (go to 60)
- Moderate (go to 61)
- Good (Go to 61)

Q60. If the answer is POOR, please specify why by choosing from the below list?

Please rank in descending order of impact on costs (time and financial wise), with 1 being the greatest impact.

- Very important
- Important
- Not very important
- No impact at all
- Difficult to say
- Refused to answer

<input type="checkbox"/>	Expensive. Please provide the exact costs and time needed for arranging for the service(s) used.
<input type="checkbox"/>	Poor quality
<input type="checkbox"/>	Not reliable
<input type="checkbox"/>	Limited range of services (i.e., available services do not meet our needs)
<input type="checkbox"/>	Other, please specify:

Q61. Please tell us about the main information sources you rely upon to obtain up-to-date information on export-import procedures, documentary requirements, technical regulations, product standards and transport & logistics services (both national and in partner country(ies)). How do you rate these sources of information in terms of regularity, clarity and level of details? (Check all that apply)

(Note: provide the trader with a print out of this table so he could follow-up)

Source of information	National or partner country	Specific information (e.g., technical regulations)	Method of communication	Regularity box space	Clarity (i.e., easy to understand)	Level of detail
<input type="checkbox"/> Chambers of Commerce and Industry	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
<input type="checkbox"/> Customs authorities	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
<input type="checkbox"/> Trade association	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed

Source of information	National or partner country	Specific information (e.g., technical regulations)	Method of communication	Regularity box space	Clarity (i.e., easy to understand)	Level of detail
<input type="checkbox"/> Buyer or source of supply in partner country. <input type="checkbox"/> Freight forwarders	<input type="checkbox"/> National <input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
			<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
<input type="checkbox"/> Others, please specify	<input type="checkbox"/> National <input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
			<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed

Q62. Do you think that you have sufficient up-to-date information on import/export procedures and regulations? Yes No

If NO, what are the areas/issues that you need to be informed about?

Q63. Do you experience difficulties in obtaining up-to-date information from the sources you have just listed? Yes No

If YES, please elaborate.

Q64. Do you have any suggestions for improving the dissemination of up-to-date information on import/export procedures and regulations? Yes No

If YES, please elaborate.

Q65. Do you receive training on trade regulations and procedures and/or quality control? Yes No

If the answer is YES, can you tell us: How often do you receive training?

- Once a year
- Every six months
- Every three months
- Other, please specify)

The party providing the training;

The usefulness of the training for your work?

Q66. Do you participate in public-private sector discussions over trade facilitation? Yes No

(Note: Trade facilitation refers to the implementation of measures leading to the simplification, standardization and harmonization of the formalities²⁰, procedures, documents and operations inherent to international trade transactions.)

²⁰ A set of requirements of an official, commercial or institutional nature.

Q67. If the answer is YES,

Are these discussions undertaken regularly? Yes No

If the answer is yes, how often do these discussions take place:

- Once a year
- Every six months
- Every three months
- Other, please specify

Which State agency is responsible for organizing these discussions?

What are the issues that are usually discussed?

Do you find these discussions useful in terms of influencing trade facilitation decisions and initiatives?

**Section E
CONCLUDING QUESTIONS**

Q68. Are there any product(s) that you would have been actively exporting at this moment had it not been for the set of obstacles you have just mentioned?

Q69. If you were a government official, and were asked to improve the trading environment by focusing on one non-tariff measure only, what would this policy measure be? Why?

Please also tell us about what steps will you take to address this measure. For interviewer (Please answer these questions one by one and fill the table according to the question)

Non-Tariff Measure	Reasons	Suggestions for improvement

Q70. Are there any other policy issue(s)/concerns not covered by the survey that you would like to highlight?

CUSTOMS AUTHORITY

Interviewee Name: _____
 Job title: _____
 Office and/or mobile phone: _____
 Email: _____
 Address: _____

(Note: Questions related to Management Information Systems and electronic documents should be directed to the head of the Customs IT department.)

Section A GENERAL INFORMATION ABOUT THE CUSTOMS OPERATIONS

A.1 Customs operations

Q1. Can you tell us about the size of Customs operations during the last 12 months, as measured by the number and average value of export/import and transit declarations?

Description	Number	Value
Export Declarations		
Import Declarations		
Transit Declarations		

Q2. What is the average share of customs revenue (including, customs duties, taxes and excise) as a percentage of total government (annual) revenues?

A.2 Special customs regimes

Q3. Can you tell us about the special customs regimes available for traders in terms of: the key benefits they offer, the challenges that they pose to customs, and Customs views on priority areas requiring immediate improvement.

(Note: The interviewer is to request the customs authority for a copy of the legal document that establishes these regimes.)

Special Customs regimes	Key benefits	Challenges to the efficient management of these regimes	Priority areas requiring immediate improvement

Q4. Which special customs regimes are the most used?

A.3 Customs Institutional capacity

Q5. Can you tell us about the Customs institutional capacity in terms of staff and regional/local offices?

Customs offices	Location	Number of offices	Number of staff	Breakdown of staff	
				Functional	Information technology (IT)
Headquarters					
Regional					
Local					
Total					

Q6. Can you provide us with the Customs' organigramme?

Q7. Does the Customs have an in-house training department for improving the skills of staff? Yes No

Q8. What are the main areas/issues that the staff receive training on?

Q9. Does the staff use the acquired knowledge in their daily work? If the answer is yes, please explain

Q10. Can you tell us about the facilities (e.g., bonded warehouses, dangerous goods storage and cooling facilities) that Customs operates? Please specify their location (ports, airports etc.); and the financial, managerial and other challenges to their efficient management.

Facilities	Location	Challenges

Q11: Are there any customs services delivered by the private sector? Yes No

**Q12. If the answer is YES:
Which functions?**

What is the Customs experience with such arrangements? Are there any particular problems/issues?

Q13. Does the Customs authority participate in regional and international meetings and events on customs modernization? Yes No

If the answer is YES: Can you please provide examples? (e.g., WCO meetings)

Do you find such participation useful? Why?

Section B MANAGEMENT INFORMATION SYSTEM

Q14. What are the means (e.g., website) that Customs use to disseminate the information on customs regulation and procedures?

Q15. Tell us about the management information system linking the customs headquarters/regional/and local offices. Does this system feature electronic data interchange (EDI)? Yes No

(Note: Electronic data interchange (EDI) refers to the electronic transfer from computer to computer of commercial or administrative transactions using a specific standard for structuring the data/information in electronic document formats. Thus organizations might replace administrative documents with appropriate EDI message(s). The focus here is to establish if the customs uses electronic messages for the purpose of sharing information.)

Q16. What type of information do Customs offices exchange through the current system?

Q17. Are there any issues/problems in exchanging data using the current system? Yes No

If YES, please elaborate

Q18. Does Customs want to rely more on EDI to link headquarters with local and regional offices? Yes No

If the answer is NO, why?

If the answer is YES, what in your view needs to be done to increase reliance on EDI systems?

Q19. Can you list the main agencies with which Customs exchange information on a regular basis? For each agency, indicate the type of information that is exchanged and whether it is exchanged on a regular basis.

Agency	Type of information exchanged	Frequency	
		Regular basis (specify)	Irregular basis (specify)

Q20. Does this management information system feature electronic data interchange (EDI)? Yes No

Q21. Are there any issues/problems in exchanging data using the current system? Yes No

If YES, please elaborate

Q22. Does Customs want to rely more on EDI to exchange information with other agencies? Yes No

If the answer is NO, why?

If the answer is YES, what in your view needs to be done to increase reliance on EDI?

Section C CUSTOMS DOCUMENTS

Q23. Which of the customs documentary requirements are paper-based and which documents are electronic documents? For electronic documents, can you please indicate when were they introduced and the electronic standard used for structuring the information?

(Note: An electronic document is not a PDF or Word document. Rather, electronic documents refer to information structured in electronic formats such as the United Nations/Electronic Data Interchange for Administration, Commerce and Transport (UN/EDIFACT) and the Extended Language Markup (XML).)

Documentary requirements	Paper based	Electronic document	Date of introduction of electronic documents	Electronic standard

Q24. For paper-based documents, are they aligned with internationally recognized standards or with the format of key trading partners?

(Note: An Example of an internationally recognized standards is the UN Layout key. The interviewee must be provided with an example of a document that is aligned to the UN layout Key.)

Paper-based documentary requirements	Internationally recognized standards. Please specify	Aligned with the format of key trading partners. Please specify

Q25. Are there any particular problems/issues with the existing paper-based documents? Yes No

Q26. For electronic documents

Which data modelling technique/standard is used for structuring the e-document?

Can traders send electronic documents from their computers or do they have to connect to the Customs data system and enter data online? Own computer Customs system

Does the trader have to submit the paper-based documents as well? Why?

Are there any problems/issues with the electronic documents?

Q27. Does Customs want to rely more on electronic documents? Yes No

Q28. If the answer is NO, why?

Q29. If the answer is YES, what in your view needs to be done to increase reliance on electronic documents?

**Section D
CUSTOMS CLEARANCE**

Q30. Is the use of customs agents mandatory? Yes No

If the answer is YES, what are the intended benefits of this requirement?

Q31. Can you briefly take us through the procedure for exports/ imports clearance?

Q32. How long does import/export clearance take at seaports, airports, overland border crossing points (for goods transported by rail and trucks), and inland? (Check all that are applicable)

(Note: Customs clearance time is to be understood as starting from the submission of the Export/Import entry clearance by the trader or his agent to release of goods from Customs Custody.)

Types of consignments	Seaports		Airports		Border-crossing (rail)		Border-crossing (Road)		Inland	
	Export	Import	Export	Import	Export	Import	Export	Import	Export	Import
Conventional										
Containerized										
Perishable										
Roll-on/roll-off Vehicles										

Q33. Which types of consignments are most often delayed? Why?

Q34. Which types of goods are most often delayed? Why?

Q35. What percent of export / import consignments is physically inspected?

Exports: % Imports: %

Q36. Is the national coding system for the classification of goods based on the HS code? Yes No

If the answer is NO, which regional (or other) coding system does the Customs authority use?

Q37. Are there any particular issues/problems with the existing national coding system from the Customs' perspective?

Q38. What are the measures set in place to expedite customs clearance, and when were these measures introduced? (Please check all that apply)

Customs clearance procedures	Yes/No	Date of introduction
Pre-arrival clearance		
Advance rulings on: <input type="checkbox"/> Valuation of goods <input type="checkbox"/> Classification of goods <input type="checkbox"/> Rules of origin		
Separate release from clearance		
Post clearance audit		
Authorized traders schemes		
Others (please specify)		

Q39. Do you face any issues/problems in implementing the measures you have just listed, and what needs to be done in order to address these challenges?

Customs clearance procedures	Implementation challenges	Suggestions
Pre-arrival clearance		
Advance rulings on: <input type="checkbox"/> Valuation of goods <input type="checkbox"/> Classification of goods <input type="checkbox"/> Rules of origin		
Separate release from clearance		
Post clearance audit		
Authorized traders schemes		
Others (please specify)		

Q40. Can you please tell us more about the advanced rulings system?

How can traders submit requests for advanced rulings: Electronically (e-doc) Manually Both

Is there a published guide explaining the procedures on advanced rulings? Yes No

If the answer is YES, is the guide published on the website or does the trader have to request a copy of the guide from the customs?

Are the bulk of requests concerning (Check all that apply): Tariff classification Origin Valuation

What happens if the trader is not satisfied with Customs' advanced rulings?

Please explain the procedure. For example, can the trader ask for review of decision?

How long does it take to issue the decision?

For how long are the decisions on advanced rulings valid?

Q41. Can you please tell us more about the authorized traders scheme(s)?

When were the schemes introduced and what are the benefits that these schemes offer?

What are the conditions and application procedures for obtaining authorized trader status?

If the Customs does not offer authorized traders schemes, does it want to introduce such schemes? Yes No

If the answer is NO, why?

If the answer is YES, what in your view needs to be done to ensure desired results?

Q42. Can you tell us about the Customs risk management system?

Q43. Does the Customs Authority use a special tool/ programme

for the establishment of risk profiles? Yes No

If the answer is YES, What has been your experience with this tool/ programme?

Are there any particular issues/problems?

Q44. Does the Customs Authority use inspection selectivity programmes?

(Note: Inspection selectivity programmes analyse data generated from customs documents on the basis of pre-set risk parameters.) Yes No

If the answer is YES, what has been your experience with this programme?

Are there any particular issues/problems?

Q45. Does the Customs share data on risk management with other agencies? Yes No

If the answer is YES, with which agencies?

Are there any particular issues/problems with sharing data on risk management?

Section E
AT THE BORDER FACILITIES, CONTROL AND COORDINATION MECHANISMS

Q46. How many agencies carry out control operations at border? Can you please list these agencies?
(Note: It is important to establish if the customs carry our physical inspection on behalf of other agencies.)

Q47. Is there an established strategy/law articulating the procedures and sequence of controls? Yes No

If the answer is YES, can we have a copy of this strategy/law?

Q48. Can you tell us about the inspection facilities available at major border crossing points (check all that apply)?

	Crossing Point 1 (insert name)	Crossing Point 2 (insert name)	Etc.
Facilities			
Facilities for joint control by all national agencies			
Facilities for joint control with agencies from neighbouring countries			
Separation of traffic on both sides of the border giving preference to vehicles under cover of valid international Customs transit documents or carrying live animals or perishable foodstuffs			
Off-lane control areas for random cargo and vehicle checks			
Appropriate parking and terminal facilities			
Proper hygiene, social and telecommunications facilities for drivers			
Adequate facilities for forwarding agents, so that they can offer services to transport operators on a competitive basis.			
Other, please specify			

Q49. Can you tell us about the coordination mechanisms between the customs and national border control agencies? Please describe coordination mechanisms (both the organizational and management information systems).

(Note: If the management information systems were discussed under questions 19-21, then focus only on the organizational coordination mechanisms.)

Q50. Are there any particular problems in coordinating with the different national border control agencies?

Q51. Which cargoes are usually subject to physical inspection by customs and/or other border control agencies?

Type of cargo	Destined for export	Imported	Agency responsible for physical inspection
Perishable			
Containerized			
Conventional			
Roll-on/roll-off vehicles			

Q52. Which goods are usually subject to physical inspection customs and/or other border control agencies?

Type of good. Please specify using Harmonized System code (HS code) at 6-digit level or national tariff line level.	Destined for export	Imported	Agency, please specify

**Q53. Tell us about your experience with:
Smuggling**

Pilferage and loss of consignments while at the customs custody

Section F
DISPUTE SETTLEMENT

Q54. What procedures are available for traders for disputing customs rulings?

Q55. How many disputes are recorded annually?

Q56. What are the areas that form the focus of these disputes?

Section G DISCUSSIONS WITH PRIVATE SECTOR AND LOGISTICS SERVICE PROVIDERS

Q57. Does customs discuss with the private sector and logistic service providers over trade facilitation?

(Note: Trade facilitation refers to the implementation of measures leading to the simplification, standardization and harmonization of the formalities²¹, procedures, documents and operations inherent to international trade transactions.)

Yes No

Q58. If the answer is YES, are these discussions undertaken regularly?

Are there institutional mechanisms for ensuring regular discussions?

What are the issues/problems that are usually discussed?

Do you find these discussions useful in terms of defining issues/problems for new decisions and initiatives? Why? Yes No

Section H COORDINATION WITH COUNTERPARTS IN NEIGHBOURING COUNTRIES

Q59. Can you tell us about coordination arrangements with customs and border control agencies in neighbouring countries?

What do these arrangements entail

(e.g., consultative mechanisms, recognition of controls such as cross-border road permits, etc.)?

What are the particular problems/issues these arrangements pose? What should be done to overcome them?

²¹ A set of requirements of an official, commercial or institutional nature.

Section I
REGULATORY AND PROCEDURAL MEASURES IMPOSED BY TRADING PARTNERS

Q60. Tell us about regulatory and procedural measures imposed by other countries on exports that are most problematic.
(Note: Please insert the export products which have the largest share of the country's exports and use a separate line for each product.)

Product	Country	Specific regulation	Why problematic
X1			
X2			
X3			

Q61. Tell us about regulatory and procedural measures imposed by other countries on imports that are most problematic.
(Note: Please insert the products that have the largest shares of the country's imports, and use a separate line for each product.)

Product	Country	Specific regulation	Why problematic
M1			
M2			
M3			

Section J
CONCLUDING QUESTIONS

Q62. If you were asked to improve the trading environment by focusing on only one non-tariff measure, what would this measure be? Why?

Q63. Are there any other policy issues/concerns not covered by the survey that you would like to highlight?

BORDER CONTROL AGENCIES

Interviewee Name & gender: _____
 Job title: _____
 Office and/or mobile phone: _____
 Email: _____
 Address: _____

(Note: Questions related to Management Information Systems should be directed to the head of the IT department.)

Section A INSTITUTIONAL CAPACITY

Q1. Can you tell us about your agency's institutional capacity in terms of staff and regional/local offices?

Offices	Location	Number of offices	No. of staff	Breakdown of staff	
				Functional	Information technology (IT)
Headquarters					
Regional					
Local					
Total					

Q2. Can you provide us with the agency's organigramme?

Q3. Do the staff receive training on border control? Yes No

Q4. If the answer is YES, can you tell us:

The main issues/areas that the training covered?

Was the training offered in-house or under technical assistance projects?

About the usefulness of the training for staff in terms of applying what they learnt?

Section B
MANAGEMENT INFORMATION SYSTEM

Q5. What are the means (e.g., website) that your agency uses to disseminate up-to-date information to traders on customs regulation and procedures?

B.1 Management information system linking your agency’s headquarters/regional/ and local offices.

Q6. Does this system feature electronic data interchange (EDI)?

(Note: Electronic data interchange (EDI) refers to the electronic transfer from computer to computer of commercial or administrative transactions using a specific standard for structuring the data/information in electronic document formats. Thus organizations might replace administrative documents with appropriate EDI message(s). The focus here is to establish if the customs uses electronic messages for the purpose of sharing information.)

Yes No

Q7. What type of information do the different offices exchange?

Q8. Are there any issues/problems in exchanging data using the current system? Yes No
If the answer is YES, please elaborate.

Q9. Does your agency want to rely more on EDI to link headquarters with local and regional offices? Yes No

If the answer is NO, why?

If the answer is YES, what in your view needs to be done to increase reliance on EDI systems?

B.2 Management information system linking your agency with other border control and state agencies

Q10. Can you list the main parties with which your agency exchanges information on a regular basis? For each agency, indicate the type of information that is exchanged and whether it is exchanged on a regular basis.

Agency	Type of information exchanged	Frequency	
		Regular basis, specify	Irregular basis, specify

Q11. Does this management information system feature electronic data interchange (EDI)? Yes No

Q12. Are there any issues/problems in exchanging data with other agencies using the current system?
 Yes No

If the answer is YES, please elaborate.

Q13. Does your agency want to rely more on EDI to exchange information with other agencies? Yes No

If the answer is NO, why?

If the answer is YES, what in your view needs to be done to increase reliance on EDI?

Section C AT THE BORDER CONTROL

Q14. How many agencies carry out control operations at the border? Can you please list them?
(Note: It is important to establish if the customs carry our physical inspection on behalf of other agencies.)

Q15. Can you take us through the procedures and sequence of control by the different agencies you have mentioned?

Q16. Is there an established strategy/law articulating the procedures

and sequence of controls? Yes No

If the answer is YES, can we have a copy of this strategy/law?

Q17. Can you tell us about the coordination mechanisms between your agency and remaining border control agencies? Please describe both the organizational and management information coordination mechanisms.

Q18. Are there any particular problems in coordination between the different national border control agencies?

Q19. Which types of cargo/consignments are most often delayed by your agency or other agencies at the borders? Why?

(Note: Type of cargo refers to: conventional, containerized, perishable and roll-on/roll-off vehicles.)

Type of cargo	Destined for export	Imported	Agency, please specify
Perishable			
Containerized			
Conventional			
Roll-on/roll-off vehicles			

Q20. Which types of goods (as classified using the HS code or the national tariff line) are most often delayed by your agency or other agencies? Why?

Goods	Destined for export	Imported	Agency, please specify

Q21. What percentage of export/import consignments is physically inspected?

Exports: % Imports: %

Section D
RISK MANAGEMENT SYSTEM

Q22. What are the bases (or risk parameters) for deciding which goods and means of transport should be examined and to what extent (i.e., documentary check and/or physical check or post-audit check)?

Q23: Does your agency use a special tool/ programme for the establishment of risk profiles? Yes No

If the answer is YES, What has been your experience this tool/ programme? Are there any particular issues/problems?

Q24: Does your agency use inspection selectivity programmes?

(Note: Inspection selectivity programmes analyse data generated from customs documents on the basis of pre-set risk parameters.) Yes No

If the answer is YES, What has been your experience this programme? Are there any particular issues/problems?

Q25. Does your agency share data on risk profiles with other national border control agencies? Yes No

If the answer is YES, with which agencies? Are there any particular issues/problems with sharing data on risk management?

Q26. Tell us about your experience with:
Smuggling

Pilferage and loss of consignments at main border crossing points

Section E
COORDINATION MECHANISMS WITH COUNTERPARTS IN NEIGHBOURING COUNTRIES

Q27. Can you tell us about cross-border coordination arrangements (i.e., with your counterpart in neighboring countries)?

What type of measures do these arrangements entail (e.g., consultative mechanisms, recognition of controls such as cross-border road permits, etc.)?

What are the particular problems/issues these arrangements pose?

Q28. Does your agency consult with the private sector and logistic service providers over trade facilitation?

(Note: Trade facilitation refers to the implementation of measures leading to the simplification, standardization and harmonization of the formalities²², procedures, documents and operations inherent to international trade transactions.)

Yes No

Q29. If the answer is YES,

Are these discussions undertaken regularly? Are there institutional mechanisms for ensuring regular discussions?

What are the issues/problems that are usually discussed?

Do you find these discussions as useful in terms of defining issues/problems for new decisions and initiatives? Yes No

²² A set of requirements of an official, commercial or institutional nature.

Section F
CONCLUDING QUESTIONS

Q30. If you were asked to improve the trading environment by focusing on one non-tariff measure only, what would this measure be? Why?

Q31. Are there any other policy issue(s)/concerns not covered by the survey that you would like to highlight?

CUSTOMS BROKERS

Interviewee Name: _____
Job title: _____
Office and/or mobile phone: _____
Email: _____
Address: _____

**Section A
GENERAL INFORMATION**

Q1. When was your company established?

Q2. Can you tell us about your background in terms of formal training and previous working experience?

Q3. How many staff do you have? Are they all holders of university degrees? If, yes, in which field?

Q4. Tell us about the services that you provide to traders.

**Q5. Do you have any concerns regarding the current regulations on customs brokers?
Do you find these regulations restrictive?**

Q6. Please tell us about the main information sources you rely upon to obtain up-to-date trade-related information on procedures, documentary requirements, and transport and logistics services (both national and in partner countries). How do you rate these sources of information in terms of methods of communication, regularity, clarity and level of detail?

Source of information	National or partner country	Specific information (e.g., procedures, technical requirements, logistical services)	Method of communication	Regularity	Clarity (i.e., easy to understand)	Level of detail
<input type="checkbox"/> Chambers of Commerce and Industry	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
<input type="checkbox"/> Customs authorities	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
<input type="checkbox"/> Trade association	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed

Source of information	National or partner country	Specific information (e.g., procedures, technical requirements, logistical services)	Method of communication	Regularity	Clarity (i.e., easy to understand)	Level of detail
<input type="checkbox"/> Buyer or source of supply in partner country. <input type="checkbox"/> Freight forwarders	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
<input type="checkbox"/> Others, please specify	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed

Q7. Tell us about export-import procedural and regulatory measures imposed by other countries that are most problematic.
(Note: Please insert the export product which has the largest share of your company's export revenues and use a separate line for each product.)

Product	Country	Specific regulation	Why problematic
X1			
X2			
X3			

(Note: Please insert the key import products and use a separate line for each product.)

Product	Country	Specific regulation	Why problematic
M1			
M2			
M3			

Section B
CUSTOMS CLEARANCE AND RELEASE OF GOODS

Q8. Do you usually submit requests for advanced ruling before the importation of goods? Yes No
(*Note: Advanced ruling is a ruling (or formal written advice) provided by Customs to traders on the tariff classification, origin and valuation of goods before importation.*)

If the answer is NO, please specify why.

Q9. If the answer to Question 8 is YES:

Do you request advanced rulings for (Check all that applies):

Tariff classification Origin valuation

How do you submit your request for advanced rulings: Electronically (e-doc) Manually

How long does it take for you to receive the customs decision?

What is your source of information on the procedures for advanced rulings?
Is there a published guide that explains this? Or do you rely on other sources?

What happens if you are not satisfied with the customs' advanced rulings?
Please explain. For example, can you ask for review of decision?

How do you evaluate the advanced rulings system? Poor Moderate Good

If the answer is POOR, please specify why and indicate the areas that you often need advanced rulings for

Q10. Can you briefly take us through the procedure for clearance of exports and imports?

What are the formalities that you have to undertake?

How long does it take to complete them?

How many signatures do these formalities involve?

Q11. How many agencies carry out control operations at border? Can you please list these agencies?

Q12. Can you take us through the procedures and sequence of control by the different agencies you have mentioned?

Q13. How long does import/export clearance take at seaports, airports, overland border crossing points (for goods transported by rail and trucks) and inland? (Check all that is applicable)

(Note: Customs clearance time is to be understood as starting from the submission of the export/import entry clearance by the trader or his agent to release of goods from Customs Custody.)

Types of consignments	Seaports		Airports		Border-crossing (rail)		Border-crossing (road)		Inland	
	Export	Import	Export	Import	Export	Import	Export	Import	Export	Import
Conventional										
Containerized										
Perishable										
Roll-on/roll-off vehicles										

Q14. Which types of consignments are most often delayed? Why?

Q15. Which types of goods are most often delayed? Why?

(Note: Type of goods should be described using Harmonized System (HS) code at six-digit level or national tariff line level. The HS code describes the product and is often used by Customs as the basis for the classification of goods.)

Q16. Which type of consignments are usually subject to physical inspection? For each, indicate the agency(ies) that undertake the inspection and whether these goods are destined for export or/and import (skip if physical inspection is mentioned under Question 15).

Type of cargo	Destined for export	Imported	Agency (please specify)
Conventional			
Containerized			
Perishable			
Roll-on/roll-off vehicles			

Q17. Which type of goods are usually subject to physical inspection? For each, indicate the agency (ies) that undertake the inspection, whether these goods are destined for export or/and import (skip if physical inspection is mentioned under Question 16).

Type of goods	Destined for export	Imported	Agency, please specify

Q18. How do you evaluate the inspection facilities available at major border crossing points? Please indicate the crossing points you are familiar with. For each crossing point, check the facility that is available and provide suggestions for improvement

Major border crossing points Facilities	Crossing Point 1 (insert name and suggestions)	Crossing Point 2 (insert name and suggestions)	Crossing Point 3 (insert name and suggestions)
Facilities for joint control by all national agencies			
Facilities for joint control with agencies from neighboring countries			
Separation of traffic on both sides of the border giving preference to vehicles under cover of valid international Customs transit documents or carrying live animals or perishable foodstuffs			
Off-lane control areas for random cargo and vehicle checks			
Appropriate parking and terminal facilities			
Proper hygiene, social and telecommunications facilities for drivers			
Adequate facilities for forwarding agents, so that they can offer services to transport operators on a competitive basis.			
Other, please specify			

Q19. Can you tell us about your experience with special customs regimes in your country? Which is the most problematic? Why?

(Note: The interviewer needs to mention the special customs regimes of the country in question, as each country has its own set of special customs regimes.)

**Section C
DOCUMENTARY REQUIREMENTS**

Q20. How many documents do you have to provide to complete export procedures for key exports? Please indicate the name of the documents, which are the most difficult to obtain, the reasons that render the document difficult to obtain as well as the costs (number of days and payments) associated with obtaining the document in question.

(Note. Please construct a separate table for each product. Define the product using Harmonized System code (HS code) or national tariff line level, if you know it. The HS code describes the product and is often used by Customs as the basis for the classification of goods.)

Documentary requirements for Product A. Please specify each document	Nr. of days needed to obtain the document	Total costs (in local currency)	Level of difficulty bold	Why the document is difficult to obtain
			<input type="checkbox"/> Difficult <input type="checkbox"/> Rather difficult <input type="checkbox"/> Rather easy <input type="checkbox"/> Easy	
			<input type="checkbox"/> Difficult <input type="checkbox"/> Rather difficult <input type="checkbox"/> Rather easy <input type="checkbox"/> Easy	
			<input type="checkbox"/> Difficult <input type="checkbox"/> Rather difficult <input type="checkbox"/> Rather easy <input type="checkbox"/> Easy	

Q21. Do you submit documents electronically (i.e. using electronic documents)?

(Note. An electronic document is not a PDF or Word document. Rather, electronic documents refer to information structured in electronic formats such as the United Nations/Electronic Data Interchange for Administration, Commerce and Transport (UN/EDIFACT) and the Extended Language Markup (XML).) Yes No

If the answer is NO, please specify why? Please rank in descending order of importance with 1 being the greatest impact.

	Lack of funds
	Lack of in-house IT expertise
	Limited range of IT solutions offered by local IT companies
	Unfamiliar with electronic documents
	Not available by authorities, intermediaries and/or trade partners
	Other, please specify:

Q22. If the answer is YES,**Which of the following documents do you submit electronically? (Check all that apply.)**

- Trade documents, please specify (e.g., order, invoice, etc.)
- Material management documents, please specify (e.g., despatch advice, packing list, etc.)
- Transport documents , please specify (e.g., bill of lading, shipping instructions, etc.)
- Customs documents, please specify (e.g., Import/export/transit declarations, cargo manifest, etc.)
- Other regulatory documents , please specify (e.g., certificate of origin, etc.)

Can you send electronic customs declarations from your computer or do you have to connect to the Customs data system and enter data online? Yes No

For documents submitted in the form of e-docs, do you still have to submit the corresponding paper documents? Yes No

If the answer is YES, for which documents?

Q23. Are there any issues/problems in using electronic documents? If YES, please describe the issues/problems you face.

Q24. Do you want to see increase your use of electronic documents? Yes No

If the answer is NO, why?

If the the answer is YES, what in your view needs to be done to enable you to achieve this?

**Section D
PUBLIC-PRIVATE SECTOR CONSULTATIONS**

Q25. Do you participate in public-private sector discussions over trade facilitation?

(Note: Trade facilitation refers to the implementation of measures leading to the simplification, standardization and harmonization of the formalities²³, procedures, documents and operations inherent to international trade transactions.)

Yes No

Q26. If the answer is YES,

Are these discussions undertaken regularly? Are there institutional mechanisms for ensuring regular discussions?

Can you tell us about the issues that are usually discussed?

Do you think that these discussions are useful in terms of influencing trade facilitation decisions and initiatives?

**Section E
TRAINING**

Q27. Do you receive training on Customs modernization and customs procedures? Yes No

**Q28. If the answer YES, can you tell us about:
The main issues/areas that the training covered?**

The party providing the training?

The usefulness of the training for your work?

²³ A set of requirements of an official, commercial or institutional nature.

When was the last time you received training?

Q29. If you were a government official, and were asked to improve the trading environment by focusing on one non-tariff measure only, what would this measure be? Why?

Q30. Are there any other policy issue(s)/concerns not covered by the survey that you would like to highlight?

ASSOCIATION OF CUSTOMS BROKERS

Interviewee Name: _____
 Job title: _____
 Office and/or mobile phone: _____
 Email: _____
 Address: _____

(Note: Below is a set of general questions that need to be addressed to the Association at the beginning of the interview. After going through this set of questions, please use the questionnaire for Customs, starting from question number 5.)

Section A GENERAL QUESTIONS

Q1. When was the association established? _____

Q2. How many members does the association have? _____

Q3. What are the main objectives/goals of the Association?

Q4. What type of services does the association provide for its members?

Q5. Are you a member of any regional/international Association? If so, please indicate the name of the Association(s).

Q6. How do you evaluate the services offered by Customs brokers in terms of price, quality, reliability and range of services? Are they satisfactory?

Please indicate the reasons, and, where relevant, suggest areas for improvement.

Price	Satisfied/not satisfied	Reasons	Suggestions for improvement
Quality			
Reliability			
Range of services			

Q7. Are there any aspects of the existing legal framework which you find as restricting the customs brokers' activities and ability to improve their services? Please proceed using the questionnaire for Customs.

FREIGHT FORWARDERS

Interviewee Name: _____
 Job title: _____
 Office and/or mobile phone: _____
 Email: _____
 Address: _____

Section A TELL US ABOUT YOUR COMPANY

Q1. Company information

Date of establishment: _____
 Legal status (public or private sector)²⁴ _____

Q2. What type of services does your company provide?

Category of services	Details of the services provided	Date of launching the service
Transport		
Warehousing		
Customs brokerage		
Other, please specify		

Q3. Please describe the main areas of your business and contract/trading conditions.

Where applicable, indicate if you outsource any of your activities to third party logistics services providers:

(Note: Contract/Trading Conditions refer to conditions under which the freight forwarder operates, such as FIATA conditions.)

Description	Contract/Trading Conditions	Services outsourced to third party logistics providers
Freight Forwarder As Agent As Principal		
Customs brokerage		
Road Carrier: Own Sub-Contract		
Rail Carrier: Own Sub-Contract		
Air Carrier: Own Sub-Contract		
Warehouse keeper: Own Sub-Contract		
Other (Please Specify)		

²⁴ If the company is private, please define if it is family owned, Ltd., etc.

Q4. Does your company own or operate any of the following assets/facilities?

Assets/facilities	Yes/No
Containers	
Trailers	
Trucks/Vans	
Rail Wagons	
Tractor Units	
Fork Lifts	
Cranes	
Warehouses	
Depots	
Other, please specify	

Q5. List the main countries that accounted for the bulk of your inbound/outbound traffic over the last 12 months.

County	Share in overall inbound traffic (%)				Share in overall outbound traffic (%)			
	Road	Rail	Sea	Air	Road	Rail	Sea	Air

Q6. Have all the countries that you have just listed always accounted for the bulk of your traffic? Yes No

Q7. What are the main products that accounted for the bulk of your outbound traffic during the last 12 months? For each outbound product, please also indicate the traffic trajectory (i.e., name and sequence of the transiting countries to final destination)

(Note: Please define the product using Harmonized System code (HS code) at 6-digit level or national tariff line level, if you know it. The HS code describes the product and is often used by Customs as the basis for the classification of goods.)

Products	Share of total outbound traffic	traffic trajectory

Q8. Are you a member of any regional/international association? If the answer is yes, please indicate the name of the association(s).

Q9. Are there any aspects of the existing legal framework which you find as restricting your activities and/or ability to improve your services?

**Section B
MANAGEMENT INFORMATION SYSTEM**

Q10. Can you list the companies/state agencies with which your company exchanges information on a regular basis. For each agency, indicate the type of information exchanged and whether it is exchanged on a regular basis.

Companies/Agencies	Type of information exchanged	Frequency	
		Regular basis, specify	Irregular basis, specify

Q11. Does your company use electronic data interchange (EDI) to facilitate the exchange of information with other companies in the supply chain and government agencies?

(Note: Electronic data interchange (EDI) refers to the electronic transfer from computer to computer of commercial or administrative transactions using a specific standard for structuring the data/information in electronic document formats. Thus organizations might replace administrative documents with appropriate EDI message(s). The focus here is to establish if the customs uses electronic messages for the purpose of sharing information.) Yes No

Q12. If the answer is YES,

Can you list the companies/agencies with which you interface using EDI?

When was the EDI system introduced? Was the system developed by a local IT company? Yes No

What is the standard that is used to structure the data/ information?

Q13. Are there any issues/problems in exchanging data electronically? Yes No

If the answer is YES, please elaborate.

Q14. What in your view needs to be done to address the issues you have just mentioned and to increase reliance on EDI?

**Section C
DOCUMENTS**

Q15. Does your company issue any of the following transport documents. For each document, please indicate if it is paper-based or electronic document and the date of introducing the e-documents. (Note: An electronic document is not a PDF or Word document. Rather, electronic documents refer to information structured in electronic formats such as the United Nations/Electronic Data Interchange for Administration, Commerce and Transport (UN/EDIFACT) and the Extended Language Markup (XML).)

Type of Document	Yes/No	Paper-based	Electronic	Date of introducing the e-documents
Bill of Lading				
Multimodal Transport Document				
Sea waybill				
Air Waybill				
Consignment Note				
Freight-forwarder`s bill				

C.1 For electronic documents:

Q16. Can you send these from your computer or do you have to connect to the Customs data system and enter data online? Yes No

Q17. Do you still have to submit the corresponding paper documents? Yes No
If YES, for which documents?

Q18. Are there any issues/problems in using electronic documents? Yes No
If YES, please describe the issues/problems you face.

Q19. What in your view needs to be done to address the issues/problems that you have just mentioned and to increase reliance on e-docs in general?

C.2 For paper-based documents

Q20. Are these aligned with internationally recognized standards?

(Note: Examples of such standards is the UN Layout key. The interviewee must be provided with an example of a document that is aligned to the UN layout Key (see Figure 5, Annex 1).) Yes No

Q21. If the answer is YES,

Can you indicate the international standard?

Are there any particular problems/issues with these paper-based documents?

Q22: Do you experience problems receiving/making international payments? Yes No

If the answer is YES, please elaborate and highlight the costs (time and financial wise) of receiving/making international payments

At the border control and customs clearance (Skip questions 23-31 if the freight forwarder does not offer customs brokerage)

Q23. How many agencies carry out control operations at border? Can you please list these agencies?

Q24. Can you briefly take us through the procedure for clearance of exports and imports?

What are the formalities that you have to undertake?

How long does it take to complete them?

How many signatures do these formalities involve?

Q25. How long does import/export clearance take at seaports, airports, overland border crossing points (for goods transported by rail and trucks) and inland? (Check all that is applicable)

(Note: Customs clearance time is to be understood as starting from the submission of the Export/Import entry clearance by the trader or his agent to release of goods from Customs Custody.)

Types of consignments	Seaports		Airports		Border-crossing (rail)		Border-crossing (Road)		Inland	
	Export	Import	Export	Import	Export	Import	Export	Import	Export	Import
Conventional										
Containerized										
Perishable										
Roll-on/roll-off Vehicles										

Q26. Which types of consignments are most often delayed? Why?

Q27. Which types of goods are most often delayed? Why?

(Note: Type of goods should be described using the Harmonized System (HS) code at six-digit level or national tariff line. The HS code describes the product and is often used by Customs as the basis for the classification of goods.)

Q28. Which type of consignments are usually subject to physical inspection?

For each, indicate the agencies that undertake the inspection and whether these goods are destined for export or/and import (skip if physical inspection is mentioned under question 25)

Type of cargo	Destined for export	Imported	Agency, please specify
Conventional			
Containerized			
Perishable			
Roll-on/roll-off Vehicles			

Q29. Which type of goods are usually subject to physical inspection? For each, indicate the agencies that undertake the inspection, whether these goods are destined for export or/and import

Type of goods	Destined for export	Imported	Agency, please specify

Q30. How do you evaluate the inspection facilities available at major border crossing points. Please indicate the crossing points you are familiar with. For each crossing point, check the facility that is available and provide suggestions for improvement

Major border crossing points Facilities	Crossing Point 1 (insert name and suggestions)	Crossing Point 2 (insert name and suggestions)	Crossing Point 3 (insert name and suggestions)	Crossing Point 4 (insert name and suggestions)	Crossing Point 5 (insert name and suggestions)	Crossing Point 6 (insert name and suggestions)
Facilities for joint control by all national agencies						
Facilities for joint control with agencies from neighbouring countries						
Separation of traffic on both sides of the border giving preference to vehicles under cover of valid international Customs transit documents or carrying live animals or perishable foodstuffs						
Off-lane control areas for random cargo and vehicle checks						
Appropriate parking and terminal facilities						
Proper hygiene, social and telecommunications facilities for drivers						
Adequate facilities for forwarding agents, so that they can offer services to transport operators on a competitive basis.						
Other, please specify						

Q31. Can you tell us about your experience with special customs regimes? Which is the most problematic? Why?

(Note: The interviewer needs to mention the special customs regimes of the country in question, as each country has its own set of special customs regimes.)

Section D TRANSPORT

Q32. Do you experience any difficulties in organizing overland transport (i.e., by rail and by road) of goods destined for exports? Yes No

If YES, please elaborate which destination is the most challenging, and highlight the additional costs (time and financial cost) that these difficulties result in.

Q33. What in your view needs to be done to address the difficulties you have just mentioned?

Section E
REGULATORY AND PROCEDURAL MEASURES IMPOSED BY OTHER COUNTRIES

Q34. Tell us about export-import regulatory and procedural measures imposed by other countries that are most problematic.
(Note: Please insert the Type of outbound cargo consignments which has the largest share of exports and use a separate line for each type of cargo.)

Product	Country	Specific regulation	Why problematic
X1			
X2			
X3			

(Note: Please insert the Type of inbound cargo consignment which has the largest share of imports and use a separate line for each cargo.)

Product	Country	Specific regulation	Why problematic
M1			
M2			
M3			

Section F
SOURCES OF INFORMATION

Q35. Please tell us about the main information sources you rely upon to obtain up-to-date information on trade-related procedures, documentary requirements, and transport & logistics services (both national and in partner country(ies)). How do you rate these sources of information in terms of regularity, clarity and level of details (are you satisfied or not satisfied)?

Source of information	National or partner country	Specific information (e.g., technical regulations)	Method of communication	Regularity	Clarity (i.e., easy to understand)	Level of detail
<input type="checkbox"/> Chambers of Commerce and Industry	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
<input type="checkbox"/> Customs authorities	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed

Source of information	National or partner country	Specific information (e.g., technical regulations)	Method of communication	Regularity	Clarity (i.e., easy to understand)	Level of detail
<input type="checkbox"/> Trade association	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
<input type="checkbox"/> Buyer or source of supply in partner country.	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
<input type="checkbox"/> Freight forwarders	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
<input type="checkbox"/> Others, please specify	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed

Q36. Do you think that you have sufficient up-to-date information on import/export procedures and regulations? Yes No

If NO, what are the areas/issues that you need to be informed about?

Q37. Do you experience difficulties in obtaining up-to-date information from the sources you have just listed? Yes No

If YES, please elaborate

Q38. Do you have any suggestions for improving the dissemination of up-to-date information on import/export procedures and regulations?

Yes No

If YES, please elaborate

Q39. Do you participate in public-private sector discussions over trade facilitation?

(Note: Trade facilitation refers to the implementation of measures leading to the simplification, standardization and harmonization of the formalities²⁵, procedures, documents and operations inherent to international trade transactions.)

Yes No

If the answer is YES,

Are these discussions undertaken regularly? Are there institutional mechanisms for ensuring regular discussions?

What are the issues that are usually discussed?

Do you think they are useful in terms of influencing trade facilitation decisions and initiatives? Yes No

Section G CONCLUDING QUESTIONS

Q40. If you were a government official, and were asked to improve the trading environment by focusing on one non-tariff measure only, what would this policy measure be? Why?

Q41. Are there any other policy issue(s)/concerns not covered by the survey that you would like to highlight?

²⁵ A set of requirements of an official, commercial or institutional nature.

RAILWAY OPERATORS

Interviewee Name: _____
 Job title: _____
 Office and/or mobile phone: _____
 Email: _____
 Address: _____

 Legal status
 (public or private sector)²⁶ _____
 Date of establishment: _____

Section A**TELL US ABOUT THE FREIGHT RAILROAD NETWORK**

Q1. Which of the main corridors (Class I, II, III) is/are in need of repair? Why?

(Note. Class I are the high volume corridors. These operate in large areas over multiple regions. Class II are regional railroads and Class III are the lowest in terms of volume and the shortest in terms of length.)

Corridors in need of repair	Reasons

Q2. Which state agency is responsible for overseeing railway operations?

Q3. What are the responsibilities of the state agency you have just mentioned and what are the responsibilities of the railway operators?

Section B**TELL US ABOUT THE SERVICES YOU OFFER**

Q4. What are the services that your company offers?

Q5. Is your company a member of any regional /international transport associations? If so, please indicate the name of the Association(s).

²⁶ If the company is private, please define if it is family owned, Ltd., etc.

Q6. How many employees does your company currently have? Approximate number is sufficient, for example between 5 and 10 employees.

_____ Permanent employees (full-time and part-time)

_____ Temporary employees (full-time and part-time)

Q7. Can you provide us with the breakdown of your staff by specialization?

Specialization	Number of staff
Directors/Senior	
Management	
Senior Technical	
Clerical/Secretarial	
Operational	
Drivers	
Security	
Others (Please Specify)	

Q8. Which of the following rail freight services does your company offer?

Rail freight services ²⁸	YES/NO
Auto	
Bulk	
Intermodal	
General	

Q9. Does your company own or operate any of the following assets/facilities?

Can you also indicate which assets/facilities are in need of repair?

Assets/facilities	Own	Operate	Need of repair
Containers			
Trailers			
Trucks/Vans			
Rail Wagons			
Tractor Units			
Fork Lifts			
Cranes			
Warehouses			
Depots			
Other, please specify			

²⁷ Rail freight services are classified based on the commodities being transported and type of operation, as follows:

- Auto Train Service – For assembled automobiles, vans, and trucks moving in multilevel cars;
- Bulk Train Service – For grain, coal, and similar bulk commodities moving in unit trains;
- Intermodal Train Service – For commodities moving in containers or truck trailers on flat cars or specialized intermodal cars; and
- General-Merchandise Train Service – Everything else, including commodities moved in box cars and tank cars

Q10. Can you provide us with a breakdown of your annual expenditure?

Categories of expenditure	Share of total annual expenditures (%)
General administrative costs	
Maintenance	
New equipment and ITC infrastructure	
Operating (e.g., train crews, fuel, etc.)	

Q11. How do you finance investments in new equipment, ICT and services?

Section C. VIEWS ON THE TRANSPORT RELATED RULES AND PROCEDURES

Q12. Do you experience any difficulties in organizing overland transport of goods destined for exports? Yes No

If YES, please elaborate which destination is the most challenging, and highlight the additional costs (time and financial cost) that these difficulties result in.

Q13. What in your view needs to be done to address the difficulties you have just mentioned?

Q14. Are there any aspects of the existing legal framework which you find as restricting your activities and/or ability to improve their services?

Section D COMPANY'S OPERATIONS

Q15. What was the volume of inbound and outbound cargoes (measured in tons of goods moved) transported by your company during the last 12 months?

Description	Volume
Inbound	
Outbound	

Q16. What are the main countries that accounted for the bulk of your inbound/outbound freighted cargo over the last 12 months?

(Note: Main countries are to be constituted in terms of their share of inbound/outbound freight volume.)

Countries	Traffic	
	Inbound	Outbound

Q17. What are the main types of cargo that accounted for the bulk of your inbound and outbound freighted goods during the last 12 months?

Type of cargo	Share of total inbound	Share of total outbound
Conventional		
Containerized		
Perishable		

Section E
TELL US ABOUT YOUR COMPANY’S MANAGEMENT INFORMATION SYSTEM

Q18. Can you list the public and private sector institutions with which your company exchange information on a regular basis. For each agency indicate the type of information that is exchanged and whether it is exchanged on a regular basis.

Institutions	Type of information exchanged	Frequency	
		Regular basis, specify	Irregular basis, specify

Q19. Does your company use electronic data interchange (EDI) to facilitate the exchange of this information?

(Note: Electronic data interchange (EDI) refers to the electronic transfer from computer to computer of commercial or administrative transactions using a specific standard for structuring the data/information in electronic document formats. Thus organizations might replace administrative documents with appropriate EDI message(s). The focus here is to establish if the customs uses electronic messages for the purpose of sharing information.) Yes No

Q20. If the management information system linking your company with other stakeholders does feature EDI:
With which institutions you have just listed do you exchange information electronically?

Was the system developed by a local IT company? When was the system introduced?

What is the standard that you use to structure the data/ information?

Are there any issues/problems in exchanging data electronically? Yes No

If the answer is YES, please describe the issues/problems your company faces.

Q21: Do you want to rely more on EDI to exchange information with other stakeholders? Yes No

If the answer is NO, why?

If the answer is YES, what in your view needs to be done to increase reliance on EDI?

Section F
DOCUMENTARY REQUIREMENTS

Q22. Does your company issue any transport documents. For each document, please indicate if it is paper-based or/and electronic document and the date of introducing the e-document.

(Note: An electronic document is not a PDF or Word document. Rather, electronic documents refer to information structured in electronic formats such as the United Nations/Electronic Data Interchange for Administration, Commerce and Transport (UN/EDIFACT) and the Extended Language Markup (XML).)

Type of Document	Yes/No	Paper-based	Electronic	Date of introducing the e-document

F.1 For electronic documents:

Q23. Can you send them from your computer or do you have to connect to the Customs data system and enter data online? Yes No

Do you still have to submit the corresponding paper documents? Yes No

If YES, for which documents?

Q24. Are there any issues/problems in using electronic documents? Yes No

If the answer is YES, please describe the issues/problems you face.

Q25. Do you want to see increase your use of electronic documents? Yes No

If the answer is YES, what in your view needs to be done to enable you to achieve this?

Q26. For paper-based documents, are they aligned with internationally recognized standards or to the format used by main trading partners?

(Note. Examples of internationally recognized standards is the UN Layout key. The interviewee must be provided with an example of a document that is aligned to the UN layout Key) Yes No

If the answer is YES, Can you indicate the international or other standard used for structuring the document?

Are there any particular problems/issues with these paper-based documents?

Section G
SOURCES OF INFORMATION

Q 27. Please tell us about the main information sources you rely upon to obtain up-to-date information on trade-related procedures, documentary requirements, and transport and logistics services (both national and in partner countries). How do you rate these sources of information in terms of regularity, clarity and level of details (are you satisfied or not satisfied)?

Source of information	National or partner country	Specific information (e.g., technical regulations)	Method of communication	Regularity	Clarity (i.e., easy to understand)	Level of detail
	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed

Q28. Do you think that you have sufficient up-to-date information on import/export procedures and regulations? Yes No

If NO, what are the areas/issues that you need to be informed about?

Q29. Do you experience difficulties in obtaining up-to-date information from the sources you have just listed? Yes No

If YES, please elaborate.

Q30. Do you have any suggestions for improving the dissemination of up-to-date information on import/export procedures and regulations?

Q31. Do you participate in public-private sector discussions over trade facilitation? Yes No

(Note: Trade facilitation refers to the implementation of measures leading to the simplification, standardization and harmonization of the formalities²⁸, procedures, documents and operations inherent to international trade transactions.)

If the answer is YES, are these discussions undertaken regularly? Are there institutional mechanisms for ensuring regular discussions

What are the issues that are usually discussed?

Do you think they are useful in terms of influencing trade facilitation decisions and initiatives?

Section H CONCLUDING REMARKS

Q32. If you were asked to improve the trading environment by focusing on one non-tariff measure only, what would this measure be?

Q33. Are there any other policy issue(s)/concerns not covered by the survey that you would like to highlight?

²⁸ A set of requirements of an official, commercial or institutional nature.

STATE AGENCY OVERSEEING RAILWAY OPERATIONS

Interviewee Name: _____
 Job title: _____
 Office and/or mobile phone: _____
 Email: _____
 Address: _____

(Note: Questions on the Management Information system should be directed to the IT manager.)

Section A TELL US ABOUT THE FREIGHT RAILROAD NETWORK

Q1. What is the total length of the:

National railway network _____
 Freight railway network _____

Q2. Can you provide us with a brief description of the freight rail network? How many corridors does it comprise? Which corridors are classified as Class I and which are classified as Class II and III. What is the total length of each corridor? What type freight services does each corridor offer?

(Note: Class I are the high volume corridors. These operate in large areas over multiple regions. Class II are regional railroads and Class III are the lowest in term of volume and the shortest in terms of length.)

Corridors	Classification	Total length	Type of train services ³⁰

Q3. What is the daily average number of cars that each corridor listed under Question 2 is designed to carry, and what is the daily average number of cars that the corridor actually carries? (Actual number of cars are to include the empty railroad cars)

Corridors	Daily average No. of trains that the corridor is designed to carry	Daily average No. of trains that the corridor actually carries, including empty cars	Daily average No. of empty railroad cars that the corridor actually carries

Q4. Which of the corridors you have listed under Question 2 is/are in need of repair? Why?

Corridors in need of repair	Reasons

²⁹ Rail freight services are classified based on the commodities being transported and type of operation, as follows:

- Auto Train Service – For assembled automobiles, vans, and trucks moving in multilevel cars;
- Bulk Train Service – For grain, coal, and similar bulk commodities moving in unit trains;
- Intermodal Train Service – For commodities moving in containers or truck trailers on flat cars or specialized intermodal cars; and
- General-Merchandise Train Service – Everything else, including commodities moved in box cars and tank cars

Q5. Can you provide us with a breakdown of the daily average number of cars travelling through Class I railroads by type of freight services?

Type of train services	Freight Corridor I	Freight Corridor II	Freight Corridor III
Auto			
Bulk			
Intermodal			
General			

Q6. Can you provide us with information about the railroad system’s inventory of cargo cars by type of freight services? Which category of cars is (are) in need of repair?

Type of cars classified by rail freight services	Number of cars	Percentage of cars in need of repair
Auto		
Bulk		
Intermodal		
General		

Q7. What changes in the legal framework which could be made in order to put the railway operators in a better place to improve their services?

Section B

CAN YOU TELL US ABOUT THE AGENCY’S MISSION AND DEVELOPMENT PLANS

Q8. What are the responsibilities of your agency and what are the responsibilities of railway operators?

Q9. How many employees does your company currently have? (Approximate number is sufficient, for example between 5 and 10 employees)

Permanent employees (full-time and part-time) _____
 Temporary employees (full-time and part-time) _____

Q10. Can you provide us with the breakdown of your staff by specialization?

Specialization	No. of Staff

Q11. Does the agency own or operate any of the following assets/facilities?

Assets/facilities	Own	Operate
Containers		
Trailers		
Trucks/Vans		
Rail Wagons		
Tractor Units		
Fork Lifts		
Cranes		
Warehouses		
Depots		
Other, please specify		

Q12. Can you provide us with a breakdown of your annual expenditure?

Categories of expenditure	Share of total expenditures
General administrative costs	
Maintenance	
New equipment and ITC infrastructure	
Operating (e.g., train crews, fuel, etc.)	

Q13. How do you finance investments in new equipment, ICT and services?**Q14. What are your immediate and long-term plans for developing the national freight railroad system?****Q15. Have these planned been determined:**

By an expert group? If YES, please elaborate

In consultation with private sector? Please elaborate

Other, please elaborate.

Q16. What are impediments/challenges to carrying out the immediate and long-term plans you have just listed?

**Section C
MANAGEMENT INFORMATION SYSTEM**

Q17. Can you list the public and private sector institutions with whom your company exchanges information on a regular basis? For each agency indicate the type of information that is exchanged and whether it is exchanged on a regular basis.

Institutions	Type of information exchanged	Frequency	
		Regular basis, specify	Irregular basis, specify

Q18. Does your company use electronic data interchange (EDI) to facilitate the exchange of this information?

(Note. Electronic data interchange (EDI) refers to the electronic transfer from computer to computer of commercial or administrative transactions using a specific standard for structuring the data/information in electronic document formats. Thus organizations might replace administrative documents with appropriate EDI message(s). The focus here is to establish if the customs uses electronic messages for the purpose of sharing information.) Yes No

Q19. If the management information system linking your company with other stakeholders does feature EDI With which institutions you have just listed do you exchange information electronically?

Was the system developed by a local IT company? When was the system introduced?

What is the standard that you use to structure the data/ information?

Are there any issues/problems in exchanging data electronically? Yes No

If the answer is YES, please describe the issues/problems your company faces.

Q20. Do you want to rely more on EDI to exchange information with other stakeholders?

Yes No

If the answer is NO, why?

If the answer is YES, what in your view needs to be done to increase reliance on EDI?

Q21. Do you participate in public-private sector discussions over trade facilitation?

(Note: Trade facilitation refers to the implementation of measures leading to the simplification, standardization and harmonization of the formalities³⁰, procedures, documents and operations inherent to international trade transactions.)

Yes No

If the answer is YES, Are these discussions undertaken regularly? Are there institutional mechanisms for ensuring regular discussions?

What are the issues that are usually discussed?

Do you think they are useful in terms of influencing trade facilitation decisions and initiatives? Yes No

Section D CONCLUDING QUESTIONS

Q22. If you were asked to improve the trading environment by focusing on one non-tariff measure only, what would this policy measure be? What steps would you take to address this measure?

Q23. Are there any other policy issue(s)/concerns not covered by the survey that you would like to highlight?

³⁰ A set of requirements of an official, commercial or institutional nature.

TRUCK OPERATORS

Interviewee Name: _____
 Job title: _____
 Office and/or mobile phone: _____
 Email: _____
 Address: _____

 Legal status
 (public or private sector)³¹ _____
 Date of establishment _____

Section A
THE COMPANY AND ITS SERVICES

Q1. Can you provide us with an overview of the services that your company offers?

Q2. Is your company a member of any regional and/or international transport associations?

Yes No

If YES, please indicate the name of the associations.

Q3. How many employees does your company currently have? Approximate number is sufficient, for example between 5 and 10 employees.

Permanent employees (full-time and part-time) _____

Temporary employees (full-time and part-time) _____

Q4. Can you provide us with the breakdown of your staff by specialization?

Description	No. of staff
Directors/Senior	
Management	
Senior Technical	
Clerical/Secretarial	
Operational	
Drivers	
Security	
Others (Please Specify)	

³¹ If the company is private, please define if it is family owned, Ltd., etc.

Q5. Can you provide us with information about your company's truck fleet inventory of cargo?

Type of cars classified by train service	Number	In need of repair (in percentage)
Tractors		
Trailers		
Trucks/Vans		
Other (please specify)		

Q6. Can you provide us with a breakdown of your annual expenditure?

Categories of expenditure	Share of total expenditures
General administrative costs	
Maintenance	
New equipment and ITC infrastructure	
Operating (e.g., drivers, fuel, etc.)	

Q7. How do you finance investments in new equipment, ICT and services?

Q8. What was the volume of inbound and outbound cargoes (measured in tons of goods moved) transported by your company during the last 12 months?

Description	2012
Inbound	
Outbound	

Q9. What are the main countries that accounted for the bulk of your inbound/outbound freighted cargo over the last 12 months?

(Note: Main countries are to be constituted in terms of their share of inbound/outbound freight volume.)

Countries	Traffic	
	Inbound	Outbound

Q10. Have these countries always accounted for the bulk of your freighted cargo? Yes No
 If NO, can you indicate the “new comers” and why in your view have these countries come to figure as main destinations and/or sources of supply?

Q11. What are the main types of cargo that accounted for the bulk of your inbound and outbound freighted goods during the last 12 months?

Type of cargo	Share of total inbound	Share of total outbound
Conventional		
Containerized		
Perishable		

Section B

TELL US ABOUT YOUR COMPANY'S MANAGEMENT INFORMATION SYSTEM

Q12. Can you list the public and private sector institutions with whom your company exchange information on a regular basis. For each agency indicate the type of information that is exchanged and whether it is exchanged on a regular basis.

Institutions	Type of information exchanged	Frequency	
		Regular basis, specify	Irregular basis, specify

Q13: Does your company use electronic data interchange (EDI) to facilitate the exchange of this information?

(Note: Electronic data interchange (EDI) refers to the electronic transfer from computer to computer of commercial or administrative transactions using a specific standard for structuring the data/information in electronic document formats. Thus organizations might replace administrative documents with appropriate EDI message(s). The focus here is to establish if the customs uses electronic messages for the purpose of sharing information.) Yes No

Q14: If the management information system linking your company with other stakeholders does feature EDI: With which institutions listed in Q 12 do you exchange information electronically?

Was the system developed by a local IT company, and when was the system introduced?

What is the standard that you use to structure the data/ information?

Are there any issues/problems in exchanging data electronically? Yes No

If the answer is YES, please describe the issues/problems your company faces.

Q15. Do you want to rely more on EDI to exchange information with other stakeholders?

Yes No

If the answer is NO, why? If the answer is YES, what in your view needs to be done to increase reliance on EDI?

**Section C
DOCUMENTS**

Q16. Does your company issue any transport documents. For each document, please indicate if it is paper-based or/and electronic document and the date of introducing the e-document.

(Note: An electronic document is not a PDF or Word document. Rather, electronic documents refers to information structured in electronic formats such as the United Nations/Electronic Data Interchange for Administration, Commerce and Transport (UN/EDIFACT) and the Extended Language Markup (XML).)

Type of Document	Yes/No	Paper-based	Electronic	Date of introducing the e-document

Q17. For electronic documents:

Can you send them from your computer or do you have to connect to the Customs data system and enter data online? Yes No

Do you still have to submit the corresponding paper documents? Yes No

If YES, for which documents?

Q18. Are there any issues/problems in using electronic documents? Yes No

If YES, please describe the issues/problems you face.

Q19. Do you want to see increase your use of electronic documents? Yes No

If the answer is YES, what in your view needs to be done to enable you to achieve this?

Q20. For paper-based documents, are they aligned with internationally recognized standards or to the format used by main trading partners? Yes No

If the answer is YES, can you indicate the international or other standard used for structuring the document?

Are there any particular problems/issues with these paper-based documents?

Section D
SOURCES OF INFORMATION

Q21. Please tell us about the main information sources you rely upon to obtain up-to-date information on trade-related procedures, documentary requirements, and transport & logistics services (both national and in partner country(ies)). How do you rate these sources of information in terms of regularity, clarity and level of details (are you satisfied or not satisfied)?

Source of information	National or partner country	Specific information (e.g., technical regulations)	Method of communication	Regularity	Clarity (i.e., easy to understand)	Level of detail
	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed

Q22. Do you think that you have sufficient up-to-date information on import/export procedures and regulations? Yes No

If NO, what are the areas/issues that you need to be informed about?

Q23. Do you experience difficulties in obtaining up-to-date information from the sources you have just listed? Yes No

If YES, please elaborate.

Q24. Do you have any suggestions for improving the dissemination of up-to-date information on import/export procedures and regulations?

Q25. Do you participate in public-private sector discussions over trade facilitation?

(Note: Trade facilitation refers to the implementation of measures leading to the simplification, standardization and harmonization of the formalities³², procedures, documents and operations inherent to international trade transactions.)

Yes No

If the answer is YES,

Are these discussions undertaken regularly? Are there institutional mechanisms for ensuring regular discussions?

What are the issues that are usually discussed?

Do you think they are useful in terms of influencing trade facilitation decisions and initiatives?

³² A set of requirements of an official, commercial or institutional nature.

Section E
**YOUR VIEWS ON TRANSPORT-RELATED INFRASTRUCTURE,
 REGULATIONS AND PROCEDURES**

Q26. Which of the main road networks is/ are in need of repair? Why?

Road Networks	Reasons

Q27. Do you experience any difficulties in organizing overland transport of goods destined for exports? Yes No

If the answer is YES, please elaborate which destination is the most challenging, and highlight the additional costs (time and financial cost) that these difficulties result in.

Q28. What in your view needs to be done to address the difficulties you have just mentioned?

Q29. Are there any aspects of the existing legal framework which you find as restricting your activities and/or ability to improve your services?

Q30. If you were a government official, and were asked to improve the trading environment by focusing on one non-tariff measure only, what would this policy measure be?

Q31. Are there any other policy issue(s)/concerns not covered by the survey that you would like to highlight?

AIRLINES PROVIDING AIR FREIGHT SERVICES AND EXPRESS CARRIERS

Interviewee Name: _____
 Job title: _____
 Office and/or mobile phone: _____
 Email: _____
 Address: _____

Section A TELL US ABOUT YOUR COMPANY

Q1. Company information

Date of establishment: _____

Legal status (public or private sector)³³ _____

Services offered _____

Are you part of a regional/internal company? Yes No

If YES, please specify

Q2. Can you tell us about the countries that accounted for the bulk of inbound and outbound freighted cargo during the last 12 months?

Freighted cargo	Countries
Inbound	
Outbound	

Q3. Can you tell us about the major types of products that are air-freighted?

Please specify the type of goods using the Harmonized System code (HS code) or the national tariff line.

Freighted cargo	Products
Inbound	
Outbound	

³³ If the company is private, please define if it is family owned, Ltd., etc.

Section B
SOURCES OF INFORMATION ON TRADE-RELATED PROCEDURES AND REGULATIONS

Q4. Please tell us about the main information sources you rely upon to obtain up-to-date information on trade-related procedures, documentary requirements, and transport & logistics services (both national and in partner countries). How do you rate these sources of information in terms of regularity, clarity and level of details (are you satisfied or not satisfied)?

Source of information	National or partner country	Specific information (e.g., technical regulations)	Method of communication	Regularity	Clarity (i.e., easy to understand)	Level of detail
	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> National		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed
	<input type="checkbox"/> Partner country		<input type="checkbox"/> email <input type="checkbox"/> fax <input type="checkbox"/> post mail	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly, <input type="checkbox"/> Bi-annual <input type="checkbox"/> Annual	<input type="checkbox"/> Clear <input type="checkbox"/> Rather clear <input type="checkbox"/> Rather unclear <input type="checkbox"/> Unclear	<input type="checkbox"/> Brief <input type="checkbox"/> Rather brief <input type="checkbox"/> Rather detailed <input type="checkbox"/> Detailed

Q5. Do you think that you have sufficient up-to-date information on import/export procedures and regulations? Yes No

If NO, what are the areas/issues that you need to be informed about?

Q6. Do you experience difficulties in obtaining up-to-date information from the sources you have just listed? Yes No

If YES, please elaborate.

Q7. Do you have any suggestions for improving the dissemination of up-to-date information on import/export procedures and regulations?

Q8. Do you participate in public-private sector discussions over trade facilitation?

(Note: Trade facilitation refers to the implementation of measures leading to the simplification, standardization and harmonization of the formalities³⁴, procedures, documents and operations inherent to international trade transactions.)

Yes No

If the answer is YES, Are these discussions undertaken regularly? Are there institutional mechanisms for ensuring regular discussions?

What are the issues that are usually discussed?

Do you think they are useful in terms of influencing trade facilitation decisions and initiatives?

³⁴ A set of requirements of an official, commercial or institutional nature.

Section C
MANAGEMENT INFORMATION SYSTEM

Q9. Can you list the public and private sector institutions with whom your company exchange information on a regular basis. For each agency indicate the type of information that is exchanged and whether it is exchanged on a regular basis.

Institutions	Type of information exchanged	Frequency	
		Regular basis, specify	Irregular basis, specify

Q10: Does your company use electronic data interchange (EDI) to facilitate the exchange of this information?

(Note: Electronic data interchange (EDI) refers to the electronic transfer from computer to computer of commercial or administrative transactions using a specific standard for structuring the data/information in electronic document formats. Thus organizations might replace administrative documents with appropriate EDI message(s). The focus here is to establish if the customs uses electronic messages for the purpose of sharing information.) Yes No

Q11. If the management information system linking your company with other stakeholders does feature EDI: With which institutions you have just listed do you exchange information electronically?

Was the system developed by a local IT company? When was the system introduced?

What is the standard that you use to structure the data/ information?

Are there any issues/problems in exchanging data electronically? Yes No

If the answer is YES, please describe the issues/problems your company face.

Q12. Do you want to rely more on EDI to exchange information with other stakeholders?

Yes No

If the answer is NO, why? If the answer is YES, what in your view needs to be done to increase reliance on EDI?

Section D DOCUMENTARY REQUIREMENTS

Q13. Does your company issue any transport documents. Yes No

For each document, please indicate if it is paper-based or/and electronic document and the date of introducing the e-document.

(Note: An electronic document is not a PDF or Word document. Rather, electronic documents refers to information structured in electronic formats such as the United Nations/Electronic Data Interchange for Administration, Commerce and Transport (UN/EDIFACT) and the Extended Language Markup (XML).)

Type of Document	Yes/No	Paper-based	Electronic	Date of introducing the e-document

Q14. For electronic documents

Can you send them from your computer or do you have to connect to the Customs data system and enter data online? Yes No

Do you still have to submit the corresponding paper documents? Yes No

If the answer is YES, for which documents?

Q15. Are there any issues/problems in using electronic documents? Yes No

If YES, please describe the issues/problems you face.

Q16. Do you want to see increase your use of electronic documents? Yes No

If the answer is YES, what in your view needs to be done to enable you to achieve this?

Q17 For paper-based documents, are they aligned with internationally recognized standards or to the format used by main trading partners?

(Note: Examples of internationally recognized standards is the UN Layout key. The interviewee must be provided with an example of a document that is aligned to the UN layout Key (see Figure 5, Annex 1).)

If the answer is YES, can you indicate the international or other standard used for structuring the document?

Are there any particular problems/issues with these paper-based documents?

Your assessment of transport infrastructure and overall regulatory and procedural framework

Q18. How do you evaluate the air cargo system (s) in your country in terms of?

(Note: If the country has several air cargo systems, a separate table should be constructed for each airport.)

Evaluation category	Satisfaction (Yes/No)	Reasons
Capacity of loading and unloading equipment		
Frequency and extent of cargo loss and damage		
Airport location		
Accommodation of large shipments		
Convenience of pickup and delivery times		
Availability of information concerning shipments		
Availability of loading and unloading facilities for large and/or odd-sized freight		
Flexibility in meeting special handling requirements, e.g., refrigeration		
Freight handling charges		
Assistance in claims handling		

Q19. How do you evaluate the intermodal transfer of goods between air and other transport modes in terms of efficiency (financial and time wise) and reliability?

Intermodal transfer operations	Satisfaction		If not satisfied, why	Suggestions for improvement
	Efficiency	Reliability		
Air-railway				
Air-truck				
Air-maritime				

Q20. Do you experience any difficulties in organizing overland transport of goods destined for exports? Yes No

If YES, please elaborate which destination is the most challenging, and highlight the additional costs (time and financial cost) that these difficulties result in.

Q21. What in your view needs to be done to address the difficulties you have just mentioned?

Q22. Are there any aspects of the existing legal framework which you find as restricting your activities and/or ability to improve your services?

Q23. If you were a government official, and were asked to improve the air cargo system by focusing on one non-tariff measure only, what would this measure be? What steps would you take to address this measure?

Q24. Are there any other policy issue(s)/concerns not covered by the survey that you would like to highlight?

NATIONAL STANDARDS BODY AND STANDARD DEVELOPEMNT ORGANIZATIONS³⁵

Interviewee Name: _____
 Job title: _____
 Office and/or mobile phone: _____
 Email: _____
 Address: _____

(Note: Questions related to Management Information Systems and electronic documents should be directed to the head of the IT department.)

Section A GENERAL INFORMATION ABOUT THE AGENCY

**Q1. What is the legal status of your agency? What are its core responsibilities and functions?
To which state agency do you report?**

Q2. Can you tell us about the agency's institutional capacity in terms of staff and regional/local offices?

Offices	Location	Number of offices	No. of staff	Breakdown of staff by specialization/area of work
Headquarters		N/A		
Regional				
Local				
Total				

Q3. Can you provide us with the agency's organigramme?

Q4. How does the agency finance its operational expenditures and activities? Please check from the below list all that applies. For each source of funding, highlight its contribution to total revenues and its advantages and disadvantages.

Sources of funds	Share of total revenues	Advantages	Disadvantages
Government			
Industry			
Sales of standards			
Other, please specify			

³⁵ In some countries, e.g., Belarus, the national standards body enjoys a monopoly over standard setting. In other countries, such as Tajikistan, standard setting is carried out by other public agencies.

Q5. Can you tell us about the facilities that your agency operates? Please specify their location and indicate the financial, managerial and other challenges to their efficient management.

Facilities	Location	Challenges

Q6. Can you advise us on your agency participation in international/regional standard setting organizations? Which organizations do you participate in, in which capacity, and what needs to be done to increase your agency’s benefit from such participation?

International/ regional standard setting organizations	Type of members Member Associate member Affiliate member	Participation in technical groups/ committees. Please specify the name of the group, and the nature of your participation (e.g., chair)	Participation in schemes, activities and programmes	Steps that need to be taken to reap more benefits

**Section B
MANAGEMENT INFORMATION SYSTEM**

B.1 Information Dissemination

Q7. What are the means (e.g., website, information center, newsletters) that you use to disseminate national standards?

Q8. Are the national standards available free of charge or do businesses have to purchase them?

B.2 The management information system linking the headquarters with the regional and local offices.

Q9. Does this system feature electronic data interchange (EDI)?

(Note: Electronic data interchange (EDI) refers to the electronic transfer from computer to computer of commercial or administrative transactions using a specific standard for structuring the data/information in electronic document formats. Thus organizations might replace administrative documents with appropriate EDI message(s). The focus here is to establish if the customs uses electronic messages for the purpose of sharing information.) Yes No

Q10. What type of information does your agency exchange with regional and local offices?

Q11. Are there any issues/problems in exchanging data using the current system? Yes No

If YES, please elaborate

Q12. Does your agency want to rely more on EDI to link headquarters with local and regional offices? Yes No

If the answer is NO, why?

If the answer is YES, what in your view needs to be done to increase reliance on EDI systems?

B.3 The management information system linking your agency with other and state agencies.

Q13. Can you list the main agencies with which your agency exchange information on a regular basis. For each agency, indicate the type of information that is exchanged and whether it is exchanged on a regular basis.

Agency	Type of information exchanged	Frequency	
		Regular basis, specify	Irregular basis, specify

Q14. Does the management information system through which you exchange information with other agencies feature electronic data interchange (EDI)? Yes No

Q15: Are there any issues/problems in exchanging data using the current system? Yes No
If the answer is YES, please elaborate.

Q16. Does your agency want to rely more on EDI to exchange information with other agencies? Yes No
If the answer is NO, why?

If the answer is YES, what in your view needs to be done to increase reliance on EDI?

Section C SYSTEM OF STANDARDS

Q17. Can you provide us with a breakdown of the existing national standards by type? Please check all that applies from the below list

Sectors	YES/NO
Vocabulary standards, e.g. glossaries, signs and symbols;	
Basic standards, such as units of measures;	
Product standards that cover, inter alia, specifications for dimensions, performance, health, safety, environmental protection and documentation	
Standards for inspection, test methods and analysis	
Standards that focus on organization, such as for logistics, maintenance, inventory management, quality management, project management and production management	

Q18. Which sectors do national standards cover? And to what extent are these standards harmonized with international and regional standards?

Sectors	Percentage of standards harmonized with regional standards. (Please indicate the regional standards are EU, or other, standards)	Percentage of standards harmonized with international standards (Please indicate if the international standard are ISO or IEC standards)

Q19. How many organizations are involved in setting national standards? Can you please list them and highlight their legal status (public/private sector owned) and the type of standards they develop.

Standard Setting Organizations	Legal status	Type of standards

Q20. Can you provide us with a list of sectors/products that are subject to mandatory standards?

Q21. What are the national laws/acts that provide the basic legislation for standard setting? What are the key issues/guidelines that this legislation emphasize?

Q22. On what basis are priorities for standardization decided? For example, does your agency conduct a needs assessment? Or does it base its decisions on national development plans?

Q23. Can you tell us about the technical committees/working groups responsible for developing the national standards? How many committees have been established to date? Can you please list them?

How are the members of the committee selected?

How are the heads of the committees selected?

Which agency serves as the secretariat for the committees you have listed?

What are the difficulties that the committees face in developing national standards? How do they go about overcoming these difficulties?

What are the procedures that are taken to approve/adopt the standard once it is developed by the committees?

What in your view needs to be done to strengthen standard setting processes?

Q24. Any particular difficulties in harmonizing national standards with regional and international standards?

What should be done to overcome the difficulties to standards harmonization?

Q25. Does your agency have in-house training department/center for supporting stand-setting committees/groups? Yes No

Q26. If the answer is YES, what are the main areas/issues that the committees receive training on?

Q27. What are the services that your agency offers to enable industries to comply with national standards?

Q28. For which products (export/imported products) is national conformity assessment mandatory? Please indicate what level (of inspection, testing and certification) required?

Q29. What measures are to taken to ensure that conformity assessment (inspection, testing and certification) does not result in additional transaction costs (time and financial wise) to trader?

Q30. Do you accept testing and certification from abroad? Yes No

If YES, from which countries? For each country, indicate the specific products for which testing and certification is recognized and if this recognition based on Government- to- Government agreements or/and institution-to-institution agreements?

Countries	Products	Government- to- Government, please indicate if agreement is product specific	Institution- to- Institution agreement, please indicate name of institution and if agreement is product specific

Q31. Do other countries accept your testing and certification? Yes No

If YES, which countries? For each country, indicate the specific products for which testing and certification is recognized and if this recognition based on Government- to- Government agreements or/and institution-to-institution agreements?

Countries	Products	Government- to-Government, please indicate if agreement is product specific	Institution- to- Institution agreement, please indicate name of institution and if agreement is product specific

**Section D
DISCUSSIONS WITH PRIVATE SECTOR**

Q32. Does the agency participate in discussions with the private sector? Yes No

Q33. If the answer is YES,

Are these discussions undertaken regularly? Are there institutional mechanisms for ensuring regular discussions?

What are the issues/problems that are usually discussed?

Do you find these discussions useful in terms of defining issues/problems for new decisions and initiatives? Why?

Q34. What are the main difficulties that industries experience in achieving compliance with national standards? Please highlight both general and sector specific difficulties. What needs to be done to help the industries overcome these difficulties?

Q35. What are the main difficulties that industries experience in achieving compliance with regional standards? Please highlight both general and sector specific difficulties. What needs to be done to help the industries overcome these difficulties?

Q36. What are the main difficulties that industries experience in achieving compliance with international standards? Please highlight both general and sector specific difficulties. What needs to be done to help the industries overcome these difficulties?

**Section E
CONCLUDING QUESTIONS**

Q37. If you were asked to improve the trading environment by focusing on one non-tariff measure only, what would this measure be? Why?

Q38. Are there any other policy issue(s)/concerns not covered by the survey that you would like to highlight?

STATE AGENCIES RESPONSIBLE FOR TECHNICAL REGULATIONS

Interviewee Name: _____
 Job title: _____
 Office and/or mobile phone: _____
 Email: _____
 Address: _____

(Note: Questions related to Management Information Systems and electronic documents should be directed to the head of the IT department.)

Section A. GENERAL INFORMATION

Q1. What is the legal status of your agency? What are its core responsibilities and functions? To which state agency do you report?

Q2. Can you tell us about the agency's institutional capacity in terms of staff and regional/local offices?

Offices	Location	Number of offices	No. of staff	Breakdown of staff by specialization/area of work
Headquarters		N/A		
Regional				
Local				
Total				

Q3. Can you provide us with the agency's organigramme?

Q4. How does the agency finance its operational expenditures and activities?

Q5. Can you advise us on your agency’s participation in international/regional regulatory bodies? In which bodies do you participate, in what capacity, and what needs to be done to increase your agency’s benefit from such participation?

International/ regional regulatory bodies	Type of membership Member Associate member Affiliate member	Activities, programmes and schemes that the agency is involved in	Steps that need to be taken to reap more benefits

**Section B
MANAGEMENT INFORMATION SYSTEM**

B.1 Information Dissemination

Q6. What are the means (e.g., website, information center, newsletters) that you use to disseminate information on national technical regulations?

B.2 The management information system linking the headquarters with the regional and local offices.

Q7. Does this system feature electronic data interchange (EDI)? (Skip to question 12 if the agency does not have regional offices)

(Note: Electronic data interchange (EDI) refers to the electronic transfer from computer to computer of commercial or administrative transactions using a specific standard for structuring the data/information in electronic document formats. Thus organizations might replace administrative documents with appropriate EDI message(s). The focus here is to establish if the customs uses electronic messages for the purpose of sharing information.) Yes No

Q8. What type of information does your agency exchange with regional and local offices?

Q9. Are there any issues/problems in exchanging data using the current system? Yes No
If YES, please elaborate

Q10. Does your agency want to rely more on EDI to link headquarters with local and regional offices? Yes No

If the answer is NO, why?

If the answer is YES, what in your view needs to be done to increase reliance on EDI systems?

B.3 The management information system linking your agency with other and state agencies

Q11. Can you list the main agencies with which your agency exchange information on a regular basis. For each agency, indicate the type of information that is exchanged and whether it is exchanged on a regular basis.

Agency	Type of information exchanged	Frequency	
		Regular basis, specify	Irregular basis, specify

Q12. Does the management information system through which you exchange information with other agencies feature electronic data interchange (EDI)? Yes No

Q13. Are there any issues/problems in exchanging data using the current system? If the answer is YES, please elaborate.

Q14. Does your agency want to rely more on EDI to exchange information with other agencies? Yes No

If the answer is NO, why?

If the answer is YES, what in your view needs to be done to increase reliance on EDI?

Section C
TECHNICAL REGULATIONS DEVELOPMENT

Q15. What are the national laws/acts that provide the basic legislation for the development of technical regulations? What are the key issues/guidelines that this legislation emphasize?

Q16. What are the purposes of technical regulations as set out in national regulations?

Q17. Which state agency/body is responsible for defining the national schedule for technical regulations development (products to be subjected to technical regulations and the time-frame for developing the technical regulations)?

Q18. How does the agency/body you have just listed in Q 17 go about setting this schedule? For example, does it conduct an impact assessment to determine whether intervention is needed before designing a technical regulation?

Q19. Which sectors do national standards cover? o what extent are these standards harmonized with international and regional standards?

Sectors	Percentage of standards harmonized with regional standards. (Please indicate the regional standards are EU, or other, standards)	Percentage of standards harmonized with international standards (Please indicate if the international standard are ISO or IEC standards)

Q20. How are technical requirements defined in national technical regulations? Please choose from the following list and highlight the rationale behind opting for such a choice?

Ways for defining technical regulations	Rationale
Technical requirements are contained in full in the text of the technical regulation	
A national, regional or international standard is referenced by number, title, scope, date or any combination of these.	
An official list of “deemed to satisfy” standards is published	

Q21. What are the challenges/difficulties that your agency faces in setting national technical regulations? How does it go about overcoming these difficulties?

Q22. Are there any particular difficulties in harmonizing national technical regulations with regional and international ones? How does the agency go about overcoming these difficulties?

Q23. What should be done to strengthen the agency's capacity in the area of technical regulations setting?

Q24. Do you think that adopting the EU New Approach to technical harmonization is a feasible option for overcoming difficulties associated with technical harmonization? Yes No

(Note: The EU New Approach stipulates only harmonising the essential requirements of products and applying the "general reference to standards" formula and the principle of mutual recognition.)

Why?

Q25. What are the services that your agency offers to enable industries to comply with national technical regulations?

Section D DISCUSSIONS WITH PRIVATE SECTOR

Q26. Does your agency participate in discussions with the private sector? Yes No

Q27. If the answer is YES,

Are these discussions undertaken regularly? Are there institutional mechanisms for ensuring regular discussions?

What are the issues/problems that are usually discussed?

Do you find these discussions useful in terms of defining issues/problems for new decisions and initiatives? Yes No
Why?

Q28. What are the main difficulties that industries experience in achieving compliance with national technical requirements? Please highlight both general and sector specific difficulties. What needs to be done to help the industries overcome these difficulties?

Q29. What are the main difficulties that industries experience in achieving compliance with regional technical requirements? Please highlight both general and sector specific difficulties. What needs to be done to help the industries overcome these difficulties?

Q30. What are the main difficulties that industries experience in achieving compliance with international technical requirements? Please highlight both general and sector specific difficulties. What needs to be done to help the industries overcome these difficulties?

Section E CONCLUDING QUESTIONS

Q31. If you were asked to improve the trading environment by focusing on one non-tariff measure only, what would this measure be? Why?

Q32. Are there any other policy issue(s)/concerns not covered by the survey that you would like to highlight?

STATE AGENCIES RESPONSIBLE FOR CONFORMITY ASSESSMENT

Interviewee Name: _____
 Job title: _____
 Office and/or mobile phone: _____
 Email: _____
 Address: _____

(Note: This questionnaire is intended for the agencies responsible for conducting the inspection, testing and certification required to provide evidence that the (local and imported) products meet the stated requirements, as well as accreditation agencies and metrology. The questionnaire comprises questions that should be addressed to all the agencies, and agency specific questions.)

Section A GENERAL INFORMATION ABOUT THE AGENCIES

Q1. What is the legal status of your agency? What are its core responsibilities and functions? To which state agency do you report?

Q2. What are the national laws/acts that provide the basic legislation for the conformity assessment services provided by your agency? What are the key objectives/guidelines that this legislation emphasizes?

Q3. Can you tell us about the agency's institutional capacity in terms of staff and regional/local offices?

Offices	Location	Number of offices	No. of staff	Breakdown of staff by specialization/area of work
Headquarters		N/A		
Regional				
Local				
Total				

Q4. Can you provide us with the your agency's organigramme? Yes No

Q5. How does the agency finance its operational costs and activities?

Q6. Can you advise us on your agency participation in international/regional regulatory bodies? Which Bodies do you participate in, in which capacity, and what needs to be done to increase your agency's benefit from such participation?

International/ regional regulatory bodies	Type of membership	Activities, programmes and schemes that the agency is involved in	Steps that need to be taken to reap more benefits
	Member Associate member Affiliate member		

**Section B
MANAGEMENT INFORMATION SYSTEM**

B.1 Information Dissemination

Q7. What are the means (e.g., website, information center, newsletters) that you use to disseminate information on national technical regulations?

B.2 The management information system linking the headquarters with the regional and local offices.

Q8. Does this system feature electronic data interchange (EDI)?

(Note: Electronic data interchange (EDI) refers to the electronic transfer from computer to computer of commercial or administrative transactions using a specific standard for structuring the data/information in electronic document formats. Thus organizations might replace administrative documents with appropriate EDI message(s). The focus here is to establish if the customs uses electronic messages for the purpose of sharing information.) Yes No

Q9. What type of information does your agency exchange with regional and local offices?

Q10. Are there any issues/problems in exchanging data using the current system? If YES, please elaborate

Q11. Does your agency want to rely more on EDI to link headquarters with local and regional offices?

Yes No

If the answer is NO, why?

If the answer is YES, what in your view needs to be done to increase reliance on EDI systems?

B.3 The management information system linking your agency with other and state agencies.

Q12. Can you list the main agencies with which your agency exchanges information on a regular basis. For each agency, indicate the type of information that is exchanged and whether it is exchanged on a regular basis.

Agency	Type of information exchanged	Frequency	
		Regular basis, specify	Irregular basis, specify

Q13. Does the management information system through which you exchange information with other agencies feature electronic data interchange (EDI)? Yes No

Q14. Are there any issues/problems in exchanging data using the current system? Yes No

If the answer is YES, please elaborate.

Q15. Does your agency want to rely more on EDI to exchange information with other agencies?

Yes No

If the answer is NO, why?

If the answer is YES, what in your view needs to be done to increase reliance on EDI?

Section C
TRADE-RELATED DOCUMENTARY REQUIREMENTS

Q16. Which of the documentary requirements produced by your agency are paper-based and which documents are electronic documents? For electronic documents, can you please indicate when were they introduced and the electronic standard used for structuring the information?

(Note: An electronic document is not a PDF or Word document. Rather, electronic documents refers to information structured in electronic formats such as the United Nations/Electronic Data Interchange for Administration, Commerce and Transport (UN/EDIFACT) and the Extended Language Markup (XML).)

Documentary requirements	Paper based	Electronic document	Date of introducing electronic documents	Electronic standard

Q17. Are there any particular problems/issues with the existing paper-based documents?

Q18. For electronic documents

Which data modeling technique/standard is used for structuring the e-document?

Does the trader have to submit the paper-based documents as well? Why?

Are there any problems/issues with the electronic documents?

Q19. Does your agency want to rely more on electronic documents? Yes No

Q20. If the answer is NO, why?

Q21. If the answer is YES, what in your view needs to be done to increase reliance on electronic documents?

Section D
FOR INSPECTION AGENCIES ONLY

Q22. What are the laws that provide the basis for regulating testing labs? Can you indicate their key objectives and guidelines?

Q23. Can you provide us with a breakdown of the country's inspection bodies by field (i.e., pre-shipment, health, environmental). For each body, can you indicate its legal status and if it is accredited

Inspection body	Field	Legal status	Accredited (Yes/No)

Q24. Can you tell us about your risk management system?

What are the basis (or risk parameters) for deciding as to which goods, and means of transport should be examined and to what extent (i.e., documentary check and/or physical check or post audit check)?

Q25. Does your agency use a special tool/ programme for the establishment of risk profiles?

Yes No

If the answer is YES, What has been your experience with this tool/ programme?

Are there any particular issues/problems?

Q26. Do you use selectivity programmes? Yes No

If the answer is YES, what has been your experience with this programme? Are there any particular issues/problems? *(Note. Inspection selectivity programmes analyse data generated from customs documents on the basis of pre-set risk parameters.)*

Q27. Does your agency share data on risk management with other agencies? Yes No

If the answer is YES, with which agencies? Are there any particular issues/problems with sharing data on risk management?

Q28. How many agencies carry out control operations at border? Can you please list these agencies?

(Note: It is important to establish if the customs carry our physical inspection on behalf of other agencies.)

Q29. Is there an established strategy/law articulating the procedures and sequence of controls?

Yes No

If the answer is YES, can we have a copy of this strategy/law?

Q30. Can you tell us about the coordination mechanisms between your agency and other border control agencies? Please describe coordination mechanisms (both the organizational and management information systems).

Q31. Any particular problems in coordinating with the different national border control agencies?

Q32. Which cargoes are usually subject to physical inspection by your agency? Why?

Type of cargo	Destined for export	Imported	Reasons
Perishable			
Containerized			
Conventional			
Roll-on/roll-off vehicles			

Q33. Which goods are usually subject to physical inspection by your agency? Why?

Type of good. Please specify using Harmonized System code (HS code) at 6-digit level or national tariff line level.	Destined for export	Imported	Reasons

Q34. Can you tell us about coordination arrangements with your counterparts in neighboring countries)?
What do these arrangements entail? (e.g., consultative mechanisms, recognition of controls such as cross-border road permits, etc.)

What are the particular problems/issues do these arrangements pose? And what should be done to overcome them?

Q35. Can you advise us as to cases (in terms of specific products and country of origin) where test reports and certificates from abroad are accepted?

Q36. Can you advise us as to the cases (in terms of specific products and country of origin) where imported products are retested in accordance with mandatory standards?

Q37. How long does it take to complete the retesting process? And how much does this process cost the trader financial and time wise?

Q38. Are there cases whereby imported products have to obtain the product certification mark of the national standards body

Q39. How long does it take to complete the certification mark? And How much does this process cost the trader?

Q40. What should be done to improve the efficiency of the inspection agencies?

Section E
FOR AGENCIES/DEPARTMENTS OVERSEEING LABORATORY TESTING SERVICES

Q41. What are the laws that provide the basis for regulating testing labs? Can you indicate their key objectives and guidelines?

Q42. Can you provide us with an overview of the country’s inventory of testing labs by specialization (e.g., microbiology, electronic engineering) and type of products (e.g., agriculture). Can you also indicate the location (town) of the labs, if the labs are privately owned or state-owned, and advise as to which labs are accredited according to international standards and which are in need for modernization?

Metrology lab	Field	Location	Privately-owned/state-owned	Accredited (Yes/No) If yes, please indicate the international standard according to which the lab was accredited.	Need for modernization (Yes/No)

Q43. To which sectors do the labs offer testing services?

Q44. Do the services provided by the labs meet the testing requirements of the clients?

Yes No

Why?

Q45. Do the labs provide training for manufacturers and research institutions? Yes No

If YES, please specify which lab(s).

Q46. What should be done to ensure responsiveness to the industries’ testing needs?

**Section F
FOR CERTIFICATION AGENCIES ONLY**

Q47. What are the laws that provide the basis for regulating certification agencies? Can you indicate their key objectives and guidelines?

Q48. Can you provide us with a breakdown of the country's certification bodies by field (e.g., pre-shipment, health, environmental). For each body, can you indicate its legal status and if it is accredited

Certification body	Field	Legal status	Accredited (Yes/No)

Q49. What should be done to improve the performance of certification agencies?

**Section G
FOR ACCREDITATION AGENCIES ONLY**

Q50. Can you provide us with a breakdown of the country's accreditation bodies by field (i.e., lab testing, inspection, and certification) pre-shipment, health, environmental). For each body, can you indicate its legal status and if it is accredited?

Accreditation body	Field	Legal status	Accredited (Yes/No)

Q51. What are the laws that provide the basis for regulating accreditation bodies? Can you indicate their key objectives and guidelines?

Q52. What needs to be done to improve the performance of accreditation bodies?

**Section H
FOR AGENCIES OVERSEEING THE METROLOGY SYSTEM**

Q53. What are the laws that provide the basis for regulating metrology? Can you indicate their key objectives and guidelines?

Q54 .How are metrological strategic objectives decided?

Are they derived from the national plan? Yes No

If YES, please indicate which plan?

Do these objectives stem from a decision-making process? If YES, can you describe this process, highlighting the agencies involved and the stages that the decision making process entails?

Q55. Can you provide us with an overview of the key agencies involved in supporting the metrology system? For each agency, can you highlight its legal status and key responsibilities?

Name of the agency	Legal status	Key responsibilities

Q56. What are the fields (e.g., mass, volume, dimensional) that are covered by metrology?

Q57. What should be done to improve the metrology system’s efficiency and responsiveness?

Section I
NATIONAL METROLOGY LABS

Q58. Can you provide us with an overview of the country's inventory of metrology labs by field. Can you also indicate the location (town) of the labs, if the labs are privately owned or state-owned, and advise as to which labs are accredited according to international standards and which are in need for modernization?

Metrology lab	Field	Location	Privately-owned/state-owned	Accredited (Yes/No) If yes, please indicate the international standard according to which the lab was accredited.	Need for modernization (Yes/No)

Q59. Are the national measurement standards harmonized (through comparison) with those of trading partner countries? Yes No

If YES, with which trading partners?

If NO, why? What are the obstacles to harmonization?

Q60. Do labs offer calibration services to the below (select al that apply)?

- Import inspections
- Product certification bodies
- Market surveillance
- Standards development
- Exporters
- Producers
- Research institutions
- Other, please specify

Q61. How long does it take on average for the labs to provide the results of their calibration from the moment the exporter/producer submits his request? How much does the exporter/producer has to pay (on average) for the calibration service?

Q62. Do the labs provide training for manufacturers and research institutions? Yes No
 If YES, please specify which lab(s).

Q63. What in your view should be done to improve the performance of metrology labs?

**Section J
 LEGAL METROLOGY**

Q64. Does a proper measuring instrument approval system exist in the legal metrology domain?

Yes No

Please explain.

Q65: Are international standards used as the basis for such approvals? Yes No

Q66: Is there a formal verification system for measurement instruments in the legal metrology domain?

Yes No

Please explain

Q67. Are inspections carried out in the market place to ensure that measuring equipment is in fact properly type approved and that the verification intervals are kept? Yes No

Please explain

Q68. Does a proper system for the control (e.g. weight) of pre-packaged goods exist? Yes No

Please explain

Q69. What in your view should be done to improve legal metrology?

Section K
CONCLUDING QUESTIONS

Q70. If you were asked to improve the trading environment by focusing on one non-tariff measure only, what would this measure be? Why?

Q71. Are there any other policy issue(s)/concerns not covered by the survey that you would like to highlight?

MINISTRY OF TRADE AND INDUSTRY

Interviewee Name: _____
Job title: _____
Office and/or mobile phone: _____
Email: _____
Address: _____

**Section A
GENERAL**

Q1. What are the sectors that the government deem as priority sectors for export development?

Q2. What in your view are the key obstacles for increasing the priority sectors' export competitiveness?

Q3. Can you provide us with a brief overview of the government's ongoing trade development efforts, including strategic development plans and key donor funded projects?

Q4. What are the key procedural and regulatory barriers facing trades?

Q5. What are the main challenges facing the notification authority in the area of non-tariff barriers? How do you address these challenges? Both in terms of issuing and responding to notifications

(Note: This question is to be addressed to WTO members only)

Section B
DISCUSSIONS WITH PRIVATE SECTOR

Q6. Does the agency participate in discussions with the private sector over trade facilitation?

(*Note: Trade facilitation* refers to the implementation of measures leading to the simplification, standardization and harmonization of the formalities³⁶, procedures, documents and operations inherent to international trade transactions.) Yes No

Q7. If the answer is YES,

Are these discussions undertaken regularly? Are there institutional mechanisms for ensuring regular discussions?

What are the issues/problems that are usually discussed?

Do you find these discussions useful in terms of defining issues/problems for new decisions and initiatives? Why?

Q8. What are the main difficulties that industries experience in achieving compliance with national standards? Please highlight both general and sector specific difficulties. What needs to be done to help the industries overcome these difficulties?

Q9. What are the main difficulties that industries experience in achieving compliance with regional standards? Please highlight both general and sector specific difficulties. What needs to be done to help the industries overcome these difficulties?

Q10. What are the main difficulties that industries experience in achieving compliance with international standards? Please highlight both general and sector specific difficulties. What needs to be done to help the industries overcome these difficulties?

³⁶ A set of requirements of an official, commercial or institutional nature.

Section C
CONCLUDING QUESTIONS

Q11. If you were asked to improve the trading environment by focusing on one non-tariff measure only, what would this measure be? Why?

Q12. Are there any other policy issue(s)/concerns not covered by the survey that you would like to highlight?

CHAMBERS OF COMMERCE AND ENTERPRISE SUPPORT INSTITUTIONS

Interviewee Name: _____
Job title: _____
Office and/or mobile phone: _____
Email: _____
Address: _____

**Section A
CONTRIBUTION TO TRADE DEVELOPMENT**

Q1. What are the sectors that the government deem as priority sectors for export development?

Q2. What in your view are the key obstacles for increasing the priority sectors' export competitiveness?

Q3. Can you provide us with a brief overview of the government's on-going trade development efforts, including strategic development plans and key donor funded projects?

Q4. What are the key procedural and regulatory barriers facing trades?

Q5. Can you provide us with an overview of the main trade support services offered by your institution?

Q6. What other services that your institution would like to offer if provided with additional institutional support?

Q7. What benefits would the additional services you have just listed bring to traders?

Section B
DISCUSSIONS WITH PRIVATE SECTOR

Q8. Does the agency participate in discussions with the private sector over trade facilitation?

(*Note:* Trade facilitation refers to the implementation of measures leading to the simplification, standardization and harmonization of the formalities³⁷, procedures, documents and operations inherent to international trade transactions.) Yes No

Q9. If the answer is YES,

Are these discussions undertaken regularly? Are there any institutional mechanisms for ensuring regular discussions

What are the issues/problems that are usually discussed?

Do you find these discussions useful in terms of defining issues/problems for new decisions and initiatives?

Yes No Why?

Q10. What are the main difficulties that industries experience in achieving compliance with national standards? Please highlight both general and sector specific difficulties. What needs to be done to help the industries overcome these difficulties?

Q11. What are the main difficulties that industries experience in achieving compliance with regional standards? Please highlight both general and sector specific difficulties. What needs to be done to help the industries overcome these difficulties?

Q12. What are the main difficulties that industries experience in achieving compliance with international standards? Please highlight both general and sector specific difficulties. What needs to be done to help the industries overcome these difficulties?

³⁷ A set of requirements of an official, commercial or institutional nature.

Section C
CONCLUDING QUESTIONS

Q13. If you were asked to improve the trading environment by focusing on one non-tariff measure only, what would this measure be? Why? Please also tell us about the steps you would take to address this measure.

Q14. Are there any other policy issue(s)/concerns not covered by the survey that you would like to highlight?