Study to Identify Best Practices in Processes From Transportation Arrival To the Presentation of Goods Declaration

CTI – Sub-Committee on Customs Procedures
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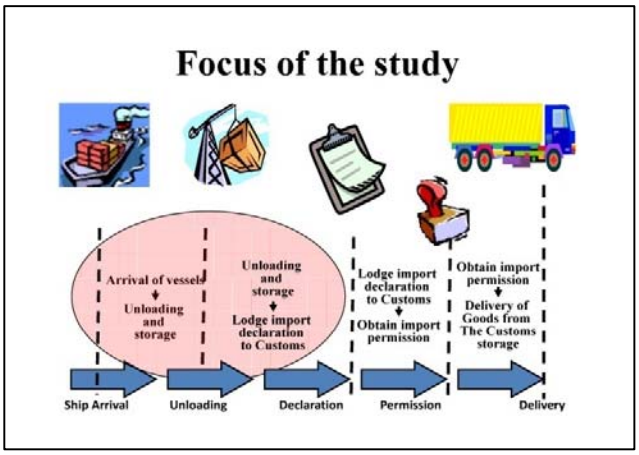
1 Chapter ONE: Background

1.1 Introduction

1. The idea of this study was launched by the Peruvian representation to the APEC Sub-Committee on Customs Procedures (SCCP), with the co-sponsoring of Singapore and the Philippines. It aims at uncovering potential reductions in trade transaction time and cost in a portion of the entire international transport chain that has not received yet as much attention as others, namely the links between conveyance arrival within a Customs territory and presentation of goods declaration at Customs, links where foreign trade operators perform a major role.



2. The study will seek at identifying, among APEC Members' economies, best practices in processes and activities from transportation arrival to the presentation of goods declaration with a view to establish a framework of measures that would lead to reduction in transaction time and cost experienced by traders.

1.2 Structure of the report

3. Chapter TWO presents the main reasons for delays to occur in the specific stages of the entire international transport chain that has not received yet as much attention as others, namely the links between conveyance arrival within a Customs territory and presentation of goods declaration at Customs. Delays may take place during navigation operations and/or unloading and storage operations. These delays may be attributable to the intermodal/border crossing facility's management or to other stakeholders working within the same facility. From these observations, the chapter explains how a questionnaire was developed to assess the main reasons for delays and introduces the structure of the Questionnaire. Annex I includes a copy of the Questionnaire that was addressed to the APEC Member Economies through their representatives at the Sub-Committee on Customs Procedures (SCCP). Annex II provides the contents of the database that was built from the answers received from thirteen Member Economies.

4. Chapter THREE presents the results of the survey. It reviews the main problems identified through the survey and draws the main conclusions that can be extracted from these results. Annex III includes the synthesis of the answers to the Questionnaire, with tables and graphics corresponding to each of the questions, and Annex IV presents an analysis of the answers.

5. Chapter FOUR proposes commonly applied solutions to reduce the impact of the problems identified. Some may be recommendations, recognized best practices already implemented in some Member Economies, as well as pertinent experiences.

2 Chapter TWO: Main reasons for delays to occur

2.1 Introduction

6. Chapter TWO explains the specific stages through which a transport means (also called "conveyance") and its cargo must go from the time of their arrival within a national territory to the time a goods declaration is presented to Customs. These specific stages cover the activities of the international trade transaction, activities performed between:

a. Conveyance arrival within a national territory and berthing/aproning of the vessel/aircraft; and between

b. Berthing/aproning and presentation of goods declaration to Customs.

7. For each of these two stages, the main reasons for delays to occur will be identified with a view to elaborate a questionnaire to confirm that the reasons identified do affect operations and processes in the APEC Member Economies.

2.2 The two specific stages of the present Study

8. An international transport operation to move traded goods from the seller's premises to the buyer's ones can generally be divided into five main segments:

1. A pre-transport operation (road, rail), from seller's premises to a modal transport interface facility (port, airport);

2. A modal transport interface operation (port, airport) at origin;

3. main transport operation (sea, air);

4. modal transport interface (port, airport) at destination; and

5. A post-transport operation (road, rail), from the modal transport interface at destination up to the buyer's premises.

9. Within each of these segments, the corresponding transport operation may involve:

a) A service provider (e.g. the operator who assembles the various segments into a door-to-door transport operation);

b) A transport operator, such as a carrier or an intermodal terminal operator;

c) One or various transport means (vessel, aircraft, road vehicle, train) and necessary cargo handling equipment at intermodal terminal facilities; and

d) Infrastructure supporting the transport means and the terminals.

10. The present Study focuses on operations, processes and corresponding documentation at the hinge between segment #3 (main transport operation) and segment #4 (modal transport interface at destination).[1]

11. The stages covered by the Study are therefore located at places that:

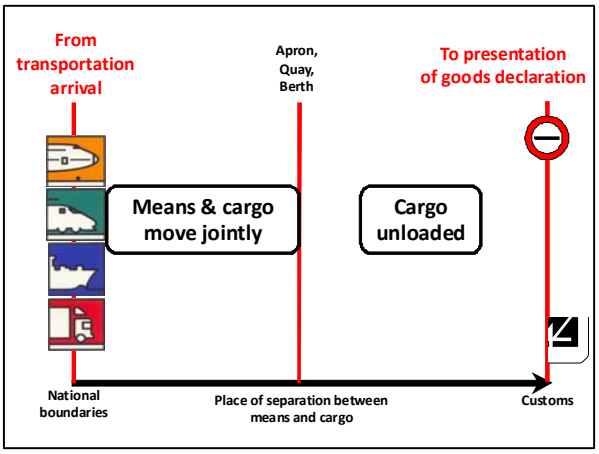
- constitute the entry of both means of transport and cargo into a national territory; and that
- often serve as intermodal transfer facilities.

12. When a transport means enters into a national territory, the means itself and whatever and whoever is embarked on it, as well as the institutions owning or operating it, are expected to fulfill the obligations established in the national laws and regulations of that territory.

13. These institutions (door-to-door transport operator, shipping line, airline, etc.) must submit the requested information in order for the concerned national administrations to authorize the movement of the transport means up to an agreed place where goods will be unloaded and stored until Customs declared, processed, cleared and released for continuing its journey towards final destination under appropriate national Customs regimes.

14. For some modes of transportation (sea and air), the border-crossing "event" (e.g. entering a national territory) is usually associated with an interface facility (port, airport) where a modal change will occur. Cargo will be transferred from the "entering" mode (sea, air) to a "departing" mode (road, rail).

15. Cargo moving on the other traditional modes (road and rail) is unlikely to change mode at the time of border-crossing. However, because of local regulations regarding vehicles, operators or service providers, cargo may have to be passed from one transport unit onto another (similar) transport unit authorized to run or be operated in the new territory.



16. During the first stage (Conveyance arrival within a national territory and berthing/aproning of the vessel/aircraft), when the transport means enters the national boundaries, both the means and cargo (loaded on that means) move jointly…..until they reach a place (apron, quay, berth) where cargo will be authorized to be separated (unloaded) from its carrying means.

17. During the second stage (Berthing/aproning and presentation of goods declaration to Customs), the transport means will remain idle while cargo is being unloaded and temporarily stored (unloading and storage operations). During that stage, cargo must obtain all necessary authorizations granted by the concerned national administrations before going through Customs clearance and be released to enter into the national territory.

[1] Although the present Study makes clear references to intercontinental sea and air transport operations, the findings of the Study can be extended to continental ground transport (road, rail, waterway) operations. The main difference lies in the fact that a border crossing place for ground transport is usually not an intermodal terminal facility.

2.3 Reducing cargo transit time

18. Reducing cargo transit time is a key challenge in any international trade operation. The total cargo transit time from seller's to buyer's premises (from door-to-door) is an essential element of competitivity. Total cargo transit time includes:

- Transit time while cargo is moving on a means of transport; and
- Idle time while cargo is waiting for onwards transportation at modal interface point or for administrative clearance at a border point.

19. Transit time while cargo is moving on a means of transport depends on the (commercial) speed of this means of transport. Delay to cargo may therefore occur when the transport means speed is reduced due to some constraints, inter alia:

- Operational congestion/bottlenecks along transport routes;
- Administrative constraints affecting the transport means (e.g. transport means must wait until authorization to enter a territory is granted).

20. In a door-to-door transport operation, cargo may have to wait:

- At a modal interface point, for an onwards connection using another means of transport; or
- At a border point (that may also be a modal interface point), until proper administrative authorizations are granted for cargo to continue moving to final destination.

21. The Study therefore covers the documentation and processes that may affect the transport means speed between the time of conveyance arrival and berthing, as well as those documentation and processes that may keep cargo idle between the time of berthing and the presentation of goods declaration to Customs.

2.4 Areas where delay may occur

22. The activities under each of the two stages may be subject to dysfunctions and problems. In this section, the various activities and operations will be introduced.

23. The first stage refers to **navigation operations**. To perform these operations, transport means and cargo must receive the required authorizations from all governmental institutions mandated to control and enforce all laws and regulations regarding the entry into the territory of any means and cargo.

24. Furthermore, the means of transport will receive navigation instructions and may require navigation services (pilot, tugs, mooring, berthing, etc.) provided by the Port authority or services providers. These services will warrant the safe and timely mooring and berthing of the vessel.

25. During that period of time, the shipping/air line will also provide its agent with all the information to be submitted to the local authorities (e.g. Customs) regarding cargo to be unloaded, and to be transmitted to concerned cargo interests (e.g. importers).

26. The navigation operations are within a port authority's mandate and are often referred to as the "harbormaster's function".

27. This mandate generally comprises all legal and operational tasks related to the safety and efficiency of vessel/aircraft management within the boundaries of the sea/air port area. The harbormaster's office allocates berths and coordinates all services necessary to berth and unberth a vessel.

In the context of sea transport, these services include pilotage, towage, mooring and unmooring, and vessel traffic services (VTS). Often, the harbormaster is also charged with a leading role in management of shipping and port-related crises (for example, collisions, explosions, natural disasters, or discharge of pollutants). In view of its general safety aspects, the harbormaster's function has a public character.

28. The second stage refers to **cargo handling and storage operations**, operations that can only take place once the transport means is berthed and unloading of cargo authorized. Once the ship has berthed, once discharging operations are allowed, cargo moves from the ship to the quay and then to warehouse within the port limits or in a bounded warehouse outside the port.

29. The cargo handling and storage operations comprise all activities related to loading and discharging seagoing and inland vessels, including warehousing and intraport transport. A distinction typically is made between cargo handling on board of the vessel (stevedoring) and cargo handling on shore (landside or quay handling). Terminal operators can fulfill both roles.

30. There are typically two types of cargo handling and terminal operating firms. The more common structure for terminal operating firms is a company that owns and maintains all superstructures at the terminal (for example, paving, offices, sheds, warehouses, and equipment). Other firms only use the superstructure or equipment that is owned by the port. Such firms typically only employ stevedores or dock workers and have virtually no physical assets.

31. A variety of ancillary functions such as pilotage, towage and ship chandelling, fire protection services, linesmen services, port information services, and liner and shipping agencies exist within the port community. Large port authorities usually do not provide these services, with the possible exception of pilotage and towage. In a number of smaller ports, however, these are part of the port authority operations because of the limited traffic base.

32. During both stages, a large amount of information will be exchanged between the shipping line/agent, the providers of cargo handling and storage services, and the concerned national administrations.

33. These two stages may be affected by constraints related with navigation, infrastructure and provision of services, as well as by communication restraints between the stakeholders involved in the two stages.

34. The following page includes an illustrative table of the main (non-exhaustive) reasons for delay during the two stages. This table allowed structuring a set of fifty five (55) questions that were asked to representatives of the Member Economies, to assess the validity of the above mentioned reasons.

	Time period	Some potential reasons for delay	Due to		Affecting	
			Facility	Other stake-holders	Means (and cargo)	Cargo
NAVIGATION OPERATIONS	Entry of transport means into national territory	1. Documents not ready		X	X	
	Transit time from entry to anchorage. (reporting station)	1. Due to weather conditions				
	Delay at anchorage	1. Wait for pilot 2. Wait for berth allocation 3. Inappropriate scheduling of vessels from the anchorage to the quaysides resulting in vessels remaining at anchorage for long periods of time and running up huge costs;	X		X	
	The transit time from anchorage to berth.	1. Non- availability of working berth: a. as the berth is occupied by another working vessel b. as berth is out of commissioned c. for any other reason			X	
	Piloting	1. Absence of advance intimation about Estimated Time of Arrival (ETA), etc.		X	X	
	Mooring	1. Wait for ship inspection	X		X	
UNLOADING AND STORAGE OPERATIONS	Related to the facility	1. Mid-stream discharge due to non-availability of berth 2. Mid-stream discharge to meet draft requirement 3. Waiting for barges 4. Non-availability of port labour gangs (resource management planning) 5. Break-down / non-availability of handling equipment (planning, forecasting, maintenance) 6. Lack of storage space in shed/tanks (not/poor clearance) 7. Shed congestion/non or poor clearance of cargo	X			X
	Related to cargo	1. Waiting for unloading instructions from Chief Officer / Shipping agent 2. Cargo not ready 3. Break-down of ship gear 4. Non- availability of private labour 5. Document not ready (e.g. Customs declaration and supporting documents) 6. Waiting for administrative authorizations 7. Waiting for results of conformity tests 8. Waiting for mother/daughter vessel		X	X	X

2.5 Structure and distribution of the Questionnaire

35. The Questionnaire was structured into four main parts: one regarding the reasons for delay attributable to the intermodal/border crossing facility's management; another regarding the reasons attributable to other stakeholders within the same facilities, plus two parts related with the standardization of data and IT, and the existing practices regarding the use of EDI messages and modern Customs practices. This structure, including chapters and sections, is detailed in the table below.

36. The Questionnaire was intended to be answered by representatives of Customs administrations of the APEC Member Economies as well as by representatives of international trade operators/services providers.

37. The Questionnaire was distributed around mid-March 2008. Member Economies were invited to submit their answers to the Questionnaire by 18 April 2008.

Structure of the Questionnaire to identify main reasons for delay to transport means and cargo

I. Factors attributable to port, airport and border crossing facilities

I.1. *Infrastructure Constraints*
I.1.1. Inadequate capacity of the facilities
I.1.2. Inadequate navigational aids and facilities:
I.1.3. Bunching of transport means (vessel, aircraft, truck, train)
I.1.3.1. Entrance channel / landing path restrictions:
I.1.3.2. Non-availability of berth / parking space:
I.1.4. Poor road network within the facilities
I.2. *Low cargo handling capabilities*
I.2.1. Inadequate cargo handling equipments / machinery
I.2.2. High down time (breakdowns) of equipments
I.2.3. Low labour productivity
I.2.5. Regulatory restrictions on working hours
I.3. *General information related to the use of Information and Communication Technology (ICT)*
1.3.1. Insufficient ICT implementation in facility operations
1.3.2. Limited time for payment and documentation

II. Factors attributable to other stakeholders

II.1. *Cargo Evacuation / Aggregation Constraints*
II.1.1. Slow evacuation of cargoes from the areas leased / licensed to users
II.1.2. Document readiness
II.1.3. Mismatch at transfer points
II.2. *Statutory inspection and procedures*
II.2.1. Procedural formalities of regulatory authorities
II.2.2. Limited working hours by Customs and other Govt. Agencies
II.2.3. Lack of inspection / testing facilities for edible / plant / drugs at the port
II.3. *Participation of services providers*
II.3.1. Competition among services providers
II.3.2. Deployment of private cargo handling equipments and systems
II.3.3. Delay in mobilization of cargo handling equipments by stevedores
II.3.4. Inadequate IT implementation
II.4. *Other Factors*
II.4.1. Onboard Stowage of Cargo

III. Data/Information Technology standards

IV. Structures and processes already operating

3 Chapter THREE: Results of the survey

38. This Chapter refers to the results of the survey. It reviews the main problems identified through the survey and draws the main conclusions that can be extracted from these results.

3.1 General observations

39. By the end of July 2008, thirteen (13) APEC Member Economies had submitted their answers. These 13 respondents were almost equally distributed between Developed and Developing Economies. The table below indicates the Economies that responded to the Questionnaire.[2]

Economies that responded to the Questionnaire

Developed Economies
Australia
Hong Kong, China
Republic of Korea
New Zealand
Singapore
The USA
6

Developing Economies
Brunei Darussalam
People's Republic of China
Indonesia
Papua New Guinea
Peru
Thailand
Viet Nam
7

3.2 Structuring and processing the answers to the Questionnaire

40. This Section explains how the answers to the Questionnaire were compiled and then processed.[3]

41. The Questionnaire was based on fifty five (55) questions. Most of the questions were intended to be simple to answer. Questions Q1 through Q47 were making reference to some or all of the facilities that were specifically nominated by the person responsible for completing the Questionnaire.

42. As a preliminary question, this person requested to identify the most relevant (border crossing) facilities in his/her country (Economy). For each type of facilities (ports, airports, border crossing points), the IP was invited to name the location of one or two facilities. These names then appeared automatically in the tables used to register the answers to questions Q1 through Q47. The names of the facilities identified by each responding Member Economy appear in the following table.

43. Each question (in part I "*Factors attributable to port, airport and border crossing facilities*" including questions Q1 thru Q26; and part II "*Factors attributable to other stakeholders*" including questions Q27 thru Q47) was made of:

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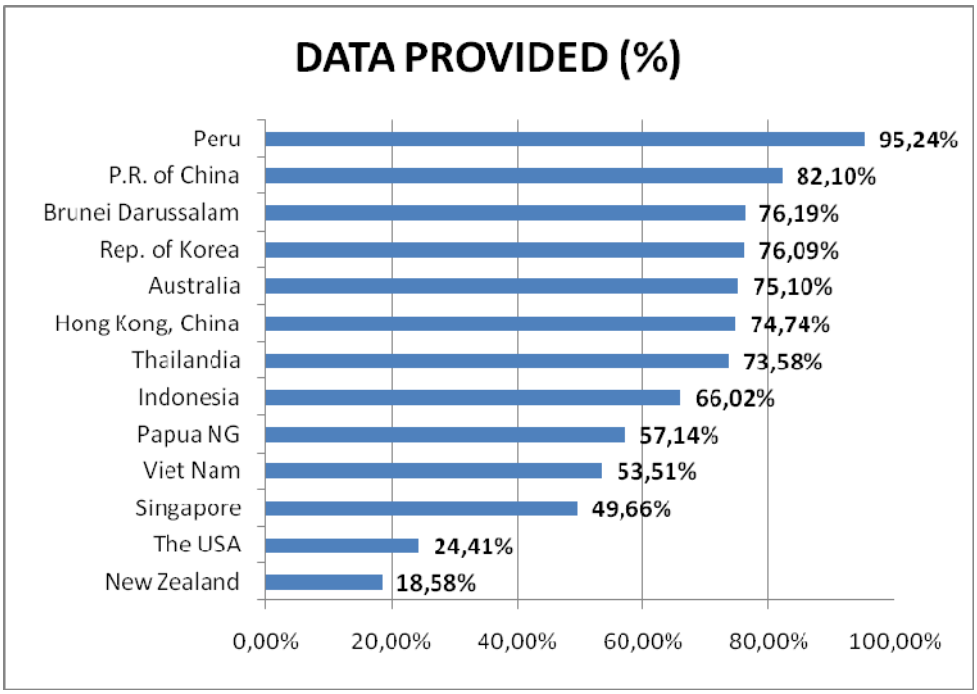
2 The classification of APEC Member Economies into "Developed" and "Developing" Economies has been taken from Appendix 2 (Breakdown by Developed/Developing Economies), page 36, of the report "*Survey on Customs, Standards, and Business Mobility in the APEC Region*" prepared by the Asia Pacific Foundation of Canada, for the APEC Business Advisory Council (ABAC), dated July 2000.

3 A copy of the Questionnaire is included as Annex I.

1. A statement of the question;
2. A table structured as follows:
    a. First column referring to the type of facility: Port#1; Port#2; Airport#1; Airport#2; Border#1; and Border#2;
    b. Second column referring to the name of the facility;
    c. Third column referred to the possible answer as a list.
3. In some cases, the question was completed by an open question, subject to a free-text answer.

44. The twelve (12) files received from 6 Developed Economies Members (DED) and 6 Developing Economies Members (DING) were processed using Microsoft EXCEL application.

45. Each file was converted into an electronic record registering, for each of the 55 questions, the answers corresponding to each facility (a total of approximately 300 fields by record). The graphic below indicates, for each responding Member Economy, the proportion of fields that contained information.



46. For each question, a synthesis of the answers was transcribed into a table with the following structure:

1. A first column referring to the type of facility;
2. A second column referring to the total number of facilities under the same type, identified in the full set of answers (12 files);
3. The third and fourth (sometimes fifth and sixth) columns corresponding to each possible answer offered in the list;
4. The last column provides an indication of the percentage of responses (named "**% RESP**") given to the question for the type of facility.
   One hundred percent would mean that all responding Economies had given an answer to the question for this type of facility. This means that the sum of figures contained in columns 3 thru 4 (or 5, or 6) is equal to the total number of facilities of the same type (Column 2). A lower percentage would mean that not all responding Economies had submitted an answer to this question for a specific type of facility.

47. Next to this table was a graphical representation of the answers.

48. Table and graphic were systematically presented for the following three (3) groupings:

1. All the Economies (DED and DING)
2. The Developed Economies (DED); and for
3. The Developing Economies (DING).

49. These three sets allow to grasp an overall vision of the answers (DED and DING) and to make a comparison between DED and DING Economies.

50. Furthermore, additional sets of the three above-mentioned "grouping" tables and graphics are shown , corresponding to an aggregation by type of facilities and, when appropriate, according to other sub-categories covered in the question (e.g. type of causes or type of reasons).

51. The questions in part III "*Data / Information Technology Standards*" including questions Q48 thru Q51; and in part IV "*Structure and services currently operating*" including questions Q52 and Q53 were not based on any particular facility.

52. Finally, questions Q54 and Q55 were open questions. The submitted answers were integrally presented.

53. Annex II contains the synthesis of the answers to the Questionnaire, while Annex III presents, on a question-by-question basis, some comments on the results.

3.3 Highlights of the answers to the Questionnaire

54. The fact that 12 of the 21 APEC member economies responded to the Questionnaire is particularly rewarding for this type of survey. Furthermore, the set of answers is well-balanced between Developed economies (6) and Developing economies (5).

55. In substantive terms, the answers reflect reasonably the large diversity among the APEC member economies, ranging from most advanced economies to least developed countries.

56. With regards to the completeness of the answers, in general, Developing economies have provided more answers than Developed economies.

57. One common problem to almost all the Member Economies responses is that the questions were answered by Customs officials. Since a number of questions were closely related to transport and intermodal transfer operations, one may wonder whether the Customs officers consulted with the concerned stakeholders to obtain an ascertained answer or whether the Customs officers did not answer those "technical" questions. This may explain why a number of questions were left without answer (as indicated by the ratio %RESP shown in the Synthesis of the answers.

3.3.1 Factors attributable to port, airport and border crossing facilities

58. The three main reasons for delay attributable to the facilities (that is: to the Authority responsible for operations) refer to infrastructure constraints, cargo handling constraints and limited use of Information Technology. The paragraphs below summarized these findings, with particular reference to the situation of the Developing Economies.

3.3.1.1 Infrastructure Constraints

59. Although infrastructure constraints do not appear to be a major issue, Developing Economies report that, in general, there is an inadequate capacity in all types of facilities and that ports seem to face more problems than airports and border crossings.

60. The availability of navigational aids does not appear as an issue. Most port facilities report having sufficient marine crafts for handling present vessel traffic. However, most responding Developing Economies recognize that floating crafts and services are not privatized. Channel access to facilities is considered as a problem in 50% of ports and airports in Developing Economies while the availability of suitable draught or berth/apron is generally not a problem. The organization of vehicular flows within the facilities is generally not a problem.

3.3.1.2 Cargo Handling Capabilities

61. Cargo handling capabilities are affected, inter alia, by the availability of suitable equipment and their adequate maintenance, as well as by labour productivity and regulatory restrictions on operations. While Developed Economies are giving client-oriented attention to these issues, Developing Economies are often lacking the necessary financial resources and the required legal framework to improve their capabilities.

62. The answers provided reflect the capacity of Developed Economies to react with adequate financing and organizational set-up to most of the problems that may affect cargo handling capabilities. This is particularly true regarding equipment and maintenance, as well as regulatory restrictions.

63. Developing Economies tend to face problems regarding the availability of suitable equipment and their adequate maintenance to secure required service levels. A reason may be the fast-changing technologies and their impact on working conditions. Another reason may be the resistance to changes from traditional labour forces that must adapt to new technologies and corresponding operating conditions (e.g. organization of gangs, working hours, etc.). In this regards, work ethics may play an important role.

3.3.1.3 Use of Information and Communication Technology (ICT)

64. The use of ICT is an essential element in the management of organizations, in terms of resources, internal operations as well as in terms of exchange of information with authorities, administrations and other key stakeholders (e.g. banks). Using ICT allows to reduce processing costs and to alleviate numerous manual/physical transactions inherent to business operations.

65. Here again, the answers provided reflect the capacity of Developed Economies to incorporate the use of ICT as a basic tool for all stakeholders (public administrations and private sector interests) in their economies. The use of ICT has become part of their culture.

66. In general, Developing Economies tend to lag behind in the use of new technologies. Only few facilities apply resource planning systems. The processing operational and administrative information is recognized as an important issue. Although the exchange of information between the different operational tiers (authorities and service providers) is generally reported as IT-based, this is not the case in few Developing Economies. Working hours of administrative units is an issue affecting more port facilities than any other type of facilities. Furthermore, it is only an issue for Developing Economies.

67. The main reasons are “development” issues such as finance, resistance to changes, slow ownership of the technologies, as well as limited development of ICT infrastructure and services. The benefits will only be reaped over time, in a process similar to the Container Revolution that took few years before reaching most of developing countries.

3.3.2 Factors attributable to other stakeholders

68. The three main reasons for delay attributable to other stakeholders refer to cargo evacuation, inspections and procedures, and participation of services providers. The paragraphs below summarized these findings, with –again- particular reference to the situation of the Developing Economies.

3.3.2.1 Cargo evacuation constraints

69. Cargo evacuation constraints may reflect the operational policies of a port in terms of offering land for rent with a view to store cargo. This is the case more in Developing than in Developed Economies, and relatively more in port than in airport facilities. This policy would induce importers to retain cargo within the port area until suitable buyer has been found, as situation that is not a common practice but does exist in Developing Economies.

70. These constraints may also reflect the fact that vessel and cargo documentation is not provided soon enough prior to arrival of the means of transport and/or that the documentation required because of mandatory obligations is multiple. In general, such documentation appears to be available prior to arrival of the means of transportation but in a format that is not suitable when complying with the multiplicity of mandatory obligations, particularly in Developing Economies.

71. Finally, constraints may result from the fact that the rate of cargo evacuation from transit areas is slower than the rate of vessel discharge, one of the reasons being that cargo handling services do not have sufficient equipments to meet the requirement of the traffic. Such an operational issue is a problem in all Economies.

72. Using the port area as a trader's warehouse results in unavailability of storage space to accommodate disembarked cargo and may lead shipping Agents to keep a vessel idling at anchorage as well as at berths.

3.3.2.2 Statutory Inspections and Procedures

73. The statutory inspection and procedures by control and enforcement administrations may generate delays when staffing is insufficient, when coordination among administrations is limited and when successive inspections may be required. Other reasons correspond to the lack of sufficient staff to carry out inspection and procedures within the limited statutory working hours. Finally, when inspection and testing is required for certain items, the availability of testing facilities and controlling officers, as well as the time required to proceed with testing may be causes for further delays.

74. In reporting Developing Economies, national control authorities have not sufficient resources to carry out their mandates. In general, the formalities of regulatory authorities are adequately coordinated and do not result in delayed operations. In port and border crossing facilities, Plant Quarantine Authorities may only operate in daytime while, at airport facilities, they operate day and night. Formalities on cargo (e.g. examination) may delay delivery of cargo in Developing Economies.

75. The limited working hours of administrative staff is sometimes referred as a reason for cargo to be stranded by formalities processing, since documentation and payment for most of the cargo-related services have to be completed during working hours of the concerned administrations.

76. In Developing Economies, testing laboratories are not readily accessible/available at the facilities. Required conformity testing may then easily take more than 2 weeks. However, in general, Plant quarantine and drug controlling officers are available near international facilities.

3.3.2.3 Participation of Services Providers

77. The fact that private services providers (to means of transportation and to cargo) can operate in facilities create competition. As a consequence, these operators usually are properly equipped to handle the local traffic, including access to specialized cargo handling equipment. Furthermore, these operators tend to make the best use of available IT infrastructure to handle the swift information transfer among business partners within the facility.

78. In reporting Developing Economies, private operators cannot (do not) provide vessel services but, in most port and airport facilities, private providers do compete on cargo handling and storage services.

79. In Developed Economies, stevedores are allowed to deploy their own equipments, a situation that does not prevail in Developing Economies. Cargo handling equipments are meeting high performance standards in almost all Economies. Furthermore, service providers are, in general, capable to mobilize promptly specialized cargo-handling equipments.

80. In reporting Developing Economies, private operators' services often suffer inadequate IT infrastructure. Only one Developed Economy reports similar problems.

3.3.3 Data/Information Technology Standards

81. Regarding the spread of Data/Information Technology Standards, not all Economies use international standards in their Port Community System / Single Window (**ROK**; **INA; NZ**; **SIN; THA;** and **USA** have; **AUS; HKC; BD**; **PRC**; **PE** and **VN** have not). The most common standards used are: WCO DM (1.1 and 2.0), UNTDED, ISO and Others (UN/EDIFACT and UN LOCODE) as well as ANSI. Some Economies are planning to incorporate the WCO Unique Consignment Reference (UCR).

3.3.4 Processes and services already operating

82. Regarding business processes and services already operating, the highest ranking functionalities from a Customs' perspective are automated profiling/risk assessment of conveyance and Government research and analysis access/capability, while –from Customs and participating government agencies' perspective, the highest ranking functionalities are Electronic reporting and processing of goods declarations, Electronic reporting and processing of crew information, Electronic reporting of manifest information, Electronic application for license/permit, Electronic dangerous goods reporting and . Electronic authentication.

83. Regarding elements included/operational in Port Community System/ Single Window, the highest ranking functionalities by Customs only are: Electronic commercial reporting to Port and Airport Authorities; and Business-to-Business data exchange, while ranking by Customs and participating government agencies gives importance to Electronic Pratique Certificate (Health) application and approval process; 24-Hour pre load information from exporting country, Unique Consignment Reference (UCR) field and Ability to access and use goods export data as goods import data.

3.4 Summary

84. In summary, the synthesis and analysis of the answers to the Questionnaire show an expected and clear cut between Developed Economies (6 responses) and Developing Economies (7 responses). The findings reflect the « development » divide between Developed and Developing Economies , inter alia:

- Lack of resources impacting navigational and cargo handling operations, as well as administrative processes;
- Limited use of ICT;
- Outdated laws and regulations affecting the use of modern practices and technologies;
- Resistance to changes (such as participation of the private sector in the provision of services to means of transport and cargo).

4 Chapter FOUR: Commonly-applied solutions

4.1 Introduction

85. Chapter FOUR proposes commonly-applied solutions to reduce the impact of the problems identified. Some may be recommendations, recognized best practices already implemented in some Member Economies, as well as pertinent experiences.

86. Between the time a transportation means enters a national territory and the time cargo interests present declarations to Customs, there are numerous reasons for delay resulting not only from administrative processes but also from transport-related operational constraints

87. Indeed, the stages covered by the Study are located at places that:

- constitute the entry of both means of transport and cargo into a national territory; and
- often serve as intermodal transfer facilities.

4.2 Entry into a national territory

4.2.1 Basic obligations

88. Any Nation has exclusive power to legislate with respect to, inter alia:

a. foreign affairs, defense and national security, including protection of the civilian population;

b. freedom of movement, passports, immigration, emigration, and extradition;

c. the unity of the Customs and trading area, treaties respecting commerce and navigation, the free movement of goods, and the exchange of goods and payments with foreign countries, including Customs and border protection;

d. protective measures in connection with the marketing of food, drink, and tobacco, essential commodities, feedstuffs, agricultural and forest seeds and seedlings, and protection of plants against diseases and pests, as well as the protection of animals;

e. air transport;

f. maritime and coastal shipping, as well as navigational aids, inland navigation,

g. meteorological services, sea routes, and inland waterways used for general traffic;

h. road traffic, motor transport, construction and maintenance of long distance highways, as well as the collection of tolls for the use of public highways by vehicles and the allocation of the revenue.

89. Concerned national control and enforcement authorities must therefore assess whether or not both the means of transport and cargo entering into the national territory comply with national laws and regulations. The mandatory documentation established by each of these authorities must therefore be prepared by concerned parties (i.e. carriers and cargo interests) and corresponding procedures carried out by the respective authorities. In general, such documentation and procedures have been subject of intensive cooperative work among trading nations to achieve some forms of simplification, harmonization and, whenever possible, standardization.

90. Laws in most countries provide Customs with significant authority to establish and enforce most import/export procedures/controls.[4] Because Customs deals on a daily basis with all government agencies and private sector stakeholders, it is ideally positioned to take a strategic approach to setting the scope and direction of reforms and to lead the necessary changes.

4.2.2 Importance of ICT in Customs

91. Information and telecommunication technology (ICT) has totally transformed the means and methods by which both border agencies and the international trade and transport communities conduct business. In response to these communities' interests in exploiting ICT to reduce their trade transaction costs, Customs controls are gradually shifting away from manual checking of hardcopy paper documents, physical inspections of cargos, and cashier offices handling cash payments for duties or taxes. Customs is now relying more on automated verification of electronic data transmitted by carriers and traders.[5] It is also subjecting transmitted data to intelligent checks and comparisons against risk management criteria maintained in Customs databases. The ultimate aim is to have carriers and traders only transmit EDI messages to Customs and other border authorities, instead of handing over paper customs goods declarations and other supporting documents. All in all, Customs automation results in increased transparency in the assessment of duties and taxes, reduction in Customs clearance times and predictability, which all lead to direct and indirect savings for both government and traders.

92. Basic features of Customs automated systems include: Customs data validation, cargo inventory control, goods declaration processing, electronic notification of release, revenue accounting and Customs enforcement.

93. Customs administrations in all developed countries have already implemented EDI solutions using standard message formats, with most now using UN/EDIFACT message standards. The introduction of certain types of ICT solutions requires traders to invest resources in the development of the necessary interface software in their own in-house systems and the payment of additional ongoing costs for network traffic charges. Some small and medium trading partners have been reluctant to adopt EDI because of the perceived complexity and potentially high set-up costs. Various other electronic commerce technology solutions are now appearing using electronic forms through the Internet, which could offer cost-effective solutions.

94. A large number of developing countries still require hardcopy Customs declarations to be presented to Customs with data manually keyed by Customs officers, and only rudimentary processing being performed. There is a very serious and growing ICT divide between the developed and developing world, which unless corrected, will continue to lead to increasingly uncompetitive trade transaction costs as well as risks related to fraud and security.

4.3 Passing through an intermodal transfer facility

4.3.1 Obligations of carriers and cargo interests

95. National Customs legislation usually requires all carriers (e.g., shipping agents, airlines, express couriers, trucking companies) to only bring goods into a country using specified or approved routes, and

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4 Chapter 6 (Customs controls) of the Revised Kyoto Convention (RKC) establishes a standard (6.1) by which "*All goods, including means of transport, which enter or leave the Customs territory, regardless of whether they are liable to duties and taxes, shall be subject to Customs control*" (World Customs Organization, 2006).

5 Basic features of Customs automated systems include: Customs data validation, cargo inventory control, goods declaration processing, electronic notification of release, revenue accounting and Customs enforcement.

then to immediately and fully report to Customs at the nearest designated border office (usually the intermodal transfer facility) the transport means arriving in the country and all cargo carried in that conveyance.[6]

96. This information is essential for Customs not only to control both the conveyance carrying the goods, and the goods themselves, but also to make sure that all mandatory controls are duly applied to such means and cargo for protecting society, collecting revenue, etc.[7]

97. Carriers will also inform the cargo interests of the arrival of the goods so that they can timely fulfill the necessary controls, obtain corresponding authorizations and present their Customs declarations. The Customs clearance process will only take place after cargo has been effectively unloaded from the transportation means (and all authorizations granted). Here, the time between the arrival of the transport means into the territory and the time when cargo is unloaded will depend very much on the effectiveness of the transport and cargo handling operations. While most of these operations are very similar from one transfer facility to another, they are subject to the physical features of each facility, to the transport and cargo handling technology used, to the local working conditions and to the level of efficiency of the terminal management.

4.3.2 Importance of ICT in intermodal transfer operations

98. As transportation is faster and more efficient than ever, information flows need to keep pace and travel at a faster speed than goods while, at the same time, remaining accurate, reliable and timely. Therefore, storing, retrieving, processing and transmitting information become a difficult task when using traditional paper-based and manual data management systems.

99. Indeed, productivity and quality of transport and logistics services is affected not only by the speed of physical operations but also by the length of administrative and documentary processes. Efficiency gains, resulting from containerization, new and sophisticated equipment and modern managerial techniques, could be undermined by inefficient, slow and cumbersome administrative processes and procedures. Consequently, there is an increasing awareness that the physical movement of goods and the associated flow of information and documentary processes need to be enhanced through ICT, a technology that helps efficient management of information and physical flows. More specifically, electronic techniques allow governments, private operators and traders to save time and money though rationalization and streamlining of procedures and documentation.

100. The use of ICT is particularly relevant in terminal management systems assisting the harbour master function of, inter alia, managing and supporting vessel traffic, stowing and unloading vessels, optimizing the use of equipment and means of transport, planning the utilization of vessels, container yards and depot. While several companies have taken the decision to develop their own software, off-the-shelf terminal management packages are commercially available.

4.4 Identifying best practices

101. When searching for best practices that could be applied to the stages between transportation arrival to presentation of Customs declarations, one can encounter a large number of internationally-recognized measures aiming at supporting efficient border crossing processes and intermodal transfer

[6] See Standard 3 in Chapter 1 (Formalities prior to the lodgment of the Goods declaration) of the RKC Specific Annex A (Arrival of goods in a Customs territory) (World Customs Organization, 2006).

[7] Very frequently delays are caused because the requirements of other government agencies have not been met. Until approval is granted from these other agencies, Customs will not grant release of the goods. Multiple regulatory prerogatives of other border control agencies dealing with agriculture, veterinary, health, phytosanitary and standards requirements frequently lead to duplicative requirements and controls, generating increased compliance costs, risks of error, and delays.

operations. These measures are usually parts of reform and modernization programmes focusing on administrative processes (Customs) and intermodal transfer operations (port/airport).

102. The findings of the Study lead to the identification of three main areas of work for the APEC Member Economies (and more specifically, for the Developing Economies):

1. Practices in intermodal transfer operations;
2. Practices in administrative processes; and
3. Practices in the use of ICT.

4.4.1 Practices in intermodal transfer operations

103. The first area IS NOT a Customs-related area. It deals with intermodal transport operations that may affect the movement of transport means/cargo from transportation arrival to presentation of Customs declaration. International governmental and private institutions (e.g. the World Bank or the International Association of Ports and Harbors) have produced comprehensive guidelines to improve the overall port operations. These guidelines point to key issues such as the role of the port (e.g. management structure ownership model of port: Public Service Port; Tool Port; Land Lord Port or Private Service Port), the involvement of private services providers (through public-private partnership) and the importance of establishing Service Quality standards. The WB Port Reform Toolkit embraces all those issues and more. (The World Bank, 2007)

104. One finding of the Study is that the growth of volumes handled may create challenges for existing infrastructure. Physical expansion can be costly, and it may be constrained by a port's geographical position within an urban centre. A solution therefore requires changes to processes and operations, enabled by ICTs, in order to increase the productivity of the existing infrastructure.

105. Another finding refers to the involvement of private operators in intermodal transfer facility. This involvement depends of the port management structure and ownership model used. The WB Port Reform Toolkit identifies four basic models:

a. **Service port model:** the port has a predominantly public character. While the number of service ports is declining, some ports in developing countries are still managed according to the service model. Under it, the port authority offers the complete range of services required for the functioning of the seaport system. The port owns, maintains, and operates every available asset (fixed and mobile), and cargo handling activities are executed by labor employed directly by the port authority.

b. **Tool port model:** the port authority owns, develops, and maintains the port infrastructure as well as the superstructure, including cargo handling equipment such as quay cranes and forklift trucks.

c. **Landlord port model:** characterized by its mixed public-private orientation. Under this model, the port authority acts as regulatory body and as landlord, while port operations (especially cargo handling) are carried out by private companies

d. **Privatized port model:** port land is privately owned, unlike the situation in other port management models. This requires the transfer of ownership of such land from the public to the private sector.

Prevailing service providers under different Port Management Models

Model / Area	Public service port	Tool port	Landlord port	Private sector port
Port administration	PU	PU	PU	PR
Nautical management	PU	PU	PU	PU
Nautical infrastructure	PU	PU	PU	PR
Port infrastructure	PU	PU	PU	PR
Superstructure (equipment)	PU	PU	PR	PR
Superstructure (buildings)	PU	PU	PR	PR
Cargo handling activities	PU	PR	PR	PR
Pilotage	PU/PR	PU/PR	PU/PR	PU/PR
Towage	PU/PR	PU/PR	PU/PR	PR
Mooring services	PU/PR	PU/PR	PU/PR	PR
Dredging	PU/PR	PU/PR	PU/PR	PU/PR
Other functions	PU/PR	PU/PR	PU/PR	PU/PR

Notes: **PU** stands for Public; **PR** for Private.

106. Nowadays, up to 80 per cent of container terminal operations are undertaken by private operators, who use the latest ICTs. The table below indicates the list of the portfolio of the largest terminal operators as of June 2005 (The World Bank, 2007).

107. A number of other findings are directly related with the management structure and ownership of ports (e.g. availability of adequate cranes, cargo handling equipment and storage facilities, labour productivity, use of ICT in the port operations as well as in relation with concerned administrations).

108. As an example, it is important to have adequate airport/port infrastructure, cargo-handling and warehouse facilities to physically off-load and store goods while the importer or his agent is informed in a timely manner of the cargo's arrival. Indeed, it may take hours or even days after arrival of the goods for the importer/broker to be notified by the carrier. Delays in notification of the arrival of the goods may subsequently delay the importer/broker in preparing and submitting the import goods declaration to Customs to start the clearance formalities.[8]

109. The solutions for port facilities could also be applied to airport facilities that face similar issues.

[8] See Recommended practice in Chapter 2 (Temporary storage of goods) of the RKC Specific Annex A (Arrival of goods in a Customs territory) (World Customs Organization, 2006).

Some of largest port terminal operators providing services in some of the identified ports

Country	ISO code	Port-1	International Port Terminal Operators	Port-2	International Port Terminal Operators
Australia	AU	Sydney		Melbourne	DPW
Brunei Darussalam	BN	Muara	PSA Int'l	Belait	
Hong Kong, China	HK	Hong Kong	HPH (4 facilities) DPW (3 facil.)		
People's Republic of China	CN	Shanghai Wusong Customs	HPH (2 facilities) APM DPW	Shanghai Waigaoqiao Port Customs	
Indonesia	ID	Tanjung Priok (Port of Jakarta)	HPH	Tanjung Perak (Surabaya Port)	DPW
Korea	KR	Busan Container terminal	HPH	Incheon General goods pier	PSA Int'l
New Zealand	NZ	Auckland		Tauranga	
Papua New Guinea	PG	Port Moresby		Lae	
Peru	PE	Terminal Port. del Callao		Puerto de Paita	
Singapore	SG	Port of Singapore	PSA Int'l (6 fac.)		
Thailand	TH	Laem Chabang	HPH / PSA Int'l APM / DPW		
The United States	US	Los Angeles/Long Beach	APM	So. Louisiana	
Viet Nam	VN	Ports in Ho Chi Minh		Ports in Hai Phong	

Notes:

HPH	Hutchison Port Holdings
PSA Int'l	Singapore Port Authority
APM	A. P. Moller Terminals
DPW	Dubai Ports World (DPW, including former P&O Ports portfolio)

4.4.2 Practices in administrative processes

110. The second area IS essentially a Customs-related area. It deals with internationally-recognized Customs and Trade Facilitation measures (WCO, IMF, WTO, UN-CEFACT, etc.) that may affect the movement of transport means/cargo from transportation arrival to presentation of Customs declaration. Customs reform and modernization programmes carried out under the banner of WCO and IMF aim at improving the Customs administration, based on modern legislation and simple procedures, in line with the Revised Kyoto Convention. They promote, inter alia, the implementation of IT-based documentation and processes where/when applicable AND the adaptation/updating/revamping of manual declarations as a transition towards full application of IT. Furthermore, among the WCO, WTO and UN-CEFACT recommended measures, there is consideration for advance electronic declarations, but this is only one of many other pertinent measures. In this regard, the IFC Import & Export Guidelines (International Finance Corporation, 2006) provide a comprehensive review of Customs procedures based on the Revised Kyoto Convention.

111. This area also covers those procedures that need simplifications to facilitate e-environment transactions. Cumbersome physical data verification, modifications, artificial checks and balances lead to delay in the processing of documents and completion of business transactions. The process of filing of documents, calculation of port charges, anomalies in the classification of cargo, procedures for refund etc are some of the issues that need to be addressed. Furthermore, the overlapping requirements of various administrations force stakeholders to file similar documents with various departments of the port and Customs as well as with other stakeholders.

112. Among the most relevant findings of the Study in the area of administrative processes are the delays resulting from the lack of documentation readiness (submission of transportation means and cargo documentation prior to entry into the national territory), from the mixture of manual and automated processing of the documentation, from the multiplicity of mandatory submission of the same documentation to various administration and from the physical inspections and required conformity tests. Internationally-recognized best practices are addressing these problems. Some of these practices are mentioned below.

113. A carrier should be allowed to make the cargo declaration to Customs on a pre-arrival basis, that is, in advance of the conveyance's arrival at the border (i.e., prior to the aircraft, ship or truck arriving in the country of import).[9] The manifest data should be transmitted using electronic data interchange (EDI) messages that conform to internationally agreed standards in terms of content, structure, and format, to the Customs computer in the country of importation. The WCO, in partnership with international associations representing carriers for each mode of transport, have agreed upon the data requirements for such reporting to Customs, including the format for the carrier reporting electronic message i.e., UN/EDIFACT CUStoms CARgo Report message. To facilitate trade, where a CUSCAR electronic message is used, Customs should no longer require the hardcopy paper manifest, and Customs administrations should not impose additional data requirements on carriers than what has been already agreed at the international level. This information allows Customs to select high-risk cargo requiring inspection immediately upon arrival. Additional information may also be required regarding various security initiatives, including the International Maritime Organization's (IMO) initiative called International Ship and Port Facility Security Code (ISPS Code) and U.S. Customs and Border Protection Container Security Initiative.

114. Once notified of the cargo's arrival by a carrier, the importer/broker must prepare the Customs goods declaration. This declaration normally consists of the signed legal Customs declaration, with

[9] See Standard 3.25 in Chapter 3 (Clearance and other Customs formalities) of the General Annex to the RKC (World Customs Organization, 2006).

various supporting documents also attached, e.g., commercial invoice; packing list; manifest; permits, licenses, and certificates required by other authorities, such as phytosanitary certificates and import licenses; and certificates of origin in order to obtain a preference or reduced rate of duty/tax. Some of these certificates may have been sent from the exporter to the importer (e.g. the certificate of origin issued by the Customs service or chamber of commerce in the country of export; proof of fumigation or other agricultural certificates issued by the authorities in the exporting country). Other certificates or import licenses may have had to be applied for and approved by various competent authorities in the country of import (e.g., import licenses issued by the designated competent authority in the country of import for certain restricted goods such as foodstuffs, pharmaceuticals). It is important to note that the application for and approval/issuance of licenses, permits, and certificates from various competent authorities can be extremely time consuming and bureaucratic. It is also important to note that the issuance of a permit may not be sufficient for release of the goods, and that the goods may also have to be inspected, samples taken, and possibly laboratory analysis undertaken, before the competent authority may inform Customs that the goods may be released. Serious delays can occur at time of release if required permits and certificates have not been obtained prior to arrival of the goods.

115. The importer/customs broker must then prepare and submit the goods declaration to Customs. To facilitate this task, modern intermodal transfer facilities have established ‘single window’ or one-stop-shop customer service centers (e.g. Port Community systems) where all relevant authorities can provide required services to traders; use a single, standardized document format and content for multi-agency reporting; minimize the number of approval authorities’ signatures/stamps; make maximum use of information and communications technology (ICT) where Customs declaration can be transmitted to Customs, and all of the supporting approvals for permits and certificates can be applied for and authorized electronically; and move towards paperless goods declarations, with the onus placed on the importer/broker to retain copies of all supporting documents for Customs’ post-clearance audits.

116. Other recognized practices aim at enhancing the coordination among the concerned public and private stakeholders, including:

- Concentrating documentation verification within a single agency;
- Coordinating physical inspections of cargo at one location and time, with all inspectors from the various agencies present;
- Utilizing risk management techniques to ensure that cargo inspections initiated by other border agencies and samples taken for laboratory analysis are minimized;
- Ensuring laboratories are properly equipped/staffed and located in or adjacent to the airport/port to minimize delays in transporting samples for analysis;
- Implementing electronic messaging between Customs and other border agencies to ensure laboratory testing results are returned quickly and non-release ‘holds’ that are placed by other agencies are subsequently removed with minimum delay;
- Undertaking periodic reviews of the laws governing import restrictions, licensing, permits, labeling requirements, etc. to ensure they conform to international standards; and
- Establishing one-stop-shops (OSS) and single windows to integrate the offices and staff of all border agencies under one roof with a single set of counters for customer service and supported by electronic sharing of information among these agencies (see paragraph 117 and following).

4.4.3 Practices in the use of ICT

117. The third area provides the necessary support to the implementation of measures related to the two previous areas. The use of ICT is a "transversal" theme... One cannot put into place efficient transfer operations and administrative processes without ICT. In the context of this Study, two important concepts (Single Window and Port Community systems) have already been mentioned. They address the use of ICT (particularly in the port/airport context):

1. **Single Window system:** an IT solution linking the computer systems of all trade-related public administrations (including Customs and other control/enforcement administrations such as Min.Interior, Health, Commerce/Industry, Agriculture, etc.); or
2. **Port Community system:** an IT solution developed to coordinate the operations and processes between all stakeholders involved in an intermodal transfer facility (usually port or airport). A Port Community system links all services providers, importers/exporters) as well as concerned administrations.

118. A Single Window system is usually a public (Government) initiative, while a PCS is usually a private (port-based) initiative emerging from a public-private partnership. It may be linked to a Single Window system, when such a system is already in place.

119. In the development and implementation of these two systems, a complete reengineering of processes, administrative, regulatory and legal frameworks and infrastructure is usually needed. Furthermore, it is essential that all partners use internationally-recognized EDI standards (most of them developed under the UN-CEFACT and WCO: UNTDED, WCO Models, etc.) in order to be able to exchange trade-related information pertinent to transport and interface operations and administrative processes. The last questions of the survey (Q48 thru Q53) cover this dimension.

120. International trade and transport have benefited from ICT which contributed to re-shaping the structure and operations of these economic sectors. These techniques allow for safer, secure, smooth and reliable transport and trade through efficient management of information flows, tighter control and enforcement of regulations and increased productivity of equipment and infrastructure.

121. A key challenge for the introduction of ICTs in transport and trade is to promote trade while at the same time protecting a country's revenue and security interests. In this regard, successful trade facilitation will help achieve both objectives, i.e. promote trade and increase revenue collection, as well as improving the effectiveness of controls.

122. The importance of ICT for transport and trade grew with the advent of globalization and international trade expansion for which the flow of information is essential. International trade and transport involve multiple players and numerous and complex transactions which result in a constant need to obtain, analyze and exchange data. The various players issue, transfer and interchange a large number of documents and extensive information as part of contractual arrangements, such as contracts of sale, contracts of carriage, letters of credit, and in relation to Customs.

123. As transportation is faster and more efficient than ever, information flows need to keep pace and travel at a faster speed than goods while, at the same time, remaining accurate, reliable and timely. Therefore, storing, retrieving, processing and transmitting information become a difficult task when using traditional paper-based and manual data management systems. Using ICT helps addressing the problem and facilitates trade and transport through efficient management of information and physical flows. More specifically, electronic techniques allow governments, private operators and traders to save time and money though rationalization and streamlining of procedures and documentation.

5 Chapter FIVE: The way forward

5.1 Preliminary remarks

124. It is important to note that there can be many variations of the above-mentioned practices around the world. While Customs services and traders all over the world face similar strategic challenges and perform similar functions, their operating environments, administrative competencies, resource availability and development ambitions vary considerably.

125. One of the most critical steps in implementing efficient operations and procedures is undertaking an accurate and comprehensive diagnostic analysis of the existing situation and benchmarking findings against internationally accepted best practices (International Finance Corporation, 2006)

5.2 A proposal

126. The findings of the Study are pointing at numerous best practices that have been assembled by international organizations, based on the experiences of their respective member economies. While these practices are considered as "the best", this does not mean that they can readily be implemented by a particular country or economy.

127. With a particular view to assist APEC Developing Member Economies, it would seem appropriate not only to disseminate the findings of this Study but also to seek the extent to which those findings are reasonably be applied under the prevailing circumstances in those Economies.

128. It is therefore suggested that the work already carried out by the Peruvian SUNAT Team be complemented by the organization of an APEC Member Economies' workshop and, based on the conclusions and recommendations of this workshop, by the elaboration of Guidelines on the implementation of the most relevant among the identified practices.

5.2.1 The workshop

5.2.1.1 Objectives

129. The main objectives of the workshop would be:

1. Disseminate the findings of the "Study to identify processes from transportation arrival to presentation of goods declaration" project;
2. To share views on the suggested best practices and collect experiences regarding the feasibility of their implementation in the context of participants' Ecomonies;
3. To validate/endorse some of the most pertinent practices based on the situation of these Economies; and
4. To launch a process of assessing the needs and priorities in terms of technical assistance and capacity building to implement the selected most pertinent practices.

5.2.1.2 Participants

130. All APEC Member Economies will be invited to participate in the workshop, taking into account that the workshop will be focusing more on the needs of the Developing Economies.

131. It would be appropriate to secure the balanced participation of both Customs experts and Transport-related experts that would be able to share experiences on their current developments in processes from transportation arrival to the presentation of goods declaration and contribute actively in discussions of technical nature towards the elaboration of the best practice Guidelines.

132. Financing may be required for some of the participants (e.g. foreign trade operators). National and foreign trade operators' participation has a practical and strategic importance because they participate actively in many supply processes from transportation arrival to presentation of goods declaration.

5.2.2 The Guidelines

133. Based on the conclusions and recommendations of the workshop, the Guidelines would provide a tool towards the implementation of the most pertinent practices. In particular, this tool would address a number of issues to be considered when implementing each of the practices. The most important issues are presented in the table at the end of this Chapter.

5.3 Beneficiaries of the project

134. The beneficiaries of this project are Customs Administrations and other control and enforcement agencies, national and foreign trade operators of public and private as the Guidelines will allow to identify best pertinent practices and to provide key issues to consider when implementating them.

135. In particular, the dissemination of the research results will enable Member Economies' Customs Administrations to have an overview of the activities' importance, which are external but affect their internal processes as they are directly linked.

136. The Guidelines will also be an important support tool for the management of intermodal transfer facilities to improve their processes in an effective way and hence reduce cost and time in their own internal activities.

137. Finally, in a time of constant change, Customs administrations, which are open systems, can verify the importance of being alert against the dynamism of external elements around them or the environmental supra-system.

Element of existing national legislation/processes	Implementation Issues to be Considered
Benefits	What are the specific benefits for Government and the business community that are likely to result from adoption of this practice? Do they justify the costs?
Legal framework	What legislative amendments, if any, are required to implement the practice? What timeframes will be required to make the necessary legislative amendments?
Existing Commitments	Is any work already being undertaken to amend national laws related with the practice?
Administrative policy and procedure	What amendments to policies and administrative procedures, if any, are required to implement the practice? What timeframes will be required to introduce the necessary amendments? To what extent are these amendments additional to those already identified in the context of existing reform and modernization programs?
Government Coordination	What changes to coordination arrangements among government ministries and agencies, if any, are required to implement the practice? To what extent are these changes additional to those already identified in the context of existing reform and modernization programs?
Resource Requirements	What financial and other resource requirements are likely to be needed to implement the practice? To what extent are these resource requirements additional to those already identified in the context of existing reform and modernization programs?
ICT	What information and communications technology requirements, if any, will be needed to implement the practice? To what extent are these requirements additional to those already identified in the context of existing reform and modernization programs?
Training, Technical Assistance and Capacity-Building Needs	What training, technical assistance and capacity-building needs, if any, will be required to implement the practice? Are such needs restricted to the public sector, or do they extend to the business community? To what extent are these requirements additional to those already identified in the context of existing reform and modernization programs?
Timeframe for implementation	What is the likely overall timeframe for implementation, given the various matters that may need to be addressed?

6 Chapter SIX: Conclusions

138. The Study has confirmed that:

1. The specific stages of the international transport chain, namely from the conveyance arrival within a Customs territory and the presentation of goods declaration at Customs can be subject to improvements in terms of operations and processes.
2. These improvements can be achieved through modern practices the scope of which goes beyond these specific stages (e.g. public-private partnership, increased use of IT applications).
3. Developing Economies need to timely consider implementing these modern practices.

139. The Study further suggests that it would seem appropriate not only to disseminate the findings of this Study but also to seek the extent to which those findings are reasonably be applied under the prevailing circumstances in APEC Member Developing Economies.

140. It is therefore proposed that the work already carried out by the Peruvian SUNAT Team be complemented by the organization of an APEC Member Economies' workshop and, based on the conclusions and recommendations of this workshop, by the elaboration of Guidelines on the implementation of the most relevant among the identified practices.

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8 Annexes

141. This report includes the following four (4) annexes:

I. Copy of the Questionnaire

II. Database of the answers to the Questionnaire

III. Synthesis of the answers to the Questionnaire

IV. Analysis of the information provided through the Questionnaire

Annex I

Copy of the Questionnaire

Asia-Pacific
Economic Cooperation

SUB-COMMITTEE ON CUSTOMS PROCEDURES

QUESTIONNAIRE

To identify best practices in processes from transportation arrival to the presentation of goods declaration

Proposed by the Peruvian Delegation

APEC 2008

To be completed by
14 April 2008

Introduction

Customs administrations have been addressing efforts and resources to reduce transaction time and cost from presentation of goods declaration to goods release, where each Customs administration has played a major role in this process. However, to achieve another effective reduction in trade transaction time and cost in the entire supply chain from the conveyance arrival to goods release, it is necessary to adopt measures in those previous activities, from conveyance arrival to presentation of goods declaration, where foreign trade operators perform a major role.

The SCCP decided to conduct a study to identify best practices in processes and activities from transportation arrival to the presentation of goods declaration in order to establish a framework containing measures that allow to optimize trade transaction time and cost attributed to industry. This study will be held in Lima – Peru, in 2008.

Questionnaire

This questionnaire has been developed for the SCCP by SUNAT-Peru with the assistance of an external consultant. It is intended to be used to collect the best practices in processes and activities from transportation arrival to the presentation of goods declaration, as they are presently undertaken by APEC economies

The questionnaire is being addressed to Customs administrations of the APEC economies and to the unions of international trade operators.

The National Superintendency of Tax Administration (SUNAT-Peru) will be in charge of consolidate and evaluate the questionnaires results and of the development of the final report of the project for its dissemination within member economies.

Scope of the questionnaire:

This questionnaire inquires on (best) practices in processes and activities from transportation arrival to the presentation of goods declaration, independently of the means of transport (sea, air and surface transport).

It has been elaborated on the basis of processes and activities existing in sea transport. Adjustments were made as appropriate to cover the situation in air and surface transport.

The questionnaire is built around the main factors that may increase dwell time and affect efficiency of operations, particularly in the stages covered by the study.

It must be noted that the situation in air transport presents some similarities with the one applicable to sea transport, namely, the transport conveyance may enter the national territory long before aircraft landing and cargo unloading operations occur, followed by presentation of goods declaration to Customs. Under the situation of surface transport, berthing/landing and unloading operations do not usually occur. Vehicles and transport operators may have to comply with applicable laws and regulations in the country in which they enter, but, in most cases, there is no cargo unloading operation (with the exception when vehicles and/or transport operators are not entitled to operate in the country).

The questionnaire is intending to collect information related to the major ports, airports and border crossing facility of a surveyed country. These facilities are supposed to handle mainly international cargo traffic. Where applicable, you will be asked to name the facility concerned by your answer.

Support Completing the Questionnaire

a An annex containing some background information is provided as a separate attachment.

b If assistance is required please send an email to the SCCP Chair. Contact details are provided at the end of this questionnaire.

Questionnaire Returns – 14 April 2008

Please send the completed questionnaire to rreano@sunat.gob.pe by 14 April 2008.

The *Sub Committee on Customs Procedures (SCCP)* thanks you for your participation in completing this questionnaire.

Factors affecting processes

from transportation arrival to the presentation of goods declaration

This survey makes reference to three categories of interface facilities between a territory and the rest of the World, namely: port facilities; airport facilities; and land border crossing facilities.

In your country, would you please name the two most important facilities in each category (when applicable).

Facility	Name
Port #1	
Port #2	
Airport #1	
Airport #2	
Border #1	
Border #2	

Factors affecting processes

from transportation arrival to the presentation of goods declaration

I. Factors attributable to port, airport and border crossing facilities

I.1. Infrastructure Constraints

I.1.1. Inadequate capacity of the facilities

Q-1: Do your international facilities face constraints of space and congestion within and outside the limits of the facility, handling more than their designed capacity?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		
Border #1		
Border #2		

I.1.2. Inadequate navigational aids and facilities:

Q-2: Are your international facilities already equipped with Vessel Traffic Management System (VTMS) facilities for regular berthing / deberthing of ships (or Aircraft Traffic Management System facilities for landing and taxiing of aircrafts)?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		

Q-3: Have these port facilities sufficient number of marine crafts like Tugs and Launches and Marine Crew / Pilots for handling the present vessel traffic?

Facility	Name	Answer
Port #1		
Port #2		

If **No**, what is your contingency plan in these cases?	

Q-4: Are the floating crafts and their services privatized but under the command of the Harbour Master?

Facility	Name	Answer
Port #1		
Port #2		

I.1.3. Bunching of transport means (vessel, aircraft, truck, train)

The bunching of vessels may arise due to:

I.1.3.1. Entrance channel / landing path restrictions:

Q-5: Are your international port facilities facing channel width restrictions leading to unidirectional vessel movements resulting in waiting of vessels for service?

Facility	Name	Answer
Port #1		
Port #2		

Q-6: Are your international airport facilities facing landing path restrictions leading to reduced capacity in landing operations?

Facility	Name	Answer
Airport #1		
Airport #2		

I.1.3.2. Non-availability of berth / parking space:

Q-7: Do vessels calling at your international port facilities have to wait for want of berths because of unavailability of suitable draught or the available berth being occupied by other working vessel?

Facility	Name	Answer
Port #1		
Port #2		

Q-8: Do aircrafts landing at your international airport facilities have to wait for want of apron spaces because of unavailability of suitable dimension or the available apron space being occupied by other working aircraft?

Facility	Name	Answer
Airport #1		
Airport #2		

I.1.4. Poor road network within the facilities

Q-9: Are the roads/runways and taxiways within the facilities narrow and not designed to handle the present kind of traffic and load?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		

Q-10: Is there a route planning for optimization of the existing road network with suitably located port weighbridges and minimal criss-crossing of port roads or airport runways/taxyways?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		

If **Yes**, would you give us further information about your route planning?	

I.2. Low cargo handling capabilities

I.2.1. Inadequate cargo handling equipments / machinery

Q-11: Are the cargo handling equipments / machinery at the facilities conforming to the requirements of the modern vessels/aircrafts now calling/landing at the ports/airports?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		

Q-12: Is the right type of cargo handling accessories like container spreader, special gears for handling wood pulp, newsprint, logs etc., required by the trade are either available or sufficient?

Facility	Name	Answer
Port #1		
Port #2		

Q-13: Are sophisticated container handling equipments like Quay Gantry Crane (QGC) available?

Facility	Name	Answer
Port #1		
Port #2		

Q-14: Are ports left to handle containers with conventional cranes or vessel's cranes?

Facility	Name	Answer
Port #1		
Port #2		

Q-15: Are other types of container handling equipments at the Terminal like Rubber Tyred Gantry Crane (RTG), Rail Mounted Gantry Cranes (RMGC), Top Lift Trucks (TLTs), Reach Stackers (RS) available in sufficient numbers?

Facility	Name	RTG	RMGC	TLT	RS
Port #1					
Port #2					

I.2.2. High down time (breakdowns) of equipments

Q-16: Do equipments available at the facilities breakdown frequently due to poor maintenance policies - i.e., reactive maintenance instead of preventive maintenance?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		

Q-17: In general, would you say that the large response time is resulting from non-availability of spares (**NAS**), dependence on proprietary parts (**DPP**) and/or cumbersome purchase procedures (**CPP**)?

Facility	Name	NAS	DPP	CPP
Port #1				
Port #2				
Airport #1				
Airport #2				

I.2.3. Low labour productivity

Q-18: In general, would you say that port and airport labour productivity depends mainly on degree of mechanization (**MECH**), infrastructure (**INFRA**), working conditions (**WCOND**) or other reasons (**OTHERS**)?

Facility	Name	MECH	INFRA	WCOND	OTHERS
Port #1					
Port #2					
Airport #1					
Airport #2					

Please, **specify the other reasons**, if any:	

Q-19: Is the manning scale for handling different types of cargo/commodities based on fixed gang composition?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		

Q-20: Could you qualify the importance of the following causes for low productivity of the individual as well as the gang's productivity in the shift:

- Manning scale of the gangs is disproportionate to the requirements (**Cause 1**);
- Enforcement of discipline amongst the unionized workforce is difficult **(Cause 2);**
- Poor work ethics, e.g.tendency to report late and break early at the point of posting (**Cause 3**).

Facility	Name	Cause	Importance
Port #1		1	
Port #1		2	
Port #1		3	
Port #2		1	
Port #2		2	
Port #2		3	
Airport #1		1	
Airport #1		2	
Airport #1		3	
Airport #2		1	
Airport #2		2	
Airport #2		3	

I.2.5. Regulatory restrictions on working hours

Q-21: Are your international facilities working 24 hours per day, 7 days a week, 365 days per year, in spite of statutory holidays, time lost during shift changeovers, etc.

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		
Border #1		
Border #2		

Q-22: Do safety regulations further restrict the handling of certain commodities only during day light hours like hazardous cargo and over-dimensional project cargoes ?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		
Border #1		
Border #2		

If **No**, how do you deal with this situation?	

I.3. General information related to the use of Information and Communication Technology (ICT)

1.3.1. Insufficient ICT implementation in facility operations

Q-23: Are enterprise resource planning systems available to manage efficiently the resources at the disposal of your international facilities, as a means to avoid some resources being extensively used while others are idling waiting for the availability of other resources?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		
Border #1		
Border #2		

Q-24: In general, do your international facilities face problems due to partial automation of the processes, voluminous documentation, inconsistency in data, redundant data entry, associated delays in processing and human errors of judgment and calculation?

Facility	Name	Frequency
Port #1		
Port #2		
Airport #1		
Airport #2		
Border #1		
Border #2		

Q-25: Is the information exchange between different levels of operational tiers performed manually leading to duplication of work and redundant bookkeeping, leading to lower productivity and longer non-working time at berths, aprons or truck parking spaces?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		
Border #1		
Border #2		

1.3.2. Limited time for payment and documentation:

Q-26: Do the documentation and payment for most of the services have to be completed during working hours of administrative units (i.e 8:00 – 17:00), which renders services being unavailable for a large number of hours each day and restricts the process of cargo delivery / admittance?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		
Border #1		
Border #2		

II. Factors attributable to other stakeholders

II.1. Cargo Evacuation Constraints

II.1.1. Slow evacuation of cargoes from the areas leased / licensed to users

The port area is often used as a warehouse of the trader resulting in unavailability of precious space for freshly discharged cargo. Want of storage space in such rented areas to accommodate the entire manifested/booked quantity mainly due to non-clearance of earlier vessel's cargo forces the Shipping Agents to keep the vessel idling at anchorage as well as at berths.

Q-27: Is land made available at the facilities to Shippers / Importers on rental for aggregating /storage of cargo?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		
Border #1		
Border #2		

Q-28: Do Importers tend to retain the cargo at the allocated plots or tank farms till a suitable buyer is found?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		
Border #1		
Border #2		

II.1.2. Document readiness

Q-29: In general, are Shipping Agents able to make the vessel ready for want of completion of pre-arrival documents (like filing of Import General Manifest, Advance payment of port charges, ISPS declaration etc.)?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		
Border #1		
Border #2		

Q-30: Is the multiple documentation to fulfill the mandatory obligations of various regulatoty bodies like Police, Customs, Public Health Organization (PHO) a major cause for delay?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		
Border #1		
Border #2		

II.1.3. Mismatch at transfer points

Q-31: In general, is the speed at which the vessel discharges cargo at the berth matching with the rate of evacuation of cargo by consignees from the hook point to storage point?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		
Border #1		
Border #2		

Q-32: Is the number and the capacity of trucks deployed by the handling agents for evacuation of cargo sufficient to meet the requirements and move efficiently cargo to and from the transit area.

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		
Border #1		
Border #2		

II.2. Statutory inspection and procedures

II.2.1. Procedural formalities of regulatory authorities

Q-33: Have National control and enforcement authorities been allocated sufficient resources (in terms of staff, equipment and other basic requirements) to carry out efficiently their mandates ?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		
Border #1		
Border #2		

Q-34: Are formalities such as fumigation of plant products, PHO clearance, independent sample collection by different agencies made in an uncoordinated manner forcing vessels to wait at anchorage?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		

Q-35: Are Plant Quarantine Authorities only operating during the daytime?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		
Border #1		
Border #2		

If **No**, why do these Authorities operate only during the day time?	

Q-36: Is the delay in the completion of formalities like Customs examination and clearance hampering the discharge and delivery of cargo especially in respect of cargo meant for direct delivery?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		

If **Yes**, would you give us further information?	

II.2.2. Limited working hours by Customs and other Govt. Agencies

Q-37: Do you consider that cargo may be stranded because of statutory agencies limited working hours for processing tasks by assessment and appraisal units of Customs (**AAUC**), appraiser at the docks (**AD**), examination staff (**ES**) or by Banks (**BK**)?

Facility	Name	AUUC	AD	ES	BK
Port #1					
Port #2					
Airport #1					
Airport #2					
Border #1					
Border #2					

II.2.3. Lack of inspection / testing facilities for edible / plant / drugs at the port

Q-38: Are edible item-testing facilities with Customs, PHO etc. available and adequate?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		
Border #1		
Border #2		

Q-39: How long it may take if/when such items are sent to specialized laboratories?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		
Border #1		
Border #2		

Q-40: Are Plant quarantine and drug controlling officers available near the international facility?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		
Border #1		
Border #2		

II.3. Participation of services providers

II.3.1. Competition among services providers

Q-41: Can licensed, private operators provide vessel services such as pilotage, towing, and berthing?

Facility	Name	Answer
Port #1		
Port #2		

Q-42: Can private providers compete for cargo handling and storage contracts?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		

II.3.2. Deployment of private cargo handling equipments and systems

Q-43: Are cargo-handling agents (Stevedores) autorized to deploy their own cargo handling equipments?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		

Q-44: If so, are these equipments meeting high performance standards for the discharge of cargo from vessels?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		

II.3.3. Delay in mobilization of cargo handling equipments by stevedores

Q-45: When required, are cargo-handling agents mobilizing promptly specialized equipments / gears?

Facility	Name	Answer
Port #1		
Port #2		
Airport #1		
Airport #2		

II.3.4. Inadequate IT implementation

Q-46: Are supporting services offered by the private operators suffering from inadequate IT infrastructure and from generation of information in compatible form to handle the swift information transfer amongst the business partners?

Facility	Name	Frequency
Port #1		
Port #2		
Airport #1		
Airport #2		
Border #1		
Border #2		

II.4. Other Factors

II.4.1. Onboard Stowage of Cargo

Q-47: Does improper cargo stowage in vessels calling at the ports result in additional operations due to the shifting the cargoes meant for other ports, leading to a decrease in productivity levels at the berth and increased time for cargo completion.

Facility	Name	Frequency
Port #1		
Port #2		

III. Data / Information Technology Standards

The following set of questions have already been asked in the context of a survey carried out by the APEC Single Window Working Group in 2007.

Considering the importance of fostering the use of ICT and UNCEFACT recommendations and standards, it is considered appropriate to collect updated information on these developments.

To enable long term international interoperability it's important that we recognise relevant international standards and incorporate them into Port Community System (PCS) or Single Window (SW) developments.

In this section we consider Customs as a "participating agency".

Q-48: Have you harmonised your Port Community System / Single Window participating agencies data to an internationally recognised standard?

○ YES ○ NO

Q-49: If Yes, what standard/s were used?

Standards	Used ?
WCO Data Model version 1.1	
WCO Data Model version 2.0	
UNTDED (United Nations Trade Data Elements Directory)	
ISO (International Organization for Standardization)	
Others	

If **Others**, would you give us further information?	

Q-50: If No, are you planning to harmonise the data of your Port Community System / Single Window participating agencies to international standards?

Please provide your intended timeframe and details of the standards.	

Q-51: Have you already or will you be incorporating the WCO Unique Consignment Reference (UCR) into any Port Community System / Single Window system design as described in the WCO UCR guidelines?

○ YES ○ NO

Please provide further information.	

IV. Structure and services currently operating

At this point in time it's important to be able to baseline the progress of Port Community System / Single Window systems in the APEC region so as to be able to chart individual economy's achievements as developments progress.

Q-52: Please indicate the business processes and services **already included and operating** in your Port Community System / Single Window. (Please indicate whether the service exists for Customs only or for Customs and other participating government agencies (**PGA**), please leave the box blank if the feature is not already present and in operation)

Business Process / Functionality / Services	Service for ?
Electronic reporting and processing of goods declarations	
Electronic reporting and processing of conveyance information	
Electronic reporting and processing of crew information	
Electronic reporting of manifest information	
Electronic application for licence/permit	
Electronic dangerous goods reporting	
Electronic authentication – PKI	
Electronic authentication – (eg pin and password or other)	
Automated profiling/risk assessment of goods	
Automated profiling/risk assessment of conveyance	
Automated profiling/risk assessment of crew	
Government research and analysis access/capability	
Secure electronic collection and processing of duties and fees	
Data warehousing	
Statistical reporting capability	
Online learning/training modules	
Others	

If **Others**, please provide further information.	

Q-53: The answers in this part are "Yes" or "No". Does your existing Port Community System / Single Window already have these elements **included and operational** ?

Business Process / Functionality / Services	Answer
Electronic Certificate of Origin	
Electronic Pratique Certificate (health) application and approval process	
24-Hour pre-load information from exporting country	
Unique Consignment Reference (UCR) field	
Track and trace technologies such as smart seals, GPS and RFID	
Electronic commercial reporting to Port Authorities (sea)	
Electronic commercial reporting to Airport Authorities	
Cross border data exchange with other PCS or SW systems	
Cross recognition of PKI domains	
Ability to access and use goods export data as goods import data	
Automatic pre-population of Customs goods declaration from data already reported to PCS/SW (client details only)	
Automatic pre-population of Customs goods declaration from data already reported to PCS/SW (other than client details)	
Alternative reporting requirements for Authorised Economic Operator/ Accredited Client/Trusted Trader schemes	
Business-to-Business data exchange	
Others	

If **Others**, please provide further information.	

Q-54: Please describe any pilot data exchange projects or proof of concept trials relevant to Port Community System / Single Window you may be involved in (eg. Customs-to-Customs data exchange, Unique Consignment Reference [UCR] trial) and your results so far.

Description of your data exchange projects or concept trials.	

Other Comments

Q-55: Please provide any other comments you would like to make here:

Your comments.	

Contact Details

Please provide the contact details of the person the Project Overseer can contact if clarification of any answers provided on this questionnaire is required.

Main contact person			
Address			
City		Zip Code	
Country			
Phone Number			
Fax Number			
E-mail			

If you are having difficulty answering any of these questions please contact:

Mr. Rafael Reano Azpilcueta
Manager of Customs Procedures, Nomenclature and International Trade Operators - SUNAT
Postal address: Associated National Superintendency of Customs Duties,
Av. Gamarra No. 680 – Chucuito, Callao, Peru

Phone: **+51 14 655885 ext. 2251**
Fax: **+ 51 14 295976**
Email: rreano@sunat.gob.pe

Our Group thanks you for your cooperation in completing this questionnaire. This is an important initiative and we look forward to working with you on this project in 2008.

Attachment 1

Glossary of Terms

Access Rights	The allocation of particular privileges to a person/s in a computer environment.
Archiving	The transfer of information to a separate repository that is stored for a defined period of time.
Authentication	Proof by means of a signature or otherwise that a certain document or certain data is of undisputed origin and genuine.
Authentication token	A portable device used for authenticating a user. Authentication tokens operate by challenge/response, time based codes or other techniques including paper based lists of one-time passwords.
Biometrics	The science of using biological properties to identify individuals, e.g. fingerprints, retina scan, voice recognition.
Conveyance	The active means of transport used for the carriage of goods or persons eg plane, ship, barge, truck, train.
Customs Goods Declaration	The provision of commercial information by the importer/exporter or agent/broker of the goods to Customs. Goods declaration will require information relating to the classification, commercial transaction, valuation, origin and a reference to the transportation of the goods. Most of the transportation details will be reported on a cargo report/manifest. Notes: This term includes declarations made through automatic data processing and communication techniques.
Data Harmonisation	The rationalising of collected data to remove duplicates and unnecessary data elements and to align data elements with the same definition. Using an existing international data standard (WCO, UNTDED) to map collected data elements against can facilitate the data harmonisation exercise.
Digital Signature	A unique, verifiable electronic identifier that can be used with either encrypted or unencrypted records.
EDI	The computer-to-computer exchange of structured information, by agreed message standards. UN/EDIFACT is an example of an EDI standards body and CUSDEC is an example of an EDI template.
ISO	The International Standards Organisation is a non-government not for profit organisation that evaluates, publishes and maintains designated international standards. For example ISO 8601 (Depiction of dates), ISO 4217 (3 character currency codes)
Participating Agency	Those stakeholders that are directly involved in Single Window.
Permit/Licence	A document or certificate providing the applicant with authorisation to undertake a certain action in relation to international trade. For example a permission to import a firearm, Quarantine permission to enter a port.
PKI	Public Key Infrastructure is the infrastructure for end-to-end message security and integrity. It also provides sender authentication. PKI consists of a public and private key pair - where one is made public and the other kept secret. The process uses cryptographic algorithms where material encrypted by one half of a key pair can only be decrypted by the other half of the key pair and neither key can be derived from the other.

Sharing Agreement Framework	The supporting structure which allows the sharing of data, information etc between multiple agencies and/or organisations.
Single Window	A facility enabling the provision of standardised information with a single body to fulfil all import, export and transit related regulatory requirements. If information is electronic then individual data elements should only be submitted once.
Smart Card	A plastic card that has electronic logic embed in it or an inbuilt microprocessor. Smartcards are commonly used to perform digital signatures, authenticate users for access purposes and encrypt/decrypt messages.
Transport Equipment	Physical resources required for containing or restraining a consignment(s) for transportation. The term transport equipment includes neither vehicles nor conventional packing. Transport equipment should be reusable and specifically designed for transporting goods, (e.g. sea container, trailer, unit load device, pallet).
UCR	A reference number for Customs use and may be required to be reported to Customs at any point during a Customs procedure. The UCR should b Applied to all international goods movements for which Customs control is required; Used only as an access key for audit, consignment tracking and information, reconciliation purposes; Unique at both national and international level; Issued as early as possible in the international transaction. UCR is intended to provide continuity of the audit trail from source to destination to facilitate the move to more audit-based controls.
UNTDED	The United Nations Trade Data Element Directory is a cross industry listing of data elements that have been developed to support the EDIFACT directories and align to the UN codes library and the UN Layout Key for Trade Documents. UNTDED was developed by UN/CEFACT/UN/ECE and has recently been adopted by ISO as ISO 7372.
XML	*Extensible Markup Language (XML)* XML is a system for defining, validating, and sharing document formats. XML uses tags to distinguish document structures, and attributes to encode extra document information. There are hundreds of XML languages in use today including ebXML, UBL and XBRL.
WCO Data Model	The World Customs Organisation Data Model facilitates the electronic transfer of information between the trading community and Customs by providing data elements, UML class diagrams and messaging information relating to the regulatory reporting of international goods, conveyances and crew.
Webservices	A collection of protocols and standards used for exchanging data between applications or systems. Software applications written in different languages and running on different platforms can use web services to exchange data over the internet.

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Annex II

Database of the answers to the Questionnaire

			AUS	BD	HKC	PRC	INA	ROK	NZ	PNG	PE	SIN	THA	USA	VN
Facilities		Port #1	Sydney	Muara	Hong Kong	Shanghai Wusong Customs	Tanjung Priok (Port of Jakarta)	Busan Container terminal	Auckland	Port Moresby	Terminal Portuario del Callao	Port of Singapore	Laem Chabang Port	Los Angeles/Long Beach	Ports in Ho Chi Minh
		Port #2	Melbourne	Belait		Shanghai Waigaoqiao Port Customs	Tanjung Perak (Port of Surabaya)	Incheon General goods pier	Tauranga	Lae	Puerto de Paita		Bangkok Port	So. Louisiana	Ports in Hai Phong
		Airport #1	Sydney	Brunei International	Hong Kong Internacitional Airport (HKIA)	Beijing Capital International Airport	Juanda (Airport of Surabaya)	Incheon Cargo terminal	Auckland	Jacksons Field	Aeropuerto Intl' Jorge Chávez	Changi Airport	Suvarnabhumi International Airport	Memphis	Noi Bai International Airport
		Airport #2	Melbourne					Busan Bonded warehouse	Christchurch				Chiang Mai International Airport	Anchorage	Ho Chi Minh In't Airport
		Border #1		Kuala Lurah	Lok Ma Chau Control Point	Huanggang Land Port				Wutung BorderPost	Tacna		Mae Sai Customs House	Otay Mesa	Lao Cai Int'l Checkpoint
		Border #2		Sg. Tujuh, Puni, Labu	Man kam To Control Point			Dorasan Customs clearance stat.		Torress Strait Border-Daru	Puno		Mukdaharn Customs House	Detroit	Lao Bao In't Checkpoint
Q-1		Port #1	Yes	No	No	Yes	Yes	No	0	Yes	Yes	No	yes	0	Yes
		Port #2	Yes	No		Yes	No	No	0	Yes	No		yes	0	Yes
		Airport #1	Yes	No	No	NO	No	No	0	Yes	NO	No	no	0	Yes
		Airport #2	Yes					No	0				no	0	Yes
		Border #1		Yes	No	Yes				Yes	No		no	0	Yes
		Border #2		No	No			No		Yes	Yes		0	0	Yes
Q-2		Port #1	Yes	Yes	Yes	Yes	No	Yes	0	Yes	Yes	Yes	Yes	0	Yes
		Port #2	Yes	Yes		Yes	Yes	Yes	0	Yes	Yes		Yes	0	Yes
		Airport #1	Yes	Yes	Yes	YES	Yes	Yes	0	Yes	Yes	0	Yes	0	Yes
		Airport #2	Yes					Yes	0				0	0	Yes
Q-3		Port #1	Yes	Yes	Yes	Yes	0	Yes	0	Yes	Yes	Yes	yes	0	0
		Port #2	Yes	Yes		Yes	Yes	Yes	0	Yes	No		yes	0	0
Q-3 (Add)			0	0	0	0	0	0	0	0	It is enough in the case of tugs and marine crew / pilots (prácticos) but in the case of Launches it is enough but inadecuated.	0	0	0	0
Q-4		Port #1	Yes	No	Yes	No	0	Yes	0	Yes	Yes	No	Yes	0	No
		Port #2	Yes	No		No	Yes	Yes	0	Yes	Yes		No	0	No
Q-5		Port #1	No	Yes	No	No	Yes	No	0	No	Yes	No	Yes	0	0
		Port #2	No	No		No	Yes	No	0	Yes	No		No	0	0
Q-6		Airport #1	No	No	No	Yes	Yes	No	0	No	NO	No	No	0	No
		Airport #2	No					No	0				0	0	No
Q-7		Port #1	No	No	No	No	Yes	No	0	No	Yes	Yes	Yes	0	0
		Port #2	No	No		No	Yes	No	0	Yes	No		Yes	0	0
Q-8		Airport #1	No	No	No	NO	Yes	No	0	No	Yes	No	No	0	No
		Airport #2	No					No	0				0	0	No
Q-9		Port #1	No	No	No	No	No	No	0	Yes	Yes	No	No	0	No
		Port #2	No	No		No	No	No	0	Yes	Yes		No	0	No
		Airport #1	No	No	No	NO	No	No	0	Yes	No	No	No	0	No
		Airport #2	No					No	0				0	0	No
Q-10		Port #1	No	Yes	Yes	No	No	0	0	No	Yes	Yes	Yes	0	0
		Port #2	No	Yes		No	Yes	0	0	Yes	No		Yes	0	0
		Airport #1	No	Yes	Yes	YES	No	0	0	Yes	Yes	Yes	Yes	0	0
		Airport #2	No					0	0				0	0	0
Q-10 (Add)			Though evolutionary by necessity, forward road planninng does take port requirements into account	0	For Port.- Projects for Highways road links connecting port facilities have been planned and some are in progress. For Airport - the consultants responsible for the first runway·s design	0	The road facilities aredesigned for runway, there is a design near and have direct access to the highway to make fast moving the traffic of goods.	0	0	Presently, re-developemnt of infrastructure within the ports will ensure this is taken into account.	0	0	0	0	0

			AUS	BD	HKC	PRC	INA	ROK	NZ	PNG	PE	SIN	THA	USA	VN
Q-11		Port #1	Yes	Yes	Yes	Yes	Yes	Yes	0	No	No	Yes	Yes	0	Yes
		Port #2	Yes	Yes		Yes	Yes	Yes	0	No	No		No	0	Yes
		Airport #1	Yes	No	Yes	YES	0	Yes	0	Yes	Yes	Yes	Yes	0	Yes
		Airport #2	Yes					Yes	0				0	0	Yes
Q-12		Port #1	Available	Available	Available	Not available	Available	Available	0	0	Not available	Available	Available	0	0
		Port #2	Available	Not available		Not available	Available	Available	0	0	Not available		Available	0	0
Q-13		Port #1	Yes	Yes	Yes	Yes	Yes	Yes	0	No	No	Yes	Yes	0	0
		Port #2	Yes	Yes		Yes	Yes	No	0	No	No		No	0	0
Q-14		Port #1	No	Yes	No	No	Yes	No	0	Yes	Yes	No	Yes	0	No
		Port #2	No	No		No	Yes	Yes	0	Yes	Yes		Yes	0	No
Q-15	RTG	Port #1	Yes suffic.	Yes suffic.	Yes suffic.	Yes suffic.	Yes suffic.	Yes suffic.	0	No	No	Yes suffic.	Yes suffic.	0	0
	RMGC	Port #1	Yes suffic.	Yes suffic.	Yes suffic.	Yes suffic.	0	Yes suffic.	0	No	No	Yes suffic.	No	0	0
	TLT	Port #1	Yes suffic.	Yes suffic.	Yes suffic.	Yes suffic.	0	Yes suffic.	0	0	No	0	Yes suffic.	0	0
	RS	Port #1	Yes suffic.	Yes suffic.	Yes suffic.	Yes suffic.	Yes not suff.	Yes suffic.	0	0	No	0	Yes suffic.	0	0
	RTG	Port #2	Yes suffic.	0		Yes suffic.	Yes suffic.	Yes not suff.	0	No	No		No	0	0
	RMGC	Port #2	Yes suffic.	0		Yes suffic.	Yes suffic.	Yes not suff.	0	No	No		No	0	0
	TLT	Port #2	Yes suffic.	Yes suffic.		Yes suffic.	Yes suffic.	Yes not suff.	0	0	No		Yes suffic.	0	0
	RS	Port #2	Yes suffic.	Yes suffic.		Yes suffic.	Yes suffic.	Yes not suff.	0	0	No		Yes suffic.	0	0
Q-16		Port #1	No	No	No	No	No	No	0	Yes	Yes	No	No	0	No
		Port #2	No	No		No	Yes	No	0	Yes	No		No	0	No
		Airport #1	No	No	No	NO	Yes	No	0	No	No	0	Yes	0	No
		Airport #2	No					No	0				0	0	No
Q-17	NAS	Port #1	Never	Sometimes	Rarely	Sometimes	0	Never	0	0	Sometimes	0	Never	0	0
	DPP	Port #1	Never	Always	Rarely	Sometimes	0	Never	0	0	Sometimes	0	Never	0	0
	CPP	Port #1	Never	Never	Rarely	Sometimes	0	Never	0	0	Sometimes	0	Never	0	0
	NAS	Port #2	Never	Sometimes		Sometimes	Always	Never	0	0	Never		Rarely	0	0
	DPP	Port #2	Never	Always		Sometimes	0	Never	0	0	Never		Rarely	0	0
	CPP	Port #2	Never	Never		Sometimes	0	Never	0	0	Never		Sometimes	0	0
	NAS	Airport #1	Never	Sometimes	Rarely	Rarely	Always	Never	0	0	Rarely	0	Sometimes	0	0
	DPP	Airport #1	Never	Always	Rarely	Never	Sometimes	Never	0	0	Rarely	0	Rarely	0	0
	CPP	Airport #1	Never	Never	Rarely	Rarely	Always	Never	0	0	Never	0	Rarely	0	0
	NAS	Airport #2	Never					Never	0				0	0	0
	DPP	Airport #2	Never					Never	0				0	0	0
	CPP	Airport #2	Never					Never	0				0	0	0
Q-18	MECH	Port #1	0	Always	Always	Always	Always	Always	0	0	Sometimes	Always	Never	0	0
	INFRA	Port #1	0	Always	Always	Always	0	Always	0	0	Always	Always	Never	0	0
	WCOND	Port #1	0	Rarely	Sometimes	Always	0	Always	0	0	Always	Sometimes	Never	0	0
	OTHERS	Port #1	0	0	Sometimes	Rarely	0	0	0	0	Rarely	Always	Never	0	0
	MECH	Port #2	0	Always		Always	0	Always	0	0	Never		Sometimes	0	0
	INFRA	Port #2	0	Always		Always	0	Always	0	0	Always		Rarely	0	0
	WCOND	Port #2	0	Rarely		Always	0	Always	0	0	Never		Rarely	0	0
	OTHERS	Port #2	0	0		Rarely	0	0	0	0	Never		Rarely	0	0
	MECH	Airport #1	0	Always	Sometimes	Rarely	Always	Sometimes	0	0	Sometimes	0	Rarely	0	0
	INFRA	Airport #1	0	Always	Sometimes	Never	Always	Sometimes	0	0	Always	0	Rarely	0	0
	WCOND	Airport #1	0	Rarely	Sometimes	Never	Sometimes	Sometimes	0	0	Rarely	0	Sometimes	0	0
	OTHERS	Airport #1	0	0	Sometimes	0	0	0	0	0	Never	0	Rarely	0	0
	MECH	Airport #2	0					Always	0				0	0	0
	INFRA	Airport #2	0					Always	0				0	0	0
	WCOND	Airport #2	0					Always	0				0	0	0
	OTHERS	Airport #2	0					0	0				0	0	0
Q-18 (Add)			0	0	Nil	0	0	0	0	0	0	Port: Degree of process streamlining and quality of ERP system.	0	0	0
Q-19		Port #1	0	No	No	No	Yes	Yes	0	No	Yes	0	No	0	0
		Port #2	0	No		No	Yes	Yes	0	No	Yes		Yes	0	0
		Airport #1	0	No	No	NO	Yes	Yes	0	No	No	0	Yes	0	0
		Airport #2	0					Yes	0			0	0	0	0
Q-20	1	Port #1	0	Important	Relatively important	Relatively important	Relatively important	Important	0	0	Important	0	Not important	0	0
	2	Port #1	0	Important	Relatively important	Relatively important	Quite important	Quite important	0	0	Very important	0	Relatively important	0	0
	3	Port #1	0	Important	Relatively important	Relatively important	Important	Quite important	0	0	Important	0	Not important	0	0
	1	Port #2	0	Important		Relatively important	0	Important	0	0	Not important		Quite important	0	0
	2	Port #2	0	Important		Relatively important	0	Quite important	0	0	Very important		Relatively important	0	0
	3	Port #2	0	Important		Relatively important	0	Quite important	0	0	Very important		Relatively important	0	0
	1	Airport #1	0	Important	Relatively important	Not important	Relatively important	Important	0	0	Important	0	Relatively important	0	0
	2	Airport #1	0	Important	Relatively important	Important	Important	Quite important	0	0	Very important	0	Quite important	0	0
	3	Airport #1	0	Important	Relatively important	Important	Important	Quite important	0	0	Important	0	Relatively important	0	0
	1	Airport #2	0					Important	0				0	0	0
	2	Airport #2	0					Quite important	0				0	0	0
	3	Airport #2	0					Quite important	0				0	0	0

			AUS	BD	HKC	PRC	INA	ROK	NZ	PNG	PE	SIN	THA	USA	VN
Q-21		Port #1	Always	Alw. Excp. Holidays	Always	Always	Alw. Excp. Holidays	Always	0	0	Always	Always	Always	0	No
		Port #2	Always	Alw. Excp. Holidays		Always	Alw. Excp. Holidays	Always	0	0	Always		No	0	No
		Airport #1	Always	Always	Always	Always	Always	Always	0	0	Always	Always	Always	0	Always
		Airport #2	Always					Always	0				Always	0	Always
		Border #1		Always	Always	Always				0	Always		0	0	No
		Border #2		Always	No			Alw. Excp. Holidays		0	No		0	0	No
Q-22		Port #1	No	Yes	No	No	No	No	0	Yes	No	No	Yes	0	Yes
		Port #2	No	Yes		No	No	No	0	Yes	No		Yes	0	Yes
		Airport #1	Yes	Yes	No	NO	Yes	No	0	Yes	No	0	Yes	0	Yes
		Airport #2	No					No	0				Yes	0	Yes
		Border #1		Yes	No	0				Yes	No		0	0	Yes
		Border #2		Yes	No			No		Yes	No		0	0	Yes
Q-22 (Add)			operators must meet the requirements of convering legislation	0	For Port and Airport- Cargo Operators Have The Facilities and Trained staff to handle such cargo round - the - clock; for Border - Our borrder facilities can accommodate cargo processing at any time Within a day. As far as far as safaty regulation is concerned, all frontline officers are familiar with relevant precautions when processing cargo with hazardous nature, e.g. Chemicals.	1. The safety regulations will be implemented during both day and night time 2. As for controlling and security systems for certain commodities such as dangerous cargo, our	Arrange best light during handling cargo.	We can handle hazardous cargo only in permitted area.	0	0	WE DO NOT HAVE RESTRICTION HOURS FOR HAZMAT	Adequate lighting facilities and safety SOPs are put in place.	0	0	0
Q-23		Port #1	Yes	No	Yes	No	Yes	Yes	0	Yes	No	Yes	Yes	0	0
		Port #2	Yes	No		No	Yes	0	0	Yes	Yes		Yes	0	0
		Airport #1	Yes	No	Yes	YES	Yes	0	0	Yes	Yes	0	Yes	0	0
		Airport #2	Yes					0	0				Yes	0	0
		Border #1		No	0	No				No	Yes		0	0	0
		Border #2		No	0			0		No	Yes		0	0	0
Q-24		Port #1	Rarely	Sometimes	Rarely	Sometimes	Rarely	Rarely	0	0	Always	Never	Rarely	0	Rarely
		Port #2	Rarely	Sometimes		Sometimes	Never	0	0	0	Always		Rarely	0	Rarely
		Airport #1	Rarely	Sometimes	Rarely	Rarely	Rarely	0	0	0	Sometimes	0	Sometimes	0	Rarely
		Airport #2	Rarely					0	0				Rarely	0	Rarely
		Border #1		Sometimes	Rarely	Rarely				0	Rarely		0	0	Rarely
		Border #2		Sometimes	Rarely			0		0	Sometimes		0	0	Rarely
Q-25		Port #1	No	No	No	No	No	No	0	Yes	Yes	No	Yes	0	Yes
		Port #2	No	No		No	No	No	0	Yes	Yes		No	0	Yes
		Airport #1	No	No	No	NO	Yes	0	0	Yes	No	0	No	0	No
		Airport #2	No					0	0				Yes	0	No
		Border #1		No	No	No				Yes	No		0	0	Yes
		Border #2		No	No			0		Yes	No		0	0	Yes
Q-26		Port #1	No	Yes	No	No	No	No	0	No	Yes	No	No	0	Yes
		Port #2	No	Yes		No	Yes	No	0	No	Yes		Yes	0	Yes
		Airport #1	No	Yes	No	NO	Yes	0	0	No	No	0	No	0	No
		Airport #2	No					0	0				Yes	0	No
		Border #1		No	No	No				Yes	No		0	0	Yes
		Border #2		No	No			0		Yes	No		0	0	Yes
Q-27		Port #1	No	Yes	Yes	No	0	0	0	Yes	No	No	Yes	0	Yes
		Port #2	No	No		No	Yes	0	0	Yes	Yes		No	0	Yes
		Airport #1	No	Yes	Yes	Yes	Yes	0	0	Yes	No	0	Yes	0	0
		Airport #2	No					0	0				Yes	0	0
		Border #1		No	No	No				No	No		0	0	Yes
		Border #2		No	No			0		No	No		0	0	Yes
Q-28		Port #1	No	No	No	No	0	0	0	No	No	0	Yes	0	No
		Port #2	No	No		No	Yes	0	0	No	No		No	0	No
		Airport #1	No	No	No	NO	Yes	0	0	No	No	0	No	0	No
		Airport #2	No					0	0				No	0	No
		Border #1		No	No	No				No	No		0	0	No
		Border #2		No	No			0		No	No		0	0	No

			AUS	BD	HKC	PRC	INA	ROK	NZ	PNG	PE	SIN	THA	USA	VN
Q-29		Port #1	Yes	Yes	Yes	Yes	No	Yes	0	Yes	Yes	Yes	Yes	0	Yes
		Port #2	Yes	Yes		Yes	Yes	Yes	0	Yes	Yes		Yes	0	Yes
		Airport #1	Yes	Yes	Yes	YES	Yes	0	0	Yes	Yes	0	Yes	0	Yes
		Airport #2	Yes					0	0				Yes	0	Yes
		Border #1		Yes	0	Yes				Yes	Yes		0	0	Yes
		Border #2		Yes	0			0		Yes	Yes		0	0	Yes
Q-30		Port #1	No	Yes	No	No	No	No	0	Yes	Yes	No	No	0	No
		Port #2	No	Yes		No	Yes	No	0	Yes	Yes		No	0	No
		Airport #1	No	Yes	No	No	No	0	0	Yes	Yes	0	No	0	No
		Airport #2	No					0	0				0	0	No
		Border #1		Yes	No	Yes				Yes	No		0	0	No
		Border #2		Yes	No			0		Yes	No		0	0	No
Q-31		Port #1	No	0	Yes	No	No	Yes	0	Yes	Yes	Yes	Yes	0	No
		Port #2	No	0		No	Yes	No	0	Yes	Yes		Yes	0	No
		Airport #1	No	0	Yes	NO	Yes	0	0	Yes	No	0	Yes	0	Yes
		Airport #2	No					0	0				Yes	0	Yes
		Border #1		0	0	0				Yes	No		0	0	No
		Border #2		0	0			0		Yes	No		0	0	No
Q-32		Port #1	Yes	Yes	Yes	Yes	No	Yes	0	Yes	No	Yes	Yes	0	No
		Port #2	Yes	Yes		Yes	Yes	Yes	0	No	Yes		Yes	0	No
		Airport #1	Yes	Yes	Yes	YES	Yes	0	0	Yes	Yes	0	Yes	0	Yes
		Airport #2	Yes					0	0				Yes	0	Yes
		Border #1		No	Yes	Yes				Yes	Yes		0	0	No
		Border #2		No	Yes			0		Yes	Yes		0	0	Yes
Q-33		Port #1	Yes	Yes	Yes	Yes	Yes	0	Yes	No	No	Yes	Yes	Yes	No
		Port #2	Yes	Yes		Yes	Yes	Yes	Yes	No	No		Yes	Yes	No
		Airport #1	Yes	Yes	Yes	YES	Yes	Yes	Yes	No	Yes	0	Yes	Yes	No
		Airport #2	Yes					Yes	Yes				Yes	Yes	No
		Border #1		No	Yes	Yes				No	No		Yes	Yes	No
		Border #2		No	Yes			Yes		No	Yes		Yes	Yes	No
Q-34		Port #1	No	Yes	No	No	No	No	No	No	No	0	No	No	No
		Port #2	No	Yes		No	Yes	No	No	No	No		No	No	No
		Airport #1	No	Yes	No	NO	Yes	0	No	No	No	0	No	No	No
		Airport #2	No					0	No				0	No	No
Q-35		Port #1	No	0	No	Yes	Yes	Yes	0	No	Yes	No	No	No	Yes
		Port #2	No	0		Yes	No	Yes	0	No	Yes		Yes	No	Yes
		Airport #1	No	No	No	NO	No	0	0	No	No	0	No	No	No
		Airport #2	No					0	0				0	No	No
		Border #1		No	No	No				No	Yes		0	No	Yes
		Border #2		No	No			0		No	No		0	No	Yes
Q-35 (Add)			0	0	Most of The Operate 24 Hours a day. For Borderrs, The operating hour of plant Quarantine Authorities L.e. the Agriculture, Fisheries and Conservation Departament is From 0730 hrs to 2400 hrs	0	Based on Government regulation, the office hours a4e from 8 am to 5 pm from Monday thru Friday, and from 8 am to 1 pm on Saturday. But in relation with Quarantine Action (inspection, observation, treatment, destruction, etc.), we spent 24/7 likewise on holydays.	0	0	They do not operate only during the daytime but also during hours when the services of the organisation is required.	These authorities operate only during the day time because of specific kind of products cannot be control with artificial light.	0	0	On call	0

			AUS	BD	HKC	PRC	INA	ROK	NZ	PNG	PE	SIN	THA	USA	VN
Q-36		Port #1	No	Yes	No	No	Yes	No	No	Yes	No	0	No	No	No
		Port #2	No	Yes		No	No	No	No	Yes	No		No	No	No
		Airport #1	No	Yes	No	NO	No	No	No	Yes	No	0	No	No	No
		Airport #2	No					No	No				No	No	No
Q-36 (Add)			a small proportion of consignments selected for customs examination are delayed	To make sure the safety of imported goods and to meet other agencies requirements.	0	0	Customs Officer on duty unbalance with total boxes should handle	0	0	Where goods are subject to examination by Customs following targeting and profiling, the goods must be inspected by Customs which because of manpower requirements takes up to 72 hours or so to complete.	0	0	0	0	0
Q-37	AUUC	Port #1	Rarely	Rarely	Rarely	Never	Never	Never	Rarely	0	Never	0	Always	Never	Sometimes
	AD	Port #1	Never	Never	Rarely	Never	Never	Never	0	0	Rarely	0	Rarely	0	Sometimes
	ES	Port #1	Sometimes	Never	Rarely	Never	Never	Never	Rarely	0	Rarely	0	Sometimes	0	Sometimes
	BK	Port #1	Never	Never	Rarely	Never	Sometimes	Never	0	0	Rarely	0	Never	0	Sometimes
	AUUC	Port #2	Rarely	Rarely		Never	Never	Never	Rarely	0	Sometimes		Never	Never	Sometimes
	AD	Port #2	Never	Never		Never	Never	Never	0	0	Sometimes		Never	0	Sometimes
	ES	Port #2	Sometimes	Never		Never	0	Never	Rarely	0	Rarely		Never	0	Sometimes
	BK	Port #2	Never	Never		Never	0	Never	0	0	Sometimes		Never	0	Sometimes
	AUUC	Airport #1	Rarely	Rarely	Never	Rarely	Never	Never	Rarely	0	Rarely	0	Never	Never	Sometimes
	AD	Airport #1	Never	Never	Never	Never	Never	Never	0	0	Rarely	0	Never	0	Sometimes
	ES	Airport #1	Sometimes	Never	Never	Rarely	Never	Never	Rarely	0	Rarely	0	Never	0	Sometimes
	BK	Airport #1	Never	Never	Never	Rarely	Sometimes	Never	0	0	Rarely	0	Never	0	Sometimes
	AUUC	Airport #2	Rarely					Never	Rarely				never	Never	Sometimes
	AD	Airport #2	Never					Never	0				Never	0	Sometimes
	ES	Airport #2	Sometimes					Never	Rarely				Never	0	Sometimes
	BK	Airport #2	Never					Never	0				Never	0	Sometimes
	AUUC	Border #1		Never	Never	Never				0	Never		Never	Never	Sometimes
	AD	Border #1		Never	Never	Never				0	Never		Never	0	Sometimes
	ES	Border #1		Never	Never	Rarely				0	Never		Never	0	Sometimes
	BK	Border #1		Never	Never	Never				0	Never		Never	0	Sometimes
	AUUC	Border #2		Never	Never			Never		0	Never		Never	Never	Sometimes
	AD	Border #2		Never	Never			Never		0	Never		Never	0	Sometimes
	ES	Border #2		Never	Never			Never		0	Never		Never	0	Sometimes
	BK	Border #2		Never	Never			Never		0	Never		Never	0	Sometimes
Q-38		Port #1	Yes	Yes	Yes	No	Yes	Yes	Yes	No	No	0	Yes	Yes	Yes
		Port #2	Yes	Yes		No	No	Yes	Yes	No	No		Yes	Yes	Yes
		Airport #1	Yes	Yes	Yes	YES	Yes	Yes	Yes	No	Yes	0	Yes	Yes	Yes
		Airport #2	Yes					Yes	Yes				Yes	Yes	Yes
		Border #1		Yes	Yes	Yes				No	No		Yes	Yes	Yes
		Border #2		Yes	Yes			Yes		No	No		Yes	Yes	Yes
Q-39		Port #1	0	No	Yes	Yes	Yes	Yes	0	0	Yes	0	0	Yes	0
		Port #2	0	No		Yes	Yes	Yes	0	0	Yes		0	Yes	0
		Airport #1	0	No	Yes	Yes	Yes	Yes	0	0	Yes	0	Yes	Yes	0
		Airport #2	0					Yes	0				0	Yes	0
		Border #1		No	Yes	Yes				0	Yes		0	Yes	0
		Border #2		No	0			Yes		0	Yes		0	Yes	0
Q-40		Port #1	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	0	Yes	Yes	Yes
		Port #2	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes
		Airport #1	Yes	Yes	Yes	YES	Yes	Yes	Yes	Yes	Yes	0	Yes	Yes	Yes
		Airport #2	Yes					Yes	Yes				Yes	Yes	Yes
		Border #1		Yes	Yes	Yes				Yes	Yes		Yes	Yes	Yes
		Border #2		Yes	Yes			Yes		Yes	Yes		Yes	Yes	Yes
Q-41		Port #1	Yes	No	Yes	No	No	Yes	0	Yes	Yes	Yes	yes	0	No
		Port #2	Yes	No		No	No	Yes	0	Yes	Yes		no	0	No
Q-42		Port #1	Yes	Yes	Yes	Yes	No	Yes	0	Yes	Yes	No	Yes	0	Yes
		Port #2	Yes	Yes		Yes	Yes	Yes	0	Yes	Yes		No	0	Yes
		Airport #1	Yes	Yes	Yes	YES	Yes	Yes	0	Yes	Yes	0	Yes	0	Yes
		Airport #2	Yes					Yes	0				0	0	Yes
Q-43		Port #1	Yes	Yes	Yes	No	Yes	Yes	0	Yes	Yes	No	Yes	0	No
		Port #2	Yes	Yes		No	Yes	Yes	0	Yes	Yes		0	0	No
		Airport #1	Yes	Yes	Yes	YES	Yes	Yes	0	Yes	Yes	0	Yes	0	No
		Airport #2	Yes					Yes	0				0	0	No
Q-44		Port #1	Yes	Yes	Yes	Yes	Yes	Yes	0	No	No	0	No	0	0
		Port #2	Yes	Yes		Yes	Yes	Yes	0	No	Yes		0	0	0
		Airport #1	Yes	Yes	Yes	YES	Yes	Yes	0	Yes	Yes	0	Yes	0	0
		Airport #2	Yes					Yes	0				0	0	0

			AUS	BD	HKC	PRC	INA	ROK	NZ	PNG	PE	SIN	THA	USA	VN
Q-45		Port #1	Yes	Yes	Yes	No	Yes	Yes	0	No	Yes	0	Yes	0	Yes
		Port #2	Yes	Yes		No	Yes	Yes	0	No	Yes		0	0	Yes
		Airport #1	Yes	Yes	Yes	YES	Yes	Yes	0	No	Yes	0	Yes	0	Yes
		Airport #2	Yes					Yes	0				0	0	Yes
Q-46		Port #1	Rarely	Never	Rarely	Rarely	Always	Always	0	0	Always	0	Sometimes	0	0
		Port #2	Rarely	Never		Rarely	Always	Always	0	0	Always		0	0	0
		Airport #1	Rarely	Never	Rarely	Rarely	Always	Always	0	0	Never	0	Sometimes	0	0
		Airport #2	Rarely					Always	0				0	0	0
		Border #1		Rarely	Rarely	Sometimes				0	Sometimes		0	0	0
		Border #2		Rarely	0			Always		0	Sometimes		0	0	0
Q-47		Port #1	Rarely	Never	Rarely	Sometimes	Always	Never	0	0	Never	Rarely	Sometimes	0	Sometimes
		Port #2	Rarely	Never		Sometimes	0	Never	0	0	Never		Rarely	0	Sometimes
Q-48			No	No	No	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes	No
Q-49		WCO Data Model version 1.1	0	0	0	0	0	Yes	0	0	0	No	No	Yes	0
		WCO Data Model version 2.0	0	0	0	0	Yes	0	0	0	0	No	Yes	Yes	0
		UNTDED (United Nations Trade Data Elements Directory)	0	0	0	0	Yes	Yes	0	0	0	Yes	Yes	Yes	0
		ISO (International Organization for Standardization)	0	0	0	0	0	Yes	0	0	0	No	Yes	Yes	0
		Others	0	0	0	0	0	0	0	0	Yes	Yes	Yes	Yes	0
Q-49 (Add)			0	0	N/A	0	0	0	0	0	Our Port Community System / Single Window is trying to harmonise to the international standars. We have already harmonised in Manifiest of Cargo, thru EDIFACT.	UN/EDIFACT and UN LOCODE	UNeDOC	ANSI	0
Q-50			yes, by 2012, using UNTDED, UN/EDIFACT directories, WCO Data Model as the base, with ISO and other relevant standards as reference points	At this time we are still implementing the new e-customs and the time frame would be December 2008	Not yet Known	customs has a plan	0	0	Yes, to WCO Data Model v3 within 5 years	A Single Window Working Group has been established that will lead the work regarding this mater	Yes, we are planning to harmonise.	0	0	0	Within the framwork of ASEAN, Viet Nam committed to implement Single Window (automated system) in 2012 and now in preparation stage. For data standards, it is intended to use WCO Data Model
Q-51			Yes	No	No	Yes	No	Yes	Yes	Yes	No	No	No	Yes	No
Q-51 (Add)			0	0	Not yet Known	0	0	We plan to be incoporating the UCR into "Global Single Window Project" which will be conducted from 2008 to 2012	Intention is to move to UCR	Because it is a requirement by the WCO, we will carry out what is required and necessary.	0	We recognise the permit application through a unique reference number (URN). Though not exactly as per UCR guidelines, it provides us with the referencing to the shipment.	0	It is recognized but not implemented. The US uses the data element name international transaction number, which has the same functionality as the UCR.	0

			AUS	BD	HKC	PRC	INA	ROK	NZ	PNG	PE	SIN	THA	USA	VN
Q-52		Electronic reporting and processing of goods declarations	Customs & PGA	0	0	Customs only	0	Customs & PGA	Customs & PGA	0	Customs only	Customs & PGA	Customs only	Customs & PGA	0
		Electronic reporting and processing of conveyance information	Customs & PGA	0	0	Customs only	0	Customs & PGA	Customs only	0	Customs only	Customs & PGA	Customs only	0	0
		Electronic reporting and processing of crew information	Customs & PGA	0	0	0	0	Customs & PGA	Customs only	0	Customs only	Customs & PGA	Customs & PGA	Customs & PGA	0
		Electronic reporting of manifest information	Customs & PGA	0	0	Customs only	0	Customs & PGA	Customs & PGA	0	Customs & PGA	Customs only	Customs only	Customs & PGA	0
		Electronic application for licence/permit	0	0	0	Customs & PGA	0	Customs & PGA	0	0	Customs & PGA	Customs & PGA	Customs & PGA	0	0
		Electronic dangerous goods reporting	Customs only	0	0	0	0	Customs & PGA	Customs & PGA	0	Customs & PGA	Customs & PGA	Customs & PGA	0	0
		Electronic authentication – PKI	Customs only	0	0	Customs & PGA	0	Customs & PGA	0	0	Customs & PGA	0	Customs & PGA	0	0
		Electronic authentication – (eg pin and password or other)	0	0	0	Customs only	0	Customs & PGA	Customs only	0	Customs & PGA	Customs & PGA	Customs & PGA	Customs & PGA	0
		Automated profiling/risk assessment of goods	Customs & PGA	0	0	Customs only	0	Customs only	Customs only	0	Customs & PGA	Customs & PGA	Customs only	Customs & PGA	0
		Automated profiling/risk assessment of conveyance	Customs only	0	0	Customs only	0	Customs only	0	0	Customs only	0	Customs only	Customs & PGA	0
		Automated profiling/risk assessment of crew	Customs only	0	0	0	0	Customs only	0	0	Customs & PGA	0	Customs only	0	0
		Government research and analysis access/capability	Customs only	0	0	0	0	0	0	0	Customs & PGA	Customs & PGA	0	Customs & PGA	0
		Secure electronic collection and processing of duties and fees	Customs & PGA	0	0	Customs only	0	Customs only	Customs only	0	Customs only	Customs & PGA	Customs only	Customs & PGA	0
		Data warehousing	Customs only	0	0	0	0	Customs only	Customs & PGA	0	Customs only	Customs & PGA	Customs & PGA	Customs & PGA	0
		Statistical reporting capability	Customs only	0	0	0	0	Customs only	Customs only	0	Customs & PGA	Customs & PGA	Customs & PGA	Customs & PGA	0
		Online learning/training modules	Customs only	0	0	0	0	0	0	0	Customs & PGA	Customs & PGA	Customs & PGA	Customs & PGA	0
		Others	0	0	0	0	0	0	0	0	0	0	0	0	0
Q-52 (Add)			0	0	0	0	0	0	0	0	0	Additional note to "Electronic reporting and processing of crew information" - PGAs do so only for selected shipping companies.	0	Electronic reporting and processing of crew information- currently being developed; Electronic dangerous goods reporting- only to the extent that it is reported in other documents;	0

			AUS	BD	HKC	PRC	INA	ROK	NZ	PNG	PE	SIN	THA	USA	VN
Q-53		Electronic Certificate of Origin	0	0	0	0	0	Yes	No	No	No	Yes	Yes	No	0
		Electronic Pratique Certificate (health) application and approval process	0	0	0	0	0	No	No	No	No	Yes	No	No	0
		24-Hour pre load information from exporting country	0	0	0	0	0	Yes	No	No	No	No	No	Yes	0
		Unique Consignment Reference (UCR) field	0	0	0	0	0	No	No	Yes	No	No	No	Yes	0
		Track and trace technologies such as smart seals, GPS and RFID	0	0	0	0	0	No	Yes	No	No	No	Yes	Yes	0
		Electronic commercial reporting to Port Authorities (sea)	Yes	0	0	0	0	Yes	Yes	No	No	Yes	Yes	No	0
		Electronic commercial reporting to Airport Authorities	Yes	0	0	0	0	Yes	Yes	Yes	No	Yes	Yes	No	0
		Cross border data exchange with otherPCS or SW systems	0	0	0	0	0	Yes	No	No	No	No	Yes	Yes	0
		Cross recognition of PKI domains	0	0	0	0	0	Yes	0	No	No	Yes	Yes	No	0
		Ability to access and use goods export data as goods import data	0	0	0	0	0	No	No	No	No	Yes	No	No	0
		Automatic pre-population of Customs goods declaration from data already reported to PCS/SW **(client details only)**	0	0	0	0	0	Yes	No	No	Yes	Yes	Yes	No	0
		Automatic pre-population of Customs goods declaration from data already reported to PCS/SW **(other than client details)**	0	0	0	0	0	Yes	No	No	Yes	Yes	Yes	No	0
		Alternative reporting requirements for Authorised Economic Operator/Accredited Client/Trusted Trader schemes	0	0	0	0	0	No	No	No	No	Yes	No	Yes	0
		Business-to-Business data exchange	Yes	0	0	0	0	No	Yes	No	Yes	Yes	Yes	No	0
		Others	0	0	0	0	0	0	0	0	0	0	0	No	0
Q-53 (Add)			0	0	0	0	0	0	0	0	0	Additional note to "Cross recognition of PKI domains" and "Ability to access and use goods export data as goods import data" - only for business-to-business (B2B)	0	0	0

			AUS	BD	HKC	PRC	INA	ROK	NZ	PNG	PE	SIN	THA	USA	VN
Q-54			A number of proof of concept trials are started to test data exchange between customs administrations, the use of UCR and electronic certificates of origin.	0	N/A	H 2000 System for Goods Clearance	0	□ Country : Belgium, the Philippines □ Period : January, 2008 ~ June, 2008 (Belgium)/ September, 2007 ~ May, 2008(the Philippines) □ Range o Belgium - Export data exchage based on WCO DM/UCR (32 items) - Container Security Device o the Philippines -Export data exchage based on WCO DM/UCR (32 items) □ the subject of cargo o Belgium : sea cargo between Busan and Antwerp o the	0	Not Applicable	1.- Single Windows : we rae trying to include the PGA into the system 2.- Customs to business Data Interchange (SUNAT Web services)	0	0	Not applicable.	0
Q-55			the responses and comments provided throughout are from a customs perspective. Where information was not available to customs, e.g. on mannig, no response was given.	0	N/A	0	0	0	Answers have been provided that are specific to our agency. We feel that the remainder of the questions are more relevant to other agencies and/or industry. Therefore, it is not appropriate for us to comment on these questions.	0	We are defining a standart model for ELECTRONIC INVOICE	0	0	0	0

Annex III

Synthesis of the answers to the Questionnaire

Economies that responded to the Questionnaire

Developed Economies
Australia
Hong Kong, China
Republic of Korea
New Zealand
Singapore
The USA
6

Developing Economies
Brunei Darussalam
People's Republic of China
Indonesia
Papua New Guinea
Peru
Thailand
Viet Nam
7

NOTE: The classification of APEC Member Economies into "Developed" and "Developing" Economies has been taken from Appendix 2 (Breakdown by Developed/Developing Economies), page 36, of the report "*Survey on Customs, Standards, and Business Mobility in the APEC Region*" prepared by the Asia Pacific Foundation of Canada, for the APEC Business Advisory Council (ABAC), dated July 2000.

Facilities identified in the answers from APEC Member Economies

Country	ID	Port-1	Port-2	Airport-1	Airport-2	Border-1	Border-2	Number
Australia	AUS	Sydney	Melbourne	Sydney	Melbourne			4
Brunei Darussalam	BD	Muara	Belait	Brunei International		Kuala Lurah	Sg. Tujuh, Puni, Labu	5
Hong Kong, China	HKC	Hong Kong		Hong Kong International Airport (HKIA)		Lok Ma Chau Control Point	Man kam To Control Point	4
People's Republic of China	PRC	Shanghai Wusong Customs	Shanghai Waigaoqiao Port Customs	Beijing Capital International Airport		Huanggang Land Port		4
Indonesia	INA	Tanjung Priok (Port of Jakarta)	Tanjung Perak (Surabaya Port)	Juanda (Airport of Surabaya)				3
Korea	ROK	Busan Container terminal	Incheon General goods pier	Incheon Cargo terminal	Busan Bonded warehouse		Dorasan Customs clearance stat.	5
New Zealand	NZ	Auckland	Tauranga	Auckland	Christchurch			4
Papua New Guinea	PNG	Port Moresby	Lae	Jacksons Field		Wutung BorderPost	Torress Strait Border-Daru	5
Peru	PE	Terminal Port. del Callao	Puerto de Paita	Aeropuerto Intl' Jorge Chávez		Tacna	Puno	5
Singapore	SIN	Port of Singapore		Changi Airport				2
Thailand	THA	Laem Chabang Port	Bangkok Port	Suvarnabhumi International Airport	Chiang Mai International Airport	Mae Sai Customs House	Mukdaharn Customs House	6
The United States	USA	Los Angeles/Long Beach	So. Louisiana	Memphis	Anchorage	Otay Mesa	Detroit	6
Viet Nam	VN	Ports in Ho Chi Minh	Ports in Hai Phong	Noi Bai International Airport	Ho Chi Minh In't Airport	Lao Cai Int'l Checkpoint	Lao Bao In't Checkpoint	6
Number	**13**	**13**	**11**	**13**	**6**	**8**	**8**	**59**

I. Factors attributable to port, airport and border crossing facilities

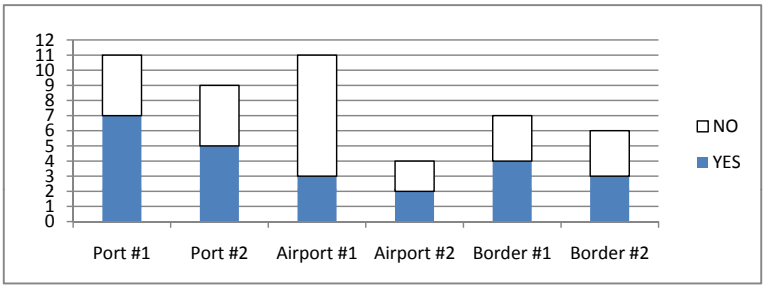
I.1. *Infrastructure Constraints*

I.1.1. Inadequate capacity of the facilities

Q-1: Do your international facilities face constraints of space and congestion within and outside the limits of the facility, handling more than their designed capacity?

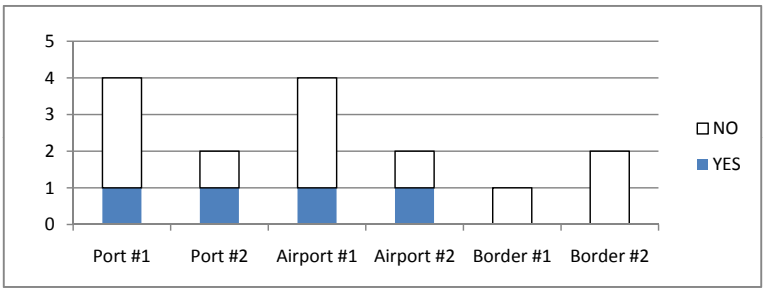
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	7	4	85%
Port #2	11	5	4	82%
Airport #1	13	3	8	85%
Airport #2	6	2	2	67%
Border #1	8	4	3	88%
Border #2	8	3	3	75%



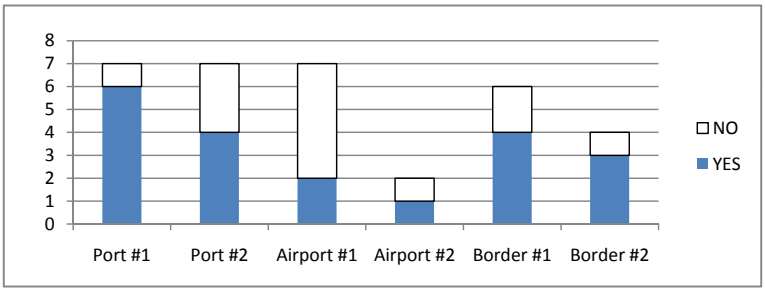
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	1	3	67%
Port #2	4	1	1	50%
Airport #1	6	1	3	67%
Airport #2	4	1	1	50%
Border #1	2	0	1	50%
Border #2	3	0	2	67%



DEVELOPING ECONOMIES

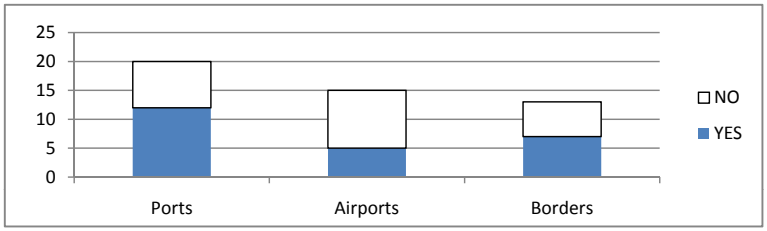
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	6	1	100%
Port #2	7	4	3	100%
Airport #1	7	2	5	100%
Airport #2	2	1	1	100%
Border #1	6	4	2	100%
Border #2	5	3	1	80%



Summary by type of facilities

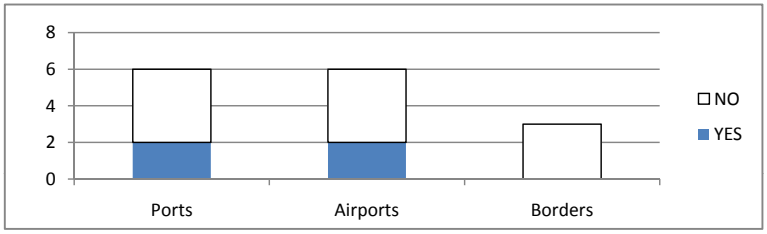
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	12	8	83%
Airports	19	5	10	79%
Borders	16	7	6	81%



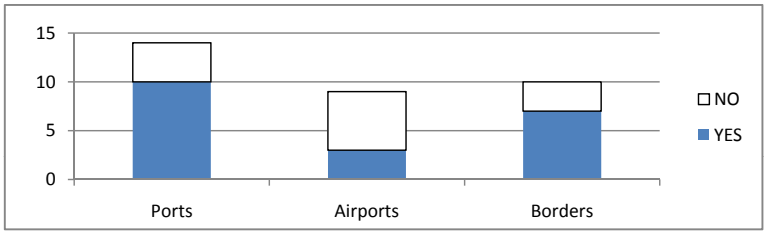
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	2	4	60%
Airports	10	2	4	60%
Borders	5	0	3	60%



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	10	4	100%
Airports	9	3	6	100%
Borders	11	7	3	91%



I. Factors attributable to port, airport and border crossing facilities

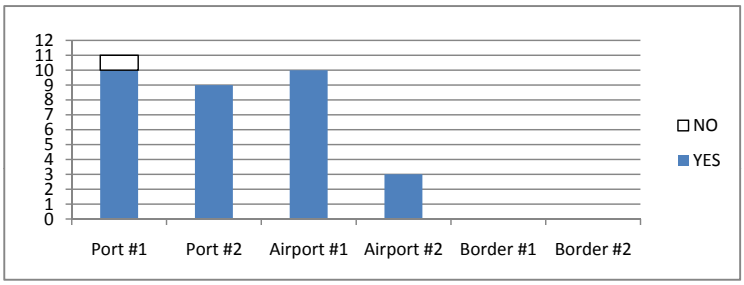
I.1. *Infrastructure Constraints*

I.1.2. Inadequate navigational aids and facilities:

Q-2: Are your international facilities already equipped with Vessel Traffic Management System (VTMS) facilities for regular berthing / deberthing of ships (or Aircraft Traffic Management System facilities for landing and taxiing of aircrafts)?

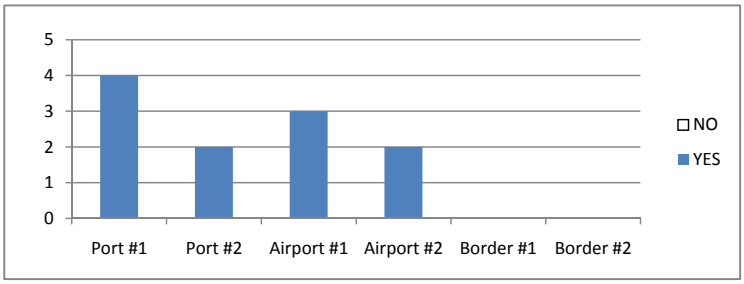
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	10	1	85%
Port #2	11	9	0	82%
Airport #1	13	10	0	77%
Airport #2	6	3	0	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



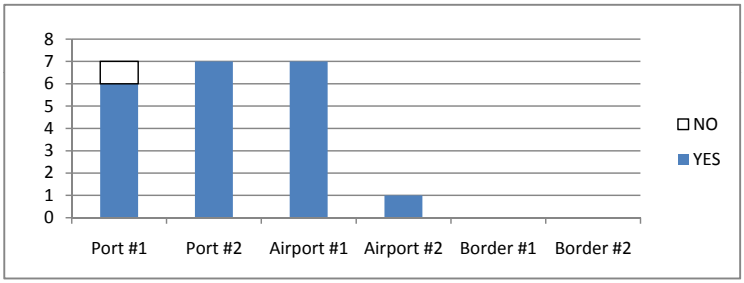
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	4	0	67%
Port #2	4	2	0	50%
Airport #1	6	3	0	50%
Airport #2	4	2	0	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



DEVELOPING ECONOMIES

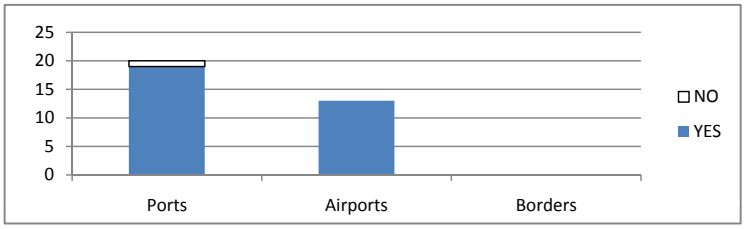
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	6	1	100%
Port #2	7	7	0	100%
Airport #1	7	7	0	100%
Airport #2	2	1	0	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



Summary by type of facilities

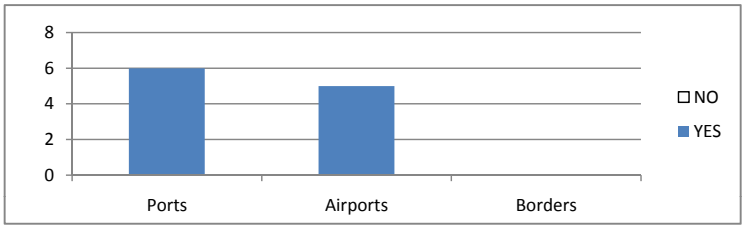
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	19	1	83%
Airports	19	13	0	68%
Borders	0	0	0	--



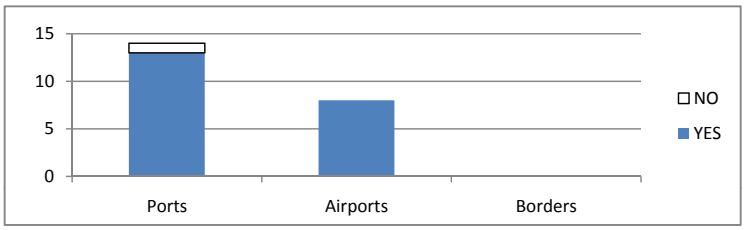
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	6	0	60%
Airports	10	5	0	50%
Borders	0	0	0	--



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	13	1	100%
Airports	9	8	0	89%
Borders	0	0	0	--



I. Factors attributable to port, airport and border crossing facilities

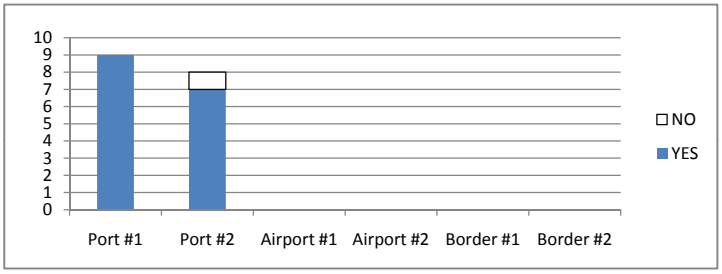
I.1. *Infrastructure Constraints*

I.1.2. Inadequate navigational aids and facilities:

Q-3: Have these port facilities sufficient number of marine crafts like Tugs and Launches and Marine Crew / Pilots for handling the present vessel traffic?

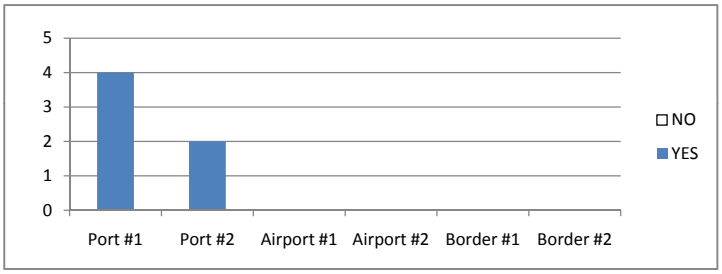
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	9	0	69%
Port #2	11	7	1	73%
Airport #1	0	0	0	--
Airport #2	0	0	0	--
Border #1	0	0	0	--
Border #2	0	0	0	--



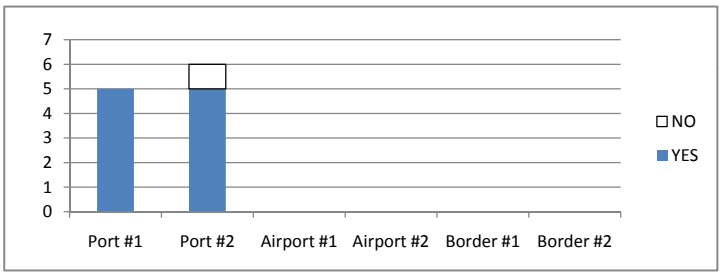
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	4	0	67%
Port #2	4	2	0	50%
Airport #1	0	0	0	--
Airport #2	0	0	0	--
Border #1	0	0	0	--
Border #2	0	0	0	--



DEVELOPING ECONOMIES

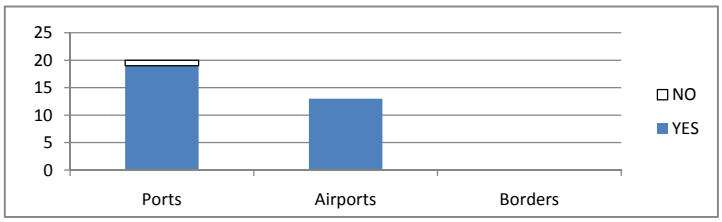
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	5	0	71%
Port #2	7	5	1	86%
Airport #1	0	0	0	--
Airport #2	0	0	0	--
Border #1	0	0	0	--
Border #2	0	0	0	--



Summary by type of facilities

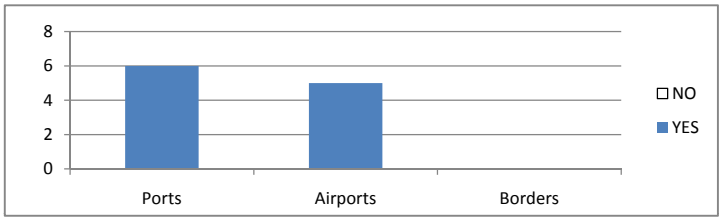
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	16	1	71%
Airports	0	0	0	--
Borders	0	0	0	--



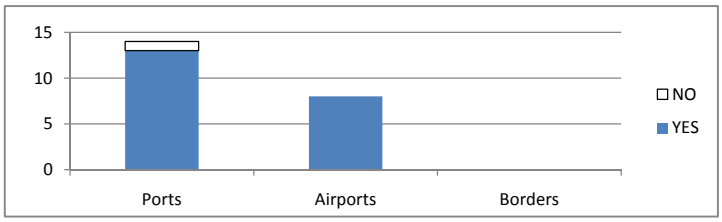
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	6	0	60%
Airports	0	0	0	--
Borders	0	0	0	--



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	10	1	79%
Airports	0	0	0	--
Borders	0	0	0	--



Q-3 (Add) If **No**, what is your contingency plan in these cases?

AUS	0
BD	0
HKC	0
PRC	0
INA	0
ROK	0
NZ	0
PNG	0
PE	It is enough in the case of tugs and marine crew / pilots (prácticos) but in the case of Launches it is enough but inadecuated.
SIN	0
THA	0
USA	0
VN	0

I. Factors attributable to port, airport and border crossing facilities

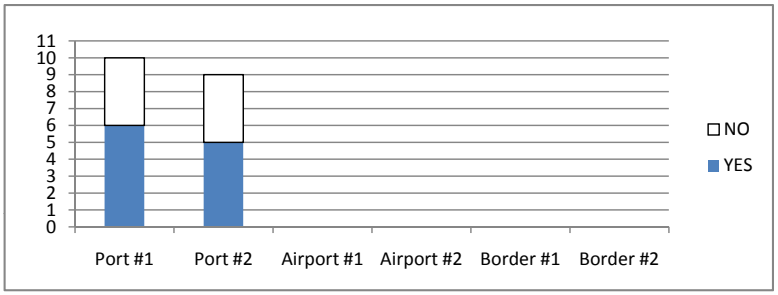
I.1. *Infrastructure Constraints*

I.1.2. Inadequate navigational aids and facilities:

Q-4: Are the floating crafts and their services privatized but under the command of the Harbour Master?

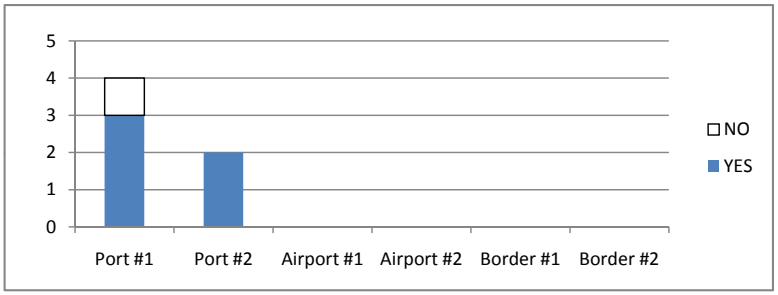
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	6	4	77%
Port #2	11	5	4	82%
Airport #1	0	0	0	--
Airport #2	0	0	0	--
Border #1	0	0	0	--
Border #2	0	0	0	--



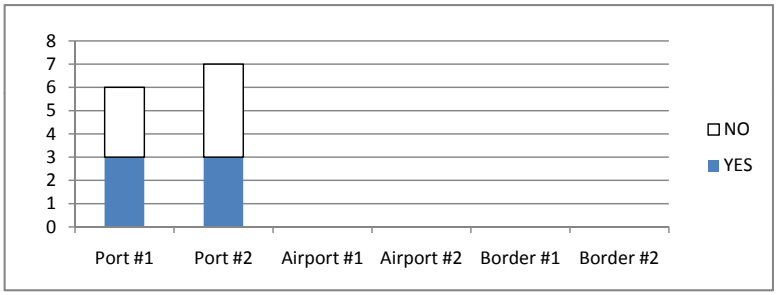
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	3	1	67%
Port #2	4	2	0	50%
Airport #1	0	0	0	--
Airport #2	0	0	0	--
Border #1	0	0	0	--
Border #2	0	0	0	--



DEVELOPING ECONOMIES

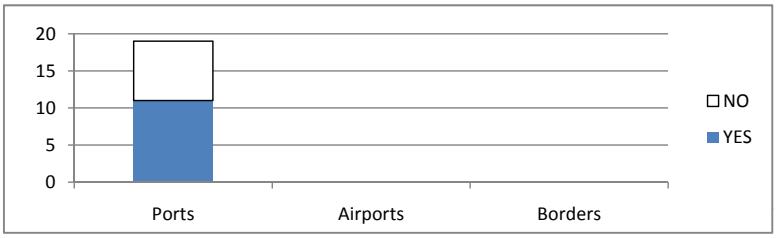
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	3	3	86%
Port #2	7	3	4	100%
Airport #1	0	0	0	--
Airport #2	0	0	0	--
Border #1	0	0	0	--
Border #2	0	0	0	--



Summary by type of facilities

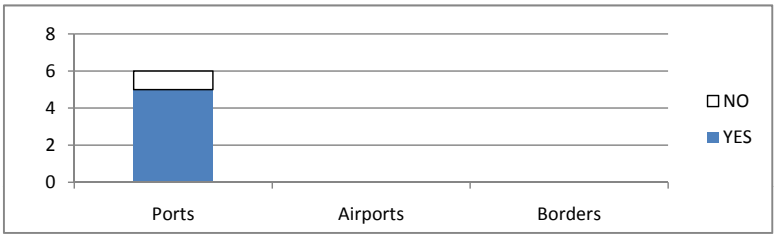
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	11	8	79%
Airports	0	0	0	--
Borders	0	0	0	--



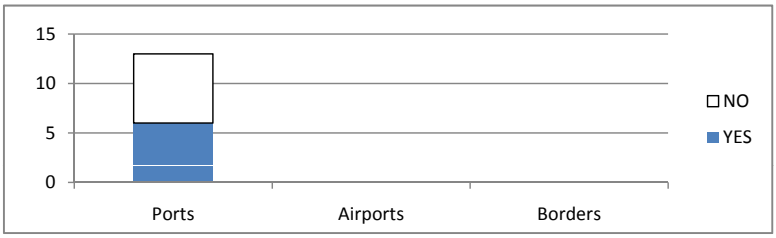
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	5	1	60%
Airports	0	0	0	--
Borders	0	0	0	--



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	6	7	93%
Airports	0	0	0	--
Borders	0	0	0	--



I. Factors attributable to port, airport and border crossing facilities

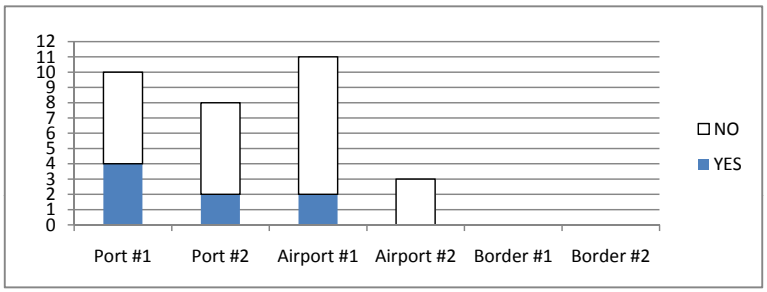
I.1. *Infrastructure Constraints*

I.1.3.1. Entrance channel / landing path restrictions:

Q-5/Q-6: Are your international port facilities facing channel width restrictions leading to unidirectional vessel movements resulting in waiting of vessels for service?

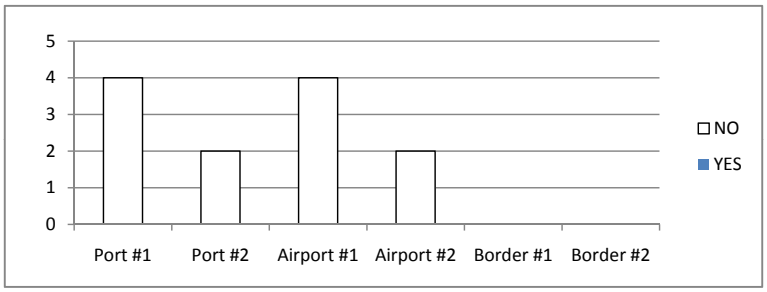
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	4	6	77%
Port #2	11	2	6	73%
Airport #1	13	2	9	85%
Airport #2	6	0	3	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



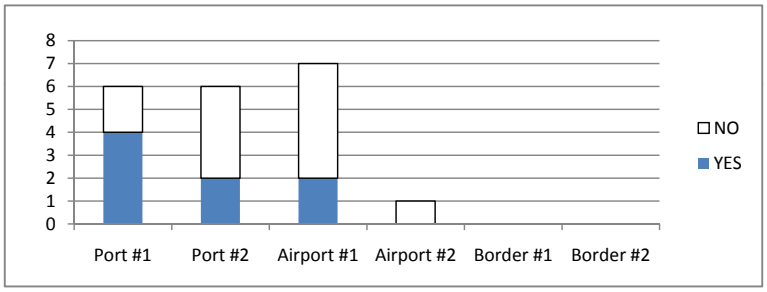
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	0	4	67%
Port #2	4	0	2	50%
Airport #1	6	0	4	67%
Airport #2	4	0	2	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



DEVELOPING ECONOMIES

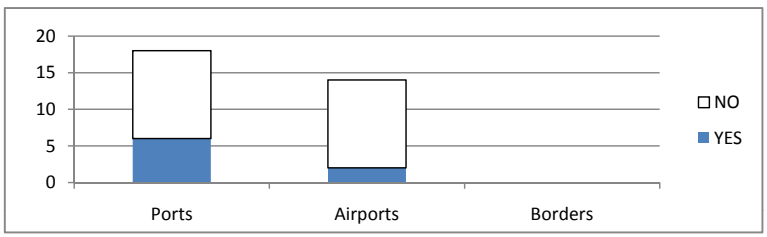
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	4	2	86%
Port #2	7	2	4	86%
Airport #1	7	2	5	100%
Airport #2	2	0	1	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



Summary by type of facilities

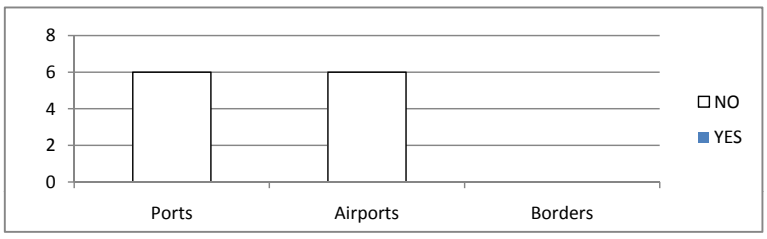
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	6	12	75%
Airports	19	2	12	74%
Borders	0	0	0	--



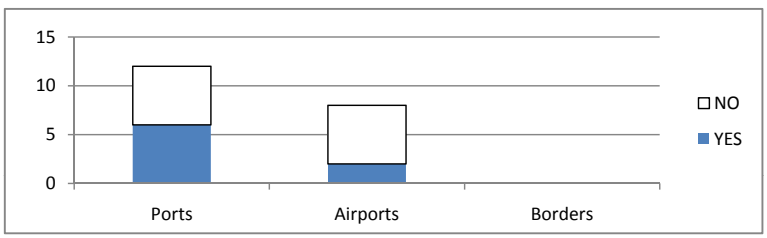
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	0	6	60%
Airports	10	0	6	60%
Borders	0	0	0	--



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	6	6	86%
Airports	9	2	6	89%
Borders	0	0	0	--



I. Factors attributable to port, airport and border crossing facilities

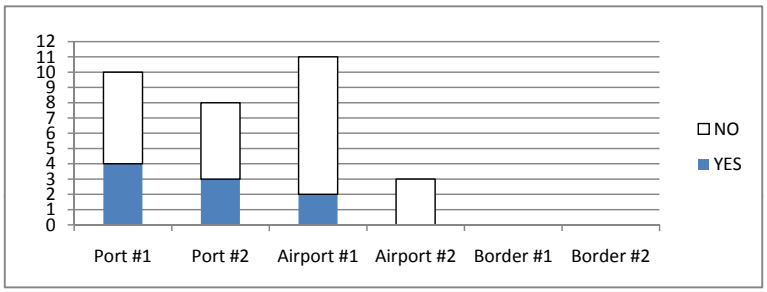
I.1. *Infrastructure Constraints*

I.1.3.2. Non-availability of berth / parking space:

Q-7/Q-8: Do aircrafts/vessels calling at your international (air)port facilities have to wait for want of aprons/berths because of unavailability of suitable draught or the available berth being occupied by other working vessel?

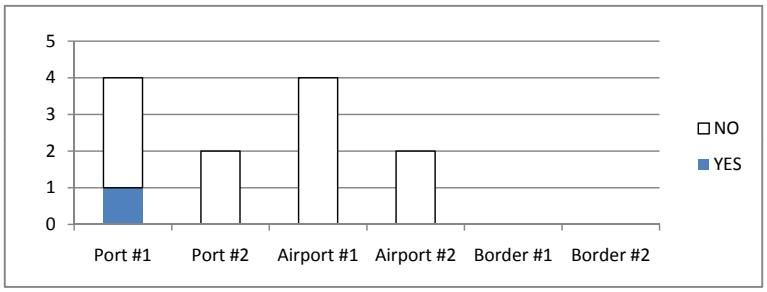
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	4	6	77%
Port #2	11	3	5	73%
Airport #1	13	2	9	85%
Airport #2	6	0	3	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



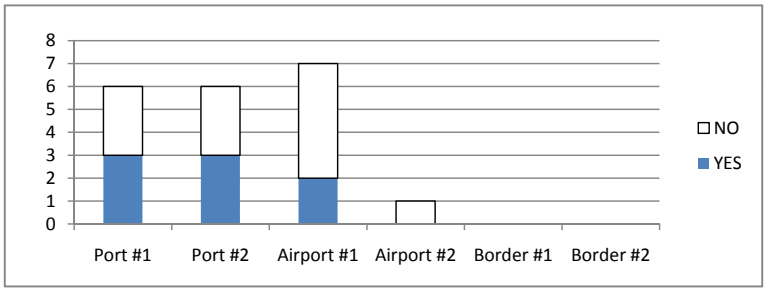
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	1	3	67%
Port #2	4	0	2	50%
Airport #1	6	0	4	67%
Airport #2	4	0	2	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



DEVELOPING ECONOMIES

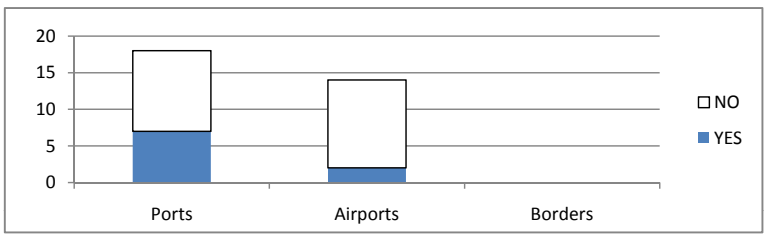
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	3	3	86%
Port #2	7	3	3	86%
Airport #1	7	2	5	100%
Airport #2	2	0	1	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



Summary by type of facilities

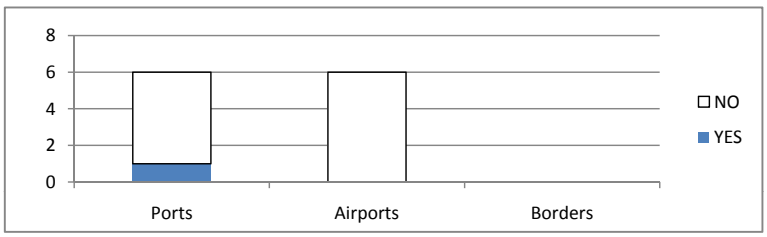
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	7	11	75%
Airports	19	2	12	74%
Borders	0	0	0	--



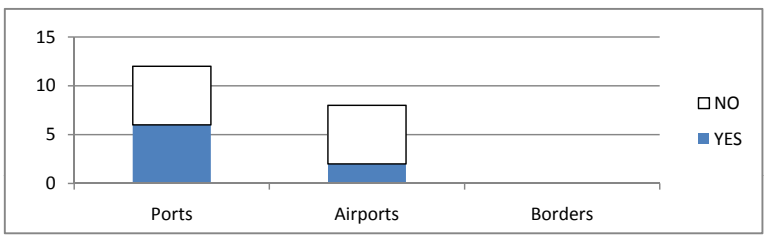
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	1	5	60%
Airports	10	0	6	60%
Borders	0	0	0	--



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	6	6	86%
Airports	9	2	6	89%
Borders	0	0	0	--



I. Factors attributable to port, airport and border crossing facilities

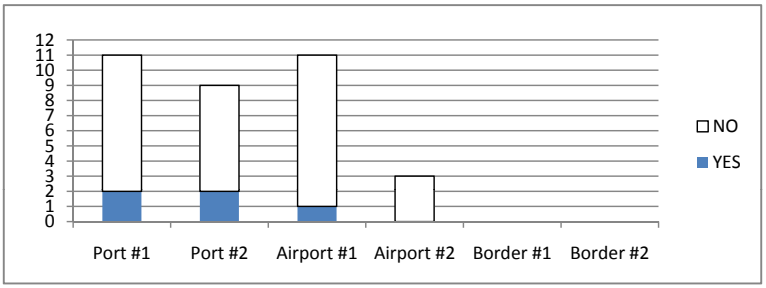
I.1. *Infrastructure Constraints*

I.1.4. Poor road network within the facilities

Q-9: Are the roads/runways and taxiways within the facilities narrow and not designed to handle the present kind of traffic and load?

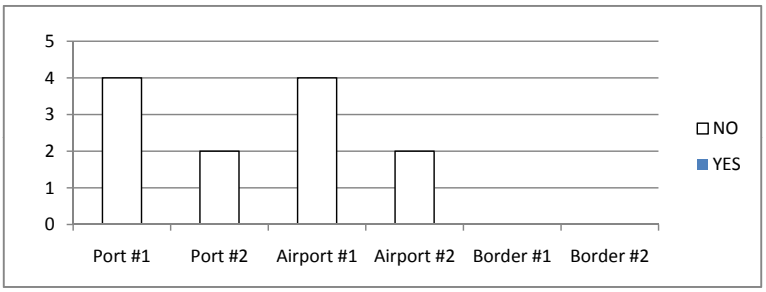
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	2	9	85%
Port #2	11	2	7	82%
Airport #1	13	1	10	85%
Airport #2	6	0	3	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



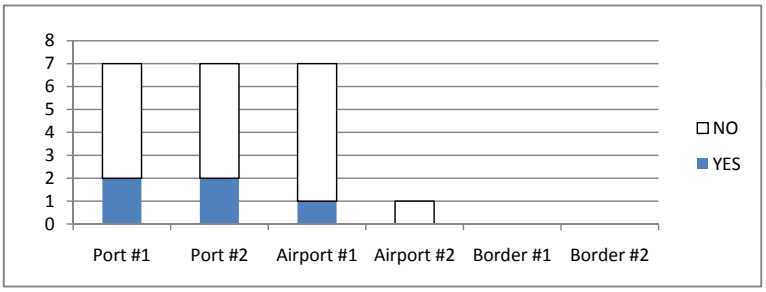
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	0	4	67%
Port #2	4	0	2	50%
Airport #1	6	0	4	67%
Airport #2	4	0	2	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



DEVELOPING ECONOMIES

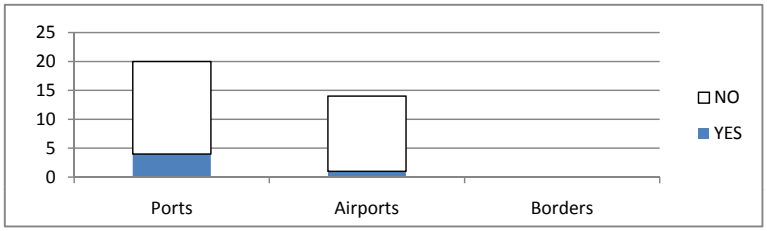
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	2	5	100%
Port #2	7	2	5	100%
Airport #1	7	1	6	100%
Airport #2	2	0	1	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



Summary by type of facilities

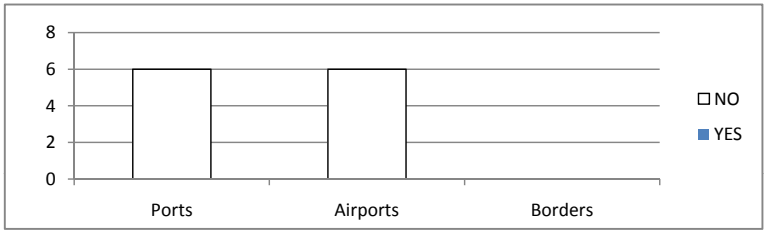
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	4	16	83%
Airports	19	1	13	74%
Borders	0	0	0	--



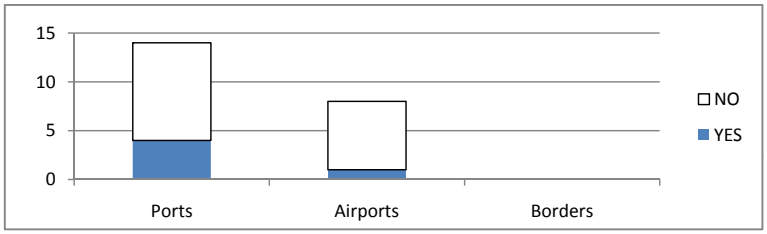
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	0	6	60%
Airports	10	0	6	60%
Borders	0	0	0	--



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	4	10	100%
Airports	9	1	7	89%
Borders	0	0	0	--



I. Factors attributable to port, airport and border crossing facilities

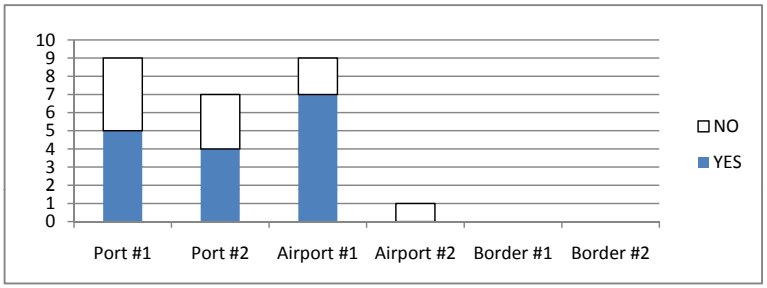
I.1. *Infrastructure Constraints*

I.1.4. Poor road network within the facilities

Q-10: Is there a route planning for optimization of the existing road network with suitably located port weighbridges and minimal criss-crossing of port roads or airport runways/taxyways?

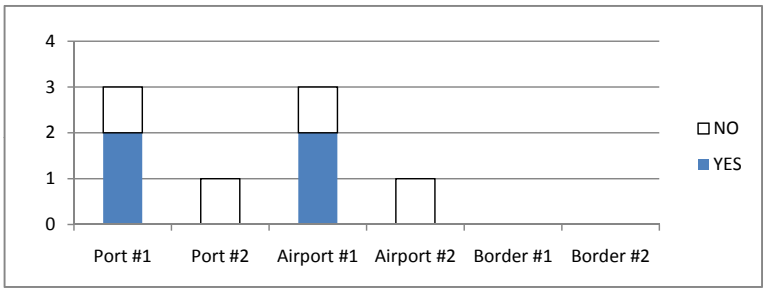
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	5	4	69%
Port #2	11	4	3	64%
Airport #1	13	7	2	69%
Airport #2	6	0	1	17%
Border #1	0	0	0	--
Border #2	0	0	0	--



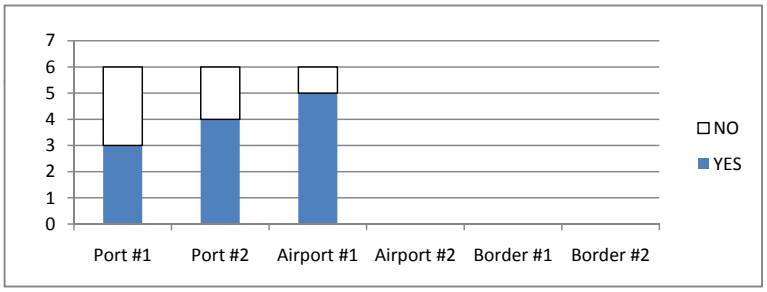
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	2	1	50%
Port #2	4	0	1	25%
Airport #1	6	2	1	50%
Airport #2	4	0	1	25%
Border #1	0	0	0	--
Border #2	0	0	0	--



DEVELOPING ECONOMIES

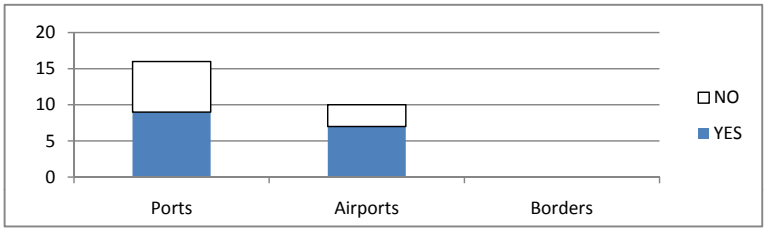
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	3	3	86%
Port #2	7	4	2	86%
Airport #1	7	5	1	86%
Airport #2	2	0	0	0%
Border #1	0	0	0	--
Border #2	0	0	0	--



Summary by type of facilities

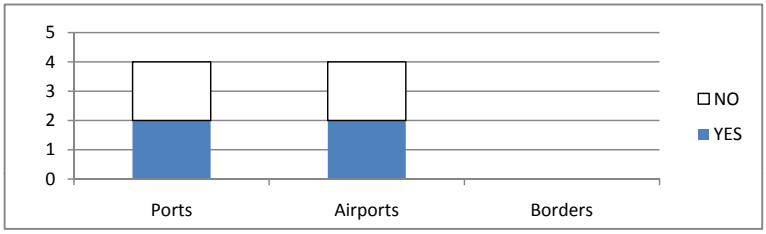
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	9	7	67%
Airports	19	7	3	53%
Borders	0	0	0	--



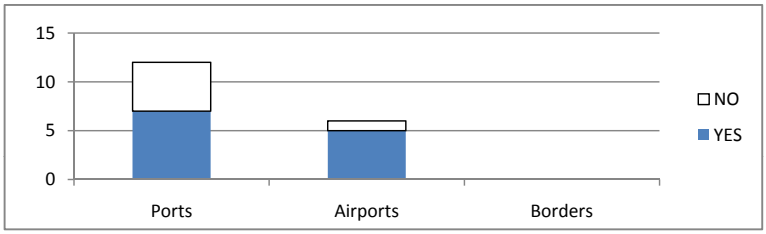
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	2	2	40%
Airports	10	2	2	40%
Borders	0	0	0	--



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	7	5	86%
Airports	9	5	1	67%
Borders	0	0	0	--



Q-10 (Add) If **No**, what is your contingency plan in these cases?

AUS	Though evolutionary by necessity, forward road planninng does take port requirements into account
BD	0
HKC	For Port.- Projects for Highways road links connecting port facilities have been planned and some are in progress. For Airport - the consultants responsible for the first runway·s design
PRC	0
INA	The road facilities aredesigned for runway, there is a design near and have direct access to the highway to make fast moving the traffic of goods.
ROK	0
NZ	0
PE	0
SIN	0
THA	0
USA	0
VN	0

I. Factors attributable to port, airport and border crossing facilities

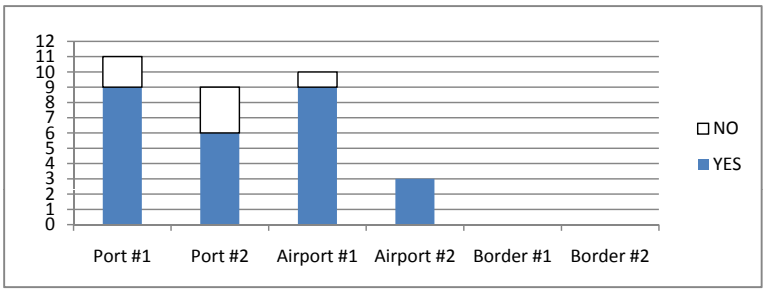
I.2. ***Low cargo handling capabilities***

I.2.1. Inadequate cargo handling equipments / machinery

Q-11: Are the cargo handling equipments / machinery at the facilities conforming to the requirements of the modern vessels/aircrafts now calling/landing at the ports/airports?

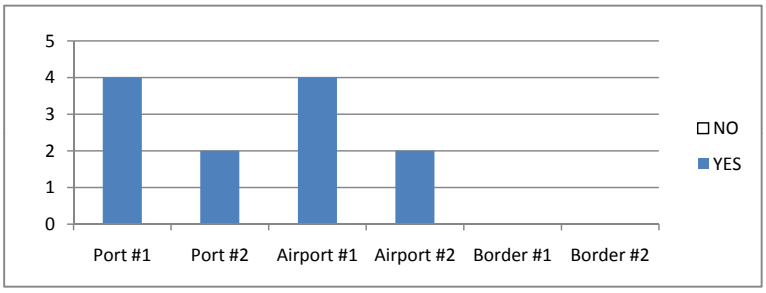
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	9	2	85%
Port #2	11	6	3	82%
Airport #1	13	9	1	77%
Airport #2	6	3	0	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



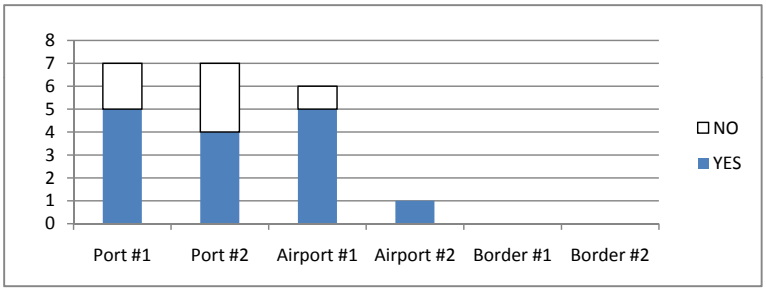
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	4	0	67%
Port #2	4	2	0	50%
Airport #1	6	4	0	67%
Airport #2	4	2	0	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



DEVELOPING ECONOMIES

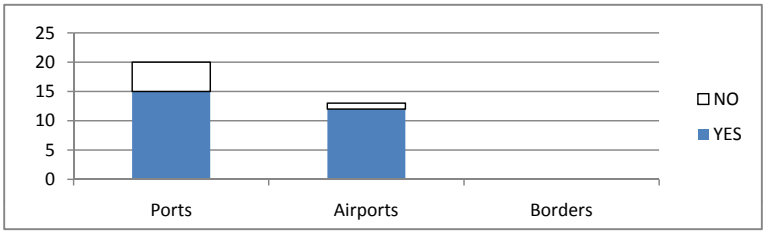
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	5	2	100%
Port #2	7	4	3	100%
Airport #1	7	5	1	86%
Airport #2	2	1	0	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



Summary by type of facilities

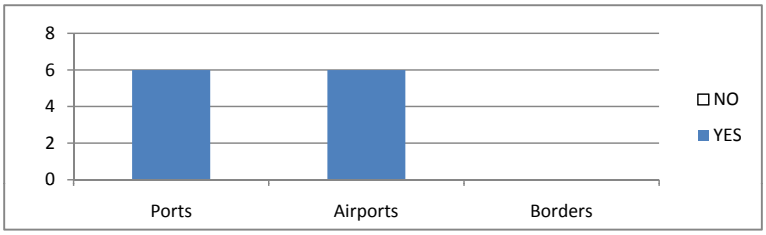
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	15	5	83%
Airports	19	12	1	68%
Borders	0	0	0	--



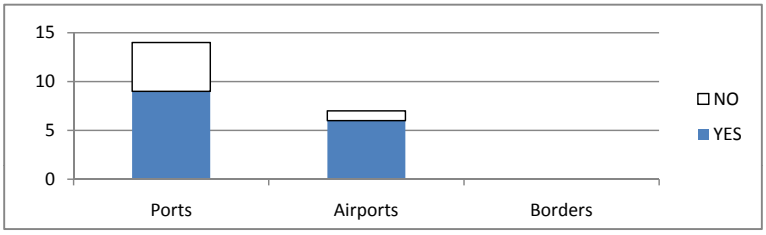
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	6	0	60%
Airports	10	6	0	60%
Borders	0	0	0	--



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	9	5	100%
Airports	9	6	1	78%
Borders	0	0	0	--



I. Factors attributable to port, airport and border crossing facilities

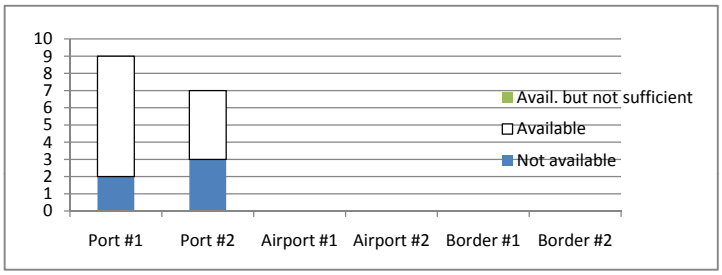
I.2. ***Low cargo handling capabilities***

I.2.1. Inadequate cargo handling equipments / machinery

Q-12: Is the right type of cargo handling accessories like container spreader, special gears for handling wood pulp, newsprint, logs etc., required by the trade are either available or sufficient?

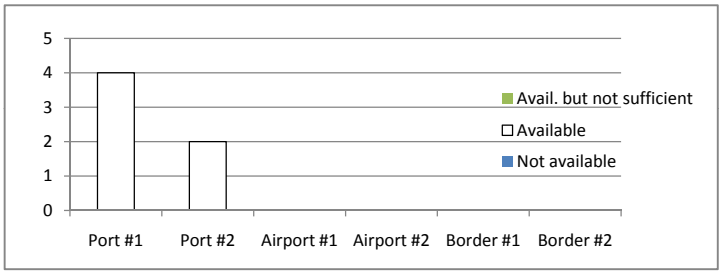
ALL ECONOMIES

Facility	Nb Facilities	Not available	Available	Avail. but not sufficient	% RESP
Port #1	13	2	7	0	69%
Port #2	11	3	4	0	64%
Airport #1	0	0	0	0	--
Airport #2	0	0	0	0	--
Border #1	0	0	0	0	--
Border #2	0	0	0	0	--



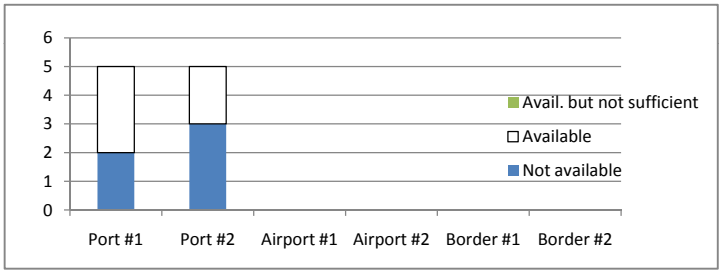
DEVELOPED ECONOMIES

Facility	Nb Facilities	Not available	Available	Avail. but not sufficient	% RESP
Port #1	6	0	4	0	67%
Port #2	4	0	2	0	50%
Airport #1	0	0	0	0	--
Airport #2	0	0	0	0	--
Border #1	0	0	0	0	--
Border #2	0	0	0	0	--



DEVELOPING ECONOMIES

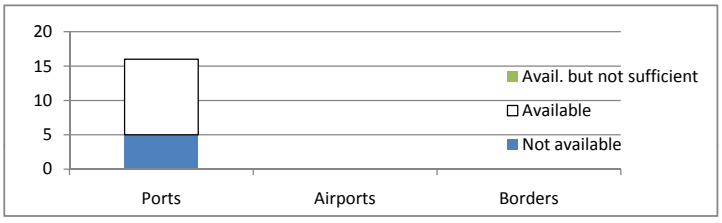
Facility	Nb Facilities	Not available	Available	Avail. but not sufficient	% RESP
Port #1	7	2	3	0	71%
Port #2	7	3	2	0	71%
Airport #1	0	0	0	0	--
Airport #2	0	0	0	0	--
Border #1	0	0	0	0	--
Border #2	0	0	0	0	--



Summary by type of facilities

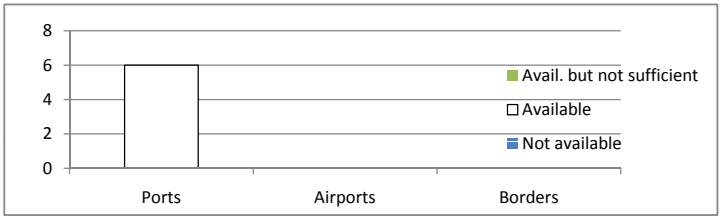
ALL ECONOMIES

Facility	Nb Facilities	Not available	Available	Avail. but not sufficient	% RESP
Ports	24	5	11	0	67%
Airports	0	0	0	0	--
Borders	0	0	0	0	--



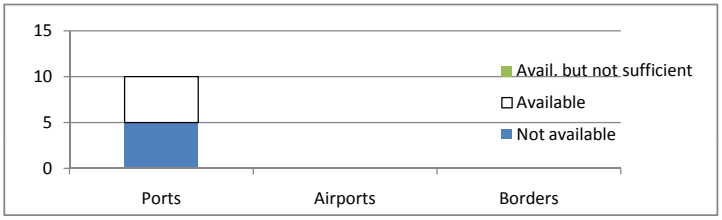
DEVELOPED ECONOMIES

Facility	Nb Facilities	Not available	Available	Avail. but not sufficient	% RESP
Ports	10	0	6	0	60%
Airports	0	0	0	0	--
Borders	0	0	0	0	--



DEVELOPING ECONOMIES

Facility	Nb Facilities	Not available	Available	Avail. but not sufficient	% RESP
Ports	14	5	5	0	71%
Airports	0	0	0	0	--
Borders	0	0	0	0	--



I. Factors attributable to port, airport and border crossing facilities

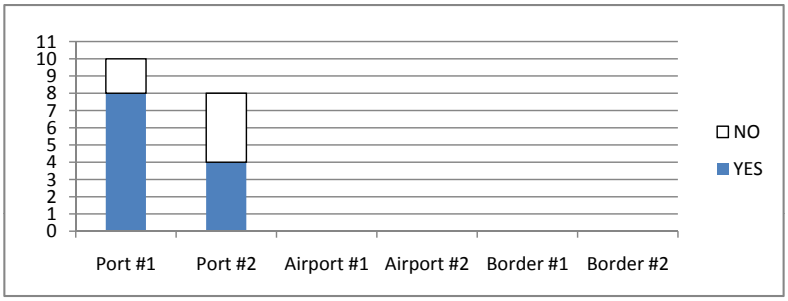
I.2. ***Low cargo handling capabilities***

I.2.1. Inadequate cargo handling equipments / machinery

Q-13: Are sophisticated container handling equipments like Quay Gantry Crane (QGC) available?

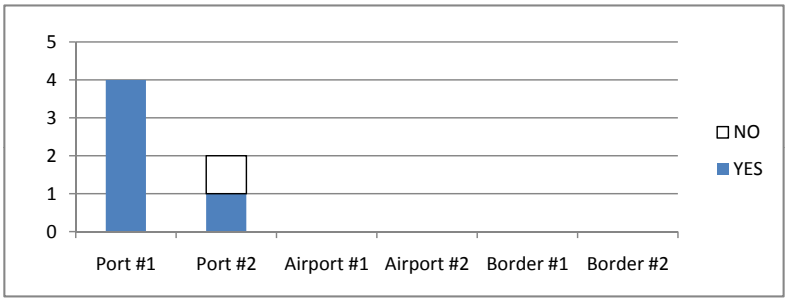
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	8	2	77%
Port #2	11	4	4	73%
Airport #1	0	0	0	--
Airport #2	0	0	0	--
Border #1	0	0	0	--
Border #2	0	0	0	--



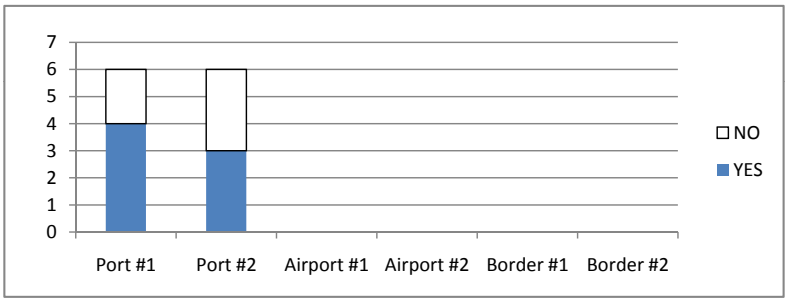
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	4	0	67%
Port #2	4	1	1	50%
Airport #1	0	0	0	--
Airport #2	0	0	0	--
Border #1	0	0	0	--
Border #2	0	0	0	--



DEVELOPING ECONOMIES

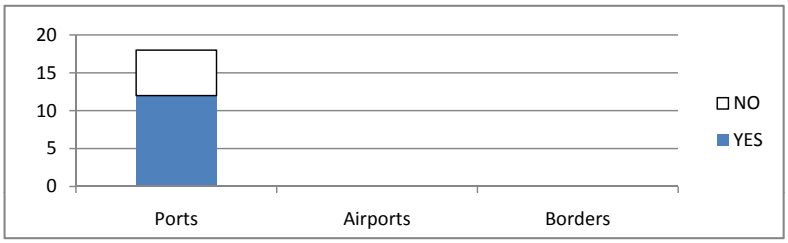
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	4	2	86%
Port #2	7	3	3	86%
Airport #1	0	0	0	--
Airport #2	0	0	0	--
Border #1	0	0	0	--
Border #2	0	0	0	--



Summary by type of facilities

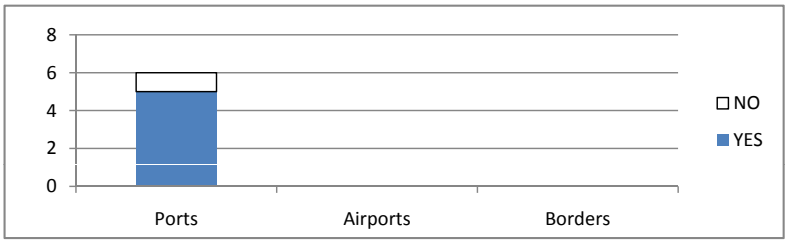
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	12	6	75%
Airports	0	0	0	--
Borders	0	0	0	--



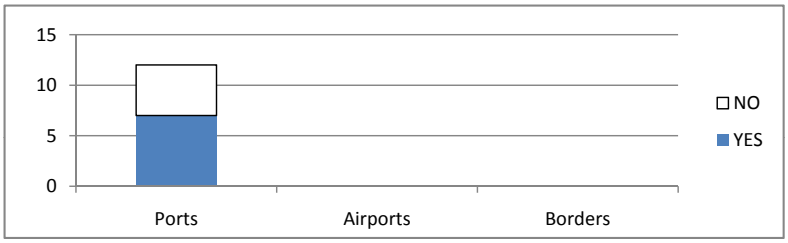
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	5	1	60%
Airports	0	0	0	--
Borders	0	0	0	--



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	7	5	86%
Airports	0	0	0	--
Borders	0	0	0	--



I. Factors attributable to port, airport and border crossing facilities

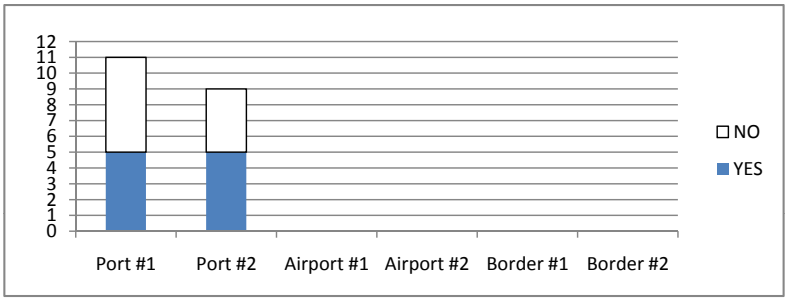
I.2. ***Low cargo handling capabilities***

I.2.1. Inadequate cargo handling equipments / machinery

Q-14: Are ports left to handle containers with conventional cranes or vessel's cranes?

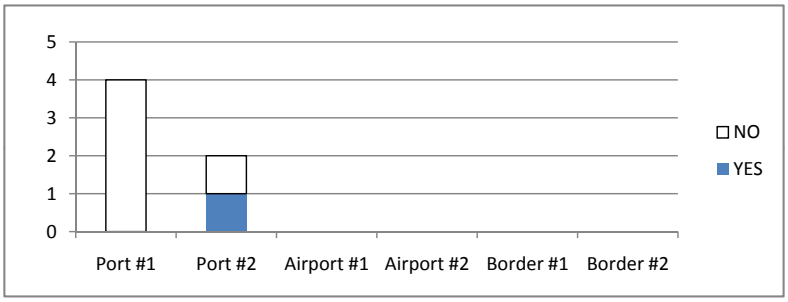
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	5	6	85%
Port #2	11	5	4	82%
Airport #1	0	0	0	--
Airport #2	0	0	0	--
Border #1	0	0	0	--
Border #2	0	0	0	--



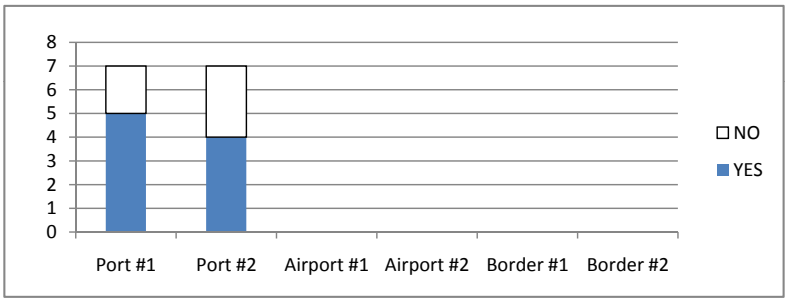
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	0	4	67%
Port #2	4	1	1	50%
Airport #1	0	0	0	--
Airport #2	0	0	0	--
Border #1	0	0	0	--
Border #2	0	0	0	--



DEVELOPING ECONOMIES

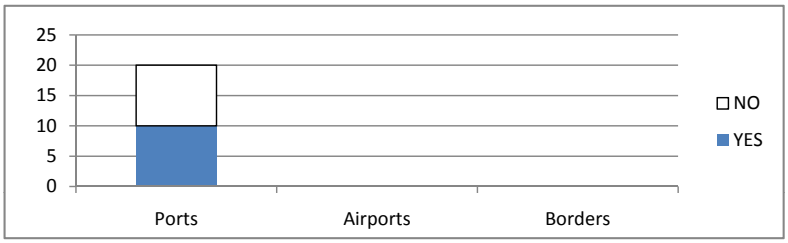
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	5	2	100%
Port #2	7	4	3	100%
Airport #1	0	0	0	--
Airport #2	0	0	0	--
Border #1	0	0	0	--
Border #2	0	0	0	--



Summary by type of facilities

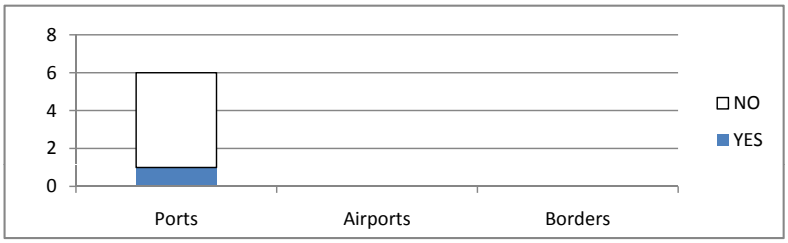
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	10	10	83%
Airports	0	0	0	--
Borders	0	0	0	--



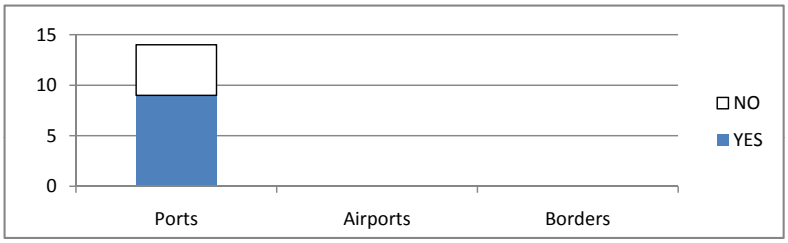
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	1	5	60%
Airports	0	0	0	--
Borders	0	0	0	--



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	9	5	100%
Airports	0	0	0	--
Borders	0	0	0	--



I. Factors attributable to port, airport and border crossing facilities

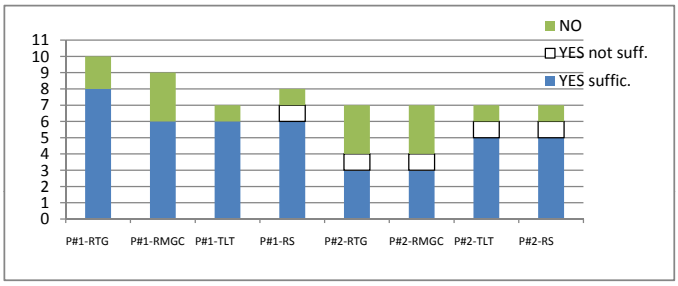
I.2. ***Low cargo handling capabilities***

I.2.1. Inadequate cargo handling equipments / machinery

Q-15: Are other types of container handling equipments at the Terminal like Rubber Tyred Gantry Crane (**RTG**), Rail Mounted Gantry Cranes (**RMGC**), Top Lift Trucks (**TLT**s), Reach Stackers (**RS**) available in sufficient numbers?

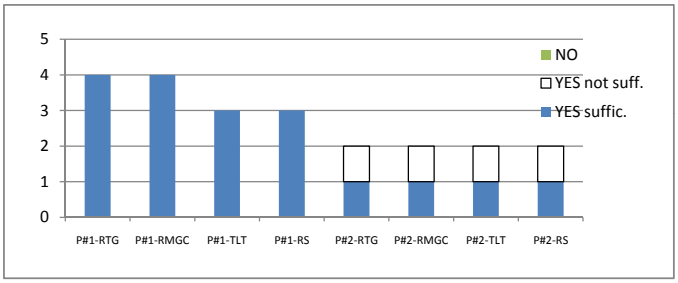
ALL ECONOMIES

Facility	Nb Facilities	YES suffic.	YES not suff.	NO	% RESP
P#1-RTG	13	8	0	2	77%
P#1-RMGC	13	6	0	3	69%
P#1-TLT	13	6	0	1	54%
P#1-RS	13	6	1	1	62%
P#2-RTG	11	3	1	3	64%
P#2-RMGC	11	3	1	3	64%
P#2-TLT	11	5	1	1	64%
P#2-RS	11	5	1	1	64%



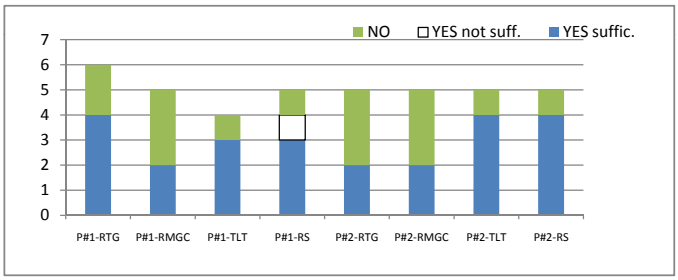
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES suffic.	YES not suff.	NO	% RESP
P#1-RTG	6	4	0	0	67%
P#1-RMGC	6	4	0	0	67%
P#1-TLT	6	3	0	0	50%
P#1-RS	6	3	0	0	50%
P#2-RTG	4	1	1	0	50%
P#2-RMGC	4	1	1	0	50%
P#2-TLT	4	1	1	0	50%
P#2-RS	4	1	1	0	50%



DEVELOPING ECONOMIES

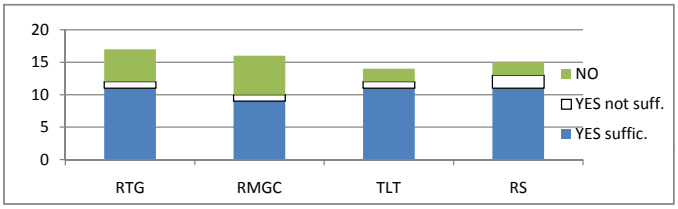
Facility	Nb Facilities	YES suffic.	YES not suff.	NO	% RESP
P#1-RTG	7	4	0	2	86%
P#1-RMGC	7	2	0	3	71%
P#1-TLT	7	3	0	1	57%
P#1-RS	7	3	1	1	71%
P#2-RTG	7	2	0	3	71%
P#2-RMGC	7	2	0	3	71%
P#2-TLT	7	4	0	1	71%
P#2-RS	7	4	0	1	71%



Summary by type of container handling equipment

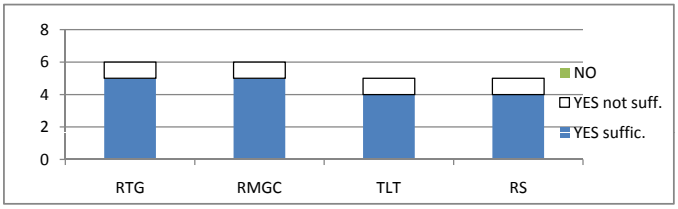
ALL ECONOMIES

Container handling equipment	Container handling equipment	YES suffic.	YES not suff.	NO	% RESP
RTG	24	11	1	5	71%
RMGC	24	9	1	6	67%
TLT	24	11	1	2	58%
RS	24	11	2	2	63%



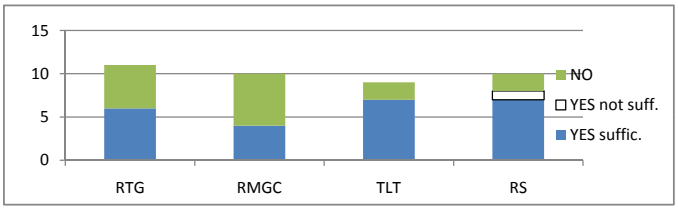
DEVELOPED ECONOMIES

Container handling equipment	Nb Facilities	YES suffic.	YES not suff.	NO	% RESP
RTG	10	5	1	0	60%
RMGC	10	5	1	0	60%
TLT	10	4	1	0	50%
RS	10	4	1	0	50%



DEVELOPING ECONOMIES

Container handling equipment	Nb Facilities	YES suffic.	YES not suff.	NO	% RESP
RTG	14	6	0	5	79%
RMGC	14	4	0	6	71%
TLT	14	7	0	2	64%
RS	14	7	1	2	71%



I. Factors attributable to port, airport and border crossing facilities

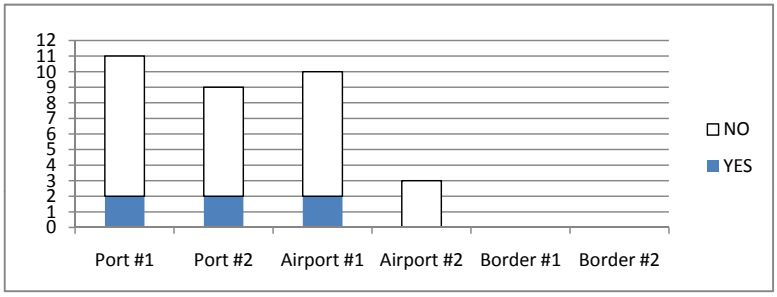
I.2. *Low cargo handling capabilities*

I.2.2. High down time (breakdowns) of equipments

Q-16: Do equipments available at the facilities breakdown frequently due to poor maintenance policies - i.e., reactive maintenance instead of preventive maintenance?

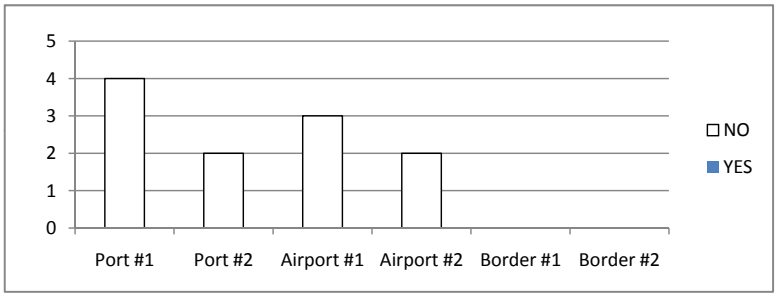
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	2	9	85%
Port #2	11	2	7	82%
Airport #1	13	2	8	77%
Airport #2	6	0	3	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



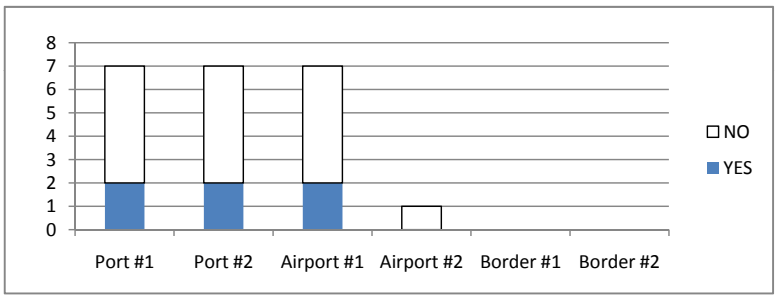
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	0	4	67%
Port #2	4	0	2	50%
Airport #1	6	0	3	50%
Airport #2	4	0	2	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



DEVELOPING ECONOMIES

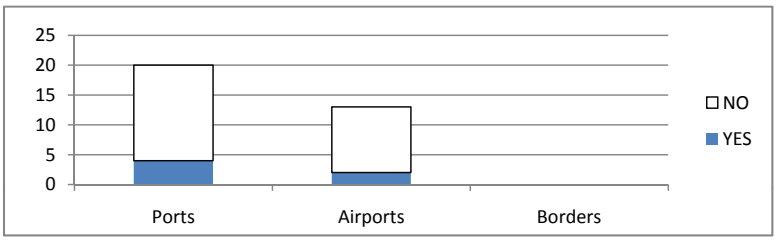
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	2	5	100%
Port #2	7	2	5	100%
Airport #1	7	2	5	100%
Airport #2	2	0	1	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



Summary by type of facilities

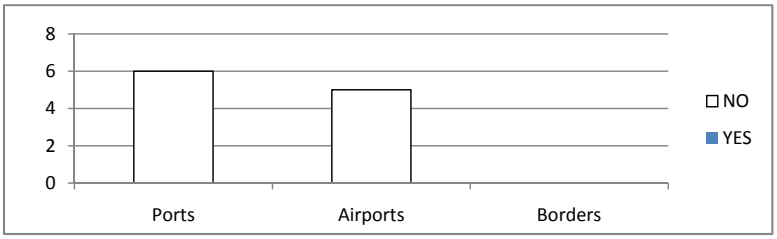
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	4	16	83%
Airports	19	2	11	68%
Borders	0	0	0	--



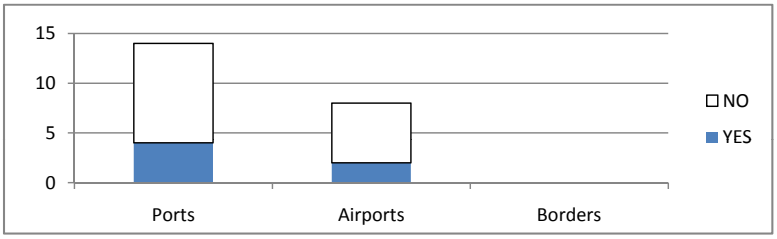
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	0	6	60%
Airports	10	0	5	50%
Borders	0	0	0	--



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	4	10	100%
Airports	9	2	6	89%
Borders	0	0	0	--



I. Factors attributable to port, airport and border crossing facilities

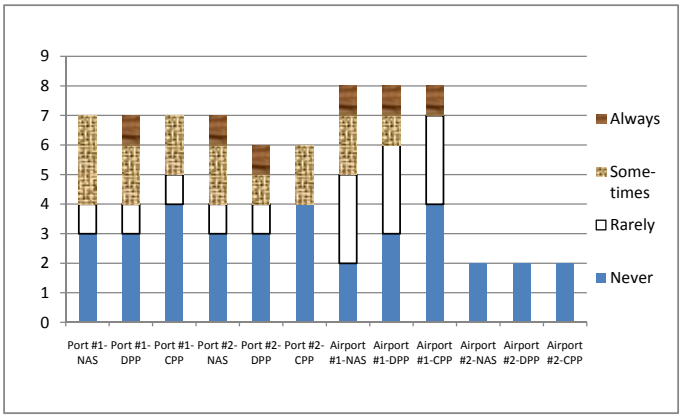
I.2. ***Low cargo handling capabilities***

I.2.2. High down time (breakdowns) of equipments

Q-17: In general, would you say that the large response time is resulting from non-availability of spares (**NAS**), dependence on proprietary parts (**DPP**) and/or cumbersome purchase procedures (**CPP**)?

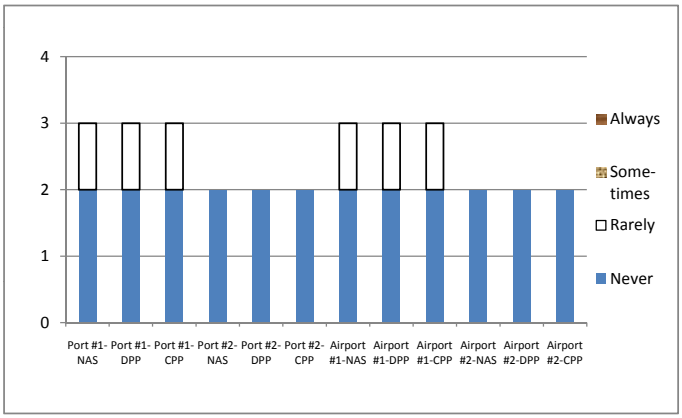
ALL ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Port #1-NAS	13	3	1	3	0	54%
Port #1-DPP	13	3	1	2	1	54%
Port #1-CPP	13	4	1	2	0	54%
Port #2-NAS	11	3	1	2	1	64%
Port #2-DPP	11	3	1	1	1	55%
Port #2-CPP	11	4	0	2	0	55%
Airport #1-NAS	13	2	3	2	1	62%
Airport #1-DPP	13	3	3	1	1	62%
Airport #1-CPP	13	4	3	0	1	62%
Airport #2-NAS	6	2	0	0	0	33%
Airport #2-DPP	6	2	0	0	0	33%
Airport #2-CPP	6	2	0	0	0	33%



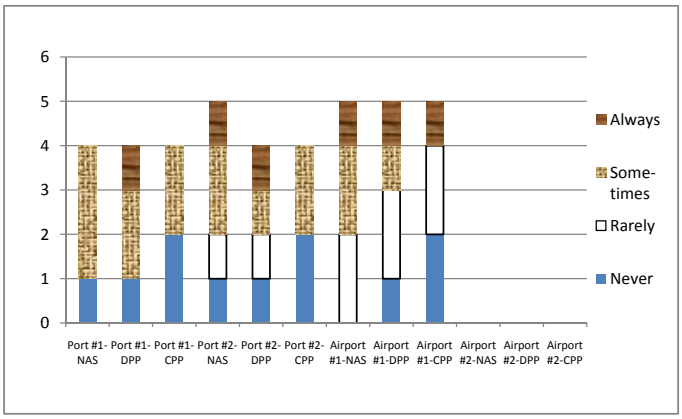
DEVELOPED ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Port #1-NAS	6	2	1	0	0	50%
Port #1-DPP	6	2	1	0	0	50%
Port #1-CPP	6	2	1	0	0	50%
Port #2-NAS	4	2	0	0	0	50%
Port #2-DPP	4	2	0	0	0	50%
Port #2-CPP	4	2	0	0	0	50%
Airport #1-NAS	6	2	1	0	0	50%
Airport #1-DPP	6	2	1	0	0	50%
Airport #1-CPP	6	2	1	0	0	50%
Airport #2-NAS	4	2	0	0	0	50%
Airport #2-DPP	4	2	0	0	0	50%
Airport #2-CPP	4	2	0	0	0	50%



DEVELOPING ECONOMIES

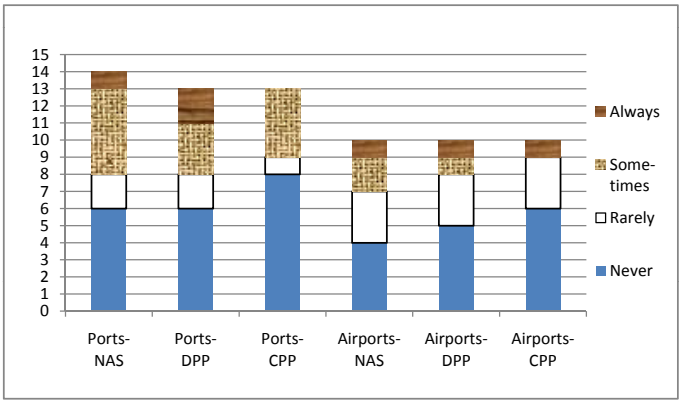
Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Port #1-NAS	7	1	0	3	0	57%
Port #1-DPP	7	1	0	2	1	57%
Port #1-CPP	7	2	0	2	0	57%
Port #2-NAS	7	1	1	2	1	71%
Port #2-DPP	7	1	1	1	1	57%
Port #2-CPP	7	2	0	2	0	57%
Airport #1-NAS	7	0	2	2	1	71%
Airport #1-DPP	7	1	2	1	1	71%
Airport #1-CPP	7	2	2	0	1	71%
Airport #2-NAS	2	0	0	0	0	0%
Airport #2-DPP	2	0	0	0	0	0%
Airport #2-CPP	2	0	0	0	0	0%



Summary by type of facilities and causes

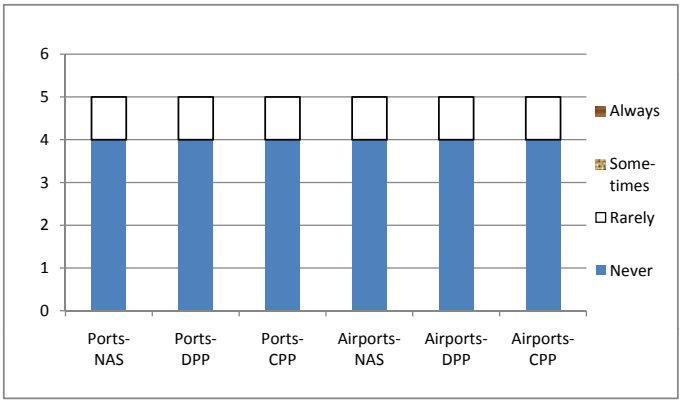
ALL ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Ports-NAS	24	6	2	5	1	58%
Ports-DPP	24	6	2	3	2	54%
Ports-CPP	24	8	1	4	0	54%
Airports-NAS	19	4	3	2	1	53%
Airports-DPP	19	5	3	1	1	53%
Airports-CPP	19	6	3	0	1	53%



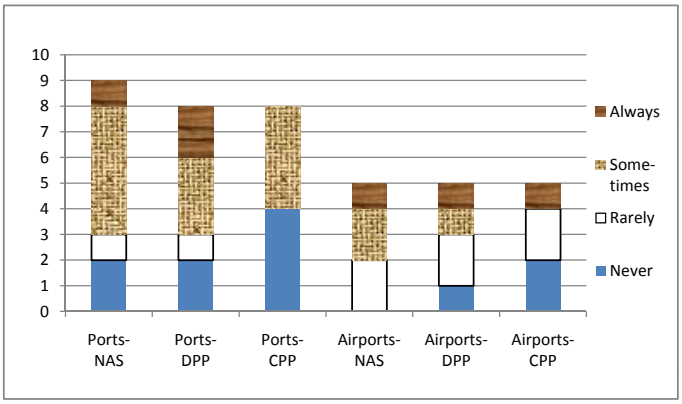
DEVELOPED ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Ports-NAS	10	4	1	0	0	50%
Ports-DPP	10	4	1	0	0	50%
Ports-CPP	10	4	1	0	0	50%
Airports-NAS	10	4	1	0	0	50%
Airports-DPP	10	4	1	0	0	50%
Airports-CPP	10	4	1	0	0	50%



DEVELOPING ECONOMIES

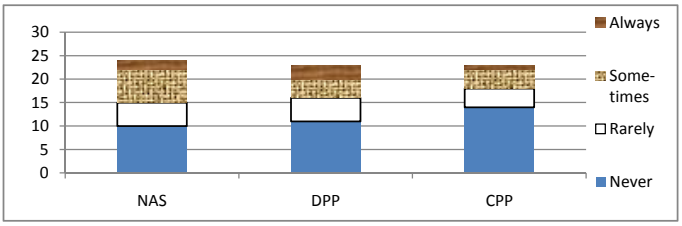
Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Ports-NAS	14	2	1	5	1	64%
Ports-DPP	14	2	1	3	2	57%
Ports-CPP	14	4	0	4	0	57%
Airports-NAS	9	0	2	2	1	56%
Airports-DPP	9	1	2	1	1	56%
Airports-CPP	9	2	2	0	1	56%



Summary by type of causes

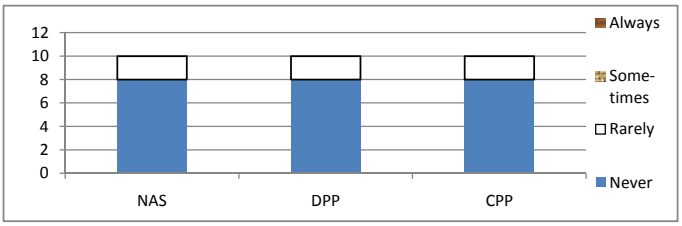
ALL ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
NAS	43	10	5	7	2	56%
DPP	43	11	5	4	3	53%
CPP	43	14	4	4	1	53%



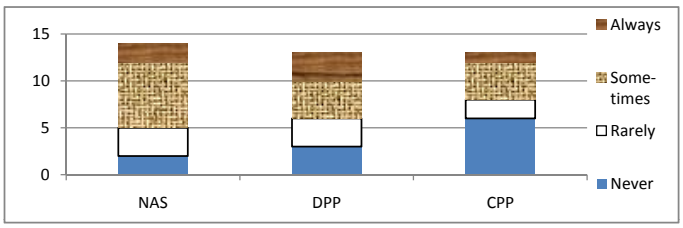
DEVELOPED ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
NAS	20	8	2	0	0	50%
DPP	20	8	2	0	0	50%
CPP	20	8	2	0	0	50%



DEVELOPING ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
NAS	23	2	3	7	2	61%
DPP	23	3	3	4	3	57%
CPP	23	6	2	4	1	57%



I. Factors attributable to port, airport and border crossing facilities

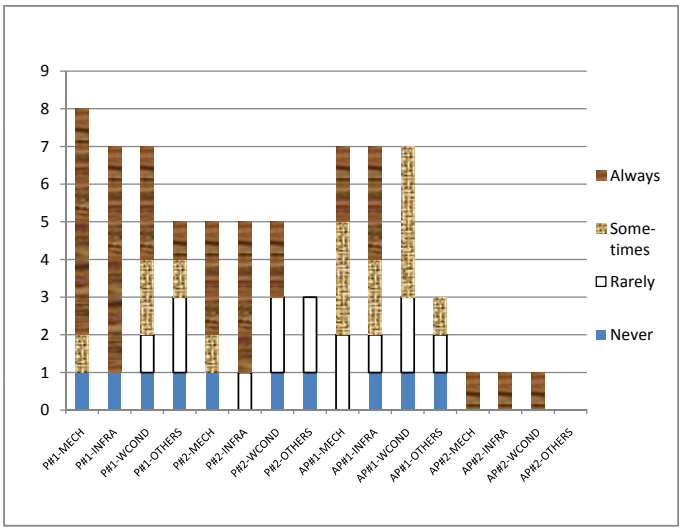
I.2. ***Low cargo handling capabilities***

I.2.3. Low labour productivity

Q-18: In general, would you say that port and airport labour productivity depends mainly on degree of mechanization (**MECH**), infrastructure (**INFRA**), working conditions (**WCOND**) or other reasons (**OTHERS**)?

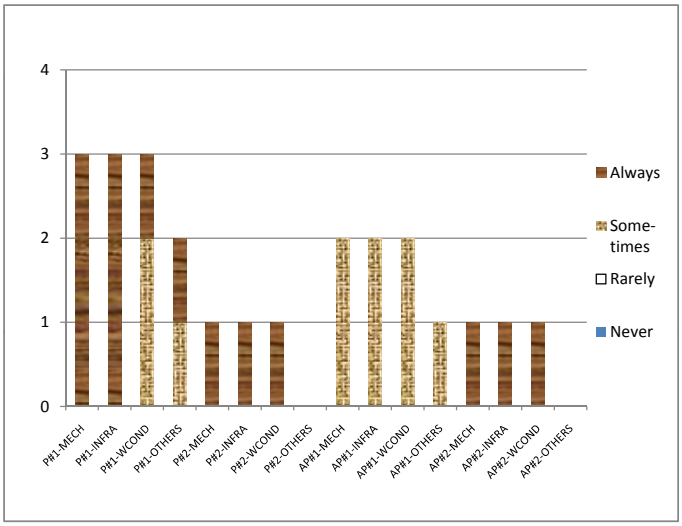
ALL ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
P#1-MECH	13	1	0	1	6	62%
P#1-INFRA	13	1	0	0	6	54%
P#1-WCOND	13	1	1	2	3	54%
P#1-OTHERS	13	1	2	1	1	38%
P#2-MECH	11	1	0	1	3	45%
P#2-INFRA	11	0	1	0	4	45%
P#2-WCOND	11	1	2	0	2	45%
P#2-OTHERS	11	1	2	0	0	27%
AP#1-MECH	13	0	2	3	2	54%
AP#1-INFRA	13	1	1	2	3	54%
AP#1-WCOND	13	1	2	4	0	54%
AP#1-OTHERS	13	1	1	1	0	23%
AP#2-MECH	6	0	0	0	1	17%
AP#2-INFRA	6	0	0	0	1	17%
AP#2-WCOND	6	0	0	0	1	17%
AP#2-OTHERS	6	0	0	0	0	0%



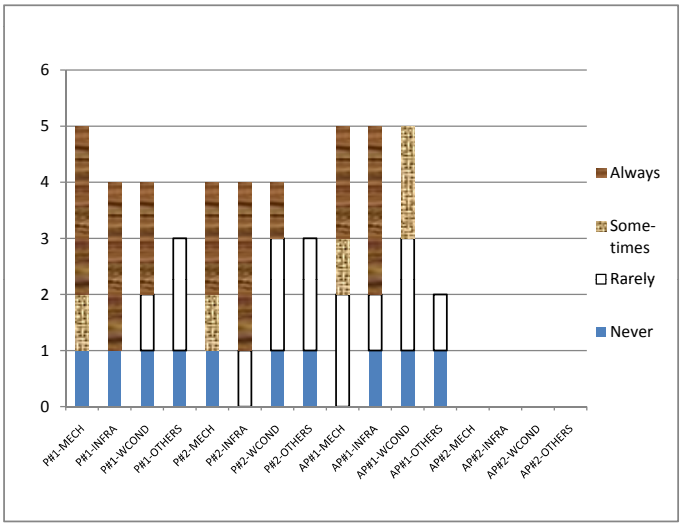
DEVELOPED ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
P#1-MECH	6	0	0	0	3	50%
P#1-INFRA	6	0	0	0	3	50%
P#1-WCOND	6	0	0	2	1	50%
P#1-OTHERS	6	0	0	1	1	33%
P#2-MECH	4	0	0	0	1	25%
P#2-INFRA	4	0	0	0	1	25%
P#2-WCOND	4	0	0	0	1	25%
P#2-OTHERS	4	0	0	0	0	0%
AP#1-MECH	6	0	0	2	0	33%
AP#1-INFRA	6	0	0	2	0	33%
AP#1-WCOND	6	0	0	2	0	33%
AP#1-OTHERS	6	0	0	1	0	17%
AP#2-MECH	4	0	0	0	1	25%
AP#2-INFRA	4	0	0	0	1	25%
AP#2-WCOND	4	0	0	0	1	25%
AP#2-OTHERS	4	0	0	0	0	0%



DEVELOPING ECONOMIES

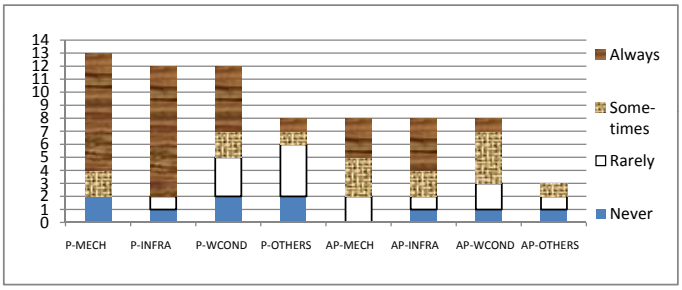
Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
P#1-MECH	7	1	0	1	3	71%
P#1-INFRA	7	1	0	0	3	57%
P#1-WCOND	7	1	1	0	2	57%
P#1-OTHERS	7	1	2	0	0	43%
P#2-MECH	7	1	0	1	2	57%
P#2-INFRA	7	0	1	0	3	57%
P#2-WCOND	7	1	2	0	1	57%
P#2-OTHERS	7	1	2	0	0	43%
AP#1-MECH	7	0	2	1	2	71%
AP#1-INFRA	7	1	1	0	3	71%
AP#1-WCOND	7	1	2	2	0	71%
AP#1-OTHERS	7	1	1	0	0	29%
AP#2-MECH	2	0	0	0	0	0%
AP#2-INFRA	2	0	0	0	0	0%
AP#2-WCOND	2	0	0	0	0	0%
AP#2-OTHERS	2	0	0	0	0	0%



Summary by type of facilities and causes

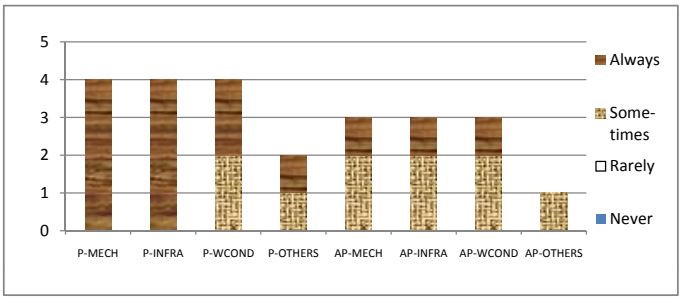
ALL ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
P-MECH	24	2	0	2	9	54%
P-INFRA	24	1	1	0	10	50%
P-WCOND	24	2	3	2	5	50%
P-OTHERS	24	2	4	1	1	33%
AP-MECH	19	0	2	3	3	42%
AP-INFRA	19	1	1	2	4	42%
AP-WCOND	19	1	2	4	1	42%
AP-OTHERS	19	1	1	1	0	16%



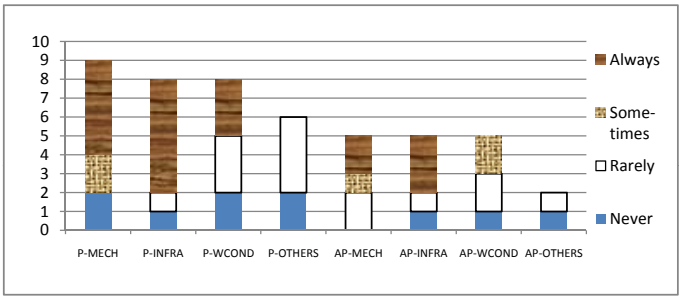
DEVELOPED ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
P-MECH	10	0	0	0	4	40%
P-INFRA	10	0	0	0	4	40%
P-WCOND	10	0	0	2	2	40%
P-OTHERS	10	0	0	1	1	20%
AP-MECH	10	0	0	2	1	30%
AP-INFRA	10	0	0	2	1	30%
AP-WCOND	10	0	0	2	1	30%
AP-OTHERS	10	0	0	1	0	10%



DEVELOPING ECONOMIES

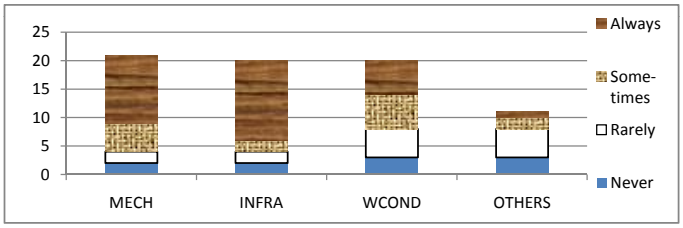
Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
P-MECH	14	2	0	2	5	64%
P-INFRA	14	1	1	0	6	57%
P-WCOND	14	2	3	0	3	57%
P-OTHERS	14	2	4	0	0	43%
AP-MECH	9	0	2	1	2	56%
AP-INFRA	9	1	1	0	3	56%
AP-WCOND	9	1	2	2	0	56%
AP-OTHERS	9	1	1	0	0	22%



Summary by type of causes

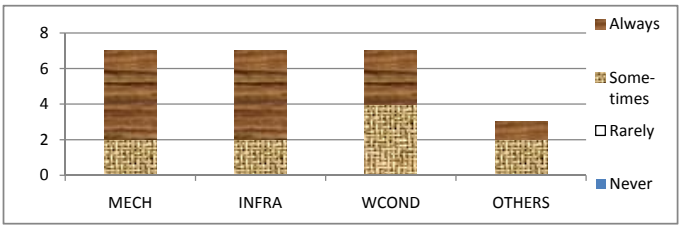
ALL ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
MECH	43	2	2	5	12	49%
INFRA	43	2	2	2	14	47%
WCOND	43	3	5	6	6	47%
OTHERS	43	3	5	2	1	26%



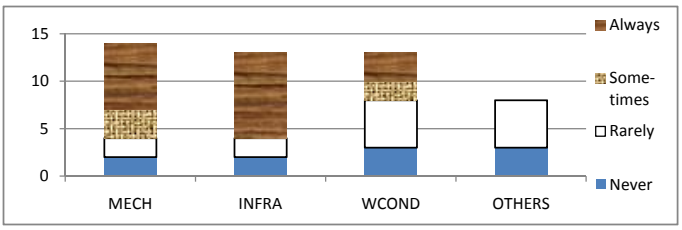
DEVELOPED ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
MECH	20	0	0	2	5	35%
INFRA	20	0	0	2	5	35%
WCOND	20	0	0	4	3	35%
OTHERS	20	0	0	2	1	15%



DEVELOPING ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
MECH	23	2	2	3	7	61%
INFRA	23	2	2	0	9	57%
WCOND	23	3	5	2	3	57%
OTHERS	23	3	5	0	0	35%



Q-18 (Add) Please, **specify the other reasons**, if any:

AUS	0
BD	0
HKC	Nil
PRC	0
INA	0
ROK	0
NZ	0
PNG	0
PE	0
SIN	Port: Degree of process streamlining and quality of ERP system.
THA	0
USA	0
VN	0

I. Factors attributable to port, airport and border crossing facilities

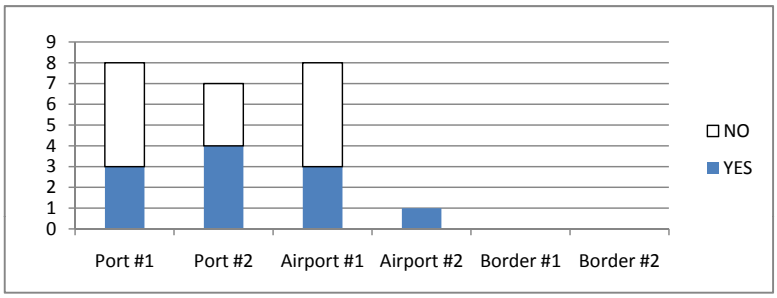
I.2. *Low cargo handling capabilities*

I.2.3. Low labour productivity

Q-19: Is the manning scale for handling different types of cargo/commodities based on fixed gang composition?

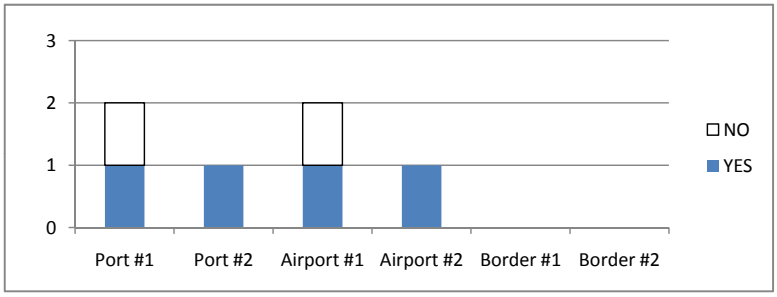
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	3	5	62%
Port #2	11	4	3	64%
Airport #1	13	3	5	62%
Airport #2	6	1	0	17%
Border #1	0	0	0	--
Border #2	0	0	0	--



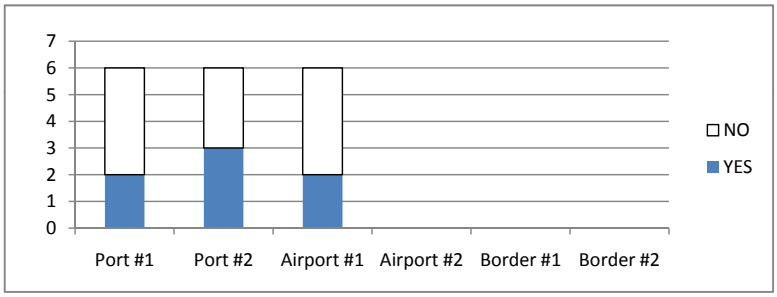
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	1	1	33%
Port #2	4	1	0	25%
Airport #1	6	1	1	33%
Airport #2	4	1	0	25%
Border #1	0	0	0	--
Border #2	0	0	0	--



DEVELOPING ECONOMIES

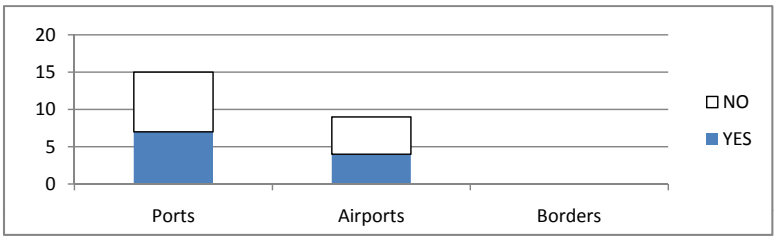
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	2	4	86%
Port #2	7	3	3	86%
Airport #1	7	2	4	86%
Airport #2	2	0	0	0%
Border #1	0	0	0	--
Border #2	0	0	0	--



Summary by type of facilities

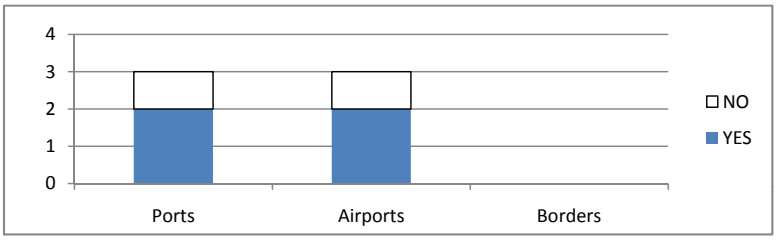
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	7	8	63%
Airports	19	4	5	47%
Borders	0	0	0	--



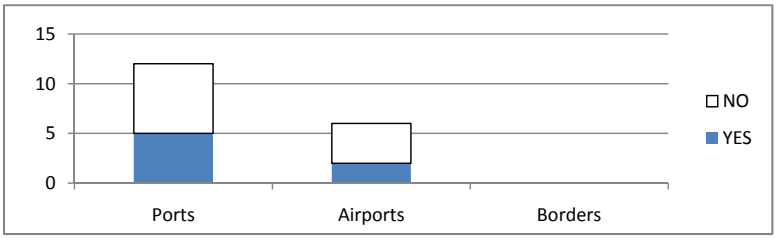
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	2	1	30%
Airports	10	2	1	30%
Borders	0	0	0	--



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	5	7	86%
Airports	9	2	4	67%
Borders	0	0	0	--



I. Factors attributable to port, airport and border crossing facilities

I.2. ***Low cargo handling capabilities***

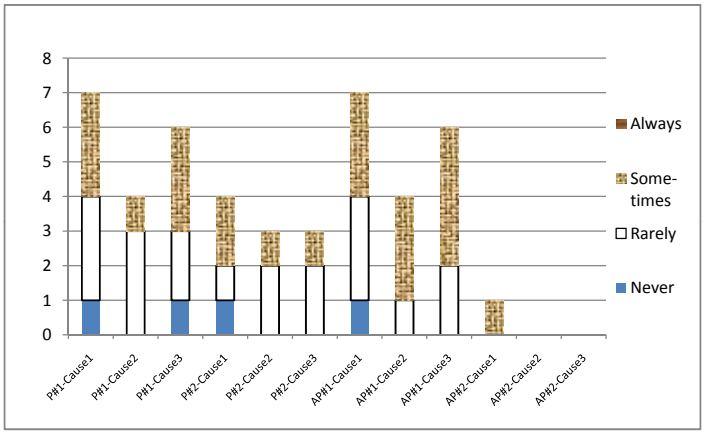
I.2.3. Low labour productivity

Q-20: Could you qualify the importance of the following causes for low productivity of the individual as well as the gang's productivity in the shift:

- Manning scale of the gangs is disproportionate to the requirements (**Cause 1**);
- Enforcement of discipline amongst the unionized workforce is difficult (**Cause 2**);
- Poor work ethics, e.g.tendency to report late and break early at the point of posting (**Cause 3**).

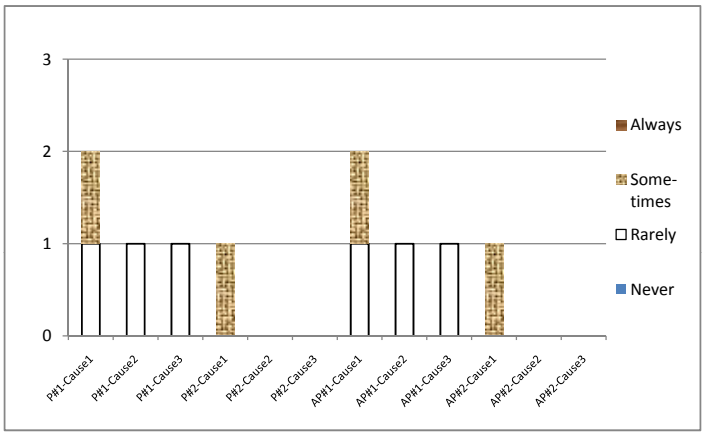
ALL ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
P#1-Cause1	13	1	3	3	0	54%
P#1-Cause2	13	0	3	1	0	31%
P#1-Cause3	13	1	2	3	0	46%
P#2-Cause1	11	1	1	2	0	36%
P#2-Cause2	11	0	2	1	0	27%
P#2-Cause3	11	0	2	1	0	27%
AP#1-Cause1	13	1	3	3	0	54%
AP#1-Cause2	13	0	1	3	0	31%
AP#1-Cause3	13	0	2	4	0	46%
AP#2-Cause1	6	0	0	1	0	17%
AP#2-Cause2	6	0	0	0	0	0%
AP#2-Cause3	6	0	0	0	0	0%



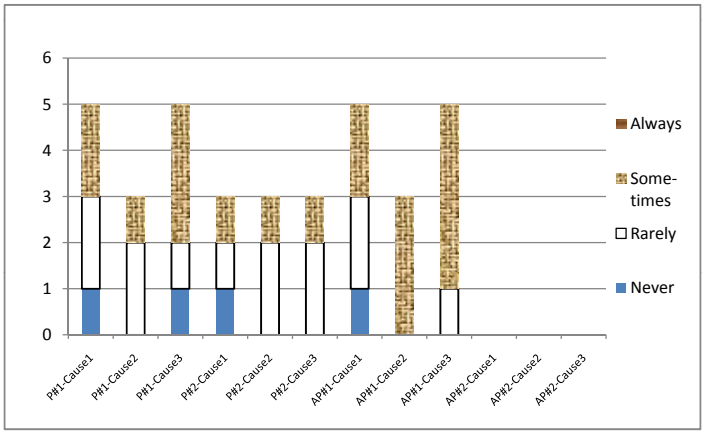
DEVELOPED ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
P#1-Cause1	6	0	1	1	0	33%
P#1-Cause2	6	0	1	0	0	17%
P#1-Cause3	6	0	1	0	0	17%
P#2-Cause1	4	0	0	1	0	25%
P#2-Cause2	4	0	0	0	0	0%
P#2-Cause3	4	0	0	0	0	0%
AP#1-Cause1	6	0	1	1	0	33%
AP#1-Cause2	6	0	1	0	0	17%
AP#1-Cause3	6	0	1	0	0	17%
AP#2-Cause1	4	0	0	1	0	25%
AP#2-Cause2	4	0	0	0	0	0%
AP#2-Cause3	4	0	0	0	0	0%



DEVELOPING ECONOMIES

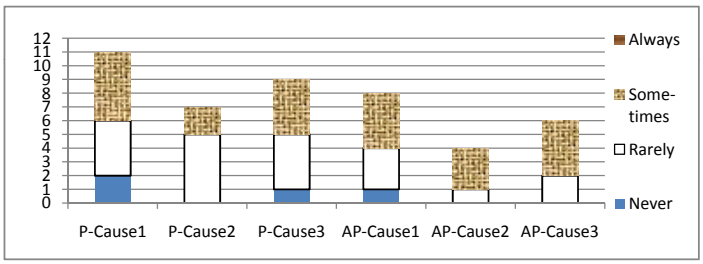
Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
P#1-Cause1	7	1	2	2	0	71%
P#1-Cause2	7	0	2	1	0	43%
P#1-Cause3	7	1	1	3	0	71%
P#2-Cause1	7	1	1	1	0	43%
P#2-Cause2	7	0	2	1	0	43%
P#2-Cause3	7	0	2	1	0	43%
AP#1-Cause1	7	1	2	2	0	71%
AP#1-Cause2	7	0	0	3	0	43%
AP#1-Cause3	7	0	1	4	0	71%
AP#2-Cause1	2	0	0	0	0	0%
AP#2-Cause2	2	0	0	0	0	0%
AP#2-Cause3	2	0	0	0	0	0%



Summary by type of facilities and causes

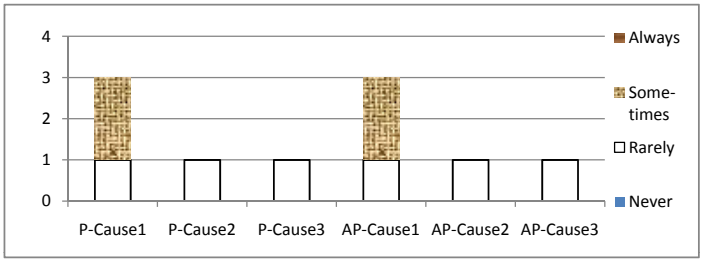
ALL ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
P-Cause1	24	2	4	5	0	46%
P-Cause2	24	0	5	2	0	29%
P-Cause3	24	1	4	4	0	38%
AP-Cause1	19	1	3	4	0	42%
AP-Cause2	19	0	1	3	0	21%
AP-Cause3	19	0	2	4	0	32%



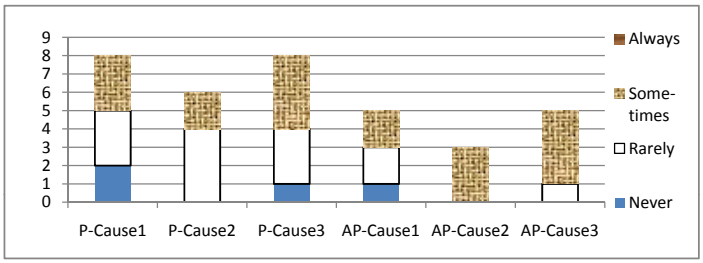
DEVELOPED ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
P-Cause1	10	0	1	2	0	30%
P-Cause2	10	0	1	0	0	10%
P-Cause3	10	0	1	0	0	10%
AP-Cause1	10	0	1	2	0	30%
AP-Cause2	10	0	1	0	0	10%
AP-Cause3	10	0	1	0	0	10%



DEVELOPING ECONOMIES

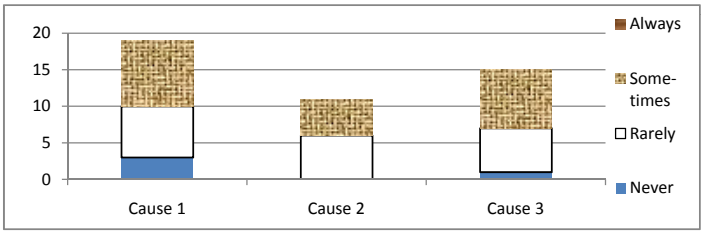
Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
P-Cause1	14	2	3	3	0	57%
P-Cause2	14	0	4	2	0	43%
P-Cause3	14	1	3	4	0	57%
AP-Cause1	9	1	2	2	0	56%
AP-Cause2	9	0	0	3	0	33%
AP-Cause3	9	0	1	4	0	56%



Summary by type of causes

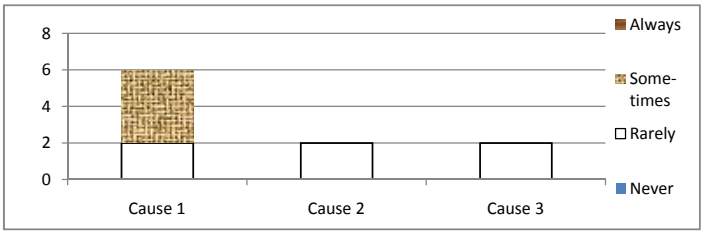
ALL ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Cause 1	43	3	7	9	0	44%
Cause 2	43	0	6	5	0	26%
Cause 3	43	1	6	8	0	35%



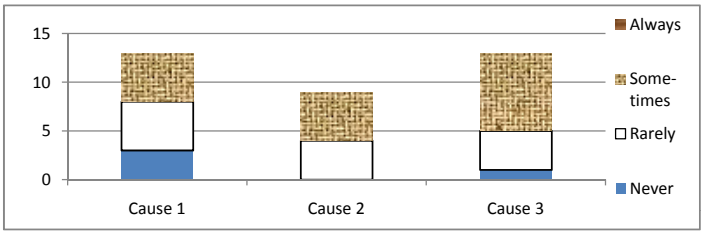
DEVELOPED ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Cause 1	20	0	2	4	0	30%
Cause 2	20	0	2	0	0	10%
Cause 3	20	0	2	0	0	10%



DEVELOPING ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Cause 1	23	3	5	5	0	57%
Cause 2	23	0	4	5	0	39%
Cause 3	23	1	4	8	0	57%



I. Factors attributable to port, airport and border crossing facilities

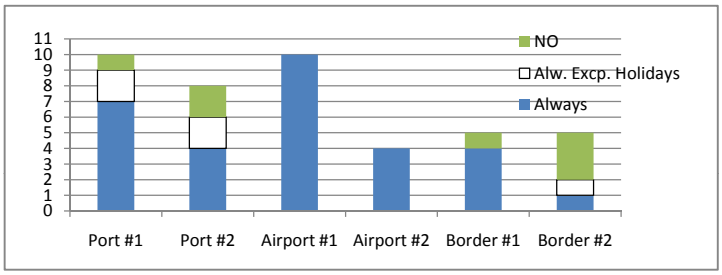
I.2. ***Low cargo handling capabilities***

I.2.5. Regulatory restrictions on working hours

Q-21: Are your international facilities working 24 hours per day, 7 days a week, 365 days per year, in spite of statutory holidays, time lost during shift changeovers etc.?

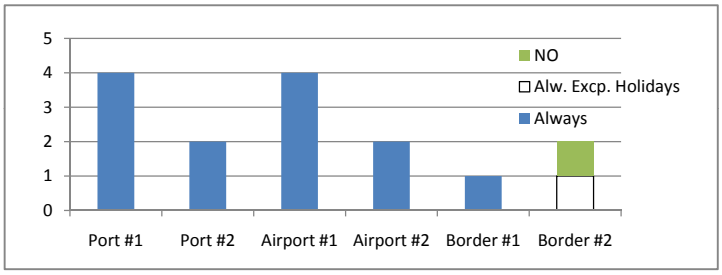
ALL ECONOMIES

Facility	Nb Facilities	Always	Alw. Excp. Holidays	NO	% RESP
Port #1	13	7	2	1	77%
Port #2	11	4	2	2	73%
Airport #1	13	10	0	0	77%
Airport #2	6	4	0	0	67%
Border #1	8	4	0	1	63%
Border #2	8	1	1	3	63%



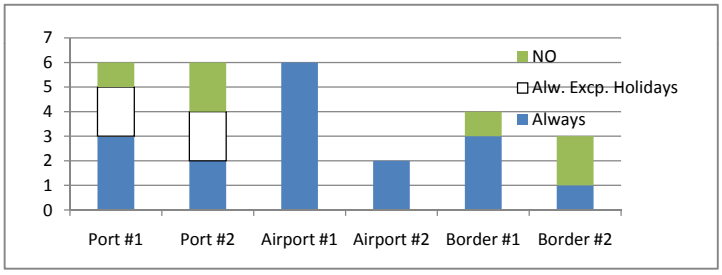
DEVELOPED ECONOMIES

Facility	Nb Facilities	Always	Alw. Excp. Holidays	NO	% RESP
Port #1	6	4	0	0	67%
Port #2	4	2	0	0	50%
Airport #1	6	4	0	0	67%
Airport #2	4	2	0	0	50%
Border #1	2	1	0	0	50%
Border #2	3	0	1	1	67%



DEVELOPING ECONOMIES

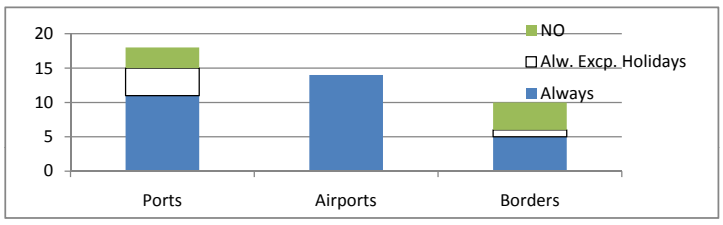
Facility	Nb Facilities	Always	Alw. Excp. Holidays	NO	% RESP
Port #1	7	3	2	1	86%
Port #2	7	2	2	2	86%
Airport #1	7	6	0	0	86%
Airport #2	2	2	0	0	100%
Border #1	6	3	0	1	67%
Border #2	5	1	0	2	60%



Summary by type of facilities

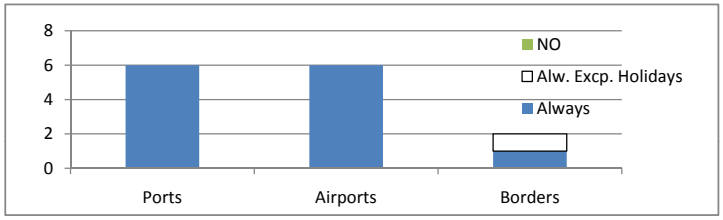
ALL ECONOMIES

Facility	Nb Facilities	Always	Alw. Excp. Holidays	NO	% RESP
Ports	24	11	4	3	75%
Airports	19	14	0	0	74%
Borders	16	5	1	4	63%



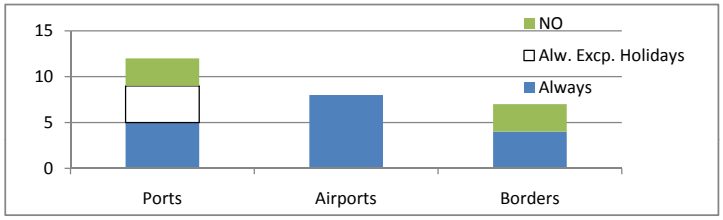
DEVELOPED ECONOMIES

Facility	Nb Facilities	Always	Alw. Excp. Holidays	NO	% RESP
Ports	10	6	0	0	60%
Airports	10	6	0	0	60%
Borders	5	1	1	1	60%



DEVELOPING ECONOMIES

Facility	Nb Facilities	Always	Alw. Excp. Holidays	NO	% RESP
Ports	14	5	4	3	86%
Airports	9	8	0	0	89%
Borders	11	4	0	3	64%



I. Factors attributable to port, airport and border crossing facilities

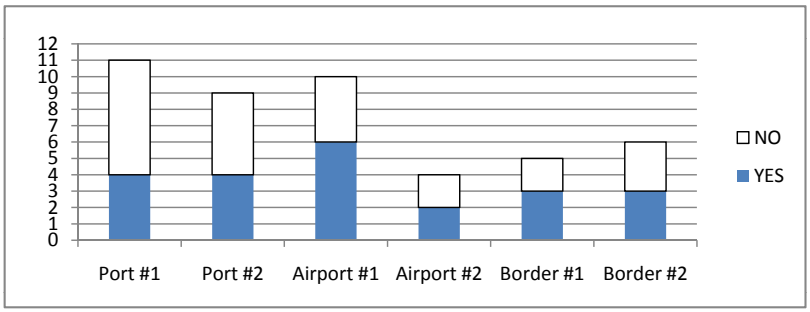
I.2. ***Low cargo handling capabilities***

I.2.5. Regulatory restrictions on working hours

Q-22: Do safety regulations further restrict the handling of certain commodities only during day light hours like hazardous cargo and over-dimensional project cargoes?

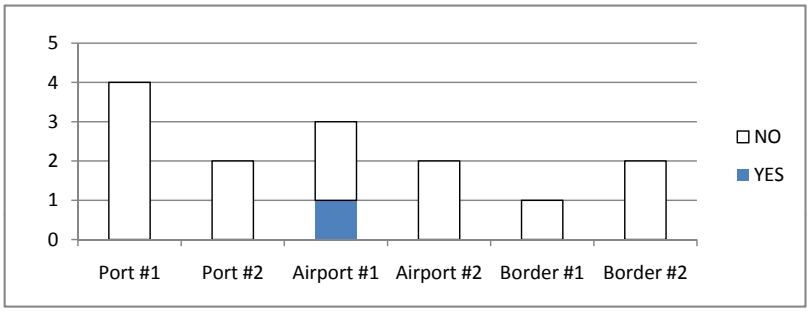
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	4	7	85%
Port #2	11	4	5	82%
Airport #1	13	6	4	77%
Airport #2	6	2	2	67%
Border #1	8	3	2	63%
Border #2	8	3	3	75%



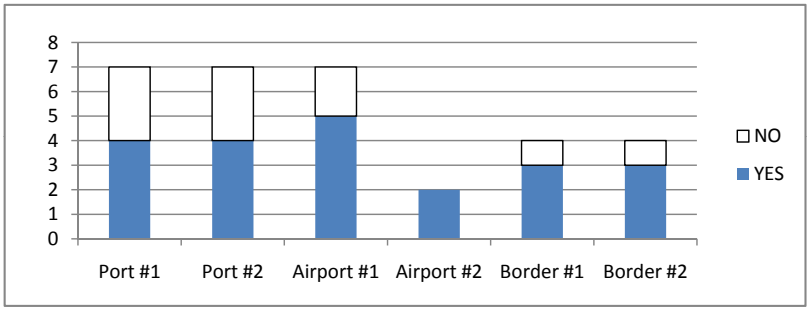
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	0	4	67%
Port #2	4	0	2	50%
Airport #1	6	1	2	50%
Airport #2	4	0	2	50%
Border #1	2	0	1	50%
Border #2	3	0	2	67%



DEVELOPING ECONOMIES

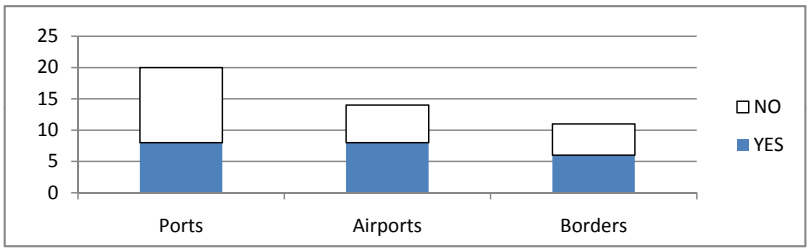
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	4	3	100%
Port #2	7	4	3	100%
Airport #1	7	5	2	100%
Airport #2	2	2	0	100%
Border #1	6	3	1	67%
Border #2	5	3	1	80%



Summary by type of facilities

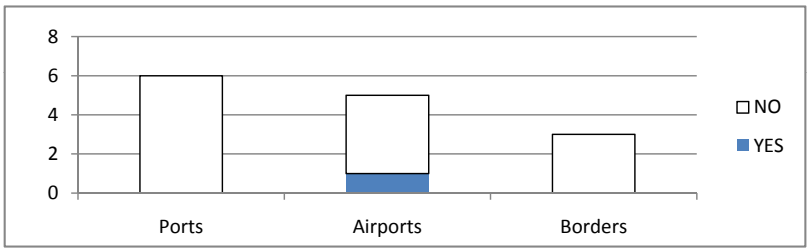
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	8	12	83%
Airports	19	8	6	74%
Borders	16	6	5	69%



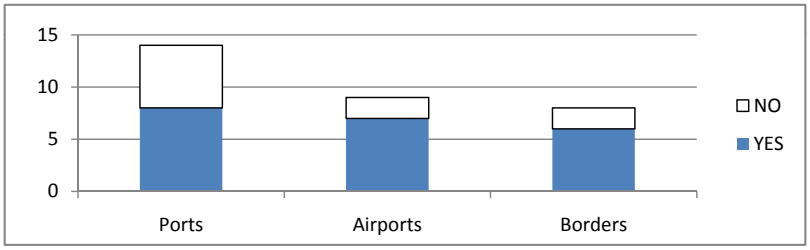
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	0	6	60%
Airports	10	1	4	50%
Borders	5	0	3	60%



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	8	6	100%
Airports	9	7	2	100%
Borders	11	6	2	73%



Q-22 (Add) If **No**, how do you deal with this situation?

AUS	operators must meet the requirements of convering legislation
BD	0
HKC	For Port and Airport- Cargo Operators Have The Facilities and Trained staff to handle such cargo round - the - clock; for Border - Our borrder facilities can accommodate cargo processing at any time Within a day. As far as far as safaty regulation is concerned, all frontline officers are familiar with relevant precautions when processing cargo with hazardous nature, e.g. Chemicals.
PRC	1. The safety regulations will be implemented during both day and night time 2. As for controlling and security systems for certain commodities such as dangerous cargo, our Customs developed special operational procedures to ensure the security of ports.
INA	Arrange best light during handling cargo.
ROK	We can handle hazardous cargo only in permitted area.
NZ	0
PE	No restriction hours for HAZMAT
SIN	Adequate lighting facilities and safety SOPs are put in place.
THA	0
USA	0
VN	0

I. Factors attributable to port, airport and border crossing facilities

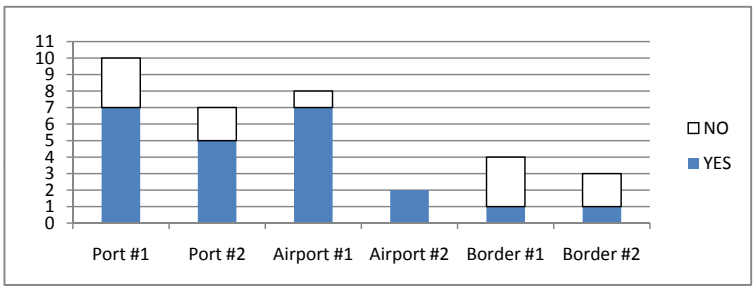
I.3. *General information related to the use of Information and*

1.3.1. Insufficient ICT implementation in facility operations

Q-23: Are enterprise resource planning systems available to manage efficiently the resources at the disposal of your international facilities, as a means to avoid some resources being extensively used while others are idling waiting for the availability of other resources?

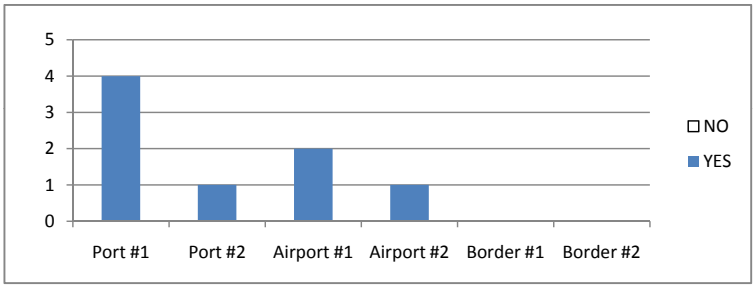
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	7	3	77%
Port #2	11	5	2	64%
Airport #1	13	7	1	62%
Airport #2	6	2	0	33%
Border #1	8	1	3	50%
Border #2	8	1	2	38%



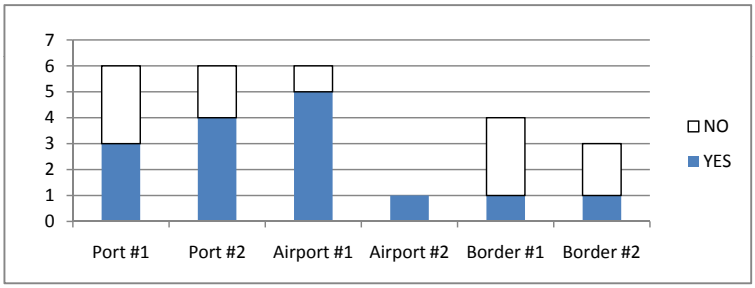
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	4	0	67%
Port #2	4	1	0	25%
Airport #1	6	2	0	33%
Airport #2	4	1	0	25%
Border #1	2	0	0	0%
Border #2	3	0	0	0%



DEVELOPING ECONOMIES

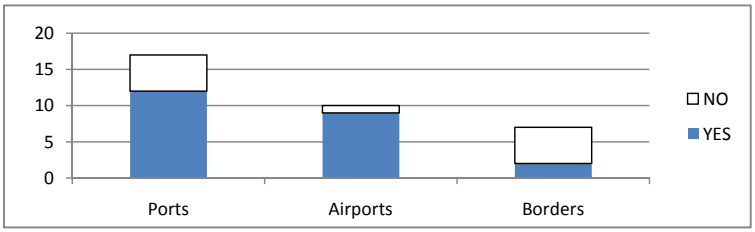
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	3	3	86%
Port #2	7	4	2	86%
Airport #1	7	5	1	86%
Airport #2	2	1	0	50%
Border #1	6	1	3	67%
Border #2	5	1	2	60%



Summary by type of facilities

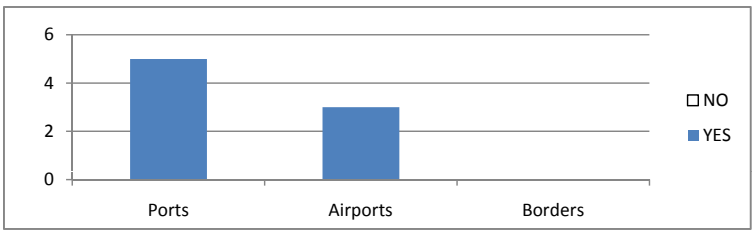
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	12	5	71%
Airports	19	9	1	53%
Borders	16	2	5	44%



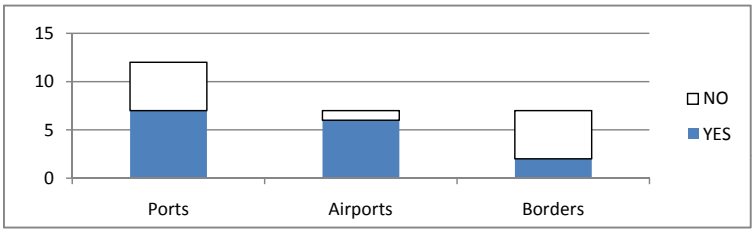
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	5	0	50%
Airports	10	3	0	30%
Borders	5	0	0	0%



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	7	5	86%
Airports	9	6	1	78%
Borders	11	2	5	64%



I. Factors attributable to port, airport and border crossing facilities

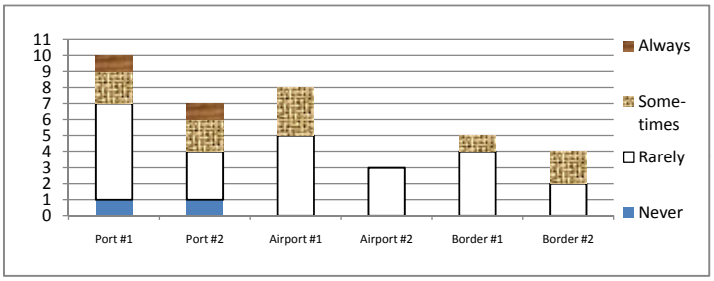
I.3. *General information related to the use of Information and*

1.3.1. Insufficient ICT implementation in facility operations

Q-24: In general, do your international facilities face problems due to partial automation of the processes, voluminous documentation, inconsistency in data, redundant data entry, associated delays in processing and human errors of judgment and calculation?

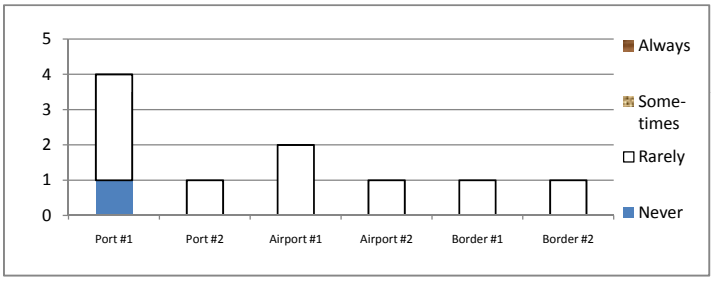
ALL ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Port #1	13	1	6	2	1	77%
Port #2	11	1	3	2	1	64%
Airport #1	13	0	5	3	0	62%
Airport #2	6	0	3	0	0	50%
Border #1	8	0	4	1	0	63%
Border #2	8	0	2	2	0	50%



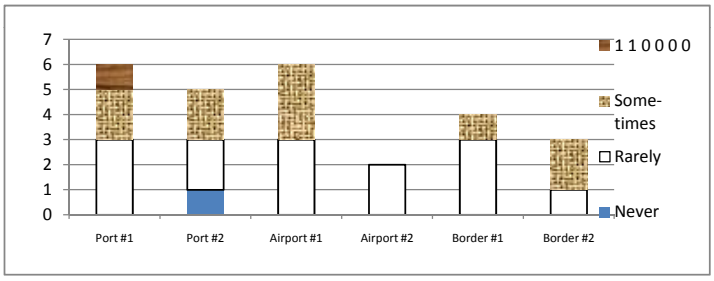
DEVELOPED ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Port #1	6	1	3	0	0	67%
Port #2	4	0	1	0	0	25%
Airport #1	6	0	2	0	0	33%
Airport #2	4	0	1	0	0	25%
Border #1	2	0	1	0	0	50%
Border #2	3	0	1	0	0	33%



DEVELOPING ECONOMIES

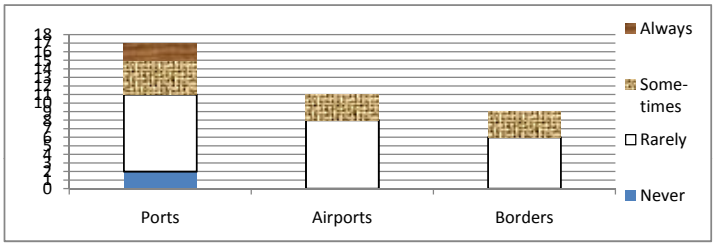
Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Port #1	7	0	3	2	1	86%
Port #2	7	1	2	2	1	86%
Airport #1	7	0	3	3	0	86%
Airport #2	2	0	2	0	0	100%
Border #1	6	0	3	1	0	67%
Border #2	5	0	1	2	0	60%



Summary by type of facilities

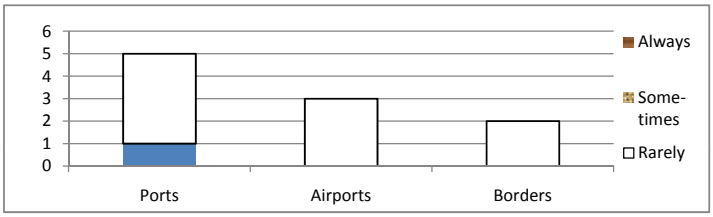
ALL ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Ports	24	2	9	4	2	71%
Airports	19	0	8	3	0	58%
Borders	16	0	6	3	0	56%



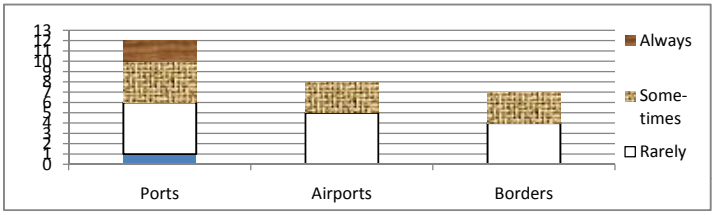
DEVELOPED ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Ports	10	1	4	0	0	50%
Airports	10	0	3	0	0	30%
Borders	5	0	2	0	0	40%



DEVELOPING ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Ports	14	1	5	4	2	86%
Airports	9	0	5	3	0	89%
Borders	11	0	4	3	0	64%



I. Factors attributable to port, airport and border crossing facilities

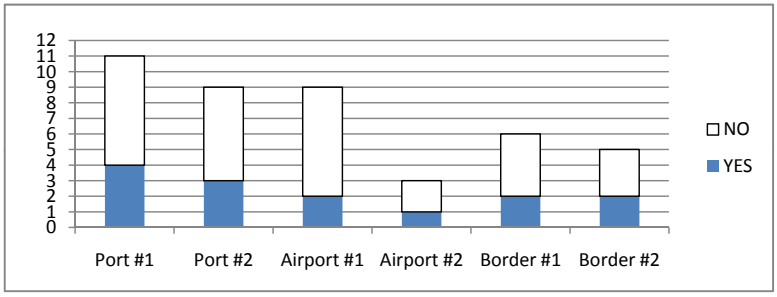
I.3. *General information related to the use of Information and*

1.3.1. Insufficient ICT implementation in facility operations

Q-25: Is the information exchange between different levels of operational tiers performed manually leading to duplication of work and redundant bookkeeping, leading to lower productivity and longer non-working time at berths, aprons or truck parking spaces?

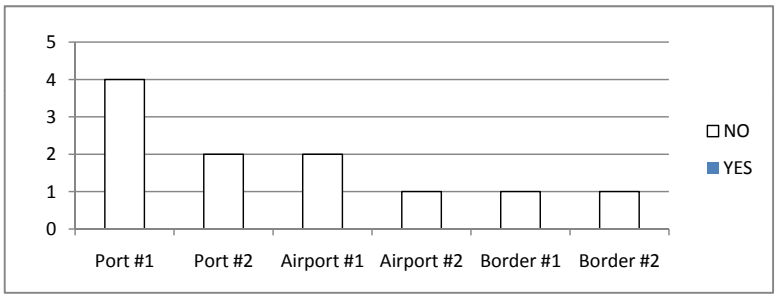
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	4	7	85%
Port #2	11	3	6	82%
Airport #1	13	2	7	69%
Airport #2	6	1	2	50%
Border #1	8	2	4	75%
Border #2	8	2	3	63%



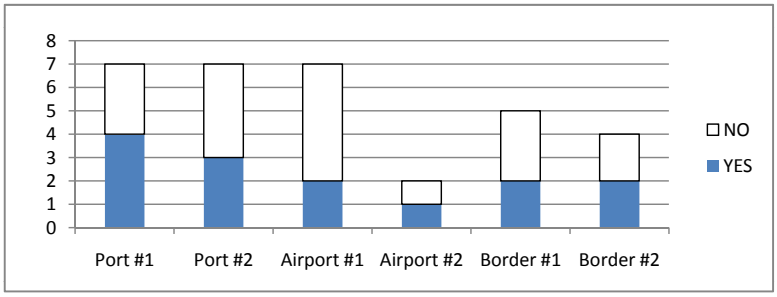
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	0	4	67%
Port #2	4	0	2	50%
Airport #1	6	0	2	33%
Airport #2	4	0	1	25%
Border #1	2	0	1	50%
Border #2	3	0	1	33%



DEVELOPING ECONOMIES

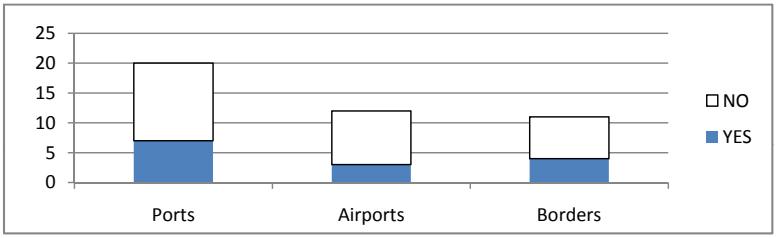
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	4	3	100%
Port #2	7	3	4	100%
Airport #1	7	2	5	100%
Airport #2	2	1	1	100%
Border #1	6	2	3	83%
Border #2	5	2	2	80%



Summary by type of facilities

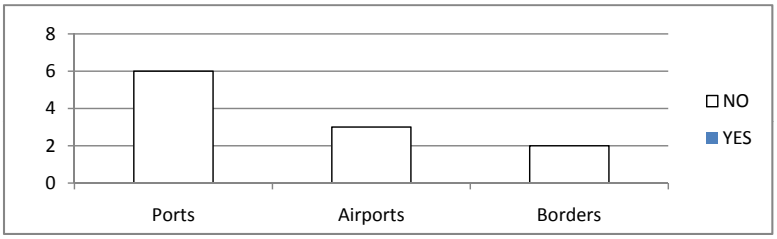
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	7	13	83%
Airports	19	3	9	63%
Borders	16	4	7	69%



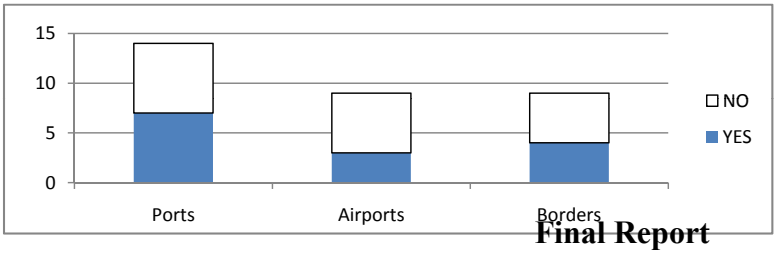
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	0	6	60%
Airports	10	0	3	30%
Borders	5	0	2	40%



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	7	7	100%
Airports	9	3	6	100%
Borders	11	4	5	82%



I. Factors attributable to port, airport and border crossing facilities

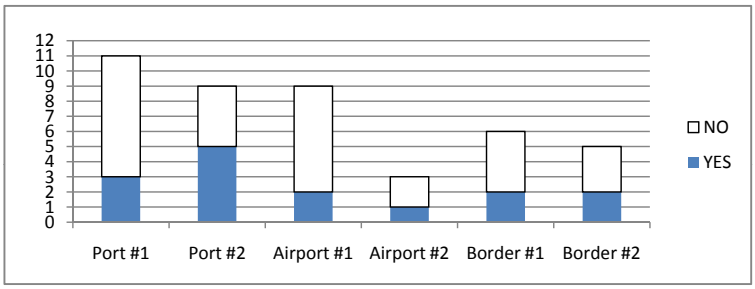
I.3. *General information related to the use of Information and Communication Technology*

1.3.2. Limited time for payment and documentation:

Q-26: Do the documentation and payment for most of the services have to be completed during working hours of administrative units (i.e 10:00 – 17:00), which renders services being unavailable for a large number of hours each day and restricts the process of cargo delivery / admittance?

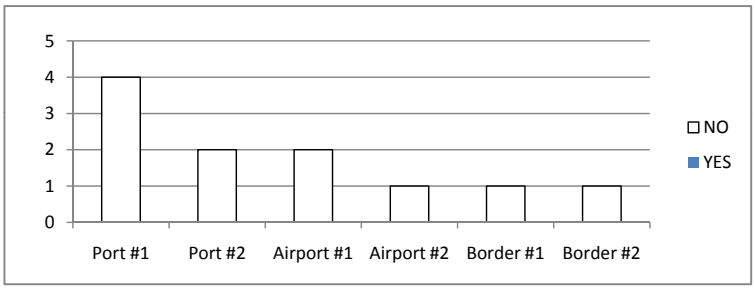
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	3	8	85%
Port #2	11	5	4	82%
Airport #1	13	2	7	69%
Airport #2	6	1	2	50%
Border #1	8	2	4	75%
Border #2	8	2	3	63%



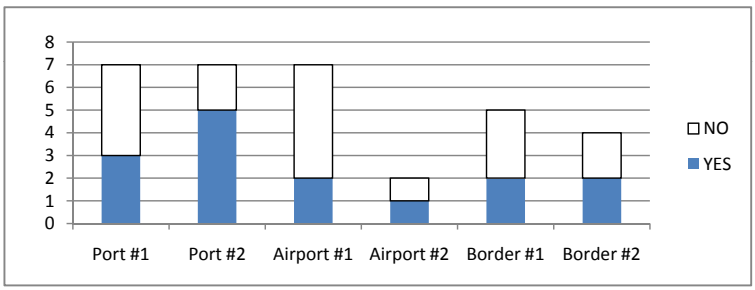
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	0	4	67%
Port #2	4	0	2	50%
Airport #1	6	0	2	33%
Airport #2	4	0	1	25%
Border #1	2	0	1	50%
Border #2	3	0	1	33%



DEVELOPING ECONOMIES

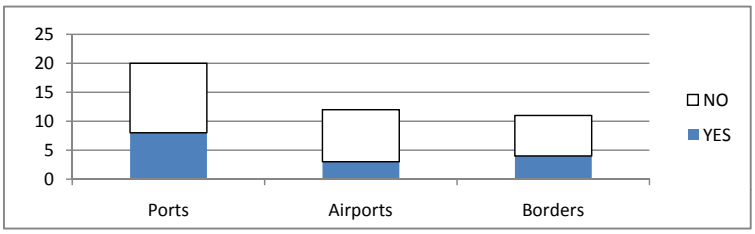
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	3	4	100%
Port #2	7	5	2	100%
Airport #1	7	2	5	100%
Airport #2	2	1	1	100%
Border #1	6	2	3	83%
Border #2	5	2	2	80%



Summary by type of facilities

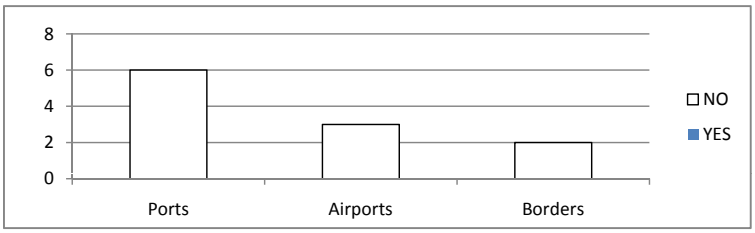
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	8	12	83%
Airports	19	3	9	63%
Borders	16	4	7	69%



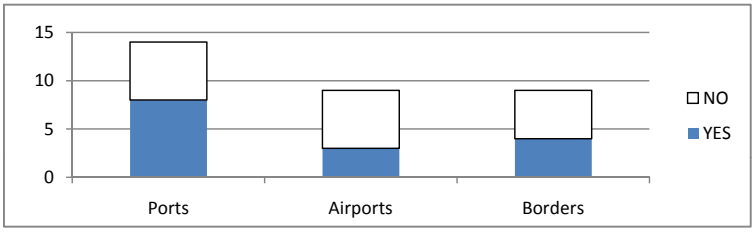
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	0	6	60%
Airports	10	0	3	30%
Borders	5	0	2	40%



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	8	6	100%
Airports	9	3	6	100%
Borders	11	4	5	82%



II. Factors attributable to other stakeholders

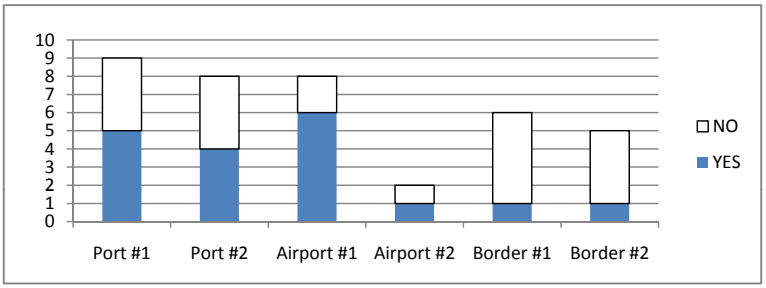
II.1. *Cargo Evacuation / Aggregation Constraints*

II.1.1. Slow evacuation of cargoes from the areas leased / licensed to users

Q-27: Is land made available at the facilities to Shippers / Importers on rental for aggregating /storage of cargo?

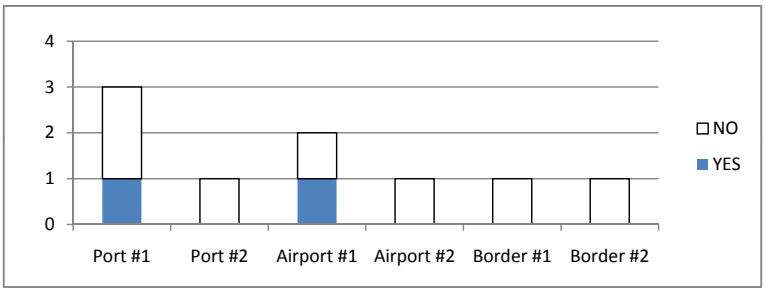
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	5	4	69%
Port #2	11	4	4	73%
Airport #1	13	6	2	62%
Airport #2	6	1	1	33%
Border #1	8	1	5	75%
Border #2	8	1	4	63%



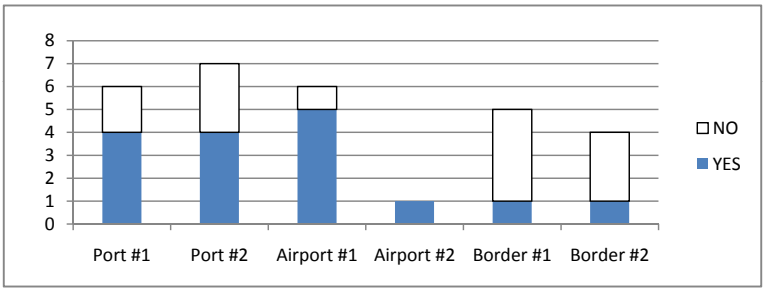
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	1	2	50%
Port #2	4	0	1	25%
Airport #1	6	1	1	33%
Airport #2	4	0	1	25%
Border #1	2	0	1	50%
Border #2	3	0	1	33%



DEVELOPING ECONOMIES

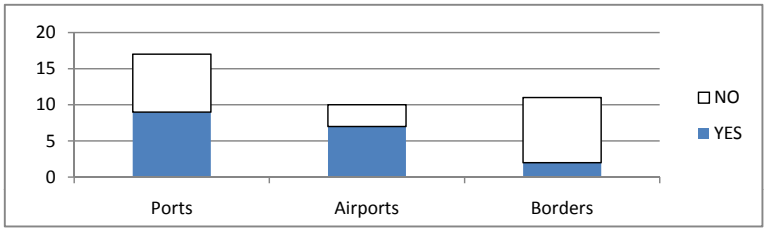
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	4	2	86%
Port #2	7	4	3	100%
Airport #1	7	5	1	86%
Airport #2	2	1	0	50%
Border #1	6	1	4	83%
Border #2	5	1	3	80%



Summary by type of facilities

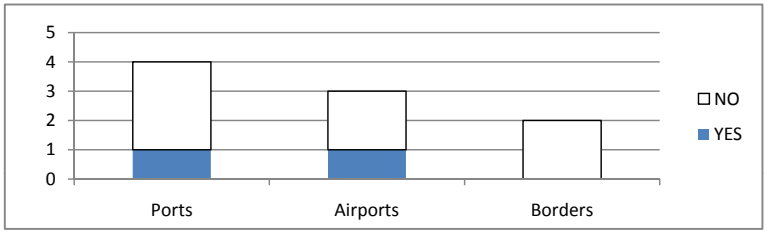
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	9	8	71%
Airports	19	7	3	53%
Borders	16	2	9	69%



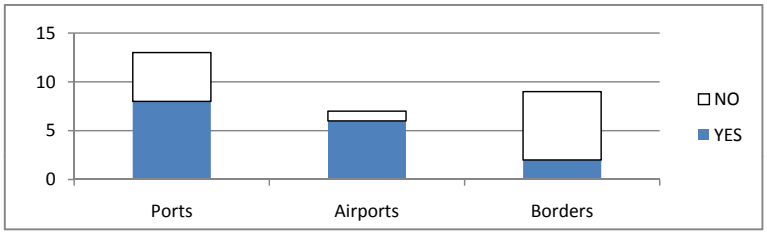
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	1	3	40%
Airports	10	1	2	30%
Borders	5	0	2	40%



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	8	5	93%
Airports	9	6	1	78%
Borders	11	2	7	82%



II. Factors attributable to other stakeholders

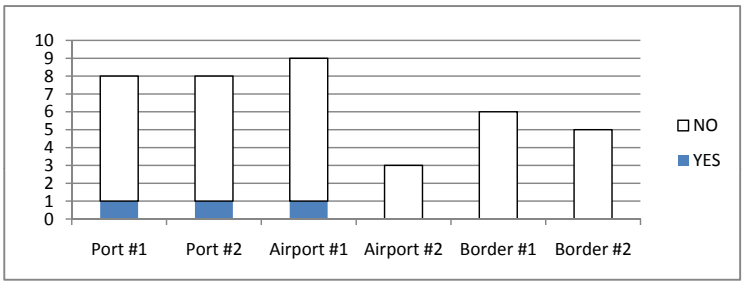
II.1. *Cargo Evacuation / Aggregation Constraints*

II.1.1. Slow evacuation of cargoes from the areas leased / licensed to users

Q-28: Do Importers tend to retain the cargo at the allocated plots or tank farms till a suitable buyer is found?

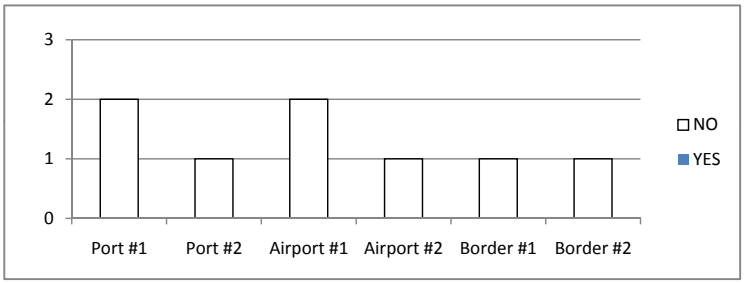
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	1	7	62%
Port #2	11	1	7	73%
Airport #1	13	1	8	69%
Airport #2	6	0	3	50%
Border #1	8	0	6	75%
Border #2	8	0	5	63%



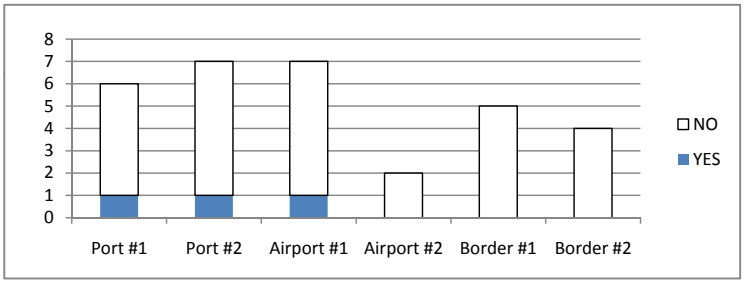
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	0	2	33%
Port #2	4	0	1	25%
Airport #1	6	0	2	33%
Airport #2	4	0	1	25%
Border #1	2	0	1	50%
Border #2	3	0	1	33%



DEVELOPING ECONOMIES

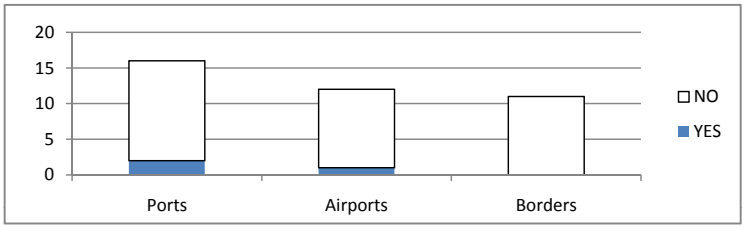
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	1	5	86%
Port #2	7	1	6	100%
Airport #1	7	1	6	100%
Airport #2	2	0	2	100%
Border #1	6	0	5	83%
Border #2	5	0	4	80%



Summary by type of facilities

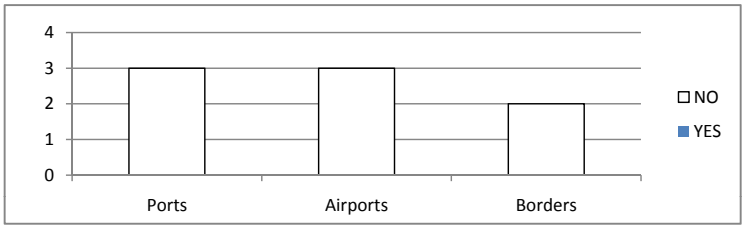
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	2	14	67%
Airports	19	1	11	63%
Borders	16	0	11	69%



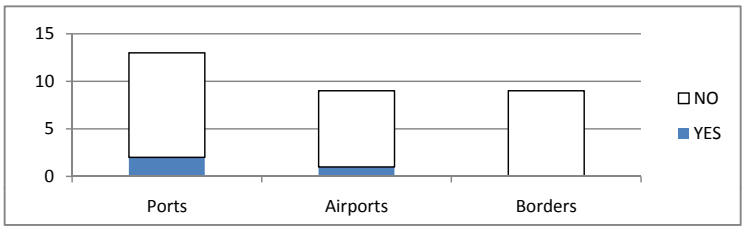
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	0	3	30%
Airports	10	0	3	30%
Borders	5	0	2	40%



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	2	11	93%
Airports	9	1	8	100%
Borders	11	0	9	82%



II. Factors attributable to other stakeholders

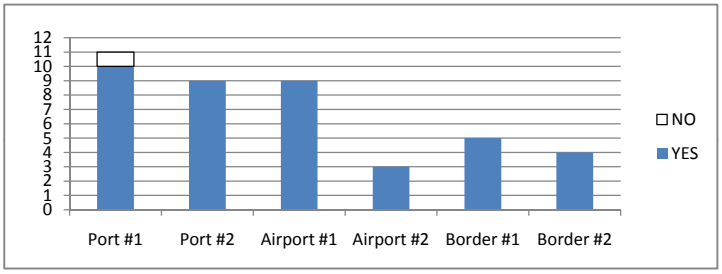
II.1. ***Cargo Evacuation / Aggregation Constraints***

II.1.2. Document readiness

Q-29: In general, are Shipping Agents able to make the vessel ready for want of completion of pre-arrival documents (like filing of Import General Manifest, Advance payment of port charges, ISPS declaration etc.)?

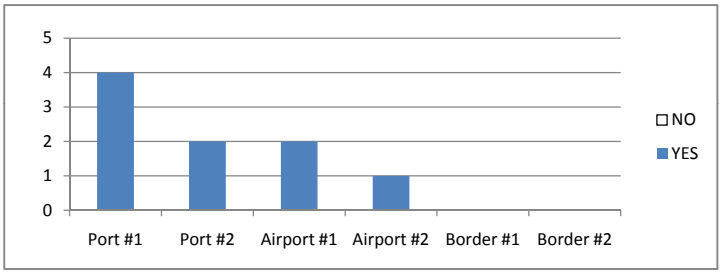
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	10	1	85%
Port #2	11	9	0	82%
Airport #1	13	9	0	69%
Airport #2	6	3	0	50%
Border #1	8	5	0	63%
Border #2	8	4	0	50%



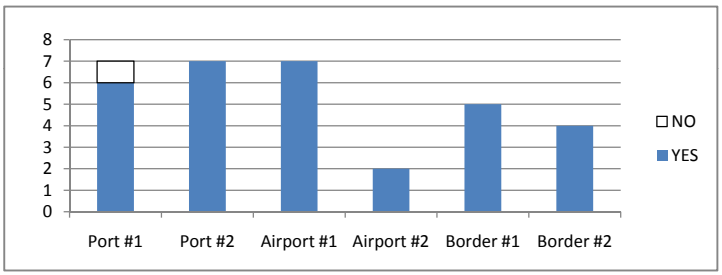
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	4	0	67%
Port #2	4	2	0	50%
Airport #1	6	2	0	33%
Airport #2	4	1	0	25%
Border #1	2	0	0	0%
Border #2	3	0	0	0%



DEVELOPING ECONOMIES

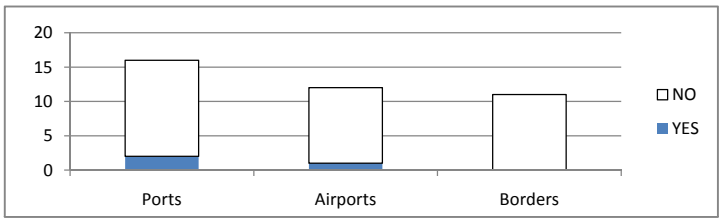
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	6	1	100%
Port #2	7	7	0	100%
Airport #1	7	7	0	100%
Airport #2	2	2	0	100%
Border #1	6	5	0	83%
Border #2	5	4	0	80%



Summary by type of facilities

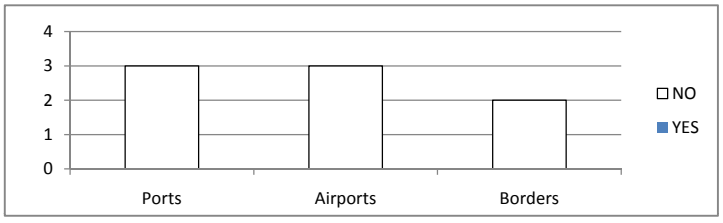
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	19	1	83%
Airports	19	12	0	63%
Borders	16	9	0	56%



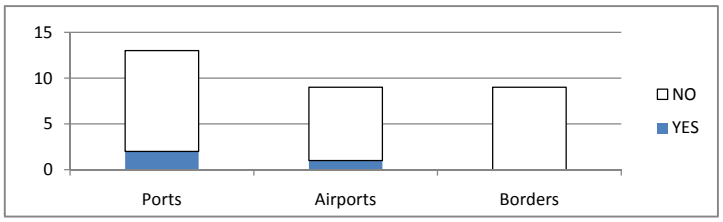
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	6	0	60%
Airports	10	3	0	30%
Borders	5	0	0	0%



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	13	1	100%
Airports	9	9	0	100%
Borders	11	9	0	82%



II. Factors attributable to other stakeholders

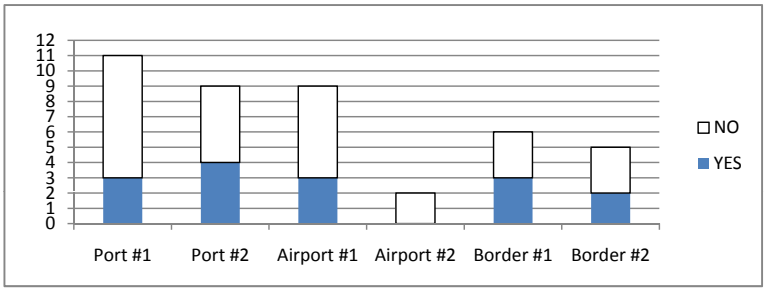
II.1. ***Cargo Evacuation / Aggregation Constraints***

II.1.2. Document readiness

Q-30: Is the multiple documentation to fulfill the mandatory obligations of various regulatory bodies like Police, Customs, Public Health Organization (PHO) a major cause for delay?

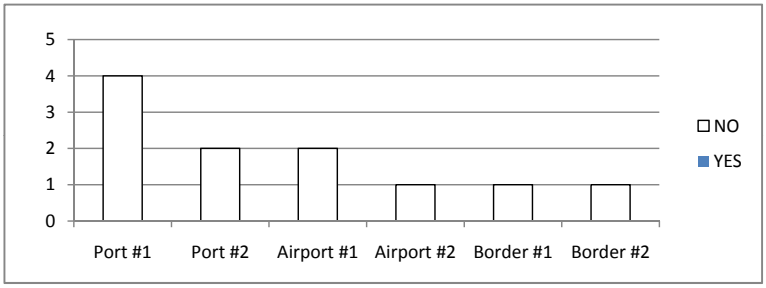
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	3	8	85%
Port #2	11	4	5	82%
Airport #1	13	3	6	69%
Airport #2	6	0	2	33%
Border #1	8	3	3	75%
Border #2	8	2	3	63%



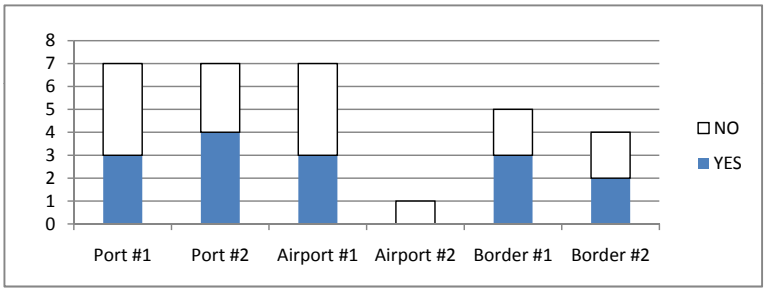
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	0	4	67%
Port #2	4	0	2	50%
Airport #1	6	0	2	33%
Airport #2	4	0	1	25%
Border #1	2	0	1	50%
Border #2	3	0	1	33%



DEVELOPING ECONOMIES

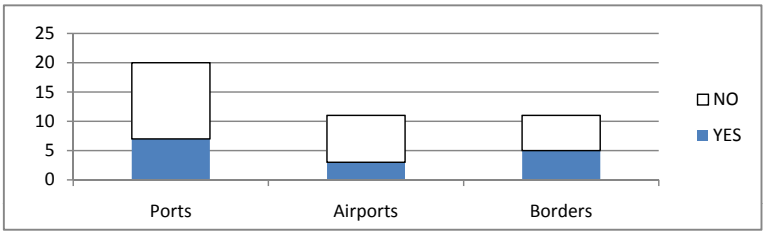
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	3	4	100%
Port #2	7	4	3	100%
Airport #1	7	3	4	100%
Airport #2	2	0	1	50%
Border #1	6	3	2	83%
Border #2	5	2	2	80%



Summary by type of facilities

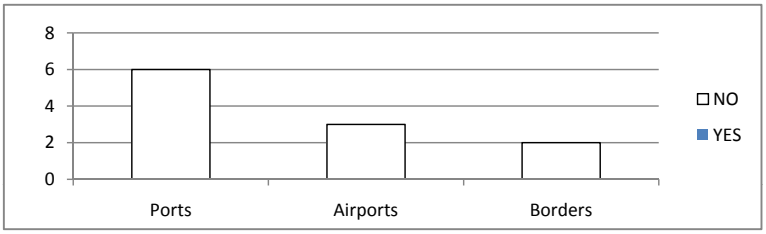
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	7	13	83%
Airports	19	3	8	58%
Borders	16	5	6	69%



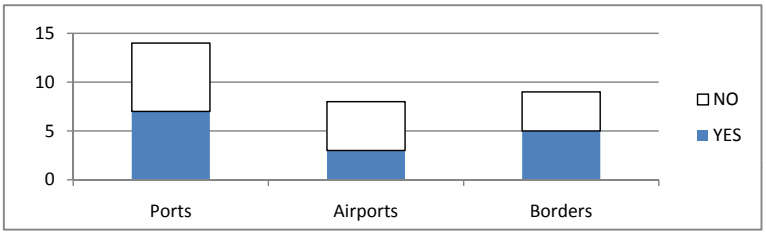
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	0	6	60%
Airports	10	0	3	30%
Borders	5	0	2	40%



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	7	7	100%
Airports	9	3	5	89%
Borders	11	5	4	82%



II. Factors attributable to other stakeholders

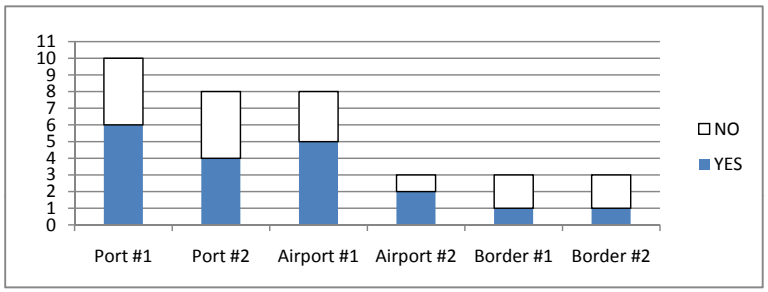
II.1. *Cargo Evacuation / Aggregation Constraints*

II.1.3. Mismatch at transfer points

Q-31: In general, is the speed at which the vessel discharges cargo at the berth matching with the rate of evacuation of cargo by consignees from the hook point to storage point?

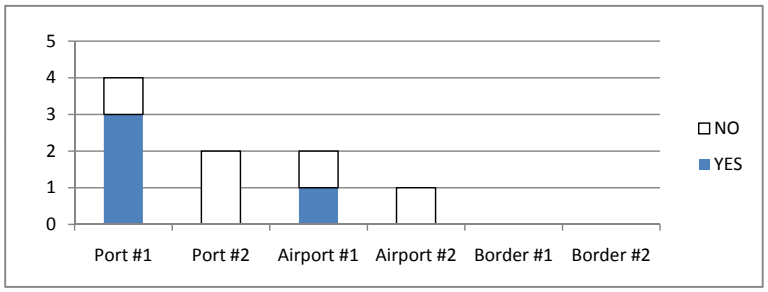
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	6	4	77%
Port #2	11	4	4	73%
Airport #1	13	5	3	62%
Airport #2	6	2	1	50%
Border #1	8	1	2	38%
Border #2	8	1	2	38%



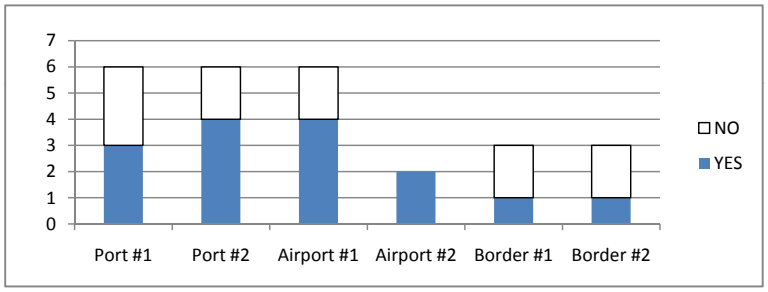
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	3	1	67%
Port #2	4	0	2	50%
Airport #1	6	1	1	33%
Airport #2	4	0	1	25%
Border #1	2	0	0	0%
Border #2	3	0	0	0%



DEVELOPING ECONOMIES

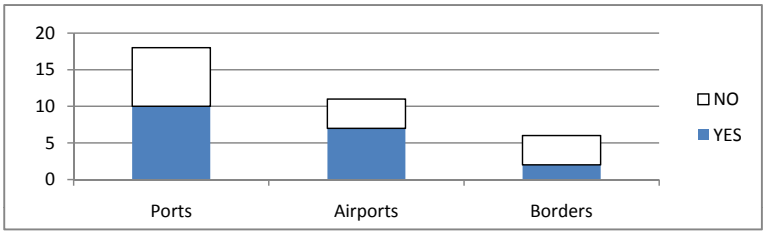
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	3	3	86%
Port #2	7	4	2	86%
Airport #1	7	4	2	86%
Airport #2	2	2	0	100%
Border #1	6	1	2	50%
Border #2	5	1	2	60%



Summary by type of facilities

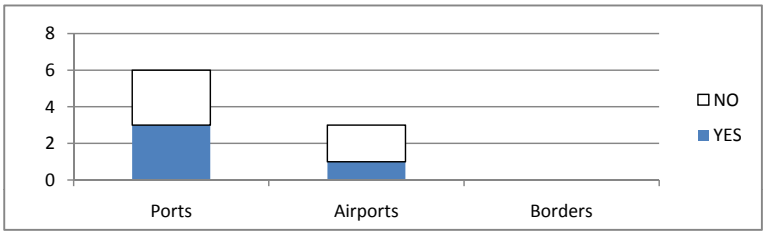
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	10	8	75%
Airports	19	7	4	58%
Borders	16	2	4	38%



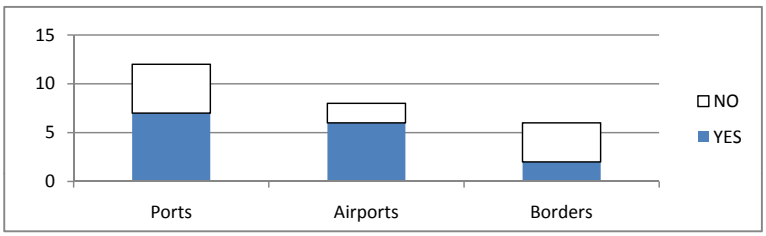
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	3	3	60%
Airports	10	1	2	30%
Borders	5	0	0	0%



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	7	5	86%
Airports	9	6	2	89%
Borders	11	2	4	55%



II. Factors attributable to other stakeholders

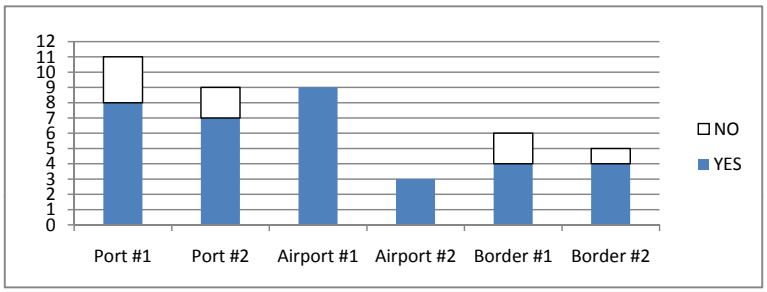
II.1. *Cargo Evacuation / Aggregation Constraints*

II.1.3. Mismatch at transfer points

Q-32: Is the number and the capacity of trucks deployed by the handling agents for evacuation of cargo sufficient to meet the requirements and move efficiently cargo to and from the transit area ?

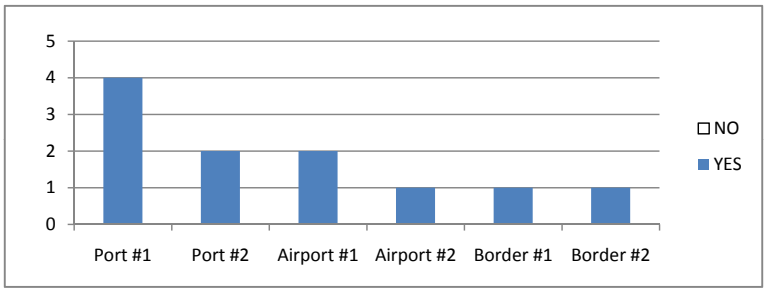
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	8	3	85%
Port #2	11	7	2	82%
Airport #1	13	9	0	69%
Airport #2	6	3	0	50%
Border #1	8	4	2	75%
Border #2	8	4	1	63%



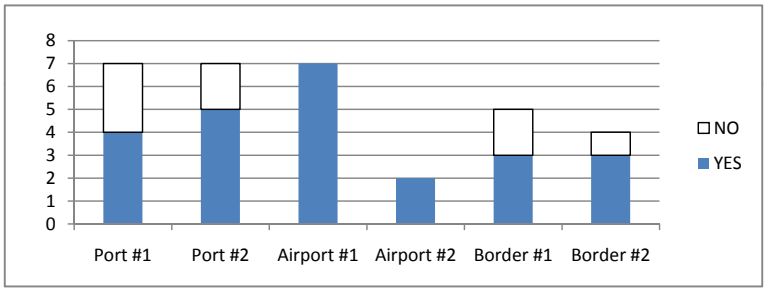
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	4	0	67%
Port #2	4	2	0	50%
Airport #1	6	2	0	33%
Airport #2	4	1	0	25%
Border #1	2	1	0	50%
Border #2	3	1	0	33%



DEVELOPING ECONOMIES

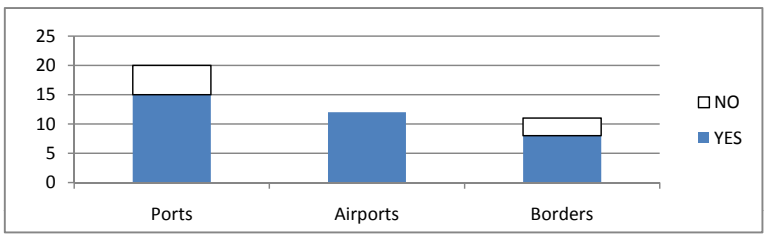
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	4	3	100%
Port #2	7	5	2	100%
Airport #1	7	7	0	100%
Airport #2	2	2	0	100%
Border #1	6	3	2	83%
Border #2	5	3	1	80%



Summary by type of facilities

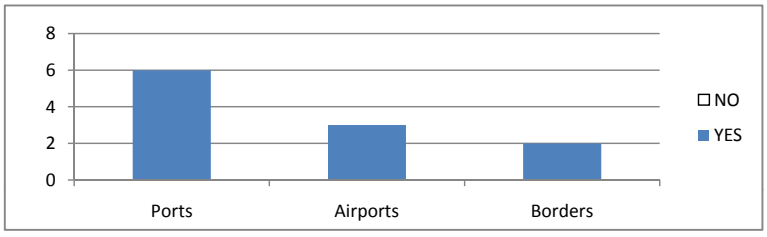
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	15	5	83%
Airports	19	12	0	63%
Borders	16	8	3	69%



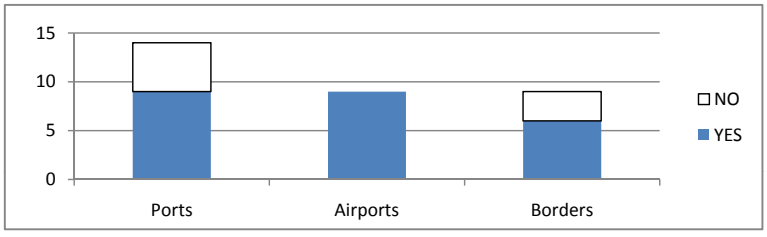
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	6	0	60%
Airports	10	3	0	30%
Borders	5	2	0	40%



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	9	5	100%
Airports	9	9	0	100%
Borders	11	6	3	82%



II. Factors attributable to other stakeholders

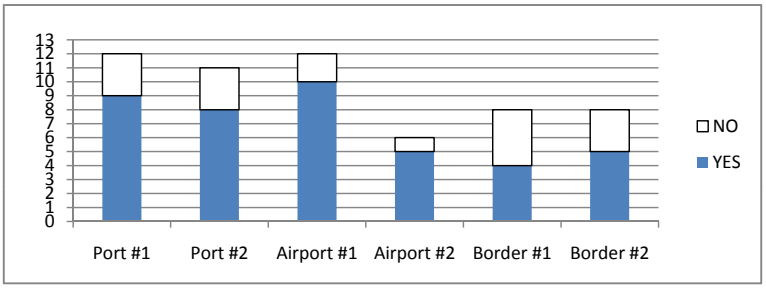
II.2. ***Statutory inspection and procedures***

II.2.1. Procedural formalities of regulatory authorities

Q-33: Have National control and enforcement authorities been allocated sufficient resources (in terms of staff, equipment and other basic requirements) to carry out efficiently their mandates ?

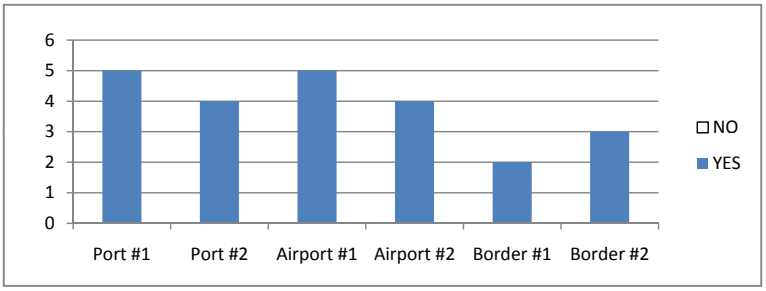
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	9	3	92%
Port #2	11	8	3	100%
Airport #1	13	10	2	92%
Airport #2	6	5	1	100%
Border #1	8	4	4	100%
Border #2	8	5	3	100%



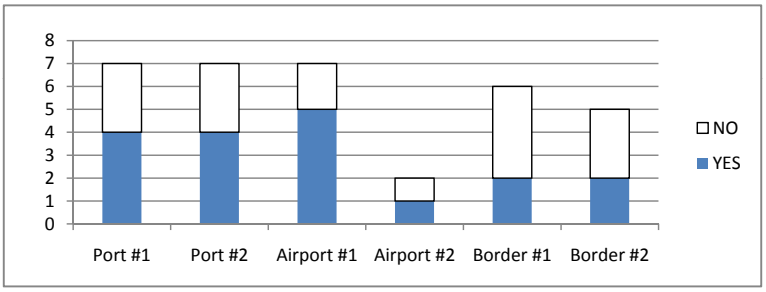
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	5	0	83%
Port #2	4	4	0	100%
Airport #1	6	5	0	83%
Airport #2	4	4	0	100%
Border #1	2	2	0	100%
Border #2	3	3	0	100%



DEVELOPING ECONOMIES

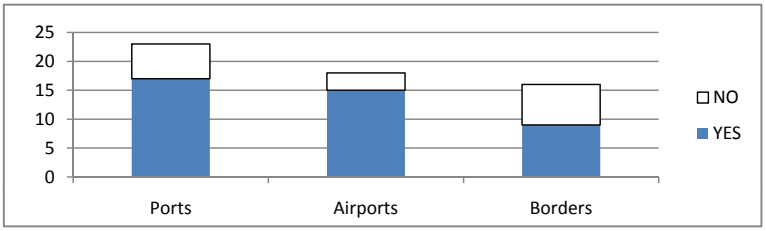
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	4	3	100%
Port #2	7	4	3	100%
Airport #1	7	5	2	100%
Airport #2	2	1	1	100%
Border #1	6	2	4	100%
Border #2	5	2	3	100%



Summary by type of facilities

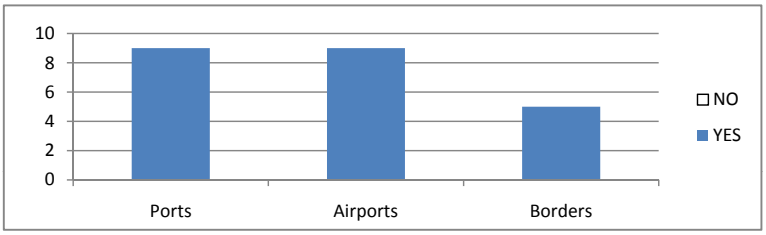
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	17	6	96%
Airports	19	15	3	95%
Borders	16	9	7	100%



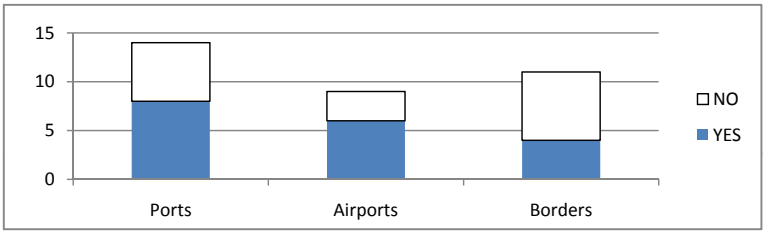
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	9	0	90%
Airports	10	9	0	90%
Borders	5	5	0	100%



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	8	6	100%
Airports	9	6	3	100%
Borders	11	4	7	100%



II. Factors attributable to other stakeholders

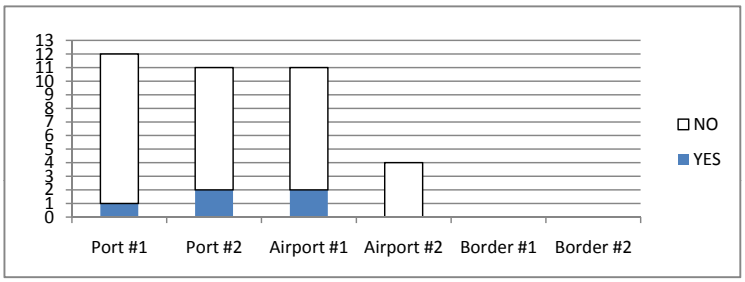
II.2. ***Statutory inspection and procedures***

II.2.1. Procedural formalities of regulatory authorities

Q-34: Are formalities such as fumigation of plant products, PHO clearance, independent sample collection by different agencies made in an uncoordinated manner forcing vessels to wait at anchorage?

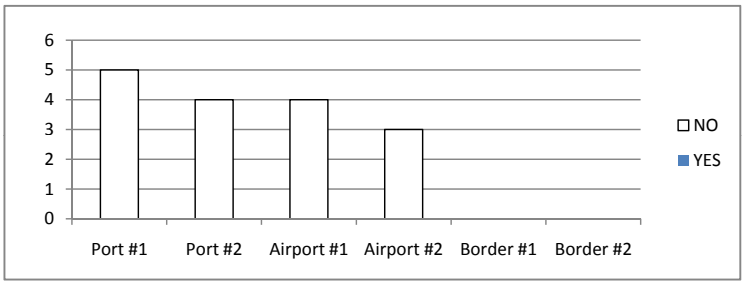
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	1	11	92%
Port #2	11	2	9	100%
Airport #1	13	2	9	85%
Airport #2	6	0	4	67%
Border #1	0	0	0	--
Border #2	0	0	0	--



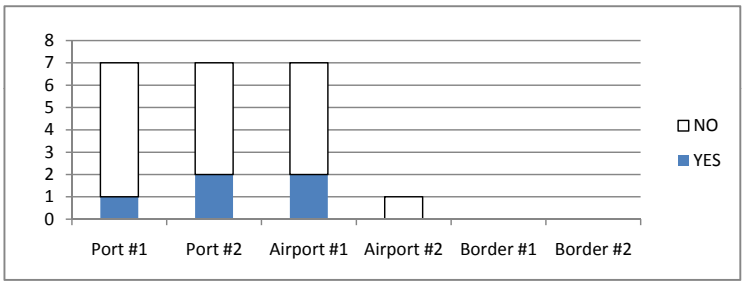
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	0	5	83%
Port #2	4	0	4	100%
Airport #1	6	0	4	67%
Airport #2	4	0	3	75%
Border #1	0	0	0	--
Border #2	0	0	0	--



DEVELOPING ECONOMIES

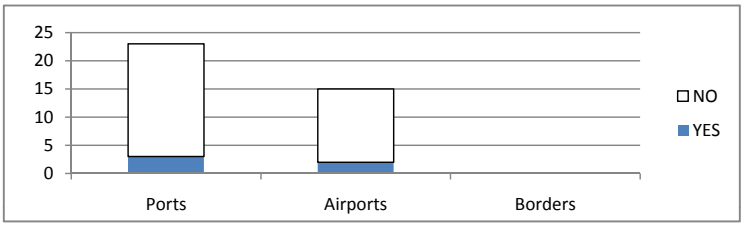
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	1	6	100%
Port #2	7	2	5	100%
Airport #1	7	2	5	100%
Airport #2	2	0	1	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



Summary by type of facilities

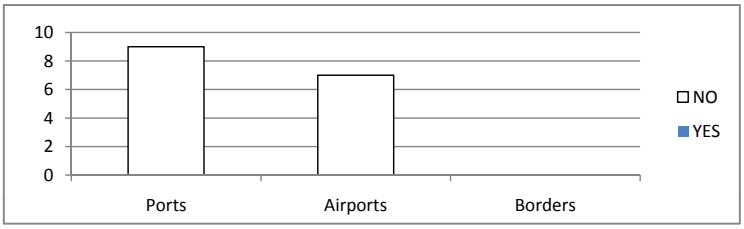
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	3	20	96%
Airports	19	2	13	79%
Borders	0	0	0	--



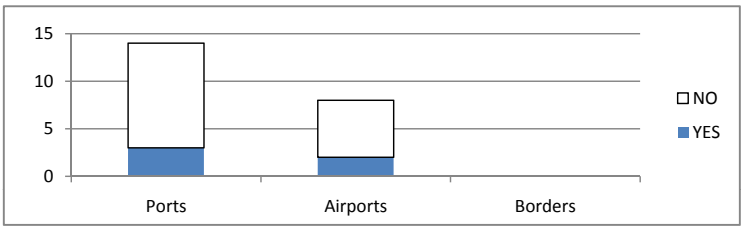
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	0	9	90%
Airports	10	0	7	70%
Borders	0	0	0	--



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	3	11	100%
Airports	9	2	6	89%
Borders	0	0	0	--



II. Factors attributable to other stakeholders

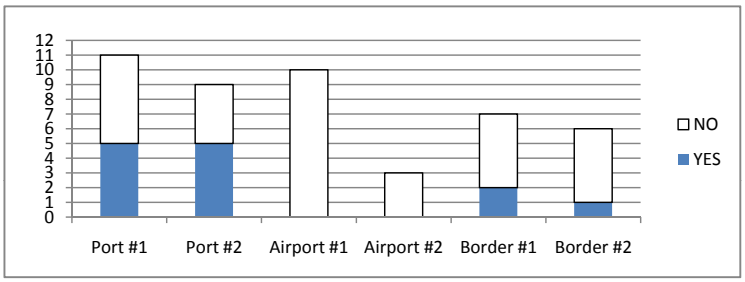
II.2. *Statutory inspection and procedures*

II.2.1. Procedural formalities of regulatory authorities

Q-35: Are Plant Quarantine Authorities only operating during the daytime?

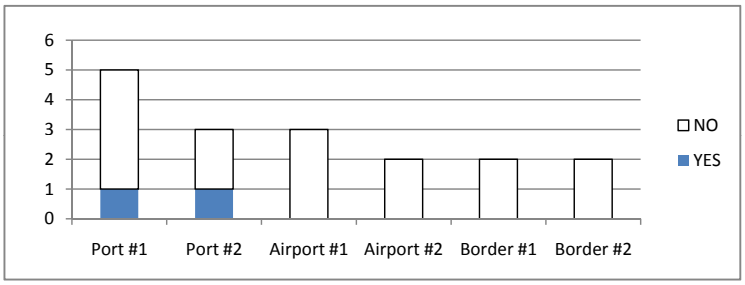
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	5	6	85%
Port #2	11	5	4	82%
Airport #1	13	0	10	77%
Airport #2	6	0	3	50%
Border #1	8	2	5	88%
Border #2	8	1	5	75%



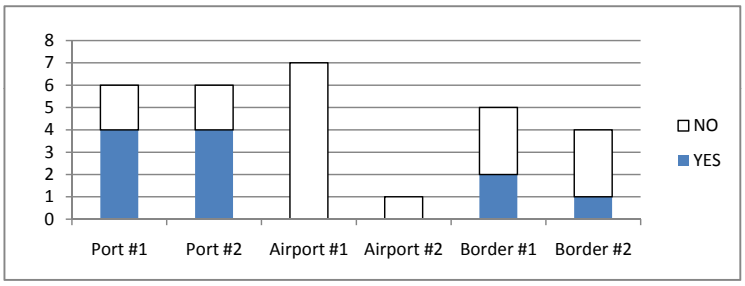
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	1	4	83%
Port #2	4	1	2	75%
Airport #1	6	0	3	50%
Airport #2	4	0	2	50%
Border #1	2	0	2	100%
Border #2	3	0	2	67%



DEVELOPING ECONOMIES

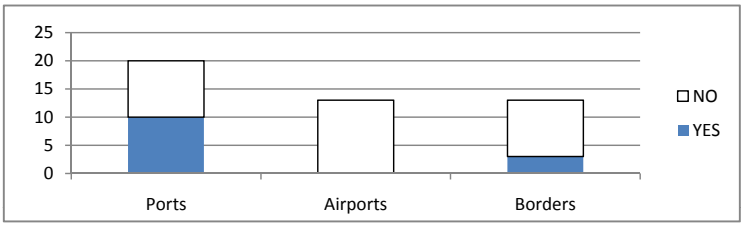
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	4	2	86%
Port #2	7	4	2	86%
Airport #1	7	0	7	100%
Airport #2	2	0	1	50%
Border #1	6	2	3	83%
Border #2	5	1	3	80%



Summary by type of facilities

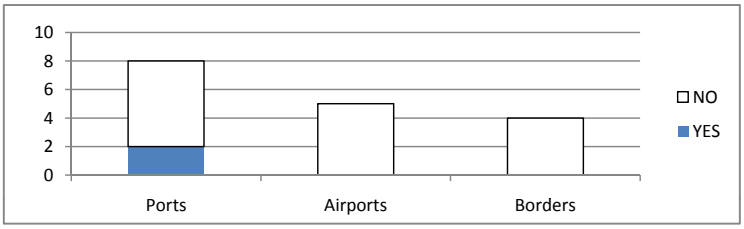
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	10	10	83%
Airports	19	0	13	68%
Borders	16	3	10	81%



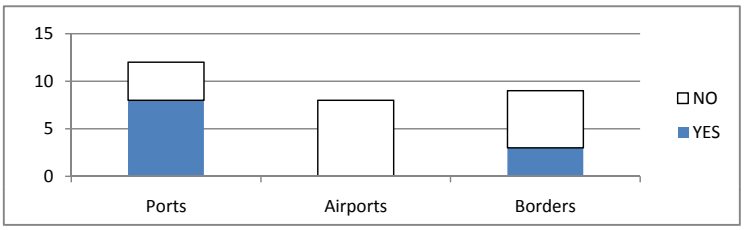
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	2	6	80%
Airports	10	0	5	50%
Borders	5	0	4	80%



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	8	4	86%
Airports	9	0	8	89%
Borders	11	3	6	82%



Q-35 (Add) If **No**, why do these Authorities operate only during the day time ?

AUS	0
BD	0
HKC	Most of The Operate 24 Hours a day. For Borderrs, The operating hour of plant Quarantine Authorities L.e. the Agriculture, Fisheries and Conservation Departament is From 0730 hrs to 2400 hrs
PRC	0
INA	Based on Government regulation, the office hours a4e from 8 am to 5 pm from Monday thru Friday, and from 8 am to 1 pm on Saturday. But in relation with Quarantine Action (inspection, observation, treatment, destruction, etc.), we spent 24/7 likewise on holydays.
ROK	0
NZ	0
PNG	They do not operate only during the daytime but also during hours when the services of the organisation is required.
PE	These authorities operate only during the day time because of specific kind of products cannot be control with artificial light.
SIN	0
THA	0
USA	On call
VN	0

II. Factors attributable to other stakeholders

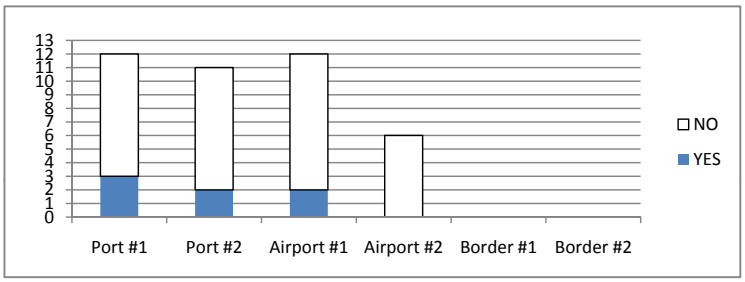
II.2. ***Statutory inspection and procedures***

II.2.1. Procedural formalities of regulatory authorities

Q-36: Is the delay in the completion of formalities like Customs examination and clearance hampering the discharge and delivery of cargo especially in respect of cargo meant for direct delivery?

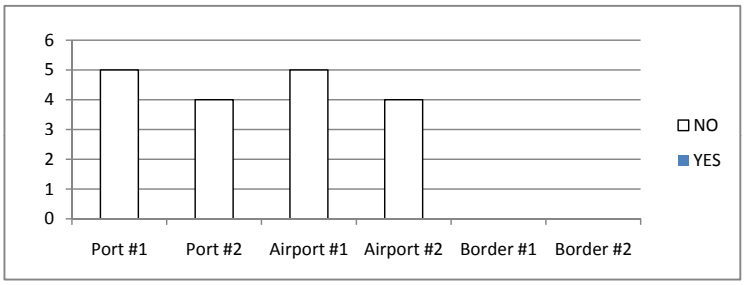
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	3	9	92%
Port #2	11	2	9	100%
Airport #1	13	2	10	92%
Airport #2	6	0	6	100%
Border #1	0	0	0	--
Border #2	0	0	0	--



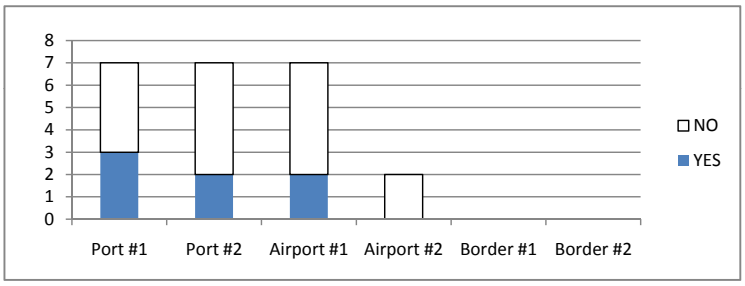
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	0	5	83%
Port #2	4	0	4	100%
Airport #1	6	0	5	83%
Airport #2	4	0	4	100%
Border #1	0	0	0	--
Border #2	0	0	0	--



DEVELOPING ECONOMIES

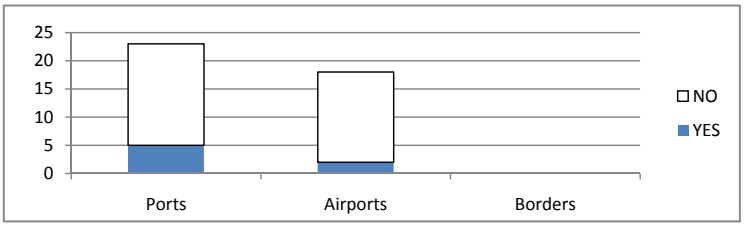
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	3	4	100%
Port #2	7	2	5	100%
Airport #1	7	2	5	100%
Airport #2	2	0	2	100%
Border #1	0	0	0	--
Border #2	0	0	0	--



Summary by type of facilities

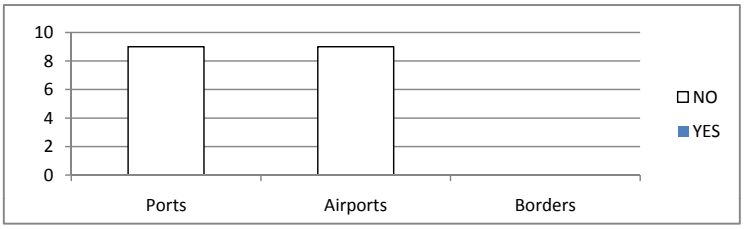
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	5	18	96%
Airports	19	2	16	95%
Borders	0	0	0	--



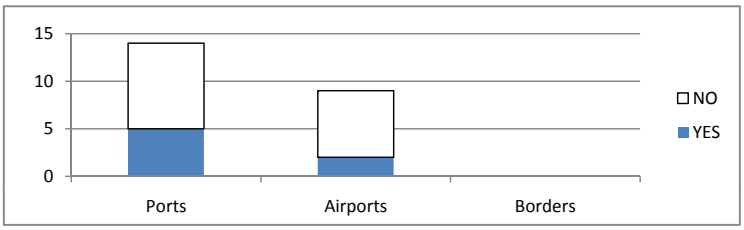
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	0	9	90%
Airports	10	0	9	90%
Borders	0	0	0	--



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	5	9	100%
Airports	9	2	7	100%
Borders	0	0	0	--



Q-36 (Add) If **Yes**, would you give us further information ?

AUS	a small proportion of consignments selected for customs examination are delayed
BD	To make sure the safety of imported goods and to meet other agencies requirements.
HKC	0
PRC	0
INA	Customs Officer on duty unbalance with total boxes should handle
ROK	0
NZ	0
PNG	Where goods are subject to examination by Customs following targeting and profiling, the goods must be inspected by Customs which because of manpower requirements takes up to 72 hours or so to complete.
PE	0
SIN	0
THA	0
USA	0
VN	0

II. Factors attributable to other stakeholders

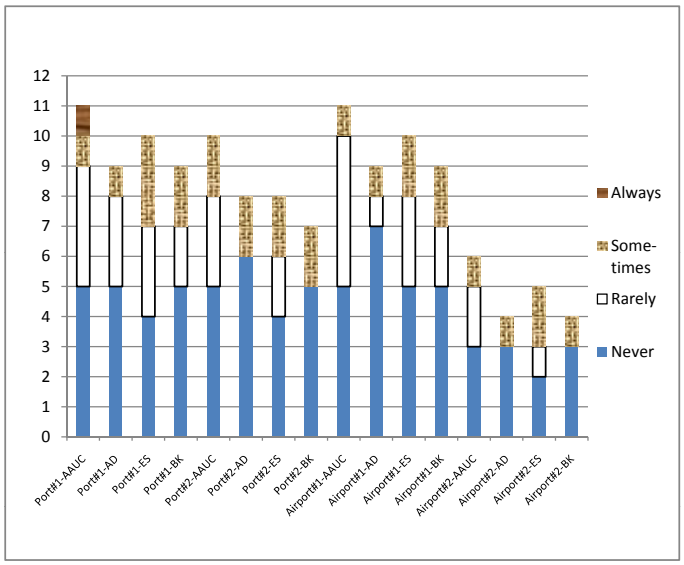
II.2. Statutory inspection and procedures

II.2.2. Limited working hours by Customs and other Govt. Agencies

Q-37: Do you consider that cargo may be stranded because of statutory agencies limited working hours for processing tasks by assessment and appraisal units of Customs (**AAUC**), appraiser at the docks (**AD**), examination staff (**ES**) or by Banks (**BK**)?

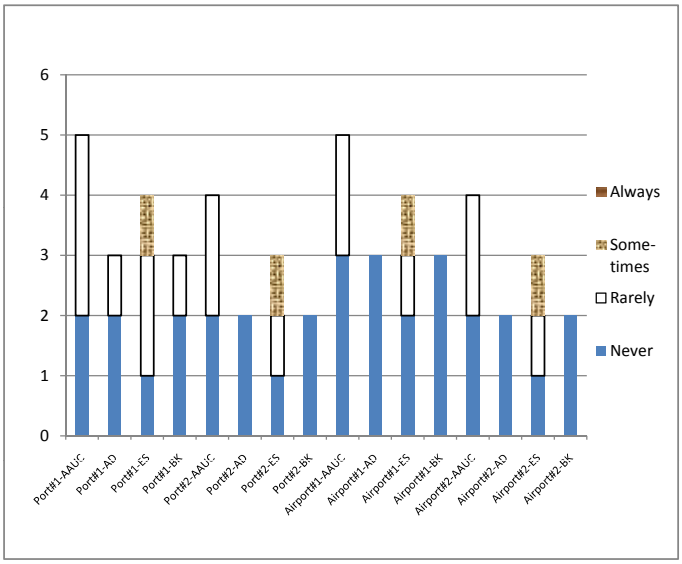
ALL ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Port#1-AAUC	13	5	4	1	1	85%
Port#1-AD	13	5	3	1	0	69%
Port#1-ES	13	4	3	3	0	77%
Port#1-BK	13	5	2	2	0	69%
Port#2-AAUC	11	5	3	2	0	91%
Port#2-AD	11	6	0	2	0	73%
Port#2-ES	11	4	2	2	0	73%
Port#2-BK	11	5	0	2	0	64%
Airport#1-AAUC	13	5	5	1	0	85%
Airport#1-AD	13	7	1	1	0	69%
Airport#1-ES	13	5	3	2	0	77%
Airport#1-BK	13	5	2	2	0	69%
Airport#2-AAUC	6	3	2	1	0	100%
Airport#2-AD	6	3	0	1	0	67%
Airport#2-ES	6	2	1	2	0	83%
Airport#2-BK	6	3	0	1	0	67%
Border#1-AAUC	8	5	0	1	0	75%
Border#1-AD	8	5	0	1	0	75%
Border#1-ES	8	4	1	1	0	75%
Border#1-BK	8	5	0	1	0	75%
Border#2-AAUC	8	6	0	1	0	88%
Border#2-AD	8	5	0	1	0	75%
Border#2-ES	8	5	0	1	0	75%
Border#2-BK	8	5	0	1	0	75%



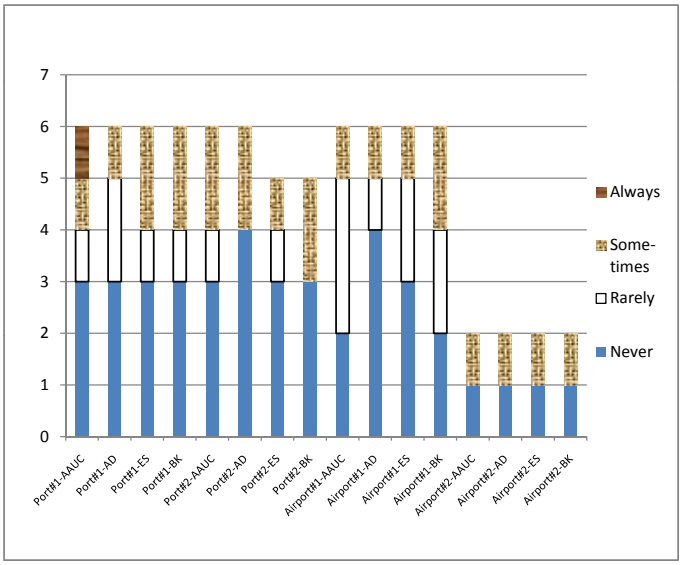
DEVELOPED ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Port#1-AAUC	6	2	3	0	0	83%
Port#1-AD	6	2	1	0	0	50%
Port#1-ES	6	1	2	1	0	67%
Port#1-BK	6	2	1	0	0	50%
Port#2-AAUC	4	2	2	0	0	100%
Port#2-AD	4	2	0	0	0	50%
Port#2-ES	4	1	1	1	0	75%
Port#2-BK	4	2	0	0	0	50%
Airport#1-AAUC	6	3	2	0	0	83%
Airport#1-AD	6	3	0	0	0	50%
Airport#1-ES	6	2	1	1	0	67%
Airport#1-BK	6	3	0	0	0	50%
Airport#2-AAUC	4	2	2	0	0	100%
Airport#2-AD	4	2	0	0	0	50%
Airport#2-ES	4	1	1	1	0	75%
Airport#2-BK	4	2	0	0	0	50%
Border#1-AAUC	2	1	0	0	0	50%
Border#1-AD	2	1	0	0	0	50%
Border#1-ES	2	1	0	0	0	50%
Border#1-BK	2	1	0	0	0	50%
Border#2-AAUC	3	3	0	0	0	100%
Border#2-AD	3	2	0	0	0	67%
Border#2-ES	3	2	0	0	0	67%
Border#2-BK	3	2	0	0	0	67%



DEVELOPING ECONOMIES

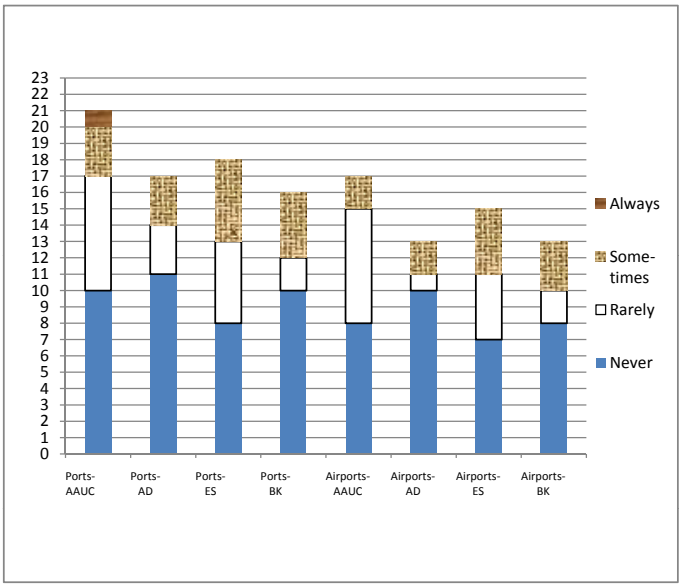
Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Port#1-AAUC	7	3	1	1	1	86%
Port#1-AD	7	3	2	1	0	86%
Port#1-ES	7	3	1	2	0	86%
Port#1-BK	7	3	1	2	0	86%
Port#2-AAUC	7	3	1	2	0	86%
Port#2-AD	7	4	0	2	0	86%
Port#2-ES	7	3	1	1	0	71%
Port#2-BK	7	3	0	2	0	71%
Airport#1-AAUC	7	2	3	1	0	86%
Airport#1-AD	7	4	1	1	0	86%
Airport#1-ES	7	3	2	1	0	86%
Airport#1-BK	7	2	2	2	0	86%
Airport#2-AAUC	2	1	0	1	0	100%
Airport#2-AD	2	1	0	1	0	100%
Airport#2-ES	2	1	0	1	0	100%
Airport#2-BK	2	1	0	1	0	100%
Border#1-AAUC	6	4	0	1	0	83%
Border#1-AD	6	4	0	1	0	83%
Border#1-ES	6	3	1	1	0	83%
Border#1-BK	6	4	0	1	0	83%
Border#2-AAUC	5	3	0	1	0	80%
Border#2-AD	5	3	0	1	0	80%
Border#2-ES	5	3	0	1	0	80%
Border#2-BK	5	3	0	1	0	80%



Summary by type of facilities and reasons

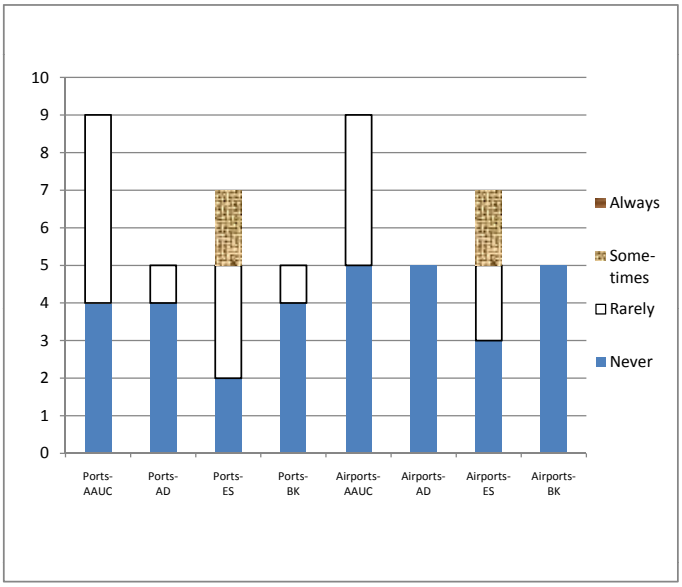
ALL ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Ports-AAUC	24	10	7	3	1	88%
Ports-AD	24	11	3	3	0	71%
Ports-ES	24	8	5	5	0	75%
Ports-BK	24	10	2	4	0	67%
Airports-AAUC	19	8	7	2	0	89%
Airports-AD	19	10	1	2	0	68%
Airports-ES	19	7	4	4	0	79%
Airports-BK	19	8	2	3	0	68%
Borders-AAUC	16	11	0	2	0	81%
Borders-AD	16	10	0	2	0	75%
Borders-ES	16	9	1	2	0	75%
Borders-BK	16	10	0	2	0	75%



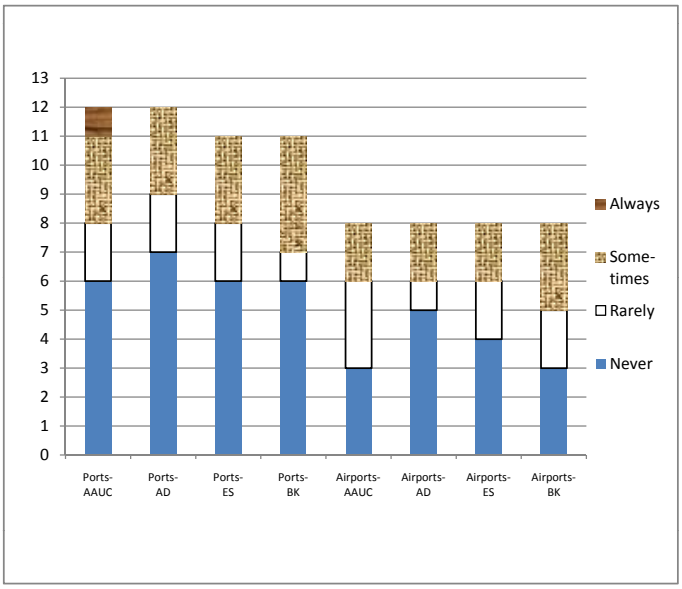
DEVELOPED ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Ports-AAUC	10	4	5	0	0	90%
Ports-AD	10	4	1	0	0	50%
Ports-ES	10	2	3	2	0	70%
Ports-BK	10	4	1	0	0	50%
Airports-AAUC	10	5	4	0	0	90%
Airports-AD	10	5	0	0	0	50%
Airports-ES	10	3	2	2	0	70%
Airports-BK	10	5	0	0	0	50%
Borders-AAUC	5	4	0	0	0	80%
Borders-AD	5	3	0	0	0	60%
Borders-ES	5	3	0	0	0	60%
Borders-BK	5	3	0	0	0	60%



DEVELOPING ECONOMIES

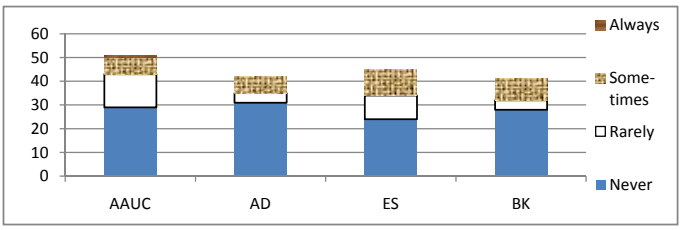
Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Ports-AAUC	14	6	2	3	1	86%
Ports-AD	14	7	2	3	0	86%
Ports-ES	14	6	2	3	0	79%
Ports-BK	14	6	1	4	0	79%
Airports-AAUC	9	3	3	2	0	89%
Airports-AD	9	5	1	2	0	89%
Airports-ES	9	4	2	2	0	89%
Airports-BK	9	3	2	3	0	89%
Borders-AAUC	11	7	0	2	0	82%
Borders-AD	11	7	0	2	0	82%
Borders-ES	11	6	1	2	0	82%
Borders-BK	11	7	0	2	0	82%



Summary by type of reasons

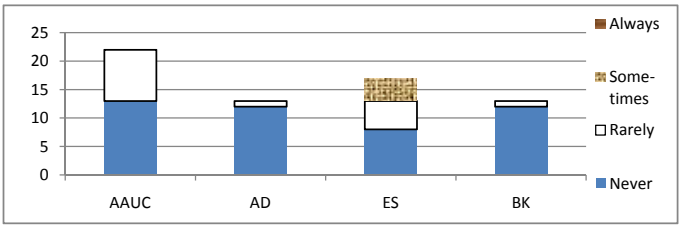
ALL ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
AAUC	59	29	14	7	1	86%
AD	59	31	4	7	0	71%
ES	59	24	10	11	0	76%
BK	59	28	4	9	0	69%



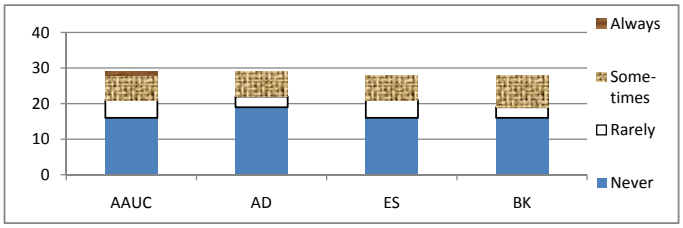
DEVELOPED ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
AAUC	25	13	9	0	0	88%
AD	25	12	1	0	0	52%
ES	25	8	5	4	0	68%
BK	25	12	1	0	0	52%



DEVELOPING ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
AAUC	34	16	5	7	1	85%
AD	34	19	3	7	0	85%
ES	34	16	5	7	0	82%
BK	34	16	3	9	0	82%



II. Factors attributable to other stakeholders

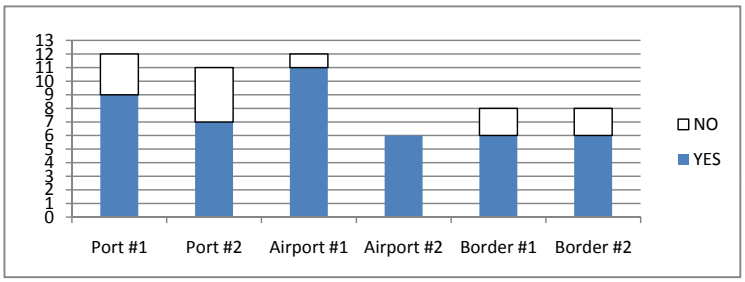
II.2. Statutory inspection and procedures

II.2.3. Lack of inspection / testing facilities for edible / plant / drugs at the port

Q-38: Are edible item-testing facilities with Customs, PHO, etc. available and adequate?

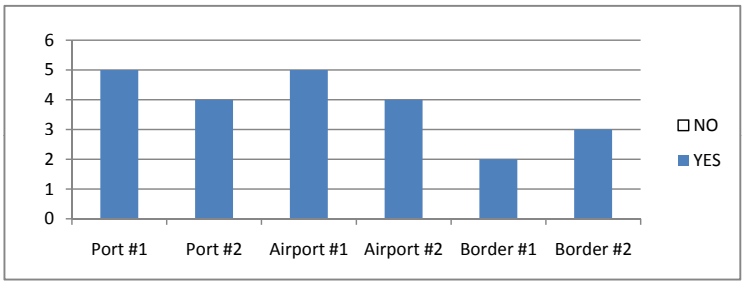
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	9	3	92%
Port #2	11	7	4	100%
Airport #1	13	11	1	92%
Airport #2	6	6	0	100%
Border #1	8	6	2	100%
Border #2	8	6	2	100%



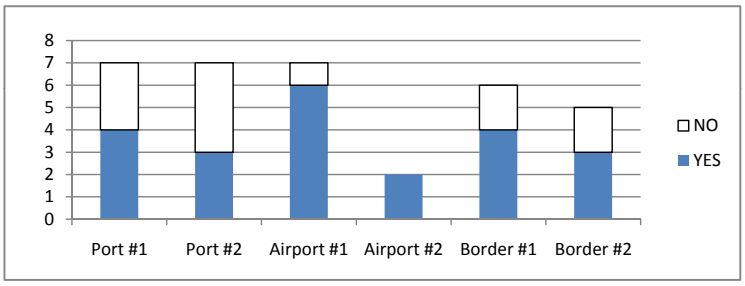
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	5	0	83%
Port #2	4	4	0	100%
Airport #1	6	5	0	83%
Airport #2	4	4	0	100%
Border #1	2	2	0	100%
Border #2	3	3	0	100%



DEVELOPING ECONOMIES

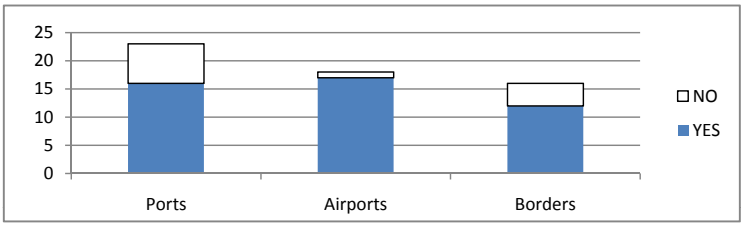
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	4	3	100%
Port #2	7	3	4	100%
Airport #1	7	6	1	100%
Airport #2	2	2	0	100%
Border #1	6	4	2	100%
Border #2	5	3	2	100%



Summary by type of facilities

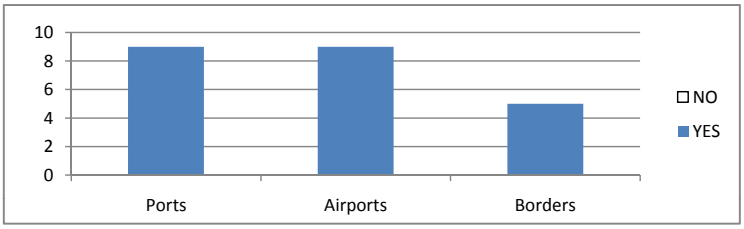
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	16	7	96%
Airports	19	17	1	95%
Borders	16	12	4	100%



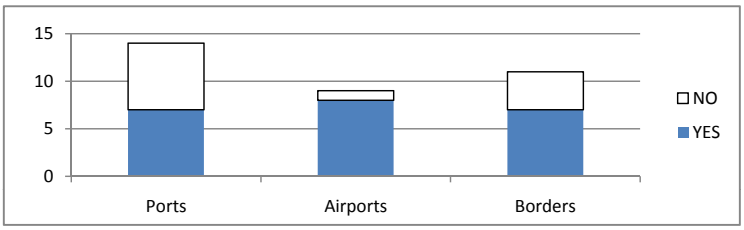
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	9	0	90%
Airports	10	9	0	90%
Borders	5	5	0	100%



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	7	7	100%
Airports	9	8	1	100%
Borders	11	7	4	100%



II. Factors attributable to other stakeholders

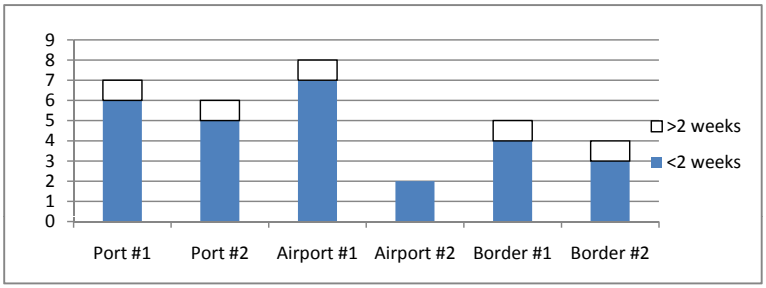
II.2. *Statutory inspection and procedures*

II.2.3. Lack of inspection / testing facilities for edible / plant / drugs at the port

Q-39: How long it may take if/when such items are sent to specialized laboratories?

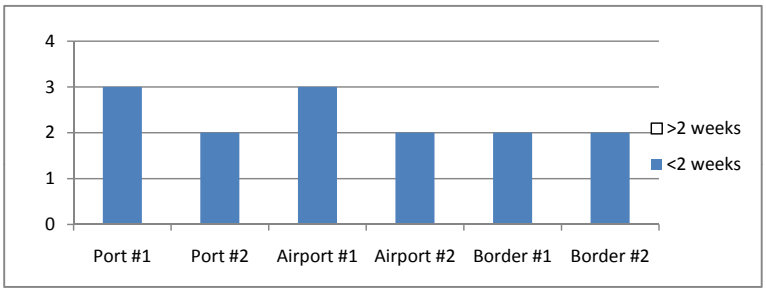
ALL ECONOMIES

Facility	Nb Facilities	<2 weeks	>2 weeks	% RESP
Port #1	13	6	1	54%
Port #2	11	5	1	55%
Airport #1	13	7	1	62%
Airport #2	6	2	0	33%
Border #1	8	4	1	63%
Border #2	8	3	1	50%



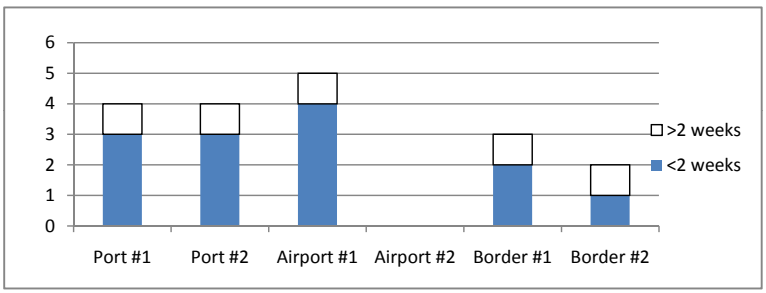
DEVELOPED ECONOMIES

Facility	Nb Facilities	<2 weeks	>2 weeks	% RESP
Port #1	6	3	0	50%
Port #2	4	2	0	50%
Airport #1	6	3	0	50%
Airport #2	4	2	0	50%
Border #1	2	2	0	100%
Border #2	3	2	0	67%



DEVELOPING ECONOMIES

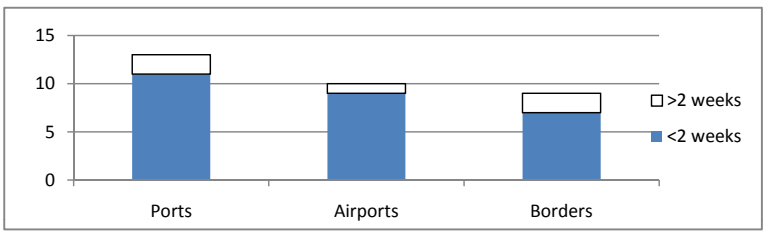
Facility	Nb Facilities	<2 weeks	>2 weeks	% RESP
Port #1	7	3	1	57%
Port #2	7	3	1	57%
Airport #1	7	4	1	71%
Airport #2	2	0	0	0%
Border #1	6	2	1	50%
Border #2	5	1	1	40%



Summary by type of facilities

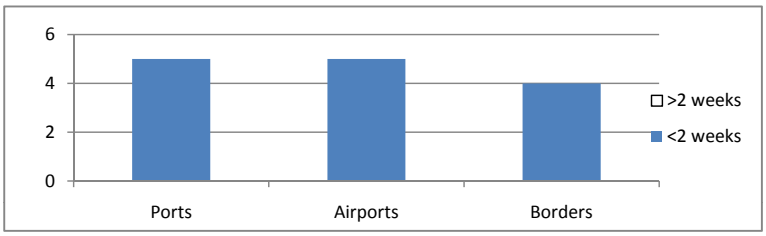
ALL ECONOMIES

Facility	Nb Facilities	<2 weeks	>2 weeks	% RESP
Ports	24	11	2	54%
Airports	19	9	1	53%
Borders	16	7	2	56%



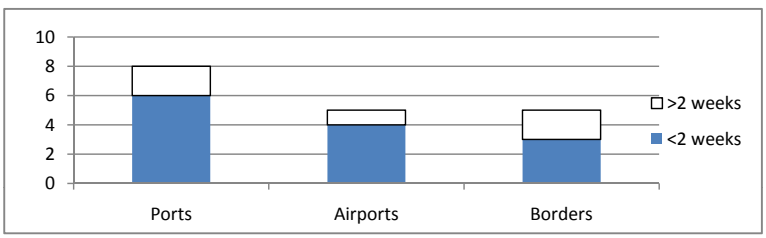
DEVELOPED ECONOMIES

Facility	Nb Facilities	<2 weeks	>2 weeks	% RESP
Ports	10	5	0	50%
Airports	10	5	0	50%
Borders	5	4	0	80%



DEVELOPING ECONOMIES

Facility	Nb Facilities	<2 weeks	>2 weeks	% RESP
Ports	14	6	2	57%
Airports	9	4	1	56%
Borders	11	3	2	45%



II. Factors attributable to other stakeholders

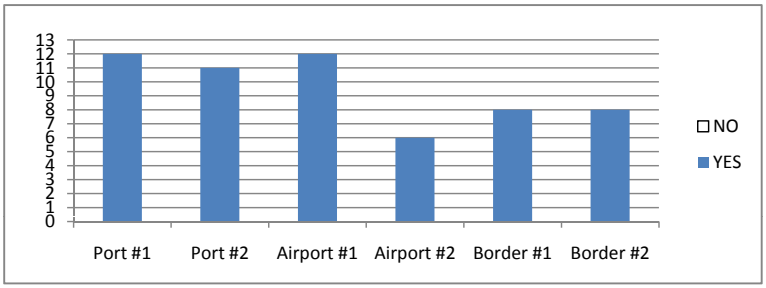
II.2. *Statutory inspection and procedures*

II.2.3. Lack of inspection / testing facilities for edible / plant / drugs at the port

Q-40: Are Plant quarantine and drug controlling officers available near the international facility?

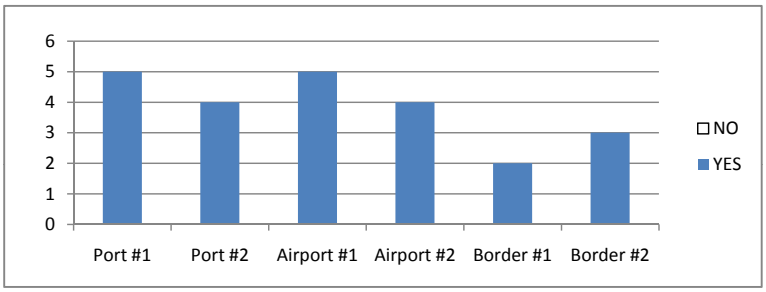
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	12	0	92%
Port #2	11	11	0	100%
Airport #1	13	12	0	92%
Airport #2	6	6	0	100%
Border #1	8	8	0	100%
Border #2	8	8	0	100%



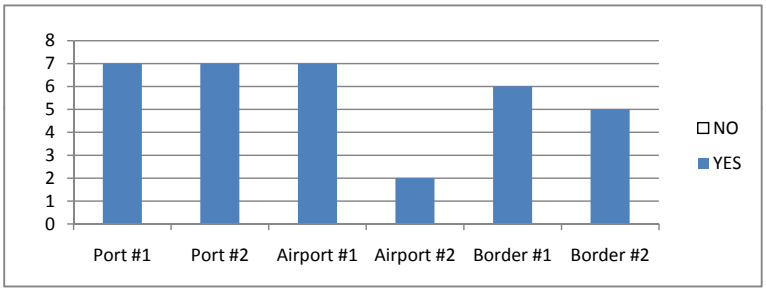
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	5	0	83%
Port #2	4	4	0	100%
Airport #1	6	5	0	83%
Airport #2	4	4	0	100%
Border #1	2	2	0	100%
Border #2	3	3	0	100%



DEVELOPING ECONOMIES

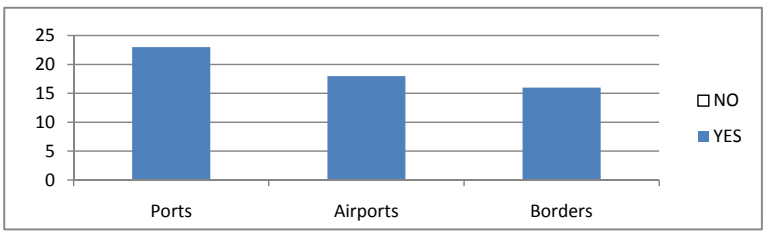
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	7	0	100%
Port #2	7	7	0	100%
Airport #1	7	7	0	100%
Airport #2	2	2	0	100%
Border #1	6	6	0	100%
Border #2	5	5	0	100%



Summary by type of facilities

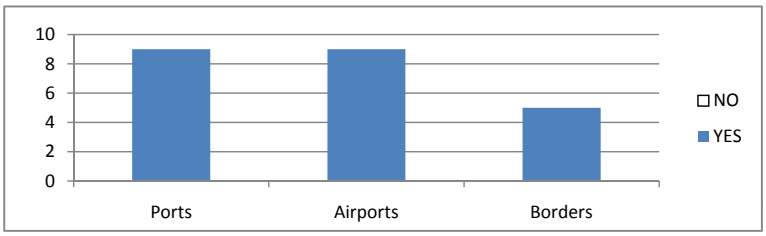
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	23	0	96%
Airports	19	18	0	95%
Borders	16	16	0	100%



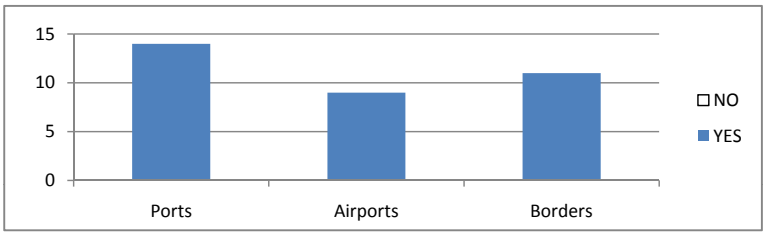
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	9	0	90%
Airports	10	9	0	90%
Borders	5	5	0	100%



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	14	0	100%
Airports	9	9	0	100%
Borders	11	11	0	100%



II. Factors attributable to other stakeholders

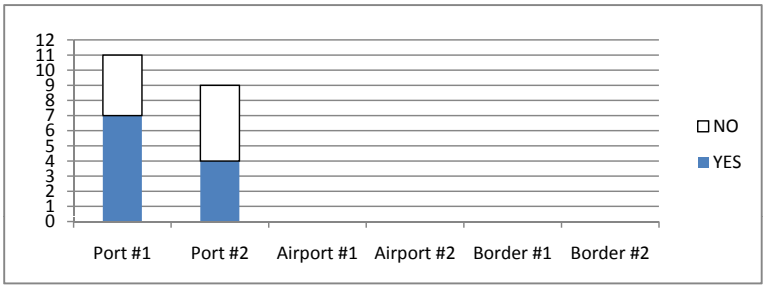
II.3. Participation of services providers

II.3.1. Competition among services providers

Q-41: Can licensed, private operators provide vessel services such as pilotage, towing, and berthing?

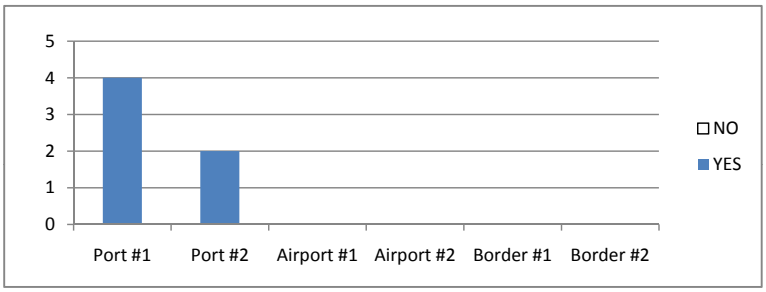
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	7	4	85%
Port #2	11	4	5	82%
Airport #1	0	0	0	--
Airport #2	0	0	0	--
Border #1	0	0	0	--
Border #2	0	0	0	--



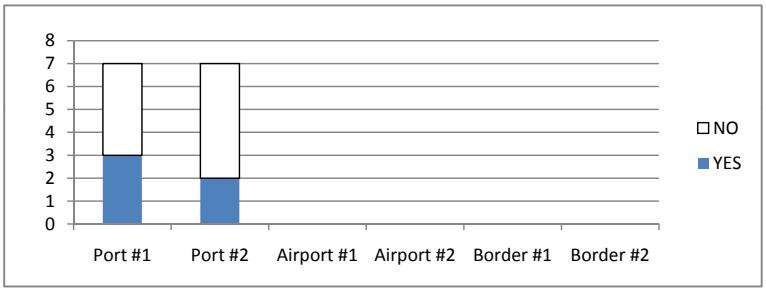
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	4	0	67%
Port #2	4	2	0	50%
Airport #1	0	0	0	--
Airport #2	0	0	0	--
Border #1	0	0	0	--
Border #2	0	0	0	--



DEVELOPING ECONOMIES

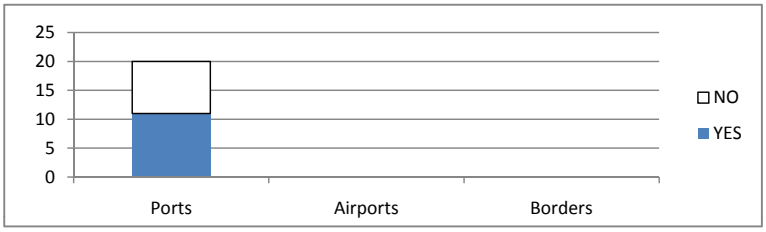
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	3	4	100%
Port #2	7	2	5	100%
Airport #1	0	0	0	--
Airport #2	0	0	0	--
Border #1	0	0	0	--
Border #2	0	0	0	--



Summary by type of facilities

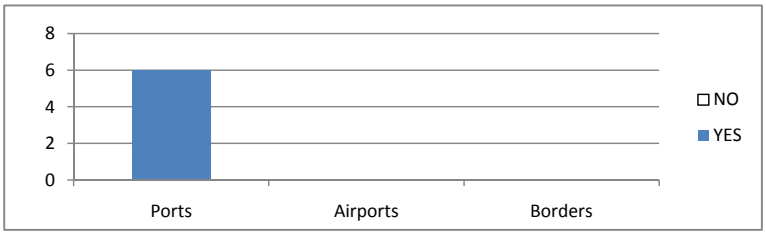
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	11	9	83%
Airports	0	0	0	--
Borders	0	0	0	--



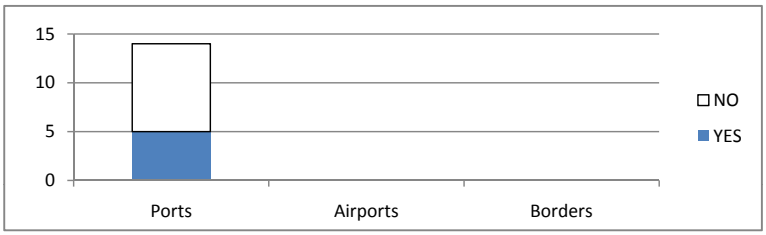
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	6	0	60%
Airports	0	0	0	--
Borders	0	0	0	--



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	5	9	100%
Airports	0	0	0	--
Borders	0	0	0	--



II. Factors attributable to other stakeholders

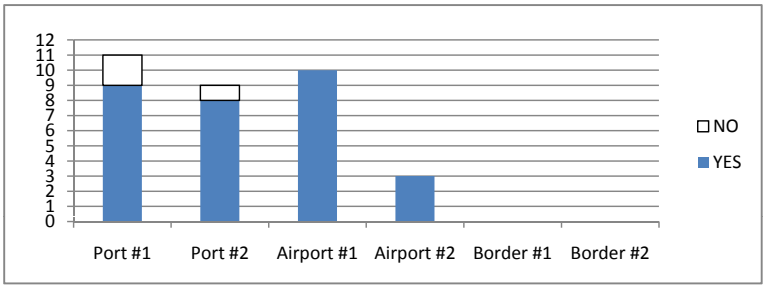
II.3. Participation of services providers

II.3.1. Competition among services providers

Q-42: Can private providers compete for cargo handling and storage contracts?

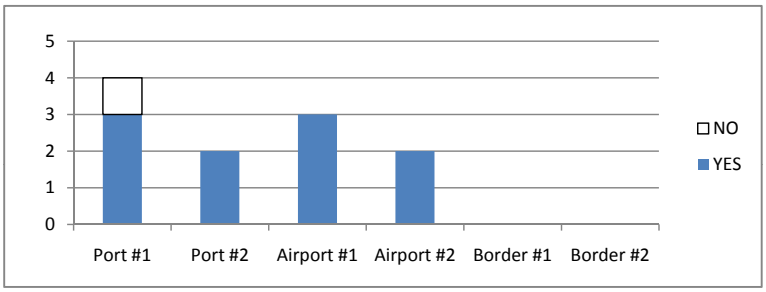
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	9	2	85%
Port #2	11	8	1	82%
Airport #1	13	10	0	77%
Airport #2	6	3	0	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



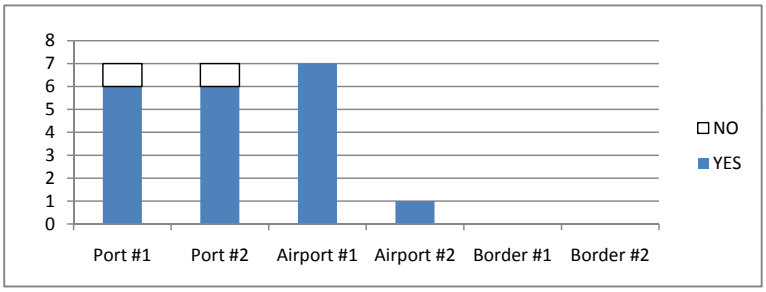
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	3	1	67%
Port #2	4	2	0	50%
Airport #1	6	3	0	50%
Airport #2	4	2	0	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



DEVELOPING ECONOMIES

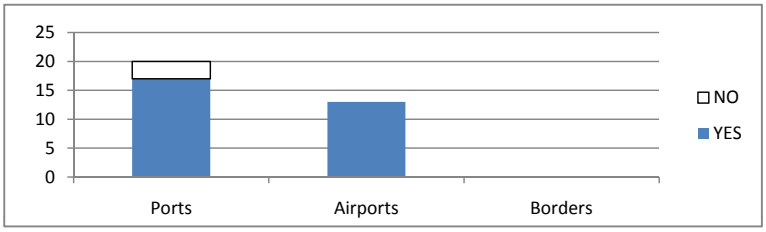
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	6	1	100%
Port #2	7	6	1	100%
Airport #1	7	7	0	100%
Airport #2	2	1	0	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



Summary by type of facilities

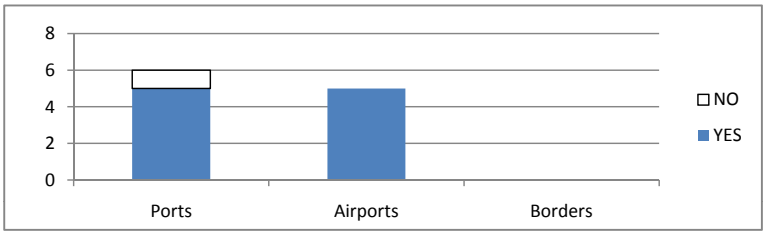
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	17	3	83%
Airports	19	13	0	68%
Borders	0	0	0	--



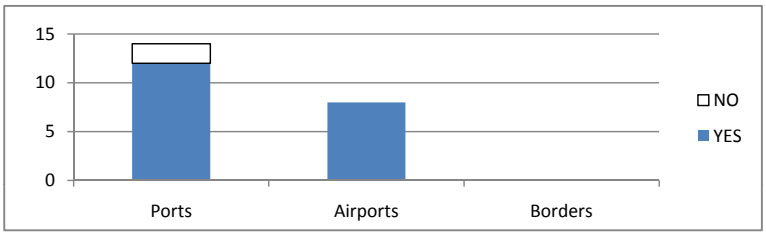
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	5	1	60%
Airports	10	5	0	50%
Borders	0	0	0	--



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	12	2	100%
Airports	9	8	0	89%
Borders	0	0	0	--



II. Factors attributable to other stakeholders

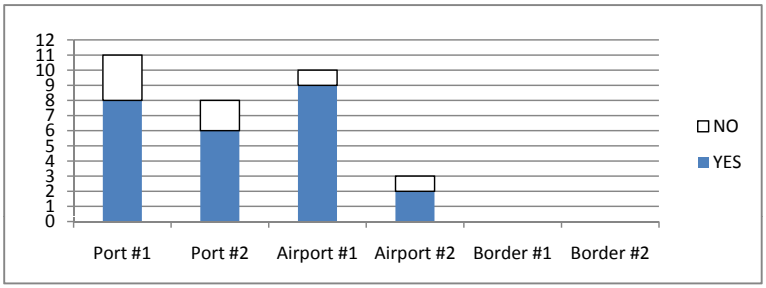
II.3. Participation of services providers

II.3.2. Deployment of private cargo handling equipments and systems

Q-43: Are cargo-handling agents (Stevedores) autorized to deploy their own cargo handling equipments?

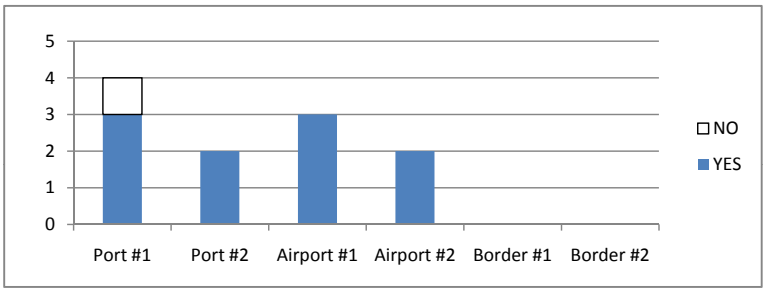
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	8	3	85%
Port #2	11	6	2	73%
Airport #1	13	9	1	77%
Airport #2	6	2	1	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



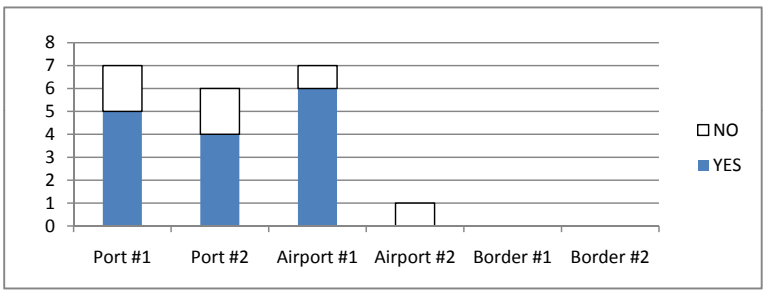
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	3	1	67%
Port #2	4	2	0	50%
Airport #1	6	3	0	50%
Airport #2	4	2	0	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



DEVELOPING ECONOMIES

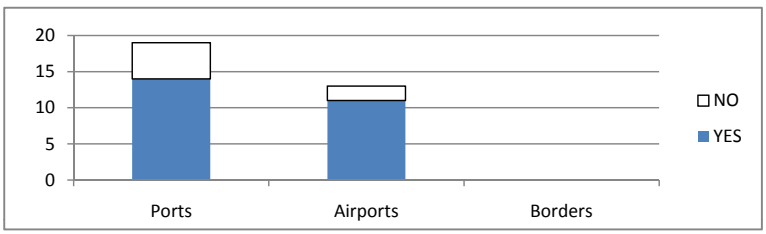
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	5	2	100%
Port #2	7	4	2	86%
Airport #1	7	6	1	100%
Airport #2	2	0	1	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



Summary by type of facilities

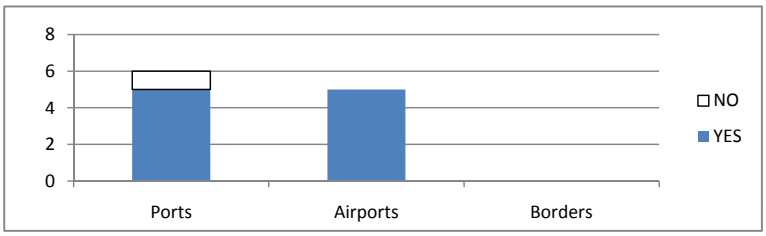
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	14	5	79%
Airports	19	11	2	68%
Borders	0	0	0	--



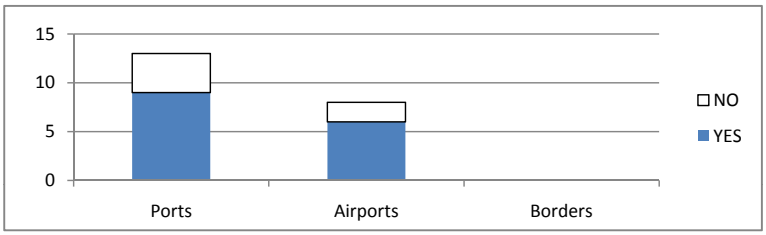
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	5	1	60%
Airports	10	5	0	50%
Borders	0	0	0	--



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	9	4	93%
Airports	9	6	2	89%
Borders	0	0	0	--



II. Factors attributable to other stakeholders

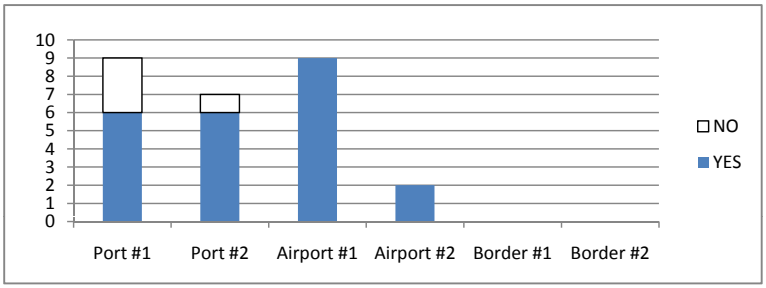
II.3. Participation of services providers

II.3.2. Deployment of private cargo handling equipments and systems

Q-44: If so, are these equipments meeting high performance standards for the discharge of cargo from vessels?

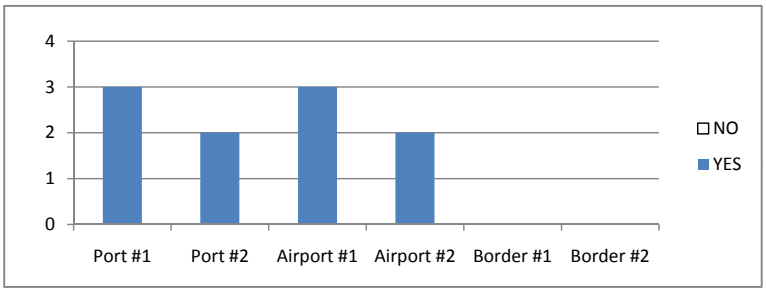
ALL ECONOMIES §

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	6	3	69%
Port #2	11	6	1	64%
Airport #1	13	9	0	69%
Airport #2	6	2	0	33%
Border #1	0	0	0	--
Border #2	0	0	0	--



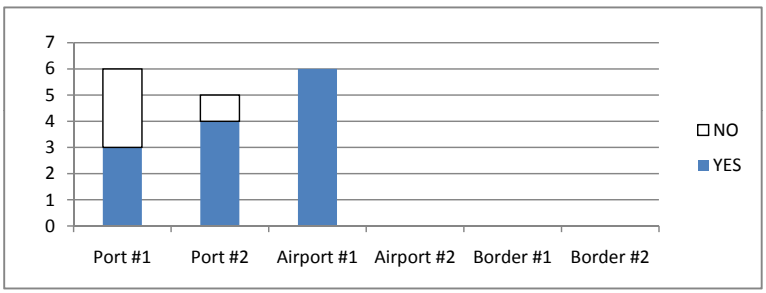
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	3	0	50%
Port #2	4	2	0	50%
Airport #1	6	3	0	50%
Airport #2	4	2	0	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



DEVELOPING ECONOMIES

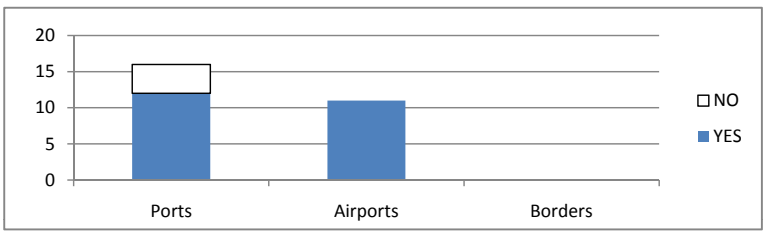
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	3	3	86%
Port #2	7	4	1	71%
Airport #1	7	6	0	86%
Airport #2	2	0	0	0%
Border #1	0	0	0	--
Border #2	0	0	0	--



Summary by type of facilities

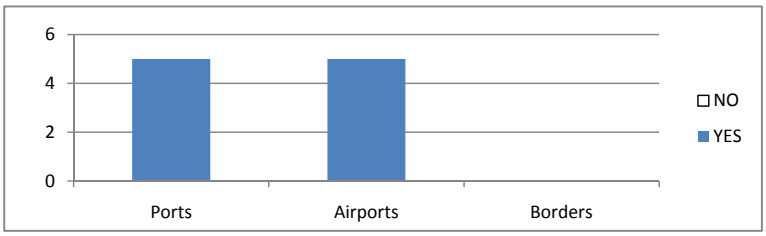
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	12	4	67%
Airports	19	11	0	58%
Borders	0	0	0	--



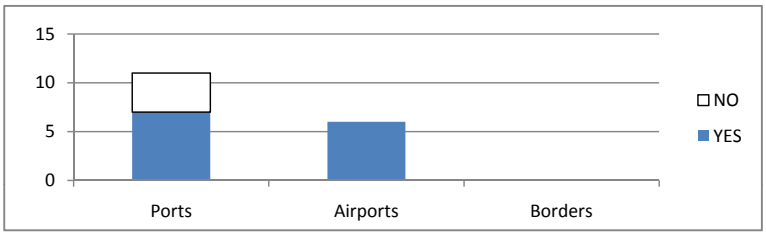
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	5	0	50%
Airports	10	5	0	50%
Borders	0	0	0	--



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	7	4	79%
Airports	9	6	0	67%
Borders	0	0	0	--



II. Factors attributable to other stakeholders

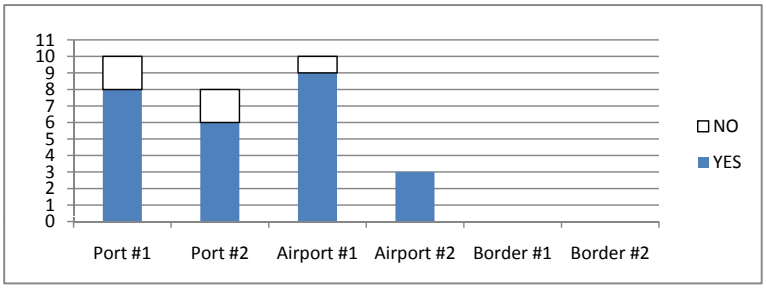
II.3. Participation of services providers

II.3.3. Delay in mobilization of cargo handling equipments by stevedores

Q-45: When required, are cargo-handling agents mobilizing promptly specialized equipments / gears?

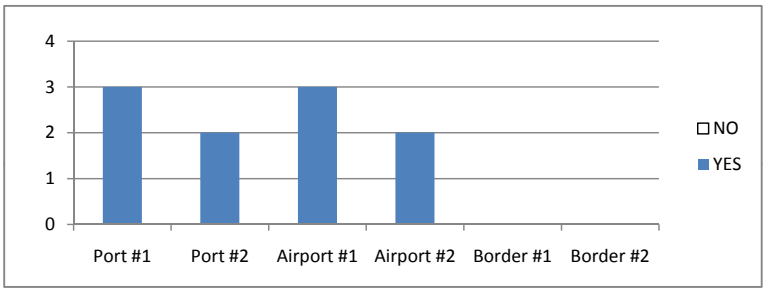
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	13	8	2	77%
Port #2	11	6	2	73%
Airport #1	13	9	1	77%
Airport #2	6	3	0	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



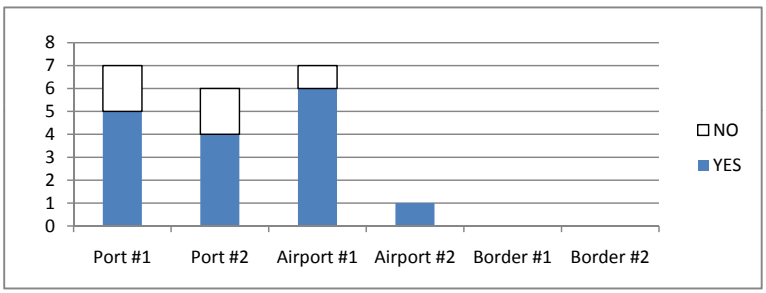
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Port #1	6	3	0	50%
Port #2	4	2	0	50%
Airport #1	6	3	0	50%
Airport #2	4	2	0	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



DEVELOPING ECONOMIES

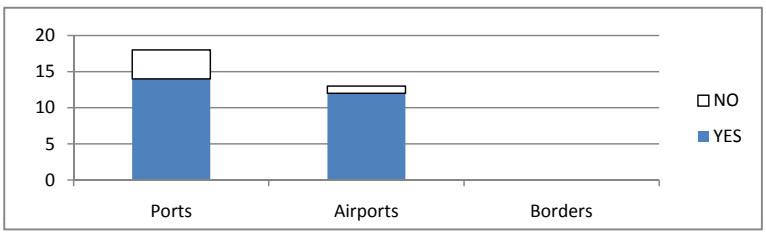
Facility	Nb Facilities	YES	NO	% RESP
Port #1	7	5	2	100%
Port #2	7	4	2	86%
Airport #1	7	6	1	100%
Airport #2	2	1	0	50%
Border #1	0	0	0	--
Border #2	0	0	0	--



Summary by type of facilities

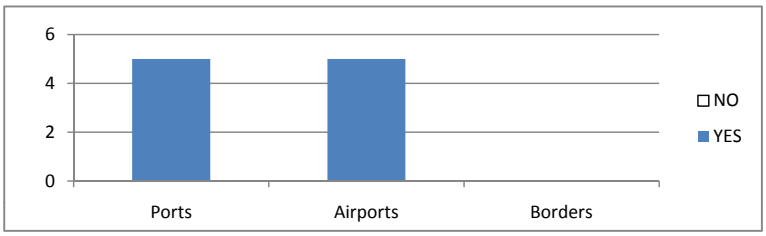
ALL ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	24	14	4	75%
Airports	19	12	1	68%
Borders	0	0	0	--



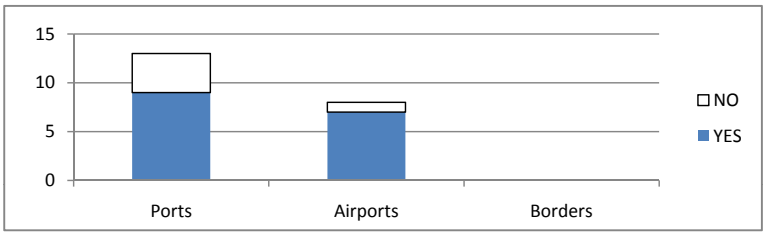
DEVELOPED ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	10	5	0	50%
Airports	10	5	0	50%
Borders	0	0	0	--



DEVELOPING ECONOMIES

Facility	Nb Facilities	YES	NO	% RESP
Ports	14	9	4	93%
Airports	9	7	1	89%
Borders	0	0	0	--



II. Factors attributable to other stakeholders

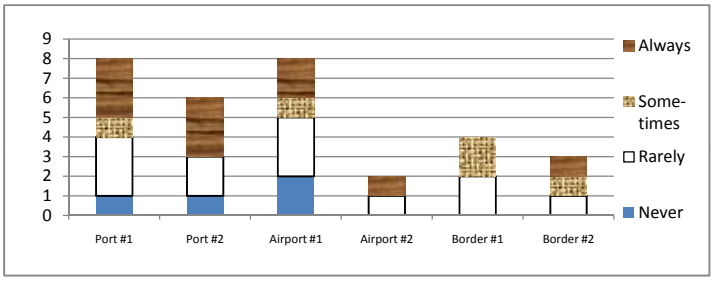
II.3. Participation of services providers

II.3.4. Inadequate IT implementation

Q-46: Are supporting services offered by the private operators suffering from inadequate IT infrastructure and from generation of information in compatible form to handle the swift information transfer amongst the business partners?

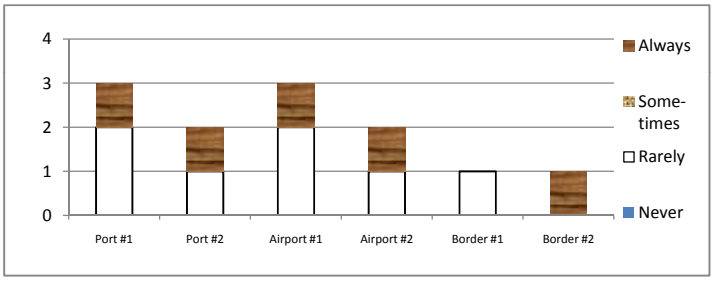
ALL ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Port #1	13	1	3	1	3	62%
Port #2	11	1	2	0	3	55%
Airport #1	13	2	3	1	2	62%
Airport #2	6	0	1	0	1	33%
Border #1	8	0	2	2	0	50%
Border #2	8	0	1	1	1	38%



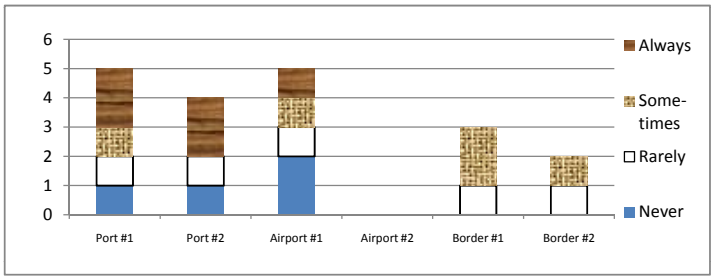
DEVELOPED ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Port #1	6	0	2	0	1	50%
Port #2	4	0	1	0	1	50%
Airport #1	6	0	2	0	1	50%
Airport #2	4	0	1	0	1	50%
Border #1	2	0	1	0	0	50%
Border #2	3	0	0	0	1	33%



DEVELOPING ECONOMIES

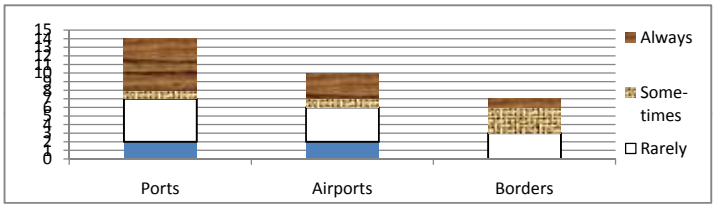
Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Port #1	7	1	1	1	2	71%
Port #2	7	1	1	0	2	57%
Airport #1	7	2	1	1	1	71%
Airport #2	2	0	0	0	0	0%
Border #1	6	0	1	2	0	50%
Border #2	5	0	1	1	0	40%



Summary by type of facilities

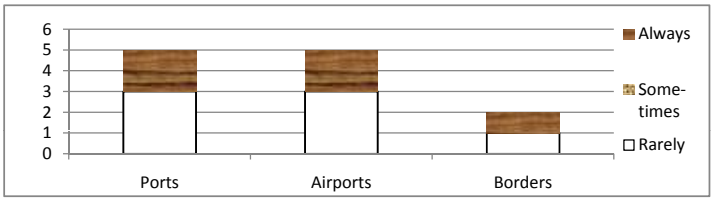
ALL ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Ports	24	2	5	1	6	58%
Airports	19	2	4	1	3	53%
Borders	16	0	3	3	1	44%



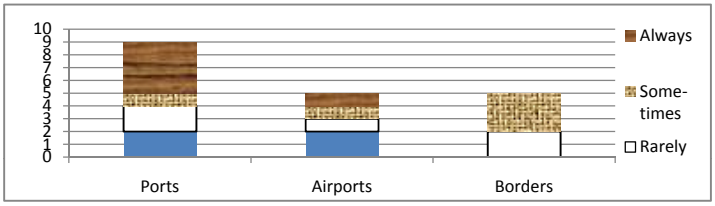
DEVELOPED ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Ports	10	0	3	0	2	50%
Airports	10	0	3	0	2	50%
Borders	5	0	1	0	1	40%



DEVELOPING ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Ports	14	2	2	1	4	64%
Airports	9	2	1	1	1	56%
Borders	11	0	2	3	0	45%



II. Factors attributable to other stakeholders

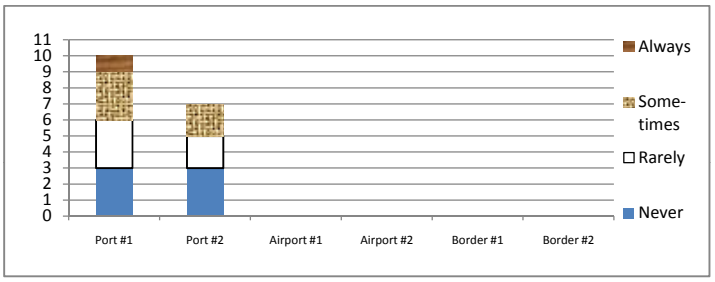
II.4. *Other Factors*

II.4.1. Onboard Stowage of Cargo

Q-47: Does improper cargo stowage in vessels calling at the ports result in additional operations due to the shifting the cargoes meant for other ports, leading to a decrease in productivity levels at the berth and increased time for cargo completion ?

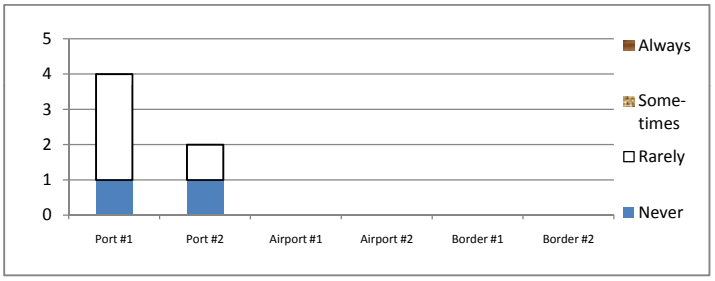
ALL ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Port #1	13	3	3	3	1	77%
Port #2	11	3	2	2	0	64%
Airport #1	0	0	0	0	0	--
Airport #2	0	0	0	0	0	--
Border #1	0	0	0	0	0	--
Border #2	0	0	0	0	0	--



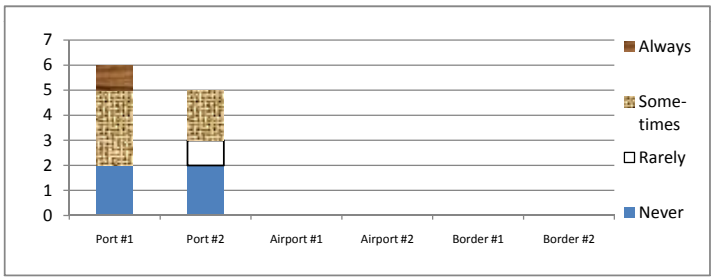
DEVELOPED ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Port #1	6	1	3	0	0	67%
Port #2	4	1	1	0	0	50%
Airport #1	0	0	0	0	0	--
Airport #2	0	0	0	0	0	--
Border #1	0	0	0	0	0	--
Border #2	0	0	0	0	0	--



DEVELOPING ECONOMIES

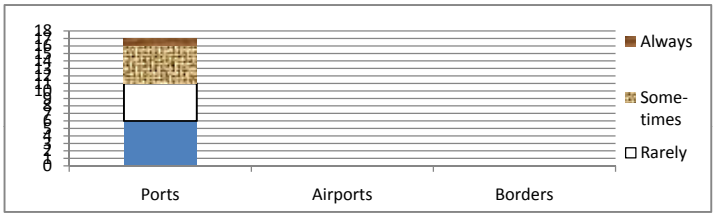
Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Port #1	7	2	0	3	1	86%
Port #2	7	2	1	2	0	71%
Airport #1	0	0	0	0	0	--
Airport #2	0	0	0	0	0	--
Border #1	0	0	0	0	0	--
Border #2	0	0	0	0	0	--



Summary by type of facilities

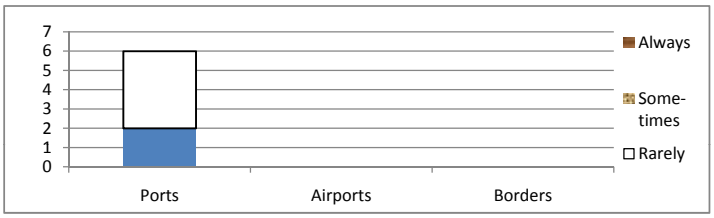
ALL ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Ports	24	6	5	5	1	71%
Airports	0	0	0	0	0	--
Borders	0	0	0	0	0	--



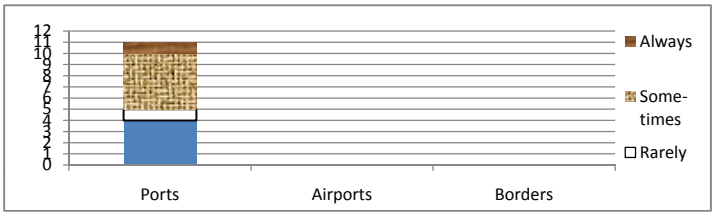
DEVELOPED ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Ports	10	2	4	0	0	60%
Airports	0	0	0	0	0	--
Borders	0	0	0	0	0	--



DEVELOPING ECONOMIES

Facility	Nb Facilities	Never	Rarely	Some-times	Always	% RESP
Ports	14	4	1	5	1	79%
Airports	0	0	0	0	0	--
Borders	0	0	0	0	0	--



III. Data / Information Technology Standards

Q-48: Have you harmonised your Port Community System / Single Window participating agencies data to an internationally recognised standard?

	Nb Answers	YES	NO
Nb Answers	13	6	7
Countries		INA	AUS
		ROK	BD
		NZ	HKC
		SIN	PRC
		THA	PNG
		USA	PE
			VN

Q-49: If **Yes**, what standards were used?

Standards	INA	ROK	NZ	SIN	THA	USA
WCO DM1.1		X				X
WCO DM2.0	X				X	X
UNTDED	X	X		X	X	X
ISO		X			X	X
Others				X	X	X

Q-49 (Add) If **Others**, would you give us further information ?

PE	Our Port Community System / Single Window is trying to harmonise to the international standars. We have already harmonised in Manifiest of Cargo, thru EDIFACT.
SIN	UN/EDIFACT and UN LOCODE
THA	UNeDOC
USA	ANSI

Q-50: If **No**, are you planning to harmonise the data of your Port Community System / Single Window participating agencies to international standards? Please provide your intended timeframe and details of the standard/s chosen or being considered.

AUS	yes, by 2012, using UNTDED, UN/EDIFACT directories, WCO Data Model as the base, with ISO and other relevant standards as reference points
BD	At this time we are still implementing the new e-customs and the time frame would be December 2008
HKC	Not yet Known
PRC	customs has a plan
INA	0
ROK	0
NZ	Yes, to WCO Data Model v3 within 5 years
PNG	A Single Window Working Group has been established that will lead the work regarding this mater
PE	Yes, we are planning to harmonise.
THA	0
USA	0
VN	Within the framwork of ASEAN, Viet Nam committed to implement Single Window (automated system) in 2012 and now in preparation stage. For data standards, it is intended to use WCO Data Model

Q-51: Have you already or will you be incorporating the WCO Unique Consignment Reference (UCR) into any Port Community System / Single Window system design as described in the WCO UCR guidelines?

AUS	Yes	0
BD	No	0
HKC	No	Not yet Known
PRC	Yes	0
INA	No	0
ROK	Yes	We plan to be incoporating the UCR into "Global Single Window Project" which will be conducted from 2008 to 2012
NZ	Yes	Intention is to move to UCR
PNG	Yes	Because it is a requirement by the WCO, we will carry out what is required and necessary.
PE	No	0
THA	No	0
USA	Yes	It is recognized but not implemented. The US uses the data element name international transaction number, which has the
VN	No	0

IV. Structure and services currently operating

Q-52: Please indicate the business processes and services **already included and operating** in your Port Community System / Single Window. (Please indicate whether the service exists for Customs only or for Customs and other participating government agencies (**PGA**), please leave both boxes blank if the feature is not already present and in operation)

Number of Answers: **13**

Business Process, Functionality, Services	Customs only	Customs & PGA	% RESP
Electronic reporting and processing of goods declarations	3	5	62%
Electronic reporting and processing of conveyance information	4	3	54%
Electronic reporting and processing of crew information	2	5	54%
Electronic reporting of manifest information	3	5	62%
Electronic application for licence/permit	0	5	38%
Electronic dangerous goods reporting	1	5	46%
Electronic authentication – PKI	1	4	38%
Electronic authentication – (eg pin and password or other)	2	5	54%
Automated profiling/risk assessment of goods	4	4	62%
Automated profiling/risk assessment of conveyance	5	1	46%
Automated profiling/risk assessment of crew	3	1	31%
Government research and analysis access/capability	5	3	62%
Secure electronic collection and processing of duties and fees	3	4	54%
Data warehousing	3	4	54%
Statistical reporting capability	1	4	38%
Online learning/training modules	0	0	0%
Others	0	0	0%

TOTAL	40	58

Q-52 (Add) If **Others**, please provide further information.

SIN	Additional note to "Electronic reporting and processing of crew information" - PGAs do so only for selected shipping companies.
USA	Electronic reporting and processing of crew information- currently being developed; Electronic dangerous goods reporting- only to the extent that it is reported in other documents;

IV. Structure and services currently operating

Q-53: The answers in this part are "Yes" or "No". Does your existing Port Community System (PCS)/ Single Window (SW)already have these elements included and operational?

Number of Answers: 13

Business Process, Functionality, Services	Customs only	Customs & PGA	% RESP
Electronic Certificate of Origin	3	4	54%
Electronic Pratique Certificate (health) application and approval	1	6	54%
24-Hour pre load information from exporting country	2	5	54%
Unique Consignment Reference (UCR) field	2	5	54%
Track and trace technologies such as smart seals, GPS and RFID	3	4	54%
Electronic commercial reporting to Port Authorities (sea)	5	3	62%
Electronic commercial reporting to Airport Authorities	6	2	62%
Cross border data exchange with otherPCS or SW systems	3	4	54%
Cross recognition of PKI domains	3	3	46%
Ability to access and use goods export data as goods import data	1	6	54%
Automatic pre-population of Customs goods declaration from data already reported to PCS/SW (client details only)	4	3	54%
Automatic pre-population of Customs goods declaration from data already reported to PCS/SW (other than client details)	4	3	54%
Alternative reporting requirements for Authorised Economic Operator/Accredited Client/Trusted Trader schemes	2	5	54%
Business-to-Business data exchange	5	3	62%
Others	0	1	8%

TOTAL	44	57

Q-53 (Add) If **Others**, please provide further information.

SIN	Additional note to "Cross recognition of PKI domains" and "Ability to access and use goods export data as goods import data" - only for business-to-business (B2B)

Q-54: Please describe any pilot data exchange projects or proof of concept trials relevant to Port Community System / Single Window you may be involved in (eg. Customs-to-Customs data exchange, Unique Consignment Reference [UCR] trial) and your results so far.

AUS	A number of proof of concept trials are started to test data exchange between customs administrations, the use of UCR and electronic certificates of origin.
BD	0
HKC	N/A
PRC	H 2000 System for Goods Clearance
INA	0
ROK	□ Country : Belgium, the Philippines □ Period : January, 2008 ~ June, 2008 (Belgium)/ September, 2007 ~ May, 2008(the Philippines) □ Range o Belgium - Export data exchage based on WCO DM/UCR (32 items) - Container Security Device o the Philippines -Export data exchage based on WCO DM/UCR (32 items) □ the subject of cargo o Belgium : sea cargo between Busan and Antwerp o the Philippines : sea cargo between Busan and Manila □ Standards : WCO DM V2.0, WCO Safe Framework , WCO UCR guideline, UN/CEFACT ebXML Massaging Service Specification, HTTPS version 1.1 Type
NZ	0
PNG	Not Applicable
PE	1.- Single Windows : we rae trying to include the PGA into the system 2.- Customs to business Data Interchange (SUNAT Web services)
SIN	0
THA	0
USA	Not applicable.
VN	0

Other Comments

Q-55: Please provide any other comments you would like to make here:

AUS	the responses and comments provided throughout are from a customs perspective. Where information was not available to customs, e.g. on mannig, no response was given.
BD	0
HKC	N/A
PRC	0
INA	0
ROK	0
NZ	Answers have been provided that are specific to our agency. We feel that the remainder of the questions are more relevant to other agencies and/or industry. Therefore, it is not appropriate for us to comment on these questions.
PNG	0
PE	We are defining a standart model for ELECTRONIC INVOICE
SIN	0
THA	0
USA	0
VN	0

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Annex IV

Analysis of the information provided through the Questionnaire

Analysis of the answers to the Questionnaire

Question	All Economies	Developed Economies	Developing Economies
I. Factors attributable to port, airport and border crossing facilities			
I.1. Infrastructure Constraints			
I.1.1. Inadequate capacity of facilities			
Q1	There is an inadequate capacity of facilities in all types of facilities. Main facilities (#1) seem to face more problems than other facilities (#2). Ports seem to face more problems than Airports and Borders.	2 out of 6 DED report inadequate capacity in its Port and Airport facilities; none at Borders. % RESP is 60.	7 out of 10 Border facilities, 10 out of 14 Port facilities and only 3 out of 9 Airport facilities report inadequate capacity. Regarding Ports and Borders, this problem is felt more at the main facility than at the other. % RESP between 91 and 100.
I.1.2. Inadequate navigation aids and facilities			
Q2	All facilities reported, except one, are equipped with VTMS.	All Port and Airport facilities are equipped. % RESP between 50 and 60.	13 out 14 Port facilities and all Airport facilities are equipped. Only The Indonesia reports that no Port VTMS has been installed. % RESP between 89 and 100.
Q3	All Port facilities (12 out 13) reported that they have sufficient marine crafts for handling present vessel traffic.	No problem reported. % RESP is 60.	Only the Peruvian Paita Port facility (1 out of 11) reports that they have sufficient marine crafts and crew / pilots for handling present vessel traffic, but crafts are inadequate. % RESP is 79.
Q4	Only 11 out of 19 Port facilities have privatized floating crafts and services. This happens relatively less often in the main facilities (#1).	All DED, except Singapore, (5 of 6) have privatized floating crafts and services. % RESP is 60.	Approximately half of the Economies (7 out of 13) report that their Port facilities have no privatized floating crafts and services. % RESP is 93.
I.1.3. Bunching of transport means (vessel, aircraft, truck, train)			
Q5/Q6	Most Port (12 out of 18) and Airport (12 out of 14) facilities have no channel width/landing paths restrictions	No problem reported. % RESP is 60.	6 out of 12 Port facilities and 2 out of 8 Airport facilities (China and Indonesia) face restrictions. % RESP is 86.

Q7/Q8	Most Port (11 out of 18) and Airport (12 out of 14) facilities offer sufficient berth/apron capacity.	Out of 6 Port facilities, only at Singapore vessels may have to wait for berth. No restrictions in Airport facilities. % RESP is 60.	6 out of 12 Port facilities and 2 out of 8 Airport facilities face limitations. All Indonesia Port and Airport facilities, all Thailand Port facilities face limited offer of berth/apron space, while only Peru main Port and Airport facilities do. % RESP is 86.
I.1.4. Poor road network within facilities			
Q9	In general, Port (16 out of 20) and all (13 out 14) Airport facilities have adequate ground network.	No problem reported. % RESP is 60.	4 out of 14 Port facilities (Peru and Papua NG) seem to face problems with their internal road network. Only Papua NG reports problem at its airport. % RESP between 89 and 100.
Q10	9 out of 16 Port facilities and 7 out of 10 Airport facilities pay attention to route planning. More attention to route planning is given to main Port and Airport facilities. Airport facilities are given proportionally more attention than Port facilities.	Australia reports that forward road planning does take port requirements into account. % RESP is 40.	Route planning is taken into consideration in 7 out of 12 DED Port facilities, and 5 out of 6 Airport facilities. % RESP between 67 and 86.
SUMMARY on Infrastructure Constraints			
SUMMARY	Infrastructure constraints do not appear to be a major issue. However, reporting DING Economies face more problems that DED's.	In general, DED facilities do not face problems, except for one DED (Singapore) that must cope with high traffic volumes.	Most of the DING that responded these questions do face some problems regarding infrastructure capacity and operations (Indonesia, Papua NG, Peru and Thailand)

Question	All Economies	Developed Economies	Developing Economies
I. Factors attributable to port, airport and border crossing facilities			
I.2. Low cargo handling capabilities			
I.2.1. Inadequate cargo handling equipments/machinery			
Q11	In general, Port (15 out of 20) and Airport (12 out of 13) facilities have handling equipments / machinery conforming to the requirements.	No problem reported. % RESP between 50 and 67.	Only the PE and PNG Port facilities and Brunei Airport facility face problems with the requirements related to handling equipments / machinery. % RESP between 78 and 100.
Q12	Only few Port facilities (5 out of 16) are lacking of appropriate type of cargo handling accessories.	No problem reported. % RESP between 50 and 67.	China and Peru have not available the right type of cargo handling accessories in both Ports. Brunei has not available only in Port #2. Papua NG didn't answer this question. % RESP is 71.
Q13	Only 6 out of 18 Port facilities have no sophisticated container handling equipment.	Korea only counts with QGC in its main Port. The other economies have available QGC. % RESP between 50 and 67.	Papua NG and Peru don't have Quay Gantry Crane. Viet Nam didn't answer this question. % RESP is 86.
Q14	Half of the 20 responding Port facilities are handling containers with conventional cranes or vessel's cranes.	Korea only counts with conventional cranes or vessel's cranes in Port #2. % RESP between 50 and 67.	According to their needs, DING economies are more inclined to use conventional cranes or vessel's cranes (9 out of 14). % RESP is 100.
Q15	In general, Port facilities (approx. 12 out of 17) have available other types of container handling equipments.	5 out 6 Port facilities have available other types of container handling equipments. The other has but not sufficiently. % RESP between 50 and 60.	Approximately 5 out 11 Port facilities have not available RTG and RMGC; 2 out of 9 have not available the other types of container handling equipments (TLT and RS). % RESP between 64 and 79.
I.2.2. High down time (breakdowns) of equipments			
Q16	In general, in most of the Port (16 out of 20) and Airport (11 out of 13) facilities, breakdowns do not occur because of poor maintenance policies.	No problem reported. % RESP between 50 and 60.	Only some DING report problems regarding breakdowns of equipments because of poor maintenance policies (4 out of 14 in Ports; 2 out of 8 in Airports). % RESP between 89 and 100.

Q17	The non-availability of spares and the dependence on proprietary parts appear to be a problem for DING Economies.	Basically, none of the causes suggested for large response time to breakdowns are relevant. % RESP is 50	The non-availability of spares (6 out of 9) and the dependence on proprietary parts (5 out of 9) are invoked in Port facilities; and, respectively, 3 out of 5 and 2 out of 5 in Airport facilities. % RESP between 56 and 64.
I.2.3. Low labour productivity			
Q18	Mechanization and Infrastructure are key elements to labour productivity; working conditions to a lesser extent. Ports are more concerned than airports.	The responding DED Economies consider equally important Mechanization, Infrastructure and Working conditions. % RESP is 35	While Mechanization and Infrastructure are considered important to labour productivity (10 out of 14, all facilities together), only in 5 out of 13 facilities labour productivity is related to Working conditions. % RESP is approx. 57.
Q19	The manning scale for handling different types of cargo based on fixed gang composition is applied in approx. 50 percent of the cases, Port and Airport facilities together.	In 2 out of 3 cases, both in Port and Airport facilities, the manning scale for handling different types of cargo is based on fixed gang composition. % RESP is 30.	In 5 out of 12 cases, the manning scale for handling different types of cargo is based on fixed gang composition in Port facilities. For Airport facilities, only 2 out of 6. % RESP between 67 and 86.
Q20	The low productivity of individuals and gangs is sometimes attributed to the manning scale of the gangs (9 out 19) and to the unionized work force (5 out of 11) and to a greater extent (8 out of 15) to poor work ethics. Airports seem to suffer less than Ports.	The most relevant cause of low productivity, both in Ports and Airports, is the manning scale of the gangs (2 out of 3). % RESP between 10 and 30.	The poor work ethics is an important cause of low productivity, both in Ports and Airports (8 out of 13, together); while the manning scale of the gangs and the unionized work force have less importance: respectively 5 out of 13 and 5 out 9. % RESP between 39 and 57.
I.2.5. Regulatory restrictions on working hours			
Q21	In general, in most Ports and all Airports, there are no regulatory restrictions on working hours. In some Ports (4 out of 18) and Border crossings (1 out of 10), some restrictions apply on holidays. Three Ports (out of 18) do have some restrictions, while 4 out of 10 Border crossings operate only on working hours.	All DED report no problems with regulatory restrictions on working hours in Ports and Airports, but Korea has restrictions in Borders, only on holidays. Hong Kong has restrictions on working hours on Border 2. % RESP is 60.	Out of 14 Ports facilities, 5 have no restriction, 4 have some restrictions (holidays) and 3 only operate on working hours. Airports have no restriction, while 4 out of 7 Border crossings have no restrictions while the other 3 only operate on working hours. % RESP between 64 and 89.

Q22	Regarding the safe handling of certain commodities, 8 out of 20 Ports have safety regulations restricting operations to day light hours; 8 out of 14 Airports and 6 out of 11 Border crossings have similar regulations.	Only at Australia main Airport, safety regulations restrict the handling of certain commodities. Other facilities use adequate lighting equipment to operate day and night. % RESP between 50 and 60.	8 out of 14 Ports, 7 out of 9 Airports and 6 out of 8 Border crossings have safety regulations restricting operations to day light hours. % RESP between 73 and 100.
SUMMARY on Cargo Handling Capabilities			
S U M M A R Y	Cargo handling capabilities are affected, inter alia, by the availability of suitable equipment and their adequate maintenance, as well as by labour productivity and regulatory restrictions on operations. While Developed Economies are giving client-oriented attention to these issues, Developing Economies are often lacking the necessary financial resources and the required legal framework to improve their capabilities.	The answers provided reflect the capacity of DED Economies to react with adequate financing and organizational set-up to most of the problems that may affect cargo handling capabilities. This is particularly true regarding equipment and maintenance, as well as regulatory restrictions.	Developing Economies tend to face problems regarding the availability of suitable equipment and their adequate maintenance to secure required service levels. A reason may be the fast-changing technologies and their impact on working conditions. Another reason may be the resistance to changes from traditional labour forces that must adapt to new technologies and corresponding operating conditions (e.g. organization of gangs, working hours, etc.). In this regards, work ethics may play an important role.

Question	All Economies	Developed Economies	Developing Economies
I. Factors attributable to port, airport and border crossing facilities			
I.3. General information related to the use of Information and Communication Technology (ICT)			
I.3.1. Insufficient ICT implementation in facility operations			
Q23	Resource planning systems are generally used more in Airport facilities (9 out of 10) than in Ports facilities (12 out of 17).	No problem reported. All reporting DED Port and Airport facilities (5 and 3 respectively) do use these systems. % RESP between 30 and 50.	7 out of 12 Port facilities apply resource planning systems, while 6 out of 7 Airport facilities do. 2 out of 7 Border crossing facilities also use these systems. % RESP between 64 and 86.
Q24	In general, the most common problems in processing information are not perceived as an issue. However, the issue does exist particularly in Ports facilities and in DING Economies.	No problem reported. % RESP between 30 and 50.	6 out of 12 Port facilities and 5 out of 8 Airport facilities do not face serious problems. However, 2 out 12 Port facilities recognize the importance of the issue. In 3 out of 7 Border crossing facilities have some problems with the processing of information. % RESP between 64 and 89.
Q25	The exchange of information between the different operational tiers (authorities and service providers) is generally not performed manually. However this occurs in few facilities, in DING Economies.	No manual exchange of information reported. % RESP between 30 and 60.	7 out of 14 Port facilities do handle manually part of their information exchange, as well as 3 out of 9 Airport facilities and 4 out 9 Border crossing facilities. Papua NG reports problems in all facilities; Viet Nam in Ports and Borders; Peru in both Ports and Indonesia in its main Airport. % RESP between 82 and 100.
I.3.2. Limited time for payment and documentation			
Q26	Working hours of administrative units is an issue affecting more Port facilities than any other type of facilities. Furthermore, it is only an issue for DING Economies.	No problem reported. % RESP between 30 and 60.	This issue affects particularly Port facilities (8 out of 14), while only 3 out of 9 Airport facilities and 4 out of 9 Border crossing facilities face the issue. % RESP between 82 and 100.

SUMMARY on use of Information and Communication Technology (ICT)			
S U M M A R Y	The use of ICT is an essential element in the management of organizations, in terms of resources, internal operations as well as in terms of exchange of information with authorities, administrations and other key stakeholders (e.g. banks). Using ICT allows to reduce processing costs and to alleviate numerous manual/physical transactions inherent to business operations.	Here again, the answers provided reflect the capacity of DED Economies to incorporate the use of ICT as a basic tool for all stakeholders in their economies, be it public administrations or private sector interests. The use of ICT has become part of their culture.	In general, DING Economies tend to lag behind in the use of new technologies. The main reasons are "development" issues such as finance, resistance to changes, slow ownership of the technologies, as well as limited development of ICT infrastructure and services. The benefits will only be reaped over time, in a process similar to the Container Revolution that took few years before reaching most of developing countries.

Question	All Economies	Developed Economies	Developing Economies
II. Factors attributable to other stakeholders			
II.1. Cargo Evacuation Constraints			
II.1.1. Slow evacuation of cargoes from the areas leased/licensed to user			
Q27	The availability of land to shippers/ importers on rental to aggregate/store cargo exists more in DING than in DED, and relatively more in Airport than Port facilities.	In most of Port facilities (3 out of 4); Airport facilities (2 out of 3) and all (2) Border crossing facilities, no land is made available to shippers /importers on rental to aggregate/store cargo. % RESP between 30 and 40.	Land is made available to shippers/ importers on rental to aggregate/store cargo in 8 out of 13 Port facilities, 6 out of 7 Airport facilities and 2 out of 9 Border crossing facilities. % RESP between 78 and 93.
Q28	Retaining cargo at allocated plant until a suitable buyer is found is not a common.practice but does exist in DING Economies.	This practice is not reported in DED facilities. % RESP between 30 and 40.	Only 2 out of 13 Port facilities and 1 out of 9 Airport facilities report this practice. None of the 9 Border crossing facilities report this practice. % RESP between 82 and 100.
II.1.2. Document readiness			
Q29	In almost all reporting Economies, Shipping agents are able to make the vessel's documentation ready prior to arrival	No problem reported. % RESP between 30 and 60.	Only in one Port facility (out of 14), Shipping agents are reported not to be able to make the vessel's documentation ready prior to arrival. % RESP is 100.
Q30	The multiple mandatory documentation is a major cause for delay mostly in DING facilities.	No problem reported. % RESP between 30 and 60.	In 5 out of 9 Border crossing facilities, multiple documentation is a cause of delay, as well as in half (7 out of 14) Port facilities. To a less extent, it is also a problem at Airport facilities (3 out 8). % RESP between 82 and 100.
II.1.3. Mismatch at transfer points			
Q31	Differences between the rate of discharge of means of transport and the rate of evacuation of cargo are a problem in all Economies. Port facilities are more affected than Airport facilities.	This issue is recognized in 3 out of 6 Port facilities and in 2 out of 3 Airport facilities. % RESP between 30 and 60.	This issue is recognized in 5 out of 12 Port facilities and in 2 out of 8 Airport facilities. Border crossing facilities are also affected. % RESP between 55 and 89.
Q32	Handling agents' equipment to move cargo to transit area meet requirements in DED Economies, but not always in DING Economies.	No problem reported. % RESP between 30 and 60.	In 9 out of 14 Port facilities and 6 out of 9 Border crossing facilities, equipment meet requirements. Requirements are met in all Airport facilities. % RESP between 82 and 100.

SUMMARY on Cargo Evacuation Constraints			
S U M M A R Y	Cargo evacuation constraints may reflect the operational policies of a port in term of offering land for rent with a view to store cargo. This policy would induce importers to retain cargo within the port area until suitable buyer has been found. These constraints may also reflect the fact that vessel and cargo documentation is not provided soon enough prior to arrival of the means of transport and/or that the documentation required because of mandatory obligations is multiple. Finally, constraints may result from the fact that the rate of cargo evacuation from transit areas is slower than the rate of vessel discharge, one of the reasons being that cargo handling services do not have sufficient equipments to meet the requirement of the traffic.	Most of the DED port and airport facilities have been developed on modern approach to port operations. The port is used as a transit place, not as a storage place. No space to store cargo, adequate cargo handling to speed up the transfer of cargo from ship outside the port area.	Some ports in DING Economies still offer space for rent within the port areas, inducing their users to store cargo while looking for suitable buyers. Vessel and cargo documentation appears to be available prior to arrival of the means of transportation but in a format that is not suitable the multiplicity of mandatory obligations

Question	All Economies	Developed Economies	Developing Economies
II. Factors attributable to other stakeholders			
II.2. Statutory inspections and procedures			
II.2.1. Procedural formalities of regulatory authorities			
Q33	Resources of national control authorities are sufficient to carry mandates in DED Economies, but not always in DING Economies.	No problem reported. % RESP between 83 and 100.	6 out of 14 Port facilities, 3 out of 9 Airport facilities and 7 out of 11 Border crossing facilities report that national control authorities have not sufficient resources to carry out their mandates. % RESP is 100.
Q34	In DED Economies, but not always in DING Economies, the formalities of regulatory authorities are adequately coordinated and do not result in delayed operations.	No problem reported. % RESP between 67 and 100.	Coordination appears to be lacking in 3 out 14 Port facilities and 2 out of 8 Airport facilities. % RESP between 89 and 100.
Q35	In Port and Border crossing facilities, Plant Quarantine Authorities may only operate in daytime while, at Airport facilities, they operate day and night, in reporting DED and DING Economies.	2 out of 8 Ports operate only in daytime. All other facilities do not have this restriction. % RESP between 50 and 80.	8 out of 12 Port facilities and 3 out of 9 Border crossing facilities do have this restriction. None of the Airport facilities (8) % RESP between 82 and 89.
Q36	Formalities on cargo (e.g. examination) never hamper delivery of cargo in DED Economies but may affect operations in DING Port more than Airport facilities.	No problem reported. % RESP is 90.	5 out of 14 Port facilities face this problem, and 2 out of 9 Airport facilities. One reason mentioned is insufficient staff. % RESP is 100.
II.2.2. Limited working hours by Customs and other Govt. Agencies			
Q37	Who delays cargo in processing formalities?	The limited working hours of none of the mentioned staff (assessment and appraisal units of Customs, appraiser at the docks, examination staff, and bank) is seen as a reason for cargo to be stranded, except sometimes examination staff in Port and Airport facilities. % RESP between 52 and 88.	The limited working hours of each of the mentioned staff is sometimes referred as a reason for cargo to be stranded (approx. 7 out of 28), with Banks ranking 9 out of 28. In Thailand, the limited working hours of Customs is always mentioned as a reason for cargo to be stranded. % RESP is 83.

II.2.3. Lack of inspection/testing facilities for edible/plant/drugs at the port			
Q38	While all facilities in DED Economies have available edible item-testing facilities, this is not the case in DING Port and Border crossing facilities.	No problem reported. % RESP between 90 and 100.	7 out of 14 Port facilities and 4 out of 11 Border crossing facilities do not have available testing facilities. Most of reporting Airport facilities (8 out of 9) have these laboratories. % RESP is 100.
Q39	Time for testing	Time requested to test conformity of items thru specialized laboratories does not take more than 2 weeks, whatever facility is concerned. % RESP between 50 and 80.	In 2 out of 8 Port facilities, 1 out of 5 Airport facilities and 2 out of 5 Border crossing facilities, it takes more than 2 weeks to proceed with the required conformity testing. % RESP between 45 and 57.
Q40	Plant quarantine and drug controlling officers are available near international facilities, both in DED and DING Economies	This is not an issue. % RESP between 90 and 100.	This is not an issue. % RESP is 100.
SUMMARY on Statutory Inspections and Procedures			
S U M M A R Y	The statutory inspections and procedures by control and enforcement administrations may generate delays when staffing is insufficient, when coordination among administrations is limited and when successive inspections may be required. Other reasons correspond to the lack of sufficient staff to carry out inspection and procedures within the limited statutory working hours. Finally, when inspection and testing is required for certain items, the availability of testing facilities and controlling officers, as well as the time required to proceed with testing may be causes for further delays.	In reporting Developed Economies, statutory inspections and procedures do not create additional delay to cargo.	In reporting Developing Economies, statutory inspections and procedures may lead to additional delay to cargo.

Question	All Economies	Developed Economies	Developing Economies
II. Factors attributable to other stakeholders			
II.3. Participation of services providers			
II.3.1. Competition among services providers			
Q41	Licensed private operators in Port facilities do provide vessel services in DED Economies; this is not the case in DING Economies.	In the 6 reporting Port facilities, all have licensed private operators providing vessel services. % RESP is 60.	In 9 out of 14 Port facilities, private operators cannot (do not) provide vessel services. % RESP is 100.
Q42	Cargo handling and storage services are generally offered by private providers.	Except in 1 out of 6 responding Port facilities (Singapore), in all other Port and Airport facilities, private providers do compete on Cargo handling and storage services. % RESP between 50 and 60.	Except in 2 out of 14 responding Port facilities (Indonesia and Thailand), in all other Port and Airport facilities, private providers do compete on Cargo handling and storage services. % RESP between 89 and 100.
II.3.2. Deployment of private cargo handling equipments and systems			
Q43	Stevedores are allowed to deploy their own equipments in most DED Port facilities, not as much in DING facilities.	Except in 1 out of 6 responding Port facilities (Singapore), in all other Port and Airport facilities, private providers can deploy their own equipments. % RESP between 50 and 60.	Except in 4 out of 13 responding Port facilities and 2 out of 8 Airport facilities, in all other Port and Airport facilities, private providers can deploy their own equipments. % RESP between 89 and 93.
Q44	Cargo handling equipments are meeting high performance standards in almost all Economies.	This is not an issue. % RESP is 50.	Only in 4 out of 11 Port facilities, private providers do not use adequate cargo handling equipments. % RESP between 67 and 79.
II.3.3. Delay in mobilization of cargo handling equipments by stevedores			
Q45	Service providers are capable to mobilize promptly specialized cargo-handling equipments.	This is not an issue. % RESP is 50.	In 4 out of 13 Port facilities (China and Papua NG) and 1 out of 8 Airport facilities (Papua NG), service providers are not capable to mobilize promptly specialized cargo-handling equipments. % RESP between 89 and 93.
II.3.4. Inadequate IT implementation			
Q46	The fact that supporting services provided by private operators suffer inadequate IT infrastructure is a situation that occurs relatively often in DING Economies, but also appears in some DED Economies.	2 out of 5 reporting Port facilities and 2 out of 5 Airport facilities (all located in Korea) suffer from inadequate IT infrastructure. % RESP between 40 and 50.	4 out of 9 Port facilities, 1 out of 5 Airport facilities and 3 out of 5 Border crossing facilities suffer from inadequate IT infrastructure. Mainly, Indonesia, Peru and Thailand are concerned. % RESP between 45 and 64.

II.4. Other factors			
II.4.1. Onboard stowage of cargo			
Q47	An improper stowage of cargo on vessels may result in additional cargo handling operations at the time of discharge. This situation occurs generally in some DING Port facilities.	No problem reported. % RESP between 50 and 67.	This situation occurs sometimes in 5 out of 9 Port facilities, and always in Indonesia. % RESP is 79.
SUMMARY on Participation of Services Providers			
SUMMARY	The fact that private services providers (to means of transportation and to cargo) can operate in facilities create competition. As a consequence, these operators usually are properly equipped to handle the local traffic, including access to specialized cargo handling equipment. Furthermore, these operators tend to make the best use of available IT infrastructure to handle the swift information transfer among business partners within the facility.	The provision of services (to means of transport and cargo) by private operators is a common feature in Developed Economies. These operators deploy sufficient and adequate equipments and rely on modern IT. Only one case of limited IT infrastructure is reported.	In a number of Developing Economies, private services providers cannot operate in facilities. When they are authorized, they usually use adequate equipment but may have difficulties in mobilizing specialized equipment required by certain types of cargo. The lack of adequate IT infrastructure is a problem commonly reported.

Question	All Economies	Developed Economies	Developing Economies
III. Data/Information Technology Standards			
Q48	Regarding the use of internationally recognized standards in Port Community System / Single Window, 6 out of 13 responding Economies confirmed that they do use international standards.	**ROK**; **NZ**; **SIN** and **USA** have harmonized their Port Community System / Single Window participating agencies data to an internationally recognized standard; **AUS** and **HKC** have not.	**INA** and **THA** have harmonized their Port Community System / Single Window participating agencies data to an internationally recognized standard; **BD**; **PRC**; **PNG**, **PE** and **VN** have not.
Q49	Regarding the standards used:	**ROK** uses WCO DM1.1, UNTDED, ISO; **NZ** does not specify; **SIN** uses UNTDED and Others (UN/EDIFACT and UN LOCODE); **USA** use all proposed standards plus ANSI.	**INA** and **THA** use WCO DM2.0 and UNTDED. **THA** also uses ISO.
Q50	Regarding time frame for those countries that have not harmonized yet:	**AUS:** yes, by 2012, using UNTDED, UN/EDIFACT directories, WCO Data Model as the base, with ISO and other relevant standards as reference points **HKC:** Not yet Known **NZ:** Yes, to WCO Data Model v3 within 5 years	**BD:** At this time we are still implementing the new e-customs and the time frame would be December 2008 **PRC:** Customs has a plan **PNG:** A Single Window Working Group has been established that will lead the work regarding this matter **PE:** Yes, we are planning to harmonize. **VN:** Within the framework of ASEAN, Viet Nam committed to implement Single Window (automated system) in 2012 and now in preparation stage. For data standards, it is intended to use WCO Data Model
Q51	Regarding incorporating the WCO Unique Consignment Reference (UCR)	**AUS** will; **HKC** will not yet; **ROK** plans to incorporate the UCR into "Global Single Window Project" which will be conducted from 2008 to 2012; **NZ** has the intention is to move to UCR; **USA** recognize needs but has not implemented yet. The USA uses the data element name international transaction number, which has the same functionality as the UCR.	Only **PRC** will; because it is a requirement by the WCO, **PNG** will carry out what is required and necessary. The other Economies (**BD**; **INA**; **PE** and **VN**) will not yet.

IV. Structure and services currently operating			
Q52	Regarding business processes and services already operating, between 5 and 8 Economies have provided an answer. Highest ranking functionalities for Customs only are: **Automated profiling/risk assessment of conveyance** and **Government research and analysis access/capability** Highest ranking functionalities for Customs & PGA only are: **Electronic reporting and processing of goods declarations, Electronic reporting and processing of crew information, Electronic reporting of manifest information, Electronic application for license/permit, Electronic dangerous goods reporting** and **. Electronic authentication**	**USA** mentions that Electronic reporting and processing of crew information- currently being developed; Electronic dangerous goods reporting- only to the extent that it is reported in other documents	
Q53	Regarding elements included and operational in existing Port Community System (PCS)/ Single Window (SW), between 7 and 8 Economies have responded. Highest ranking functionalities for Customs only are: **Electronic commercial reporting to Port and Airport Authorities** and **Business-to-Business data exchange** Highest ranking functionalities for Customs & PGA only are: **Electronic Pratique Certificate (Health) application and approval process; 24-Hour pre load information from exporting country, Unique Consignment Reference (UCR) field** and **Ability to access and use goods export data as goods import data**	**SIN** mentions that Additional note to "Cross recognition of PKI domains" and "Ability to access and use goods export data as goods import data" - only for business-to-business (B2B)	

Q54	Regarding pilot data exchange projects	**AUS** mentions that a number of proofs of concept trials are started to test data exchange between customs administrations, the use of UCR and electronic certificates of origin. **ROK** mentions a series of projects with Belgium and the Philippines.	**PRC** mentions H 2000 System for Goods Clearance. **PE** mentions : (1).- Single Windows : to include the PGA into the system; and (2).- Customs to business Data Interchange (SUNAT Web services)
Q54	Under Other Comments:	**AUS** mentions that the responses and comments provided throughout are from a customs perspective. Where information was not available to customs, e.g. on manning, no response was given. **NZ** mentions that answers have been provided that are specific to our agency (Customs). The remainder of the questions is more relevant to other agencies and/or industry. Therefore, it is not appropriate for us to comment on these questions.	**PE** mentions that SUNAT is defining a standard model for ELECTRONIC INVOICE.

Prepared by

National Superintendency of Tax Administration
Av. Garcilaso de la Vega N° 1472 Lima Cercado
Email: webmaster@sunat.gob.pe Website: www.sunat.gob.pe

Produced for

Asia-Pacific Economic Cooperation Secretariat
35 Heng Mui Keng Terrace Singapore 119616
Tel: (65) 6775-6012 Fax: (65) 6775-6013
Email: info@apec.org Website: www.apec.org

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