South African Revenue Service

Time Release Study

Oshoek Border Post

14 - 17 NOVEMBER 2023

Undertaken in collaboration with:

BMA

UKaid

ACCELERATE TRADE FACILITATION PROGRAMME

World Customs Organization

ERS

Eswatini Revenue Service

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FOREWORD

As Commissioner of the South African Revenue Service (SARS), it is my distinct honour and privilege to introduce the findings of the Time Release Study (TRS) conducted at the Oshoek border post. This study represents a pivotal endeavour in our ongoing commitment to modernise Customs processes and enhance trade facilitation in South Africa.

At SARS, we recognise the imperative of aligning with global best practices in Customs administration. This commitment is underscored by our collaboration with esteemed organisations such as the World Customs Organization (WCO). Through our engagement with the WCO, we gain invaluable insights and guidance to refine our Customs procedures and optimise our operational efficiency.

The TRS initiative epitomises our dedication to transparency, accountability, and continuous improvement. By conducting comprehensive analysis of our Customs processes, we strive to identify bottlenecks, streamline procedures, and foster a conducive environment for international trade.

The South African Revenue Service foresees reduced transaction expenses by enhancing the smooth flow of goods across borders. Furthermore, enhanced trade facilitation plays a vital role in attracting essential foreign investments to South Africa. We aim for this study to not only influence our business practices but also generate beneficial effects for our economy.

As we embark on our journey towards Customs modernisation, I am confident that the insights gleaned from this TRS will inform our strategies and initiatives moving forward. Together, we will continue to strive for excellence in Customs administration, facilitating trade, and contributing to the sustainable development of South Africa.

Edward Kieswetter | Commissioner
South African Revenue Service

ACKNOWLEDGEMENT

In undertaking the inaugural End-2-End Time Release Study (TRS) for the clearance of goods at Oshoek and Ngwenya border posts of entries in South Africa and Eswatini, the TRS Team of the South African Revenue Service (SARS) Customs and Excise expresses profound gratitude to those whose support and cooperation made this endeavour possible.

First and foremost, our sincere appreciation goes to the Commissioner of SARS, Mr. Edward Kieswetter and the Commissioner General of the Eswatini Revenue Service (ERS), Mr. Brightwell Nkambule, for entrusting the team with this pivotal task and for their unwavering support and encouragement throughout the study. We also like thank the Eswatini Revenue Service (ERS) Technical Working Group for their efforts and teamwork.

Additionally, we wish to express our appreciations to Mr. Johnston Makhubu, Deputy Commissioner for Taxpayer Engagement and Operations, and Mr. Beyers Theron, Director of Customs Border Operations, Ports of Entry, and Customs Compliance, for their invaluable leadership and direction throughout the Time Release Study at Oshoek.

Special recognition is extended to Mrs. Vonani Ntlhabyane, Ms. Rachel Sinthumule, Mr David Mabuza, and the Oshoek team for their exemplary leadership, alongside Mr. William Mpye, whose invaluable support through resource provision has greatly contributed positively to this initiative.

Special acknowledgment goes to Mr. Michael Lekala, the Oshoek TRS lead and the document author, for his outstanding contribution to the project.

We extend our gratitude to the broader working group and support teams who dedicated their time and effort to collecting and analysing data (comprising Mrs Anisa McPatie, Mr Andre Landman, Ms Bulisiwe Mkhabela, Mr July Silinda, Mr Mohau Tsotetsi, Mr Riaan Willemse, Mr Werner Botha and Mrs Maidi Kharonga).

A heartfelt expression of gratitude is extended to the communication, events, and IT teams under the guidance of Mr. Chris Chauke (comprising Mr. Reggie Ngcamu and Mrs. Nadine Muteba), Ms. Nandipha Mhlauli (comprising Mr. Mthokozisi Gumede and Ms. Funeka Simelane), and Ms. Keshnee Moodley (comprising Mr. Thulani Ndlovu and Mr. Mikhongelo Madikana), respectively.

We extend our heartfelt thanks to the World Customs Organization (WCO) for their invaluable technical guidance. Special recognition is due to Mrs. Donia Hammami (WCO), Mr. Stephen Muller (WCO), Mr. Maxwell Kapindula (Zambia), Mrs. Jacobina Festus (Namibia - NAMRA), and Mrs. Johanna Kakoto (Namibia – NAMRA) for their exceptional contributions.

The successful execution of the study would not have been possible without the active participation and cooperation of all major stakeholders. We extend our gratitude to Border Management Authority (BMA) Deputy Commissioner Major General David Chilembe and fellow officers, the South African Police Service, Business Unity South Africa, the South African Association of Freight Forwarders (SAAFF), the Road Freight Association (RFA), South African Customs Clearing Agents, importers, exporters, and road hauliers for their invaluable support.

Lastly, we express our thanks to all individuals who, in various capacities, contributed to the study. Your collective efforts have been instrumental in the successful completion of this groundbreaking End-2-End Time Release Study.

ABBREVIATIONS AND ACRONYMS

Abbreviation/Acronym	Description
SARS	South African Revenue Service
TRS	Time Release Study
WCO	World Customs Organization
AEO	Authorized Economic Operator
DPS	Declaration Processing System
CPS	Cargo Processing System
CUSDEC	Customs Declaration
CUSCAR	Customs Cargo Report
CUSRES	Customs Response
CRE	Customs Risk Engine
OSBP	One-Stop Border Post
SACU	South African Customs Union
NTOC	National Targeting and Operations Centre
RAE	Release As Entered
PCA	Post Clearance Audit
CARN	Cargo Assigned Reference Number
EDI	Electronic Data Interchange

This table provides a quick reference for the abbreviations and acronyms used throughout the document.

EXECUTIVE SUMMARY

In the pursuit of Customs Modernization, the South African Revenue Service (SARS) recognizes the need to adapt to the evolving landscape of trade globalization and technological advancements. Over time, the entities Customs historically engaged with have undergone segmentation, while the functional aspects of carriers, Customs brokers, freight forwarders, cargo handlers, and licensed warehouses have remained largely unchanged. However, the requirements and interactions with these entities have evolved. SARS Customs, in collaboration with various partners and trade associations, is committed to building a modernized, technology-enabled, and insight-driven culture.

The SARS Commissioner emphasizes TRS as a vital initiative to identify supply chain bottlenecks, quantify trade facilitation results, and ensure predictability in trade-related procedures. Recognizing this, a dedicated TRS team comprising 5 Customs Officials, 2 Project Management resources, and 1 Process Engineering resource was established. The WCO Software served as the primary tool for data recording and analysis. The study, conducted from November 14-17, 2023, revealed significant insights and led to the formulation of key recommendations.

Key Findings and Recommendations:

1. The national average time between cargo arrival and exit from Customs control is 34 minutes for imports and 1 hour 24 minutes for exports.

2. The average time from submission of a Customs declaration to cargo release Customs Response CURES message on manifest is 42 minutes.

3. Recommendations include further analysis of processes at the port of entry, enforcement of a linear process for truck drivers, and consideration of the feasibility of converting the border into a One-Stop Border Post (OSBP).

4. Observation of non-linear processes in Customs halls, leading to delays.

5. Identification of personal activities by truck drivers during border crossings impacting clearance and release time.

6. Trucks arriving without pre-clearance causing hindrance to the flow of pre-cleared trucks.

7. Time lag between cargo inspection completion and report submission by the HUB on Service Manager system causing waiting times.

8. Recognition of border operations resembling an OSBP, endorsed by the WCO, necessitating further exploration.

Recommendations for Implementation:

1. Consideration of short-run feasibility for converting the border into an OSBP.
2. Engagement of all border agencies and the private sector in discussions and workshops.
3. Benchmarking tour to the Rusumo OSBP for firsthand observation of best practices.
4. Seeking WCO-Accelerate Trade Facilitation Program support to conduct workshops, draft Standard Operating Procedures (SOP), and build capacity within technical working groups.
5. Acknowledgment of the challenges faced during the TRS and a call for the management to consider and implement the recommendations.

The Time Release Study provides a comprehensive understanding of current Customs operations, offering actionable recommendations to streamline processes, enhance efficiency, and achieve the vision of Customs Modernization. The implementation of these recommendations is critical for fostering mutual respect, trust, and commitment to serving the greater public good in partnership with diverse entities and trade associations.

1. BACKGROUND

SARS actively champions trade facilitation in South Africa, aligning with the Trade Facilitation Agreement that took effect on February 22. Mr. Kieswetter, SARS Commissioner, acknowledged the privileged leadership role during the WCO Council session in Brussels, emphasizing the responsibility of placing Customs at the forefront of global trade facilitation.

In preparation for an end-to-end Time Release Study (TRS), SARS officers participated in a TRS Planning workshop from November 6 to 10, 2023, hosted in collaboration with WCO and Eswatini Revenue Service. Customs, central to creating a conducive environment for traders, embarked on a joint TRS at Oshoek and Ngwenya border posts from November 13 to 24, 2023.

Customs plays a pivotal role in creating an enabling environment for traders to comply with rules and legislation. Facilitating the lawful movement of goods and persons is a core function reliant on cohesive operations and systems, ensuring accuracy and timeliness.

The TRS, an internationally recognized tool by WCO, aimed to measure the actual time for goods release.

Data collection for the TRS occurred from November 14 to 17, 2023, followed by thorough verification and recording by November 24, 2023. The culmination of findings led to the release of the final report on March 31, 2024. This report underscores the unwavering commitment of SARS, ERS, and WCO to elevate trade facilitation through rigorous analysis and continuous enhancement of Customs processes.

2. OBJECTIVE

The overarching objectives of the TRS are multifaceted, aiming to comprehensively analyse and enhance the efficiency of Customs clearance processes. The study is designed to achieve the following key goals:

1. **Identify Constraints/Bottlenecks:** Uncover and delineate constraints and bottlenecks within the supply chain to pinpoint areas for improvement.
2. **Measure Trade Facilitation Results:** Quantify and assess the results of ongoing trade facilitation projects to gauge their impact on Customs processes.
3. **Recommendations for Improvement:** Provide actionable recommendations to enhance the overall efficiency and effectiveness of Customs clearance processes.

Specifically, during the TRS conducted from November 13 to 17, 2023, the study aims to achieve the following objectives:

1. **Measure Average Time at Oshoek Land Border Post:** Quantify the average time taken from cargo arrival to exit at the Oshoek land border post.
2. **Measure Time from SAD Submission to Mark for Exit:** Determine the average time taken from the submission of a declaration to marking for exit.
3. **Measure Time from SAD Submission to Cargo Release:** Evaluate the average time taken from the submission of a declaration to the release of cargo.

4. **Assess Time for Each Release Activity:** Break down and measure the average time for specific activities in the release process, including documentary checks, physical inspections, and interventions by other government agencies.

5. **Evaluate Time for Each Release Activity:** Further analyse and measure the average time for each activity within the release process.

6. **Assess Time Involving Other Government Agencies:** Determine the average time required for activities involving and requiring intervention from other government agencies during the release process.

7. **Identify Constraints Affecting Release:** Identify and document constraints that impact the overall release process.

8. **Suggest Corrective/Remedial Measures:** Propose specific corrective and remedial measures to improve the time required for the release of goods, fostering a more streamlined and efficient Customs clearance process.

3. METHODOLOGY

3.1. Introduction

The Time Release Study (TRS) is a comprehensive examination that extends beyond the conventional scope of measuring the time solely between the submission of the Customs declaration to Customs and the subsequent release of goods. Rather, TRS encompasses a broader perspective, encapsulating the entire duration from the arrival of goods (Mark for Arrival) at the border to their exit from the Oshoek border post (Mark for Exit).

This inclusive approach acknowledges that the efficiency of Customs processes is intricately interwoven with the collaborative efforts of various agencies and stakeholders. TRS aims to provide a holistic understanding of the temporal aspects associated with the entire journey of goods, shedding light on the time investments made by all concerned entities from the initiation of Customs procedures to the final authorization of goods release at the Oshoek border post.

By delving into the complete timeline of the Customs clearance process, TRS offers valuable insights into the collective efforts exerted by both public and private entities, contributing to a more nuanced evaluation of the overall efficiency and effectiveness of the Customs procedures at Oshoek border post.

3.2. Type of Goods

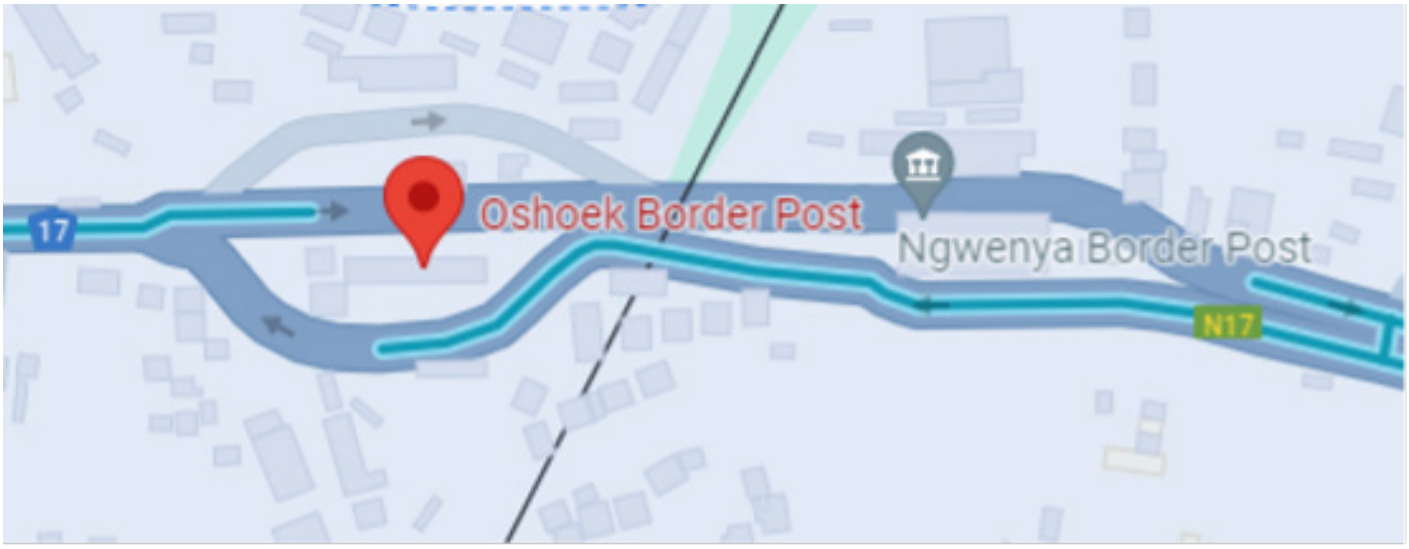
The examination encompasses a wide range of goods, encompassing imports, exports, and transit items, which includes general cargo alongside prohibited and restricted goods. Furthermore, the study incorporates diverse categories of imported goods, comprising both dutiable and non-dutiable items, as well as those declared under exemptions such as Importation for Home Use, Temporary Importation, Re-Importation, Customs Bonded Warehouse, National Transit, Temporary Exportation, and Re-Exportation.

3.3. Scope

The questionnaire for the study is tailored to focus on activities related to road transportation and various Customs procedures. Given the time constraints and the inaugural nature of this study by the South African SARS Customs Team, the investigation is limited to activities within the controlled area or border. Additionally, only selected six Customs offices were used for the study.

3.4. Geographical Scope

The TRS Team has specifically chosen to focus on the Oshoek border post in Mpumalanga.



3.5. Oshoek Border Post

Oshoek serves as a land crossing border checkpoint with Eswatini, strategically positioned along National Highway N17. This highway connects with roads in Eswatini, leading to Lavumisa for cargo destined for Durban Sea port, and Goba or Lomahasha for cargo bound for Mozambique.

As an international checkpoint, Oshoek has been chosen for this study due to its notable distinction as the land border post with the highest trade volumes in the South African Customs Union (SACU) when compared to other border posts in the SACU region. However, despite its importance, Oshoek is not currently designated as a One Stop Border Post (OSBP) because the envisioned single stop inspection has not been realized. This is attributed to the geographical complexity of the site, and until an agreement is reached on relocating the checkpoints to a more suitable location, it remains a standard border post.

3.6. Duration and time of the study

To guarantee a representative sample of declarations, the study was conducted over four consecutive working days, varying the time of observation each day within the period from November 14 to November 17, 2023, spanning from 06:00 to 23:59.

3.7. Questionnaire Design

The questionnaire was formulated during the Technical Working Group workshop in collaboration with stakeholders to systematically collect comprehensive data from relevant agencies concerning road modality. This process adhered to WCO guidelines and featured essential adjustments to suit the specific requirements of the South African context. For a detailed view of the questionnaire, see Annex II and III.

3.8. Data Collection and Analysis

SARS Customs employs the Customs Declaration Processing System (DPS) for its clearance procedures. During the TRS, the physical movements of trucks and truck drivers were manually documented on the TRS questionnaire by Customs officials. Electronic data, primarily sourced from the DPS system, formed the basis for subsequent analysis.

Within the DPS system, Customs declarations are categorized into three selectivity lanes. High-risk declarations necessitate both a documentary check and a physical examination, which is conducted by Customs. Medium-risk declarations require only a documentary check, while the Low-risk indicates Release As Entered (RAE). Declarations for Authorised Economic Operator (AEO) are automatically authorised for release by the risk engine, although these goods undergo Post Clearance Audit (PCA) by Customs.

TRS questionnaires were distributed by the TRS teams established by the TRS Coordinating Team. These teams monitored and recorded time from point to point until the physical exit of goods. Customs staff, Customs brokers, and Other Government Agencies (OGAs) involved in the Customs clearance process were briefed on procedures and guidelines for completing the survey questionnaires.

The collected and verified data underwent compilation and analysis through the online WCO software.

3.9. Sampling Design

1. **Export Total population = 29,000**

2. **Import Total population = 3,200**

To calculate the sample size for a total population of 29,000 export declarations and 3,200 import declaration, the formula for sample size in a finite population was used.

$$n = \frac{N \cdot Z^2 \cdot p \cdot (1-p)}{(N-1) \cdot E^2 + Z^2 \cdot p \cdot (1-p)}$$

Where:

- n is the sample size
- N is the total population size
- Z is the Z-score corresponding to the desired confidence level (e.g., 1.96 for a 95% confidence level)
- p is the estimated proportion of the population with the characteristic of interest (if unknown, you can use 0.5 for a conservative estimate)
- E is the margin of error, expressed as a proportion (e.g., 0.05 for a 5% margin of error)

The formula with the following values:

- N = 29,000 for export and 3,200 for import
- Z=1.96 (for a 95% confidence level)
- p = 0.5 (if the proportion is unknown, 0.5 gives the maximum possible sample size)
- E=0.05 (for a 5% margin of error)

The sample size for export = 1295 and sample size for import = 205

An average of 323/day for exports and 51/day for imports over a 4 day period, from 07:00 till 23:59.

4. RESULTS

The operational effectiveness of an organization is closely linked to its procedural workflows, playing a pivotal role in accomplishing its objectives. A process encompasses a series of interconnected activities that transform inputs (such as materials, manpower, equipment, and information) into outputs (products and services). It involves all the activities and decisions necessary for producing a product or service. The utilization of a process flowchart, functioning as a tool to visualize and analyse various systems and procedures (e.g., service delivery, decision-making, monitoring), becomes imperative.

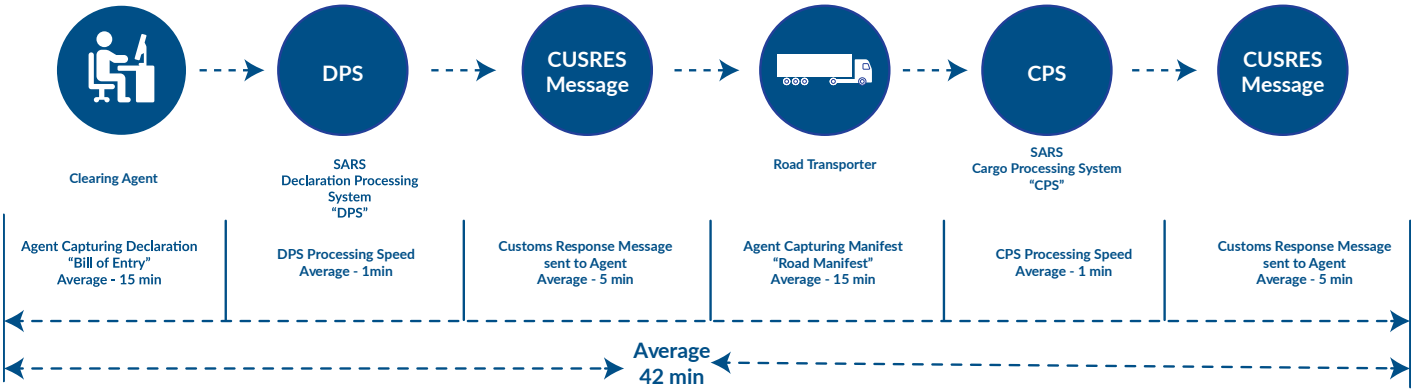
A process flowchart serves to visually represent and analyse different systems and procedures, facilitating the design and improvement of processes. This encompasses both primary and support processes, enabling the identification of bottlenecks within existing procedures. For importers, exporters, and other stakeholders, a comprehensive understanding of the process flow and the associated time requirements is crucial for adapting to and embracing procedural changes.

The subsequent sections delineate the process workflow, providing details on the average time required for the physical processing of drivers, cargo, and trucks at Oshoek.

Electronic Data Time Stamps

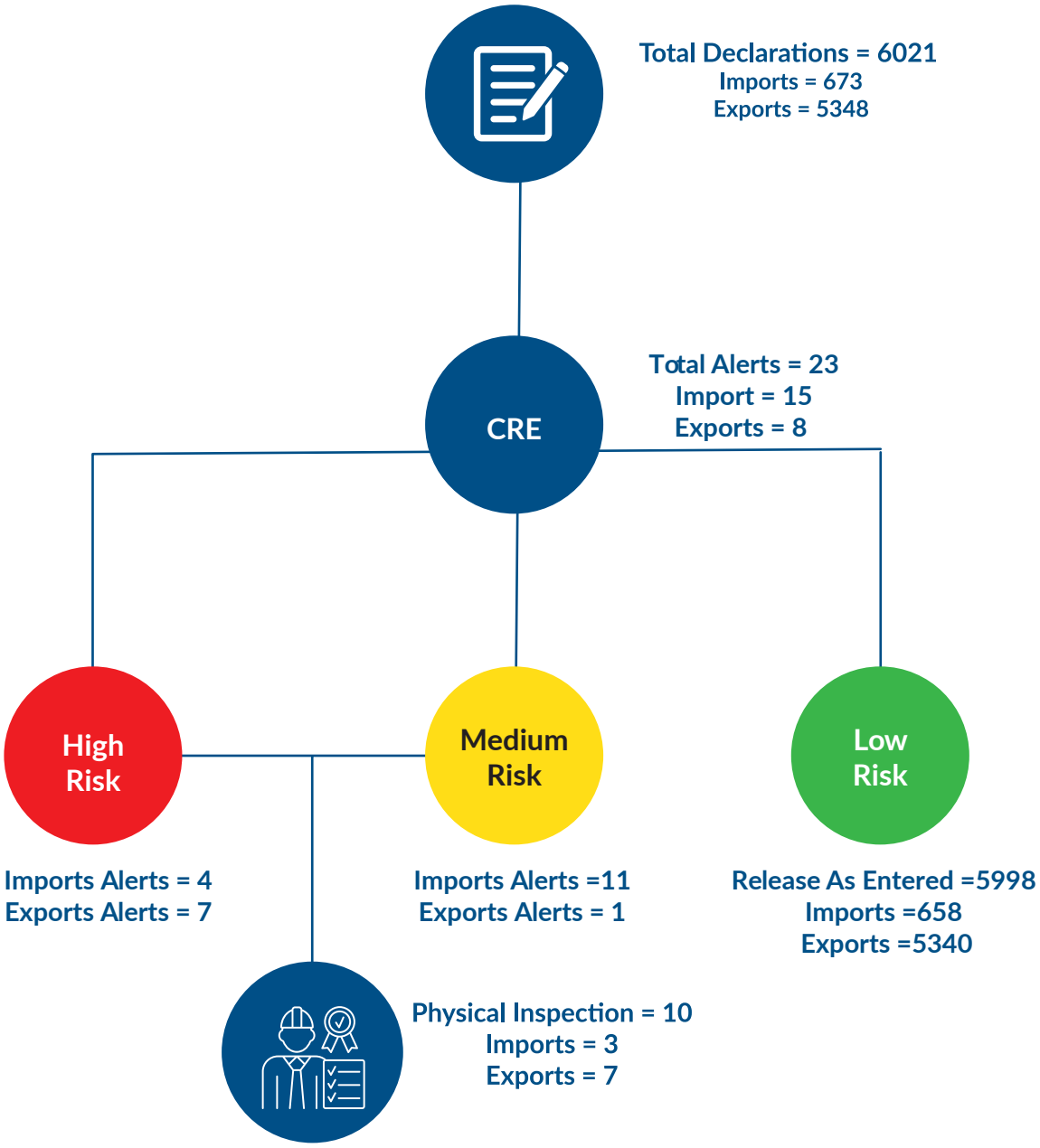
Goods Declaration and Cargo Declaration

On average, it takes 42 minutes for the importer, exporter, or clearing agent to complete the capturing, submission, and processing of both the CUSDEC “Bill of Entry” and CUSCAR “Road Freight Manifest”. The data capturing process, requiring careful attention to avoid errors, typically takes around 15 minutes. SARS processing speed for both the Declaration Processing System (DPS) and Cargo Processing System (CPS) was averaged at 1 minute, with the actual time being 7 seconds, including the sending out of Customs Response (CUSRES) messages. However, there is a delay due to slow network and bandwidth at the Oshoek border post, resulting in a 5-minute delay for clearing agents to receive their CUSRES messages.



Customs Risk Alerts

The South African Revenue Service is committed to following the risk management methodology prescribed by the World Customs Organization (WCO), employing a systematic approach to identify, assess, and mitigate risks associated with global trade and Customs operations. During the Time Release Study (TRS) duration, a mere 23 alerts were generated from a total of 6021 declarations submitted at Oshoek. From the 673 imports, the Customs Risk Engine (CRE) triggered 15 import alerts, constituting a 2% occurrence in line with industry norms and standards. It is noteworthy that 92% of exported commodities, such as minerals (e.g., timber, chrome, etc.), carry minimal risk, resulting in a low alert rate of 0.1% on exported goods.



All high-risk alerts undergo physical inspection, as depicted in the diagram, which shows a total of 10 physical inspections. The 11th inspection took place on 18 November 2023.

Authorised Economic Operators (AEO)

Throughout the Time Release Study (TRS) period, a comprehensive total of 129 declarations, specifically designated for processing under the Authorised Economic Operators (AEO) framework, underwent thorough scrutiny. Of this total, a significant majority, encompassing 112 declarations, pertained to exports and were duly submitted by AEO clients. In contrast, 17 declarations were oriented towards imports within the same AEO classification.

As a consequential aspect of this analysis, transactions linked to AEOs contributed to a noteworthy 2% of the overall tally of 6021 declarations submitted between November 14 and 17, 2023. The collective assessed value of the goods involved in these transactions was approximated to be R 13 million for imports and R 21 million for exports.

Breaking down the involvement of AEO clients, a total of 56 were actively participating in the export domain, showcasing a robust engagement in outbound trade activities. On the import side, there were 10 AEO clients involved in the TRS period. Notably, among these 10, three exclusively focused on import transactions, while the remaining seven exhibited versatility by engaging in both import and export activities. This diversity in transactional patterns underscores the dynamic nature of the AEO clientele and their multifaceted roles within the import and export landscape.

Pre-Clearance

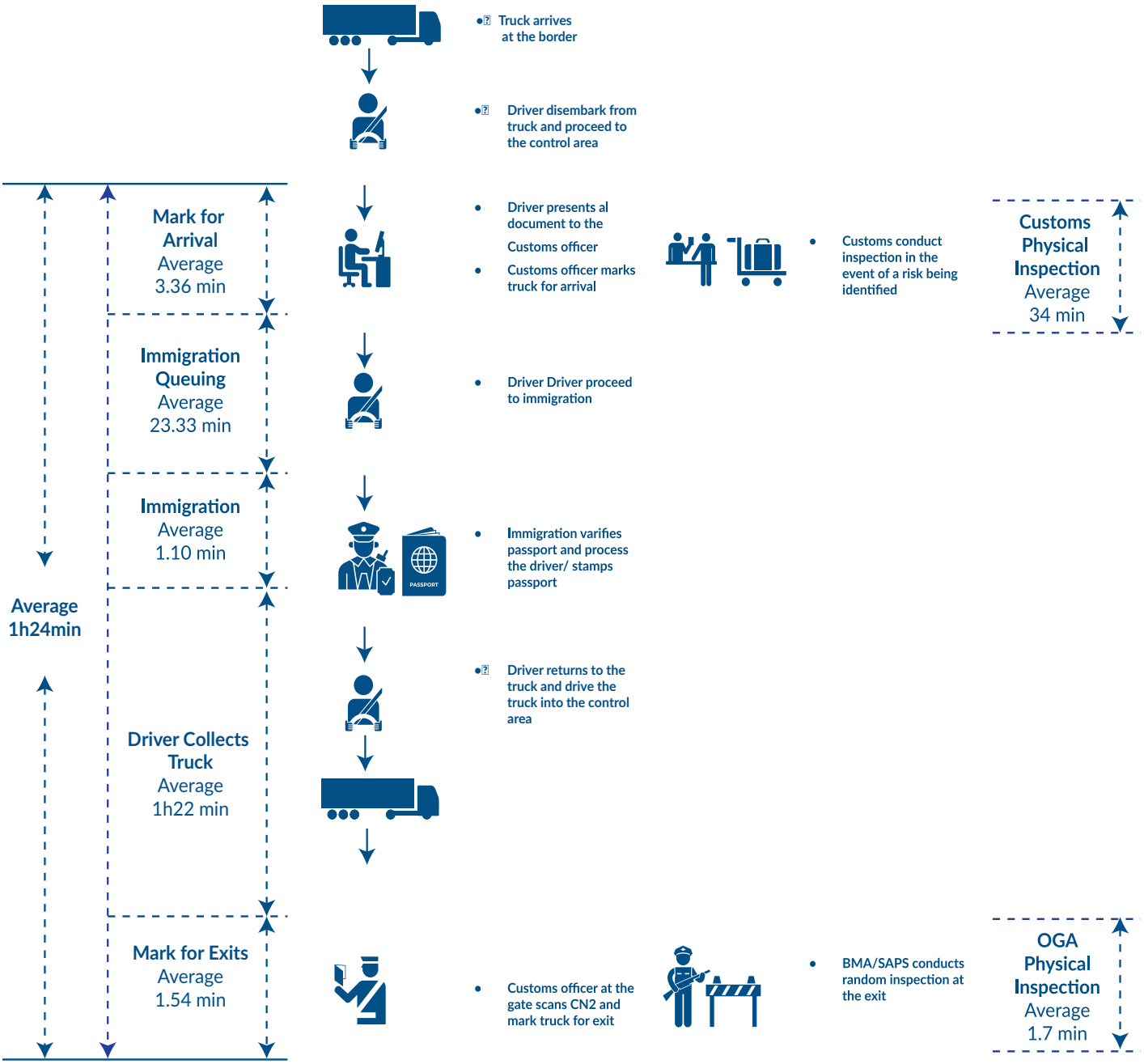
Customs cargo pre-clearance is crucial for facilitating international trade and ensuring the smooth flow of goods across borders. By allowing customs inspections to take place before cargo is shipped, pre-clearance minimises delays and disruptions in the supply chain. This process enables businesses to anticipate and address any compliance issues or discrepancies early on, reducing the risk of costly delays at destination ports. Moreover, cargo pre-clearance enhances security by providing Customs and Other Government Agencies (OGAs) with the opportunity to risk assess consignments for illicit goods, contraband, or potential security threats before they enter the destination country. By streamlining customs procedures and enhancing security measures, cargo pre-clearance contributes to the efficiency, reliability, and safety of global trade operations, benefiting both businesses and economies worldwide.

According to the data extracted from the Land Border Gate report for the survey period, it is observed that 25% of declarations submitted by traders are not pre-clearance. Additionally, 25% of the Bill of Entries and Manifests are submitted within an hour before the truck is marked for arrival, while the remaining 75% undergo pre-clearance. Regarding imports, 12% are not pre-cleared, while 88% are pre-cleared. Similarly, for exports, 27% are not pre-cleared, while 73% are submitted in advance.

Export

Among the 1400 Export TRS questionnaires distributed, 21 were not recovered or were missing from drivers, and 33 were considered spoils. However, 1346 questionnaires were identified as eligible for entry into the WCO tool for further analysis. Additionally, 54 surveys were not captured, accounting for a 4% non-capture rate.

Physical Flow

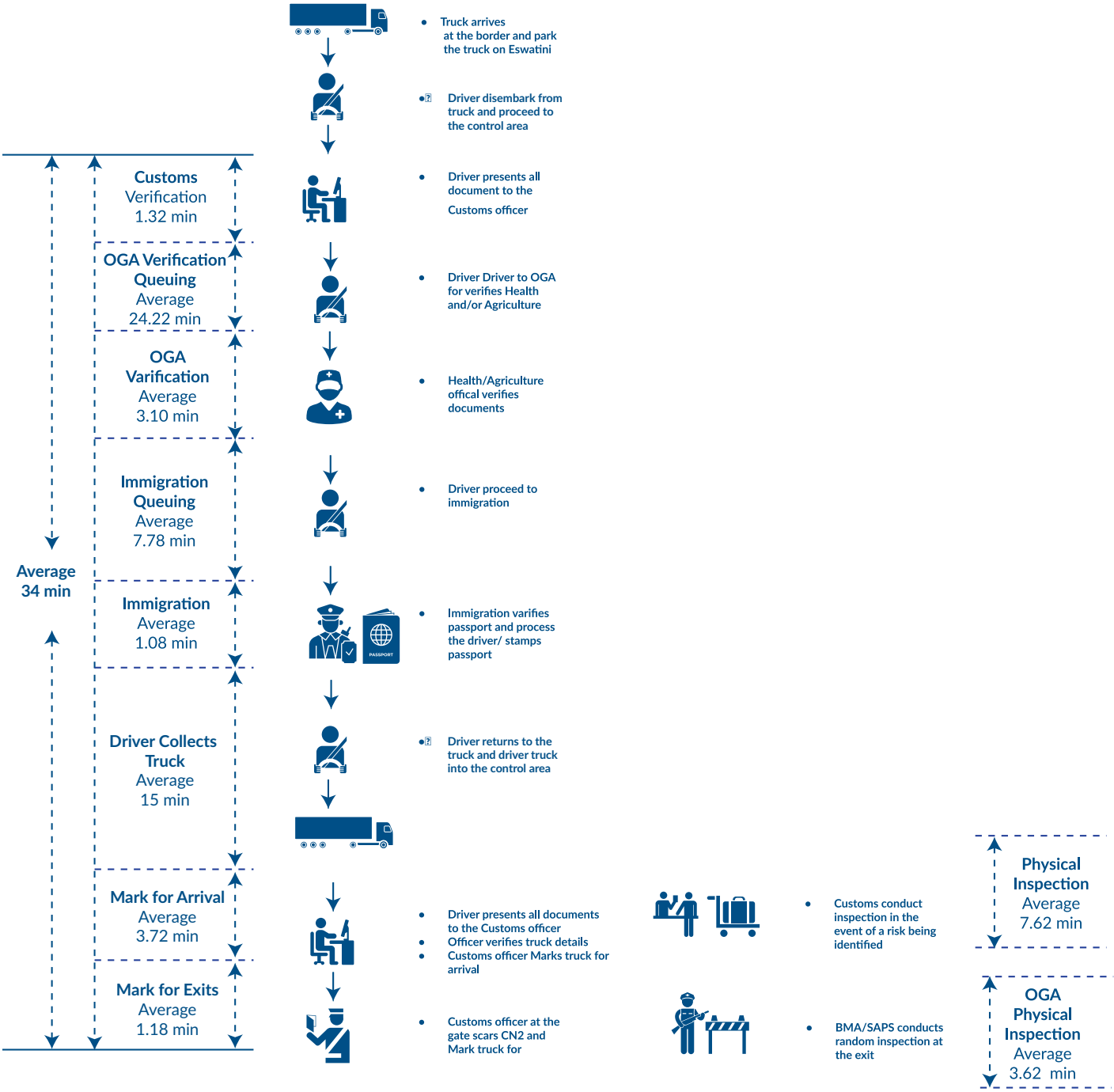


Average Turn -Around-Time for trucks and driver at the border is 1 hour 24 minutes.

Import

Out of the 297 Import TRS questionnaires distributed, 3 were not recovered or were missing from drivers, and 2 were considered spoils. Nevertheless, 292 questionnaires were recognised as eligible for entry into the WCO tool for subsequent analysis. Furthermore, 5 surveys were not captured, constituting a 4% non-capture rate.

Physical Flow



Average Turn -Around-Time for trucks and driver at the border is 34 minutes.

End-2-End Time Stamps

Exports from South Africa – Imports into Eswatini

Information flow: Average time

Time at the Oshoek border	Time at the Ngwenya border	Total time
42 minutes	54 minutes	01hrs 36mins

Physical flow: Average time

Time at the Oshoek border	Time at the Ngwenya border	Total time	As a % of total	As a % of total
			Oshoek	Ngwenya
01hr 24mins	01hrs 01mins	02hrs 25mins	58%	42%

Exports from Eswatini – Imports into South Africa

Information flow: Average time

Time at the Ngwenya border	Time at the Oshoek border	Total time
57 minutes	42 minutes	01hr 39mins

Physical flow: Average time

Time at the Ngwenya border	Time at the Oshoek border	Total time	As a % of total	As a % of total
			Ngwenya	Oshoek
43 mins	34 mins	01hrs 17mins	56%	44%

Physical layout at the Oshoek-Ngwenya Border Post

Land Border Truck Movement

South Africa shares border crossing points with six neighbouring countries: one with Zimbabwe, four with Botswana, seven with Eswatini (including Oshoek), one with Mozambique, five with Lesotho, and two with Namibia. Unlike its neighbours, South Africa does not have a One Stop Border. Notably, Oshoek facilitates 80% of Southern African Customs Union (SACU) exports. With the highest export volume and the third-highest number of trucks, Oshoek stands out as the busiest border post in SACU.

Neighbouring Country	Province	Customs Office	EXPORTS	IMPORTS	TOTAL Electronic (ACM)
			Electronic	Electronic	
Zimbabwe	Limpopo	Customs Beitbridge	1,751	926	2677
Botswana	Limpopo	Customs Groblersbrug	1,052	731	1783
Botswana	North West	Customs Kopfontein	1,096	127	1223
Botswana	North West	Customs Ramatlabama	558	76	634
Botswana	North West	Customs Skilpadshek	1,024	221	1245
Eswatini	Mpumalanga	Customs Golela	298	189	487
Eswatini	Mpumalanga	Customs Jeppes Reef	51	35	86
Eswatini	Mpumalanga	Customs Kosi Bay	35	1	36
Eswatini	Mpumalanga	Customs Mahamba	119	77	196
Eswatini	Mpumalanga	Customs Mananga	92	72	164
Eswatini	Mpumalanga	Customs Nerston	45	11	56
Eswatini	Mpumalanga	Customs Oshoek	1,137	464	1601
Mozambique	Mpumalanga	Customs Lebombo (Komatipoort)	3,691	431	4122
Lesotho	Free State	Customs Calendonspoort	209	20	229
Lesotho	Free State	Customs Ficksburg Bridge	311	69	380
Lesotho	Free State	Customs Maseru Bridge	789	100	889
Lesotho	Free State	Customs Qachasnek	33	4	37
Lesotho	Free State	Customs Van Rooyenshek	117	2	119
Namibia	Northern Cape	Customs Nakop	451	124	575
Namibia	Northern Cape	Customs Vioolsdrif	276	234	510
		TOTAL	13,135	3,914	17049

EBE: Integrated Business Reporting

Commodity Volumes

Exports - Country of Destination

Oshoek stands as the primary port for exports to Eswatini, recording a total of 83,093 during the period from November 14 to November 17, with 206 instances of Temporary Exports in that timeframe.

UNLOCODE	Country	Volume
SZ	Eswatini	83093
MZ	Mozambique	345
CH	Switzerland	448
AE	United Arab Emirates	13
NA	Namibia	3
UG	Uganda	5
BW	Botswana	7
KE	Kenya	10
ZW	Zimbabwe	3
HK	Khong Kong	3
ZM	Zambia	1
CM	Cameron	3

Imports – Country of Origin

For imports, this border post accounts for 1,306 direct imports from Eswatini, 8 from Mozambique, 4 from Namibia, and 5 re-imports.

UNLOCODE	Country	Volume
SZ	Eswatini	1306
MZ	Mozambique	8
NA	Namibia	4

5. FINDINGS

Data Capturing

The process of capturing both the CUSDEC (Customs Declaration) and CUSCAR (Road Freight Manifest), known as the Bill of Entry and Road Freight Manifest respectively, typically requires an average of 15 minutes. This duration is attributed to the need for data capturers to exercise caution and precision when inputting information into their respective systems, aiming to minimize errors during the data capturing process.

Response Messages

The Customs systems employed by SARS have the capacity to process both the Bill of Entry and Road Freight Manifest submitted by importers, exporters, clearing agents, and road transporters within a span of 1 minute. However, owing to inadequate network coverage, the response messages are typically received by the senders at the border with a delay, averaging around 5 minutes.

Pre-Clearance

The data reveals that 25% of Bill of Entries are handled by clearing agents after the truck has arrived at Oshoek. Additionally, it's worth mentioning that for 25% of consignments, the interval between the submission of the Road Manifest and the truck being officially marked for arrival is consistently less than one hour. This implies that a notable segment of the clearing process, accounting for 25% of cases, occurs in close vicinity to the truck's actual arrival at the Oshoek border post.

Cargo that is not pre-clearing cargo poses significant challenges to international trade and security. Without pre-clearance, shipments face increased risk of delays and disruptions at destination ports due to lengthy customs inspections. This can lead to significant financial losses for businesses and logistical headaches throughout the supply chain. Moreover, the lack of pre-clearance creates opportunities for illicit activities, such as smuggling of contraband or dangerous goods, which undermines border security efforts. Additionally, delays in customs clearance can result in perishable goods spoiling, further impacting businesses and consumers. Overall, the absence of cargo pre-clearance hampers trade efficiency, increases operational costs, and heightens security risks, highlighting the importance of implementing pre-clearance procedures. in close vicinity to the truck's actual arrival at the Oshoek border post.

Immigration Queuing

Because of restricted resources and the absence of a designated immigration window for processing truck drivers, drivers are compelled to wait in line with pedestrians. In scenarios where a bus transporting 70 passengers or a minibus carrying 16 passengers is present, the driver is required to wait alongside the travellers. For exports, the waiting time for drivers in the queue is 23 minutes, whereas for imports, it is 7.87 minutes.

The delay in processing truck drivers has adverse consequences on border flow, causing congestion as trucks parked on the N17 impede smooth traffic movement in and out of Oshoek, while their operators await immigration processing.

Driver Collecting Truck

Following completion of the Customs clearance and immigration procedures, drivers are permitted to retrieve their trucks, which are parked outside the controlled area. For imports, the delay is minimal, typically around 15 minutes, as drivers walk from the South African side to collect their trucks on the Eswatini side. Conversely, for exports, drivers have a waiting period to collect their trucks, during which they often visit stalls and a village located at the border on the South African side.

Import - Customs and OGA Verification

It was noted that the verification process was implemented to ensure that the cargo entering the Republic adheres to all necessary requirements and regulations. Customs also verifies the submission of the manifest. In certain cases, the verification procedure may take up to 24 minutes.

6. RECOMMENDATIONS

Based on the findings from the Oshoek Time Release Study (TRS), several recommendations can be formulated to streamline Customs processes and enhance efficiency at the border:

1. **Optimise Resources for Immigration Procedures:** Allocate dedicated immigration windows for truck drivers to expedite their clearance process or process drivers through immigration whilst in the truck This can help reduce congestion and minimise wait times for both drivers and pedestrians.

2. **Improve Network Infrastructure:** Invest in upgrading network coverage at the border to ensure timely communication of response messages to senders. This can reduce delays in receiving critical information and enhance overall operational efficiency.

3. **Enhance Import Verification Procedures:** While verification is crucial for ensuring compliance, efforts should be made to streamline the process. Implement measures to expedite verification without compromising on accuracy, potentially leveraging technology to automate certain verification tasks.

4. **Facilitate Truck Retrieval Process:** Streamline the process for drivers to collect their trucks after completing Customs and immigration procedures. Consider establishing designated pickup points and implementing procedures to minimize wait times for drivers, particularly during exports.

5. **Engage Stakeholders for Improved Collaboration:** Foster collaboration among relevant stakeholders, including Customs authorities, immigration officials, trucking associations, and border communities. Regular dialogue and cooperation can lead to the implementation of mutually beneficial solutions and the optimization of border operations.

6. **Investigate Border Designation:** Explore the feasibility of designating Oshoek as a One-Stop Border Post (OSBP) to streamline clearance procedures and enhance trade facilitation. Assess the potential benefits and challenges associated with transitioning to an OSBP model, considering factors such as infrastructure requirements and cross-border cooperation.

By implementing these recommendations, stakeholders can work towards optimising Customs processes at the Oshoek border post, ultimately facilitating smoother trade flows, and enhancing the overall efficiency of border operations.

Short Term - Implementation

Export:

1. Install security barriers in front of the export Gate House to stop trucks with brake failures.
2. Relocate the Customs Gate Arrival Officer from the agent building to the Gate house at the export entry gate. These measures will prevent delays caused by truck drivers marking their trucks for arrival and then returning to the port.
3. Station immigration personnel at the exit gate house.
4. Co-locate the Customs Gate Exit Officer and Immigration at the export exit Gate House to streamline processes and eliminate queues. No dwell time in the port.

Import

1. Co-locate Customs, and Immigration at the Import entry Gate house. This collocation will significantly reduce immigration queuing times for imports.
2. Use the adjacent office to the Customs Import Entry gate for BMA verification purposes.
3. Install cameras connected to the National Targeting and Operations Centre (NTOC) at the import site to ensure visibility inside empty ore trucks well before reaching the exit gate.

Medium Term - Implementation

1. Within the framework of the Customs Connectivity project with Eswatini:
    a. Facilitate the exchange of Gate information (arrival and exit) to aid SARS in reconciling and confirming movements.
    b. Collaborate in sharing Cargo Assigned Reference Number (CARN) numbers with Eswatini, benefiting their VAT refund processing procedures.
2. Collaborate with border clearing agents on the pre-clearance procedure. Implement a CBRTA checkpoint next to Oshoek Truck Park. If there is no “Proceed to Border” status, redirect the truck to the truck park. Only trucks with CARN and a “Proceed to Border” status should be granted access to proceed to the port.

Long term - Implementation

1. The introduction of a Single Regional Customs Declaration, facilitating the submission of a declaration to Customs administrations just once.

2. Establishing a One Stop Border Post, where export cargo inspections occur on the Eswatini side and import cargo inspections on the South African side.

7. ANNEXURE

7.1 Annex 1 - Export Survey Sheet

ID	% Complete		Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
0	61%			Osheok- Ngwenya Border Post Time Release Study (TRS) Project	158 days	Mon 23/09/25	Wed 24/05/22		
1	100%	✓		INITIATION PHASE	22 days	Mon 23/09/25	Tue 23/10/24		
2	100%	✓		An executive decision is taken to conduct TRS at the Oshoek-Ngwenya border post.	1 day	Mon 23/09/25	Mon 23/09/25		Executive
3	100%	✓		Identification and appointment of internal resources	2 days	Tue 23/09/26	Wed 23/09/27	2	Modernisation Team
4	100%	✓		Meeting with the project owner and sponsor to introduce the team & discuss project requirements & expectations	1 day	Tue 23/10/10	Tue 23/10/10	3FS+8 days	Project Team
5	100%	✓		Hold internal alignment engagement sessions.	1 day	Wed 23/10/11	Wed 23/10/11	4	Project Team
6	100%	✓		Identifying all key project stakeholders (internal & external)	1 day	Wed 23/10/11	Wed 23/10/11	5SS	Project Team
7	100%	✓		Hold a Project kick-off meeting	1 day	Thu 23/10/12	Thu 23/10/12	6	Project Team
8	100%	✓		Project Charter	10 days	Wed 23/10/11	Tue 23/10/24		
9	100%	✓		Draft and circulate project charter for review and comments	9 days	Wed 23/10/11	Mon 23/10/23	4	Project Manager
10	100%	✓		Approved project charter	1 day	Tue 23/10/24	Tue 23/10/24	9	Project owners
11	100%	✓		PLANNING PHASE	24 days	Fri 23/10/13	Wed 23/11/15		
12	100%	✓		TRS Technical Working Group	3 days	Fri 23/10/13	Tue 23/10/17		
13	100%	✓		Establishment of a TRS Working Group, including OGAs and the Private Sector.	1 day	Fri 23/10/13	Fri 23/10/13	7	Project Team
14	100%	✓		Engage the identified stakeholders to obtain allocated resources name	1 day	Mon 23/10/16	Mon 23/10/16	13	Project Team
15	100%	✓		Schedule the initial TRS Working Group	1 day	Tue 23/10/17	Tue 23/10/17	14	Project Team
16	100%	✓		Submission of mandatory documentation to WCO	6 days	Tue 23/10/17	Tue 23/10/24		
17	100%	✓		Draft and submit Pre-TRS Survey Questionnaire	3 days	Tue 23/10/17	Thu 23/10/19	15FS-1 day	
18	100%	✓		Consolidate and submit Technical Working Group details	3 days	Tue 23/10/17	Thu 23/10/19	17SS	Technical Working Group
19	100%	✓		Review and submit High Level Land Border Customs Process	3 days	Tue 23/10/17	Thu 23/10/19	18SS	Technical Working Group
20	100%	✓		Obtain Endorsement from WCO on the submitted Documentation	1 day	Tue 23/10/24	Tue 23/10/24	19FS+2 days	Technical Working Group
21	100%	✓		Capacity Building & Technical Assistance Activity	16 days	Fri 23/10/20	Fri 23/11/10		
22	100%	✓		Capacity Building Sessions	6 days	Fri 23/10/20	Fri 23/10/27		
23	100%	✓		Schedule capacity building sessions	1 day	Fri 23/10/20	Fri 23/10/20	19	Modernisation Team
24	100%	✓		Hold weekly virtual capacity building sessions	5 days	Mon 23/10/23	Fri 23/10/27		
25	100%	✓		Hold weekly virtual capacity building sessions 1	1 day	Mon 23/10/23	Mon 23/10/23	23	WCO/TWG/OGAs/Private Sec
26	100%	✓		Hold weekly virtual capacity building sessions 2	1 day	Tue 23/10/24	Tue 23/10/24	25	WCO/TWG/OGAs/Private Sec
27	100%	✓		Hold weekly virtual capacity building sessions 3	1 day	Fri 23/10/27	Fri 23/10/27	26	WCO/TWG/OGAs/Private Sec
28	100%	✓		In Country Workshops	11 days	Fri 23/10/27	Fri 23/11/10		

ID	% Complete		Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
29	100%	✓		Confirm the In Country Workshops & Dates	1 day	Fri 23/10/27	Fri 23/10/27	27SS	WCO/TWG
30	100%	✓		DAY 1: Recap and consolidation of the content & knowledge gathered through the virtual sessions	1 day	Mon 23/11/06	Mon 23/11/06		
31	100%	✓		WCO Time Release Study Methodology.	1 day	Mon 23/11/06	Mon 23/11/06	29FS+5 days	WCO/TWG/OGAs/Private Se
32	100%	✓		TWG-ToR/roles & responsibilities.	1 day	Mon 23/11/06	Mon 23/11/06	31SS	WCO/TWG/OGAs/Private Se
33	100%	✓		Time Release Study (TRS) as a M&E tool in Trade Facilitation.	1 day	Mon 23/11/06	Mon 23/11/06	31SS	WCO/TWG/OGAs/Private Sec
34	100%	✓		End-to-end clearance process-Presentation	1 day	Mon 23/11/06	Mon 23/11/06	31SS	Clearing Agents
35	100%	✓		WCO Software tool:	1 day	Mon 23/11/06	Mon 23/11/06		
36	100%	✓		User management.	1 day	Mon 23/11/06	Mon 23/11/06	34SS	WCO/TWG/OGAs/Private Se
37	100%	✓		Creation of the TRS survey sheet/questionnaire	1 day	Mon 23/11/06	Mon 23/11/06	34SS	WCO/TWG/OGAs/Private Se
38	100%	✓		Editing the survey sheet/questionnaire.	1 day	Mon 23/11/06	Mon 23/11/06	34SS	WCO/TWG/OGAs/Private Se
39	100%	✓		Testing, Data input, Report	1 day	Mon 23/11/06	Mon 23/11/06	34SS	WCO/TWG/OGAs/Private Se
40	100%	✓		DAY 2: Visit to the border posts	1 day	Tue 23/11/07	Tue 23/11/07		
41	100%	✓		Walk through the clearance process and identify m	1 day	Tue 23/11/07	Tue 23/11/07	39	WCO/TWG/OGAs/Private Se
42	100%	✓		Visit the cargo examination/inspection area	1 day	Tue 23/11/07	Tue 23/11/07	41SS	WCO/TWG/OGAs/Private Se
43	100%	✓		Observe elements of CBM in operations	1 day	Tue 23/11/07	Tue 23/11/07	41SS	WCO/TWG/OGAs/Private Se
44	100%	✓		Observe clearance process in the automated syste	1 day	Tue 23/11/07	Tue 23/11/07	41SS	WCO/TWG/OGAs/Private Se
45	100%	✓		Examine available time stamps on each system	1 day	Tue 23/11/07	Tue 23/11/07	41SS	WCO/TWG/OGAs/Private Se
46	100%	✓		DAY 3: Finalization of TRS scoping:	1 day	Wed 23/11/08	Wed 23/11/08		
47	100%	✓		Business Process/clearance process	1 day	Wed 23/11/08	Wed 23/11/08	45	WCO/TWG/OGAs/Private Se
48	100%	✓		Pre-clearance processes	1 day	Wed 23/11/08	Wed 23/11/08	47SS	WCO/TWG/OGAs/Private Se
49	100%	✓		Scoping sheet	1 day	Wed 23/11/08	Wed 23/11/08	47SS	WCO/TWG/OGAs/Private Se
50	100%	✓		Electronic data stamps	1 day	Wed 23/11/08	Wed 23/11/08	47SS	WCO/TWG/OGAs/Private Se
51	100%	✓		Manual data collection points	1 day	Wed 23/11/08	Wed 23/11/08	47SS	WCO/TWG/OGAs/Private Se
52	100%	✓		Allocation of resources	1 day	Wed 23/11/08	Wed 23/11/08	47SS	WCO/TWG/OGAs/Private Se
53	100%	✓		Data collection approach	1 day	Wed 23/11/08	Wed 23/11/08	47SS	WCO/TWG/OGAs/Private Se
54	100%	✓		Role of NTWG members during TRS	1 day	Wed 23/11/08	Wed 23/11/08	47SS	WCO/TWG/OGAs/Private Se
55	100%	✓		TRS Implementation plan:	1 day	Wed 23/11/08	Wed 23/11/08		
56	100%	✓		Template for TRS report	1 day	Wed 23/11/08	Wed 23/11/08	47SS	WCO/TWG/OGAs/Private Se
57	100%	✓		Agree on dates for each milestone	1 day	Wed 23/11/08	Wed 23/11/08	47SS	WCO/TWG/OGAs/Private Se
58	100%	✓		DAY 4: Finalization of TRS scoping continued	1 day	Thu 23/11/09	Thu 23/11/09		
59	100%	✓		Finalization of the TRS survey. sheet/questionnaire on the database	1 day	Thu 23/11/09	Thu 23/11/09	57	WCO/TWG/OGAs/Private Sec
60	100%	✓		Testing of the survey sheet with dummy data	1 day	Thu 23/11/09	Thu 23/11/09	59SS	WCO/TWG/OGAs/Private Se
61	100%	✓		Data for the pre-clearance processes	1 day	Thu 23/11/09	Thu 23/11/09	59SS	WCO/TWG/OGAs/Private Se
62	100%	✓		DAY 5: TRS pilot/test run at the border	1 day	Fri 23/11/10	Fri 23/11/10		
63	100%	✓		Conduct a TRS pilot/test run	1 day	Fri 23/11/10	Fri 23/11/10	61	WCO/TWG/OGAs/Private Se
64	100%	✓		Review of test run & make adjustments if required	1 day	Fri 23/11/10	Fri 23/11/10	63SS	WCO/TWG/OGAs/Private Sec
65	100%	✓		Project Management Plan (PMP)	17 days	Tue 23/10/24	Wed 23/11/15		

ID	% Complete		Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
66	100%	✓		Document Project Management Plan	9 days	Tue 23/10/24	Fri 23/11/03	9	Project Manager
67	100%	✓		Circulate Draft Project Management Plan for Review and Comments	8 days	Mon 23/11/06	Wed 23/11/15	66	Project Manager
68	100%	✓		Approved Project Management Plan	0 days	Wed 23/11/15	Wed 23/11/15	67	Project owners
69	100%	✓		Stakeholder Management Plan (SMP)	13 days	Tue 23/10/24	Thu 23/11/09		
70	100%	✓		Document Stakeholder Management Plan	5 days	Tue 23/10/24	Mon 23/10/30	9	Project Manager
71	100%	✓		Circulate Draft Stakeholder Management Plan for Revie	4 days	Mon 23/11/06	Thu 23/11/09	66	Project Manager
72	100%	✓		Approved Stakeholder Management Plan	0 days	Thu 23/11/09	Thu 23/11/09	71	Project owners
73	53%			**EXECUTION/IMPLEMENTATION PHASE**	**114 days**	**Tue 23/10/24**	**Fri 24/04/19**		
74	53%			TRS execution/data collection.	114 days	Tue 23/10/24	Fri 24/04/19		
75	100%	✓		TRS Launch	15 days	Tue 23/10/24	Mon 23/11/13		
76	100%	✓		TRS Launch Event Organising and Hosting	14 days	Tue 23/10/24	Fri 23/11/10	25	ERS
77	100%	✓		Official TRS Launch	1 day	Mon 23/11/13	Mon 23/11/13	76	WCO/TWG/OGAs/Private Se
78	100%	✓		Execution of the Time Release Study (TRS)	10 days	Tue 23/11/14	Mon 23/11/27		WCO/TWG/OGAs/Private S
79	100%	✓		Data Collection - Manual	4 days	Tue 23/11/14	Fri 23/11/17	77	Project Team
80	100%	✓		Data Collection - Electronic	4 days	Tue 23/11/14	Fri 23/11/17	79SS	Project Team
81	100%	✓		Data Cleansing	9 days	Tue 23/11/14	Fri 23/11/24	79SS	Project Team
82	100%	✓		Data Input Into The WCO Software Tool	10 days	Tue 23/11/14	Mon 23/11/27	79SS	Project Team
83	55%			TRS Report Drafting and Approval	79 days	Tue 23/11/28	Fri 24/04/05		
84	100%	✓		Data Analysis	21 days	Tue 23/11/28	Tue 24/01/16	82	Project Team
85	100%	✓		Root Cause Analysis	21 days	Tue 23/11/28	Tue 24/01/16	84SS	Project Team
86	100%	✓		1st Draft Report	18 days	Mon 24/01/08	Wed 24/01/31	85FS-7 days	Project Team
87	60%			Circulate Draft Report for review and comments	10 days	Thu 24/01/18	Wed 24/01/31	86FS-10 days	Project Team
88	0%			2nd Draft Report	21 days	Thu 24/02/01	Thu 24/02/29	87	Project Team
89	0%			Hold Internal Report Validation Workshops	11 days	Fri 24/03/01	Fri 24/03/15	88	Project Team
90	0%			Incorporate inputs from the validation workshops	3 days	Wed 24/03/13	Fri 24/03/15	89FF	Project Team
91	0%			Validation Of Findings & Draft Report By Management	10 days	Mon 24/03/18	Fri 24/03/29	90	OOC
92	0%			Approved Final Report	0 days	Fri 24/03/29	Fri 24/03/29	91	OOC
93	0%			Report Printing	5 days	Mon 24/04/01	Fri 24/04/05	92	Project Team
94	31%			Host a Joint Report Official Launch & Publishing on the SARS Website	71 days	Fri 24/01/12	Fri 24/04/19		
95	31%			TRS Report Launch: Event Planning and Hosting	71 days	Fri 24/01/12	Fri 24/04/19		
96	80%			Launch Event Funding Memo Approval	28 days	Fri 24/01/12	Tue 24/02/20	82FS+18 days	Project Team
97	10%			Organise the TRS Report Launch Event	38 days	Wed 24/02/21	Fri 24/04/12	96	Internal Com & Events Mana
98	10%			Launch Programme & Guest List Finalisation (Approval)	22 days	Mon 24/02/05	Tue 24/03/05	97FS-50 days	Project Team
99	0%			Send Out Formal Launch Invites	3 days	Wed 24/03/13	Fri 24/03/15	98FS+5 days	Stakeholder Management
100	0%			Hosting Of The Joint TRS Report Official Launch (At Oshoek)	1 day	Mon 24/04/15	Mon 24/04/15	99,97	WCO/TWG/OGAs/Private Sec
101	0%			Publishing of TRS Report on the SARS Website	1 day	Fri 24/04/19	Fri 24/04/19	100FS+3 days	IT
102	0%			**CLOSE OUT PHASE**	**23 days**	**Mon 24/04/22**	**Wed 24/05/22**		
103	2%			Lessons Learned	6 days	Mon 24/04/22	Mon 24/04/29		
104	10%			Schedule and hold Lessons Learned session(s)	1 day	Mon 24/04/22	Mon 24/04/22	101	Project Manager
105	0%			Document Lessons Learned & Circulate for Final Comments and Adobtion	5 days	Tue 24/04/23	Mon 24/04/29	104	Project Manager
106	0%			Project Closeout Report	17 days	Tue 24/04/30	Wed 24/05/22		
107	0%			Draft project closeout report	5 days	Tue 24/04/30	Mon 24/05/06	105	Project Manager
108	0%			Circulate the project closeout report for review and comments	5 days	Tue 24/05/07	Mon 24/05/13	107	Project Team
109	0%			Circulate the project closeout report for Approval (Signatures)	5 days	Tue 24/05/14	Mon 24/05/20	108	Project owners
110	0%			Approved Project Closeout Report	0 days	Mon 24/05/20	Mon 24/05/20	109	Project Manager
111	0%			Archive/Upload Project Documents on the Portal	2 days	Tue 24/05/21	Wed 24/05/22	110	Project Manager
112	0%			Monitoring and evaluation will be done by Business after the publication of the final report	0 days	Mon 24/05/20	Mon 24/05/20	110	Modernisation Team

7.2. Annex II - Export Survey Sheet

Time Release Study - CARGO REPORTING- EXPORT

Purpose of Survey

South Africa and Eswatini time release study at Oshoek and Ngwenya boarder post. The aim of the TRS is to measure clearance release time and identify bottlenecks. The expected outcome is to reduce identified bottlenecks.

(*) = Mandatory - if indicated for a **section**, mandatory questions for the section must be completed / if indicated for a **question**, the question must be completed if the section is used

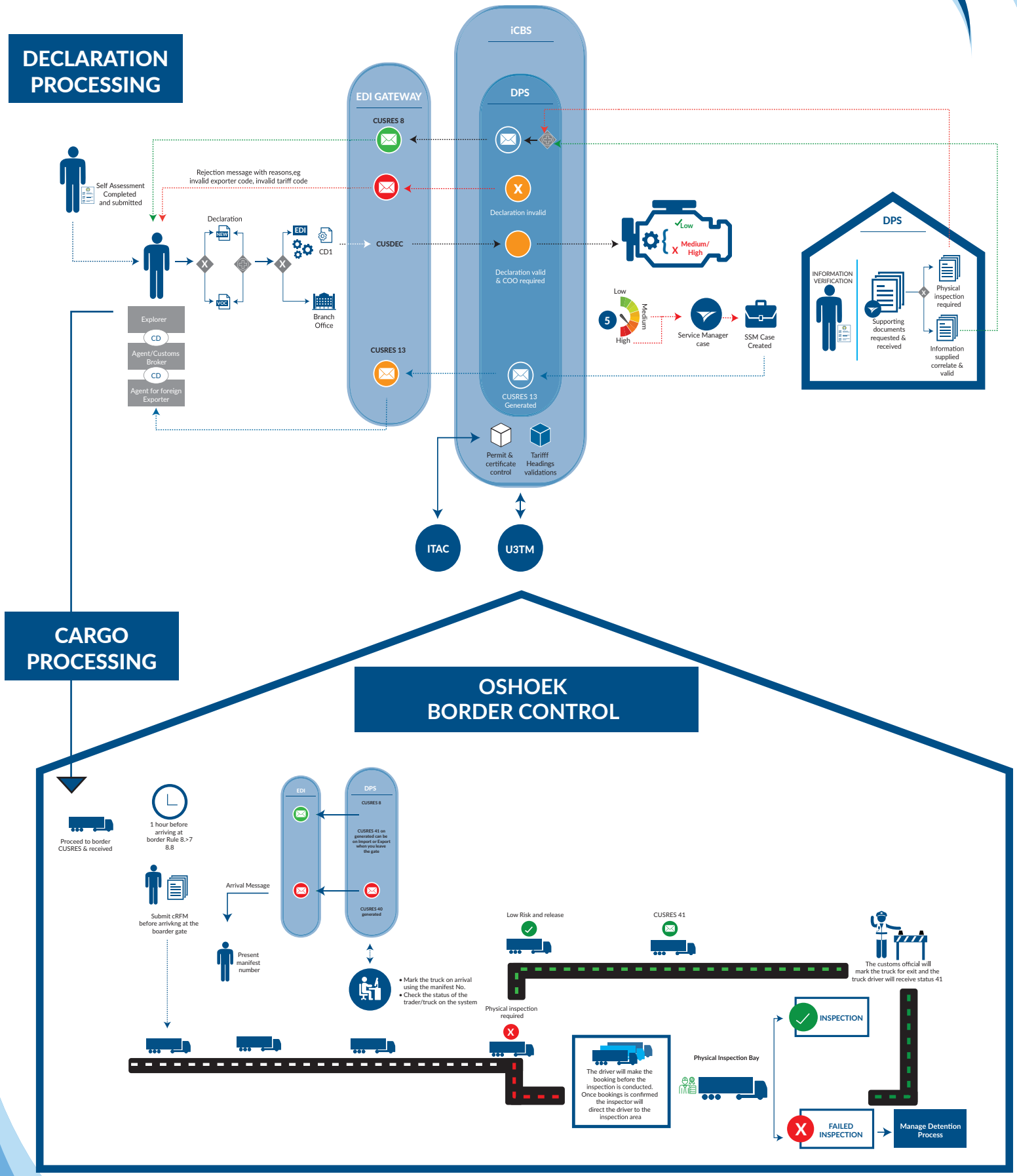
SECTION A - General Information	
1. CARN Number	
2. Vehicle Registration	
3. Export Customs Procedure	Permanent ☐ Temporary ☐ Transit Inbound ☐ Re-Export ☐
SECTION B - Physical Process	
4. Mark for Arrival Start Time (Customs Counter)	day mth - hr min
5. Mark for Arrival End Time (Customs Counter)	day mth - hr min
6. Customs Inspection ?	Yes ☐ No ☐
7. Customs Inspection Start Time	day mth - hr min
8. Customs Inspection End Time	day mth - hr min
9. Cargo release after inspection start Time	day mth - hr min
10. Cargo release after inspection End Time	day mth - hr min
11. Immigration Start Time	day mth - hr min
12. Immigration End Time	day mth - hr min
13. OGA Inspection ?	Yes ☐ No ☐
14. OGA	Police (SAPS) ☐ Joint Inspection ☐ BMA- Enforcement ☐
15. OGA Inspection Start Time	day mth - hr min
16. OGA Inspection End Time	day mth - hr min
17. Mark for Exit Start Time - (Exit Gate)	day mth - hr min
18. Mark for Exit End Time - (Exit Gate)	day mth - hr min
19. COMMENTS	

(*) = Mandatory - if indicated for a **section**, mandatory questions for the section must be completed / if indicated for a **question**, the question must be completed if the section is used

7.3. Annex III - Import Survey Sheet

SECTION A - General Information	
1. CARN Number	
2. Vehicle Registration	
3. Import Customs Procedure	Permanent ☐ Temporary ☐ Transit Inbound ☐ Re-import ☐
SECTION B - Verification Process	
4. Customs Verification Start Time (Import Arrival Gate)	day mth - hr min
5. Customs Verification End Time (Import Arrival Gate)	day mth - hr min
6. OGA verification ?	Yes ☐ No ☐
7. OGA	BMA - Health ☐ BMA - Agriculture ☐
8. OGA verification Start Time	day mth - hr min
9. OGA verification End Time	day mth - hr min
SECTION C - Physical Arrival Process	
10. Mark for Arrival Start Time (Arrival Gate)	day mth - hr min
11. Mark for Arrival End Time (Arrival Gate)	day mth - hr min
12. Customs Inspection ?	Yes ☐ No ☐
13. Customs Inspection Start Time	day mth - hr min
14. Customs Inspection End Time	day mth - hr min
15. Cargo release after inspection start Time	day mth - hr min
16. Cargo release after inspection End Time	day mth - hr min
17. Immigration Start Time	day mth - hr min
18. Immigration End Time	day mth - hr min
19. OGA Inspection ?	Yes ☐ No ☐
20. OGA	BMA- Health ☐ BMA- Agriculture ☐ Police (SAPS) ☐ Joint Inspection ☐ BMA- Enforcement ☐
21. OGA Inspection Start Time	day mth - hr min
22. OGA Inspection End Time	day mth - hr min
23. Mark for Exit Start Time - (Exit Gate)	day mth - hr min
24. Mark for Exit End Time - (Exit Gate)	day mth - hr min
25. COMMENTS	

7.4. Annex IV - Clearance and Cargo Process



South African Revenue Service

Time Release Study

Oshoek Border Post

Undertaken in collaboration with:

BMA

UKaid

ACCELERATE TRADE FACILITATION PROGRAMME

World Customs Organization

ERS

Eswatini Revenue Service