

Trading Across Borders Survey

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Dear Contributor,

We would like to thank you for your cooperation with the *Doing Business* project. The information you provide is analyzed and presented in the *Doing Business* report, an annual publication of the World Bank and the International Finance Corporation that benchmarks business regulation in 178 economies worldwide.

Last year's report, *Doing Business 2008*, was a great success and inspired more than 3500 articles in the press, thanks to the generous contribution of 5000 experts like yourself in 178 economies. Since its inception in 2004, *Doing Business* has inspired or informed 113 reforms around the world. These reforms make it easier to do business in countries as diverse as Egypt and Estonia.

For *Doing Business 2009*, please review the information provided in the following pages and confirm their accuracy. If there were any reforms affecting the trade logistics environment in your country between June 2007 and now, please indicate those changes in the relevant space.

Please return the completed questionnaire within the next 10 working days, to (sender's email). If you have any questions, do not hesitate to contact us.

The World Bank has also recently launched a blog that offers you the possibility to read about experiences and insights of the *Doing Business* team, its local partners, private sector specialists and reformers. Please visit our blog at <http://blog.doingbusiness.org>, and exchange views or comments with specialists like you from around the world.

Thank you again for your invaluable contribution to the World Bank's work.

Sincerely,



Kjartan Fjeldsted
The World Bank/IFC
Tel.: +1 202 458 0753
Fax: +1 202 473 5758
kfjeldsted@ifc.org



Camille Ramos
The World Bank/IFC
Tel.: +1 202 458 7220
Fax: +1 202 473 5758
cramos2@worldbank.org

Jacqueline den Otter
The World Bank/IFC
Tel.: +1 202 473 1018
Fax: +1 202 473 5758
jdenotter@ifc.org

Existing Contact information:

***Note:** Unless you indicate otherwise, we will list you and your firm as a Doing Business as a contributor in our report and on our website. The information published will be limited to your name, your firm's name and website.

Please provide us with your updated information, if any.

Please mark the information you would like published?

Title (Mr., Ms., etc.)	[]	<input type="checkbox"/>
Name	[] (first/given) [] (last/family)	<input type="checkbox"/>
Position	[]	<input type="checkbox"/>
Firm	[]	<input type="checkbox"/>
Mailing Address	[] (street) [] (city) [] (state/province) [] (country) [] (zip/postal)	<input type="checkbox"/>
Phone	[]	<input type="checkbox"/>
Cell Phone	[]	<input type="checkbox"/>
Fax	[]	<input type="checkbox"/>
E-Mail	[]	<input type="checkbox"/>
Website	[]	<input type="checkbox"/>

How many import and export shipments did you handle last year:

Number [] Value [] Quantity []

When completing the survey, please keep in mind that, to ensure comparability across countries, we have constructed a standardized trade case study. Please read the below assumptions before answering the questions.

Company "ABC" located in the most populous city in your country seeks to trade commercial products internationally. Trade with international partners takes place by **ocean transportation**, through the closest or main port from the most populous city in your country. The port may be located in another city or country. The product should be imported or exported in a dry cargo 20-ft full container load (FCL), weighing 10 tons and valued at \$20,000. Please assume that the method of payment will be a Letter of Credit (L/C) and that the L/C will specify a method of delivery based on INCOTERMS. Each time estimate commences from the request of a transaction until the delivery of the required service.

Company ABC:

- employs 100 workers or more;
- operates in the country's most populous city;
- is a private, limited liability company, registered and operating under the commercial laws of the country;
- is domestically-owned with no foreign ownership;
- exports over 10% of its sales to international markets;
- does not operate within an export processing zone or industrial estate with special export or import privileges.

The traded product should not: be hazardous, require refrigeration, or be used for military purposes.

SECTION I: BACKGROUND INFORMATION

1	Please indicate the most likely product that ABC will trade (e.g. coffee, textiles)	[]
2	What is the name of the most populous city in your country	[]
3	What is the name of the sea port used by traders in the most populous city?	[]
4	Is this sea port a feeder port <input type="checkbox"/> or a hub port <input type="checkbox"/> . If feeder port, where is the nearest hub port	[]
5	What is the distance from the sea port to the most populous city?	[]km or []miles

SECTION II: DOCUMENTS

1. Last year, respondents in your country reported the **export** document list in the table below as required for exporting from your country. Kindly complete the table for this year (see example in first row).

Export Documents					
	Where do you get this document from?	How long does it take to get this document? (days)	How much does it cost to get this document? (\$)	Please specify WHO you submit this document to? And HOW you send it to them?	
				Who?	How?
Example: Exporter Card	Export Bureau	1	10	Customs	E-mail
1.	[]	[]	[]	[]	[]
a. Please list additional documents [] or documents no longer required []. Explain changes []					
b. Which of these documents are prepared simultaneously? []					
c. Please list document(s) with validity of at least a year, thereby not requiring renewal for each shipment []					
d. Last year the total time for getting the above documents was: days and the total cost was: \$					
e. Has there been a change this year? Yes <input type="checkbox"/> No <input type="checkbox"/>					
f. If yes, please specify the new total time for documents[] and the total cost of documents []					
g. Please explain any changes: [] (your total time and cost should reflect numbers entered above)					
h. Please briefly describe the steps to clear an export container in your country (before customs, at customs and after customs): []					
i. Please provide other comments []					

2. Last year, respondents in your country reported the **import** document list in the table below as required for importing into your country. Kindly complete the table for this year (see example in first row).

Import Documents					
	Where do you get this document from?	How long does it take to get this document? (days)	How much does it cost to get this document? (\$)	Please specify WHO you submit this document to? And HOW do you send it to them?	
				WHO?	HOW?
Example: Importer Card	Import Bureau	1	10	Customs	E-mail
1.	[]	[]	[]	[]	[]
a. Please list additional documents [] or documents no longer required []. Explain changes []					
b. Which of these documents are prepared simultaneously? []					
c. Please list document(s) with validity of at least a year, thereby not requiring renewal for each shipment []					
d. Last year the total time for getting the above documents was: days and the total cost was: \$					
e. Has there been a change this year? Yes <input type="checkbox"/> No <input type="checkbox"/>					
f. If yes, please specify the new total time for documents [] and the total cost of documents []					
g. Please explain any changes: [] (your total time and cost should reflect numbers entered above)					
h. Please briefly describe the steps to clear an export container in your country (before customs, at customs and after customs): []					
i. Please provide other comments []					

SECTION III: TIME

Based on the assumptions provided (page 1) please indicate the average time for ABC to complete the activities to export and import listed below. Please complete the 2008 column.

Export Time (If an activity takes less than a day, please specify in hours, e.g. 4 hrs)	2007 answer (days)	2008 answer (days)
i. Pack goods, arrange for transport and load on truck/train		[]
ii. Inland transportation time from most populous city to sea port. Is this by train <input type="checkbox"/> truck <input type="checkbox"/> barge/boat <input type="checkbox"/> ?		[]
iii. Customs clearance in your country (from document submission to release) Specify maximum customs time: [] (note: average time in 2008 column)		[]
iv. Clearance by health, quarantine, and technical control authorities		[]
v. Pre-shipment inspection (if applicable)		[]
vi. Port and terminal handling activities		[]
vii. Waiting (closing) time before the next vessel departs		[]
viii. Loading container onto the vessel		[]
ix. For land-locked countries, specify waiting time at border What is the name of the border post? []		[]
x. For land-locked countries, please specify the additional clearance processes at sea port country []		[]
xi. Other (please specify) []		[]
Please indicate which of the above activities are carried out simultaneously (e.g. "v & x")	[]	
Please explain any changes between the 2007 data and 2008 data (e.g port reforms, data correction etc.) []		
Import Time (If an activity takes less than a day, please specify in hours, e.g. 4 hrs)	2007 answer (days)	2008 answer (days)
i. Vessel waiting time to enter berth at sea port		[]
ii. Vessel berthing and unloading of container at sea port		[]
iii. Terminal handling activities (e.g. warehousing) at sea port		[]
iv. Customs clearance at sea port (from document submission to release) Specify maximum customs time: [] (note: average time in 2008 column)		[]
v. Clearance by health, and technical control authorities in your country		[]
vi. Arranging for inland transportation. Is this by train <input type="checkbox"/> truck <input type="checkbox"/> barge/boat <input type="checkbox"/> ?		[]
vii. Inland transportation time from sea port to warehouse in most populous city in your country		[]
viii. For land-locked countries, specify waiting time at border What is the name of the border post? []		[]
ix. For land-locked countries, please specify the additional clearance processes when goods arrive in your country []		[]
x. Other (please specify [])		[]
Please indicate which of the above activities are carried out simultaneously (e.g. "v & x") []		
Please account for any changes between the 2007 data and 2008 data (e.g reforms, data correction etc.) []		

Time to obtain a Letter of Credit (L/C)

1. Last year, respondents in your country noted that it took days to obtain a Letter of Credit for exporters and days for importers. Has there been any change in the time since last year? Yes No If yes, please explain []

2. For a cargo value of US\$20,000 what are the bank charges for the L/C for the exporter? []
And for the importer? []

3. Are preparations to obtain a L/C undertaken at the same time as the preparations for the above trade documents? Yes No Comments, if any: []

4. Are Letters of Credit widely used for trade financing in your country? Yes No Comments []

5. What percentage of the L/C value do you have to put up as collateral before the L/C is issued []

6. Besides using L/C's please specify the main methods of payment of trade transactions in your country.

Check box: Cash in advance (wire, credit card) Open account Supplier's credit
Other []

SECTION IV: REFORMS on Documents, Time, and Costs to Trade

1. Are you aware of any reforms that have reduced the documentation, time, and costs for importing and exporting in your country between June 2007 and now? Please describe []
2. Are you aware of any planned or future reforms that may reduce the documentation, time, and costs for importing and exporting in your country? Please provide details []
3. In your opinion, what is the most important reform the government can make to reduce trading documentation, time, and costs? [].

SECTION V: COSTS

Please indicate the costs of importing and exporting. To ensure comparability across countries please assume that: The 20-foot container load of cargo being traded (see assumptions on page 1) is valued at \$20,000 .					
<ul style="list-style-type: none"> • The weight of the cargo is 10 tons (or approximately 10,000 kg) • all assumptions on traded goods referred to on page 1 remain unchanged 					
Please specify costs in US\$ or local currency unit (LCU)		Official costs (<input type="checkbox"/> US\$ or <input type="checkbox"/> LCU)			
		Export		Import	
Based on the above assumptions, on average, how much would it cost for the activities below:					
		Answer in 2007 (US\$)	Answer in 2008	Answer in 2007(US\$)	Answer in 2008
1. Customs clearance (excluding tariffs) and technical control (e.g. inspection fees, customs broker fees etc.)			[]		[]
2. Ports and terminal handling			[]		[]
3. Inland transportation and handling costs (loading and unloading, transportation etc.)			[]		[]
Please provide below breakdown of all costs paid at the ports and customs shown above.					
Ports and Terminal handling fees			Customs fee, customs brokers fee, Inspection fee etc.		
3a. Name of cost [] Amount of cost \$[]		1a. Name of cost [] Amount of cost \$[]			
3b. Name of cost [] Amount of cost \$[]		1b. Name of cost [] Amount of cost \$[]			
3c. Name of cost [] Amount of cost \$[]		1c. Name of cost [] Amount of cost \$[]			
4. Other , please specify []		[n.a.]	[]	[n.a.]	[]
5. If informal trade facilitation payments ("e.g. bribes") are normally required to be paid before clearing or shipping goods, please estimate how much this would cost: []					

SECTION VI: PORTS

1. What is the average move per hour of the gantry cranes in your port? [] TEU per hour
2. What is the average container vessel turn-around time (from arrival at port to departure)? []
3. What is the maximum number of containers carried by container ships that dock at your port? []
4. Do you have scheduled times for container vessels that arrive at your port? Yes No
5. Are the container terminals managed by the government or the private sector? []
6. Are labor unions strikes a problem at your port? Yes No
7. Do any restrictions exist to the private sector providing port services (warehousing etc.) []
8. Are electronic cargo tracking systems in use at container terminals in your port? Yes No
9. Does your port operate on a 24 hr/7 days a week basis? Yes No . If no, specify hours []
10. Are shipping lines able to send their manifests electronically to customs before arrival? Yes No
11. If surcharges are imposed by shipping lines due to congestion, please provide surcharge amount [].

SECTION VII: CONSTRAINTS AND SOLUTIONS

In your opinion, what are the main constraints to the trade logistics environment in your country? Please rate constraints using the following scale:	
0 = No obstacle ; 1 = Minor obstacle; 2 = Moderate obstacle; 3 = Major obstacle	
CONSTRAINTS	Degree of obstacle
Too many agencies involved in the approval of documents	[]
Too many documents are required to clear goods	[]
Slow processing of documents by customs	[]
Slow processing of documents by banks (e.g. L/C, insurance, foreign exchange etc)	[]
Slow processing of documents by health/technical control agencies	[]
Poor inland road/rail infrastructure and transportation services	[]
Poor port infrastructure (berths, stevedoring equipment, warehouses) and services	[]
Please provide further comments on all major obstacles (3) noted above: []	

We are interested in your views about the best ways to reduce time and costs for importing and exporting in your country. Please rank the solutions you think will be most effective, according to the scale below.		
0 = Not necessary; 1 = Minor importance; 2 = Moderately important; 3 = Very important		
SOLUTIONS	Has this solution already been implemented? (Yes <input checked="" type="checkbox"/>/No <input type="checkbox"/>)	Rank the importance of this solution
Introduce or improve electronic submission and processing of trade documents	<input type="checkbox"/>	[]
Improve co-ordination between customs, port authorities, banks and other trade agencies. (e.g. by the creation of a single window)	<input type="checkbox"/>	[]
Speed up documents and approvals issued by government authorities, such as :[]	<input type="checkbox"/>	[]
Speed up bank processing of Letter of Credit	<input type="checkbox"/>	[]
Eliminate corruption amongst customs and government officials	<input type="checkbox"/>	[]
Eliminate submission of documents both electronically and manually	<input type="checkbox"/>	[]
Introduce risk-based inspections to reduce the number of physical inspections of goods	<input type="checkbox"/>	[]
Clarify regulations and make it easier to appeal against customs decisions	<input type="checkbox"/>	[]
Improve port infrastructure	<input type="checkbox"/>	[]
Improve inland transportation (road and trains) on major trade routes, such as from [] to [] road/rail/lake/river.	<input type="checkbox"/>	[]
Increase operating hours of customs and port authorities	<input type="checkbox"/>	[]
Make it easier to pay customs and port fees and charges	<input type="checkbox"/>	[]
For land-locked countries: sign border agreements to eliminate repeat inspections on both sides of border. Provide border name: []	<input type="checkbox"/>	[]
Create an inland port, specify location []	<input type="checkbox"/>	[]
Please provide any other comments: []		

SECTION VIII: QUALITY OF TRADE SUPPORT SERVICES

Please check box if any of the below apply in your country's Customs Services	
Pre-arrival submission of customs declaration	<input type="checkbox"/>
Risk management techniques	<input type="checkbox"/>
Post clearance audits	<input type="checkbox"/>
Electronic data interchange (EDI)	<input type="checkbox"/>
Electronic single window for customs clearance	<input type="checkbox"/>
Simplified procedures for authorized persons	<input type="checkbox"/>
Co-operation with other border agencies (security, health etc.)	<input type="checkbox"/>
Dialogue with private sector users of customs services	<input type="checkbox"/>
What percentages of goods are subject to physical inspections?	[]
How many different offices within your country's customs services do you have contact with before your goods are released. Please list the offices.	[]
How many different signatures and stamps are required from customs before goods are released	[]

Please comment on the Quality of Services provided by other border agencies in your country []

Apart from customs, how many other border agencies (e.g. security, health, bank, ministry etc.) do you routinely make contact with before your goods are cleared? Please list: []

For export products that require certification for health or safety reasons, please indicate below the time it takes to get the required health certificate to export/import a food product such as vegetables and fruits [] and the required technical standards certificate for manufactured products such as an electrical gadget for household use []. How far away are these certification services from the customs/port area [].

Please specify below if you are aware of any regulations that restrict the private sector in providing services such as transportation, customs brokerage, port services to exporters and importers. []

We are interested in your views about the level of co-ordination that exists amongst the different border agencies in your country. Co-ordination hereby refers to "activities between border agencies that reduce time and cost for exporters/importers" such as joint inspection, shared electronic data interchanges, sharing of information etc. Please fill the box below as appropriate:

Is there any coordination between the below agencies?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Briefly explain response
Customs and port services	<input type="checkbox"/>	<input type="checkbox"/>	[]
Customs and security agencies	<input type="checkbox"/>	<input type="checkbox"/>	[]
Customs and banks	<input type="checkbox"/>	<input type="checkbox"/>	[]
Customs and health and standards	<input type="checkbox"/>	<input type="checkbox"/>	[]

Please provide any other comments on the trade logistics environment in your country: []

Additional Contributors:

	Name	Firm and Position	Email	Phone
1st participant	[] (first/given) [] (last/family)	[] (firm) [] (position)	[]	[]
2nd participant	[] (first/given) [] (last/family)	[] (firm) [] (position)	[]	[]

Thank you for completing the survey!

We appreciate your contribution to the Doing Business project.
The results will appear in *Doing Business 2009* and on our website: <http://www.doingbusiness.org>.
Your work will be gratefully acknowledged in both.