

**Trading Across Borders - Economy**

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Dear Contributor,

We thank you for your cooperation with the *Doing Business* project. Your contribution and expertise are essential to the success of the *Doing Business* report, an annual publication of the World Bank and the IFC that benchmarks business regulations in 183 economies worldwide.

For *Doing Business 2011*, we are honored to be able to count on your expertise:

- Before completing the survey, please review the assumptions of the case study. We ask that you update last year's information.
- Please describe in detail any reform or changes that affect the process of trading across borders since June 2009.

Please return the completed survey by February 9, 2010 to [DBTrade@worldbank.org](mailto:DBTrade@worldbank.org). Please make sure to fill out your name and address, so we can mail you a complimentary copy of the report.

If you have any questions, do not hesitate to contact us. Thank you again for your invaluable contribution to The World Bank's work.

Sincerely,



Ms. Mikiko Imai Ollison



Mr. Robert Murillo

## Primary Contributor Information

All information will be published. Please **check [x]** the information you **do not** want us to **publish**.  
We do not publish mobile phone numbers.

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## Additional Contributors' Information

Name	Occupation	Email	Phone	Address, if different than above
[title] [first name] [last name]	[firm] [position] [profession]	[ ]	[phone] [mobile]	[street] [state/province] [city/country]
[title] [first name] [last name]	[firm] [position] [profession]	[ ]	[phone] [mobile]	[street] [state/province] [city/country]

## Assumptions

**Destination:** Company "ABC" located in seeks to trade with your **country's largest overseas trading partner** via ocean transportation through the main port. The port may be located in another city or country.

**Product:** The commercial product traded must be one of your country's **leading export and import products**. The product must not be hazardous, require refrigeration, or be used for military purposes, and is imported or exported in a dry cargo 20-ft full container load (FCL). It weighs 10 tons and is valued at US\$20,000.

**Payment Terms:** 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.

**Company ABC:**

- employs 60 workers or more;
- operates in
- 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.

### Background Information

1	<p>Please choose from the list below the most likely export and import product that a trader in your country will trade. Check only 1 box for export and 1 for import, and use this product as a reference in answering survey.</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; border-bottom: 1px solid black;">Product</th> <th style="text-align: center; border-bottom: 1px solid black;">Export</th> <th style="text-align: center; border-bottom: 1px solid black;">Import</th> </tr> </thead> <tbody> <tr> <td>Textiles, Apparel and Clothing (SITC 65, 84)</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Coffee, Tea, Cocoa and Tobacco (SITC 07, 12)</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Electrical Equipment (SITC 77)</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Industrial Equipment (SITC 74)</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Telecommunication Equipment (SITC 76)</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Metal Manufacturers (SITC 69)</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </tbody> </table>	Product	Export	Import	Textiles, Apparel and Clothing (SITC 65, 84)	<input type="checkbox"/>	<input type="checkbox"/>	Coffee, Tea, Cocoa and Tobacco (SITC 07, 12)	<input type="checkbox"/>	<input type="checkbox"/>	Electrical Equipment (SITC 77)	<input type="checkbox"/>	<input type="checkbox"/>	Industrial Equipment (SITC 74)	<input type="checkbox"/>	<input type="checkbox"/>	Telecommunication Equipment (SITC 76)	<input type="checkbox"/>	<input type="checkbox"/>	Metal Manufacturers (SITC 69)	<input type="checkbox"/>	<input type="checkbox"/>
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2	<p>Please indicate the name of the seaport used by traders in the most populous city? What is the distance from the most populous city to the seaport?</p>																					
3	Has your trade volume recovered from the decline in trade resulting from the econ. crisis?																					
4	<p>What was the value of import and export shipments your company handled in <b>2009</b>:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;"></td> <td style="text-align: center;">Export</td> </tr> <tr> <td></td> <td style="text-align: center;">Import</td> </tr> </table>		Export		Import																	
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### Reform Update

1. Have there been any reforms that have impacted the time, cost or documents to trade since June 2009?
  
2. Are you aware of any planned reforms before June 1, 2010 which will impact on the time and costs involved in and the documents required to trade?
  
3. Are you aware of any reform (in practice or in the laws and regulations) related to exporting and importing that is **ongoing** and is expected to be in place in the **future**? Please describe.

## Section 1 – Questions on Exporting

<b>Export Time</b>			
How much time does it take to export a 20-ft container load of general cargo? Please explain the changes.			
If an activity takes less than a <i>day</i> , specify in <i>hours</i> , e.g. <i>4 hours</i>	2009	2010	Explain change
1. Pack goods, arrange transportation and load onto truck/train at client's warehouse			
2. Inland transportation time from _____ to seaport by: Train <input type="checkbox"/> Truck <input type="checkbox"/> Barge/Boat? <input type="checkbox"/>			
3. <b>Average</b> time for customs clearance at seaport (from document submission to cargo release)			
4. <b>Maximum</b> time for customs clearance at seaport (from document submission to cargo release)			
5. Technical/health inspections <b>for the selected product from page 3.</b>			
6. Security inspections (when carried out)			
7. Pre-shipment inspection			
8. Port and terminal handling activities			
9. Waiting (closing) time before next ship departs			
10. Loading containers onto the vessel			
11. For <b>landlocked</b> countries, specify waiting time at border. Name of the border post: [ _____ ]			
12. For <b>landlocked</b> countries, please specify additional clearance processes at the seaport country :			
13. Which activities above are carried out simultaneously			
Please provide any other comments:			

<b>Export Documents</b>						
Please complete all relevant columns (see example in first row)						
Time estimate should start from initial request of document to obtaining of document		How long does it take to get this document? (hours or days)		How much does it cost to get this document? (US\$)		Explain change
Documents	Source	2009	2010	2009	2010	
<i>Example:</i> Certificate of origin	<i>Chamber of Commerce</i>	<i>2 days</i>	<i>1 day</i>	<i>10</i>	<i>10</i>	<i>Introduced electronic submission</i>
Other 1						
Other 2						
<b>Total for all above documents</b>						
Which of the above documents are obtained and submitted electronically, without requiring a hard copy: _____ .						
Which documents can be obtained simultaneously :						

**Please describe the process to obtain and submit all the above documents in your country:**

Example: **Step 1:** Obtain export license from Ministry of Trade. **Step 2:** Obtain certificate of origin from Chamber of Commerce. **Step 3:** Fill out exports customs declaration and submit with export license and certificate of origin to customs.

Step 1:{ } Step 2:{ } Step 3:{ } Step 4:{ } Step 5:{ }, etc.

### Export Letter of Credit

We would like to understand the process to obtain a letter of credit in your country. Kindly provide the steps an exporter goes through to obtain an L/C for US\$20,000:

Step 1{ } Step2 { } Step 3{ } etc.

#### What is the time and cost to get an Export Letter of Credit?

	Source	2009 (days)	2010 (days)	2009 (US\$)	2010 (US\$)	Explain changes or provide any comments
<b>Letter of Credit</b> (US\$20,000 value)	Bank					

### Export Costs

How much does it cost to export a **20-ft container FCL of general cargo** that is valued at US\$20,000?

On average, how much do the below activities cost in US\$?			Explain changes (e.g. inflation, reform, correction etc.)
	2009 (US\$)	2010 (US\$)	
<b>1. Customs-related fees</b> <i>(excluding tariffs, but including administrative charges, inspection fees, customs broker fees, etc.)</i>			
<b>Provide breakdown of customs-related fees:</b> <ul style="list-style-type: none"> <li>• Administrative charges</li> <li>• Customs brokers charges</li> <li>• Inspection fees</li> <li>• Other:</li> </ul>			
<b>2. Inland transportation and handling (loading and unloading and transportation)</b>			
<b>3. All other fees paid at the ports</b> <i>(excluding customs and transport costs)</i>			
<b>Provide breakdown of port fees :</b> <ul style="list-style-type: none"> <li>• Terminal handling charges</li> <li>• Stevedoring charges</li> <li>• Other:</li> </ul>			
4. If applicable, please estimate costs of informal facilitation payments (e.g. bribes) paid in clearing goods:			

## Section 2 – Questions on Importing

<b>Import Time</b> How much time does it take to import a 20-ft container load of general cargo? Please explain the changes.			
If an activity takes less than a day, specify in hours, e.g. 4 hours	2009	2010	Explain change
1. Vessel waiting time outside port before entering seaport			
2. Vessel berthing and unloading of vessel at seaport			
3. Terminal handling (e.g. movement container, warehousing, etc.) at seaport			
4. <b>Average time</b> for customs clearance at seaport (from document submission to cargo release)			
5. <b>Maximum time</b> for customs clearance at seaport (from document submission to cargo release)			
6. Technical/health inspections <b>for the selected product from page 3</b>			
7. Security inspections (when carried out)			
8. Arrange inland transportation and load cargo onto: Train <input type="checkbox"/> Truck <input type="checkbox"/> Barge/Boat <input type="checkbox"/> ?			
9. Inland transportation from seaport to warehouse in			
10. For <b>landlocked</b> countries, specify waiting time at border Name of the border post:			
11. For <b>landlocked</b> countries, please specify the custom clearance time and processes at the border or when goods arrive in your country:			
12. For <b>landlocked</b> countries, please specify the additional technical/health clearance time at the border or when goods arrive in your country:			
13. Which activities above are carried out simultaneously			
Please provide any other comments:			

<b>Import Documents</b> Please complete all relevant columns (see example in first row)						
Time estimate should start from initial request of document to obtaining of document		How long does it take to get this document? (days)		How much does it cost to get this document? (US\$)		Explain change between 2009 and 2010 data
Documents	Source	2009	2010	2009	2010	
<i>Example:</i> Import permit	Min of Trade	2 days	0	10	0	According to new regulation, document is not required.
Other 1						
Other 2						
<b>Total for all above documents</b>						
Which of the above documents are obtained and submitted electronically, without requiring a hard copy: . Which documents can be obtained simultaneously:						

**Please describe the process to obtain and submit all the above documents in your country:**

Example: **Step 1:** Obtain import license from Ministry of Trade. **Step 2:** Obtain certificate of origin from exporter. **Step 3:** Fill out imports customs declaration and submit with import license and certificate of origin to customs.  
 Step 1:{ } Step 2:{ } Step 3:{ } Step 4:{ } Step 5:{ }, etc.

### Import Letter of Credit

We would like to understand the process to obtain a Letter of Credit in your country. Kindly provide the steps an exporter goes through to obtain an L/C for US\$20,000:

Step 1 { } Step2{ } Step 3{ }, etc.

#### What is the time and cost to get an Import Letter of Credit?

	Source	2009 (days)	2010 (days)	2009 (US\$)	2010 (US\$)	Explain changes or provide any comments
<b>Letter of Credit</b> (US\$20,000 value)	Bank					
Please provide any other comments:						

### Import Costs

How much does it cost to import a **20-ft container FCL of general cargo** that is valued at US\$20,000?

On average, how much do the below activities cost in US\$?			Explain changes (e.g. inflation, reform, correction etc.)
	2009 (US\$)	2010 (US\$)	
<b>1. Customs-related fees</b> (excluding tariffs, but including administrative charges, inspection fees, customs broker fees, etc.)			
<b>Provide breakdown of customs-related fees:</b> <ul style="list-style-type: none"> <li>• Administrative charges</li> <li>• Customs brokers charges</li> <li>• Inspection fees</li> <li>• Other:</li> </ul>			
<b>2. Inland transportation and handling</b> (loading and unloading, transportation)			
<b>3. All other fees paid at the ports</b> (excluding customs and transport costs)			
<b>Provide breakdown of port fees :</b> <ul style="list-style-type: none"> <li>• Terminal handling charges</li> <li>• Stevedoring charges</li> <li>• Other:</li> </ul>			
4. If applicable, please estimate costs of informal facilitation payments (e.g. bribes) paid in clearing goods:			

## Section 3 – Questions on Trading Environment

Please <b>check box</b> <input checked="" type="checkbox"/> if the functions below are operational in your country	
1.Pre-arrival submission of customs declaration (i.e. begin clearance before goods arrive at port)	<input type="checkbox"/>
2.Risk-based cargo inspection systems. If so, what percentage of imported goods is subject to physical inspections?	<input type="checkbox"/>
3.Post clearance audits	<input type="checkbox"/>
4.Electronic data interchange (EDI): <b>Some</b> documents can be submitted electronically to customs	<input type="checkbox"/>
5.Electronic data interchange (EDI): <b>All</b> documents can be submitted electronically to customs	<input type="checkbox"/>
6.Electronic single window (where several trade documents and approvals can be obtained at one place)	<input type="checkbox"/>
7.Simplified procedures for authorized persons	<input type="checkbox"/>
8.All border agencies (customs, security, health ) carry out joint and not separate inspections	<input type="checkbox"/>
9.There exist an effective government and private sector dialogue on ways to facilitate trade	<input type="checkbox"/>
10.Container terminals are managed by the private sector	<input type="checkbox"/>
11.Electronic cargo tracking systems are in use at container terminals in your port	<input type="checkbox"/>
12.Shipping lines are able to send their manifests electronically to customs before arrival at port	<input type="checkbox"/>
13.The road/rail/barge infrastructure between        and seaport used is excellent and there is no congestion	<input type="checkbox"/>
14.The port infrastructure is adequate and facilitates trade	<input type="checkbox"/>
15.Cargo Reservation Scheme (i.e. where transported cargo is shipped only by national carriers)	<input type="checkbox"/>
16.How many hours in a day is the customs administration office open for traders (e.g. 8 hours)	
17.How many hours in a day is the container terminal at the port open for traders	
18.How many different signatures/stamps are required from customs before goods are released	
19.If a phyto-sanitary certificate was needed for an agricultural export, how long would it take to get this?	
20.What is the average move per hour of the gantry cranes in your port? (TEU per hour)	
21.Please list all agencies you need to contact for approvals and documents in order to clear consignment	
22.What is the average container vessel turn-around time (from arrival at port to departure)?	
23.What is the maximum number of containers (in TEUs) carried by container ships that dock at your port?	
24.Are there any port services (e.g. cargo handling) that are provided <b>by only one company</b> ? Please list	
25. If your country has implemented or improved EDI in the past 5 years, in your experience, did it improve the process? What is the % of goods declared online?	
26. If your country has improved or introduced a risk-based cargo inspections in the past 5 years, in your experience, did it improve the process? What is the % of goods that are still subject to physical inspection – before and after reform?	
27. If your country has improved port infrastructure in the past 5 years, in your experience, did it improve the process?	

<b>Constraints and Solutions</b>	
<b>In your opinion, what are the main constraints to the trade logistics environment in your country?</b>	
Please rate obstacles using the following scale: 0=Not an obstacle 1=Minor obstacle 2=Moderate obstacle 3=Major obstacle	
Constraints	Degree of obstacle
1. Too many <b>agencies</b> involved in the approval of documents	
2. Slow processing of documents by <b>customs</b>	
3. Slow processing of documents by <b>banks</b> (e.g. L/C, insurance, foreign exchange, etc.)	
4. Slow processing of documents by <b>health/technical control</b> agencies	
5. Delays introduced by <b>security</b> checks	
6. Poor <b>inland road/rail</b> infrastructure and transportation services	
7. Poor <b>port</b> infrastructure (berths, stevedoring equipment, warehouses) and services	
8. Please provide further comments on all MAJOR OBSTACLES	

<b>We are interested in your views about the best ways to reduce time and costs in your country.</b>		
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	Check box <input checked="" type="checkbox"/> that could solve constraint above	The importance of this solution (0, 1, 2, or 3)
1. Introduce or improve electronic submission and processing of trade documents	<input type="checkbox"/>	
2. Improve coordination between customs, port authorities, banks and other trade agencies. (e.g. by the creation of a single window)	<input type="checkbox"/>	
3. Speed up documents and approvals issued by government authorities, such as:	<input type="checkbox"/>	
4. Speed up bank processing of Letter of Credit	<input type="checkbox"/>	
5. Eliminate corruption amongst customs and government officials	<input type="checkbox"/>	
6. Eliminate double submission of documents electronically and manually	<input type="checkbox"/>	
7. Introduce risk-based inspections to reduce the number of physical inspections of goods	<input type="checkbox"/>	
8. Clarify regulations and make it easier to appeal customs' decisions	<input type="checkbox"/>	
9. Improve port infrastructure	<input type="checkbox"/>	
10. Improve inland transportation (road and trains) on major trade routes, such as from _____ to _____ road/rail/lake/river.	<input type="checkbox"/>	
11. Increase operating hours of customs	<input type="checkbox"/>	
12. Increase operating hours of ports	<input type="checkbox"/>	
13. Simplify payment of customs and port fees and charges	<input type="checkbox"/>	
14. Sign border agreements to eliminate repeat inspections on both sides of border. Provide border name:	<input type="checkbox"/>	
15. Create an inland port, specify location:	<input type="checkbox"/>	
16. Please provide any other comments: _____		

**Thank you for completing the survey!**  
 We appreciate your contribution to the Doing Business project.  
 The results will appear in *Doing Business 2011* and on our website [www.doingbusiness.org](http://www.doingbusiness.org).  
 Your work will be gratefully acknowledged in both.