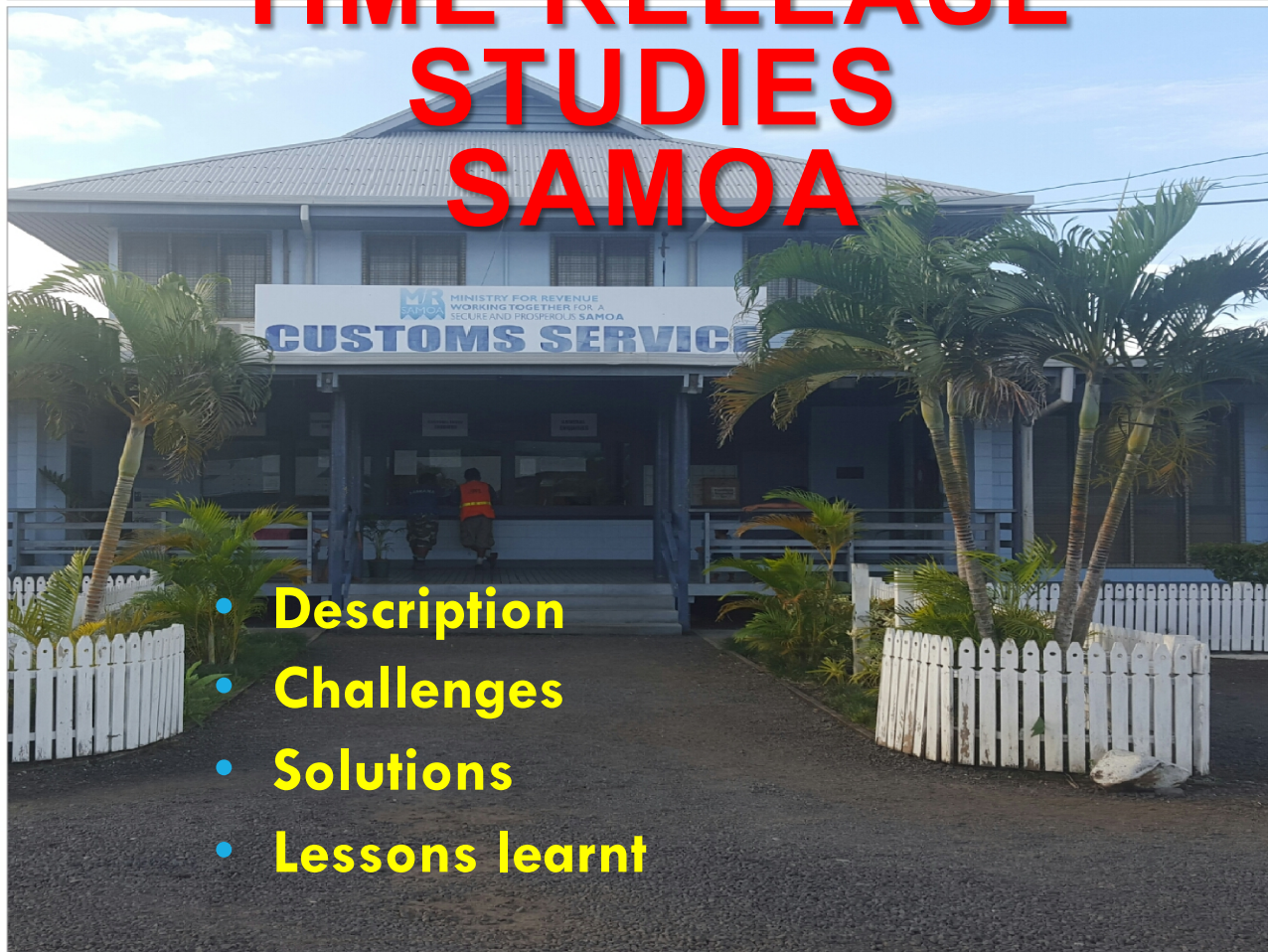




TIME RELEASE STUDIES SAMOA

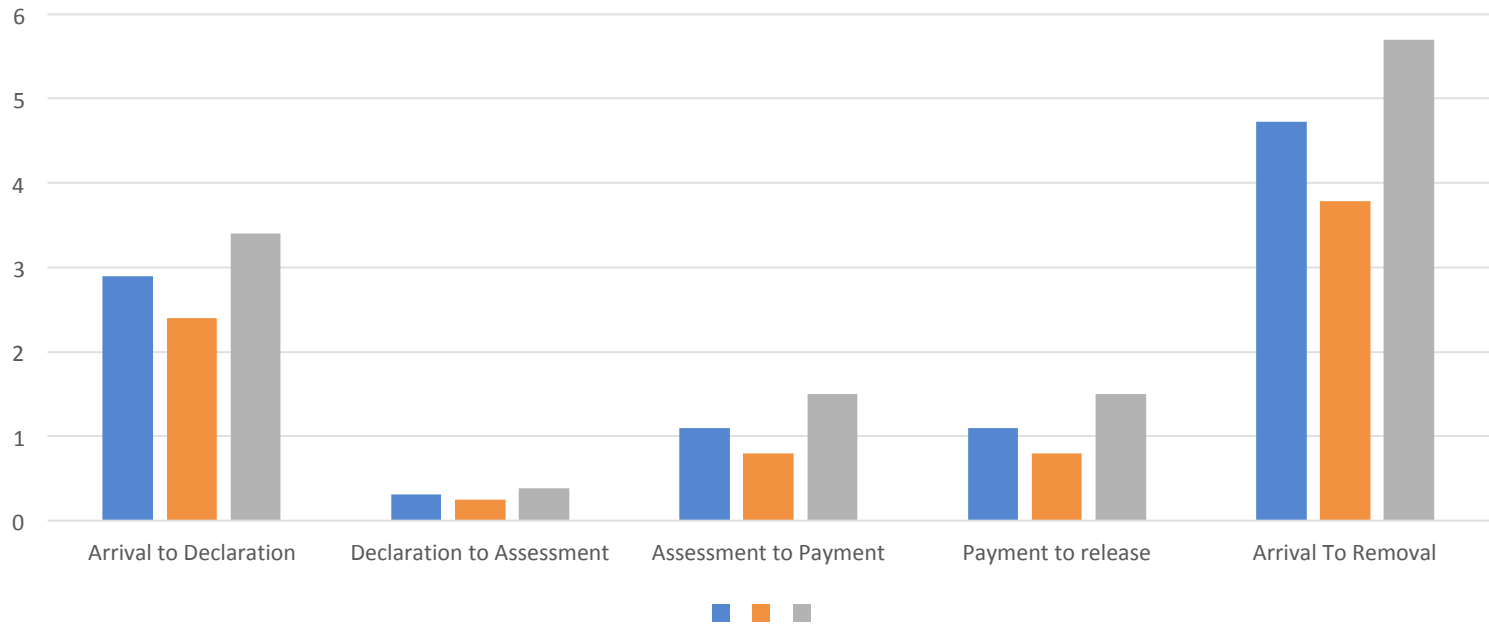


- Description
- Challenges
- Solutions
- Lessons learnt



	Average	Advanced Manifest	Not Advanced Manifest
Arrival to Declaration	2.9	2.4	3.4
Declaration to Assessment	0.31	0.25	0.38
Assessment to Payment	1.1	0.8	1.5
Payment to release	1.1	0.8	1.5
Arrival To Removal	4.73	3.78	5.7

Time Release Study - Time taken at each stage of the Clearance Process



Brief description of the action in Samoa – Time Release Study

- Samoa conducted a Time release study at the Port of Apia on November – December 2016.
- Based on the World Customs Organization Model (WCO). Customs, other government agencies and stakeholders were involved (Customs Brokers, shipping company and traders)
-
- The study collected timing data from a sample of Customs declarations over a 7-day period.

Samoa – TRS Challenges

- Data collection by all stakeholders was not always accurate
- Despite support from stakeholders, timely cooperation of stakeholder in collecting data was not evident. The focus was more on the day to day operation of their business
- Some Customs Officer viewed the TRS as a threat to their positions
- Data variances noted when using the Customs IT system for data collection to validate manual data collected

Samoa – TRS Solutions

- Data collection was monitored and discrepancies followed up by an ADB international consultant
- Continuous education and emphasis of the benefits were provided to all actors in the data collection process (i.e. process improvement, eliminate bottlenecked and thus improve clearance times of cargo, more interesting jobs due to modernization of processes, only high-risk cargo targeted)
- The involvement of IT experts facilitated access to valid data. This was used to validate manual data

Samoa – TRS Lessons Learnt

- **Extensive communication** both through workshop and one on one with key stakeholders (including Customs staff) is necessary to ensure accurate data is collected and emphasising the benefits of the TRS
- **Use IT generated data** to validate manually collected data
- **Stakeholders, including Customs staff**, should be involved in the data collection
- **All stakeholders should validate and** provide input into data findings, recommendations and an action plan
- **The NTFC should be involved** in supporting the TRS, solving challenges faced, validating recommendations and monitoring the action plan