ERS
Eswatini Revenue Service



Time Release Study

REPORT 2025

Contents

ACKNOWLEDGEMENT 1

DISCLAIMER 1

CONFIDENTIAL USE ONLY 1

1. INTRODUCTION 2

2. EXECUTIVE SUMMARY 5

2.1. About the Study 5

2.2. Imports 5

2.3. Exports 8

3. METHODOLOGY 9

3.1. TRS cycle 9

3.2. Scope of the Study 10

3.3. Statistical valid data collection 10

3.4. Testing 11

3.5. Data collection and integration 11

3.6. Use of enumerators 12

3.7. Out of Scope 12

3.8. Key timings and Events 12

4. Interpreting the data in this report 13

4.1. Data from the WCO TRS Software 13

5. FINDINGS AND ANALYSIS 15

5.1. Imports 15

5.2. Exports 17

5.3. Other Government Agencies 17

5.4. Customs Hall and Express Lane 18

5.5. Imports by EPC 18

5.6.RECOMMENDATIONS AND ACTIONS 20

7. ANNEXTURE 22

LIST OF ACRONYMS

Acronym	Meaning
AEO	Authorized Economic Operator
ANPR	Automated Number Plate Recognition
BCP	Border Crossing Area
CB & TA	Capacity Building & Technical Assistance
CMT	Customs Management Team
EPC	Extended Procedure Code
ERS	Eswatini Revenue Service
NLP	Natural Language Processing
NTFC	Eswatini National Trade Facilitation Committee
OCR	Optical Character Recognition
OGA	Other Government Agency
OSBP	One Stop Border Post
SoP	Standard Operating Procedure
TRS	Time Release Study
WCO	World Customs Organization
WTO TFA	World Trade Organization Trade Facilitation Agreement

LIST OF FIGURES

Figure 1—1: Trade in Eswatini by HS 2025/2026 3
Figure 2—1: Scope of TRS 5
Figure 2—2: Import trend analysis over years 6
Figure 3—1: TRS Cycle 9
Figure 3—2: TRS Survey Sheets 11
Figure 5—1: TRS imports comparison 15
Figure 5—2: TRS Exports comparison 17

LIST OF TABLES

Table 3—1:Scope of the study 10
Table 3—2:key timings and Events 12
Table 4—1: Sample of WCO TRS Software Results - Imports 13
Table 5—1:Imports analysis results 15
Table 5—2:Imports selectivity criteria 16
Table 5—3: Customs Hall and Express Lane 18
Table 5—4: Imports by EPC analysis results 19

ACKNOWLEDGEMENT

This report was made possible by the efforts of several people. All thanks to the Eswatini TRS working Group (NTFC) especially the ERS, who chaired the working Group, both in coordinating the different agencies involved in the study and providing critical leadership to the project.

Acknowledgement should also be made to the ERS and other government agencies staff that participated in the study by collecting data and supporting the study. This includes ERS from all borders. Thank you to the staff at the Ministry of Agriculture-National Agricultural Marketing Board, Eswatini Dairy Board and Port Health.

Finally, thank you to the enumerators who participated in collecting data at the Border despite the extreme weather conditions. Thanks go to the ERS officials working at the control room who entered the data into the WCO TRS software.

DISCLAIMER

This Time Release Study (TRS) report is for information purposes based on data collected between 17 and 21 November 2025 at Ngwenya Border Post. While every effort has been made to ensure accuracy, the findings are "as-is." This report does not constitute a guarantee of future clearance times, nor does it imply liability for delays, bottlenecks, or costs incurred by parties relying on this information. The findings reflect the specific procedures in place at the time of the study.

CONFIDENTIAL USE ONLY

This document has a restricted distribution and may be used by recipients only in the performance of their official duties. Its contents may not otherwise be disclosed without the authorization of Commissioner General, Customs and Excise Commissioner and/or Customs management Team (CMT).

1. INTRODUCTION

Understanding the time taken for goods to cross borders and comply with regulatory requirements for importation and exportation is essential for identifying opportunities to improve trade facilitation and modernize border processes from a whole-of-government perspective. Efficient border procedures reduce trade costs, enhance competitiveness, and support economic growth.

As a Party to the World Trade Organization Trade Facilitation Agreement (WTO TFA), the Kingdom of Eswatini has committed to reducing the time and cost associated with cross-border trade. This commitment extends beyond customs procedures to include reforms in other trade-related processes involving multiple government agencies. Through the National Trade Facilitation Committee (NTFC), Eswatini continues to implement coordinated trade facilitation measures aimed at streamlining procedures and accelerating the movement of goods across borders.

The Time Release Study (TRS) is a valuable diagnostic tool for measuring the time required to complete import, export, and transit procedures. It provides evidence-based insights into how clearance and release times and related costs can be reduced, while also supporting more effective deployment of resources by the Eswatini Revenue Service (ERS) and Other Government Agencies (OGAs). The TRS is not a one-off exercise; rather, it allows for benchmarking over time and comparison with previous studies or predetermined standards. The analysis in this report compares the findings with those of the 2023 Eswatini and South Africa (end – to – end)TRS conducted with assistance of WCO, which assessed the impact of trade facilitation initiatives introduced following the 2021 study conducted by KGH.

The World Customs Organization (WCO) Time Release Study methodology provides an internationally recognized and structured approach to measuring the time taken for goods to undergo all border clearance and release processes. It captures key time intervals, including the period from arrival at the border to final release, as well as the time from declaration lodgement to exit or release of goods.

This report presents the findings and recommendations of the Eswatini Time Release Study conducted at Ngwenya Border Post, based on data captured in the WCO TRS Software. The study includes both quantitative analyses derived from the collected data and qualitative analysis based on observations made during implementation. The

findings are assessed in line with international standards and best practices, including the WCO Revised Kyoto Convention, the WCO SAFE Framework of Standards, the WCO Risk Management Compendium, the WTO Trade Facilitation Agreement, and the World Bank's Border Modernization Handbook.

TRADE IN ESWATINI

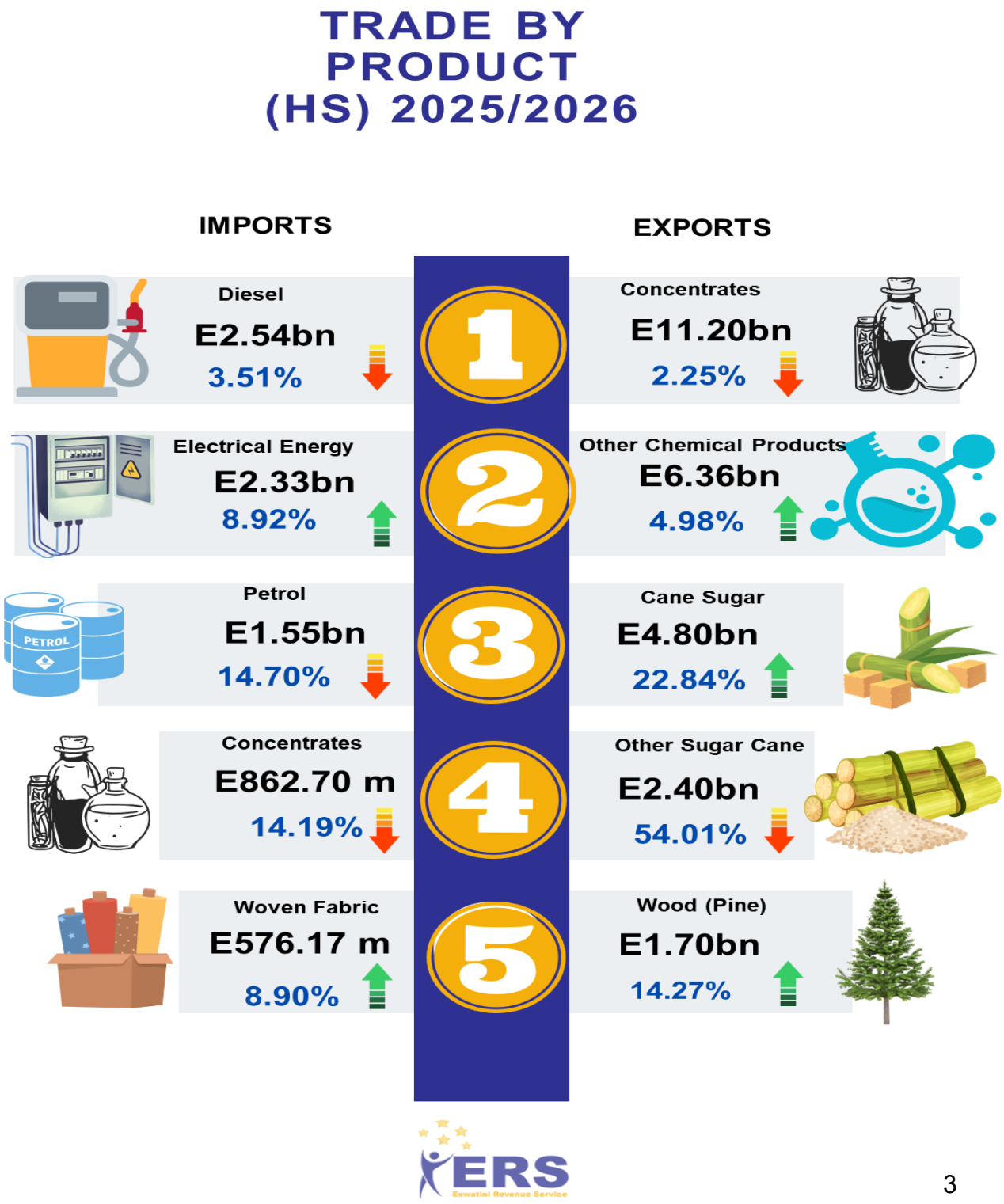


Figure 1—1: Trade in Eswatini by HS 2025/2026

The graph illustrates that Eswatini’s trade structure in 2025/2026 remains concentrated in a few key products. Exports are still largely driven by concentrates, sugar, chemicals and forestry products, while imports are heavily influenced by fuel, electricity and industrial inputs. The strong growth in cane sugar and wood exports is a positive signal for agro-processing and forestry, while the continued dependence on energy imports highlights an ongoing structural challenge for the economy.

2. EXECUTIVE SUMMARY

2.1. About the Study

The Time Release Study (TRS) was conducted at the Ngwenya border from the 17th to 21st November 2025. It took **five (5)** days to collect the data from 0700hrs to 0000hrs. Ngwenya border, is one of the busiest land border crossings between Eswatini and South Africa. On average, approximately 600 commercial trucks cross this border daily, making it a critical trade corridor for regional and cross-border commerce.

The Time Release Study (TRS) assessed the time required for goods to complete import, export, and transit procedures at the border post. The study examined each step of the clearance process to evaluate the effectiveness of border procedures and overall operational efficiency. In addition, the findings of the study were compared with the results of the previous TRS conducted in 2023 to assess progress and the impact of trade facilitation measures implemented since that time.



Figure 2—1: Scope of TRS

The scope of the TRS focused on the period from the lodgment of a customs declaration (entry) for processing to the point at which the declaration is finally cleared and the goods are released. The study adopted an end-to-end approach, combining both information flow and physical movement of goods to capture a comprehensive picture of border clearance processes.

The type of regimes covered by the study:

- ✓ Import declarations.
- ✓ Transits and
- ✓ Exports declarations.

2.2. Imports

The total average time for the regulatory processes associated with importing goods into Eswatini was **48mins 53sec** which was **12mins 23 sec** better than the average

time taken in the 2023 TRS survey which was **01 hr 01min**. The time costs fell most heavily on imports **(Physical flow)**. Further, it took **09hrs 37sec** average time from registration of a declaration to total exit, whilst it took **8hrs 27mins** on the 2023 survey from the registration of a declaration to total exit **(Information flow).**

For import declarations, 14.2% were channelled to red, 0.3 % to yellow, 71.0% to green and 14.5% for blue. Green channel average time at the border was **44mins 40sec** compared to blue **35mins 18sec**, yellow **33mins 40mins** and red **1hr 43mins**.

Imports Trend Analysis Over the Years

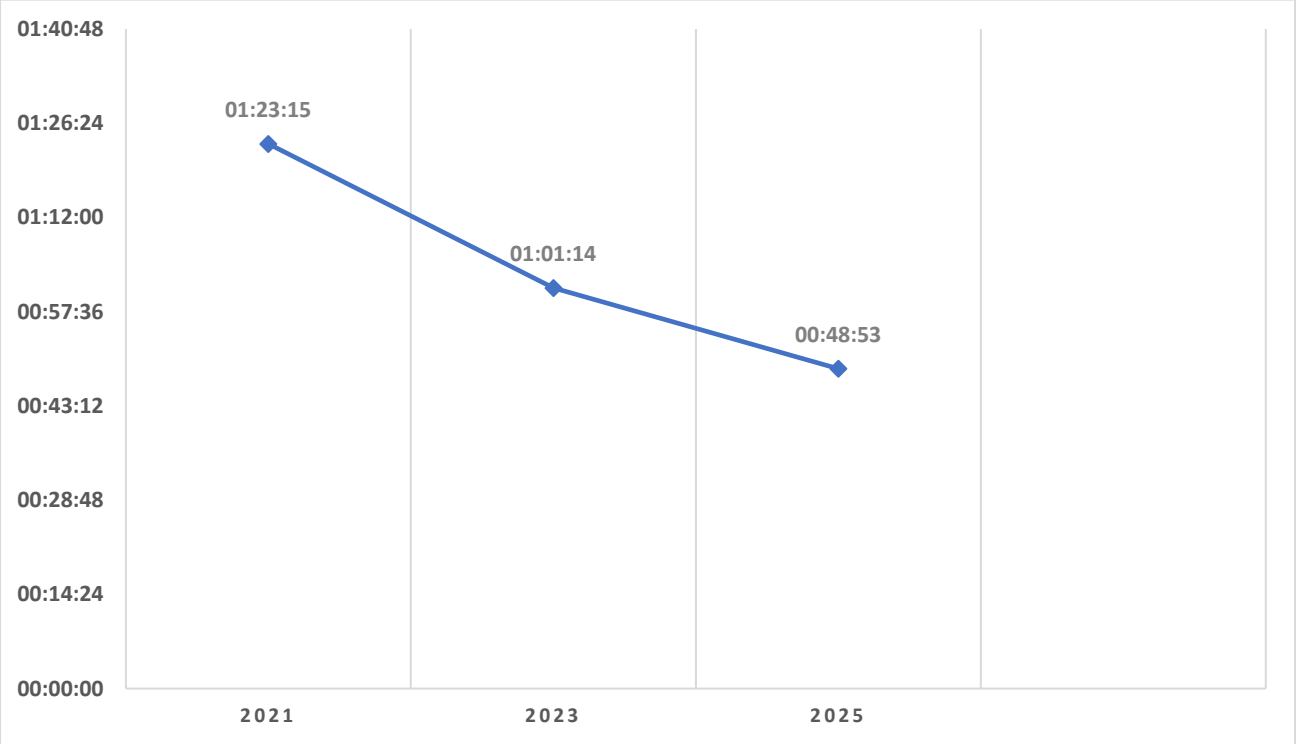


Figure 2—2: Import trend analysis over years

The chart shows a steady reduction in import clearance time from about **1hr 23mins** (2021) to **1hr 01min** (2023) and further down to **48mins 53sec** (2025) indicating sustained improvements in border efficiency. This trend is consistent with implementation of World Trade Organization Trade Facilitation Agreement measures, strengthened by several mutually reinforcing reforms:

1. Pre-clearance & automation

Digitization and pre-arrival processing reduced idle time at the border. Declarations submitted and processed before arrival allow faster release upon entry, which explains the early drop between 2021 and 2023.

2. Trader self-assessment

Allowing traders to self-assess, submit declaration and generating exit notes has reduced administrative handling time. Customs can focus on risk-based controls and post-clearance audits, contributing to continued improvements through 2025.

3. Express lane with co-location of agencies

A major operational gain appears to come from the establishment of an express lane where customs, immigration, and other government agencies (OGAs) are housed in a single office. This “one-stop” setup eliminates inter-agency handoffs, reduces duplication of checks, and significantly shortens processing time for compliant shipments.

4. Coordinated Border Management (CBM)

The express lane also reflects strong CBM practices, agencies working in a synchronized manner rather than sequentially. This coordination minimizes delays and improves predictability.

5. Bilateral coordination between border administrations

Improved cooperation between the two neighbouring administrations has likely reduced procedural asymmetries (e.g., aligned working hours, shared data, harmonized checks). This is a key factor in sustaining the downward trend in clearance times.

6. Role of the NTFC

The National Trade Facilitation Committee has likely played a central role in aligning stakeholders, supporting implementation of reforms, and maintaining momentum across agencies and the private sector.

7. Time Release Study (TRS) influence

Findings from the Time Release Study appear to have been actively used to identify bottlenecks and guide targeted interventions, including the express lane and process simplification.

8. Management buy-in

The consistent improvement over multiple years indicates strong leadership commitment. Sustained management support is essential for embedding reforms like automation, CBM, and inter-agency integration.

2.3. Exports

The total average time for exporting goods out of Eswatini was **42mins 45sec** and this shows not much difference when compared to the average time taken in the 2023 TRS survey which was **43mins 47sec**. Further, it took **11hrs 42mins** average time from registration of a declaration to total exit, whilst it took **19hrs 14mins** on the 2023 TRS survey.

3. METHODOLOGY

3.1. TRS cycle

This study is based on the WCO's World Customs Organization Guide to measure the time required to release goods, Version 4, 2025 and the WCO TRS System. Using these methodologies allowed for the capture of statistical data on times which, together with qualitative information, forms the basis of the analysis and recommendations contained in this report.

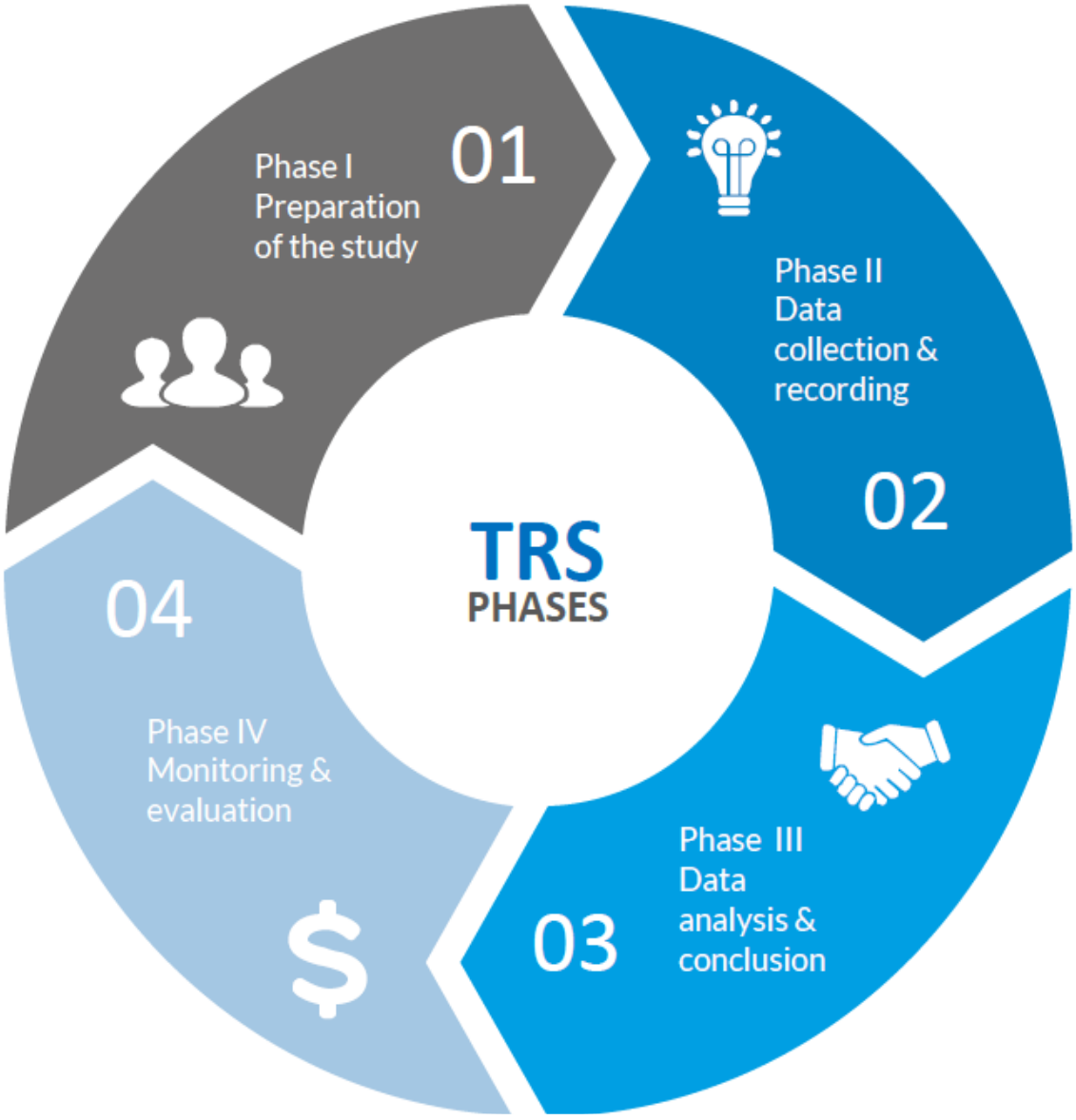


Figure 3—1: TRS Cycle

3.2. Scope of the Study

The study was conducted between 17 to 21 November 2025 for 24hours a day.

Location	Import	Export	Data Collection Period	Test Period
Ngwenya	• Process from registration of an entry to departure from the BCA (Border Customs Area) (Source: Manual Survey Sheets and ASYCUDA World). • Commercial goods only.	• Process from registration of entry to departure from the BCA (Source: Manual Survey Sheets and ASYCUDA World). • Commercial goods only.	5 days	1 day

Table 3—1:Scope of the study

3.3. Statistical valid data collection

To have statistically valid findings at a 95 % confidence level with an interval of +/- 5 % in line with the requirements of the project, the services of a statistician were used to analyze data provided by the ERS. This is also a requirement from the WCO to reach this statistical threshold. This allowed the correct sampling strategy during the data collection phase to achieve a 'typical' week at the border. Due to this method, the data in this final report is statistically valid.

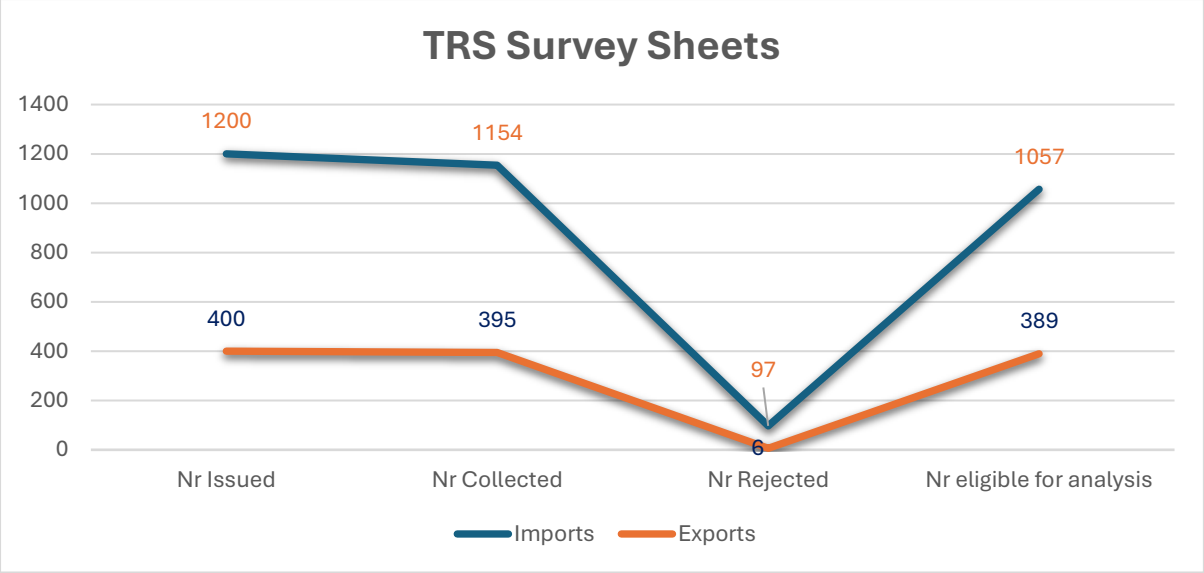


Figure 3—2: TRS Survey Sheets

Imports

1200 survey sheets were issued, 96.1% were collected, 8.1% were rejected due to missing or incorrect information, and 88% were eligible for capturing and analysis.

Exports

400 survey sheets were issued, 98.5% were collected. Of these, 1.5% were rejected or could not be used for analysis, resulting in 97% of the total survey sheets being used for analysis

3.4. Testing

Data collection required the involvement of many people and accurate data from manual and computer sources. The process maps and the survey sheets must also be verified and the need to update them must be done before the operational phase commences. For this reason, a test run was undertaken by all the parties involved before the commencement of the actual study in Ngwenya. The test allowed the survey sheets and TRS processes to be refined before the actual data collection phase.

3.5. Data collection and integration

The TRS ran for 5 days from Monday 17th November to Friday 21st November 2025 in line with the recommendation from the *World Customs Organization Guide to measure the time required to release goods, Version 4, 2025.*

Some of the BCA timestamp data was available in Asycuda World. Other data was collected manually by enumerators. This required the use of paper survey sheets. Both the physical and information data were manually quality assured, integrated and captured into the WCO TRS Software tool by ERS officials. Entry into the WCO TRS Software tool was done by ERS officers located in the control room.

3.6. Use of enumerators

To reliably capture data at the border, enumerators were deployed to directly capture manual and ASYCUDAWorld time stamps. Most of these enumerators were ERS employees with support from OGAs.

3.7. Out of Scope

Some occurrences have been omitted due to low volumes, being periodic, being primarily security related or unrelated to public sector trade facilitation processes, such as:

- Private sector processes, including preparation of road manifest.
- Eswatini Environmental Authority certificates, permits, and licenses.
- National Police certificates, permits and licenses.
- Non-border related ERS processes.
- Diplomatic consignments.
- Empty trucks/containers.

3.8. Key timings and Events

Activity	Start	End
Propose Station for TRS		
Identify Enumerators		07-Nov
Capacity Building and Preparations	10-Nov	14 -Nov
Data collection - Manual	17-Nov	21-Nov
Data collection - Electronic	14-Nov	21-Nov
Data cleansing	30-Nov	05-Dec
Data input into the WCO Software Tool	08-Dec	29-Dec
Data Analysis	12-Jan	23-Jan
Validation of findings and draft report	02-Feb	27-Mar
TRS report		30- Apr

Table 3—2:key timings and Events

4. Interpreting the data in this report

4.1. Data from the WCO TRS Software

The data presented on this report was analyzed and interpreted by the WCO's web based TRS Software Tool. Manual time data provided to and collected by the enumerators was entered into the software. By selecting two time points based on the survey sheet, an average (or mean) and median time is given. The average time taken for each 10 % of declarations to complete the period between the two time points is also presented by the software.

%	minutes	h m d	
10	11	0d 0h 11m	
20	14	0d 0h 14m	
30	17	0d 0h 17m	
40	21	0d 0h 21m	
50	25	0d 0h 25m	
60	30	0d 0h 30m	
70	38	0d 0h 38m	
80	52	0d 0h 52m	
80	51	0d 0h 51m	⇐ average
90	99	0d 1h 39m	
100	1465	1d 0h 25m	

Table 4—1: Sample of WCO TRS Software Results - Imports

80% of surveys were completed within the average time of 0d 0h 51m

Data from ASYCUDAworld

Data from ASYCUDAworld was extracted and analyzed in excel spreadsheets and was presented in tables with average, mode, minimum and maximum times. The number of applications processed for each process and sub process are also presented.

Average and mode times

Average time is the time that is representative of the times entered into the WCO TRS Software for the two time points being measured. It is calculated by adding together all the time entered for the two time points being measured and dividing by the number

of valid entries in the WCO TRS Software for the two time points. The mode is the most frequently appearing time.

Averages are influenced by:

- ✓ the volume being measured for any process.
- ✓ data not being correctly entered into the WCO TRS Software for all timestamps.
- ✓ the fact that not all declarations in the study sample pass through the same processes.
- ✓ some declarations or vehicles may not have completed all the processes when data collection ended.

This means that the number of entries in the WCO TRS Software may not always add up.

Averages should be viewed as a way of understanding the time taken with an eye to the influencing factors and the impact of outlying times, while ensuring that outlying times do not become the focus of analysis. An explanation of outlying times is provided where it is possible to do so. At BCA while there is a theoretical shortest time for any process to be completed, averages are impacted by individual declarations that take a long time to complete a process.

When analyzing the data, it is important to note that the average time for two or more sub-processes will not add up to the average time for the main process (known as Simpson's paradox). The fact that not all declarations or vehicles follow the same processes and there is no fixed order for sub-processes also contributes to this effect.

In some cases, to be able to provide insight into regimes across BCA or within a particular BCA, weighted averages are used, and these are clearly identified. Weighting has been done for comparable processes based on the number of declarations or vehicles for the process at individual BCA.

5. FINDINGS AND ANALYSIS

5.1. Imports

	Arrival - Boom Gate Exit	Reg - Total Exit	Reg - Boom Gate	Reg - Arrival	Arrival - Total Exit
Average	0:48:53	8:18:51	9:00:37	8:23:29	1:19:34
Min	0:01:00	0:23:02	0:27:55	0:08:31	0:00:04
Max	13:20:00	257:33:47	92:31:05	92:16:05	245:21:50

Table 5—1:Imports analysis results

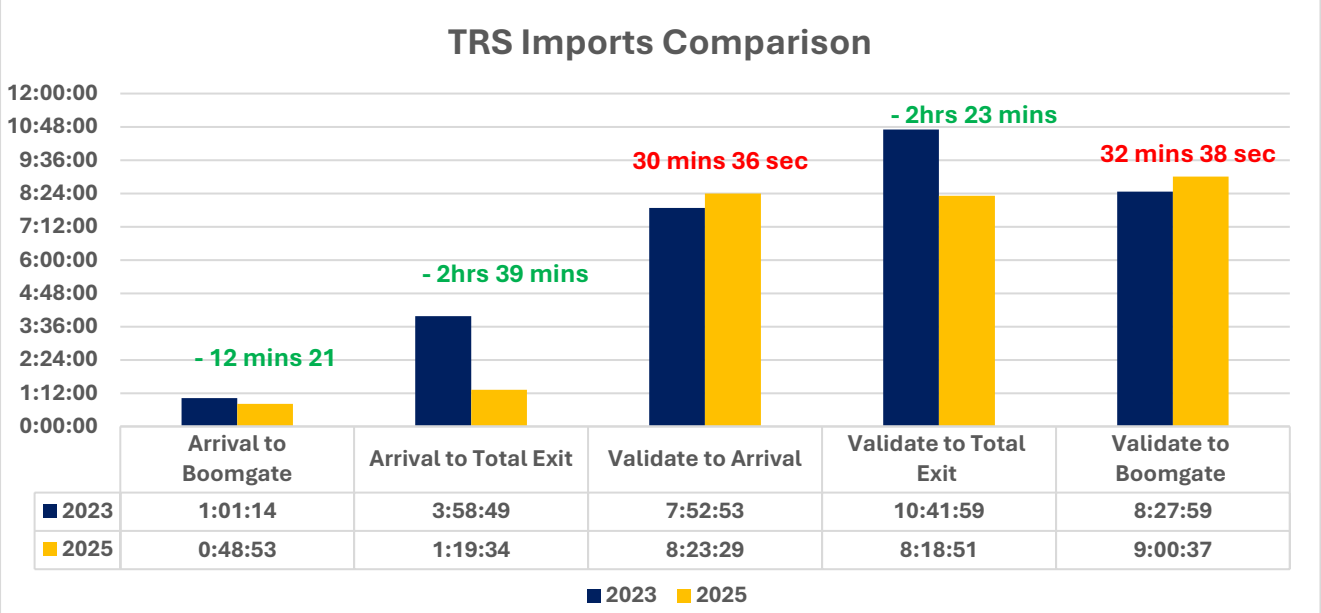


Figure 5—1: TRS imports comparison

Our analysis indicates that most declarations are now being pre-cleared. The survey shows an average duration of **8 hrs 23 mins** from declaration lodgement to the truck's arrival at the border. This improvement in pre-clearance has contributed significantly to a reduction in processing time at the border.

For imports, the average border processing time, from vehicle arrival to boom gate exit was **48 mins 53 sec**, with the longest recorded time being **13 hrs 20 mins**. This extended delay was caused by an importer/truck that had not pre-cleared and was consequently required to remain overnight, as the responsible clearing agent does not

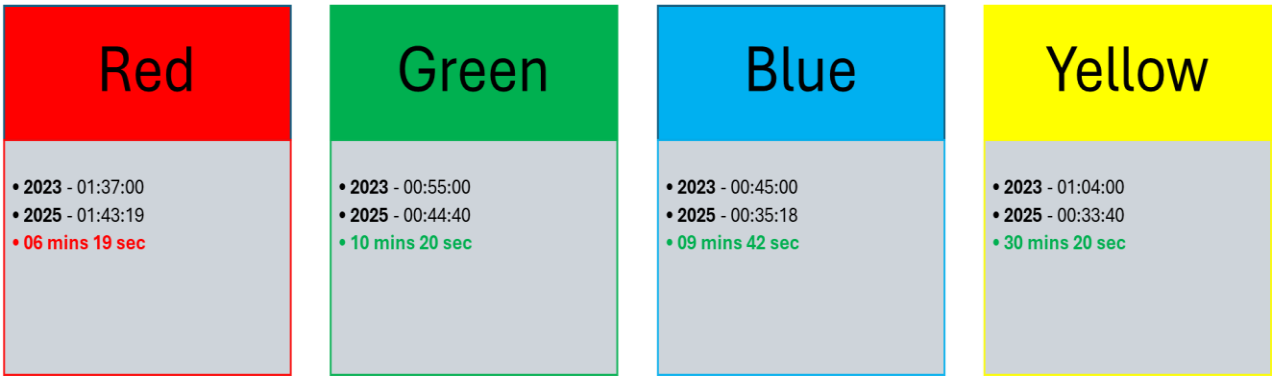
operate during night hours. In addition, the truck remained at the border overnight for security reasons in line with their company policy.

An anomaly was also observed in the time taken from vehicle arrival to total system exit, where the maximum duration recorded was **245hrs 21mins** (approximately 11 days). Upon investigation, it was discovered that some declarations were not fully exited from the system due to the fact that Importers are presenting only declarations that had already been totally exited at the boom gate.

Imports Selectivity Criteria

	Arrival - Boom Gate Exit	Reg - Total Exit	Reg - Boom Gate	Reg - Arrival	Arrival - Total Exit
Red	1:43:19	11:23:21	9:12:01	7:58:22	4:52:09
Green	0:44:40	8:26:54	9:41:24	9:06:19	0:43:29
Blue	0:35:18	4:36:33	5:35:16	5:04:46	0:32:52
Yellow	0:33:40	12:16:10	12:36:12	12:02:32	0:21:25

Table 5—2:Imports selectivity criteria



For Eswatini, about 71% of imports were channelled to green. On average, green lane declarations took **44mins 40sec** and shows an improvement of **10mins 42sec** when compared to the **55 mins** for 2023 TRS. Those channelled to red were about 14.2% due to an increase in declarations requiring the Sekulula VAT Easy program. On average, the red channel took **1hr 43mins** compared to **1hr 37mins** for 2023 TRS. This shows an increase of about **6 mins 19sec**. The increase was caused by the ever changing requirements of Sekulula VAT Easy. Declarations channelled to yellow were about 0.3%. The average time to process yellow declarations was **33mins 40sec** which also shows an improvement of **30mins 20sec** when compared to the **1hr 04mins** for 2023 survey. This shows that declarations channelled to yellow has decreased, Sekulula VAT easy declarations are now channelled to red lane only. Blue

channelled declarations increased from 2% in 2023 to 14.5% in 2025 due to an increased number of AEO importers. On average, it took **35mins 18sec** to process an AEO which has improved when compared to **45mins 33sec** in 2023

5.2. Exports

From registration of declaration until the truck arrives at the border is **12 hrs 06 mins**. An average time of **42 mins 45 sec** was taken on the border processes, from the arrival of the vehicle to total exit. This time includes the time for presenting documents to customs counter and Immigration processes. This shows not much improvement when compared to the **2023** study. This is because there are no trade facilitation initiatives directed to exports in the period

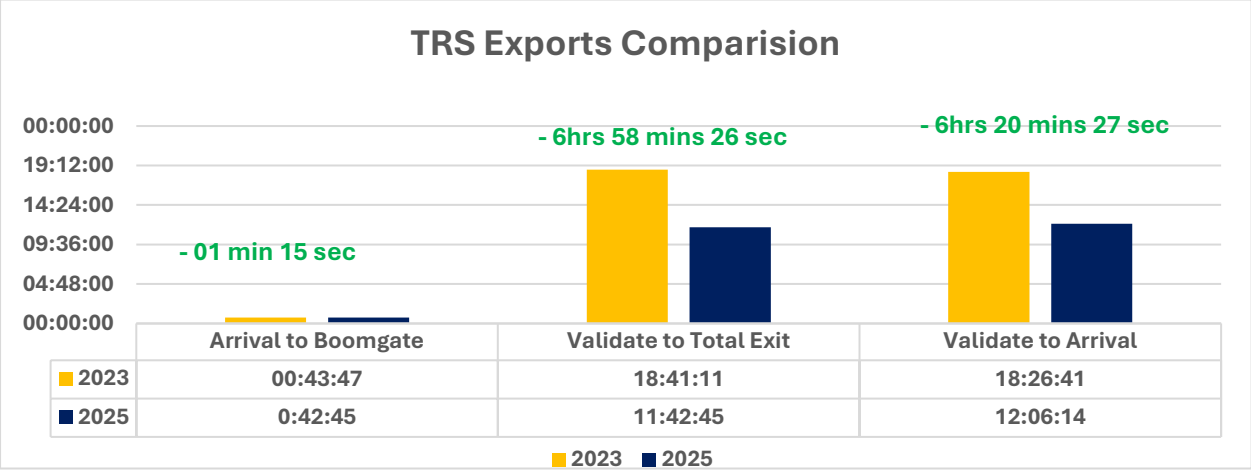


Figure 5—2: TRS Exports comparison

5.3. Other Government Agencies

The Time Release Study included the participation of relevant Other Government Agencies (OGAs) involved in the clearance of imported consignments at the border. The objective of including OGAs was to measure their contribution to overall border processing time and to assess their impact on cargo release efficiency.

The study assessed the duration of OGA interventions from the time the consignment was presented for inspection or verification to the completion of the agency's process. The findings indicate that OGA processes were completed expeditiously and did not constitute a bottleneck in the border clearance process.

The average processing time for OGAs was less than five (5) minutes, with most transactions being finalized immediately upon presentation. This demonstrates a high level of operational efficiency and effective coordination between Customs and OGAs.

5.4. Customs Hall and Express Lane

	Arrival - Boom Gate Exit	Valid - Total Exit	Valid - Boom Gate	Valid - Arrival	Arrival - Total Exit
Express	0:49:47	8:13:21	8:56:21	8:19:35	1:19:38
Customs Hall	1:07:31	9:06:30	9:50:55	8:43:24	1:35:27

Table 5—3: Customs Hall and Express Lane

The average time taken at the Customs Hall was **1hr 07mins**, with a maximum processing time of **1h 35mins**. Several traders reported that frequent changes in the requirements for Sekulula VAT Easy contributed to longer processing times, as traders were often required to obtain additional information or documentation while at the border.

The average time recorded at the newly established Express Lane Office was **49mins 47sec**, which is higher than the overall average time for the entire border clearance process. This is mainly attributed to the limited utilization of the Express Lane Office by Immigration services, resulting in traders having to move between the Express Lane Office and the Customs Hall, where Immigration officers are consistently available.

In addition, the absence of cash payment facilities at the Express Lane Office further contributed to delays. Cash payments are currently only accepted at the Customs Hall, requiring traders who opt for cash transactions to leave the Express Lane Office and complete payment at the Customs Hall.

5.5. Imports by EPC

From	To	EPC	Average	Min	Max
Arrival of Vehicle	Total Exit	**4000**	0:59:49	0:00:04	71:15:01
		4300	5:03:49	0:01:31	92:16:05

		5100	0:10:59	0:10:59	2:38:36
		6023	0:17:35	0:11:10	1:29:06
		8000	1:35:42	0:03:35	20:30:36
		8100	0:22:04	0:01:51	48:27:27
Valid & assess	Boom gate Exit	**4000**	9:33:18	0:27:55	71:43:01
		4300	7:54:41	0:55:18	92:31:05
		5100	2:55:36	2:55:36	2:55:36
		6023	1:25:55	1:07:43	1:44:06
		8000	13:54:59	5:12:20	21:00:36
		8100	5:29:54	0:52:48	52:10:27
Arrival of Vehicle	Boom gate Exit	**4000**	0:44:10	0:01:00	13:20:00
		4300	1:43:08	0:04:00	10:52:00
		5100	0:17:00	0:17:00	0:17:00
		6023	0:23:00	0:15:00	0:31:00
		8000	1:48:36	0:23:00	6:10:00
		8100	0:37:26	0:04:00	4:35:00

Table 5—4: Imports by EPC analysis results

The key observation regarding the Extended Procedure Codes (EPCs) is that recorded clearance times are influenced by declarations that were not fully exited in the system. Sekululа VAT Easy (EPC 4300) shows longer clearance times compared to other EPCs, particularly EPC 8100 as declarations are now processed through the express lane office to help ease congestion and improve traffic flow at the border.

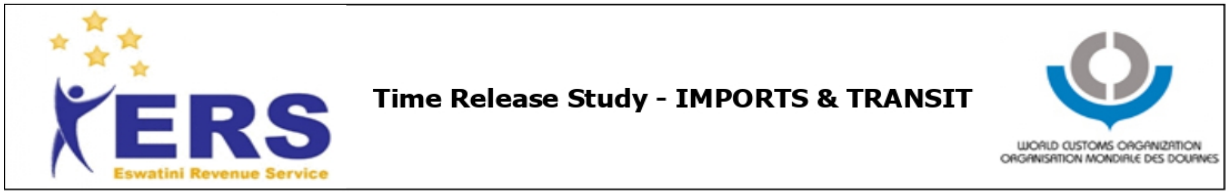
6. RECOMMENDATIONS AND ACTIONS

Findings	Short- Term (0 – 6months)	Medium- term (6 -18 months)	Long- Term (18 +months)
The express lane is not utilised fully	• Seek full co-operation from the Ministry of Home Affairs on the operation of the express lane as shifts are not consistently available. • Office to operate 24hours on daily basis. • Introduce Cash payments at the express lane like in the Customs hall		Introduce digital or self-service systems to reduce reliance on physical staff (No-Stop/ Virtual Border).
Health compliance gap	Allocate health screening specifically for express lane clients/truck drivers.		
Increase in not totally exited declarations; declarations exited after goods have entered the country	• To provide Tablets to physical examination officers for scanning the	Introduce an automated number plate recognition (ANPR) camera that will	

	exits to enable total exiting of goods/trucks real-time. • Removal of the exit office, with 100% usage of tablets at the boom gate point for total exit.	be linked to the cargo manifests.	
Random physical checks are not properly enforced.	• A screening device for parcels is recommended i.e., endoscope 		• Truck scanners

7. ANNEXTURE

7.1. Imports survey sheet



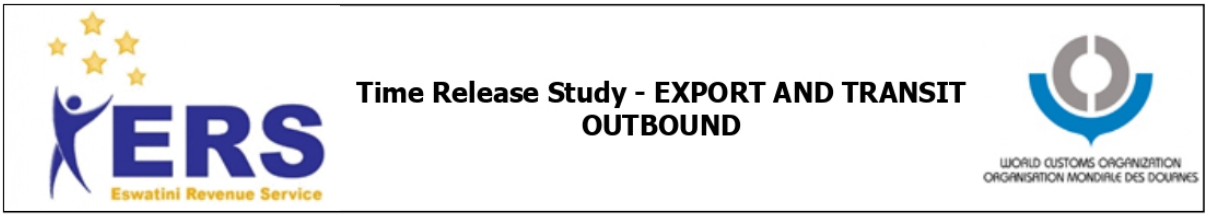
(*) = Mandatory - if indicated for a **section**, mandatory questions for the section must be completed / if indicated for a **question**, the question must be completed if the section is used

Section A General Information (*)	
1. Serial Number (*)	
2. Vehicle Reg Number (*)	
3. Declaration Reg Number (*)	
Section B Physical Arrival Process (*)	
4. Vehicle Arrival at the entry point (*)	day mth - hr min
5. Selected Lane (*)	Customs hall ☐ Express lane ☐
6. Express start	day mth - hr min
7. Express End	day mth - hr min
8. Health Screening - Start	day mth - hr min
9. Health Screening - End	day mth - hr min
10. Immigration Process - Start	day mth - hr min
11. Immigration Process - End	day mth - hr min
12. Road Toll - Start	day mth - hr min
13. Road Toll - End	day mth - hr min
14. Submission of Documents at Customs - Start	day mth - hr min
15. Submission of Documents at Customs - End	day mth - hr min
16. Exit Customs Hall	day mth - hr min
Section C Exit Process (*)	
17. Verification by OGAs	Dairy Board ☐ Namboard ☐ Agriculture ☐
18. Verification - Start	day mth - hr min
19. Verification - End	day mth - hr min
20. Physical Inspection Conducted (*)	Yes ☐ No ☐
21. Inspection - Start	day mth - hr min

22. Inspection - End	day mth - hr min
23. Submission of Exit Note - Start	day mth - hr min
24. Submission of Exit Note - End	day mth - hr min
25. Inspection by OGAs (*)	Yes ☐ No ☐
26. OGAs	Dairy Board ☐ Namboard ☐ Agriculture ☐ Police ☐ Other ☐
27. Inspection by OGAs - Start	day mth - hr min
28. Inspection by OGAs - End	day mth - hr min
29. Total Exit- Boom gate (*)	day mth - hr min
30. 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

7.2 Exports Survey Sheet



(*) = 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. Serial Number (*)	
2. Vehicle Registration (*)	
3. Declaration Registration Number (*)	
Section B Physical Arrival Process	
4. Arrival at Customs Hall (*)	day mth - hr min
5. Submission of Documents at Customs - Start (*)	day mth - hr min
6. Physical Inspection (*)	Yes ☐ No ☐
7. Inspection - Start	day mth - hr min
8. Inspection - End	day mth - hr min
9. Submission of Documents at Customs - End (*)	day mth - hr min
10. Immigration Process - Start (*)	day mth - hr min
11. Immigration Process - End (*)	day mth - hr min
12. Exit Customs Hall (*)	day mth - hr min
Section C Exit Process (*)	
13. Verification of Certificates,Permits &Licenses (*)	Yes ☐ No ☐
14. Verification by OGAs	Dairy Board ☐ Namboard ☐ Agriculture ☐
15. Verification by OGAs - Start	day mth - hr min
16. Verification by OGAs - End	day mth - hr min
17. Inspection by OGAs (*)	Yes ☐ No ☐
18. OGAs	Police ☐ Dairy Board ☐ Agriculture ☐ Namboard ☐ Other ☐
19. Inspection by OGAs - Start	day mth - hr min
20. Inspection by OGA- End	day mth - hr min

21. Total Exit (*)	day mth - hr min
22. 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 . Clearance Process

