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**Customs Supply Chain Security Programs (AEO, C-TPAT etc.) - Survey on Supply Chain and Government Benefits – WCO 3rd Global AEO Conference, Cancun, Mexico, 11-13 May 2016 - Research project by CBRA, ZLC, UCR, HEC UNIL and FP7-CORE**

1. **Your profile**

**Name of your organization**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Sector** (circle one of the five options): **\*1 Customs** administrations; **\*2 Other government** institution (but not customs) ; **\*3 Cargo owner** company (manufacturing, importer, retailer etc.) ; **\*4 Logistics** company (transport carrier, warehouse keeper, freight forwarder etc.) ; **\*5 Other** (international governmental organizations, trade associations, NGOs, technology providers, legal advisors, consulting, academia, media etc.)

**Country of residence**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Job title:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of the **supply chain security program** in your country: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Since year**: \_\_\_\_\_\_\_\_\_

*Optional (for the lucky drawing) –* ***Name & email****: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

1. **ALL CANCUN CONFERENCE PARTICIPANTS, PLEASE REPLY TO THIS QUESTION:** How often are the supply chain security program (AEO, C-TPAT etc.) certified companies in your country benefiting from the following Customs granted incentives?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very frequently** | **Frequently** | **Occasionally** | **Rarely** | **Never / Not applicable in our country (or, this is nothing specific for certified companies)** | **Cannot say** |
| **Are companies submitting entry/exit summary declarations with reduced data sets?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies benefiting from reduced number of data elements in their final declaration?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies benefiting from increased paperless processing of import/export shipments?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies offered the option of audit-based / account-based controls (versus only transaction-based controls)?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies having access to / pre-qualification with various simplified customs procedures?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies self-managing their bonded warehouses?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies benefiting from tax privileges, such as speedier tax refunds and compensation?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies benefiting from financial guarantee waivers, reductions or rebates?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies benefiting from reduction of any Customs fees or charges?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies benefiting from access to self-audit or reduced audit programs?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies allowed to conduct self-assessments when Customs automated systems are not functioning?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies benefiting from designated Customs contact points / assistance by Customs supply chain security experts?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies benefiting from training provided by Customs experts?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies enjoying easier access to other governmental certification in the supply chain, e.g. in aviation security?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies benefiting from the option to manage clearance formalities, inspections etc. at the business site?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies benefiting from a minimum number of cargo security inspections?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies being notified of the intention to release goods prior to their arrival? (“pre-clearance”)** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies benefiting from “extended Customs office opening hours”, during high peak / congestion times?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies benefiting from choice of place of controls, if selected for control?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies benefiting from priority treatment of consignments if selected for control?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies benefiting from priority use of non-intrusive inspection techniques when examination is required?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies guaranteed a priority Customs processing during a period of elevated threat conditions?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies guaranteed preferential treatment at border crossings in post-disaster/post-attack situations?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies guaranteed a priority in exporting to affected countries after a security incident?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies benefiting from expedited processes to resolve post-entry or post-clearance inquiries?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies benefiting from priority response to requests for ruling from Customs?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies benefiting from privileges in any kind of non-criminal legal cases?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Are companies enjoying tangible benefits due to mutual recognition agreements / arrangements (MRAs) with 3rd countries?** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **You can add more Customs granted benefits here:** | | | | | | |
| **This last item in question 2 is only for companies in the supply chain (manufacturers, importers, retailers, transport carriers, warehouse keepers, freight forwarders etc.):** Have you replied to the question 2 items above - Please circle (a) or (b):  (a) from your company (single company) perspective, or  (b) from“all companies in your country” -perspective? | | | | | | |

1. **CUSTOMS AND OTHER GOVERNMENT ADMINISTRATIONS ONLY, PLEASE REPLY TO THIS QUESTIONS:** What are the benefits for the Customs administration in your country arising from the supply chain security program (AEO, C-TPAT etc.)?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly Agree** | **Agree** | **Neither Agree nor Disagree** | **Disagree** | **Strongly Disagree** | **Cannot say** |
| **Better overall allocation of governmental resources** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Improved indirect tax revenue collection** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Improved prevention of trafficking and illicit trade** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Improved detection and/or seizures in trafficking and illicit trade** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Improved prosecution to judgements -ratio (= higher percentage of successful prosecutions)** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Increased confiscations of criminal assets and/or proceeds of crime** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Improved collaboration with supply chain companies** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Improved collaboration with other national government agencies** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Improved international collaboration with Customs administrations in other countries** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **You can add more benefits for Customs administrations here:** | | | | | | |

1. **SUPPLY CHAIN COMPANIES ONLY, PLEASE REPLY TO THIS QUESTION:** What are the additional benefits for the supply chain companies in your country, arising from the supply chain security program participations / certifications (AEO, C-TPAT etc.)?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Strongly Agree** | **Agree** | **Neither Agree nor Disagree** | **Disagree** | **Strongly Disagree** | **Cannot say** |
| **Improved customer service** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Improved customs loyalty** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Increased market share/ gaining more new customers** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Improved security commitment of employees** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Improved company image and credibility** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Reduced overall vulnerability of the supply chain** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Improved supply chain resiliency** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Reduced cargo theft incidents** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Reduced tax fraud incidents** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Reduced illicit trade / trafficking incidents** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Reduced insurance fees** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Improved inventory management** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Fewer delayed cross-border shipments** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **Reduced lead time variability in the cross-border supply chain** | | | | | | |
|  | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ | ⃝ |
| **You can add more benefits for supply chain companies here:** | | | | | | |
| **Have you replied to the question 4 items above -** Please circle (a) or (b)  (a) from your company (single company) perspective, or  (b) from“all companies in your country” -perspective? | | | | | | |
| **Please choose (a), (b) or (c), when it comes to cost of complying with the Customs supply chain security program versus the benefits of being certified with the Customs supply chain security program:**  (a) measurable cost of compliance is lower than the measurable benefits achieved;  (b) measurable costs and benefits in fiscal terms are about equal;  (c) measurable cost of compliance is higher than the measurable benefits achieved. | | | | | | |

**PLEASE RETURN THIS SURVEY FORM FILLED TO MS. SUSANA WONG, BY 2PM ON FRIDAY 13 MAY 2016. IF YOU WRITE YOUR NAME AND EMAIL ON PAGE 1, YOU JOIN AUTOMATICALLY A LUCKY DRAWING OF A COSTA RICAN SOUVENIR. THANK YOU FOR PARTICIPATING IN THIS IMPORTANT SURVEY – WE AIM TO PUBLISH THE FIRST RESULTS ALREADY BY THE END OF 2016!**

**In Cancun / Lausanne / Zaragoza / San Jose, 11 May 2016**

**Dr. Juha Hintsa, Dr. Luca Urciuoli, Ms. Susana Wong, Dr. Toni Männistö, Prof. Ari-Pekka Hameri & Dr. Thi Thu Hien Phan**

**Cross-border Research Association and HEC University of Lausanne, Switzerland; Zaragoza Logistics Center, Spain; and University of Costa Rica**

*PS. You can also email your scanned filled questionnaire by 20 May 2016 to:* [*susana.wong@cross-border.org*](mailto:susana.wong@cross-border.org)

*PPS. Electronic (word) copies of the English and Spanish questionnaires can be downloaded any time at:* [*www.cross-border.org/downloads*](http://www.cross-border.org/downloads) *(and please email the filled questionnaire back to us by 20 May 2016)*

*PPPS. If you would like to receive our previous reports and articles on AEO-programs, MRA-processes etc., please send an email to:* [*juha.hintsa@cross-border.org*](mailto:juha.hintsa@cross-border.org) *; and, please feel free to register at* [*www.cross-border.org*](http://www.cross-border.org) *, in order to receive CBRA Monthly magazines directly to your email box*