Business Regulatory, Investment, and Trade Environment Program

(BRITE)

FINAL REPORT: BRITE SURVEY OF THE LARGEST IMPORTERS AND EXPORTERS IN MOLDOVA

Contract No. AID-117-I-12-00001, AID-117-TO-12-00001

September-October 2015

This publication is made possible by the support of the American People through the United States Agency for International Development (USAID) under the terms of Business Regulatory, Investment and Trade Environment Project (BRITE), implemented by Chemonics International. This publication was developed by REDC Promo Terra.

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Abbreviations

AEO	Authorised Economic Operator
NAFS	National Agency for Food Safety
MDL	Moldovan Leu
BCP	Border Crossing Point
VAT	Value Added Tax

1 Piloting the questionnaire

The original version of the questionnaire was provided by representatives of BRITE program and analysed by Promo-Terra. The piloting was carried out at the premises of five companies selected randomly from the general list. Operators have travelled to companies' headquarters to collect the data under the semi-structured interview.

As a result, parties mutually agreed to propose some adjustments to the questionnaire that were not likely to significantly influence its structure, number and order of questions. There were inserted clarifications regarding the customs processes, which were later deemed as useful definitions by both interviewers and respondents to correctly understand the questions and the response options.

In addition, the willingness of the companies to provide more quality information beside the responses was tested. It was determined that this was down to the respondent's awareness as well as the specifics of the company. A person with comprehensive knowledge of the customs processes would have better discussed any problems that might arise, provided solutions and opinions.

The number of questions has therefore not been changed. It was decided that the questionnaires contained additional space for open-end questions. Respondents were offered the option to leave their contact information to receive the survey results and also participate in a focus group organized by BRITE.

2 Collection of data

1.1 The purpose of the survey

The BRITE program has provided a list of 165 private sector companies that have entered the top 100 largest importers and top 100 largest exporters in Moldova in 2014. The aim was to interview all companies to learn about their use of electronic import and export services, their groupage operations and AEO status. Eventually, we managed to obtain information from 137 companies.

The survey was semi-structured, consisting of a standard questionnaire. Subsequently, the interviewer asked clarifying questions in order to yield qualitative data.

1.1.1 Sample structure

Although the companies were listed either among top importers or exporters, some companies that are involved in both activities entered the top on the account of one of the components. Thus, among the 137 companies, 35% do only imports, 24.1% only export and around 40% carry out both activities.

3 Main findings

All tables providing the results can be found in the Annexes, in the same presentation order as in this chapter.

3.1 General information

Although 90% of the companies surveyed are large and have the largest export and import volumes in the Republic of Moldova, they seek the services of a customs broker in the clearance process. Thus, only 9% of the companies carry out the customs procedures on their own.

With regard to the foreign trade, Moldova's main import countries are: Romania - 47.1%, Ukraine - 38.2%, Russia - 36.3%, Germany - 26.5% and Italy - 20.6%. Overall, 37 countries or groups of countries were mentioned. The most common mode of transport used to import is by land - 84.7%, followed by sea and land - 8.2%. Only 3.1% of companies are importing mainly by railway and 4.1% - by air.

With regard to the export activity, the number of mentioned countries is larger. Most companies are exporting to Romania - 42%, Ukraine - 32.1%, Russia - 25.9%, Italy - 19.8%, Germany - 16%. Overall, exporters mentioned 44 countries as their major export destinations. Similarly to importers, 84.3% of exporters are moving their goods by land, other 6% - by both sea and land, 3.6% - mainly by air.

3.2 Electronic export

Almost two thirds of the exporters surveyed (63.2%) said they file their export declarations electronically and only a third - on paper. This is a slightly better indicator compared to the share of electronic export declarations per total export declarations.

Companies that do not use electronic export have come up with a number of reasons, arising generally from the company specifics: do fewer exports and work in groups. A large number of answers focused either on the lack of capacity or lack of information about the procedure or the unwillingness to implement this service.

Among those using the electronic export procedure, half of respondents said they were satisfied (49.2%), while a considerable part could not provide an answer to this question (43.1%). The share of those who are not satisfied with the procedure is insignificant at 1.5%.

The survey asked about the benefits noted following the implementation of electronic export procedure. Most respondents mentioned saving time and money (47.1%). A significant share (20.6) - shorter processing time. Other 11.8% said they were satisfied. One company mentioned the decreased number of papers required for clearance.

The number of responses mentioning the negative experience with electronic export was three times lower, most of them referring to ASYCUDA not functioning at times (38.5%). Several respondents mentioned the declaration checks taking too long or at times lacking access to a computer. A great share of respondents said they did not have a negative experience (30.8%).

The economic entities surveyed believe they are quite well informed on the electronic export procedure (65.5% exporters), whereas only 16% believe they are not sufficiently informed.

3.3 Electronic import

Only 25.5% importers use the electronic import declaration, which is significantly higher than the share of all electronic import declaration in overall import declarations.

The main impediments to using this form of declaration are: groupage (15.4%), the recent implementation of the reform and the company having not yet decided to implement it (15.4%) and certain shortfalls in the system

for submitting the electronic import declaration (15.4%). Further reasons are that businesses are not enough informed (9.2%) or that their imported products are still going through the red and/or yellow lanes so that they do not see the submission of the declaration in electronic form as being useful (6.2%). Another share of importers is either not ready for implementation, or has no qualified staff to perform this procedure.

Most (48%) of the electronic import users are satisfied, while 20% are having certain doubts. Some still could not determine whether or not this procedure is useful to them (28%) and hesitated to answer.

Among companies who noticed benefits in the use of electronic import, most of them mentioned saving time and money as the main benefit (38.5%), others said it is more comfortable in general (15.4%) or just having a good opinion about the new procedure (15.4%). Only five companies mentioned a negative experience, namely that the customs clearance takes about 2 hours from the time the truck reaches the BCP, two companies mentioned problems related to the functioning of ASYCUDA and two others - that the very customs inspectors do not know the procedure well enough and the scanning of documents takes a long time.

The users of electronic import procedure have expressed their opinion on the electronic import declaration having to be filed at least one hour before the transportation means arrive in the country. 34.6% respondents said they are not bothered. Equally, 34.6% said they are bothered. The other respondents did not give a clear answer. It may be noted that for many importers this provision is troublesome.

Exactly the same result has arisen from the question on the legal obligation to submit the transit declaration simultaneously with the electronic import declaration. Likewise, this provision seems to bother many businesses.

All interviewed business are rather satisfied with the information on customs import procedures (40%) than dissatisfied (10.4%). Even so, in this segment, it has been noted potential room for improvement.

3.4 Import and export through groupage transport

The foreign trade activity by groupage is widespread among companies in the top 100 importers and 100 exporters. Thus, 47.1% importers and 39.1% exporters make use of this method.

However, for the most part, the volume of exports by groupage accounts for less than 20% in foreign trade. About 45% of importers and exporters are using groupage transportation for less than 20% of their import/export value.

Some companies still depend significantly on the groupage transportation. 18.5% importers and 12.5% exporters are moving their goods internationally mainly through groupage.

Groupage transportation influences the use of several recently implemented processes by Customs Services, as found in a few instances of this report.

3.5 AEO - Authorized Economic Operators

A small number of companies, representing 16.1% of respondents, said they had previously used the simplified procedures. By contrast, 26.3% companies said they currently hold an AEO status.

The share of companies that believe the procedure for obtaining an AEO status is easy is rather small - 27.8%, with most of them describing it as neither easy nor difficult - 55.6%. Very few have deemed the procedure as difficult - 8.3%. Referring to the complexity of the self-assessment questionnaire, the answers were similar: 27.8% believe that the questionnaire was easy to fill in, 52.8% - that it was neither easy nor difficult and 13.9% - that it was difficult.

In either case it is possible to improve the procedure, given that the level of satisfaction is rather average.

Companies that do not have an AEO status were questioned as to why they have not applied or do not hold this status. The most common explanation was that the operator does not meet the AEO criteria (24.8%). Some companies have no knowledge about the AEO (16.8%). Other companies said the benefits are not important (14.9%).

Several companies said they are enjoying certain benefits that such status would offer and obtaining it would not bring considerable benefits (13.9%).

13.9% respondents that do not have an AEO status said they commenced the procedure or planned to file for the status in the near future.

More than half of respondents (55.5%) perceive the AEO awareness level as satisfactory. Only 11.7% said they were never informed by the Customs Service about this possibility and 18.3% said the information is insufficient and/or unsatisfactory.

Asked about their opinion on improving the AEO status by adding other benefits, most respondents mentioned a better awareness (20.4%). Among other potential advantages was the exemption from certain payments (18.4%). A number of respondents want more declarations passed through the green lane (4.1%) or that the list of companies benefiting from this status be extended (2.0%).

4 Qualitative research

The qualitative study represents the viewpoints, opinions, answers given by the respondents during and after completing the main questionnaire. Results are expressed in a few representative quotes without the intervention of authors, except to ensure a grammatically consistent and fair expression.

4.1 Relationship with the Customs Service

- Our experience with the Customs Service is positive at the moment.
- Due to the errors committed by the Customs Service in the papers, we cannot sell the goods on time and consequently suffer losses.
- We are dissatisfied with the bureaucracy of the Customs Service.
- The Customs Service make errors in the declarations that sometimes take 2-3 months to correct. Our money is blocked as a result and we cannot make receipt of the goods.
- The Customs Service has little confidence in entrepreneurs.
- The Customs Service submit paperwork containing errors.
- The Customs Service is working very well, we are satisfied.

4.2 Problems

- There are several issues related to customs procedures, but we do not believe it is worth mentioning them, because it will not change anything.
- Money is transferred through the treasury with difficulty.
- Tariffs on goods have increased.
- The legislation is constantly changing. It is difficult to track all of them.
- The SV *Euro 1* order should be in original. Some goods were cleared on its copy half a year ago. The Customs Service would carry out an analysis and ask for originals.
- Registration of financial means takes a lot of time.
- The Import3 and Import4 procedures cannot be carried out electronically at the moment. We have participated in seminars in March 2015 and would like to implement them, but the features are not yet activated. We hope they are available in 6 months and plan to use them in electronic import.
- Although initially the introduction of blue lane seemed beneficial, we have later regretted it. The Customs Service carry out controls every month. We have lost a lot of time with this procedure.
- We would like that the Customs drew up the paperwork in less time.
- We would like to get more information about customs procedures.
- Economic challenges and currency rate fluctuation affect the company's activity.
- Upon importing EURO1 cosmetics, whether a comma is not inserted or it is not recognized by EU, we have to pay additional taxes.

4.3 Other

- More customs-specialized experts are necessary.
- More innovations in customs are required.
- We have applied for an AEO status and our application was denied, we believe - wrongly. We believe the process is not transparent.
- The border crossing points are really busy on Mondays.
- The lines at border crossing points are long after 17:00.

- The company must import goods of strategic importance to the country in order to qualify for an AEO status.
- There should be rules that everyone would follow.
- Would like that the groupage electronic import be available.
- We are satisfied with everything.
- We have not encountered difficulties on import/export processes. However, our company does not meet the AEO criteria.
- We have not come across any difficulties.
- To us, filing the declaration in paper form is more convenient.

4.4 Questions and Answers (selection):

Question: Why do you find the procedure to obtain an AEO status difficult?
Response: Because this procedure is directed towards the trade with European countries.

Question: Why do you find it troublesome that the electronic import declaration must be submitted at least one hour before the transportation means arrive at the BCP?
Response1: Since sometimes you may have either technical problems, or a simple delay for various reasons.
Response2: We are not informed on the time the goods have left the customer and therefore do not know when it reaches the BCP.
Question: Why do you not hold and AEO status?
Response: We do not think it is favourable to invest great effort to achieve this status, because our goods are mostly imported from countries outside the EU.

Question: You have mentioned that you trade in several European countries. Why are you not interested in having an AEO status?
Response: There are too many requirements from Customs, but as long as our partners trust us, they create favourable conditions for us to export.

Question: You are one of the biggest exporters in the Republic of Moldova. Are you planning to expand to new international markets?
Response: We are satisfied with our export market at the moment and do not want to expand.

Question: Are you satisfied with the advantages offered by the AEO status?
Response: Yes, we enjoy several benefits at border crossings and solve problems faster, especially due to Customs Office officers controlling the situation and intervening promptly.

Question: Why are you not satisfied with the way the Customs Service communicate with customers?
Response: Because they still do not know all the subtleties of the procedure for electronic import.

Annex 1. General data

Table 1: Q3.The company is engaged in: N=137

Response	%
Import	35.0
Export	24.1
Import and export	39.4
NR	1.5
Total	100.0

Table 2: Q2. Does your company use the services of customs brokers to clear goods? N=137

Response	%
No	8.8
Yes	90.5
NR	0.7
Total	100.0

Table 3: Q4.Your main countries of import: N=102

Country	%
Romania	47.1
Ukraine	38.2
Russia	36.3
Germany	26.5
Italy	20.6
Poland	14.7
Turkey	13.7
Belarus	10.8
China	10.8
EU	9.8
Bulgaria	7.8
France	6.9

Austria	5.9
Netherlands	5.9
USA	4.9
Czech Republic	3.9
Kazakhstan	3.9
Spain	3.9
CIS	2.9
Great Britain	2.9
Hungary	2.9
Denmark	2.0
Switzerland	2.0

Belgium	1.0
Finland	1.0
Georgia	1.0
Greece	1.0
Israel	1.0
Japan	1.0
Latvia	1.0
Lithuania	1.0
Portugal	1.0
Slovakia	1.0
Sweden	1.0
Taiwan	1.0
Uzbekistan	1.0

Table 4: Q5. What transportation mode is your company using most often to import goods?, N=98

Type of transportation	%
Land	84.7
Sea+Land	8.2
Rail	3.1
Air	4.1
Total	100.0

Table 5: Q6.Main countries of export, N=81

Country	%
Romania	42.0
Ukraine	32.1
Russia	25.9
Italy	19.8
Germany	16.0
Belarus	14.8
Turkey	14.8
Poland	13.6
Kazakhstan	12.3
Great Britain	9.9
Czech Republic	8.6
USA	8.6
Bulgaria	7.4
CIS	7.4
EU	7.4
China	4.9
Switzerland	4.9
France	4.9
Greece	3.7
Iraq	3.7
Israel	3.7
Hungary	3.7
Netherlands	2.5
Uzbekistan	2.5
Afghanistan	1.2
Asia	1.2
Austria	1.2
Bangladesh	1.2
Brazil	1.2
Cyprus	1.2
Denmark	1.2
Philippines	1.2
Georgia	1.2
Indonesia	1.2
Iran	1.2
Lithuania	1.2
Pakistan	1.2
Portugal	1.2
Singapore	1.2
Spain	1.2
Sweden	1.2
Taiwan	1.2

Table 6: Q7. What transportation mode is your company using most often to export goods?

Type of transportation	%
Land	84.3
Sea+Land	6.0
Rail	6.0
Air	3.6
Total	100.0

Annex 2. Electronic export

Table 7: Q8. Does your company file the export declaration in electronic form, without a paper form? N=87

Response	%
No	33.3
Yes	63.2
DK/NR	3.5
Total	100.0

Table 8: Q9. What is the reason why you do not use the electronic export? N=23

Responses:
Due to company's specific way of operating
It is a somewhat difficult method
We are exporting temporarily
We carry out many transit operations
We do not export so much
Depending on the destination, we may or may not use the electronic export
We do not use the digital signature yet
We are working in groupage
We intend to use it
We like the paper form better
We are accustomed to the classical procedure
We do not have the capacity
We do not have a stable internet connection
We do not need it
We do not have qualified staff
We are not competent enough internet users
We do not want to use it
We are not informed
In export, it is more convenient on paper
The system programming is not updated

Table 9: Q10. Overall, are you satisfied with the use of electronic export procedure?, N=65

Response	%
Rather not	1.5
Neither satisfied, nor dissatisfied	6.2
Rather yes	49.2
DK/NR	43.1
Total	100.0

Table 10: Q11. What was your experience (positive/negative) with the use of electronic export procedure?

Positive experience, N=35	**%**
Saved time and money	47.1
Faster	20.6
We are satisfied	11.8
Convenient	5.9
Everything went well	5.9
Unconcerned	2.9
We have been working for a short time, we cannot say anything yet	2.9
Fewer papers	2.9
Total	**100.0**
Negative experience, N=13	%
Asycuda-related problems	38.5
No such experience	30.8
Access to computer	7.7
The face-to-face interaction with inspectors is better	7.7
Long lines at the customs	7.7
Verification of declaration takes too long	7.7
Total	**100.0**

Table 11: Q12. Are you satisfied with how the Customs Service communicate/inform you on the electronic export procedure?, N=87

Response	**%**
Rather no	8.1
Neither satisfied, nor dissatisfied	15.9
Rather yes	65.5
We were not informed	4.6
DK/NR	6.9
Total	100.0

Annex 3. Electronic import

Table 12: Q13. Are your company's import declarations submitted electronically, without a paper form?

Response	%
No	72.5
Yes	25.5
DK/NR	2.0
Total	100.0

Table 13: Q14. What is the reason that you do not use the electronic import? N=65

Response	%
Working in groupage	15.4
The reform has been implemented recently	15.4
There are gaps	15.4
We are not informed	9.2
We import products distributed on the red and yellow lanes	6.2
It is of no use	6.2
We are ok with the declaration on paper	4.6
Do not have qualified staff	4.6
We are not ready	4.6
The country is not ready for such reforms	4.6
The Customs Service do not yet have a good knowledge of the system	3.1
Bureaucracy	1.5
It depends on the country of import	1.5
We are importing temporarily	1.5
We do not have a digital signature	1.5
We do not need it	1.5
The company policy does not allow us	1.5
The procedure is difficult	1.5

Table 14: Q15. Overall, are you satisfied with the use of the electronic import process? N=25

Response	%
Rather no	4.0
Neither satisfied, nor dissatisfied	20.0
Rather yes	48.0
DK/NR	28.0
Total	100.0

Table 15: Q16. What is your experience (positive and/or negative) on the use of the electronic import procedure?

Positive experience, N=13	**%**
Saving money and time	38.5
More convenient	15.4
Good opinion	15.4
Cannot say anything yet	7.7
Less bureaucracy	7.7
Less work	7.7
Seems convenient	7.7
Total	100.0
Negative experience, N=5	%
Takes 2 hours from the moment the truck arrives at the BCP	20.0
Asycuda-related problems	40.0
Customs inspectors are not well familiar with the procedure	20.0
Paper scanning takes too long	20.0
Total	100.0

Table 16: Q17. What do you think of the legal obligation to submit the electronic import declaration at least an hour before the arrival of the transportation means in the country?, N=26

Response	**%**
It is troublesome	34.6
It is not troublesome	34.6
We do not know about this provision	7.7
DK/NR	23.1
Total	100.0

Table 17: Q18. What do you think about the legal obligation to submit the transit declaration simultaneously with the electronic import declaration? , N=89

Response	**%**
It is troublesome	34.6
It is not troublesome	34.6
We do not know about this provision	7.7
DK/NR	23.1
Total	100.0

Table 18: Q19. Are you satisfied with how the Customs Service communicate/inform you on the electronic import process? N=125

Response	**%**
Rather no	10.4
Neither satisfied, nor dissatisfied	20.0
Rather yes	40.0
We were not informed	5.6
DK/NR	24.0
Total	100.0

Annex 4. Import and export through groupage transport

Table 19: Q20. Is your company importing/exporting goods through groupage transport?, %

Response	Importers	Exporters
No	50.0	58.6
Yes	47.1	39.1
DK/NR	2.9	2.3
Total	100.0	100.0
Respondents	102	87

Table 20: Q21. What share of exported goods are moved through groupage? N=27

Response	%
Up to 20% of total exports	44.4
21-50% of total exports	25.9
51-74% of total exports	11.1
75-100% of total exports	18.5
Total	100.0

Table 21: Q22. What share of imported goods are transported through groupage? N=48

Response	%
Up to 20% of total imports	45.8
21-50% of total imports	35.4
51-74% of total imports	6.3
75-100% of total imports	12.5
Total	100.0

Annex 5. AEO – Authorized Economic Operators

Table 22: Q23. Has your company held the status of a user of simplified procedures previously (under Customs Service Order no. 521)? N=137

Response	%
No	76.6
Yes	16.1
DK/NR	7.3
Total	100.0

Table 23: Q24. Is your company currently holding the AEO status (Authorized Economic Operator)? N=137

Response	%
No	68.6
Yes	26.3
DK/NR	5.1
Total	100.0

Table 24: Q25. How do you assess the procedure for obtaining the AEO status? N=36

Response	%
Difficult	8.3
Neither difficult, nor easy	55.6
Easy	27.8
DK/NR	8.3
Total	100.0

Table 25: Q26. How do you assess the complexity of the self-assessment questionnaire that must be completed to obtain the AEO status? N=36

Response	%
The questionnaire is difficult to complete	13.9
The questionnaire is neither easy nor difficult to complete	52.8
The questionnaire is completed rather easily	27.8
DK/NR	5.6
Total	100.0

Table 26: Q27. For what reason(s) does your company not hold an AEO status? Maximum 3 responses, N=101

Response	%
Our company does not meet the AEO criteria	24.8
We do not know about the AEO status	16.8
We know about the benefits of AEO, but we believe they are not important	14.9
We are currently planning/have initiated the procedure to apply for the AEO status	13.9
We are enjoying the advantages offered by AEO, using other procedures	13.9
We do not know about the benefits of AEO and are not interested	7.9
We do not want to be questioned by the Customs Service	2.0
Other cause:	12.9

Table 27: Q28. How do you assess the Customs Service communication/information on the AEO status and the simplified procedures? N=137

Response	%
Unsatisfactory	18.3
Satisfactory	55.5
We have not received information from the Customs Service	11.7
DK/NR	14.6
Total	100.0

Table 28: Q29. In your opinion, what additional benefits should the AEO status holders be granted to increase its attractiveness and efficiency?

Response	%
We are not sufficiently informed	20.4
It should grant exemptions from payments	18.4
Everything is fine	16.3
Current procedures should be complied with	12.2
I cannot answer	8.2
More declarations on the green lane	4.1
We did not need it	4.1
Less contact with customs inspectors	2.0
Making the status more popular	2.0
Procedures to be carried out faster	2.0
Recognition of the status by other countries	2.0
Extend the list of companies that can benefit from the AEO status	2.0
The status should be easier to obtain	2.0
To function better	2.0
To simplify the requirements for obtaining the status	2.0
Total	100.0

Annnex 6. Questionnaire

QUESTIONNAIRE
for interviewing of companies that have entered the top 100 biggest importers and/or exporters in the Republic of Moldova in 2014

Major goal: Identification of main issues of the largest companies in Moldova related to the use/non-se of the E-customs and AEO procedures (simplified processes)

Module 0 General data

1. **Name of company**

Answer

2. **Is your company using the services of a customs broker for the clearance of goods?**

Answer	Tick
No	◯ 0
Yes	◯ 1

3. **Company carries out activities of:**

Answer	Tick
Import, skip questions 6, 7 and Module I	◯ 1
Export, proceed to question 6, skip Module II	◯ 2
Import and export	◯ 3

4. **Your main countries of import:**

Answer
4.1
4.2
4.3
4.4
4.5

5. **What type of transportation is your company usually using to import?**

Answer	Tick
Land	◯ 1
Sea+Land	◯ 2
Rail	◯ 3
Air	◯ 4
Other option, specify:_____	◯ 5

6. **Your main countries of export:**

Answer
6.1
6.2
6.3
6.4
6.5

7. **What type of transportation is your company usually using to export?**

Answer	Tick
Land	◯ 1

Sea+Land	◯ 2
Rail	◯ 3
Air	◯ 4
Other option, specify:_____	◯ 5

Module I Electronic export

8. Does your company submit the export declaration electronically, without using the paper form?

Answer	Tick
No	◯ 0
Yes, proceed to question 12	◯ 1
DK/NR	◯ 99

9. What is the reason that you do not use the electronic export? Please answer subsequently to question 12.

Answer

10. Overall, are you satisfied with the use of electronic export procedure?

Answer	Tick
Rather no	◯ 1
Neither satisfied, nor dissatisfied	◯ 2
Rather yes	◯ 3
DK/NR	◯ 99

11. What is your experience (positive and/or negative) on the use of the electronic export procedure?

11.1 Positive
11.2 Negative
11.3 Other

12. Are you satisfied with how the Customs Service communicate/inform you on the electronic export procedure?

Answer	Tick
Rather no	◯ 1
Neither satisfied, nor dissatisfied	◯ 2
Rather yes	◯ 3
We were not informed	◯ 9
DK/NR	◯ 99

Module II Electronic import

13. Does your company submit the import declaration electronically, without using the paper form?

Answer	Tick
No	◯ 0
Yes, proceed to question 15	◯ 1

DK/NR	◯ 99

14. What is the reason that you do not use the electronic import? Please reply subsequently to question 19.

Answer

15. Overall, are you satisfied with the use of electronic import procedure?

Answer	Tick
Rather no	◯ 1
Neither satisfied, nor dissatisfied	◯ 2
Rather yes	◯ 3
DK/NR	◯ 99

16. What is your experience (positive and/or negative) on the use of the electronic import procedure?

16.1 Positive
16.2 Negative
16.3 Other

17. What do you think of the legal obligation to submit the electronic import declaration at least one hour before the arrival of the transportation means in the country?

Answer	Tick
It is troublesome	◯ 0
It is not troublesome	◯ 1
We do not know about this provision	◯ 9
DK/NR	◯ 99

18. What do you think of the legal obligation to submit the transit declaration simultaneously with the electronic import declaration?

Answer	Tick
It is troublesome	◯ 0
It is not troublesome	◯ 1
We do not know about this provision	◯ 9
DK/NR	◯ 99

19. Are you satisfied with how the Customs Service communicate/inform you on the electronic import procedure?

Answer	Tick
Rather no	◯ 1
Neither satisfied, nor dissatisfied	◯ 2
Rather yes	◯ 3
We were not informed	◯ 9
DK/NR	◯ 99

Module III Import/export through groupage

Disclaimer: the groupage is understood as the mode of transportation of goods to multiple recipients/shippers in one compartment of a cargo transport unit.

20. Does your company import/export goods transported through groupage?

Answer	Tick
No, proceed to Module IV	◯ 0
Yes	◯ 1
DK/NR, proceed to Module IV	◯ 99

21. What share of exported goods is carried through groupage?

Answer	Tick
Up to 20% of total exports	◯ 1
21-50% of total exports	◯ 2
51-74% of total exports	◯ 3
75-100% of total exports	◯ 4
We do not export through groupage	◯ 9
DK/NR	◯ 99

22. What share of imported goods is carried through groupage?

Answer	Tick
Up to 20% of total imports	◯ 1
21-50% of total imports	◯ 2
51-74% of total imports	◯ 3
75-100% of total imports	◯ 4
We do not import through groupage	◯ 9
DK/NR	◯ 99

Module IV AEO – Authorized Economic Operators

23. **Has your company previously held the status of a user of simplified procedures (according to Customs Service Order no. 521)?** If so, skip questions 25 and 26.

Answer	Tick
No	◯ 0
Yes	◯ 1
DK/NR	◯ 99

24. Is your company currently holding the AEO status (Authorized Economic Operator)?

Answer	Tick
No, proceed to question 27	◯ 0
Yes, skip question 27	◯ 1
DK/NR	◯ 99

25. How do you assess the procedure to obtain the AEO status?

Answer	Tick
Difficult	◯ 1
Neither difficult, nor easy	◯ 2
Easy	◯ 3
DK/NR	◯ 99

26. How do you assess the complexity of the self-assessment Questionnaire that must be completed to obtain the AEO status?

Answer	Tick
The questionnaire is difficult to complete	◯ 1
The questionnaire is neither easy nor difficult to complete	◯ 2
The questionnaire is filled in rather easily	◯ 3
DK/NR	◯ 99

27. For what reason(s)does your company not hold an AEO status?

Answer	Tick one or more options
We are currently planning/have initiated the procedure to apply for the AEO status	◯ 1
We do not know about the AEO status	◯ 2
We do not know about the benefits of the AEO and are not interested	◯ 3
We know about the benefits of AEO, but believe they are not important	◯ 4
We enjoy the benefits offered by the AEO status, by using other procedures	◯ 5
Our company does not meet the AEO criteria	◯ 6
We do not want to be questioned by the Customs Service	◯ 7
27.1 Other cause:	◯ 9

28. How do you assess the communication/information with the Customs Service on the AEO status and simplified procedures?

Answer	Tick
Unsatisfactory	◯ 0
Satisfactory	◯ 1
We have not received information from Customs Service	◯ 2
DK/NR	◯ 99

29. In your opinion, what additional benefits should the AEO status holders be granted to increase its attractiveness and efficiency?

Answer

30. Do you agree to be invited in a focus group by BRITE program where the results of this survey will be presented?

Answer	Tick
No	0
Yes	1

Contact details	
Name:	0
Phone:	1
E-mail:	2

Thank you for your time. Have a nice day!