

Name of Respondent: _____

Name of Interviewer: _____

Customs Accredited Client Questions

Introduction

The MCC, a US government donor agency, is currently conducting an evaluation of the Zambia Threshold Project (ZTP) which it funded from 2006-2008. One objective of the ZTP was to reduce congestion and waiting times at the borders. The Customs Accredited Client Program (CACP) was created during the program as one way to speed customs processing. ZRA has shared a list of the companies enrolled in the CACP and your company is included. We would like to ask you some questions about your experience with the CACP to help us understand whether or not the program has been of benefit. Please note that the answers are confidential and will be reported in an aggregated manner to inform the evaluation as whole. We appreciate your time and candid responses to the questions.

Part I. General Background

1. Name of firm: _____
2. Type of Industry: _____
3. Value of Exports (annual): _____
4. Value of Imports (annual): _____
5. Primary border crossing(s) used (tick all that apply):
 - ☐ Chirundu
 - ☐ Kazungula
 - ☐ Nakonde
 - ☐ Lusaka International Airport
 - ☐ Other [_____]
6. Primary destination/ source country:
 - ☐ SADC
 - ☐ Other African countries
 - ☐ Europe
 - ☐ Asia
 - ☐ Other

Part II. Enrollment Procedures

7. Have you been invited to enroll in the Customs Accredited Client Program?
 - ☐ yes, my company is currently enrolled
 - ☐ was invited but process hasn't been completed
 - ☐ was enrolled but currently suspended

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___ don't know (*if the person doesn't know, ask them to see if there is someone else in their department who might know*)

8. What year was your firm enrolled in the Customs Accredited Client program? 200_

9. Would you describe the enrollment process as:

___ efficient ___ acceptable ___ difficult ___ no opinion

Please explain: _____

10. Did Customs perform an audit of your company at the time you enrolled?

___ yes ___ no ___ performed audit after we enrolled ___ don't know

11. Did ZRA clearly communicate the requirements of the audit? ___ yes ___ no ___ don't know

12. Did your audit consist of (tick all that apply):

___ physical inspection/visit by customs agent

___ paperwork and provision of financial information

___ other [Describe: _____]

13. How many days did it take to comply with the **application** process to join the Customs Accredited Client program?

___ days ___ months ___ don't know ___ don't remember

14. How many days did it take to comply with the **audit** required to join the Customs Accredited Client program? ___ days ___ months ___ still not concluded

15. How many days did it take after the audit for ZRA to give you **clearance** to join the Accredited Economic Operator program?

___ days ___ months ___ still not have received clearance

16. Did you have to pay a fee for the enrollment process? ___ yes ___ no

If so, what was the amount? _____

17. Has your company been suspended from the program at any point since enrollment? ___ yes ___ no [If no, advance to question 21]

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18. If yes, were the reasons communicated clearly? __ yes __ no

__ Financial controls were considered inadequate

__ Inventory controls were considered inadequate

__ Past problems with customs payments

__ Other [Describe: _____]

19. Have you been given clear instructions on what you need to do to re-enroll? __ yes

__ no

20. Will you try to re-enroll? __ yes __ no __ not decided

Please explain: _____

Part III. Impact of Preferential Treatment

21. Before the CACP, how many days did it take for your cargo to clear the border on

average: _____ days __ weeks __ don't know

22. Since the CACP, how many days does it take for your cargo to clear the border on

average: _____ days __ weeks __ don't know

23. Compared to before you were enrolled in the program, is your cargo subject to:

__ Fewer inspections

__ Same number of inspections

__ More inspections

__ Don't know

24. How do you pay your VAT and customs duties:

__ Cash at the border

__ Line of credit from ZRA

__ Other (Describe: _____)

25. Have you experienced problems with the payments of your VAT and customs duties?

__ yes, more than once a month

__ yes, but rarely

__ no problems (skip to Question 28)

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26. If yes, what is the cause of the problem?

___ We pay the duties late

___ We pay on time but Bank of Zambia does not post the payment on time

___ Customs does not register the payment in their system even though it was paid on time

___ Other [Describe: _____]

27. If yes, has this slowed the clearance of goods through customs?

___ yes ___ no ___ don't know.

If yes, how long are the delays on average ___ days ___ weeks

Comment: _____

28. Has joining the program benefited your company?

___ Very much ___ Somewhat ___ no ___ don't know

Please explain your response: _____

Part IV. Efficiency and Transparency at the Borders

29. Are you familiar with the Zambia Threshold Program? ___ yes ___ no [if no, skip to question 31]

30. If yes, were the activities relevant to reducing congestion and corruption at the borders?

___ very relevant ___ moderately relevant ___ relevant ___ not very relevant ___ irrelevant

Please explain: _____

31. Since 2006 has congestion at the border:

___ improved ___ stayed the same ___ gotten worse ___ don't know

Please explain: _____

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32. Since 2006 has corruption at the border:

☐ improved ☐ stayed the same ☐ gotten worse ☐ don't know

Please explain: _____

33. Since 2006 has customer service at the border:

☐ improved ☐ stayed the same ☐ gotten worse ☐ don't know

Please explain: _____

34. Since 2006 have fees at the border:

☐ increased ☐ stayed the same ☐ decreased ☐ don't know

Please explain: _____

35. Some government offices have a poor reputation of requiring extra payment (speed money) to obtain service. Do you think ZRA suffers from this problem?

☐ a great deal ☐ sometimes ☐ never ☐ no opinion

Please explain: _____

36. Some border crossings have a poor reputation of demanding extra payments during physical inspections. Do you think your firm is impacted by from this problem?

☐ a great deal ☐ sometimes ☐ never ☐ no opinion

Please explain: _____

37. Do you transship goods across Zambia? ☐ yes ☐ no (skip to question 39).

38. If you trans-ship goods, do you find that repayment of bonds is:

☐ Faster than before

☐ Same as before

☐ Slower than before

☐ Don't know

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Comment: _____

39. Are you familiar with ZRA's Customer Standards Charter for processing time at the border and refunds of VAT? ☐ yes ☐ no (skip to Question 41)

40. If yes, do you think the Charter has been helpful to you in better understanding your rights as a client? ☐ yes ☐ no ☐ no opinion

41. Have you ever contacted ZRA to complain about: (check all that apply)

- ☐ Delays in customs clearance
- ☐ Demand for speed money or other irregular payment
- ☐ Delays in posting the VAT and duties payments
- ☐ Delays in repayment of your bond or VAT refund
- ☐ Other (Describe: _____)
- ☐ No. Never contacted them

42. If you did contact them, were they responsive to your concern? ☐ yes ☐ no

- ☐ They contacted/met me to discuss the problem
- ☐ The problem was resolved although they didn't contact me
- ☐ Other [_____]

Comment: _____

43. Do you have additional comments you would like to share? Please explain:
