MEASURING THE IMPACT OF THE AEO PROGRAMME

A South African Revenue Service Perspective

6th WCO Global AEO Conference



Date: 9 May 2024

Impact Assessment



Measurement Matrix – Enterprise wide OKRs linked to our true north



AEO Objectives

Enhance Trade Facilitation Index Increase programme participation Satisfied stakeholders Streamlined processes High quality service Growing use of digital platforms

Key Results

19% improvement in TFI 91% rise in programme enrolment 90% of AEOs are satisfied with the AEO programme Automated application and workflows

Monitor

Voluntary Compliance Index Trade Volumes attributed to AEOs Plans for compliance improvement Significance of both tangible & intangible benefits Additional benefits needed





Private Sector Perspectives

Collaboration with the Private Sector has enabled identify areas to refine our measurement approach

- Financial Return on investment
- Clarity & Certainty Effectiveness of collective
 efforts in educating the PS
- Ease of Compliance Cost of compliance









Survey results on Customs administrations' implementation, encompassing customs-business collaboration & trade facilitation advantages for AEOs

Response Rate - 3 May 2024

- 2,833 private sector
- 237 Customs responses representing 99 administrations
- 92% confirmed that the survey was easy to understand

Pillar 2 Preliminary Results

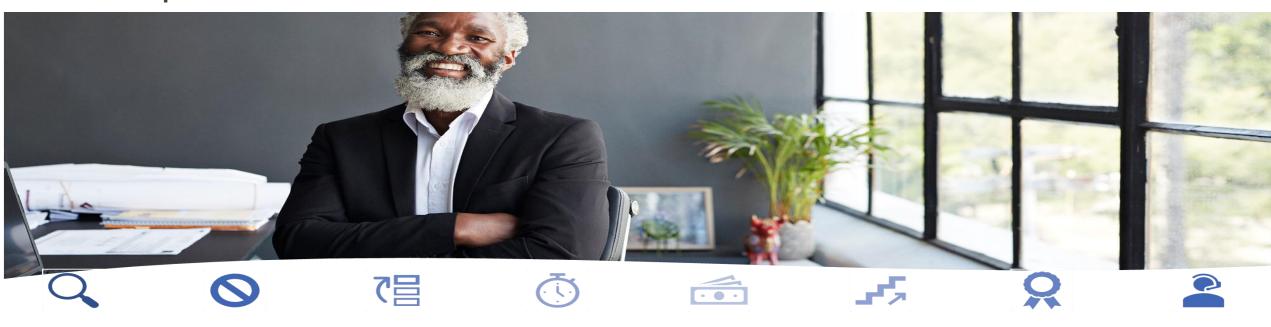
- The private sector views AEO benefits favourably, highlighting reduced inspections & Customs controls, quicker clearance times, improved internal controls & promotion of business reputation of the enterprise
- Customs administrations' risk management recognizes AEOs as low risk operators & they monitor the implementation of the SAFE Framework







Companies enjoy advantages like fewer physical inspections, priority treatment, & streamlined customs procedures



69%
experienced
reduced
physical
inspection
rates

72%
experienced
reduced
frequency of
customs
controls

48%
received
priority
treatment
by customs

67%experienced reduced customs clearance times

56%
did not
experience
reductions
in clearance
costs

85%experienced improved internal controls

68%
experienced
promotion
of their
business
reputation

48% confirmed that a contact point is designated





Pillar 2 Preliminary Results – Customs Administrations

When OGAs recognise the AEO programme, AEOs usually receive priority treatment from the OGA



- •87% confirmed that their risk management recognizes AEOs as low risk
- •92% confirmed that there are C2B partnership engagements
- •71% confirmed that they monitor the implementation of the SAFE FoS





RAE VIVIER

SOUTH AFRICAN REVENUE SERVICE

RVIVIER@SARS.GOV.ZA