

MEASURING THE IMPACT OF THE AEO PROGRAMME

A South African Revenue Service
Perspective

6th WCO Global AEO Conference



SARS
South African Revenue Service

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



WCO SAFE Framework Implementation

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

Pillar 2 Preliminary Results – AEOs

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

*Thank you
Re a leboha
Re a leboga
Ndza Khensa
Dankie
Ndi a livhuwa
Ngiyabonga
Enkosi
Ngiyathokoza*

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