

CUSTOMS CLIENT SERVICE STANDARDS

Release 1: Entry Processing (CBC)

25 September 2004

The following **Customs Client Service Standards** will be applicable to entry processing at the Customs Business Centre (CBC), Nakawa from Monday 27 September 2004.

These standards describe URA client service commitments and the requirements to be met by traders in order to achieve the nominated standard. Provided traders comply with the requirements, URA aims to meet the nominated standard on a 100% basis.

STANDARD TITLE	STANDARD
<p>If you lodge an import entry electronically, and we do not select it for scrutiny</p> <p style="text-align: center;">(GREEN LANE)</p>	<p>We aim to provide a Release Notice to importers/ agents within 3 working hours of entry lodgement at the Clearance Office, provided that:</p> <ul style="list-style-type: none"> • prepayment of taxes has been made at an authorized bank; • entry data and support documents are complete and correct; • the entry is not queried by any particular reason.
<p>If we select your entry for documentary check</p> <p style="text-align: center;">(YELLOW LANE)</p>	<p>We aim to provide a Release Notice to importers/ exporters / agents within 1 working day of entry lodgement at the Clearance Office, provided that:</p> <ul style="list-style-type: none"> • entry conforms with all Customs requirements; and • no queries are raised
<p>If we select your entry for physical examination</p> <p style="text-align: center;">(RED LANE)</p>	<p>And you or your representative is available; we aim to schedule a physical examination:</p> <ul style="list-style-type: none"> • for land cargo, within two working days. <p>When we cannot schedule an examination within these times we will agree to a mutually suitable time.</p> <p>If the goods require special treatment, such as chemical analysis or safety testing, examination may take longer to schedule. We will tell you if there are delays.</p>
<p>If you lodge an export entry electronically</p>	<p>We aim to provide a Release Notice within 20 minutes of receipt of a complete and accurate export entry at the Clearance office Lodgement Window, provided there are no regulatory impediments.</p>
<p>Availability of electronic systems for lodging import / export entries</p>	<p>With the exception of scheduled computer maintenance downtime we aim to provide access to ASYCUDA++ at the CBC the following hours:</p> <ul style="list-style-type: none"> • Monday 0800 to 2000 • Tuesday to Friday 0800 to 1830 • Saturday to Sunday 0830 to 1300
<p>If there is a failure by any relevant Customs user or network system</p>	<p>We will advise users of a system failure and the expected resolution times as soon as practicable. We will maintain contingency arrangements for processing urgent consignments.</p>