ASYCUDAWorld system offers flexible upgrades that respond to the evolving needs of the Zimbabwe Revenue Authority (ZIMRA).

SITUATION

Beginning 1991, Zimbabwe was among the first countries in the region to use an ASYCUDA platform to improve the procedures in its customs processes. As the volume and complexity of demands on Zimbabwe’s customs system have grown over time, hardware and software upgrades are required for ZIMRA to maintain and further improve the levels of efficiency and effectiveness in managing customs clearance.

SOLUTION

The Zimbabwe Revenue Authority made the transition to the ASYCUDAWorld system in 2009 allowing for faster customs clearance. The system was upgraded in 2013, and then again in June 2018 following the procurement of top-of-the-range servers.

RESULT

A key strength of the ASYCUDAWorld system is that it can evolve with the changing needs of the Zimbabwe Revenue Authority as the country’s economy develops. Successive upgrades have contributed to positive developments such as:

- Customs and trader transactions being handled via Internet;
- No requirement for client software;
- Enhanced system controls (shift from paper-based controls to electronic);
- Trade facilitation (faster clearance of goods at ports of entry);
- Interfacing with Other Governmental Agencies (OGAs);
- E-banking payments;
- Simplified compilation of trade statistics.

"The Zimbabwe Revenue Authority (ZIMRA) was the first revenue authority in the COMESA region to migrate to the ASYCUDAWorld system which sparked significant interest from other countries within the region to upgrade versions in order to accommodate rapid technical and economic changes.”

44% Increase of ZIMRA revenue between 4th quaters of 2017 and 2018 (3 months following the upgrade of ASYCUDAWorld).
ICT Upgrade

Size of Project
Total number of customs offices

- Paper-based customs office: 3
- Computerized customs office: 42

5,031
Imports

4,800
Exports

2017 Volume of Activity

<table>
<thead>
<tr>
<th>Manifests processed</th>
<th>Waybills processed</th>
<th>Import Declarations processed</th>
<th>Export Declarations processed</th>
<th>Transit Procedures processed</th>
</tr>
</thead>
<tbody>
<tr>
<td>6,954</td>
<td>57,664</td>
<td>340,556</td>
<td>55,643</td>
<td>175,255</td>
</tr>
</tbody>
</table>

Number of Persons Trained

- Number of females trained: 1,250
- Number of males trained: 1,100

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