KINGDOM OF ESWATINI

Automating Data Capture

The Eswatini Revenue Service (SRS), supported by COMESA and using EU funding, implemented the ASYCUDAWorld Customs Management System.

👁 Situation

Eswatini is a landlocked, southern African country. It shares borders with South Africa and uses SARS (South Africa Revenue System) documents and data for customs operations. The country wanted to improve data capture times as existing processes delayed the movement of trucks and consignments, forming large queues at main border offices.

🧩 Solution

UNCTAD experts and the national team, in collaboration with Eswatini customs agents, implemented a solution to automatically upload data provided by SARS into ASYCUDAWorld, prior to goods crossing borders.

📊 Result

The following aspects were improved:

Accuracy of information with no other additional data capture being required

- Documents, such as SAD, being made available in advance, allowing customs processing before consignments arrive at borders
- Reduction of clearance times at border offices
- Improved risk management by using ASYCUDAWorld
- Enhanced revenue collection processes

Introducing this solution also broadly improved conditions for other countries bordering with South Africa, thereby improving the movement of trucks and consignments across the region.

Partners:

90 minutes
average release time
following the implementation of ASYCUDAWorld
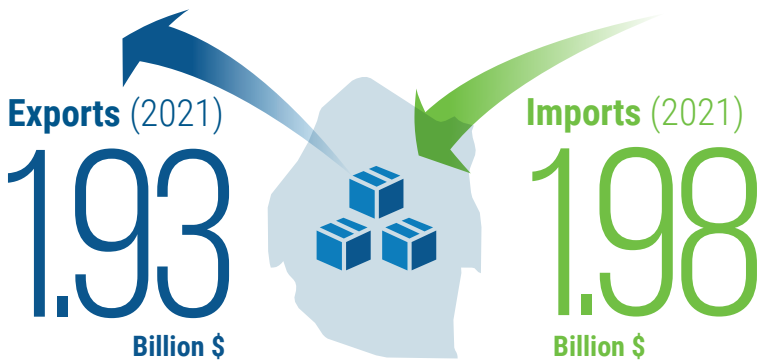
Eswatini Revenue Authority team.

" This [implementation of ASYCUDAWorld] is a clear success story for us because it has helped modernize the customs systems in the Kingdom, decongest the borders and enhanced trade facilitation by reducing the time spent on clearing goods, the cost has also reduced and the number of documents to be processed is fewer. "

Mr. Dumisani Masilela,
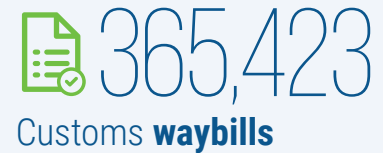*Revenue Authority Commissioner General*

Automating
Data Capture

Total number of customs offices

10

10 Computerized

0 Paper-based

Exports (2021)

1.93
Billion $

Imports (2021)

1.98
Billion $

Persons trained

13
Men

31

18
Women

Volume of activity
(2021)

127,440
Customs **manifests**

365,423
Customs **waybills**

427,866
Import declarations

95,008
Export declarations

25,178
Transit declarations

3 Hours 33 Minutes
Average release time
(Commercial imports)