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:**

Mr. Dumisani Masilela,
Revenue Authority Commissioner General
Total number of customs offices

- **10** Computerized
- **0** Paper-based

Volume of activity (2021)

- **127,440** Customs manifests
- **365,423** Customs waybills
- **427,866** Import declarations
- **95,008** Export declarations
- **25,178** Transit declarations

Persons trained

- **13** Men
- **31** Women

Average release time (Commercial imports)

- **3 Hours**
- **33 Minutes**