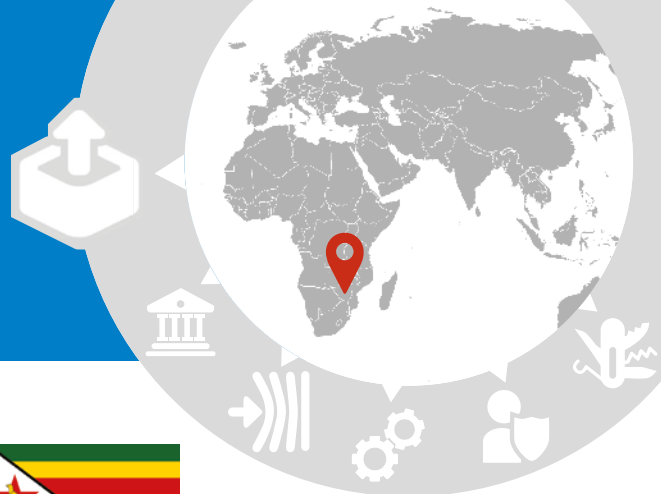


# ICT Upgrade



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



## Zimbabwe

### 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.

44%

Increase of ZIMRA revenue between 4<sup>th</sup> quarters of 2017 and 2018 (3 months following the upgrade of ASYCUDAWorld).

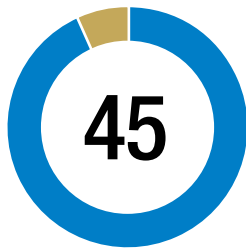
“The Zimbabwe Revenue Authority (ZIMRA) was the first revenue authority in the COMESA region to migrate to the ASYCUDAWorld system which sparked significant interest from other countries within the region to upgrade versions in order to accommodate rapid technical and economic changes.”



# ICT Upgrade

## Size of Project

Total number of customs offices



Paper-based  
customs office

Computerized  
customs office

5,031  
Millions of dollars

IMPORTS

EXPORTS

4,800  
Millions of dollars

## 2017 Volume of Activity

Manifests  
processed



6,954

Waybills  
processed



57,664

Import Declarations  
processed



340,556

Export Declarations  
processed



55,643

Transit Procedures  
processed



175,255

## Number of Persons Trained



1,250

Number of females trained



1,100

Number of males trained

