

# Customs Single Window environment - Public Consultation

Fields marked with \* are mandatory.

## 1. Background

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The purpose of the consultation is to gather businesses', individuals', and other interested parties' views about the formalities related the movement of goods across EU borders. It is part of a study for the Directorate-General for Taxation and Customs Union of the European Commission to provide evidence for a possible new initiative to develop an integrated and coherent electronic environment of single window services for customs. The 'single window' is a facility which allows parties involved in trade and transport to lodge standardised information and documents with a single entry-point to fulfil all import, export and transit-related regulatory requirements. For more information on the single window initiative see the European Commission's Customs dedicated site [here](#).

More specifically, the consultation focuses on processes related to regulatory requirements from customs and other authorities (health, agriculture, environment, fisheries, etc.) that have to be fulfilled for the clearance of goods crossing the EU borders. The survey asks a few questions about your views of the current situation, priorities and expectations for future changes, as well as some profile questions to get an idea of who you are.

Once the consultation is closed, the results will feed into the preparatory work for a potential future initiative on an EU Single Window Environment for Customs. It is important to note that any initiative would be subject to approval of the new Commission. A summary of the responses to this consultation will be published on the website of the Commission Directorate-General for Taxation and Customs Union after the end of the consultation period.

## 2. About you

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\*We would like to know who you are to better understand your views, expectations and needs in relation to customs processes in the EU.

### 2.1 Please choose how and in what capacity you would like your contribution to be published:

*Note that, whatever option chosen, your answers may be subject to a request for public access to documents under Regulation (EC) N°1049/2001.*

- My contribution can be published with my personal information:** I consent to the publication of all information in my contribution in whole or in part including my name or my organisation's name, and I declare that nothing within my response is unlawful or would infringe the rights of any third party in a manner that would prevent publication.
- My contribution can be published in anonymised form:** I consent to the publication of any information in my contribution in whole or in part (which may include quotes or opinions I express) if it is done anonymously. I declare that nothing within my response is unlawful or would infringe the rights of any third party in a manner that would prevent the publication.

**2.2 If you would be willing to take part in a possible follow-up interview related to this consultation, please provide your email address:**

**\*2.3 Which of the following best describes you?**

I am responding as a...

- Private citizen
- Business
- Trade association
- Public authority
- Academic researcher
- Other type of organisation

If other type of organisation, please specify below:

**\*2.4 Is your business or organisation registered in the EU Transparency Register?**

*NB: If your business or organisation is not registered in the EU Transparency Register, please register and provide ID number.*

- Yes
- No
- I am not sure

If yes, please indicate your Register ID number:

**\*2.5 Please provide your name, and/or indicate the name of your business /organisation:**

## \*2.6 Where do you live?

- Belgium
- Bulgaria
- Czech Republic
- Denmark
- Germany
- Estonia
- Ireland
- Greece
- Spain
- France
- Croatia
- Italy
- Cyprus
- Latvia
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Austria
- Poland
- Portugal
- Romania
- Slovenia
- Slovakia
- Finland
- Sweden
- Hungary
- United Kingdom
- Other

If other, please specify below:

## \*2.6 In which country is your business or organisation based?

*Business or organisations operating in more than one country should indicate the location of their EU headquarters.*

- Belgium
- Bulgaria
- Czech Republic
- Denmark
- Germany
- Estonia
- Ireland
- Greece
- Spain
- France
- Croatia
- Italy
- Cyprus
- Latvia
- Lithuania
- Luxembourg
- Hungary
- Malta
- Netherlands
- Austria
- Poland
- Portugal
- Romania
- Slovenia
- Slovakia
- Finland
- Sweden
- United Kingdom
- Other

If other, please specify below:

**\*2.7 Which of the following sectors/activities most relate to the work of your business/organisation?**

- Raw materials (agriculture, chemicals, fisheries, forestry, etc.) business
- Manufacturing, retailing, wholesaling business
- Construction business
  
- Shipping, transport, ship agent
- Importer/exporter
- Customs agent/representative/broker
- Port/airport operator, terminal handler, stevedore, warehouse operator
- IT specialist
  
- National/EU/International trade association
- International organisation, non-governmental organisation or other representative body
- National government
  
- Other

If other, please specify below:

**\*2.8 How many employees does your business/organisation have?**

- Self-employed (Micro enterprise)
- Fewer than 10 employees (Micro enterprise)
- Between 10 and 49 employees (Small enterprise)
- Between 50 and 249 employees (Medium-sized enterprise)
- More than 250 employees (Large enterprise)
- Not applicable

**\*2.9 In which countries does your business/organisation deal with customs operations?**

- |   |                                      |
|---|--------------------------------------|
| <input type="checkbox"/> Belgium        | <input type="checkbox"/> Luxembourg  |
| <input type="checkbox"/> Bulgaria       | <input type="checkbox"/> Hungary     |
| <input type="checkbox"/> Czech Republic | <input type="checkbox"/> Malta       |
| <input type="checkbox"/> Denmark        | <input type="checkbox"/> Netherlands |
| <input type="checkbox"/> Germany        | <input type="checkbox"/> Austria     |
| <input type="checkbox"/> Estonia        | <input type="checkbox"/> Poland      |
| <input type="checkbox"/> Ireland        | <input type="checkbox"/> Portugal    |
| <input type="checkbox"/> Greece         | <input type="checkbox"/> Romania     |
| <input type="checkbox"/> Spain          | <input type="checkbox"/> Slovenia    |
| <input type="checkbox"/> France         | <input type="checkbox"/> Slovakia    |
| <input type="checkbox"/> Croatia        | <input type="checkbox"/> Finland     |
| <input type="checkbox"/> Italy          | <input type="checkbox"/> Sweden      |

- |                                    |   |
|------------------------------------|---|
| <input type="checkbox"/> Cyprus    | <input type="checkbox"/> United Kingdom |
| <input type="checkbox"/> Latvia    | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> Lithuania | <input type="checkbox"/> Other          |

If other, please specify below:

**\*2.10 Has your business/organisation been granted the Authorised Economic Operator (AEO) status?**

- Yes
- No
- I am not sure
- Not applicable

### 3. Experience of cross-border transactions

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**\*3.1 Are you involved in customs operations and/or other regulatory formalities related to the movement of goods across borders?**

- Yes
- No
- I am not sure

**3.2 What proportion of your business/organisation's customs declarations involve the health certificates listed below?**

	76-100%	51-75%	26-50%	1-25%	None
CED (Common Entry Document for feed and food of non-Animal Origin)	<input type="radio"/>				
CVED-A (Common Veterinary Entry Document for Animals)	<input type="radio"/>				
CVED-P (Common Veterinary Entry Document for Animal Products)	<input type="radio"/>				

**3.3 To what extent do you think that the issues listed below negatively affect organisations involved in the cross-border movement of goods in the EU?**

	To a great extent	To some extent	Not at all	I am not sure
Amount of time needed for goods clearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Requirements to submit the same information and related documentation to more than one authority for the same movement of goods across borders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Different data requirements for different Member States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insufficient information, guidance/support from authorities about processes and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Continued need to submit documents using paper or outdated electronic means	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Uncertainty regarding data sharing and data protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Need to submit information through different channels within a Member State or between different Member States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inappropriate use (or re-use) of customs certificates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other [please select relevant option and specify below]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If other, please specify:

Please explain and/or provide detail on the issue(s) listed above that you think negatively affect businesses the most:

### 3.4 How do you think the issues below have changed during the last 5 years?

	Situation has improved a lot	Situation has improved somewhat	No change	Situation has worsened somewhat	Situation has worsened a lot	I am not sure
Amount of time needed for goods clearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Requirements to submit the same information and						

related documentation to more than one authority for the same movement of goods across borders	<input type="radio"/>					
Different data requirements for different Member States	<input type="radio"/>					
Insufficient information, guidance or support from authorities about processes and requirements	<input type="radio"/>					
Continued need to submit documents using paper or outdated electronic means	<input type="radio"/>					
Uncertainty regarding data sharing and data protection	<input type="radio"/>					
Need to submit information through different channels within a Member State or between different Member States	<input type="radio"/>					
Inappropriate use (or re-use) of customs certificates	<input type="radio"/>					
Other [please select relevant option and specify below]	<input type="radio"/>					

If other, please specify:

### 3.5 To what extent have the issues listed in question 3.4 caused any of the following problems to your organisations?

	To a great extent	To some extent	Not at all	I am not sure
Additional IT costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional reporting obligations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional training costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional service costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional logistics costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Delays in the cross-border movement of goods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Need for additional human resources devoted to customs operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mistakes in the treatment of declarations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other [please select relevant option and specify below]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If other, please specify:

Please explain and/or provide details on the problems faced by your organisation:

**3.6 How do you expect the issues listed below will evolve during the next years based on current trends, *without any new action from the European Commission?***

	Situation will improve a lot	Situation will improve somewhat	No change	Situation will worsen somewhat	Situation will worsen a lot	I am not sure
Amount of time needed for goods clearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Requirements to submit the same information and related documentation to more than one authority for the same movement of goods across borders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Different data requirements for different Member States	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insufficient information, guidance or support from authorities about processes and requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Continued need to submit documents using paper or outdated electronic means	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Uncertainty regarding data sharing and data protection	<input type="radio"/>					
Need to submit information through different channels within a Member State or from different Member States	<input type="radio"/>					
Inappropriate use (or re-use) of customs certificates	<input type="radio"/>					
Other [please select relevant option and specify below]	<input type="radio"/>					

If other, please specify:

**3.7 How many Full-Time Equivalent (FTE) employees does your organisation devote to formalities related to the movement of goods across borders (such as customs operations and other regulatory requirements)?**

- 0 FTE employees
- Less than 1 FTE employee (e.g. 1 part-time employee)
- Between 1 and 4 FTE employees
- Between 5 and 9 FTE employees
- Between 10 and 49 FTE employees
- Between 50 and 249 FTE employees
- More than 250 FTE employees
- I am not sure

**3.8 How has the number of Full-Time Equivalent (FTE) employees in your organisation, who are devoted to formalities related to the movement of goods across borders, changed in the last 5 years:**

- Increase of over 51% employees
- Increase of between 26% and 50% employees
- Increase of between 11% and 25% employees
- Increase of between 6% and 10% employees
- Increase up to 5% employees
- No change
- Reduction of less than 5% employees
- Reduction of between 6% and 10% employees
- Reduction of between 11% and 25% employees
- Reduction of between 26% and 50% employees
- Reduction of over 51% employees
- I am not sure

#### **4. Potential policy measures and their expected impacts**

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**4.1 Possible EU action to improve the trade and transport of goods across borders is likely to focus on one or more of the following objectives. Please indicate how important each of these objectives is to you / your organisation.**

	Very important	Somewhat important	Not very important	Not important at all	I am not sure
Make it easier to obtain information /guidance/support on processes and requirements for the movement of goods across borders	<input type="radio"/>				
Enhance the automated verification of certificates and supporting documents	<input type="radio"/>				
Promote the use of electronic means to exchange information between authorities acting at the border	<input type="radio"/>				
Improve coordination and sharing of information between authorities acting at the border	<input type="radio"/>				
Promote the reuse of information provided by businesses when fulfilling the different formalities required for the cross-border movement of goods	<input type="radio"/>				
Establish harmonised trader portals for submitting the information required by customs and other authorities/agencies for the cross-border movement of goods	<input type="radio"/>				

(i.e. customs declaration data and certificates/licences/permits application data requirements)				
Harmonise data, enhance systems interoperability and align procedures across different EU Member States and sectors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other [please select relevant option and specify below]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If other, please specify:

**4.2 Compared to the current situation, what impacts do you think the following changes would have on organisations' operations in the movement of goods across borders?**

	Very positive impact	Somewhat positive impact	No impact	Somewhat negative impact	Very negative impact	I am not sure
Standardised requirements and submission formats across all EU Member States and sectors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Submission only once of information required by customs and other authorities /agencies for the cross-border movement of goods (i.e. customs declaration data and certificates/licences /permits application data requirements)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic, automated verification by customs authorities of certificates and other supporting documents required by other authorities /agencies for the cross-border movement of goods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Harmonised trader portals for submitting all information related to border formalities	<input type="radio"/>					
Other [please select relevant option and specify below]	<input type="radio"/>					

If other, please specify:

Please provide more details on the impacts that the proposed changes would have on organisations' operations:

**4.3 Simplifying and standardising customs controls of goods at the border by introducing the changes that were mentioned in question 4.2 (e.g. harmonised trader portals for submitting information, once-only submission, etc.) could have wider economic, social, environmental and legal impacts.**

Please indicate what kind of effects (positive or negative) you think that the changes mentioned in question 4.2 would have on the following:

	Very positive impact	Somewhat positive impact	No impact	Somewhat negative impact	Very negative impact	I'm not sure
Trade levels (due to reduced compliance costs for businesses)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consumer confidence in market products (through the enhanced enforcement of policies aimed at ensuring that goods traded do not put public health, the environment and/or animal welfare at risk)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Administrative burden (through harmonised data, interoperable systems and aligned procedures and processes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fight against fraudulent activities (through improved management of goods crossing borders)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rates of voluntary compliance (through simpler and more standardised customs processes)	<input type="radio"/>					
Equal treatment of economic operators throughout the EU (through increasing the integrity and transparency of customs activities)	<input type="radio"/>					
Protection of personal and commercially sensitive data (through more secure IT systems)	<input type="radio"/>					

**4.4 If you can think of other impacts of the proposed changes, please specify here:**

**4.5 If you wish to provide additional information (e.g. a position paper, report) or raise specific points not covered by the questionnaire, you can upload your document here.**

Please note that the uploaded document will be published alongside your response to the questionnaire, which is the essential input to this open public consultation. The document is optional and serves as additional background reading to better understand your position.

The maximum file size is 1 MB