**Questionnaire on conditions in member countries**

**UPU Easy Export Programme for micro,   
small and medium enterprises**

August 2014

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# About this questionnaire

This questionnaire has been prepared as part of the Universal Postal Union's trade facilitation and MSME sector development activities. It is based on the *Exporta Fácil* model pioneered by Brazil and implemented by a number of South American countries, and will play a key role in the development of the UPU Easy Export Programme for MSMEs in other UPU regions.

The information you provide will be invaluable in helping to define the development conditions for the UPU Easy Export Programme for MSMEs in your country.

This questionnaire forms part of the document on the selection criteria for the countries that will pilot the project. The questionnaire is divided into four main sections, each focusing on specific aspects of trade facilitation for MSMEs.

# The UPU Easy Export Programme for MSMEs – Questionnaire on conditions in member countries

Introduction

The purpose of this questionnaire is to gather some initial information on the players involved in export pro­cesses, the various aspects of the services offered, the characteristics of micro, small and medium enter­prises (MSMEs), the participation of public and private postal operators in export processes and, above all, the country's interest in developing activities to increase the participation of MSMEs in international trade through a simplified export system. The initial information obtained will provide us with a picture of the envi­ronment in which the UPU Easy Export Programme for MSMEs is to be piloted.

This general information will be used to prepare a diagnosis, plan and programme of actions needed in order to support the development of the project in UPU member countries, and will allow the mechanisms required in order to finance the project to be defined.

Wherever a particular document is mentioned, please attach a copy in Word, Excel or pdf format. If no elec­tronic version exists, attach a paper copy.

To enable us to resolve any queries about the answers given, please also provide the following contact information:

* Country completing the questionnaire;
* Contact person for the project;
* Unit to which he/she is attached;
* Telephone number;
* E-mail address;
* Fax number;
* Postal address.

If you have any queries about the information requested, please contact:

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The questionnaire, duly completed, should be examined by the project coordination team in the country, and returned to Mr Omamo **by 1 December 2014 at the latest**.

# Section I – Background and awareness

*This section is aimed at assessing your awareness and understanding of the MSME market segment and how the postal service in your country is facilitating trade for MSMEs*.

Please tick (√) or write in answers as appropriate.

1 MSMEs constitute an important part of any economy, contributing significantly to wealth and employ­ment creation. Studies estimate that over 90% of businesses worldwide are MSMEs[[1]](#footnote-2). Are you aware of the *Exporta Fácil* programme implemented by some South American countries to facilitate export trade for MSMEs?

❒ Yes

❒ No

2 Do you agree that the postal infrastructure can facilitate trade for MSMEs through its three-dimensional postal network of physical, financial, and electronic services?

❒ Yes, I agree, but trade is not the business of Posts.

❒ Yes, I agree: export by parcels and letter-post items is part of trade.

❒ No, I disagree: Posts should not be facilitating trade for MSMEs or anyone.

3 In your country, are there national initiatives or programmes aimed at including MSMEs in the export market?

❒ Yes

❒ No

If so, please complete table 1 below. If not, skip to question 4.

*Table 1 – National initiatives or programmes aimed at including MSMEs in the export market.*

Please list the initiatives aimed at including MSMEs in the export market. Use a separate sheet if you run out of space.

|  |  |  |
| --- | --- | --- |
| *Name of initiative* | *Implementing body* | *Role of designated postal operator* |
| 1 |  |  |
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |
| 5 |  |  |

# Section II – Trade facilitation macro-environment

*This section is aimed at gathering information about the wider environment in which your organization is operating in the context of trade facilitation for MSMEs through the postal channel. If necessary, please collect the information from the relevant sources in your country to allow us to assess the conditions of your macro-environment. In answering questions in this section, please take the following into account:*

*– In general, a country's export process is complex, and involves a series of steps. In order to obtain the documentation they need to sell their goods externally, businesses normally have to complete a number of steps. These phases require the participation of several different bodies involved in regulating the outward flow of goods and the inward flow of currency. However, in the normal process, excessive bureaucracy can take up a lot of time and involve work by qualified persons, all of which generally entails costs which are added to the cost of the product.*

*– In contrast, a simplified export process is much more streamlined; certain steps are eliminated, reduc­ing the need for approval by the bodies involved, and making the export process faster and more effi­cient. As a result, the cost of the product is reduced, enabling it to be sold abroad at more competitive prices.*

4 Various definitions of MSMEs exist across borders, according to number of employees and annual turnover. Please indicate in the table below how MSMEs are classified in your country:

*Table 2 – How MSMEs are classified in your country*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | *Number of employees* | | *Annual turnover (USD)* | |
| *Minimum* | *Maximum* | *Minimum* | *Maximum* |
| Micro |  |  |  |  |
| Small |  |  |  |  |
| Medium |  |  |  |  |
| Large |  |  |  |  |

Other criteria (please specify):

a Microenterprise:

b Small enterprise:

c Medium enterprise:

d Large enterprise:

5 In my country, the government policy on trade is supportive of exports and there are programmes and institutions that promote or encourage exports:

❒ Yes

❒ No

6 Do the export laws and regulations in your country support or permit exporting through postal services?

❒ Yes

❒ No

7 How many forms does an entity have to complete in order to export an item? Please indicate the number:

Answer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please add any comments you may have in relation to your answer to Q7:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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8 When an item is ready for export, how many institutions in your country are involved in processing the item and documents to facilitate the export? Please indicate the total number of institutions involved in the export:

Answer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please add any comments you may have in relation to your answer to Q8:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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9 What is the national estimated size of the MSME market segment (formal and informal) in relation to all registered businesses in your country? Indicate in percentage terms:

Answer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_%

Please add any comments you may have in relation to your answer to Q9:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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10 What percentage of MSMEs in your country export items using the postal service?

Answer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_%

Please add any comments you may have in relation to your answer to Q10:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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11 Does a simplified export process exist in your country?

❒ Yes

❒ No, but there are plans to create one

❒ No

If so, please complete table 3. If not, skip to question Q12.

*Table 3 – Characteristics of simplified export process in your country*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *Legal instruments governing the simplified process (number or name of law, standard or other)* | *Economic sector involved* | Product (specify name of beneficiary product) | Limit (specify the maximum value of exports benefiting from this process) | Standards-setting body for this area |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| 4 |  |  |  |  |
| 5 |  |  |  |  |
| 6 |  |  |  |  |
| 7 |  |  |  |  |
| 8 |  |  |  |  |

Use a separate sheet if you run out of space.

12 In your country, are there restrictions on private businesses operating in the postal sector?

❒ No restrictions – private businesses can operate freely in the postal sector.

❒ Partial restrictions – private businesses can operate in non-reserved areas only.

❒ Total prohibition – private businesses cannot operate in the postal sector.

If there are no restrictions, please complete table 4. If there are partial restrictions, please answer Q13.

*Table 4 – Characteristics of private operators*

|  |  |
| --- | --- |
| *Column A* | *Column B* |
| 1 Approximate number of private operators |  |
| 2 Please list the main private operators | 1  2  3  4  5  6  7  8  9  10 |

13 What are the services, in unreserved areas, that private operators are able to offer? (Answer this question only if you answered "partial restrictions" to Q12.)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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14 Do the laws and regulations in your country allow private operators to export items?

❒ Yes

❒ No

If so, please complete table 5 below.

*Table 5 – Characteristics of private operators' postal export services*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| *Name of private operator* | *Name of service* | *Maximum weight admitted* | *Maximum size admitted* | | | *Maximum value per item (in USD)* |
| *Height* | *Length* | *Width* |
| 1 |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |
| 5 |  |  |  |  |  |  |
| 6 |  |  |  |  |  |  |

15 Has a national trade facilitation committee or body been established in your country?

❒ Yes

❒ No

(See [www.unece.org/cefact/nat\_bodies.html](http://www.unece.org/cefact/nat_bodies.html) or [http://unctad.org/en/DTL/TLB/Pages/TF/Committees/  
default.aspx](http://unctad.org/en/DTL/TLB/Pages/TF/Committees/default.aspx) – not exhaustive, please confirm with the relevant authorities)

# Section III – Trade facilitation micro-environment

*This section is aimed at gathering information about your immediate operating environment in the context of trade facilitation for MSMEs through the postal channel. Your organizational vision, strategy and operations/ services are important indicators of your alignment, interest and capability to undertake a pilot project to facilitate trade and business development of MSMEs.*

16 Is trade facilitation for MSMEs (market segment) part of your corporate vision and/or strategy today?

❒ Yes

❒ No, but there are plans to include services targeting MSMEs.

❒ No, and this will not happen any time soon.

17 Does the postal operator offer a postal exports service, solution or programme?

❒ Yes

❒ No

If not, please skip to Q18. If so, please complete table 6 below:

*Table 6 – Characteristics of postal export service, solution or programme.*

|  |  |  |
| --- | --- | --- |
| Name of postal export service or solution |  | |
| Maximum weight allowed (kg) |  | |
| Maximum size allowed | *Height:* | |
| *Length:* | |
| *Width:* | |
| Maximum value of postal export item allowed (USD) |  | |
| Organizational unit responsible for the service |  | |
| Postal service used for export | *Extent (%) of use* | *Availability (Locations) %* |
| *Ordinary parcels* |  |  |
| *Urgent parcels* |  |  |
| Express parcels |  |  |
| Ordinary letter-post items |  |  |
| *Urgent letter-post items* |  |  |
| *Express letter-post items* |  |  |
| *Small packets* |  |  |
| *Insured items* |  |  |

18 Trade facilitation for MSMEs requires the availability of infrastructure to connect post offices to each other and also to connect post offices to other institutions involved in the export process, such as Customs. To what extent is your postal network automated and connected? Please complete table 7 below:

|  |  |  |
| --- | --- | --- |
| *Level of postal infrastructure development* | *Percentage* | *Comments* |
| Number of post offices that are automated |  |  |
| Number of post offices connected to the postal wide area network (WAN) |  |  |
| Availability of postal connectivity in a day (uptime) |  |  |
| Number of other institutions involved in export that are connected to the postal wide area network (WAN) |  |  |
| Export processes/steps/procedures that are automated |  |  |
| Use of barcode scanners or RFID to capture tracking data |  |  |
| Availability of a tracking system for postal users to track postal items |  |  |
| The extent to which the tracking system is up to date |  |  |

19 MSMEs are looking to postal operators to act as trusted, reliable, ever-present business partners that enable them to compete effectively and expand their businesses. This depends on the quality levels and standards of the postal services the MSMEs use for export. To what extent is your postal service meeting the needs of the MSMEs? Please complete table 8 below:

| *Meeting the needs of exporting MSMEs* | *Percentage* | *Comments* |
| --- | --- | --- |
| Delivery on time as per service standard (KPIs, reliability) |  |  |
| Properly addressed items are delivered (no lost items) |  |  |
| Postal items delivered to the right address |  |  |
| Postal items are in good order when delivered (not damaged or pilfered) |  |  |
| Service price is affordable to the MSMEs |  |  |
| Service is available and accessible to MSMEs in all locations |  |  |
| Opening hours of service are convenient to MSMEs |  |  |
| Designated operator offers collection services |  |  |
| Designated operator offers return services |  |  |
| Designated operator acts as access point for trade/export information to support MSMEs |  |  |
| Designated operator provides payment services supporting MSMEs |  |  |
| Designated operator supports secure trade communication between MSMEs and buyers |  |  |
| Designated operator provides packaging services for MSMEs |  |  |
| Designated operator provides logistics and transport services to MSMEs |  |  |
| Designated operator provides items insurance services |  |  |
| Fast customs clearance of items exported through the postal channel |  |  |
| Availability of customer services, online support and call centres |  |  |
| Ability to perform search and lookup for postal export guide and postal customs guide online |  |  |
| Ability to make customs declarations online or electronically |  |  |
| Existence of bilateral arrangements with importing partners |  |  |
| Trained workforce on services targeting MSMEs |  |  |
| Designated operator is researching and developing knowledge about the MSME market segment |  |  |
| Postal services targeting MSMEs are well branded |  |  |

# Section IV – Availability of funds and approach to implement the programme

*This section is aimed at gathering information about your budget and approach to implementing the UPU Easy Export Programme. There are various ways to raise funds for the project: at organizational level, national level, regional level, and international level. Your approach to raising funds, and whether you would like to implement the project within the framework of the UPU, are important determinants of how you will relate with the UPU's Easy Export Programme.*

20 How will you fund the implementation of the project in your country?

❒ 100% self-funded. Answer questions 21 and 22.

❒ Partially self-funded. Answer question 21.

❒ No self-funding at all.

21 If your answer to Q20 is 100% self-funded or partially self-funded, please indicate how much you will be able to allocate to the project through your funding sources. Indicate amount in USD.

Answer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_USD

Sources de financement potentielles:

|  |  |  |
| --- | --- | --- |
|  | *Name of source* | *Nature of source (local, regional, international)* |
| Source 1 |  |  |
| Source 2 |  |  |
| Source 3 |  |  |
| Source 4 |  |  |
| Source 5 |  |  |

22 If your answer to Q20 is 100% self-funded, how would you like to implement the project?

❒ Through the UPU framework and selection process.

❒ Independently, without going through the selection process, with the UPU to provide only an advisory role.

Please provide us with the contact details of the persons who completed the questionnaire.

|  |  |  |  |
| --- | --- | --- | --- |
|  | *Person 1* | *Person 2* | *Person 3* |
| Full names |  |  |  |
| Job title |  |  |  |
| Organization |  |  |  |
| Telephone |  |  |  |
| E-mail |  |  |  |
| Supervisor |  |  |  |

Signatures of supervisors (on the lines below):

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Date: |  |  |  |  |  |

1. UNCITRAL 2013 report. [↑](#footnote-ref-2)