

Customs Warehousing Manual

A Guide on the Management of Customs Bonded
Warehouses and Goods Under the Warehousing Regime



First Edition, October 2022

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Foreword by the Commissioner Customs



I am glad to present to you the Warehousing Manual as a guide on Warehousing processes, procedures, roles and responsibilities of all stakeholders in the clearance of goods entered for warehousing.

The role of Customs is evolving, with focus on delivering quality service to clients and stakeholders with a focus on reducing clearance time and cargo accountability. This has necessitated Customs to come up with innovative solutions like BWIMS to ensure faster clearance and seamless cargo accountability.

The Customs Department is committed to empowering staff and taxpayers with the necessary information for quick decision-making to boost revenue mobilization, enhance voluntary compliance, and deliver quality service to all our clients.

The Warehousing Manual is timely, and the proper management of the warehousing function will go a long way in enabling URA achieve its mandate and tax measures included in the Domestic Revenue Mobilization Strategy (DRMS).

This Warehousing Manual is a crucial document for Customs staff and stakeholders including bond operators, bond keepers, clearing agents, importers and other staff in the bonded warehouses. Other government agencies like UNBS, NDA, MAAIF among others, that work with Customs in clearance of cargo will also find it helpful in understanding the warehousing function.

It is important for all stakeholders to clearly understand their roles and responsibilities in clearance of cargo. I therefore encourage all staff and stakeholders to read, understand and follow this Warehousing Manual.

FOR GOD AND MY COUNTRY

Mr. Abel Kagumire
Commissioner Customs
Uganda Revenue Authority

Preface by the Assistant Commissioner Field Services



I take this opportunity to present to you the Warehousing Manual. This manual contains procedures, processes, and guidelines for managing goods in the licensed Customs bonded warehouses.

The Warehousing Manual has been made in line with the provisions of the East African Community Customs Management Act (EACCMA) and East African Community Customs Management Regulations (EACMR), which are the governing laws for Customs in East Africa.

Licensing conditions for bonded warehouses were also included to guide bond owners and operators in complying with the set condition for smooth licensing and operations.

The manual is timely as we roll out the Bonded Warehouse Information Management Systems (BWIMS), which is a game changer in the management and accountability of cargo in bonded warehouses. BWIMS is expected to automate the majority of the warehousing functions so that it is easy to trace and reconcile the cargo, thereby ensuring faster clearance.

This manual is beneficial to Customs staff, clearing agents, importers and exporters, bond owners and operators, and other government agencies handling imports, among other stakeholders. I encourage all the users to follow the guidelines detailed in the manual to ensure a smooth clearance process of all warehoused cargo.

The manual is a living document and will be updated from time to time to take care of the emerging requirements, procedures, processes, and laws.

DEVELOPING UGANDA TOGETHER

Mr. Asadu Kisitu Kigozi
Assistant Commissioner Field Services
Uganda Revenue Authority

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List of Abbreviations & Acronyms

AC	Assistant Commissioner
AEO	Authorized Economic Operator
ASYCUDA	Automated System for Customs Data
ASYW	ASYCUDA World
BIF	Bond In Force
BOL	Bill Of Lading
BWIMS	Bonded Warehouse Information Management System
CBC	Customs Business Centre
CCD	Commissioner Custom's Department
CMIS	Customs Management Information System
CMS	Customs Management System
COO	Country Of Origin
DDB	Duty Draw Back
DPC	Document Processing Centre
E SEAL	Electronic Seal
EAC CET	East African Community Common External Tariff
EACCMA	East African Community Customs Management Act
EACCMR	East African Community Customs Management Regulations
ECTS	Electronic Cargo Tracking System
HSC	Harmonized System Code
IC	In Charge
IT	Information Technology
MAAIF	Ministry of Agriculture Animal Industry and Fisheries
MDGAs	Ministries, Departments and Government Agencies
MUB	Manufacture under Bond
PRN	Payment Registration Number
RCTG	Regional Cargo Transit Guarantee
RECTS	Regional Electronic Cargo Tracking System

SAD	Single Administrative Document
SCT	Single Customs Territory
TGL	Transit Goods License
TIN	Tax Identification Number
TMU	Transit Management Unit
TMS	Transport Management System
TSC	Tariff Specification Code
UESW	Uganda Electronic Single Window
URA	Uganda Revenue Authority

Pictorial (Courtesy Photos)





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1.0 INTRODUCTION

1.1 Background

The Warehousing Manual describes processes, procedures, roles, and responsibilities of various players in a bonded warehouse to achieve effective storage and accountability of dutiable goods for which import duties have not been paid and which have been entered to be warehoused.

This manual describes how goods entered for warehousing are managed from the point of entry into the bonded warehouse to exit. The process involves receiving goods at the barrier gate, (bond yard processes, positioning) physical examination, bonded warehouse stores and removal. Examination of goods can be done in the bonded warehouse or at the owners' premises upon securing permission.

The following activities may take place during the period of warehousing; change of ownership of goods, bond to bond transfer, warehousing "in situ", temporary removal of goods, manufacturing under bond, repacking and extension of warehousing period.

This is the first edition of the Warehousing Manual and it will be reviewed from time to time to reflect the updated Warehousing processes and procedures.

1.2 Scope

The warehousing process and its sub processes are developed to guide customs staff, bond operators, clearing agents, importers, exporters and other stakeholders in the management of bonded customs warehouse operations. It covers receipt examination, reconciliation, removal of goods and general cargo management in warehouse facilities.

1.3 Aims and Objectives

The Manual is:

- a) To ensure proper reconciliation and accountability for all the cargo in a bonded warehouse
- b) To effectively secure and account for all the goods entered for warehousing.
- c) To facilitate the management of the different regimes under warehousing function.

1.4 Rationale

The Customs Warehousing Manual is designed to provide guidance to Customs staff, bond operators, clearing agents, importers, exporters and other stakeholders to know their roles and responsibilities as well as legal provisions in the management of goods under the Warehousing regime.

The purpose of the Warehousing Manual is to set forth in one document all the instructions, guidelines and other information that Customs officers, bonded warehouses proprietors, importers, exporters, clearing agents, freight forwarders need to know for effective operation and supervision of bonded warehouses and their processes and procedures

The Manual was designed in line with the East African Community Customs Management Act (EACCMA) 2004, East African Community Customs Management (EACCMR) 2010 departmental instructions, and Customs Process manual.

1.5 Referenced Materials

Reference materials for supporting the warehousing regime can be accessed from the East African Community Customs Management Act (EACCMA) 2004 (as amended) , East African Community Customs Management Regulations 2010, East African Community Common External Tariff 2022, Customs Business Process Compendium 2nd Edition 2021, Departmental Desk Instructions, BWIMS User Guide Manual.

1.6 Definitions

1.6.1 Warehousing

Warehousing is a Customs regime which allows taxpayers to store goods in a Customs bonded warehouse pending payment of taxes, exportation or re-exportation and other Customs processes.

Warehousing as a regime derives its mandate from the East African Customs Management Act 2004 Sections 47 and 48.

1.6.2 Bonded Warehouse

A Customs Bonded Warehouse means any warehouse or other place licensed by the Commissioner for the deposit of dutiable goods on which import duty has not been paid and which have been entered to be warehoused.

2. TYPES OF BONDED WAREHOUSES

A **public bonded warehouse** is a warehouse that can be used by the general public (any importer) for storage of goods that have been entered for warehousing.

A **public bonded warehouse** is used exclusively for the storage of merchandise imported or subject to tax. This bonded warehouse is generally available to any importer, at the option of the proprietor. A proprietor may impose restrictions on the use of the bonded warehouse by importers.

A **public general goods bonded warehouse** is a type of public bonded warehouse that is licensed by Commissioner Customs for deposit of all goods on which import duty has not been paid and which have been entered to be warehoused. This stores all goods imported by the general public apart from motor vehicles (except those that come in containers).

A **public motor vehicle bonded warehouse (car bond)** is a type of bonded warehouse licensed by the Commissioner Customs for the deposit of motor vehicles on which import duty has not been paid and which have been entered to be warehoused by any member of the public. This does not include containerised motor vehicles (unless a bond-to-bond transfer is done after arrival in a general goods bonded warehouse).

A **private bonded warehouse** is a warehouse that is licensed for the warehousing of goods which are the property of the warehouse keeper (owner)

An importer's private bonded warehouse is used exclusively for the storage of merchandise belonging to or consigned to the proprietor of the bonded warehouse.

NOTE: As per sec. 66 of EACCMA. (1) Where the warehouse keeper of a private bonded warehouse contravenes any of the provisions of this Act, the proper officer may require him or her within such time as the proper officer may direct, to remove all or any of the goods warehoused in such private bonded warehouse to a general bonded warehouse at the expense of the warehouse keeper or to enter and deliver them for home consumption, for exportation, or for use as stores for aircraft or vessels.

A **private general goods bonded warehouse** is a type of private bonded warehouse that is licensed by Commissioner Customs for deposit of general goods which are the property of the bond operator, on which import duty has not been paid and which have been entered to be warehoused.

A **private motor vehicle bonded warehouse (car bond)** is a type of bonded warehouse licensed by the Commissioner Customs for the deposit of motor vehicles which are the property of the bond operator, on which import duty has not been paid and which have been entered to be warehoused

A government warehouse

This is a place provided by the Government of a Partner State, and approved by the Commissioner, for the deposit of dutiable goods on which duty has not been paid and which have been entered to be warehoused.

A **manufacture under bond warehouse** is a warehouse or any other place licensed by the Commissioner Customs for the deposit of dutiable goods on which import duty has not been paid and which have been entered to be warehoused and are for use by a factory licensed to manufacture goods under bond. Such a facility is operated by only factories that have been licensed by the commissioner to do manufacturing under bond (bonded factories).

A **duty-free stores/bonded warehouse**. Merchandise in these warehouses must be owned or sold by the proprietor and delivered from the bonded warehouse to an airport or other exit point for exportation by, or on behalf of individuals departing from the Customs territory for foreign destinations.

A **factory bonded warehouse** is a warehouse or any other place licensed by the Commissioner Customs for the deposit of imported raw materials on which import duty has not been paid and which have been entered to be warehoused and are for exclusive use by the factory. Such a warehouse is within factory premises and is used exclusively by the factory.

A **Specific Bonded Warehouse** is a warehouse licensed for storage of specific goods and/or under specific conditions for goods which require specific facilities of storage. These may include; Specific bonded Warehouse in Silos for grain, Warehouse for bulky cargo like steel products, etc.

A **Free Zone Bonded warehouse** is licensed as a facility extended to manufacturers to import plant, machinery, equipment and raw materials tax free, for exclusive use in the manufacture of goods for export;

Note 1: as per regulation 79 of EACCMR.

(a) Bonded warehouses shall be distinguished by numbers.

(b) The words "Customs Bonded Warehouse" and the number allocated to a customs bonded warehouse shall be clearly marked on the principal entrance

to the customs bonded warehouse or in any other place the proper officer may approve and shall be removed when the customs bonded warehouse ceases to be licensed as such.

*(c) The words “**Duty Free Shop**” and the number allocated to a duty free shop shall be clearly marked on the principal entrance to the duty free shop or in any other place the proper officer may approve and shall be removed when the duty free shop ceases to be licensed as such.*

(d) A person who contravenes the above commits an offence and is liable to a fine of five hundred dollars.

Note 2: Transit sheds are not under the warehousing regime and should not be licensed as bonded warehouses. Their management is under Transit Monitoring Unit

3. LICENSING OF A BONDED WAREHOUSE (Sec. 62, EACCMA, Regulation 74 EACCMR)

- I. The Commissioner may, on application, license any building or any other place as a warehouse for the deposit of goods liable to import duty; and the Commissioner may, refuse to issue any such licence and may at any time suspend or revoke any licence which has been issued.
- II. The Commissioner may license any building or any other place as either a **general warehouse** for the warehousing of goods generally or a **private warehouse** only for the warehousing of goods which are the property of the warehouse keeper.
- III. A licence shall be in the prescribed form and shall be subject to the payment of the prescribed annual fee and shall expire on the thirty-first day of December in each year.
- IV. The Commissioner may require the person applying for a licence to furnish such security as the Commissioner may think appropriate as a condition to the grant of the licence.
- V. The Commissioner may, at any time, require a warehouse keeper to furnish new security in a different amount or on different terms.
- VI. The Commissioner may, at any time, require a warehouse keeper to make such alterations or additions to his or her bonded warehouse as the Commissioner may consider necessary to ensure the proper security or warehousing of any goods
- VII. A building shall not be used as a bonded warehouse unless there is in force in relation to the warehouse a valid licence to operate as a bonded warehouse.

- VIII. A warehouse keeper who uses, or permits to be used, his or her warehouse in contravention of any of the terms of his or her licence commits an offence.
- IX. The Commissioner shall give reasons for his or her refusal to grant a licence or for revoking or suspending a licence under this section.

3.1 The application and licensing process

- 1) An application for the licensing of any premises as a bonded warehouse shall be made using Form C 18 (accessed online through the UESW).
- 2) The application referred to in (I) above shall be accompanied by a plan of the premises and its situation in relation to other premises and thoroughfares.

3.2 Conditions for licensing a bonded warehouse

The following conditions shall apply to an application for a license for a Customs Bonded Warehouse

- I. the applicant shall have a rental contract whose duration is longer than the duration of the license applied for or furnish proof of ownership of the premises;
- II. the premises shall be equipped with at least one computer capable of connecting to the customs computer system, the physical location of which shall be indicated in the license application form for customs verification purposes;
- III. the premises shall have a parking yard or storage area which shall be made of rigid pavements, tarmacked or made of concrete finishing;
- IV. the premises shall have adequate parking space commensurate to the operations of the premises as the Commissioner may deem fit;
- V. the premises shall be well secured with a perimeter fence and lighting system;
- VI. the premises shall be equipped with a fire fighting system.
- VII. Installation and integration of a Stock Management system or adoption of the BWIMS Module on the STP.
- VIII. Clear labeling of and Demarcation of stores, WOE, container yard (loaded and empty containers), verification bay, units yard.
- IX. Availability of Weighbridges at the warehouses to confirm arrival weights of consignments
- X. The bonded stores should be properly demarcated into sections slots and shelves where applicable.
- XI. Sufficient operational & trained staff, i.e. able to handle the different assignments in the bond.

3.4 BWIMS Network Infrastructure General Requirements

- I. Local Area Network installation (Cable or Wireless)
- II. Network redundancy i.e. at least two Internet Service Providers (ISP's) for high availability
- III. Fast and reliable Internet of at least 10Mbps
- IV. A dedicated room (server room) with a cabinet or rack for the network equipment
- V. Air Conditioning of the server rooms
- VI. Uninterruptible and Standby Power system(s) in place
- VII. Computers or Laptops with at least Windows 10, 64-bit edition
- VIII. Computers or Laptops with at least 4GB of Random Access Memory (RAM)
- IX. Computers or Laptops to have Chrome and Firefox
- X. CCTV Camera surveillance system within and around the bonded warehouse(s), operational offices and parking areas.

3. Where the Commissioner is satisfied that the location and construction of the premises and the accommodation in the premises proposed to be used as a bonded warehouse, are suitable for the intended use and upon payment of a license fee, the Commissioner may issue a license using Form C19.

4. The annual license fee for a bonded warehouse shall be one thousand five hundred dollars.

5. Where a license is issued in the course of a calendar year, the license fee shall be computed on a pro rata basis.

6. A licensee of a bonded warehouse shall execute a bond using the Customs Bond Form.

7. A person shall not make any alteration to a bonded warehouse without obtaining the permission of the Commissioner. A person who contravenes this regulation commits an offence and shall be liable to a fine not exceeding one thousand dollars.

4. RESPONSIBILITIES OF A BOND OPERATOR (S.64, EACCMA)

A warehouse keeper shall:

- I. provide such office accommodation and weights, scales, measures, and other facilities, for examining and taking account of goods and for securing them as the proper officer may require;
- II. keep a record of all goods warehoused and shall keep such record at all times available for examination by the proper officer;
- III. stack and arrange the goods in the bonded warehouse so as to permit reasonable access to and examination of every package at all times;
- IV. provide all necessary labour and materials for the storing, examining, packing, marking, coopering, weighing, and taking stock, of the warehoused goods whenever the proper officer so requires;
- V. be accountable for all the goods stored in the bonded warehouse from entry to release

Where any warehouse keeper contravenes the above, the Commissioner may direct that no other goods shall be warehoused by such warehouse keeper until such warehouse keeper has, in the opinion of the Commissioner, complied with the above requirements.

5. PERIOD OF WAREHOUSING (S.57, EACCMA)

All warehoused goods which have not been removed from a warehouse in accordance with the law within six months from the date on which they were warehoused may, with the written permission of the Commissioner, be re-warehoused for a further period of three months: Provided that in the case of—

- (a) wines and spirits in bulk warehoused by licensed manufacturers of wines and spirits; or
- (b) goods in a duty free shop; or
- (c) new motor vehicles warehoused by approved motor assemblers and dealers; the Commissioner may, in addition to the period of re-warehousing permitted in this subsection, allow for further period of re-warehousing as he or she may deem appropriate.

5.1 Auction after expiry of warehousing period

Where any goods required to be re-warehoused are not so re-warehoused, then they shall be sold by public auction after one month's notice of such sale has been given by the proper officer by publication in such manner as the Commissioner may deem fit:

Provided that any such goods which are of a perishable nature may be sold by the proper officer without notice, either by public auction or private treaty, at any time after the expiry of the initial warehousing period.

Where any goods are sold under the provisions above (auctioned), then the proceeds of such sale shall be applied in the order set out below in the discharge of—

- (a) the duties;
- (b) the expenses of the sale;
- (c) any rent and charges due to the Customs or to the warehouse keeper;
- (d) the port charges; and
- (e) the freight and any other charges.

Where, after proceeds of the sale have been applied as above, there is any balance, then such balance shall, if the owner of the goods makes application within one year from the date of the sale, be paid to such owner, or, in any other case, be paid into the Customs revenue.

Where any goods are offered for sale in accordance with the above and cannot be sold for a sum to pay all duties, expenses, rent, freight, and other charges, they may be destroyed or disposed of in such manner as the Commissioner may direct.

6. GOODS THAT CAN NOT BE WAREHOUSED (Regulation 64, EACCMR)

The following goods shall not be warehoused-

- (a) acids for trade and business;
- (b) ammunition for trade and business;
- (c) arms for trade and business;
- (d) chalk;
- (e) explosives;
- (f) fireworks;
- (g) dried fish;
- (h) perishable goods;
- (i) combustible or inflammable goods except petroleum products for storage in approved places;

- (j) matches other than safety matches;
- (k) any other goods which the Commissioner may gazette.

7. REPACKING OF WAREHOUSED GOODS (Regulation 70, EACCMR)

- I. An owner of warehoused goods may make an application to the Commissioner, to repack the goods using Form C15.
- II. The Commissioner may, on application made by the owner of warehoused goods, grant permission to pack, repack, skip, bulk, sort, or lot the goods using Form C15.
- III. The owner of the goods shall observe all the requirements as may be determined by the Commissioner in regard to opening, removing, marking, stacking, sorting, weighing, measuring, packing, repacking, skipping, bulking, lotting and sealing the packages in which the goods to be repacked are, or are to be contained, and as to the payment of duty on the goods or any part of the goods.
- IV. Where any goods are warehoused, the Commissioner may using Form C15 and subject to such conditions he or she may impose -
 - (a) permit the goods to be repacked, skipped, bulked, sorted, lotted or packed;
 - (b) permit the assembly or manufacture in the warehouse of any article consisting wholly or partly of the goods; and for that purpose the Commissioner may permit the receipt in a warehouse of duty free or locally produced articles required as components of the article to be assembled or manufactured in the warehouse.

8. REMOVAL OF GOODS FROM A BONDED WAREHOUSE (S.50 EACCMA)

Goods which have been warehoused may be entered either for:

- (a) home consumption;
- (b) exportation;
- (c) removal to another warehouse (bond-to-bond transfer);
- (d) use as stores for aircraft or vessel;
- (e) re-warehousing (extension of warehousing period);
- (f) removal to an export processing zone; or
- (g) removal to a freeport.

Note: As per Sec. 60 of EACCMA:

(1) Goods entered for home consumption or sold in accordance with this Act shall be removed from a warehouse consumption, export, within **fourteen days** after such entry or sale as the case may be.

(2) Where goods are entered for export such goods shall be removed from the warehouse or bonded factory and exported within **thirty days** or within such further period, not exceeding thirty days, as the Commissioner may, in any particular case, allow.

(3) Where goods are not removed within the period required above then such goods shall, unless the Commissioner in any special case otherwise directs, be forfeited and may be destroyed or otherwise disposed of in such manner as the Commissioner may direct.

9. SUB-PROCESSES UNDER WAREHOUSING

The warehousing function has several sub-processes that are followed in the management of goods under the warehousing regime, from the time such goods are received at the barrier gate to the point they are exited from the bonded warehouse.

The following stepwise instructions are followed while handling goods in a Customs Bonded Warehouse.

9.1 Stepwise work Instructions for receiving goods at the Barrier gate

- I. The bond operator accesses the gate pass for cargo destined to the bond and receives it in BWIMS
- II. The T1 is automatically arrived in the CMS after the gate pass has been received in the system
- III. The barrier officer receives documents accompanying the cargo when it arrives at the entry gate/barrier;
Note: goods received at the barrier include; imports on WT8 and IM8s, exports (SCT and non SCT), through transits, re-exports (SCT and non SCT)
- IV. The officer crosschecks the documents against the cargo marks and numbers for consistency;
- V. Where the documents and cargo are consistent, the officer retrieves the transit/ movement document in the CMS, de-activates the e-seal (where applicable), validates arrival of goods in the CMS, and allows the consignment into the transit shed;

- VI. The officer performs auto-conversion of the T1 into an IM7 in the CMS for warehousing;
- VII. A positioning order is then automatically created in the CMS
- VIII. Where the documents and cargo are not consistent, the officer raises a query and where an offence has been detected, then offence management process ensues otherwise the officer performs steps (IV) and (V).

9.2 Stepwise Work Instructions for managing goods after a proceeding entry has been declared

- I. This sub-process starts when a declaration has been received in the CMS after completion of the process above;
- II. The bond operator accesses the positioning order in the CMS and positions the cargo
- III. A tally sheet is automatically created in the CMS after positioning of cargo
- IV. Where the declaration is for warehousing requiring physical examination, then the cargo is selected for examination;
- V. For goods requiring examination, the bond officer accesses the tally sheet and inputs the verification findings;
- VI. A customs officer accesses the tally sheet and inputs the verification account in the CMS;
- VII. The clearing agent accesses the verification account in the CMS and inputs remarks (either accepts or objects to the verification findings);
- VIII. Where the clearing agent accepts the verification findings, the officer confirms the tally sheet, otherwise steps (V) and (IV) are repeated;
- IX. The confirmed verification findings are automatically updated in the inspection act of the CMS to allow onward processing of the declaration;
- X. After the examination process and where it conforms with the declaration, then the Bond in-charge or authorised officer reroutes the declaration to yellow lane (DPC action) otherwise offence management process is invoked;
- XI. Upon release of the declaration the IM7 is committed and goods are warehoused.

9.5 Stepwise work Instructions for examination of goods

- I. This process starts when a declaration has been received for physical examination;
- II. The declaration is either auto allocated by the CMS or manually assigned by the Bond in-charge or authorized officer;
NB: For groupage declarations having one master bill of lading, they may all be allocated to one officer who ensures that they are all verified, a master verification account written and attached to each groupage entry under one Master BOL;

- III. The officer receives the declaration for examination from the bond in-charge or authorised officer and does a thorough document Check, taking note of attached transaction supporting documents and remarks made either in the system(s) or physically on the documents
- IV. The officer develops an examination plan in line with the verification manual.
- V. The officer examines seals, marks and numbers in relation to the documents presented in the presence of the bond operator and declarant or owner;
- VI. Where there is conformity, the consignment is opened, and examined 100% jointly with the bond operator and declarant as per the verification manual and an examination account written and uploaded in the CMS;
- VII. The bond officer accesses the tally sheet and inputs the verification findings;
- VIII. A customs officer accesses the tally sheet and inputs the verification account in the CMS;
- IX. The clearing agent accesses the verification account in the CMS and inputs remarks (either accepts or objects to the verification findings);
- X. Where the clearing agent accepts the verification findings, the officer confirms the tally sheet, otherwise steps (VI) and (VII) are repeated;
- XI. The confirmed verification findings are automatically updated in the inspection act of the CMS to allow onward processing of the declaration
- XII. In case of non-conformity, a seizure notice is generated and the offence management procedure is followed;
- XIII. The in-charge bond accesses the examination account in the CMS, quality assures and if satisfactory, reroutes the entry to yellow lane for the DPC process to commence, otherwise returns it to the officer for review;
- XIV. For goods to be warehoused, the officer supervises offloading into the bonded warehouse.

9.6 Work instructions for examination of goods at owners' premises

- I. This process starts when a request in writing for examination of goods at owners' premises is received by the Manager warehousing who coordinates with team as below;
- II. The Supervisor scrutinises the request and if satisfied assigns an officer to carry out the examination at owner's premises as approved by Manager Warehousing;
- III. Basing on the terms and conditions in the permission, the bond in charge issues a manual release order and the goods are released to the verifying or escorting officer for delivery to the owner's premises;
- IV. The assigned officer verifies the goods as per examination procedures and seals off the premises up to the time when the goods are released from DPC and an exit note issued;

- V. Upon final release and exit, an officer is assigned to unseal the premises to allow the importer access the goods.

NB: *Verification at owners' premises can be recommended by the examination officers especially when cargo is bulky, delicate or the bond does not have the right equipment to facilitate thorough verification in the bonded warehouse.*

9.7 Stepwise work Instruction for change of ownership of warehoused goods

- I. This process starts when a request for change of ownership is received by the Supervisor warehousing either through the help tool or otherwise;
- II. The Supervisor studies the request and attached documents and if satisfactory approves the application form and either assigns an officer or effects transfer of ownership, otherwise it is either rejected or queried for additional information;

Note: *Transfer fees and stamp duty are paid before the request for transfer of ownership is approved*

- III. Upon successful perfection of the transfer in the CMS, the ownership changes to the transferee and notice communicated to both parties.

9.8 Work instructions for transfer of goods from one bonded warehouse to another

- I. This process starts when the manager warehousing receives a request from either the owner or declarant in writing with clear justification to process a bond to bond transfer with the requisite attachments in support thereof;
- II. The manager warehousing studies the request and if satisfactory, the approval notice is sent to the manager CSP to activate the clients TIN to process the transfer declaration, otherwise it is either queried or rejected;
- III. The responsible bond officer receives the bond-to-bond declaration from the declarant, confirms details and releases the goods on the bond-to-bond entry (IM7) to the destination bond on an automated cargo receipt;

Note: *For bond-to-bond cargo moving from one region to another, e.g Kampala to Jinja/Entebbe goods are released on an inland transit entry(IM8 and T1) to the destination bond*

- IV. The destination bond officer receives the declaration and confirms receipt of goods into the bonded warehouse by endorsing on the cargo receipt and confirm in the CMS;

- V. After receipt of the goods, the destination bond officer verifies the goods, attaches examination account and reroutes to yellow (DPC process);
- VI. The originating bonded warehouse officer receives back and files the original endorsed copy of the cargo receipt as a confirmation of receipt of goods.

9.9 Work instructions for the extension of warehousing period

- I. This process starts when a request for the extension of warehousing period is received by the respective supervisor either via the customs help tool or otherwise with the relevant documents to support the transaction;
- II. The Supervisor examines the request and if satisfied, assigns an officer to extend the warehousing period in the CMS, otherwise the request is either queried or rejected;
- III. Where the request is submitted after the expiry of the warehousing period and the declaration has changed status to the customs warehouse for disposal, the request is forwarded to the customs warehouse team who require the client to pay a fee to change auction status before extension of warehousing period;

Note: *An applicant dissatisfied with the decision of the Supervisor may appeal the decision to the Manager Warehousing for review*

- IV. The assigned officer extends the warehousing period in the CMS and notifies the client.

9.10 Stepwise instructions for the Warehousing of goods “in situ”

Warehousing of goods “*insitu*” is granted under special circumstances and goods under this category are covered by the CB6 of the warehouse bond in which the goods are expected to be stored. Goods in this category include but may not be limited to: highly flammable goods, explosives, temperature controlled goods e.g frozen fish etc, goods that require value addition e.g fish maws etc.

The procedure runs as follows:

- I. AC FS receives a request from the owner or declarant to warehouse goods “in situ” with clear justification;
- II. The Supervisor vets the request and when satisfied, assigns an officer (where applicable) to inspect the premises to assess its suitability in terms of safety, adequate space, accessibility, sealability etc. otherwise the request is rejected;
- III. The assigned officer (if any) above carries out the inspection and submits a report to the supervisor;

- IV. When satisfied, the Supervisor confirms consent from the bond operator whose CB6 is covering the goods prior to release of the goods otherwise the request is rejected;
- V. The bond In-charge effects release of the goods to be warehoused“ in line with any terms and conditions attendant to the authorisation;
- VI. The bond In-charge updates the register for warehousing “*in situ*” for follow up and monitoring of the warehousing period;
- VII. The bond Customs officer examines and secures the cargo at the client’s premises.

NB: *All the warehousing procedures apply to goods warehoused ““in situ””.*

9.11 Stepwise instructions for authorization and release of units for garage repairs, modification or exhibition

- I. This process starts when a written request is received by the Supervisor Warehousing providing reasons to warrant the repairs, modification or exhibition with the supporting documents;
- II. The Supervisor studies the request and verifies the justification and attached documentation;
- III. Where the Supervisor is satisfied with the request, s/he authorises the client to execute a bank guarantee or its equivalent to the Bond in Force (B.I.F.) in favour of URA. (please refer to the Bond management process)otherwise the request is either queried or rejected with reasons and communicated to the client;
- IV. After receiving a successfully executed bond guarantee, the bond officer releases the vehicle to the client clearly specifying the number of days allocated for the vehicle to be returned to the bond;
NB: *The period allocated may be extended by the Supervisor warehousing upon request by the client;*
- V. In case of modification; when the unit is returned to the bond, the officer examines the vehicle and writes a detailed examination account specifying the modifications that have been done (if any)and forwards to supervisor warehousing together with the initial original documents;
- VI. In the case of vehicles removed for either exhibition or repair, on return, the officer receives the vehicle in the bond, ascertains details and where details conform, forwards original documents to the supervisor warehousing, otherwise raises a query;
- VII. Where the vehicle has not been returned after expiry of the granted period, the officer communicates to the supervisor warehousing stating number of days the vehicle is outstanding;
- VIII. In the case of VIII above, the supervisor follows up with the client and institutes enforcement measurers where necessary.

9.12 Stepwise Work Instructions for the management re-exports

The declarant captures the re-export declaration indicating the declaration number of the warehousing entry (for warehoused goods) and attaches supporting documents. The re-export entry is autoselected by the CMS.

- I. The bond in-charge receives a re-export declaration from the owner/declarant and allocates an officer;
- II. The Officer at the bonded warehouse checks the re-export documents to ensure that the documents tally with the declaration in the system;
- III. The officer then supervises the loading of the cargo where applicable;
- IV. The officer affixes a Customs seal (where applicable);
- V. The officer generates an examination account and uploads it in the CMS and reroutes the entry to yellow for DPC process to commence;
- VI. The officer DPC quality assures the declaration for correct particulars and releases the declaration in the CMS;
- VII. The declarant generates a T1 and presents a copy to the customs officer in the bonded warehouse;

Note: Unbonded re-exports don't require a T1 after release by DPC/CMS

- VIII. The Officer at the Bonded warehouse checks the export release documents for conformity with declaration in the system and validates departure of the T1 in the CMS;
- IX. The officer in the bond flags off the consignment.

9.13 Stepwise Instructions for manufacturing under bond process

9.13.1 Importation, entry and management of raw materials.

- I. The bond officer receives copies of IM8/WT8, T1 and other importation documents reflecting the raw materials to be used in manufacturing
- II. The bond officer confirms the marks and numbers and validates the T1 and generates a manifest;
- III. A warehousing entry (IM7) or direct IM4/IM5 is lodged immediately by the clearing agent to discharge the CB2 bond security;
- IV. The bond officer does physical examination of the goods and an examination account is written, uploaded on the declaration in the CMS and re-routed yellow for DPC function to proceed;
- V. The raw materials received at the factory are entered in the raw materials/imports register by the bond keeper and stored in the raw

material stock room under the supervision of the bond officer. Local material to be used together with the imported raw materials in the production process are entered in a separate local raw materials register.

Note: Where the goods are bulky they may be kept within a gazetted area of the bond marked and labelled "Customs Shed";

- VI. The goods are stacked and properly marked according to the type of raw materials;
- VII. To ex-warehouse the goods, an IM4 declaration is lodged, verification account uploaded in the CMS for processing in DPC;
- VIII. The bond officer generates an exit note and allows the bond operator to access the goods;

Note 1: The particulars of exported goods and the IM4 declaration are entered on the delivery sides of the manufactured goods register. A separate register is maintained by the licensee for all the exports

Note 2: Consumables and other goods that are not directly utilized in the manufacturing process pay taxes upfront.

9.13.2 Manufactured Goods Stock Room

- I. The Bond keeper avails to customs accurate and verifiable input / output coefficients for every product manufactured in the bonded factory. This provides the basis of assessment of taxes on taxable raw materials used in manufacture of goods released for home use;
- II. Details of the conversion tables provided are captured into the computer and maintained. This is part of the automated manufacturing under bond procedure. (Technical assistance required from the Chemists.);
- III. After the production process in the bonded factory, the bond keeper submits a weekly production reports to the bond officer indicating the quantity of raw materials used, output and rejects/waste;
- IV. The bond keeper enters the goods on the receipt side of the manufactured goods register;
- V. The manufactured goods so entered are stored in the manufactured goods stock room, where they are properly batched, stacked and marked. From the manufactured goods stock room, the goods may be entered either for home use or for export under customs procedure.

9.13.3 Treatment of Rejects/ Waste

- I. Spoilt or damaged goods are transferred to the Waste and Rejects Stock Room and entered in the rejects/ waste register;
- II. The bond keeper avails to customs expected rates of spoilage/waste for purposes of comparison with the actual registered waste;
- III. Rejects/waste sold are treated like finished goods sold and taxes of raw materials thereof payable using an IM4 declaration;

- IV. Authority is sought from customs for rejects that require destruction and a destruction certificate issued by NEMA. The bond officer witnesses any destruction carried out;
- V. Rejects/ waste recycled are recorded by the bond keeper.

9.14 Stepwise instructions for Release/Exit of Goods from the Bonded Warehouse

- I. The process begins after the ex-warehousing entry has been released in DPC and a loading order automatically created in the CMS
- II. The bond keeper accesses the loading order in the CMS and approves it
- III. The bond keeper allocates the loaders to load the goods and the details of the truck that will carry the goods out of the bond. This is done in the CMS
- IV. After approval of the loading order, the CMS automatically generates a gate pass with the truck and driver details, to allow the goods to exit the gate
- V. The declarant accesses the loading order in the system and approves it to confirm the cargo being ex-warehoused
- VI. The customs officer accesses the loading order in the CMS and approves it, including the details of the truck picking the goods
- VII. The CMS automatically generates an exit note after the customs officer has approved the loading order
- VIII. The Customs officer performs second-tier exit in the CMS
- IX. The barrier officer accesses the gate pass in the CMS and exits it to confirm final exit of the goods from the bond

9.15 Stepwise instructions for bond closure

- I. This process starts with the identification of the need to close a bonded warehouse;
- II. Depending on the circumstances under which the bonded warehouse is to be closed, the commissioner sends instructions to close the bonded warehouse to AC-FS and notifies the bond owner;
- III. The AC-FS assigns the responsible Supervisor warehousing to commence the bond closure process;
- IV. The Supervisor warehousing conducts a stock taking exercise to ascertain the physical stock in that bonded warehouse;

- V. Supervisor warehousing generates a comprehensive stock report;
- VI. The supervisor ensures that all physical stock in the bond is transferred to the customs warehouse at the expense of the warehouse owner/keeper;
- VII. All URA records, registers and assets are secured by the Supervisor warehousing;
- VIII. Supervisor warehousing obtains a schedule of all system outstandings, reconciles them against physical stock and demands taxes for all unaccounted for transactions;
- IX. The Supervisor Warehousing submits to Manager Legal & Bonds a report on all outstanding taxes that are not paid within 7 days after issuance of a demand letter;
- X. The Manager Legal and Bonds calls penalty to Bond for all outstandings that have not been accounted for within 14 days from the notice of closure;
- XI. Manager Warehousing writes and submits a bond closure report.

APPENDIX I: BONDED WAREHOUSES LICENSING CONDITIONS

PART A: General Licensing Conditions

CONDITION	CONDITION DEFINITION	LICENSING CONDITIONS AND REQUIREMENTS PER CATEGORY
1. Pre-Licensing Application	a) Pre-Inspection report	The bond operator and bond keeper shall present a status report of all goods in the bond warehouse.
2. WORK AREA	a) Area Space To include the total area covering the entire premises inclusive of closed stores, transit shed, and parking yard	<p>PRIVATE GOODS BOND should have a minimum of 1000sqm closed stores</p> <p>PRIVATE MOTOR VEHICLE BOND should have a minimum of 2500sqm for used units or 500sqm for new units inclusive of the showroom</p> <p>FACTORY BOND should have a minimum of 400sqm enclosed area or depending on the nature of business</p> <p>MUB WAREHOUSE should have a minimum of 400sqm enclosed area or depending on the nature of business</p> <p>SPECIFIC BOND space requirement will depend on the type of goods to be stored; e.g. Silos of 20tons capacity, Tanks of 20,000ltrs of fuel, etc.</p> <p>GENERAL GOODS BOND; City located requires 10,000sqm/2.5acres inclusive of 2000sqm closed stores, 250sqm transit shed & 6,000 sqm parking yard, while Upcountry located; requires 6,000sqm/1.5acres inclusive of 1000sqm closed stores & 4,000 sqm parking yard</p> <p>GENERAL MOTOR VEHICLE BOND City located requires 8000sqm/2acres; while Upcountry located: 6000sqm/1.5acres</p> <p>TRANSIT YARD requires a minimum of 8,000sqm/2acres</p>
		BARRIER HOUSE; All General goods and motor vehicle bonds must have a barrier house with a computer connected to Network, Furniture, and a landline phone.
	b) Parking Yard finishing & drainage	Parking Yard for Private Motor Vehicle Bond, General Goods Bond, General Motor Vehicle Bond, and Transit Yard, should be made of Rigid pavements or Concrete or Tarmac with a clear drainage system. Not Applicable for Private Goods Bond, Factory Bond, MUB Warehouse and Specific Bond
	c) Warehouse Closed store conditions	<p>Warehouse for General Goods Bonds, Private Goods Bond and Factory Bond should be closed stores built with supportive steel pillars, possess adequate aeration with ventilation for every 10sqm, the roof of iron-sheets/suitable material 5meters from concrete smooth floor, with adequate lighting having a translucent sheet in the roof to allow in natural light, possess one entrance/ exit steel sliding door at least 6meters wide with a ramp to allow easy movement of folk lifts.</p> <p>Ensure proper/neat spacing stacking, labeling of goods in the bond</p> <p>Closed stores may not be required for Motor Vehicle and Specific bonds. For Specific Bonds applicable conditions shall be adopted depending on the type of goods to be warehoused. For example, cold rooms, Silos, Fuel tanks, Caged storage, etc.</p> <p>Shall provide a secured warehouse, of not less than 3,000 square feet, suitable for Transit Yard</p> <p>Each warehouse must have an office with a computer</p>

	d) Demarcated storage area for high-value goods	For General Goods Bonded Warehouse it's required to have a Caged off area of not less than 50 meters within the closed store for storage of high-value, breakable, inflammable, easily portable or goods under specific control. Not Applicable for other categories. Adhere to the 1-Meter standard apart floor spacing rule in between consignments, from the poles and walls to allow free movement. Installation of shelf/stalls in all the warehouses
	e) Want of Entry goods Area	Want of Entry Area will be clearly demarcated & marked within the storage area of the yard for applicable categories of bonds.
	f) Temperature-controlled area	Thermal-cool temperature-controlled area for beverages and foodstuffs is required in General Goods Bonds in which such goods are stored. Separation of all food and Non-food Items. (preferably in different stores)
3 SECURITY & SAFETY	a. Perimeter fence	Goods Bond of any category should be enclosed within a three-meter high perimeter Wall fitted with laser/electric wire. Motor Vehicle Bond of any category should be enclosed within a chain-link at least 3meters high with laser/ electric wire. Restricted access to the bonded stores
	b. CCTV system	For warehouses mentioned under Condition they must provide sufficient cameras in the following areas; Barrier gate Stores Verification bay Bond yard URA offices They must have the following capacities – 3.6mm HD, 3 mega pixels' lenses, with the ability to connect to the Internet and must have storage space (hard disk) with a minimum of 3 tera bite. The rest of the categories should have a functional CCTV system with sufficient cameras covering most of the bonded area. A viewer screen connected to the CCTV system in the office of the bond Incharge or Supervisor. The cameras must be able to store data for 1 month
	c. Alarm System	An effective Alarm system is required at any Licensed Bond,
	d. Armed guards & dogs	24/7 armed guards security supplemented with canine dogs for any Licensed Bond.
	e. Firefighting system	A well-serviced and responsive Fire Fighting System is expected at any Licensed Bond. Licensed Bond should have undertaken a fire and burglary policy
	f. Floodlights	Shall have floodlights installed to light up its entire surface area; Solar panels, LED lighting, cool-roof systems, thermal glass, and other new green materials and innovations.
4. VERIFICATION BAY & TOOLS	a. Verification bay	A verification Shed made of concrete with rubber/wood stoppers for trucks accommodating at least 5containers (3containers for Upcountry located) at ago is required of General Goods Bond. A Motor-Vehicle Inspection shed is required close to the entrance of any motor vehicle bond.

		<p>Provision for a Verification area is required for a Transit Yard to facilitate transhipments and any forms of verification for the transit cargo. Verification tools must be available at the verification bay of general goods bonds. These include but not limited to:</p> <ul style="list-style-type: none"> Measuring tape Vernier caliper Gloves Reflective jackets Helmet
	b. Verification tools	<p>Weighbridge and weighing scales for General Goods Bonds.</p> <ul style="list-style-type: none"> Crane and Forklifts Sample carry bag is a must for all General Goods Bonds Shall provide sufficient labour for loading and offloading during verification of goods;
5 PHYSICAL PLAN APPROVALS	a. Approved Physical & Architectural Plans	<p>Approved physical plans/ architectural of the premises with certified copies submitted from approving authority for any category of bond</p> <p>Approved Occupancy Permits with certified copies from the approving City Authority e.g. KCCA</p> <p>Approved Environment Impact Assessment report from NEMA in case the premises are located in a wetland or lowland</p> <p>Clearance from the Roads Authority in case the premises are near the Highways/Major roads.</p> <p>Approvals from the Electricity Transmission and Distribution Company in case premises are located under high voltage transmission lines.</p>
	b. Tenancy clearance	<p>In the case of rented premises, a certified valid tenancy agreement covering a minimum of one calendar year is required.</p> <p>Tax Clearance Certificate covering the last three Financial Years.</p>
6 CUSTOMS OFFICE STANDARDS	a. Customs/Other Gov't Agencies Office space & ambiance	<p>Office allocated to Customs staff as well as those of other Government Agencies Involved in Goods Clearance e.g. UNBS, should meet the minimum requirements of URA with a minimum sufficient square meter area per staff with conducive office ambiance, well-furnished with adequate seating and storage facilities, and air conditioning, with a landline phone.</p>
	b. IT requirements- Computer hardware	<p>A One-one URA Staff-Computer ratio is required of any bonded warehouse depending on the size.</p> <p>The bond keeper is required to provide Computers that comply with the minimum URA-IT specifications as follows;</p> <ul style="list-style-type: none"> Processor speed of at least Intel (R) Core(TM) i3 RAM of 2GB Windows 7 Operating System Up-to date anti-Virus 512kpbs Connection to Customs Network through internet service provider. Internet browser Java 7 upward installed on Computer PDF Reader installed on Computer Document Scanner & Printer <p>Qualified IT personnel to ensure all the above requirements are met.</p>

		Capability to interface with URA system e-hub Barcode reader
	c. Automated Stock management system	MUST have and use a computerized warehouse management system that accurately monitors the level and movement of warehoused goods. Viewer rights of the stock management system should be made available for the Customs Bond Officer and Customs management. The system must be able to record and display on demand, the following information: <ul style="list-style-type: none"> ☐ Customs Entry number; ☐ Item description; ☐ HS Code; ☐ Value (Bond In Force) of goods; ☐ Location of goods; ☐ Name of the customer; ☐ Customs permit number; ☐ Inward / Outward quantity and the corresponding unit of measurement; and <ul style="list-style-type: none"> ☐ Stock balance and the corresponding unit of measurement
	d. Power backup source	An alternative source of power e.g. generator, solar, inverter to back up the Conventional power grid.
	e. Good hygiene	Water borne toilets, dust/mud free environment, free from pollution & unhealthy interferences Maintenance: Clean-up of all bonded warehouses stores (Cobwebs, scrub floors, and Dust)
7. BUSINESS PREMISES	a. Business Flow chart/ Client Charter	A licensed bond should have written procedures and signage guiding the flow of In/Outbound cargo A business flow chart displayed at the premises to clearly show the handling of goods at different regimes Marked yard with clear demarcation of imports, exports, and empty boxes/containers where applicable Storage criteria in stores should be clearly indicated to ensure foodstuffs are stored separately from toxic goods.
	b. Locations of premises	For General Bond Category, premises should be located in accessible location along the Main highways and located close to existing customs offices.
8 STAFFING	a. Identification	At all times the staff in the bond must be identified; Staff ID Corporate Uniform/wear Update staff list with copies of National ID and TIN's Details of the bond keeper email address must be submitted at application
	b. Human resource	Adequate Casual labourers. Skilled bond keepers Every bond store must have a bond keeper Availability of a Resting place/Loaders shed for Casual Labourers where they assemble when not assigned work in the bond.

PART B: The BWIMS Warehousing Operational 2022 Expectations /Requirements

The current Licensing conditions notwithstanding, the following are the Bonded Warehouse Operators' Responsibilities for the Proper operationalization of BWIMS.

1.0 Licensing of Bonded Warehouses 2022/23

- I. **Annual Pre–Audit (Self Audit).** Submissions on actual Bond status Prior to License application shall be a key to prerequisites for Bonded License Application.
- II. **Pre-Licensing Application September – October ,30th 2022:** The bond operators, Keepers, Bond Officers enforce the following; (N.B. Pre-inspection report/ Clearance will be required prior to submission of Application for the new License by Bond operators.).

2.0 Improved Bond Store Management.

- Ensure Proper Hygiene Maintenance: Clean-up of all bonded warehouses stores (Cobwebs, scrub floors, and Dust)
- Adhere to the 1-Meter standard apart floor spacing rule in between consignments, from the poles and walls to allow free movement.
- Avail Secure lockable cages for high-valued items Separation of all food and Nonfood Items. (preferably in different stores)
- Avail furnished Bond offices within each bond store with computers, furniture, proper lighting, air circulation.
- Good lighting: Solar panels, LED lighting, cool-roof systems, thermal glass, and other new green materials and innovations are leading warehouses into a new age.

3.0 BWIMS IT requirements

- Local Area Network installation (Cable or Wireless)
- Network redundancy i.e. at least two Internet Service Providers (ISP's) for high availability
- Fast and reliable Internet of at least 10Mbps

- A dedicated room (server room) with a cabinet or rack for the network equipment
- Air Conditioning of the server rooms
- Local Area Network installation (Cable or Wireless)
- Network redundancy i.e. at least two Internet Service Providers (ISP's) for high availability
- Fast and reliable Internet of at least 10Mbps
- A dedicated room (server room) with a cabinet or rack for the network equipment
- Air Conditioning of the server rooms

4.0 Enhanced Bonded Warehouse Supervision

- I. Enhance Inspections and self-audits prior to, during, and after implementation.
- II. Random Inspections shall be carried out to boost adherence to new regulations and set standards.

5.0 Ensure Inventory Accountability

- I. Establish an Audit Inventory: Carry out a comprehensive Stock taking of all goods in the bond prior to BWIMS implementation.
- II. Enforce space management, stacking and labelling of goods in the bond. ***(Detailed stack and stock cards)***
- III. Ensure proper documentation and records both manually and in the system.

5.0. Enhance Accountability

- I. **Avail Daily Manual and Electronic standage** to ascertain actual goods received and exited daily vis-à-vis what has been entered in the system.
- II. Ensure update Reconciliation of manual registers

6.0. Human Resource Management

- I. **Casual Worker Management:** Availability of suitable casual workers, and skilled bond keepers to be able to manage the various bond stores (NB. Every bond store must have a bond keeper /bond officer)
- II. **Casual workers** must be registered, and avail NIN (workload must be assigned electronically by groups 1, 2, 3). They should be availed with Uniforms, numbers, and names)

III. Availability of a Resting place/Loaders shed: to be used by Casual Laborers when not assigned work in the bond. Please enforce the **“No Loader Rule in the Bond if not working. They should not sit, hold conversations or sleep /rest on cargo in the bond’.**

IV. Workforce Improvement: The specific roles and responsibilities of the bond keeper, Operator, Casual Worker, Yard officer, Transit shed officer, Barrier Officer, etc., are clearly indicated in the User Guidelines and shall be shared through the sensitizations and training.

7.0 Management of Expired & WOE

I. Have all Expired, abandoned, seized, banned, contrabands, etc Goods or about to expire goods recorded and forwarded to Customs Warehouse house for further management.

I. Goods on the Want of Entry List should be transferred to Customs Warehouse for further management.

8.0 Empty containers should be removed from Bonded warehouse.

9. Availability of Storage Facility Equipment: All storage facilities should have properly maintained lifting equipment, Cleaning and Bonded Management Information Systems.

10. Bolster Security & Safety: cargo storage, safety of workers, safe workplace operations, etc. Routine checks of premises, equipment and knowledge of safety guidelines. Avoid hazardous environment- fumes, leaking oil, etc. Ensure effective lighting, air quality sensors and temperature control, cleanliness.

Improving the working environment not only benefit employee health, but also reduces employee turnover and facilities risks.

11.0 Others Important issues to note

I. **Regular reports must be submitted:** This will help measure performance and training needs, etc. Bonded warehouses should start the discussion of Investing in Warehouse Automation: Automate Data – bar code readers, AI, Data Analytics, Robotics, Machine Learning. This is the future of warehousing.

II. Adopt Real-time client-centric models for smooth cargo clearance. Employ and deploy the right people – (Knowledgeable bond Keepers, placements, assign right roles for efficient operations.

III. Make data visible to all stakeholders to ensure real-time communication: has dashboards at bonds

IV. Eliminate Waste: streamline bonded warehousing Processes and operations. These should not sacrifice the quality of service

Take note of the following outdated warehouse operation practices

- I. Use of paper lists and Excel worksheets to track inventory and reconciliation. This can be hectic, especially where the bond is active with large volumes of cargo. Accurate inventory is not guaranteed, it is prone to human error, damage or miscalculations.
- II. Batching cargo Manually is misleading and does not optimize the workforce.
- III. Using Out-of-date equipment: Malfunctions easily causes accidents, or requires frequent repairs or maintenance.

Recommended Warehousing Training Module Composition

Bond operators are encouraged to train their personnel and could use but not limited to the following training topics for their personnel:

- I. Strategic importance of modern warehousing and inventory management
- II. Detailed Warehousing Functions
- III. Safety and Security measures in warehouses
- IV. Modern Warehouse efficiency and inventory management operations
- V. Warehouse design and layout
- VI. Best practices in storage and material handling
- VII. Warehouse inventory types, selective control techniques and accuracy
- VIII. Modern supply chain and impact on international trade, warehousing and transportation