



Facilitating Trade in Africa

ONE-STOP BORDER POST (OSBP) OPERATIONAL PROCEDURES

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ABBREVIATIONS AND ACRONYMS

AEO	Authorized Economic Operator
ICT	Information and Communications Technology
LPG	Liquefied Petroleum Gas
OSBP	One-Stop Border Post
RTMS/CCS	Real Time Monitoring System / Cargo Control System
VIP	Very Important Person
CA	Country A
CB	Country B
SCT	Single Customs Territory
iCBS	Inter front Customs Border Solution
OGA	Another Governmental Agency

PART A: GUIDELINES

1. Objective of One-Stop Border Posts

The objective of a one-stop border post (OSBP) is to improve transport efficiency and facilitate trade by reducing the number of stops involved in cross-border trade transactions. This done by combining the activities of both countries' border control agencies at a single location at the border post of the country of entry, as well as the coordination of simplified and unified procedures and joint processing and inspections, where feasible. The OSBP facilities and processes are designed to reduce the time taken to clear passengers and their goods at the border.

2. Definitions

In this manual, the following definitions are applied:

- i. Adjoining or Partner State, means:
 - a) for Country A: the Partner State: (Country B)
 - b) for Country B: the Partner State: (Country A)
- ii. **Bilateral Agreement:** Means the Bilateral Agreement between the Government of Country A and the Government of Country B (the Partner States) concerning the establishment and Implementation of One Stop Border Posts;
- iii. Border Community Resident: means a person residing in the vicinity of the designated border within the perimeters defined by the respective Partner States in their relevant domestic laws and/or international agreements;
- iv. Border Controls: means any border-related control measures, personnel, checks and authorizations, without limitations, as defined in the national laws and regulations of the parties and the bilateral agreements.
- v. Cargo: means all goods imported or exported in any vehicle other than goods required as stores for consumption or use by the vehicle, its crew, or passengers, and the bona fide personal baggage of such crew and passengers;
- vi. Clearance Hall: means the work space in the country of entry (Country A and/or Country B), located within the border post at which exit and entry document procedures are undertaken, and customs duties and taxes/fees are paid;

- vii. Competent Authority: means any Ministry or other government entity of the Partner States which is assigned responsibilities for the border controls by their national and/or regional laws;
- viii. Control Zone: means the part of the territory of the host Partner State within which officers of the parties are empowered to effect border controls, including any exclusive use area dedicated for the exclusive use of one of the parties;
- ix. Joint Commission: means the organ established in an Article of the Bilateral Agreement for coordination of the cooperative management of the OSBP.;
- x. Officer or Official: means any person nominated by the Partner States (including police officers) with responsibility for performance of Border Controls according to the national laws and the agreed regulatory procedures of the OSBP;
- xi. One-Stop Border Post: means a border post established by a Bilateral Agreement for such purpose, at which all traffic crossing the border in either direction stops only once in the country of entry and both exit and entry procedures are performed within the same Control Zone;
- xii. Partner Border Control Agency: means any ministry or government department of the Partner States which is assigned responsibilities for specific aspects of border control to be performed in collaboration with a defined agency of the Partner State, in compliance with national laws and regulations of the Partner States. (see Annex 1- List of Partner Agencies).
- xiii. Simplified Trade Regime: means the application of any systems developed to facilitate the efficiency of border transactions by standardisation of declaration and clearance procedures including (SCT, National bond, iCBS,

3. Legal Framework for OSBP Operations

The operations of the OSBP shall be governed by the Bilateral Agreement between the Partner States concerning the establishment and implementation of one-stop border posts.

4. One-Stop Operating Principles

- I. For Country A, all procedures for persons, vehicles, and goods which exit Country B in order to enter Country A will be carried out in the Clearance Hall on Country A side of the OSBP. For Country B, all procedures for persons, vehicles, and goods which exit Country A in order to enter Country B will be carried out in the Clearance Hall on Country B side of the OSBP.
- II. Entry procedures may not be initiated within the Clearance Hall until all exit procedures are completed, and jurisdiction has formally passed from the country of exit to the country of entry. There are exceptions for cases where goods have been

pre-cleared or where exceptional circumstances provide for reversal of controls (e.g., prohibited products, prohibited persons, as provided in the legal framework indicated in the Bilateral Agreement). This is necessary to avoid any conflict over national jurisdiction within the OSBP. The key principle is that jurisdiction is based on the authority of the officer/official performing the controls and not on the basis of the national territory within which the controls are performed.

- III. A key principle is that Officers/Officials are required to apply their own border control laws even when acting in the adjoining country; such actions of the Officers/Officials may only be applied within the common Control Zone established in the legal framework indicated in the Bilateral Agreement.
- IV. Where scanning equipment is available, cargo is to be selected for scanning using risk management principles in collaboration with Partner Control Agencies. All agencies will, at all times, have access to scanning results on consignments of interest to them. Where physical inspection is required, the cargo is to be directed to the inspection bay/area where joint physical inspections are conducted by the Officers/Officials of both Partner States.
- V. Based on credible intelligence information, cargo may be rerouted from the Fast Track lane to other channels for scanning and possible physical inspection. Border Control Agencies with concerns and the clearing agent responsible should be informed.
- VI. To the extent practicable, joint physical inspections should be conducted in one session by concerned border control agencies so that there are no repetitions of processes such as offloading and the taking of samples. Results of inspections should be compiled by the concerned border control agencies, shared, and kept as records to be used in process improvement, especially in the development of risk management for border control agencies. An electronic single window notification system may be used for notification of the concerned border control agencies of inspection scheduling and dissemination of findings.
- VII. At all times, the Customs and/or Single Window authorities shall keep partner border control agencies informed on consignments of interest and work jointly on required interventions without causing unnecessary delays. Partner border control agencies shall also inform Custom authorities on consignments of interest to them either before or on arrival of the goods. Border control agencies will be given access to the Customs and/or Single Window systems where they will provide their intervention requirements for profiling. They will also have access to a Real-Time Monitoring System/Cargo Control System (RTMS/CSS, an ICT system that facilitates data sharing and coordination among border control agencies to enhance the efficiency of

border control operations) on a read-only basis. Electronic means for indicating interest in joint verification will be established.

- VIII. Cross-border risk assessment of persons and goods should be employed to the greatest extent practicable in accordance with agency-specific controls. Risk management systems of the respective partner border control agencies should be harmonised as completely as possible.
- IX. Passenger and vehicle queues should be managed to assure a smooth flow of traffic (e.g., by using automated systems, avoiding batch processing, developing customer service charters, appointing traffic marshals).
- X. If at any point in the processing, persons are denied exit or entry or an arrest is made, the persons shall be returned or disposed of or treated according to applicable national and/or regional laws and regulations
- XI. National police of the host Partner State shall address any law and order offenses that occur in the common control zone and upon the request of officers of the adjoining Partner State may do so for people and goods that have not yet completed the exit process. Any regulatory infringements that occur in the performance of border control duties will be referred to the Agency Management to which the officer reports through or by the lead agency.
- XII. The relevant authorities will promote protection-sensitive entry systems in line with relevant international best practices.
- XIII. Subject to security concerns, the parties may provide a simplified regime to facilitate the cross-border movement of Border Community Residents.
- XIV. The Partner States shall synchronise border operating hours as far as possible.

5. Summary of Infrastructure and Traffic Flow

5.1 Introduction

The common Control Zone has two gates – a gate for entry to and exit from Country A and a gate to and exit from Country B. The Country A side of the OSBP will be used for all Country A-entry border controls. The Country B side of the OSBP will be used for all Country B- entry border controls.

5.2 Country B- Entry Traffic

- I. All Country B- entry Traffic is not required to stop at the Country A side of the OSBP, but proceed directly to the Country B side of the OSBP, following the designated lanes and parking in the designated areas.
- II. Exit border controls for persons, will be carried out first and entry border controls second, in close proximity.
- III. Vehicles are to park in the inspection bays or parking areas, where (joint) inspections will be conducted as necessary.
- IV. Priority processing shall be accorded to diplomats, VIPs, persons with special needs, and people needing medical treatment.
- V. Trucks carrying goods that are pre-cleared; or are subject to transit of hazardous goods; or are part of an Accredited Economic Operator Programme; and/or otherwise designated as Fast Track; will be handled by a special Fast Track Unit for rapid clearance.

5.3 Country A- Entry Traffic

- I. All Country A- entry Traffic shall not stop at the Country B side of the OSBP, but proceed directly to the Country A side of the OSBP, with traffic following the designated lanes and parking in the designated areas.
- II. Exit border controls for persons, will be carried out first and entry border controls second, in close proximity.
- III. Vehicles are to park in the inspection bays or parking areas, where (joint) inspections will be conducted as necessary.
- IV. Priority processing shall be accorded to diplomats, VIPs, persons with special needs, and people needing medical treatment.
- V. Trucks carrying goods that are pre-cleared; or are subject to transit of hazardous goods; or are part of an Accredited Economic Operator Programme; and/or otherwise designated as Fast Track; will be handled by a special Fast Track Unit for rapid clearance

PART B: BORDER OPERATIONAL PROCEDURES

1. Infrastructure and Process Flow

The objectives of the infrastructure and process flow are to:

- I. Expedite vehicle movement through the common control zone;
- II. Locate offices and counter space so as to minimize time lost by travellers, clearing agents, and transport operators, and to enhance the efficiency of border control agencies;
- III. Achieve an efficient flow of procedures, which reduces time spent at the border and increases the effectiveness of border controls;
- IV. Maximize use of available technology to input information in advance and accomplish pre-clearance of vehicles and goods where possible; and
- V. Promote transparency in border crossing procedures.

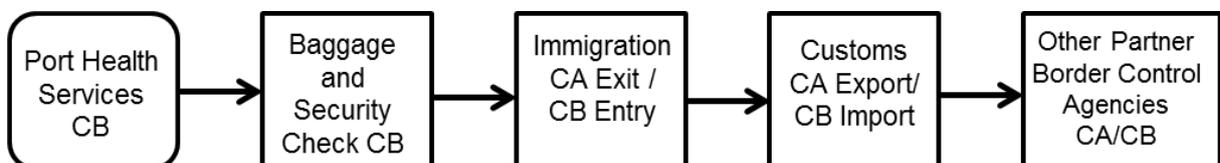
2. Country B- Entry Traffic

2.1 Traffic Flow

All Country B- Entry Traffic is to be directed by road signs on a dedicated road to designated areas on the Country B side of the OSBP control zone. Exit and entry document procedures are to be executed in the clearance hall in the OSBP facility on the Country B side. Inspections of cargo will be carried out in the inspection bays. Once procedures are completed, vehicles are to proceed through the gate into Country B.

2.2 Passengers, Pedestrians, and Border Community Residents

- I. Passenger movement from Country A to Country B is diagrammed below:



- II.
- III. The list of partner border control agencies is shown in Annexure 1.
- IV. Passengers shall go through Health screening and vaccination processes (if any) at the Country B Port Health Services offices.
- V. Passengers and Baggage shall go through security screening.
- VI. Country A immigration officers shall execute passport controls for exit and then Country B immigration officers execute their entry procedures.

- VII. Subject to security concerns, the parties may provide a simplified regime to facilitate the cross-border movement of border community residents.
- VIII. Country A custom officers shall process any necessary declarations, such as temporary export controls, and then the Country B Customs execute their entry procedures.
- IX. Pedestrians that do not require custom checks shall proceed to the entry gate for security screening.
- X. Required payments, such as visa fees or custom duties for goods that are in excess of personal allowance, shall be made at the appropriate cashier counters. Next, passengers proceed to other agencies with a control interest where necessary.
- XI. Passenger cars and pedestrians shall leave through the gate into Country B. Final checks to ensure that all processing has been completed are to be made at this gate.
- XII. Priority or Fast Track processing shall be accorded to diplomats, VIPs, persons with special needs, and people needing medical treatment.

2.3 Buses and other Passenger Vehicles

- I. In the case of buses, the driver shall first present the passenger and cargo manifests to the Immigration and Custom authorities respectively. The passengers shall then disembark with their accompanied baggage. Unaccompanied baggage and any trade goods (which may be of a bulky nature) must remain on the bus or be offloaded under the control, security and inspection by border control agencies.
- II. After the passengers disembark, buses and other passenger vehicles shall proceed to the designated area for inspection.
- III. Passengers shall proceed to the clearance hall to carry out exit procedures for Country A and entry procedures for Country B as described in section 2.2 above.
- IV. Custom officers and officers of partner border control agencies may inspect luggage from the buses and other passenger vehicles. If the luggage is to be inspected, it shall be unloaded and joint inspection undertaken in the presence of the owner of the luggage. Any measures resulting from the inspection are to be exercised first by the country of exit, and then by the country of entry or by only one country as deemed necessary.
- V. Officers from Customs and partner border agencies may perform detailed examination of buses or other passenger vehicles.
- VI. Passengers that are required to pay customs duties and/or other taxes/fees must return to the clearance hall to submit the declaration and make the payment(s) to the appropriate cashier.

2.4 Cargo Traffic

Drivers shall contact their clearing agent(s), if possible, in advance of their arrival at the OSBP. The driver will be notified whether the load is to be subjected to Fast Track or regular processing.

2.4.1 Main Cargo Traffic

The procedure for the main commercial cargo (i.e., not eligible for the Fast Track trade regime) is as follows:

- I. The driver shall contact his/her customs agent(s) at the OSBP in advance to notify them of the approximate time of his or her arrival.
- II. The driver shall then proceed to the OSBP parking area to await instructions from the clearing agents. A specific parking area may be established for vehicles with goods for which remote testing, including agriculture, bureau of standards, and environmental testing, is required. Livestock, wildlife, fish, and companion animals shall be taken to designated areas for physical inspection and examination and/or vaccination.
- III. Next, the driver shall proceed to the clearance hall and present his or her passport and/or other travel documents for execution of exit and entry controls by the respective Immigration agencies. The driver himself or herself is also subject to customs control.
- IV. The driver or customs agent shall present the cargo manifest to customs.
- V. All customs agents are required to have had their goods pre-cleared and must present complete folders (physical and/or electronic) with all relevant clearance documents to the border control agencies relevant to the goods.
- VI. Customs and other relevant partner border control agencies of Country A and Country B shall verify the completeness of the clearance documents.
- VII. Based on risk assessment, Customs and other relevant partner border control agencies will select goods for scanning (if scanner available), physical verification, or direct release. If physical verification is required, notification of the time of physical verification should be given to the partner border control agencies with an interest in the commodities. Electronic systems with the capacity to accept and process this information (e.g., RTMS/CCS) should form the electronic basis for coordinating joint scanning and inspections. Cargo should not be subject to unnecessary multiple inspections. If physical verification is selected by an agency of Country A or Country B, it will be conducted jointly by Country A and Country B to the extent that agencies have interest and to the extent practicable.

- VIII. If the process in (vii) indicates that the goods conform to requirements, Country A customs shall release the goods to Country B customs. Country A customs will assign an outward rotation number. In the case of nonconformity with requirements, the goods are subject to control/enforcement procedures, in line with relevant laws and regulations.
- IX. If and when Country A Customs releases the goods after completion of the process in (viii), and if the process in (vii) indicates that the goods conform to requirements, Country B Customs shall release the goods and assign an inward rotation number.
- X. Once all procedures have been completed, the driver shall exit the common control zone and to proceed into Country B.

2.4.2 Simplified Trade Regime Traffic

Goods that qualify under a Simplified Trade Regime shall be facilitated by Customs and relevant partner border control agencies according to regional and national and/or regional laws and regulations.

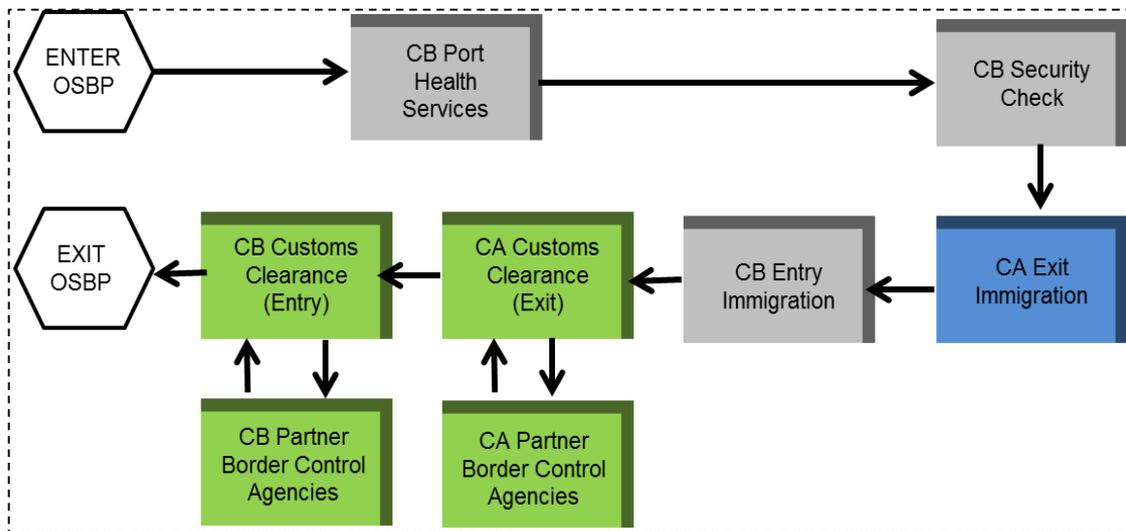
2.4.3 Fast Track Traffic

Border control agencies shall accord priority to goods that qualify for fast track clearance. The list of goods that may be cleared through the fast track process is set out in Annexure 2 and may be revised from time to time by the respective Customs and other partner border control agencies.

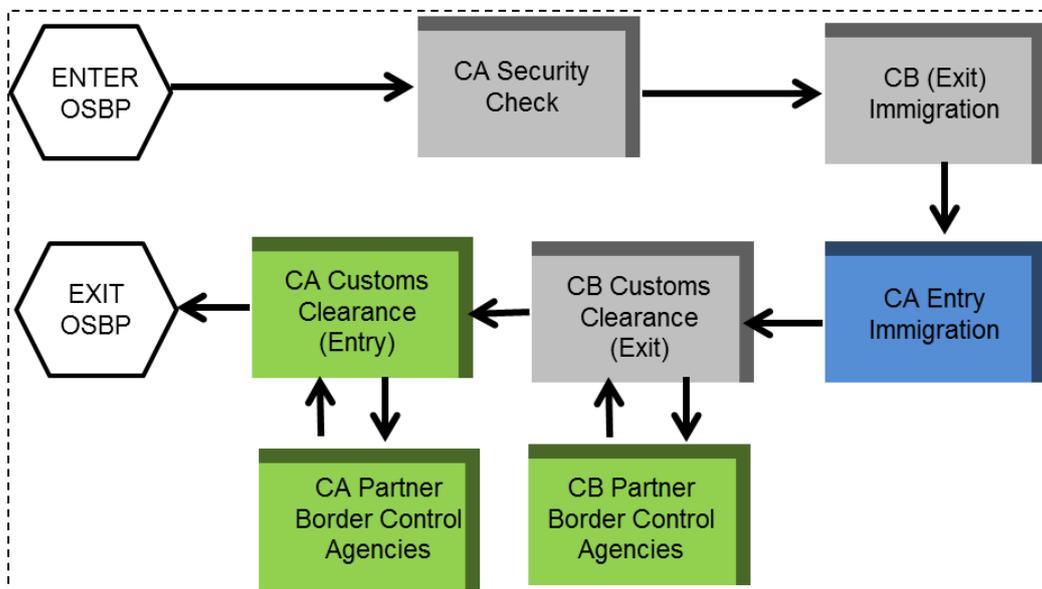
2.5 The Process Flow on the Country B Side of the OSBP

In the clearance hall, each counter is to be labelled to indicate the procedure to be carried out there. Counter space has been allocated so that a sequential process can easily be

followed. The configuration of the counters is indicated schematically in the following diagram.



It is key principle of the OSBP process that all the foregoing procedures are to be followed in identical sequence in processing cross border goods traffic and travellers in both directions and on both sides of the border.



PART C: OSBP ORGANIZATION AND OPERATIONAL COMMITTEE

1. Organization of the Committee

- 1.1 A Joint Commission is to be established in the manner described in an Article of the Bilateral Agreement. The Joint Commission is required to oversee, supervise and monitor the performance of the OSBP to ensure effective implementation and ongoing development of the systems, facilities and procedures.
- 1.2 A Joint OSBP Coordinating Committee of officials nominated by the Partner States is to be established, with responsibility for day-to-day operations of the OSBP.
- 1.3 The OSBP Coordinating Committee reports to the Joint Commission.
- 1.4 The committee shall be composed of representatives of Border Control Agencies in the shared Control Zone. The committee may co-opt other stakeholders as need arises.
- 1.5 The committee shall hold meetings quarterly and is to be convened whenever a need arises.
- 1.6 The committee shall be alternatively chaired by an authorized representative of the two Partner States.
- 1.7 Minutes of all meetings shall be regularly submitted to the head offices of the partner border control agencies represented at the OSBP as well as to the Members of the Joint Commission.

2. Responsibilities of the Joint OSBP Coordination Committee

The committee shall have the following responsibilities;

- I. Applying the legal framework governing the OSBP, as shown in Section A.3 (Legal Framework for the OSBP Operations);
- II. Identifying, analysing, and solving problems that could hinder the smooth operation of the OSBP;
- III. Ensuring effective coordination and complementarity in offering quality services;
- IV. Ensuring good management and maintenance of the OSBP property;
- V. Monitoring and evaluation of the impacts of the OSBP; and
- VI. Informing and coordinating with the head office of the partner border control agencies represented at the OSBP, including communicating proposals requiring guidance for further action.

PART D: MANAGEMENT AND SECURITY OF THE OSBP INFRASTRUCTURE

1. Management

- 1.1 The host state shall manage the OSBP infrastructure and shall be responsible for the following:
 - I. Maintenance and rehabilitation of physical OSBP infrastructure (e.g., buildings, access roads);
 - II. Provision and maintenance of fixtures and furniture;
 - III. Installation of new facilities, as necessary;
 - IV. Cleaning services;
 - V. Security of infrastructure;
 - VI. Water and electricity; and
 - VII. Any other related items.
- 1.2 Each constituent authority shall maintain its own ICT facilities for security reasons except for general ICT services such as internet service, telephone sets, and CCTV, which shall be maintained by the host state. Each constituent authority shall be responsible for the cost of telephone calls made outside of the OSBP.
- 1.3 Officers in the OSBP shall take all due care and responsibility to safeguard the infrastructure and equipment therein.
- 1.4 For the purposes of maintenance management, the joint OSBP coordination committee shall prepare and maintain an inventory of OSBP infrastructure and equipment items

2. Security

- 2.1 The host state shall ensure the safety and security of all passengers, goods, staff members, infrastructure, facilities, and equipment within the OSBP control zone.
- 2.2 All officers exercising official duties shall be identified by their respective uniforms and shall visibly display their official identity badges/identification cards or any distinctive insignia/identification.
- 2.3 The host state shall register all visitors to the control zone and issue visitor cards to them.

PART E: OFFICERS AND OFFICIALS

1. Conduct of Officers and Officials

- 1.1 All officers exercising official duties must wear the official uniform and/or visible distinctive insignia and/or identification badge in the control zone of the host state.

1.2 Subject to provisions in the Bilateral Agreement to the contrary, officers should not be armed except by special arrangements between the parties. In the case where a show or use of arms is required, the officers of the adjoining state should enlist the assistance of the law enforcement agents of the host state, which assistance shall not be unreasonably denied.

2. Laws and Codes of Conduct Governing Officers

Officers and Officials must be trained to conform and adhere to relevant laws and codes of conduct of the host and Partner States.

3. Names and Designation of Officers

It is important to have a standard procedure whereby the competent authority in each State notifies their opposite numbers in the Partner State in writing (or by electronic means of communication) of the names and designations of officers that will be working within the Control Zone of the host state prior to their first deployment. In the event of any change, the competent authority of the adjoining state should promptly communicate any change to the competent authority of the host state. This process is essential to ensure that only authorised personnel are deployed into positions of responsibility and to permit effective control of operations.

ANNEXURE 2: LIST OF TYPICAL FAST TRACK GOODS

1. Diesel and Petrol Fuel tankers
2. LPG, LNG, and other fuel trucks
3. Hazardous goods and explosives
4. Empty trucks
5. Perishable goods
6. Radioactive Materials
7. Plants, planting material, and live animals
8. Samples for laboratory tests and research
9. Medicines and drugs
10. Security material/equipment
11. Goods imported/exported by importers/exporters/transporters under an Authorized Economic Operator (AEO) Scheme
12. Goods cleared under the Single Customs Territory (SCT) Regime
13. Goods imported by the governments of the Partner States
14. Goods imported by diplomatic missions and/or in accordance with multilateral agreements with the Partner States.
15. Diplomatic bags/pouches
16. Human remains
17. Military Equipment and Ammunition