

GREECE

NATIONAL TRADE FACILITATION STRATEGY



**BUSINESS PROCESS ANALYSIS
OF FRESH KIWIFRUIT EXPORTS
FROM GREECE TO CHINA**

December 2012 - April 2013

Business Process Analysis Pilot Phase

ACKNOWLEDGEMENTS

This report summarizes the work performed within the framework of the first phase of the Business Process Analysis (BPA) project for the Export of kiwifruits from Greece to China. The BPA team consisted of officials of the following ministries, as following:

- i) Ministry of Finance
 - Ms. Maria Tzafalia – General Secretary of Information Systems, IT Applications Division, Unit for Customs Application (ICISnet)
 - Mr. Angelos Lymperis – Customs Administration, IT Systems Support Division Unit C’
 - Ms. Eleni Patoucha – Customs Administration, IT Systems Support Division Unit C’ department)
 - Ms. Foteini Kavazaraki – Customs Administration, 19th Directorate of Customs Procedures, Unit “C” of Prohibitions and Restrictions.
 - Mr. Pavlos Giannakopoulos – General Secretary of Information Systems, IT Applications Division, Unit for Customs Application (ICISnet)
- ii) Ministry for Development , Competitiveness, Infrastructure, Transport and Networks
 - Ms. Ourania Papageorgiou – Directorate of Import-Export Regimes, Trade Defense Instruments, Unit of Export Regimes and Procedures
- iii) Ministry of Rural Development and Food
 - Ms. Charikleia Dimakou – Directorate of Processing Standardization and Quality Control of Products of Plant Origin, Department of Food Quality Control
 - Ms. Sofia Ntolia – Directorate of Processing Standardization and Quality Control of Products of Plant Origin, Department of Food Quality Control
 - Ms. Laskarina – Maria (Marilina) Korou – Directorate General of Veterinary Services, Directorate of Veterinary Public Health, Department of Fisheries, Dairy Products, Honey and Eggs

Mr. Panagiotis (Panos) Zafeiropoulos – Project Manager (Ministry of Finance - Minister’s Office) and Mr. Gregory Demetriades (Ministry for Development, Competitiveness, Infrastructure, Transport and Networks – Special Adviser to the Minister) had the overall administrative responsibility for coordinating the BPA project team. Ms. Pauline Weinzierl of the Task Force for Greece cooperated with the BPA team and provided guidance and support for the BPA pilot project. The United Nations Economic Commission for Europe (UNECE) provided technical assistance for training the personnel involved in the BPA project. Mr. T. Buterly, Mr. M. Pikart, and Prof. Keretho, provided the training in workshops that took place in Athens. Prof. K. G. Zografos acted as a consultant to the project team on behalf of the European Commission and provided scientific guidance and advice for the project development and implementation.

The following organizations provided input for describing the export processes under consideration.

- Hellenic Federation of Enterprises – “SEV” (www.sev.gr)
- PanHellenic Exporters Association – “PSE” (www.pse.gr)
- Hellenic Foreign Trade Board – “HEPO” (<http://www.hepo.gr>)
- Greek international Business Association (ex. Northern Greece) – “SEVE” (www.seve.gr)
- Association of Greek Export & Consignment Enterprises for Fruits, Vegetables & Juices - “INCOFRUIT” (www.incofruit.gr)
- Association of Canned Product Producers of Greece – “ACPG” (www.chb.gr)

- Association of International Freight Forwarder & Logistic Enterprises in Greece – “IFFAG&L” (www.synddel.gr)
- Hellenic Logistics Company – “EEL” (www.eel.gr)
- Greek Federation of Customs Brokers – “OETE” (www.oete.gr)
- DHL Global Forwarding Hellas SA – “DHL” (www.dhl.com)
- Piraeus Container Terminal S.A – “PCT” (<http://www.pct.com.gr>)
- Thessaloniki Port Authority S.A. – “THPA” (<http://www.thpa.gr>)
- Protofanousi Fruits S.A. Kiwi fresh fruits production, packaging and trading (www.proto.gr)
- Zeus Kiwi SA Organization of production, maintenance and distribution of kiwi fruit (www.zeuskiwi.gr)
- Prefecture of Central Macedonia – Thessaloniki, Regional Unit of Directorate of Rural Economy and Veterinary Medicine (<http://thessaloniki.pkm.gov.gr/default.aspx?lang=el-GR&page=155&ASID=5>)
- 2nd Customs Office of Thessaloniki
- 5th Customs Office of Piraeus

EXECUTIVE SUMMARY

With the objective of enhancing growth, the Greek Government presented on the 1st of November 2012 a comprehensive National Trade Facilitation Strategy, which sets out 25 actions, with the overall aim to reduce time to export by 50% and costs by 20% by 2015, thus leading to 10% increase in exports' value, 1.7% increase of the GDP and 80.000 new jobs.

A specialized Business Project Analysis Team (BPA) is set up, consisting of officials from three major Ministries (Ministry of Finance, Ministry for Development, Competitiveness, Infrastructure, Transport and Networks and Ministry of Rural Development and Food) under the guidance and support from the TFGR and the technical assistance of UNECE, as well as the consultancy and scientific guidance of the University of Athens. This BPA team will give its best to search, locate and record the exporting procedures in Greece, having as ultimate goal their facilitation in favor of the Greek exporters and the national development and growth.

In that direction, the BPA team chose to register kiwifruit export procedures.

Kiwifruits are relatively new cultivations in Greece: their cultivation in the Greek fields started slowly since '70s, in a demarcated agricultural area (Pieria region). In the meantime, it was discovered that Greek climate and soil conditions made kiwifruit cultivation suitable in other regions as well and nowadays, 4 to 7 more regions produce Greek kiwifruits, ready to export.

Being a rich source of vitamins C, K, E and flavonoids among others, Kiwifruit is considered one of the most generous fruit to the human body and Greek exporters seem to want to take advantage of the Greek climate and soil ideal conditions.

INTERNATIONAL MARKET

Among all international markets, the Chinese market for kiwifruit is of our interest as it presents a large opportunity for the Greek exporters to expand their activities in a vast market as China. Greek exporters mainly use the sea-way to reach the Chinese market, which is also a challenge as to the procedures involved.

The promotion of kiwifruit in Chinese market is of great importance for the Greek exporters, as they watch doubling of total export figures to China in 2012 and expect a new doubling in the year to follow.

The Chinese consumers have proven that they can distinguish and positively evaluate Greek products. They also demonstrate an increased interest in products of high nutritional value and are more sensitive to health nutrition issues.

After 5 years of hard negotiations and strong efforts, as the Chinese authorities imposed relevant impediments, in order to protect their imports, thus hindering kiwifruit to reach the Chinese consumer and the efforts of the Greek authorities to overcome the bureaucratic obstacles,, the Greek exporters started to sell to the Chinese market and managed to climb to the 4th rank in international export countries table.

The Greek authorities should now help the kiwifruit exporters by reducing the export fees, expanding the interface between state agencies, in order to eliminate time of information exchanged, implementing new procedures as to the shipping companies involved, in order to facilitate the info flow and expedite the product export and finally, by building new structures, that will aim to the enhancing of competitiveness and will bring total costs down.

The BPA team is certain that all data collected and observations stated in this report related to kiwifruit can be elaborated and developed into the simplification of bureaucratic procedures, ultimately leading to an export outbreak of kiwifruits towards China, a vast market that has proven to welcome numerous Greek products.

TABLE OF CONTENTS

ACKNOWLEDGEMENTS	2
EXECUTIVE SUMMARY.....	4
TABLE OF CONTENTS	6
LIST OF TABLES	7
LIST OF FIGURES	7
LIST OF ABBREVIATIONS AND ACRONYMS.....	7
A. Introduction.....	8
A.1. Description of the World Market for Kiwifruits.....	8
A.2. Kiwifruits in Greece	8
B. Scope of the first phase of the pilot study and Methodology Used.....	16
B.1. Defining the scope of the study	16
B.2. Methodology Used	17
C. Shipment Business Process Area	18
C.1. Obtain Agricultural Certificates	19
C.1.1. Obtain Certificate of Conformity	20
C.1.2. Obtain Phytosanitary Certificate and Fruits' Sensors Calibration Document	24
C.1.3. Time required for Obtaining Agricultural Certificates and Documents	28
C.1.4. Observations and issues referred to	28
C.2. Transport arrangement, collect an empty container from yard and stuff it.....	30
C.2.1. Transport Arrangement via an intermediary company.....	30
C.2.2. Transport Arrangement via a maritime company	34
C.2.3. Transport Arrangement directly by the exporter.....	37
C.3. Customs Declaration (via exporter or his representative) – Clearance at the Customs Office of Export.....	40
C.3.1. Observations and issues referred to	44
C.4. Procedures at the customs office of exit.....	46
C.4.1. Observations and issues referred to	48
C.5. Final customs formalities & Stow container on vessel – cargo manifest	50
C.6. Business processes of kiwifruits export shipment in a nutshell.....	54
C.7. Cost Analysis.....	56
D. Problems referred and Points of potential improvement.....	58
D.1. Problems referred by interviewers	58
D.2. Additional Considerations	59
E. Conclusions and Next Steps.....	61
F. REFERENCES	62
Annex 1 – Code Mark	63
Annex 2 – 5 th Piraeus Customs office (Ikono – Piraeus) – Area places of Supervision	64
Annex 3 – Legislation	65
Annex 4 – Samples of Documents	67

LIST OF TABLES

1. Table A.1. – Cultivation area and production per geographical administrative region in Greece	10
2. Table A.2. – Greece Exports to Russia vs the World.....	12
3. Table A.3. - Greece's kiwi export 2008-2012.....	15
4. Table C.1. Core business processes and stakeholders involved in kiwi fresh fruit export shipment (decided to be examined during pilot phase)	18
5. Table C.2. Duration and dependencies among kiwifruits export business processes	54

LIST OF FIGURES

1. Figure A.1. – World Top 5 Countries Production.....	9
2. Figure A.2. – List of main exporting kiwifruits countries for 2011	9
3. Figure A.3. – Greece, Kiwi Cultivation Area per Regional Unit Map	11
4. Figure A.4. – Cultivated Areas per year in Greece.....	12
5. Figure A.5. – Production per year in Greece	12
6. Figure A.6. - Greek Exports all over the world.....	13
7. Figure A.7. - Greek Exports to Russia.....	13
8. Figure A.8. - Average price (€) per kg exported kiwis.....	14
9. Figure C.1. - Use Case Diagram of Business Processes in Kiwis Exportation from Greece..	19
10. Figure C.2. Business processes of fresh kiwifruits export in a Nutshell	54

LIST OF ABBREVIATIONS AND ACRONYMS

AEO	Authorized Economic Operator
BPA	Business Process Analysis
BPMN	Business Process Modeling Notification
CMR	Document according to the Convention on International Carriage of Goods by Road (Convention relative au contrat de transport des Marchandises par Route)
CONEX	The abbreviation being used for logistics method employing a standard intermodal container. The abbreviation stands for Container Express (ConEx)
DREVM	Directorate of Rural Economy and Veterinary Medicine of Regional Units
EAD	Export Accompanied Document
ELSTAT	Abbreviation for Hellenic Statistical Authority
EORI	Economic Operator Registration and Identification
ICISnet	Integrated Customs Information Systems network
MRDF	Ministry of Rural Development and Food of the Hellenic Republic
OLP	Abbreviation for Piraeus Port Authority S.A.
PCT	Piraeus Container Terminal S.A.
SAD	Single Administrative Document
UNECE	United Nations Economic Commission for Europe
ICT	Information and Communication Technologies
UML	Unified Modeling Language
UN/CEFACT	United Nations Center for Trade Facilitation and Electronic Business

A. Introduction

This document presents the Business Process Analysis (BPA) performed within the framework of the first phase of the pilot project related to the simplification of trade procedures for exporting kiwifruits from Greece to China. The objective of the first phase of the BPA project was to provide a systematic mapping of the processes involved in the shipping phase of the UN/CEFACT International supply chain model (See “Business Process Analysis Guide to Simplify Trade Procedures” - Updated September 2012 in References section) in order to identify existing bottlenecks and propose improvements for the processes involved in exporting kiwifruits from Greece to China. The pilot phase of the project gave also the opportunity to provide training to the project team to use the Business Process Analysis methodology in order to acquire the required BPA skills for performing the subsequent phases of the BPA project for the facilitation of Greek exports.

The work reported in this document was performed under an extremely tight schedule (actually during the period 27/11/2012/ - 10/1/2013) which involved both the training of the project team and the execution of the work.

The final report consists of five sections. Section A provides an overview of the world market for kiwifruits and highlights the importance of kiwifruit exports for the Greek Economy. Section B defines the scope of the first phase of the BPA pilot study and describes the methodology used. Section C presents the analysis of the processes and procedures involved in shipping kiwifruits from Greece to China. Section D summarizes the conclusions and provides preliminary policy recommendations and section E describes the next steps that should be taken in order to conclude the Pilot studies.

A.1. Description of the World Market for Kiwifruits

Kiwifruits are produced in China, New Zealand, Italy, Japan, France, Australia, Greece, Chile and U.S. (California). The total world acreage devoted to the production of kiwifruits in 2010 was about 150,000 hectares with almost 70,000 hectares located in China. The global production of kiwifruits in 2010 reached 1.3 million tons, which accounts for almost 22% of the global fruit production. The top five countries producing kiwifruits represent 88% of the total world production (Fig. A.1.).¹

In terms of exports, the global kiwifruit market is also very centralized, as the first five exporting countries (New Zealand, Italy, Belgium, Chile and Greece) cover more than 88% of the total world exports. The major exporter, New Zealand, contributes about 40% of total world exports while Greece, as the fifth larger exporter, covers about 3,3% of them..

A.2. Kiwifruits in Greece

Kiwifruits' cultivation in Greece started around 70s. Initially they were introduced in the Pieria Region (central Macedonia), mainly in the valley of Peneas river. Since then, and

¹ Data have been provided by Association of Greek Export & Consignment Enterprises for Fruits, Vegetables & Juices - “INCOFRUIT” (www.incofruit.gr) and also are based on KIWI DOSSIER - Fruit and Vegetables Service Centre of Ferrara “CSO” (<http://www.csoservizi.com>)

especially after the 80s, they are produced in other regions, including the prefectures of Kavala, Imathia, Arta and Lamia.

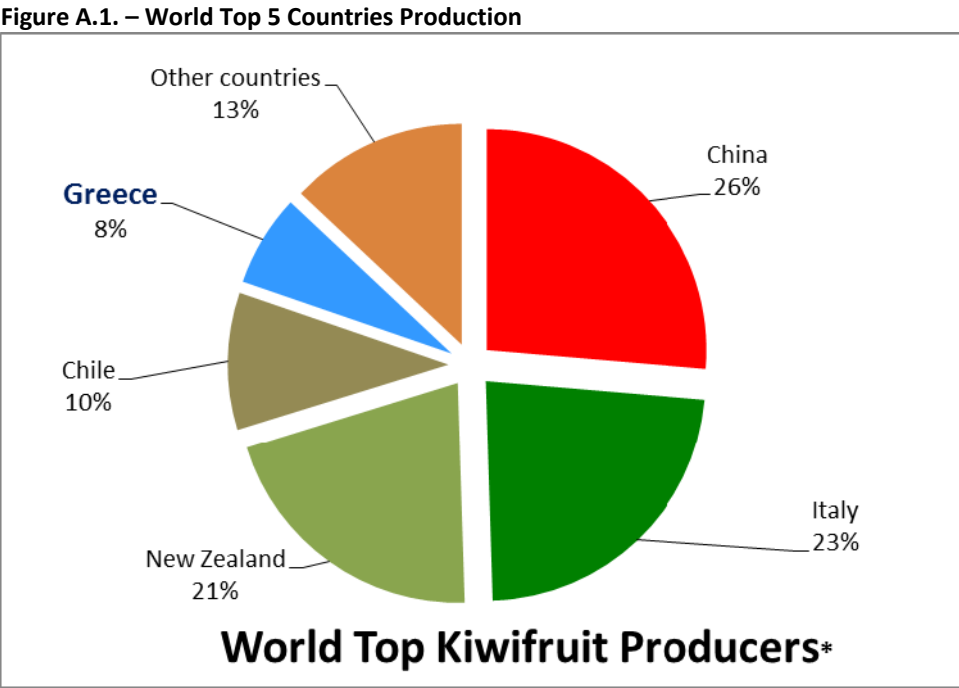
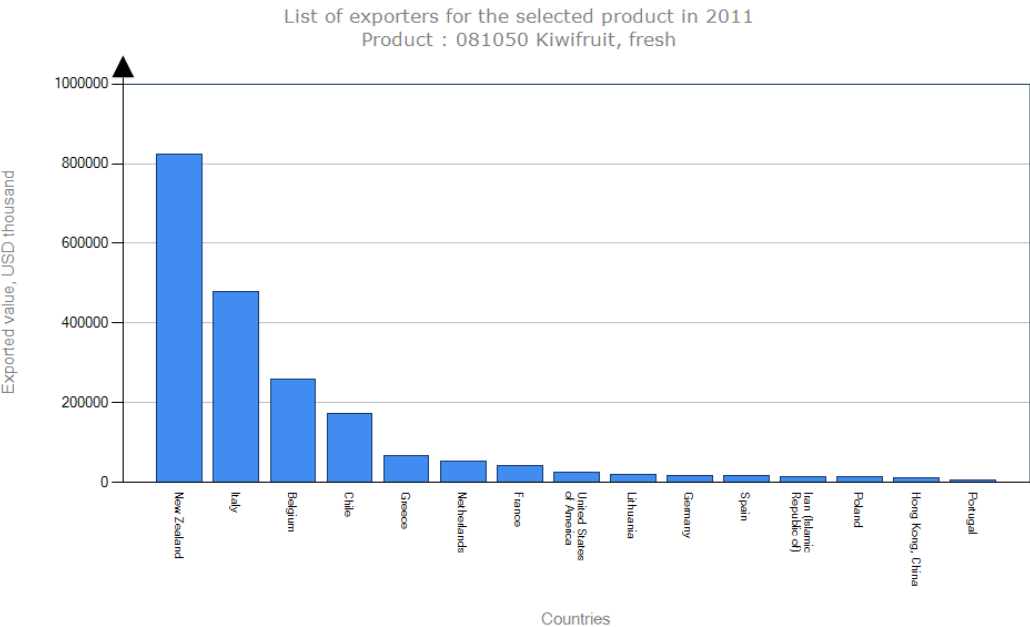


Figure A.2. – List of main exporting kiwifruits countries for 2011



Source: International Trade Centre, based on UN COMTRADE statistics

However, the prefecture of Pieria is still the main producing area representing almost 45% of national production. Since 2005, the area devoted to kiwifruits’ production grew from 5.226 hectares to the current almost 7.000 hectares. Table A1 shows the kiwi production areas in Greece and the respective production in tones per region, as depicted in Map A1.

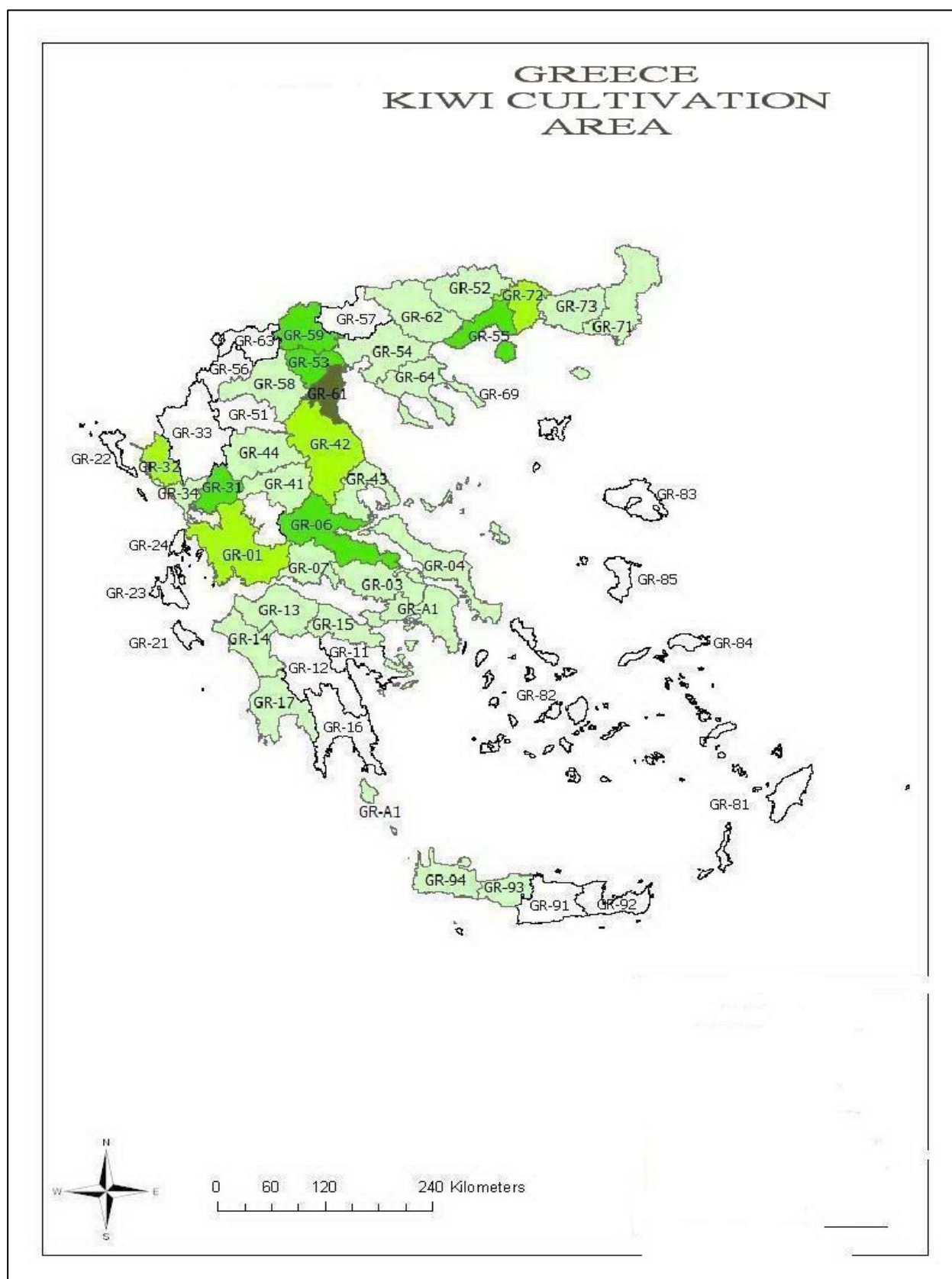
Table A.1. – Cultivation area and production per geographical administrative region in Greece

Area Iso Code	Subdivision (Region)	Iso Code	Subdivision (Regional Unit)	Area (in ha)	Production (in tonnes)
GR-A	Anatoliki Makedonia Thraki	GR-71	Evros	7	0
		GR-72	Xanthi	300	5000
		GR-73	Rodopi	23	600
		GR-52	Drama	8	166
		GR-55	Kavala	850	24000
GR-B	Kentriki Makedonia	GR-61	Pieria	3000	47000
		GR-53	Imathia	730	14500
		GR-62	Serres	21.1	359
		GR-54	Thessaloniki	12.5	150
		GR-64	Chalkidiki	<1	<2
		GR-59	Pella	320	7500
GR-C	Dytiki Makedonia	GR-51	Grevena	0	0
		GR-56	Kastoria	0	0
		GR-58	Kozani	<1	<2
		GR-63	Florina	0	0
GR-D	Ipeiros	GR-31	Arta	922	25000
		GR-34	Preveza	50	1600
		GR-33	Ioannina	-	-
		GR-32	Thesprotia	102	3200
GR-E	Thessalia	GR-41	Karditsa	<1	<1
		GR-42	Larisa	175	4900
		GR-43	Magnisia	31	340
		GR-44	Trikala	13	-
GR-F	Ionia Nisia	GR-22	Kerkyra	2.5	60
GR-G	Dytiki Ellada	GR-01	Aitolia kai Akarnania	76.8	1770
		GR-13	Achaia	7	150
		GR-14	Ileia	8.5	170
GR-H	Stereia Ellada	GR-03	Voiotia	2	-
		GR-04	Evoia	2.5	-
		GR-06	Fthiotida	160	3800
		GR-07	Fokida	1.3	15
GR-I	Attiki	GR-A1			
GR-J	Peloponnisos	GR-15	Korinthia	1.8	15
		GR-17	Messinia	2	40
GR-K	Voreio Aigaio			-	-
GR-L	Notio Aigaio			-	-
GR-M	Kriti	GR-92	Lasithi		
		GR-94	Chania	<1	<1
		GR-93	Rethymno	6	50
Total (includes <1 values)				6775	140424

Source: Hellenic Statistical Authority - ELSTAT (Dec. 2011)

NB: Subdivision names are listed as in the ISO 3166-2 standard published by the ISO 3166 Maintenance Agency (ISO 3166/MA)

Figure A.3. – Greece, Kiwi Cultivation Area per Regional Unit Map



The Map in Figure A.3. shows the cultivation area per regional unit.

Figures A.3. and A.4. show graphically the acreage used for kiwi production and the yield of kiwis in tons for the period 2008-2012, respectively, while Table A.2 summarizes the kiwifruit exports per destination country for the same time period.

Figure A.4. – Cultivated Areas per year in Greece

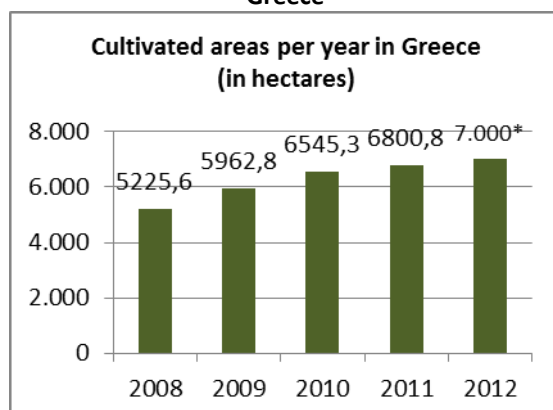
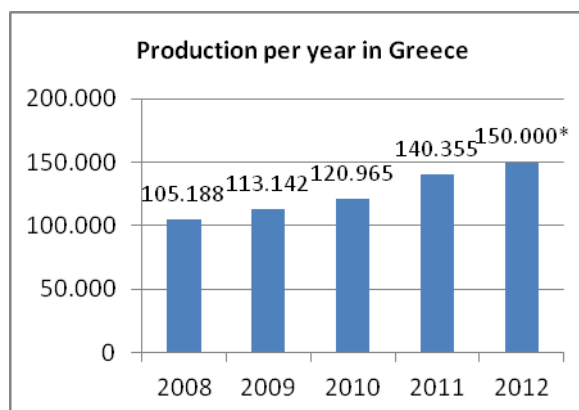


Figure A.5. – Production per year in Greece



* Data for 2012 are estimated (not final) as the exporting season was still on-going.

In 2011, the total production of kiwifruits in Greece was around 140 thousand tons as shown in Fig. A.3. In the Table A.1 and Fig. A.5. is shown that 2011, the primary market, which accounted for 38% of the Greek kiwifruit exports, was Russia. It is worth mentioning that the kiwifruit exports to Russia occurred in one year (2010 – 2011) showed an increase of around 33%, as presented in Table A.1. Another interesting observation is the capability of the Greek kiwifruits' exporters to penetrate the Chinese market, despite China's own vast production (Table A.2).

Table A.2. – Greece Exports to Russia vs the World

Year	Russia		World	
	tons	(€)	tons	(€)
2008	10.458.908	12.29.1182	32.040.596	38.784.988
2009	11.145.196	15.421.557	39.308.760	57.723.714
2010	12.250.833	16.568.000	49.619.179	74.240.135
2011	18.012.965	21.837.558	47.637.212	66.299.748
2012	19.161.007	19.028.304	42.984.255	57.799.463

Greek kiwifruits exports achieved remarkable results during the years 2008-2010, when the exporting value was increased by about 54%, reaching the number of almost 50 million Euros in the year 2010. However, the economic crisis has not left untouched the kiwifruit sector, as its exports declined in the next two years (2011-2012), both in terms of value and quantity. (Figure A.5). Despite this, it still plays an important role for the Greek economy, as for the year 2011, kiwifruits exports (estimated at 47.639.223 thousand Euros), covered almost 26% of the total fruit exports of the year (Table A.1.).

Figure A.6. - Greek Exports all over the world

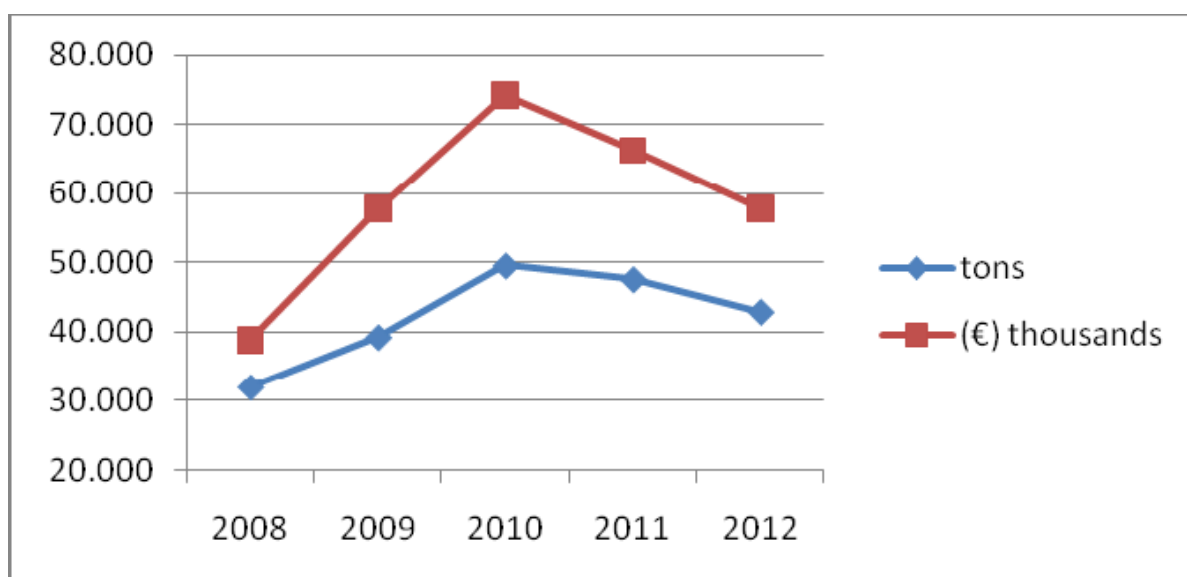
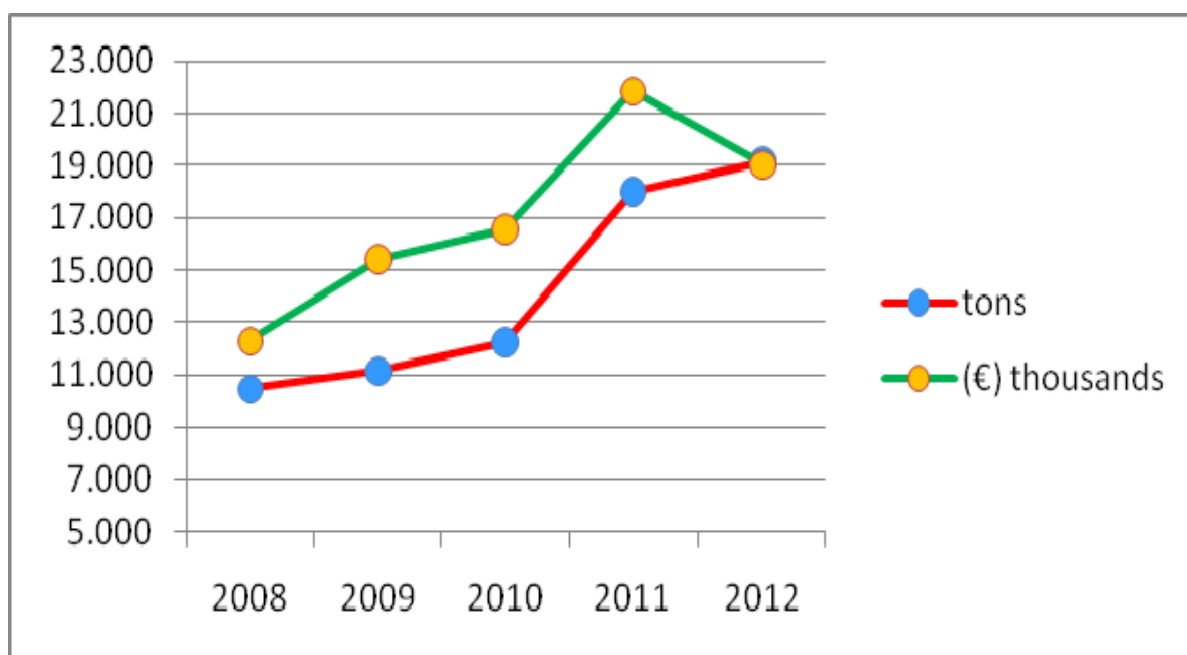


Figure A.7. - Greek Exports to Russia



The data of Figure A.8 depict the gap of competitiveness (in price terms) between the main competitors, the EU countries and the Third Countries in global kiwifruit market. In the year 2012 the average price of the EU countries was about 22% more expensive than the world price while the non-EU countries exported at a price 27,6% less expensive than the world price. It worth's noticing though, that the gap between the EU countries price and the Third Countries is shrinking over the years. In 2008 the EU countries exporting price was 32% cheaper than the one of the Third Countries while in 2012 the same gap was only 4%.

Figure A.8. - Average price (€) per kg exported kiwis

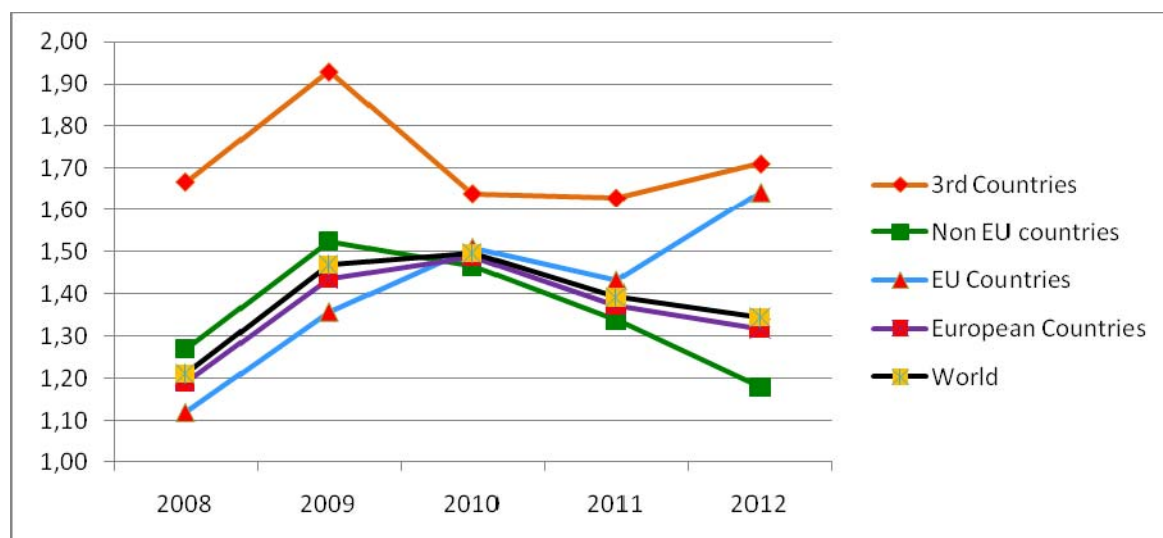


Table A.3. - Greece's kiwi export 2008-2012

		2008		2009		2010		2011		2012*	
		€ (thousands)	tons	€ (thousands)	tons	€ (thousands)	tons	€ (thousands)	tons	€ (thousands)	tons
AM	USA	157.330	168.852	96.600	↓	92.421	↓	115.135	↑	108.714	↑
	CANADA	82.674	99.620	33.745	↓	63.070	↓	127.574	↑	170.240	↑
	SMALL ISLANDS distant. FROM USA										
AR	EGYPT	49.177	96.732	134.356	↑	305.910	↑	148.642	↑	251.293	↓
	SAUDI ARABIA	71.277	104.650	258.884	↑	454.828	↑	163.810	↓	237.964	↓
	SYRIA	69.378	85.600	24.130	↓	65.600	↓	192.057	↑	405.445	↑
	LEBANON	26.512	36.040	61.439	↑	98.350	↑	120.180	↑	188.290	↑
	JORDAN	21.340	22.000	48.266	↑	93.063	↑	537.182	↑	1.217.259	↑
	UAE			46.224	↑	50.796	↑	80.681	↑	85.580	↑
	QATAR			14.791	↑	14.840	↑	57.542	↑	47.522	↑
	OMAN			7.244	↑	18.110	↑				
	ALGERIA							13.440	↑	16.128	↑
	LIBYA										
										8.473	↑
AS	TURKEY	732.742	1.491.299	1.609.380	↑	3.457.963	↑	1.077.284	↓	1.840.497	↓
AS	HONG-KONG	107.284	92.960	189.359	↑	215.800	↑	316.787	↑	302.120	↑
	SINGAPORE			14.879	↑	20.620	↑	46.679	↑	43.160	↑
	MALAYSIA										
	CHINA										
								21.410	↑	20.800	↑
	ARGENTINA			41.730	↑	43.160	↑				
AF	SOUTH AFRICA			31.216	↑	45.400	↑				
								33.536	↑	37.220	↑
Total 3rd		1.319.722	2.197.753	2.614.252		5.039.931		2.999.003		4.914.212	
E	RUSSIA	10.458.908	12.291.182	11.145.196	↑	15.421.557	↑	12.250.833	↑	16.568.000	↑
	UKRAINE	2.131.117	2.769.733	2.812.994	↑	4.695.464	↑	4.611.695	↑	7.208.823	↑
	FYROM	710.627	1.512.668	843.690	↑	1.990.452	↑	1.048.080	↑	2.016.658	↑
	BELARUS	447.524	538.143	179.496	↓	278.019	↓	290.189	↑	429.122	↑
	SERBIA	326.849	599.022	910.689	↑	1.788.425	↑	1.067.323	↑	2.109.361	↑
	MOLDOVA	317.288	438.381	714.957	↑	959.889	↑	4.154.273	↑	5.529.994	↑
	ALBANIA	229.653	424.980	408.013	↑	841.262	↑	544.027	↑	1.220.416	↑
	CROATIA	62.383	71.585	150.683	↑	192.572	↑	63.888	↓	101.320	↓
	GEORGIA			10.560	↑	19.500	↑	26.788	↑	42.603	↑
	BOSNIA-HERZEGOVINA			1.562	↑	7.809	↑				
	MONTENEGRO							10.590	↑	32.116	↑
	KAZAKHSTAN							24.765	↑	58.500	↑
Total E		14.684.349	18.645.694	17.177.840		26.194.949		24.092.451		35.316.913	
EU	GERMANY	4.730.379	4.285.498	4.217.094	↓	4.516.487	↑	6.015.138	↑	6.786.732	↑
	ROMANIA	2.680.890	3.168.834	4.650.690	↑	7.771.443	↑	3.565.031	↓	6.860.671	↓
	ITALY	954.408	1.088.789	732.204	↓	1.083.922	↓	1.185.489	↑	1.454.031	↑
	THE NETHERLANDS	692.821	767.436	997.345	↑	1.274.924	↑	1.228.432	↑	1.454.014	↑
	BELGIUM	411.202	414.722	403.497	↓	387.918	↓	563.349	↑	553.906	↑
	UK	1.446.476	1.185.173	834.635	↓	700.136	↓	727.856	↓	757.682	↑
	BULGARIA	1.231.738	2.593.984	1.676.409	↑	4.239.306	↑	2.674.143	↑	5.882.554	↑
	POLAND	1.005.608	1.191.639	2.830.284	↑	2.351.609	↑	2.263.746	↓	4.416.757	↑
	SPAIN	484.781	483.280	369.740	↓	505.300	↑	995.176	↑	1.084.088	↑
	CYPRUS	624.716	532.411	632.938	↑	705.875	↑	618.365	↓	749.193	↑
	CZECH REPUBLIC	626.691	819.290	590.568	↓	773.846	↓	748.126	↓	1.137.882	↑
	FINLAND	249.268	260.383	222.812	↓	203.398	↓	221.466	↓	242.260	↑
	FRANCE	240.374	296.898	270.683	↑	319.288	↑	489.830	↑	602.446	↑
	LITHUANIA	237.537	329.422	350.167	↑	460.653	↑	234.272	↓	351.901	↓
	HUNGARY	124.220	174.229	212.991	↑	395.532	↑	462.172	↑	726.430	↑
	SLOVAKIA	103.551	131.572	119.544	↑	166.212	↑	110.161	↓	210.311	↑
	AUSTRIA	79.412	94.107	3.498	↓	4.706	↓	10.442	↑	40.877	↑
	PORTUGAL	61.101	64.500	86.666	↑	88.280	↑				
	SLOVENIA	42.625	48.499	83.158	↑	121.910	↑	238.884	↑	317.559	↑
	SWEDEN	10.735	10.875	190.387	↑	363.516	↑	115.922	↓	289.084	↓
	DENMARK			43.367	↑	54.573	↑	19.661	↓	19.574	↓
	LATVIA							42.074	↓	71.058	↓
Total EU		16.038.533	17.941.541	19.518.677	↑	26.488.834	↑	22.529.735	↑	34.009.010	↑
Total EU+E		30.722.882	36.587.235	36.696.517	↑	52.683.783	↑	46.622.186	↑	69.325.923	↑
World Total		32.042.604	38.784.988	39.310.769	↑	57.723.714	↑	49.621.189	↑	74.240.135	↑

Source: Hellenic Statistical Authority - ELSTAT (Dec. 2012)

* Data for 2012 not final as the exporting season was still on-going. It has to be generally mentioned that the data provided by ELSTAT are always referred to exports of a given year that may include production of the previous year.

B. Scope of the first phase of the pilot study and Methodology Used

B.1. Defining the scope of the study

The business process analysis of kiwifruits was carried out in 2012 as an early pilot phase of the Business Process Analysis (BPA) action, which is one of the actions among 25 others (Action Nr 5) included in the Roadmap of the National Trade Facilitation Strategy 2012-2015. The Roadmap which is the core framework of all actions should be carried out towards Single Window implementation by the end of 2015.

Single Window is an electronic – computerized system recommended and described by the UN/CEFACT recommendation Nr 33 in 2004 and it will allow trade-related information to be submitted only once to fulfill all transit-related regulations with a single entry point. Single Window is, therefore, a practical application of trade facilitation concept, which can reduce trade barriers and deliver immediate benefits to all involved parties of the trading community. However, a number of other actions and measures should be taken in place prior to Single Window System implementation kick-off. Most of these prior actions are aimed to screen, analyze and simplify cross-trade procedures among all required organizational and structural changes that would be deemed as necessary.

In that sense, the Roadmap serves as the main action plan of all involved activities. It was published on 1st of November 2012 and accepted by the political leadership of competent Ministries. It should be also mentioned that the BPA pilot phase consists of a clear commitment of the Greek government, which was clearly stated in the revised Memorandum of Understanding on Specific Economic Policy Conditionality performed between Greece and the "troika" of international creditors. ["iv. Reviews and streamlines pre-customs and customs procedures for selected pilot products (fresh vegetables fruits, white cheese) according to EU regulations and best practices and presentation of an approach for extending the simplification process to a wider set of frequently exported / imported products. (December 2012).

The overall goal of the strategy is to establish an electronic Single Window for exports providing for a single entry point for exporters for all products and destinations.

For the early Pilot Phase of the BPA analysis it was decided to use as a case study, the export of kiwifruits to China by maritime transportation. The choice of the case study was made by taking into account the following considerations: 1) the importance of kiwifruits for the Greek exports, ii) the current size and future potential of the Chinese market, and iii) the predominant transportation mode used for exporting kiwifruits from Greece to China. The study was performed in close cooperation with all relevant public and private stakeholders including business associations, exporters, third party logistics providers, port authorities, customs, and agricultural ministry's regional services. In addition, the following criteria were used to define the case study under consideration:

- The exporting procedures of the chosen product should not be too complicated (e.g. dual use products, etc)

- The chosen product reflects the nature of the Greek exports. According to “INCOFRUIT” The exports of agricultural products constitute almost 45% of Greece’s total exports in value
- In recent years the export figures (Table A.2) for kiwifruits show an increasing trend and new markets seem to be emerging (China, South Africa, etc.)
- The time that the present BPA study was carried out coincided with the beginning of the exporting season for kiwifruits
- Kiwifruits were proposed as a pilot agricultural product by the main fresh-fruit exporters’ association

A reference for new and non-experienced exporters should also be made. In this case, the time for agronomic and veterinary control procedures remains the same (app. 2 hours) comparing with the regular control procedures that will be described in the following study. On the other hand, we cannot determine, at this moment, the total time a new exporter needs to proceed with all remaining procedures due to the fact that he/she will get involved, at least in the beginning of his/her activity, with a number of public and other services (chamber of commerce etc.). Finally, it should be noted that this kind of information cannot be derived from the interviews already taken. This could be done in a later stage of this process.

Additionally, information regarding trade of kiwifruits between Greece and other EU countries was also collected during data collection provided by stakeholders.

The business process analysis of kiwifruits’ export was included as one component of the pilot phase of the BPA action. The outputs of this study will serve as a basis for:

- The analysis of data requirements and data flow
- The development of a standardized data
- The identification of bottle-necks and inefficiencies of the current export processes
- The design of the future (streamlined) processes for exporting kiwis and other similar agricultural products
- The identification of potential structural, legislative and organizational, changes governing the operation of International Supply Chains of Greek agricultural products
- The design of the prototype for the rest of the BPA action.

B.2. Methodology Used

Two preparatory (to BPA pilot phase) meetings took place in Athens in October 18, 2012 and November 27 & 28, 2012 respectively, with the participation of international experts. The meetings were organized by the Greek government in cooperation with TFGR and UNECE. The first one served as a BPA kick-off meeting and the aim was to bring together all major stakeholders who are involved in and/or affected by the exports’ supply chain. Furthermore these meetings provided the opportunity to establish contacts between public administrations and private sector representatives. These contacts were considered particularly important for the efficient implementation of the subsequent phases of the BPA study. The second meeting was a technical workshop dedicated to a basic BPA training of the study team and aimed primarily to assist team members to obtain a basic knowledge of the methodologies and tools (UML, BPMN, etc.) used to perform the Business Process Analysis. During the second workshop the basic business activities, to be studied during the pilot BPA phase, were defined and selected by the involved stakeholders.

The Unified Modeling Language (UML) which is used for the use case diagrams provides a set of standard graphical notations for business process modeling. UML is internationally accepted and widely used not only among practitioners in business communities but also in information technology and software development. Similarly, the Business Process Modeling Notification (BPMN) is being used to depict the particular relationships and flow of activities and information for each core business process (and/or sub-process) presented in this document.

The UN/CEFACT International Supply Chain Model identifies the following three process areas:

- Buy: the conclusion of trade terms and the establishment of sales contract
- Ship: the arrangement for cargo movement and the completion of necessary actions to meet regulatory requirements of both export and import countries
- Pay: the claim for the payment and the payment for the purchased cargo

Despite the fact that the UN/CEFACT International Supply Chain Model covers three process areas (Buy, Shipment and Payment), for the pilot phase it was decided to map and analyze only the processes related to “Ship”. The remaining two process areas, i.e Buy and Pay will be studied in detail in the next stage of BPA study.

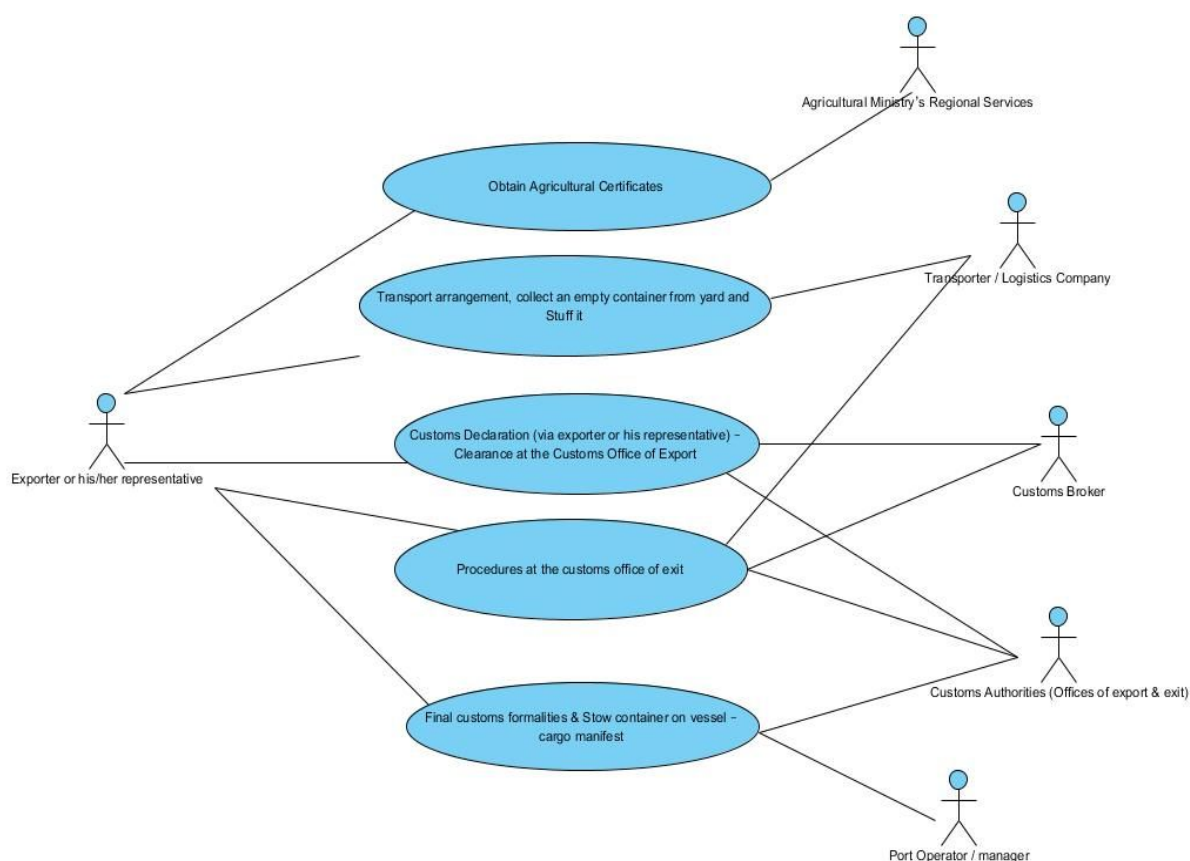
C. Shipment Business Process Area

Table C.1. Illustrates the core business processes involved in exporting kiwifruits from Greece to China using maritime transportation. In UML (REFERENCE) notation, figure C.1. depicts a use case diagram which presents the processes involved in the export of kiwifruits along with the participating stakeholders.

Table C.1. Core business processes and stakeholders involved in kiwi fresh fruit export shipment (decided to be examined during pilot phase)

Party \ Core Business Processes	Agricultural Ministry's Regional Services	Transporter's / Logistic Company	Customs Broker	Customs	Port Operator	Exporter (or his representative)
1. Obtain agricultural certificates	X					X
2. Transport arrangement, collect an empty container from yard and Stuff it		X				X
3. Electronic submission of customs declaration			X	X		X
4. Container transfer to port of departure & Clear goods through customs		X		X	X	X
5. Final customs formalities & Stow container on vessel – cargo manifest				X	X	X

Figure C.1. - Use Case Diagram of Business Processes in Kiwis Exportation from Greece



C.1. Obtain Agricultural Certificates

This process will lead to the issuance of the following two certificates and a document through the regional services of the Agricultural ministry:

1. Certificate of Conformity
2. Phytosanitary Certificate
3. Fruits Sensors Calibration Document.

NB: Samples of these documents are listed in Annex 4.

The issuance of a Certificate of Conformity is a mandatory requirement laid down EU regulation Reg. (EU) No 543/2011 for export to 3rd countries. The Certificate of Conformity is required for quality certification.

The issuance of a Phytosanitary Certificate is required for all export to 3rd countries, according to Law 3495/2006; however it is not required for the intercommunity trade.

The Fruit Sensor Calibration Document is only mandatory for export to China, laid down in the "Protocol of Phytosanitary Requirements for the Export of Kiwi Fruit from the Hellenic Republic to China" (Greek Law 4073/2012). This document is currently required only for the export to China and it is not a common practice for exporting to other countries.

According to Greek law 3460/2006 (article 14) only agriculturists employed by the DREVM can issue these documents.

It should be mentioned that all fruit and vegetable transport, regardless of their final destination, are carried out in refrigerated containers.

The business processes to obtain the certificate of conformity, phytosanitary certificate and the Fruit Sensors Calibration Document are coordinated. This means that the exporter submits the application only once to the relevant agricultural service. A qualified inspector, defined both as quality and phytosanitary inspector, is assigned for the control. The inspector goes to the premises of the exporter at the day of loading, and performs at the same time the conformity and phytosanitary checks, calibrates the fruits sensors if the consignment is shipped to China and issues the aforementioned documents.

Agriculture quality control for shipment of fresh fruit and vegetables to EU member states:

According to Art 11 of regulation (EU) No 543/2011, EU member states are mandated to perform selective, risk based conformity checks. The Greek Government implements this article by mandating a 60% conformity check for shipments to EU member states (Joint Ministerial Decision 257543/2007, OJ No 1122/B/08.08.2003). This practice concerns products subject both to specific (SMS) and general marketing standards (GMS).

C.1.1. Obtain Certificate of Conformity

The process to “Obtain certificate of conformity” requires the participation of:

- Regional Unit of Directorate of Rural Economy and Veterinary Medicine
- Exporter or his representative

The IT department of the Central Administration of MRDF provides the central IT services for registration of electronic requests for Certificates through the exporters and their communication to the regional MRDF offices.

The issuance of the Certificate of Conformity is mandatory according to paragraph 1, article 13 of Reg. (EU) 543/2011 *“Customs may only accept export declarations for the products subject to **specific marketing standards** if the goods are accompanied by a conformity certificate...”*. The article 13 applies only to exports to 3rd countries.

Paragraph 2 of the same article specifies that a Government **may** prescribe the issuance of Certificates of Conformity for export of products to 3rd countries that are subjected to **general marketing standards**. The Greek Government **mandates** the issuance of a Certificate of Conformity for all its exports of produce subject to general marketing standards to 3rd countries.

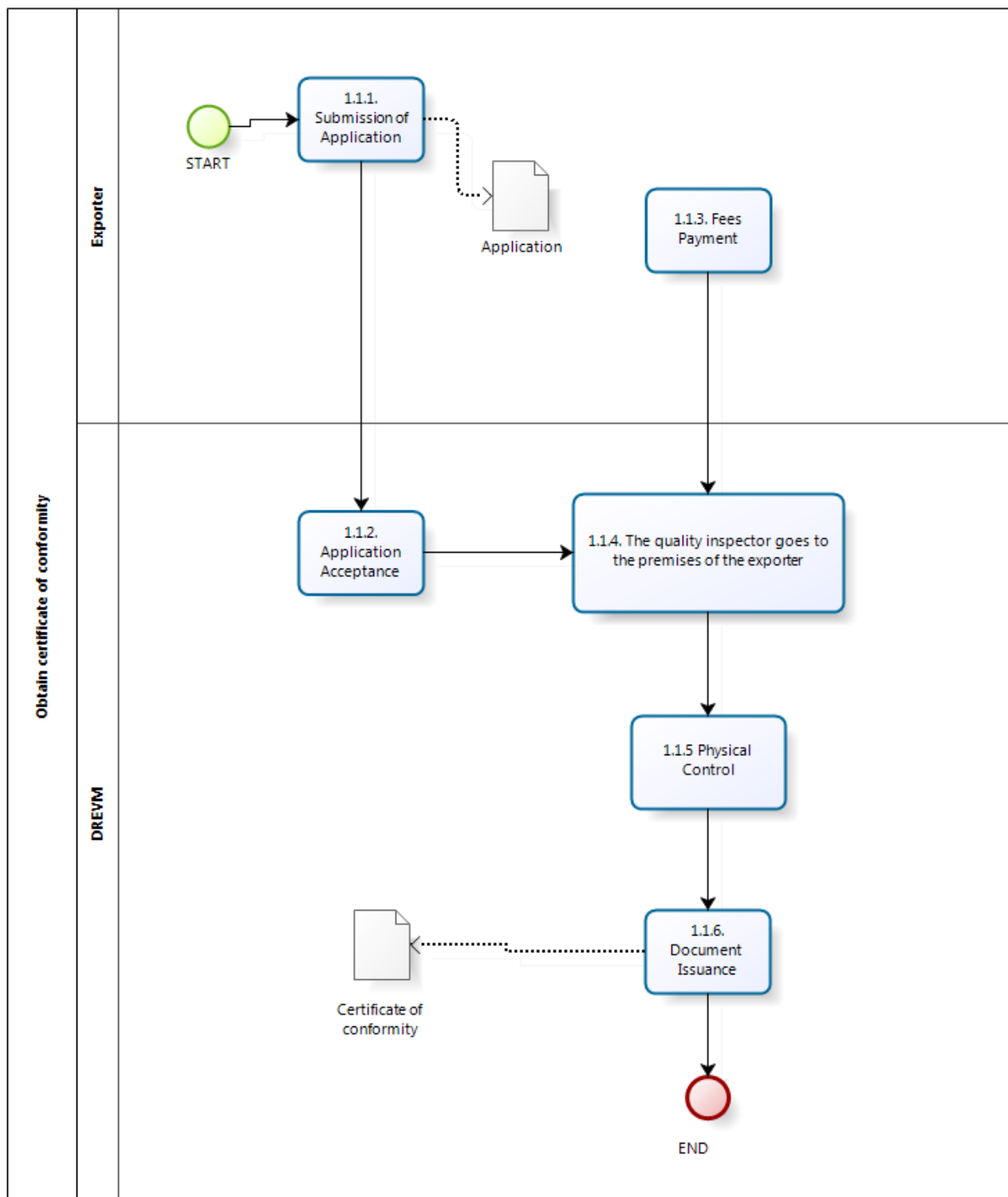
Conformity checks for kiwifruits are usually already carried out during harvesting phase to ensure Brix content. However, physical control is always carried out at the day of shipment.

Name of process Area	Shipment of kiwifruits to China
Name of a business process	1. Obtain agricultural certificates
Name of a business process	1. Obtain certificate of conformity
Related laws, rules and regulations	<ol style="list-style-type: none"> 1. Reg (EU) No 543/2011 2. Joint Ministerial Decision 257543/2003 (OJ No 1122/B/08.08.2003) 3. Joint Ministerial Decision 310617/2009 (OJ No 1883/B/03.09.2009) 4. Law 3460/2006 (OJ No 105/A/30.05.2006) 5. Law 3698/2008 (OJ No 198/A/02.10.2008) 6. Presidential Decree 326/1998 (OJ No 221/A/29.09.1998) 7. Presidential Decree 298/2000 (OJ No 240/A/02.11.2000) <p>NB: List of the above legislation is presented in Annex 3, including Internet links to the original text of the corresponding legislation.</p>
Process participant	<ol style="list-style-type: none"> 1. Greek exporter or his representative 2. Directorate of Rural Economy and Veterinary Medicine of Regional Units (DREVM)
Input and criteria to enter / begin the business process (Registration to trader database)	<p>Registration in the database of traders in the fruits and vegetables sector via DREVM. The registration costs 600 euro and it is paid only once. The trader obtains an officially issued or accepted code mark (κωδικός GR), according to Reg EU 543/2011, which is obligatory for labeling of the products.</p> <p>The legal base for the registration is the Presidential Decree 326/1998 (OJ No 221/A/29.09.1998), as amended and exists by the Presidential Decree 298/2000 (OJ No 240/A/02.11.2000) implementing Reg (EU) No <u>543/2011</u> (paragraph 10).</p> <p>The trader in fruits and vegetables sector, after having collected the required documents, submits an application to the DREVM, in the region where his company has its headquarters. DREVM will complete the registration within the day of application. The database of traders in fruit and vegetable sector is an electronic database: All DREVMs offices of Greece have online access to this database.</p>
Activities and associated documentary requirements	<p>1.1.1 The exporter submits an application for issuance of the Certificate of Conformity to the DREVM either in person or by fax or through email or through a web form. http://www.minagric.gr/index.php/el/eservicesmenu/605-diakinisioporon.html provided by MRDF central IT Service.</p> <p>On the application form, the Exporter declares product, quantity, country of export, the date and place of loading. The data requirements for exports to 3rd countries and for trade between EU member countries are the same. Information submitted through the Web form is immediately available to all regional DREVM offices through the database. If the exporters send their request by fax or email to the regional office then the regional offices must enter the data into the database.</p> <p>The conformity check can be done during the packaging stage, in particular if kiwifruits from different producers are shipped in one</p>

	<p>consignment. Otherwise the conformity check is done when the products are stuffed in the container.</p> <p>The application should be submitted 24 hours before the date of loading according to Joint Ministerial Decision 257543/2003. However, it may be submitted as late as 10:00 am on the day of loading.</p> <p>1.1.2 The DREVM receives the application and according to its planning, assigns a quality inspector, to perform conformity check according to article 14 of Law 3460/2006.</p> <p>1.1.3 The exporter pays the basic fees 1 euro/ton for the issuance of certificate of conformity according to article 5 of Joint Ministerial Decision 310617/2009. The fees are paid cash directly to DREVM (dedicated employee) prior to the inspection. If the exact weight of the export products is not known at the time of inspection the exporter will pay after the inspection, when the above information is available.</p> <p>In the case the quality inspector needs to work overtime, the exporter has to pay additional (overtime) fees according to art. 14 of Law 3460/2006, as amended by art. 27 of Law 3698/2008. The additional fees are approximately 10 euro / hour.</p> <p>The exporter also pays the travel expenses, which are 0.15 euro / km in the case that the premises of the exporter are more than 10km from DREVM regional office.</p> <p>The Government uses these fees to reimburse the inspector for travel expenses and overtime.</p> <p>1.1.4. The quality inspector goes to the premises of the exporter to perform the check.</p> <p>1.1.5. The quality inspector performs the conformity check of the specific marketing standards for kiwifruits according to Reg (EU) No 543/2011. The quality inspector performs the following tasks: 1. macroscopic check of kiwifruits, 2. check of the sugar concentration (Brix) of kiwifruits, the fruits at packaging must have attained a degree of ripeness of at least 6,2° Brix, in order to be conserved for months, 3. Conformity check based to the specific marketing standards for kiwifruits according to part 3, part B, Annex I of Reg (EU) No 543/2011 and 4. Check of labeling of each package of kiwifruits according to part IV “provisions concerning marking”, part 3, part B, Annex I of Reg (EU) No 543/2011, with the inscription of the code mark of the exporter.</p> <p>NB: Further information regarding code mark is given in Annex 1.</p> <p>1.1.6. The quality inspector issues the certificate of conformity, which is set out in Annex III of Reg (EU) No 543/2011, which is valid until the end of the next day only. For Customs purposes the cut-off time is the time the Certificate of Conformity is presented with the export declaration. This has to be within the day after the issuance of the certificate.</p>
Output criteria to exit the business process	Obtain certificate of conformity
Average time required	approximately 2 hours

to complete this business process

NB: The time is approximately 2 hours for the issuance of both Certificate of Conformity and Phytosanitary Certificate (including the Fruits Sensors Calibration Document).



C.1.2. Obtain Phytosanitary Certificate and Fruits' Sensors Calibration Document

The business process of "Obtain Phytosanitary Certificate" is very similar to the business process C.1.1. "Obtain certificate of conformity" as it is previously described.

The issuing of the Fruit's Sensors Calibration Document is based to a special procedure that is required according to the "Protocol of Phytosanitary Requirements for the Export of Kiwi Fruit from the Hellenic Republic to China" between the Ministry of Rural Development and Food of the Hellenic Republic and the General Administration of Quality Supervision, Inspection and Quarantine of the People's Republic of China, (Greek Law N 4073/2012).

The Fruit's Sensors Calibration Document ensures that the consignments of kiwifruits to be exported to China are being subjected to in transit cold treatment procedure to mitigate the quarantine pest "*Ceratitis capitata*" which is a specific concern to China. Therefore, the Fruit's Sensor Calibration document is exclusively demanded from China till now.

Cold treatment is not a common practice. It is used only to mitigate certain quarantine pests like "*Ceratitis capitata*, *Ceroplastes rusci*, *Lobesia botrana*, *Hemirberlesia lataniae*". Only some countries are concerned by these pests. As the equipment for cold treatment is expensive and raises the cost of export cold treatment is only applied to consignments going to countries that mandate the cold treatment procedure.

According to point 3.3 of the Annex 3 of the aforementioned Protocol «A "Record of calibration of fruit sensors" must be prepared for each container and signed and stamped by MRDF's quarantine official. The original must be attached to the Phytosanitary Certificate that accompanies the consignment».

Therefore, the controls for the issuance of the Fruits' Sensor Calibration document are performed following the controls required for issuance of the Phytosanitary certificate. The Fruits' Sensor Calibration document is attached to the Phytosanitary Certificate. As both documents are issued in one high level activity they are presented hereafter in one activity diagram.

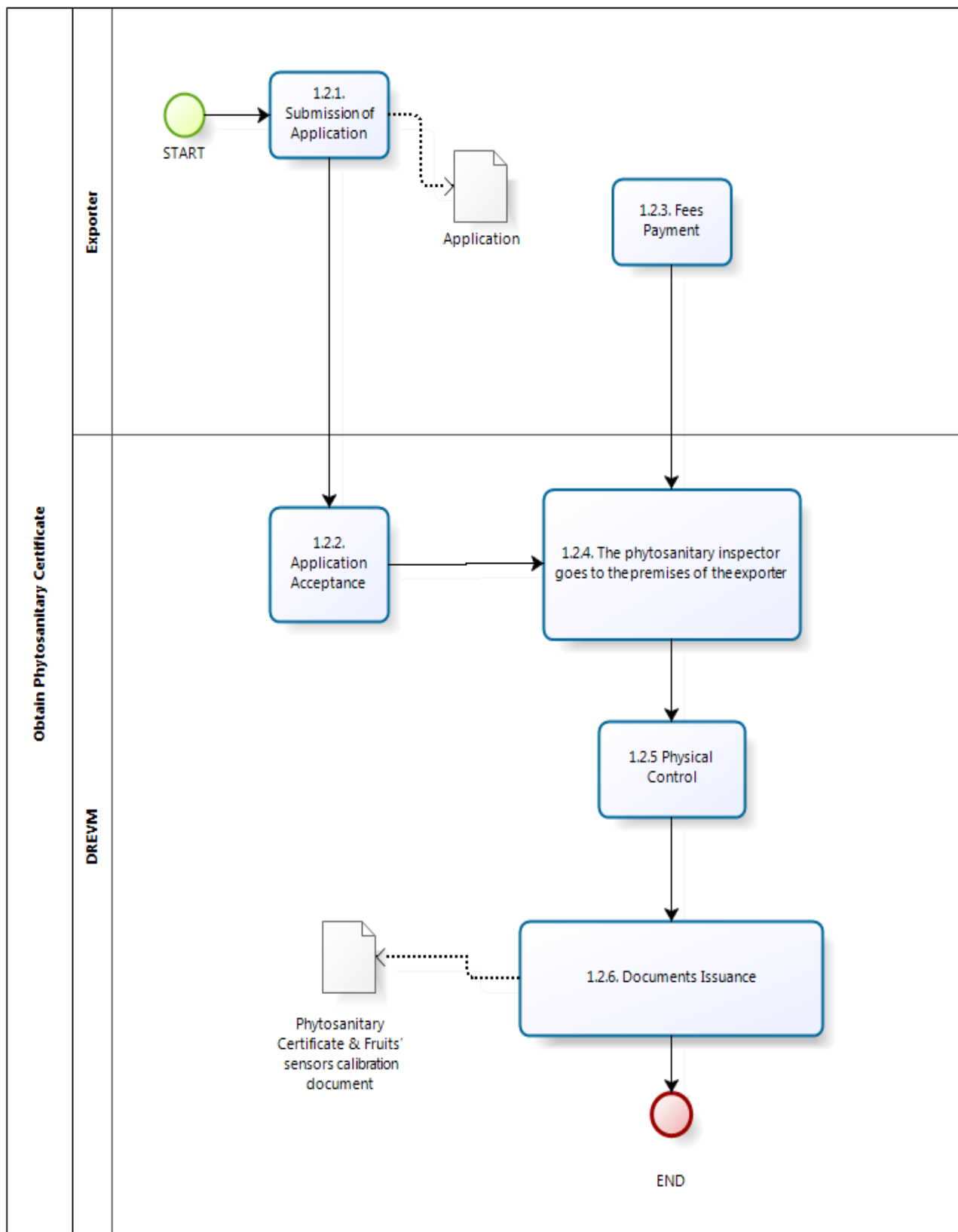
Process C 1.2 requires the participation of:

- Regional Unit of Directorate of Rural Economy and Veterinary Medicine (DREVM)
- Exporter or his Representative

Name of process area	Shipment of kiwifruits to China
Name of a business process	1. Obtain agricultural certificates
Name of a business process	2. Obtain phytosanitary certificate and fruits' sensors calibration document
Related laws, rules and regulations	<ol style="list-style-type: none">1. Law 3495/2006 (OJ No 215/A/12.10.2006))2. Joint Ministerial Decision 289666/2008 (OJ No 1159/B/24.06.2008)3. Joint Ministerial Decision 135635/2009 (OJ No 2614/B/31.12.2009)4. Joint Ministerial Decision 101137/2011 (OJ No 2384/B/26.10.2011)5. Law 3460/2006 (OJ No 105/A/30.05.2006)6. Law 3698/2008 (OJ No 198/A/02.10.2008)7. Law 4073/2012 (OJ No 87/A/11.04.2012)

	NB: List of the above legislation is presented in Annex 3, including links in which the original text of the corresponding legislation could be obtained electronically.
Process participant	<ol style="list-style-type: none"> 1. Greek exporter or his representative 2. Directorate of Rural Economy and Veterinary Medicine of Regional Units (DREVM)
Input and criteria to enter / begin the business process	Application for the export of kiwifruits to China according to Joint Ministerial Decision 135635/2009. The application is submitted the latest, till the end of May of each year, for the following export period. There is a fee of 500 Euros.
Activities and associated documentary requirements	<p>1.2.1. The exporter has already submitted the data for the request of the Phytosanitary Certificate, when he requested the Certificate of Conformity.</p> <p>1.2.2. The DREVM receives the application and according to its planning, assigns an agriculturalist, phytosanitary inspector defined according to Joint Ministerial Decision 101137/2011 and article 14 of Law 3460/2006, who goes to the premises of the exporter, at the day of loading to perform the phytosanitary check. Usually the officer, who is assigned to perform the conformity check, will also perform the phytosanitary check, so that both inspections can be done at the same time.</p> <p>1.2.3. The exporter pays the basic fees 30 euro/ phytosanitary certificate according to Joint Ministerial Decision 289666/2008. The fees are paid cash directly to DREVM (dedicated employee) prior to the inspection. In the case that the phytosanitary inspector works overtime, there are additional fees to be paid by the exporter, which are reciprocating according to art. 14 of Law 3460/2006, as amended by art. 27 of Law 3698/2008.</p> <p>1.2.4. The phytosanitary inspector goes to the premises of the exporter.</p> <p>1.2.5. The phytosanitary inspector performs phytosanitary checks for the presence of quarantine pests. The phytosanitary inspector also inspects the calibration and placement of sensors for cold treatment and certifies the calibration by filling the appropriate document of record. Moreover, he performs check of labelling. In fact, phytosanitary checks may be performed earlier in the field, in the stage of packaging and in the stage of processing. Moreover, there is the possibility of sampling if the phytosanitary inspector deems it necessary. Sampling procedure: In very rare cases the inspector takes samples which are sent to a laboratory for analysis. Samples may be taken during cultivation or packing. They are not taken at the day of shipment to avoid delay of the export process.</p>

	1.2.6. The phytosanitary inspector issues the phytosanitary certificate according to Law 3495/2006. When the Phytosanitary Certificate is issued and the kiwifruits are exported to China, the inspector also issues the Fruit Sensors Calibration document according to Law 4073/2012.
Output criteria to exit the business process	Obtain phytosanitary certificate and the document with the record of calibration of fruit sensors
Average time required to complete this business process	approximately 2 hours NB: The time is approximately 2 hours for the issuance of both Certificate of Conformity and Phytosanitary Certificate (including the Fruits Sensors Calibration Document).



C.1.3. Time required for Obtaining Agricultural Certificates and Documents

Name of process area	Export of kiwifruits to China
Name of a business process	1. Obtain agricultural certificates and document
Name of a business process(-es)	<ol style="list-style-type: none"> 1. Obtain certificate of conformity 2. Obtain phytosanitary certificate 3. Obtain fruits' sensors calibration document
Average time required to complete this business process	<p>Maximum 24h between the submission of the application until the issuance of both certificates and the document.</p> <p>Maximum 5 min for submitting the application in order to obtain the certificate.</p> <p>10 – 15 min for the movement of the inspector from DREVM to the premises of the exporter.</p> <p>45 min – 1 h for the agriculturalist inspection (during the stuffing of a container, the inspector inspects the calibration and placement of the temperature sensors for cold treatment).</p> <p>10 – 15 min for travel of the inspector from the premises of the exporter back to the DREVM.</p> <p>10 - 15 min for issuing the certificates and the document.</p>

C.1.4. Observations and issues referred to

Observation 1: Share of physical inspection for shipments of fresh fruits and vegetables to EU member states.

Currently about 60% of all kiwifruit exports to EU member countries are physically inspected. The 60% inspection rate is required by the Joint Ministerial Decision 257543/2003. Other EU member states have different inspection rates (e.g risk analysis system, their national legislation etc.). For example in The Netherlands², as regards the inspection frequency for exports, consignments with only SMS products (products covered by EU specific standards) or a mix of SMS and GMS (General Marketing Standard) products are inspected in 100%. The consignments which contain only GMS products are randomly checked in a 10% frequency. However, the risk analysis system can further adjust the inspection frequency; e.g. for approved traders, only 5% of the shipments is subject to inspection.

Note: At time of the business process analysis the MRDF is reviewing the Joint Ministerial Decision 257543/2003 with the objective to replace the flat 60% inspection rate with a risk based analysis system. It is expected that this will significantly reduce the inspection rate for shipments to EU.

Observation 2: Inspection rate at 60 % for shipments of fresh fruits and vegetables to EU member countries.

² "Peer Review of the Fruit and Vegetables Quality Inspection System in the Netherlands" 2012 – OECD Codes and Schemes Trade and Agriculture
<http://www.google.gr/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&cad=rja&ved=0CDEQFjAB&url=http%3A%2F%2Fwww.government.nl%2Ffiles%2Fdocuments-and-publications%2Freports%2F2012%2F06%2F11%2Fpeer-review-of-the-fruit-and-vegetables-quality-inspection-system-in-the-netherlands%2Fpeer-review-of-the-fruit.pdf&ei=SciTUf7hGOa00QXj7oCIBw&usg=AFQjCNF9gLxjFhm3fawhK20J0didlbXQCw&bvm=bv.42080656,d.d2k>

The current selection procedure in order to maintain the inspection rate at 60% is informal. The inspectors in the DREVM offices will select shipments based on their personal expertise using different criteria (such as trader, product, country of destination, volume, previous results of conformity checks, etc).

Note: At the time of the business process analysis MRDF has already started to review the selectivity procedure with the objective to implement a fully automated risk analysis system. OECD provides a peer review mechanism for application of risk based agriculture inspection systems to member countries. OECD experts could provide valuable support to MRDF in implementing an efficient risk based inspection system in Greece. It is recommended to follow up on this opportunity. Greece should continue to pay fees to maintain its membership in the relevant bodies of OECD.

Observation 3: Submission of application for shipments of fresh fruits and vegetables to EU member countries.

The traders are obliged to submit applications to the regional agricultural services for all their GMS and SMS shipments to EU member States, according to article 5 of Joint Ministerial Decision 310617/2009 (OJ No 1883/B/03.09.2009). However, as far as the inspection rate for intracommunity trade is at 60% and the certificate of conformity is not obligatory, the traders may not submit applications to the relevant DREVM.

Note: MRDF has developed a standardised procedure to control these consignments that shipped without prior an application. The procedure in brief is described as follows: the agricultural services perform emergency checks at the border check points of the country, where they perform documentary and identification controls. In the case that the consignments are not accompanied with certificates of conformity, they are checked for the submission of an application to the corresponding DREVM. In the case, that there is no application, the traders are obliged to pay fines according to national legislation (Joint Ministerial Decision 313312/1994, OJ No 52/28.01.1994 as amended and exists by Joint Ministerial Decision 287980/2008, OJ No 596/07.04.2008).

Observation 4: Share of physical inspection for shipments of fresh fruits and vegetables to 3rd countries.

Currently 100 % of GMS and SMS shipments of fresh fruits and vegetables to 3rd countries are inspected, according to Joint Ministerial Decision 257543/2003. However regulation (EU) No 543/2011 (Art 13 Para 1 c) would allow MRDF to apply risk analysis to avoid physical inspections.

It is recommended to extend the use of their automated risk analysis system to exports to 3rd countries.

Observation 5: If shipments to 3rd countries are not physically inspected, according to art 13, paragraph 1, and point c of Reg. (EU) No 543/2011, MRDF has to inform Customs that the Certificate of Conformity for these shipments are not required.

This would require the establishment of an automated procedure for efficient data exchange between Customs and MRDF.

It should be noted that at the time of the business process analysis, the aforementioned article has not been implemented by MRDF and physical checks are performed at 100% to shipments to 3rd countries. This article will be implemented along with the implementation of the automated risk analysis system.

Observation 6: MRDF should work with Customs to avoid that exporters need to present physical agricultural certificates when lodging the Customs declaration. This could be achieved by giving Customs access to the electronic records of certificates issued by MRDF.

Observation 7: Payment of overtime for inspections.

Although the exporters pay an extra fee when inspection activities take place outside the regular working time of the inspectors (additional fees), the inspectors are not getting paid for overtime work. Therefore, inspectors avoid working overtime and the shipments are scheduled for inspection during the regular working hours of the relevant DREVM. These shipments are always scheduled; therefore the DREVM always gives priority to them. This issue is particularly relevant for maritime exports as the exporter must meet the sailing dates of the vessel and thus does not have flexibility in the preparation of the shipment.

Note: At the time of the business process analysis the MRDF and the Ministry of Finance have submitted a bill to the parliament that will address this issue.

Observation 8: Exporters need to pay the fees for the agricultural certificates in cash at the office of DREVM. This procedure is cumbersome. It is recommended to implement alternative methods of payment. This could be for example electronic payment, pre-payment accounts or deferred payment.

Note: The “e-Fees” system, currently under development by the Ministry of Finance, could provide a solution to this issue.

C.2. Transport arrangement, collect an empty container from yard and stuff it

The way transport is organized from the premises of the exporter to the port depends whether the exporter uses an intermediary or has its own trucks. -In the case that the exporter uses privately owned trucks, the process for making arrangements for domestic transport is simpler than when an intermediary is used. The following three cases arise when a third party is used to provide domestic transport services:

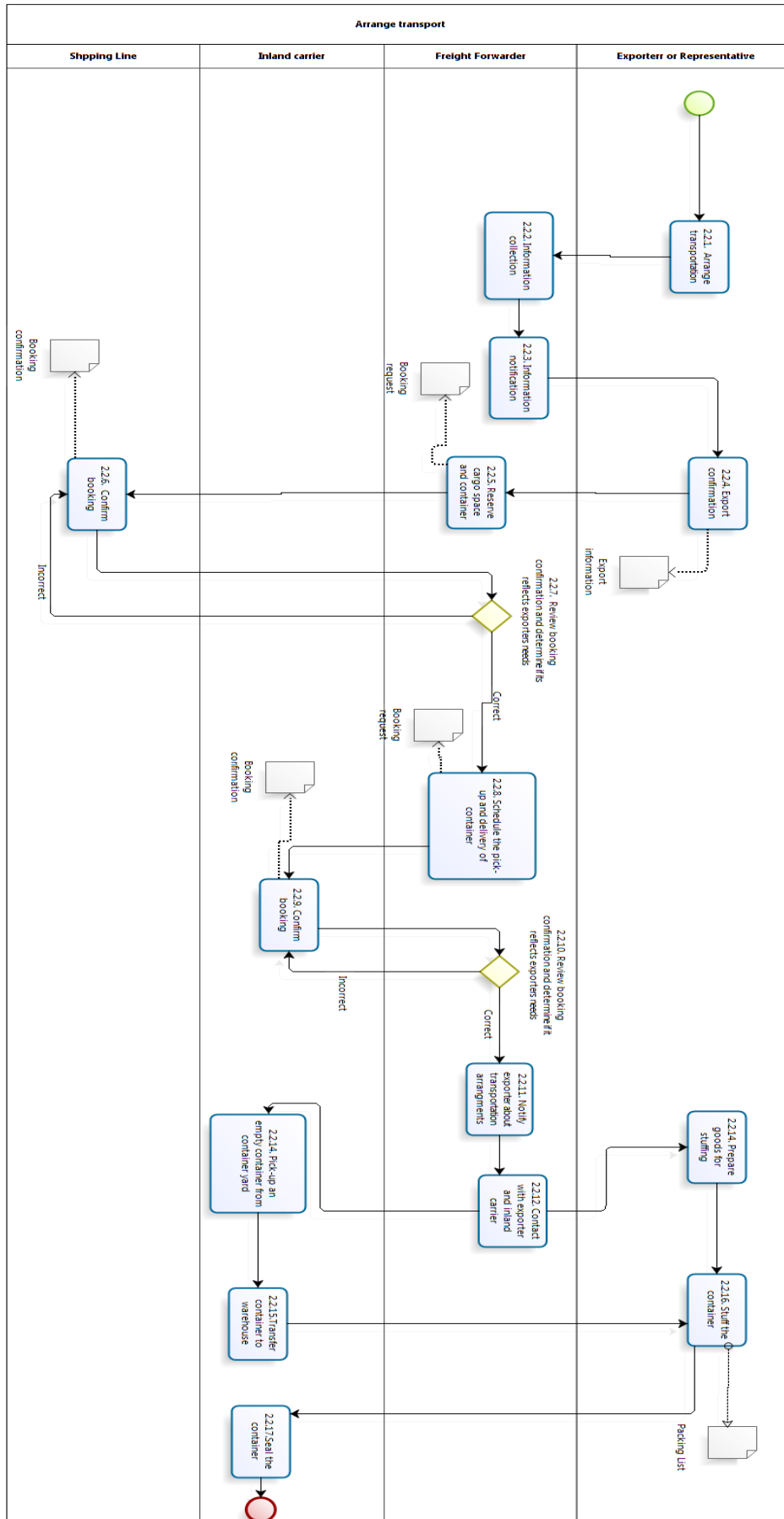
1. The intermediary arranges the container transport via a freight forwarder
2. The maritime company arranges the container transport via a freight forwarder
3. The exporter arranges the container transport directly contacting a freight forwarder

C.2.1. Transport Arrangement via an intermediary company

Name of process area	Shipment of kiwifruits to China
Name of a business process	2. Transport arrangement
	2.1. Transport arrangement via an intermediary company
Related laws, rules and regulations	N/A
Process participant	<ul style="list-style-type: none">• Exporter or Representative• Freight forwarder• Inland carrier• Shipping line
Input and criteria to enter/begin the business process	The shipping line must have containers equipped with “cold treatment’ system. Otherwise the exporter has to own this equipment (1.200 Euro for the purchase of the equipment and 80 Euro for the calibration)
Activities and associated	2.2.1. Exporter contacts freight forwarder to arrange sea and

documentary requirements	<p>inland transportation. Contact is done over the phone and the export information is given.</p> <p>2.2.2. Freight forwarder contacts shipping lines and inland carriers to investigate and collect information about cargo space and vessel, appropriate container, machines, prices etc. All contacts are done over the phone.</p> <p>2.2.3. Freight forwarder contacts the exporter by phone to notify the collected information.</p> <p>2.2.4. Exporter confirms the transport details. This can be done by phone or by e-mail.</p> <p>2.2.5. Freight forwarder contacts the chosen shipping line to reserve cargo space. Booking request is initially done by phone and subsequently by email with all the details of the export.</p> <p>2.2.6. Shipping line confirms the reservation, by email with all the details of the export.</p> <p>2.2.7. Freight forwarder reviews booking confirmation and checks if its content reflects what exporter needs. If it does not, freight forwarder informs shipping line that the arrangement requires further revision.</p> <p>2.2.8. Once final booking with shipping line is made, freight forwarder contacts inland carrier to schedule a pick-up of an empty container from shipping line's container yard, a delivery of that empty container to exporter's establishment and a return of stuffed container to the port for loading. The booking request is often done over phone.</p> <p>2.2.9. Inland carrier confirms the reservation.</p> <p>2.2.10. Freight forwarder reviews booking confirmation and checks if its content reflects what exporter needs. If it does not, freight forwarder informs inland carrier that the arrangement requires further revision.</p> <p>2.2.11. Freight forwarder notifies the exporter about transportation arrangements.</p> <p>2.2.12. Freight forwarder contacts the exporter to confirm the schedule and with the inland carrier in order to pick-up the container.</p> <p>2.2.13. Exporter prepares kiwifruits to be stuffed according to the packing list</p> <p>2.2.14. Inland carrier picks-up an empty container from shipping</p>
--------------------------	---

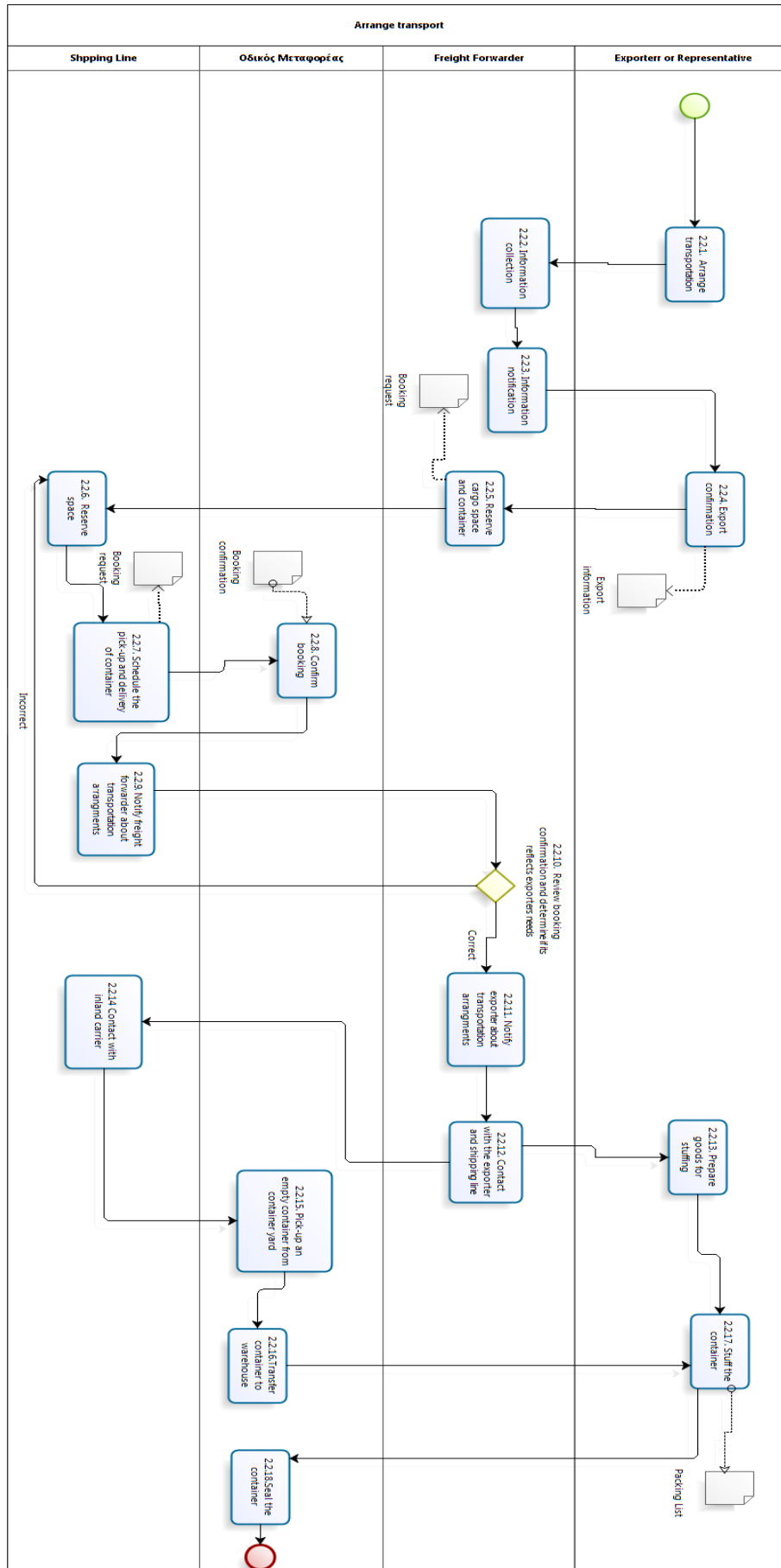
	<p>line's container yard.</p> <p>2.2.15. Inland carrier transfers the empty container to exporter's establishment.</p> <p>2.2.16. Exporter stuffs the kiwifruits into container according to the packing list.</p> <p>2.2.17. Inland carrier seals the container, on behalf of the shipping line. The container, accompanied by the packing list is transferred to the customs of export.</p>
Output criteria to exit the business process	The container is stuffed with goods and is ready to be transferred to the port of departure accompanied by the packing list.
Average time	<p>2.2.1-2.2.11. activities require 1 day</p> <p>2.2.12-2.2.17. activities require ½ day</p>



C.2.2. Transport Arrangement via a maritime company

Name of process area	Shipment of kiwifruits to China
Name of a business process	2. Transport arrangement
	2.2. Transport arrangement via a maritime company
Related laws, rules and regulations	N/A
Process participant	<ul style="list-style-type: none"> • Exporter or representative • Freight forwarder • Inland carrier • Shipping line
Input and criteria to enter/begin the business process	The shipping line must have container equipped with “cold treatment’ system. Otherwise the exporter has to own this equipment (1.200 Euro for the equipment and 80 Euro for the calibration)
Activities and associated documentary requirements	<p>2.2.1. Exporter contacts freight forwarder to arrange sea and inland transportation. Contact is done over the phone and is given the export information.</p> <p>2.2.2. Freight forwarder contacts shipping lines and inland carriers to investigate and collect information about cargo space and vessel, appropriate container, machines, prices etc. All contacts are done over the phone.</p> <p>2.2.3. Freight forwarder contacts the exporter by phone to notify the collected information.</p> <p>2.2.4. Exporter confirms the transport details. This can be done by phone or email.</p> <p>2.2.5. Freight forwarder contacts the chosen Shipping Line to reserve cargo space and container. Booking request initially is done by phone and subsequently by email with all the details of the export.</p> <p>2.2.6. Shipping line reserve space to the appropriate ship for the estimated day of export.</p> <p>2.2.7. Shipping line contacts inland carrier to schedule a pick-up of an empty container from shipping line’s container yard, a delivery of that empty container to exporter’s establishment and a return of stuffed container to the departure port. The booking request is often done over phone.</p> <p>2.2.8 Inland carrier confirms the booking.</p> <p>2.2.9. Shipping line notify freight forwarder about transportation arrangements.</p>

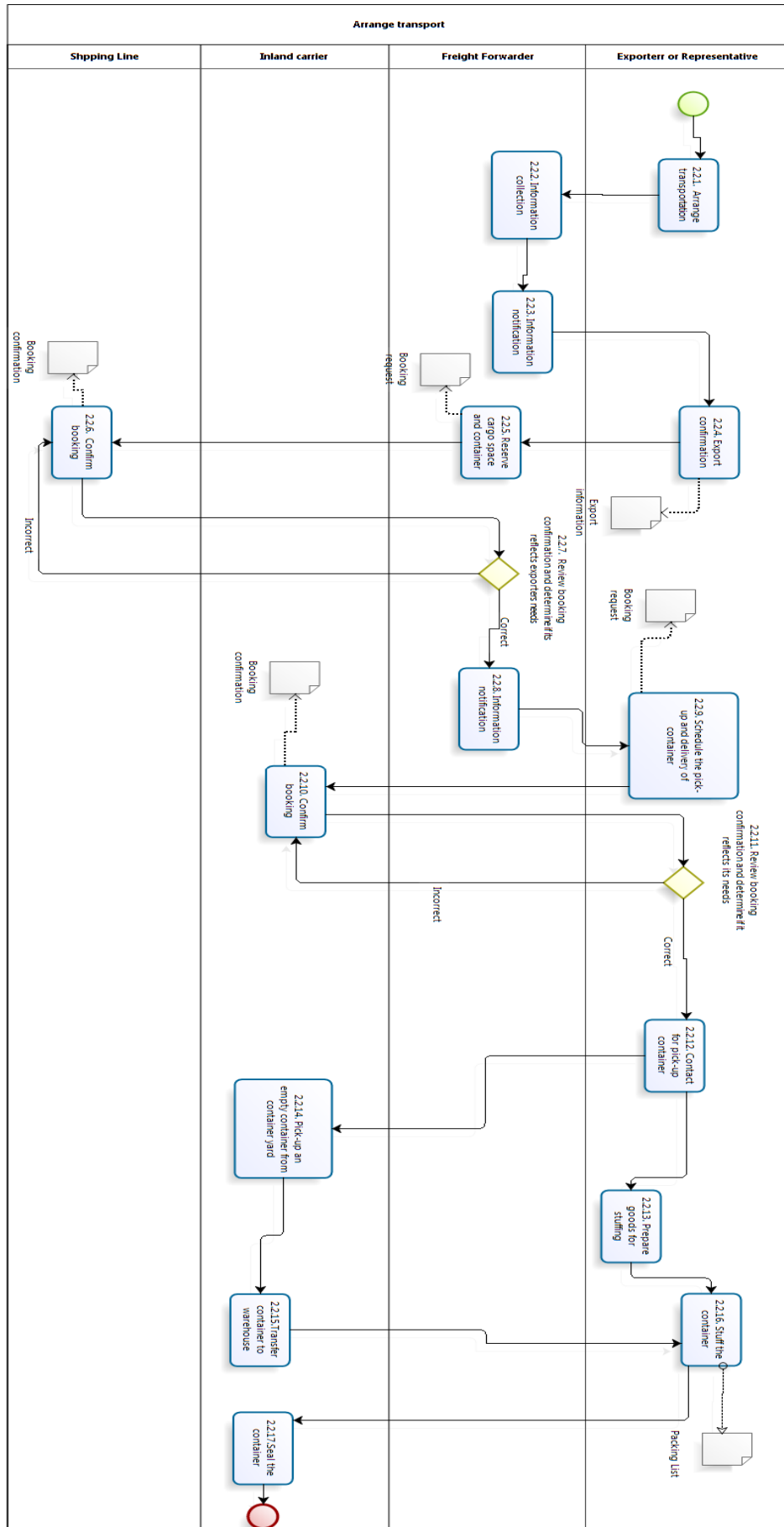
	<p>2.2.10. Freight forwarder reviews booking confirmation and checks if its content reflects what exporter needs. If it does not, freight forwarder informs shipping line that the arrangement requires further revision.</p> <p>2.2.11. Once final booking with shipping line is made, freight forwarder notifies exporter about transportation arrangements.</p> <p>2.2.12. Freight forwarder contacts with exporter and shipping line to confirm the schedule</p> <p>2.2.13. Exporter prepares kiwifruits to be stuffed according to the packing list</p> <p>2.2.14. Shipping line contacts with the inland carrier in order to pick-up the container.</p> <p>2.2.15. Inland carrier picks-up an empty container from shipping line's container yard.</p> <p>2.2.16. Inland carrier transfers the empty container to exporter's establishment.</p> <p>2.2.17. Exporter stuffs the kiwifruits into the container according to the packing list.</p> <p>2.2.18. Inland carrier seals the container, on behalf of the shipping line. The container, accompanied by the packing list, is transferred to the custom of export.</p>
Output criteria to exit the business process	The container is stuffed with goods and is ready to be transferred to port of departure accompanied by the packing list.
Average time	<p>2.2.1-2.2.11. activities require 1 day</p> <p>2.2.12-2.2.18. activities require ½ day</p>



C.2.3. Transport Arrangement directly by the exporter

Name of process area	Shipment of kiwifruits to China
Name of a business process	2. Transport arrangement
	2.3. Transport arrangement directly by the exporter
Related laws, rules and regulations	N/A
Process participant	<ul style="list-style-type: none"> • Exporter or Representative • Freight forwarder • Inland Carrier • Shipping Line
Input and criteria to enter/begin the business process	The Shipping Line must have container equipped with “cold treatment’ system. Otherwise the exporter has to own this equipment (1.200 Euro for purchase of the equipment and 80 Euro for the calibration)
Activities and associated documentary requirements	<p>2.2.1. Exporter contacts freight forwarder to arrange sea transportation. Contact is done over the phone and is given the export information.</p> <p>2.2.2. Freight forwarder contacts shipping lines to investigate and collect information about cargo space and vessel, appropriate container, machines, prices etc. All contacts are done over the phone.</p> <p>2.2.3. Freight forwarder contacts the exporter by phone to notify the collected information.</p> <p>2.2.4. Exporter confirms the transport details. This can be done by phone or email.</p> <p>2.2.5. Freight forwarder contacts the chosen Shipping Line to reserve cargo space and container. Booking request initially is done by phone and subsequently by email with all the details of the export.</p> <p>2.2.6. Shipping line confirms the reservation, by email with all the details of the export.</p> <p>2.2.7. Freight forwarder reviews booking confirmation and checks if its content reflects what exporter needs. If it does not, freight forwarder informs shipping line that the arrangement requires further revision.</p> <p>2.2.8. Once final booking with shipping line is made, freight forwarder notifies the exporter about booking arrangement.</p> <p>2.2.9. Exporter contacts the inland carrier to schedule a pick-up of an empty container from shipping line’s container yard, a delivery of that empty container to exporter’s establishment and</p>

	<p>a return of stuffed container to the port for loading. The booking request is often done over phone.</p> <p>2.2.10. Inland carrier confirms the reservation.</p> <p>2.2.11. Exporter reviews booking confirmation and checks if its content reflects what the needs are. If it does not, exporter informs inland carrier that the arrangement requires further revision.</p> <p>2.2.12. Exporter contacts inland carrier in order to pick-up the container.</p> <p>2.2.13. Exporter prepares kiwifruits to be stuffed according to the packing list.</p> <p>2.2.14. Inland carrier picks-up an empty container from shipping line's container yard.</p> <p>2.2.15. Inland carrier transfers the empty container to exporter's establishment.</p> <p>2.2.16. Exporter stuffs the kiwifruits into container according to the packing list.</p> <p>2.2.17. Inland carrier seals the container, on behalf of the shipping line. The container, accompanied by the packing list is transferred to the custom of export.</p>
Output criteria to exit the business process	The container is stuffed with goods and is ready to be transferred to the port of departure, accompanied by the packing list.
Average time	<p>2.2.1-2.2.11. activities require 1 day</p> <p>2.2.12-2.2.17. activities require ½ day</p>



C.3. Customs Declaration (via exporter or his representative) – Clearance at the Customs Office of Export

Customs export clearance is done by the Greek Customs Authorities which belong to the General Directorate of Customs and Excise under the Ministry of Finance.

In the export procedure, there are usually 2 Customs offices involved: a) the Customs office of export where the exporter submits the export declaration and all the customs formalities are taken place (customs clearance etc) and b) the Customs office of exit where all the exit formalities when leaving EU customs territory are fulfilled.

The Customs office of export can be the one where the exporter head office is located or where the goods for export are packed or loaded on the final means of transportation. In some cases the export and the exit formalities are taken place in the same Customs office (eg Piraeus 5th port Customs office, E. Venizelos airport Customs office etc). The exporter can decide whether he makes the export declaration at the regional customs office where his headquarters are located or at the nearest customs office where the goods are loaded on the means of transport.

All Export declarations are submitted to Customs office of export in electronic format through ICISnet. Exporters can submit declarations either directly or using the service of a customs Broker. It is worth noting that Athens and Thessaloniki custom broker associations use their own system using the web service possibility offered by ICISnet system.

The exporter submits electronically the export declaration (using XML format) . The electronic message specifications for traders (external users), used in ICISnet, is documented at: <https://portal.gsis.gr/portal/page/portal/ICISnet/services?serid=10348438&adreseelID=10026938>

The exporter can also access an ICISnet application to electronically lodge the declaration from his office.

To be able to send electronic export declarations or access the ICISNet application an exporter needs to have credentials for ICISnet systems: EORI Economic Operator Registration and Identification Number which is provided by the Customs Service. At present, about 13.000 exporters have already sent an electronic export declaration to ICISnet.

The interaction between the Customs office of exit and the Customs office of export (given the fact that they are different) is based on UN/EDIFACT standard messages. Exchange of data in the Greek customs domain is already highly automated. At the moment, the electronic submission of declaration attached supporting documents (invoice, license, certificates etc) is not possible.

Name of process area	Shipment of kiwifruits to China
Name of a business process	3. Customs declaration Submission (via exporter or his representative) – Clearance at the Customs Office of Export
Related laws, rules and regulations	<ul style="list-style-type: none">• Community Customs Code:<ul style="list-style-type: none">– regulation (EU) 2913/92 and– regulation (EU) 2454/93, with all amendments thereto, which provide guidance on the application by the

	<p>competent offices of the country's export control system. NB: All regulation links are included in Annex 3</p> <ul style="list-style-type: none"> Regulation 2658/87 (on the tariff and statistical nomenclature and on the Common Customs Tariff).
Process Participants	<ul style="list-style-type: none"> Exporter (declarant) Customs Office of Export Customs Representative - optional (including professional customs broker);
Input and criteria to enter/begin the business process	<ul style="list-style-type: none"> The exporter should be knowledgeable about customs formalities, ie what formalities should be done at the Customs office, what supporting documents are required, what is the customs procedure that has to be followed. A control has been done by DREVM and the required certificates have been issued (conformity and Phytosanitary). In order to begin the customs procedures, the exporter must: <ul style="list-style-type: none"> -Have made an agreement with a buyer or importer -Have concluded a transport contract with a transportation company -Have stuffed the goods into a container - Must have the goods ready for transportation to the port <p>If the exporter uses the services of a customs broker he informs him about his intention to export as well as the date of loading.</p> <ul style="list-style-type: none"> Required only when exporter used the services of a Customs broker: Electronic authorization from the exporter to the customs broker. It is estimated that more than 95% of exports are submitted by customs brokers. Prior to the submission of the customs declaration, the exporter sends the conformity and Phytosanitary certificates issued by the DREVM. The exporter and the customs broker must be registered in EORI (Economic Operator Registration and Identification). EORI is a -community register of registered economic operators who make transactions with Customs. In Greece is managed by the Ministry of Finance. This register is required by the European Customs Code. The customs broker or the exporter must have credentials in order to access the ICISnet system. The issuance of a Consignment note is an obligation according to the specific Greek Tax Legislation. In the case of International Road Shipment a CMR document is also required according to the Convention on International Carriage of Goods by Road (Convention relative au contrat de transport des marchandises par route) (CMR). From the Customs perspective the consignment note is a mandatory supporting document for all export declarations of Greek exporters.
Activities and associated	<p>Document requirements</p> <p>The supporting documents required by the office of export depend on national or EU</p>

documentary requirements	<p>regulations, restrictions or prohibitions.</p> <p>For the Export of kiwifruits the required documents are: the Invoice, the customs broker authorization, the consignment note, the packing list, the certificate of conformity and the Phytosanitary certificate.</p> <p>Certificate of conformity and Phytosanitary certificate are usually mandatory documents required by the country of import.</p> <p>The use of a Certificate of Origin is optional and depends on the request of the buyer. The Chamber of Commerce issues the certificate of origin only to exporters that are members of the Chamber and have paid their membership fees. . The certificate of origin is issued on the next day of shipping, so that the quantity that is declared on the document is the correct one. For this type of certificate the physical presence of the customs broker is required.</p> <p>Whenever a Certificate of Origin (EUR-1 for preferential trade agreements between EU and 3rd countries or EUR-MED for preferential trade agreements between EU and 3rd countries in the Mediterranean region) is required, it is issued by the Customs office of Export. This document is issued on secured (watermarked) paper according to EU customs code. Customs can issue this certificate only after the export declaration has submitted. Issuance of this certificate takes only a short time. At present the exporter needs to make requests for preferential CoO to customs in a separate request.</p> <p>If the exporter is an “Approved Exporter” from the Greek Customs for preferential origin purposes, he can use his commercial documents (invoice etc) to declare the preferential origin directly to his clients, without needing the issuance of a preferential certificate by Greek Customs. At present, this applies only to a very small number of exporters.</p> <p>Also, the exporter can use his commercial documents to declare the preferential origin directly to his clients, without needing to be an Approved Exporter, if the total value of the exported goods does not exceed EUR 6.000.</p> <p>Activities</p> <p>3.1. The user fills out the information of the customs declaration.</p> <p>3.2.1. The exporter / customs broker submits the customs declaration with the IE515 message (“Export Declaration”) (in the case of the two broker associations in Athens and Thessaloniki via their own server which communicates with the ICISnet Server).</p> <p>3.2.2 At the same or the first working day following the submission of the export declaration, the exporter must bring the container to the customs office of export. The container and truck will be brought to a waiting area close to the Customs office. The customs guidelines advise that goods should be at the waiting area before the declaration is lodged but in practice Customs accepts if exporters first lodge the declaration and the goods are available the same day or the following working day.</p> <p>Certain exporters are “authorized exporters for local clearance”. This means that the goods remain in their premises and the Customs officer will perform physical inspection, if needed, at the premises of the exporter. Currently this procedure applies to very few (5) exporters.</p>
--------------------------	---

3.3. Then the customs information system performs message validation checks.

3.4. In the case where there are errors, an error message IE516 (“Export Declaration Rejected”) is issued and a corrected IE515 (“Export Declaration”) must be submitted again.

3.4.1. If the submission is accepted, an IE528 message (“Export MRN Allocated”) is issued which contains the number of export (MRN – “Movement Reference Number”). The declaration is registered.

3.4.2. The customs system performs an automated risk analysis. The risk analysis will apply one of the three categories:

- Low risk: No control required
- Medium risk : Documentary control
- High risk: Physical inspection

3.4.3. The customs broker or the exporter goes to the customs office of export and informs the customs officer that the exported goods have been presented to customs, so the export procedure can start.

The result of the risk analysis is displayed on the screen of the customs office supervisor. The supervisor decides whether to follow or not to follow the decision of the system. He will only overwrite the decision if he has serious concerns. If the decision is changes he will report the reasons in the ICISnet system.

3.4.4. Decision for control (or no control) is taken

3.4.4.1. No Control is decided

The procedure continues to point 3.4.5.

3.4.4.2. Control is decided

3.4.4.2.1. The customs officer notifies the exporter to proceed for control, by sending him the message IE560 (Documentary or Physical control). The exporter has brought the cargo already to the waiting area at customs office of export. Usually the documents are either with the truck driver or with the customs broker and ready to be presented to Customs.

3.4.4.2.2. Documentary Control (Control of Documents)

3.4.4.2.2.1. The exporter or the customs broker provides the relevant documents to the customs office of export.

3.4.2.2.2.2. The customs officer checks the documents and registers the results of the control to the system. The procedure continues at point **3.4.4.2.4.**

3.4.4.2.3. Physical control

Physical control always includes a documentary control as described above. The customs broker or exporter will inform the truck driver to bring the goods to the

	<p>inspection area.</p> <p>3.4.4.2.3.1. Any charges for overtime are paid.</p> <p>3.4.4.2.3.2. The customs officer goes to the site for physical inspection. At the same time the transporter is notified to transfer the container in the control area inside the Customs premises for the physical inspection. The control takes place.</p> <p>3.4.4.2.4. Control is completed. The results are recorded.</p> <p>3.4.4.2.4.1 Are the control results OK or not OK?</p> <p>3.4.4.2.4.2. If the control result is "Not satisfactory", the process stops and the export is prohibited. An IE551 message ("Export no release") is sent to the exporter/customs broker. The customs office of export takes decision on penalties.</p> <p>3.4.4.2.4.3. The results are satisfactory and the goods are released and free for export.</p> <p>3.4.5. The goods are released and free for export.</p> <p>3.4.5.1. The movement is released and the IE529 message ("Release for Export") is sent to the exporter / customs broker. The customs office of export prints the EAD (accompanied export document). The EAD accompanies the goods for export until the Customs office of exit. The IE501 message ("AER") is sent to the Customs office of exit.</p> <p>3.4.5.2. The EAD is delivered to the exporter / customs broker.</p> <p>The procedure continues to C.4.</p>
Output criteria to exit the business process	<p>The sending of the message IE501 («AER») to the Customs office of exit and the printout of EAD ("Export accompanying document"), or a message IE551 ("Export no release") is sent to the exporter.</p>
Average time	<p>In case there is no control the time between declaration submission and printout of EAD is several minutes.</p> <p>In case of documentary control the average time is half an hour.</p> <p>In case of physical control the average time needed is one hour.</p>

C.3.1. Observations and issues referred to

Any export declaration requires that the exporter will bring the consignment to the location of the customs office of export even if the goods are not inspected. The presentation of the goods in the Customs waiting area is the beginning of the Export declaration process. Only exporters with simplified procedures are exempted from this process.

The physical presence of the customs broker or the exporter at the custom office of export is mandatory to start the normal export procedure. That means that for any export process physical presence is needed.

Observation 1: The customs supervisor has the freedom to overrule the ICISnet risk analysis ruling; the basis of his decision seem to be recorded in the system. The reasons for manual intervention should be analysed and the ICISnet risk analysis module should be improved to enhance its intelligence.

Observation 2: Statistical data for time and costs of procedures is essential for in-depth analyses of findings of the BPA. During current BPA study such detailed data was not available. (e.g. amount of export declarations processed inside/outside of regular working hours and the frequency of DETE fees, percentage of physical inspections, average time for documentary and physical control etc.).

Observation 3: Customs office of export must print the EAD (Export Accompanying Document) in paper format. This requirement is mandated by EU regulation Reg 414/2009, annex 3, Ch. 1. European community Customs uses this document as a fallback in case the electronic system at the customs office of exit is unavailable.

Observation 4:

In case of control physical or document control the supporting documents have to be brought to the customs office. In practice, this means that paper documents are transferred to the customs office of export.

Currently there is no possibility in ICISnet to attach scanned documents. However, It is planned that ICISnet will include electronic submission of the supporting documents (scanned etc) in Q2 of 2013.

Observation 5:

The physical presence of the exporter at the premises of the Chamber to obtain the certificate of Origin complicates the process. The Chamber should evaluate the possibility to accept electronic request for CoO to avoid the necessary physical presence of the exporter or his representative at the Chamber.

	NB: Locations supervised by Customs office of Piraeus Port are described in Annex 3
Input and criteria to enter/begin the business process	<ul style="list-style-type: none"> • The consignment is presented at the customs office of exit • The Customs office of exit has received the message IE501 («AER, anticipated arrival »)
Activities and associated documentary requirements	<p>4.1. The IE501 message (“AER” anticipated arrival) has been received and an automated risk analysis result is produced.</p> <p>4.2. Upon the arrival of the container at the entrance gate of customs office of exit, the IE507 (“Arrival at Exit”) is submitted either by the exporter/broker or by the transporter to the customs office of exit.</p> <p>4.3. The customs office supervisor applies the risk analysis results that are displayed on his screen and are related to the proposed export. Only in cases where there are serious doubts based on information recorded in the system, the supervisor may decide differently from the system results.</p> <p>4.4. Decide whether to control the goods or not.</p> <p><u>4.4.1. No Control is decided</u></p> <p>The procedure continues to point C.5.</p> <p><u>4.4.2. Control is decided</u></p> <p>4.4.2.1. The transporter is informed via the message IE561 (“Exit Control Decision Notification”). In case control is decided, the customs office of exit informs the exporter or his representative or the transporter that a control is going to be held.</p> <p>4.4.2.1.1. Documentary Control (Control of Documents)</p> <p>4.4.2.1.1.1. The transporter provides the relevant documents to the customs office of exit. (The transporter after receiving the IE561 message (“Exit Control Decision Notification”) knows that he has to provide all documents –including supplementary documentation- to the customs office of exit).</p> <p>4.4.2.1.1.2. The customs officer checks the documents and registers the results of the control to the system.</p> <p>4.4.2.1.2. Physical control</p> <p>It should be noticed that physical control always presumes/includes documentary control, as it is described previously.</p> <p>4.4.2.1.2.1. The customs Officer goes to the place/ site for physical inspection. At the same time the transporter is notified to transfer the container in a special control area outside the premises of the Customs office of exit for physical inspection. This specific area is located in PCT.</p>

	The procedure continues to C.5.
Output criteria to exit the business process	The decision of release the goods or not.
Average time	The time is very short, only a few minutes.

C.4.1. Observations and issues referred to

Observation 1

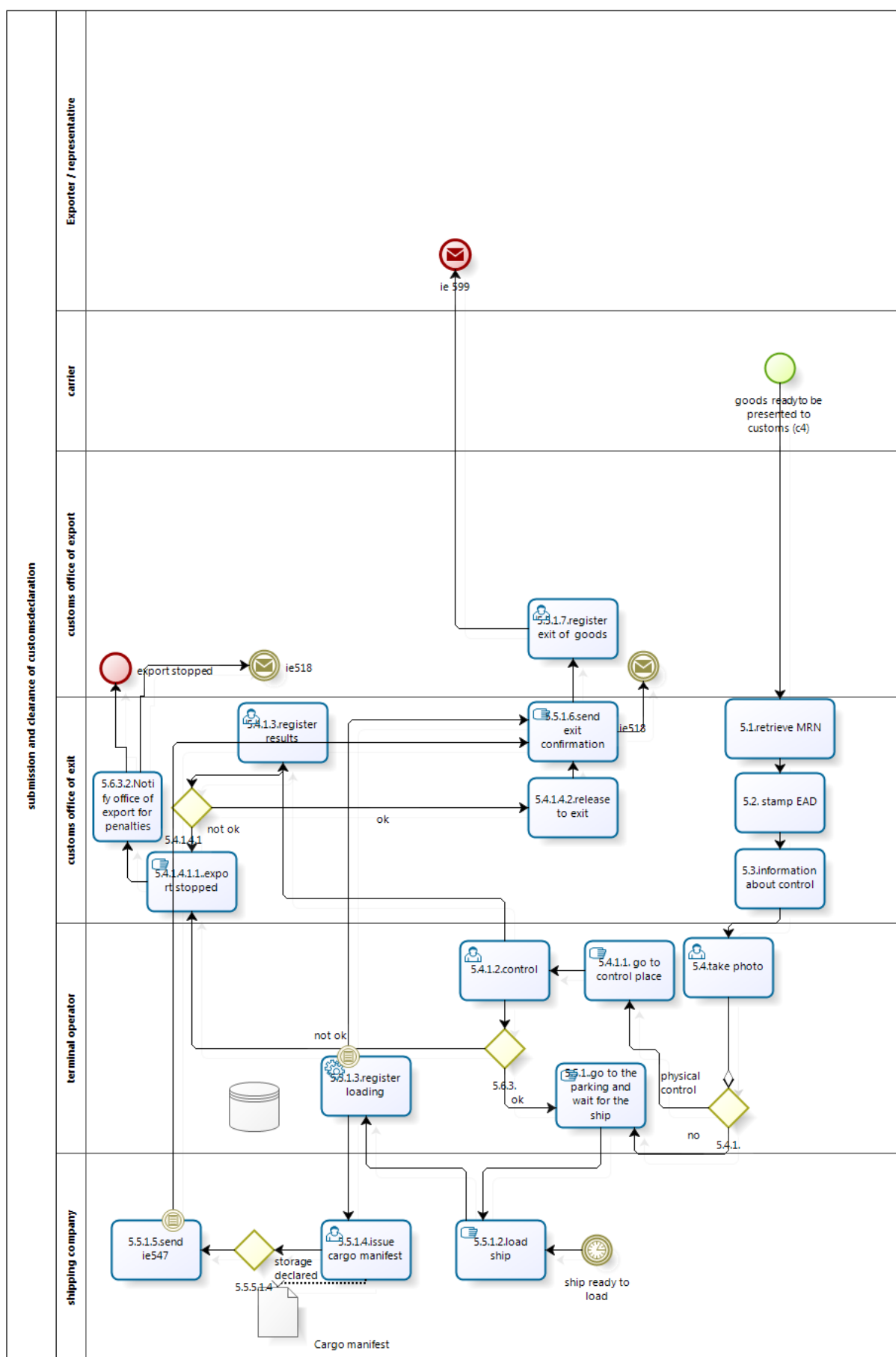
Different risk profiles in Customs Offices of Export and Exit

The risk analysis at the customs office of Exit follows a different profile than the risk analysis at the customs office of Export

Procedures in the ports and airports need to be fast because of ship schedules. The risk analysis will limit physical inspections to necessary minimum in the Customs office of Exit. However, the current version of the risk analysis will not take into account the risk analysis result of the customs office of export (i.e. whether documentary checks or physical inspections have been already executed).

Observation 2:

It is worth noting that Customs office of exit makes documentary control only in special cases (eg supply etc). In the case of kiwifruit exports there has never been documentary control at the Customs office of exit.



C.5. Final customs formalities & Stow container on vessel – cargo manifest

Name of process area	Shipment of kiwifruits to China
Name of a business process	5. Final customs formalities & Stow container on vessel – cargo manifest
	Parking at the Terminal area – Loading to Ship – Verification of Exit – Finalization at the Customs Office of Export
Related laws, rules and regulations	<ol style="list-style-type: none"> 1. Regulation (EU) 2913/92 (CCC.), (Council regulation on establishing the Community Customs Code). 2. 2454/93 (CCCIP), with all amendments thereto, which provide guidance on the application by the competent offices of the country's export control system. 3. Regulation 2658/87 (on the tariff and statistical nomenclature and on the Common Customs Tariff).
Process Participants	<ul style="list-style-type: none"> • Exporter • Customs Broker • Customs Office of Export • Customs Office of Exit • Inland carrier • Port Administrator • Shipping company
Input and criteria to enter/begin the business process	<ul style="list-style-type: none"> • The supervisor at the customs office of exit has finalized the control of the consignment and has record the result. • The carrier has received the EAD from the exporter • The carrier has the electronic entrance card from the Port operator that authorizes the driver to enter the port premises. • The shipping company notifies the terminal (PCT) for expecting arrival of the goods. (This information is called “Pre-advise notification”, it is in electronic form and includes relevant information such as: the type and the number of the container, if it is a refrigerated container, if it is hazardous cargo, etc.) • The transporter (driver) has to be supplied in advance with a special card, issued by the terminal operator (PCT) , in order to be allowed to enter the PCT area. The issuance of such card is based on shipping company notification.
Activities and associated documentary requirements	<p>5.1. At the Gate (the Gate from Customs Office of exit to PCT free cargo area), the Customs Officer retrieves the expected arrivals from ICIS net and also checks if IE507 (“Arrival at Exit”) has been submitted or not.</p> <p>5.2. The Customs officer at the entry gate stamps and signs the EAD</p> <p>5.3. The truck driver is informed about the decision whether physical control will be taken place or not. If no physical control is decided then the truck driver is informed about the position where the container will be placed.</p> <p>5.4. The container passes a special canopy (auto gate) where pictures of the car, the driver and of the cargo are taken. A total of 16 shots are taken that are used for screening. The container passes the Customs Gate and the goods enter the PCT area.</p>

	<p><u>5.4.1. Physical Control</u></p> <p>5.4.1.1. The transporter takes the goods to the place where control will take place.</p> <p>5.4.1.2. The Customs control take place if the goods have been selected for physical inspection.</p> <p>5.4.1.3. Control is completed. The results are recorded.</p> <p>5.4.1.4.1 Are the control results OK or not OK?</p> <p>5.4.1.4.1. If the control result is "Not satisfactory", and the process stops. The export is prohibited. The IE518 message ("Exit Results" with satisfactory results), is sent to the customs office of export.</p> <p>5.4.1.4.2 The results are satisfactory and the goods are released and free for exit. The transporter is informed about the position where the container will be placed The procedure continues to step 5.5.1.1.</p> <p><u>5.5.1. No Physical control is taken place</u></p> <p>5.5.1.1. The container is taken to the parking area.</p> <p>5.5.1.2. The containers is loaded to the vessel.</p> <p>5.5.1.3. Upon completion of the loading of container on the vessel the shipping line will send an electronic message to the Port Operators (PCT) electronic system.. proceed to step 5.6.10)</p> <p>5.5.1.4. After having loaded all containers on the vessel the shipping line can compile the cargo manifest.</p> <p>5.5.1.5. The shipping line sends the cargo manifest message IE547 ("Export Manifest Presentation") to ICISnet.</p> <p>5.5.1.6 Greek Customs practice requests shipping lines to send stamped copies of all B/L or seaway bills to the Customs Office of Exit. Customs office of Exit will only end the IE518 ("Exit Results" with satisfactory results) if it has received the way bills.</p> <p>5.5.1.7. Customs office of exit sends message IE518 ("Exit Results" with satisfactory results) to the customs office of export.</p> <p>5.5.1.8. At the customs office of export. Upon the receiving of the message IE518 ("Exit Results" with satisfactory results), the message IE599 ("Export Notification") is sent automatically to the exporter confirming the finalization of the export procedure. The message IE599 ("Export Notification") is printed by the customs office of export, stamped and handed to the exporter for tax reasons.</p>
Output criteria to exit the business	The confirmation (or not) for releasing goods for exit.

process	
Average Time	The average time under normal circumstances does not exceed 1 hour, however this is an early estimation and should be based on statistical data.

Observation 1

Shipping lines seem to have issues of structuring the information for the cargo manifest to the precise format required by Greek Customs in message IE547 ("Export Manifest Presentation"). Consultations with shipping companies should be held to better understand the issues. In addition practice of EU customs administrations should be studied to improve the situation.

Observation 2

The IE599 ("Export notification") message is required for fiscal purposes (VAT return etc). This message is always printed and stamped by the customs office of export. The exporter then has to keep this document to his records and to present, if necessary, to local tax office. The implementation of an electronic data exchange between ICISnet and the IT system of TAXIS (tax administration IT system) would greatly simplify the procedure and improve tax collection and revenue.

Observation 3

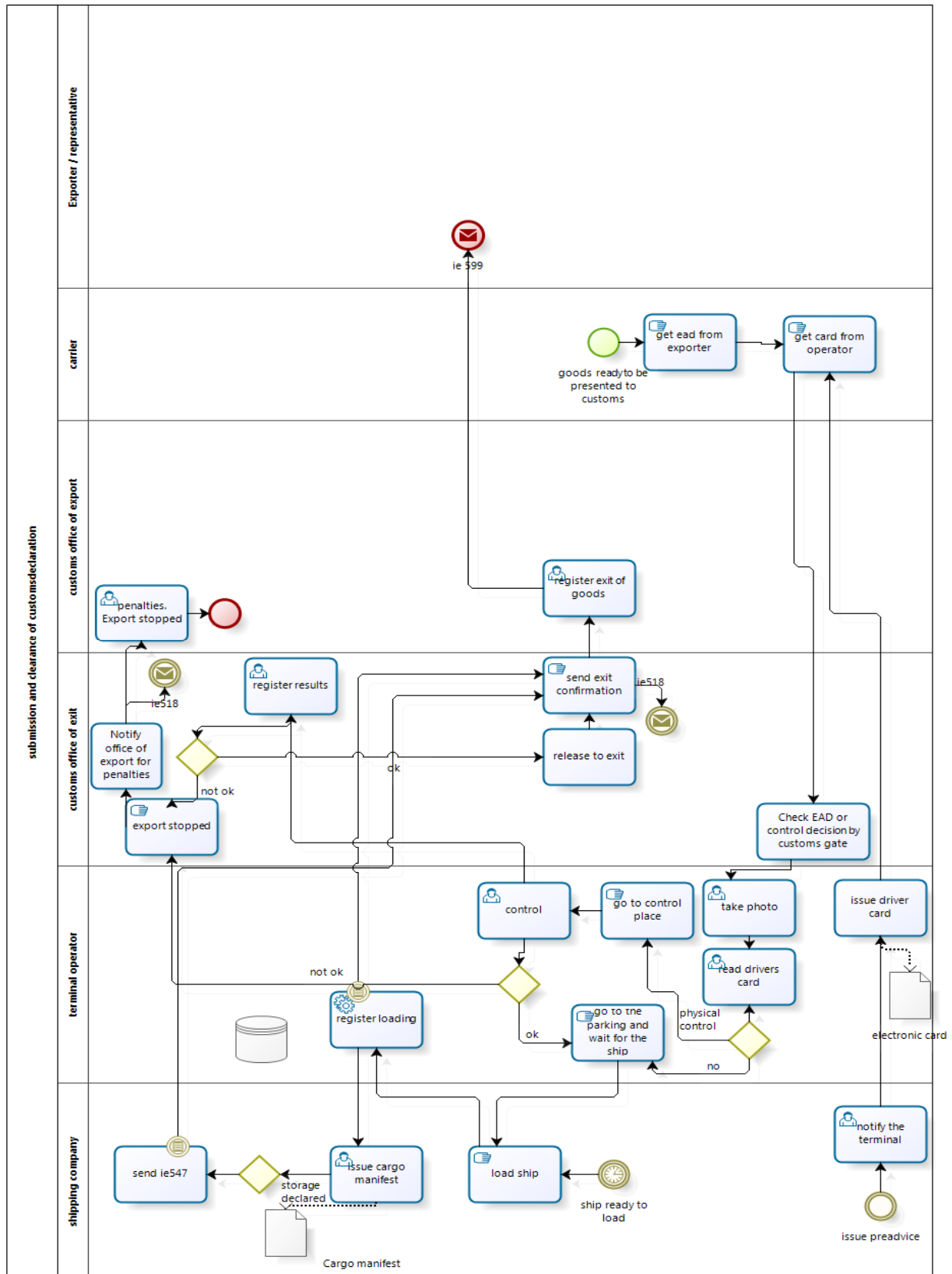
The EU Export Control System (ECS) requires a message (IE590 "exit confirmation – exit notification") from the port authority to Customs, when the vessel leaves the last port of the Customs territory. Currently the Greek ports are not able to send this message. Regular consultations with port authority should be held with the objective to improve the exchange of information and electronic messages.

Observation 4

An electronic interface between ICISnet and the IT system of the terminal operator (PCT) could be implemented. This will allow customs to automatically inform PCT when the goods have been released for exit.

Observation 5

The request to receive paper copies of the sea waybills before sending the release message IE518 ("Exit Results") is a Greek practice to ensure that goods have left the customs territory. It some may take up to several month till customs has received the waybills. The practice delays the issuance of the exit confirmation messages and the time the exporter can claim the VAT. It is suggested that the Greek practice is reviewed against common best practice in other EU member countries.



C.6. Business processes of kiwifruits export shipment in a nutshell

Figure C.2. Business processes of fresh kiwifruits export in a Nutshell

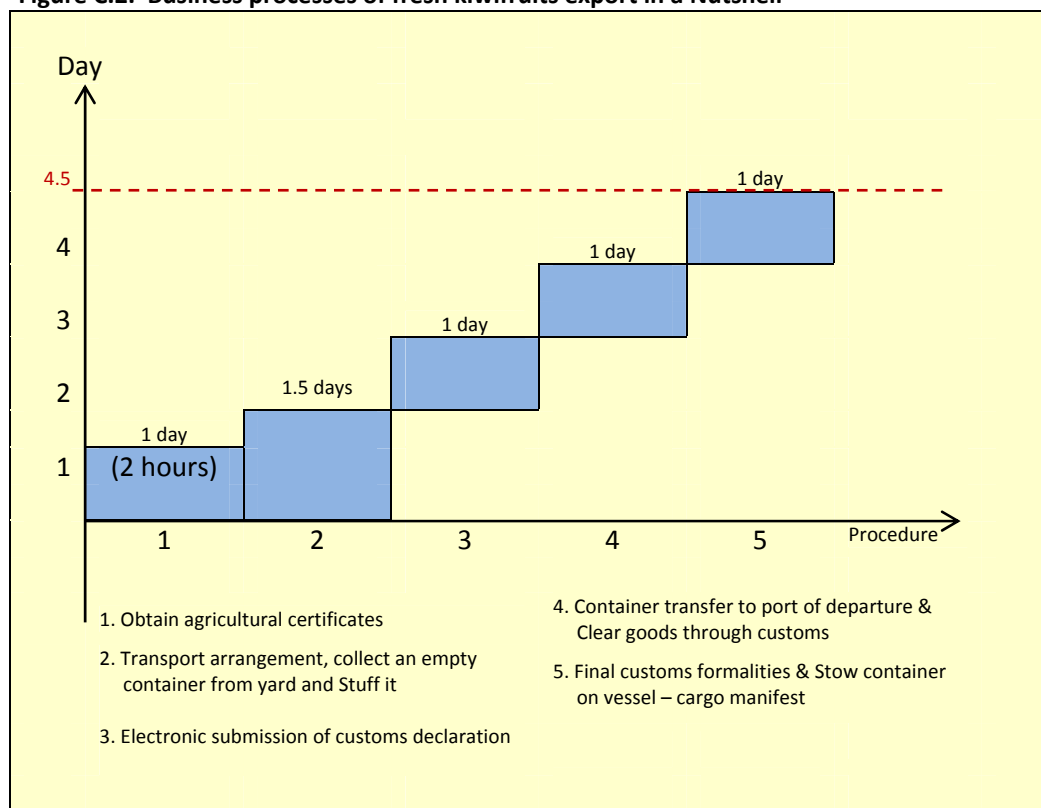


Table C.2. Duration and dependencies among kiwifruits export business processes

Core business process (use case)	Duration	Preparatory Processes	Simultaneous task
1. Obtain agricultural certificates	2 hours	N/A	2
2. Transport arrangement, collect an empty container from yard and Stuff it	1 + ½ day(s)	-	1
3. Electronic submission of customs declaration	1 day	1	2
4. Container transfer to port of departure & Clear goods through customs	1 day	1,2,3	3
5. Final customs formalities & Stow container on vessel – cargo manifest	1 day	1,2,3,4	4

NB:

Regarding the time necessary to complete customs procedures, the following two cases should be noted:

Case 1

The customs office is the one in the city of Veria, close to cultivations, while the customs of exit is the port of Thessaloniki 2. In this case procedures C3, C4 and C5 are completed in one day. More specifically, the time needed from the moment of clearance submission (message IE515 – Export Declaration) till its release to the office of Export (IE529 message- Release for Export), is one hour on average.

Case 2

The customs office is the one in the city of Veria, close to cultivations, while the customs of exit is port of Piraeus 5. In this case procedures C3, C4 are completed in one day while procedure C5 takes another day. Additionally, according to competent body interviews, the

time needed to enter the port is 15 min and in the case of physical control, they need another 16 min are needed.

The following diagram shows the flow of the whole process:

C.7. Cost Analysis

Obtain Certificates

- 1€ / ton for the certificate of conformity that means 20 € per container (approximately 20 tons)
- 30 € per phytosanitary certificate
- 35 € Overtime additional fees approximately for 2 working hours and 100km distance from DREVM
- 80 € for the certified thermometer for the calibration of the “cold treatment” equipment, bought once by the exporter
- 1200 € for the “cold treatment” equipment in the case that the exporter owns the equipment
- 30 € per day for electric power to keep refrigeration inside container in any case of delay to stow container on the vessel
- 15,36 € for the Certificate of Origin

Transportation

- 700 € surface transport to port of departure (Piraeus)
- 2800 € freight fare from Piraeus to China
- 400 € “cold treatment” equipment sent back to the exporter

Container Parking

- 32.80 € at the free port area (PCT) waiting for vessel load.
- 122.70 € for parking the container to the parking place (includes the previously 32.80 € parking fees). The first 7 days are free of charge.

Insurance

- 50 € approximately for cargo insurance (to China) (total or partial loss, etc), approximately 0,5% of the cargo value

Customs broker fees

For each Export Customs Declaration, the customs brokers ask to the exporter to pay between 30 and 80 Euros.

More specifically:

1. For export GROUPAGE of the loading of the goods (part of CONEX), the cost is of 30 Euros.
2. For export CONEX (loading into the establishment of the exporter), the cost is 50 Euros.
3. For export CONEX (loading under the responsibility of the customs broker from the transporter’s warehouse, the cost is between 60 and 70 Euros.
4. For two or more CONEX under the same export declaration document, the cost is 80 Euros

Customs procedures

- 130 € customs clearance, including customs broker fees as described previously, plus DETE (1,7‰ of the cargo value).

Other annual fees

- 500 € Export permit for China
- 500 € Expenses for preparation and becoming AEO (e.g. local clearance procedures)

D. Problems referred and Points of potential improvement

An important characteristic of the Business Process Analysis is the involvement of the stakeholders in the: 1) mapping of the processes, 2) identification of problems associated with the execution of these processes, and 3) development of solutions leading to the improvement of processes. The objective of this section is to provide an inventory of problems identified and suggestions made by the various stakeholders during the course of this study. The information provided below constitutes a compilation of their views which will be used as an input for the subsequent steps of the pilot phase and for deriving preliminary conclusions.

D.1. Problems referred by interviewers

Obtain agricultural certificates

- There is no chance any more for performing local visits and issuance of agricultural certificates outside of the formal working hours. This seems to be due to the fact that agriculturalists are not paid, when they work beyond official office hours, so they avoid working overtime. The exporter chooses the transactions with DREVM to be done during the regular working hours.

Customs Procedures

- It is worth noting that more than 95% of exports are submitted by customs brokers, even though the electronic submission of customs declaration started on April 2012, allows exporters to directly submit their declarations.
- In the case of a declaration of the goods, there is no reason for the trader to come twice to the customs office. The exchange of information can be implemented using messages only.
- For medium and high risk goods that have obtained the corresponding agricultural certificates and document, a second check should not be done.
- The additional “DETE” fees cost, for services delivered not in the working hours (7:30 to 15:30)
- The back up process which has to be applied when customs declaration electronic system goes down.
- Some laboratory tests should be performed before the arrival of the goods to the customs. There is a difficulty in the identification of the goods.
- Should this extra check not be performed; there will be a reduction in the cost (15% of the DETE fees).
- If there is a need for chemical analysis, due to lack of chemical laboratory in the area, the sample has to be transferred to the nearest laboratory resulting in a waste of time. The chemical services have been asked to be transferred within the area of the port.
- There is no need for the exporter or his/her representative to come twice to the customs office in the cases where there is a declaration of the goods. The accompanying documents should be printed by the operator.
- Lack of information of the shipping companies. They do not know when they should submit the IE547 message (“Export Manifest Presentation”).

- A message of loading, similar to the IE547 message ("Export Manifest Presentation"), must be created as soon as possible, so that there should be no need to collect such a large number of paperwork.
- The message IE590 that is sent by the local authorities must be established as a message that will be submitted by the manager of the band.
- There must be an electronic Interface between the customs Office and port/terminal operator so that he is informed immediately upon the time the IE529 ("Release to Export" message is issued.
- All the flow should be implemented in an electronic way, paperless. In the Customs office of export there are only transport documents. It is expected that the customs IT system (ICISnet) will be able to provide electronic submission of supporting (to customs declaration) documents by June 2013.
- There must be collaboration with the 33rd Directorate of the Ministry of Finance so that the requirements of the other Ministries are included. A better coordination is required between customs and other agencies involved, is required.
- The site of the customs service should provide information in a more organized way.

D.2. Additional Considerations

Working hours of Agriculturists

The services of Regional Units of Directorate of Rural Economy and Veterinary Medicine, should allow the exporters to apply and obtain the certificates (certificate of conformity, and phytosanitary certificate), and fruits' sensors calibration document any time and day, regardless of the formal public services working hours.

Certificate of Origin

The Certificate of Origin is another document, which however, is required by Chinese clients (importers) as well as by most clients. The issuance of such certificate is done by local chambers of commerce and costs around 15 Euros. However, this cost is not considered as high. The problem referred here is the time required for the issuance of this certificate which in most of the cases is at least 1 day. A suggestion proposed is that the exporter should be able to create and transmit it electronically (and/or print it), by his own. A sample of the Certificate of Origin is included in Annex 4

Border controls for unfair trade

State controls for fruit / vegetable cargos passing borders mostly by private vehicles should be strengthen to avoid illegal trade with doubtful quality of agricultural products that have not paid any taxes and/or without any accompanying documents.

International Transportation

The problems that are linked with the liberalization of international transportation licensing are considered as a factor that affects cost of surface transportation to other European countries (mainly Russia which is a major kiwi export destination). This also leads some transporters to choose neighbor countries (e.g. Bulgaria) as place of establishment.

Port of Thessaloniki

It is estimated that the use of Port of Thessaloniki as port of departure will cut off the costs of internal transportation to 4/5 comparing it with transport costs to Port of Piraeus, in the case that the premises of the exporter are established to the prefectures of northern Greece (e.g. Pieria, Thessaloniki).

Export Promotion

The costs of joining a mission for international fairs participation via HEPO (Hellenic Foreign Trade Board) are considered too high. These costs are higher than the case that the exporter arranges such a participation by himself.

Lack of cooperation with Universities and research Centers

It seems that there is a gap of applied research in Greece in the field of kiwi cultivation. Greek exporters finance Italian research centers for new kiwifruits varieties, instead.

Lack of information

The relevant information regarding exporting procedures and existing legislation is solely taken by SEVE (Greek international Business Association, ex. Northern Greece). It would be very useful for all Greek exporters to access such information by an official site in which all the relevant information should be available.

Maritime Transport Company, fixed in advance

According to the Chinese requirements there is a mandatory obligation to the Greek exporters to predefine the maritime transport company and make it known in advance to Chinese authorities before each shipment. This undue requirement and commitment eliminates any possibility to Greek exporters to make any adjustments or choose another maritime transport company when it is necessary.

Simplification of “cold treatment” procedures

The cold treatment equipment could be examined to be left to the exporter to decide to install it before the packaging process, which is not allowed until now by Chinese authorities. It is estimated that this will cut off around 500 Euros of each shipment. It is mentioned also, that Italian exporters are pushing for the same simplification.

Delay of concluding and/or ratification of International (bilateral) agreements

Representatives of Fresh Fruits Exporters Association refer that there are delays in concluding bilateral agreements between Greece and other Asian countries, such as the bilateral agreement between Greece and China of phytosanitary requirements for the export of kiwifruits. This fact allows other neighbor countries (e.g. Italy) to gain access to those markets, leaving Greek kiwifruits exports behind.

E. Conclusions and Next Steps

This report summarizes the results of the first phase of the Pilot BPA analysis related to the export of kiwifruits from Greece to China. The first concrete outcome of the work performed within the framework of the first phase is the mapping of the current processes (“as is” situations) and the compilation of problems and potential solutions identified by the various stakeholders. The mapping of the existing processes led to the estimation of the time and costs associated with the shipping function of the export process. The average time required for the completion of the shipping process of kiwifruits from Greece to China is approximately four days (the estimated time relates only to the five sub-processes analyzed), while the cost incurred for shipping a 20 ton container amounts to 4,500 Euros, excluding annual fees for acquiring an export permit (500 Euros) and the fee of AEO permit (500 Euros). The shipping cost of kiwifruits per ton is 225 Euros which represents 15% of their selling price. The problems associated with the shipping process can be classified into the following four categories:

- 1) process operations,
- 2) broader operational issues of the public sector,
- 3) structural problems of the public sector, and
- 4) issues related to international (Greece-China) commercial agreements

The identified problems affect the required time as well as the incurred costs and therefore the redesign of the shipping process should aim to the alleviation of these problems.

The completion of the first phase of the pilot study requires the analysis of the existing processes, the identification of all problems and bottlenecks, and the redesign of the existing processes (“should be” situation) in order to increase the efficiency of the processes in terms of time and cost. The following steps are envisaged for completing the first phase of the pilot: 1) process mapping validation, 2) process analysis, 3) development of recommendations for process improvement, and 4) implementation of proposed changes.

F. REFERENCES

Roadmap of the National Trade Facilitation Strategy (September 2012)

<http://www.mindev.gov.gr/?p=8653>

Business Process Analysis Guide to Simplify Trade Procedures - Updated September 2012
(UNITED NATIONS NETWORK OF EXPERTS FOR PAPERLESS TRADE IN ASIA AND THE PACIFIC,
UNITED NATIONS ECONOMIC AND SOCIAL COMMISSION FOR ASIA AND THE PACIFIC,
UNITED NATIONS ECONOMIC COMMISSION FOR EUROPE)

<http://www.unescap.org/tid/publication/tipub2558new.pdf>

BUSINESS PROCESS ANALYSIS OF THE EXPORT OF JASMINE RICE FROM THAILAND TO THE
UNITED STATES - December 2011

http://www.unescap.org/tid/publication/tipub2558new_annex.pdf.

KIWI DOSSIER - Fruit and Vegetables Service Centre of Ferrara (CSO)

http://www.csoservizi.com/dossier/cso_dossier_kiwi_2012.pdf

Peer Review of the Fruit and Vegetables Quality Inspection System in the Netherlands” 2012
– OECD Codes and Schemes Trade and Agriculture

(<http://www.google.gr/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&cad=rja&ved=0CDEQFjAB&url=http%3A%2F%2Fwww.government.nl%2Ffiles%2Fdocuments-and-publications%2Freports%2F2012%2F06%2F11%2Fpeer-review-of-the-fruit-and-vegetables-quality-inspection-system-in-the-netherlands%2Fpeer-review-of-the-fruit.pdf&ei=ScITUf7hGOa00QXj7oCIBw&usg=AFQjCNF9gLxjFhm3fawhK20JOdidlbXQCw&bv m=bv.42080656,d.d2k>)

Documentation of customs electronic message specifications for traders (external users),
used in ICISnet

<https://portal.gsis.gr/portal/page/portal/ICISnet/services?serid=10348438&adreseelID=10026938>

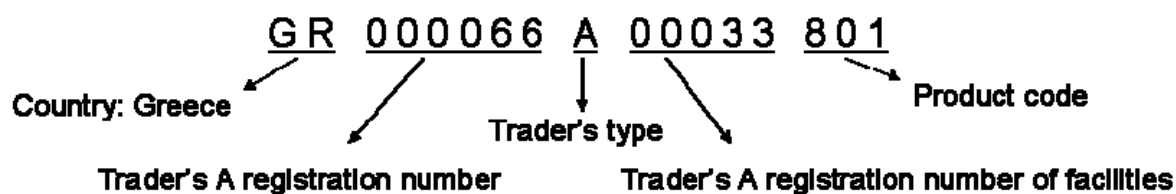
Annex 1 – Code Mark

The code mark is used to identify the packer and/or dispatcher in the framework of Regulation (EC) No 543/2011. This code mark is established in Greece, as follows:

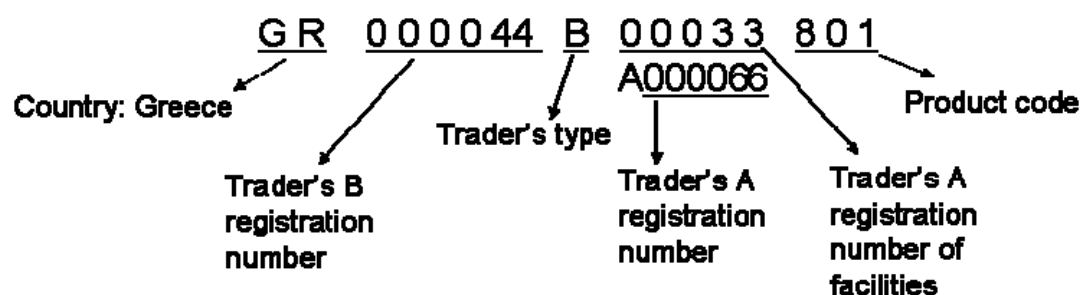
- The code mark consists of seventeen (17) or twenty four (24) characters depending on the type of trader A or B.
- The first two characters refer to the country and in our case is always GR.
- The next six characters correspond to the trader's registration number in the trader database.
- The next character may be A or B. Traders of type "A" own or rent packaging facilities and also dispose storage facilities, while traders of type "B" do not dispose the aforementioned packaging and storage facilities. Traders of type "B" collaborate with traders of type "A" for the packaging and storage of their products.
- The following five characters refer to the registration number of packaging facilities in the trader database. Concerning, the trader of type "B", the registration number of packaging facilities represents the packaging facilities of the trader of type "A", with whom trader of type "B" collaborates. In this case, the registration number of trader of type "A" should be also mentioned in the labelling of the product.
- The last three characters refer to the product code according to the codes used for the communication of non-conformity cases.

For example:

Code mark of trader of type A:



Code mark of trader of type B:



Annex 2 – 5th Piraeus Customs office (Ikonio – Piraeus) – Area places of Supervision

A) Free Zone

It is a unified, fixed and fenced area. At the south part the border is the shoreline. At the east, north and west part there is a wall. Inside there is a fence in two (2) parts : one for each local supervisor. (PCT and OLP).

More specifically, the free zone is subdivided into two parts :

- a) The locals for the open storage of containers which are under the management of the PCT.

Under these locals there are also the following:

- Entry at the free zone with three (3) entry strips for the trucks and three (3) strips for exit (north part) and separate outposts for the customs officers and for the manager of the PCT.
- Covered storage place for the management of the company PCDC.
- Half covered storage of physical control of the goods (ramp) and adjacent "prefabricated" offices of the customs controllers and for the officers of the Ministry of Agricultural Development and Food.

- b) The locals for the open storage of containers which are under the management of the OLP.

Under these locals, there are also covered local place (C4 storage) which is divided into four (4) different parts:

- Part for storage of unclaimed goods
- Part for discharge of goods
- Part for archives of Customs
- Part for border inspection veterinary control ("SYKE")
- Entrance into the free zone with strips of entrance and exit and different outposts for the customs officers and for the manager of the OLP.

B) Outside the free zone

Outside the borders of the free zone, at the north part of the port, there is a unified building where there is located the manager of the PCT, the Customs office, the customs brokers' office, the maritime agents' office, etc.

Also, at the north-east part, closer to the entrance of the port, there is a building where is located the manager of the OLP.

Annex 3 – Legislation

- **Reg (EU) No 543/2011**
(<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:2011R0543:20121026:EN:PDF>)
- **Joint Ministerial Decision 257543/2007 (OJ No 1122/B/08.08.2003)**
(http://www.et.gr/idos-nph/search/pdfViewerForm.html?args=5C7QrtC22wFalhF2BrTT7HdtvSoClrL8XL8tG9fmXDnnMRVjyfnPUeJInJ48_97uHrMts-zFzeyCiBSQOpYnTy36MacmUFCx2ppFvBej56Mmc8Qdb8ZfRJqZnslAdk8Lv_e6czmhEembNmZCMxLMtYYj6y4Vno2zYfqxD0z2x3I8zF6GkkVQQHtF21IksVS_)
- **Joint Ministerial Decision 310617/2009 (OJ No 1883/B/03.09.2009)**
(http://www.et.gr/idos-nph/search/pdfViewerForm.html?args=5C7QrtC22wEilCErm5tbxndtvSoClrL8aNhcfNN6bEW4ndCieBbLVuJInJ48_97uHrMts-zFzeyCiBSQOpYnTy36MacmUFCx2ppFvBej56Mmc8Qdb8ZfRJqZnslAdk8Lv_e6czmhEembNmZCMxLMtUok00K0ZW3ZacP2POoMldl4Q6iNWvFGW4j1nw0SZ8B)
- **Law 3460/2006 (OJ No 105/A/30.05.2006)**
(http://www.et.gr/idos-nph/search/pdfViewerForm.html?args=5C7QrtC22wFGQ40gSLPFOXdtvSoClrL8LCLHE8W eG_Z5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fpVZ6Lx3UnKI3nP8NxdnJ5r9cmWyJWeIdvWS_18kAEhATUkJb0x1LldQ163nV9K--td6SlucZCwL6-cdmkSCJwkWy-Z5d4TIRKwmKc9XNPqkmJtHRq)
- **Law 3698/2008 (OJ No 198/A/02.10.2008)**
(http://www.et.gr/idos-nph/search/pdfViewerForm.html?args=5C7QrtC22wHtyK1ZYNhP8HdtvSoClrL8dPiJFyS0CqR5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fpVZ6Lx3UnKI3nP8NxdnJ5r9cmWyJWeIdvWS_18kAEhATUkJb0x1LldQ163nV9K--td6SluTRq4HvtOBjNzENxVRF_oeSmPKGAbokGMVGUooAMFMnK)
- **Presidential Decree 326/1998 (OJ No 221/A/29.09.1998)**
(http://www.et.gr/idos-nph/search/pdfViewerForm.html?args=5C7QrtC22wEeWRs27M2niXdtvSoClrL8k3ljSXX_pld5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fpVZ6Lx3UnKI3nP8NxdnJ5r9cmWyJWeIdvWS_18kAEhATUkJb0x1LldQ163nV9K--td6SluS7yT1KaDbDWXzP6YIMGhSWwmJgdul8_75Yu3SwZLYS5)
- **Presidential Decree 298/2000 (OJ No 240/A/02.11.2000)**
(http://www.et.gr/idos-nph/search/pdfViewerForm.html?args=5C7QrtC22wEtf2Ep4n9LfndtvSoClrL847AG_mgQA5p5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fpVZ6Lx3UnKI3nP8NxdnJ5r9cmWyJWeIdvWS_18kAEhATUkJb0x1LldQ163nV9K--td6SluWTAIHMoA7OhrmKul1bGph9Jjgzi29KSJgwff8D3rOUa)
- **Law 3495/2006 (OJ No 215/A/12.10.2006)**
(http://www.et.gr/idos-nph/search/pdfViewerForm.html?args=5C7QrtC22wFGQ40gSLPFOXdtvSoClrL8bpje2afVtT95MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fpVZ6Lx3UnKI3nP8NxdnJ5r9cmWyJWeIdvWS_18kAEhATUkJb0x1LldQ163nV9K--td6SluXFgM1xe0RCOHK3zQE-Fnou3rVSVRHtqVdlwcLiz85D8)
- **Joint Ministerial Decision 289666/2008 (OJ No 1159/B/24.06.2008)**
(<http://www.et.gr/idos-nph/search/pdfViewerForm.html?args=5C7QrtC22wHtyK1ZYNhP8HdtvSoClrL88VQbDIJs>)

- btpp6k5uE6xNduJInJ48_97uHrMts-
zFzeyCiBSQOpYnTy36MacmUFCx2ppFvBej56Mmc8Qdb8ZfRjQZnsIAdk8Lv_e6czmhEemb
NmZCMxLMtX-vucM-BHwOZno5peDLYJ6FSFiAxmu1pum0ELxcTO8S)
- **Joint Ministerial Decision 135635/2009 (OJ No 2614/B/31.12.2009)**
(http://www.et.gr/idos-nph/search/pdfViewerForm.html?args=5C7QrtC22wEilCErm5tbxndtvSoClrL8_q7ut2PVjhp_zJlAILKfuJInJ48_97uHrMts-zFzeyCiBSQOpYnTy36MacmUFCx2ppFvBej56Mmc8Qdb8ZfRjQZnsIAdk8Lv_e6czmhEembNmZCMxLMtbZzL-1a_AGbUTYD4HwFtsIUGu3hGYDHQPv57chlVXhX)
 - **Joint Ministerial Decision 101137/2011 (OJ No 2384/B/26.10.2011)**
(http://www.et.gr/idos-nph/search/pdfViewerForm.html?args=5C7QrtC22wFYAFdDx4L2G3dtvSoClrL89_56gLvJ6W1_zJlAILKfuJInJ48_97uHrMts-zFzeyCiBSQOpYnTy36MacmUFCx2ppFvBej56Mmc8Qdb8ZfRjQZnsIAdk8Lv_e6czmhEembNmZCMxLMtQ6rvYCb1BclgZedShCbVIITQOBzmFwSX88wcR5OI_5f)
 - **Law 3460/2006 (OJ No 105/A/30.05.2006)**
(http://www.et.gr/idos-nph/search/pdfViewerForm.html?args=5C7QrtC22wFGQ40gSLPFOXdtvSoClrL8LCLHE8W eG_Z5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fpVZ6Lx3UnKI3nP8NxdnJ5r9cmWyJWelDvWS_18kAEhATUkJb0x1LldQ163nV9K--td6SlucZCwL6-cdmkSCJwkWy-Z5d4TIRKwmKc9XNPqkmJtHRq)
 - **Law 3698/2008 (OJ No 198/A/02.10.2008)**
(http://www.et.gr/idos-nph/search/pdfViewerForm.html?args=5C7QrtC22wHtyK1ZYNhP8HdtvSoClrL8dPiJFyS0CqR5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fpVZ6Lx3UnKI3nP8NxdnJ5r9cmWyJWelDvWS_18kAEhATUkJb0x1LldQ163nV9K--td6SluTRq4HvtOBJNzENxVRF_oeSmPKGAbokGMVGUooAMFMnK)
 - **Law 4073/2012 (OJ No 87/A/11.04.2012)**
(http://www.et.gr/idos-nph/search/pdfViewerForm.html?args=5C7QrtC22wEbA_BZxkczbHdtvSoClrL8-SrPzKAEPjItl9LGdkF53UlxSx942CdyqXSQYNUqAGCF0IfB9HI6qSYtMQEKELwnFqmgJSA5WlsluV-nRwO1oKqSe4BIOTSpEWYhszF8P8UqWb_zFijL9lty2a69f1L8959ld7H-33YvYFjlyvmiquW_eM7f-)
 - **REG. No 2913/1992**
http://eur-lex.europa.eu/Result.do?T1=V2&T2=1992&T3=2913&RechType=RECH_consolidated&Submit=%CE%91%CE%BD%CE%B1%CE%B6%CE%AE%CF%84%CE%B7%CF%83%CE%B7
 - **REG. No 2454/1993**
http://eur-lex.europa.eu/Result.do?T1=V2&T2=1993&T3=2454&RechType=RECH_consolidated&Submit=%CE%91%CE%BD%CE%B1%CE%B6%CE%AE%CF%84%CE%B7%CF%83%CE%B7
 - **REG. No 2658/1987**
http://eur-lex.europa.eu/Result.do?T1=V2&T2=1987&T3=2658&RechType=RECH_consolidated&Submit=%CE%91%CE%BD%CE%B1%CE%B6%CE%AE%CF%84%CE%B7%CF%83%CE%B7
 - **National Customs Code (NCC) - Act 2960/2001.**
(http://www.et.gr/idos-nph/search/pdfViewerForm.html?args=5C7QrtC22wHgZlpqlooT4HdtvSoClrL8WV61VT5q8qJ5MXD0LzQTLWPU9yLzB8V68knBzLCmTXKaO6fpVZ6Lx3UnKI3nP8NxdnJ5r9cmWyJWelDvWS_18kAEhATUkJb0x1LldQ163nV9K--td6SluQUhfkeml1rzNht1hY3aUigRXh5Zh3LkVBf6LJH3YgRF)

Annex 4 – Samples of Documents

1. Certificate of Conformity

CERTIFICATE OF CONFORMITY WITH THE EUROPEAN UNION MARKETING STANDARDS FOR FRESH FRUIT AND VEGETABLES REFERRED TO IN ARTICLES 12, 13 AND 14

1. Trader		Certificate of conformity with the European Union marketing standards applicable to fresh fruit and vegetables	
		No (This certificate is exclusively for the use of inspection bodies)	
2. Packer identified on packaging (if other than trader)		3. Inspection body	
		4. Place of inspection/ country of origin ⁽¹⁾	5. Region or country of destination
6. Identifier of means of transport		7.	
		<input type="checkbox"/> internal <input type="checkbox"/> import <input type="checkbox"/> export	
8. Packages (number and type)	9. Type of product (variety if the standard specifies)	10. Quality class	11. Total net weight in kg
—			
—			
12. The consignment referred to above conforms, at the issue time, with the European Union marketing standards in force. Customs office foreseen Place and date of issue Valid until (date): Signatory (name in block letters): Signature Seal of the competent authority			
13. Observations			

⁽¹⁾ Where the goods are being re-exported, indicate the origin in box 9.

2. Phytosanitary Certificate

1 Name and address of exporter <div style="border: 1px solid black; height: 20px; width: 100%; margin-top: 5px;"></div>	2 PHYTOSANITARY CERTIFICATE No EC / /										
3 Declared name and address of consignee	4 Plant protection organisation of to plant protection organisation(s) of 5 Place of origin										
6 Declared means of conveyance											
7 Declared point of entry											
8 Distinguishing marks: number and description of packages; name of produce; botanical name of plants	9 Quantity declared										
10 This is to certify that the plants or plant products described above: <ul style="list-style-type: none"> — have been inspected according to appropriate procedures, and — are considered to be free from quarantine pests, and practically free from other injurious pests, and — are considered to conform with the current phytosanitary regulations of the importing country 											
11 Additional declaration											
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="padding: 2px;">DISINFESTATION AND/OR DISINFECTION TREATMENT</td> </tr> <tr> <td colspan="2" style="padding: 2px;">12 Treatment</td> </tr> <tr> <td style="width: 35%; padding: 2px;">13 Chemical (active ingredient)</td> <td style="padding: 2px;">14 Duration and temperature</td> </tr> <tr> <td style="padding: 2px;">15 Concentration</td> <td style="padding: 2px;">16 Date</td> </tr> <tr> <td colspan="2" style="padding: 2px;">17 Additional information</td> </tr> </table>		DISINFESTATION AND/OR DISINFECTION TREATMENT		12 Treatment		13 Chemical (active ingredient)	14 Duration and temperature	15 Concentration	16 Date	17 Additional information	
DISINFESTATION AND/OR DISINFECTION TREATMENT											
12 Treatment											
13 Chemical (active ingredient)	14 Duration and temperature										
15 Concentration	16 Date										
17 Additional information											
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> Place of issue Date Name and signature of authorised officer </div> <div style="width: 50%; text-align: center;"> Stamp of organisation </div> </div>											

3. Fruit Sensors Calibration Document



Hellenic Republic

Region of

General Directorate of Regional Rural Economy and Veterinary

Directorate of Rural Economy and Veterinary

Regional Unit of ...

Department of Quality and Phytosanitary Inspection

Postal address:.....

Tel:.....

Fax:....

Subject: "Calibration record of fruit sensors"

Produce:.....

Total number of boxes:.....

The number of the Container:.....

Make & serial number of the logger:.....

Temperature Minimum:....., Maximum:.....

Date:....., Time:..... of the first temperature recording.

Number of the container seal:

a/a	Temperature of the certified thermometer	1 st Sensor air	2 nd Sensor air	3 rd Sensor fruit	4 th Sensor fruit	5 th Sensor fruit	Comments
1							
2							
3							

Place of issue:.....

Date of issue:.....

The phytosanitary inspector

Signature.....Seal of the Competent Authority

Signatory (name in block letters)

[illegible]

5. Certificate of Origin



1. Αποστολέας (Consignor - Expéditeur)		3275		ΠΡΩΤΟΤΥΠΟ ORIGINAL	
ΕΥΡΟΠΑΡΜΑ Ε 3TH KM OLD NATIONAL ROAD OF ALEXANDRIA-VERIA P.O.BOX 59100, ALEXANDRIA, PERFECTURE OF IMATHIA - GREECE		ΕΥΡΩΠΑΪΚΗ ΚΟΙΝΟΤΗΤΑ - EUROPEAN COMMUNITY COMMUNAUTÉ EUROPÉENNE ΠΙΣΤΟΠΟΙΗΤΙΚΟ ΚΑΤΑΓΩΓΗΣ CERTIFICATE OF ORIGIN CERTIFICAT D' ORIGINE			
2. Παραλήπτης (Consignee - Destinataire)					
[REDACTED] [REDACTED] [REDACTED] RUSSIAN FEDERATION 350002		3. Χώρα καταγωγής (Country of Origin - Pays d'origine)			
		GREECE-			
4. Εξέλιξη εμπορεύματος με τη μεταφορά (συμπληρωματικές πληροφορίες) Transport details (Optional) Informations relatives au transport (mention facultative)		5. Παρατηρήσεις (Remarks - Remarques)			
CONTAINER ARKU 502421-7					
6. Αριθμός εμπορεύματος, εμπορεύματος, αριθμός και φύση των δεμάτων, περιγραφή των εμπορευμάτων Item number, marks, numbers, number and kind of packages, description of goods N° d'ordre, marques, numéros, nombre et nature des colis, désignation des marchandises		BRUTTO		NETTO	
1664 CASES, KIWI CODE 0810500000		17958		16640	
<p>Η ΑΡΧΗ ΠΟΥ ΥΠΟΓΡΑΦΕΙ ΒΕΒΑΙΩΝΕΙ ΟΤΙ ΤΑ ΕΜΠΟΡΕΥΜΑΤΑ ΠΟΥ ΠΕΡΙΓΡΑΦΟΝΤΑΙ ΠΑΡΑΝΩΤΕΡΩ ΚΑΤΑΓΟΝΤΑΙ ΑΠΟ ΤΗ ΧΩΡΑ ΠΟΥ ΑΝΑΦΕΡΕΤΑΙ ΣΤΗΝ ΟΞΗ 3.</p> <p>THE UNDERSIGNED AUTHORITY CERTIFIES THAT THE GOODS DESCRIBED ABOVE ORIGINATE IN THE COUNTRY SHOWN IN BOX 3.</p> <p>L'AUTORITÉ SOUSSignée CERTIFIE QUE LES MARCHANDISES DÉSIGNÉES CI-DESSUS SONT ORIGINAIRES DU PAYS FIGURANT DANS LA CASE N° 3.</p> <p>CHAMBER OF COMMERCE AND INDUSTRY OF IMATHIA VERIA- GREECE VERIA</p> <p>22-11-12</p> <p>Τόπος και ημερομηνία έκδοσης, σφραγίδα, υπογραφή και σφραγίδα της αρμόδιας Αρχής Place and date of issue, stamp, signature and stamp of competent authority. Lieu et date de délivrance, désignation, signature et cachet de l'autorité compétente</p>					