

ZA5944

**Flash Eurobarometer 399
(The Electronic Customs Implementation in the EU)**

**Country Questionnaire
United Kingdom**

A Flash number

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B Country

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C Interview number

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NACE NACE code (Sample information)

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				NACE code - 4 digits
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SIZE Size of company (Sample information)

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				Size of company
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(INTRO1) Hello, I'm (NAME), calling from TNS. We are contacting key decision makers in companies across Europe regarding their views on current business topics. Can I first check if your company is eligible for this survey?

A00 Did your company import from or export to countries outside the European Union in 2013?

READ OUT ALL 3 ITEMS

Yes	1
No	2
I don't know/ I'm not sure	3

NEW

IF A00=2, "NO", THEN STOP INTERVIEW

IF A00=1, "YES", OR A00=3 "I don't know / I'm not sure", THEN GO TO INTRO1a

(INTRO1a) May I speak with (NAME OF THE RESPONDENT OR TITLE\ROLE DESCRIPTION IF NO NAME GIVEN)?

(INTRO2) IF THE GATEKEEPER ASKS FOR ADDITIONAL INFORMATION: We are contacting key decision makers in companies across Europe regarding their views on current business topics. The feedback will be used to support decision-making and design future European policies. I would greatly appreciate being able to speak with him or her to include his\her opinion in the study.

IF THE ELIGIBLE REPENDENT IS NOT AVAILABLE, PLEASE MAKE AN APPOINTMENT

(INTRO3) (WHEN SPEAKING TO THE TARGETED RESPONDENTS) Hello, I'm (NAME), calling from TNS, a market research company.

IF P5d<>" AND P5d<> 999 PLEASE DISPLAY "REFERRAL GIVEN BY: " & P5d (ON THE SAME SCREEN AS INTRO3)

(INTRO4) We are contacting key decision makers in companies across Europe regarding their views on current business topics and we would greatly appreciate your input. The feedback will be used to support decision-making and design future European policies. Would you have some time to answer to a few questions? It should not take more than 15 minutes...

ASK LAN1 ONLY IN BE, EE, FI, IE, LV, LU, MT

LAN1 In which language do you want to do this interview?

(READ OUT - ONE ANSWER ONLY)

Austria - German	1
Belgium - Dutch	2
Belgium - French	3
Bulgaria - Bulgarian	4
Croatia - Croatian	5
Czech Republic - Czech	6
Denmark - Danish	7
Estonia - Estonian	8
Estonia - Russian	9
Finland - Finnish	10
Finland - Swedish	11
France - French	12
Germany - German	13
Greece - Greek	14
Hungary - Hungarian	15
Iceland - Icelandic	16
Ireland - English	17
Ireland - Irish	18
Italy - Italian	19
Latvia - Latvian	20
Latvia - Russian	21
Lithuania - Lithuanian	22
Luxembourg - Luxembourgish	23
Luxembourg - French	24

Luxembourg - German	25
Macedonia - Macedonian	26
Macedonia - Albanian	27
Malta - Maltese	28
Malta - English	29
Montenegro - Montenegrin	30
Netherlands - Dutch	31
Norway - Norwegian	32
Poland - Polish	33
Portugal - Portuguese	34
Republic of Cyprus - Greek	35
Romania - Romanian	36
Slovakia - Slovak	37
Slovenia - Slovene	38
Spain - Catalan	39
Spain - Spanish	40
Sweden - Swedish	41
Switzerland - German	42
Switzerland - French	43
Switzerland - Italian	44
Turkey - Turkish	45
Turkey - Kurkish	46
Turkish Cypriot Community - Turkish	47
United Kingdom - English	48
United States of America - English	49

(RESPONDENT REASSURANCE) I would like to reassure you that your co-operation is completely voluntary and all of your answers are confidential. For quality control and training purposes this interview may be monitored or recorded. First I will ask a few questions purely for classification purposes...

ASK ALL

A0 Did your company import from or export to countries outside the European Union in 2013?

READ OUT ALL 3 ITEMS

Yes	1
No	2
I don't know/ I'm not sure	3

NEW

IF A0=2, "NO", THEN STOP INTERVIEW

IF A0=1, "YES", THEN GO TO B2

IF A0=3, "I don't know/ I'm not sure", THEN GO TO B1

B2a Are you a person responsible for customs compliance or customs operations?

Yes	1
No	2

NEW

IF B2a=1, "YES", THEN GO TO P5d

IF B2a=2, "NO", THEN GO TO C0

C0 May I speak to a person responsible for customs compliance or customs operations?

Yes, and is available now	1
Yes, and is not available now	2
No/Refusal (DO NOT READ OUT)	3

NEW

IF C0=3 THEN STOP INTERVIEW

IF C0=1 "Yes, and is available" or C0=2 "Yes, and is not available for the moment", THEN GO TO P5a1 - P5c1

P5a1 Can you please let me know what is the name of the person responsible for customs compliance or customs operations?

(INT.: PLEASE WRITE DOWN THE NAME OF THE REFERRAL - IF "NO ANSWER\REFUSAL", CODE '999')

10 2 (2028,2029-2048)

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FL359 P5a

P5b1 What is his\her title?

(INT.: PLEASE WRITE DOWN THE TITLE OF THE REFERRAL - IF "NO ANSWER\REFUSAL", CODE '999')

10 2 (2049,2050-2069)

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FL359 P5b

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P5c1 Can you give me his\her extension or direct line number, please?

(INT.: PLEASE WRITE DOWN THE EXTENSION\DIRECT LINE NUMBER OF THE REFERRAL - IF "NO ANSWER\REFUSAL", CODE '999')

10 2 (2070,2071-2090)

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FL359 P5c

IF C0=1 THEN GO TO P5d

IF THE ELIGIBLE REpondent IS NOT AVAILABLE (C0=2), PLEASE MAKE AN APPOINTMENT

ASK B1a IF A0=3, "I don't know/ I'm not sure"

B1a May I speak to a person who has decision making responsibilities in the company (managing director, CEO) including those who lead the commercial activities of the company (Commercial managers, sales managers, marketing managers)?

- | | |
|-------------------------------|---|
| Yes, and is available now | 1 |
| Yes, and is not available now | 2 |
| No/Refusal (DO NOT READ OUT) | 3 |

NEW

IF B1a=3 THEN STOP INTERVIEW

IF B1a=1 "Yes, and is available" or B1a=2 "Yes, and is not available" for the moment" THEN GO TO P5a2-P5c2

P5a2 Can you please let me know what is the name of the person who leads the commercial activities of the company (commercial manager, sales manager, marketing manager)?

(INT.: PLEASE WRITE DOWN THE NAME OF THE REFERRAL - IF "NO ANSWER\REFUSAL", CODE '999')

10 2 (2092,2093-2112)

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NEW BASED ON FL359 P5a

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P5b2 What is his\her title?

(INT.: PLEASE WRITE DOWN THE TITLE OF THE REFERRAL - IF "NO ANSWER\REFUSAL", CODE '999')

10 2 (2113,2114-2133)

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NEW BASED ON FL359 P5b

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P5c2 Can you give me his\her extension or direct line number, please?

(INT.: PLEASE WRITE DOWN THE EXTENSION\DIRECT LINE NUMBER OF THE REFERRAL - IF "NO ANSWER\REFUSAL", CODE '999')

10 2 (2134,2135-2154)

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FL359 P5c

IF THE ELIGIBLE REpondent IS NOT AVAILABLE (B1a=2), PLEASE MAKE AN APPOINTMENT

IF B1a=1 (the person is available) THEN GO TO A1

A1 Did your company import from or export to countries outside the European Union in 2013?

READ OUT ALL 3 ITEMS

Yes	1
No	2
I don't know/ I'm not sure	3

NEW

IF A1=1, "Yes", THEN GO TO B2b

IF A1=2, "No", OR 3, "I don't know / I'm not sure", THEN STOP INTERVIEW

B2b Are you a person responsible for customs compliance or customs operations?

Yes	1
No	2

NEW

IF B2b=1, "Yes", THEN GO TO P5d

IF B2b=2, "No", THEN GO TO C1

C1 May I speak to a person responsible for customs compliance or customs operations?

Yes, and is available now	1
Yes, and is not available now	2
No/Refusal (DO NOT READ OUT)	3

NEW

IF C1=3 THEN STOP INTERVIEW

IF C1=1 "Yes, and is available" or C1=2 "Yes, and is not available for the moment", THEN GO TO P5a3-P5c3

P5a3 Can you please let me know what is the name of the person responsible for customs compliance or customs operations?

(INT.: PLEASE WRITE DOWN THE NAME OF THE REFERRAL - IF "NO ANSWER\REFUSAL", CODE '999')

10 2 (2158,2159-2178)

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NEW BASED ON FL359 P5a

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P5b3 What is his\her title?

(INT.: PLEASE WRITE DOWN THE TITLE OF THE REFERRAL - IF "NO ANSWER\REFUSAL", CODE '999')

10 2 (2179,2180-2199)

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NEW BASED ON FL359 P5b

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P5c3 Can you give me his\her extension or direct line number, please?

(INT.: PLEASE WRITE DOWN THE EXTENSION\DIRECT LINE NUMBER OF THE REFERRAL - IF "NO ANSWER\REFUSAL", CODE '999')

10 2 (2200,2201-2220)

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FL359 P5c

IF C1=1 THEN GO TO P5d

IF THE ELIGIBLE REpondent IS NOT AVAILABLE (C1=2), PLEASE MAKE AN APPOINTMENT

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P5d Can I please verify that I am speaking with (NAME GIVEN)?

(INT.: PLEASE WRITE DOWN THE NAME OF THE PERSON YOU ARE SPEAKING WITH - IF "NO ANSWER\REFUSAL", CODE '999')

10 2 (2221,2222-2241)

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FL359 P5d

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P5e REDIRECTION OF THE CALL

(ONE ANSWER ONLY)

The respondent is putting you through the referral	1
You will call the referral later on	2

FL359 P5e

IF CODE 1 IN P5e THEN GO TO INTRO3 - IF CODE 2 STOP CONTACT

ASK ALL

D1 In 2013, did your company?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Import from countries outside the European Union	1,
Export to countries outside the European Union	2,
DK/NA (DO NOT READ OUT)	3,

NEW

D2 Who is responsible for dealing with customs procedures in your company?

(READ OUT – ONE ANSWERS ONLY)

An in-house staff member	1
Another company	2
Partly a staff member and partly another company	3
Other	4
DK/NA (DO NOT READ OUT)	5

NEW

ASK D3 TO D6 IF CODE 1 in D1 (if the company is an importer), OTHERS GO TO D7

D3: ITEM 10 SINGLE

D3 From which geographical area(s) did your company import in 2013?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Russia or other European country/countries outside the EU	1,
China	2,
Asia except China	3,
North America	4,
Brazil	5,
South America except Brazil	6,
Africa	7,
Middle East	8,
Other area(s)	9,
DK/NA (DO NOT READ OUT)	10,

NEW

D4: ITEM 30 SINGLE

D4 In which country/countries do you make import declarations?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

(OUR COUNTRY)	
(OUR COUNTRY)	1,
Another country in the EU	
Austria	2,
Belgium	3,
Bulgaria	4,
Croatia	5,
Cyprus	6,
Czech Republic	7,
Denmark	8,
Estonia	9,
Finland	10,
France	11,
Germany	12,
Greece	13,
Hungary	14,
Ireland	15,
Italy	16,
Latvia	17,
Lithuania	18,
Luxembourg	19,
Malta	20,
Netherlands	21,
Poland	22,
Portugal	23,
Romania	24,
Slovakia	25,
Slovenia	26,
Spain	27,
Sweden	28,
United Kingdom	29,

DK/NA (DO NOT READ OUT) 30,

NEW

D5: ROTATE ITEMS 1 TO 3

D5: ITEM 4 SINGLE

D5 What type of points of entry does your company use?

(READ OUT – 3 ANSWERS POSSIBLE)

Airports	1,
Seaports	2,
Land border	3,
DK/NA (DO NOT READ OUT)	4,

NEW

D6: ROTATE ITEMS 1 TO 3

D6: ITEM 5 SINGLE

D6 For which type of customers do you import goods or services?

(READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

Individual consumers	1,
Public sector organisations	2,
Your company or an affiliate	3,
Other companies	4,
DK/NA (DO NOT READ OUT)	5,

NEW

ASK D7 AND D8 IF CODE 2 in D1 (if the company is an exporter), OTHERS GO TO D9

D7: ITEM 10 SINGLE

D7 To which geographical areas did your company export in 2013?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Russia or other European country/countries outside the EU	1,
China	2,
Asia except China	3,
North America	4,
Brazil	5,
South America except Brazil	6,
Africa	7,
Middle East	8,
Other area(s)	9,
DK/NA (DO NOT READ OUT)	10,

NEW

D8: ITEM 30 SINGLE

D8 Which country/countries does your company use as point(s) of exit from the EU?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

(OUR COUNTRY)	
(OUR COUNTRY)	1,
Another country in the EU	
Austria	2,
Belgium	3,
Bulgaria	4,
Croatia	5,
Cyprus	6,
Czech Republic	7,
Denmark	8,
Estonia	9,
Finland	10,
France	11,
Germany	12,
Greece	13,
Hungary	14,
Ireland	15,
Italy	16,
Latvia	17,
Lithuania	18,
Luxembourg	19,
Malta	20,
Netherlands	21,
Poland	22,
Portugal	23,
Romania	24,
Slovakia	25,
Slovenia	26,
Spain	27,
Sweden	28,
United Kingdom	29,
DK/NA (DO NOT READ OUT)	30,

NEW

ASK ALL

D9 How many employees does your company have?

(READ OUT – ONE ANSWER ONLY)

1-9	1
10-49	2
50-249	3
250 or more	4
DK/NA (DO NOT READ OUT)	5

NEW

D10 What was your company's total turnover in 2013?

(READ OUT – ONE ANSWER ONLY)

Less than 100 000 euros	1
100 000 to 500 000 euros	2
More than 500 000 to 2 million euros	3
More than 2 to 10 million euros	4
More than 10 to 50 million euros	5
More than 50 million euros	6
DK/NA (DO NOT READ OUT)	7

NEW

D11: ROTATE ITEMS 1 TO 5

D11 Is your company any of the following...?

(READ OUT – ONE ANSWER ONLY)

A retailer	1
A manufacturer	2
A service provider	3
A customs agent	4
A transport/logistics company	5
Other	6
DK/NA (DO NOT READ OUT)	7

NEW

D12: ROTATE ITEMS 1 TO 3

D12: ITEM 1 AND 4 SINGLE

D12 Where are the premises of your company and its affiliates located?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

In the UK	1,
In another EU country	2,
Outside the EU	3,
DK/NA (DO NOT READ OUT)	4,

NEW

READ OUT: Electronic customs systems have gradually been introduced across the EU over the last few years. These systems have helped move customs processes away from paper and onto computer-based platforms. This has resulted in changes such as the ways import, export and transit declarations are prepared and submitted as well as affecting the way economic operators are registered.

Q1 What kind of impact had the introduction of electronic customs on your company?

(READ OUT – ONE ANSWER ONLY)

Very positive	1
Rather positive	2
Rather negative	3
Very negative	4
DK/NA (DO NOT READ OUT)	5

NEW

Q2 How frequently are customs procedures carried out for your company?

(READ OUT – ONE ANSWER ONLY)

Everyday	1
Several times a month	2
Several times a year	3
Once a year or less	4
DK/NA (DO NOT READ OUT)	5

NEW

ASK Q3A TO Q5A IF D2≠2 (not outsourced), OTHERS GO TO Q3B

IF Q2=5 "DK/NA" THEN STOP INTERVIEW

Q3A In your company, do you use a single IT interface or several IT interfaces when dealing with customs procedures?

(READ OUT – ONE ANSWER ONLY)

A single IT interface	1
Several IT interfaces	2
DK/NA (DO NOT READ OUT)	3

NEW

Q4A: ROTATE STATEMENTS 1 TO 7

Q4A For each of the following customs operations, would you say that it is in general a very easy, fairly easy, fairly difficult or very difficult operation to complete?

(READ OUT – ONE ANSWER ONLY)

		Very easy	Fairly easy	Fairly difficult	Very difficult	DK/NA (DO NOT READ OUT)
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1	Processing pre-arrival declarations	1	2	3	4	5
2	Submitting import declarations	1	2	3	4	5
3	Submitting export declarations	1	2	3	4	5
4	Submitting transit declarations	1	2	3	4	5

5	Calculating import charges	1	2	3	4	5
6	Paying import charges	1	2	3	4	5
7	Complying with controls, enquiries and audits	1	2	3	4	5

NEW

Q5A: ROTATE STATEMENTS 1 TO 5

Q5A When dealing with customs procedures, do you face the following situations...?

(READ OUT – ONE ANSWER ONLY)

		Often	From time to time	Rarely	Never	DK/NA (DO NOT READ OUT)
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1	Having to submit the same information more than once	1	2	3	4	5
2	Difficulties in predicting length of the customs clearance process	1	2	3	4	5
3	Unexpected delays caused by customs procedures	1	2	3	4	5
4	Working with an IT interface that is not easy to use	1	2	3	4	5
5	Difficulties in providing the information required by authorities	1	2	3	4	5

NEW

ASK Q3B TO Q5B IF D2=2 (outsourced), OTHERS GO TO Q6

Q3B: ROTATE ITEMS 1 TO 5

Q3B: ITEM 7 SINGLE

Q3B What are the main reasons why your company outsources customs procedures?

(READ OUT – MAX. 3 ANSWERS)

Conducting procedures in-house is too costly
Customs procedures are too complex
Customs procedures are too time-consuming
Your staff do not have the required expertise to comply with procedures
Customs procedures are rarely needed in your company
Other reason (DO NOT READ OUT)
DK/NA (DO NOT READ OUT)

- 1,
- 2,
- 3,
- 4,
- 5,
- 6,
- 7,

NEW

Q4B: ITEM 5 SINGLE

Interviewer instruction: If more than one provider, then refer to the main one

Q4B Where is the outsourcing company located?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

In the same Member State as your company	1,
In the Member State that is the main point of entry/exit for your imports/exports	2,
In another EU Member State that is not the main point of entry/exit for your imports/exports	3,
Outside the EU	4,
DK/NA (DO NOT READ OUT)	5,

NEW

Q5B1: ROTATE STATEMENTS 1 TO 5

Q5B1 For each of the following outsourced customs procedures, would you say that it is in general a very easy, fairly easy, fairly difficult or very difficult operation to complete?

(READ OUT – ONE ANSWER ONLY)

		Very easy	Fairly easy	Fairly difficult	Very difficult	DK/NA (DO NOT READ OUT)
1	Providing the required information for import declarations	1	2	3	4	5
2	Providing the required information for export declarations	1	2	3	4	5
3	Providing the required information for transit declarations	1	2	3	4	5
4	Paying import charges	1	2	3	4	5
5	Complying with controls, enquiries and audits	1	2	3	4	5

NEW

Q5B2: ROTATE STATEMENTS 1 TO 3

Q5B2 When dealing with customs procedures, do you face the following situations...?

(READ OUT – ONE ANSWER ONLY)

		Often	From time to time	Rarely	Never	DK/NA (DO NOT READ OUT)
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1	Multiple requests for similar information	1	2	3	4	5
2	Difficulties in predicting the length of the customs clearance process	1	2	3	4	5
3	Difficulties in providing the information required by authorities	1	2	3	4	5

NEW

ASK ALL

Q6 To what extent do differences in customs costs and time delays influence your decision to choose certain points of entry or exit? They influence it...

(READ OUT – ONE ANSWER ONLY)

Very much	1
To some extent	2
Not really	3
Not at all	4
DK/NA (DO NOT READ OUT)	5

NEW

Q7: ROTATE STATEMENTS 1 TO 4

Q7 Over the last 5 years how would you say each of the following has evolved...?

(READ OUT – ONE ANSWER ONLY)

		Increased a lot	Increased slightly	Stayed the same	Decreased slightly	Decreased a lot	DK/NA (DO NOT READ OUT)
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1	The costs related to customs operations (including the staff costs)	1	2	3	4	5	6
2	The frequency of controls	1	2	3	4	5	6
3	The frequency of enquiries and audits	1	2	3	4	5	6
4	The time required to clear customs	1	2	3	4	5	6

NEW

Q8: ROTATE STATEMENTS 1 TO 3

Q8 For your company, has the transition from paper to electronic customs procedures required...?

(READ OUT – ONE ANSWER ONLY)

		Yes	No	DK/NA (DO NOT READ OUT)
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1	IT investments (e.g. hardware and software)	1	2	3
2	Investments for training staff	1	2	3
3	Other types of investments	1	2	3

NEW

Q9: ROTATE STATEMENTS 1 TO 4

Q9 Did the transition from paper to electronic customs make a difference in terms of the following?

(READ OUT – ONE ANSWER ONLY)

		Yes very much	Yes to some extent	No, not really	No, not at all	DK/NA (DO NOT READ OUT)
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1	It lowered the cost of the products your company offers	1	2	3	4	5
2	It allowed your company to introduce new products faster on the market and/or to offer a wider range of products	1	2	3	4	5
3	It allowed your company to operate on more markets or in a wider geographical area	1	2	3	4	5
4	It simplified the customs procedures	1	2	3	4	5

NEW

Q10 The EU is currently evaluating the electronic customs procedures. Would you agree to take part in another telephone interview that would last about 30 minutes to explore your experience and views of electronic customs procedures in greater detail? If you agree to be interviewed again please give me your contact details (name, phone number, email address).'

Yes

1

No

2

NEW

IF Q10=1, "Yes", THEN GO TO Q11

Q11a Respondent's contact details

(INT.: PLEASE WRITE DOWN THE RESPONDENT'S CONTACT DETAILS)

10 2 (2391,2392-2411)

Empty box for writing contact details.

NEW

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