BORDER<ESS ALLIANCE

NON-TARIFF BARRIERS

Identifying, Reporting and Monitoring Mechanism

www.tradebarrierswa.org

User Manual

September 2014

SWARIP UKaid
from the British people

SAANA CONSULTING

CONTENTS

1 INTRODUCTION

The Borderless Alliance in its capacity as the leading regional advocacy platform for the private sector to voice its concerns and collaborate with decision-makers on finding solutions to common problems, seeks to promote a better business environment in West Africa through efficient trade facilitation tools. To this end, Borderless Alliance continually enhances its mechanisms for identifying, reporting and monitoring NTBs, contributing towards streamlining of non-tariff barriers in the West African region in order to promote a better business environment.

The mechanism for reporting and monitoring NTBs is a private sector initiative whose ultimate objective is to improve identification and monitoring of NTBs as well as contribute towards the improvement of the policy environment in West Africa. It acts as an advocacy tool that enables real-time interaction between private and public sector stakeholders. The tool will provide evidence required to engage high level stakeholders in addressing barriers faced by traders in the region. The stakeholders are drawn from the various supply chains including government and it institutions, port authorities, freight forwarders, logistics operators, manufacturers, traders and farmers. The mechanism will initially focus on selected countries in the sub-region.

The aim of the e-platform (e-portal) is to improve reporting and monitoring of NTBs by stakeholders, consolidate current NTB data collection and Border Information Centre activities of the Borderless Alliance. The pilot e- platform is a highly interactive real time reporting, monitoring and advocacy tool, which if managed properly, leads to efficient management of NTBs with potential to cover the entire West African region. It also can facilitate trade through NTB information dissemination, awareness creation and improved advocacy roles with policy makers. The e-platform also facilitates the enhancement of capacity building activities in the participating countries.

The mechanism was developed with support from UK AID under the SWARIP Regional Policy Fund.

2 PROCESS OVERVIEW

Complaints are submitted to the system via the NTB website. Once the e-platform receives a submitted complaint an administrator manages the process to review and classify the complaint as an NTB. Once activated as an NTB on the system, the process of monitoring commences. The processes for complaint submission is described and illustrated below.

Process overview description:

1. **Complaint is reported using the online reporting form**
   a. A new user creates and account or if already registered, logs into the system
   b. The user or the focal point completes the online reporting form, providing details about the incident or problem experienced
2. **Notification of complaint sent to System administrator by the system**
3. **The System administrator logs onto the system and examines the complaint**
4. **The System Administrator then does one of the following:**
   a. Classifies the complaint as an NTB and appoints Focal Point user(s) to start the resolution process
   b. Classifies the complaint as not being an NTB
   c. Moves the complaint to Trash if irrelevant (for SPAM submissions)
5. **Complainant or focal point logs in to view status of complaint**

3 ACCESSING THE SYSTEM

4.1 HOW TO ACCESS THE WEBSITE

To access the NTB website, type the following URL into the address bar of your browser:

http://www.tradebarrierswa.org

The home page displays as follows:

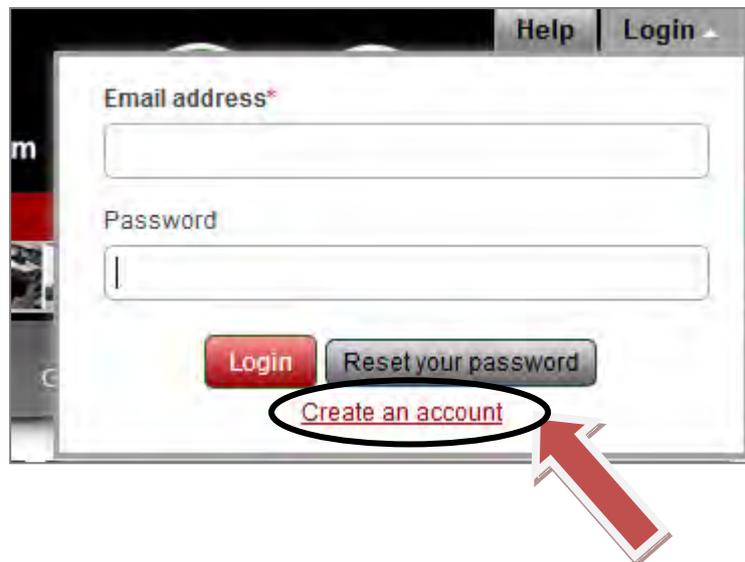## 4.2 HOW TO CREATE A NEW USER ACCOUNT

NOTE:

- Users must be registered in order to log on to the system to perform any functions relating to submission and tracking of complaints.

To create a new user account:

1. Open the website in a browser
2. Click on the "**Login**" button (located at the TOP RIGHT of the screen)
3. Click on the "**Create an account**" link at the bottom of the login form:

4. The *Create a new account* form will open:

Please register by completing the form below. Your personal details will not be published on the site and will only be used to acquire additional information about your submitted complaint.

Register

Email address*

Password*

Re-enter your password.*

First name*

Last name*

5. Complete the Registration form, and click on the "**Register**" button

6. The system will email a once-off activation link

7. Click on the link in the email in order to activate your account.

8. Once your account has been activated, you can log into the site following the directions for registered users in section 4.3.

NOTE:

- Fields marked with an asterisk (*) are compulsory.
- Users must activate their accounts by clicking on the activation link sent to their email address when registering.
- Users will not be able to log into the website unless their account has been activated.

4.3   HOW TO LOG IN IF YOU HAVE ALREADY REGISTERED

To log into the NTB website:

1. Open the website in a browser.
2. Click on the "**Login**" button (located at the TOP RIGHT of the screen).
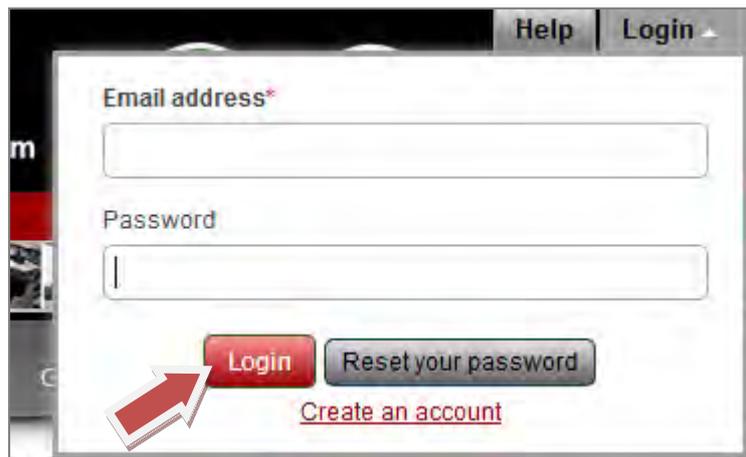
3. Fill in your email address and password. Then click on "**Login**"
4. Once logged in, the login button and form is no longer visible, and a "**Logout**" button appears at the TOP RIGHT of the screen
5. Click the "**Logout**" button to end your session

4.4   HOW TO RESET YOUR PASSWORD

To reset your password:

1. Open the website in a browser
2. Click on the "**Login**" button (located at the TOP RIGHT of the screen), followed by the "**Reset your password**" button, at the bottom of the login form:

3. The *Reset password* form will open:

4. Enter your email address, and click on "**Reset password**".
5. The system will email a once-off password reset link. Click on the link in this email to reset your password
6. The link opens a form where you can create a new password. Enter your new password in both fields, and then click "**Change password**".
7. You will now be able to login using your new password

4 EDITING YOUR USER PROFILE

4.1 HOW TO EDIT YOUR USER PROFILE

All registered users can log into the website and edit their own user profiles.

To edit your profile on the website:

1. Log into the website using your email address and password
2. Go to the **Your account** menu at the TOP LEFT of the screen and then click on **Edit your details**:

Edit your details

This allows the user to update his/her profile details:

- Email address
- First name
- Last name
- Gender
- Nationality
- Contact details (telephone and mobile numbers)
- Sector

Change your password

This allows users to change their passwords.

NOTE:

- Before submitting complaints, users are able to review the information contained in their profile, and make changes if necessary
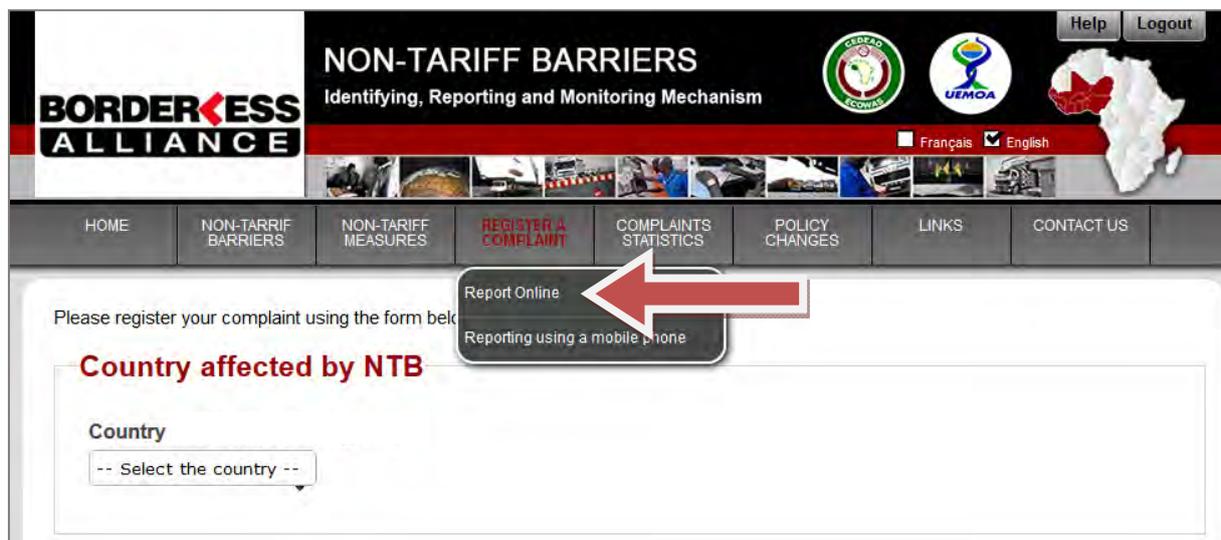
5 SUBMITTING AND TRACKING COMPLAINTS

All registered users are able to submit and track complaints via the NTB website. Unique reference numbers are assigned to complaints by the system automatically, on submission. Focal points can also register a complaint on behalf of a complainant.

6.1 HOW TO REPORT A COMPLAINT ONLINE

To report a new complaint:

1. Log onto the website, using your email address and password
2. Go to *Register a complaint* in the main menu and then click on *Report online* in the dropdown menu below it:

3. Complete the form on the page that opens by providing as much detail as possible about the complaint. Once all the information is complete, click the "**Submit your complaint**" button at the bottom of the form.

NOTE:
- You will be prompted to review your profile details and to make changes if necessary
- All fields marked with an asterisk (*) are compulsory and must be completed.

6.2 HOW TO UPLOAD A FILE

Supporting documents can be uploaded as part of the complaint submission.

To upload a file:

1. Click on "**Browse**", then locate the file on your computer
2. Select the file, and click on "**Open**"
3. Provide a description of the file
4. To add additional files, click on "**Add another file**" and repeat the process
5. Files added incorrectly to the form can be removed by clicking on "**Remove file**"
6. Files are uploaded and saved when the "Submit your complaint" button is clicked.

6.3 HOW TO TRACK A COMPLAINT

Users can track the status of complaints which they have submitted using the NTB website.

To track a complaint:

1. Log into the website, using your email address and password
2. Go to the *Your account* menu at the TOP LEFT of the screen and then click on *Complaints you have registered*:

3. This displays a list of all the complaints you have submitted

To search for a complaint in the list:

1. To search for specific complaints, use any of the following search criteria:
    a. Enter search terms in the **General Search** field

       OR
    b. Sort the "Complaint number" and "Date of incident" columns by clicking on the **column headers**

       OR
    c. **Filter** the remaining columns (NTB Type, Location, Reporting country and Status) by clicking on the filter icon and selecting certain conditions:
2. Click the "**View**" button to see the specific complaint

a) **General Search:**
Searches all complaint based on search terms provided

c) **Filter:**
See instructions in the following image

Your complaints

5 in total

Search list of complaints   Go   Clear all

Complaint number	NTB Type	Date of incident	Location	Reporting country or region	Status	Actions

NTB 460   6.1 Prior import deposits and subsidies   1-06-06   Botswana: BURS   Botswana   New   View

b) **Sort:**
Click on the column headers to sort listed complaints.

E.g. Clicking on the 'Date of incident' header will sort the complaints according to date in *ascending* order. Clicking the header again will sort the dates in *descending* order.

2. Click here to view more about this complaint

n prior to allowing any goods, being imported into
all deposit - enough to cove
the only way to avoid payi
determined as owing that ve
ticularly if you don't stay in Gaborone where most of the
ncurred by the importer and can result in goods being
all consignments, where the VAT owed is only a few
Gaborone, at the right time (which often changes) in order

458   procedures   -08   Botswana: Martins Drift   Botswana   New   View

Complaint: time taken to clear both side, high cost of paid to clearing agents both sides and attitude of Botswana customs officials is a seriuos concern and a mojr NTB. What you encounter at boarders is inconsistant and contradicts what the government preaches in relation to SMME development.

Your complaints

5 in total

1 Click on the filter

Search list of complaints   Clear all

Complaint number	NTB Type	Date of incident	Location	Reporting country or region	Status	Actions

NTB-000-460   6.1 Prior import deposits and subsidies   2011-   View

Search within list

☐ New
☐ Complaint registered with REC
☐ In process
☐ Resolved
☐ Non-actionable

2 Select the conditions you want to specify your search with. E.g. selecting "Resolved" will search for listed complaints that have been resolved.

Apply search   Clear search

returned to South Africa at the importers expense. For s
hundred Pula, more money can be spent on trying to get to Gaborone,   t time (which often changes) in order

3 Click on "Apply Search"

NTB-000-458   2.8. Lengthy and costly cust   procedures   Martins Drift   Botswana   New   View

Complaint: time taken to clear both side, high cost of paid to clearing agents both sides and attitude of Botswana customs officials is a seriuos concern and a mojr NTB. What you encounter at boarders is inconsistant and contradicts what the government preaches in relation to SMME development.

2. Click here to view more about this complaint

6 SUPPORT

Please do not hesitate to contact Borderless Alliance if you need any assistance in using this website.

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