



# WCO EXPERT GUIDELINES

To be read in conjunction with the  
WCO Handbook for  
Mercator Programme Advisors





WORLD CUSTOMS ORGANIZATION  
ORGANISATION MONDIALE DES DOUANES

## Guidance for WCO Experts

### TABLE OF CONTENTS

<b>FOREWORD</b> .....	<b>5</b>
<b>INTRODUCTION</b> .....	<b>7</b>
<b>BACKGROUND</b> .....	<b>7</b>
<b>DIAGNOSTIC FACILITATORS (DF's)</b> .....	<b>8</b>
<b>CUSTOMS MODERNIZATION ADVISORS (CMA's)</b> .....	<b>8</b>
<b>TECHNICAL AND OPERATIONAL ADVISORS (TOA's)</b> .....	<b>9</b>
<b>EXPERT TRAINERS (ET's)</b> .....	<b>9</b>
<b>LEADERSHIP AND MANAGEMENT DEVELOPMENT ADVISORS (LMDA's)</b> .....	<b>9</b>
<b>WCO RECOGNIZED EXPERTS</b> .....	<b>10</b>
<b>EXTERNAL EXPERTS</b> .....	<b>10</b>
<b>1. PRE-MISSION INFORMATION</b> .....	<b>11</b>
1.1. GENERAL PROCEDURES .....	11
1.2. LOGISTICS .....	11
The WCO component.....	11
The Expert's component .....	12
1.3. MISSION PREPARATION .....	13
The WCO component.....	13
The Expert's component .....	14
1.4. ADDITIONAL USEFUL ADVICE .....	15
<b>2. IN-COUNTRY INFORMATION</b> .....	<b>15</b>
2.1. LOGISTICS .....	15
The Expert's component .....	15
2.2. MISSION.....	16
The WCO component.....	16
The Expert's component .....	16
<b>3. POST-MISSION INFORMATION</b> .....	<b>17</b>
3.1. LOGISTICS .....	17
The WCO and Expert components .....	17
3.2. MISSION.....	17
The WCO component.....	17
The Expert's component .....	18
<b>ANNEX - FINANCIAL INFORMATION</b> .....	<b>19</b>
General procedures.....	19
Travel costs.....	19
Accommodation and daily subsistence allowance.....	19
Fees.....	20
Other expenditure.....	20



## FOREWORD

In your capacity as a WCO Expert, you contribute to the WCO's endeavours to provide quality advice to our Members and to improve the professionalism of Customs Services worldwide through reform, modernization and the application of standards to meet the challenges facing Customs in the 21<sup>st</sup> Century.

During your capacity building missions on behalf of the WCO you will work in different cultural environments and you will be challenged to provide valuable and pragmatic advice, guidance and solutions that can be understood and applied by the recipient administration.

In your role as a WCO Expert, you will be asked to adopt a results-oriented approach and to deliver tangible results and proposals for the way ahead in the beneficiary Customs services.

Although the WCO places much expectation on your shoulders, it is my sincere hope that we will fully equip you for your task through the information you will receive from us, in advance of your various missions.

The following guidance provides general information on the services and briefing you can expect from the WCO Secretariat as well as what we expect you to bring to the mission.

I have every confidence in the team I have here within the Capacity Building Directorate which is focused on your success, given that such success will contribute to the long-term viability of the WCO as a provider of Capacity Building activity of the highest quality.

It is my sincere belief that you will find working in an international environment and under the auspices of a WCO programme to be one of the most rewarding experiences of your Customs career.

**I welcome you to the WCO Experts Team and wish you every success in the future.**



A handwritten signature in dark ink, appearing to read 'Ernani Checcucci'.

**Ernani CHECCUCCI**  
Director, Capacity Building



## INTRODUCTION

This document is intended to offer general guidance on WCO Capacity Building activities to WCO Experts.

It provides information on the level of assistance available when preparing your WCO mission, during the implementation stage of the mission and during the post-mission phase, as well as information on financial rules for WCO Experts.

Additional details and easy access to WCO templates for the purposes of your mission are also provided.

Please note that all the explanations in this document apply to missions that are conducted in full by the WCO Secretariat.

For missions organized by one of our regional entities, such as one of our Regional Offices for Capacity Building (ROCB's), different procedures may apply.

Please also bear in mind that some WCO missions are implemented by means of contributions by external donors and these funds may be subject to specific conditions. In such cases, your WCO contact or the relevant regional entity will provide you with the necessary further information.

Any ideas on how to improve this briefing document are most welcome. Please share your suggestions with the WCO Capacity Building Directorate: E-mail: [capacity\\_building@wcoomd.org](mailto:capacity_building@wcoomd.org)

## BACKGROUND

The WCO is committed to providing effective Capacity Building to its Members. To achieve this objective, it has developed a network of qualified Experts from amongst its Members and associates who can be called upon to assist the WCO in the delivery of Capacity Building activities.

To ensure a consistent approach is maintained, the WCO has developed a structured three-phase approach to the formal accreditation process that includes:

- (i) the pre-assessment of candidates for a WCO accreditation workshop ;
- (ii) the successful participation at a WCO accreditation workshop; and
- (iii) the evaluation during an in-field mission with another qualified Expert.

Formal WCO accreditation commences from the date the Expert successfully completes an in-country/classroom mission with a qualified Mission Lead, who formally assesses his or her performance. Accredited Expert status is only afforded to serving Officers from Member administrations.

As part of the candidate nomination process, Member administrations commit to release officials for a maximum of twelve weeks over an initial three-year period following their successful formal accreditation.

### **Expert Categorization**

The six categories of WCO Accredited Expert are:

- (i) Diagnostic Facilitators (DF)
- (ii) Customs Modernization Advisors (CMA)
- (iii) Mercator Programme Advisors (MPA)

- (iii) Technical and Operational Advisors (TOA)
- (iv) Expert Trainers (ET)
- (v) Leadership and Management Development Advisors (LMDA)

### **Diagnostic Facilitators (DF's)**

Diagnostic Facilitators are experienced, Customs officials with a strong understanding of the WCO Customs Capacity Building Strategy and the WCO Customs Capacity Building Diagnostic Framework.

Diagnostic Facilitators are individuals who possess the capacity to accompany, guide and mentor organizations through the implementation of reform and modernization measures. They will have the ability to conduct holistic organizational assessments or review organizational reform and modernization programmes.

Diagnostic Facilitators play an important role in conducting diagnostic study missions aiming at identifying the development status of the administrations and the priorities and needs for capacity building.

### **Customs Modernization Advisors (CMA's)**

Customs Modernization Advisors are experienced Customs officials who possess the capacity to accompany, guide and mentor organizations towards planning, implementing and evaluating reforms and modernization activities and processes.

Customs Modernization Advisors promote Customs modernization and have the ability to provide strategic advice and explain Customs international tools and standards. This requires Experts with a broad understanding of matters related to organizational development as well as enforcement, compliance and trade facilitation.

### **Mercator Programme Advisors (MPA's)**

Mercator Programme Advisors form a specialized CMA category to describe Experts who have the traditional CMA skills but have also demonstrated the skills and knowledge to assist Members with implementation of the WTO Trade Facilitation Agreement (TFA) at a strategic level.

Mercator Programme Advisors are called upon to support administrations with organizational (or Government) gap analysis, planning and implementation of the TFA and providing advice and guidance in establishing National Committees on Trade Facilitation (NCTF's).

Mercator Programme Advisors typically come from middle to senior management positions and may have specific experience and expertise in areas such as risk management, stakeholder engagement, coordinated border management and other strategic areas.

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**Customs Modernization Advisors and Mercator Programme Advisors** are essentially change management Experts who possess good facilitation and communication skills and have the ability to lead strategic discussion at a senior Customs level.

Customs Modernization Advisors and Mercator Programme Advisors are also expected to become distance advisors to Member administrations and follow up on their development process and support planning of further capacity building initiatives.



## **Technical and Operational Advisors (TOA's)**

Technical and Operational Advisors are individuals with sound technical and subject matter skills and knowledge who can engage with middle and senior management and provide advice on organizational development of specific programmes or projects. For example setting up a new IPR unit or establishing an AEO programme.

Technical and Operational Advisors are expected to provide project planning advice and implementation guidance in their particular area of expertise.

Technical and Operational Advisors are also expected to have a broad knowledge of the key WCO tools and instruments and be able to apply them in a strategic context.

There are currently twelve TOA sub-categories, these are:

- Authorized Economic Operators (AEO)
- Data Model (DM)
- Intellectual Property Rights (IPR)
- Post Clearance Audit (PCA)
- Revised Kyoto Convention (RKC)
- Risk Management (RM)
- Single Window (SW)
- Tariff & Trade Affairs (TTA) – Revenue Package
- Time Release Study (TRS)
- Transit
- Customs Laboratories
- Non-Intrusive Inspections (NII)

## **Expert Trainers (ET's)**

Expert Trainers specialize in specific Customs technical subjects such as Valuation, Origin and the Harmonized System and typically conduct classroom-training events for Member administrations.

Expert Trainers are practitioners with a high level of technical expertise in a specific core Customs area with the methodological training ability to generate learning for others. They deliver learning events together with providing related coaching and mentoring support and when possible e-tutoring.

Expert Trainers also specialize in specific initiatives such as WCO Project Global Shield, WCO/UNODC Container Control Programme (CCP), the WCO Strategic Trade Controls Enforcement (STCE) Programme, the WCO COPES (Compendium of Customs Operational Practices for Enforcement and Seizures) Project and the INAMA Project (controlled delivery, investigation and operation planning and command training).

## **Leadership and Management Development Advisors (LMDA's)**

Leadership and Management Development Advisors (LMDA's) are specialists in leadership and management development, leading to organizational development. They are particularly skilled in facilitating learning and development for middle and senior managers.

Leadership and Management Development Advisors have knowledge of the environment in which Customs operates and experience in management development and training. LMDA's are Customs managers with very strong facilitation and communication skills.

In addition, the WCO has also established the following categories of Expert:

- (i) Recognized Expert (RE)
- (ii) External Expert (EE)

### **WCO Recognized Experts**

It is fully acknowledged by the WCO that there are a number of Member Experts that are already successfully assisting the WCO in capacity building activity.

It may well be that these Experts have not undergone a formal WCO accreditation process or may be specialized in an area that is not currently covered by WCO accreditation categories but have known experience and relevant expertise and considered fully qualified to represent the WCO.

Examples of this may include Integrity, Human Resource Development (HRD), and Information Technology (IT) etc.

A typical profile of a Recognized Expert should include many of the following:

- Customs and International knowledge and experience;
- Practical experience in applying and implementing new Customs processes;
- Customs modernization and/or strategic planning knowledge and experience;
- Experience as an advisor, facilitator, mentor or coach;
- Experience in drafting plans, project or program proposals; and
- Excellent, oral, written and IT communication skills.

WCO Lead Officials and WCO Project Managers, in collaboration with the WCO Regional Development Managers (RDM's), are responsible for managing and evaluating the deployment of Recognized Experts. The details of all Recognized Experts are recorded in the ACE database.

Recognized Expert status is only afforded to current serving Officers from Member administrations.

### **External Experts**

External Experts are from the private sector, academia, international organizations and non-government organizations.

External Experts can be former WCO Accredited Experts who are no longer serving in a Member administration. Former Customs officials with relevant experience, knowledge and qualified certification from a WCO Lead Official fall into this category.

Equally, External Experts may also be either former Customs officials who were never formally WCO accredited/certified or professionals who have not worked for a Customs administration but have the expertise and experience that the WCO chooses to utilize.

External Experts account for a very small percentage of the overall available pool of WCO Experts and are only ever approached when a WCO Accredited Expert or a WCO Recognized Expert from a Member administration is unavailable, or there is a very specific reason why it is necessary to invite someone externally.

The overriding reason to exceptionally use an external resource is to ensure that the high standard of WCO delivery support to Members continues to be maintained at all times. As is the case for all WCO Experts, the performance of External Experts will be Quality Assured to ensure these delivery standards are being met.

# 1. PRE-MISSION INFORMATION

## 1.1. General procedures

Within the WCO Secretariat the overall policy of WCO Experts is managed within the Capacity Building Directorate (CBD). The WCO Secretariat manages the pool of Experts through the Accredited Customs Experts (ACE) database that outlines each Experts' specific area of competence and experience.

A number of "WCO Lead Officials" from across the WCO Directorates are involved in the accreditation and selection of practitioners from Member administrations in the range of Customs subjects. Lead officials have a comprehensive knowledge and a professional background in the specific topic and are nominated by the relevant WCO Director.

During the initial planning stage of a support mission a WCO contact person will be appointed. This may be a WCO Lead Official, a WCO Regional Development Manager (RDM) or occasionally a Member Expert. This appointed person will be referred to as the Mission Lead. The WCO also have a number of Project Managers employed to manage a specific WCO project or fund. On occasion, a WCO Project Manager may also act as the WCO contact person and/or the Lead Official and may also assist in conducting the support mission.

Your WCO Mission Lead will assist in the preparation for your mission and will be at your disposal throughout the planning, implementation and post-mission phases. Additionally, your Mission Lead will share with you all relevant information on the content of your mission, the objectives, your expected input and the anticipated outcomes.

In advance of your mission, the WCO contact point will be in touch with you and your administration to check on your availability and to confirm your release.

Once this has been confirmed the WCO contact will put you in touch with the beneficiary administration and/or with your co-facilitator if the mission is being carried out by more than one Expert.

## 1.2. Logistics

### The WCO component

- ***Approval by the administration seconding the Expert***

The WCO will obtain your administration's approval for you to participate in a WCO mission and will establish main contact at the Secretariat.

- ***Travel***

The WCO will make the travel arrangements and your e-ticket(s) will be issued to you by e-mail following receipt of a duly completed Travel and Banking Details form that can be obtained from your WCO contact point. You are asked to indicate any airline travel requirements as soon as possible, given that significant discounts can be obtained on early reservations.

The WCO rules permit airline Business Class travel for Experts only when a flight sector is over six hours duration. Airline tickets will be purchased by the Secretariat at the most economic rate. Other rules may apply in some circumstances. Please ask your WCO contact for further information if using other forms of transport. Travel arrangements within the host country are generally the responsibility of the host administration.

- ***Advance payment***

Advance payment for accommodation and for the daily subsistence allowance will be initiated by the WCO, as explained in the Financial Information section.

- ***Health Insurance***

Where no insurance cover is provided by the Expert's home administration or where the Expert does not have appropriate personal health insurance, the WCO can provide limited health insurance for the duration of the mission (including travel dates) up to a maximum amount of 5,000 euros.

This cover is for work related accidents or urgent medical cover only. Please note that ambulatory, non-urgent care will be at the Experts' own expense. Please return a duly completed Health Insurance form by email to your WCO point of contact. In the event of an accident or a medical emergency, please contact your WCO contact person as soon as possible. Please consult with your WCO contact person prior to incurring any exceptional expenses.

- ***The WCO CLiKC! platform***

The WCO Learning Portal, CLiKC! (Customs Learning and Knowledge Community) is a platform through which WCO Experts can obtain access to all WCO standardized training materials and their own WCO Accredited Expert virtual space. CLiKC! also hosts this guidance document and the WCO Accredited Experts Newsletters.

Your personal profile and passwords provide access to all the WCO e-learning modules and training kits. Access to the CLiKC! Homepage is as follows: (<http://clikc.wcoomd.org>).

As a WCO Expert you are expected to promote the use of the resources available via CLiKC! to all workshop participants, trainees and beneficiaries. These additional resources can effectively complement your Capacity Building activity through virtual preparation and virtual follow-up. Please get in touch with your WCO contact point to consider developing a blended learning sequence and/or a virtual working space for your workshop's participants.

Accredited Experts are also encouraged to take advantage of the Experts area on CLiKC! (or the area dedicated to their specific accreditation subject when available) to share with their colleagues information on the latest trends, technical issues, or any relevant information and to develop a dialogue between them with a view of developing a supportive network of expertise.

## **The Expert's component**

- ***Passport / visa***

You are responsible for ensuring that you have a valid passport and any necessary visa documents. We recommend that you obtain information about visa procedures in good time, as some countries may require applications to be submitted several weeks ahead of your mission.

Please familiarize yourself with the entry procedures of the beneficiary country. You may also be asked to contact the immigration authorities in some countries during the course of your stay. Certain countries require additional forms upon entry to meet stricter security regulations.

A supporting letter from the WCO Division of Administration and Personnel is available subject to certain conditions.

- ***Vaccinations***

Please ensure that you have any vaccinations that might be required upon entry (such as the obligatory yellow fever vaccination 10 days before entry into some countries) and that you follow any recommended preventive treatments (such as malaria prophylaxis, vaccinations, etc.).

- ***Local transport from/to the airport***

As procedures for meeting Experts upon arrival differ from one country to another, you are asked to agree with the beneficiary country on any logistical arrangements concerning your transport from/to the airport.

- ***Hotel arrangements***

Unless the event takes place within the premises of a Regional Training Centre (RTC) offering accommodation, you will generally be asked to make your own accommodation arrangements to be paid for out of your daily subsistence allowance. Your contacts at the WCO Secretariat or the beneficiary country can offer advice on suitable hotels close to the mission venue.

### **1.3. Mission preparation**

#### **The WCO component**

- ***Comprehensive mission information***

The WCO will provide you with information on the mission background together with the Terms of Reference document. This document provides you with clear information of the mission background, the target group, your expected input and the expected results.

- ***Provision of WCO tools and standards***

The WCO will share with Experts all relevant tools, instruments, standards and any pre-existing presentational material and any other useful literature/documentation that will support the successful delivery of the mission. Experts are expected to adapt this material to the national/regional requirements.

- ***Online activities***

When possible, the WCO will set up a specific workspace on the CLiKC! platform, dedicated to the mission. These tools could be used to enable blended learning activities (when relevant), such as pre-workshop and post-workshops assignments or evaluations and will enable to facilitate the preparation and follow-up of the mission. It also allows easier communication with the participants and dissemination of the relevant documentation.

Please ask your WCO contact point to obtain your and your participants' personal access code for the CLiKC! Platform.

## The Expert's component

- ***Contacts***

With the WCO's assistance, you are asked to establish contact with the destination country and with your co-facilitator in cases where the mission is being carried out by more than one Expert. This will enable you to collect relevant pre-mission information (such as organizational structure, statistics, priorities, needs of the administration in question, etc.) from the beneficiary country or other sources.

- ***Online activities***

When a CLiKC! workspace has been set up for the mission, you are asked to contribute to the online preparation by submitting the relevant documentation to the participants, preparing the online assignments, defining the e-learning courses to be followed by the participants, animating the exchanges and taking most benefits of the available tools.

- ***Interpretation / translation***

Be ready and willing to communicate in the official language of the mission, as the WCO commonly carries out activities without interpretation/translation unless otherwise advised by your WCO contact.

If translation services are confirmed, then please ensure timely sharing of key documents and presentations to enable translation ahead of the event. Also please clarify whether translation of mission outputs can be arranged.

- ***Mission planning / agenda***

WCO Experts should propose a draft mission agenda to the WCO and the beneficiary country. Please consult with your WCO point of contact if deemed necessary.

In the case of a co-facilitated mission in particular, Experts should spend some time preparing before the event to ensure an agreed approach and sharing of roles and tasks. If this proves impractical, then preparation time should be built into the time allocation planned for the mission.

- ***Action setting***

Please consult and reach agreement with the beneficiary country, in advance of the mission, on the venue and action setting required (mission facilities, organization of side meetings with other stakeholders, etc.).

If the participants need to carry out any preparatory work in advance of the event, then please advise the beneficiary country accordingly and share any relevant background material as soon as possible.

- ***Update on WCO trends and developments***

In addition to relevant tools and instruments shared with you by the WCO, you are expected to keep abreast of the latest WCO news, tools and developments on the WCO Members' website. Please contact your WCO point of contact if you do not yet have access to the WCO Members website.

You are expected to stay continuously updated and to have frequent contact with the WCO on your area of expertise through participation to Committees, direct exchanges with the lead Expert of your area of expertise, contribution to the CLiKC! platform Experts Network, contribution to the Virtual Customs Orientation Academy as tutors, attendance to refresher events or other means of communication.

## 1.4. Additional useful advice

With a Membership of 182 Customs administrations worldwide, it is difficult to share generic advice on preparatory steps that may prove more useful in some regions or countries rather than in others. Nevertheless, the following additional recommendations may be worth considering;

- Check in advance whether there is a restriction on the amount of cash (or other goods) that can be brought into the destination country.
- Access to cash dispensers and acceptance of credit cards might be limited in some countries.
- Be prepared for the weather/climate of the destination country.
- Keep contact details/addresses in your hand luggage as your hold luggage may be delayed.
- Should you have any specific religious/cultural requirements then please advise the beneficiary country accordingly.
- Advise the recipient administration of any special dietary requirements you have.
- The situation in some destination countries may call for special security measures. For any mission-related travel in such countries, the beneficiary administration will be responsible for providing suitable and safe transportation. It is important to ensure this is arranged in advance of the mission.
- Ensure that you are fully aware informed of any internal travel restrictions and/or curfews in place in advance of your mission.

## 2. IN-COUNTRY INFORMATION

### 2.1. Logistics

#### The Expert's component

- ***In-country travel***

Please agree bilaterally with the host administration on arrangements for your daily transport to/from the venue. It is the responsibility of the beneficiary country to arrange any in-country travel that may be required to fulfil your mission tasks (visits to border posts, meetings at other stakeholder venues, etc.).

- ***Pre-event activities***

Before the event, you should get in touch with the participants through the CLiKC! platform to prepare the activity through exchanges, upload of documentation and assignments when relevant.

It is recommended that you arrive in the country in good time to establish early contact with your counterpart in the beneficiary service and to carry out the following pre-event activities:

- confirm standing arrangements for the workshop/event;
- if practical, inspect the venue to confirm the suitability of equipment;
- if practical confirm room layout and the availability of mission material;
- confirm the agenda, start and finish times, etc.;
- confirm the list of participants.

## 2.2. Mission

### The WCO component

- Your WCO contact point will be at your disposal if any additional information is required during your mission.
- The WCO will also grant you access to its tools and instruments during your mission, so please make the most of the available background information on the WCO websites.

### The Expert's component

- ***Donor visibility***

During the course of the mission please ensure that you highlight to participants and beneficiary administration all circumstances where funding from development partners have made the event possible. Your WCO contact point will provide you with this information and it will also be contained in the mission Terms of Reference document.

- ***Mission assessment***

You should develop and distribute a WCO Evaluation Questionnaire to all participants in order to obtain their overall assessment of the event. This helps the WCO assess the quality and appropriateness of our assistance to our Members and helps inform future mission delivery.

Please collect the completed questionnaires during the closing session and send them, together with your mission report, to your WCO contact person. These assessments will assist the WCO in ensuring the quality of delivered activity and to track the professional development of both participants and facilitators.

- ***Code of Conduct***

WCO Experts must, in all circumstances, ensure their conduct befits their status as an international official. Experts should exercise the utmost discretion in regard to all matters of official business on behalf of the WCO. Unless authorized to do so, Experts shall not disclose to any unauthorized person, any unpublished or restricted information acquired during the course of their official duties nor shall they make any use of such information outside their official work for the WCO.

Experts must demonstrate impartiality, integrity, fairness, honesty and good faith in all matters pertaining to their work and their status. They must avoid any conflict of interest, or apparent conflict of interest, in the performance of their duties and shall not take advantage of their trusted position to produce undue advantage for themselves or a third party or for any other inappropriate purpose.



## 3. POST-MISSION INFORMATION

### 3.1. Logistics

#### The WCO and Expert components

- ***Closure of your travel claim / Reimbursement of outstanding expenditures***

As indicated in the financial information (see below), your WCO contact point will initiate your travel expense claim on your behalf and ask for your reimbursement of any additional expenses. To facilitate this process, please provide him/her with your original travel vouchers (boarding passes) and any original invoices relating to additional expenses for which reimbursement is claimed.

**PLEASE NOTE THAT YOUR WCO CONTACT CAN ONLY FINALIZE YOUR TRAVEL EXPENSE CLAIM IF YOUR MISSION REPORT HAS BEEN PROVIDED AND UPLOADED BEFOREHAND. THIS SHOULD BE SUBMITTED WITHIN 2 WEEKS AFTER THE MISSION IS COMPLETED.**

### 3.2. Mission

#### The WCO component

- ***Quality assurance***

The WCO needs to report back to its Members and stakeholders on the results derived from WCO Capacity Building interventions, and your report will be a key source of information in this respect. Your WCO point of contact will provide you guidance on the standard and style of report required and will provide you similar examples, where necessary.

Upon receipt of your mission report and related annexes together with the participants' evaluation, your WCO contact point will review the information provided and may contact you to seek any clarity should it be necessary.

These measures should be fair and not overly cumbersome to make them easy to apply and report against. In practical terms:

- The pre-accredited Expert will conduct his/her first mission under the supervision/guidance of an experienced and qualified Expert.
- The beneficiary administration will initially be asked to provide feedback to the WCO on the overall capacity of the facilitators working with their administration.
- An evaluation questionnaire should be completed by each event participant in order to obtain feedback on the relevance and effectiveness of the support received, and the overall qualities of the facilitators.
- The beneficiary administration will subsequently be asked to provide feedback to the WCO on the impact the support has had.

- ***Follow-up***

When possible, the implementation plans, follow-up activities or other post-mission discussions and assignments implemented on the CLiKC! platform dedicated workspace will be monitored by the WCO Secretariat.

- ***Visibility / publication***

The WCO will publish a short article regarding your mission on the WCO Public website. If your mission report provides sufficient background then no further information will be required. Ideally you should share some suitable mission photos with your WCO contact point to enable him/her to produce an appealing and informative Web Article. Draft articles should be sent to the WCO immediately on the conclusion of the mission.

### **The Expert's component**

- ***Reporting***

You are asked to send your WCO Mission Report and the participants' WCO Mission Evaluation Questionnaire to your WCO contact point in a timely fashion.

Please note that our Members, Development Partners and other stakeholders increasingly require more detail on what we have done and what we have achieved rather than just information on the activity delivered. Activity and reporting should be centred on outcomes rather than outputs.

The reporting focus should therefore be on specific results of a tangible, qualitative or quantitative nature and on any problems and mitigating solutions and suggested next steps. WCO Mission Reports are shared with beneficiary administrations.

- ***Repository of WCO mission material***

As an annex to your final report, please share with your WCO contact point the final approved agenda, all mission materials, all tangible outcomes (including those still at the draft stage) and a list of participants. This will provide a comprehensive picture of the delivered activity.

Furthermore, the dedicated workspace on the CLiKC! platform will serve as a repository for the materials used during the mission (presentations, exercise sheets, documentation, etc.). This will allow the participants to access it easily and this will also allow the WCO Secretariat to manage the knowledge and reuse these materials when necessary.

## **ANNEX - FINANCIAL INFORMATION**

### **General procedures**

In advance of your mission, your contact at the WCO will have to submit a travel authorization request into the WCO internal Intranet system on your behalf. This will initiate the procedures for travel authorization and the advance payment of per diem allowances, if required. Your WCO contact point will send your electronic flight ticket to you by e-mail.

Your WCO contact point will also be responsible for finalizing a travel expense claim on your behalf upon completion of your mission, in order for you to claim any additional reimbursement.

To that end, please ensure that you send your WCO contact the following:

- Before the mission: all the relevant information together with the duly completed Travel and Banking Details Form.
- After the mission: original boarding passes (all flight segments) and any invoices relating to additional expenses for which reimbursement is claimed.

### **Travel costs**

- The WCO will cover travel costs, including costs incurred for obtaining a visa and vaccinations required in order to be permitted entry into destination countries.
- The WCO will provide you with electronic flight tickets for any long distance travel prior to your mission. Upon your return, the WCO will reimburse additional transport costs to/from the beneficiary country against presentation of additional travel invoices.
- In this context, the following travel expenses may be claimed upon return from your mission :
  - Taxi fares (a maximum of four (4) trips) :
    - Home to airport
    - Airport to meeting venue or hotel
    - Meeting venue or hotel back to airport
    - Airport to home

### **Accommodation and daily subsistence allowance**

The WCO will provide you with a daily subsistence allowance for the period of your mission, based on the United Nations per diem rate and the number of days/overnight stays required to complete your mission. Your WCO contact point can advise you on the appropriate rate for your mission.

The breakdown of the per diem you will receive in advance of your mission is as follows:

- 50% - Hotel
- 10% - Breakfast
- 15% - Lunch
- 15% - Dinner
- 10% - Miscellaneous expenses

The advance payment will be made either directly to the Expert's account or to an account of the seconding administration, against receipt of the duly completed Travel and Banking Details Form. The system applicable is decided on by the seconding Customs administration and may therefore vary between WCO Members.

If the hotel costs exceed 50% of the agreed per diem rate, then the WCO will perform a final calculation of reimbursable expenses against the presentation of the relevant hotel invoice upon completion of the mission.

### **Fees**

- The WCO promotes the philosophy of assistance from Members to Members, whereby donor Members provide their expertise as a form of in-kind support for the delivery of our Capacity Building activities. As a result, fees are not paid to WCO Accredited Experts or WCO Recognized Experts who are serving Customs Officials.
- The WCO only pays fees in cases where it has no option but to outsource support from External Experts, subject to the provisions of project requirements.
- External Experts are only approached when WCO Accredited Experts or WCO Recognized Experts from Member administrations are unavailable, or there is a very specific reason why it is necessary to invite someone externally.
- External Experts are to agree with, sign and abide by the terms of a formal employment contract drawn up by the WCO Legal Section/Project Managers that includes specific sections relating to their overall code of conduct and potential conflicts of interest.

### **Other expenditure**

Other expenditure will be reimbursed against presentation of invoices, as follows:

- Telephone calls and expenses for faxes, photocopies and Internet connections incurred for official purposes may be claimed within reason and against presentation of invoices/bills.
- Public transport costs necessarily incurred in the performance of your official duties, and
- Compulsory preventive medication (antimalarial medication, vaccinations, etc.).

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