



Federation of East African Freight
Forwarders Associations (FEAFFA)

A large, abstract graphic composed of several overlapping diagonal shapes in shades of green, yellow, and grey, creating a dynamic, geometric background for the report cover.

ANNUAL REPORT **2017**



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BOARD MEMBERS



Auni Bhaiji (KIFWA)
President



Stephen Ngatunga (TAFFA)
1st Vice President



Fred Seka (RWAFFA)
2nd Vice President



Petit Jean Ndikumana (ABADT)
Secretary General



Paul Higiroy (UFFA)
Treasurer



Waheed Saudin (TAFFA)
Member



Philippe Ndikumana (ABADT)
Member



Hussein Kiddedde (UFFA)
Member



Francis Omondi (KIFWA)
Member



Masaad Salim Breik (ZFB)
Member



Omar Mussa (ZFB)
Member



Theogene Rukundo (RWAFFA)
Member



Merian Sebunya (UFFA)
Immediate Past President

Brief on FEAFFA

The Federation of East African Freight Forwarders Associations (FEAFFA) is a private sector apex body of freight forwarders' associations in the Eastern Africa region that was established in 2006. It is registered and domiciled in the United Republic of Tanzania with a Secretariat in Nairobi, Kenya.

Vision

An efficient, professional and competitive East Africa Freight Logistics Industry

Mission

To promote a professional freight logistics industry for trade facilitation and regional economic growth.

FEAFFA Executive Board

Name	Position
1. Auni Bhaiji (KIFWA)	President
2. Stephen Ngatunga (TAFFA)	1st Vice President
3. Fred Seka (RWAFFA)	2nd Vice President
4. Petit Jean Ndikumana (ABADT)	Secretary General
5. Paul Higiroy (UFFA)	Treasurer
6. Waheed Saudin (TAFFA)	Member
7. Philippe Ndikumana (ABADT)	Member
8. Hussein Kiddede (UFFA)	Member
9. Francis Omondi (KIFWA)	Member
10. Theogene Rukundo (RWAFFA)	Member
11. Masaad Salim Breik (ZFB)	Member
12. Omar Mussa (ZFB)	Member
13. Merian Sebunya (UFFA)	Immediate Past President

Members Associations

1. Association Burundaise des Agencies en Douane et Transitaires (ABADT)
2. Kenya International Freight & Warehousing Association (KIFWA)
3. Rwanda Freight Forwarders Association (RWAFFA)
4. Tanzania Freight Forwarders Association (TAFFA)
5. Uganda Freight Forwarders Association (UFFA)
6. Zanzibar Freight Forwarders Bureau (ZFB)

Secretariat

- | | |
|-----------------------------|--------------------|
| 1. John K Mathenge | Executive Director |
| 2. Elias Rwamanyonyi Baluku | Program Manager |
| 3. Samuel Mbucho | Accountant |
| 4. Andrew Onionga | ICT Officer |
| 5. Njeri Kenyaggia | Administrator |
| 6. Canton Onyino | Office Assistant |

Development partners

- USAID East Trade and Investment Hub (EATIH)
- TradeMark East Africa (TMEA)
- Japan International Cooperation Agency (JICA)
- Family Health International 360 (FHI360)

Bankers

Kenya Commercial Bank
 P.O. Box 14959 – 00800, Nairobi
 Tel: +254 20 3747576
 Fax: +254 20 3747576
 Email: contactcentre@kcb.co.ke

Auditors

PSJ Advisory Services
 P.O. Box 41684 – 00100, Nairobi, Kenya
 Tel: +254 20 3751814/15
 Fax: +254 20 3751808
 Email: advice@psjkenya.com

A. Executive Summary

This report provides a summarized update on the business of FEAFFA in the year 2017. It captures the progress made in the implementation of key activities, projects and programs by the Federation throughout the year. The report highlights key challenges encountered and finally offers an insight into the Federation's future developments.

The focus of the Federation remained the major programmatic pillars as derived from its strategic plan. Training was the prominent intervention by the Federation. A new training strategy was finalized, EACFFPC training started in Zanzibar for the first time and a new border class mounted at Malaba border. The East Africa Customs Freight forwarding Practicing Certificate (EACFFPC) training materials were reprinted while development of an online Learning Management Solution (LMS) started. The LMS will initially provide training on rules of origin. Development of a training module on HIV/AIDS and health continued.

Development of the regional model bill on self-regulation and management of customs agents and freight forwarders was finalized through a regional validation workshop, the bill was presented to and acknowledged by the EAC Committee of Customs, printed and regionally launched during the Global Logistics Summit (GLS 2017) in Dar es Salaam by the Hon. Minister for Transport, Works and Communication of the United Republic of Tanzania Prof. Makame Mbarawa. Rwanda was selected to pilot domestication of the bill by developing its national law. A national steering committee was established, an action plan developed and a national stakeholders awareness raising meeting held. The model bill was also translated to French. Voluntary professional registration of industry professionals continued with the regional registration board of practitioners was constituted

and launched during GLS 2017.

The Freight logistics magazine and FEAFFA websites continued as the main channels of communication with stakeholders and especially the membership.

Efforts to fundraise continued. A new approach to membership subscription was adopted. The project on building capacity of CFAs for effective application of the revised EAC rules of origin supported by USAID was extended for one more year while the other project on integrated cross-border health continued to the final stretch. Memorandums of Understanding (MOU) with the Central Corridor and East African Community Secretariat were signed while Advocacy on container deposits continued with emphasis on introducing an insurance based guarantee system. Discussions with leading shipping lines, the ship agents and insurance firms made meaningful strides. Sensitization of members on the EAC rules of origin continued.

The Federation however continued to struggle with limited financial resources, changing priorities in partner supported programs and activities, delayed execution of activities and gaps in synchronization of programs between FEAFFA and the national associations.

To address these shortcomings, FEAFFA intends to continue focusing on institutional capacity building and sustainability, investing in training on Corporate Governance and other aspects of institutional development especially for the member associations. It will continue to engage development partners on prospective projects, pursuing domestication of the law on self-regulation especially in the pilot country, fast tracking the review of the FEAFFA strategic plan and putting in place measures to ensure flagship interventions are effectively implemented.



The Launch of the Model Bill in Dar 2017

B. Introduction

The report is presented in line with the Federation's key thematic areas i.e. Professionalism, Certification and Accreditation (PCA), Membership Services (MS), Knowledge Management (KM), Institutional Development (ID) and Lobbying and Advocacy (LA).

C. Program Activities

FEAFFA secretariat remained the nerve centre of all the Federation's activities that were executed in the course of the year. The activities are presented below.

1. Professionalism, Certification and Accreditation

1.1 Training

1.1.1. Develop a new training strategy for the customs clearing agents and freight forwarders in East Africa.

The new training strategy was concluded. This had been started in 2016. The strategy defines FEAFFA training interventions going forward building on the recommendations that were made during the summative evaluation of TMEA's support to the EACFFPC program. The key recommendations in the strategy include:

- Expediting institutionalization of self-regulation for the industry,
- Restructuring the EACFFPC and designing higher level and specialized programs,
- Designing a framework for training delivery, and
- Building a robust governance system for training function within the Federation.

1.1.2 East Africa Customs and Freight Forwarding Practicing Certificate (EACFFPC)

i. EACFFPC classes

EACFFPC Training continued in all countries with classes spilling over from 2016 including in Burundi. Zanzibar started their first ever EACFFPC classes under the stewardship of the Institute of Tax Administration (ITA). The inaugural class was jointly financed by JICA as part of the support to the model bill, FEAFFA, ZFB and TRA - Zanzibar. The training in Zanzibar was preceded by a training of trainers in which 17 trainers were trained



The 14th EACFFPC Graduation in Mombasa

by ITA. Uganda also started a class at Malaba border. Training is therefore continuing as the Federation's premier program.

ii. Sale of EACFFPC training materials

Sale of EACFFPC training materials to students continued. Zanzibar was temporarily exempted but will soon be engaged to follow suit once their training activities stabilize. Sale of materials in Burundi is still hampered by the unavailability of printed materials in French, the main language of instruction. The secretariat will continue pursuing Tanzania to implement the board's resolution of sale of EACFFPC training materials.

iii. The Curriculum Implementation Committee

Only the EACFFPC CIC technical committee was able to sit in the course of the year. The main CIC meeting had taken place at the start of 2017 in Dar es Salaam to consider issues arising from 2016. CIC however remained engaged especially through the chairperson and her vice chair who provided oversight on training related activities throughout the year.

iv. Development of an online learning platform.

Development of an online learning management solution kicked-off with an initial focus on the rules of origin module. The online learning platform is expected to be ready for piloting by the 3rd quarter of 2018. This is the main component of the extended USAID support project for capacity building on the rules of origin. The platform could also host the module on HIV/AIDS and health.

v. Development of the HIV/AIDS and health module.

Work on developing the HIV/AIDS and health component for integration in the basic management training module continued despite delays. A joint meeting of the CIC and regional HIV/AIDS experts took place in Kampala to validate the draft training materials developed by a consultant. The draft training materials are now ready for final review by medical/public health experts before its piloting can start. The pilot will be in two countries due to resource limitations. The project under which this initiative has been supported is winding up.

vi. Reprinting of EACFFPC Training materials

1000 copies of the EACFFPC training materials were reprinted and distributed to National associations for sale to students as per board resolution. The new batch of training materials was edited and redesigned to make them more user-friendly.

vii. EACFFPC graduations

Three countries held graduation events in the year 2017 i.e. Kenya (both Mombasa and Nairobi), Rwanda and Uganda.

1.1.3 Other trainings

i. Provide trainings on a consultancy basis

FEAFFA facilitated a one-day training course on International Trade for SGS Kenya staff as part of the consultancy activities. The training was part of a series of four sessions with the rest to be completed later in 2018. It was facilitated by one of the EACFFPC trainers in Kenya.

1.2 Self-regulation of the customs agents and freight forwarders in East Africa

1.2.1 Voluntary professional registration of practitioners

The voluntary registration of certified Customs Clearing and Freight Forwarding practitioners that started in 2016 continued to gather pace. A regional registration board, East Africa Customs Agents and Freight Forwarders Board (EACAFFB), was constituted and formally launched by the Hon Minister for Transport, Works and Communication of the United Republic of Tanzania Prof. Makame Mbarawa during the Global Logistics Summit

in Dar es Salaam. The board is chaired by FEAFFA's immediate past president Dr. Merian Sebuya. Other members are Mr. Deo Ntibubuka from Burundi, Ms. Josephine Nyebaza from Rwanda, Mr. Stephen Analo from the EAC secretariat and Mr. John Mathenge of FEAFFA. All EAC customs administrations have a slot on the board as well as the Kenya Ships Agents Association and Tanzania Truck Owners Association.

1.2.2 Final validation of the regional model bill on self-regulation

The final regional stakeholders' validation meeting was held in Dar es Salaam from 23rd to 25th January 2017. The meeting finalized the model bill. It was attended by representatives of all national associations including UCIFA, revenue authorities, EAC secretariat, Shippers, Law society of Kenya, Surface and Marine Transport Regulatory Authority (SUMATRA) and Kenya Maritime Authority (KMA) among others.

1.2.3 Launch of the model bill

FEAFFA officially launched the regional model bill on self-regulation and management of customs agents and freight forwarders. The bill was regionally launched by Tanzania's Minister for Transport, Works and Communication during the Global Logistics Summit in August 2017. This paved way for its domestication in all countries. FEAFFA made a detailed presentation on the model bill during the summit. The regional model bill was translated to French, copies printed and circulated to all member associations and other key stakeholders.

1.2.4 Pilot domestication of the model bill to national law

Rwanda was endorsed to pilot development the national self-regulation law and RWAFFA is steering the process. A national steering committee was formed and one national stakeholder's sensitization workshop held. The workshop intended to brief stakeholders on the upcoming development. The Rwanda legal team is working on producing the first draft national law. The process may require much more awareness raising to bring all the key players on board.

2. Membership Services (MS)

2.1 FEAFFA Website

The website remained active with many updates passed to our publics through it. The online version of the magazine remained active with updates made weekly. The website is being enhanced with the online Learning Management System on ROO. The LMS is expected to drive more traffic to the website.

2.2 The East African Directory of Freight Forwarders and Magazine

Two editions of the Freight Logistics magazine instead of the planned four were published during the year.

The prolonged electioneering in Kenya affected the magazine's main catchment area. In roads into the potentially rich Tanzanian market were made.

2.3 Industry Training on emerging issues

FEAFFA supported national associations to sensitize their members on upcoming issues. Most of this was on the revised EAC rules of origin. Developed of a capacity building project on the Authorized Economic Operator (AEO) gained momentum attracting the interest of a possible partner.



RWAFFA's 3rd Graduation Ceremony on 22nd Sept 2017

3. Institutional Development

3.1 Secretariat operations

The secretariat continued to run on cost saving initiatives throughout the year. A lean team was maintained to match the resource envelope. Staff remuneration remained low commensurate with the limited resources.

3.2 Board meetings

The Executive Board continued providing its oversight role through routine meetings and random engagements on any emerging issues especially those affecting industry business operations. The Board was kept up to date through monthly management reports and other briefs to enable it to continually perform its oversight function.

3.3 Annual General Meeting

The Federation held its AGM for the year 2016 in Kigali. The meeting reviewed and adopted the annual report, financial report for the year 2016 and re-appointed the auditors for the year 2017. The meeting also revised the approach to computing annual subscription fees. The meeting was hosted by RWAFFA.

3.4 Risk tracking and management

The Federation continued profiling, monitoring and updating its risk inventory. This helped to keep the Federation aware of the key risks and facilitated putting in place appropriate strategies to keep the risks in check.

3.5 Fundraising

Fundraising efforts continued to target both internal and external sources. Some of the key internal revenue lines included the directory/magazine, training fees and sale of training materials. Externally, FEAFFA continued engaging development partners including among others USAID East Africa Trade and Investment Hub, JICA, TMEA, Commonwealth secretariat among others.

3.6 Develop the strategic plan 2018-2021

With assistance of a consultant, the process of developing the next strategic plan commenced and is expected to be completed in 2018. The new strategic

plan is building on the progress made in the last strategy.

4. Knowledge Management (KM)

4.1 Update the information booklet on the EAC Rules of origin (ROO)

FEAFFA updated the information ROO booklet developed in 2016. The booklet is now more informative bringing in additional information. The booklet was also translated into French and 500 copies printed for circulation in the French speaking part of the region. The booklet is a key tool used in the sensitization of industry players on rules of origin.

4.2 Print the regional model bill

The regional model bill on self-regulation and management of customs agents and freight forwarders was translated to French and printed for circulation to the industry and stakeholders. Other promotional materials including flyers were printed.

5. Operations And Advocacy

5.1 MOU with Central Corridor Agency and EAC

FEAFFA signed MOUs with the Central Corridor Transit Transport Facilitation Agency (CCTTFA) and the EAC secretariat as another step towards formalizing and strengthening the public private sector partnership and working relationships. The Executive Secretary and Secretary General respectively executed the MOUs on behalf of CCFFTA and EAC while the President signed for the Federation.

5.2 Model bill advocacy

The secretariat engaged respective revenue authorities and the EAC secretariat on the regional model bill to ensure their buy-in. The model bill was later presented to the EAC committee of customs. The committee acknowledged the Federation's efforts and gave assurance of its support to the process of domesticating the bill into national laws in all partner states.

5.3 Participate in key meetings and events of interest

FEAFFA continued to participate in meetings and events organized by key partners especially the EAC, African Union, COMESA, Mombasa Port Charter, Road

Transport Union (on the TIR carnet), AEO project, African Transport Policy Program (SSATP), the COMESA-EAC-SADC Tripartite among others that were of interest of the industry.

5.4 Advocacy on Container deposits

Advocacy on alternative security for containers continued with emphasis on introducing an insurance based guarantee system. Discussions with leading shipping lines, the ship agents and insurance firms made meaningful strides and consultations are still on course.

5.5 Sensitization of customs agents on revised ROO

FEAFFA continued with the efforts to sensitize customs agents and shippers on the revised EAC Rules of origin. More national seminars were held in Burundi, Tanzania and Rwanda to match the targets set in the project.

5.6 Port of Mombasa stakeholders' weekly meetings

FEAFFA maintained its presence in the weekly Mombasa Port stakeholders' meetings represented by Mr. Francis Omondi, one of the members of the Board. The Secretariat was kept updated on issues raised during the meetings for circulation to the industry.

5.7 Regional Logistics Conference

TAFFA jointly with FEAFFA organized the four days Global Logistics Summit (GLS 2017) in Dar es Salaam.

The Federation supported TAFFA in mobilizing regional partners and other national associations. The summit brought together participants and speakers from across the globe. It offered regional practitioners opportunity to interact with the rest of the world. FEAFFA had an exhibition booth, launched the model bill and registration board during the summit.

D. Challenges

Inadequate Financial resources

The Federation continued to operate on limited financial resources. This continued to limit the magnitude of activities executed and focus remained largely on those financed by development partners. FEAFFA however received additional funding from USAID East Africa Trade and Investment Hub for capacity building on the revised EAC Rules of Origin through extension of the previous related project.

Changing priorities in partner supported programs and activities

The Federation was affected by review of priorities by some of the development partners who were supporting some of the initiatives. This was also partly due to lapsing of some of the programs under which FEAFFA was being supported regardless of how far the individual projects had gone. This left many initiatives incomplete putting further pressure on the Federation to mobilize alternative resources to support the incomplete projects.



Zanzibar EACFFPC Training of Trainers

Delays in execution of activities

There were delays in execution of project activities such as the development of the new strategic plan and the development of the training materials on HIV/AIDS and health. This subsequently affected their roll out.

Gaps in synchronization of programs between FEAFFA and the national associations

The Federation still faces challenges in synchronization of industry initiatives with the national associations. The challenge is exacerbated by the limited capacity of some of the national associations' secretariats where most of the day to day work is done by elected officials. This makes harmonized planning and execution challenging.

E. Way Forward

1. Institutional capacity building and sustainability

The Federation will continue focusing on revenue generation with more effort on service based revenue. Attention will be paid to maintaining the existing revenue streams, sealing gaps in the implementation of existing strategies as well as identifying potential new ones. The Federation will also continue diversifying her revenue streams including reaching out to development partners.

2. Investment in capacity building in Corporate Governance and other aspects of institutional development

FEAFFA will invest in strengthening the capacity of the leaders at national level to enhance corporate governance as a foundation towards institutional survival. With the challenges experienced at national level affecting the entire industry, it will be critical to improve governance systems in an attempt to streamline operations.

3. Engage development partners

The secretariat will continue to engage development partners on potential new areas of collaboration. Emphasis will be placed on conversations that are already ongoing with a view to ensuring both the partners and the industry's interests are well taken care of. The secretariat will also seek new partners in order to widen the hunting ground.

4. Domestication of the law on self-regulation

FEAFFA will continue engaging the national associations on domestication of the regional model bill on self-regulation through development of national laws. Greater emphasis will be on Rwanda which is piloting to have its law fast tracked. This will provide a good learning point for the rest of the region. Advocacy especially where some key individuals have since been replaced will continue in



Global Logistics Summit in Dar Tanzania 2017

order to bring the new officers on board. This is vital in guaranteeing support for the initiative.

5. Fast track review of the FEAFFA strategic plan

FEAFFA will work on finalizing the strategic plan in order to give the Federation a reinvigorated approach to issues affecting the industry. All efforts will be made to ensure utmost stakeholder involvement.

6. Ensure effectiveness of flagship interventions

FEAFFA will strengthen implementation of key projects such as training that have formed the spine of the Federation's programming. Attention will be paid on ensuring effectiveness of the EACFFPC training program in order to continue enjoying the status it currently enjoys.

F. Appreciation

FEAFFA is very thankful to all development partners for the support to its cause especially USAID EATIH, FHI360 and JICA. Special appreciation also goes to the Executive Board

for the oversight, management and staff for the day to day implementation and management of the Federation's activities. The member associations and the industry at large for the continued support, allegiance and loyalty to the Federation. Lastly, FEAFFA wishes to thank all stakeholders especially revenue authorities and EAC who collaborated with the Federation in the course of the year. We thank you all.

G. Conclusion

The FEAFFA fraternity continues to make meaningful strides toward becoming a sustainable organization. A lot is still needed but a strong foundation has been built on which future blocks will be anchored. What is left is for all to embrace the new way of doing things and adjust accordingly. Development partners will remain critical but more important will be the industry's interests. Continued support from the industry will remain critical in shaping the Federations programming. We continue to attract interest of partners from across the globe. We intend to build on this opportunity to grow in order to attain the desired level of success. The struggle therefore continues.



**Stakeholders' workshop on the development of national legislative bill
on self-regulation of customs clearing agents and freight forwarders in Rwanda**

Lemigo Hotel, 6th December 2017.

A Workshop on Self Regulation in Kigali Rwanda

INCOME STATEMENT FOR THE YEAR ENDED 31ST DECEMBER 2017

	2017	2016	2017	2016
	US\$	US\$	KSh	KSh
INCOME				
Subscriptions	6,000	7,000	619,380	614,915
Grant income	152,056	131,092	15,696,772	13,435,083
Directory advertisement income	27,654	24,470	2,854,733	2,507,850
Training fees and materials	53,517	36,650	5,524,552	3,756,086
Other income	9,417	4,508	972,132	461,969
Gain on insurance claim	2,103	-	217,093	-
Total income	250,747	202,720	25,884,661	20,775,903
EXPENDITURE				
Audit fees - current	1,044	1,044	107,772	106,995
Accommodation and subsistence	39,520	40,141	4,079,635	4,113,895
Bad debts written off	-	7,513	-	769,949
Bank charges	1,135	1,323	117,168	135,630
Communication	2,818	3,218	290,854	329,802
Cost of books	2,209	-	227,986	-
Consultancy fees	33,376	13,160	3,445,446	1,348,746
Directory expenses	23,569	19,411	2,433,010	1,989,360
Insurance	395	398	40,737	40,797
Impairment	1,059	-	109,321	-
Office running	2,454	1,382	253,371	141,589
Printing and stationery	8,574	1,443	885,090	147,895
Rent and utilities	13,249	13,859	1,367,656	1,420,336
Repairs and maintenance	11	138	1,137	14,142
Salaries and wages	101,996	82,395	10,529,031	8,444,286
Traveling & transport	1,658	11,074	171,129	1,134,933
	233,065	196,499	24,059,340	20,138,355
Exchange rate fluctuations	(937.05)	4,029	(96,732)	412,875
Total expenditure	232,128	200,528	23,962,609	20,551,230
Surplus for the year	18,619	2,192	1,922,053	224,673

STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2017

	Notes	2017 US\$	2016 US\$	2017 Kshs	2016 Kshs
ASSETS					
Non-current assets					
Computers, furniture & equipment	3	5,688	9,037	587,157	926,154
Current assets					
Inventory training material	4	8,834	-	911,941	-
Accounts receivable	5	46,304	17,190	4,779,916	1,761,766
Cash and cash equivalents	6	15,853	21,953	1,636,533	2,249,927
		70,991	39,144	7,328,390	4,011,693
Total assets		76,679	48,181	7,915,547	4,937,847

MEMBERS FUNDS AND LIABILITIES

Capital fund and reserves					
Revenue reserve	7	26,770	7,802	2,763,466	799,690
Capital fund	8	7,267	9,037	750,157	926,154
		34,037	16,839	3,513,623	1,725,844
Current liabilities					
Accounts payable	9	42,642	31,342	4,401,924	3,212,003
		42,642	31,342	4,401,924	3,212,003
Total funds and liabilities		76,679	48,181	7,915,547	4,937,847

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 DECEMBER 2017

	Notes	2017 US\$	2016 US\$	2017 Kshs	2016 Kshs
Operating activities					
Cash (used in) / generated from operations	10	(6,100)	13,876	(629,745)	1,422,122
Net cash (used in) / generated from operating activities		(6,100)	13,876	(629,745)	1,422,122
Movement in cash and cash equivalent					
At the start of the year		21,953	8,077	2,266,215	827,784
(Decrease) / increase in cash and cash equivalents	6	(6,100)	13,876	(629,745)	1,422,122
At end of the year		15,853	21,953	1,636,469	2,249,906



RWAFFA's 3rd EACFFPC Graduation Ceremony on 22nd Sept 2017



SGS Training on International Trade



A board meeting in progress in Kigali Rwanda 2017



HIV/AIDS and Health Training Materials validation meeting in Kampala



Delegates RWAFFA's 3rd EACFFPC Graduation



Former FEAFFA President Merian Sebunya at Global Logistics Summit in Dar Tanzania 2017

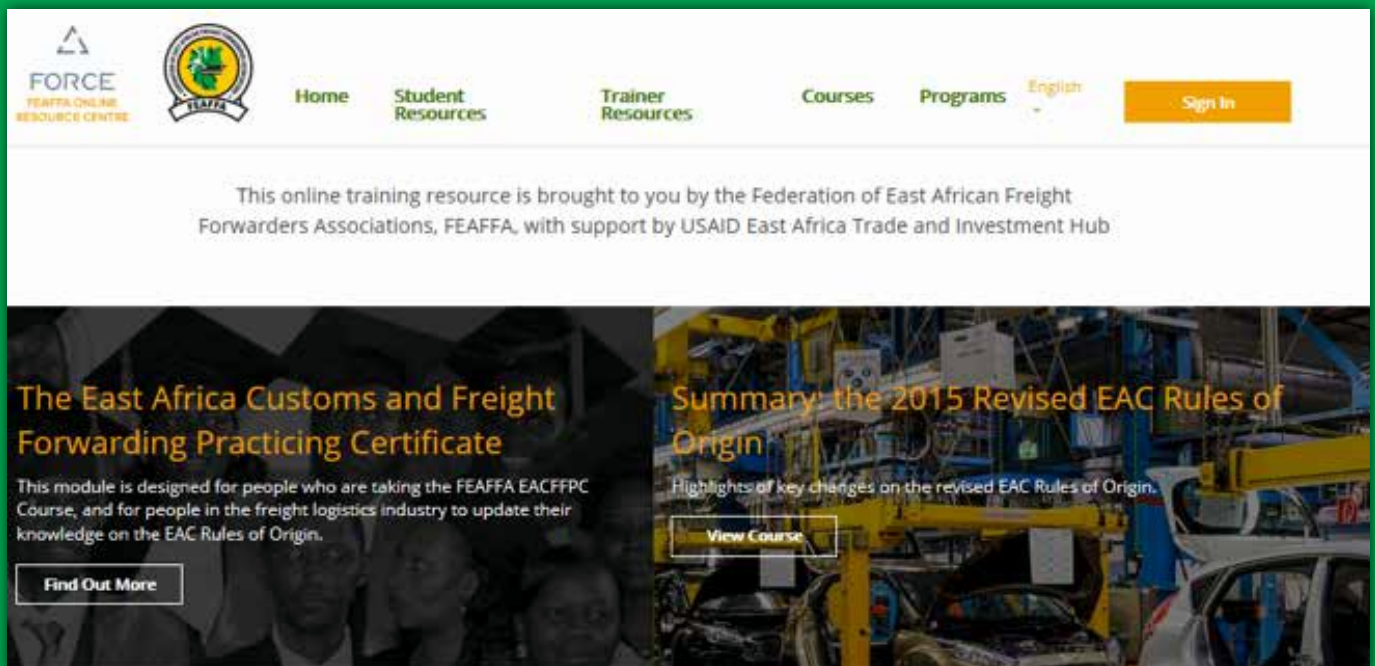


FEAFFA Staff with a guest from TPA during Global Logistics Summit in Dar 2017



Members during the 2016 AGM Meeting in Kigali Rwanda

FEAFFA ONLINE RESOURCE CENTER (FORCE) GOES LIVE



The screenshot shows the homepage of the FEAFFA Online Resource Center (FORCE). At the top left, there are logos for FORCE (FEAFFA ONLINE RESOURCE CENTRE) and FEAFFA. The navigation menu includes links for Home, Student Resources, Trainer Resources, Courses, Programs, and English. A 'Sign In' button is located on the right. Below the navigation, a banner states: 'This online training resource is brought to you by the Federation of East African Freight Forwarders Associations, FEAFFA, with support by USAID East Africa Trade and Investment Hub'. Two featured courses are displayed: 'The East Africa Customs and Freight Forwarding Practicing Certificate' and 'Summary: the 2015 Revised EAC Rules of Origin'. The first course description mentions it is for people taking the FEAFFA EACFFPC Course or those in the freight logistics industry. The second course description highlights key changes on the revised EAC Rules of Origin. Both courses have 'View Course' buttons.

The Federation of East African Freight Forwarders Associations (FEAFFA) has developed an interactive online digital portal branded as FEAFFA Online Resource Center (FORCE) with the sole purpose of sustaining training and sensitizing Customs agents, freight forwarders and shippers on Rules of origin.

Developed with support from USAID East Africa Trade and Investment Hub, FEAFFA intends to use the online platform to deliver other training interventions in order to ensure easy, flexible and affordable capacity building.

The e-learning portal offers users a new and exciting experience in terms of flexibility and convenience in training.

The FEAFFA e-learning platform can be accessed via various web browsers including Internet Explorer, Mozilla Firefox, Google Chrome, Opera Mini and Safari just to mention but a few. The URL <http://lms.feaffa.com/> is the direct link to the platform, which in this case, when clicked, takes the user to the home page of the platform. Here, all the information regarding registration, programs and courses offered is given. Additionally, course duration and intake dates for Rwanda, Uganda, Kenya, Tanzania, Burundi and Zanzibar are also provided on the platform.

The two courses currently on the platform are the full EACFFPC Rules of Origin Course and the short course on the revised EAC Rules of Origin. Additionally, in order to facilitate access and navigation of the platform for students and trainers, information resources have been provided; these are meant to provide adequate information concerning our programs, courses and information regarding registration and enrollment processes.

In order to enroll for a course, an interested student applies by signing in, fills the student registration form and submits it. A notification email is instantly sent to the student. After verification, the applicant is then enrolled for the course applied for and hence granted access the platform.


Upon successful enrollment, students will be granted access to course materials. Students also have student forums where they can share and discuss questions on specific course modules not only with their fellow students but also with their tutors. The forum is designed to enhance interaction between learners and their tutors. Reference materials in terms of downloadable content and links are available on the platform.

We invite all those interested in acquiring knowledge and or refreshing themselves on the subject of rules of origin to visit <http://lms.feaffa.com/>



**Federation of East African Freight
Forwarders Associations (FEAFFA)**

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