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FACULTY OF ECONOMICS AND ADMINISTRATIVE SCIENCE  
INTERNATIONAL BUSINESS MANAGEMENT

Title

SCOPE AND CHALLENGES IN THE IMPLEMENTATION  
OF SINGLE WINDOW WITHIN  
THE CHILEAN FOREIGN TRADE PROCESS

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## **DEDICATION**

I would like to dedicate this final work to all my family. To my Father, may he rest in peace, who knew prior to his death that big dreams are possible to become true through his strong will, responsibility and exhaustive work, which set an example for me. You will always be in my heart, and in my mind. My dedications to my mom Ana Rosa, who always supported my decisions and is always by my side with her unconditional love. To my little siblings, Tomas, Fabian, Carmen, Belen, Camila, and to my wife Renata for her love, time and patience. My dedications to all the persons who helped me as my aunt Luisa for her goodness.

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## **ABSTRACT**

This paper provides a detailed description of the Chilean VUCE (Spanish abbreviation of International trade single window) through the efforts of the state to establish the final implementation of the ITSW in Chile with the operational process model requirement, giving coherence to the International trade facilitation. The research displays the management process of the SW including the roles of all the international and national stakeholders involved in foreign trade, where the Single Window facilitates the process making it more efficient.

**Keywords:** Single Window, foreign trade, national and international organizations, imports and exports.

## **CHAPTER I**

### **BACKGROUND**

UNECE(United Nations Economic Commission for Europe)recommended in July 2005 that Governments establish a Single Window facility that allows parties involved in trade and transport to lodge standardized information and documents with a single entry point to fulfill all imports, exports, and transit of goods related with regulatory requirements (UNECE Recommendation 33). Since that time, Single Window facilities have been established in over 70 countries and have been a major catalyst in implementing trade facilitation reforms.

In order to get acquainted with the implementation and benefits of VUCE (its abbreviation in Spanish of Ventanilla Única de Comercio Exterior) following the UN/CEFACT (United Nations Centre for Trade Facilitation and Electronic Business) recommendation in a similar context, Colombia is set as an example.In December 2004, by Decree 4149, the legal basis required for the operation of the Single Foreign Trade Window (VUCE for its abbreviation in Spanish) was constituted.

Rafael Torres Foreign Trade Director of the Ministry of Trade, Industry and Tourism of Colombia, stated that VUCE provides, as a tool of electronic system, the facilitation on the processes of authorizations, certifications or approvals as demanded by the respective Government Agencies in charge control of specific imports and exports operations. 19 agencies currently involved, which has implied the intensive use of technological tools of information and communication, the Digital Certificates of safe server, the data encryption technologies, Web Services, Electronic Forms with information exchanges in XML, dedicated links through INTERNET established through *VPN's*<sup>1</sup>(January 15 of 2014, UNECE » Information Resources » Search Colombia VUCE pdf page 4).

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<sup>1</sup>Virtual Private Networks; Allows the computer on the network to send and receive data on shared or public networks like a private network with all the functionality, security and management policies of a private network.

The Single Foreign Trade Window benefits the universe of the Colombian foreign trade users (importers, exporters, customs agents), by acting upon transaction costs related with dead-lines in which they currently incur with the physical processing of their export or import operations. Consequently, Web and online processing allow a cost reduction both in terms of time and in human resources assigned to the execution of tasks such as the allocation and the expenditures on stationery and implements required for the physical processing.

In many countries, companies are required to submit to governments vast amounts of data and documents to comply with national and international trade regulations. They must also exchange information with suppliers, customers, support agencies, financial institutions and third party trade intermediaries. The definitions of the data elements required for these processes are often made with little or no coordination among the various government or agencies, or indeed among commercial organizations. As a result, companies involved in trade and transport must comply with a variety of data requirements, documents and special forms, requiring the repetitive submission of similar or identical information. The ***Recommendation Number 34 (Data Simplification and Standardization for International Trade)*** was developed in response to a particular set of requests from Single Window implementers who were faced with the task of harmonizing and standardizing government information requirements. Recommendation 34 responds by providing guidance on creating the minimum requirements for the exchange of data between governments and traders. It aims to help Governments and traders by recommending a simple, easy-to-use and cost effective 4-stage process to achieve the objective of a national simplified and standardized dataset, said Sven Alkalaj; Executive Secretary of the United Nations Economic Commission for Europe in the International Trade Procedures Working group, drafted on 10 March of 2010. The objective is to eliminate redundancies and duplication with the ultimate goal of defining one standard set of data and messages that traders and transport operators will provide to meet all governmental information requirements related to import, export, and transit. This use of international standards in trade data exchange supports the principles of standardization and transparency set out in Articles VIII and X of the GATT in 1947.

SELA(The Latin American and Caribbean Economic System) in the case of the VUCE subject,had theFirst Latin American and Caribbean Regional on Foreign Trade Single WindowsMeetingin Bogotá, 25-26 of March of 2010. Under the document:Digital Review of Procedures of Foreign Trade in Latin America and the Caribbean, where actions were proposed at a regional level.Thisdocument has a general vision on trade facilitation; for example the issue about trade border without papers, SELA made a detailed inventory on the situation about the digitized procedures in the countries of Latin America and the Caribbean. A number of proposals for actions was made to be developed, especially for the purpose of promoting the establishment of the Single Windows of Foreign Trade(ITSW)in the region by common use of the recommendations of the UN / UNCEFACT.(See the Appendix; recommendation 33, 34, 35 in detail).

The Second Meeting forLatin American and Caribbean Regional on Foreign Trade Single Windowsorganized by the Permanent Secretariat and the National Customs of Chile in Valparaiso, December 1 and 2 of 2010, used the cited document with a focus on advances in VUCE development and their level of implementation in the States Member of SELA and to make recommendations aimed at confronting the remaining challenges in the region, having raised the following specific objectives:

- 1) Reporting the advances in instrumentation and conditions Operation of the ITSW in every country in Latin America and the Caribbean SELA member
- 2) Releasing the level of Permanent Secretariat Knowledge and Information Network Single window for foreigntrade instrumentation according to the various stages of development for such purposes has identified the UN / CEFACT.
- 3) Identifying inhibitors and keysfactors for the development of Single window for foreigntrade in LAC<sup>2</sup> countries.

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<sup>2</sup> Abbreviation of Latin American Countries.

The analysis of these three points has a connection with the research; the first one pretends to recollect all the information about the advance of the single windows established in the members of the SELA, having as a result important information related with the cost, time, and boundaries that the members have. Then the members have to share information among themselves and share position to deal with the process of establishing ITSW. The second point states as an important tool the use of the UN/CEFACT recommendation for releasing Permanent Secretariat Knowledge about the stages for the implementation of the SW in the different levels, such as:

1. **Paperless Customs:** Development of paperless customs declaration system.
2. **Regulatory Single Window:** Integration of Paperless Customs with other regulatory entities issuing trade/import/export/transit-related permits and certificates, and other related documents.
3. **Single Window Port or B2B Port Community System:** Extension of the Single Window to serve entire trade and logistics communities within the airports, seaports and/or dry ports.
4. **Fully Integrated Single Window:** Creation of an integrated national logistics platform interlinking the administrations, companies and the service sectors to better manage the entire chain of import-export operations.
5. **Cross-border Single Window Exchange Platform:** Interconnection and integration of national single windows into a bi-lateral or regional cross-border e-information exchange platform.

Finally, the third point involves what the members have to confront to establish an ITSW, for example; the legal support to turn the implementation of the SW into a government policy with the enough budget in agreed plan for the establishment of a SW; and what the key factors are to develop the SW in the whole country, including, of course, the main stakeholders. This research has made a descriptive analysis to understand the dimension of the success factor in the implementation of an ITSW in the particular case of Chile in Chapter II.

## **INTRODUCTION**

This work evidences the initial stage of the implementation of the single window of foreign trade in Chile and its current advances (from March, 2013 to the present), considering the roles of all the international and national actors or stakeholders in the process of international trade, such as; public services, international organizations and government policies. The basic use of the ITSW integrated by the Project SICEX will be described using image support in relation to the process, benefits and stakeholders involved in the foreign trade operation.

In order to gather the information presented in this research a descriptive methodology was used to find out the implementation and development of the VUCE in Chile. The information was searched through the world wide web of the current International information about NSW and ITSW that could be useful for the main goal of this investigation, which pretends to explain the main function of a SW based on the model developed in Chile. Besides the web search, other sources of information was, such as: papers, thesis work, forums papers, international journals, presentation and all the related about the SICEX and interviews to people currently working at SICEX.

## **1.1 STATEMENT OF THE PROBLEM**

Chile, today, is definitely one of the countries that shows more and better indicators of economic and social development from the recovery of democracy in the early 1990's, developing an open market policy in accordance with the society priorities; it is undoubtedly, one of the main important aspects of the state work. Chile has been one of the pioneers in expanding its domestic market to all the world using foreign trade and free trade agreements. In order to be updated, Chile has to seize the opportunities to bring a policy of open market, which requires the continuous improvement of its public institutions for driving and implementing policies that seek to comply with one of the many principles of the modern state, such as the principles of cooperation with the market to satisfy the needs of its users, the competitiveness of the services provided and the appropriate use of new technologies.

The concern of this work is to know the state of the art of the implementation of the Single Window in Chile, in relation to all agencies that make up the SW involved in the foreign trade.

## **1.2 PURPOSE OF THE STUDY**

This research pretends to describe the operation of the ITSW in Chile, the scope and challenges of it to give precise and relevant information and to show the advances of SW and the use of integrated and complex technology systems as the single window of foreign trade.

### **1.3 RESEARCH QUESTIONS**

- 1) How is the implementation of the VUCE going to be like in Chile?
- 2) What is the role of the public services in coordination with SICEX?
- 3) What is the role of the private sector in relation to the implementation of the VUCE in Chile?
- 4) What is SICEX implementing for each stage?
- 5) How is SICEX working?
- 6) What are the challenges for SICEX?
- 7) What are the implementation outcomes?

## **CHAPTER II**

### **2.1 CONCEPTUAL FRAMEWORK**

This chapter contextualizes the implementation of the Single Window with all the entities involved in the process and their roles in foreign trade, highlighting the relevance of the SW as a facilitator factor.

#### **2.1.1 CHILE STRATEGY FOR INTERNATIONAL TRADE**

The teachers of Macroeconomic subject used to say that the foreign investment is good to increase the competitiveness of the domestic market, increase the salaries of the workers and the most important compensation of the necessities people have. It is important to develop the domestic market with strategies in accordance with the necessities of the entrepreneur and all the efforts are in one strategic direction; fomenting the exportation and making a very attractive environment business for the foreign investors. In this way, the state of Chile thought the public services are constantly in self-modernization and making the export/import and transit of goods process faster and friendlier for the stakeholders involved in international trade. The State action described here for the public services are in purpose of one goal: competition and efficiency of the international trade process in a global context.

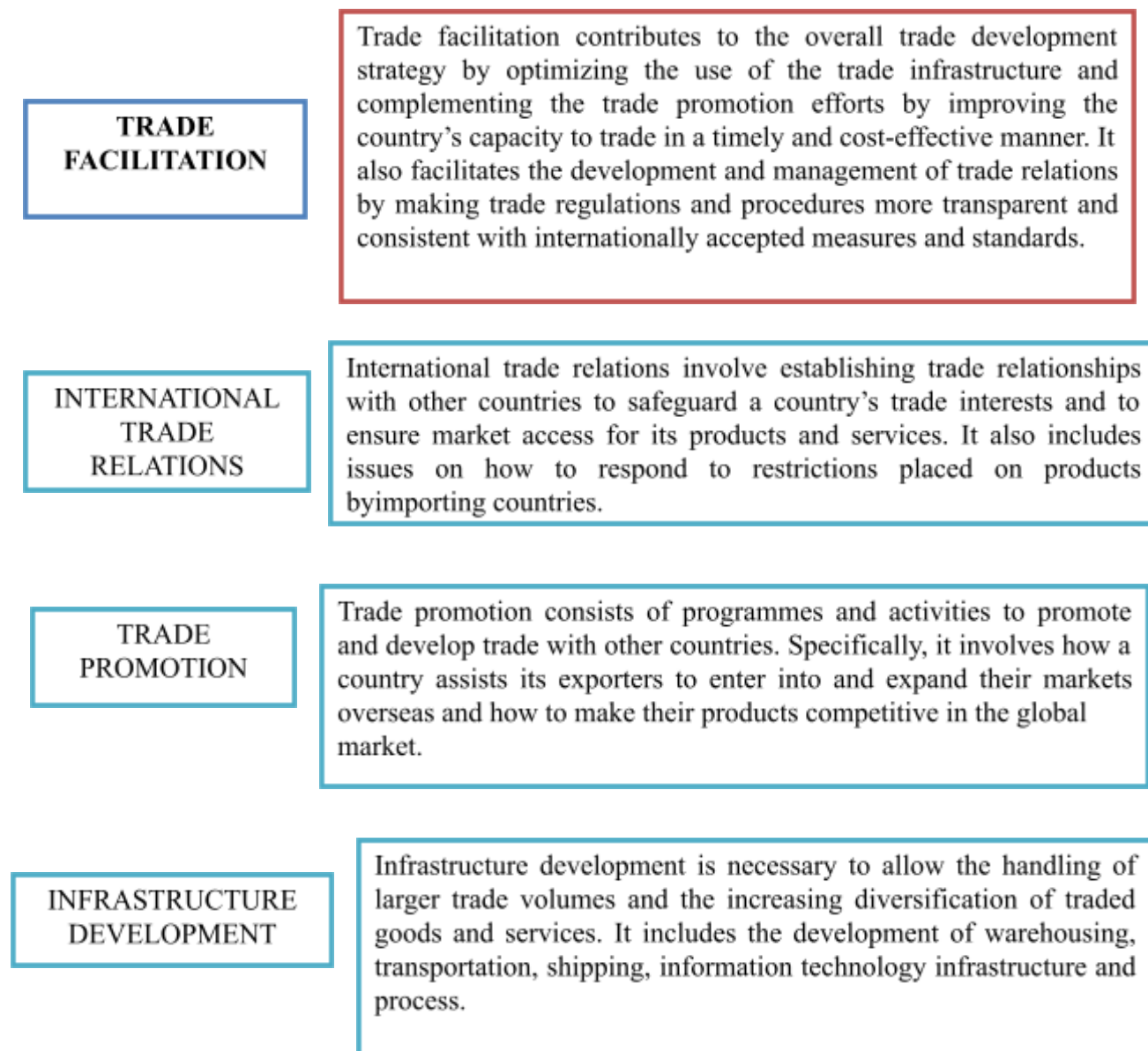
#### **2.1.2 INTERNATIONAL TRADE FACILITATION IN A GLOBAL CONTEX**

Under the current trade environment, the focus for governments should be to enhance trade competitiveness. Trade competitiveness encompasses the cost, time and quality competitiveness of a country's exports as well as its efficiency in importing inputs for the local industries. Enhancing trade competitiveness requires a holistic review of the entire trade development strategy of the country.

Trade development strategy is defined as a holistic approach to develop and expand sustainable trade flows that are suitable and appropriate for the different phases in a country's economic

development. Trade facilitation may be seen as one of the four components of a comprehensive trade development strategy:

### **The Four Trade Development Strategy**

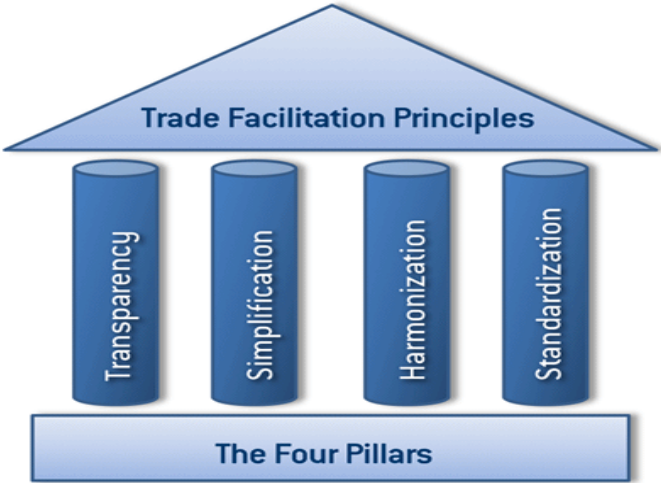


**Source:** own draw table made it with the ESCAP paper; Trade Facilitation Framework s guiding tool, author: Trade and Investment Division (TID), page 1 and 2; United Nations, New York, 2004.

Trade facilitation has emerged as a key factor for international trade efficiency and the economic development of countries. This is due to its impact on competitiveness and market integration and its increasing importance in attracting direct foreign investments.

European Commission (UNECE) said that Trade facilitation is a key policy for customs in any country and defines Trade facilitation as the simplification and harmonization of international trade procedures including import and export procedures. In this context the four pillars are presented by UNECE about trade facilitation is the key factor that involves the SW performance.

**Four Pillars for trade facilitation for the UNECE**



**Transparency:**

This information may include laws, regulations and administrative decisions of general application, budgets, procurement decisions and meetings. Regulatory information should be published and disseminated, when possible, prior to enforcement to allow parties concerned to take note of it and make necessary changes.

**Simplification:**

It is the process of eliminating all unnecessary elements and duplications in trade formalities, processes and procedures. It should be based on an analysis of the current, “As-Is”, situation.

**Harmonization:**

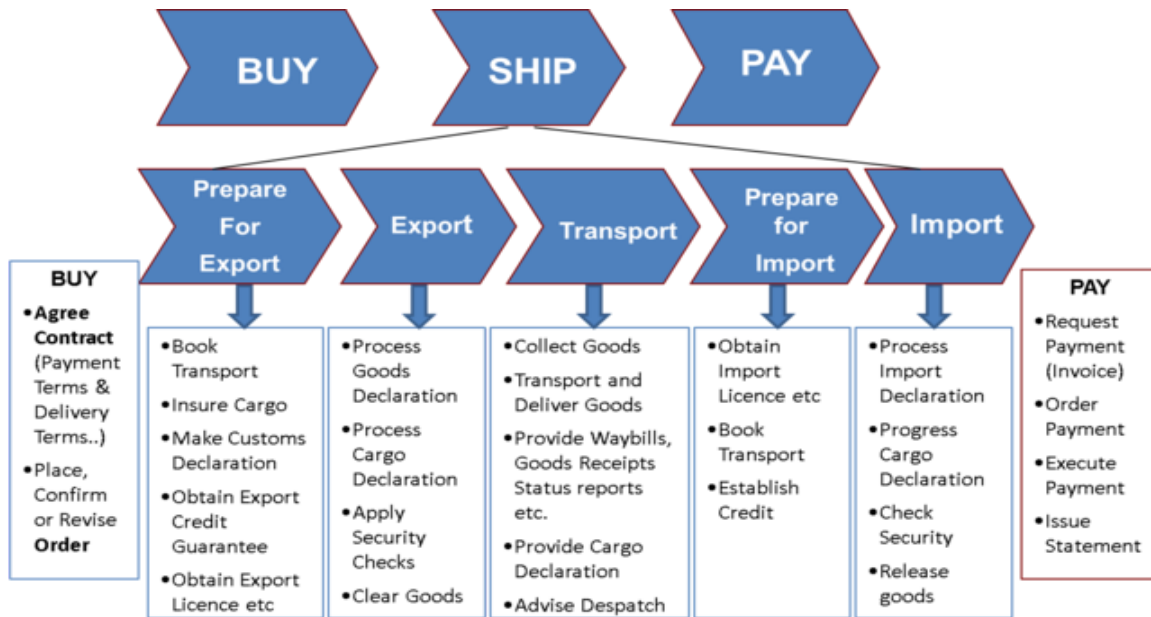
It is the alignment of national procedures, operations and documents with international conventions, standards and practices. It can come from adopting and implementing the same standards as partner countries, either as part of a regional integration process or as a result of business decisions.

**Standardization:**

The process of developing formats for practices and procedures, documents and information internationally agreed by various parties. Standards are then used to align and, eventually, harmonize practices and methods.

Then the UNECE propose that the Business domain on trade facilitation are subject matter areas shaped by a supply-chain perspective and are inspired from the steps and processes of the UN/CEFACT Buy-Ship-Pay model. So is the limit and the model that the UNECE use to create all the changes and matter to support the trade facilitation in this sense.

The Buy-Ship-Pay model identifies the key commercial, logistical, regulatory and payment procedures involved in the international supply chain and provides an overview of the information exchanged between the parties throughout its various steps.



In this context of business domain by the Buy-Pay-Ship model the UNECE guides for trade facilitation propose three main aspects through roadmapsto be used by the countries to implement trade facilitation actionand here the SW is the main actor:

### 1. WTO Agreement on Trade Facilitation:

At the 9th Ministerial Conference in Bali, 3-6 December 2013, the WTO Members concluded the negotiations on an Agreement on Trade Facilitation. The Agreement is annexed to the Ministerial Decision Draft. As stated in the Ministerial Decision the annexed Agreement is still subject to “legal review for rectifications of a purely formal character that does not affect the substance of the Agreement”. This legal review is set to conclude by 31 July 2014.

### 2. Establishing a Single Window

This point is very important for the research because UNECE stated that the SW responds as tool that confronts a globalized trade and has a relevance for trade facilitation used as a road map to help the trade facilitation of the countries saying to that have an increasing number of countries have established or plan to establish a Single Window for Trade,

### 3. Reducing delays at border crossing

Long waiting times and queues of trucks are a common situation at many border crossings and stations. Knowing what can be done to reduce delays at border crossings and how to cooperate to make border crossing more efficient is the key factor of the SW.

The roadmap divides the evolution of a national single window into five different maturity levels which are defined from the UNNExT (The United Nations Network of Experts for PaperlessTrade in Asia and the Pacific)Workshop on SW Planning and Implementation, 14-15 December 2011, Geneva:

**Level 1: Paperless Customs Declaration System (EDI<sup>3</sup>/Paperless Customs)** Submission of paperless Customs declaration, e-payment with banks for Customs duty, e-Container loading list (to associate between Customs declaration and physical containers of those declared goods), and risk-based inspections.

A paperless Customs system is the first and initial start for the development of the national Single Window. If a national paperless Customs system is not yet available, the development plan should secure funding and implement such a project as the first priority, Chile has already implemented the Electronic Data Interchange for Customs Declaration,

**Level 2: Integration with other Regulatory Bodies (Regulatory SW)** Extending the paperless Customs system by interconnecting with other governments' information technology systems for exchanging import/export e-permits and e-certificates with Customs Department for more accurate and faster Customs clearance, single window data entry for electronic submissions of application forms.

After linking traders and Customs electronically, countries can develop a Single Window E-document exchange system linking several or all government agencies dealing with the regulation of imports and exports. This system allows application for and issuance of electronic import/export-related permits and certificates and their exchange between Government agencies.

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<sup>3</sup> Electronic Data Interchange.

The more challenging feature is a regulatory Single Window with single submission where traders submit their export or import data only once to the Single Window. Such a regulatory Single Window Entry facility is then able to communicate with several authorities to obtain any necessary permits and certificates. In most regulatory Single Windows, submission is not yet being done through a single entry point. Instead, traders still need to submit their data separately for each Government agency through the Single Window.

**Level 3: Port Community Systems (PCS)** in major sea/air ports (Port SW) Interconnection and e-document exchange for efficient port operations among all related stakeholders, customs brokers, freight forwarders, transporters, terminal operators, Customs department, warehouses, port authority, and other control agencies. The challenge in extending the Single Window at this level is to cover the operations and services suitable for all stakeholders within a port community, and if possible to also extend or the Single Window facilities to each and all major ports within the economy. Many economies may have several major ports and each port normally has different sets of stakeholders.

Stakeholders and the nature of the required documents and procedures are different between airports, seaports and dry ports. It will, therefore, require much time to implement and deploy the Single Window system for each different port. For example, the systems for the airports are much different from those of the seaports because of the different modes of transportation and different environments. As most ports are normally managed by independent local bodies and may have several private terminal operators, there is no objective or recommendation here to implement the same system for every port.

**Level 4: An Integrated National Logistics Platform (Integrated SW)** extends the interconnection with importers/exporters, logistics-service providers, insurance companies, banks for online payment of services and goods.

The level of connectivity at this level normally includes the linkage as of Level 1 and Level 2 (paperless Customs and other regulatory SW) with the extension to cover more business sectors such as bank and trade finance, cargo insurance companies, traders, freight forwarders, ship

agents and carriers. One big example of this is the Republic of Korea, called Korea u-Trade, connects not only traders, customs and other regulatory authorities, but also private-sector participants such as banks, customs brokers, insurance companies, freight forwarders and other logistics service providers.

**Level 5:A Regional Information-Exchange System (Cross-border SW) Cross-border e-document exchange between two or more economies.**

Electronic cross-border information exchange is an important instrument for regional integration and increased security, trust and collaboration between trading countries. Electronic certification of origin documents are exchanged between associated authorities of the Republic of Korea and Hong Kong SAR as another example of cross-border e-document exchange. This cross-border data exchange platform helps reducing risks and document fraud related to certificates of origin. National single windows, especially with a cross-border e-document exchange platform between two economies and among several economies within a regional grouping contribute and enable the economic integration process by easing the flow of goods but with better risk management between and among those economies.

Completed this subject, Chile is in the level 2 of SW, this implementation has been gradual and are integrating all the public services that the SW already has and then are integrated by SICEX project. in the point 2.2.2 is stated how SICEX seeks to create a single virtual access point to obtain all permits and certifications for operations of Chilean foreign trade.

### **2.1.3 INTERNATIONAL ORGANIZATION AND TRADE FACILITATION**

There are several organizations associated to foreign trade that will eventually have involvement with the single window implementation world-wide. Some of them are:

## **ICC**

(International Chamber of Commerce)

ICC has taken a central role in international trade and business. It forges international rules, mechanisms and standards. The ICC plays a key role in international trade and has established several regulations governing various aspects: USP 600 for documentaries credit, 522 and famous INCOTERMS review 2010 and the International Court of Arbitration is probably the most prestigious in the world to the resolution of international commercial disputes.

The International Chamber of Commerce (ICC) is the international private sector that represents the interests of the global business community. The goal of the ICC is stimulating the global economy by setting rules and standards, promoting growth and prosperity, and spreading business expertise. The ICC has developed a range of Model Contracts and Agreements that cover the business components of the supply of goods as part of an international sales contract, for example Model International Sales Contract, Model Commercial Agency Contract and Model Distributorship Contract. ICC was awarded the highest level consultative status with the United Nations (UN) in 1946, and since then it has represented the private sector by engaging in a broad range of activities with the UN and its specialized agencies.

## **WTO**

(World Trade Organization)

The WTO rose from negotiations, and everything the WTO does is the result of negotiations. The bulk of the WTO's current work comes from the 1986–94 negotiations called the Uruguay Round and earlier negotiations under the General Agreement on Tariffs and Trade (GATT). The WTO is currently the host to new negotiations, under the 'Doha Development Agenda' launched in 2001.

Where countries have faced trade barriers and wanted them lowered, the negotiations have helped to open markets for trade. But the WTO is not just about opening markets, and in some

circumstances its rules support maintaining trade barriers — for example, to protect consumers or prevent the spread of diseases.

At its heart are the WTO agreements, negotiated and signed by the bulk of the world's trading nations. These documents provide the legal ground rules for international commerce. They are essentially contracts, binding governments to keep their trade policies within agreed limits. Although negotiated and signed by governments, the goal is to help producers of goods and services, exporters, and importers conduct their business, while allowing governments to meet social and environmental objectives.

The agreements are: Overview, Tariffs, Agriculture, Standards and safety, Textiles, Services, Intellectual property, Anti-dumping, subsidies, Non-tariff barriers, Plurilaterals, Trade policy reviews. The system's overriding purpose is to help trade flow as freely as possible — so long as there are no undesirable side effects — because this is important for economic development and well-being - that partly means removing obstacles. It also means ensuring that individuals, companies and governments know what the trade rules are around the world, and giving them the confidence that there will be no sudden changes of policy. In other words, the rules have to be 'transparent' and predictable.

## **SELA**

(The Latin American and Caribbean Economic System)

It is a regional intergovernmental organization, based in Caracas, Venezuela, composed by 28 countries of Latin America and the Caribbean. Created on October 17, 1975 by the Panama Convention, constituted by Argentina, Bahamas, Barbados, Belize, Bolivia, Brasil, Colombia, Costa Rica, Cuba, **Chile**, Ecuador, El Salvador, Grenada, Guatemala, Guyana, Haití, Honduras, Jamaica, México, Nicaragua, Panama, Paraguay, Perú, Dominican Republic, Suriname, Trinidad and Tobago, Uruguay and Venezuela. The thematic Areas are:

- **Extra-regional Relations.**
- **Intra-regional Relations.**

- **Economic and Technical Cooperation.**

## **UN/CEFACT**

(The United Nations Centre for Trade Facilitation and Electronic Business)

Within the United Nations framework of the Economic and Social Council, the United Nations Economic Commission for Europe (UNECE) serves as the focal point for trade facilitation recommendations and electronic business standards, covering both commercial and government business processes that can foster growth in international trade and related services. In this context, the United Nations Centre for Trade Facilitation and Electronic Business (UN/CEFACT) was established, as a subsidiary, intergovernmental body of the UNECE Committee on Trade, mandated to develop a program of work of global relevance to achieve improved worldwide coordination and cooperation in these areas.

UN/CEFACT supports activities dedicated to improving the ability of business, trade and administrative organizations, from developed, developing and transition economies, to exchange products and relevant services effectively. Its principal focus is on facilitating national and international transactions, through the simplification and harmonization of processes, procedures and information flows, and so contributing to the growth of global commerce. The recommendation this organization does is the base of the VUCE in Chile and the justification of SELA organization to put all the efforts possible to promote this new way to do business and the implementation of this in Latin America.

UN/CEFACT analyzes and understands the key elements of international processes, procedures and transactions and working for the elimination of constraints; develops methods to facilitate processes, procedures and transactions, including the relevant use of information technologies; Promotes both the use of these methods, and associates best practices, through channels such as government, industry and service associations; Coordinates its work with other international organizations such as the World Trade Organization (WTO), the World Customs Organization (WCO), the Organization for Economic Cooperation and Development (OECD), the United

Nations Commission on International Trade Law (UNCITRAL) and the United Nations Conference on Trade and Development (UNCTAD), notably in the context of a Memorandum of Understanding for a Global Facilitation Partnership for Transport and Trade; Secures coherence in the development of Standards and Recommendations by cooperating with other interested parties, including international, intergovernmental and non-governmental organizations. In particular, for UN/CEFACT Standards, this coherence is facilitated by cooperating with the International Organization for Standardization (ISO), the International Electro-technical Commission (IEC), the International Telecommunication Union (ITU) and selected non-governmental organizations (NGOs), especially in the context of the ISO/IEC/ITU/UNECE Memorandum of Understanding (MoU).

These relationships have been established and maintained in recognition of the broad application that UN/CEFACT work has in areas beyond global commerce and the key objectives of interoperability between applications and the ability to support multilingual environments.

## **WCO**

(World Customs Organization)

The World Customs Organization (WCO) is the only intergovernmental organization exclusively focused on Customs matters. The work of WCO covers the development of global standards, the simplification, harmonization, and modernization of Customs procedures (including promoting the utilization of ICT methods), trade supply chain security, international trade facilitation, the enhancement of Customs enforcement and compliance activities, anti-counterfeiting and piracy initiatives, public-private partnerships, integrity promotion, and sustainable global Customs capacity building programs. The WCO also maintains the international Harmonized System goods nomenclature, and administers the technical aspects of the WTO Agreements on Customs Valuation and Rules of Origin. Additionally, as noted above, the WCO and UNCITRAL are cooperating, with other international organizations, in a major program to address the global legal issues related to the international Single Window.

## **APEC**

(Asia-Pacific economic cooperation)

The development of a Single Window Foreign Trade has been identified as a priority in the trade facilitation agenda APEC. The APEC Sub-Committee on Customs Procedures (SCCP) Single Window Implementation Guide and Phase 2 Final Report, July 2009 is an important work about the SW implementation.

Trade and investment liberalization and facilitation are the cornerstones of APEC's mission and activities, and the Committee on Trade and Investment (CTI) is the coordinating body for all of APEC's work in these areas. The CTI was established in November 1993 by the Declaration of an APEC Trade and Investment Framework.

## **2.2 SINGLE WINDOWS CONCEPT OF FOREIGN TRADE (VUCE)**

### **2.2.1 VUCE**

(The Foreign Trade Single Window)

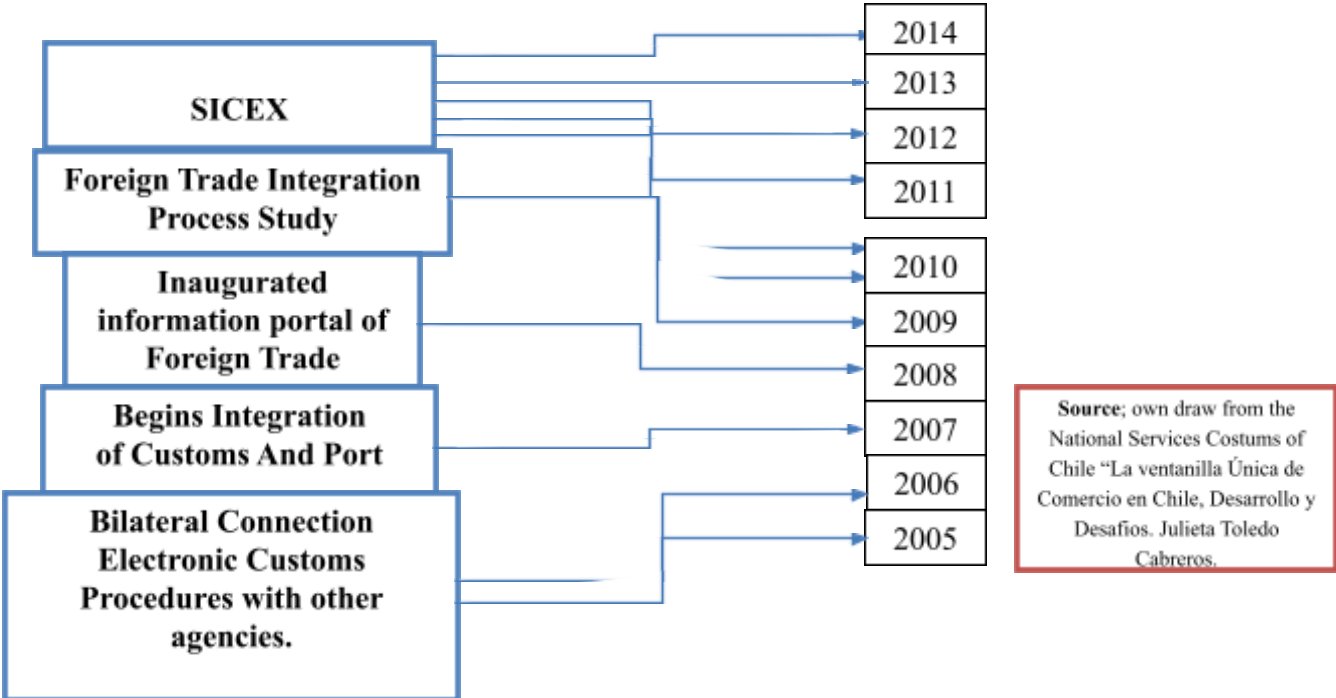
The World custom organization recommend to approach us about what is and what do the VUCE said “Is a software tool that enables electronic authorizations, permits, certifications or previous clearances required by the respective state agencies to perform specific operations like imports and exports. The developers who support VUCE ensure the safety and security of the different legal procedures to integrate digital signature and electronic payment online”.

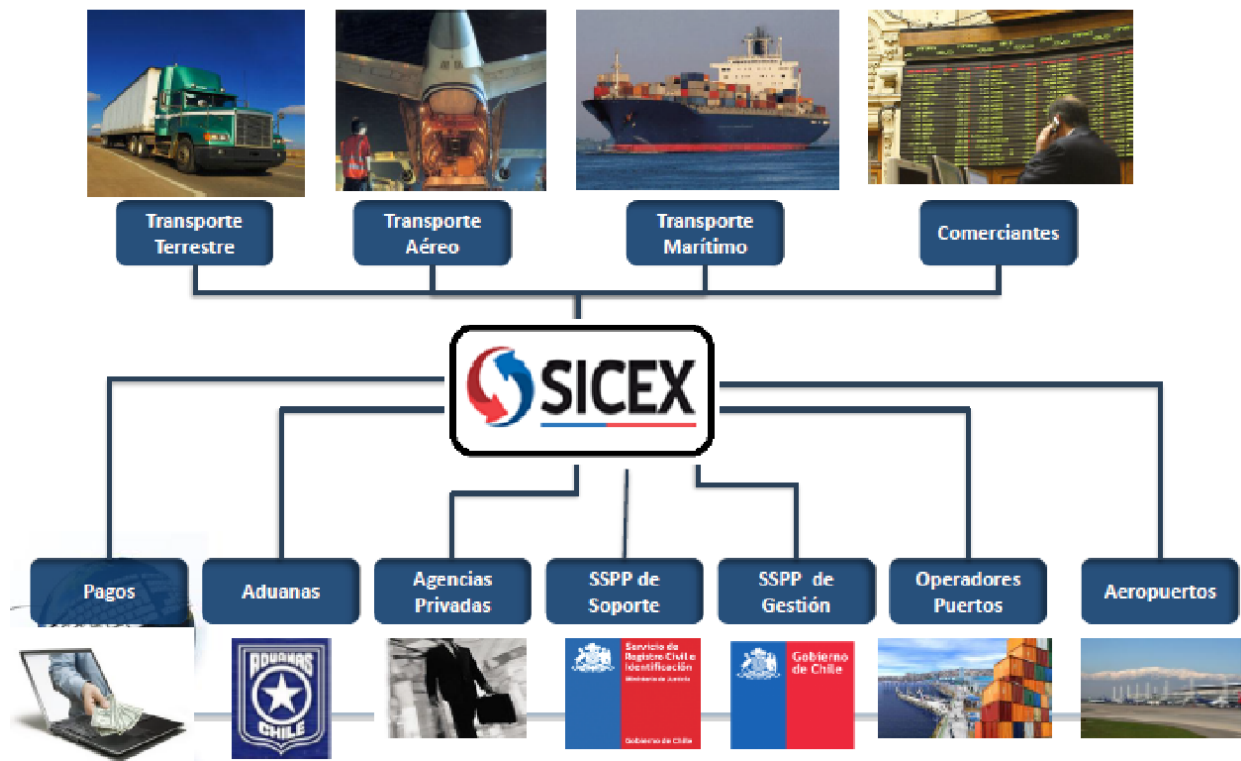
VUCE is made to help the most strategic actors in foreign trade inside the countries to accelerate document processes that in most of the cases demands money and time. “UN/cefact recommendation 33, states that one of the main characteristics of a single windows is that it helps avoid repetitive submission of data, The united nation center for trade facilitation & Electronic bussines)(UN/CEFACT) definition in ( economic & social Council, 2005)”. Looks at this characteristics and connects it to question of submission of information by trade to cross-border Regulatory agencies.

**2.2.2SICEX**

(Integrated Foreign Trade System)

The Government of Chile by Supreme Decree No. 1049, in May of 2010, the Ministry of Hacienda, has created a President's Advisory Commission of the Republic to the establishment of the Integrated Foreign Trade System and advice the president of Chile, but the most important mission is to resolve all the problem of coordination to set up this project.SICEX It is a web portal where electronic transactions regarding the export, import and transit of goods are made. It aims to modernize and streamline the flow of information between the private and state institutions involved in foreign trade.The execution of this project gradually established the single windows Environment which would serve the purpose of the trade and regulatory agencies.

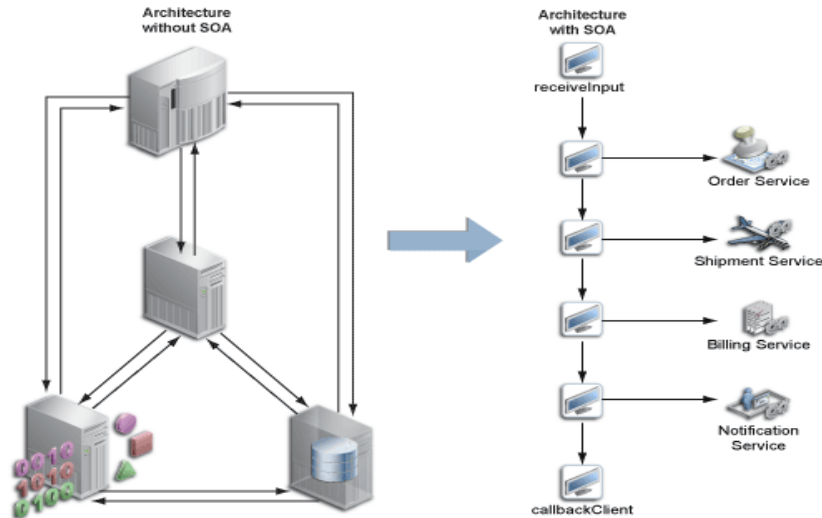




**Source:** Presentation of SICEX for ISP, Author: Isabel Sanchez Cerezo, July 2013.

The Commission has an Executive Secretary Mr. Joseph Nehme Zalaquett appointed by Resolution N° 936 of 10/11/2011, from the Ministerio de Hacienda. SICEX architecture.

SICEX is an integrated system, in addition to the standardization of terminology and procedures is the interoperability of systems of public institutions involved and, by extension, of all the actors involved in foreign trade. As the system requires a high level of interoperability in the project tender, was defined the architecture of SICEX should be service-oriented, or better known as SOA (Service Oriented Architecture). A service can be replaced without being concerned about the underlying technology, the interface is what matters, and is defined in a universal standard in XML and Web services. This is flexibility through interoperability. It is also the ability to ensure existing assets, applications and legal databases and makes them part of the SOA business solutions extending them rather than replacing them. The result in the network is the ability to quickly and efficiently develop, in other words, adapt "organically" according to business demand.



The final users through SICEX enter the information required for operation, then the system will send the information required for each utility to manage the issuance of licenses, approvals that corresponding. Then each service receives a response indicating if the transaction is approved or rejected, sending the certificate, approval code or corresponding document to continue the process in SICEX close the transaction, sending the documents to Customs. The implementation of SICEX should consider Electronic Government<sup>4</sup> Regulations in Chile. The development is being done to meet these standards fully.

### **National Documentary Standards:**

- DS 81/2004, of MINSEGPRES, Interoperability of electronic documents.
- DS 83/2005 of MINSEGPRES, Technical Standard for bodies State administration security and confidentiality ofelectronic documents.
- DS 271/2008 of MINECON, Regulations and Schemes Manager Metadata for the organs of the state administration.
- Law 19.799, electronic documents, electronic signature and servicescertification of such firm

### **International Documentary Standards:**

<sup>4</sup>Law of the electronic government publish in the web page of the National congress Library:  
[http://www.leychile.cl/Consulta/listado\\_n\\_sel?\\_grupo\\_aporte=&sub=804&agr=2&comp=](http://www.leychile.cl/Consulta/listado_n_sel?_grupo_aporte=&sub=804&agr=2&comp=)

- World Customs Organization (WCO)
- Encodings Products and Countries of the Organization of United Nations (UN), World Health Organization (WHO).

### **Technical Specifications Of SICEX:**

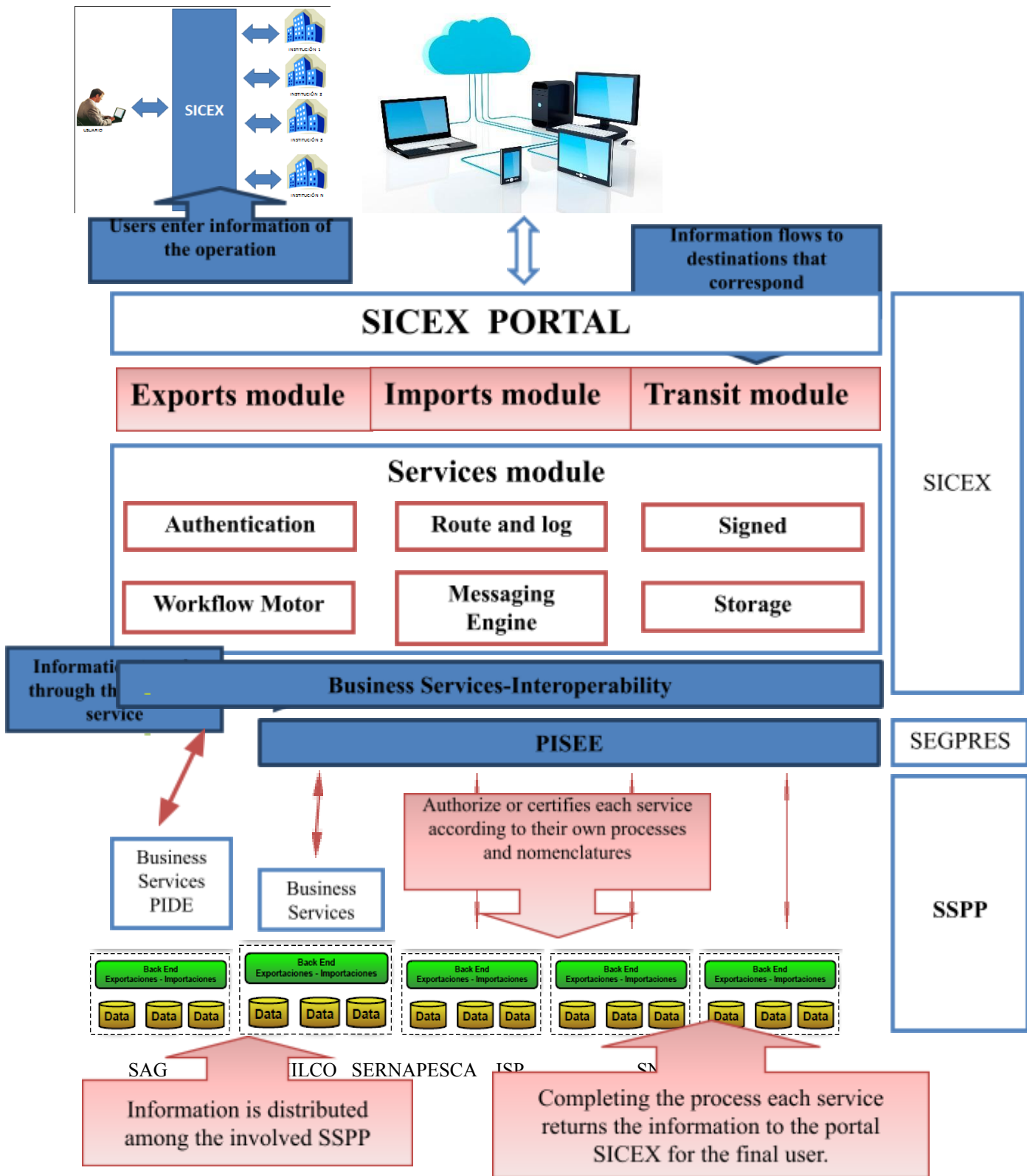
- Authentication Mechanism only For all procedures incorporated in the system (independent of SSPP)
- Storage Forms unique electronic
  - Exports , imports and transit
  - The rest of the information is stored by each service
- Electronic Document Signed on Basenational standards (XML Signature), Only when necessary.
- Using the exchange when there PISEE data, otherwise direct interoperability the same standards
- Backend Systems <sup>5</sup>services are not modified (minor changes ) All data adaptation and conversion is performed by SICEX bus service.

## **DESCRIPTON OF THE OPERATION MODEL**




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<sup>5</sup> In software design, the **front-end** is the part of the software that interacts with the user or users and **back-end** is the part that processes input from the front-end. The separation of the system front-ends and back-ends is a kind of abstraction that helps maintain separate different parts of the system. The general idea is that the front-end is responsible for collecting data on user input, which can be many and varied forms, and transforms adjusting them to the specifications required by the back-end order processing.



**Source:** own draw of the operational model taken from Presentation of the Seminario Deloitte/Ministerio Secretaría General de la Presidencia Subject "Sector Público, Gestión Eficiente para un País Competitivo", author: Sr. Alfie Ulloa Urrutia Secretario Ejecutivo Comisión SICEX, Santiago, 7 de julio de 2011.

This project will be addressed in three stages with the following schedule declared in the webpage of SICEX now implemented and working in his first step:

**SICEX - Exports:** Operating in pilot mode in the first quarter of 2013, to complete all operations within the same year.

**SICEX - Imports:** Operating in pilot mode in the third quarter of 2013, to complete its operation in the first half of 2014.

**SICEX - Transit:** Operating in pilot mode during 2014 and complete its operation in the year.

The main objectives of this project is to optimize the use of document and the cost ( time, supplies, and wrong application in the international trade). Elimination of the papers, ofcourse is the first step using the ICTs made it an efficient process as a new tool to help the stakeholders to bring an impulse to the export sector and have an international integration through the unique port which integrates all the national agencies, 24/7.

The project is justified in the spirit of modernization of the state. For this, the President's Advisory Commission was created to remedy competition powers and conflicts led by an executive Secretary and their technical group to design and put the information in the model. Then an Advisory Council interacts with the private sector to see the advances of the project.

**Aspects excluded from the scope of the SICEX:**

- Those procedures that are part of the chain in which private agents are involved.
- The provision of human and financial resources for private sector agencies.
- The funding of any activity not directly related to the integration, development and implementation of the set of services selected and considered in the project.

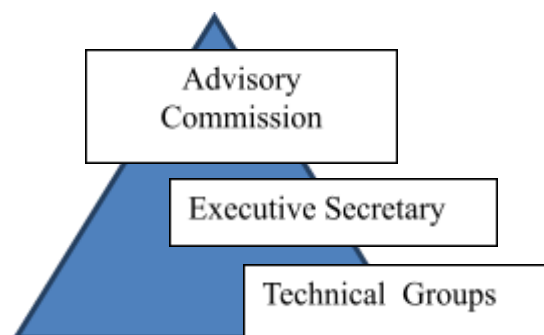
In the first stage of the project are excluded from the system those procedures in which private actors involved: Transportation Companies, Banks and certifying laboratories, some of these procedures are:

1. Goods Issue operations from the country to the Free Zone.
2. Manifestation of Loading.
3. Operations Control Merchandise Collection.
4. Cargo Control (division and / or consolidation) within the Primary Zones.

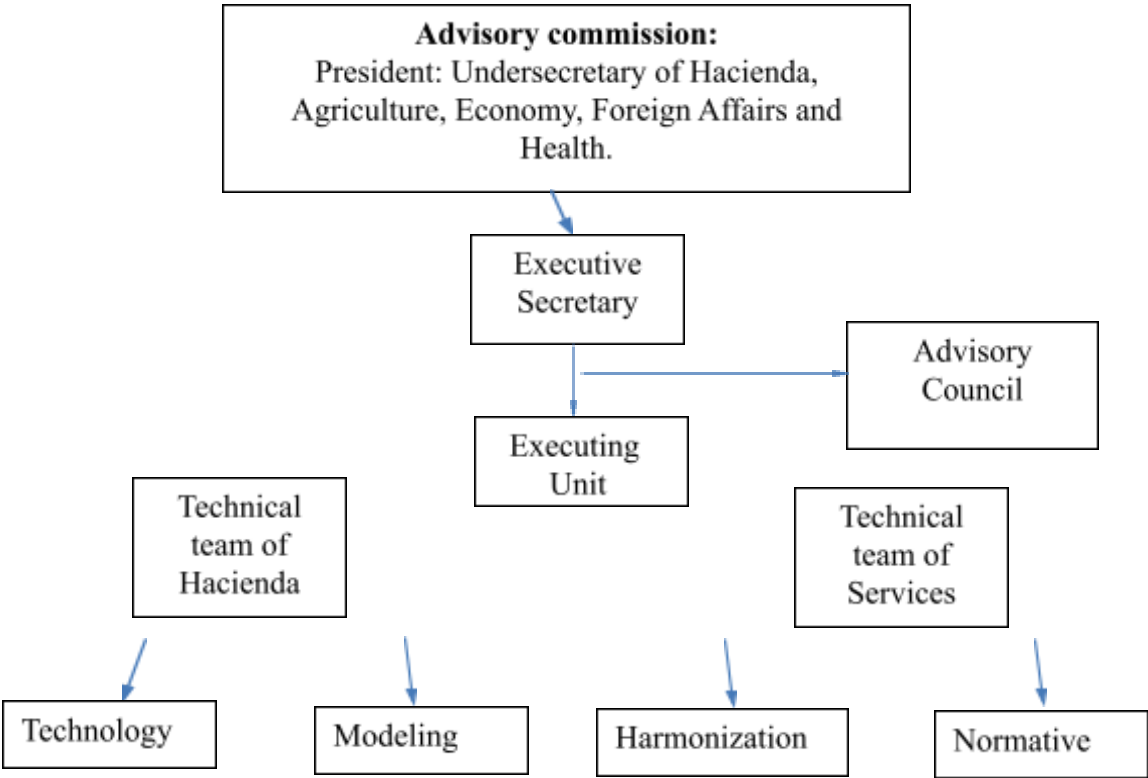
Prior Export Processes, such as:

1. Register Contract to purchase and / or sale of goods
2. Product Request Health Registry
3. Apply for Certification of manufacturing firms
4. Order Certificate of Origin

### **2. 3 ORGANIZATION OF THE SICEX PROJECT**



The Advisory Commission and the Executive Secretariat to facilitate the fulfillment of their goals, objectives and activities are organized according to the following structure:



Source: own draw of modeling organization through the second inform of SELA about trade single windows in Chile, Author: Julieta Toledo Cabrera.

**Advisory Commission**

The President of the Republic of Chile through Supreme Decree N \* 1049 dated September 28, 2010, mandates the establishment of a Advisory Commission for establishing an integrated system of foreign trade-Sicex, which will have the task of advising on everything regarding the identification, formulation and implementation of plans. Programs, measures and activities will also include design and development of a system of foreign trade, and, to serve as coordinating between agencies with responsibilities associated with these materials.

To fulfill its function of advising the President on the matters indicated, correspond to the Commission, the following tasks:

Propose measures for the implementation and operation of an integrated system of foreign trade; studying national legislation applicable to the matter and propose rules and regulations as are necessary for its completion; Serve as collaborative coordination of government agencies that have authority and processes associated with foreign trade, especially for the preparation of proposals for facilitation and simplification of processes and the implementation of measures under the Commission may agree.

They have to prepare and deliver to the President a first report within 120 days after the Commission was formally established and the second report in December 2011 and a final report in December 2012, including an evaluation of the progress made by the Commission, the level of performance of foreign trade institutions and recommendations for its development, as well as the specific reports required or arising from the performance of its tasks, and other tasks that are necessary and appropriate to carry out its mission of advising the President.

### **Executive Secretary**

Its main task performing all duties related to the executive management of the project, among which are keeping the Advisory Commission for the establishment of SICEX informed about the progress of the project. Enforcing effectively and efficiently within the time targets approved for operating plans. This shall coordinate and monitor the progress of the project in all aspects: Organization, Planning, Implementation, Management and control. In case of occurrence of deviations from planning to report to the Advisory Commission on the situation and propose corrective measures.

## **Executing Unit**

Among its responsibilities are:

1. Planning, directing, supervising, coordinating and evaluating the implementation and development of all project tasks both in the technical and technological.
2. Establishing clear operational objectives for teams and determining the deadlines to be achieved, making the corresponding development of the project monitoring and correcting any possible deviations.
3. Preparing operational documentation, technical, financial and project management, among others: business plans, reports, estimates, tender documents, payment orders and approvals.
4. Supporting coordination between utilities for performing different tasks of the technical groups.
5. Coordinating meetings to gather the requirements and needs of the private sector related to SICEX.

## **Technical team of Hacienda**

Serves as support to the executing unit on task coordination, planning and control. Also, among its functions is the preparation of technical documents, budgets, reports, bids, etc... During the development of Central SICEX will be the Coordinator of the Technical Counterpart the Consortium CrimsonLogic-Everis Construction Manager System.

## **Technical team of Services**

In each Public Service has been formed a multidisciplinary team of professionals, coordinated by a nominated formally SICEX Leader, who is responsible for solving the arising tasks, product of the various stages to be covered in the project. This team's main function is to ease the Services, in coordination with the Executive Unit, the tasks of the Technology, Modeling, and Regulatory Harmonization teams.

**Technological Team is in charge of:**

1. Preparing the assessment on the current software development for each service, identifying gaps and identifying the requirements for integration into SICEX.
2. Preparing Terms of Reference for the tenders required for the implementation and commissioning of the project.
3. Defining SICEX technology architecture, identifying Use Cases System of transversal functionalities.
4. Acting as technical counterpart of technological projects carried out in public institutions, for integration with SICEX.

**Modeling Team is in charge of:**

1. Surveying current operational processes holding institutions involved in foreign trade.
2. Modeling macro-level processes exports, imports and transit, for implementation in SICEX, identifying the actors, documents, data model and interoperability required to state institutions.
3. Determining data elements to be considered in the foreign trade single record.

**Data Harmonization Team is in charge of:**

1. Defining rules for product identification codes and codes of certificates / authorizations.
2. Developing basic data matrix for SICEX, based on international standards such as the WCO data model.
3. Standardizing the development of Foreign Trade Technical Glossary.
4. Standardizing semantics of Foreign Trade between agencies involved in the process, defining the Data Dictionary for SICEX.

### **Regulatory Team is in charge of:**

1. Performing lifting by product type:
  - Approvals / certificates
  - Procedures
  - Legal Standard for the certificate and the procedure
  - Rates
  - Deadlines
2. Defining the legal framework that covers the SICEX, examining and establishing the legal base for the implementation of SICEX. Reviewing the laws, regulations and decrees to ensure that the operation of compliant SICEX national (and international) law to identify "gaps" that may exist, and the method to cope.
3. Proposing and establishing the organizational structure for the establishment and operation of SICEX.

### **Procedures Equipment is in charge of:**

1. Defining, reviewing, proposing the procedures that complement and support SICEX operation.
2. Presenting and submitting for validation SICEX Executive Committee, the procedures defined and agreed by the board.
3. Subjecting to consultation of the legal team, those procedures that may be related to regulatory aspects of the institutions.
4. Submitting procedures review and approval. A SICEX leaders and legal team.

### **SICEX Advisory Council**

The Advisory Council of the Integrated Foreign Trade System is an instance of participation, coordination, communication and exchange with the private sector, which seeks to hear the viewpoints and suggestions of the various agents of foreign trade to continue the improvement

and success of the SICEX Project. Launched in February 2013 (created by Resolution 934 in 2012 for the Ministry of Hacienda, the stakeholders here are:

1. Express Delivery Association A. G: Sr. Luis Miranda
2. National Association of Customs Agent: Sr. Manuel Lazo, Alejandro Láinez
3. Chile Customs House: Sr. Jorge Mac Ginty
4. Santiago Chamber of Commerce: Sr. Andreas Wiechert, Sr. Dionisio O. de la Cerda E.
5. National Chamber of Commerce: Sra. Fernanda Hurtado.
6. Confederation of Production and Trade: Sr. Fernando Alvear.
7. Chilean Wood Corporation: Sr. Emilio Uribe, Sr. Felipe Eguiguren.
8. Valparaiso Port Logistics Forum: Sra. Iris Vicencio.
9. Public Private table for Development of Foreign Trade of the Bío Bío:  
Sr. Mauricio Andrade
10. Industrial Development Society: Sociedad de Fomento Fabril: Sr. Hugo Baierlein.

On May 16, 2013 the third meeting of the Advisory Council SICEX was held, which reported the current status of the project and the proposed Broadcasting and Training Plan in order to get the opinion and encounters by members of the private sector.

### **Public convenience**

Public agency representatives SICEX members: Mr. Anibal Ariztía, Director of Agriculture and Livestock, Mr. Gustavo Marambio, Director (S) of the Chilean Copper Commission, Mr. Ruben Verdugo, Director (s) of the Institute of Health public, Mr. José Luis Robledo, Deputy Director of Audit of the National Customs Service and Ms. Catherine Pfenninger, Deputy Director of Development and Promotion of ProChile.

**Final users:**

Exporters: any person, natural or juridical who exports goods complying with the requirements of the National Customs Service and the other laws, regulations and administrative provisions in force in the Public Services.

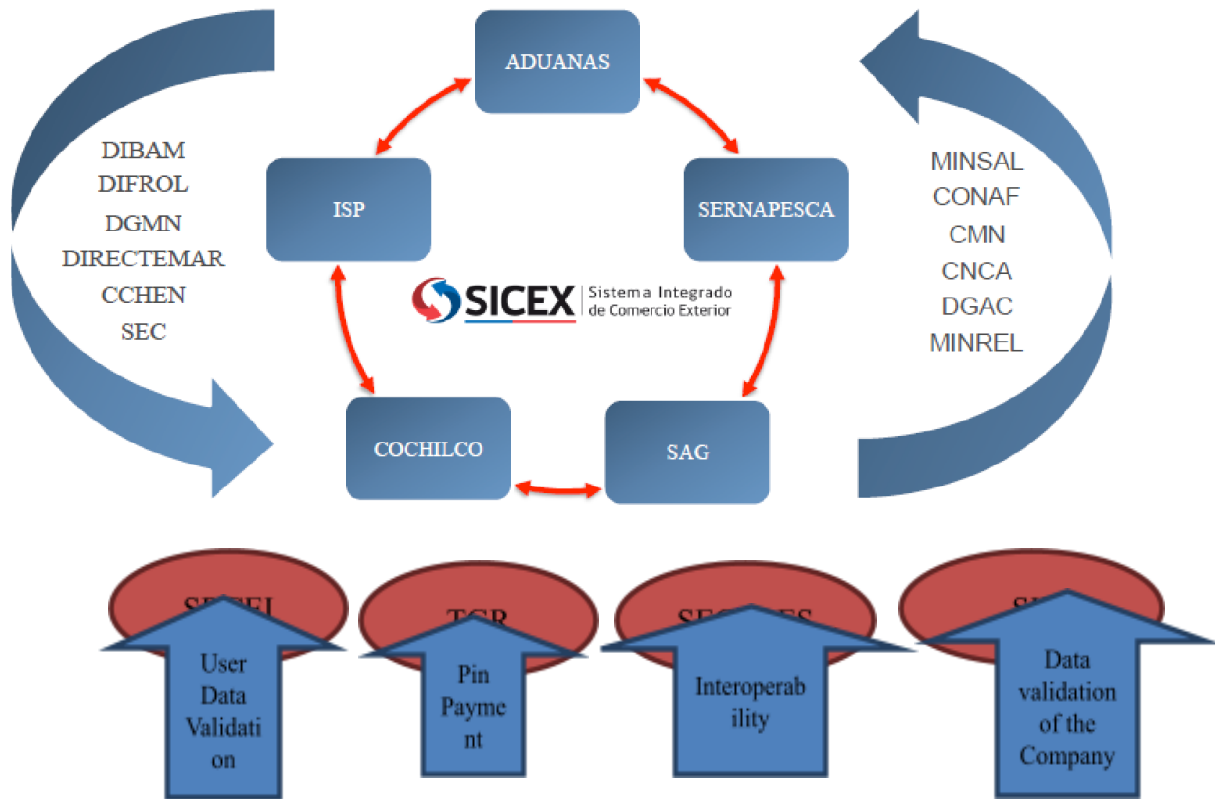
Importers: any person, natural or juridical who imports goods complying with the requirements of the SNA and the other regulations and administrative provisions in Public Services responsible for transit of goods legislation.

**Downstream users:**

Are those who use the services of SICEX, and through which access to the final customers. Intermediaries system that perform foreign trade operations are customs agents, consignors and special dispatchers cabotage and export agents, ship suppliers, moving companies, ship agency, transport companies, shipping company fast delivery (couriers), Chile postal company, warehouse and forwarders.

**Public Services providers of service for SICEX:**

Public Services providers deliver information for the execution of one or more processes in the SICEX portal. Public Services are: Servicio Nacional de Aduanas, Tesoreria General de la Republica, Servicio Agrícola y Ganadero, Corporación Nacional Forestal, Servicio Nacional de Pesca, Dirección General de Relaciones Económicas Internacionales, Dirección de Fronteras y Límites, Subsecretaría de Salud, Instituto de Salud Pública, Comisión Chilena del Cobre, Consejo de Monumentos Nacionales, Ministerio de Educación, Dirección de Bibliotecas, Archivos y Museos, Dirección General del Territorio Marítimo y de Marina Mercante, Dirección General de Aeronáutica Civil, Dirección General de Movilización Nacional y Comisión Chilena de Energía Nuclear.(Because of proper names of all the entities the names have been used in Spanish).



**Source:** Presentation and final own draw of SICEX for ISP, Author: Isabel Sanchez Cerezo, July 2013. The Commission has an Executive Secretary Mr. Joseph Nehme Zalaquett appointed by Resolution N° 936 of 10/11/2011, from the Ministerio de Hacienda. SICEX architecture.

The table shows the five public services that are part of the first stage of the SICEX and other public services that are going to be part of SICEX. Transversely integrated in SICEX are: Registro Civil e Identificación (SRCeI), Tesorería General de la República (TGR), Ministerio Secretaría General de la Presidencia (MINSEGPRES) with the support of the Platform for Interoperability and the Servicio de Impuestos Internos (SII).

**Public Services consumers of SICEX services:**

Public Services that will use SICEX information to validate or complete processes that are unique: Servicio de Impuestos Internos, Servicio de Registro Civil, Superintendencia de Electricidad y Combustibles. The products and services that will deliver SICEX are mainly grouped in 2 dimensions, services front and back office, front office services are those geared directly to the user and back office services are aimed at providing agencies and / or consumers services and information.

**Services front office:**

Single point of access for transactions related to foreign trade: entering a unique time information through a single registration, reception and validation of consistency of information and transaction income trading for processing through SICEX, transmission the information for each Public Service to execute the business evaluation services, online payment via Tesorería General de la República.

- Monitoring online transactions
- Different delivery mechanisms
- Single channel of communication over the Internet
- Support services focused on user procedures: call center, web, and newsletter among other
- Adoption of service users (use for processing via SICEX)
- Service of ongoing training in new procedures or strengthen procedures
- Public consultation module's environment involves queries and reports to users without password.
- Module of private consultation room, query and reporting involves the specific information of each user (password required)
- Broadcast (via XML) for information to the Public Services that allows proper management of alarms.

**Back Office Services:**

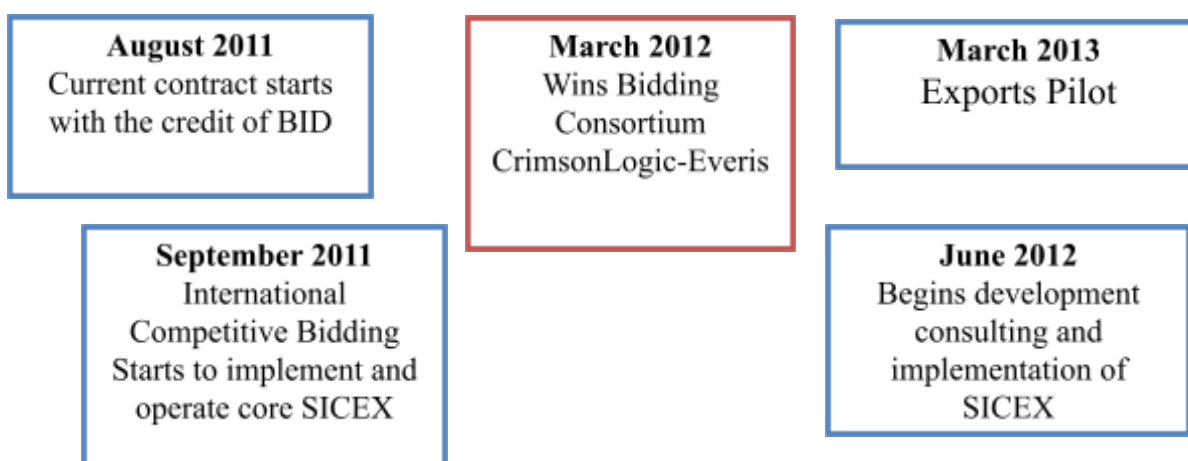
- Exchange of information for trade transaction with the Services involved in the process, according to predefined parameters (type of product, destination or origin, usage, etc.): exchange of data entry, data response, acceptance, rejection and slope, data exchange cancellations, modifications and extending
- Automation of each transaction and work processes associated with this
- Integration with the paid service of the General Treasury of the Republic
- Reception of alarms of Public Services

- Monitoring process status and automatic alarm generation
- Support for integrated operating entities: training of users of Public Services, usage statistics, automated management indicators
- Contingency procedures, considering sending massive information SICEX to Public Services and vice versa in the case of temporary connection falls and receipt of information from the Public Services when the contingency is SICEX
- Procedures for management and maintenance of SICEX
- Coordination of physical actions of supervision.

### 2.3.1 THE FIRST STAGE OF THE PILOT

The Subsecretaría de Hacienda By Resolution No. 319 of in 2012 the Consortium Crimson Logic / Everis Wins International Public competition tender to perform the services of Technical Assistance for the Design, Development, Implementation, Commissioning and Operation of Integrated Foreign Trade System of the State of Chile – SICEX. The finance was requested from The Ministerio de Hacienda through the Inter-American Development Bank (BID). According to the defined implementation strategy.

#### SICEX MILESTONES:

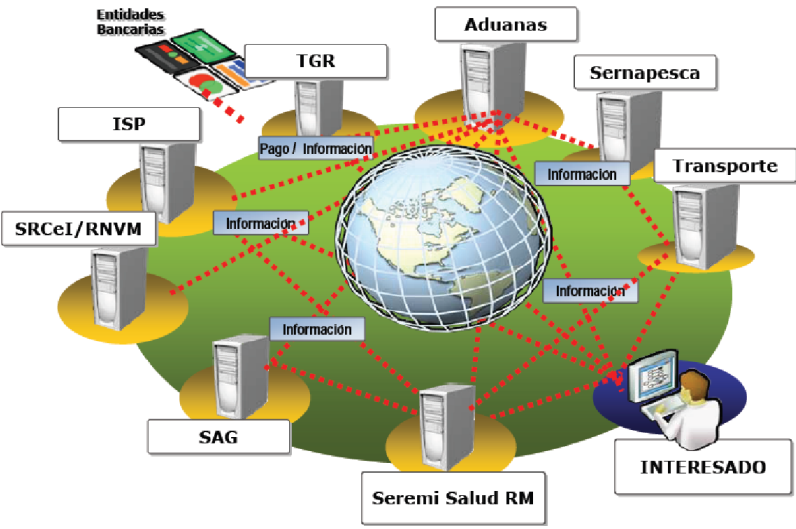


#### SICEX IMPLEMENTATION PLAN

	Au-12	oc-t-12	dic-12	feb-13	abr-13	jun-13	sep-13	nov-13	dic-13	Jan-14	mar-14	may-14	aug-14	oct-14	dic-14	Jan-15
<b>Export Module</b>																
<b>Import Module</b>																
<b>Traffic Module</b>																
<b>Operation</b>																

Source: own draw Plan tacked from a Presentation of SICEX made it for the Ministry of Hacienda, January 2013.

The trial period in addition to the implementation of the central portal of SICEX, the project considers the strengthening and modernization of the operational systems of utilities that must operate seamlessly with the central portal, so are currently running integration projects SNA, SAG, ISP, COCHILCO and SERNAPESCA.



**2.3.2 SICEX OVERVIEW**

**TWO DIFFERENT INVIROMENT**

In SICEX there are two work screens that are not real; one test environment (QA) that does the process without affecting the real systems of Public Services (SSPP) and, therefore, use data, while it is under development or they change almost without restrictions; and the production environment in which processes are absolutely real and, thus, subject to all applicable legal standards. Since these screens are completely separate, independent among them, for admission to each different "passwords" that are delivered to the user at various levels is required.

## **RUCE**

It is the Register of Foreign Trade. It is an electronic form that allows you to collect at different times of the process, harmonized data necessary to complete the documents required or issued by the Public Utilities participating Chilean Foreign Trade. At the moment and in the context of the Export module, RUCE includes the necessary data:

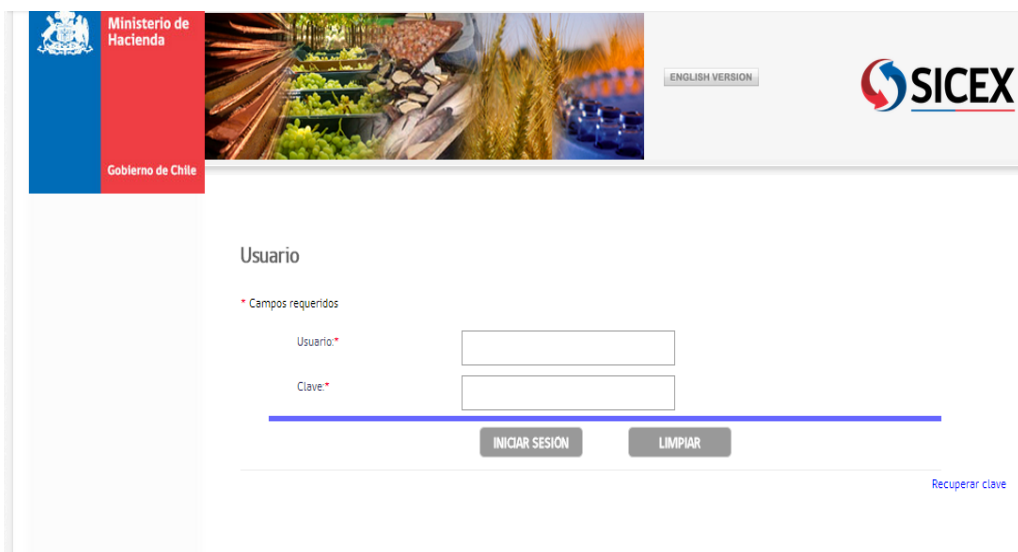
- a) Customs Declarations
- b) Transportation Documents
- c) Approvals
- d) Certificates
- e) Requests or basic documents that SSPP used to grant their permissions and / or licenses

Each participating Public Service Dispatcher or Export Company, the Administrator SICEX must apply through the contact box available in this Web site, creating a user account. The user request an account to access SICEX. The requirements for registering in SICEX are:

- Legal age
- Not having disabilities according to the general rules
- For User Profile with dispatcher, must be licensed to ship granted by the National Customs Service.
- Finally, and prior to system use, the terms of use available in Terms and Conditions of Use SICEX must be accepted.

Finally, the user can access the SICEX web page and see the test screen.

## USER NAME AND PASWORD



Ministerio de Hacienda  
Gobierno de Chile

ENGLISH VERSION

SICEX

Usuario

\* Campos requeridos

Usuario:\*

Clave:\*

INICIAR SESION LIMPIAR

[Recuperar clave](#)

## SELECTION SCREEN



Ministerio de Hacienda  
Gobierno de Chile

Bienvenido  
Bartsch Espinoza, Victoria

SICEX

Seleccionar Entorno

Organización	Suborganización	Perfil(es)	Acción
ENTE DE ADUANAS	AGENTE DE ADUANAS	- Seleccionar - INTERMEDIARIO	→
COSUD	CENCOSUD	- Seleccionar - EXPORTADOR	→

**Intermediate:** customs agent; who for legal mandate has to send final documents in the hand of the National Services costumes, so is the only responsible for a bad use of the VUCE Operational screen.

**Exporter:** The Company that wants to export the product has a different environment to the customs agent and different area work.

# EXPORTER SCREEN

**Menu of Actions**

- Procesamiento del RUCE
  - Crear RUCE
  - Buscar RUCE
  - Seguimiento de Estado
  - Carga Web
- Procesamiento de SS.PP.
  - Autorización de SS.PP.
- Procesamiento de Aduanas
  - IVV
- Prórroga
  - Buscar Prórroga
- Certificado
  - Buscar Certificado
  - Solicitar Certificado
- Pago
  - Realizar Pago

**Work Area**

**Bandeja De Entrada**

Seleccionar [input type="text"] **BUSCAR**

< Página 1 de 1 > Ir a la página 1 Ir

Desde	Sujeto	N° de referencia.	Enviado por	Recibido	✓
No hay mensajes					

**Solicitudes Recientes**

Seleccionar [input type="text"] **BUSCAR**

< Página 1 de 1 > Ir a la página 1 Ir

S.N°	N° de referencia.	Régimen	Enviado por	Fecha enviada	Estado
No se han encontrado resultados					

**FIRST STEP**

The first step is to create a RUCE

The first step is to create a RUCE

**Menú**

- > **Procesamiento del RUCE**
  - Crear RUCE
  - Buscar RUCE
  - Seguimiento de Estado
  - Carga Web
- Procesamiento de SS.PP.
  - Autorización de SS.PP.
- Procesamiento de Aduanas
  - Autorización del DUS
  - Documento de Transporte
  - Legalización del DUS

## MAIN SCREEN

This tags are the main important because when the export company or the intermediate finish or complete one of this tags, the color of this change:

Not Accepted or Denied

Sent, entered

Accepted and them is possible to safe and continue



## Customs Destination / Final Destination

## Completing the Full Screen

Gobierno de Chile

Inicio > Procesamiento del RUCE > Crear RUCE >

## Crear RUCE

Número de Declaración Provisional:  
Estado del documento:

Encabezado	Parte	Destino y Transporte	Financieros	Producto	Documentos	Resumen
------------	-------	----------------------	-------------	----------	------------	---------

\* Campos requeridos

### Información de Declaración

Destinación Aduanera: Exportación  
País de Destino final: BR - Brasil  
Código despachador: \* JORGE GONZALO MANRÍQUEZ LARA - A01  
Aduana de Tramitación: \* Valparaíso - 34  
Tipo de Operación: \* Exportación normal - 200  
Tipo Carga Producto: \* Frigorizados - F  
País de Exportación: CL - Chile  
Puerto de Entrada: \*  Buscar  
Puerto de Salida: \*  Buscar  
Lugar de Descarga:  Buscar Limpiar  
Parcial(Sí / No): \*  Sí  No

## Fields must be completed

Crear RUCE  
Buscar RUCE  
Seguimiento de Estado  
Carga Web

Procesamiento de SS.PP.  
Autorización de SS.PP.  
Procesamiento de Aduanas  
IVV  
Prórroga  
Buscar Prórroga  
Certificado  
Buscar Certificado  
Solicitar Certificado  
Pago  
Realizar Pago

Número de Declaración Provisional:  
Estado del documento:

Encabezado	Parte	Destino y Transporte	Financieros	Producto	Documentos	Resumen
------------	-------	----------------------	-------------	----------	------------	---------

\* Campos requeridos

### Información de Declaración

Destinación Aduanera: Exportación  
País de Destino final: BR - Brasil  
Código despachador: \* JORGE GONZALO MANRÍQUEZ LARA - A01  
Aduana de Tramitación: \* Valparaíso - 34  
Tipo de Operación: \* Exportación normal - 200  
Tipo Carga Producto: \* Frigorizados - F  
País de Exportación: Chile  
Puerto de Entrada: \*  Buscar Detalles del Puerto de Entrada no completados.  
Puerto de Salida: \*  Buscar Detalles del Puerto de Salida (Código de Aduanas) no completados  
Lugar de Descarga:  Buscar Limpiar  
Parcial(Sí / No): \*  Sí  No

Observaciones generales:

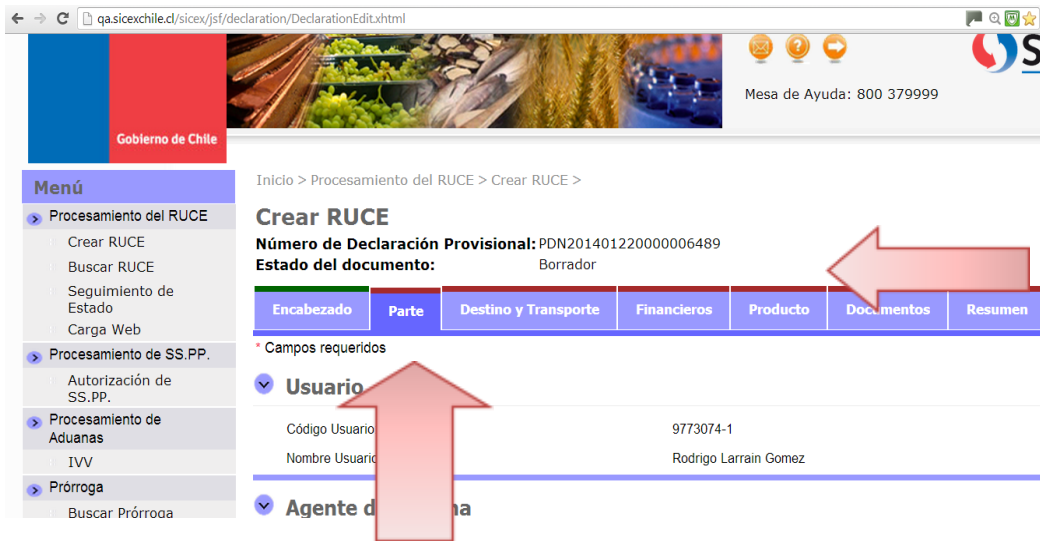
GUARDAR GENERAR CANCELAR GUARDAR & SIGUIENTE >

Tags do not upload new screens when complete fields are required.

SICEX display windows to search the fields who the user need to complete



**The four final numbers are the RUCE code**



RUCE code number is necessary to search the RUCE of the SICEX and information about the situation of the RUCE and complete the screens, this number is unique can never be changed at the final operation. Green color in Tag indicates that the user can advance and complete the information.

## Searching RUCE by the number code

**Buscar RUCE**

**Buscar**

Destinación Aduanera:

Puerto de salida:

País de Destino final:

Número RUCE:

Número de Declaración Provisional:

Número de aceptación DUS:

RUCE RUT Emisor:

Fecha Generado:

Estado del documento:

## Result of the search

**BUSCAR LIMPIAR**

Resultados de búsqueda: < Página 1 de 12 > Ir a la página 1 Ir

Número RUCE	Fecha de Envío	Estado del Documento	Estado de Procesamiento	Ver
20140117EXPA0000006394	17/01/2014 11:39:02	Rechazado	En espera de procesamiento del DUS	<a href="#">Ver</a>
114EXPS0000006371	14/01/2014 11:49:24	Generado	En espera de procesamiento del DUS	<a href="#">Ver</a>
109EXPS0000006356	09/01/2014 15:33:50	Generado	En espera de procesamiento del DUS	<a href="#">Ver</a>
109EXPS0000006355	09/01/2014 15:27:40	Generado	En espera de procesamiento del DUS	<a href="#">Ver</a>
103EXPA0000006311	03/01/2014 08:57:48	Generado	En espera de envío a procesamiento de SS.PP. y del DUS	<a href="#">Ver</a>
231EXPS0000006308	31/12/2013 04:59:49	Generado	En espera de procesamiento del DUS	<a href="#">Ver</a>
212EXPS0000006255	12/12/2013 14:54:51	Generado	En espera de envío a procesamiento de SS.PP. y del DUS	<a href="#">Ver</a>
212EXPS0000006254	12/12/2013 12:28:19	Generado	En espera de envío a procesamiento de SS.PP. y del DUS	<a href="#">Ver</a>
209EXPS0000006188	09/12/2013 16:42:27	Finalizado	IVV Completado	<a href="#">Ver</a>
209EXPS0000006187	09/12/2013 16:35:57	Generado	En espera de entrada exitosa en Zona Primaria	<a href="#">Ver</a>

Resultados 1 a 10 de 111

**Servicios Participantes**

- Servicio Nacional de Aduanas
- Servicio Nacional de Pesca (Sernapesca)
- Comisión Chilena del Cobre (Cochilco)
- Servicio Agrícola y Ganadero (SAG)
- Instituto de Salud Pública (ISP)
- Ministerio de Hacienda

## RUCE situation



- > Procesamiento de SS.PP.
- Autorización de SS.PP.
- > Procesamiento de Aduanas
- IVV
- > Prórroga
- Buscar Prórroga
- > Certificado
- Buscar Certificado
- Solicitar Certificado
- > Pago
- Realizar Pago

Estado actual: En espera de procesamiento del DUS

### Historial de Aprobaciones

< Página 1 de 1 > Ir a la página  Ir

Paso	Actividad	SS.PP.	Estado	Acción por	Fecha de Acción	Estado
1	Generar RUCE		Generado	9773074-1	17/01/2014 11:30:06	<span style="color: blue;">■</span>
2	Enviar RUCE para autorización del DUS AT	ADUANAS	Enviado	9773074-1	17/01/2014 11:47:29	<span style="color: blue;">■</span>
3	Aprobación del DUS AT	ADUANAS	Rechazado	ADUANAS	17/01/2014 11:47:46	<span style="color: red;">■</span>

**CERRAR**

#### Servicios Participantes

- Servicio Nacional de Aduanas
- Servicio Nacional de Pesca (Sernapesca)
- Comisión Chilena del Cobre (Cochilco)
- Servicio Agrícola y Ganadero (SAG)
- Instituto de Salud Pública (ISP)
- Ministerio de Hacienda

Ministerio de Hacienda - Teléfono: +56 2 828 2000

Versión: 2.1.13 Fecha de compilación: 22-01-2014 HTML 5 | CSS 3 | CC

## INTERMEDIATE SCREEN

Inicio > Procesamiento del RUCE > Crear RUCE >

**Menú**

- Procesamiento del RUCE
  - Crear RUCE
  - Buscar RUCE
  - Seguimiento de Estado
  - Carga Web
- Procesamiento de SS.PP.
  - Autorización de SS.PP.
- Procesamiento de Aduanas
  - Autorización del DUS
  - Documento de Transporte
  - Legalización del DUS
  - IVV
- Prórroga
  - Buscar Prórroga
- Certificado
  - Buscar Certificado
  - Solicitar Certificado
- Pago
  - Realizar Pago

**Crear RUCE**

Número de Declaración Provisional: PDN20140122000006496  
 Estado del documento: Borrador

Encabezado
Parte
Destino y Transporte
Financieros
Producto
Documentos
Resumen

\* Campos requeridos

**Información de Declaración**

Destinación Aduanera:	Exportación
País de Destino final:	BE - Bélgica
Código despachador: *	JORGE GONZALO MANRÍQUEZ LARA - A01
Aduana de Tramitación: *	Metropolitana - 48
Tipo de Operación: *	Exportación normal - 200
Tipo Carga Producto: *	General - R
Número Interno Despacho: *	<input type="text"/>
País de Exportación:	CL - Chile
Puerto de Entrada: *	BE <input type="text"/> <input type="button" value="Buscar"/> Antwerp = Antwerpen
Puerto de Salida: *	CLART <input type="text"/> <input type="button" value="Buscar"/> A.M. Benitez Apt/Santiago
Lugar de Descarga:	<input type="text"/> <input type="button" value="Buscar"/> <input type="button" value="Limpiar"/>

## REVIEW THE INFORMATION FROM THE EXPORTER SCREEN

### Final del formulario

Inicio > Procesamiento del RUCE > Crear RUCE >

**Menú**

- Procesamiento del RUCE
  - Crear RUCE
  - Buscar RUCE
  - Seguimiento de Estado
  - Carga Web
- Procesamiento de SS.PP.
  - Autorización de SS.PP.
- Procesamiento de Aduanas
  - Autorización del DUS
  - Documento de Transporte
  - Legalización del DUS
  - IVV
- Prórroga
  - Buscar Prórroga
- Certificado
  - Buscar Certificado
  - Solicitar Certificado
- Pago
  - Realizar Pago

**Crear RUCE**

Número de Declaración Provisional: PDN20140122000006497  
 Estado del documento: Borrador

Encabezado
Parte
Destino y Transporte
Financieros
Producto
Documentos
Resumen

\* Campos requeridos

**Antecedentes Financieros**

S/Nro	Cláusula de venta	Factura comercial definitiva	Monto Total(USD)
<input type="button" value="AGREGAR ANTECEDENTES FINANCIEROS"/>			

**Antecedentes Financieros**

Número de Factura:	<input type="text"/>
Fecha de la factura:	<input type="text"/>
País de Adquisición: *	Seleccionar
Moneda: *	Seleccionar
Modalidad de venta: *	Seleccionar

So, if there is any necessary change or information, the intermediate has to put it on the screen and, review all the information. It is important to process all the necessary information to generate the “Resumen” (abstract) that states the presentation of the RUCE is in the hand of the All National Services to be approved.

## MONITIRING STATUS OF THE PROCESS FROM THE RUCE

Inicio > Seguimiento de Estado de Aprobación > Vista de Seguimiento Historial de Aprobaciones

**Menú**

- > Procesamiento del RUCE
  - Crear RUCE
  - Buscar RUCE
  - Seguimiento de Estado
  - Carga Web
- > Procesamiento de SS.PP.
  - Autorización de SS.PP.
- > Procesamiento de Aduanas
  - Autorización del DUS
  - Documento de Transporte
  - Legalización del DUS
  - IVV
- > Prórroga
  - Buscar Prórroga
- > Certificado
  - Buscar Certificado
  - Solicitar Certificado
- > Pago
  - Realizar Pago

### Seguimiento de Estado

ID RUCE: 20140122EXPA0000006494

Destinación Aduanera: Exportación

Fecha de Solicitud: 22/01/2014 20:41:13

País de Destino final: EG - Egipto

Estado actual: En espera de procesamiento de SS.PP.

---

### Historial de Aprobaciones

Ir a la página  Ir

Paso	Actividad	SS.PP.	Estado	Acción por	Fecha de Acción	Estado
1	Generar RUCE		Generado	33333333-3	22/01/2014 20:41:14	■
2	Enviar Autorización SS.PP.	ISP	Enviado	33333333-3	22/01/2014 20:41:31	■
3	Enviar RUCE para autorización del DUS AT	ADUANAS	Enviado	33333333-3	22/01/2014 20:42:02	■
4	Aprobación del DUS AT	ADUANAS	Rechazado	ADUANAS	22/01/2014 20:42:08	■

## 2.3.3 OVERVIEW OF THE MAIN TAGS OF THE SICEX

### Web load

Inicio > Carga Web

**Carga Web**  
\* Señala campos obligatorios

**Carga Web**

Subir Número de Referencia:

Formato:  XML

Seleccione el Archivo a Subir: \*

## Authorization of the Public Services

Inicio > Autorización SS.PP.

**Autorización SS.PP.**

**Buscar**

Oficina de Despacho de Aduanas:

Destinación Aduanera:

País de Destino final:

Puerto de salida:

Número RUCE:

Fecha generado RUCE : Desde  A

Estado de Procesamiento:

## DUS Authorization

Inicio > Autorización DUS

### Autorización DUS

**Menú**

- Procesamiento del RUCE
  - Crear RUCE
  - Buscar RUCE
  - Seguimiento de Estado
  - Carga Web
- Procesamiento de SS.PP.
  - Autorización de SS.PP.
- Procesamiento de Aduanas
  - Autorización del DUS
  - Documento de Transporte
  - Legalización del DUS
  - IVV
- Prórroga
  - Buscar Prórroga
- Certificado
  - Buscar Certificado
  - Solicitar Certificado

**Buscar**

Oficina de Despacho de Aduanas:

Destinación Aduanera:

Puerto de salida:

Número RUCE:

Número de aceptación DUS:

RUCE RUT Emisor:

Fecha generado RUCE : Desde  A

Estado de autorización DUS:

## National Transportation Document

Inicio > Documento de Transporte Nacional

### Buscar Documento de Transporte Nacional

**Menú**

- Procesamiento del RUCE
  - Crear RUCE
  - Buscar RUCE
  - Seguimiento de Estado
  - Carga Web
- Procesamiento de SS.PP.
  - Autorización de SS.PP.
- Procesamiento de Aduanas
  - Autorización del DUS
  - Documento de Transporte
  - Legalización del DUS
  - IVV
- Prórroga
  - Buscar Prórroga
- Certificado
  - Buscar Certificado
  - Solicitar Certificado

Número RUCE:

Código DUS:

Patente Camión:

Estado:

## DUS Legalization

Inicio > Legalización DUS

### Legalización DUS

**Menú**

- Procesamiento del RUCE
  - Crear RUCE
  - Buscar RUCE
  - Seguimiento de Estado
  - Carga Web
- Procesamiento de SS.PP.
  - Autorización de SS.PP.
- Procesamiento de Aduanas
  - Autorización del DUS
  - Documento de Transporte
  - Legalización del DUS
- Prórroga**
  - Buscar Prórroga
- Certificado
  - Buscar Certificado
  - Solicitar Certificado
- Pago
  - Realizar Pago

**Buscar**

Oficina de Despacho de Aduanas:

Destinación Aduanera:

Puerto de salida:

Número RUCE:

Número de aceptación DUS:

RUCE RUT Emisor:

Fecha generado RUCE : Desde  A

## Search Index of Variation Values

Inicio > IVV

### Buscar IVV

**Menú**

- Procesamiento del RUCE
  - Crear RUCE
  - Buscar RUCE
  - Seguimiento de Estado
  - Carga Web
- Procesamiento de SS.PP.
  - Autorización de SS.PP.
- Procesamiento de Aduanas
  - Autorización del DUS
  - Documento de Transporte
  - Legalización del DUS
- IVV**
  - Buscar Prórroga
- Certificado
  - Buscar Certificado
  - Solicitar Certificado
- Pago
  - Realizar Pago

**Buscar**

Destinación Aduanera:

Puerto de salida:

Número de aceptación DUS:

Número RUCE:

Fecha generado RUCE : Desde  A

IVV Estado:

## ExtensionSearch

Inicio > Buscar Prórroga >

**Menú**

- Procesamiento del RUCE
  - Crear RUCE
  - Buscar RUCE
  - Seguimiento de Estado
  - Carga Web
- Procesamiento de SS.PP.
  - Autorización de SS.PP.
- Procesamiento de Aduanas
  - Autorización del DUS
  - Documento de Transporte
  - Legalización del DUS
  - IVV
- Prórroga
  - Buscar Prórroga
  - Buscar Certificado
  - Solicitar Certificado
- Pago
  - Realizar Pago

**Buscar Prórroga**

**Buscar**

Número RUCE:

Prórroga Para:

Número de aceptación DUS:

**BUSCAR** **LIMPIAR**

## CertificateSearch

Inicio > Certificado

**Menú**

- Procesamiento del RUCE
  - Crear RUCE
  - Buscar RUCE
  - Seguimiento de Estado
  - Carga Web
- Procesamiento de SS.PP.
  - Autorización de SS.PP.
- Procesamiento de Aduanas
  - Autorización del DUS
  - Documento de Transporte
  - Legalización del DUS
  - IVV
- Prórroga
  - Buscar Prórroga
- Certificado
  - Buscar Certificado
  - Solicitar Certificado
- Pago
  - Realizar Pago

**Buscar Certificado**

**Buscar**

Número RUCE:

Id de Solicitud de Certificado en SICEX:

Id de Solicitud de Certificado en SICEX (Provisional):

Fecha de Envío: Desde  A

SS.PP.:

Tipo Certificado:

Subtipo de Certificado:

Estado Evaluación Solicitud de Certificado:

**BUSCAR** **LIMPIAR**

## Create Certificate Request

Inicio > Certificado > Crear Solicitud de Certificado

\* Campos requeridos

### Crear Solicitud de Certificado

**Solicitar**  
 Destinación Aduanera: \*   
 SS.PP.: \*   
 Tipo Certificado: \*

**CREAR SOLICITUD DE CERTIFICADO**

**Menú**

- Procesamiento del RUCE
  - Crear RUCE
  - Buscar RUCE
  - Seguimiento de Estado
  - Carga Web
- Procesamiento de SS.PP.
  - Autorización de SS.PP.
- Procesamiento de Aduanas
  - Autorización del DUS
  - Documento de Transporte
  - Legalización del DUS
  - IVV
- Prórroga
  - Buscar Prórroga
- Certificado
  - Buscar Certificado
  - Solicitar Certificado
- Pago
  - Realizar Pago

## Seek Payment

Inicio > Solicitar Pago > Realizar Pago

\* Campos requeridos

### Buscar Pago

**Buscar**  
 Número de Referencia:   
 Estado del Pago:   
 Fecha de Pago : Desde  A

**BUSCAR** **LIMPIAR**

**Menú**

- Procesamiento del RUCE
  - Crear RUCE
  - Buscar RUCE
  - Seguimiento de Estado
  - Carga Web
- Procesamiento de SS.PP.
  - Autorización de SS.PP.
- Procesamiento de Aduanas
  - Autorización del DUS
  - Documento de Transporte
  - Legalización del DUS
  - IVV
- Prórroga
  - Buscar Prórroga
- Certificado
  - Buscar Certificado
  - Solicitar Certificado
- Pago
  - Realizar Pago

According to this, SICEX is currently developing new applications and solving conflicts in the export pilot (Modeling and Standardization), for example, using the code description for packages from the UNACE recommendation the SICEX has a big list code, in accordance to have an easier and known code, they want to change for the same list that the National Customs Services (SNA) has by January 2014.. The WCO recommendation is used to build a good services according with the necessity of the users and the purpose of the SICEX, so the time for the full operation will take more time. Example:

Número de Rotación:	<input type="text"/>
UCR:	<input type="text"/>
Buque Identificador/ Registro de Aeronaves N° en el momento de llegada:	<input type="text"/>
Buque Identificador/ Registro de Aeronaves N° en Frontera:	<input type="text"/>

<p>▼ <b>Lista de Bulto</b></p> <p><b>Secuencial de Bulto</b></p> <p>1</p>	<ul style="list-style-type: none"> <li>Botella protegida, baidosa - BV</li> <li>Botella, protegida, cilíndrica - BQ</li> <li>Botella, sin proteger, cilíndrica - BO</li> <li>Bulto - PP</li> <li><b>Caja - BX</b></li> <li>Caja (case) - CS</li> <li>Caja CHEP (Commonwealth Handling Equipment Pool), Eurobox - DH</li> <li>Caja de auto - 7A</li> <li>Caja de contrachapado - 4D</li> <li>Caja de fosforos - MX</li> <li>Caja de madera - 7B</li> <li>Caja de madera reconstituida - 4F</li> <li>Caja de paneles de fibras - 4G</li> <li>Caja isoterma - EI</li> <li>Caja-nido - NS</li> <li>Caja, acero - 4A</li> <li>Caja, aluminio - 4B</li> <li>Caja, con base de paleta - ED</li> <li>Caja, con base de paleta, de carton - EF</li> <li>Caja, con base de paleta, de madera - EE</li> </ul>
---	--

<p>▼ <b>Detalles del bulto</b></p> <p>Tipo Bulto: *</p> <p>Cantidad Bultos: *</p> <p>Identificación Bultos:</p> <p>Subcontinente:</p>	<p>Caja - BX</p> <p><input type="text" value="20"/></p> <p><input type="text" value="CXZVZKVC"/></p> <p><input type="text"/></p>
---	--

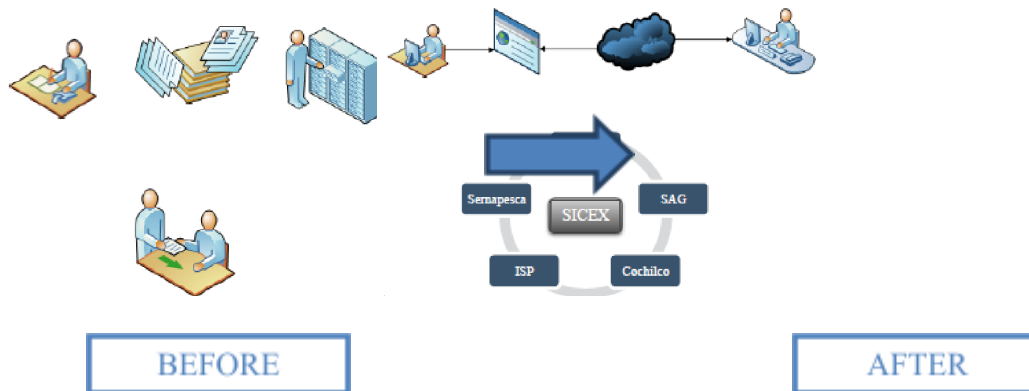
▼ **Lista de documentos de transporte**

**Source:** test environment from SICEX

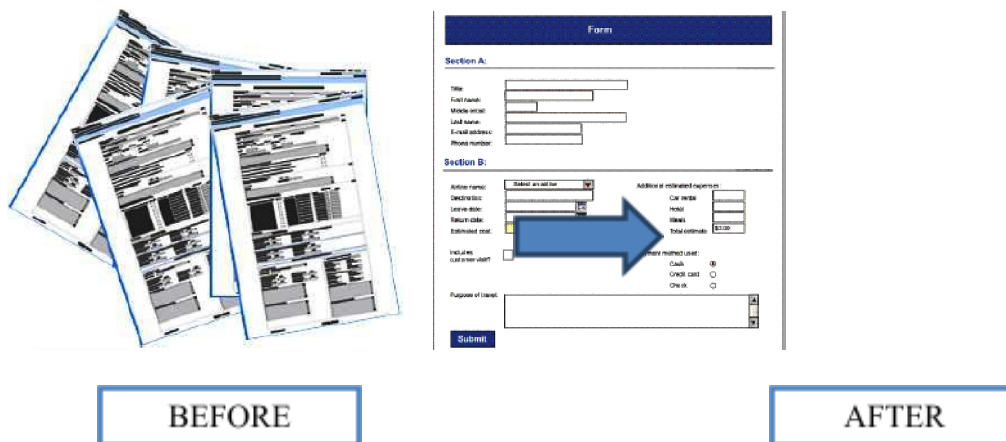
The number of product is changed with the time because every day the administrator puts new products for the new users and every product has other nomination, for example, there are many ways to sell frozen Chicken. At the beginning and during the pilot specifically exports are only available the destination "Export" specifically to the type of operation "NormalExporting", Code Customs: 200. In the current scope of the project, it does not contemplate operations in Zone Franca (duty free zones).

### 2.3.4 Impact Areas

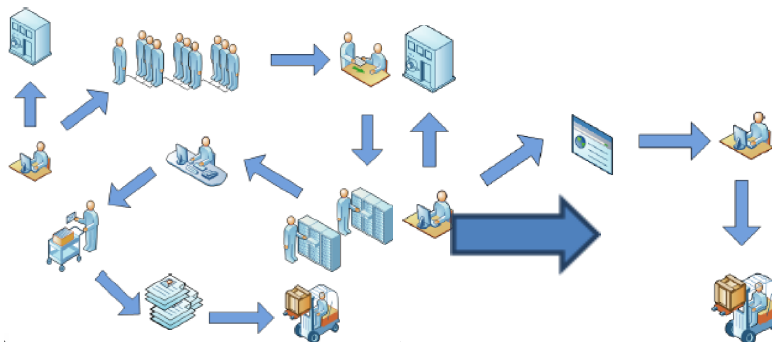
The users can avoid excessive paperwork and physical presence:



Replace paper forms, using SICEX to complete all the necessary requirement to realize a import/export operation that provides the certificate and authorization from the public services.



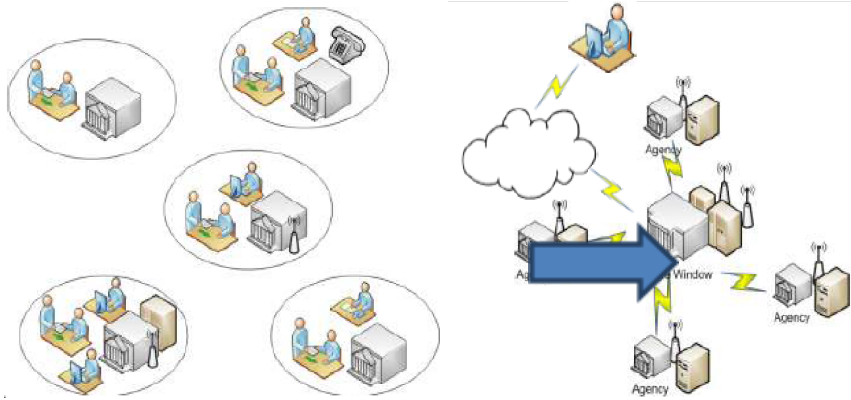
Duplicate documents for other public services is avoided in the SICEX making the process more simple and faster for the user:



BEFORE

AFTER

The infrastructure and systems used will change, for example, the user will be able to do the entire transaction from his desk without leaving the office or calling someone, only though the internet connection and a laptop may be helpful:



BEFORE

AFTER

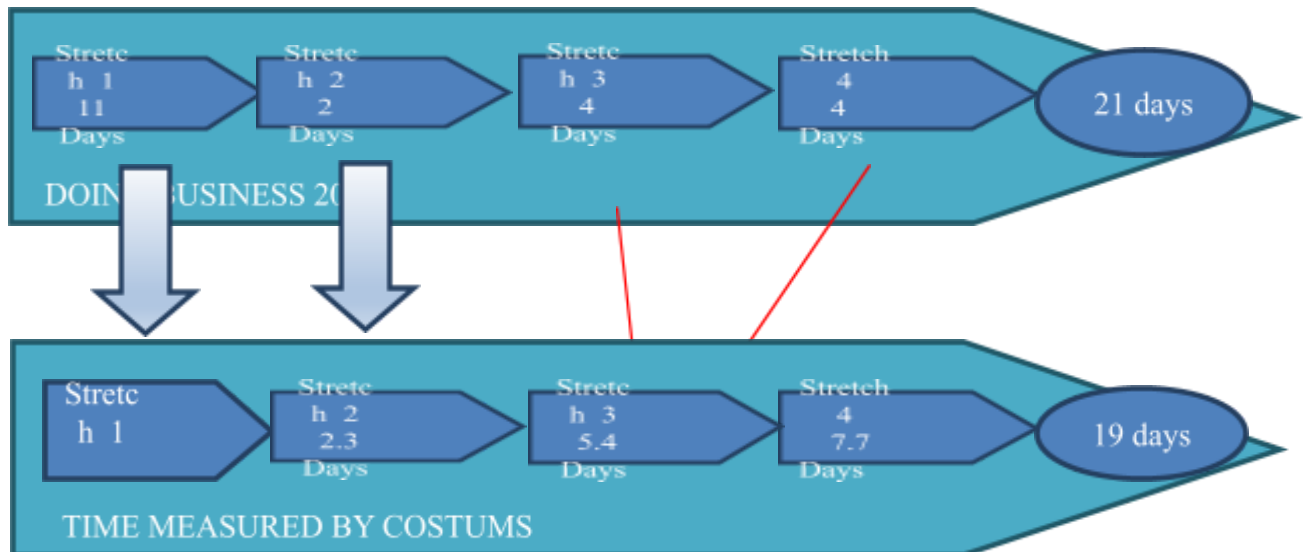
The time is totally related with the cost in the import/export process so these are the main impacts to the Companies and the public services, these are:

Stretch 1: Document preparation time

Stretch 2: Customs Declaration and technical controls

Stretch 3: Port cargo handling and Terminals

Stretch 4: Internal transport and handling



Stretch 1: Background collection time and processing of clearances

Stretch 2: time between PROCESSING DUS\_AT<sup>6</sup> and joined ZP<sup>7</sup>

Stretch 3: Mean time between admission and effective output ZP merchandise

Stretch 4: Time between actual output and legalization DUS<sup>8</sup>

**Source:** own Draw of SELA presentation "La ventanilla unica de comercio Exterior Chile, desarrollo y Desafios", author: julieta Toledo Cabrera, SNA.

## SCOPE:

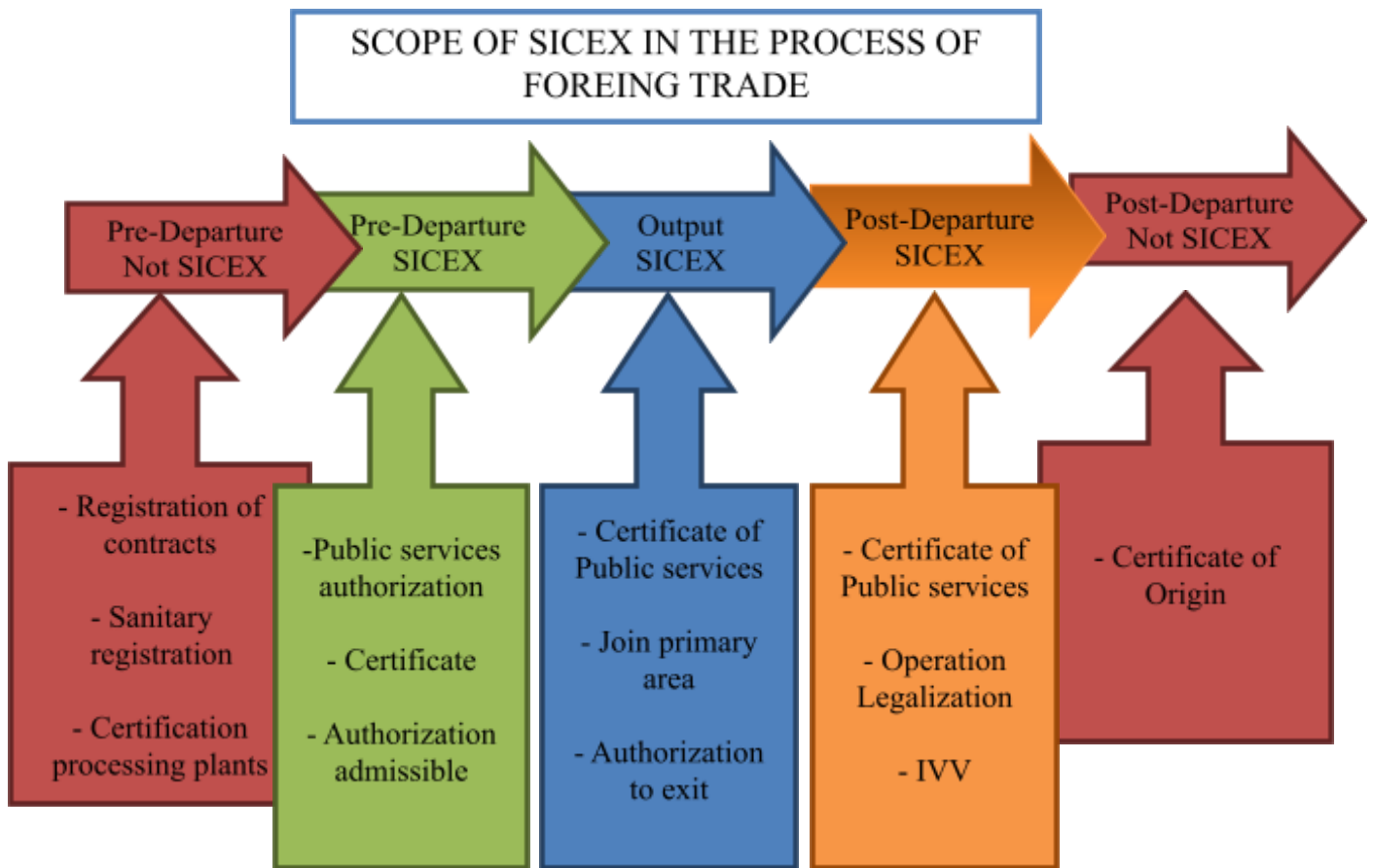
The SICEX or the implementation of the VUCE is only related with the National Public services so this is the operational scope with all the documents that did not need a first preential requirement from some authority to give them the authorization or certification according to the requirement of the any singular public services.

<sup>6</sup> Acceptance Procedure; (AT) In Spanish is "Aceptación a Tramite". legislation provided the National Customs Service with the title "Presentation of Merchandise to the Service" Chapter IV: Goods Issue  
2.1. Overview, 2.1.1. Goods for destinations Export, Re-export and Temporary out must be submitted to the Service through the "Single Document Output - Acceptance Procedure" (DUS-AT).  
(Resolution No. 2390 - 13.05.2011)

<sup>7</sup> primary zone. (ZP) in Spanish is "Zona Primaria"; The primary zone (customs) is where the national customs territory, enabled by the customs authority, so that operators can perform foreign trade operations reception, loading, unloading, storage and movement of goods.

<sup>8</sup> DUS: documento único de salida" Single Document Output" This is a document that is used in all cases of export goods issue temporary departure and all types of re-export. There are two important steps the "Acceptance Procedure" and the stage of "legalization" of the document.

Read more: <http://www.diariocomex.cl/17228/que-es-documento-unico-salida-dus#ixzz2qr6wXNuM>



**Source:** own draw of the Presentation of SICEX for ISP, Author: Isabel Sanchez Cerezo, July 2013. The Commission has an Executive Secretary Mr. Joseph Nehme Zalaquett appointed by Resolution N° 936 of 10/11/2011, from the Ministerio de Hacienda. SICEX architecture.

## 2.4.1 ISP

(Public Health Institute)

The ISP involved in the processing of exportscontrolling the departure of pharmaceuticals. In addition, at the request of exporters, and they meet the requirements of the case, delivers Sanitary Registration Certificates using to manage the entry of products in the countries of destination.

The ISP has actively participated in the Executive Committee SICEX (represented here by Ms. Isabel Sánchez C.) and in each of the activities required by SICEX work teams, which has been represented by:

- ISP Lider of SICEX: Isabel Sanchez
- Lider process equipment: Eduardo Cespedes
- regulatory Lider: Mariela Mege
- Lider change management: Karen Espinoza



Source: own draw table from the ISP presentation who establish the relation of the more important aspect of ISP, author; Isabel Sanchez Cerezo, July Of 2013.

**UCIREN:**

It is the technical unit of the ISP part of SICEX project that aims to build the Portal's Advanced Foreign Trade in the region to streamline the management of public services and to promote the processes of monitoring and control.

<b>UCIREN ORGANIZATION</b>			
<b>import</b>	<b>export</b>	<b>trasisit</b>	<b>ITEC</b>
use and disposition of authorization	certification	transit	investigation
CDA	export notification		tecnology
			stadistic
			Quality

Source: own table taked from the Isp presentation, author; Isabel Sanchez Cerezzo, July Of 2013

**Main Functions of UCIREN are:**

- Answering requests for the use and disposal of medicines and cosmetics subject to sanitary control.
- Issuing resolutions for notification of export of pharmaceutical products.

Issuing certificates of authorization.

- Issuing certificates of no recordable products.
- Issuing Customs Destination Certificates in compliance with the duties entrusted by the agreement signed with regional ministries of Health.
- Performing health checks on the operations of transit of goods circulating in the country.
- Establishing technical coordination with the Integrated Foreign Trade System (Sicex).
- Performing all other duties assigned by the current legislation, the leadership of the Department, and the Director of the Institute on matters within its competence.

Currently, it is advancing in conjunction with the company Everis, defining the interaction SICEX-ISP to generate Certificates of Registration and the Notification Health and Pharmaceutical Product Export, mandatory requirement for the export of medicines.

The Code of the products are based on the Harmonized System nomenclature that consists of 8 digits in Customs Chapter 30: Pharmaceutical products.

## ISP Products in SICEX

- Pharmaceuticals Products
- Cosmetic
- Medical supply
- Use of Sanitary and domestic Pesticide
- Elements of personal protective
- Diagnostic reagents
- Others.

## PROFILES AND ROLES IN SICEX BY ISP

PROFILE	ROLES
<b>General Manager SICEX</b>	create, modify, delete users and corporate administrators reports system errors
<b>Institution Administrator (private or public)</b>	create, edit, publish users create, edit, subsidiaries, affiliates. Order modified, and accept cancellation requests conelation
<b>System User</b>	create, edit, modify, delete, and manage application processes as a function of profile edit, send, upload documents query information about their operations

Source:own table taked from the ISP presentation, author; Isabel Sanchez Cerezzo, July Of 2013.

## ANAMED

It is the Department of the Public Health Institute's functions includes control of pharmaceuticals, cosmetics and medical devices authorized by law, which are manufactured locally or imported to be sold in the country, ensuring quality, safety and efficiency. Participates in the Department SICEX ANAMED through Unit Certifications and Hospitalizations (UCIREN).

The Public Health Institute of Chile has participated in the design of SICEX since its inception, making it one of the five utilities participating in the pilot module exports. Currently, this module is operative for products that require authorization to leave from the National Customs Service and tests are being made to implement the second phase, the processing of certificates.

The processing of licenses is a complex process, because it includes the license application, the pre display format, payment through the General Treasury of the Republic (TGR) and display the certificate issued by the relevant public service. The ISP has two certificates included in this first stage, the Export Certificate and Certificate of Product Not Regulated.

## **2.4.2 SERNAPESCA**

(National Marine Fisheries Service)

The main Mission is to supervise compliance with fisheries rules and aquaculture, providing services to facilitate correct performance and make effective health management in order to contribute to the sustainability of the sector and the protection of aquatic resources and their environment. To optimize their work sought to create new processes and modernize systems. The modernization and optimization of procedures performed SERNAPESCA results in 3 points the number 2 says:

“Starting a process of design and implementation of electronic system for authorization of exports, issuing health certificates and import authorization online”.

SERNAPESCA began the process that seeks to implement an electronic system for authorization of export and import licenses. The following steps designed to achieve full implementation of the system in 2013:

a) Standardization of the certificates issued by Sernapesca was carried out standardization of filling fields 50 Sernapesca certificates from, in order to allow the user to simplify the filling process of the certificate formats.

b) Survey current processes of export certification and import Sernapesca and its interconnection with other public services and Government Platform Integrated Foreign Trade System (SICEX). The rising flow of current processes will identify points of intervention and re-engineering in order to determine the necessary steps to modernize and streamline the current procedures improvements.

Sernapesca platform development Comex-e module is an application that will "diminish the attendance procedures, favoring conducting online transactions. After to create the Foreign Trade System Sernapesca SISCOMEX. Processing allows to export fishery resources without recourse to the offices of the Service, runs from June 2012 designed by the National Fisheries and Aquaculture and Everis developed by the company, with funding from the Ministry of Hacienda.

In turn, SISCOMEX is part of SICEX, Thus, SISCOMEX SICEX is linked to the portal just as it does now with the Customs for obtaining Unique Paper Output (DUS), which authorizes the legal output of any goods from our country.

## **TRIAL PERIOD**

SISCOMEX proved to be fully operational, Sernapesca determined a period of several months of trial run, which will leave more tests and gradually incorporating new companies, new products and new target markets. The authority added that Sernapesca perform a phase-in, starting with companies that represent a minor health risk, those with a higher level in their Quality Assurance Program (CAP<sup>9</sup>)

### **2.4.3 SAG**

(Agricultural and Livestock Service)

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<sup>9</sup> The Quality Assurance Program (CAP) is a voluntary certification program, based on the concept of hazard analysis and critical control points (HACCP), which can choose all fishing vessels, factory plants and the country that they are in Category A or B as established by the Fisheries Program Enabling Plant Factory vessels (HPB).

IT is responsible for preventing the access from abroad of diseases or pests that may affect animals or plants and cause severe damage to agriculture, it establishes Border Controls of plant and animal health. These controls operate on places of entry, whether by land, air or sea. This Department inspects, means of transport, passenger baggage, crew and commercial cargo, forestry and agricultural products (fruits, milk, cheese, etc.) to ensure that they comply with the established health regulations.

When exporting animal or vegetable products, SAG participates in health certification, which is recognized internationally for having been developed based on norms and standards governing world trade. To achieve such recognition agreements are concluded with other countries.

## **AREAS OF ACTION**

Agricultural, Forestry, Livestock, Natural Resources, Seeds, International Negotiations and Coordination with Public and private institutions.

## **SICEX WITH THE SAG PROCESS**

SICEX, as a system comprising the processes of exports, imports and transit through the "single window" will be in permanent contact with the system implemented in SAG service, as "Multiport<sup>10</sup>" for agricultural and forestry exports "ECZE<sup>11</sup>" for livestock exports. Currently, SAG is actively involved in all levels conducted by the Central SICEX also maintains a permanent internal structure, the Bureau SICEX SAG, which depends on the National and aims to work the different technological requirements, technical and Project administrative demands.

### **2.4.4 COCHILCO**

(The Chilean Copper Commission)

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<sup>10</sup> This online certification system for horticultural, forestry and propagation material exports, this system enabled for shipments out of the country from the ports of San Antonio, Valparaíso, Talcahuano, Coquimbo, Caldera, Arica, and soon in Los Andes Punta Arenas. <http://www2.sag.gob.cl/exportaciones/multipuerto/>.

<sup>11</sup> Gestión Emisión Certificados Zoonosanitarios Electrónicos Para productos pecuarios de consumo humano.

It is the technical advisor to the Government in the development, implementation and monitoring of policies, strategies and actions that contribute to sustainable development of the mining sector and to strengthen the contribution of this to the rest of the economy. It also protects the state interests in its mining companies, overseeing and evaluating their management and investment, and regulatory advisor on mining sector such as the control of copper export contracts and foreign investment, among others.

To control this logic, COCHILCO now has a Web application named RCECu (Export Contracts Registration Copper) that allows the exporter to register their own contracts via Internet. This application was the first step in the modernization of business processes, since with its automation and assigning responsibility for registration of contracts for export sales to each exporter allows COCHILCO to have a database with conditions particularly negotiated by each exporter, which together determine the referent of market conditions.

The process of empowerment of the audit mission requires wider adoption of Information Technology. In this sense COCHILCO is developing a new web application called Mining Exports System (SEM), replacing current RCECu System. The SEM project was conceived to develop it in two stages. The first includes improvements in recording contracts with a simplified operational dynamics more friendly for exporters. Additionally, the companies will have the option to check online settlement of Value Change Reports (IVV's).

The second stage corresponds to the integration between SEM and SICEX, SEM incorporating all adjustments necessary to interact with the logic of SICEX. Phase I of SEM, began in September, 2011 and is currently in the process of testing the modules: Contracts, IVV's and newsgathering. The onset of stage II of SEM, was projected for the second semester, 2012.

#### **2.4.5 SNA**

(National Customs Service)

The Organic Law of SNA gives a detail of the Objective and Organization of the Service

by Hacienda ACT No. 329 in Title I said:

SECTION 1 - . The National Customs Service is a Public Service under the Ministerio de Hacienda to monitor and control the movement of goods along the coasts, borders and airports of the Republic, to intervene in international traffic for purposes of collecting of import taxes, export and other laws that determine and generate statistics that traffic across borders, without prejudice to any other functions entrusted by law.

To fulfill its functions, the Service has 1,487 staff members spread between the National Directorate, located in Valparaiso, and ten Regional Offices six Customs administrations and 42 Border Crossings. Customs is permanently present in 92 of the 181 points enabled, including ports, airports and advanced. To relate the SNA with the SW developed in Chile, this research made Brief analysis of the cornerstones of the Customs Management Declared in the web page using the tool developed from this cornerstones:

- Trade facilitation in the context of globalization.
- Accurate and timely audit.
- Modernization of the Service, as part of the modernization of the State.

#### **Modernization processes income by SNA:**

- 1997: Electronic transmission Import Declarations (Res. 673/97 )
  - Times are stoop Customs 1
  - Working day to one hour.
- 1999: Creation of the DIN(Res. 361/99)
  - Being merged into a document; DI. DAPI,DAT.
  - Transmission via Internet / EDI and free form.
- 2001: Phasing Import Report
  - Business day is saved in the days of tape and simplifying the system using new form of description of goods.

- 2001: Electronic payment of DIN

### **Modernization of output processes:**

- 2001: Creation of the DUS (Res. 4.052/nov 01)

- being merged into a document the Declaration of Export, Re-export, Temporary outcome.

- Transmission via Internet / EDI and free form.

- Removing the Shipping Order.

- Removing the Export Report.

- 2004: Electronic transmission of cargo manifest and international customs transit declaration.

Exempt Resolution No. 4722

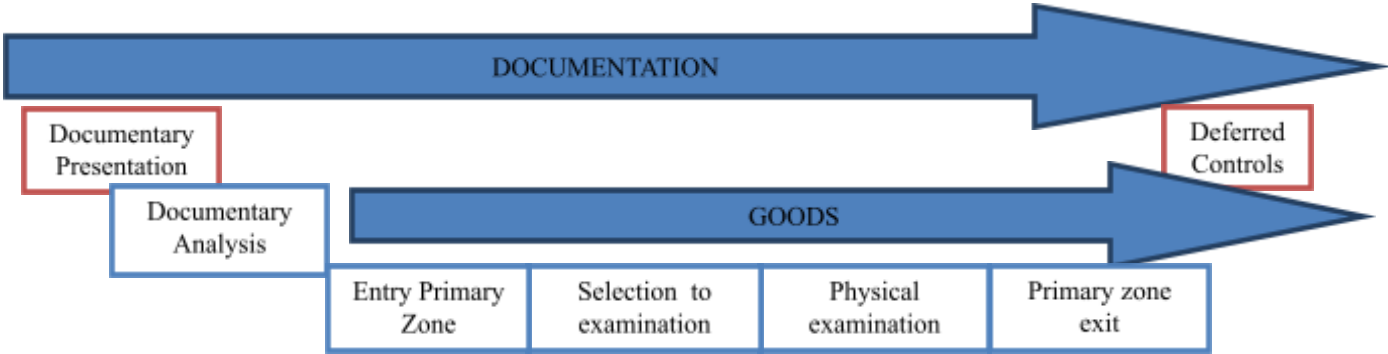
One of the lines of action that the National Customs Agency (SNA) draws on his agenda for the period 2000-2006, known as Information of Management and Process Automation, enabled the creation and development of ISIDORA initiative. ISIDORA, which stands for Systems Integration Internet Development Operations and Customs Regulations seeks, as its main objective, the simplification of customs procedures, through the incorporation of technology and digital networks. In this point is the SW developed by SNA to do the import/export and transit process. Thus, the system allows generation ISIDORA information relevant and timely, by providing intelligent processing capabilities to support institutional management to complete all formalities operations linked to foreign trade, import and export, while allowing the coordination of all agents and operators together with economic and Customs, remotely, over the Internet.

### **ISIDORA and MIDAS**

ISIDORA is a computer system based on client / server architecture, which integrates all the steps, procedures and consultations that take place in the SNA, both locally or via Internet (remoteaccess). To make inquiries on formalities, just access the Web Portal Customs request key username and password. Moreover, the SNA has created the program (software) MIDAS for document management and custom delivery messages that the SNA users ISIDORA. This software allows the user to type / print and send / receive documents to and from the SNA server,

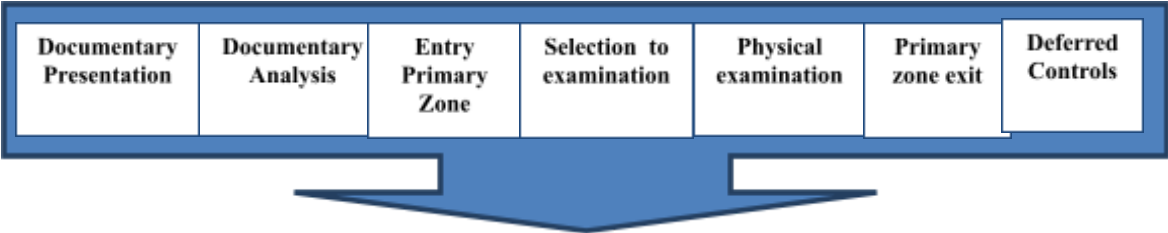
facilitating integration with ISIDORA system. The MIDAS software can be freely downloaded from the website of the SNA, and all required supporting documentation.

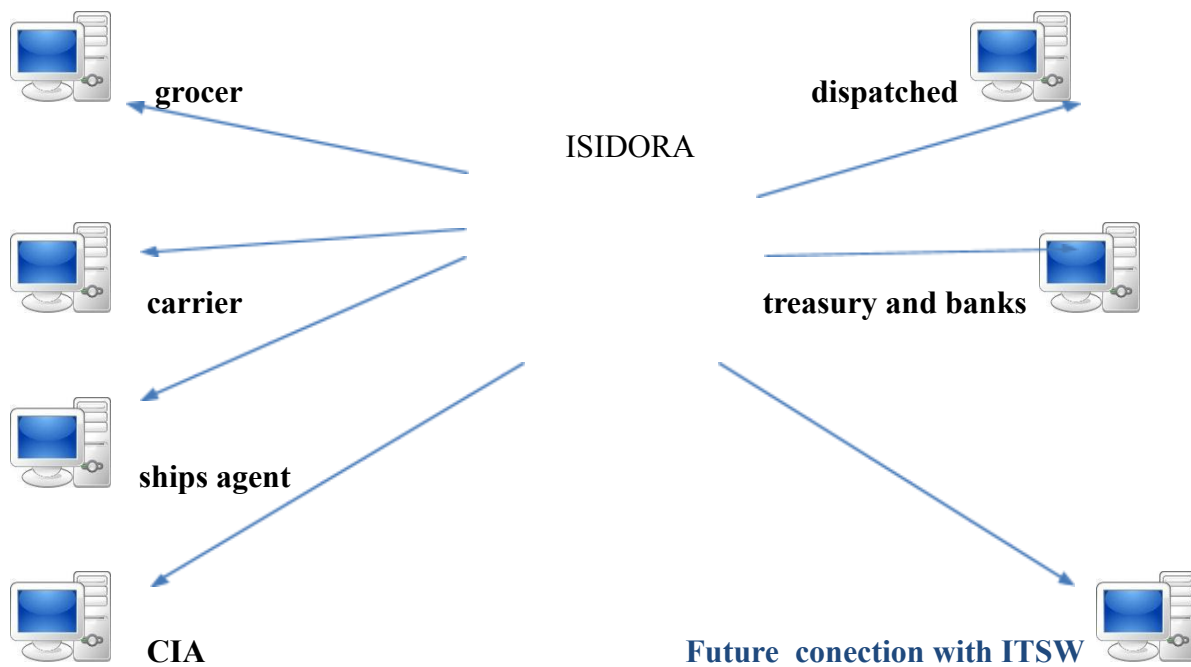
The process associated with the Foreign Trade considered a sets of steps: some aspects related to documentaries and others with good itself. The following diagram describes the process succinctly:



- **Documentary Presentation**: is the presentation to Customs by the Agent of Foreign Trade of the forms and history of the goods they are imported / exported / transited.
- **Document Analysis**: is the review by Customs of such background, to establish that the process of entry / exit / transit is this performing under the rules.
- **Admission to Primary Zone**: is the physical entry of the goods entering / sale / transits Chile.
- **Selection of Examination**: selection is effected Customs regarding which type of review be made - without review, document review or physical inspection.
- **Physical Examination**: is the physical verification of the goods by the auditor of Customs.
- **Primary Zone Output**: is the physical removal of the goods.
- **Deferred Controls**: corresponds to Customs controls performs a posteriori removal of the goods from the primary area.

**ISIDORA SW SCOPE**





**Or SICEX**

**Source:** the diagram of ISIDORA and the scope are a own draw from the Final text of the evaluation of the ISIDORA program by Ministerio de Hacienda and SNA. Athor; Andres Santoro del rio, Victor Borgoño S, Marcelo Villena CH. June 2005.

From the scope of ISIDORA, it is possible to see that the modernization plan of the international trade procedures between 1997 – 2004 in separate lines but with the same objective from 2000-2006 with the ISIDORA implementation at today has helped the trade facilitation as the main SW in Chile; from the international scope, the SW in the international trade processes to import/export and transit of goods because is the final receptor of all the e-document to generate the international business.

Chilean ITSW has been under study since 2004 and has gradually been developed by the National Customs Service and other public services that are part of the exports process. In 2006, the advances were not satisfying and actions with the Ministerio de Hacienda were developed in order to carry out, in three stages, a study aimed at developing a Portal of Foreign Trade.

Firstly, in June 2008, an information portal, -www.portalcomercioexterior.cl- was started, which provided information on the procedures and requirements to be met to import or export goods. This initiative was coordinated with the Ministerio de Hacienda and SNA.

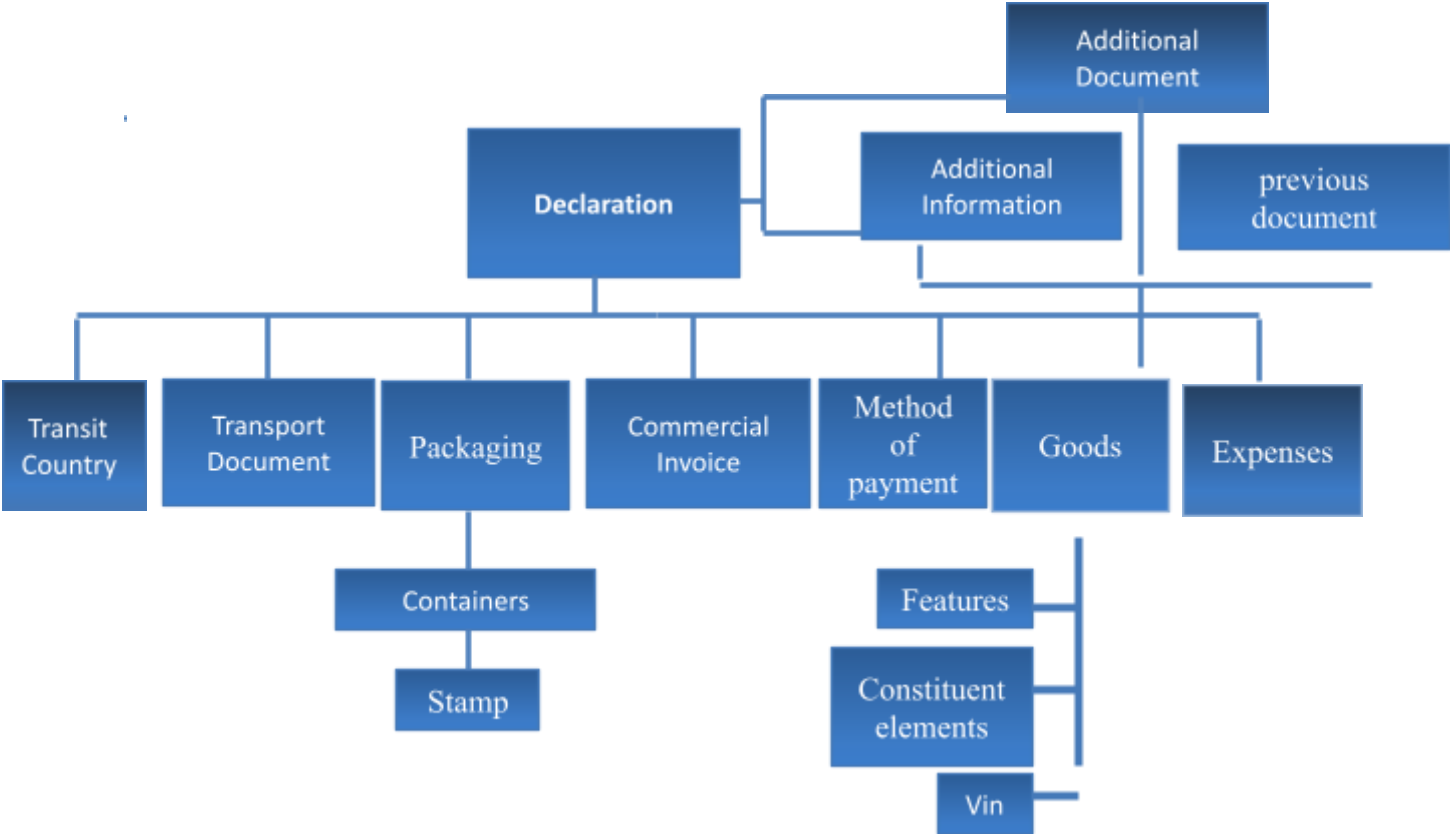
The second step is a study to define an organic structure to a portal able to do transactions and projects to be carried out in each of the participating institutions to set the portal as the only digital space that will send transactions. This study was led and funded by the Ministerio de Economía and was completed with the delivery of a final report in April, 2010.

The third stage is represented by the creation of a transactional website (SICEX) that allows exporters, importers and customs brokers to make foreign trade procedures in a single window, or transactional portal for foreign trade. This final step involves SNA by ISIDORA and the procedures that means that in the first stage of the project the SNA is related whit the SICEX portal through the DUS, considering that the first stage involves the export process. DUS is involved with the RUCE in this part and is made it with the WCT standards. The following tables describes the current and new structure of the DUS and the types of Documents, then the Hierarchical Data Structure of the DUS – SICEX with the intention to approach with SICEX function with the SNA as a unique web portal to do international trade transactions.

current structure of data record (Total 8)	new Structure datalogging (Total 16)	Types of Documents
header	Declaración	DUS, IVV
Items	Goods, Commodity Attributes Constituent Elements, Additional Information	
Approval	Additional document	V°B°(Approval), Certificates, Guide Office, Maritime and Air Manifesto, Referenced Documents, SAG Documents.

Vin	Vin	
Attached Sheet	Previous document	Suspensivos Meals
bundles	packaging	
Containers	Containers	
	Stamp	
Transport documents	Transport contract	Mic/Dta, Tif/Dta, BL, Air Guide, Bills of Lading
	Payment method	
	Comercial invoice	
	Transit country	
	expenses (IVV)	

# Hierarchical Data Structure of the DUS - SICEX



Source: own draw of the presentation "DATOS DUS - SICEX VERSION PRELIMINAR Servicio Nacional de Aduanas Febrero – 2012"

## **2.4.6CUSTOM AGENTS**

The Customs Ordinance defines this member of the Chilean customs system, Article 195, first paragraph, as a customs assistant professional civil service, whose license enables him to provide to Customs services to third parties as a manager in the clearance of goods.

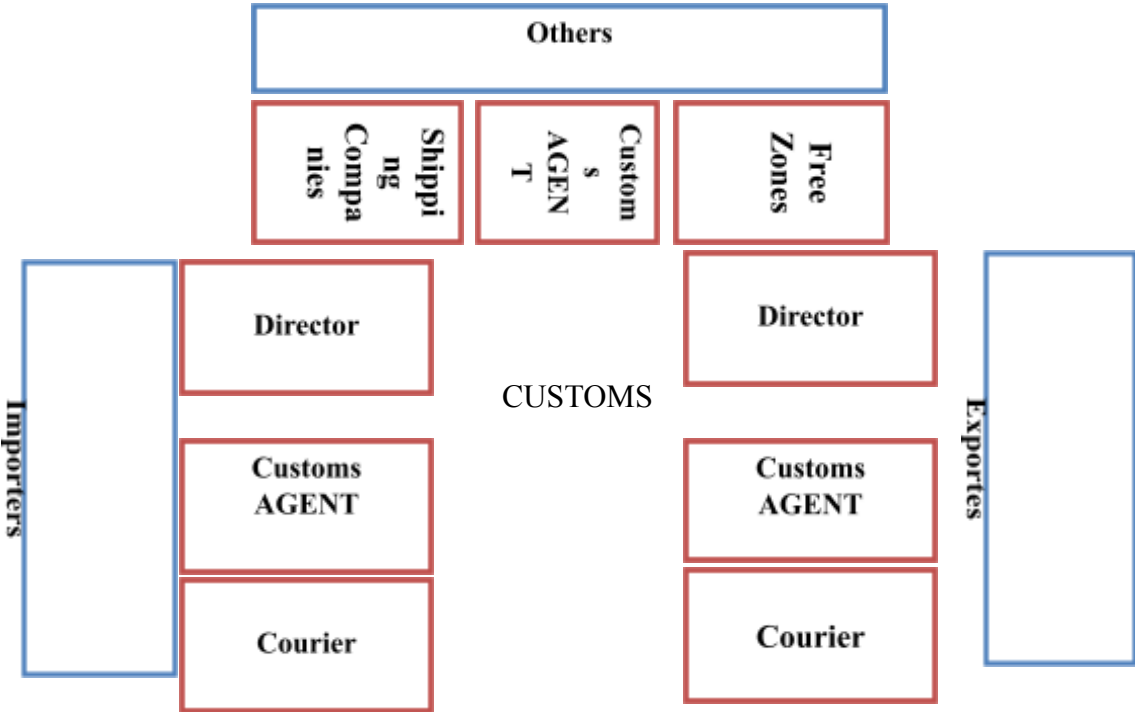
The second paragraph in the same article ratifies this concept: "These dispatchers have the character of ministers of faith as Customs can be certain that the data recorded in the statements in conformity with legal precedents that they should serve base." The legal authority granted to the Customs agents derived from its status as auxiliaries to the customs public function.

Article 197 provides that the act by which the owner, consignor or consignee of the office entrusted their goods to a customs agent who accepts the charge is a mandate. That is, the agent is an agent.

Article 203 of the same Ordinance "see" them public employees for purposes of the Penal Code and violations of the Ordinance.

From the above rules,it can be concluded that the customs agent can be professional, minister of faith, official, public employee and agent.SICEX does not modify any law with the implementation of the ITSW so the role of the custom agent is still the same. So, it is clear that last user who sends the e-document for the approval in the SICEX portal and the responsible for it is the custom agent. The next table shows a description of the position of the custom agent in the process of the International trade operation.

**POSITION OF THE CUSTOM AGENT IN THE INTERNATIONAL TRADE OF CHILE**



**2.4.7 SICEX TRAINING TO CUSTOM AGENTS AND PRIVATE TRADE ORGANIZATIONS**

On April, 2013, a workshop was held SICEX Leadership and Change Management Leaders of the five public services participants Export Module Pilot (CUSTOM, COCHILCO, ISP, SAG, and SERNAPESCA) who through work teams, explored different notions of personal and organizational change and shared experiences that will build a common tool of best practices. Intended to continue this type of activity in order to facilitate the adoption of the Integrated Foreign Trade System, favoring the institutions involved and above all the people in them, they comply with the Operational changes through a transition supported by their leaders. For the project design, development, implementation and operation of SICEX.

Exporters, Customs Agents and Public Service staff participated in various Training sessions Platform. In view of the full implementation of the export module, SICEX will open group

training sessions aimed at all those working in foreign trade operations. Programming these sessions will be low call, which will be available later on platform online registration (to communicate) accessible to stakeholders. This way, interested parties may choose the schedule that favors them. In the first stage of the pilot started the operation with:

- 21 Exporting and 12 Customs Agents
- Public services: SNA, SERNAPESCA, ISP, COCHILCO and SAG.
- 3 Ports: Puerto de Valparaiso, Santiago Airport, Puerto terrestre de los Andes.
- 89 Productos: Salmon, copper cathodes, Grapes, Apples, Chicken, Turkey, Drugs, tires, cigarettes, footwear, among others
- Dates and times are posted on the site [www.sicexchile.cl](http://www.sicexchile.cl).

The Utilities have already begun their outreach and training SICEX within their respective organizations. Thus, during June, 2013, the National Customs Service began to spread within the various Branches of the National Directorate, standing on June 25 in Valparaiso, it has a diffusion within the Primary Zone Workshop. During August they plan to continue with the Metropolitan Customs, Valparaiso and Los Andes. SERNAPESCA conducted a training activity to which Customs Agents, Exporters and officials of the institution were invited, both regional and professionals National who worked in the uprising and validation of the export process.

During the month of July 2013 lectures were planned to be broadcast to the private sector, in order to publicize the Integrated Foreign Trade System to exporting companies, customs agents and other private establishments involved in the chain of foreign trade.

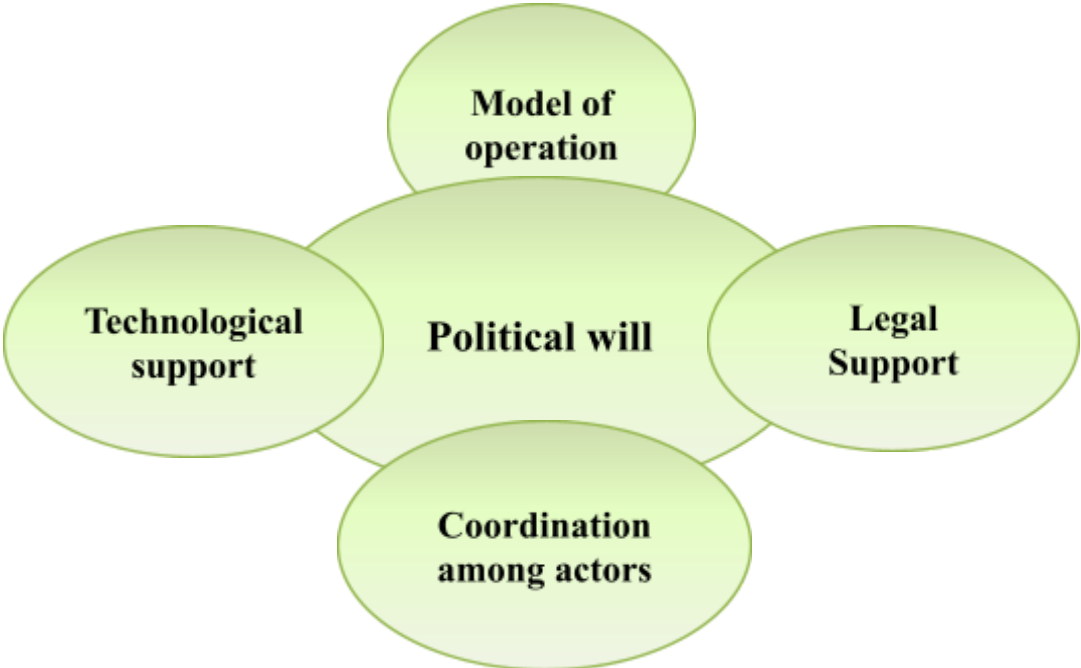
#### **2.4.8 Dimensions of Analysis for the Determination of the success Factors.**

This analysis has three critical sources: the first one is a report called: Single Window Foreign Trade. “REQUIREMENTS FOR A SUCCESSFUL IMPLEMENTATION IN LATIN AMERICA”; it promotes the implementation of ITSW in concordance of five main factors well analyzed in the region, also mention the key factor to be successful in the implementation of a ITSW, and the research answer the five main factor with the information provided. To prove the

existence of the Dimensions of Analysis for the Determination of the success Factors, the text continues with the objectives and the benefits of SICEX project because are the success factors of the ITSW implemented in Chile. Then is used the point of view of the Benavides work thesis what determinate different dimension of the success factor in the ITSW developed in Chile but has two important points what are pragmatic for the success factor of the ITSW and is important to put in the analysis dimension. Finally the research provides the importance of this new ITC tool in the competitive environment country.

The private sector determines where to invest and how is the economic environment for investing in a specific country, then the study is converted in global, comparing all the countries with different indicators, in this way the National Services Customs and the Ministerio de Hacienda use this criteriato compare the evolution of others countries implementing ITSW and what is the expected when the ITSW will be operating at 100% after the implementation. These three points are the Dimensions of the successful factors that the research takes and then presents the relation and the importance of ITSW for the State of Chile to justify the implementation of the ITSW.

**FACTORS FOR A SUCCESSFUL ITSW**



SICEX tool emerges from a particular way of seeing and understanding the role of international trade in the production system, but also related to a new way of seeing and understanding the role of government and public institutions. According to the agenda the SW has gone through the following:

**Project:** Electronic Window for Foreign Trade

**Meta 2006:** 8 institutions operating seamlessly

**Achievement:** Interconnection bilateral services (September 2005)

In the Digital Strategy 2007-2012, reaffirmed and continued commitment:

**Project:** transactional windows of COMEX

**Target 2012:** Implementing a Single Window for Foreign Trade transactional

**Achievement:** Creating Informational Portal for Foreign Trade (June 2008)

**Source:** web portal of SICEX, background; 18 of February 2014.

Evidence of this policies will be clear but the main will is the establish of Advisory commission in 2010, considering the progress made and the need for an institutional framework to deliver sustainability and continuity to the work, the Government of Chile by the clear work plan derived in four work team with a legal mandate who sustain the project and the political will, given the enough budget and defined the role of the stakeholders in the SICEX project. Here in the center of the political will the coordination among the actors, the operational model (SOA) and the technological support given by the CrimsonLogic / Everis are proved and described in the research, just the legal support still being the same in the Organic custom law for international trade, and the digital legal for e-document and digital signature part is regulated by the law 19.799: *“SOBRE DOCUMENTOS ELECTRONICOS, FIRMA ELECTRONICA Y SERVICIOS DE CERTIFICACION DE DICHA FIRMA”*.

First the definition of the specific goal for SICEX is to facilitate the trade through:

1. Facilitating trade
2. Reducing Costs
3. Reducing the time of loading and unloading
4. Making better use of the benefits of TLC
5. Improving the efficiency and transparency of administrative management of foreign trade operations.
6. Providing more efficient control of foreign trade.
7. Making better use of the benefits of FTA.<sup>12</sup>

Additionally, the system seeks to increase trade in Chile and create favorable conditions for the entrepreneur in international trade, in fact SICEX provides the following benefits:

1. Increased transparency of the process
2. Removing the accompanying documents admissible
3. Elimination of downtime between steps
4. Reduced response times
5. 24 hour access, 365 days a year to all procedures
6. Effective follow the status of the process
7. Reduction of administrative costs associated with processing  
(Intermediate, stationery, travel, etc.)

Clear targets for the reduction of paperwork and timetables for foreign trade processes setting in four the number of documents of foreign trade and in eleven days response time for both steps import and export.

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<sup>12</sup> Free Trade Agreement.

	CHIILE	OECD	WORLD RANK	GOAL
DOCUMENTS FOR IMPORT/EXPORT	6 - 7	4.4 – 4.9	2 - 17	4
TIME IN DAYS	21	11	5 - 101	11

<b>Objectives and Benefits Of SICEX</b>	<b>Trade facilitation</b>	Utilization of World Class system with best practices worldwide (OMA) Facilitates exchange of information with other countries
	<b>Reduction of Time and Costs</b>	Centralization and Decrease processing, reduce costs and time allows export System easy to use Integration with Public Services Related
	<b>Efficiency and transparency</b>	Better administrative efficiency and transparency in the management of foreign trade operations 24x7 availability Monitoring and Alerts Scorecard reports and key Online
	<b>Advancing E-government Ranking Doing Business</b>	Monitoring standards, usability and key integrations Current Rank: 39 e-government Current Rank: 37 in Doing Business

Source: own draw of the presentation of the Ministry of Hacienda presentation SICEX 2013.

These Objectives and benefits are important to understand the dimension of success factor in the implementation of the Single Windows of Foreign Trade in Chile. Paola Benavides in December of 2011 in her Work thesis “La Ventanilla Única de Comercio Exterior en Chile Factores claves de éxito” made an analysis of the operation and scope of the ITSW in Latin America to determinate the Key Success Factors in the implementation of the ITSW in Chile. From her analysis, it was determined that the SW model allows more efficient management of the import, export and transit of goods, which require compliance with non-tariff requirements and authorizations. Presented five dimensions of analysis of the success factors which are:

**Institutional:** include all the actors that allow the development of SW; the government with the public agencies and the private sector.

**Technology:**The growth of information and the increase number of trade encourages countries to be aware of all technological changes, who are developed. serving as a model to maximize its resources, the amount of information used in international trade requires an adequate information management and use of electronic media has among its objectives to eliminate duplication.

**Regulation:** is the basis of the institutional framework, a prior diagnosis will allow the government to determine if the application of the ITSW is feasible with current legislation.

**Control change management:**Changes must be systematically addressed with clear and planned stages. What characterizes the long-term success of ITSW, is the quality of five basic processes:

1. Producing added value, or the way that the ITSW adds value to its customers, depending on whether the processes are simple or complicated.
2. The decision-making process of any kind, strategic or operational, should be effective and timely.
3. There should be mechanisms of learning and control, so as to accumulate and reuse knowledge. Also continuous monitoring at strategic, operational and integrity level.
4. The people who make up the working group should develop an effective membership,

which can occur when a person recognizes his own role, their sense of belonging and commitment to participate in a future group.

5. Have mechanisms for conflict resolution among its members.

**Control and Supervision:** It helps to improve coordination between the entities which control and oversee the various aspects of international trade operations, by cross exchange of information between the various institutions involved in the operations, thereby achieving coordinate physical inspections to be carried out to goods.

### **Doing Business 2013:**

A Joint Publication and Project by the World Bank and IFC<sup>13</sup> The impact of the regulatory environment on local businesses around the world The Doing Business project measures the efficiency and strength of laws, regulations and institutions that are relevant to domestic small and medium size companies throughout their life cycle. By gathering and analyzing comprehensive quantitative data to compare business regulation environments across economies and over time.

Doing Business declares that countries encourage to promote more efficient regulation; offers measurable benchmarks for reform; and serves as a resource for academics, policymakers, journalists, private-sector researchers, business executives and others interested in the business climate of each country. Doing Business does not measure all aspects of the business environment that matter to firms and investors. For example, it does not measure security, macroeconomic stability, corruption, the level of skills, or the strength of financial systems.

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<sup>13</sup> International Finance Corporation; IFC, a member of the World Bank Group, is the largest global development institution focused her work exclusively in the private sector of developing countries. More information in [http://www.ifc.org/wps/wcm/connect/corp\\_ext\\_content/ifc\\_external\\_corporate\\_site/home](http://www.ifc.org/wps/wcm/connect/corp_ext_content/ifc_external_corporate_site/home)

## IMPACT OF THE REPORT

Business regulatory reforms are making a tangible impact on the ground, such as helping increase employment and formal firm registration:

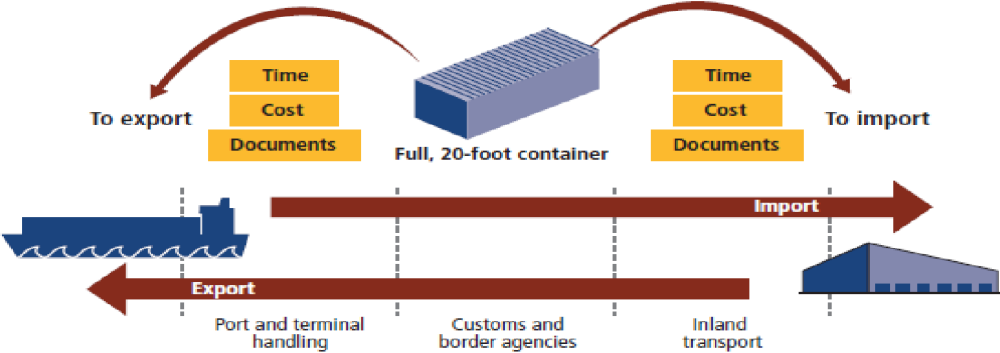
Mexico Simplified municipal procedures at the state level	<b>2.8%</b> employment
Colombia Phased introduction of one-stop shops for business start-up	5.1% Formal firm Registration
India Progressively eliminated a number of lengthy and bureaucratic controls that were required to operate a business	<b>6%</b> New firms created
Rwanda Created one-stop Shop for business registration	<b>308%</b> New firms registred

Source: “ what is doing business” web page document PDF. Information. January 2014.

## TRADING ACROSS BORDERS METHODOLOGY AND RESULTS

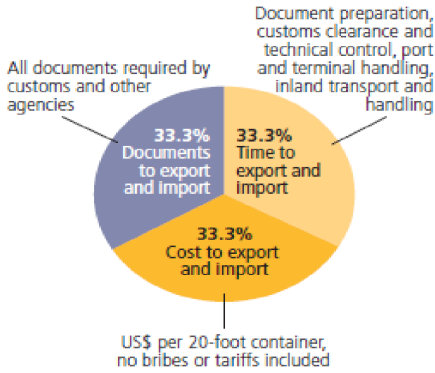
Doing Business measures the time and cost (excluding tariff s) associated with exporting and importing a standardized cargo of goods by sea transport. The time and cost necessary to complete every official procedure for exporting and importing the goods are recorded; however, the time and cost for sea transport are not included. All documents needed by the trader to export

or import the goods across the border are also recorded. For exporting goods, procedures range from packing the goods into the container at the warehouse to their departure from the port of exit. For importing goods, procedures range from the vessel arrival at the port of entry to the cargo delivery at the warehouse. For landlocked economies, these include procedures at the inland border post, since the port is located in the transit economy. Payment is made by letter of credit, and the time, cost and documents required for the issuance or advising of a letter of credit are taken into account:



The ranking on the ease of trading across borders is the simple average of the percentile rankings on its component indicators:

FIGURE 20.16 Trading across borders: exporting and importing by sea transport  
 Rankings are based on 3 indicators



Local freight forwarders, shipping lines, customs brokers, port officials and banks provide information on required documents and cost as well as the time to complete each procedure. To

make the data comparable across economies, several assumptions about the business and the traded goods are used. Assumptions about the traded goods The traded product travels in a dry-cargo, 20-foot, full container load. It weighs 10 tons and is valued at \$20,000. The product:

- Is not hazardous nor does it include military items.
- Does not require refrigeration or any other special environment.
- Does not require any special phytosanitary or environmental safety standards other than accepted international standards.
- Is one of the economy's leading export or import products.

**Assumptions about the business:**

- Has at least 60 employees.
- Is located in the economy's largest business city.
- Is a private, limited liability company. It does not operate in an exportprocessing zone or an industrial estate with special export or import privileges.
- Is 100% domestically owned.
- Exports more than 10% of its sales.

**Documents:**

All documents required per shipment to export and import the goods are recorded (table 20.11). It is assumed that a new contract is drafted per shipment and that the contract has already been agreed upon and executed by both parties.

Documents required for clearance by relevant agencies—including government ministries, customs, port authorities and other control agencies—are taken into account. Since payment is by letter of credit, all documents required by banks for the issuance or securing of a letter of credit are also taken into account. Documents that are requested at the time of clearance but that are valid for a year or longer and do not require renewal per shipment (for example, an annual tax clearance certificate) are not included.

**TABLE 20.11 What do the trading across borders indicators measure?**

Documents required to export and import (number)
Bank documents
Customs clearance documents
Port and terminal handling documents
Transport documents
Time required to export and import (days)
Obtaining, filling out and submitting all the documents
Inland transport and handling
Customs clearance and inspections
Port and terminal handling
Does not include sea transport time
Cost required to export and import (US\$ per container)
All documentation
Inland transport and handling
Customs clearance and inspections
Port and terminal handling
Official costs only, no bribes

**Time:**

The time for exporting and importing is recorded in calendar days. The time calculation for a procedure starts from the moment it is initiated and runs until it is completed. If a procedure can be accelerated for an additional cost and is available to all trading companies, the fastest legal procedure is chosen. Fasttrack procedures applying only to firms located in an export processing zone, or only to certain accredited firms under authorized economic operator programs, are not taken into account because they are not available to all trading companies.

Sea transport time is not included. It is assumed that neither the exporter nor the importer wastes time and that each commits to completing each remaining procedure without delay. Procedures that can be completed in parallel are measured as simultaneous. But it is assumed that document preparation, inland transport, customs and other clearance, and port and terminal handling require a minimum time of 1 day each and cannot take place simultaneously. The waiting time between procedures—for example, during unloading of the cargo—is included in the measure.

**Cost:**

Cost measures the fees levied on a 20-foot container in U.S. dollars. All the fees associated with completing the procedures to export or import the goods are taken into account. These include costs for documents, administrative fees for customs clearance and inspections, customs broker fees, port-related charges and inland transport costs. The cost does not include customs tariffs and duties or costs related to sea transport. Only official costs are recorded. **The data details on trading across borders can be found for each economy in this way by analyzing the results of Chile using the ITSW in the first stage, and comparing closer economies in the Pacific area, like Colombia and Peru.**

**Results:**

<b>ECONOMY</b>	<b>Trading across Borders rank</b>	<b>Documents to export (number)</b>	<b>Time to export (days)</b>
Chile	40	5	15
Colombia	94	4	14
Peru	55	5	12

<b>ECONOMY</b>	<b>Cost to export (us\$ per container)</b>	<b>Documents to import (number)</b>	<b>Time to import (days)</b>
Chile	980	5	12
Colombia	2,355	6	13
Peru	890	7	17



Source: [http://www .doingbusiness.org](http://www.doingbusiness.org) by selecting the economy in the drop-down list.

<b>REGION</b>	OECD high income
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<b>INCOME CATEGORY</b>	High income	
<b>POPULATION</b>	17,464,814	
<b>GNI PER CAPITA (US\$)</b>	14,28	
<b>CITY COVERED</b>	Santiago	
<b>DOING BUSINESS 2014 RANK</b>	<b>DOING BUSINESS 2013 RANK***</b>	<b>CHANGE IN RANK</b>
34	34	0

<b>DOING BUSINESS 2014 DTF** (% POINTS)</b>	<b>DOING BUSINESS 2013 DTF** (% POINTS)</b>	<b>IMPROVEMENT IN DTF** (% POINTS)</b>
70.74	70.70	0.04

<b>DB 2014 RANK</b>	<b>40</b>	<b>DB 2013 RANK</b>	<b>39</b>
<b>DB 2014 DTF** (% POINTS)</b>	<b>79.93</b>	<b>DB 2013 DTF** (% POINTS)</b>	<b>79.81</b>

<b>CHANGE IN RANK</b>	<b>-1</b>	
<b>IMPROVEMENT IN DTF** (% POINTS)</b>	<b>0.12</b>	

<b>TOPICS</b>	<b>DB 2014 Rank</b>	<b>DB 2013 Rank</b>	<b>Change in Rank</b>
Starting a Business	22	30	8
Dealing with Construction Permits	101	87	-14
Getting Electricity	43	44	1
Registering Property	55	53	-2
Getting Credit	55	52	-3
Protecting Investors	34	32	-2
Paying Taxes	38	40	2
Trading Across Borders	40	39	-1
Enforcing Contracts	64	64	No change
Resolving Insolvency	102	98	-4

Indicator	Chile	OECD
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Documents to export (number)	5	4
Time to export (days)	15	11
Cost to export (US\$ per container)	980	1,07
Documents to import (number)	5	4
Time to import (days)	12	10
Cost to import (US\$ per container)	930	1,09
<b>Nature of Export Procedures</b>	<b>Duration (days)</b>	<b>US\$ Cost</b>
Documents preparation	7	220
Customs clearance and technical control	2	100
Ports and terminal handling	3	210
Inland transportation and handling	3	450
Totals	15	980
<b>Nature of Import Procedures</b>	<b>Duration (days)</b>	<b>US\$ Cost</b>
Documents preparation	5	170
Customs clearance and technical control	2	100
Ports and terminal handling	3	210
Inland transportation and handling	2	450
Totals	12	930

### CHAPTER III

## **METHODOLOGY**

It is a descriptive methodology about the implementation and development of the VUCE in Chile, searching information through the World Wide Web of the current International information about NSW and ITSW that could be useful for the main goal of the research, which pretends to explain the main function of a SW based on the model developed in Chile. Besides studying the web sites of the most important International organizations which promote the establishment of SW as SELA or UNECE and others in the region as the main actors (stakeholders) in Chile that are part of the project SICEX (SNA, SERNAPESCA, SAG, ISP and COCHILCO). Review Interviews, papers, work thesis, forums papers, international journals, presentation and all the related about the SICEX, this thesis was made it with the following steps:

- Collecting information from the relevant sources
- Debugging information
- Writing the information
- Reviewing information from the relevant sources
- Putting information in a context to create line in the description of the ITSW
- Getting information from the people working at SICEX

From the main sources, an explanatory scheme was created to make the processes and the entities involved more didactic.

## **CHAPTER IV**

### **RESULTS OF THE RESEARCH**

The work describes the implementation and operational model and process of the single window of foreign trade in Chile, the plan made by the government of Chile and its evolution through time, coordinating efforts with the SSPP and Intermediates at the first stage. The use of the SICEX portal and what it has been performing through the time is revealed. The advances prove that efforts of the SNA creating the NSW and then the government of Chile to create a single point of access to do all the transaction of foreign trade ITSW having as a result better indicators in performance that are showing in international journals and analyzed by private investor in a globalized context, SICEX is going to put the competition of the country in Trade Facility in good terms. But the scope of the SICEX is not enough yet, the efforts and time takes too much time in a competitive world to implement this change, the state has to coordinate this kind of change in better way and in better time. The information about SICEX is not fully clear, one solution for this can be the implementation of a guide of SICEX addressed to final user, in this way the feedback would provide more knowledge about the subject and the final performance of SICEX, a 24 four hour virtual platform would be helpful for all the users. The failure of the state to implement relevant projects for the benefit of the country is when the view is clear but the mechanism for getting the goal takes almost 12 years.

### **LIMITATIONS OF THE INVESTIGATION**

The limitation about information of the National Single Window and the SICEX was the big impediment for this research, sources of the national public services are limited and dispersed, which does not allow consistent information to go in depth of knowledge. In order to have access to the pilot test it was necessary to attend a training workshop for intermediaries offered by the Ministerio de Hacienda, from where it was detected that SICEX portal does not provide answers to enquiries, limiting the necessary feedback of the system.

## CHAPTER V

### CONCLUSIONS

The VUCE was put in stages (export module, import module and transit module) trying to have time to establish the project and coordinate with the CrimsonLogic / Everis who wins the tender to create SICEX portal working with SNA and the others public services.

The implementation of the Single Window for the local and international stakeholders would show better indicators for the foreign investor who use international journals, such as “Doing Business” to get the best information to invest. The full implementation of the Single Window will eventually be more efficient in terms of time and resources, for instance: duplicity of document and having people doing errands moving from one place to another gathering documentation. It definitely facilitates foreign trade in today’s globalized world

The role of the public services is defined and clear, the public services use the own SW integrated then in SICEX portal by the Interoperability<sup>14</sup> of the NSW, is a big responsibility work in coordination by teams involved in the SICEX project to get better results with the consortium CrimsonLogic / Everis and SNA. Both, working together to fulfill the main goal the all process of the ITSW and it is appropriate to mention that the center of the SSPP integrated in SICEX is SNA receiving the final e-document in the process.

The role of the private sector is the feedback that needs the project to perform better and is also the final user that is going to have a better control of the transaction related with the e-document, time and cost process in the first stage that the export module is implementing.

SICEX is working in two environment; one is a test environment and the second is a productive environment, the differences is that in the test environment the user can learn by himself using the exporter or intermediary screen, but in the productive environment all that the users do is real

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<sup>14</sup> It is the ability to exchange information between systems, their components and business processes, to further interpret and use the information exchanged.

and have legal consequences, for being users, the person has to ask for a password by e-mail, if the legal requirements are accomplished. After that, the can access in the SICEX portal is available.

The main Challenges of SICEX is to create a better way of giving information (feedback) for anyone who wants to know in depth about the subject, using other kind of sources to communicate. A guide for users should be created to allow the understanding of any aspect of the screen and the operational model of SICEX and a single training workshop is not enough. In the implementation of the rest of the modules, SICEX needs to improve the communication system for all the users.

The implementation outcomes of the VUCE cannot be seen in a quantitative way because it is in the first stage and needs more time to have this kind of studies but the following benefits for the stakeholders have been identified:

- Cost reduction in physical transfers for the completion of the process;
- Cost reduction in mail;
- Cost reduction in stationery;
- Cost reduction in procedure;
- Elimination of privileges and unjustified preferential treatments;
- Elimination of steps or documents attached to procedure;
- Reduction in the times of response to customer;
- Permits access, 24 hours a day during 365 days per year;
- Allows for follow-up to the state of procedures.

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## LIST OF ABBREVIATIONS

**SRCEI:** Servicio de Registro Civil e Identificación Spanish abbreviation / English Translated;  
**Civil Registry and Identification**

**SNA:** Servicio Nacional de Aduanas Spanish abbreviation / English Translated;  
**National Customs Service.**

**SII:** Servicio de Impuestos Internos Spanish abbreviation / English Translated;  
**Internal Revenue Service.**

**TGR:** Tesorería General de la República Spanish abbreviation / English Translated;  
General Treasury of the Republic.

**SERNAPESCA:** Servicio Nacional de pesca Spanish abbreviation / English Translated;  
**National fishing.**

**ISP:** Instituto de Salud Pública Spanish abbreviation / English Translated;  
**Institute of Public Health.**

**COCHILCO;** Comisión Chilena del Cobre Spanish abbreviation / English Translated;  
**Chilean Copper Commission.**

**DIRECON:** Dirección General de Relaciones Económicas Internacionales Spanish abbreviation / English Translated;  
**Directorate General for International Economic Relations.**

**SAG:** Servicio Agrícola y Ganadero Spanish abbreviation / English Translated;  
**Agricultural and Livestock Service.**

**CONAF:** Corporación Nacional Forestal Spanish abbreviation / English Translated;  
**National Forestry Corporation.**

**DIBAM:** Dirección de Bibliotecas, Archivos y Museos Spanish abbreviation / English Translated;  
**Directorate of Libraries, Archives and Museums.**

**DIFROL:** La Dirección Nacional de Fronteras y Límites del Estado Spanish abbreviation / English Translated;  
**The National Directorate of Borders and Boundaries Department.**

**DIRECTEMAR:** Dirección General del Territorio Marítimo y Marina Mercante de Chile  
Spanish abbreviation / English Translated;  
**Directorate General of Maritime Territory and Merchant Marine Chile.**

**DGCA:** Dirección General de Aeronáutica Civil Spanish abbreviation / English Translated;  
**Directorate General of Civil Aviation.**

**CCHEN:** Comisión Chilena de Energía Nuclear Spanish abbreviation / English Translated;  
**Chilean Commission for Nuclear Energy.**

**SEC:** Superintendencia de Electricidad y Combustibles Spanish abbreviation / English  
Translated;  
**Superintendence of Electricity and Fuels.**

**RUCE:** Registro unico de comercio exterior Spanish abbreviation / English Translated; **Unique  
registration of foreign trade.**

**SICEX:** Sistema Integrado de Comercio Exterior Spanish abbreviation / English Translated;  
**Integrated Foreign Trade System.**

**VUCE:** Ventanilla única de Comercio Exterior Spanish abbreviation / English Translated; **Single  
Window for Foreign Trade.**

**OIRIS:**Office of Information and Complaints.

**GICONA:** computer system for online processing.

**ITEC:**Research, Technology, Statistics and Quality.

**CDA:** Destination Customs Certificate and Authorization.

**SSPP:** abbreviation in Spanish of **Public Services.**

**UNNEXT:** United Nations network of expert for paperless trade in Asia and Pacific

**APEC:** Asia-Pacific Economic Cooperation

**ASEAN:**Association of Southeast Asian Nations

**B2B:** Business-to-Business

**B2G:** Business-to-Government

**B/L:**Bill of Lading

**EC:** European Commission

**EDI:** Electronic Data Interchange

**EDIFACT:** United Nations/Electronic Data Interchange for Administration, Commerce and Transport.

**G2B:** Government-to-Business

**G2G:** Government-to-Government

**GDP:** Gross domestic product

**IATA:** International Air Transport Association

**ICT:** Information and communication technology

**ISO:** International Organization for Standardization

**ITSW:** International Trade Single Window

**SW:** Single Window

**OECD:** Organization for Economic Co-operation and Development

## Appended Documents