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# Experience of the implementation of the Single Window in Colombia and prospects for the interregional cooperation

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Almaty, Republic of Kazakhstan  
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- **Characterization of the SW**
  - **Legal Framework**
  - **Technical framework**
  - **SW Interoperability**



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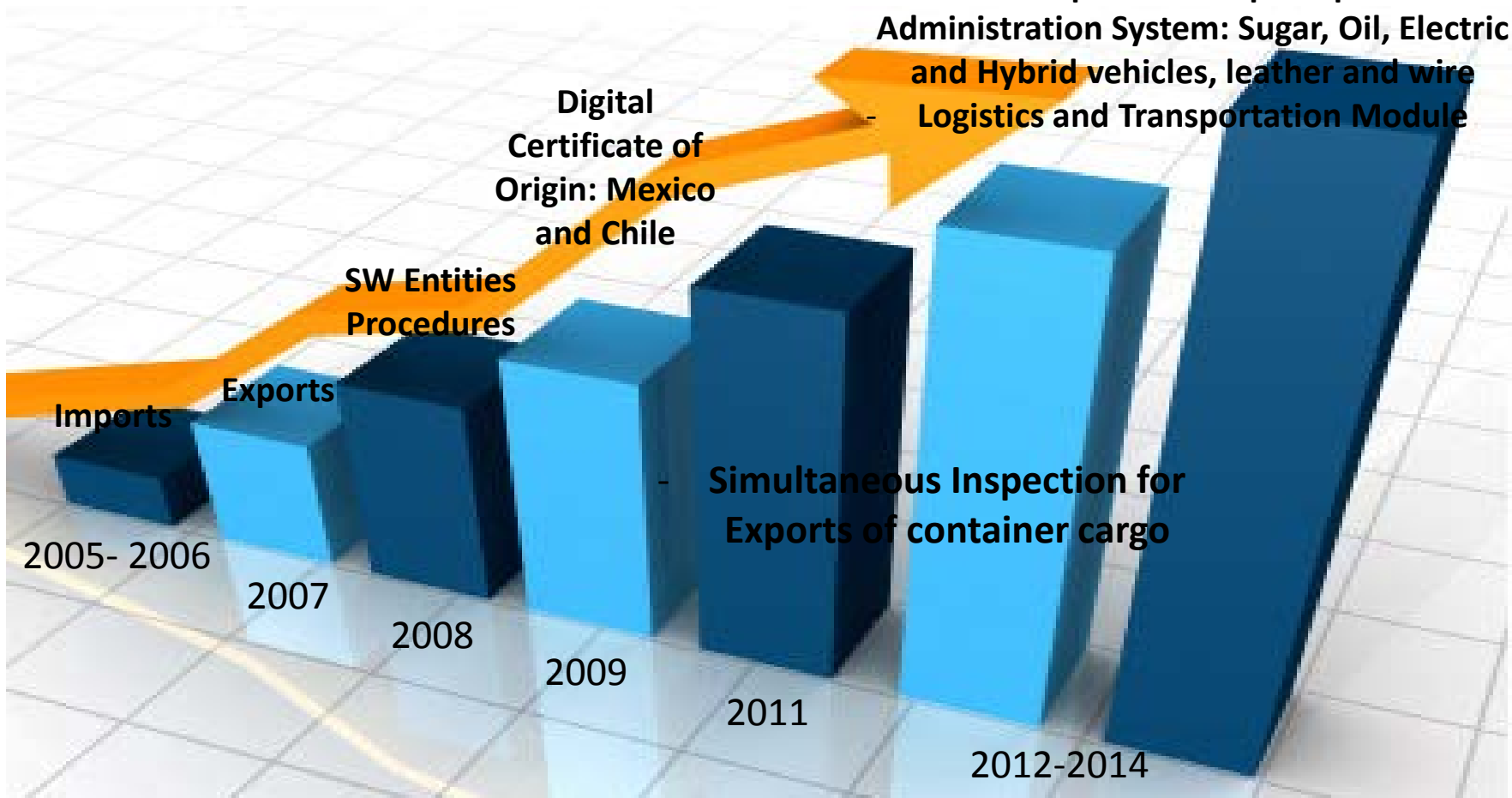
# Characterization of the SW

1. To Implement a State policy to streamline and automate of procedures to make the relationship of public administration, citizens and businesses more transparent, direct and efficient.
2. To adjust the institutional structure that supports the realization of foreign trade procedures in order to comply with the commitments resulting from international negotiations.
3. To harmonize requirements, procedures and documents required by the entities involved in foreign trade to facilitate and expedite international transactions and promote better conditions of competitiveness of domestic goods and services abroad.
4. Will of reducing dispersion and unnecessary duplication of information requirements.





## SW Evolution





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## Balance of the Single Window 2005-2014

21

Institutions  
Involved

59,400

Registered  
Users

4  
Million

Operations

9 USD  
Million

Investment  
by MinCIT



## ***Building a Single Window for Colombia: Main features***

- The Government of Colombia leads the running of the Single Window.
- Centralized model.
- VUCE's use is mandatory.
- The VUCE was not fully funded from the beginning. It has been developing according to the needs.
- Whole model is funded by the Government of Colombia.
- The Ministry is the coordinator of all entities so it develops all the modules and each entity make its own developments to connect to the functionality established by the MinCIT.
- The risk is assumed by the entity in charge of new developments according with its competence.
- To implement each phase of system pilots with users and entities are developed, with transition periods of manual and electronics system.
- Permanent training and advisory is offered by Ministry's staff, Call Center and online help.
- A Risk Management System is being implemented for import requests, according to established criteria by product by each one of the government entities. Additionally, selectivity for the cargo through risk management profiles is included in the Module of Simultaneous Inspection.





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# Administration of the SW



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- MinCIT coordinates with entities its operation, management and timely response to requests in VUCE.
- Leadership of the new projects to improve and optimize procedures
- Permanent tracking to response time to suit Decree 019/2012
- Support to VUCE's entities to overcome contingences
- Convene the General Committee of Management of the VUCE twice per year.
- The only service that is charged by the MinCIT is the import registration/license. The price is US 15 dollars per each 1.800 characters.
- There is a channel for all payments at VUCE.
- Each entity can charge fees for their own services.



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## VUCE's Government Agencies

- The National Mining Agency (ANM)
- National Hydrocarbons Agency (ANH)
- Ministry of Foreign Affairs
- Ministry of Health and Social Welfare (MINSALUD)
- Ministry of Justice and Law (MJD)
- National Narcotics Fund (FNE)
- Military Industry (INDUMIL)
- National Agency of Environmental Licenses (ANLA)
- National Agency of Aquaculture and Fisheries (AUNAP)
- Ministry of Defense (MINDEFENSA)
- XIII Brigade
- Colombian Agricultural Institute (ICA)
- National Institute Surveillance of Food and Drugs (INVIMA)
- Ministry of Agriculture and Rural Development (MAG)
- Ministry of Mines and Energy (MINMINAS)
- Ministry of Transport (MINTRANSPORTE)
- Colombian Geological Center (SGC)
- Superintendence of Private Security and Surveillance (SUPERVIGILANCIA)
- Ministry of Trade, Industry and Tourism (MinCIT)
- Directorate of National Taxes and Customs (DIAN)
- National Police - Narcotics Division





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## *Critical success factors*

- Coordination between the public and private sectors.
- Reduction of time and costs in foreign trade operations which enhance higher competitiveness levels
- Gradual approach to additional services incorporated by new agencies, through transition periods.
- Training and direct Involvement of users in testing systems.
- Continuous improvement of the available services.
- Permanent release





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*Awards and recognition of the SW*

2013

**VUCE**

VENTANA ÚNICA DE COMERCIO EXTERIOR



*in*

**Doing Business 2014**

Understanding Regulations for Small  
and Medium-Size Enterprises

**Satisfaction Survey of the National Consulting Center: 92% of users perceive the service as excellent, very good or good.**

2011



WORLD TRADE  
ORGANIZATION

**Recognition of the WTO: Trade  
Facilitation Solution in Latin America**

2006



**Recognition of the Computer World:  
VUCE a window for the competitiveness**



## Impact of the Single Window and Trade Facilitation Measures - 2005-2014

| Reforms   | Before SW or measure                              | Nowadays   |
|---|---|------------|
| Required documents for prior permission in Imports          | 135 different procedures and 35 different formats | 1 Document |
| Time for approval Imports permissions Automatic license     | 6 Days  | 30 Min     |
| Time for approval Imports permissions Non-automatic license | 8 Days  | 1 Day      |
| Container cargo export inspections                          | 2-3 Days  | 1 Day      |



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# Legal Framework



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- 
- ☒ Law 527 / 1999 (E-commerce Law)
  - ☒ Decree 4149/2004  
(Establishment of the SW)
  - ☒ Decree 4269/2005  
(Administration of the SW)
  - ☒ Circular 018/2011 (Conditions  
for registration in the SW)
  - ☒ Decree 019/ 2012 (Anti-  
paperwork)



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# Technical framework



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- Conditions of use and registration established for users and their assignees
- Information is stored and administered in accordance with the Data Protection Law
- Integrity is ensured through the use of digital signatures which are encrypted
- Audit procedures are used in electronic archiving
- Solution built on architecture base of Hosted Hosting, which entails that all entities are connected via web on a single point and its relation to the own applications of each entity will be performed through web-services





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# SW Interoperability

1. Digital Certificates of Origins
2. Sanitary certificates
3. RedVUCE



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## Digital Certificate of Origin

- It is one of the most important instrument to enhance trade facilitation policy.
- Manual reviews and adulterations are reduced, which translate into lower costs and answer time, strengthening security of the supply chain and increasing trade.
- Elimination of error in verifications (signature and stamp)
- Access from anywhere in the world 24 hours a day, 365 days a year.
- Removing the discretion of public officials in the authorization process.
- The verification is selective (10% average)
- Exporters reported speediness, security, easy use and reduction of costs in document storage.

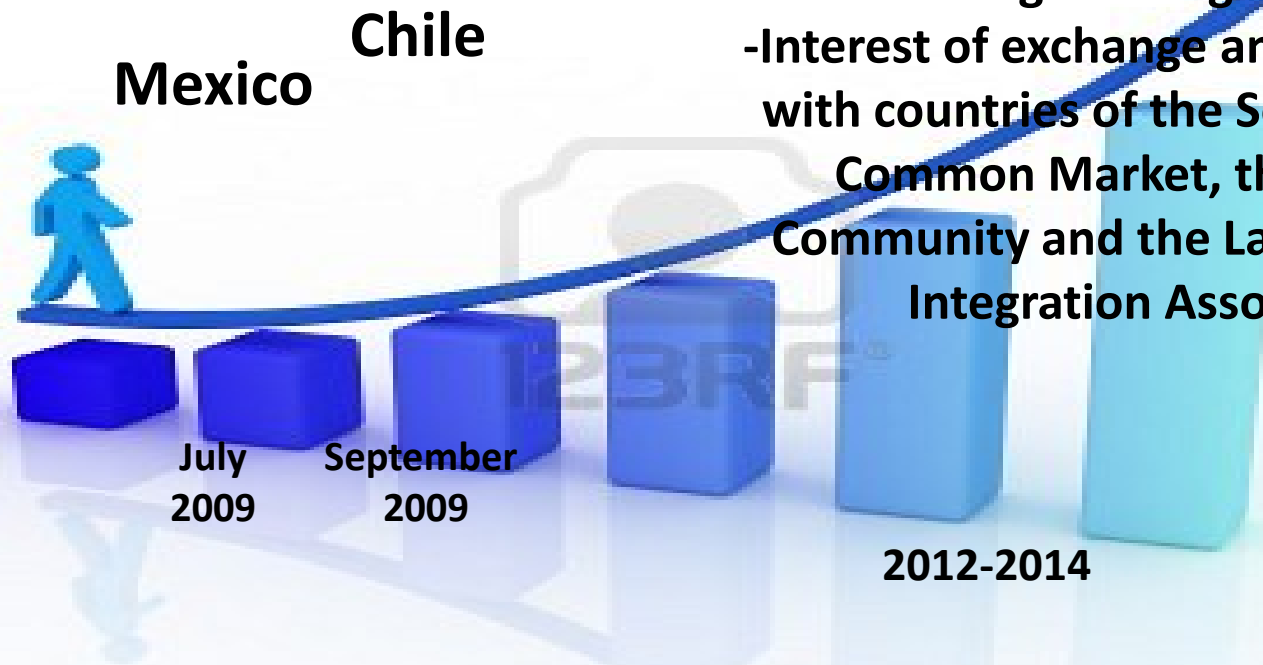




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## Evolution of Digital Certificates of Origin



- Decision 775/2012 of the Andean Community
- Interchange testing with Ecuador
- Interest of exchange and cooperation with countries of the Southern Cone Common Market, the Andean Community and the Latin American Integration Association



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## Digital Certificate vs. Certificates in paper of Origin



**100%**



**50%**



**90%**

<http://fotosdeculturas.blogspot.com/2011/03/dibujos-de-la-bandera-de-mexico.html>

<http://www.ucn.edu.co/cibercolegio/Paginas/vida-institucional/rincon-patrio.aspx>

[http://www.catapulta.com.ar/?attachment\\_id=4503](http://www.catapulta.com.ar/?attachment_id=4503)



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## Sanitary Certificates

In order to facilitate international trade in agriculture products, the Colombian Institute of Agriculture – ICA- has developed a system through which importers and exporters can get their permits and sanitary and phytosanitary certificates, which has reduced the costs and time of operation.

Currently, ICA works with Chile on a cooperative program for starting the electronic exchange of sanitary certificates.



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Banco Interamericano de Desarrollo

## **Colombia – Host of the V Regional Meeting of the Inter-American Network of Single Windows - RedVUCE**

Initiative of regional countries with the aim of promoting the use of electronic windows as an instrument of facilitation and control trade, as well as optimize and reduce the time and costs associated with export transactions, import and transit of goods, in accordance with standards, recommendations and best practices.

During 2013 Colombia was the coordinator of the normative group and have compared e-Commerce laws between countries in order to find meeting points and homologation of instruments that should be used to give validity to electronic documents that are exchanged among Single Windows.

The V Regional Meeting of the Inter-American Network of Single Windows will be in hold in Cartagena on May 2014.



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[www.vuce.gov.co](http://www.vuce.gov.co)



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**VUCE**  
VENTANILLA ÚNICA DE COMERCIO EXTERIOR



INICIO

NOTICIAS

QUE ES LA VUCE?

REGISTRO USUARIOS

ENTIDADES ▼

ESTADÍSTICAS ▼

NORMATIVIDAD

AYUDA ▼



2014-02-03

#### **CIRCULAR No. 002 de 2014.**

La Dirección de Comercio Exterior, del Ministerio de Comercio, Industria y Turismo, expidió Circular No. 002 del 30 de enero de 2014, con Asunto: Nuevo servicio del Módulo de Inspección Simultánea – SIIS para las operaciones de mercancías de exportación que se embarcan por aduana diferente.

El documento puede ser consultado en la Sección Normatividad del menú principal de la página [www.mincit.gov.co](http://www.mincit.gov.co).

[Leer información completa](#)



**Exportaciones**

**Entidades Adscritas y Vinculadas**

ENTIDADES ADSCRITAS



**Consulta Base de Datos  
de Registro de Productores  
de Bienes Nacionales**



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**Thank you!!!**



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