



 World Customs Organization  
Organisation mondiale des douanes

## Technology Conference & Exhibition

Rio de Janeiro, Brazil

12 - 14 November 2024

2024 - Digital Frontiers: Customs Collaborate with Established and Emerging Partners



## Consolidated Report: Survey of VUCE Perspectives in Latin America

The study seeks to assess the private sector's views on the effectiveness and functionality of Foreign Trade Single Windows (VUCEs) in the region, emphasizing trade facilitation and collaboration with the public sector.

[@asapraorganization](#)







## Introduction to the ASAPRA Initiative

The 2024 VUCEs Perception Survey, initiated by ASAPRA's Technology Roundtable and managed by the SINDASP project team (São Paulo/Brazil), aims to assess the private sector's perception of the functionality and effectiveness of VUCEs in Latin America. It evaluates their impact on trade facilitation and customs modernization, including mutual recognition agreements and coordinated border management.



Supported solely by private sector entities, this research offers an empirical perspective on how intensive users perceive VUCEs.

Currently in the data analysis phase, preliminary results from five selected countries are being presented. This scientific methodology enables the identification of essential practices that enhance interoperability and compliance with international trade facilitation commitments.





## Perception versus Technological Framework of VUCEs

This study analyzes the private sector's perception of the functionalities and effectiveness of Foreign Trade Single Windows (VUCEs), rather than the specific technical components of their technological framework

### Technological Framework

It pertains to the particular systems, infrastructures, and technologies that facilitate the functioning of VUCEs including databases, APIs, and cybersecurity concerns



### Perception

It reflects the experiences, opinions, and expectations of intensive users, such as customs brokers and importers, concerning the usability, efficiency, and reduction of time or costs associated with VUCEs

*Public authorities may believe they possess a formidable tool; however, if frequent users do not share this belief, the potential of VUCE to enhance trade and improve time release is undermined*





## Research Objectives

The primary objectives of the 2024 VUCEs Perception Survey are:

To evaluate the private sector's perception of the functionality and efficiency of VUCEs in specific countries.

Identify opportunities for enhancement in critical areas such as permits, electronic payments, and automation, from a user perspective.

Propose evidence-based recommendations to streamline and enhance efficiency in VUCEs, fostering their alignment with international standards.







## Characteristics of the VUCE Perception Survey

The survey, which evaluates over 50 variables, encompasses three essential features to assess the perceptions of intensive users regarding VUCEs:

1

### User Profile

- Quantitative and qualitative characterization of intensive users, including customs brokers, importers, and logistics operators, whose data reveal distinct needs and challenges.

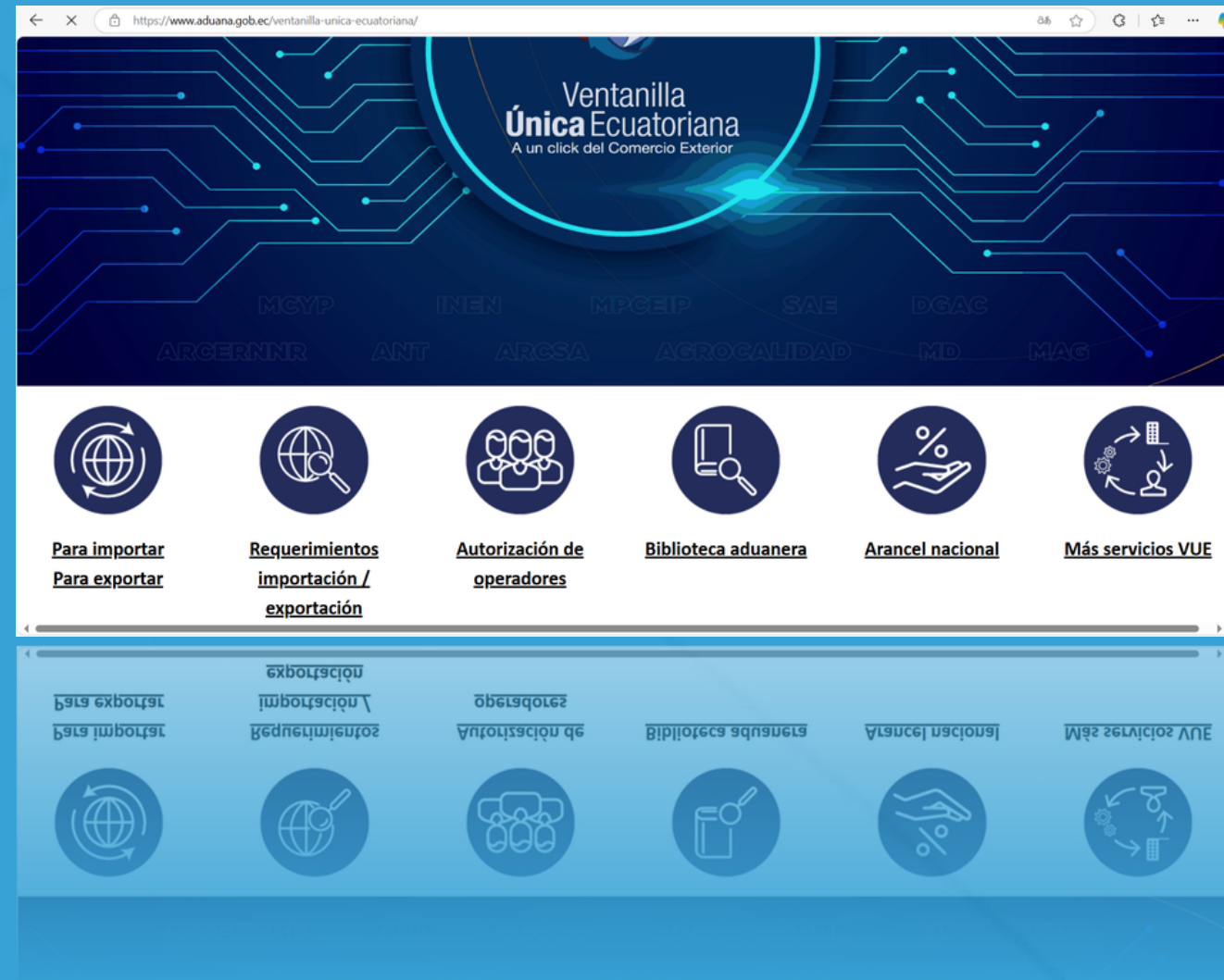
### Functionality and Satisfaction Assessment

- Scientific -empirical analysis of perceptions concerning the effectiveness of essential functionalities, including declarations, permits, electronic payments, and automation.

### Integration and Automation

- Evaluation of perceptions concerning the degree of technological integration, encompassing both public and private systems (APIs) and risk management.



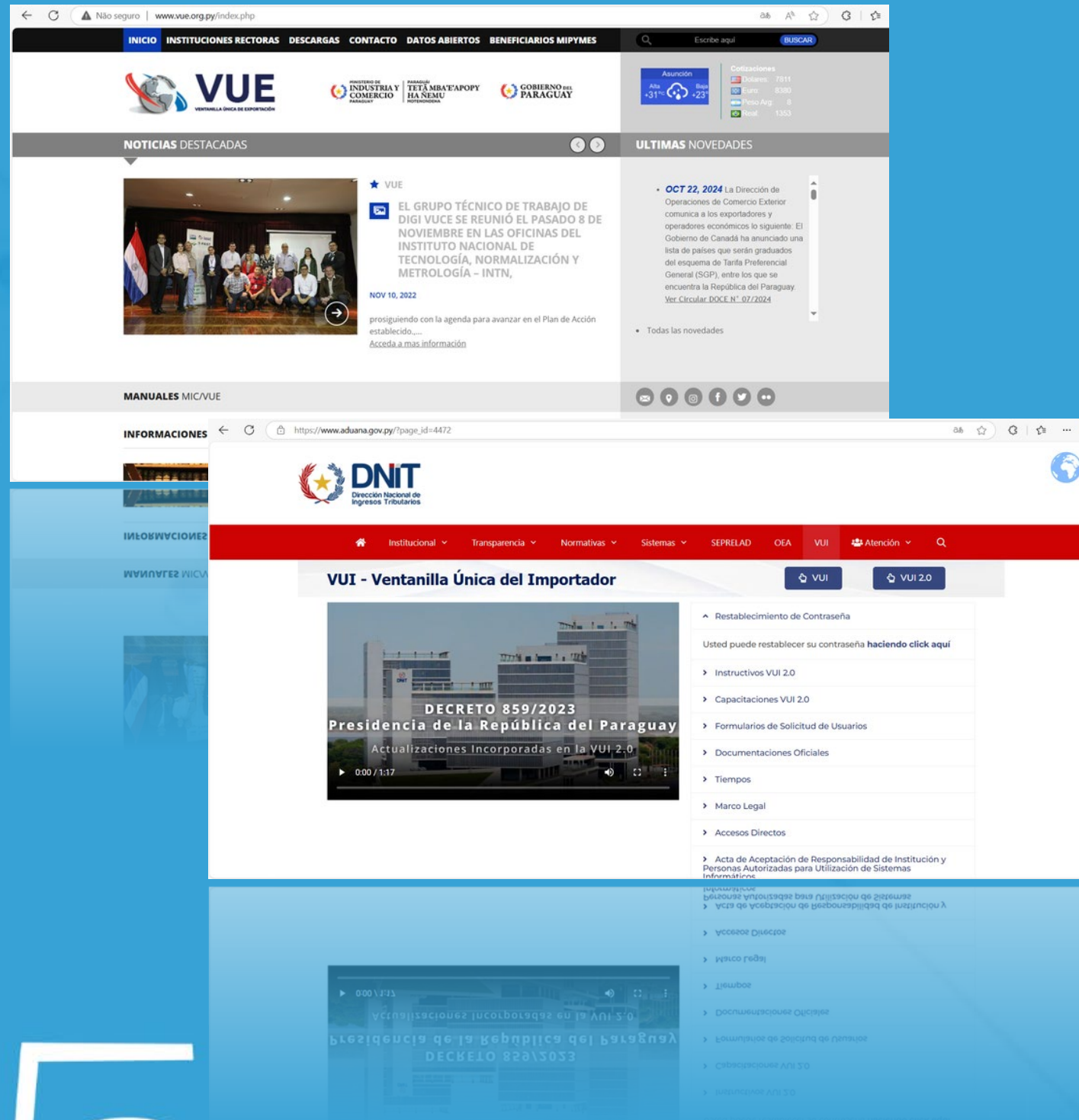


## Results Overview in Ecuador

- Name of the VUCE: Ecuadorian Single Window (VUE), founded in 2008.
- Strengths: Efficient inter-institutional collaboration, particularly between the Ministries of Commerce and Health, alleviating bureaucratic burdens.
- Challenges: Data reutilization; Intuitive interface; Enhancing security in electronic payments; Technical assistance; Increased engagement of the Private Sector in the development of VUCE.



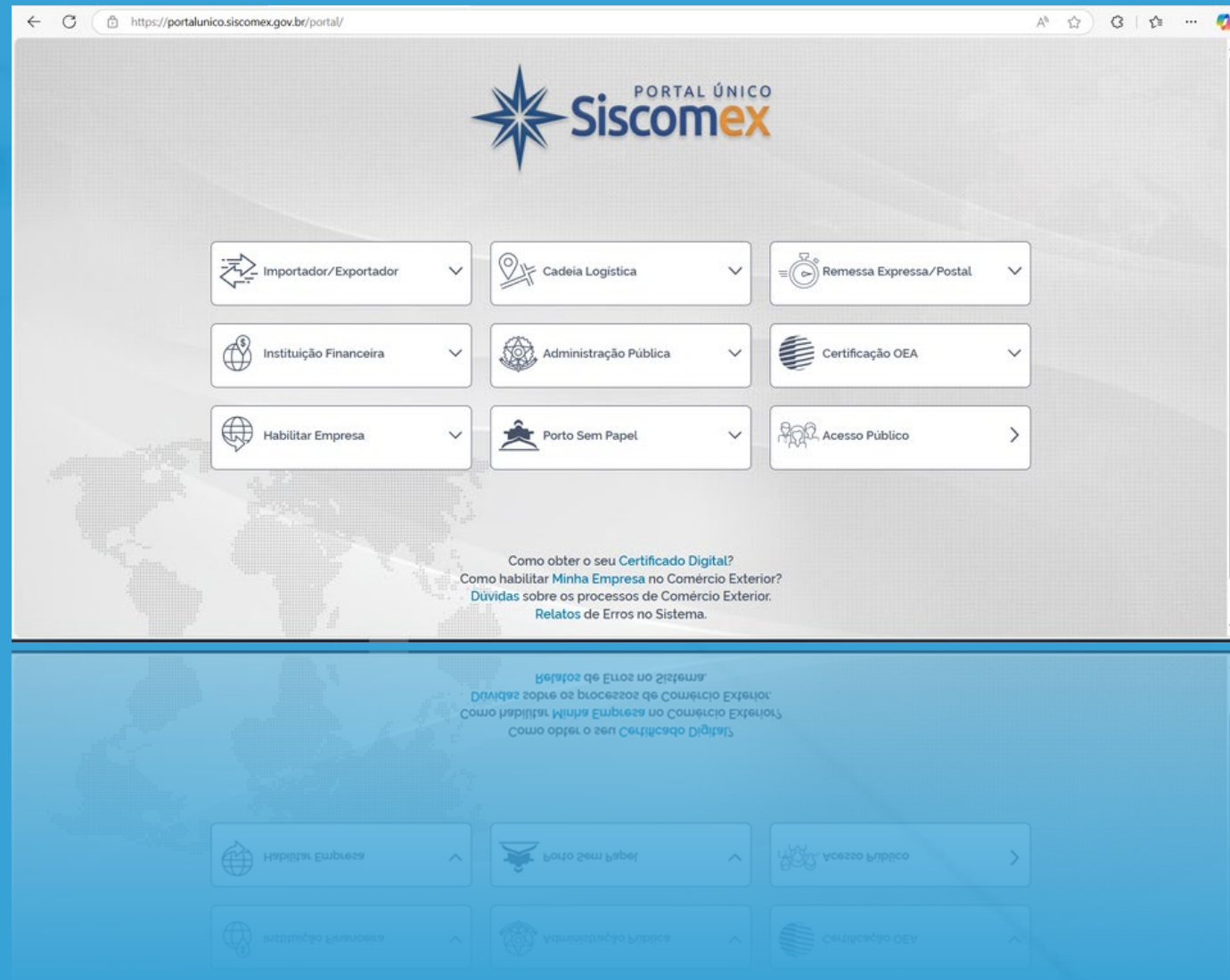




## Paraguay Results Overview

- Name of the VUCE: Single Export Window (VUE) and Single Import Window (VUI), established in 2010. Additionally, there is the SOFIA system (from Customs).
- Strengths: Proficiency in export permits, enhancing competitiveness within the supply chain.
- Challenges: Establishing an efficient VUCE; insufficient technical support; and inadequate integration with proprietary systems, hindering interoperability and collaboration.



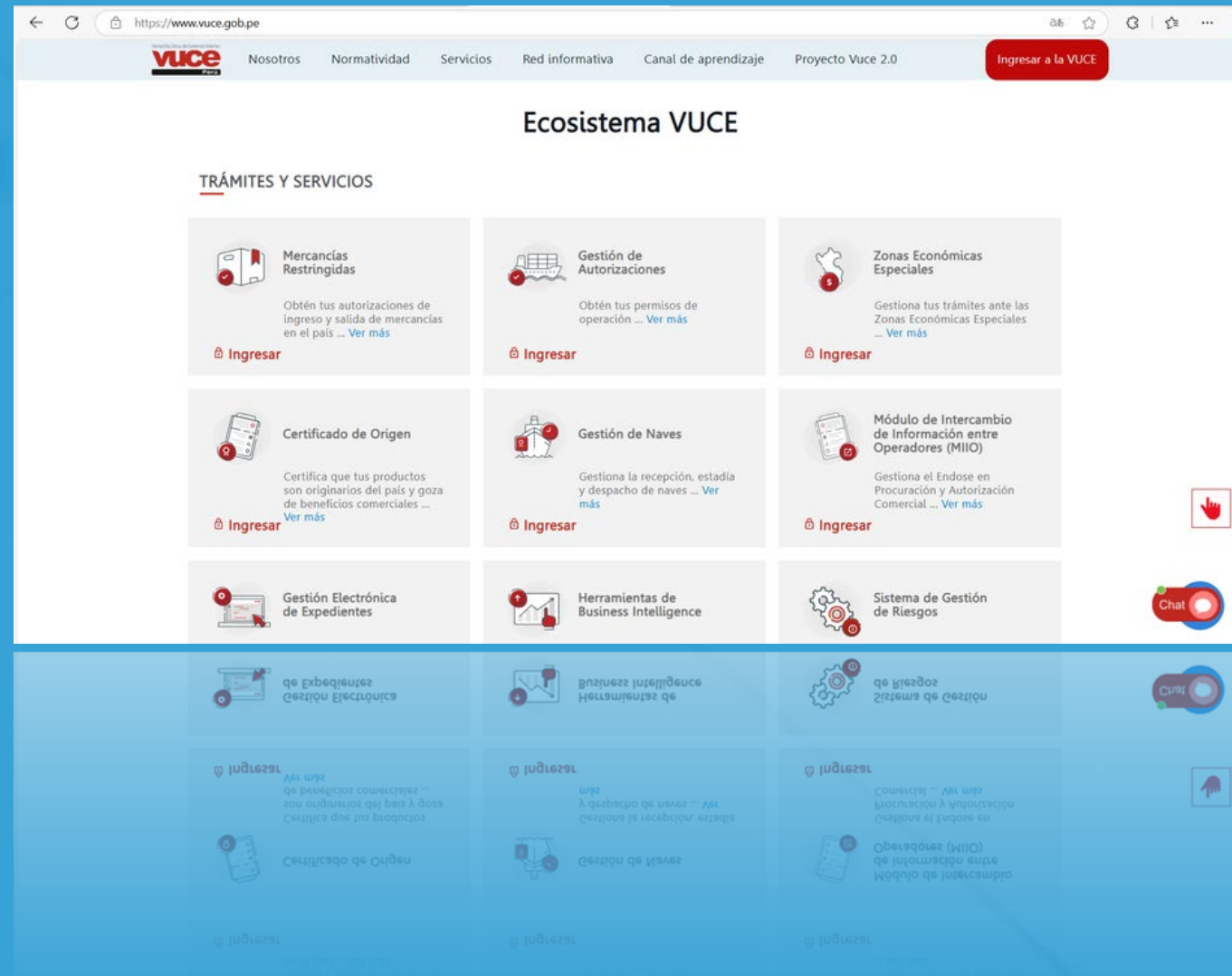


## Brazil Results Overview

- Name of the VUCE: Single Foreign Trade Portal (PUCOMEX), under development since 2014.
- Strengths: Streamlined declarations and strong support in specialized regimes, enhancing the system's adaptability across various sectors.
- Challenges: Collaborative risk management among agencies; Enhanced communication regarding API updates; Broadened electronic payment options; and limitations on mobile accessibility.







## Results Overview in Peru

Name of the VUCE: Single Window for Foreign Trade (VUCE), in operation since 2010.

Strengths: Enhances competitiveness in regulated products, thereby facilitating access to international markets.

Challenges: Incomplete integration with the customs system; limitations on export permits; and the need to expand training and enhance the availability of educational resources.





## Results Overview in the Dominican Republic

- Name of the VUCE: Single Window for Foreign Trade of the Dominican Republic (VUCE-RD), founded in 2012.
- Strengths: Efficient inter-institutional coordination, minimizing the time required for foreign trade procedures.
- Challenges: User interface; enhanced integration with private systems; advancements in communication with the private sector.







## Insights from the Preliminary Analysis : General Findings by Country

Results in Brazil, Ecuador, Paraguay, Peru, and the Dominican Republic

The analysis delineates the distinct strengths and challenges identified in each country, emphasizing the following points:

Country	Strengths	Opportunities for Enhancement
Ecuador	Effective integration in inter-institutional processes.	Electronic payments and their traceability.
Paraguay	Efficiency in permit issuance.	Technical support and enhanced integration with private systems.
Brazil	Streamlining of declaration procedures.	Integration with external systems and collaborative risk management.
Peru	Enhanced competitiveness in regulated sectors.	Partial integration with the customs system.
Dominican Republic	Agility in customs procedures.	User interface and technical assistance.





## Subsequent Actions

1. Once the reports for the remaining countries are finalized, the derived conclusions will be enhanced.
  - Individual reports for each participating country, along with a consolidated report for the WCO.
  - The final document is projected to be around 250 to 300 pages in length.
2. We are in discussions to broaden this research to encompass the African and European continents in 2025.

## ASAPRA's Dedication

ASAPRA and its national associations of customs brokers reiterate their dedication to continuous collaboration with private entities and customs authorities, establishing themselves as strategic partners of customs. They also pledge to engage with international organizations to enhance interoperability and align VUCEs with global efficiency and security standards.

World Customs Organization  
Organisation mondiale des douanes

---

Technology  
Conference & Exhibiton  
Rio de Janeiro, Brazil  
12 - 14 November 2024







## Executive Committee and Technical Team of the Technology Council

President: Nelson Brens

Secretary-General: Roberto Fuentes

Chair of the Technology Committee: Katya Lopez  
Mena

Responsible Technical Team (under the auspices of  
SINDASP):

Yuri da Cunha Ferreira, M.Sc. (Coordinator) Rodrigo  
Furlan de Assis, Ph.D. Larissa Fernandes Ribeiro

Institutional Marketing: Marcelo de Castro Ferreira



*Asapra.com*

@asapraorganization

World Customs Organization  
Organisation mondiale des douanes

Technology  
Conference & Exhibiton  
Rio de Janeiro, Brazil

12 - 14 November 2024







Thanks you for your attention!



[Asapra.com](http://Asapra.com)

@asapraorganization

World Customs Organization  
Organisation mondiale des douanes

Technology  
Conference & Exhibiton  
Rio de Janeiro, Brazil

12 - 14 November 2024





## ASAPRA'S SPONSORS AT #WCOTECH2024



[Asapra.com](http://Asapra.com)

@asapraorganization

World Customs Organization  
Organisation mondiale des douanes

Technology  
Conference & Exhibition  
Rio de Janeiro, Brazil  
12 - 14 November 2024

