



CORPYME Training workshop

Trade Single Windows for the Internationalization of SMEs

ECLAC, Santiago de Chile - 13 May 2019

Target audience

Technicians responsible for the single window for foreign trade (TSW) in the ministries of foreign trade or other entities in the countries of Latin America and the Caribbean.

Context

CORPYME is an action plan sponsored by the Republic of Korea and implemented by the Economic Commission for Latin America and the Caribbean (ECLAC) to strengthen the capacities of countries to promote the internationalization of small and medium enterprises (SMEs) in the countries of the Community of Latin American and Caribbean States (CELAC), through a more intensive use of information and communication technologies (ICT) and export innovation.

SMEs in Latin America and the Caribbean represent 99% of companies and two thirds of the employment. However, its participation in regional exports is only 6%, partly because of their low productivity. To access international markets, SMEs not only have difficulties to access credit but also face: i) a lack of information on the functioning of foreign markets and the difficulties accessing foreign distribution channels; ii) high costs associated with compliance of standards and certification procedures, and the absence of information on the applicable regulations in other countries; and iii) a lack of knowledge and complexity of customs and bureaucratic procedures.

Trade facilitation measures offer a solution to some of these obstacles and, in turn, allow SMEs to increase their participation in international trade. One of the most widely used trade facilitation measure is the Trade Single Window (TSW). The first experiences with the TSW go back to the eighties in Southeast Asia. Thanks to easier access to ICT, its implementation has spread to all the regions of the world, including Latin America. According to the World Customs Organization, the region had 22 TSW systems implemented or in the process of being implemented by the end of 2017, being the region with the highest number of TSWs in place.

En términos prácticos, la VUCE permite simplificar y agilizar los procedimientos de comercio exterior, al mismo tiempo que aumenta la transparencia y previsibilidad frente a los requerimientos y regulaciones aplicables, lo que evidentemente tiene un impacto positivo en las operaciones de comercio exterior al reducir los tiempos y costos para todas las empresas.

In practical terms, the TSWs simplify and streamline foreign trade procedures, while increasing transparency and predictability against applicable requirements and regulations, which obviously has a positive impact on foreign trade operations by reducing time and costs for all companies. Nevertheless, in many countries the TSWs are underutilized by SMEs due to their complexity, few services or high costs. This in turn limits their contribution to the internationalization of these firms.



To improve knowledge on the use of TSWs by SMEs, ECLAC, the Inter American Development Bank and the International Association of Customs Agents (ASAPRA) are conducting 3 surveys in March and April 2019 among the entities responsible of the administration of the TSW, companies of different sizes and customs brokers in countries in the region to identify the firm use of TSWs and efforts carried out to promote this use.

Goals

This training workshop has the following objectives in the context of the gaps identified by the three mentioned surveys:

- Present the advances and challenges of the TSWs with respect to their use by companies in general and SMEs in particular;
- Disseminate Good practices, both inside and outside the region, to promote the internationalization of SMEs through the TSWs
- Explore international cooperation options to adapt the TSWs to the needs of SMEs

Programme

08:30 – 09:00 Registration

09:00 – 09:30

Opening

Raúl García Buchaca, Deputy Executive Secretary, ECLAC

Benjamin Blanco, Viceminister of Trade and Integration of Bolivia (P.S. of), Pro Tempore Presidency of CELAC

Jo Yung-Joon, Director General for Latin America and the Caribbean, Ministry of Foreign Affairs of the Republic of Korea

SESSION 1

EXPERIENCE AND USE OF TRADE SINGLE WINDOWS BY FIRMS

09:30 – 11:00

The use of TSWs in Latin America and the Caribbean: Survey results

Keiji Inoue, Deputy Chief, International Trade, Integration and Infrastructure Division, ECLAC

The experience of Korea and other Asian Countries

Don Lee, Department Manager, Korea Trade Network ("KTNET")

Management of the TSW performance

Mario Umaña, Lead Specialist on Trade, Integration and Competition, Interamerican Development Bank (IDB)



11:00 – 11:20

Coffee break

11:20 – 13:00

Experiences of some countries in the region

Chair: Juan Diego Thorrens, International business specialist, ECLAC

Country presentations:

- **Costa Rica: Measuring the impact and costs of the TSW**
Marvin Salas, Single Window Director, PROCOMER
- **Mexico: Tools to measure the performance of the TSW and help desk monitoring**
Armando Vazquez Enriquez, [confirm title], SAT
- **Uruguay: Balanced Scorecard and reports on the performance of the TSW**
Daniela Vignolo, Executive Coordinator TSW, Uruguay XXI

13:00 – 14:30

Lunch

SESSION 2

PROMOTE THE USE OF TRADE SINGLE WINDOWS BY FIRMS AND SMES

14:30 – 16:30

Promote the use of the TSWs: Survey results

Nanno Mulder, Chief International Trade Unit, ECLAC

The experience of Korea and other Asian Countries

Don Lee, Department Manager, Korea Trade Network ("KTNET")

The design of TSW services for SMEs

Leonardo Trentini, Director, Regional Office for Capacity Building for the Americas and the Caribbean, World Customs Organization

The experience of some countries in the region

Mario Umaña, Lead Trade, Integration and Competition Specialist, Interamerican Development Bank (IDB)

16:30 – 16:50

Coffee break

16:50 – 17:45

Experiences of some countries in the region

Chair: [to be confirmed]

Country presentations:

- **Uruguay: New special export regime for SMEs**
Daniela Vignolo, Executive Coordinator TSW, Uruguay XXI
- **Peru: New tools for SMEs (business management and marketplace)**
Alvaro Galvez Calderon, Single Window Director, MINCETUR



- **Costa Rica: Synergies between TSW and trade promotion**
Marvin Salas, Single Window Director, PROCOMER
- **Chile: Benefits of the host to host system**
Viviana Yañez, Technical Coordinator, SICEX Ministry of Finance

17:45 – 18:00

Closing remarks

Keiji Inoue, Deputy Chief, International Trade, Integration and Infrastructure Division, ECLAC