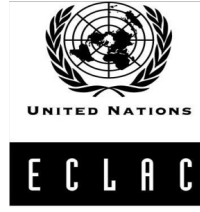




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SINGLE WINDOW AND SMEs

1. Introduction

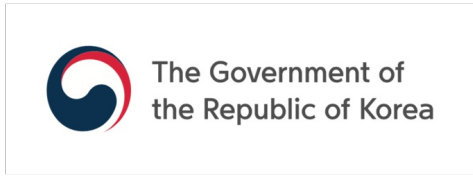
Dear Trade Single Window Coordinator

This survey is part of a project called CORPYME, which is an initiative of the Government of the Republic of Korea and the Community of Latin American and Caribbean States (CELAC), implemented by the Economic Commission for Latin America and the Caribbean (ECLAC). This project aims to strengthen the capacities of countries to promote the internationalization of Small and Medium Enterprises (SMEs) through the Trade Single Window (TSW).

This survey seeks 1) to evaluate the use of the TSW by firms and customs brokers and 2) to identify efforts carried out by coordinators to promote the TSW among their users. This activity has the support and collaboration of the Inter-American Development Bank (IDB).

Completing the survey will take you approximately 30 minutes and your answers are completely anonymous. You can only answer the survey once and the closing date for the survey will be on April 8, 2019.

We thank you in advance for your participation in the survey.



SINGLE WINDOW AND SMEs

2. General information on the Single Window

*** 1. Country**

*** 2. In what year was your Single Window established?**

*** 3. Please indicate the main innovations in your Single Window in the last two years**

*** 4. What is the operating model defined for the Single Window?**

- Public
- Private
- Public-Private Partnership
- Others, please specify



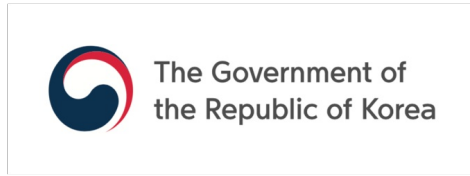
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SINGLE WINDOW AND SMEs

3. General information on the Single Window

*** 5. What are the roles of public and private parties? Please specify**



SINGLE WINDOW AND SMEs

4. General information on the Single Window

*** 6. What is the current stage of development of the Single Window?**

- Stage 0: Not implemented (including design and planning stage)
- Stage 1: Single Window for trade formalities (i.e. limited interconnectivity with other government agencies)
- Stage 2: National Single Window (i.e. interconnectivity with Customs and other government agencies)
- Stage 3: Networked Trade Platform (i.e. full interconnectivity between Customs, other government agencies, traders, ports and providers of logistics and financial services)
- Stage 4: Interoperability of the Single Window with other countries

*** 7. Is the use of the Single Window mandatory, as the only channel to process foreign trade operations or obtain certificates, licenses and import/export authorizations?**

| | Yes | No |
|--------|-----------------------|-----------------------|
| Import | <input type="radio"/> | <input type="radio"/> |
| Export | <input type="radio"/> | <input type="radio"/> |

*** 8. Is it mandatory to use a customs broker for customs clearance?**

- Yes
- No



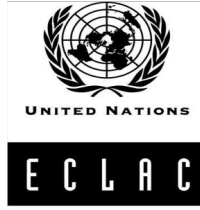
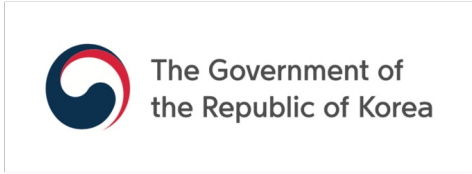
SINGLE WINDOW AND SMEs

5. General information on the Single Window

*** 9. Is the customs broker entitled to use the Single Window on behalf of the exporter/importer?**

Yes

No



SINGLE WINDOW AND SMEs

6. General information on the Single Window

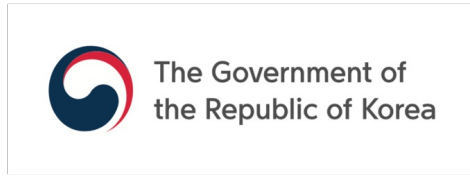
*** 10. Please list the government authorities, agencies and institutions connected to the Single Window**

*** 11. What is the role of your organization in relation to the Single Window? (multiple selection allowed)**

- Planning and policy making
- System development
- Operation and maintenance
- Monitoring
- Promotion and facilitation of the Single Window
- Others, please specify

*** 12. What kind of services does the Single Window offer? (multiple selection allowed)**

- Related to customs clearance
- Application and/or obtaining licenses, permit and certification
- Logistic and transportation services
- Financial services
- Information on regulations in the destination markets
- Others, please specify



SINGLE WINDOW AND SMEs

7. Information and statistics on the use of the Single Window by firms

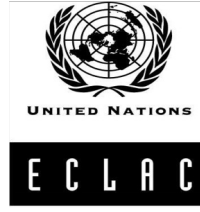
This section is about the use of data for policies that promote the Single Window among firms

*** 13. Please indicate the user groups of the Single Window (multiple selection allowed)**

- Large companies (including global enterprises)
- SMEs
- Freight forwarders
- Customs brokers
- Individuals (self-employed and citizens without business registration)
- Financial institutions such as banks, mutual funds and insurance companies
- Other government agencies
- Others, please specify

*** 14. Does your organization collect data on the use by user groups of the Single Window?**

- Yes
- No



SINGLE WINDOW AND SMEs

8. Information and statistics on the use of the Single Window by firms

*** 15. What data does your organization collect on the use of the Single Window by importing and exporting companies? (multiple selection allowed)**

- Frequency of use (e.g. weekly, monthly, half-yearly, yearly)
- Firm size (e.g. micro, small, medium, large)
- Sector (e.g. food, agriculture, mining, manufacturing, services)
- Geographical location (e.g. region, province, state, city)
- Type of Single Window services (e.g. licenses, permit processing, customs clearance, banking settlement, logistics, B2B transactions)
- Others, please specify

*** 16. Are these data available for member institutions of the Single Window? (e.g. different public services)**

- Yes
- No



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SINGLE WINDOW AND SMEs

9. Information and statistics on the use of the Single Window by firms

*** 17. Does your organization publish reports or statistics on the use and performance of the Single Window periodically?**

- Yes
- No
- Others, please specify



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SINGLE WINDOW AND SMEs

10. Information and statistics on the use of the Single Window by firms

*** 18. Through which means are these statistics publicly accessible? (multiple selection allowed)**

- Periodic reports
- Website
- Others, please specify



SINGLE WINDOW AND SMEs

11. Information and statistics on the use of the Single Window by firms

*** 19. Does your organization use any type of software or tools to analyze data on the operation and use of the Single Window?**

Yes

No



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SINGLE WINDOW AND SMEs

12. Information and statistics on the use of the Single Window by firms

*** 20. For what purpose is this information used? (multiple selection allowed)**

- Optimization of the Single Window for users
- Design new services
- Identify training needs
- Public policy formulation
- Others, please specify



SINGLE WINDOW AND SMEs

13. User experience of the Single Window by SMEs

The following questions seek to know the experience of the users of the Single Window in order to make improvements to the system if necessary.

*** 21. Has your organization identified what challenges SMEs face in the use of the Single Window?**

- Yes
- No



SINGLE WINDOW AND SMEs

14. User experience of the Single Window by SMEs

*** 22. What are the most frequently cited challenges by SMEs? (multiple selection allowed)**

- Lack of training and capacity building on the use of the Single Window
- High fees for the use of the Single Window
- Lack of IT capabilities (software and hardware problems)
- Lack of internet access
- Complex and lengthy procedures
- Demanding information requirements
- Not all the trade-related procedures are in the Single Window
- Unawareness about the existence of the Single Window
- Existence or use of own, private or public systems alternative to the Single Window
- Others, please specify

*** 23. How has your organization identified these challenges? (multiple selection allowed)**

- Online surveys
- Oral interviews
- Focal groups/sectorial meetings with SMEs
- Requests, complaints, claims and suggestions from SMEs
- Written reports of consulting of international organizations such IDB, UN, World Bank
- Others, please specify



SINGLE WINDOW AND SMEs

15. User experience of the Single Window by SMEs

*** 24. Does your organization have evidence on what are the main advantages of the Single Window for SMEs?**

Yes

No



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SINGLE WINDOW AND SMEs

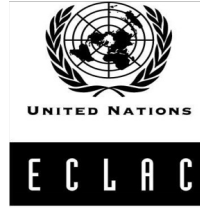
16. User experience of the Single Window by SMEs

*** 25. What are the main advantages identified? (multiple selection allowed)**

- Time savings
- Cost savings
- Simpler and faster fulfillment of export/import requirements
- Better coordination among government authorities
- Access to centralized and specialized information
- Greater predictability in foreign trade procedures
- Others, please specify



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SINGLE WINDOW AND SMEs

17. Initiative to promote the use of the Single Window

The questions in this block refer to activities of your organization to promote the use of the Single Window by firms in general and SMEs in particular.

*** 26. Has your organization defined objectives and goals for the use of the Single Window by firms and/or SMEs?**

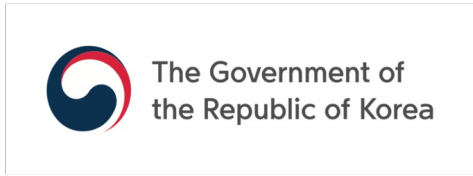
Yes

No

*** 27. Have SMEs been part of the different stages of design, development and implementation of the Single Window?**

Yes

No



SINGLE WINDOW AND SMEs

18. Initiative to promote the use of the Single Window

*** 28. Please indicate the mechanism used (multiple selection allowed)**

- Public-Private working bodies (e.g. working committees, intersectoral commission, coordination bodies)
- Consulting projects
- Others, please specify

*** 29. Please indicate the participants of the previously selected mechanism (multiple selection allowed)**

- Other government agencies
- Business associations
- Customs brokers
- Freight forwarders
- International organizations consultants and experts
- Others, please specify



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SINGLE WINDOW AND SMEs

19. Initiative to promote the use of the Single Window

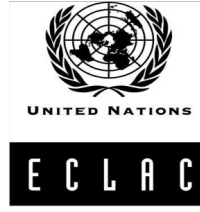
*** 30. Has your organization taken any action to make the Single Window more easily accessible to SMEs, including direct interventions and support to facilitate the commercial and regulatory environment?**

Yes

No



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SINGLE WINDOW AND SMEs

20. Initiative to promote the use of the Single Window

*** 31. What are the actions taken? (multiple selection allowed)**

- Technical advice
- Training services on the registration and use of the Single Window
- Implementation of a legal framework to facilitate access and use of the Single Window for SMEs
- Subsidies for the purchase of computer equipment and/or training on the use of computers to use the Single Window
- Others, please specify



SINGLE WINDOW AND SMEs

21. Training and capacity building activities

To what extent does your organization have an adequate training plan, supported by a robust planning process and the attention of the various user groups?

*** 32. Has your organization conducted regular training and/or capacity building activities on the different functionalities and modules of the Single Window for firms in the last two years?**

Yes

No



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SINGLE WINDOW AND SMEs

22. Training and capacity building activities

*** 33. Is there any specific initiative for SMEs? Please specify**

*** 34. If your organization has conducted training and/or capacity building activities on the Single Window, have these activities been organized together with other public or private sector institutions?**

Yes

No



SINGLE WINDOW AND SMEs

23. Training and capacity building activities

*** 35. Please specify which ones (multiple selection allowed)**

- Export promotion organization
- Chamber of commerce
- Associated private training companies
- Professional/Business associations
- Branches of other government entities
- Local authorities
- Others, please specify



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SINGLE WINDOW AND SMEs

24. Training and capacity building activities

*** 36. How were the training and/or capacity building activities carried out in the last two years?**

- In person
- Virtual
- Both

*** 37. How often were the training and/or capacity building activities conducted in the last two years?**

- Weekly
- Monthly
- Bi-monthly
- Quarterly
- Semi-annual
- Once a year
- Others, please specify

*** 38. If possible, please provide some examples of key training and/or capacity building activities organized during the last two years and the number of participating companies**