Guatemala

Background

What motivated the establishment of your Single Window (SW)?

Facilitation and control of export process in Guatemala.

What year was it established?

On October 30th 1986. It was originally under the control of Government Customs General Administration and the Ministry of Economy. Since September 2nd, 1998 it is under the administration of Guatemala Non Traditional Products Exporters Association (AGEXPRONT).

What is the current status of the facility (study, pilot phase, running)?

Running

Establishment

How did the SW interface with already established systems (if any existed)?

The SW was created by governmental agreement 790-86. There were no previously established systems.

Did any other SW model serve as inspiration or model?

It was created to fill Guatemalan exporters' needs, we took some experiences from South American models but we established our own model.

What process was followed in setting it up? Was there a pilot project?

It was implemented in two steps. Step 1: Unification of documents, review of export processes and physical location of entities in a single window facility. Step 2: Implementation of an electronic system to facilitate export processes and to replace manual processes. Any change to this process is previously implemented in a pilot project with some chosen exporters.

What kind of training for the staff was required in the establishment and how was it organized?

Training for the SW Staff was done by the entities involved in SW organization. As per Step 2 in the previous question, SW administration and some third parties involved in systems development have done training on electronic systems.

How long did it take the facility to become operational?

From 1998, the Single Window administration was delegated to AGEXPRONT who developed an electronic system. It took approximately 1 year.

Services

What services does the SW provide? What documents/ information/process are covered?

Services include :

- Statistics
- Export documents
- Seminaries and advanced training courses
- Continuous Development of electronic systems to facilitate

processes
- Personal assistance to exporters through a call centre
- Issue of printed material containing customs procedures
- On line information is available for exporters through a web page
- On line payments, for exporters process
- Control over export agreements between Guatemala and other countries

Documents covered include:

- Exporter Codes
- Export registration and control Form (DEPREX)
- Central America Single Customs Form (FAUCA)
- Certificates of Origin
- Textiles control Form (EXTEX)
- Fitosanitary and Zoosanitary Certificates
- Nacional Forestry Institute (INAB) Certificates
- CITES and Non- CITES Certificates

How many transactions per day are handled? What percentage of total transactions?

TYPE OF DOCUMENT	TOTAL DOCUMENTS PER DAY
DEPREX	267
FAUCAS	591
EXPORTER CODES	5
FITOSANITARY AND ZOOSANITARY	150
EXTEX	105
INAB CERFIFICATES	25
CERTIFICATES OF ORIGIN	40
TOTAL TRANSACTIONS PER DAY	1083

How many clients does the SW have at the present time?

8491 Registered Exporters

Operational model

How does it work? What is the operational model for the SW (describe the business process model)?

SEADEX (Sistema Electrónico para Autorización de Exportaciones)

VESTEX
MAGA
MSPAS
MINECO
SAT
BANGUAT
CONAP
INAB
EL SALVADOR

En minutos desde su oficina

DEPREX
FAUCAS
EXTEX

J. Estuardo Arriaga

Who are the main clients?

Companies with high volume of exports

Companies physically located in remote regions of the country

Companies with high volume of transactions per day

Producers who need several types of documents for exports

Which public and private agencies are involved in the facility?

- Non Traditional Products Exporters Association AGEXPRONT
- Ministry of Economy -MINECO-
- Guatemala Customs Administration -SAT-
- Oficina de Regímenes de Perfeccionamiento Activo -OPA-
- Textile Commission VESTEX
- Ministry of Agriculture -MAGA-
- Protected Areas Counsel -CONAP-
- Forestry Institute -INAB-
- Chamber of Commerce
- Chamber of Industry
- Centro de Trámites de Exportación –CENTREX-
- El Salvador Customs General Administration DGRA
- Honduras Customs General Administration DEI
- Guatemalan banks

Business model

What is the business model? How is it financed (government, private sector, Private-Public partnership)?

The government delegated the Single Window to the private sector stakeholders who are now responsible for financing it.

What were the costs of establishment of the facility?	The total cost of establishment was approximately US$ 871,000.
What was the difference between estimated costs and real costs?	The real costs exceeded estimated costs but the difference was not significant.
What are the ongoing operational costs (annual)?	Approximately US$ 1.2 Million.
What are the user fees (if any) and annual revenue? Model of payment (fixed price per year, price per transaction, combination, other model)?	Combination: price per transaction and price per month.
How will the SW be sustained over the coming years?	SW is self-sustained by its own incomes.
Do the revenues generated cover operational costs or do they make a profit?	SW revenues generate profits.
Are the revenues (if any) reinvested in the SW?	Yes.

Technology

What technology is used?	There are 3 modules; the central module is used in SW facilities. The technology used for this module is:

LANGUAGE	VERSION
Oracle Forms	Forms Version 6

PL/SQL Version 6 |
| Oracle Reports | Report Builder 6 |

The remote module is used by the exporters for data transmission and uses Visual Basic 6 with Service Pack 5 technology, access database version 2000 or above.

The websites module uses Asp, Asp.net Technologies in migration process to J2EE with Java technology.

How are data submitted (electronically – what type of format/language, paper – what forms, combination – what kind of combination)?	The information can be totally sent by electronic means through SOAP protocols using XML and WebServices standards. Some of them are developed in Java or .Net.
Where are data sent and lodged (government or	Information is stored in our private facility and is sent to government entities like Customs Administration and international Customs

private entity)?	Agencies.
Who can submit data (importer, exporter, agent, customs broker)?	The exporter sends most information, but customs brokers and agents also send some information.

Promotion and communication

How did you promote the facility?	Magazines, Internet, brochures and e-mail.
How were all stakeholders kept informed about the facility's progress?	Through meetings with the board of directors every three months.
What kind of training was provided for users?	There is constant advanced training for exporters in several exportation topics like new procedures, Free Trade Agreements, how to use electronic systems, web pages, etc.
Do you provide any helpdesk or customer service?	Personal assistance in SW facilities.

Judicial aspects

Is use of the facility obligatory or voluntary?	It is obligatory.
Do participants need to sign a contract with provider/agency in order to participate?	They must register in SW as an exporter. SW issues an exporter code.
Was specific legislation (or change of old legislation) necessary?	Yes.
How is the privacy of information protected?	There is a regulations department in AGEXPRONT in charge of providing information to exporters. All information requests have to be previously approved by this department.

Standards

What is the role of international standards (UN/EDIFACT, UNLK, UN LOCODE, UN/CEFACT Single Window Recommendation, etc) in your SW?	SW for exports fulfills all international standards required by the Customs Directory in Guatemala.

Benefits

What are the benefits to clients and to participating	▪ To streamline the export process through an electronic system

agencies?	▪ SW is available 365 days a year, 24 hours a day
	▪ Support and assistance for exporters in specific problems
	▪ To reduce costs and time through efficiency
	▪ All specific information is available on line to exporters through a website
	▪ Exporters can obtain export documentation electronically in their own facilities
How did it benefit trading community and the Government?	Reduction of bureaucratic processes, modernization of participant entities, better control of exports, less corruption in customs and participant entities, increase in the reliability of statistics, increase in exports and investment, increase in job offers, promotion of Guatemalan products in international markets.
What was the impact on Customs revenues?	So far, there is no single window for imports in Guatemala, so there is no impact on revenues. In Central America, customs agencies can obtain tax payments electronically before the goods have been sent.
What problems did it solve?	Time reduction, costs reduction, less corruption, there is no need for customs brokers in the export process.

Lessons learned

What were the crucial success factors?	▪ Administration by private sector
	▪ Private sector demands better services
	▪ There is an added value in the process
	▪ Investment in modern Technologies
	▪ Ability to implement changes in the process without problems for exporters
	▪ To have the necessary tools for solving problems in the export process
What were the greatest obstacles?	▪ Technology used in government entities
	▪ Technology used in some export companies
	▪ Political decisions in Guatemalan government
What are the main lessons learned?	▪ Private sector administration is more efficient than the public sector administration; private sector generates an added value in the process
	▪ There is a tendency, across the world, toward trade facilitation through electronic systems

Future plans

What are the plans for further development of the SW?	▪ Unification of import and export processes, with this Single Window becoming a Single Window for Guatemalan international commerce
	▪ To submit and receive information to and from Single

| | Windows in Central America and other countries |
| | |

- Substitution of paper documents for electronic transmissions
- Access to Guatemalan exporters database through web technology

What are the biggest obstacles to further development of the SW?

- There is no SW organization in the world for existing SWs
- There are not many SW models in other countries
- Assessments for these SW models are not available
- There are many changes in customs processes in these countries
- Financing for development of new projects is scarce
- Political instability in Latin American countries

Do you intend to make agreements concerning SW cooperation on the regional level?

Yes.

Are you planning to have agreements for exchange of data with SW running in other countries?

Yes, we are actually developing projects for data exchange between Central American countries.

Source for further information

Website: www.export.com.gt

Contact details: Name: Mr. Joaquín Estuardo Arriaga Padilla, Director
Address: 15 Ave. 14-72, Zona 13 Guatemala C.A. 01013
P.O.B. Guatemala C.A. 01013
Phone: +2422-3538
Fax: +2422-3540
Email: estuardo.arriaga@agexpront.org.gt
            seadex@agexpront.org.gt