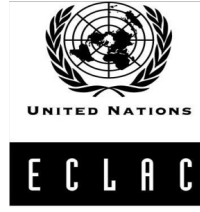




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EXPERIENCE AND USE OF THE SINGLE WINDOW BY CUSTOMS BROKERS

1. Introduction

Dear Customs Broker

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 15 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.



EXPERIENCE AND USE OF THE SINGLE WINDOW BY CUSTOMS BROKERS

2. Information about your company

*** 1. Country**

*** 2. Size of your company (number of workers)**

- Micro (up to 5)
- Small (between 6 and 50)
- Medium (between 51 and 250)
- Large (more than 250)

*** 3. Share of export operations within the total customs clearances processed by your company**

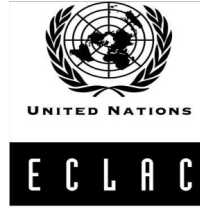
- Less than 25%
- Between 25% and 50%
- Between 51% and 60%
- Between 61% and 70%
- Between 71% and 80%
- More than 80%
- Not currently processing export operations

*** 4. Share of import operations within the total customs clearances processed by your company**

- Less than 25%
- Between 25% and 50%
- Between 51% and 60%
- Between 61% and 70%
- Between 71% and 80%
- More than 80%
- Not currently processing import operations

*** 5. Average monthly customs clearances processed by your company**

- Less than 500
- Between 500 and 1000
- Between 1001 and 5000
- More than 5000



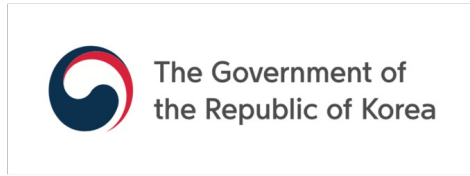
EXPERIENCE AND USE OF THE SINGLE WINDOW BY CUSTOMS BROKERS

3. Your experience with the Single Window

The following questions seek to know your experience as a user of the Single Window in order to make improvements to the system if necessary

*** 6. Has your country implemented a Single Window?**

- Yes
- No



EXPERIENCE AND USE OF THE SINGLE WINDOW BY CUSTOMS BROKERS

4. Your experience with the Single Window

*** 7. According to your knowledge and experience, 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

*** 8. 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?**

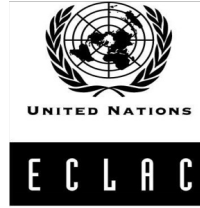
| | Yes | No |
|--------|-----------------------|-----------------------|
| Import | <input type="radio"/> | <input type="radio"/> |
| Export | <input type="radio"/> | <input type="radio"/> |

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

- Yes
- No



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EXPERIENCE AND USE OF THE SINGLE WINDOW BY CUSTOMS BROKERS

5. Your experience with the Single Window

*** 10. Is your company entitled to use the Single Window on behalf of its clients?**

- Yes
- No

*** 11. Does your company charge its clients for carrying out formalities at the Single Window at their behalf?**

- Yes
- No



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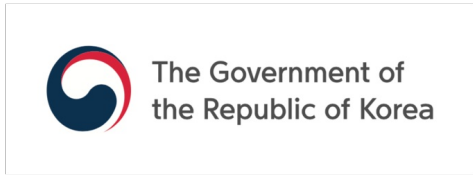
EXPERIENCE AND USE OF THE SINGLE WINDOW BY CUSTOMS BROKERS

6. Your experience with the Single Window

*** 12. Has your company used the Single Window?**

Yes

No



EXPERIENCE AND USE OF THE SINGLE WINDOW BY CUSTOMS BROKERS

7. Your experience with the Single Window

*** 13. Within the total customs clearances processed by your company, what proportion uses a Single Window services?**

| | Less than 10% | Between 10% and 20% | Between 21% and 30% | Between 31% and 40% | Between 41% and 50% | More than 50% |
|--------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Import | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Export | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

*** 14. If your company has used the Single Window, what kind of services have you used? (multiple selection allowed)**

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



EXPERIENCE AND USE OF THE SINGLE WINDOW BY CUSTOMS BROKERS

8. Your experience with the Single Window

*** 15. How would you rate the level of technological sophistication of the Single Window?**

- Very advanced
- Advanced
- Average
- Backward
- Very backward
- No opinion

*** 16. How reliable are the web services of the Single Window? Please rate from 1 (unreliable) to 5 (very reliable)**

- 1 2 3 4 5

*** 17. Has the Single Window contributed to the simplification and standardization of foreign trade procedures, facilitating export and import processes? Please rate from 1 (not at all) to 5 (a lot)**

- 1 2 3 4 5

*** 18. What are the main advantages of using the Single Window for your company and its clients?
(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

*** 19. What challenges are your company and its clients facing in the use of the Single Window?
(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

*** 20. How satisfied are you with the services and functionalities offered by the Single Window?**

- Not satisfied
- Slightly satisfied
- Neutral
- Satisfied
- Very satisfied
- No opinion



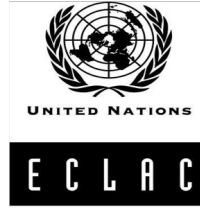
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9. Your experience with the Single Window

*** 21. Please specify the reasons**



EXPERIENCE AND USE OF THE SINGLE WINDOW BY CUSTOMS BROKERS

10. Your experience with the Single Window

*** 22. Which functionalities does your company consider are missing in the Single Window? (multiple selection allowed)**

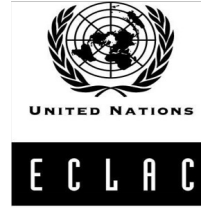
- Payment of customs duties and taxes
- Contracting logistic services
- Coordinating customs and sanitary inspections
- Contracting insurance policy
- Others, please specify

*** 23. Which procedures does your company consider are missing in the Single Window? (multiple selection allowed)**

- Issuance of the certificate of origin
- Obtaining import licenses
- Obtaining sanitary certificates
- Others, please specify



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EXPERIENCE AND USE OF THE SINGLE WINDOW BY CUSTOMS BROKERS

11. Initiatives to promote the use of the Single Window

The questions in this block seek to know the participation of your company in activities carried out to promote the use of the Single Window

*** 24. Has your company participated in any initiative that promotes the use of the Single Window?**

- Yes
- No



EXPERIENCE AND USE OF THE SINGLE WINDOW BY CUSTOMS BROKERS

12. Initiatives to promote the use of the Single Window

*** 25. Please indicate the type of initiative (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 companies in general and SMEs in particular
- Subsidies for the purchase of computer equipment and/or training on the use of computers to use the Single Window
- Others, please specify



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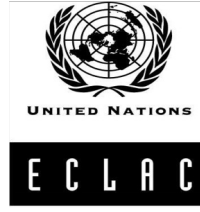
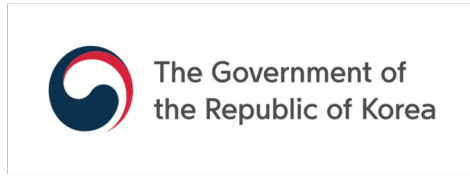


EXPERIENCE AND USE OF THE SINGLE WINDOW BY CUSTOMS BROKERS

13. Initiatives to promote the use of the Single Window

*** 26. In how many training and/or capacity building activities on the Single Window has your company participated during the last two years?**

- Less than 2
- Between 3 and 5
- More than 5
- Has not participated



EXPERIENCE AND USE OF THE SINGLE WINDOW BY CUSTOMS BROKERS

14. Initiatives to promote the use of the Single Window

*** 27. Who organized these training and/or capacity building activities? (multiple selection allowed)**

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

*** 28. How were the training and/or capacity building activities in which your company participated carried out?**

- In person
- Virtual
- Both

*** 29. Where did the training and/or capacity building activities in which your company participated take place? (multiple selection allowed)**

- In the city where your company is located or vicinity
- In the country's capital
- Elsewhere, please specify



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EXPERIENCE AND USE OF THE SINGLE WINDOW BY CUSTOMS BROKERS

15. Initiatives to promote the use of the Single Window

*** 30. If your company has not participated in training and/or capacity building activities on the Single Window, please specify the reasons why you did not participate**



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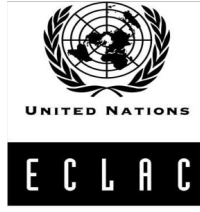
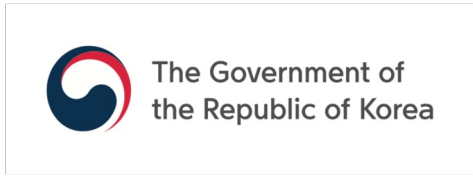
EXPERIENCE AND USE OF THE SINGLE WINDOW BY CUSTOMS BROKERS

16. Initiatives to promote the use of the Single Window

*** 31. Has your company participated in the design, development and implementation processes of the Single Window, either directly or through the business association to which it belongs?**

Yes

No



EXPERIENCE AND USE OF THE SINGLE WINDOW BY CUSTOMS BROKERS

17. Initiatives to promote the use of the Single Window

*** 32. What was the mechanism used? (multiple selection allowed)**

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