

costa rican
SINGLE WINDOW
implementation project



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general manager - procomer

vision

To implement a world-class single-window system which dramatically reduces waiting time and costs through automation, interoperability, and 24x7x365 operation.

Through trade facilitation, Costa Rica's single-window will become a strategic instrument of competitiveness, contributing to the country's economic and social development.

single-window today

1996



PROCOMER is assigned the responsibility of administering the Costa Rican single-window

2006



Basic interoperability through harmonization of data models and forms involved in regulatory requirements

Established a single import/export form

Today



Web-based application, basic data capture and workflow

16 Government institutions

~

44 import, export and transit-related regulatory requirements

~

25,000 monthly transactions

single-window challenges

Some steps
are still paper-
based



Waiting lines
Time delays

Manual docs: main
cause of rejections

Addl. costs: legal
fees, logistics, fuel,
etc

Swivel-chair
based
interoperability



Interoperability is still
human-based

Data-reentry

Manual sign-on on
multiple systems

No app-to-app
integration

Inefficient
authorization
procedures



Not implemented as
part of current single-
window system

Unnecessary addl.
steps

Ambiguity of process
definition cause large
of rejections

Not a
24x7x365
solution



There is human being
at the other end of the
cable

Not 100% e-trade
experience

8am – 5pm, work-day
schedule

video

Single-window of "tomorrow"

1996 - 2006



Rudimentary interoperability through data harmonization

Data harmonization

2011



Web-based application, basic data capture and workflow

8 am to 5 pm operation

Rudimentary workflows

App-to-app integration



24x7x365

100% automation

Interoperability with Costa Rica's eGovernment

End-user ERP to single-window integration



Elimination of all paper forms

Streamline processes and inspections

Digital signature

E-payments

End-to-end digital experience



User-friendly

No clumsy user interfaces

Alerts/notifications

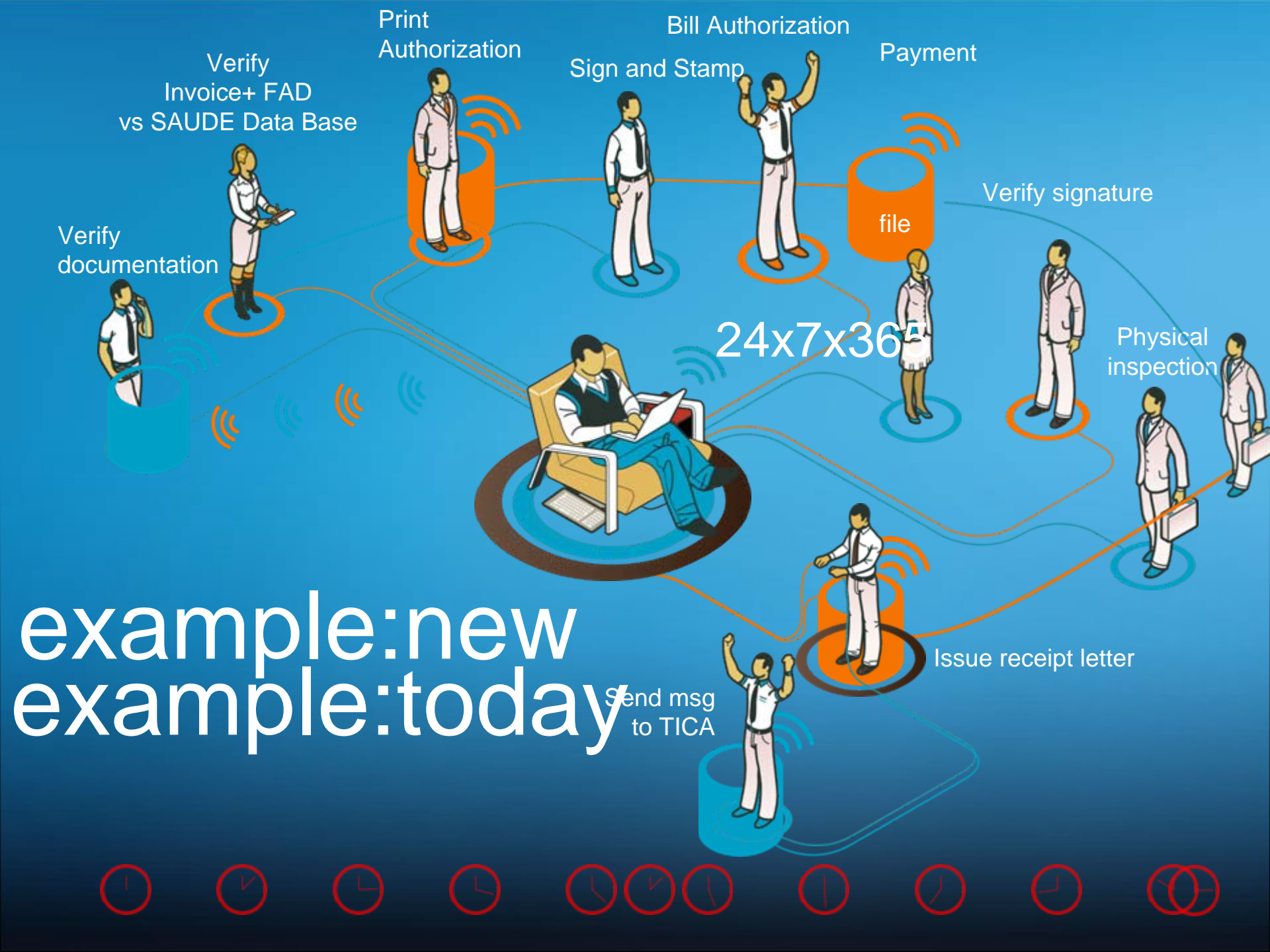
Mobile experience

Bulk upload functionality

Goals

- ✓ permit approval in minutes
- ✓ 24x7x365 Availability
- ✓ digital signature
- ✓ ePayment
- ✓ up to 90% waiting time and cost reductions
- ✓ interoperability with government agencies and intl. trade partners
- ✓ end-to-end process traceability
- ✓ integration with the e-government
- ✓ low maintenance cost
- ✓ operated under software as a service

a 100% automated & electronic platform



Requirements specification for 100% of import & export permits

OUTSIDE

Single- window 2.0 project

TEAM
PROCESS

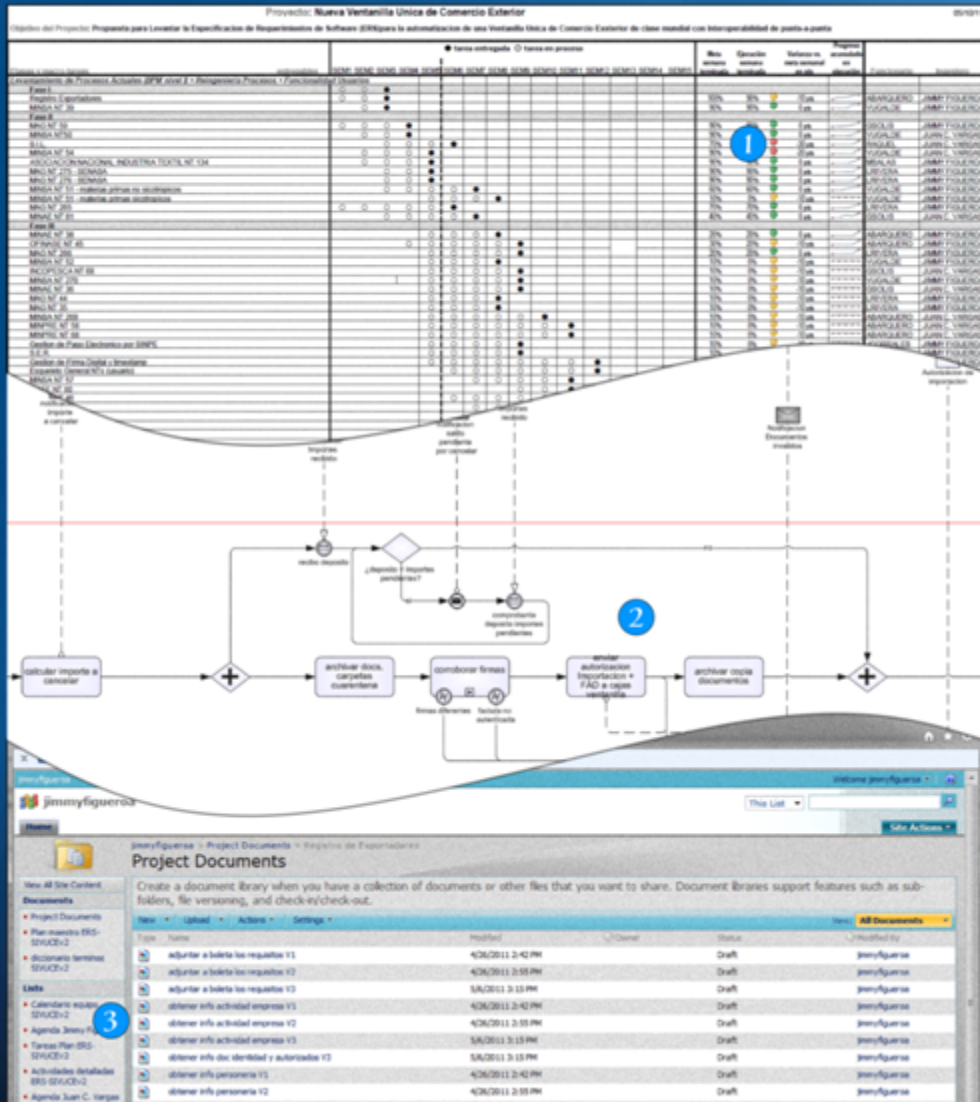
INSIDE

End-to-end
documentation of ~44
processes
Process
reengineering

Collaboration with 16 gov.
Institutions
60 gov employees involved
+570 process-
improvement hours

costa rica's software requirement specification for singlewindow project

Aug 11th, 2011



1 green project plan

semana terminada	Ejecución semana terminada	Varianza meta semanal en pts
100%	90%	-10 pts
90%	90%	0 pts
90%	90%	0 pts
90%	90%	0 pts
70%	40%	-30 pts
90%	70%	-20 pts
90%	90%	0 pts
90%	90%	0 pts
90%	90%	0 pts
60%	60%	0 pts
10%	0%	-10 pts
70%	70%	0 pts
40%	40%	0 pts

2 business process engineering

```

graph TD
    Start([Inicio]) --> Depósito{¿Depósito e importes pendientes?}
    Depósito -- Sí --> ComprobanteDeposito[comprobante depósito importes pendientes]
    ComprobanteDeposito --> ArchivarDocs[archivar docs. carpetas cuarentena]
    ArchivarDocs --> ComprobarFirmas[comprobar firmas]
    ComprobarFirmas --> EnviarAutorización[enviar autorización Importación + FAD a caja verificación]
    ComprobanteDeposito -- No --> EnviarAutorización
    
```

3 collaboration project portal

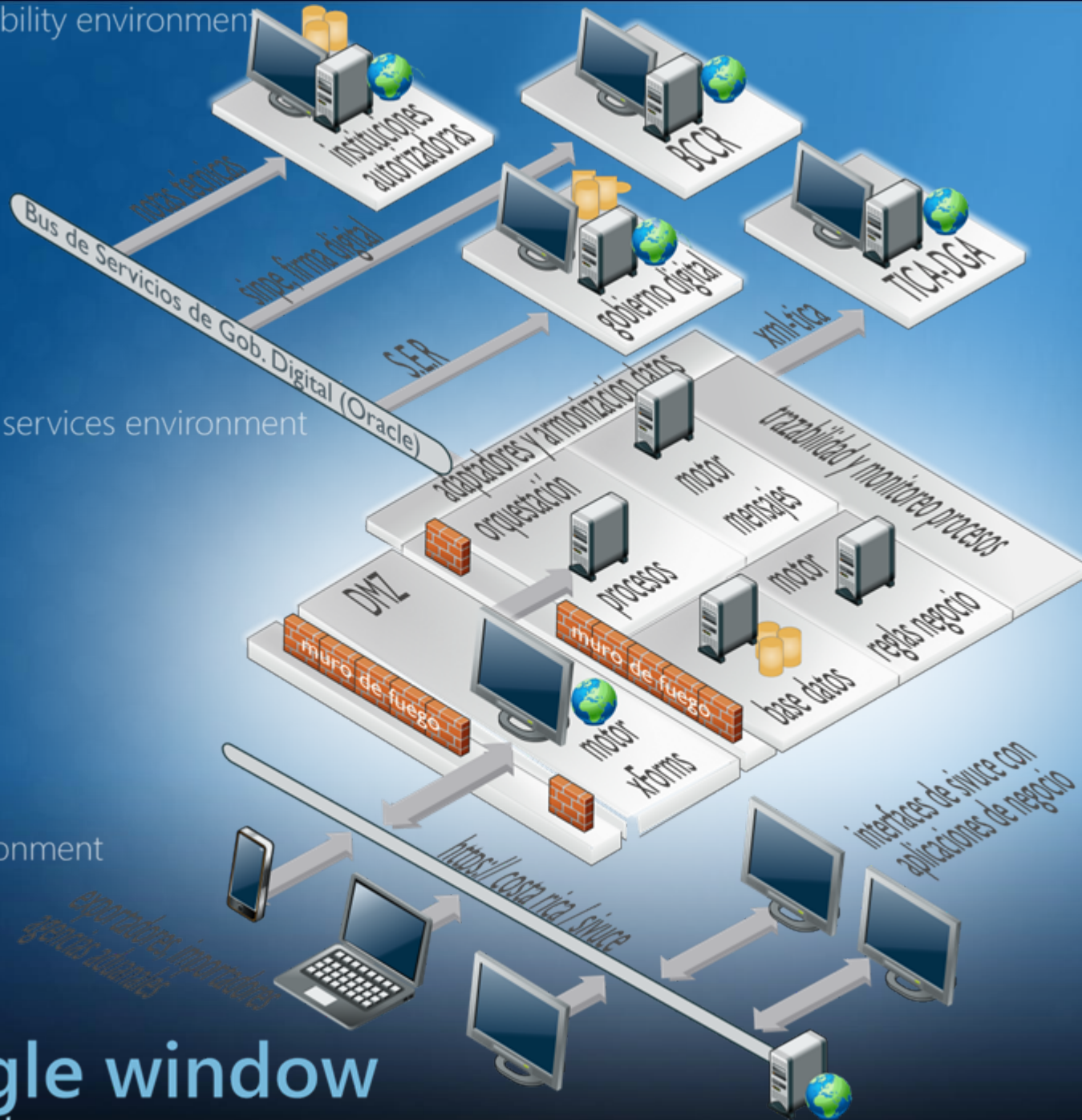
- Calendario equipo SIVUCEv2
- Agenda Jimmy Figueroa
- Tareas Plan ERS-SIVUCEv2
- Actividades detalladas ERS-SIVUCEv2
- Agenda Juan C. Vargas

interoperability environment

process & services environment

user environment

new
single window
architecture





*example:
bananas*

0.6 hrs



before



2.9 hrs

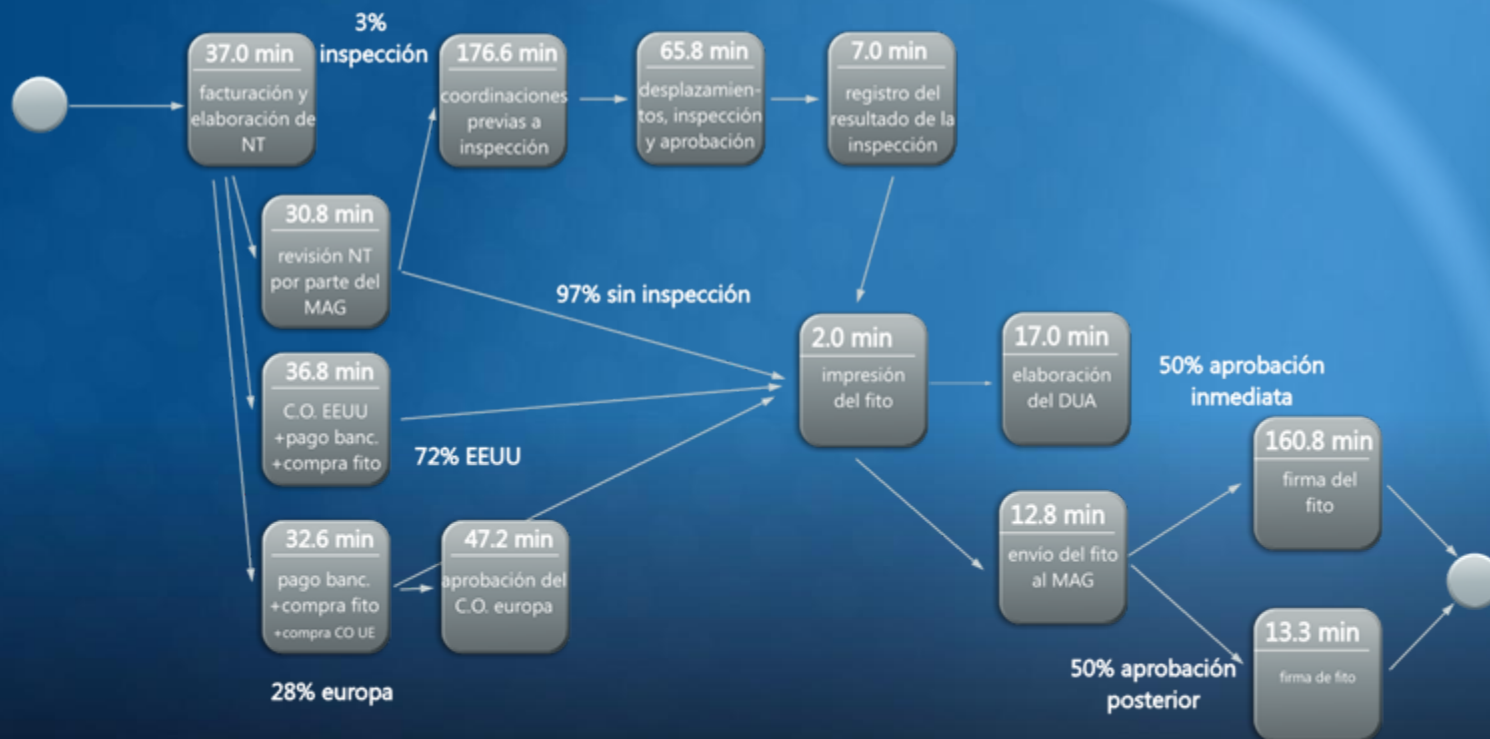
after



*example:
cassava*



before



after

2.9 hrs

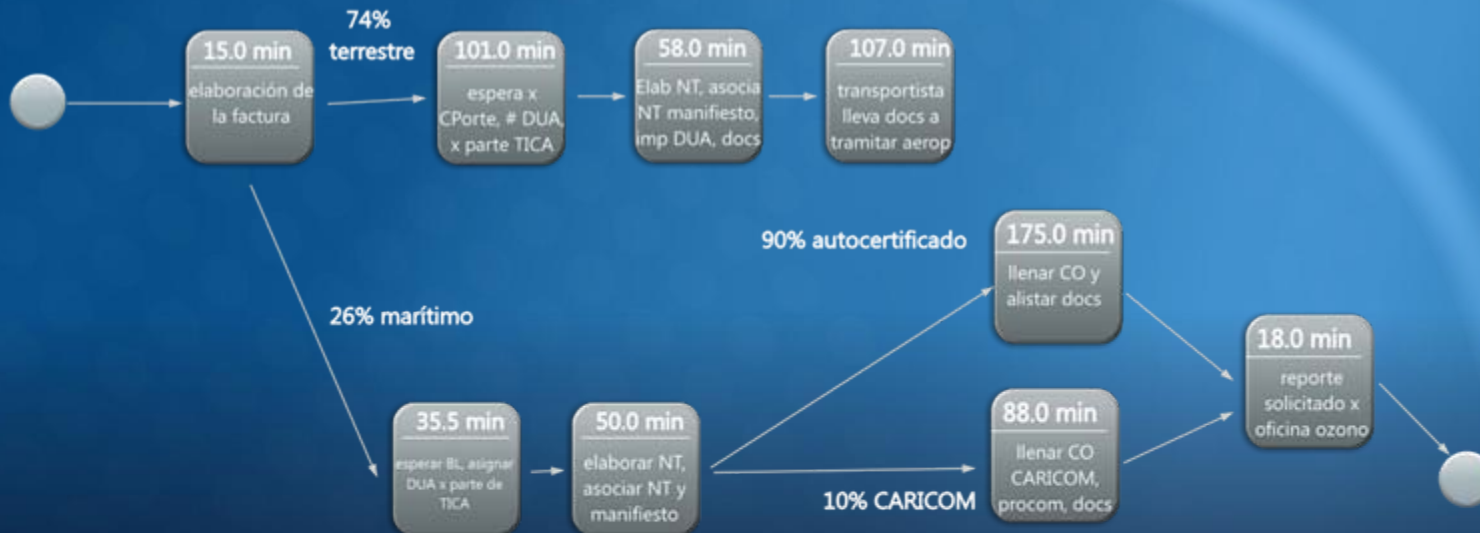


*example:
refrigerators*

1.6 hrs



before



4.3 hrs



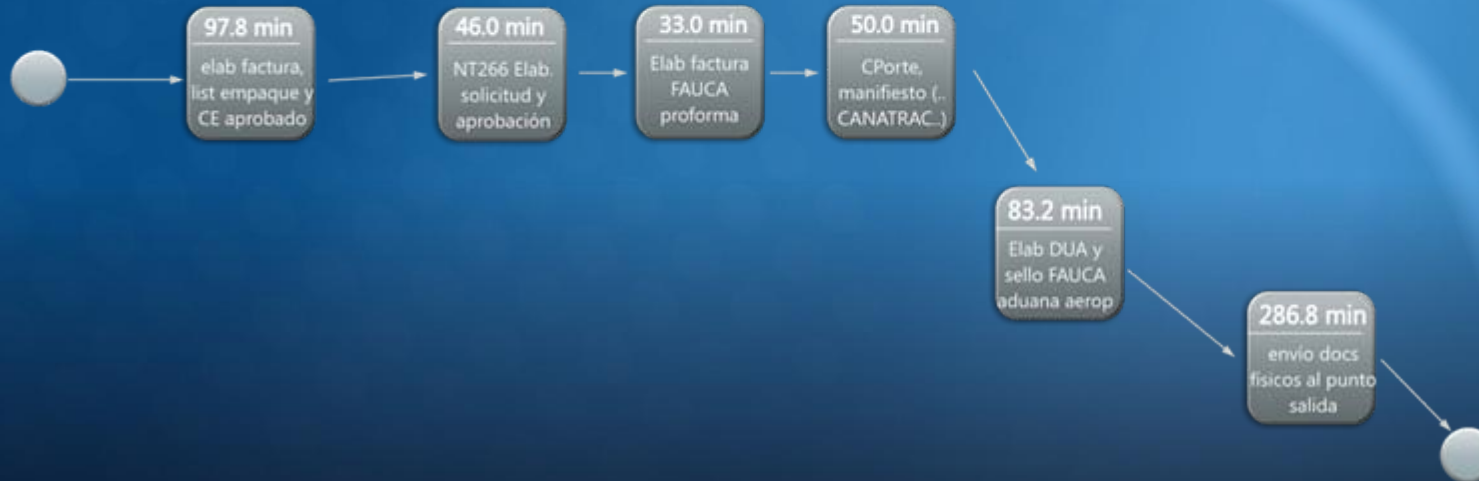
*example:
dairy products*

1.5 hrs

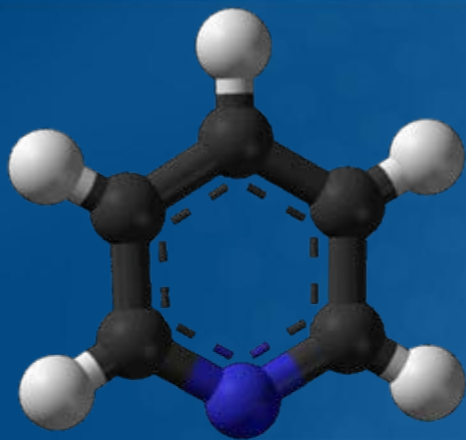


after

before



10 hrs



*example:
agrochemicals*

2.2 hrs



after

before

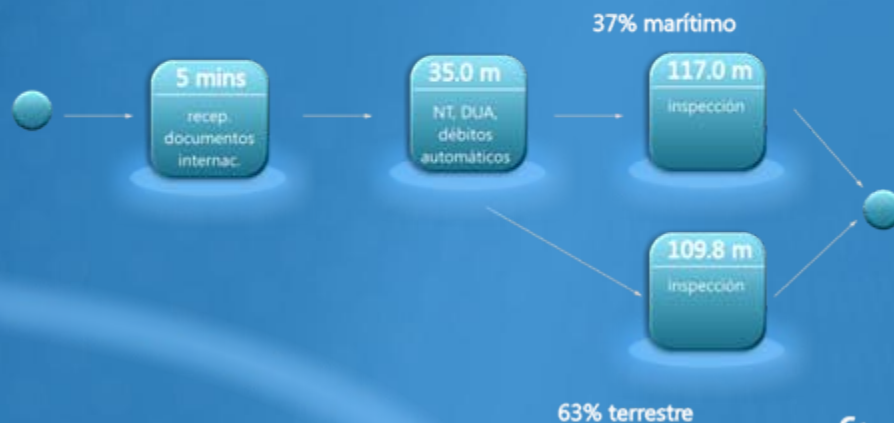


27.5 hrs



*example:
pet food*

4.4 hrs



before



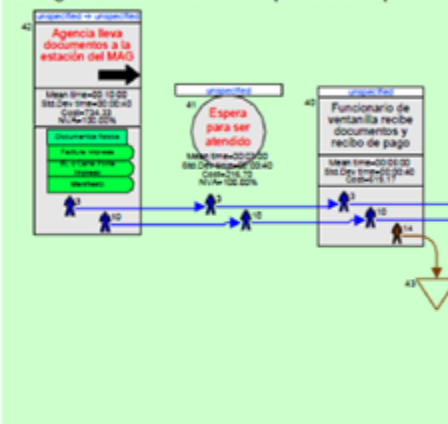
19.1 hrs



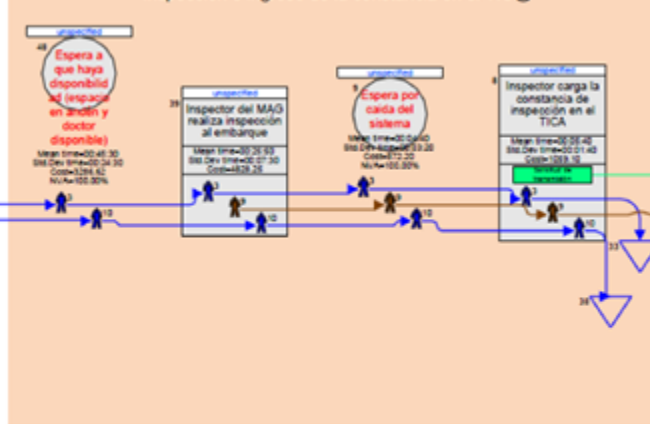
animal feed



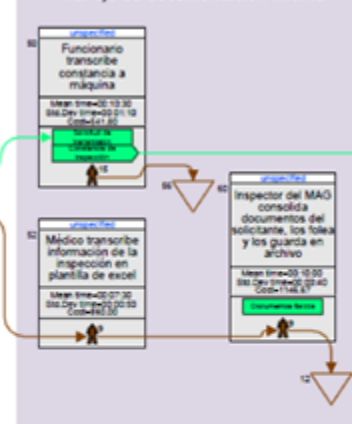
Entrega de documentos en MAG previo a la inspección



Inspección e ingreso de la constancia en el TIC@



Manejo de documentación interna



DUA de importación

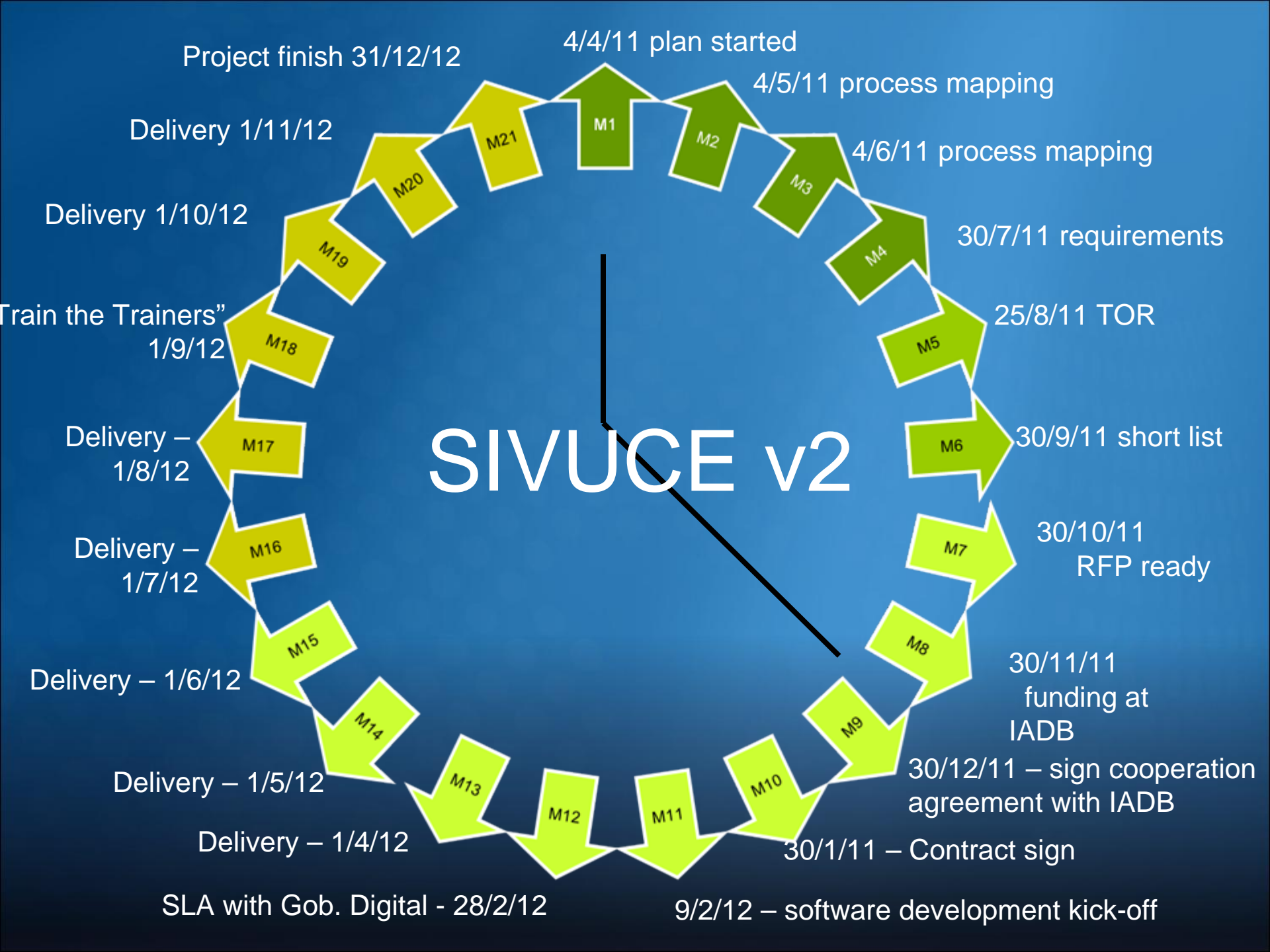


time: 2.09 hrs cost: \$25.1

savings

	Annual transact.	Cycle time savings	Annual cost savings colones	dollars
Export	124,175	2,228,773	3,460,264,394	6,583,957
Import	160,116	942,669	1,842,262,366	3,507,235
	284,291	3,171,441	5,303,526,759	10,091,192

Cifras expresadas en Colones costarricenses CRC



Latin America single-windows network



★ Strengthen coordination and cooperation between single window implementations

★ Share best practices
★ Promote interoperability among LA SWs
★ Enhance efficiency and transparency of the operations

Thank You !

★ Promote interoperability among LA SWs