PAGE 4: B.1) YOUR CASE STORY: TITLE AND DESCRIPTION

Q1: TITLE OF CASE STORY

Develop the Single Window Ecuadorian for simplification and modernization processes of Foreign Trade (VUE) (Original Spanish)

Q2: CASE STORY ABSTRACT

Implementing the VUE was developed in the following stages:
 Stage Business Process Re-engineering / Information Strategy Planning (BPR / ISP)
 Stage Analysis and Design
 Stage of Development and Testing
 Stage Connection (Implementation and Maintenance)
 Ecuadorian State entities that are part of VUE are: National Institute of Cultural Heritage, the Joint Command of the Armed Forces, General Directorate of Civil Aviation, National Council on Disabilities, Subsecertaría Control and Nuclear Applications, INEN, Ecuadorian Accreditation Service National Council of Narcotic Drugs and Psychotropic Substances, Agency for Health Regulation and Control, Ministry of Foreign Trade, Ministeiro of Environment, National Public Procurement Service, Ministry of Foreign Affairs, MAGAP, AGROCALIDAD, Undersecretary of Aquaculture, Department of Fishing, National Institute Fishing, UNIBANANO

Q3: **LONG DESCRIPTION OF THE CASE STORY**

The overall objective of the VUE is to optimize and integrate processes of foreign trade. The specific objectives are: to) significantly reduce the time and costs of transaction in the realization of foreign trade activities; (b) facilitate the processing of authorizations and certifications in a single point of access via the Internet; (c) provide operators of foreign trade information on applicable requirements and procedures in progress status; (d) the immediate availability of records between the public institutions involved and the reduction of the probability of different information between registers; (e) encourage cooperation between public institutions involved; (f) make available for public institutions sufficient information to carry out a control in an optimal way.

Stage of BPR/ISP:

In this stage is made an analysis of the environment, of the current situation, a future model defines and establishes a plan of action in each of the entities that make up the VUE.

At the stage of analysis and design, requirements are defined to enable the implementation of the system, reflecting the particular needs of the users; and every need is assigned to the components of the system, structurally designing an interface between components.

Stage of development and testing:

Customer requirements are developed on real and put on evidence codes. In this stage of the project, there are changes requested by the entity or a misinterpretation by the developer.

Connection phase (implementation and maintenance):

This stage was carried out by parties, first the entities that did not have a system and then with the entities that had a system that was connected with the VUE. It was a long stage, since institutions did not meet the times of internal development of their systems.

It made an investment of $15,824,189

Q4: **Please add here web links to project/programme materials.**

Information manuals and videos using the VUE, are found on the website of SENAE: www.aduana.gob.ec in the New menu and Customs Bulletins section.
 The bulletins are related VUE:
 392-393-394 2012;
 29-30-39-91-93-108-166-202-267-279-304-339-341 2013;
 7-14-22-58-68-69-75-78-93-105-114-127-133-134-144-152-206-227-233-234-239-247-267-289-299-302-362-377 2014;

PAGE 5: C.2) ABOUT THE CASE STORY

Q5: **YOUR CONTACT DETAILS**

Name:	Alfredo Ricardo Villavicencio Di Luca
Ministry/Institution/Organization:	National Customs Service of Ecuador
Country:	Ecuador
Email Address:	avillavicencio@aduana.gob.ec

Q6: **FUNCTION**	Other (please specify) Funding was funded by the Ecuadorian government and several cooperation agreements listed in section 8 is signed
Q7: **FUNDING PARTNER Tick the appropriate box(es)**	*Respondent skipped this question*

Q8: **Additional information**

MCPEC Agreement between the Republic of Ecuador and the Customs Service of the Republic of Korea dated September 8, 2010.
Framework Cooperation Agreement between the Ministry of Coordination of Production, Employment and Competitiveness of the Republic of Ecuador and the Korea Customs Service of the Republic of Korea for the establishment of the Single Window for Foreign Trade Operations in the Republic of Ecuador, dated March 30, 2011.

Q9: **START DATE OF PROJECT/PROGRAMME**	September 27, 2011
Q10: **STATUS OF PROJECT/PROGRAMME**	Fully implemented
Q11: **DURATION OR, IF ON-GOING, EXPECTED DURATION OF PROJECT/PROGRAMME**	3-5 years
Q12: **COST OF PROJECT/PROGRAMME**	US$10-20 million
Q13: Additional information	*Respondent skipped this question*
Q14: **TYPE OF FUNDING FOR PROJECT/PROGRAMME**	Grant

PAGE 6: C.2) ABOUT THE CASE STORY

Q15: **PROJECT/PROGRAMME TYPE**	Single country / customs territory

PAGE 7: C.2) ABOUT THE CASE STORY

Q16: **SINGLE COUNTRY/CUSTOMS TERRITORY**	ECUADOR

PAGE 8: C.2) ABOUT THE CASE STORY

| Q17: **REGION(If the region does not appear in the drop down menu, please enter manually.)** | South America |

PAGE 9: C.2) ABOUT THE CASE STORY

| Q18: MULTI-COUNTRY(Enter all countries or customs territories) | *Respondent skipped this question* |

PAGE 10: C.4) ABOUT THE CASE STORY

| Q19: **CASE STORY FOCUSTick the appropriate box(es)** | REDUCING TRADE COSTS FOR MERCHANDISE GOODS ,

 Tariff reform,

 Upgrading network infrastructure (ICT, power, telecoms) ,

 Improving access to trade finance,

 REDUCING TRADE COSTS FOR SERVICES,

 Improving the regulatory environment for services |

PAGE 11: C.5) ABOUT THE CASE STORY

| Q20: **HOW SUCCESSFUL WAS THE PROJECT/PROGRAMME Tick the appropriate box(es)** | Very successful |

PAGE 12: C.6) ABOUT THE CASE STORY

Q21: WHAT WERE THE OUTPUTS OF THE PROJECT/PROGRAMME Tick the appropriate box(es)

Officials trained,

Customs laws amended or updated,

New customs procedures,

New other border agency procedure,

New or updated electronic single window,

New animal health measures or processes,

New plant health measures or processes,

New food safety measures or processes,

Tariff reform

Q22: Additional information(maximum 300 words)

Multiple skills, focused on each actor VUE, from persons responsible for the development, maintenance, management and end users were conducted.
 The participation of the entities involved was paramount, because exposed to end users on the proper use of the application.
 Additionally, the visit of experts from the Korea Customs had, who were responsible for reviewing what developed by the Korean company, to give their best ideas and help a better product.

PAGE 13: C.7) ABOUT THE CASE STORY

Q23: WHAT WERE THE OUTCOMES OF YOUR PROJECT/PROGRAMMETick the appropriate box(es)

Reduction in customs clearance time,

Reduction in other border agency clearance time
,

Reduction in cost of customs clearance,

Reduction in cost of other border agency clearance
,

Increase in merchandise imports,

Increase in merchandise exports,

Increase in broadband coverage,

Increase in data traffic,

New company registrations

Q24: Additional information(maximum 300 words)

Respondent skipped this question

PAGE 14: C.8) ABOUT THE CASE STORY

Q25: WHAT WERE THE IMPACTS OF THE PROJECT/PROGRAMMETick the appropriate box(es)	Reduction in employment
Q26: Additional information(maximum 300 words)	*Respondent skipped this question*

PAGE 15: C.9) ABOUT THE CASE STORY

Q27: LESSONS LEARNT Tick the appropriate box(es)	Importance of good project design,
	Importance of alignment with national priorities,
	Importance of alignment between different development partners in programming ,
	Importance of engagement by private sector,
	Importance of agreeing clear project implementation responsibilities ,
	Importance of agreeing clear project monitoring and evaluation process and procedures ,
	Importance of agreed accountability frameworks,
	Importance of attention to long-term sustainability ,
	Importance of political will and commitment by project partner

Q28: Additional information(maximum 300 words)

The National Customs Service of Ecuador, being the entity that manages the VUE, was the need to reinforce an area for maintenance of the application and make new developments requested by entities implemented.

Q29: PROJECT OR PROGRAMME MONITORING AND EVALUATION FRAMEWORK Tick the appropriate box(es)	M&E framework used, Project baselines set,
	Simple before and after comparison