



VUCE – simplifying Uruguay’s foreign trade

VUCE, a project essential for Uruguay, is part of a strategic vision that considers the country as a regional logistic pole. This system –jointly developed by **GeneXus Consulting** and **Concepto**– coordinates and includes all actors involved in the foreign trade activity.



THE CUSTOMER

The Foreign Trade Single Window (“*Ventanilla Unica de Comercio Exterior – VUCE*”) originated under the lead of the National Customs Office and the Inter-ministerial Committee on Foreign Trade Affairs, both responsible for the coordination. With time, and upon the financing received through an IDB loan, it became part of the Uruguay XXI Institute for the Promotion of Investment and Exports, “*an institute in charge of promoting the growth, consolidation and diversification of foreign investments and exports*”.

VUCE is a mechanism for facilitating foreign trade that applies electronic means to optimize and unify data and documents at a single point of entry, in order to comply with all procedures relative to imports, exports, and transits.

THE CHALLENGE

The construction of the VUCE window is a strategic project for Uruguay. Its purpose is to facilitate foreign trade through the design and implementation of a single window based on internet and other technology available. It implies the simplified access to, and easier management of, all procedures required by exports and imports processed in the country.

This objective was achieved with the coordination and integration of all actors related to foreign trade, always in observance of strict design principles. Moreover, in addition to the need for an appropriate infrastructure, it was also necessary to have processes, technology and people focused on facilitating trade and optimizing time and costs for all parties involved in the operation.

The system’s main purpose is to take foreign trade to a level 100% electronic. The single window helps in the integration of operations by including controls that function as an aid in decision-making. It also enables the traceability of all processes towards greater transparency, with full access to information and services.

Customer chart

Customer:	Uruguay XXI
Sector:	Public
Country:	Uruguay
Site:	www.uruguayxxi.gub.uy www.vuce.gub.uy

Summary

The customer

Uruguay XXI is an organization in charge of promoting the growth, consolidation and diversification of exports and foreign investment.

The objective

To facilitate foreign trade operations by implementing a Single Window aimed at unified administrative procedures relative to imports, exports and transits.

The solution

Creation of a Foreign Trade Single Window known as VUCE (“*Ventanilla Unica de Comercio Exterior*”) for the online management of all documents required in foreign trade transactions, enabling operators to enter data only once and thus avoid paperwork between offices, while eliminating unnecessary waiting time.

Fact sheet

Technology: GeneXus Evolution 2
Tools: GXflow, DynamicForms

THE SOLUTION

The commencement of the project included a research on the various window models in operation throughout the world. Some of the findings were that, despite the computer system already in place at the National Customs Office that was functioning properly to solve Customs issues, the office received, from other institutions, thousands of documents with requests for authorizations or permits relative to foreign trade.

This enabled the definition of a scope for the project: *“To provide the bodies responsible, with tools to issue foreign trade documents in an electronic manner. [...] We had to define a single window to enable the inter-connection of all actors and change all documents regularly issued on paper to an electronic format, in order for these to be sent directly to the Customs office,”* explained VUCE’s Director Lorena Veiga.

The contract for this project was awarded in 2012 to the consortium comprised by the firms GeneXus Consulting and Concepto. **May 2013 was the kickoff for developing a system that would unify all processes on a single platform, combining over twenty State entities and inter-connections amongst sixty systems or more, all different from one another.**

The project comprises a comprehensive redesign of the country’s foreign trade processes, including a thorough revision of all norms applicable, and the addition of new technology towards a single platform for processing operations. The objective is to achieve efficient processes and reduced transaction costs (automation, less paper, and direct interaction between different actors).

In order to build the solution, the parties involved determined four features to be considered for the platform: the dynamic definition of forms, a generic process, mechanisms for integration and guarantees to users, and data security.

This was the motto governing the development of the solution, in the understanding that the rollout would be incremental, with the progressive addition of different administrative procedures and processes planned for the scope of the project. This enabled the production cutover of the VUCE platform in November 2013, with the startup of its initial process, and the prompt further addition of new procedures.

By December 2014, there were 21 different administrative procedures available from VUCE, with more than 3,000 electronic documents issued, in addition to the inter-connection of six entities, with over 800 users operating on the platform. Additional work has been planned to continue improving this tool, with the inclusion of new processes and functionalities in the solution’s scope. The combined work team included professionals from VUCE, Concept and GeneXus Consulting. *“In our opinion, they worked as a unified team, even when they came from different companies.*

Benefits

For institutions:

- Improved Data Quality
- Improved Customs Controls
- Efficient Use of Resources
- Traceability
- Management Indicators
- Transparency

For operators:

- Reduced transfers, waiting time and costs.
- Traceability
- Procedure predictability
- Transparency

THE WORK TEAM

They shared a common purpose, for which GeneXus Consulting provided technological knowledge to a greater extent, and Concepto contributed its business knowhow."

Lorena Veiga (Engineer) – Director of VUCE.



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About GeneXus Consulting
We turn technology into results

A consulting firm that generates solutions using GeneXus technology for organizations around the world, on the basis of its businesses knowledge. GeneXus Consulting is the company that provides services through specialists from Artech, the company responsible for developing GeneXus and headquartered in Montevideo, Uruguay.