Q1: Respondent
URUGUAY

Q2: About you
Name: Silvana Balaguer (*translated)
Position: Foreign Trade Secretariat
Ministry: Ministry of External Relations
Email Address: negociaciones.organismos@mrree.gub.uy

Q3: Does your national development strategy include trade priorities? (i.e. Aid-for-Trade priorities)
Yes

Q4: If yes, please indicate your Aid-for-Trade priorities:
Below are listed the most common priority areas grouped according to broad Aid-for-Trade categories. Please rank the top 5 priority areas among the ones listed below. (1 being the most important)

<table>
<thead>
<tr>
<th>Priority Area</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade facilitation</td>
<td>4</td>
</tr>
<tr>
<td>Transport infrastructure (airport, roads, rail, port)</td>
<td>1</td>
</tr>
<tr>
<td>Connecting to value chains</td>
<td>2</td>
</tr>
<tr>
<td>E-commerce</td>
<td>3</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>5</td>
</tr>
</tbody>
</table>

Please provide a weblink to the relevant strategy. Poverty reduction

Q5: Have your Aid-for-Trade priorities changed since 2014?
No
**Q6:** If yes, please rank the top 3 drivers of these changes: (Please choose no more than 3 options)

*Respondent skipped this question*

**Q7:** Have these changes been reflected in your dialogue with development partners?

*Respondent skipped this question*

**Q8:** In your view, can Aid for Trade make a contribution to the achievement of the 2030 Sustainable Development Agenda?

Yes

**Q9:** If yes, please specify which Sustainable Development Goals (SDGs) you think that Aid for Trade may help to achieve? Sustainable Development Goals:

1. Decent work and economic growth,
2. Industry, innovation and infrastructure,
3. Reduce inequalities,
4. Responsible consumption and production

**Q10:** In your view, can Aid for Trade make a contribution to women’s economic empowerment?

Yes

**Q11:** Have you participated in any evaluation process that has been undertaken on the Aid-for-Trade support you receive?

Unsure

**Q12:** Is trade facilitation reflected as a priority in your national or regional development policy? (You may tick more than 1 box)

Yes, National Development Strategy with a broader conception of trade facilitation (e.g. trade and transport facilitation)

**Q13:** If yes, in which policy document(s) can trade facilitation be found as a priority? (You may tick more than 1 box)

*Respondent skipped this question*
Q14: If no, does your government plan to include trade facilitation as a priority in future planning document(s)? (You may tick more than one box)  
Respondent skipped this question

Q15: Please outline the current status of work related to the implementation of the Trade Facilitation Agreement (You may tick more than 1 box)  
Acceptance of Amendment Protocol ("Trade Facilitation Agreement ratification") deposited

Q16: Are you planning to use the flexibilities set out in section II of the Trade Facilitation Agreement?  
Yes

Q17: If yes, please specify: (You may tick more than 1 box)  
Category A commitments deposited,  
Category B commitments deposited

Q18: Which disciplines of the Trade Facilitation Agreement are you seeking Aid-for-Trade support to implement? (You may tick more that 1 box)  
Art 1: Publication and Availability of Information,  
Art 7: Release and Clearance of Goods,  
Art 8: Border Agency Cooperation,  
Art 12: Customs Cooperation

Q19: Are you engaged in a dialogue with development partners on your Trade Facilitation Agreement implementation needs?  
No

Q20: If yes, please specify with which development partners you are discussing Trade Facilitation Agreement implementation.  
Respondent skipped this question

Q21: If yes, please specify with which development partners you are discussing Trade Facilitation Agreement implementation.

Q22: If yes, please specify with which development partners you are discussing Trade Facilitation Agreement implementation.
Q21: If no, what difficulties, if any, are you facing in securing Aid-for-Trade support to help implement the Trade Facilitation Agreement? (You may tick more than 1 box)

Respondent skipped this question

Q22: Is there an Aid-for-Trade facilitation project or programme that you wish to showcase as an example of best practice?

Unsure

Q23: Does your government have a national strategy for e-commerce (or other national digital-related strategy)?

Yes,

If yes, please provide a weblink to the relevant national e-commerce (or national digital-related strategy).

Uruguay has the Digital Agenda for Uruguay 2011-2015, which is a roadmap containing a specific chapter on the subject, centred on Goal 11: Development of e-commerce and initiatives that promote financial inclusion.


Q24: If yes, please indicate which of the following: (You may tick more than 1 box)

- Information and Communication Technology (ICT) development
- Broadband development
- E-commerce development
- E-government
- Telecommunications strategy
- Other digital strategy (please specify e.g. business, e-learning, e-health, etc.)
- e-health
- e-learning
- ITC for the productive development
- ITC & environment

Q25: If yes, is this national strategy reflected in your national development strategy?

Yes

Q26: If no, does your government plan to develop or update your national development strategy to include e-commerce (or other digital-related) priorities?

Respondent skipped this question
Q27: Does your government plan to develop a separate e-commerce or (other digital-related) strategy?

Respondent skipped this question

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Q28: Do you have any mechanism(s) to coordinate your national e-commerce (or other digital strategy) across government?

Other coordination mechanism,
Additional information on mechanism(s) used to coordinate your national e-commerce (or other digital strategy) across government.
There are specific mechanisms for coordination between the Ministry of the Economy and Finance and the Ministry of Industry, Energy and Mining, the Ministry of Foreign Affairs and the Communication Services Regulatory Unit.

Q29: Does your existing or planned national strategy for e-commerce (or other digital-related) strategy cover issues related to trade in services and/or goods through e-commerce?

Yes

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Q30: If yes, please indicate which issues are covered in your national e-commerce (or other digital related) strategy: (You may tick more than 1 box)

Access to online platforms, Business to consumer transactions, Business to business transactions, Consumer to consumer transactions, Payment issues, Infrastructure, Delivery systems, Point of Sale (POS) systems, Customs automation, Other (please specify)
Q31: For EXPORTS, what challenges do your micro, small and medium sized enterprises (MSMEs) face in relation to cross border e-commerce transactions? (You may tick more than 1 box)

- Absence of, or difficulties in, using electronic single window for customs or border clearance
- Difficulties accessing third-party payment services
- High costs of small parcel shipment
- High shipping costs
- Issuance and acceptance of conformity assessment certificates
- Issuance and acceptance of export certificates
- Issuance and acceptance of origin certificates
- Issuance and acceptance of sanitary and phytosanitary certificates
- Lack of transparency in customs and other border procedures
- Non-acceptance of E-certification
- Problems with intellectual property protection regulations
- Problems with on-line payment systems
- Warehousing, storage and packaging difficulties

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Q32: For IMPORTS, what challenges do your micro, small and medium sized enterprises (MSMEs) face in relation to cross border e-commerce transactions? (You may tick more than 1 box)

- Costs of delivery for small parcel trade
- Dealing with returned goods
- No customs or low de minimis threshold
- Non-acceptance of sanitary and phytosanitary certificates
- Warehousing, storage and packaging difficulties

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**Q33:** Please estimate the percentage of goods and services that your country exports and imports internationally through e-commerce / digital channels and the growth of imports and exports though e-commerce / digital channels over the past 3 years.

| Percentage of goods exported through e-commerce | No capacity to estimate |
| Percentage of services exported through e-commerce | No capacity to estimate |
| Percentage of goods traded as expedited shipments | No capacity to estimate |
| Growth of imports through e-commerce channels in the past 3 years | No capacity to estimate |
| Growth of export through e-commerce channels in the past 3 years | No capacity to estimate |
| Growth of expedited shipments | No capacity to estimate |

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**Q34:** For EXPORTS, what challenges does the on-line purchase of merchandise goods through e-commerce present for your customs and other border management authorities? (You may tick more than 1 box)

Other (please specify), Additional information on the export challenges the on-line purchase of merchandise goods through e-commerce presents to your customs and other border management authorities. Controls are associated with security scans for drugs and explosives.

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**Q35:** For IMPORTS, what challenges does the on-line purchase of merchandise goods through e-commerce present for your customs and other border management authorities? (You may tick more than 1 box)

Other (please specify), Electronic single window issues, Dealing with returned goods,

Additional information on the import challenges the on-line purchase of merchandise goods through e-commerce presents to your customs and other border management authorities.

- Electronic single window issues: Progress is being made to incorporate certificates for natural persons.
- Application of border measures: If the representative does not file a report, Customs has to release the goods.
- Some bodies do not issue certificates to natural persons.
- Implementation of risk management techniques: The National Customs Directorate (DNA) is refining the rules because it did not have any information before.
- Difficulties in dealing with returned goods: We do not have a procedure for returned goods.
- Postal service shipments: The holding agent is the post office which delivers every day and courier goods held must be cleared and customs duty paid by the addressee or his representative.
Q36: Please indicate how consumers and enterprises connect to the internet.

- Fixed broadband: 81-90%
- Wifi: No data available
- Dial up modem: No capacity to estimate

Please provide a reference or weblink to the document(s) on which your answer is based. The National Customs Directorate explains that the declaration is made by the postal operator via web courier service.

Q37: Please indicate the main issues that enterprises and consumers in your countries have in accessing and using internet services. (You may tick more than 1 box)

- Access to labour with necessary technical skills
- On-line fraud
- Cybercrime laws
- Cost of broadband subscription
- Other regulatory issues (please specify)
- Lack of time and capacity to deal with business channel

Source: EUTICPE 2013, main results.

Q38: Are electronic payments solutions available in your country? (You may tick more than 1 box)

- Yes, e-banking
- Yes, mobile money
- Yes, e-government transactions
- Yes, credit or debit card transactions

Q39: If yes, please estimate the percentage of transactions paid electronically in your country (through e-banking, mobile money or e-government):

No data available

Q40: If no, please outline what is holding back e-banking, mobile money and e-government transactions. (You may tick more than 1 box)

Respondent skipped this question
**Q41:** Do consumers in your country use mobile phones for domestic and international remittances and fund transfer?  
Yes, both domestic and international remittances and fund transfer

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**Q42:** Please indicate which e-government services your country provides: (You may tick more than 1 box)  
- E-government forms and application downloads,  
- On-line submission of forms and applications,  
- Electronic payments,  
- No e-government service provided,  
- Other (please specify)  
  Online reservation of date/hour for submission of applications; Monitoring of procedures/formalities (traceability); Authentication/digital signature. National Customs Directorate: The declaration is made by postal operators. In the case of mail, the data relating to the shipment must be entered on the postal services webpage and postal services forward these data to Customs. In Uruguay, the declarant is the post office. Electronic payment: payment for single customs declarations (DUA) may be made via home banking. Postal shipments are handled by the postal services, which have an online payment platform, and are subsequently deposited at Customs. Customs is also about to introduce courier post payable by credit or debit card at Carrasco Airport.

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**Q43:** Are Information and Communication Technology support programmes available to support students, workers and Micro, Small and Medium Sized Enterprises (MSMEs)?  
Yes,  
Additional information on whether ICT support programmes are available for students, workers and MSMEs. Work is under way to develop training programmes under the 2020 Agenda, targeting 3,000 MSMEs and 5,000 entrepreneurs in particular.

**Q44:** Is there an Aid-for-E-commerce project or programme that you wish to showcase as an example of best practice?  
Unsure

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**Q45:** Do you anticipate a need for future assistance in order to meet your e-commerce strategic objectives?  
Yes
Q46: If yes, please indicate who you would like to work with to provide this support: (You may tick more than 1 box)

- Multilateral and regional donors
- South-South partners

Q47: In your view, can growth in e-commerce make a contribution to women’s economic empowerment?
Yes

Q48: Does your national development strategy include trade-related infrastructure development priorities?
Yes

Q49: If yes, please indicate which trade-related infrastructure sectors feature as priority sectors in your national development strategy. (You may tick more than 1 box)

- TRANSPORT INFRASTRUCTURE,
  - Maritime transport infrastructure,
  - Internal waterways transport infrastructure,
  - Rail transport infrastructure,
  - Road transport infrastructure,
  - Infrastructure related to all modes of transport: cargo handling, storage and/or warehousing,
- COMMUNICATION INFRASTRUCTURE,
  - Telecommunications infrastructure,
  - Infrastructure related to audio visual services (radio, television, motion pictures),
- Network cable infrastructure

Q50: Does your national development strategy link trade-related infrastructure to the development of related services sectors?
Yes
Q51: If yes, please indicate which services trade sectors feature as priority sectors in your national development strategy. (You may tick more than 1 box)

Architectural services, Engineering services,
Services incidental to agriculture, hunting and forestry,
Services incidental to fishing,
Services incidental to mining,
Services incidental to manufacturing services,
EDUCATIONAL SERVICES,
Primary education services,
Secondary education services,
ENVIRONMENTAL SERVICES, Hospital services,
Social services,
Hotels and restaurants (including catering),
RECREATIONAL, CULTURAL AND SPORTING SERVICES (other than audio visual services),
TRANSPORT SERVICES (passenger and freight transportation),
Internal waterways transport services,
Air transport services, Road transport services,
Services auxiliary to all modes of transport (cargo handling, storage and warehouse, freight transport agency services, etc.),
DISTRIBUTION SERVICES (including wholesale and retail trade services),
CONSTRUCTION AND RELATED ENGINEERING SERVICES,
Telecommunication services, Postal services,
Services incidental to energy distribution
Q52: Does your national development strategy (or other national economic policy documents) link growth in services capacity and trade to growth in industrial capacity and manufacturing exports?  
Yes

Q53: If yes, please specify which services sectors are identified for growth in industrial capacity and manufacturing. (You may tick more than 1 box)

- RESEARCH AND DEVELOPMENT SERVICES,
  - Services incidental to agriculture, hunting and forestry,
  - Services incidental to fishing,
  - Services incidental to mining,
  - Services incidental to manufacturing services,
- TRANSPORT SERVICES (passenger and freight transportation),
  - Maritime transport services,
  - Internal waterways transport services,
  - Air transport services,
  - Rail transport services,
  - Road transport services,
  - Pipeline transport services,
  - Services auxiliary to all modes of transport (cargo handling, storage and warehouse, freight transport agency services, etc.),
  - Banking and other financial services (excluding insurance),
- FINANCIAL SERVICES,
- ENVIRONMENTAL SERVICES,
- DISTRIBUTION SERVICES (including wholesale and retail trade services),
  - Telecommunication services,
  - Services incidental to energy distribution
Q54: Which services sectors are growing fastest in your country? (You may tick more than 1 box)

- Accounting, auditing and bookkeeping services
- COMPUTER AND RELATED SERVICES (e.g., services related to installation of computer hardware, data processing and database services)
- Services incidental to agriculture, hunting and forestry
- Telecommunication services
- TOURISM AND TRAVEL RELATED SERVICES

Q55: What are the main issues constraining growth in national services capacity? (You may tick more than 1 box)

- Education and vocational training
- Limited access to export markets
- Low levels of domestic investment
- Poor transport infrastructure (maritime, inland waterway, air, rail, road)

Q56: What are the main issues constraining growth in your services trade? (You may tick more than 1 box)

- Access to finance
- Limited access to export markets

Q57: Which services sectors do you expect will support implementation of the Trade Facilitation Agreement and will help realize associated economic benefits? (You may tick more than 1 box)

Respondent skipped this question

Q58: Is there an Aid-for-Trade project or programme that you wish to highlight as an example of best practice?

Unsure
Q59: Does your national development strategy include actions to improve the investment climate?  Yes

Q60: If yes, please specify how: (You may tick more than 1 box)
- By establishing an investment authority, investment promotion agency (IPA) and/or investment development agency
- By reducing risk for investors
- By training officials
- By updating investment policy, regulations and/or strategy

Q61: What actions have you taken to improve the investment climate in the past 5 years? (You may tick more than 1 box)
- Focusing on investment policy implementation and enforcement
- Signing a bilateral investment treaty(ies) or other investment agreements
- Signing investment agreements focused on investment promotion and facilitation
- Signing investment agreements focusing on investor/investment treatment and protection
- Updating investment policy, regulations and/or strategy
- Training officials

Q62: Are development partners supporting investment climate reforms?  Unsure

Q63: If yes, is there a project or programme that you wish to highlight as an example of best practice?  Respondent skipped this question
Q64: Does your national development strategy seek to attract investment in particular services sectors? If so, please identify which ones. (You may tick more than 1 box)

- PROFESSIONAL SERVICES,
  - Accounting, auditing and bookkeeping services,
  - Architectural services,
  - Engineering services,
  - Medical and dental services,
- COMPUTER AND RELATED SERVICES (e.g., services related to installation of computer hardware, data processing and database services),
- RESEARCH AND DEVELOPMENT SERVICES,
  - Other human health services,
  - Tele medicine,
- TOURISM AND TRAVEL RELATED SERVICES,
- TRANSPORT SERVICES (passenger and freight transportation)

Q65: Can the development of services capacity and trade contribute to women's economic empowerment?  

Unsure

Q66: If yes, please specify which services sectors in your country may have particular impact on women's economic empowerment? Services sectors: (You may tick more than 1 box)

Respondent skipped this question

Q67: In your view, can services trade make a contribution to the achievement of the 2030 Sustainable Development Agenda?

Yes
Q68: If yes, please specify which Sustainable Development Goals (SDGs) you think that growth in services trade may help. Sustainable Development Goals: (You may tick more than 1 box)

3. Good health and well-being,
4. Quality education,
6. Clean water and sanitation,
7. Affordable and clean energy,
8. Decent work and economic growth,
9. Industry, innovation and infrastructure,
17. Partnership for the goals

Q69: CONSULTATION (Other ministries/agencies consulted in preparing this questionnaire reply):