



ARUBA

e-Payment for Increased Efficiency

Aruba's Customs Administration decided to make available online payments of duties and taxes on international trade to reduce transaction costs and expedite the time taken to clear goods

Situation

Traders in Aruba were mainly using a walk-in payment modality to settle the duty liability on imported and exported goods. Although most traders had been afforded with a deferred payment treatment, the final settlement required payments to be made at the Customs offices.

Solution

Aruba Customs introduced a new online facility for the electronic payment of duties, taxes and other charges on international trade. Commercial banks collaborated with Customs in providing such facility through their online banking applications and ATM machines, expediting the way revenue is collected and speeding-up the transfer of funds to government accounts. Traders prepare a payment order in ASYCUDAWorld with as many transactions as they wish to pay. The payments received by the banks are collated and sent in batch to ASYCUDAWorld every five minutes for processing and automated reconciliation.

Result

Prior to e-payment, Aruba Customs was processing about 50% of shipments through deferred payment, which was quickly reduced in a few months to 30% and then to 8% at the end of the first year. Nowadays, e-payment represents the preferred choice with 99.8% being processed by this modality.

The solution has improved the clearance processing for traders and at the same time greatly improved the cash flow in the Government's revenue collection. E-payment has a positive impact in lowering transportation costs by minimizing walk-in payments and other associated financial costs, expanding paperless processing and minimizing face-to-face interaction.

Partners:



99.8%

of payments of duties and taxes now made online

This photo was taken before the COVID19 pandemic.



Minister Bermudez stated that work continues to increase efficiency in Customs procedures and mainly to improve the service the Department provides to our community.



Customs Authority Press Release



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Total Number of Customs Offices

5



5 Computerized



0 Paper-based

Volume of Activity

(2019)



7,043

Customs **Manifests**



182,552

Customs **Waybills**



168,544

Import Declarations



8,631

Export Declarations



462



Persons Trained