



ventanilla única

Frequently asked questions

1. What is the FIEL?

The Advanced Electronic Signature (FIEL for its acronym in Spanish) is a set of data attached to an electronic message, which purpose is to identify the issuer of the message as the legal author, just as if it was a written signature.

Because of its characteristics, FIEL provides security in the electronic transactions of the taxpayers, by using the FIEL, the author of the message could be identified and verified that it has not been modified.

Its design is based on international standards of public key infrastructure (PKI) where two keys are used in order to send the message.

The “private key” is only known by the FIEL's owner, and is used to encrypt data; and The “public key” available on Internet for all users of electronic services, with which data is decrypted. In computer terms it is impossible to decrypt a message using a key that does not correspond.

2. What is the CAAT?

Carrier's Harmonized Alphanumeric Code (CAAT for its acronym in Spanish), which is needed for their corresponding imports, exports declarations, and allows the companies that provide terrestrial transport to register their general data, as well as the data of their vehicles and the name of the drivers of such vehicles.

Av. Hidalgo No. 77 Col. Guerrero, Del. Cuauhtémoc, C.P. 06300, México D.F.
Atención telefónica 54 81 18 56 y 01 800 00 VUCEM (88236)



3. Considerations to be taken in mind about CAAT.

- This service hasn't requirements and once entered the requested information automatically assigns you the registration code.
- The code CAAT is associated with a RFC or username, and if required, the system allows you to request another profile for the same RFC or user, maintaining a single code.
- The duration which is given is for one year.
- The renewal can be made 30 calendar days prior to the expiration time, the CAAT code is preserved.
- Rule 2.4.6 of the General Rules on Foreign Trade is the one corresponding to CAAT.

4. Must have a record of CAAT subcontracted transportation for our transportation suppliers?

In terms of Rule 2.4.6, Section II of the General Rules on Foreign Trade for 2011, may apply for CAAT registration to the owners of trucks.

5. Is there a deadline for the carrier to get the registration of CAAT?

There is no date limit, but it is suggested to have valid CAAT to perform its operations, it may conduct registration through www.ventanillaunica.gob.mx page.

6. Who does the CAAT?

Can perform this service the carriers by land, owners of commercial vehicles, residents abroad or established under foreign and mexican laws, Shipping Agents, Shipping and International Cargo Agents and maritime transportation companies wishing to obtain their CAAT number for the purposes of the provisions of articles 20, Sections IV and VII and 36 penultimate paragraph of the Act and paragraph 2.4.6 of the General Rules on Foreign Trade in force.

7. What General Rules on Foreign Trade apply to this record?

2.4.6. Published on January 13, 2012, in the Diario Oficial de la Federación.

Av. Hidalgo No. 77 Col. Guerrero, Del. Cuauhtémoc, C.P. 06300, México D.F.
Atención telefónica 54 81 18 56 y 01 800 00 VUCEM (88236)



8. In the case of users, that prior to the Ventanilla Unica already had the record of the CAAT:

Must register the first time with the user key that once the system SIRET assigned and as the key password the word delfin40 should be captured (lowercase).

9. Is due to send some documentation to the central offices of the SAT, for the obtaining of the CAAT?

No need to send documents, once entered the information requested in the Ventanilla Unica is assigned in automatic the registration code.

10. Is there a cost to the registry to obtain the CAAT?

No, the process is free.

11. What is the term of the service?

The term that is given is for one year, the renewal may be made 30 calendar days prior to the expiration date, the CAAT code is preserved.

12. What is a transponder?

The transponder is the tag that contains a unique serial number that identifies the unit of the transport company that is carrying out foreign trade operations.

Specifications required by the transponder:

They are provided in Appendix 22 of Annex 22 of the General Rules on Foreign Trade for 2012, which states the same transponder features for carrier motor services and vehicle owners charge under Regulation 2.4 .6. is as follows:

- Adhesive label. (Windshield Sticker Tag)
- Operating Frequency UHF 860-960 MHz
- Reading distance 10 m / 32.8 ft.
- Proposed Dimensions 85.6 x 54 x 0.6 mm / 3.4 x 2.1 x 0.02 in
- Operating Temperature -10 ° C to + 80 ° C / 14 ° F to 176 ° F.
- ISO 18000-6B protocol

Av. Hidalgo No. 77 Col. Guerrero, Del. Cuauhtémoc, C.P. 06300, México D.F.
Atención telefónica 54 81 18 56 y 01 800 00 VUCEM (88236)



The transponder must be attached to the windshield of the truck. Ground motor carriers and trucks that already have the transponder that is used by the Bureau of Customs and Border Protection (CBP) can use it to set out in subparagraph i) of section III of Rule 2.4.6.

13. If I am a national or foreign inland carrier and I want to get the CAAT, Do I have to capture at least a driver and a vehicle?

Yes, it is necessary to get the CAAT

14. We are a manufacturing company, our service is not transportation, but we own units we use to import our products. Should we process the CAAT?

Indeed, must comply with the provisions of rules 2.4.6 so you will need to apply for the CAAT.

15. Is it a mandatory requirement to belong to a particular camera to do the process to get the "CAAT"?

No, the procedure is done by logging into the Ventanilla Unica and hasn't a cost.

16. Who may apply for CAAT (Carrier inland)?

This procedure can do it the natural persons, national and foreign legal entities that provide carrier inland services, that entering or extracted goods of national land, who want to get your number CAAT, for the purposes of the provisions of Articles 20, Sections IV and VII and 36, penultimate paragraph of the Act and paragraph 2.4.6 of the current General Rules on Foreign Trade.

17. Who may apply for CAAT (Shipping Agents, Shipping and International Cargo Agents)?

This procedure can do it domestic individuals and legal entities that operate as Shipping Agents, Shipping and International Cargo Agents who wish to have your number CAAT, for the purposes of the provisions of Articles 20, Sections IV and VII and 36, penultimate paragraph of the Act and paragraph 2.4.6 of the current General Rules on Foreign Trade.

Av. Hidalgo No. 77 Col. Guerrero, Del. Cuauhtémoc, C.P. 06300, México D.F.
Atención telefónica 54 81 18 56 y 01 800 00 VUCEM (88236)



18. Who may apply for CAAT (Marine Transportation Companies)?

This procedure can do it shipping agents or shipping agents previously associated with a number CAAT, for the purposes of the provisions of Articles 20, Sections IV and VII and 36 penultimate paragraph of the Act and paragraph 2.4.6 of the current General Rules on Foreign Trade.

19. What is a non tariff barrier or regulation?

The non tariff barriers or regulations are measures which regulate or restrict goods import or export from or to the country. The purpose of the establishment of these measures relates to different issues such as: national security, ecological balance, animal, vegetal and human health, among others, as well as to maintain the balance of national economy.

Such measures may consist of previous permits, authorizations, proofs of country of origin, certifications, safeguards, compensatory quotas, official regulations, and other appropriate instruments for the trade policy of a country. Such measures are described in Agreements issued by different Federal Government Agencies (SEMARNAT; SAGARPA; SEDENA; SE; SALUD).

20. How can I know which goods are subject to the compliance of non-tariff barriers or regulations?

In order to know the goods subject to non-tariff barriers and regulations and the tariffs to pay, it is necessary to establish the tariff classification and code according to the current Tariff of the General Import and Export Tax Law. For that, it is necessary to know the physical characteristics of the goods as well as their use.

21. What are the customs payments for goods import?

Duties and taxes to be paid depend on the type of goods, the customs regimen and even the goods country of origin. These payments could be:

- General Import Tax.
- Value-Added Tax
- Special Tax on Production and Services
- New Vehicles Tax
- Compensatory Quotas

Av. Hidalgo No. 77 Col. Guerrero, Del. Cuauhtémoc, C.P. 06300, México D.F.
Atención telefónica 54 81 18 56 y 01 800 00 VUCEM (88236)



- Transition Measures
- Customs Processing Fee
- Vehicles Use and Possession Tax

22. Where can I find and hire the services of a customs agent?

A customs agent is the individual authorized through a patent by the Ministry of Finance and Public Credit to perform the procedures regarding goods customs clearance, therefore they provide their services individually.

Customs agents may be contacted through:

Confederation of Customs Agents Associations of Mexico (CAAAREM)

Tel. 01(55) 33-00-75-00 in Mexico City

Web page www.caaarem.org.mx

Confederation of Customs Agents of Latin America A.C. (CLAA)

Tel. 01 (55) 11-07-85-15 y 11-07-85-92

Web page www.claa.org.mx

A list of the names of customs agents can be found on the Web page of the Tax Administration Service; it includes:

1. Current list of customs agents
2. Current list of customs representatives

SAT Web page is:

<http://www.sat.gob.mx/>

Av. Hidalgo No. 77 Col. Guerrero, Del. Cuauhtémoc, C.P. 06300, México D.F.
Atención telefónica 54 81 18 56 y 01 800 00 VUCEM (88236)



23. What do I need to enter into the Ventanilla Unica? What are the requirements? and, Since when can I use it?

First, it is necessary to identify what type of user is in Ventanilla Unica:

- * National - WITH FIEL
- * National - without FIEL (only have RFC or CURP)
- * Foreign - without FIEL

To continue the process, you will need some information such as RFC, CURP, email and / or Company, the latter only in case of legal entity.

The registration of individuals and legal entities already active since October 3, 2011.

For the process of joining the Ventanilla Unica, you can consult the External Users Guide, it should be mentioned that all information that can be provided, is posted on the website of Ventanilla Unica in the menu bar in "About the VU", in the download section.

<https://www.ventanillaunica.gob.mx/vucem/SobreVU/Descargas/VUCEM007600>

24. Do you have talks, courses or workshops on the VU? Where I can find out about the VU?

At the moment we have no talks or workshops on the VU, however, by this means we can clarify your doubts on the subject, or you can contact the following numbers: 54811856 and VUCEM 01 800 00 (88 236) or visit our website:

<http://www.ventanillaunica.gob.mx>

There are several published procedures in Module E-learning, which is distance learning, in online courses for all who have an internet connection and want to know and learn more about it.

Av. Hidalgo No. 77 Col. Guerrero, Del. Cuauhtémoc, C.P. 06300, México D.F.
Atención telefónica 54 81 18 56 y 01 800 00 VUCEM (88236)



25. Do you continue to use the services of customs broker? What legal or trade rule supports it?

Of course it is necessary to use the services of customs broker for validation of the motion. Listed below is the link where you will find the decree establishing the Single Window of Foreign Trade of México.

26. What is a Web service?

The Web service is a piece of software that uses a set of protocols and standards used to exchange data between applications, represent a new form of Internet-based information pages. A web page can contain three types of information: text, graphics and hypertext.

The main advantages of Web services are threefold. First, you can combine text and graphics. Second, that the hyperlinks allow pages to load any other server connected to the Internet, no matter where you are located in Spain or Australia. And third, that the creation of web pages is quite easy using HTML.

27. The information produced by the Ventanilla Unica Is it that has all the departments and ministries of the Federal Government?

The information found on the Ventanilla Unica are just the agencies involved in foreign trade they are:

AGA. Administración General de Aduanas, del Servicio de Administración Tributaria.

SAGARPA. Secretaría de Agricultura, Ganadería, Desarrollo Rural, Pesca y Alimentación.

SALUD. Secretaría de Salud.

SAT. Servicio de Administración Tributaria.

SE. Secretaría de Economía.

SEDENA. Secretaría de la Defensa Nacional.

SEMARNAT. Secretaría de Medio Ambiente y Recursos Naturales.

SENER. Secretaría de Energía.

SEP. Secretaría de Educación Pública.

SHCP. Secretaría de Hacienda y Crédito Público.

Av. Hidalgo No. 77 Col. Guerrero, Del. Cuauhtémoc, C.P. 06300, México D.F.
Atención telefónica 54 81 18 56 y 01 800 00 VUCEM (88236)



28. Is there a phone I can call to inquire about Ventanilla Unica?

The phone numbers are 54811856 and 01 800 00 VUCEM (88236), for another information you can call to 01 800 INFOSAT, option 7 and then option 4 Ventanilla Unica.

29. Is there a chat for questions and advice through the Ventanilla Unica website?

Yes, the chat is already in operation within the Ventanilla Unica website, in the Interact section, it is noteworthy that to reach it one must have the latest Java update and unblock pop-ups.

30. We are a Customs Agency, in the process of eliminating paper now presents the customer with a set of papers presented in the permit to import or export, is this will continue doing?

The set of papers presented in the permit to import or export will have to continue to submit to physical customer, as the authorities fined for lack of documents in which case an audit.

31. Can I remove requests from the requests tray in the Ventanilla Unica?

In the tray of applications, will display all the services you have requested, we can not delete records, however, not to follow up the service, it is automatically discarded and will not affect that such requests remain in the tray.

32. Where I can get videos about Ventanilla Unica?

The video Information is available on the website of Ventanilla Unica

www.ventanillaunica.gob.mx , in the downloads section

33. Who firm Fiel, may have the option of recording entry operators and staff to listen notifications?

Yes, you must be logged in Ventanilla Única with FIEL to assign the role of private entry operators and people to hear and receive notifications.

Av. Hidalgo No. 77 Col. Guerrero, Del. Cuauhtémoc, C.P. 06300, México D.F.
Atención telefónica 54 81 18 56 y 01 800 00 VUCEM (88236)



34. In the case of persons registered as partners or shareholders of the Ventanilla Unica, if they are foreigners and do not live in Mexico. Do you need the RFC to enter?

There are two registration options:

- The moral person, you can register as a Member or Foreign Shareholder in User Management.
- You can register FREE FIEL, foreign.

35. Who will serve as entry operators private, you must register yourself on the website of Ventanilla Unica?

If, before assigning the role of Private entry operators must be discharged from the VU with person's individuals.

36. When is the deadline to register in the Ventanilla Unica?

You can make the registration to the Ventanilla Unica any time you want, you must take in mind that you cannot make document procedures if you do not have your registration.

37. Does the Ventanilla Unica admission is required?

VU operation is mandatory from March 1, 2012, for crossing in all customs, which means that it will be mandatory for anyone who wants to import and export, with the understanding to make the COVE, the digitization and validation of the motion.

As for performing the services, for now, is optional that can be done in the VU site or in the physical window of the dependence.

38. Can you change the email that you registered at Ventanilla Unica?

Once registered as a user in Ventanilla Unica, you can change the email on the User Management section.

Enter in Ventanilla Única aims at:

Av. Hidalgo No. 77 Col. Guerrero, Del. Cuauhtémoc, C.P. 06300, México D.F.
Atención telefónica 54 81 18 56 y 01 800 00 VUCEM (88236)



- User
- User management
- General Dates
- Change email account

39. What is the process to follow in Ventanilla Unica?

The Ventanilla Unica operation involves four steps:

1. The interested www.ventanillaunica.gob.mx enters, and with his Advanced Electronic Signature (Fiel) online records information relating to the importation, exportation or transit of goods.
2. The information is sent electronically to the relevant government offices for approval and authorization.
3. The taxes are calculated and deducted automatically from a bank account of the applicant. (payments are, by law, for service enablement of RFE or a permit).
4. Introducing the carrier a simplified format, the custom validator see the information through a handheld device and releases the goods.
Operators of foreign trade must meet certain technological specifications to use the Ventanilla Unica.

For use of the tool is indispensable the Advanced Electronic Signature (FIEL), which can be processed at an office of the Tax Administration Service, or renewed online.

For more information on the procedure for obtaining the FIEL, access the Internet website of the SAT: http://www.sat.gob.mx/sitio_internet/e_sat/tu_firma/

40. To access the page of the VU. Do I need to process my FIEL or I can enter like a without FIEL user?

To access the page is not needed FIEL, however, to access to perform any services within the Ventanilla Unica is necessary to have RFC and FIEL.

Av. Hidalgo No. 77 Col. Guerrero, Del. Cuauhtémoc, C.P. 06300, México D.F.
Atención telefónica 54 81 18 56 y 01 800 00 VUCEM (88236)



41. Who are the people involved in the Ventanilla Única?

The people involved or may participate in the Ventanilla Única are:

- Business Entity / Physics to sign the paperwork.
- People for receiving notices
- Shareholder or Partner

For more information I am providing the following link:

<https://www.ventanillaunica.gob.mx/envucem/Services/USERADMIN/index.htm>

42. What is the email where it will receive notifications of the Ventanilla Unica?

You'll receive the notifications by e-mail about any service, change or requirement in the email that you registered in VU of the legal entity or natural person, or, of the people for hear and receive notifications, if the role was assigned.

43. What is the legal support for Ventanilla Unica?

We have the Presidential Decree on Ventanilla Unica, which can be viewed on the website of the Ventanilla Unica, in "About the VU"

<https://www.ventanillaunica.gob.mx/cs/groups/public/documents/contenidovu/mdaw/mdaw/~edisp/stkmexvudb2000515.pdf>

In addition to the final decision of the General Rules on Foreign Trade (RCGMCE)

44. What does it mean SOMS?

The Acronym SOMS means Servicios de Operación Mantenimiento y Soporte (Operation Maintenance and Support Services).

Av. Hidalgo No. 77 Col. Guerrero, Del. Cuauhtémoc, C.P. 06300, México D.F.
Atención telefónica 54 81 18 56 y 01 800 00 VUCEM (88236)



45. Where can I make a report about Ventanilla Unica?

The report can be done at: 01 800 00 VUCEM (88236), which may request information or report a bug in Ventanilla Unica.

46. ¿Can I assign different profiles to the same person?

In the case of private entry, and from person to hear and receive notifications, it can be the same person, as long as is recorded in the VU website as a user with FIEL, however, the functionality of managing partners or shareholders in the Ventanilla Unica is not mandatory.

47. What are the steps that the user without FIEL, can do?

The services are:

- CAAT register (only for foreigners)

48. When I want to assign a profile, not recognizes the user. Why is it?

The main reason is that the user who is assigned the profile is not registered in Ventanilla Unica; the only user who can assign profiles without being registered is that of partners and shareholders.

49. How many digital stamps I can assign?

The assignment of digital stamps is absolute responsibility of the person who gives, for instance: it can deliver a digital stamp for 10 individuals and a digital stamp for each of the 10 individuals, all depends on the control that takes or having the person you assign the digital stamps.

50. I have problems accessing the website. I get the message:

<Unable to verify the signature>

When you see this error is because the password for the private key is wrong, you can verify and check doesn't has a blank space before of after of the key. Check that the password of private key is the same when you generated the FIEL or de Digital stamp.



51. What do you mean by payment of taxes in Ventanilla Unica?

The Ventanilla Unica payment refers the payment of duties such as the right by RFE service of enabling or a license, not to tax. At VU, does not contemplate the payment of taxes as IGI, DTA, VAT, paid them in pediment, and will continue doing as usually the process is done.

52. What is the Digital Seal and what is their procedure?

It is a process that through the "Authorized Electronic Signature" of the legal entity, it may empower and assign individuals to use digital stamps ("FIELECITAS" or "FIELES Chiquitas") and processes can be signed of the Ventanilla Unica without using the FIEL of the legal entity. It is noteworthy that the control measures and identification shall be subject to the use of digital label ("FIELECITAS" or "FIELES Chiquitas") be established by the person assigned to such seals.

It can process two types of Digital Stamps:

- COVE: To sign exclusively COVE.
- VUCEM: To sign scanned documents and other services less COVE.

It's noteworthy that natural persons with business activity can ask for these stamps too, however with the current legal rules can't use these for COVE and Scanning services in the Ventanilla Unica.

The procedure of digital seal or Fielecita it available on the downloads section of the Ventanilla Unica website:

<https://www.ventanillaunica.gob.mx/vucem/SobreVU/Descargas/VUCEM030871>

53. How long is information stored in the Ventanilla Única?

The documents will remain in single window:

No firm can stay 5 days

If signed but not linked to a stay pending 90 days

Used in a procedure takes 5 years in Ventanilla Única Repository.

For documents with effect lasts as long as the duration of this set to be linked to a process.

Av. Hidalgo No. 77 Col. Guerrero, Del. Cuauhtémoc, C.P. 06300, México D.F.
Atención telefónica 54 81 18 56 y 01 800 00 VUCEM (88236)



54. How does the authority ensure that a taxpayer received the notice? What if the importer does not receive it and the authority determines that if it did?

The agency or authority shall send email notification or request of his process, so it is important that the designated email constantly being reviewed to ensure that no adequate monitoring of the process.

However, a notice is given by notified once the legal person or any person designated to hear and receive notifications FIEL sign with such notification

55. Where can we download the simplified form of the motion?

The Simplified motion format, you can find it in the Annex 1 of the General Rules on Foreign Trade 2012. Published in the DOF on September 6, 2012.

56. Why I get an error <invalid certificate>, when I use the digital stamp?

From the time window of the sheet 54, were made changes in the site, so that established the scope of digital stamps. If not met the required specifications for VU will not allow access. You will have to transact the digital stamps with the regarding specifications to establish in paragraph of branch COVE or VU according to its use.

For more information you can consult the Digital Stamps Process Guide, in the download section to the VU site.

<https://www.ventanillaunica.gob.mx/cs/groups/public/documents/contenidovu/mdaw/mdmw/~edisp/vucem030871.pdf>

57. Are there any locks for digital stamps of Ventanilla Unica?

Are the necessary limits about digital stamps.

58. "IDC service has invalid state", what does means?

The phrase "IDC service has invalid state" occurs when the Taxpayer Identification system is inactive, so we would ask your support to report this incident.

Av. Hidalgo No. 77 Col. Guerrero, Del. Cuauhtémoc, C.P. 06300, México D.F.
Atención telefónica 54 81 18 56 y 01 800 00 VUCEM (88236)



59. Do I have to register with the digital seal issued to me?

No, you just have to enter the RFC of the legal entity that grants and the digital files of the seal (.key, .cer and key of private key).

60. Under the Ventanilla Unica scheme: What about fines?

The process does not change. And with the arrival of COVE and scanning is the same as if today will present on paper, but electronic, so they remain the sanctions that are taken today by the omission of a document or the incorrect data.

61. Corrections: How do you do? With the normal scheme or the Ventanilla Unica scheme?

Corrections are made under the Ventanilla Unica scheme, if you are not attaching a motion, and must attach any other document annexed, you have to do as a scanned document, if you are integrating or modifying an invoice or document that protects the value of the goods, a COVE should be performed, correction must be submitted in print format simplified motion.

62. How many digits has the Vehicle Identification Number (NIV) or vehicle serial number?

Usually the NIV has 17 digits.

63. Why I need a e-mail?

To receive notifications about any service, change or requirement, for the legal entity or the persons to hear and receive notifications, registered in VU.

64. Is it a mandatory requirement to have the Transponder to do the CAAT service with terrestrial profile?

No, in this moment is optional.

65. Can I use Digital Stamps as natural person to sign COVE and scanned documents?

The General Rules on Foreign Trade 1.9.15 and 1.9.16 indicate that give digital stamps only is for business persons, in the case of natural persons the transmission can do it with your own FIEL; either importer/exporter, agent or customs agent or mandatory, with this knowledge, the natural persons can't do services in the Ventanilla Unica with digital stamps gave it for natural person according with the current legal rules.

Av. Hidalgo No. 77 Col. Guerrero, Del. Cuauhtémoc, C.P. 06300, México D.F.
Atención telefónica 54 81 18 56 y 01 800 00 VUCEM (88236)