



Best practices adopted by Customs in the Americas and the Caribbean in response to COVID-19



Measures	Countries
Border closure for travelers, except for ferry flights	*Dominican Republic *Uruguay *United States *Argentina *Guatemala *Peru *Chile *Canada *Antigua & Barbuda
Remote work or from home for most employees	*Dominican Republic *Costa Rica *Chile *Ecuador *Guatemala *United States *Uruguay *Argentina *El Salvador
Exemption from attending work for officials over 65 or with health that defines them as a risk population	*Dominican Republic *Uruguay *Mexico *Panama *Antigua & Barbuda *Guatemala
Suspension of Face-to-face Meetings	*Dominican Republic *México
Organization of rotating staff shifts by Customs operations in ports and airports in affected areas	*Dominican Republic *Argentina *Uruguay *Antigua & Barbuda
Implementation of facilitating measures that prevent from paralyzing the import and export activities. More green channels, not requiring physical documents, only electronic ones creating special procedures.	*Dominican Republic *Costa Rica *Panama *Ecuador
Following the curfew schedules, established at 5:00 p.m., the containers release schedule will cease at that same time, in a decision that prioritizes the country's supply needs.	*Dominican Republic
Minimize audits and change the strategy when the case allows it. Intensify the subsequent control of declarations almost immediately upon dispatch.	*Costa Rica
Authorization for Exceptional Licenses Through authorization from the Department of Medical Services, Directors are licensing via email.	*Costa Rica



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Digitization of the procedures, which must be done by email without the need to personally present the documents.	*Dominican Republic *Costa Rica	*Ecuador *Guatemala
Elimination or suspension of some, surcharge, tax rate, while the emergency situation passes.	*Dominican Republic *Peru *Canada	*Ecuador *Argentina *Guatemala
Extension of deadlines for some procedures	*Dominican Republic *Costa Rica	*Ecuador *Guatemala
Carrying out information campaigns for staff and users	*Dominican Republic *Costa Rica *Cuba *Guatemala	*Panama *Ecuador *Antigua & Barbuda
Protection of our workforce, ensuring hygiene and disinfection measures, as well as the resources for it.	*Dominican Republic *Cuba *Nicaragua *United States *Mexico *Guatemala	*El Salvador *Canada *Panamá *Antigua & Barbuda *Ecuador
Expansion of facilitation measures aimed at the accelerated processing of goods imports arriving as donations and other inputs specific to protect against COVID-19.	*Dominican Republic *Cuba *Uruguay *Peru	*El Salvador *Panama *Ecuador *Guatemala
Elimination or reduction of surcharges and port and airport stays	*Dominican Republic	
Measures to exempt the customs duty, excise duty, stamp duty, and value added tax on all medical supplies associated with disease testing, prevention, and treatment.	*Guyana *Guatemala	*Canada