

# The Operating Company for the Integrated Single Window for Foreign Trade

*The biggest facilitator of foreign trade in the DRC.*



9001-2015



14001-2015



45001-2018



27001



+243 843385959

[www.segucerdc.com](http://www.segucerdc.com)

[supportclient@segucerdc.cd](mailto:supportclient@segucerdc.cd)

[segucerdc](#)





**Yann Le Roux**

*Général Manager  
SEGUC RDC*

*District Chief Executive – DRC  
Bureau Veritas*

The creation of the GUICE in the DRC aims to align the country with international standards and strengthen the competitiveness of foreign trade. Deployed in stages, it digitizes regulatory procedures and documents to allow information to be entered directly into the system. Once validated, the data is immutable.

“

**We facilitate  
foreign trade in  
the DRC.**

”

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# Why become our client?

SEGUCE RDC is the most beautiful project that the Congolese state has put in place to **facilitate** the business community in **foreign trade**. Our service? The integrated Single Window for foreign trade, a neutral electronic platform, **accessible 24/7**.

It is a powerful tool in the digital management of exchanges in the context of Foreign Trade and has some advantages to know:



- **Reduction** of travel and simplification of administrative procedures;
- **A “zero paper” environment** favoring exchange via interface while respecting environmental standards;
- **Centralization** of procedures in a single point and provision of information in real time according to confidentiality rules;
- Autonomous, rapid processing and monitoring of **files via a simple internet connection**;
- **Cost tracking** (import-export) using the Single Charges Form (BFU) in constant evolution.

# About the SEGUCE Company

In order to strengthen the **transparency, speed** and **efficiency** of procedures related to the **import, export and transit** of goods, the authorities of the Democratic Republic of Congo have implemented innovative solutions. These initiatives aim to **secure, automate and optimize** the procedures used by the foreign trade community.

In 2013, the Congolese state joined forces with the **Bureau Veritas group** and the **IT company SOGET** to launch SEGUCE RDC, a private operator established as part of a **public-private partnership** aimed at modernizing business practices.

Placed under the **authority of the Ministry of Foreign Trade and the Ministry of Finance**, SEGUCE RDC is therefore in charge of deploying and operating the **Integrated Single Window for Foreign Trade (GUICE)**, a neutral, transparent and secure **electronic platform, accessible 24 hours a day. 24/7 via internet**, to the entire Foreign Trade Community;

It is important to emphasize that the use of GUICE was made **obligatory throughout the Republic by Decree No.015/019** of October 14, 2015.

**SEGUCE RDC** impacts the business community by responding to 3 essential issues:

**Speed** since the IT platform allows foreign trade players to exchange information without traveling, in dematerialized format and in real time. The time saving is enormous.

**Transparency** since the GUICE allows us to trace all the interventions of the different actors in the import or export process. We know which operator intervened, at what time and at what stage.

**Efficiency** is illustrated by the reliability of GUICE data. Every day, we limit the scans of paper documents a little more to replace them with digital data flows, by definition, tamper-proof.

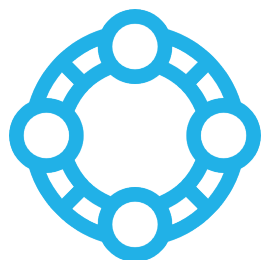
# OUR MISSION

Establish ourselves as an essential leader in the facilitation, simplification, and rationalization of procedures relating to foreign trade.

## OUR VALUES



1.INNOVATION



2.INCLUSION



3.TRUST



4.HONESTY



5.RESPONSABILITY



6.OPEN-MINDEDNESS

# The Objectives of Foreign Trade Reform

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Facilitate and simplify procedures related to foreign trade operations.



Reduce delays and costs



Ensure transparency of operations

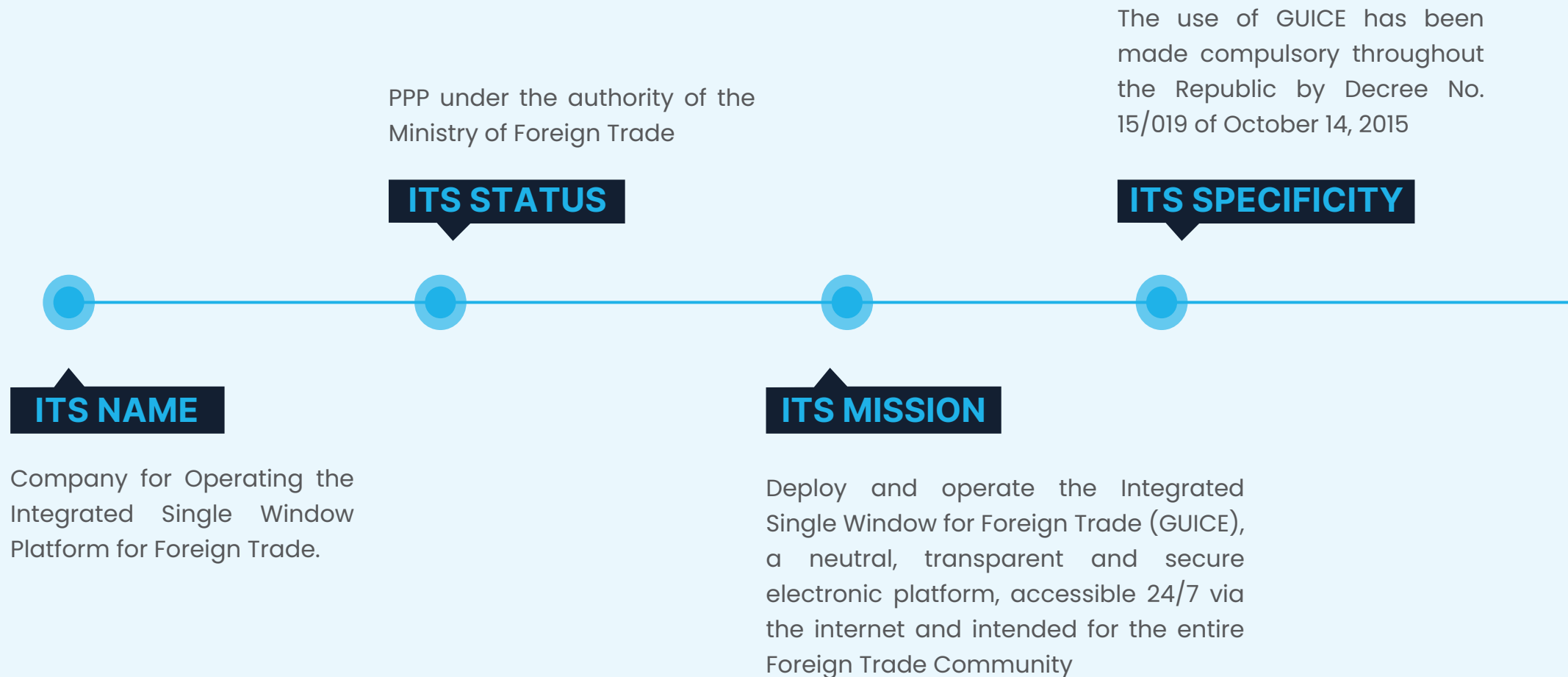


Guarantee traceability



Respect international standards, with a "Zero paper" environment

# The SEGUCE company



# The SEGUCE company – Figures

From 2015 - 2025



**19**

Provincial centers



**+20 000**

Users



**+100**

Collaborators



**+400 000**

Files processed in 2025

# How We Operate?

GUICE is transforming foreign trade by centralizing all essential sector information on an interactive digital platform. It offers real-time access to regulatory, customs, and logistics data, streamlining import, export, and transit operations.

## Dematerialization rate

96%

Dematerialized regulatory documents and procedures.

## Customs Manifest

75%

**100%** of manifests are announced via the GUICE, including **75%** of the customs flow captured via the GUICE. (Deployment in progress)

## D.I.B/D.E.B (Licences)

100%

**100%** via GUICE, Monthly average of **4800** DIB/DEB. (D.I.B./D.E.B. : Application for import/export of goods)

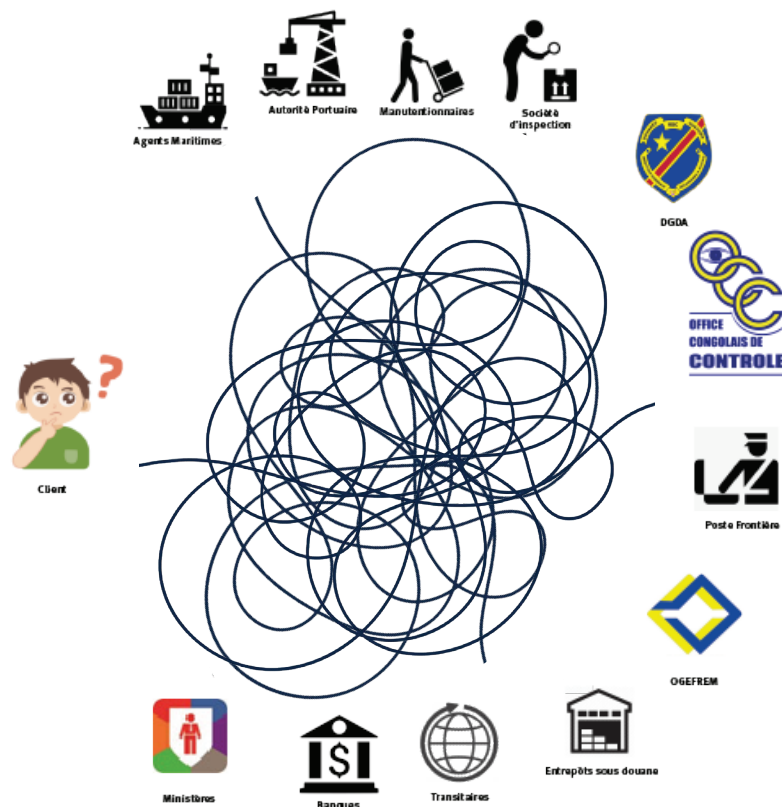
## Processing Time

4 Hours  
4 Days

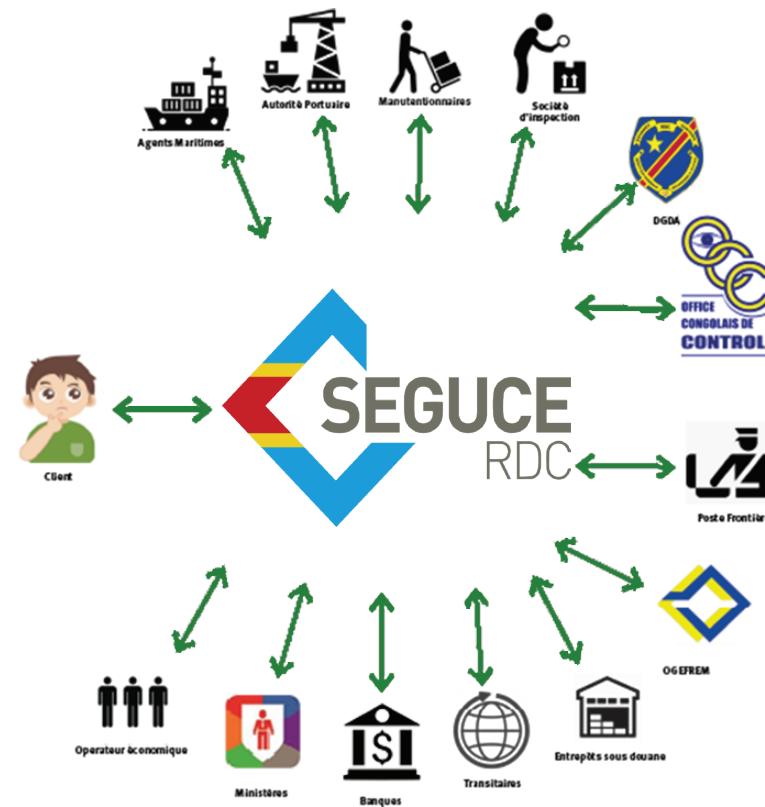
- Average time of **4 hours** for D.I.B
- **4 day** transit time

# Demonstration of the Single Window as a single entry point connected with partners

## Before the GUICE



## With the GUICE



# The integrated Single-Window for Foreign Trade

A website, a single entry point for:



## PRE CLEARANCE

All documents required before the arrival or departure of the goods from the national territory of the DRC.



## CLEARANCE

Interconnection with the SYDONIA customs system and all other components for customs procedures.



## POST CLEARANCE

Monitoring of logistics operations on goods and means of transport.

# GUICE registration conditions :

You can register with GUICE as a natural person or legal entity. Here is the process for both:



## NATURAL PERSON

- Import-Export number (current validity)
- Tax number (NIF)
- Copy of ID of the Manager Registration and Environment Sheets



## LEGAL ENTITY

- RCCM number
- Import-Export number (current validity)
- Tax number (NIF)
- National identification number
- Copy of ID of the Manager Registration and Environment Sheets

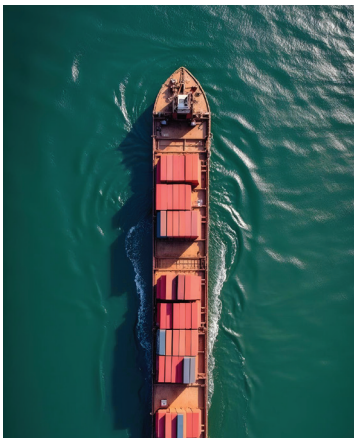
# Current operational network



Provinces	Provincial Centers	Liaison Offices
KONGO CENTRAL	MATADI	
LUALABA	KOLWEZI	
HAUT KATANGA	LUBUMBASHI	KASUMBALESA SAKANIA SNCC SAKANIA LUKANGABA MOKAMBO LUANO KASENGA
KINSHASA	KINSHASA	N'DJILI
NORD KIVU	GOMA	BUKAVU
TSHOPO		KISANGANI

# Modes of transport deployed

SEGUCE RDC has launched several modules since its deployment in **2016**, aimed at optimizing foreign trade processes in the Democratic Republic of Congo. These modules cover different stages of the logistics chain, from **pre-customs clearance** to **post-customs clearance**.



**Maritime logistics**  
import and export



**Land logistics**  
import and export



**Air logistics**  
import



**Rail logistics**  
import



**River logistics**  
import

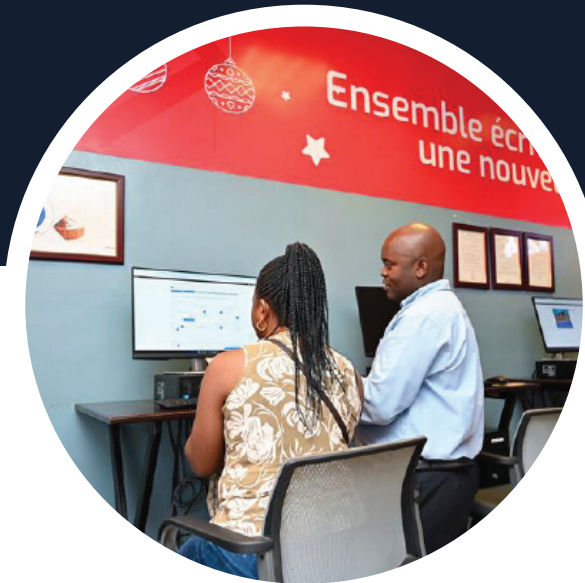
# User support service

## Free training



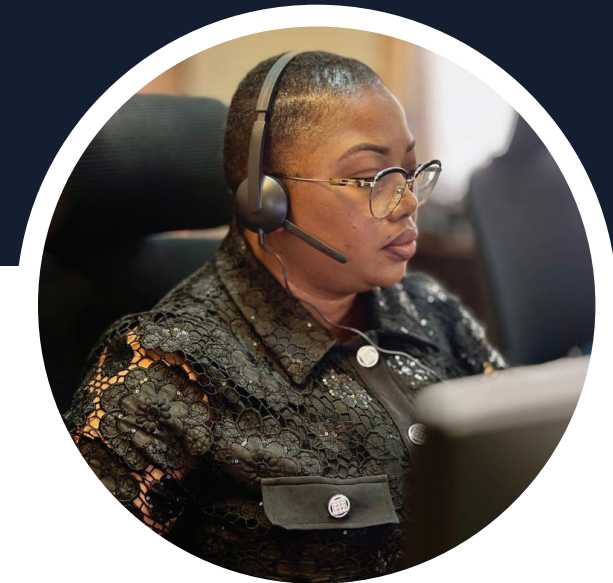
**Training rooms** equipped  
with computers

## Accompagnement



**Facilitation centers**  
equipped with self-service  
computers

## Online support



**Call center**

# List of SEGUCE RDC offices across the DRC



## **KINSHASA**

157, Avenue de la Démocratie (Ex huiliers),  
Commune la Gombe, Kinshasa  
Tél: +243 843385959

## **BEACH NGOBILA**

Concession ONATRA/TCPK - Kinshasa,  
Gombe  
Tél: +243 855364089

## **KIN-AÉRO**

International aeroport of Ndjili, Boulevard  
Lumumba, C/Nsélé - Kinshasa, R.D. Congo  
Tél: +243 850 324 333

## **LUBUMBASHI**

1642, Avenue Kilela Balanda - Infinity  
Building (2nd level, Local: 201/202), Haut  
Katanga  
Tél: +243 840413332

## **LUANO**

International aeroport of Luano,  
Lubumbashi  
Tél: +243 841364648

## **KOLWEZI**

4746 Avenue Laurent Désiré Kabila, Building  
La Vision, 2nd level  
Tél: +243 893219612

## **GOMA**

Boulevard Kanyamuhanga - Quartier dit Les  
Volcans, Municipality of Goma, Nord-Kivu  
Tél: +243 858004875

## **LUFU**

Avenue du Marché, Concession PACIFIC  
TRADING LUFU  
Tél: +243 843385959

## **KASENGA**

Avenue de la douane, port de Kasenga  
Tél: +243 850818555

## **KISANGANI**

9, Avenue Colonel Tshatshi - Immeuble BCDC  
(1er niveau, Réf. Boulevard) - Q /Colonel  
Tshatshi, Commune de Makiso  
+243 858005320

## **BOMA**

36, Makuku - BCDC building, Boma-Nzadi,  
Kongo Central  
Tél: +243 898129245

## **MATADI**

2, Avenue Mavungu Msiku - Immeuble BCDC  
(1er niveau), Kongo Central  
Tél: +243 840664585

## **SAKANIA**

Gare SNCC  
Tél: +243 843385959

## **KASUMBALESA**

Zone en douane, Pacific Trading  
Tél: +243 841364646

## **MOKAMBO**

02, Av. Mwenda, Mokambo Border Post  
Tél: +243 890310412

## **BUKAVU**

N° 116, Avenue Patrice Emery Lumumba,  
quartier Nguba, référence église 8e CEPAC  
Nguba  
Tél: +243 858004875



# Our Partners



MINISTÈRE DU  
COMMÈRE  
EXTÉRIEUR



MINISTÈRE DU  
PORTEFEUILLE



PRÉSIDENTE DE  
LA RÉPUBLIQUE



MINISTÈRE DU  
TRANSPORT



MINISTÈRE  
DES MINES



LIGNES  
MARITIMES  
CONGOLAISES SA  
ARMEMENT NATIONAL



OFFICE  
CONGOLAIS DE  
CONTROLE



FEC  
Fédération des Entreprises du Congo



AGENCE NATIONALE POUR  
ANAPI  
LA PROMOTION DES INVESTISSEMENTS



OGEFREM



BUREAU  
VERITAS



SOGET  
Fluidity for your business



CVM



citibank



BANK  
OF AFRICA  
GROUPE BANK OF AFRICA



BGFI Bank



UBA  
United Bank for Africa



RAWBANK



advans  
BANQUE CONGO  
La banque pour tous



Ecobank  
The Pan African Bank



Afriland First Bank



TMB



SOFIBANQUE  
S.A.



TURKISH  
AIRLINES



brussels  
AIRLINES



FBN Bank



Ethiopian  
የኢትዮጵያ



Solidaire  
Banque SA®



PACIFIC  
TRADING COMPANY



access



AGL  
AFRICA GLOBAL LOGISTICS



CONNEXAFRICA  
YOUR LOGISTICS PARTNER