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Recommendations and standards:

Recommendations for approval

Single Submission Portal case studies

Summary

Single Submission Portals can provide trade facilitation measures to the trading community and can function in complementarity to a National Single Window, when one exists. In order to fully understand the models and potential benefits of such systems, the project team has compiled some case studies and proposed the creation of a Case Study Repository based on these. The case studies in this document are presented as an annex to the proposed Recommendation n° 37: Single Submission Portal, document ECE/TRADE/C/CEFACT/2019/6.

Document ECE/TRADE/C/CEFACT/2019/INF.2 is submitted to the twenty-fifth UN/CEFACT Plenary for information.

Single Submission Portal case studies

1. The proposed Recommendation n°37: Single Submission Portal (document ECE/TRADE/C/CEFACT/2019/6) has produced an annex of case studies to support its findings. Submissions for the case studies were open to all Single Submission Portals (SSPs) that wished to contribute with the condition that they used the below template. Submissions are presented as is and were only checked for grammar and spelling. The intention is that these case studies will be compiled into a repository which will be created and maintained by the secretariat.
2. These use cases do not engage the United Nations or UN/CEFACT in any way and they do not constitute an endorsement of any kind.

Template for case study submissions

	Questions	Reply
Organization identity		
1	Type of Single Submission Portal (SSP) facility?	
2	Name of the SSP operator?	
3	Country of operation?	
4	Does the SSP provide a single access point for information sharing?	
5	Contact details	
Background		
6	What motivated the establishment of the SSP?	
7	What year was the SSP (or its predecessor) established?	
Establishment		
8	How was the SSP establishment funded? (For example: private sector funding, public sector funding, private-public sector funding...)	
9	Was a pilot project used to test the SSP before it was launched?	
Legal aspects		
10	How is the arrangement between the client and the SSP service provider established?	
11	What is the legal structure under which the SSP operates? (e.g. private limited company, partnership, non-profit organisation...)	
12	What kind of legal issues were encountered during the initial set-up of the SSP?	

	Questions	Reply
13	If the SSP operates in conjunction with other SSPs or systems, what issues or requirements have been considered before entering such an arrangement?	
14	What kinds of the contractual arrangements are required for other organisations to interact with the SSP?	
15	Is there a certification process for other service providers before interfacing with the SSP?	
Benefits		
16	What advantages have been achieved for the beneficiary community since the establishment of the SSP?	
Services offered		
17	Which services does the SSP provide?	
Single Window interoperability		
18	Does your country also have a Single Window system?	
19	If yes, does the SSP interface with this Single Window system?	
20	If yes, is this connectivity contracted by Government or proposed voluntarily by the SSP?	
21	Does the SSP interface with other government systems outside of the scope of the Single Window?	
Operational model		
22	Describe your users' profile types. (For example: freight forwarder, carrier, shipper, importer, exporter...)	
23	How many organisations are connected to the SSP at the present time?	
24	Are its services provided on a 24/7 basis?	
25	What is the availability of its services?	
26	How many stakeholders use the SSP services?	
27	How many transactions per day are handled by your SSP?	
	What is the role of training for your users?	
Business model		
28	What pricing model is applied? (for example: subscription license fee, monthly fee...)	

	Questions	Reply
Standards and Technology		
29	What is the data exchange methodology used (Direct Trader Input (DTI) or Electronic Data Interchange (EDI))?	
30	If EDI is being used, how do users or partners connect with the SSP?	
31	Which international standards (electronically – what type of data format/language, data exchange protocols...) are used: 1) in the SSP? 2) in interfaces with other organisations (incl. other SSPs)? 3) in exchanges with government agencies?	
32	How best can UN/CEFACT help with the development of the SSP facility (standards, capacity-building etc.)?	
Lessons learnt		
33	What are the main lessons learned?	
34	What are the critical factors which have made the SSP successful? (Refer to Chapter 7 of the SSP Guidelines)	

Case Study 1: Portbase, Netherlands

	Questions	Reply
Organization identity		
1	Type of Single Submission Portal (SSP) facility?	Port Community System
2	Name of the SSP operator?	Portbase
3	Country of operation?	The Netherlands
4	Does the SSP provide a single access point for information sharing?	<p>Yes:</p> <ul style="list-style-type: none"> - related to ship reporting formalities mandatory for 5 major Dutch ports - related to cargo formalities, on a voluntary basis for all entry and exit formalities towards customs - related to logistics, on a mandatory basis for the fully automated container terminals in Rotterdam - related to logistics on a voluntary basis for all other terminals
5	Contact details	<p>Portbase Blaak 16 3011 TA Rotterdam Tel: 088 – 625 25 00 Email: info@portbase.com www: www.portbase.com</p>
Background		
6	What motivated the establishment of the SSP?	Port community needs to have available an information infrastructure to facilitate port logistics' information exchange between all stakeholders in and around the Dutch seaports
7	What year was the SSP (or its predecessor) established?	2002 (original name: Port Infolink)
Establishment		
8	How was the SSP establishment funded? (For example: private sector funding, public sector funding, private-public sector funding...)	Public sector funding and private sector funded
9	Was a pilot project used to test the SSP before it was launched?	Several previous attempts were used before starting, however they lacked commitment and funding.

	Questions	Reply
Legal aspects		
10	How is the arrangement between the client and the SSP service provider established?	Between the business clients and Portbase: contracts (private law based) and between port authorities and Portbase: arrangements (public law based)
11	What is the legal structure under which the SSP operates? (e.g. private limited company, partnership, non-profit organisation...)	Private limited company, publicly owned by the Port of Rotterdam (75%) and Port of Amsterdam (25%)
12	What kind of legal issues were encountered during the initial set-up of the SSP?	Issues on competition law
13	If the SSP operates in conjunction with other SSPs or systems, what issues or requirements have been considered before entering such an arrangement?	Portbase operates with some small local platforms and systems of service providers always on a client-based relation with whom a contractual arrangement is made. If connecting with larger platforms, especially data sharing agreements are needed, since data is shared between platforms instead of between users, having a contractual relation. Most preferably this is automated using a data authorization registry.
14	What kinds of the contractual arrangements are required for other organisations to interact with the SSP?	Any organisation can join, provided their user(s) is a registered client at Portbase and has a specific role in the logistics environment.
15	Is there a certification process for other service providers before interfacing with the SSP?	No
Benefits		
16	What advantages have been achieved for the beneficiary community since the establishment of the SSP?	<ul style="list-style-type: none"> - Connectivity, simplification, standardisation, automation and increased reliability of information exchange and data reuse, - ease of transactions resulting in lower transaction costs, - facilitation of G2B status information, - improvement of port logistics.
Services offered		
17	Which services does the SSP provide?	Ship calls, import & export cargo, Hinterland transport, notification passengers and crew, cargo declaration import & -export (temporary storage), barge-, road- & rail planning, cargo declaration export bulk, notification dangerous goods, cargo declaration status report,

	Questions	Reply
		hinterland container notification, cargo declaration export containers, notification ships' stores, cargo information, hinterland container notification – road & -barge & -rail, clearance NCTS export containers, notification Single Window, declaration food- & consumer products, exit summary declaration, notification waste disposal, discharge confirmation report, loading list, statement harbour dues, discharge information, discharge list, notification of arrival ECS cargo, notification export- and import documentation, vessel notification, inspection portal, transport order, notification verified gross mass, discrepancy list, wagonload information system, seaport statistics, notification local clearance, track and trace export, pre arrival cargo declaration import, transit declaration, and veterinary inspection process.
Single Window interoperability		
18	Does your country also have a Single Window system?	Yes, Single Window for Maritime and Air
19	If yes, does the SSP interface with this Single Window system?	Yes
20	If yes, is this connectivity contracted by Government or proposed voluntarily by the SSP?	Voluntary by SSP
21	Does the SSP interface with other government systems outside of the scope of the Single Window?	Yes
Operational model		
22	Describe your users' profile types. (For example: freight forwarder, carrier, shipper, importer, exporter...)	Port authorities, customs, terminals, carriers, shippers, forwarders, importers, exporters, hinterland transport operators.
23	How many organisations are connected to the SSP at the present time?	4000+ companies and 5 port authorities (end 2017)
24	Are its services provided on a 24/7 basis?	Yes
25	What is the availability of its services?	99,87% (end 2017)
26	How many stakeholders use the SSP services?	14.000+
27	How many transactions per day are handled by your SSP?	Approx.. 250.000 (end 2017)

	Questions	Reply
	What is the role of training for your users?	The SSP operator provides training of new users on request. For some services, training is compulsory.
Business model		
28	What pricing model is applied? (for example: subscription license fee, monthly fee...)	Pricing is based on a cost-based approach where users will pay for a monthly subscription license fee to be able to use the services, plus an additional transaction fee for the use of services.
Standards and Technology		
29	What is the data exchange methodology used (Direct Trader Input (DTI) or Electronic Data Interchange (EDI))?	DTI (web interfaces), EDI (EDIFACT, XML, Proprietary standards, JSON (API))
30	If EDI is being used, how do users or partners connect with the SSP?	Machine 2 machine, web interface, and API
31	Which international standards (electronically – what type of data format/language, data exchange protocols...) are used: 1) in the SSP? 2) in interfaces with other organisations (incl. other SSPs)? 3) in exchanges with government agencies?	1) Within the system Portbase uses proprietary standards and a fit-for-purpose data model that enables us to be able to convert different data models used at our clients and at authorities 2) International standards mainly based on UN/CEFACT standards and ISO standards. 3) The exchange with the Dutch SW is based on the WCO data model
32	How best can UN/CEFACT help with the development of the SSP facility (standards, capacity-building etc.)?	Training facilities on use of standards, whereby the CCL is leading. Apart from this publish guides that are easily readable and give headline information on use whereby for in depth knowhow reference is made to the CCL.
Lessons learnt		
33	What are the main lessons learned?	Neutrality, business continuity and a strong connection to the community are vital; public-private cooperation competency is also important since this helps align ideas, innovation and projects.
34	What are the critical factors which have made the SSP successful? (Refer to Chapter 7 of the SSP Guidelines)	A strong lead-investor with a long-term commitment; demand driven service provision; knowledge of port logistics, and a neutral position.

Case Study 2: Dakosy, Germany

	Questions	Reply
Organization identity		
1	Type of Single Submission Portal (SSP) facility?	Port Community System
2	Name of the SSP operator?	DAKOSY
3	Country of operation?	Germany
4	Does the SSP provide a single access point for information sharing?	<p>Yes:</p> <ul style="list-style-type: none"> - related to ship reporting formalities front end for the NSW - related to cargo formalities, on a voluntary basis for all entry and exit formalities towards customs - related to cargo formalities, 100 % of all exit formalities towards customs, if export is performed via the Port of Hamburg - related to logistics, on a voluntary basis for Seaport of Hamburg and Airport of Frankfurt
5	Contact details	<p>DAKOSY Datenkommunikationssystem AG Mattentwiete 2 20457 Hamburg Tel: +49 – 37 003 -0 Email: info@dakosy.de www: www.dakosy.de</p>
Background		
6	What motivated the establishment of the SSP?	Port community was in urgent need for transport pre announcements, for a information chain in order to speed up processes in the port, namely in the terminals. It was a private initiative, funded privately by the Seaport Industry.
7	What year was the SSP (or its predecessor) established?	1982
Establishment		
8	How was the SSP establishment funded? (For example: private sector funding, public sector funding, private-public sector funding...)	Private sector funded 100 %

	Questions	Reply
9	Was a pilot project used to test the SSP before it was launched?	The community decided on digitalize two major processes with 6 companies participating. That pilot was also the launch.
Legal aspects		
10	How is the arrangement between the client and the SSP service provider established?	<ul style="list-style-type: none"> • Between the business clients and DAKOSY: contracts (private law based) • Between port authorities and DAKOSY: depending on the services either arrangements (public law based) or contracts (private law based)
11	What is the legal structure under which the SSP operates? (e.g. private limited company, partnership, non-profit organisation...)	<p>Private limited company, owned by the Seaport Industry. The Seaport Industry is represented by 3 associations, each owning 1/3 of DAKOSY:</p> <ul style="list-style-type: none"> • DIHLA, representing the Sea Side (ocean carrier, liner agents etc.) → https://www.dihla.de • DIHS, representing the forwarders → http://www.dihs.de • DHU, representing terminals, packing stations depots.
12	What kind of legal issues were encountered during the initial set-up of the SSP?	Issues on competition law, issues raised by labour unions
13	If the SSP operates in conjunction with other SSPs or systems, what issues or requirements have been considered before entering such an arrangement?	DAKOSY operates with some small local platforms and systems of service providers always on a client-based relation with whom a contractual arrangement is made. If connecting with larger platforms or other PCSs, especially data sharing agreements are needed, since data is shared between platforms instead of between users, having a contractual relation. The customer of DAKOSY asking to be connected via DAKOSY with other PCSs/platforms has – depending on the service – sometimes to register and sign a contract with that other PCS/platform as well.
14	What kinds of the contractual arrangements are required for other organisations to interact with the SSP?	Any organisation can join, provided the specific user(s) is a registered client at DAKOSY and has a specific role in the logistics environment.

	Questions	Reply
15	Is there a certification process for other service providers before interfacing with the SSP?	Kind of: the service provider has to undergo some testing of his EDI-ability based on the interface chosen.
Benefits		
16	What advantages have been achieved for the beneficiary community since the establishment of the SSP?	<ul style="list-style-type: none"> - Connectivity, simplification, standardisation, automation and increased reliability of information exchange and data reuse, - ease of transactions resulting in lower transaction costs, - facilitation of G2B status information, - improvement of port logistics.
Services offered		
17	Which services does the SSP provide?	<ul style="list-style-type: none"> ➤ all Customs declarations available via NSW Customs ➤ all FAL-forms covered by reporting formalities made mandatory by NSW maritime ➤ Advanced Filing / ICS ➤ cargo declaration export bulk ➤ declaration food- & consumer products ➤ discrepancy list ➤ notification verified gross mass ➤ Security messages ➤ statement harbour dues ➤ status cargo authorities ➤ status export- and import documentation ➤ vessel notification ➤ veterinary inspection process ➤ notification dangerous goods (SafeSEaNet) ➤ notification ships' stores ➤ notification waste disposal ➤ barge- road- & rail planning ➤ Hinterland transport (truck, railbarge, feeder) ➤ loading list ➤ Ship calls ➤ transport order ➤ cargo declaration status report ➤ cargo information ➤ discharge confirmation report ➤ discharge information ➤ discharge list ➤ hinterland container notification

	Questions	Reply
		<ul style="list-style-type: none"> ➤ hinterland container notification – road & - barge & -rail ➤ import & export cargo ➤ notification of arrival cargo ➤ notification passengers and crew ➤ seaport statistics ➤ status exchange with pilots tugs belayers and harbour captain ➤ track and trace export and import ➤ Vessel Booking System for trucks at terminals ➤ wagonload information system ➤ complete status infomation railtransport
Single Window interoperability		
18	Does your country also have a Single Window system?	Yes, Single Window for Maritime and Single Window Customs
19	If yes, does the SSP interface with this Single Window system?	Yes
20	If yes, is this connectivity contracted by Government or proposed voluntarily by the SSP?	Voluntary by SSP
21	Does the SSP interface with other government systems outside of the scope of the Single Window?	Yes
Operational model		
22	Describe your users' profile types. (For example: freight forwarder, carrier, shipper, importer, exporter...)	Port and other authorities, tugs, belayers, pilots, Customs, terminals, packing stations, depots, carriers, shippers, forwarders, importers, exporters, hinterland transport operators.
23	How many organisations are connected to the SSP at the present time?	> 2.500 companies and authorities (end 2017)
24	Are its services provided on a 24/7 basis?	Yes
25	What is the availability of its services?	> 99,8 %
26	How many stakeholders use the SSP services?	> 10,000 User
27	How many transactions per day are handled by your SSP?	Approx. 36 mil
	What is the role of training for your users?	The SSP operator provides training of new users on request.
Business model		
28	What pricing model is applied? (for example: subscription license fee, monthly fee...)	Pricing is based on a pay per use approach where users will pay for a monthly subscription

	Questions	Reply
		license fee to be able to use the services, plus an additional transaction fee for the use of services.
Standards and Technology		
29	What is the data exchange methodology used (Direct Trader Input (DTI) or Electronic Data Interchange (EDI))?	DTI (web interfaces), EDI (UN/EDIFACT, XML, Proprietary standards, JSON (API))
30	If EDI is being used, how do users or partners connect with the SSP?	Machine 2 machine, web interface, and API
31	Which international standards (electronically – what type of data format/language, data exchange protocols...) are used: 1) in the SSP? 2) in interfaces with other organisations (incl. other SSPs)? 3) in exchanges with government agencies?	1) Within the system DAKOSY uses predominantly XML that enables us to convert the different data models used by our clients and by authorities 2) International standards mainly based on UN/CEFACT standards and ISO standards. 3) The exchange with the authorities is based on the data models mandated by the authorities
32	How best can UN/CEFACT help with the development of the SSP facility (standards, capacity-building etc.)?	Perhaps a slight change of focus: standardizing of interfaces/messages is fine, but standardizing of processes would be helpful
Lessons learnt		
33	What are the main lessons learned?	Neutrality, business continuity and a strong connection to the community are vital; public-private cooperation competency is also important since this helps align ideas, innovation and projects. Or in short: it is 90 % talking, 10 % doing, respect for the business of every single participant (be it a small or a big company), find the common denominator, be the neutral platform, the trusted third party
34	What are the critical factors which have made the SSP successful? (Refer to Chapter 7 of the SSP Guidelines)	<ul style="list-style-type: none"> ➤ Our 3 shareholders, representing the Seaport Industry, with a long-term commitment; ➤ demand driven service provision (no moonshine projects, but down-to-earth projects); ➤ knowledge of port logistics, and ➤ above all a neutral position, being the trusted third party.

Case Study 3: Conex, Europe

	Questions	Reply
Organization identity		
1	Type of Single Submission Portal (SSP) facility?	Customs procedure management and transmission
2	Name of the SSP operator?	CONEX
3	Country of operation?	Multiple EU Member States
4	Does the SSP provide a single access point for information sharing?	CONEX systems provide a single point for data submission to authorities
5	Contact details	corp@conex.net www.conex.net
Background		
6	What motivated the establishment of the SSP?	The dematerialisation of customs clearance documents and the requirement for economic operators to lodge their customs declarations electronically has led to significant changes in work methods.
7	What year was the SSP (or its predecessor) established?	1985
Establishment		
8	How was the SSP establishment funded? (For example: private sector funding, public sector funding, private-public sector funding...)	Private sector funded
9	Was a pilot project used to test the SSP before it was launched?	Yes, with Beta tester clients
Legal aspects		
10	How is the arrangement between the client and the SSP service provider established?	Contractual licencing arrangements between companies and CONEX (private law based).
11	What is the legal structure under which the SSP operates? (e.g. private limited company, partnership, non-profit organisation...)	Private limited company
12	What kind of legal issues were encountered during the initial set-up of the SSP?	Nothing to report
13	If the SSP operates in conjunction with other SSPs or systems, what issues or requirements have been considered before entering such an arrangement?	Data security and responsibility issues and solution design protection are covered by contractual.
14	What kinds of the contractual arrangements are required for other organisations to interact with the SSP?	Contractual arrangements to cover interfaces and data security
15	Is there a certification process for other service providers before interfacing with the SSP?	No, but detailed technical specifications are provided, and interfacing service providers are

	Questions	Reply
		accompanied to ensure optimum service at all times.
Benefits		
16	What advantages have been achieved for the beneficiary community since the establishment of the SSP?	The CONEX solutions and transmission platform enable traders to comply with regulations while benefitting from a trusted third-party solution that facilitates customs procedure management.
Services offered		
17	Which services does the SSP provide?	Import & export customs procedures, simplified procedures, special procedures (IP, OP, Bonded warehouse, temporary storage) advance security declarations (EU/ICS, JP/AFR, IL/CRI) EXS, ESC, NCTS, certificate of origin, EMCS, Intrastat, declaration of CITES, Dual-use goods, dangerous goods etc.
Single Window interoperability		
18	Does your country also have a Single Window system?	Yes
19	If yes, does the SSP interface with this Single Window system?	Yes
20	If yes, is this connectivity contracted by Government or proposed voluntarily by the SSP?	Proposed voluntarily, but requiring certification from the Government
21	Does the SSP interface with other government systems outside of the scope of the Single Window?	Yes
Operational model		
22	Describe your users' profile types. (For example: freight forwarder, carrier, shipper, importer, exporter...)	Carriers, shipping agents, importers, exporters forwarders, customs brokers ...
23	How many organisations are connected to the SSP at the present time?	Approx. 700 companies
24	Are its services provided on a 24/7 basis?	Yes
25	What is the availability of its services?	>99.8%
26	How many stakeholders use the SSP services?	Approx. 4000 users
27	How many transactions per day are handled by your SSP?	More than 8 million declarations per year
	What is the role of training for your users?	Considered as being of extreme importance, all future users receive in-depth training in all aspects of our solutions.

	Questions	Reply
Business model		
28	What pricing model is applied? (for example: subscription license fee, monthly fee...)	License subscription plus transaction fees for data transmission via our communication platform.
Standards and Technology		
29	What is the data exchange methodology used (Direct Trader Input (DTI) or Electronic Data Interchange (EDI))?	EDI (XML, CSV, JSON, UN/EDIFACT, ...), DTI (web applications)
30	If EDI is being used, how do users or partners connect with the SSP?	M2M, web interface and API
31	Which international standards (electronically – what type of data format/language, data exchange protocols...) are used: 1) in the SSP? 2) in interfaces with other organisations (incl. other SSPs)? 3) in exchanges with government agencies?	1) Within the system we use proprietary standards and a fit-for-purpose data model that enables us to be able to convert different data models used at our clients and at authorities 2) & 3) International standards (EU CDM, WCO Data Model, UN/CEFACT RDMs, ISO etc.)
32	How best can UN/CEFACT help with the development of the SSP facility (standards, capacity-building etc.)?	Use of UN/CEFACT BSP reference data models
Lessons learnt		
33	What are the main lessons learned?	Trust, neutrality, efficiency and business continuity.
34	What are the critical factors which have made the SSP successful? (Refer to Chapter 7 of the SSP Guidelines)	A trusted neutral party providing reliable and efficient cost- and time-saving solutions for trader compliance.

Case Study 4: Israel Ports Development & Assets Company, Israel

	Questions	Reply
Organization identity		
1	Type of Single Submission Portal (SSP) facility?	Port community system
2	Name of the SSP operator?	Israel Ports Development & Assets Company LTD
3	Country of operation?	Israel
4	Does the SSP provide a single access point for information sharing?	Yes
5	Contact details	Login to: https://taskyam.israports.co.il/#!/Default
Background		
6	What motivated the establishment of the SSP?	Improving the maritime trade processes in Israel
7	What year was the SSP (or its predecessor) established?	2005
Establishment		
8	How was the SSP establishment funded? (For example: private sector funding, public sector funding, private-public sector funding...)	Israel ports company is a governmental company. The SSP is being funded by Fees paid at ports
9	Was a pilot project used to test the SSP before it was launched?	There was no pilot before.
Legal aspects		
10	How is the arrangement between the client and the SSP service provider established?	Each company in the maritime trade can use the SSP free of charge
11	What is the legal structure under which the SSP operates? (e.g. private limited company, partnership, non-profit organisation...)	The project is being conducted under the approval of the Ministry of Transport to Israel Ports Company to develop the trade infrastructure
12	What kind of legal issues were encountered during the initial set-up of the SSP?	The commitment of all parties to make the decisions that are made even though everyone participates voluntarily
13	If the SSP operates in conjunction with other SSPs or systems, what issues or requirements have been considered before entering such an arrangement?	Responsibility for the information transferred between the parties, setting standards for the transmission of information
14	What kinds of the contractual arrangements are required for other organisations to interact with the SSP?	Understanding that the SSP only transmits the information and is not responsible for its content
15	Is there a certification process for other service providers before interfacing with the SSP?	Yes

	Questions	Reply
Benefits		
16	What advantages have been achieved for the beneficiary community since the establishment of the SSP?	Work processes are improved and shortened; all the participants working at the same standards; makes it easier for new companies to enter the maritime trade
Services offered		
17	Which services does the SSP provide?	The SSP IS Transferring reports starting with the notification of ship arrival, discharge of cargo, receipt of customs clearance and release of cargoes to the transport company and cargo owners. In the export process the ports get a Booking message from ship agents and compare them to the messages received from custom agents and truck companies.
Single Window interoperability		
18	Does your country also have a Single Window system?	There is a system in which some of the government offices are using.
19	If yes, does the SSP interface with this Single Window system?	Yes
20	If yes, is this connectivity contracted by Government or proposed voluntarily by the SSP?	Proposed voluntarily by the SSP
21	Does the SSP interface with other government systems outside of the scope of the Single Window?	No
Operational model		
22	Describe your users' profile types. (For example: freight forwarder, carrier, shipper, importer, exporter...)	Ship agents, freight forwarders, carriers, importers, exporter, ports, Transport companies, warehouses, custom, Ministry of Health, Transport and Environmental Protection
23	How many organisations are connected to the SSP at the present time?	About 1500 companies
24	Are its services provided on a 24/7 basis?	yes
25	What is the availability of its services?	Above 99%
26	How many stakeholders use the SSP services?	More then 5000 users
27	How many transactions per day are handled by your SSP?	About 125,000 transactions
	What is the role of training for your users?	We conduct training sessions when necessary, or send user guides

	Questions	Reply
Business model		
28	What pricing model is applied? (for example: subscription license fee, monthly fee...)	The system is financed by the toll money on the cargoes in the ports and therefore does not charge user fees
Standards and Technology		
29	What is the data exchange methodology used (Direct Trader Input (DTI) or Electronic Data Interchange (EDI))?	EDI
30	If EDI is being used, how do users or partners connect with the SSP?	We set up a secure safe for the user with software to upload or drop files from it. He used his software company to connect it to his operational systems. In addition, users can receive information using our web application.
31	Which international standards (electronically – what type of data format/language, data exchange protocols...) are used: 1) in the SSP? 2) in interfaces with other organisations (incl. other SSPs)? 3) in exchanges with government agencies?	
32	How best can UN/CEFACT help with the development of the SSP facility (standards, capacity-building etc.)?	
Lessons learnt		
33	What are the main lessons learned?	
34	What are the critical factors which have made the SSP successful? (Refer to Chapter 7 of the SSP Guidelines)	