

# UN/CEFACT Repository of Case Study

## Recommendation 37: Single Submission Portal

### Germany, Dakosy

*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. Submissions are presented as is and were only checked for grammar and spelling.*

	Questions	Reply
<b>Organization identity</b>		
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?	Yes: <ul style="list-style-type: none"> <li>- related to ship reporting formalities front end for the NSW</li> <li>- related to cargo formalities, on a voluntary basis for all entry and exit formalities towards customs</li> <li>- related to cargo formalities, 100 % of all exit formalities towards customs, if export is performed via the Port of Hamburg</li> <li>- related to logistics, on a voluntary basis for Seaport of Hamburg and Airport of Frankfurt</li> </ul>
5	Contact details	DAKOSY Datenkommunikationssystem AG Mattentwiete 2 20457 Hamburg Tel: +49 – 37 003 -0 Email: info@dakosy.de www: www.dakosy.de
<b>Background</b>		
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
<b>Establishment</b>		
8	How was the SSP establishment funded? (For example: private sector funding, public sector funding, private-public sector funding...)	Private sector funded 100 %

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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.
<b>Legal aspects</b>		
10	How is the arrangement between the client and the SSP service provider established?	<ul style="list-style-type: none"> <li>• Between the business clients and DAKOSY: contracts (private law based)</li> <li>• Between port authorities and DAKOSY: depending on the services either arrangements (public law based) or contracts (private law based)</li> </ul>
11	What is the legal structure under which the SSP operates? (e.g. private limited company, partnership, non-profit organisation...)	Private limited company, owned by the Seaport Industry. The Seaport Industry is represented by 3 associations, each owning 1/3 of DAKOSY: <ul style="list-style-type: none"> <li>• DIHLA, representing the Sea Side (ocean carrier, liner agents etc.) → <a href="https://www.dihla.de">https://www.dihla.de</a></li> <li>• DIHS, representing the forwarders → <a href="http://www.dihs.de">http://www.dihs.de</a></li> <li>• DHU, representing terminals, packing stations depots.</li> </ul>
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.
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.
<b>Benefits</b>		

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16	What advantages have been achieved for the beneficiary community since the establishment of the SSP?	<ul style="list-style-type: none"> <li>- Connectivity, simplification, standardisation, automation and increased reliability of information exchange and data reuse,</li> <li>- ease of transactions resulting in lower transaction costs,</li> <li>- facilitation of G2B status information,</li> <li>- improvement of port logistics.</li> </ul>
<b>Services offered</b>		
17	Which services does the SSP provide?	<ul style="list-style-type: none"> <li>➤ all Customs declarations available via NSW Customs</li> <li>➤ all FAL-forms covered by reporting formalities made mandatory by NSW maritime</li> <li>➤ Advanced Filing / ICS</li> <li>➤ cargo declaration export bulk</li> <li>➤ declaration food- &amp; consumer products</li> <li>➤ discrepancy list</li> <li>➤ notification verified gross mass</li> <li>➤ Security messages</li> <li>➤ statement harbour dues</li> <li>➤ status cargo authorities</li> <li>➤ status export- and import documentation</li> <li>➤ vessel notification</li> <li>➤ veterinary inspection process</li> <li>➤ notification dangerous goods (SafeSEaNet)</li> <li>➤ notification ships' stores</li> <li>➤ notification waste disposal</li> <li>➤ barge- road- &amp; rail planning</li> <li>➤ Hinterland transport (truck, rail, barge, feeder)</li> <li>➤ loading list</li> <li>➤ Ship calls</li> <li>➤ transport order</li> <li>➤ cargo declaration status report</li> <li>➤ cargo information</li> <li>➤ discharge confirmation report</li> <li>➤ discharge information</li> <li>➤ discharge list</li> <li>➤ hinterland container notification</li> <li>➤ hinterland container notification – road &amp; -barge &amp; -rail</li> <li>➤ import &amp; export cargo</li> <li>➤ notification of arrival cargo</li> <li>➤ notification passengers and crew</li> <li>➤ seaport statistics</li> <li>➤ status exchange with pilots tugs belayers and harbour captain</li> <li>➤ track and trace export and import</li> </ul>

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		<ul style="list-style-type: none"> <li>➤ Vessel Booking System for trucks at terminals</li> <li>➤ wagonload information system</li> <li>➤ complete status information railtransport</li> </ul>
<b>Single Window interoperability</b>		
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
<b>Operational model</b>		
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.
<b>Business model</b>		
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 license fee to be able to use the services, plus an additional transaction fee for the use of services.
<b>Standards and Technology</b>		
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?	1) Within the system DAKOSY uses predominantly XML that enables us to convert the different data models used by our clients and by authorities

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	2) in interfaces with other organisations (incl. other SSPs)? 3) in exchanges with government agencies?	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
<b>Lessons learnt</b>		
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"> <li>➤ Our 3 shareholders, representing the Seaport Industry, with a long-term commitment;</li> <li>➤ demand driven service provision (no moonshine projects, but down-to-earth projects);</li> <li>➤ knowledge of port logistics, and</li> <li>➤ above all a neutral position, being the trusted third party.</li> </ul>