UN/CEFACT Repository of Case Study
Recommendation 37: Single Submission Portal

Europe, Conex

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.

<table>
<thead>
<tr>
<th>Questions</th>
<th>Reply</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Organization identity</strong></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Type of Single Submission Portal (SSP) facility?</td>
</tr>
<tr>
<td>2</td>
<td>Name of the SSP operator?</td>
</tr>
<tr>
<td>3</td>
<td>Country of operation?</td>
</tr>
<tr>
<td>4</td>
<td>Does the SSP provide a single access point for information sharing?</td>
</tr>
<tr>
<td>5</td>
<td>Contact details</td>
</tr>
</tbody>
</table>

**Background**

<table>
<thead>
<tr>
<th>Questions</th>
<th>Reply</th>
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<tbody>
<tr>
<td>6</td>
<td>What motivated the establishment of the SSP?</td>
</tr>
<tr>
<td>7</td>
<td>What year was the SSP (or its predecessor) established?</td>
</tr>
</tbody>
</table>

**Establishment**

<table>
<thead>
<tr>
<th>Questions</th>
<th>Reply</th>
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</thead>
<tbody>
<tr>
<td>8</td>
<td>How was the SSP establishment funded? (For example: private sector funding, public sector funding, private-public sector funding…)</td>
</tr>
<tr>
<td>9</td>
<td>Was a pilot project used to test the SSP before it was launched?</td>
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</tbody>
</table>

**Legal aspects**

<table>
<thead>
<tr>
<th>Questions</th>
<th>Reply</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>How is the arrangement between the client and the SSP service provider established?</td>
</tr>
<tr>
<td>11</td>
<td>What is the legal structure under which the SSP operates? (e.g. private limited company, partnership, non-profit organisation…)</td>
</tr>
<tr>
<td>12</td>
<td>What kind of legal issues were encountered during the initial set-up of the SSP?</td>
</tr>
<tr>
<td>13</td>
<td>If the SSP operates in conjunction with other SSPs or systems, what issues or requirements have been considered before entering such an arrangement?</td>
</tr>
<tr>
<td></td>
<td>Questions</td>
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<tr>
<td>---</td>
<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td>14</td>
<td>What kinds of the contractual arrangements are required for other organisations to interact with the SSP?</td>
</tr>
<tr>
<td>15</td>
<td>Is there a certification process for other service providers before interfacing with the SSP?</td>
</tr>
<tr>
<td></td>
<td><strong>Benefits</strong></td>
</tr>
<tr>
<td>16</td>
<td>What advantages have been achieved for the beneficiary community since the establishment of the SSP?</td>
</tr>
<tr>
<td></td>
<td><strong>Services offered</strong></td>
</tr>
<tr>
<td>17</td>
<td>Which services does the SSP provide?</td>
</tr>
<tr>
<td></td>
<td><strong>Single Window interoperability</strong></td>
</tr>
<tr>
<td>18</td>
<td>Does your country also have a Single Window system?</td>
</tr>
<tr>
<td>19</td>
<td>If yes, does the SSP interface with this Single Window system?</td>
</tr>
<tr>
<td>20</td>
<td>If yes, is this connectivity contracted by Government or proposed voluntarily by the SSP?</td>
</tr>
<tr>
<td>21</td>
<td>Does the SSP interface with other government systems outside of the scope of the Single Window?</td>
</tr>
<tr>
<td></td>
<td><strong>Operational model</strong></td>
</tr>
<tr>
<td>22</td>
<td>Describe your users’ profile types. (For example: freight forwarder, carrier, shipper, importer, exporter…)</td>
</tr>
<tr>
<td>23</td>
<td>How many organisations are connected to the SSP at the present time?</td>
</tr>
<tr>
<td>24</td>
<td>Are its services provided on a 24/7 basis?</td>
</tr>
<tr>
<td>25</td>
<td>What is the availability of its services?</td>
</tr>
<tr>
<td>26</td>
<td>How many stakeholders use the SSP services?</td>
</tr>
<tr>
<td>27</td>
<td>How many transactions per day are handled by your SSP?</td>
</tr>
<tr>
<td>28</td>
<td>What is the role of training for your users?</td>
</tr>
<tr>
<td></td>
<td>Questions</td>
</tr>
<tr>
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<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Business model</strong></td>
<td></td>
</tr>
<tr>
<td>28</td>
<td>What pricing model is applied? (for example: subscription license fee, monthly fee...)</td>
</tr>
<tr>
<td><strong>Standards and Technology</strong></td>
<td></td>
</tr>
<tr>
<td>29</td>
<td>What is the data exchange methodology used (Direct Trader Input (DTI) or Electronic Data Interchange (EDI))?</td>
</tr>
<tr>
<td>30</td>
<td>If EDI is being used, how do users or partners connect with the SSP?</td>
</tr>
</tbody>
</table>
| 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. |