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.

		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.

	Questions	Reply
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 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.