# UN/CEFACT Repository of Case Study

## Recommendation 37: Single Submission Portal

# Template for case study submissions

*The Recommendation n°37: Single Submission Portal (document ECE/TRADE/C/CEFACT/2019/6) has produced an annex of case studies to support its findings. The initial case studies were presented as document ECE/TRADE/C/CEFACT/2019/INF.4) and integrated into a repository associated to this recommendation. Further submissions that reflect the work of Recommendation 37 are welcome with the condition that they use the below template without changing the margins or the questions. Proposals for submission should be sent to the Secretary of UN/CEFACT at:* [*uncefact@un.org*](mailto:uncefact@un.org)

*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? | | |  |
| 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? | | |  |
| 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...) | | |  | |
| **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) | | |  | | |