

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: cefact@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?	Port Community System
2	Name of the SSP operator?	SOGET
3	Country of operation?	France, Benin, Togo, the DRC, Jamaica, Indonesia, Mauritius, Ivory Coast
4	Does the SSP provide a single access point for information sharing?	Yes, single point of entry for data related to trading: commercial, logistics, customs and administration flows regarding the cargo passing through the port, airport or border post covered by the system. Shared among all public and private stakeholders involved in the Supply Chain, subject to confidentiality control.
5	Contact details	SOGET Docks Dombasle 4 rue des lamaneurs 76600 le Havre +33(0)2 35 19 25 54 info@soget.fr www.soget.fr
Background		
6	What motivated the establishment of the SSP?	In the 80's, seeing the emergence of Information technologies and the growing volume of trading, the logistics professionals of the Port of le Havre decided to use IT to automate the processing of cargo first among the community of freight forwarders, truckers and terminals. Then in the 90's, in collaboration with local Customs and Ports authorities, more and more stakeholders have been involved reaching now the all community to streamline, securise, dematerialise, and accelerate the

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		administrative processing and allow tracking-tracing of cargos
7	What year was the SSP (or its predecessor) established?	1983 1st generation called ADEMAR in 1983 2nd generation: ADEMAR+ in 1990 3rd generation: AP+ in 2005 4th generation: S)ONE in 2016
Establishment		
8	How was the SSP establishment funded? (For example: private sector funding, public sector funding, private-public sector funding...)	Public Private Partnership among Port Authority and representatives of the various professions of the stakeholders (freight forwarders, shipping agents, , terminal operators, ..)
9	Was a pilot project used to test the SSP before it was launched?	Yes, and we still use pilot phases when we implement our system working with beta users by stream, by type of cargo, by profession... before we generalize the system.
Legal aspects		
10	How is the arrangement between the client and the SSP service provider established?	Contract agreement
11	What is the legal structure under which the SSP operates? (e.g. private limited company, partnership, non-profit organisation...)	Public limited company with a management board gathering representants for Le Havre Port community Stakeholders.
12	What kind of legal issues were encountered during the initial set-up of the SSP?	No major issues
13	If the SSP operates in conjunction with other SSPs or systems, what issues or requirements have been considered before entering such an arrangement?	A contract agreement and a technical document (protocol, data...) are required.
14	What kinds of the contractual arrangements are required for other organisations to interact with the SSP?	Must be approved (registered) by the customs authority for freight forwarder and being registered as a customer by SOGET (contract)
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?	Improves logistics performance through the fluidity of secure, simplified and traceable procedures Anticipation of formalities, better planning, automation transparency, security, better productivity
Services offered		
17	Which services does the SSP provide?	For all type of cargo (Container, dry bulk, liquid bulk, break bulk, vehicle (RoRo),..) whatever the mode of transportation is (Sea, Air, Land, River, Railway, Lake) or

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		the kind of trade (Import, Export, Transit, Transshipment). Main features are : Announcements & reporting (Ship Manifest, B/L, Voyage, Un-/Stuffing, ...) Movement (Gate In/Out, Un-/Loading, ...) Authorizations (port authority, customs, OGA, ...) E-permits, e-Payment (import, export licenses, invoicing...) Tracking-Tracing (real time, customizable alerts, history, ...) Business Intelligence (Statistics, KPI, ...)
Single Window interoperability		
18	Does your country also have a Single Window system?	Yes the GUN (Guichet Unique National / National Single Window) for Customs and Government Agencies GUM (Guichet Unique Maritime / Maritime Single Window)
19	If yes, does the SSP interface with this Single Window system?	Yes SSP interfaced with GUN for Customs release, manifests, government authorities permits SSP is interfaced with GUM for Ships Movement, FAL forms, ETA/ETD updates; RTA/RDT
20	If yes, is this connectivity contracted by Government or proposed voluntarily by the SSP?	It is voluntarily by the SSP for some exchanges and contracted for others. SOGET has a partnership contract with French Customs Authority
21	Does the SSP interface with other government systems outside of the scope of the Single Window?	Yes, with security authorities' systems, central bank, banks
Operational model		
22	Describe your users' profile types. (For example: freight forwarder, carrier, shipper, importer, exporter...)	Port / airport authorities, Customs administration, Other Government Agencies (Phyto and veto authorities f. ex), Banks, Freight Forwarders, air/ shipping Lines, Warehouse Operators, Empty Containers Depots, Terminal Operators, NVOCC, Transport Operators (rail, road, river), Importers, Exporters.
23	How many organisations are connected to the SSP at the present time?	Approx. 4800 worldwide (600 in France)
24	Are its services provided on a 24/7 basis?	Yes
25	What is the availability of its services?	99,9%
26	How many stakeholders use the SSP services?	Approx. 25 000 worldwide (4300 in France)

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27	How many transactions per day are handled by your SSP?	522 852 transaction messages per day (worldwide, EDI+DTI)
	What is the role of training for your users?	Not compulsory but highly recommended very important to get the full benefit of the system. SOGET provides users with e-learning and tutorial videos as well as documentation available online.
Business model		
28	What pricing model is applied? (for example: subscription license fee, monthly fee...)	In Le Havre where SOGET act as direct operator: A one-time subscription when the company join the system + a yearly fee depending on the number of concurrent users, then a monthly billing depending on the volume of transactions.
Standards and Technology		
29	What is the data exchange methodology used (Direct Trader Input (DTI) or Electronic Data Interchange (EDI))?	Both
30	If EDI is being used, how do users or partners connect with the SSP?	File Exchange (FTP, FTPS, SFTP, SMTP, POP3) WebServices (HTTP, HTTPS)
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?	all common standards EDIFACT, XML, plus customizable EDI
32	How best can UN/CEFACT help with the development of the SSP facility (standards, capacity-building etc.)?	Uniformization and standardization for all data exchanges between SSP and all around the world operators
Lessons learnt		
33	What are the main lessons learned?	Change management is key
34	What are the critical factors which have made the SSP successful? (Refer to Chapter 7 of the SSP Guidelines)	Neutrality, long term commitment