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?	Supply Chain Orchestration Platform
2	Name of the SSP operator?	GeTS Global Pte Ltd
3	Country of operation?	Global
4	Does the SSP provide a single access point for information sharing?	CALISTA provides a single access point for performing various supply chain activities covering physical, regulatory and financial flows.
5	Contact details	https://globaletrade.services/form/contact
Background		
6	What motivated the establishment of the SSP?	In the supply chain flows (physical, regulatory and financial), although there are various forms of automation which are implemented in silos via disparate systems. This leads to inefficiencies and substantial exchange of physical / hardcopy documents with little data sharing and reuse. These aspects when orchestrated through digitalization, data exchange and data-reuse would reap tremendous benefits, time and cost savings, and productivity gains, which led to the establishment of CALISTA.
7	What year was the SSP (or its predecessor) established?	2016
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. There was pilot prior to actual launch.
Legal aspects		

	Questions	Reply
10	How is the arrangement between the client and the SSP service provider established?	User may subscribe to the package available, and bound under GeTS service agreement
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?	None
13	If the SSP operates in conjunction with other SSPs or systems, what issues or requirements have been considered before entering such an arrangement?	Integration with other platforms typically involves Non-Disclosure Agreement and/or data sharing agreement. There are also platforms integrated under the context of subscribing service from partner platform, this will be bound under service subscription agreement
14	What kinds of the contractual arrangements are required for other organisations to interact with the SSP?	Integration with other platforms typically involves Non-Disclosure Agreement and/or data sharing agreement. There are also platforms integrated under the context of service subscription. Hence bound under platform service subscription agreement
15	Is there a certification process for other service providers before interfacing with the SSP?	No certification process involved. This is managed by detailed technical system integration test, user acceptance test sign off prior to actual PRODUCTION integration

Benefits

	Questions	Reply
16	What advantages have been achieved for the beneficiary community since the establishment of the SSP?	1) One single platform for user to make freight booking to multiple carriers, and 2) Reuse the data available from freight booking, shipping instruction (including packing list, commercial invoice), to populate export and/or import declaration. The population includes the business logic to lookup the recommended HS Classification code to be used This has reduced the time spent by user for data entry works, productivity has increased to 2.5 times, HS Code misclassification that will lead to compound by Customs has reduced to ~0%.

Services offered

	Questions	Reply
17	Which services does the SSP provide?	eGovernment or Authority related services - Trade Facilitation Platform - Port Community System - Free Trade Zone Management System Compliance related services - HS Classification Service

	Questions	Reply
		- Electronic Airway Bill (eAWB) - Trade Declaration & Manifest services (Singapore, Canada, US, Mexico, Panama) - Business Process Outsourcing (BPO) Supply Chain and Logistics related services - CALISTA - Hive (freight forwarder community platform)

Single Window interoperability

	Questions	Reply
18	Does your country also have a Single Window system?	yes
19	If yes, does the SSP interface with this Single Window system?	Yes, CALISTA is integrated with Singapore TradeNet through Networked Trade Platform (NTP)
20	If yes, is this connectivity contracted by Government or proposed voluntarily by the SSP?	Voluntarily.
21	Does the SSP interface with other government systems outside of the scope of the Single Window?	No

Operational model

	Questions	Reply
22	Describe your users' profile types. (For example: freight forwarder, carrier, shipper, importer, exporter…)	Freight Forwarder, Customs Broker/Agent, Logistics Service Provider, Shipper, Carrier, Importer, exporter, trade compliance advisor
23	How many organisations are connected to the SSP at the present time?	6237
24	Are its services provided on a 24/7 basis?	Yes
25	What is the availability of its services?	99% up time as committed in service level agreement
26	How many stakeholders use the SSP services?	7441
27	How many transactions per day are handled by your SSP?	55908
	What is the role of training for your users?	SSP provide training to new users on-demand basis. Online training materials are also made available

Business model

	Questions	Reply
28	What pricing model is applied? (for example: subscription license fee, monthly fee...)	Monthly subscription + transaction charges. Man-day rate charges applied for customisation tasks incurred

Standards and Technology

	Questions	Reply
29	What is the data exchange methodology used (Direct Trader Input (DTI) or Electronic Data Interchange (EDI))?	DTI(Web Interface, portal access), API (Json), EDI (UN/EDIFACT, XML, Excel, CSV, Proprietary standards)
30	If EDI is being used, how do users or partners connect with the SSP?	sFTP, Web Service (MIME), API, Machine to machine

		Questions	Reply
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?	DTI(Web Interface, portal access), API (Json), EDI (UN/EDIFACT, XML, Excel, CSV, Proprietary standards) sFTP, Web Service (MIME), API, Machine to machine
32		How best can UN/CEFACT help with the development of the SSP facility (standards, capacity-building etc.)?	Standardising the interface and messages.
Lessons learnt			
33		What are the main lessons learned?	Integration with platforms may need to adjust interface / message standard in view of technical readiness or capability.
34		What are the critical factors which have made the SSP successful? (Refer to Chapter 7 of the SSP Guidelines)	Open architecture concept and neutral position that accepting different interfaces / messages from partners. Secured data sharing technology layer that make stakeholders comfortable to share and exchange data