

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

**The Netherlands, Portbase**

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	<b>Questions</b>	<b>Reply</b>
<b>Organization identity</b>		
1	Type of Single Submission Portal (SSP) facility?	Port Community System
2	Name of the SSP operator?	Portbase
3	Country of operation?	The Netherlands
4	Does the SSP provide a single access point for information sharing?	Yes: <ul style="list-style-type: none"> <li>- related to ship reporting formalities mandatory for 5 major Dutch ports</li> <li>- related to cargo formalities, on a voluntary basis for all entry and exit formalities towards customs</li> <li>- related to logistics, on a mandatory basis for the fully automated container terminals in Rotterdam</li> <li>- related to logistics on a voluntary basis for all other terminals</li> </ul>
5	Contact details	Portbase Blaak 16 3011 TA Rotterdam Tel: 088 – 625 25 00 Email: <a href="mailto:info@portbase.com">info@portbase.com</a> www: <a href="http://www.portbase.com">www.portbase.com</a>
<b>Background</b>		
6	What motivated the establishment of the SSP?	Port community needs to have available an information infrastructure to facilitate port logistics' information exchange between all stakeholders in and around the Dutch seaports
7	What year was the SSP (or its predecessor) established?	2002 (original name: Port Infolink)
<b>Establishment</b>		
8	How was the SSP establishment funded? (For example: private sector funding, public sector funding, private-public sector funding...)	Public sector funding and private sector funded

	Questions	Reply
9	Was a pilot project used to test the SSP before it was launched?	Several previous attempts were used before starting, however they lacked commitment and funding.
<b>Legal aspects</b>		
10	How is the arrangement between the client and the SSP service provider established?	Between the business clients and Portbase: contracts (private law based) and between port authorities and Portbase: arrangements (public 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, publicly owned by the Port of Rotterdam (75%) and Port of Amsterdam (25%)
12	What kind of legal issues were encountered during the initial set-up of the SSP?	Issues on competition law
13	If the SSP operates in conjunction with other SSPs or systems, what issues or requirements have been considered before entering such an arrangement?	Portbase operates with some small local platforms and systems of service providers always on a client-based relation with whom a contractual arrangement is made. If connecting with larger platforms, especially data sharing agreements are needed, since data is shared between platforms instead of between users, having a contractual relation. Most preferably this is automated using a data authorization registry.
14	What kinds of the contractual arrangements are required for other organisations to interact with the SSP?	Any organisation can join, provided their user(s) is a registered client at Portbase and has a specific role in the logistics environment.
15	Is there a certification process for other service providers before interfacing with the SSP?	No
<b>Benefits</b>		
16	What advantages have been achieved for the beneficiary community since the establishment of the SSP?	<ul style="list-style-type: none"> <li>- Connectivity, simplification, standardisation, automation and increased reliability of information exchange and data reuse,</li> <li>- ease of transactions resulting in lower transaction costs,</li> <li>- facilitation of G2B status information,</li> <li>- improvement of port logistics.</li> </ul>
<b>Services offered</b>		
17	Which services does the SSP provide?	Ship calls, import & export cargo, Hinterland transport, notification passengers and crew, cargo declaration import & -export (temporary storage), barge-, road- & rail planning, cargo declaration export bulk, notification dangerous goods, cargo declaration status report,

	Questions	Reply
		hinterland container notification, cargo declaration export containers, notification ships' stores, cargo information, hinterland container notification – road & -barge & -rail, clearance NCTS export containers, notification Single Window, declaration food- & consumer products, exit summary declaration, notification waste disposal, discharge confirmation report, loading list, statement harbour dues, discharge information, discharge list, notification of arrival ECS cargo, notification export- and import documentation, vessel notification, inspection portal, transport order, notification verified gross mass, discrepancy list, wagonload information system, seaport statistics, notification local clearance, track and trace export, pre arrival cargo declaration import, transit declaration, and veterinary inspection process.
<b>Single Window interoperability</b>		
18	Does your country also have a Single Window system?	Yes, Single Window for Maritime and Air
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?	Voluntary by SSP
21	Does the SSP interface with other government systems outside of the scope of the Single Window?	Yes
<b>Operational model</b>		
22	Describe your users' profile types. (For example: freight forwarder, carrier, shipper, importer, exporter...)	Port authorities, customs, terminals, carriers, shippers, forwarders, importers, exporters, hinterland transport operators.
23	How many organisations are connected to the SSP at the present time?	4000+ companies and 5 port authorities (end 2017)
24	Are its services provided on a 24/7 basis?	Yes
25	What is the availability of its services?	99,87% (end 2017)
26	How many stakeholders use the SSP services?	14.000+
27	How many transactions per day are handled by your SSP?	Approx.. 250.000 (end 2017)
	What is the role of training for your users?	The SSP operator provides training of new users on request. For some services, training is compulsory.
<b>Business model</b>		

	Questions	Reply
28	What pricing model is applied? (for example: subscription license fee, monthly fee...)	Pricing is based on a cost-based approach where users will pay for a monthly subscription license fee to be able to use the services, plus an additional transaction fee for the use of services.
<b>Standards and Technology</b>		
29	What is the data exchange methodology used (Direct Trader Input (DTI) or Electronic Data Interchange (EDI))?	DTI (web interfaces), EDI (EDIFACT, XML, Proprietary standards, JSON (API))
30	If EDI is being used, how do users or partners connect with the SSP?	Machine 2 machine, 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 Portbase uses 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) International standards mainly based on UN/CEFACT standards and ISO standards. 3) The exchange with the Dutch SW is based on the WCO data model
32	How best can UN/CEFACT help with the development of the SSP facility (standards, capacity-building etc.)?	Training facilities on use of standards, whereby the CCL is leading. Apart from this publish guides that are easily readable and give headline information on use whereby for in depth knowhow reference is made to the CCL.
<b>Lessons learnt</b>		
33	What are the main lessons learned?	Neutrality, business continuity and a strong connection to the community are vital; public-private cooperation competency is also important since this helps align ideas, innovation and projects.
34	What are the critical factors which have made the SSP successful? (Refer to Chapter 7 of the SSP Guidelines)	A strong lead-investor with a long-term commitment; demand driven service provision; knowledge of port logistics, and a neutral position.