

HUB On-Boarding Process

IPPC ePhyto HUB

V1.6

Public - FAO/IPPC

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1. Introduction

This document describes the IPPC ePhyto Hub On-boarding process. The Onboarding activities have been categorized under three main sections, which are:

- Pre-Requisites
- Business Process
- Technical Process

The contents of this document will be kept up to date based on feedback received from NPPOs during the Hub User Acceptance Testing and Pilot phase.

For any general queries, please use the link <https://www.ephytoexchange.org/AdminConsole/> and choose 'Contacts'.

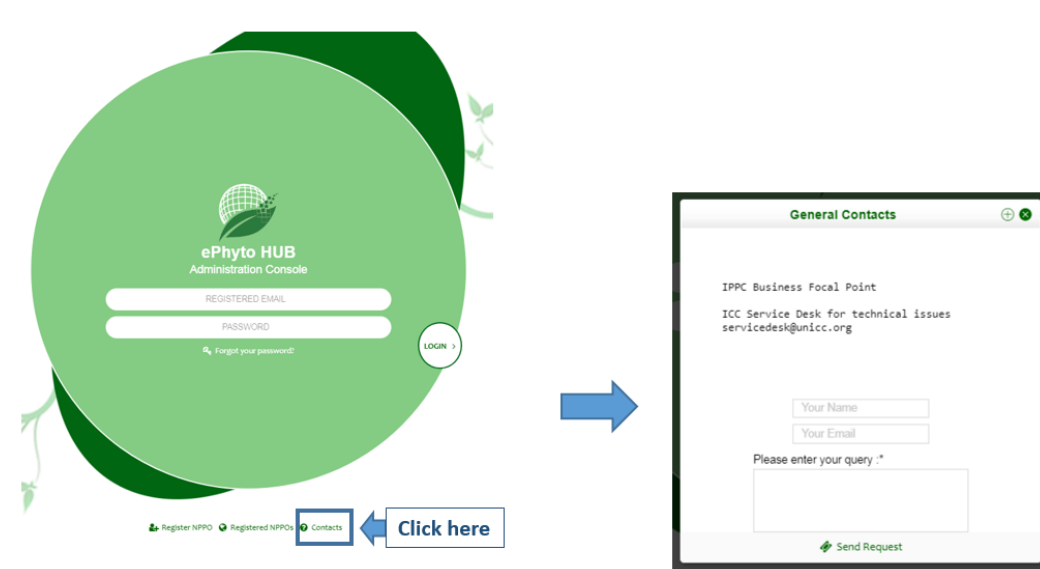


FIGURE 1- CONTACTS

2. Definitions

IPPC Official Contact Point

A country's official designated point of contact for the exchange of information connected with the International Plant Protection Convention.

Electronic phytosanitary certificate

The electronic equivalent of the wording and data of phytosanitary certificates in paper form

ePhyto

An electronic phytosanitary certificate

ESG

ePhyto Steering Group is the working group of the IPPC established by CPM-11 to guide the development of electronic phytosanitary

certification. The ESG consists of technical and business related experts representing the Food and Agriculture Organization of the United Nation's seven regions.

Hub	A specific group of servers operated by the United Nations International Computing Centre (UNICC) on behalf of the IPPC for the purposes of exchanging ePhytos between registered National Plant Protection Organizations
NPPO	National Plant Protection Organization

3. Hub Onboarding

3.1 Pre-Requisites

For a country to participate in the Hub it is **mandatory** to have the capacity to produce electronic phytosanitary certificates (ePhytos). Countries having their own national system that produces ePhytos but not exchanging electronic certificates with other countries or countries that are already undertaking point-to-point exchanges can participate in the Hub. The national system needs to have at least the following functionality:

- Enter phytosanitary certificate data electronically;
- Create the ePhyto message according to the mapping guidance provided at the link: https://www.ephytoexchange.org/doc/mapping/Mapping_ISPM_12_to_ePhyto_standard_Export_certificate_V.2.pdf
- Send and receive ePhytos through the hub web service;
- Communicate with the hub using transport layer security;
- Store electronic phytosanitary certificate data;

Note: Countries that do not have a national system or a way to produce ePhytos can contact the [IPPC Secretariat](#) to use Generic ePhyto National System (GeNS) a web based central system currently in development phase.

3.2 Business Process

3.2.1 NPPO Registration

To participate in exchanges through the hub, the NPPO must be registered. Registration initiates the process for the NPPO to connect to the hub.

Prior to registration, NPPOs should consult the IPPC Policy on Use of the ePhyto Solution posted at: <https://www.ippc.int/en/publications/85156/>

A principle person operating the national system on behalf of the NPPO should initiate the registration process by using the link <https://www.ephytoexchange.org/AdminConsole/> and selecting 'Register NPPO'

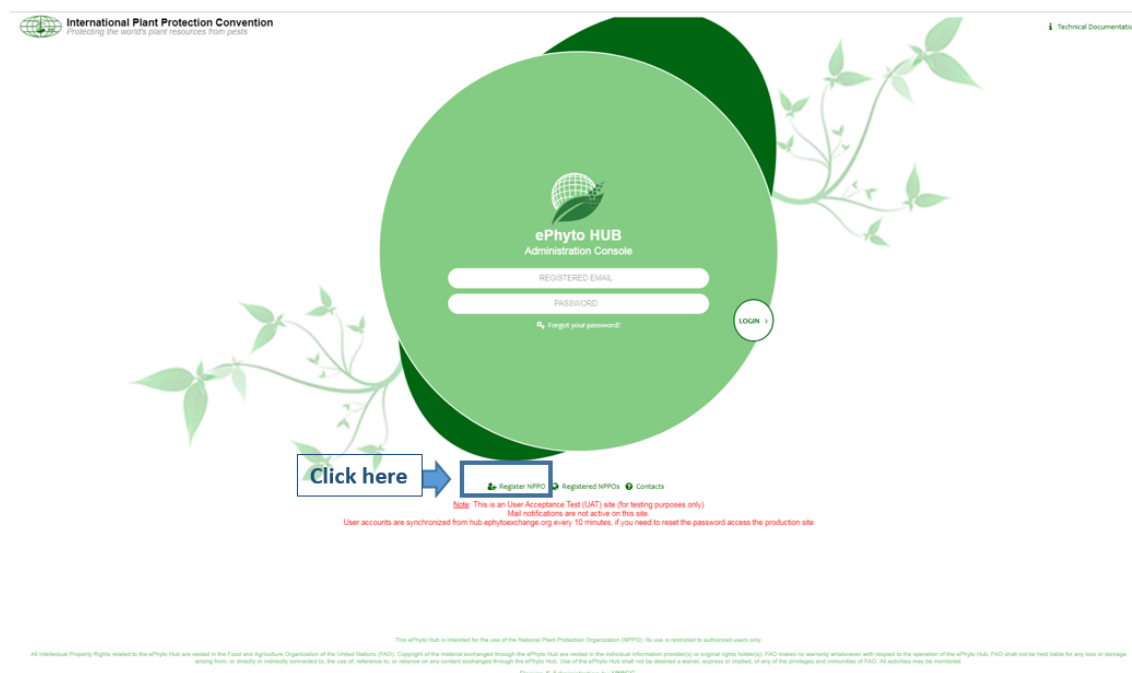


FIGURE 2- HUB CONSOLE

Fill out all mandatory information (*).

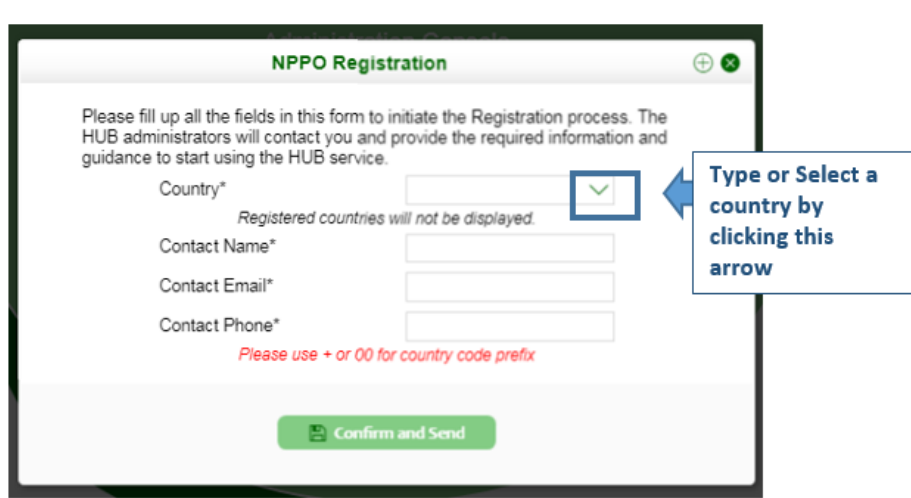


FIGURE 3- NPPO REGISTRATION

The person requesting registration should fill out the fields on the registration form entering their name, email address and telephone number. Once the registration form has been filled out and the person seeking registration selects the 'confirm and send', an automated message is sent to the IPPC Official Contact Point requesting that the Official Contact Point verify that the person seeking registration is a representative of the NPPO operating the national system.

Once registration is confirmed by the Official Contact Point, the registrant receives an automated email with details on the next steps (refer section 3.2.2). This initial registrant is termed the ePhyto Focal Point for the purposes of the Hub and has the authority to register other persons.

Should the person seeking registration have difficulties with the registration process they may send the issue to the help desk for resolution (See Section 5.2).

Once the Official Contact Point has confirmed registration the countries status as registered will be confirmed on the link '*Registered NPPOs*' located at:

<https://www.ephytoexchange.org/nppolist>

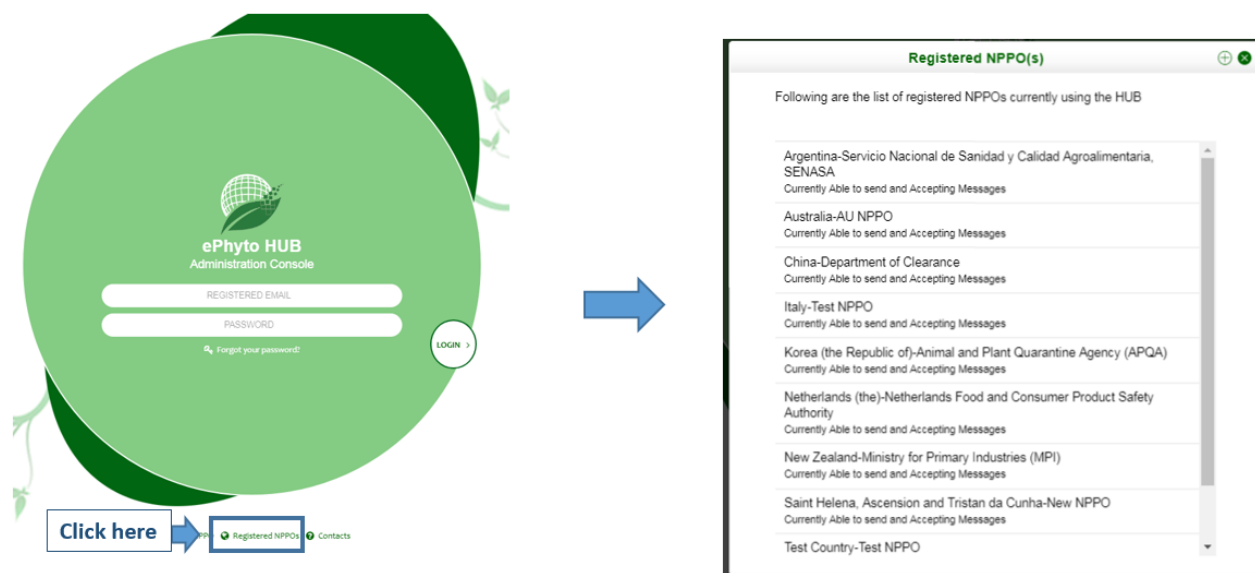


FIGURE 4- REGISTERED NPPO(s)

3.2.2 Review of documents

Once registered, the focal point and national technical team should review all the Hub related documentation to ensure preparedness before initiating the next steps.

- [Policy on the use of the HUB](#)
- [Hub Web Service API](#)
- ePhyto Content:
https://www.ephytoexchange.org/doc/mapping/Mapping_ISPM_12_to_ePhyto_standard_Export_certificate_V.2.pdf

3.3 Technical Process

At the completion of the above business process, the technical process involves the following steps as described below.

3.3.1 Register Hub Administrators

The focal point can register and create accounts for its collaborators, developers or system architects after logging in to the Hub Admin console with her/his valid user name and password. However, the creation of profiles on the hub provides access to national

information. NPPOs should do so recognizing the security risks associated with creating these accounts. Administrators should note that accounts could be removed as per section 4.5. Under the link NPPO Users select the option ‘New User’ to grant access to additional NPPO users.

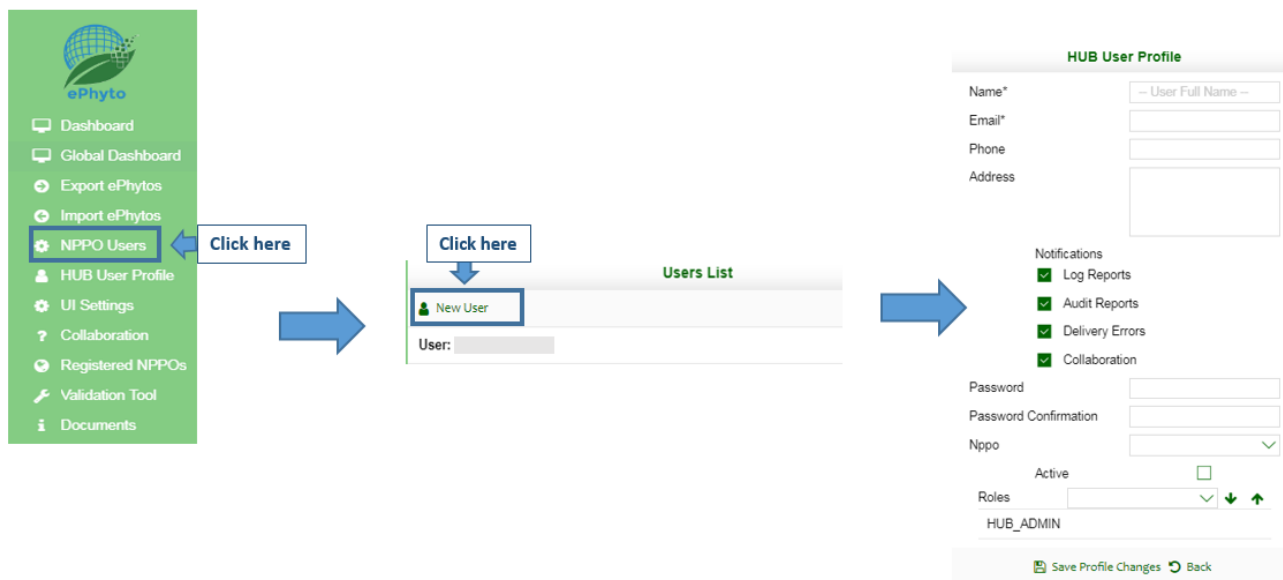


FIGURE 5 - HUB USER PROFILE

3.3.2 Hub Testing

The two main components of the Hub need to be tested. The Web services used to send and receive certificates and the Hub Admin console, an interface used for querying the state of the exchanged certificates and for performing some administrative tasks.

The NPPO users should initially access the test environment for testing both the web services and the Hub Admin console.

In order to access the Admin Console the user can enter the credentials received during the registration process.

Username and password utilized to enter the UAT Admin Console are the same as production received during the registration process (with a delay of 10 minutes in synchronizing the changes).

In order to access the web service and configure the client communication (check the API document) the NPPO developer should raise a support request to configure the certificate (optionally the NPPO developer can raise a support request to receive a self-signed certificate for the testing).

- <https://uat-hub.ephytoexchange.org/hub/DeliveryService?wsdl> (web service WSDL)
- (web service end point will accept only certificate authentication)
- <https://uat-hub.ephytoexchange.org/AdminConsole/> (Admin interface)

Note:

- *Testing can be performed using dummy certificates, or collaborating with a participating country. The list of the participating NPPOs can be viewed using the link 'Registered NPPOs' from the Hub Admin Console.*
- *Validate both the sending and the receiving operations.*
- *For reporting issues or any assistance, please use the collaboration tool or contact the Hub Administrators through the support request (see below quick manual of Admin Console).*
- *The Hub Test environment will always be available for NPPOs to perform tests.*
- *Please follow guidelines and code samples included in the [Hub Web Service API](#) document to implement the client calls needed to connect to the HUB.*

The following are also some of the key actions that should be tested during this process:

Web Services

- Send export certificates (DeliverEnvelope web service operation)
 - Send certificates to partner countries to simulate and trigger validation on the other side
 - Send certificates to self (it is possible to indicate the same country in the TO field of the envelope header), this will allow to quickly validate the overall connectivity with the HUB
- Check the state (tracking info) of export certificates sent to the HUB
 - Use the GetTrackingInfo to check the state of envelope tracking numbers sent to the HUB
 - Use the GetUnderDeliveryEnvelope to retrieve the list of envelopes sent to the hub and the related tracking info
- Receive Import Certificates from the HUB
 - Use the PULLImportEnvelope together with the AcknowledgeEnvelopeReceipt to retrieve the list of certificates pending delivery from the HUB and confirm for each of them the receipt
- Optionally the NPPO Developer can build a web service using the same WSDL definition of the HUB web services, implementing the DeliverEnvelope operation, exposing the service to the web and configure the PUSH end point URL in the NPPO Profile to test receiving certificate through the PUSH model.

Attention: To comply with security policies, the HUB must be allowed to communicate to the remote address. The developer should raise a support request communicating the IP ranges of the services exposed at the country hosting and wait for the confirmation of the HUB administrators. In the confirmation the HUB administrators will also communicate the client SSL certificate used by the HUB to connect and authenticate to

the remote end.

Admin Console

- Successfully connecting to the Admin console using your account and password.
 - Changing your password
 - Forgot password
 - Adding a new user
- Export ePhytos – Ability to search based on the different criteria (Also, use the ‘Export’ option to download the csv extract of the list.)
- Import ePhytos – Ability to search based on the different criteria. (Also, use the ‘Export’ option to download the csv extract of the list.)
- Changing the certificate exchange parameters using the ‘Registered NPPOs’ tab (select and click on an existing Registered NPPOs from the list)
 - Batch size
 - Queue Retention days (verify if certificates are correctly removed from the pending delivery queue and set as FailedDelivery). Note: 5 days is the max.
 - Sending and Receiving certificates configuration
- The ‘NPPO Users’ tab, enabling the HUB user/s to receive notifications by clicking the options (Log Reports, Audit Reports, Delivery Errors, Collaboration – communication that is posted on the collaboration site)
- The ‘Documents’ provides all relevant information of the HUB on the technical and non-technical.

The production HUB environment can be accessed for both the web services and the HUB console using the following links.

- <https://hub.ephytoexchange.org/hub/DeliveryService?wsdl> (web service WSDL)
- <https://hub.ephytoexchange.org/hub/DeliveryService> (web service end point will accept only certificate authentication)
- <https://www.ephytoexchange.org/AdminConsole> (Admin interface)

3.3.3 Validation Tool

The NPPO users can test and validate all the ePhyto XML produced by their system using the validation tool. This is a very important step to complete the testing process of the produced ePhyto and make sure that the data can be read from the receiving countries.

3.3.3.1 XML Validation

In the XML validation view you can paste your sample XML to verify the compliancy with the official [ePhyto Mapping schema](#). By clicking the validate button the admin console will return

issues found during the validation defined by Level, Area, Field reference, and an informational message.

If no issues are returned, it means that the XML is fully compliant.

Possible Levels are the following:

- - SEVERE: lead to issues in reading and visualizing the certificate, should be resolved to avoid creating problems on the receiving side.
- - WARNING: not leading to reading/visualization problems, may need some revision on how the XML is produced
- - INFO: optimization level changes may be applied

Possible Areas are the following:

- - Mandatory Elements (elements that must be there as part of the document structure)
- - Mapping (issues related to the mapping of the ePhyto to the schema)
- - Schema (issues related to non-compliances to the XML schema)

The screenshot shows the XML Validation tool interface. The top part displays XML code with various elements like <SystemName>, <ClassName>, <ApplicableSPSCClassification>, <PhysicalSPSPackage>, <OriginSPSCountry>, <SPSCOriginSPSCountrySubDivision>, <SPSCOriginSPSCountry>, <SPSCInclusionSPSCItem>, <SPSCInclusionSPSCItemCommonName>, and <SPSCInclusionSPSCItemScientificName>. Below the code is a table with the following columns: Level, Area, Field, and Information.

Level	Area	Field	Information
SEVERE	MandatoryElements	IncludedSPSNote Content	Content is mandatory field
SEVERE	Mapping	MainCarriageSPSTransportMovement ID	voyage number is a required field
SEVERE	Mapping	AdditionalInformationSPSNote Subject	Subject DMTUL is not recognized
SEVERE	Mapping	AdditionalInformationSPSNote Subject	Subject ACTUL is not recognized
SEVERE	MandatoryElements	AdditionalInformationSPSNote Content	Content is mandatory field
SEVERE	Schema	ApplicableSPSCClassification SystemName	SystemName IPPCPCIOU not recognized
SEVERE	Schema	ApplicableSPSCClassification SystemName	SystemName BN not recognized
WARNING	Schema	IncludedSPSTradeItem CommonName	no intended use is defined
WARNING	Schema	IncludedSPSTradeItem ScientificName	no scientific name is defined

3.3.3.2 Harmonization codes

In this view the list of harmonization codes can be consulted. These lists are also available to be retrieved from the HUB web service. The following lists are currently available, for all of them is also included the language, the last modification and who modified the entry (for tracking changes and keeping the latest version of the lists in your systems):

The screenshot shows the XML Validation tool interface. At the top, there is a navigation bar with 'Home', 'Validation Codes', and 'Click here' buttons. The main area displays a table of validation rules with columns for Code, Lang, and Text. The table lists various rules (SAD1 to SAD12) with their respective languages and descriptions. A sidebar on the right contains a list of categories: Additional Declarations, Conditions, Intended Use, Mean of Transport, Package Types, Pesticides, Product Descriptions, Statements, Treatment Types, Unit Of Measures, Certificate Types, and Certificate Statuses. A 'Click here' button is visible next to the 'Validation Tool' in the sidebar.

Code	Lang	Text	Opt. Text	Additional Declarations
SAD1	en	The consignment* was inspected and found free from...	"soil"	Conditions
SAD2	en	The consignment* was tested and found free from...	testing me...	Intended Use
SAD3	en	The growing media in which the plants were grown was tested prior to planting and found free from...	"including ..."	Mean of Transport
SAD4.1	en	... is absent in ...	name of a...	Package Types
SAD4.2	en	... is not known to occur in...	name of a...	Pesticides
SAD5.1	en	The consignment* was produced in a pestfree area for...	"including ..."	Product Descriptions
SAD5.2	en	The consignment* was produced in an area of low pest prevalence for...	"including ..."	Statements
SAD6.1	en	The place of production was inspected during the growing season(s) and found free from...	number of...	Treatment Types
SAD6.2	en	The production site was inspected during the growing season(s) and found free from...	number of...	Unit Of Measures
SAD6.3	en	The field was inspected during the growing season(s) and found free from...	number of...	Certificate Types
SAD6.4	en	The field and a surrounding buffer zone was inspected during the growing season(s) and found free from...	number of...	Certificate Statuses
SAD7.1	en	The plants were inspected during the last growing season(s) and found free from...	number of...	
SAD7.2	en	The mother plants were inspected during the last growing season(s) and found free from...	number of...	
SAD8	en	The plants were produced in vitro and found free from...	in vitro tec...	
SAD9	en	The plants were derived from mother plants that were tested and found free from...	testing m...	
SAD10	en	This consignment* was produced and prepared for export in accordance with ...	name of p...	
SAD11	en	This consignment was produced from varieties resistant to...		
SAD12	en	Plants for planting are in compliance with ... established by phytosanitary import requirements for...	tolerance l...	

- **Additional declarations**

The text represents a template with placeholders identified with the * character. The Optional Text indicate the kind of text that should be used for the placeholders

- **Conditions**

Condition of the plant with a specific code and text that represents whether the plant is rooted or has leaves or flowers etc.,

- **Intended use**

As the name suggests, this depicts about the use of the plant like decoration, consumption with code and text

- **Mean of Transport**

This represents the mode of transport of the plant with a mode code and transport mean text

- **Package types**

Package types includes pot, bag, Box, bunch etc., representing the type of the package of the plant with a code and description

- **Pesticides**

This includes all the pesticides used for the plants with a code and description

- **Product Descriptions**

Product description helps in representing more about the plant part (seed, grain, flower etc.) with code and description

- **Statements**

Statements includes the certificate issued to the plant describing the pest free nature, import details etc., with a code and document type that indicate the use of the specific statement

- **Treatment types**

Types of treatment for the plant can be found in the treatment types which has the treatment level, parent and code. 1st level is the definition of the treatment. The 2nd level is the actual treatment definition with the parent code referring to 1st level entries.

- **Unit of Measures**

This section has the unit measure values for the distance, volume, temperature, weight, duration, concentration and area with a code and its symbol.

- **Certificate Types**

Certificate type includes the type of certificate that are currently allowed by the HUB

- **Certificate Statuses**

This represents the certificate statuses that are currently allowed by the HUB

4. Hub Admin Console

4.1 Dashboard

The dashboard (which is the main page displayed after a successful login to the HUB Admin Console) gives statistics on the status of the various Export and Import certificates exchanged through the Hub. The option ‘Export ePhytos’ or ‘Import ePhytos’ from the left side menu can be used for

- Downloading data
- Searching a single certificate
- Advanced filtering by status, dates or other criteria.
- Sorting of data
- Grouping of data

Sorting and grouping of data is done by selecting the columns of the Export and Import ePhytos views (Fig. 6 and 7)

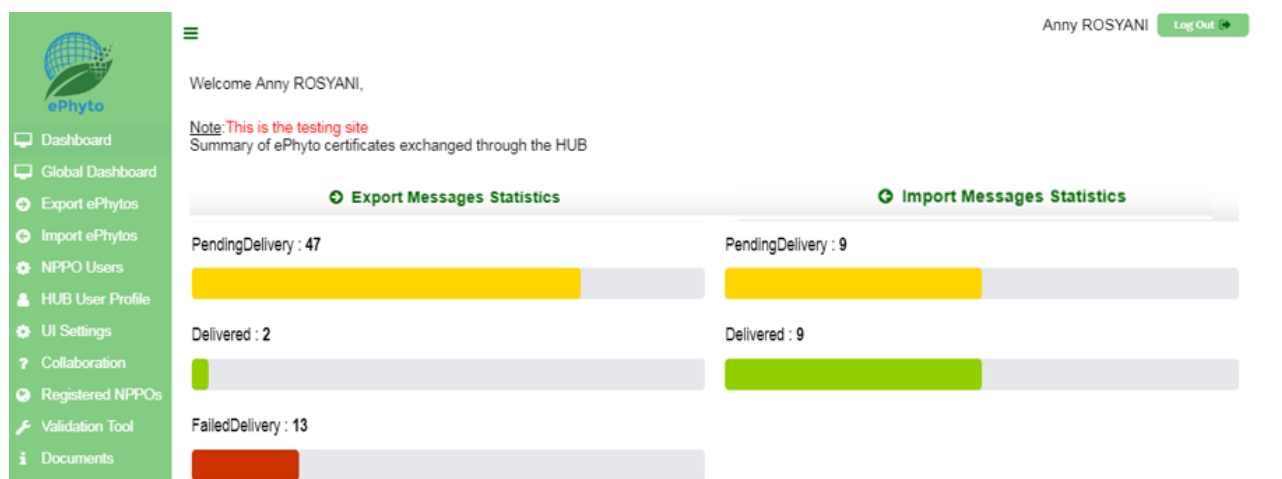


FIGURE 6- HUB ADMIN CONSOLE - DASHBOARD

Envelopes for Export

To	Hub Tracking Num...	HUB Tracking Info	Received Time	Delivered Time	Certificate Type	Certificate Status	Nppo Certificate Number	Failure Message	Locked	Con
00	UN00A1812060604...	Delivered	06-Dec-18 06:04	10-Dec-18 01:53	Phyto	Issued	PC-181101054900110		No	4.77
00	UN00A1812110420...	Delivered	11-Dec-18 04:20	11-Dec-18 04:23	Phyto	Withdrawn	PC-181101054900110		No	4.76
00	UN00A1812110420...	Delivered	11-Dec-18 04:20	11-Dec-18 04:23	Phyto	Issued	PC-1812110417191219		No	4.76 KB
AR	UNARA181206061...	DeliveredWithWarni...	06-Dec-18 06:19	06-Dec-18 06:20	Phyto	Issued	PC-1812060610511251	The ePhyto does not c...	No	4.55 KB

FIGURE 6- EXPORT CERTIFICATES

Envelopes for Import										
From	Hub Tracking Nu...	HUB Tracking L...	Received...	Delivered Time	Certificate Type	Certificate Status	Nppo Certificat...	Failure Message	Locked	Cont
00 (6)										
00	00UNA181015151...	FailedDelivery	15-Oct-18...		Phyto	Issued	PC-1809280218...	The max numb...	No	0 byt
00	00UNA181015153...	FailedDelivery	15-Oct-18...		Phyto	Issued	PC-1809280218...	The max numb...	No	0 byt
00	00UNA181015154...	FailedDelivery	15-Oct-18...		Phyto	Issued	PC-1810100239...	The max numb...	No	0 byt
00	00UNA181018103...	FailedDelivery	18-Oct-18...		Phyto	Issued	PC-1810181031...	The max numb...	No	0 bytes
00	00UNA181026160...	FailedDelivery	26-Oct-18...		Phyto	Withdrawn	PC-1810181031...	Queue retentio...	No	0 bytes
00	00UNA181026160...	FailedDelivery	26-Oct-18...		Phyto	Issued	PC-1810261147...	Queue retentio...	No	0 bytes

FIGURE 7 - IMPORT CERTIFICATES

4.2 Adding a User

From the Hub Admin Console page <https://www.ephytoexchange.org/AdminConsole/> there is an option under 'HUB Users' to add a new NPPO user.

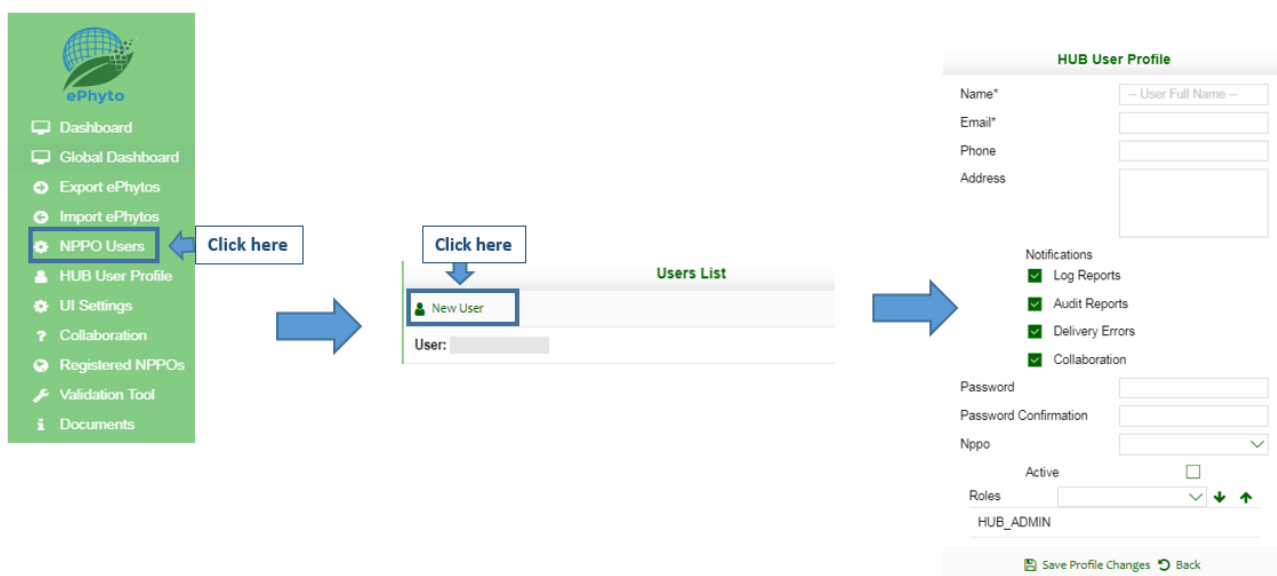


FIGURE 7- ADDING A USER

For each user you can enable or disable email notification messages for the following:

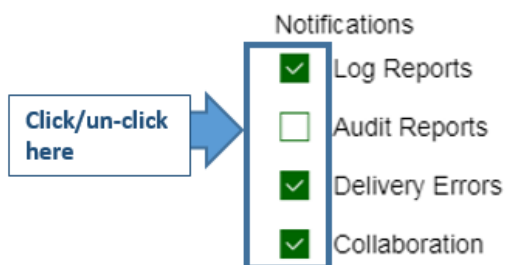


FIGURE 8- NOTIFICATIONS

4.3 Forgotten password

From the Hub Admin Console page <https://www.ephytoexchange.org/AdminConsole/> the option 'Forgot your password' should be used to reset a password.

Please note that UAT users are imported and updated from production. All activities related to password reset should be run on production; changes to the UAT are synchronized every 10 minutes.

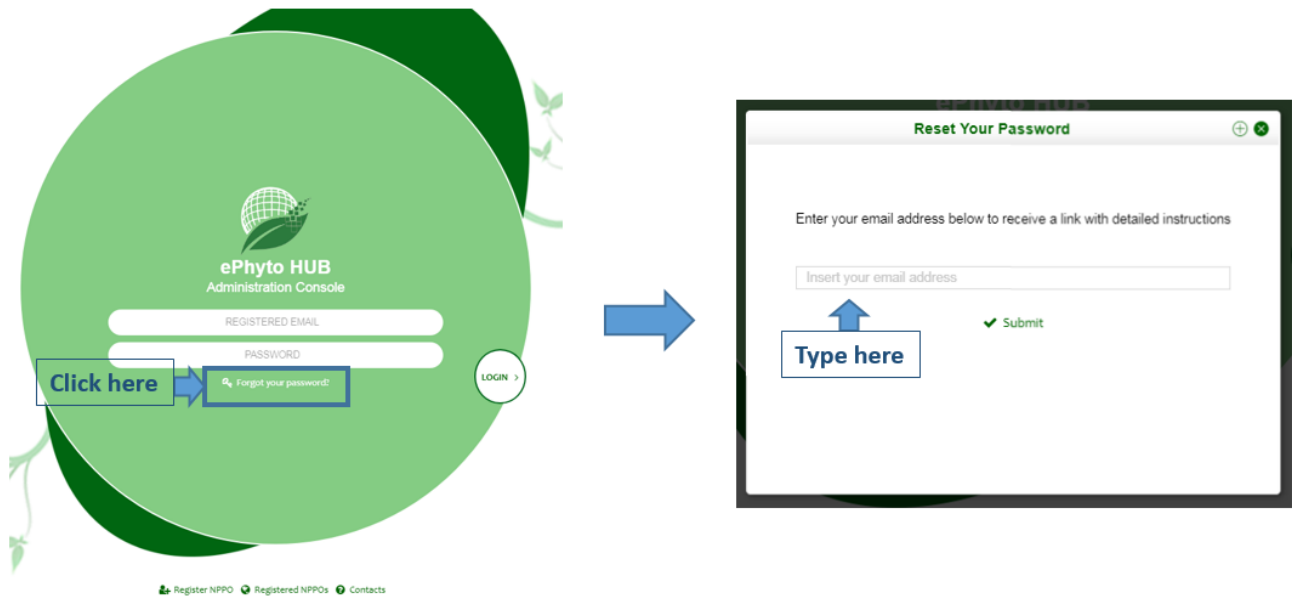


FIGURE 9 - FORGOTTEN PASSWORD

An email will be sent with a temporary password which can be used to login to the Hub Admin Console.

Note: Please use the password reset option to change the temporary password to a permanent one.

4.4 Password reset

The 'Hub User Profile' page <https://www.ephytoexchange.org/AdminConsole/#profile> should be used to reset the password.

The screenshot shows the 'HUB User Profile' page. It contains several input fields: 'Name*' (dropdown menu), 'Email*' (text input), 'Phone' (text input), and 'Address' (text area). Under 'Notifications', there are four checked checkboxes: 'Log Reports', 'Audit Reports', 'Delivery Errors', and 'Collaboration'. Below that are 'Password' and 'Password Confirmation' text inputs, with a red arrow pointing to the 'Password' field. The 'Nppo' field is a dropdown menu set to 'Not Set'. The 'Active' checkbox is checked. The 'Roles' field is a dropdown menu set to 'HUB_ADMIN'. At the bottom, there are 'Save Profile Changes' and 'Back' buttons.

FIGURE 10 - PASSWORD RESET

4.5 Activate / deactivate a User

The 'NPPO Users' <https://www.ephytoexchange.org/AdminConsole/#profile> provides functionality to activate/deactivate a user who no longer needs to access the Admin Console. Click on the 'box' Active to activate the user, and un-click to deactivate.

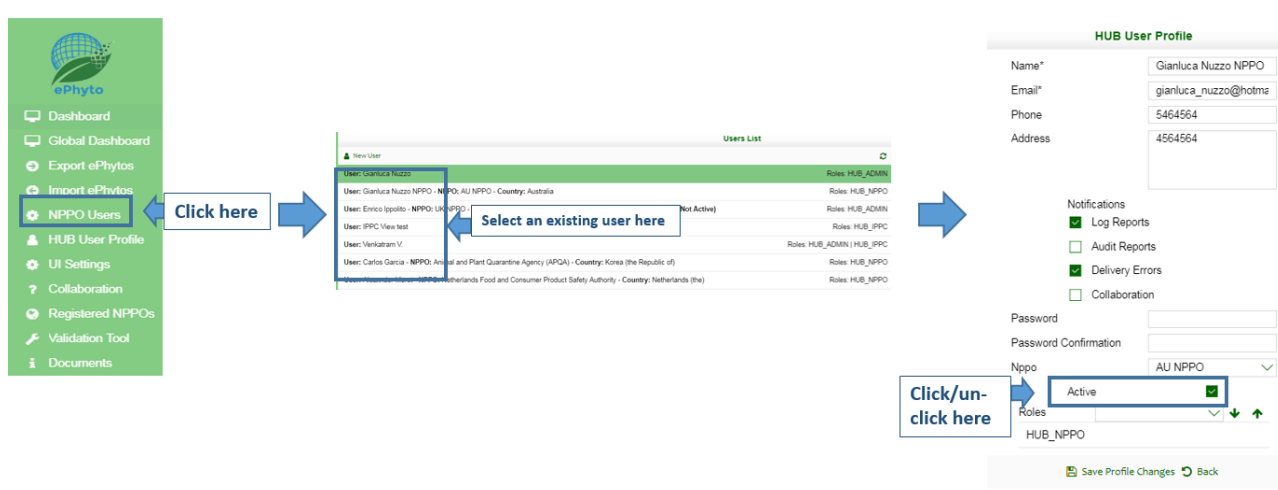


FIGURE 11- ACTIVATE/DEACTIVATE A USER

Note:

NPPO users can only disable a user on the Hub Console. It is only the IPPC Admins or the UNICC Admins who can delete them completely from the system.

4.6 NPPO Set-up

The creation of the NPPO record is automatic at the approval of the registration request. Since that moment, the NPPO Administrator will be able to set up the NPPO profile configuration and the client authentication certificates that the HUB should associate to the NPPO for the authentication process.

4.6.1 NPPO Settings

In the 'Registered NPPOs' tab, you can select an existing Registered NPPO(s) from the list and click to adjust the name, address, focal point of the NPPO as well as more technical details, as follows:

- Acronym: to simplify the reading on the HUB headers views
- Batch Size: used only in the PULL configuration, indicating the number of envelopes that should be downloaded for import at the time
- Queue Retention: number of days to keep the envelopes on the HUB before removing the content and warning both of the parties (the maximum retention is 5 days)
- Time Zone: to set up the time according to the location of the NPPO
- Receiving Mode: PULL or PUSH
- Push URL: the web service end-point implementing the delivery service
- Delivery Retries: max number of PUSH delivery attempts

- Delivery Minutes: minimum number of minutes to have between PUSH retries
- Receive Tracking Info Update: click the box to enable the tracking info update
- Tracking info update Max Retries: max number of update for delivery attempts
- Focal Point: the name of technical person of the NPPO
- Active: to activate/de activate an NPPO
- Able to send messages: click on the box here to share with the other HUB connected countries that you are able to send ePhyto(s) through the HUB
- Accepting messages: click on the box, the NPPO is receiving request through the HUB, this will avoid queuing the envelopes when is not flagged

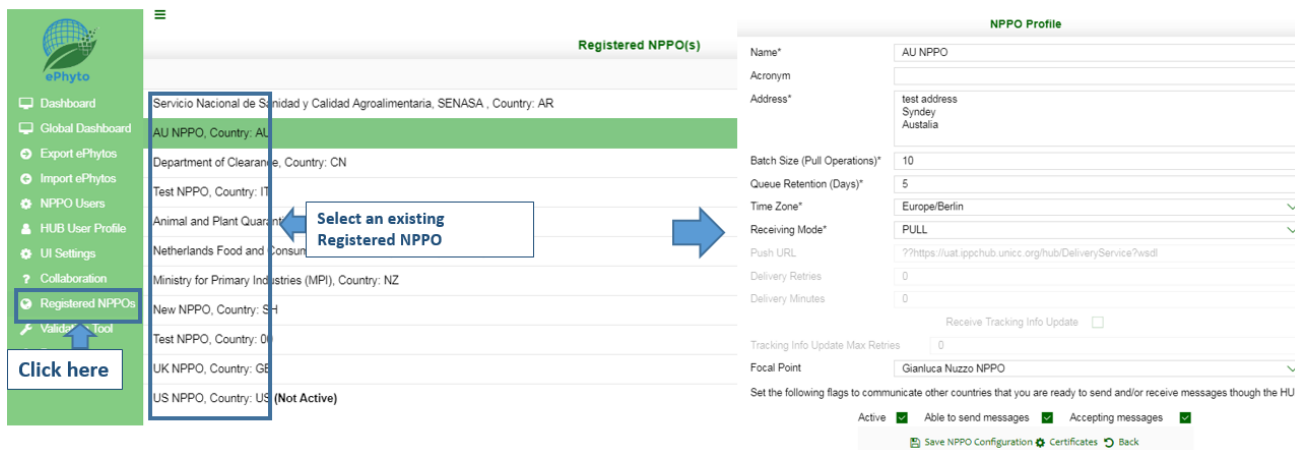


FIGURE 122- NPPO SETTING

4.6.2 NPPO Client Certificates Management

By clicking on the Certificates button in the NPPO Profile, the NPPO administrator can manage the allowed certificates, indicating a description (like the environment reference), uploading, activating and de-activating a client certificate.

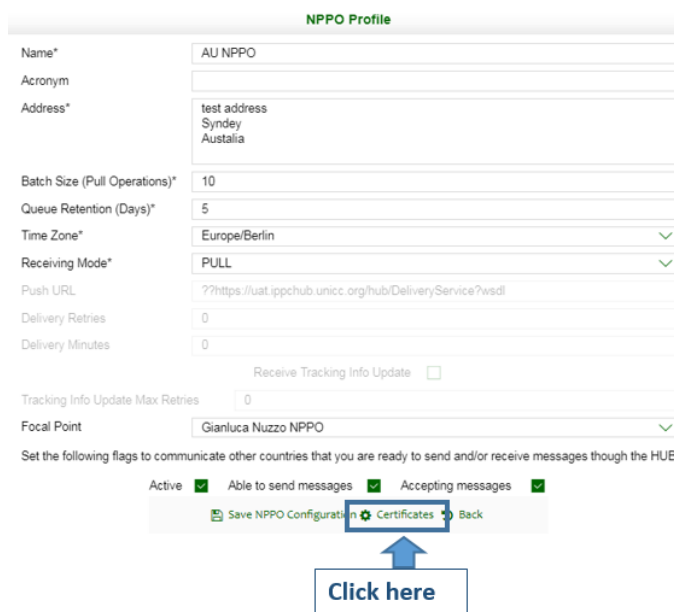


FIGURE 133- NPPO CERTIFICATE MANAGEMENT

The only public key should be uploaded into the system, the system will generate the relevant DN and associate the certificate to the NPPO.

Select and click on an existing certificate

Dn	Description	Active	Created By	Created ...	Last Mod...	Last Mod...
CN=www....	system-au...	True	system-auto	03/19/2018	system-auto	03/19/2018
CN=Servi...	test	False	Gianluca ...	03/19/2018	Gianluca ...	03/19/2018

Click / unclick the 'Active' box to activate or deactivate, then Click on 'Save Certificate' to save the changes or 'Back' if you wish to cancel the changes.

Certificate

DN*

Description*

Active

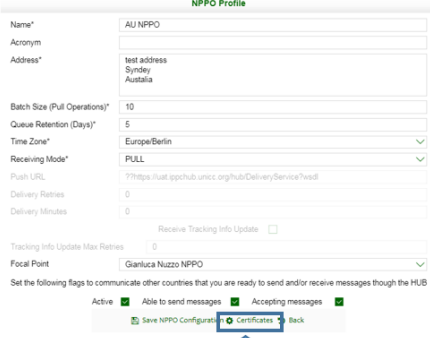
Click here

Save Certificate Back

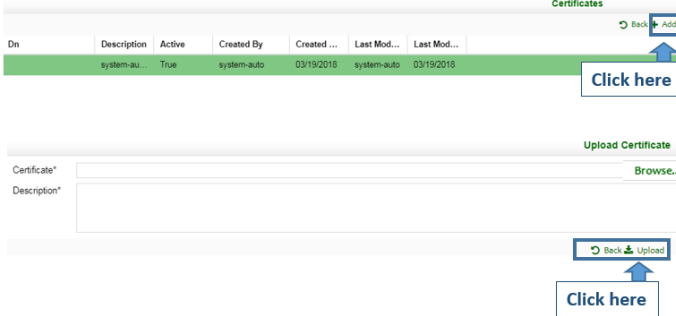
Click here

To ensure that only the authorized systems can communicate with the HUB system, you may add an issuing certificate and configure it into the system. By clicking '+ Add' button.

Then browse the file and add description in the field provided. Click on the 'Upload' button if you wish to proceed or 'Back' button to withdraw the process.



Click here



Click here

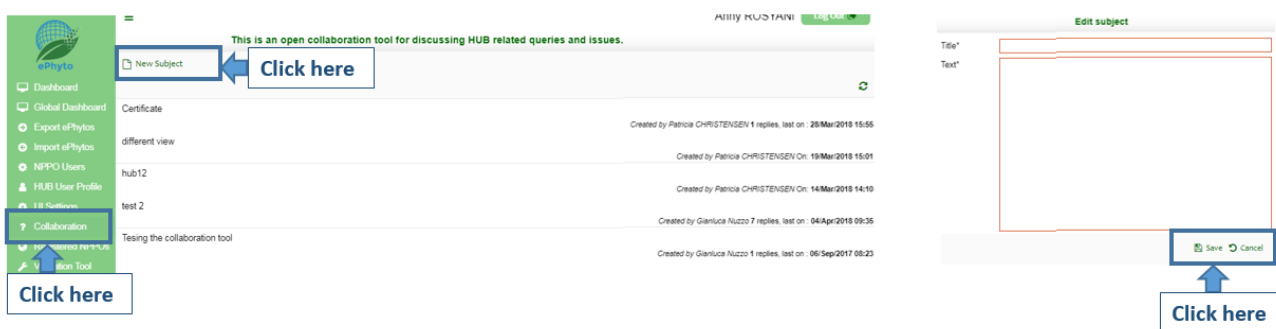
5. Support and Contacts

5.1 Collaboration tool

A collaboration tool is a means to benefit the Hub admins and user community. Its purpose is to:

- Share experiences and exchange useful information.
- Report issues to the Hub Administrator.
- Contact the Hub administrator to request new features.

Click on the 'Collaboration' tab, you can view all of discussion. If you wish to create a new subject, click on 'New Subject'. Fill in the information on the title and Text. Then click on 'Save' button to publish the discussion or 'Cancel' button to withdraw.



Alternatively, you can select and click an existing subject to contribute into the discussion or you have the same subject to discuss. Click on one of the button for further actions (Add Reply, Edit Subject, Delete Subject, or Back).

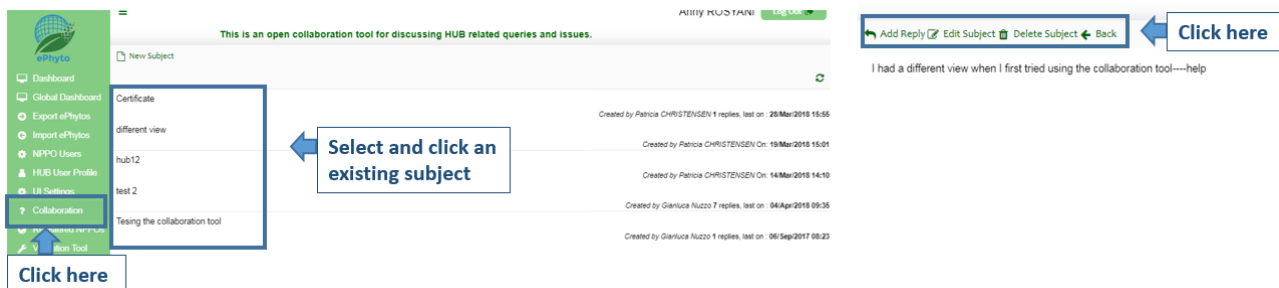


FIGURE 14 - COLLABORATION TOOL

5.2 Contacting the help desk

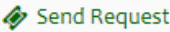
NPPO Users can report issues and request support by navigating to the 'Support' link and fill out the fields (Note: the request type can be either Business or Technical related) the message will be routed to the centralized support.

Such support requests can also be raised from the public login page, using the "Contacts" link.

Please enter your query :*

Request Type*

Sent By Gianluca Nuzzo

 Send Request

5.3 Business and Technical issues

For **business** queries and enquires including questions or issues on:

- Codes and mapping associated with the schema for the electronic certificate;
- Procedures on phytosanitary certification;
- Import requirements;
- Encryption;
- Data storage or use of information

The IPPC Secretariat is also working with the ePhyto Steering Group to develop a frequently asked questions (FAQ) page which will be posted on the international phytosanitary portal (IPP) to provide guidance to NPPOs. In addition, the protocol specified in section 3.2.4 will be used to resolve issues.

For **technical** queries, the IPPC has established the UNICC as its service provider for the hub service. The UNICC provides the technical resources and help desk support for the hub operation. The UNICC will respond to technical issues related to system operations. This includes:

- Incident, Release and Security Management
- Availability of the Hub services and Admin Console.
- Reporting of any error messages or bugs during operations.
- Monitoring of the Hub.
- Support NPPOs if certain certificate exchange related actions could not be performed.
- Assist the NPPO in case of user management issues.

5.4 Issue resolution process

Issues regarding the operation of the hub should be raised using the contact link on the hub administration home page:



An issue raised through the contact page is forwarded to the appropriate technical (UNICC) or business (IPPC Secretariat) contact point. If the issue is business related, the Secretariat will consult with the ESG to determine if a resolution exists based upon the existing phytosanitary standards or guidance documentation. Once a resolution has been determined, the IPPC Secretariat will send a response to the requester and the information added to the FAQ page of the IPP. In some cases, the issue may be bilateral. In these cases, the requester will be notified and nothing further done. If the issue cannot be addressed within a reasonable time frame (e.g. 3-5 days maximum), the requester will be notified of the reasons for delay and a time for response provided.

6. Resources & Useful documentation

1. Electronic phytosanitary Certification: <https://www.ippc.int/en/ephyto/>
2. Factsheet – What is the Hub: <https://www.ippc.int/en/publications/82087/>
3. Mapping, schema and codes: https://www.ephytoexchange.org/doc/mapping/Mapping_ISPM_12_to_ePhyto_standard_Export_certificate_V.2.pdf