CARRIER COLLABORATION PORTAL (CCP)
SEMINAR FOR EXTERNAL PARTNERS

Questions and Answers (Q&A)

JANUARY 2021

CCP Questions and Answers

1. **Is there a recording of the information session?**

   The recording of the session is available at:
   https://www.youtube.com/watch?v=DDFu1gQYmgY&feature=youtu.be

2. **When did the CCP initiative start?**

   The CCP system has been live since 2019 (January 2019 for vehicles and December 2019 for all other commodities).

3. **How does the UNGM database work with CCP? If a company has already been registered with UNGM for several years, do they have to use CCP? Or is this application only for new vendors?**

   CCP and UNGM are different systems and are not linked to each other. CCP is primarily a portal for external partners / vendors to submit event details and shipment / movement documents to their assigned Freight Orders (FOs), and as such, is intended for all vendors (new and old).

   UNGM is the portal for vendor registration, profile maintenance and for information on tenders.

4. **Will vendors be invited to join CCP or do vendors have to make a request? Is the invitation sent only after a contract has been awarded on completion of a solicitation?**

   The United Nations has previously reached out to several hundred UN vendors to join CCP. If you have not received an invitation, please reach out to your Procurement Focal Point or contact the Umoja Support Centre (umojasupport@un.org). Vendors will be provided with a Contact Person Excel File which they will have to complete and return to their Procurement Focal Point. Vendors are requested to provide information for each user that will be requiring CCP access to update their assigned Freight Orders (FOs). An activation E-mail will be sent to all newly created accounts with further instructions.

   Please note that requesting access to CCP is a one-time event for each user. After the user credentials have been established, external partners need not additionally request for access or expect an invite each time a contract is awarded.

5. **Is the CCP necessary for the Peacekeeping Missions? Which UN Mission is CCP applicable to?**

   CCP is applicable for all UN Peacekeeping Missions. The Missions will monitor events submitted by the External Partners in CCP.

6. **Will POs state if we should use CCP to update our assigned freight orders? I have uploaded shipping documents in the past, but it does not appear that the Missions use CCP.**

   Purchase Orders (POs), as well as the Statement of Works (SOWs) included as part of the tender documents, may or may not state the requirement to use CCP. In the event that the documents do not specify use of the CCP or do not include any Freight Order numbers, kindly contact your PD focal point to re-confirm if CCP is applicable for that order / shipment.

   Alternatively, you may E-mail umojasupport@un.org to advise of the entities where you had no feedback on CCP and we will reach out to them. This will not impact your work with the UN or any future solicitations but will help us ensure entities are also aware of CCP requirements.

   The Transportation Management (TM) Module used by the Missions went live in 2019. Since then, the events submitted in CCP are connected to and monitored through TM. If the Freight Orders that are assigned to the external partner are updated in CCP accordingly, the Mission will be able to monitor actions undertaken by the external partner in CCP through TM.

7. **Will it be a mandatory requirement for all freight forwarders to use CCP for submissions on cargo transit operational updates? Is it applicable for all UN shipments (such as UN entities like UNOPS, UNMISS, MINUSCA, etc.)?**

   Yes, all freight forwarders will be required to provide operational updates for shipments of UN-Owned Equipment (UNOE) and Continent Owned Equipment (COE) in CCP. The access to and use of CCP system is meant for all goods vendors and freight forwarders that the United Nations and its Peacekeeping Missions have active contracts / POs with.

   Please note that if the freight forwarder is using a subcontractor, then the subcontractor may request for access to CCP under the freight forwarder's BP name and number. It is the contracted freight forwarder's responsibility to ensure that their assigned Freight Orders (FOs) are updated accordingly.

8. **Are air carriers required to use CCP?**

   All vendors should use CCP, including Air Carriers for Troop, UNOE and COE movements.

9. **Will there be goods POs in CCP or only freight POs?**

   The Freight Orders (FOs) in CCP represent the end-to-end transport route needed for goods POs to reach their destination. This maybe tied with freight POs as part of the route. A search in CCP is possible by goods POs or freight POs, and the relevant FOs can be found.

10. **If a vendor has a contract to only supply goods, with a UN nominated Freight Forwarder providing the transport, does the vendor need to use CCP?**

    Yes, with the exception of goods ordered under EXW terms (see below), goods vendors should be assigned Freight Orders and will need to access CCP to enter event details pertaining to the handover of goods (e.g., movement of goods from origin to named FCA location, under FCA Incoterms). As such, goods vendors are strongly encouraged to ensure that they have CCP access in order to submit events, notes and documentation for their assigned Freight Orders.

    If a goods order is placed under EXW terms, the goods vendor will not be assigned a freight order. As such, if a vendor provides goods on **EXW terms only**, no CCP access will be required.

    It should be noted that communication between the goods vendor and freight forwarder on readiness for cargo collection would still need to occur outside CCP as the freight forwarder would not be able to see events submitted by the goods vendor.

11. **Is the CCP only meant for vendors registered at Level 2 on UNGM? Is an active contract or PO required to request for CCP access?**

    The access to and use of the CCP system is meant for all goods vendors and freight forwarders (irrespective of registration level on UNGM) that the United Nations and its Peacekeeping Missions have active contracts / POs with. Vendors that have previously been awarded contracts / POs also qualify.

12. **Will RFOs be managed through CCP?**

    RFOs will be issued as per usual process and is not impacted by CCP. The tender documents (RFO, RFQ, RFP, ITB) and the resulting Contract / PO will specify the Freight Orders (FOs) that will be assigned to the external partner, for their further action.

13. Will vendors receive confirmation of the award, the PO or their shipping instructions through this portal?

The portal will not notify the vendor of the award nor will it provide shipping instructions. The award and PO will be confirmed outside the system as per usual process. The portal is for freight forwarders and goods vendors in general to report events and share documents for specific legs / stages in a transportation route.

14. Will the MovCon team at the delivery point be connected to the same system and be able to sign / confirm proof of delivery for shipments?

Local MovCon in the Missions will have access to documents / events transmitted through CCP. Signing of the proof of delivery should occur through regular means and the external partner should subsequently upload the signed proof of delivery in the last leg of the shipment of their assigned Freight Orders in CCP.

15. Will each shipment require a submission of proof or receipt in the CCP, and does this impact the UN payment processing?

Each shipment should include a proof of delivery in the last leg of the shipment of the assigned FOs. In addition, the "proof of delivery" event will need to be submitted, but please ensure that all other data have been uploaded, as submitting the "proof of delivery" event will close the freight orders / shipment.

The invoicing and payment processes are separate processes from CCP and will be carried out as per usual process.

16. How does the UN evaluate if suppliers are fit to work with them?

The vendor evaluation process conducted by Procurement Division and the regular solicitation process help ensure this. Only registered Freight Forwarders, for example, are invited to solicitation exercises.
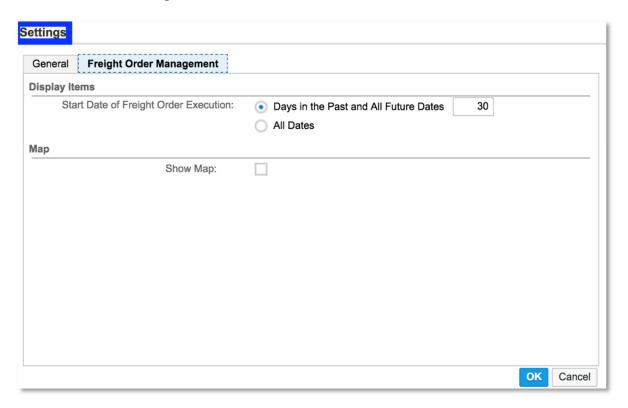
17. How are the Freight Orders (FOs) assigned to vendors?

After Procurement Division completes the award process, the FO(s) are assigned in CCP to the external partner / vendor who has been awarded the Contract / Purchase Order (PO). This process applies to Freight Forwarders with respect to Freight POs as well as Goods Vendors with respect to Goods POs. The external partner will be able to view and provide updates to their assigned FOs in CCP.

18. Every time I login, I have to go to settings to change "Display Items" from 30 Days to All Dates. Why does the CCP not save my settings?

Currently, any changes made under "Settings" will be reset each time a user accesses the system. We are currently working on implementing a feature that will allow users to save their custom settings.

19. Instead of browsing, is there an option to drag and drop documents? Can I attach an E-mail with several documents attached?

Currently, there is no drag and drop functionality in CCP and we are working on implementing this feature. For now, the only way to attach documents on the web application is through the browsing option.

Kindly note that CCP only allows for the attachment of certain file types (docx, doc, jpg, xlxs, xls, png, txt, pdf).
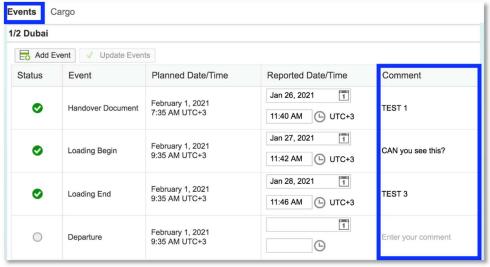
20. For unexpected critical events, how will carriers inform the UN, as notes are only for regular events.
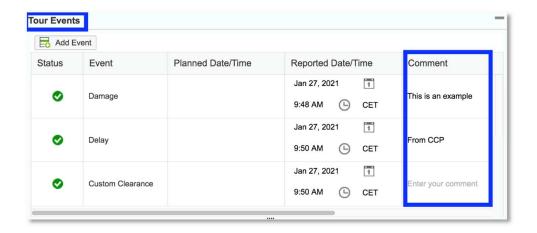
Notes can be added to the Freight Orders and comments can be added to each and every event, whether expected or unexpected. However, any critical requests for information or action on the UN's part should also be communicated to the UN focal points via regular means.

Expected Events (e.g., handover, loading, departure, etc.) are required to be entered as Regular Events, whereas Unexpected / Exceptional Critical Events are entered as Tour Events. Some Expected Events, when submitted, will automatically send notifications to the UN. All Unexpected / Exceptional Critical Events will send Notifications to UN staff based on function. Please review presentation slides (49 to 56). You can also find the explanation on Event Submissions (from minute 17:08 to 24:43) and Notifications (from minute 24:43 to 25:10) in the video recording that we have shared with participants.

21. In the event that the vendor finds an incorrectly planned date / time in their assigned freight order, will they be able to change the planned dates?

No, only UN staff can change the planned dates and times. The external partner can only add the reported / actual dates and times. The planned dates in the freight orders should match the dates as contracted. If the planned dates differ significantly from the contractual terms, the vendor should reach out to their UN focal point. This applies to DAP, FCA and all shipment terms.

22. Who will be changing the Freight PO from Active to Closed?

The system does this automatically once the proof of delivery event has been reported. It can also be done manually by a UN official.

23. We attempted to use CCP previously but stopped using it because it was not clear to us on how to properly report the events. If we are to continue using it again, what will happen to the previous freight orders that have not been completed?

The system automatically closes the freight orders once the proof of delivery event has been reported. If events for past orders are not submitted, the orders will still be open. Vendors may still submit events on past freight orders that are still open and as such, are encouraged to complete all event submissions on any open freight orders that they are assigned to. Alternatively, it can also be done manually by a UN official.

In the event of any issues with completing their freight orders, vendors are encouraged to consult the training materials provided in the Quick Links below, reach out to their UN focal points, or contact the Umoja Support Centre (umojasupport@un.org).

Quick Links

- Carrier Collaboration Portal (CCP): https://gwp.umoja.un.org/ccp
- Seminar recording: Link
- CCP Training Material: https://umoja.un.org/CCP.
- Unite Identity (for managing credentials): Link
- Link reset your Unite Id by accessing the following link: Unite Identity
- Umoja Support Centre (umojasupport@un.org).