

# DANTE - Improving Administrative Procedures and Processes for Danube IWT



## Transnational IWT barrier reporting tool

Output 3.1

1.0

Date: 21/09/2017

Final



## Document History

Version	Date	Authorised
1.0 final	21/09/2017	PDI

## Contributing Organisations

Pro Danube International
Planetweb e.U.
Steinbeis Innovation GmbH, Steinbeis-Europe-Center
iC consulenten ZT GesmbH
University of Applied Sciences Upper Austria
Waterborne Transport Development Agency
Slovak Shipping and Ports JSC
Hungarian Shipping Federation
Hungarian Federation of Inland Waterway Freight Forwarders
Hungarian Federation of Passenger Fleet Operators
Bulgarian-Romanian Chamber of Commerce and Industry
Ministry of Transport of Romania
Romanian River Ship Owners and Port Operators Association
Pro Danube Romania
Danube Commission
Constanta Port Business Association
Public Institution Port Authority Vukovar
Shipmasters Association of Serbia

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## 1 Introduction

The transnational IWT barrier and good practise reporting tool is the first output of the DANTE project that is setting the background to collect inputs from the IWT stakeholders. This innovative, multi-language tool will enable the state-of-the-art way of mapping the every-day barriers of the actors in IWT and result in a database that will work as basis for the analysis and recommendations.

This output includes the invitation and the user manual of the tool.

The tool is accessible from <https://www.prodanube.eu/administrativebarriers/>.



## 2 Invitation

Dear Partners & Stakeholders,

The DANTE Team is happy to announce the official launch of its transnational IWT barrier and good practise reporting tool, one very important tangible project result. The transnational reporting tool is the first output of the DANTE project that is setting the background to collect inputs from the IWT stakeholders. This innovative, multi-language tool enables the state-of-the-art way of mapping the every-day barriers of the IWT actors and results in a database that will work as basis for further analysis and recommendations to be delivered during the next project months. These together will contribute to the elimination of unnecessary barriers to IWT in order to ensure the smooth and predictable way of the logistics processes using the Danube river.

Under the lead of Pro Danube International and with the support of 15 project partners – both public and private institutions [*Steinbeis Innovation gGmbH, Steinbeis-Europe-Center (DE), iC consulenten ZT GesmbH (AT), University of Applied Sciences Upper Austria, Waterborne Transport Development Agency (SK), Slovak Shipping and Ports JSC, Hungarian Federation of Passenger Fleet Operators, Hungarian Federation of Inland Waterway Freight Forwarders, Bulgarian-Romanian Chamber of Commerce and Industry, Ministry of Transport of Romania, Romanian River Ship Owners and Port Operators Association, Pro Danube Romania, Danube Commission, Constanta Port Business Association, Public Institution Port Authority Vukovar, Shipmasters Association of Serbia*] this reporting tool was developed under work package three which is dealing with barriers identification.

The application is hosted on PDI's website and can be accessed via the following link: <https://www.prodanube.eu/administrativebarriers/>, from any fixed or mobile devices (notebooks, mobile phones, tables, etc.)

Users may choose between the 8 languages of the interface (English, German, Slovak, Hungarian, Croatian, Serbian, Romanian, Bulgarian). Registration is mandatory, so please create yourself a user profile before reporting your experience - either blaming a barrier or submitting a positive experience.

We cordially invite all of you to use the tool as well as share this information with your relevant business partners.

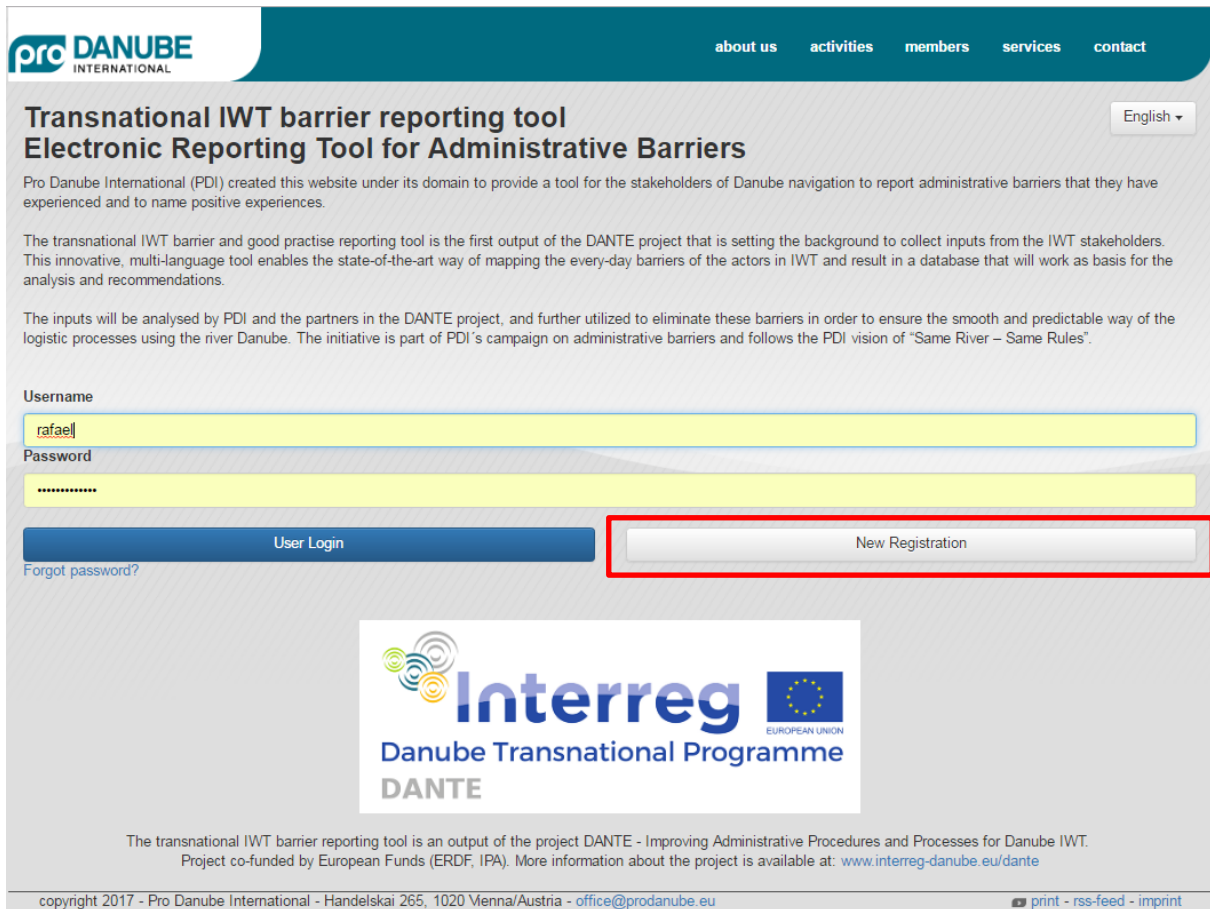
Please also visit the DANTE project website and subscribe to our newsletter under <http://www.interreg-danube.eu/dante!>

Best regards,  
The DANTE Team

## 3 Manual on usage of transnational IWT barrier reporting tool

### 3.1 Registration

Please register by pushing the “New registration” button on the starting screen under <https://www.prodanube.eu/administrativebarriers/>:



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### Transnational IWT barrier reporting tool

Electronic Reporting Tool for Administrative Barriers

Pro Danube International (PDI) created this website under its domain to provide a tool for the stakeholders of Danube navigation to report administrative barriers that they have experienced and to name positive experiences.

The transnational IWT barrier and good practise reporting tool is the first output of the DANTE project that is setting the background to collect inputs from the IWT stakeholders. This innovative, multi-language tool enables the state-of-the-art way of mapping the every-day barriers of the actors in IWT and result in a database that will work as basis for the analysis and recommendations.

The inputs will be analysed by PDI and the partners in the DANTE project, and further utilized to eliminate these barriers in order to ensure the smooth and predictable way of the logistic processes using the river Danube. The initiative is part of PDI's campaign on administrative barriers and follows the PDI vision of "Same River – Same Rules".

Username:

Password:


Forgot password?

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Danube Transnational Programme  
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The transnational IWT barrier reporting tool is an output of the project DANTE - Improving Administrative Procedures and Processes for Danube IWT. Project co-funded by European Funds (ERDF, IPA). More information about the project is available at: [www.interreg-danube.eu/dante](http://www.interreg-danube.eu/dante)

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Please fill in all mandatory (and optional if relevant) elements, accept the terms and conditions and the information on the usage of inputs and submit your registration on the following site:



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### Transnational IWT barrier reporting tool Electronic Reporting Tool for Administrative Barriers

English -

**Register**

**Username\***  
Username\*

**E-Mail\***  
E-Mail

**Type in your password\***  
Password

**Repeat password\***  
Password

**Name:**  
Name

**Function of reporting person / organisation\***  
Please choose an item below

**Phone number:**  
+43 1 555

\*fields are mandatory

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I read and agree to the terms and conditions above.

I agree that the email address will be used for PCI records, but will not be provided to any other third party.

**submit**

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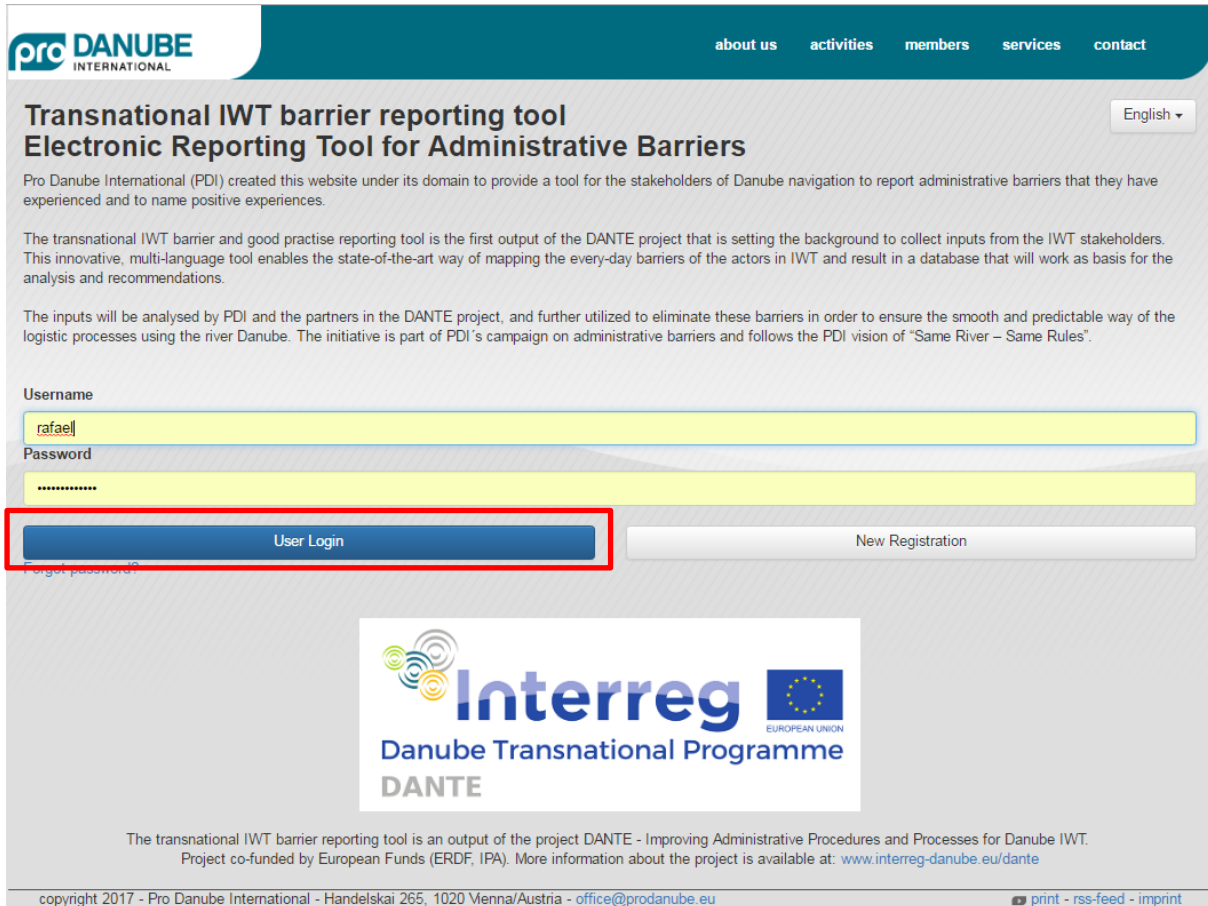
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The email address used for the registration shall be a valid email address and will be used by the system to communicate with the user.

After the successful submission of the registration request, you will receive and email with an activation link. Please click on this link to finish your registration.

### 3.2 Login

Please log in by using your selected username or email and the password on the following screen:



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**Transnational IWT barrier reporting tool** English ▾  
**Electronic Reporting Tool for Administrative Barriers**

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Username  
rafael

Password  
\*\*\*\*\*

User Login New Registration

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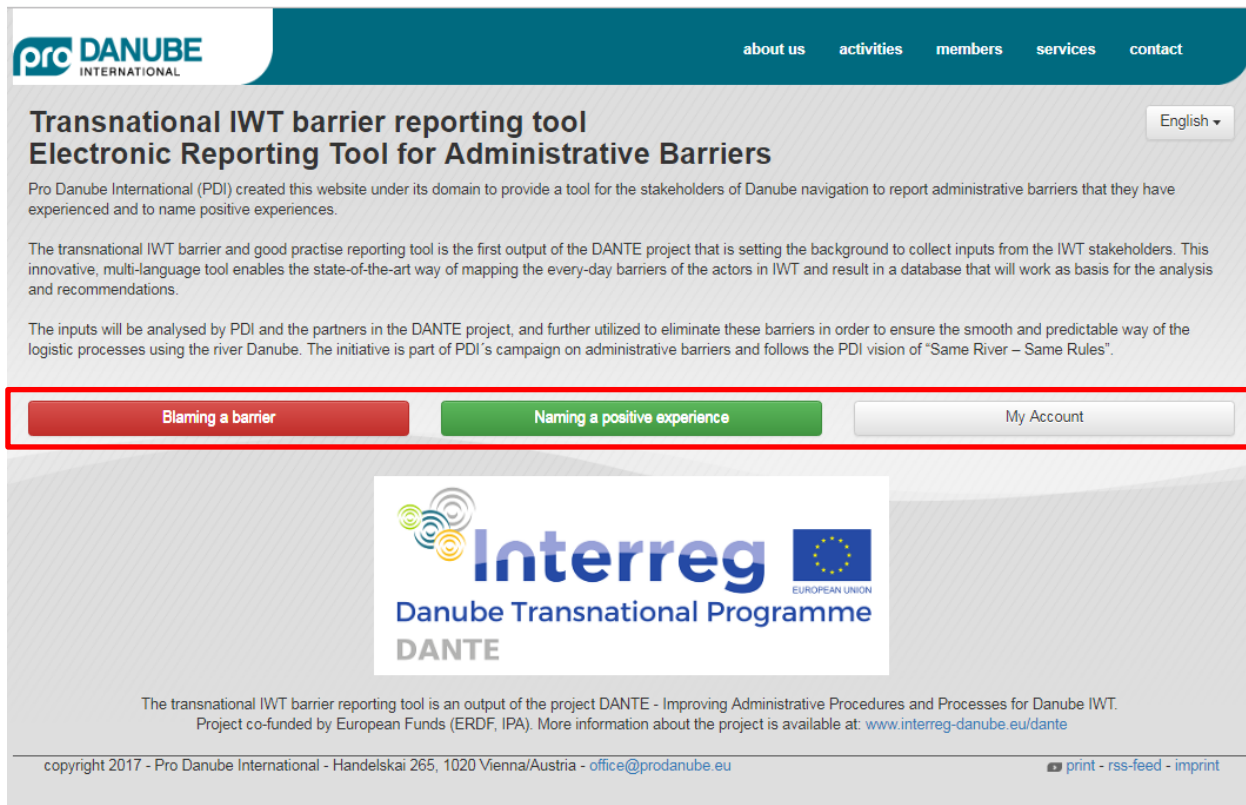
In case that you have forgotten your password, you can request a new one by using the "Forgot password?" button.



### 3.3 How to insert inputs

After logging in, you have the opportunity to insert two types of inputs:

1. A barrier or
2. A positive experience



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**Electronic Reporting Tool for Administrative Barriers**

English ▾

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Blaming a barrier Naming a positive experience My Account

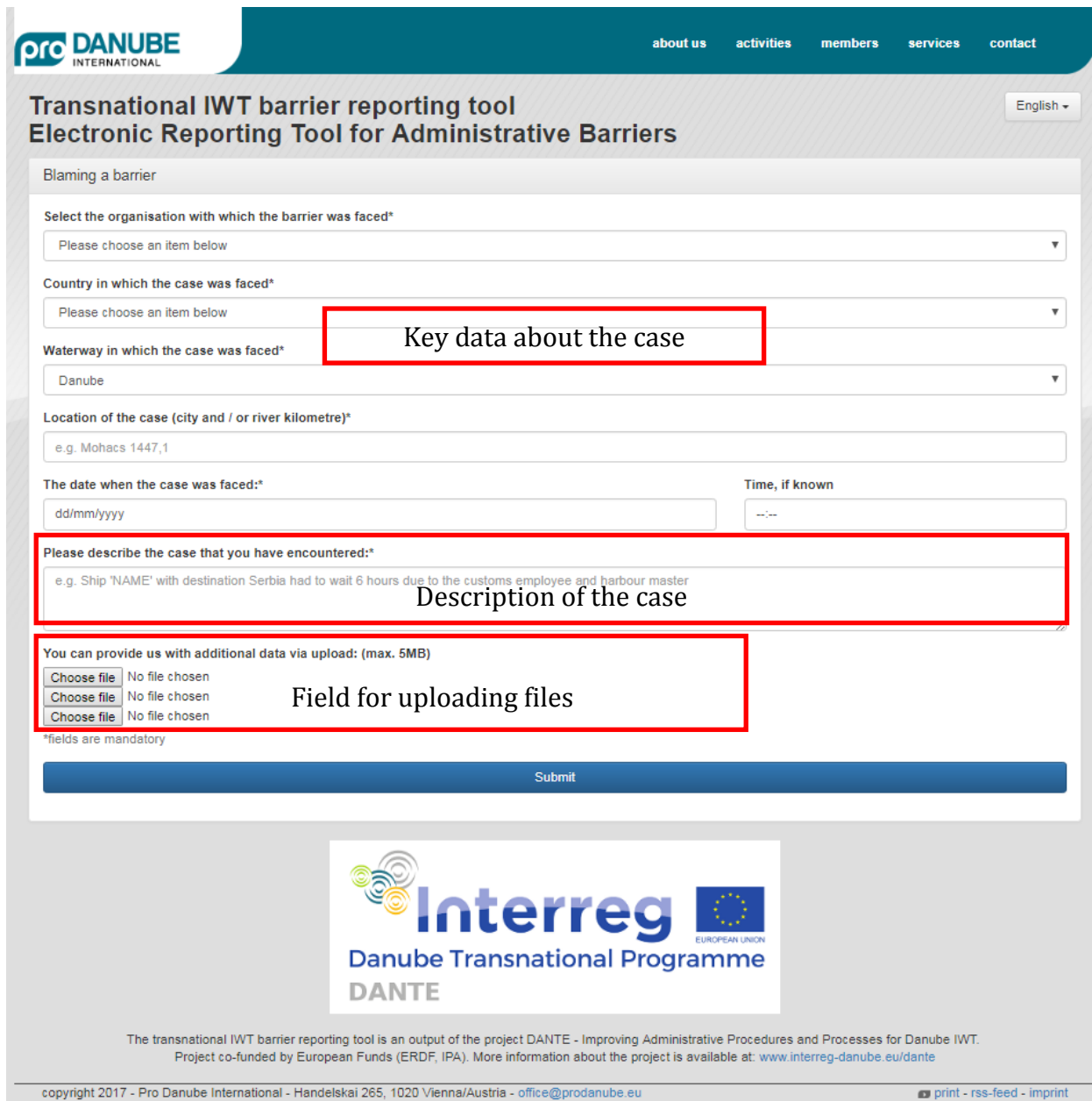
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On this screen you can also visit your account to check your login details and the issues reported so far.

When selecting one of the types of inputs, the following screen appears:



The screenshot shows the 'Transnational IWT barrier reporting tool' interface. The page title is 'Electronic Reporting Tool for Administrative Barriers'. The main heading is 'Blaming a barrier'. The form includes several input fields:

- Select the organisation with which the barrier was faced\***: A dropdown menu with the placeholder 'Please choose an item below'.
- Country in which the case was faced\***: A dropdown menu with the placeholder 'Please choose an item below'.
- Waterway in which the case was faced\***: A dropdown menu with 'Danube' selected.
- Location of the case (city and / or river kilometre)\***: A text input field with the example 'e.g. Mohacs 1447,1'.
- The date when the case was faced:\***: A date input field with the placeholder 'dd/mm/yyyy'.
- Time, if known**: A time input field with the placeholder '---:--'.
- Please describe the case that you have encountered:\***: A text area containing the example text: 'e.g. Ship 'NAME' with destination Serbia had to wait 6 hours due to the customs employee and harbour master'.
- You can provide us with additional data via upload: (max. 5MB)**: A file upload section with three 'Choose file' buttons, each followed by 'No file chosen'.

Red boxes highlight the following areas:

- Key data about the case**: A box around the 'Country in which the case was faced\*' dropdown.
- Description of the case**: A box around the 'Please describe the case that you have encountered:\*' text area.
- Field for uploading files**: A box around the file upload section.

At the bottom of the form is a blue 'Submit' button. The footer contains the Interreg Danube Transnational Programme DANTE logo, project information, and copyright details.

After having selected the type of input, the you shall select from the following list the organization with which the positive experience was gained (selection of one element is mandatory):

- Border police, Tax & Customs
- Navigation / traffic control authorities
- Port authorities / administrations
- Waterway and Canal administrations
- Other relevant authorities
- Unknown authority / several authorities involved

You shall also provide (all fields are mandatory):

- The country in which the case was faced (drill down menu of the countries listed later)
- The river on which the case was faced (drill down menu: Danube (default), Danube-Black Sea Canal, Drava, Sava, Tisza, Serbian waterway network, other → if other is selected, a new box shall be displayed to type in the name of the river)
- Location of the case (city and / or river kilometer)
- The date when the case was faced (DD/MM/JJ; Time XX:YY)

After the selection, you shall provide the description of the case in a text box. The text can be typed either in English or the selected language.

As it might be useful to have documents which demonstrate the barrier or the positive experience, a box for uploading a maximum of 3 files is provided (e.g. PDF scan of documents, picture of a document taken with a mobile device). The size of each file to be uploaded is limited to 5 MB.

Please click on the “Submit” button when you have finished filling in your input. The submitted input will be visible in “My Issues” and you will receive a confirmation email on the submission.

**THANK YOU FOR YOUR CONTRIBUTION!**