Introduction

The European Commission is currently assessing options for a policy initiative having as objective to support the exploitation of the full potential of electronic transport documents in freight transport. You are invited to provide your views on the following key elements of the analysis:

- reasons why transport documents in electronic format are not as yet more widely used;
- how big may be the missed potential benefits;
- possible measures to support the wide use of electronic transport documents among all transport and logistics stakeholders; and
- expected impacts of these measures.

You are encouraged to elaborate on your answers in dedicated text boxes foreseen for this purpose. You may also upload supporting documents to complement your contribution at the end of the questionnaire. Furthermore, if you are interested in participating in follow-up surveys addressed to stakeholders with specific legal, administrative or technical expertise, please indicate it at the end of this survey.

About you

* 1 You are replying
   ○ as an individual in your personal capacity
   ○ in your professional capacity or on behalf of an organisation

* 2 First name

* 3 Last name

* 4 Email address

* 5 Country of residence
   ○ Austria
Belgium
Bulgaria
Croatia
Cyprus
Czech Republic
Denmark
Estonia
Finland
France
Germany
Greece
Hungary
Ireland
Italy
Latvia
Lithuania
Luxembourg
Malta
Netherlands
Poland
Portugal
Romania
Slovakia
Slovenia
Spain
Sweden
United Kingdom
Other

6 Your contribution,
Note that, whatever option chosen, your answers may be subject to a request for public access to documents under Regulation (EC) N°1049/2001.

- can be published with your personal information (I consent the publication of all information in my contribution in whole or in part including my name or my organisation’s name, and I declare that nothing within my response is unlawful or would infringe the rights of any third party in a manner that would prevent publication)
- can be published provided that you remain anonymous (I consent to the publication of any information in my contribution in whole or in part (which may include quotes or opinions I express) provided that it is done anonymously. I declare that nothing within my response is unlawful or would infringe the rights of any third party in a manner that would prevent the publication.

7 Name of the organisation

8 Type of organisation
Please select the answer option that fits best.
- Private enterprise
Professional consultancy, law firm, self-employed consultant
Trade, business or professional association
Non-governmental organisation, platform or network
Research and academia
Churches and religious communities
Regional or local authority (public or mixed)
International or national public authority
Other

* 9 If "other", please specify:

* 10 How many employees does the company have?
- More than 250 employees (Large enterprise)
- Between 50 and 250 employees (Medium-sized enterprise)
- Between 10 and 49 employees (Small enterprise)
- Less than 10 employees (Micro enterprise)
- Self-employed (Micro enterprise)

* 11 Please specify the type of organisation.
- Chamber of commerce
- Business organisation
- Trade Union
- Representative of professions or crafts
- Other

* 12 If "other", please specify:

* 13 Please specify the type of organisation.
- Think tank
- Research institution
- Academic institution

* 14 Please specify the type of organisation.
- Regional public authority
- Local public authority
- Public-private sub-national organisation
- Network of public sub-national authorities
- Other

* 15 If "other", please specify:
16. Please specify the type of organisation.
- Intergovernmental organisation
- EU institution, body or agency
- National parliament
- National government
- National public authority or agency

17. Please specify if:
- Transport ministry/agency
- Justice ministry/court
- Customs
- Fiscal authority
- Police
- Other

18. If "other", please specify.

100 character(s) maximum

19. Is your organisation included in the Transparency Register?
If your organisation is not registered, we invite you to register here, although it is not compulsory to be registered to reply to this consultation. Why a transparency register?
- Yes
- No
- Not applicable

20. If so, please indicate your Register ID number.

21. Please specify the type of activity your organisation is pursuing:
- Transport operator or forwarder
- Shipper
- IT solution provider
- Banking
- Insurance
- Other

22. Please specify the transport sector in which your organisation is most active/interested in:
Select all that apply.
- Road
- Rail
- Inland Waterways
☐ Air
☐ Maritime
☐ Multimodal
☐ Not active in the transport sector

23 If "other", please specify:

*24 Country of organisation's headquarters
   ☐ Austria
   ☐ Belgium
   ☐ Bulgaria
   ☐ Croatia
   ☐ Cyprus
   ☐ Czech Republic
   ☐ Denmark
   ☐ Estonia
   ☐ Finland
   ☐ France
   ☐ Germany
   ☐ Greece
   ☐ Hungary
   ☐ Ireland
   ☐ Italy
   ☐ Latvia
   ☐ Lithuania
   ☐ Luxembourg
   ☐ Malta
   ☐ Netherlands
   ☐ Poland
   ☐ Portugal
   ☐ Romania
   ☐ Slovak Republic
   ☐ Slovenia
   ☐ Spain
   ☐ Sweden
   ☐ United Kingdom
   ☐ Other

*25 If "other", please specify:

*26 Your contribution,
Documents for freight carriage

There is a large number of freight documents used during transport. Based on a preliminary analysis, the Commission decided to focus its initiative on the contract of carriage documents. These documents are those most commonly referred to as "transport documents" and are governed by specific international conventions. Depending on the transport mode concerned, they take the form of consignment notes, waybills or bills of lading.

27 How often do you come in contact with transport documents in your professional activity?
- Daily
- Several times per week
- Several times per month
- Several times per year
- Not at all

28 How familiar are you with electronic formats for transport documents?
- Very familiar. I work with electronic transport documents.
- Somewhat familiar. I am aware of their use, but I do not work with them directly.
- Not at all familiar. I do not know how electronic documents function and what they are used for.

Problem definition

Most transport operations in the EU currently involve paper transport documents. Yet it is estimated that replacing paper with electronic documents could bring significant benefits to the sector’s stakeholders in terms of simplified administration, cost savings and efficiency. We are missing out on this digitalisation potential, which equates to unnecessary administrative burden and costs for both private (particularly SMEs) and public stakeholders, and inefficiencies in the entire transport and logistics chains.

29 Do you agree with the assessment that there are significant unexploited benefits that could be derived from using transport documents in electronic rather than paper format?
- Strongly agree
- Agree
- Neutral (neither agree nor disagree)
- Disagree
- Strongly disagree
30 If you would like to elaborate on your answer to the previous question, please do so below.

31 From your point of view, how significant is the contribution of the following drivers (i.e. underlying causes) to the overall problem, as currently identified by the Commission?

<table>
<thead>
<tr>
<th>Driver</th>
<th>Very significant</th>
<th>Moderately significant</th>
<th>Not significant at all</th>
<th>No opinion / I don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Limited acceptance by Member States’ authorities of electronic documents</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>* Limited acceptance by banks of electronic documents</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>* Limited acceptance by insurance companies of electronic documents</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>* Non-interoperable standards/IT systems for electronic transport documents (which raises investment costs for integration with the other systems)</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

32 Do you consider that any significant drivers are missing?

○ Yes
○ No

33 Please elaborate.

Objectives, policy options and potential impacts
The overall objective of this initiative is to foster the electronic (as opposed to paper-based) exchange of transport documents/data, particularly in the context of multimodal and cross-border transport operations. This will enable the sector to better take advantage of the potential benefits of digitalisation.

34 To achieve this overall goal, the Commission has established several specific policy objectives. From your point of view, how important is it to achieve these objectives.

<table>
<thead>
<tr>
<th>Objective</th>
<th>Very important</th>
<th>Moderately important</th>
<th>Not important at all</th>
<th>No opinion/I don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Ensure acceptance of electronic transport documents by Member States authorities</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>* Ensure acceptance of electronic transport documents by banks</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>* Ensure acceptance of electronic transport documents by insurance companies</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>* Ensure the interoperability (i.e. automatic re-use of data) of IT solutions/systems for electronic transport documents across the EU for business-to-administration communication</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>* Ensure the interoperability (i.e. automatic re-use of data) of IT solutions/systems for electronic transport documents across the EU for business-to-business communication</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

35 Do you consider that any additional policy objective should be considered?

☐ Yes
☐ No

36 Please elaborate.
37 From your point of view, what would be the most appropriate level for policy intervention in order to achieve these objectives?

<table>
<thead>
<tr>
<th>National level (each Member State pursues its own set of policy measures)</th>
<th>EU level (single set of policy measures applicable across all EU Member States)</th>
<th>International level (single/harmonised set of policy measures developed in the framework of global intergovernmental organisations)</th>
<th>No opinion /I don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Ensure acceptance of electronic transport documents by Member States authorities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Ensure acceptance of electronic transport documents by banks</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Ensure acceptance of electronic transport documents by insurance companies</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Ensure the interoperability (i.e. automatic re-use of data) of IT solutions/systems for electronic transport documents across the EU (both for business-to-administration and business-to-business communication)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
38 Please elaborate on your answers to the previous question.

To achieve the objectives identified above, different types of measures could be foreseen. These may range from voluntary initiatives to legally binding requirements, and may vary in scope as regards the stakeholders addressed. For reaching each of the objectives identified, please assess the effectiveness of the measures outlined below.

39 To ensure acceptance of electronic transport documents/data by Member States authorities, how effective do you consider the following measures?

<table>
<thead>
<tr>
<th>Measure</th>
<th>Very effective</th>
<th>Moderately effective</th>
<th>Not effective at all</th>
<th>No opinion/I don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Support voluntary adoption of specific measures by the Member States (e.g. dedicated conferences/workshops; financial support for studies, pilot projects)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>* Non-binding regulatory approach (e.g. EU guidelines and recommendations, such as on adherence by the Members States to relevant international conventions, adoption of relevant standards)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>* Legally binding approach (i.e. EU directive/regulation)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

40 Please elaborate on your preference for the measure to which you awarded highest effectiveness.

41 To ensure acceptance of electronic transport documents by banks and/or insurance companies, how effective do you consider the following measures?

<table>
<thead>
<tr>
<th>Measure</th>
<th>Very effective</th>
<th>Moderately effective</th>
<th>Not effective at all</th>
<th>No opinion/I don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Measure</td>
<td>Very effective</td>
<td>Moderately effective</td>
<td>Not effective at all</td>
<td>No opinion / I don't know</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
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<td>---------------------------</td>
</tr>
<tr>
<td>* Support voluntary, industry-led initiatives (e.g. Memoranda of Understanding; financial support for pilot projects)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Non-binding regulatory approach (e.g. EU guidelines and recommendations, such as on adoption by the Members States of relevant measures, development of standards)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Legally binding approach (i.e. EU directive / regulation)</td>
<td></td>
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</tr>
</tbody>
</table>

42 Please elaborate on your preference for the measure to which you awarded highest effectiveness.

43 To ensure the interoperability (i.e. automatic re-use of data) of IT solutions/systems for electronic transport documents for **business-to-administration** communication across the EU, how effective do you consider the following measures?

44 Please elaborate on your preference for the measure to which you awarded highest effectiveness.
45 To ensure the interoperability (i.e. automatic re-use of data) of IT solutions/systems for electronic transport documents for **business-to-business** communication across the EU, how effective do you consider the following measures?

<table>
<thead>
<tr>
<th>Measure</th>
<th>Very effective</th>
<th>Moderately effective</th>
<th>Not effective at all</th>
<th>No opinion /I don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Support voluntary, industry-led initiatives (e.g. Memoranda of Understanding; financial support for pilot projects)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Non-binding regulatory approach (e.g. EU guidelines and recommendations, such as on adoption by the Members States of relevant measures, development of standards)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Legally binding approach (i.e. EU directive/regulation)</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

46 Please elaborate on your preference for the measure to which you awarded highest effectiveness.

Moving from paper to electronic documents is expected to have a number of positive impacts in terms of administrative simplification, cost savings and increased efficiency and quality of services, across the EU Member States and across modes, in transport and logistics as well as the IT sector. It may also require investment in specific IT systems and equipment, as well as carry certain risks related to privacy and security of data. Please provide your views on these potential positive as well as negative impacts.
47 Economic benefits. Please assess the significance of the following expected impacts for improving the competitiveness of the businesses operating in the sector.

<table>
<thead>
<tr>
<th>Impact</th>
<th>Highly significant impact</th>
<th>Significant impact</th>
<th>Limited significance</th>
<th>No significance</th>
<th>No opinion /I don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Lower costs for handling of documents</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
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</tr>
<tr>
<td>* Faster and simplified administration (e.g. reduced manual data entry; no paper handling/archiving; no fax /scan/letter exchanges)</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
</tr>
<tr>
<td>* Data accuracy (less errors due to recopying of data)</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
</tr>
<tr>
<td>* Faster document/information exchange between the commercial partners (consignment notes; invoicing; real-time confirmation of pick-up and delivery)</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
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<tr>
<td>* Faster/easier presentation to the authorities of documents /information for regulatory compliance checks (e.g. cabotage, VAT due etc)</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
</tr>
<tr>
<td>* Lower carbon footprint (due to limited use of paper)</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
<td>![ ]</td>
</tr>
<tr>
<td><em>Improved working conditions (less workload linked to tedious paper document-handling tasks)</em></td>
<td></td>
<td></td>
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<tr>
<td>------------------------------------------------------------------------------------------</td>
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<td></td>
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<tr>
<td><em>Time savings and possibly reduction of number of staff with administrative tasks</em></td>
<td></td>
<td></td>
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</tr>
<tr>
<td><em>New business opportunities for IT companies for e-documents solutions</em></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
48 Do you consider that any significant benefits have been omitted?
  ○ Yes
  ○ No

49 Please elaborate.
50 Costs/Risks. Please rate the relative significance of the following costs/risks against the expected benefits as identified above.

<table>
<thead>
<tr>
<th></th>
<th>Highly significant impact</th>
<th>Significant impact</th>
<th>Limited significance</th>
<th>No significance</th>
<th>No opinion/I don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Investment in IT applications/systems by private sector stakeholders</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>* Investment in IT applications/systems by public authorities</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>* Investment in IT equipment (e.g. computers, tablets, smartphones) by private sector stakeholders</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>* Investment in IT equipment (e.g. computers, tablets, smartphones) by public authorities</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>* Cybersecurity (e.g. unauthorised access to/modification of data/loss of data)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>* Staff training costs in the private sector</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>* Staff training costs in the public sector</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>*Job losses (less staff for administrative tasks required) in the private sector</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>*Job losses (less staff for administrative tasks required) in the public sector</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>


51 Do you consider that any significant costs/risks have been omitted?
- Yes
- No

52 Please elaborate.

Other freight documents used in transport

53 Based on a preliminary analysis, the Commission decided to focus its initiative on the contract of carriage documents. Do you consider that measures supporting the use of other freight documents (e.g. dangerous goods, phytosanitary certificates and other) in electronic format should also be included as part of this initiative?
- Yes. Most types of cargo need to be accompanied by one of these other documents and they often need to be presented together with the consignment note/waybill/bill of lading.
- No. These documents are less a priority. They are not as widely used as the contracts of carriage.
- No opinion/I don't know.

54 What other such documents, in particular, should these measures concern? Please elaborate.

55 How often do you come in contact with other freight documents such as dangerous goods, phytosanitary certificates or similar, in combination to transport documents, in your professional activity?
- Daily
- Several times per week
- Several times per month
- Several times per year
- Not at all

56 Please name the documents.

Document upload and final comments
57 Please feel free to upload a concise document, such as a position paper. The maximal file size is 1MB.

*Please note that the uploaded document will be published alongside your response to the questionnaire which is the essential input to this open public consultation. The document is an optional complement and serves as additional background reading to better understand your position.*

58 In addition to this general consultation, targeted follow-up will be organised with key professional stakeholders on certain topics. Would you be interested in participating in this targeted consultation?

- [ ] Yes
- [ ] No

59 If you wish to add further information - within the scope of this questionnaire - please feel free to do so here.

*2000 character(s) maximum*