1. **Service title:** Replies to inquiries of goods tracking ID

2. **Service ID:** 13071975105
   (To be filled by the Planning and Budget Organization)

### 3. Service provider
- **Name of the agency:** Iran Center for e-Commerce Development
- **Name of the parent organization:** Ministry of Industry, Mine and Trade

### 4. Service specifications

#### Type of service
- Government to Citizen (G2C)
- Government to Business (G2B)
- Government to Government (G2G)

#### Client Type
- Merchants, business owners, good consumers, regulatory agencies

#### Nature of service
- Public [ ] Private [ ]

#### Scope of service
- National [ ] Regional [ ] Provincial [ ] Urban [ ] Rural [ ]

#### Related events:
- Birth [ ] Education [ ] Healthcare [ ] Tax [ ] Business [ ] Social security [ ]
- Property registration [ ] Urban installations [ ] Insurance [ ] Marriage [ ]
- Retirements [ ] Licenses and certificates [ ] Death [ ] Other [ ]

#### Start of service
- Application by the receiver [ ] Due date [ ] Occurrence of event [ ]
- Discretion of the agency [ ] Other [ ]

#### Documents required for the service

#### Upstream rules and regulations
- Articles 5 and 6 of the Anti-Trafficking Law

### 5. Service details

#### Statistics of service receivers
- Depends upon the system becoming operational in the goods categories

#### Service average time
- 30 seconds

#### Frequency
- Once [ ] .... in month [ ] season [ ] year [ ]

#### Number of physical reference

#### Cost of service for the receiver (IRR)

<table>
<thead>
<tr>
<th>Price(s)</th>
<th>Bank Account(s)</th>
<th>E-payment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 6. Service access route

#### Direct and detailed address of the service in the portal (If partially or fully electronic):
- www.ntsw.ir

#### Name of the system (If partially or fully electronic): NTSW

#### Service stages
- Electronic [ ]
- Non-electronic [ ]

#### Communication media
- Internet (website) [ ]
- Mobile (application) [ ]
- Email [ ]
- Post [ ]
- IVR or Call center [ ]
- SMS [ ]
- Other (explain accessibility) [ ]:

#### Reason for physical reference
- Personal authentication [ ]
- Document authentication [ ]
- Lack of proper infrastructure [ ]
- Other [ ]:

#### Agency referred to:
- National [ ]
- Provincial [ ]
- Local [ ]
### Application

<table>
<thead>
<tr>
<th>Electronic</th>
<th>Internet (website)</th>
<th>Mobile (application)</th>
<th>Email</th>
<th>Post</th>
<th>IVR or Call center</th>
<th>SMS</th>
<th>Public services offices □ (outsourcing contract number: )</th>
<th>Similar to public services offices □</th>
<th>Other (explain accessibility) □</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-electronic □</td>
<td>Personal authentication □</td>
<td>Document authentication □</td>
<td>Lack of proper infrastructure □</td>
<td>Agency referred to:</td>
<td>National □</td>
<td>Provincial □</td>
<td>Local □</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Generation (inner agencies to other agencies)

<table>
<thead>
<tr>
<th>Electronic</th>
<th>Internet (website)</th>
<th>Intranet (local intranet or ERP)</th>
<th>Email</th>
<th>Other (explain accessibility) □</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-electronic □</td>
<td>Physical reference</td>
<td>Reason for physical reference</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Service providing

<table>
<thead>
<tr>
<th>Electronic</th>
<th>Internet (website)</th>
<th>Mobile (application)</th>
<th>Email</th>
<th>Post</th>
<th>IVR or Call center</th>
<th>SMS</th>
<th>Public services offices □ (outsourcing contract number: )</th>
<th>Similar to public services offices □</th>
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<tr>
<td>Non-electronic □</td>
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<td>National □</td>
<td>Provincial □</td>
<td>Local □</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### 7. Service relation to other systems of the agency (databanks)

<table>
<thead>
<tr>
<th>Name of other systems</th>
<th>Exchanged fields</th>
<th>Electronic inquiry</th>
<th>Non-electronic inquiry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tracking codes system</td>
<td>Main field: tracking code – sub fields: depending upon each goods category</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### 8. Service relation to other agencies

<table>
<thead>
<tr>
<th>Name of other agencies</th>
<th>Name of other systems</th>
<th>Exchange fields</th>
<th>Costs (If any)</th>
<th>Electronic inquiry</th>
<th>If inquiry is non-electronic done by:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Online</td>
<td>Batch</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Online</td>
<td>Batch</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Online</td>
<td>Batch</td>
</tr>
</tbody>
</table>
10. Service processes connection diagram:

Inquiring goods tracking code
Inquiring goods authenticity for the purchase and end consumer (G2C) – inquiring location and status
Information of a product for the public inspectors (G2G) – inquiring the list of tracking codes for imports/exports (G2B)