



**Committee on Sanitary and Phytosanitary Measures  
Committee on Technical Barriers to Trade**

**ePing UPDATE**

**RESULTS OF 2021 ePing SURVEY**

This document, prepared by the WTO Secretariat, contains an update on recent ePing activities as well as the results of the 2021 ePing survey.

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## 1 OVERVIEW

1.1. During the 7<sup>th</sup> Triennial Review concluded in 2015, the TBT Committee requested the WTO Secretariat to develop an online alert system for TBT notifications, in cooperation with other organizations.<sup>1</sup> In response, the WTO Secretariat joined forces with the UN Department of Economic and Social Affairs (UN DESA) and the International Trade Centre (ITC) for the development of an **SPS/TBT notification alert system called ePing**.<sup>2</sup> The online tool was launched by the three partner organizations during the November 2016 meeting of the TBT Committee.<sup>3</sup>

1.2. The publicly available ePing platform facilitates **customized access** to the more than 5,000 SPS/TBT notifications circulated per year. It also provides a range of **communication options** for Enquiry Points and other public and private sector stakeholders in addressing questions and concerns related to notifications (see Box on "Main ePing services").

1.3. Since its launch, ePing has seen **a steady rise in users**, with around 14,000 users from 185 countries and territories registered by June 2021. Almost half of registered users are from the public sector, 40% from the private sector and the remainder from NGOs, academia, etc. Annex A below provides further details on the profile of ePing users and their alert preferences.

1.4. Ongoing ePing work focuses on two main aspects: capacity building and outreach activities, and enhancement of ePing services. Since the beginning of 2020, the WTO Secretariat has conducted **30 virtual training activities** on ePing, responding to the **continued high demand** in this area. Annex B provides further details on these. In parallel, the tripartite partnership has been working continuously on **enhancements** to the system based on feedback received from the TBT Committee<sup>4</sup>, during capacity building activities, and through a **first survey conducted in 2017**.<sup>5</sup> Annex C provides a list of key findings from the first survey as well as actions the WTO Secretariat has undertaken to respond to these.

1.5. During the course of this year, the WTO Secretariat will be revamping and integrating its various online SPS and TBT tools, including ePing.<sup>6</sup> Considering these upcoming changes, the Secretariat conducted an **ePing survey** to get better insights as to why and how ePing is being used and how it can be improved. The survey results point toward a **high level of satisfaction with ePing as well as some concrete suggestions for further improvements**. Section 2 below highlights the key take-aways from the survey. The full set of responses with details and accompanying charts are available in Annex D.



### Main ePing services

**ePing alert:** daily or weekly email alerts listing all new notifications matching users' interests in terms of markets and/or products.

**Database:** searchable database including SPS and TBT notifications.

**National forum:** forum spaces linked to notifications, where users from the same country can discuss notifications.

**International forum:** forum spaces linked to notifications, where users with admin rights can post questions, additional information, or official comments/replies to notifications.

**Admin tool:** advanced menu where users with admin rights, typically Enquiry Points, can access a list of domestic ePing users and send them messages.

**Admin Chat (pilot):** chat feature which facilitates closed dialogues among selected ePing admin users.

<sup>1</sup> [G/TBT/37](#), para. 5.12.d.

<sup>2</sup> [www.epingalert.org](http://www.epingalert.org).

<sup>3</sup> [https://www.wto.org/english/news\\_e/pres16\\_e/pr783\\_e.htm](https://www.wto.org/english/news_e/pres16_e/pr783_e.htm).

<sup>4</sup> See, for example, TBT Committee's Eighth Triennial Review recommendations on transparency ([G/TBT/41](#), para. 6.19) and Chair's reports of TBT thematic sessions on transparency held in June 2019 and February 2021, which include references to Members' experiences and expectations related to ePing ([G/TBT/GEN/265](#) and [G/TBT/GEN/312](#), respectively).

<sup>5</sup> The results of the first survey were circulated as a joint symbol document in [G/TBT/GEN/227/Rev.1 / G/SPS/GEN/1569](#).

<sup>6</sup> The SPS/TBT Information Management Systems (<http://spsims.wto.org/> <http://tbtims.wto.org>), the Notification Submissions Systems (<https://nss.wto.org/tbtmembers> <https://nss.wto.org/SPSmembers/en>), and the Trade Concerns Database (<https://tradeconcerns.wto.org/en>).

## 2 KEY TAKE-AWAYS FROM 2021 SURVEY

### 2.1 General assessment

2.1. 1,409 users, 12% of all users and 34% of admin users, responded to the survey, which included multiple choice and open questions. The survey results indicate that **ePing is highly appreciated** by users, who have, on average, given it a mark of eight out of ten. 70% of respondents indicated that ePing had helped them take better decisions. These impressions are also reflected in the answers to the open questions. The quotes in italics in this Section are selected comments from survey respondents, which relate directly to the key suggestions and takeaways identified.<sup>7</sup>

*"This is crucial information for our fresh produce industry and we only get it from ePing. Your ePing system is fantastic! Our industry would have missed so much critical information without ePing. Thank you and please do not discontinue the ePing service."*

*"I have a very good experience so much so that in meetings when business community raise questions on how they could know about regulatory requirements of a country, I always refer them to ePing."*

2.2. The email alert is the most commonly used function as 82% of the respondents read their alerts either daily or weekly. 53% indicated to have used the ePing database search function as well. These results underline the **importance of providing a continuous and reliable alert service**.

*"ePing is an excellent service and we use it daily. Based on the email information, we are often in contact with our government, who also receive the daily updates. It means we can front an issue immediately saving time and resource."*

*"When I receive the alerts regarding cosmetic regulations, I contact the industry association to analyse them and submit comments, if necessary. Sometimes on behalf of the industry, I share them with the government to ask for support."*

### 2.2 Improving ePing services

2.3. Respondents identified several enhancements that would further improve ePing's services. The Secretariat will be considering the feedback and suggestions from users in further developing ePing and the related SPS and TBT online tools. Given resource considerations, some new or enhanced features might be introduced in phases.

- a. **Develop an ePing App:** almost half of the respondents indicated that an App to track new notifications would be useful. The WTO Secretariat is currently exploring the feasibility of this feature, together with ePing partners UNDESA and ITC.

*"A mobile application will be a great help to ease access to the alerts/notifications database."*

*"It will be easy for exporters to get all notifications through their mobile phones."*

*"Before ePing was created, it was very challenging to stay up-to-date with international changes relating to plant pesticide MRLs as well as changes to the approval status of active ingredients in the EU. The system keeps us informed and it works really well. My biggest fear with this survey is that you might plan on discontinuing the system or certain portions of it. If anything, you could just enhance it as you have proposed - the smart phone app is a fantastic idea! Thank you for all your hard work with designing and*

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<sup>7</sup> Some of the quotes have undergone minor editing for clarity.

*maintaining this system. It is much appreciated by us users who know the value which it offers and who use it daily".*

- b. **Create better filters:** over 40% indicated the need for simplified filter options to help identify products and sectors of interest when registering or searching on ePing. This was also mentioned repeatedly in the open questions at the end of the survey. At the same time, the need for more complete information on HS/ICS Codes was also pointed out.<sup>8</sup> The WTO Secretariat will be looking into improving product information as well as filter options in the new version of ePing.

*"I work in plant biosecurity across all crops. I'd really like an easy way to filter out the animal relevant alerts without having to type every crop in my profile."*

*"The filters are not easy to understand and therefore I get all the ePing information when I only want the animal health information."*

*"I receive a lot of information that isn't relevant for the sector I work in; some simpler filters would be beneficial, such as clothing and apparel, footwear, homewares, electricals, chemicals."*

*"About 30% of notifications are not classified with HS/ICS codes. Therefore, most search results are incomplete."*

- c. **Broaden scope of alerts:** 40% of respondents would like to also receive alerts on notifications covered by other WTO Agreements. The WTO Secretariat is considering how this can be operationalized given the specificities of notifications under different Agreements.

*"Please consider the inputs to improve ePing platform especially expanding to other agreements under WTO (not only TBT and SPS)."*

- d. **Maintain the ePing chat:** 86% of respondents with admin rights indicated their interest in using the Admin Chat, currently available in pilot mode, which allows ePing users with admin rights to set up closed conversations with other admin users of their choice. Therefore, the WTO Secretariat will aim to retain this feature in the new version of ePing.
- e. **Raise awareness on the function to share comments on notifications:** 51% of respondents with admin rights are interested in sharing comments and replies on notified measures via ePing, while 80% are particularly interested in being able to access these. Therefore, this option will be maintained in the new version of ePing as well as related training.<sup>9</sup>
- f. **Address language barriers:** while not included in the multiple-choice questions, issues related to language barriers were raised often in the open questions at the end of the survey in relation the notifications, the notified measures, and the platform itself.<sup>10, 11</sup>

*"Language of notification can be an issue in some case. I had to review many alerts that provide no description, but a link to a PDF in Portuguese, which cannot be read by Google translate."*

<sup>8</sup> Members have also made proposals for improving product coverage information in notifications in the context of the ongoing Ninth Triennial Review of the TBT Agreement ([JOB/TBT/404/Rev.2](#)).

<sup>9</sup> [JOB/TBT/396](#) provides further information on this ePing function.

<sup>10</sup> Members have also made proposals to facilitate access to translations of notified regulations in the context of the Ninth Triennial Review of the TBT Agreement ([JOB/TBT/404/Rev.2](#)).

<sup>11</sup> A project carried out in cooperation with ITC in 2021 aimed at addressing some of the language barriers for Vietnamese ePing users. Under the project, funded by the ITC, a Vietnamese version of the ePing website was launched and notifications dealing with key export products translated in cooperation with students from the Foreign Trade University. Further information can be found here: <https://ntmsurvey.intracn.org/epingvietnam>

## 2.3 Scaling up capacity building and outreach

2.4. Survey results also highlighted the need to continue and scale up capacity building and outreach activities, for which the WTO Secretariat will aim to **draw strength from partnerships** with Enquiry Points, regional and international organizations as well as business or sectoral associations.

- g. **Continue and broaden reach of capacity building:** three out of four respondents would like to receive training on ePing and this was also underscored in the open questions. The Secretariat plans to collaborate further with regional and international organizations, consider launching a "training of trainers programme", and also explore ways to involve business/sector associations as they can serve as vehicles to reach out to private sector stakeholders, in particular MSMEs.

*"It would be interesting to hold a workshop on good practices in using ePing, where we can hear from different countries on how they take advantage of the information provided by ePing."*

- h. **Focus training on follow-up actions:** respondents indicate that there is a lack of information on possible follow-up actions one can take to address questions or issues arising from the notified measures, such as whom to contact for more information, how to coordinate with public and private stakeholders, formulate comments or raise specific trade concerns. Concrete case studies can also shed light on how tracking and discussing notifications via ePing can help avoid trade problems. Therefore, future training programmes will put further emphasis on these aspects.

*"We actually have challenges with the fact that after asking questions related to some notification to official Enquiry Point (EP) or Agency Responsible stated in notification form, the EP does not acknowledge our letter or reply to our concerns. We also do not have any information whether our letter has reached the right person to handle the issue. It should be noted that their answers were really important for us to make decisions related to adjustment of production, testing, labelling etc. At this moment, we would like to propose training or any event to develop guidelines that specify for each WTO Member, whom we should contact if we want to clarify some sectoral issues."*

- i. **Provide email updates and video tutorials:** respondents asked to receive more information on the ePing system, preferably via email updates and via video tutorials. The Secretariat plans to send out semi-annual ePing email updates to share significant changes to the system and latest news in terms of capacity building activities. A Frequently Asked Questions part as well as video tutorials also will be added to the website.

*"I had an ePing training and that was so helpful to learn and to use the system. To train the related personnel/my colleagues, it will be so helpful to reach a short presentation/training video."*

## 2.4 Conclusion

2.5. ePing caters to the needs of a diverse group of stakeholders and those who responded to the survey were overall representative of this diversity. The survey results indicate a high level of satisfaction with key ePing services but also point to some areas for further improvement. The WTO Secretariat will take this feedback into account in revamping its online tools and devising further capacity building and outreach activities. The Secretariat will also continue its fruitful partnership with ITC and UNDESA in this endeavour. In addition, the Secretariat is interested in collaborating with other regional/international entities as well as Members in raising further awareness on how SPS/TBT notifications and the ePing service can assist public and private stakeholders in tracking and responding to evolving product requirements.

## ANNEXES

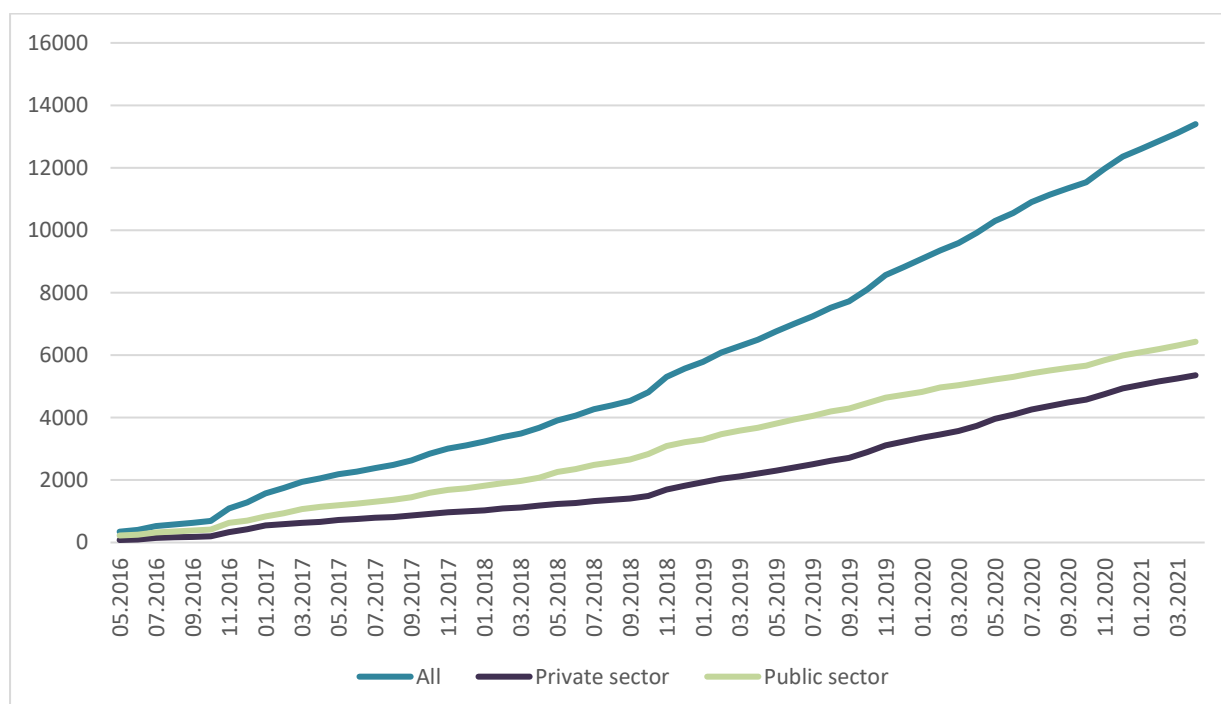
### A: ePing user profiles

The facts and figures provided below are based on information submitted by ePing users upon their registration for alerts.

#### ePing users

The total number of registered ePing users<sup>1</sup> reached over 14,000 in June 2021, covering 185 countries and territories. The number of users has risen steadily over the years, as the graph below indicates (see Figure 1).

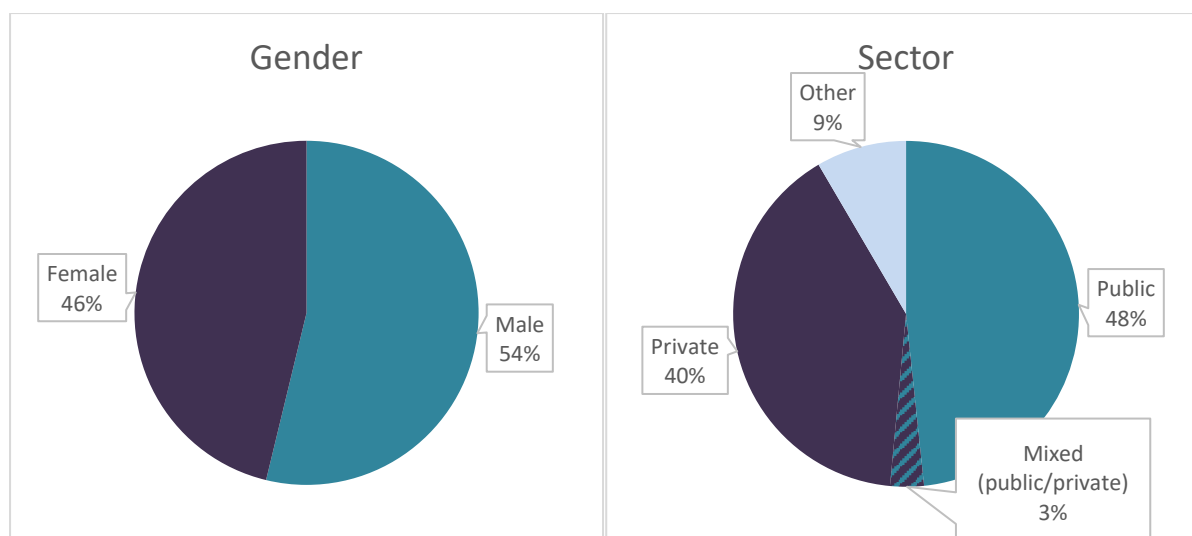
**Fig. 1: Evolution in number of ePing users per month (cumulative)<sup>2</sup>**



Looking at the sectors ePing users are working in, almost half of the users come from the public sector and 40% from the private sector. 3% indicated to be working in both and 9% selected the option "other". 58% of ePing users affiliated with a private company indicated that their company employed less than 250 employees, highlighting the significant share of SMEs benefitting from ePing. Just below half the registered users are female (see Figure 2).

<sup>1</sup> The term "ePing users" refers to "registered" ePing users. It is also possible to consult the ePing website without registering but with limited functions.

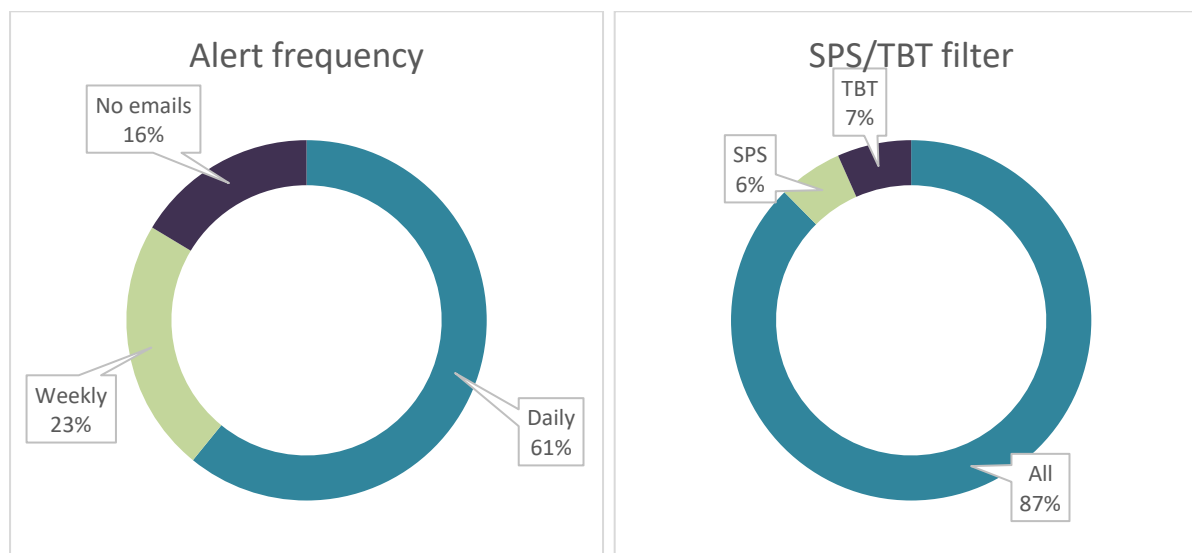
<sup>2</sup> The cumulative number of users that selected "other" or "mixed (Public/Private)" are not included in this graph.

**Fig. 2: ePing users by gender and sector**

Government officials such as Enquiry Points and Notification Authorities can request enhanced admin rights to benefit from additional services, such as outreach to domestic users and an admin chat. Among all users, 253 have admin rights. 121 users have SPS admin rights covering 67 WTO Members and 167 have TBT admin rights, covering 89 WTO Members. In some cases, the same user has SPS and TBT admin rights given their responsibilities in both areas.

### ePing alerts

The large majority of registered ePing users have opted to receive an ePing alert, either daily (61%) or weekly (23%). 87% of those receiving an alert indicated to be interested in both SPS and TBT notifications. 7% receive only TBT notifications and 6% only SPS notifications (see Figure 3).

**Fig. 3: Alert frequency and SPS/TBT filter preferences of ePing users**

ePing users can also indicate on which products and from which WTO Members they would like to receive notifications. 44% of users have indicated that they want to receive notifications covering a specific set of products. 15% selected to only receive alerts of notifications from specific Members.

## B: Technical assistance activities

The WTO Secretariat continues to deliver a high number of training activities on ePing, aimed at both public and private sector stakeholders. Since early 2020, the Secretariat has conducted 30 virtual training activities, responding to specific requests. Many were organized in close collaboration with SPS/TBT Enquiry Points and/or in partnership with regional and international organizations. The WTO Secretariat also undertakes other promotional activities to raise awareness on ePing. In 2020, two video tutorials were developed on how to set up an alert on COVID-19 notifications<sup>3</sup> and on how ePing can be used to share comments on notifications<sup>4</sup>. The tables below provide an overview of the Secretariat's activities involving ePing, conducted in 2020 and 2021 respectively.

### Training activities in 2020

Beneficiaries	Dates, partners	Training activity
ePing admin users, global	April, May; delivered three times in English, once in French and in Spanish to accommodate time zones/languages	Refresher course on ePing
Trinidad and Tobago, government officials, private sector	June, September; three events for different groups of beneficiaries; in cooperation with the TBT EP	ePing seminar
APEC economies, government officials	June, July; delivered twice to accommodate time zones; in cooperation with APEC	Notifying and tracking COVID-19 related SPS and TBT measures
Paraguay, government officials	July	Dialogue on the WTO TBT Agreement
Caribbean, East African Community, Latin American Members, ePing admin users	October; delivered three times for different regions	Pilot ePing Admin Chat introduction
TBT EPs housed in standardizing bodies, government officials	November, December; delivered twice to accommodate time zones; in cooperation with the ISO	Benefitting from the transparency framework of the TBT Agreement:
Peru, government officials	December	Workshop on the WTO TBT Agreement
Brazil, public and private sector	December; in cooperation with EP and trade support institutions	Workshop on the WTO SPS/TBT Agreements

### Training activities in 2021

Beneficiaries	Dates, partners	Training activity
South Africa, TBT EP, government officials, private sector	January, March, June; three distinct events for different beneficiaries; in cooperation with TBT EP	National seminars on the WTO TBT Agreement's transparency framework
Arab and Middle East, government officials	January	eRTPC ePing module
Bangladesh, government officials, private sector	March; in cooperation with UNDESA	ePing seminar
Bahamas, private sector	March; in cooperation with SPS EP	ePing seminar
Viet Nam, SPS and TBT EPs, government officials, private sector, Foreign Trade University students	March, April; in cooperation with ITC and SPS/TBT EPs; four events for different groups of beneficiaries	ePing seminars to facilitate access by MSMEs to regulatory information/translations
St Lucia, private sector	April; in cooperation with TBT EP	ePing seminar
Vanuatu, government officials	May; in cooperation with UNDESA and ITC	ePing seminar
Bhutan, government officials, private sector	May; in cooperation with UNDESA and ITC	ePing seminar

<sup>3</sup> <https://youtu.be/oHxxw1DF0pg>.

<sup>4</sup> <https://www.youtube.com/watch?v=it5PN-vazuA&feature=youtu.be>.



### C: Actions in response to 2017 survey results

The results of the 2017 survey indicated that users highly appreciated the customized alert and user-friendly set up and expressed interest in receiving further guidance on how to use the system. In response to the suggestions made by respondents, the following modifications/enhancements were introduced or are being considered:

- j. Make it easier for ePing admins to track national users' profiles/preferences
  - The list of users now includes personal information and filter preferences.
- k. Receive notification alerts as SMS on phones
  - This function is available, but it needs to be first set up by the admin user(s) of the Member interested in the SMS function.
- l. Allow better technical integration of ePing with other national websites/systems
  - The WTO Secretariat is looking into developing an Application Programming Interface (API) to ease data exchange and integration.
- m. Convert ePing to local language
  - At the request of Viet Nam, the ITC, in collaboration with national partners and the WTO, managed and funded a pilot project to launch ePing in Vietnamese.
- n. Expand alerts to include SPS/TBT Committee documents, agendas, meeting dates
  - Looking into options to include a link to/alert on Special Trade Concerns in integrated version of online tools, additional information might be added in the future.
- o. Expand alerts to other WTO notifications, technical assistance activities on offer
  - Adding other notifications is an option in the long run. The admin chat allows the WTO Secretariat to reach out to admins, typically Enquiry Points, with alerts on technical assistance activities, workshops, webinars.
- p. Send alerts when proposed regulations are adopted
  - Both SPS/TBT Committees have adopted recommendations for Members to notify adoption/entry into force of measures through an addendum to an original notification. Whenever Members follow these and submit an addendum, alerts go out to subscribers. The recently revised TBT addendum format<sup>5</sup> makes it easier to track when regulations are adopted and includes a specific field to enter "dates" of adoption and entry into force. These changes will be reflected in ePing in an upcoming release.
- q. Improve product-based searches and alerts by making sure all notifications include HS/ICS codes or by introducing sectoral product categories
  - WTO Central Registry of Notifications is assigning HS/ICS codes to the extent possible to facilitate searches; the Secretariat is also looking into other options to improve coverage of product information and facilitate sectoral searches.
- r. Introduce general discussion forum, separate from notification-specific fora
  - Currently piloting a discussion forum not linked to notifications for users with administrator rights (Admin Chat).

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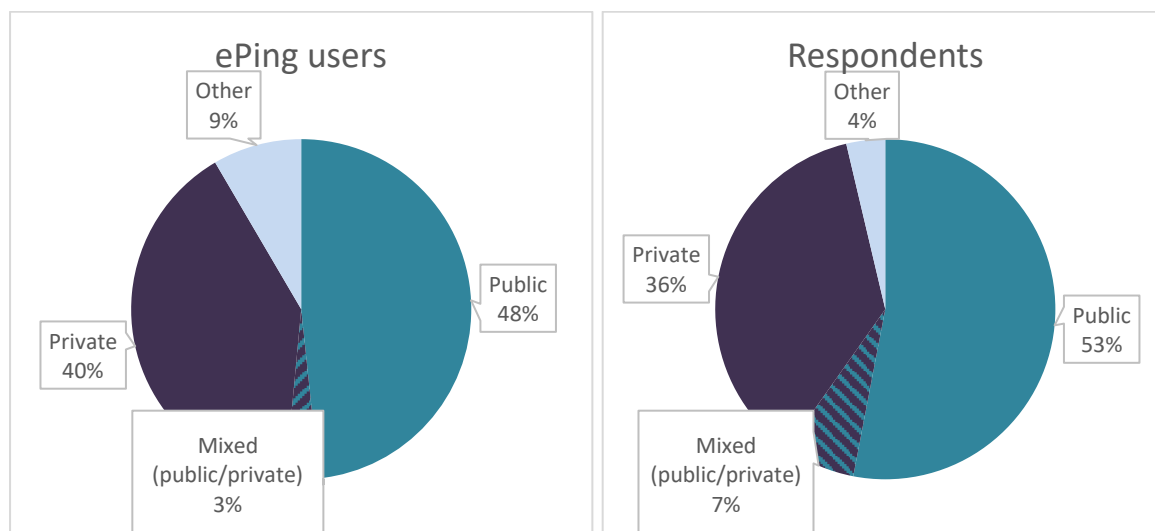
<sup>5</sup> [G/TBT/35/Rev.1](#).

#### D: 2021 survey results in detail

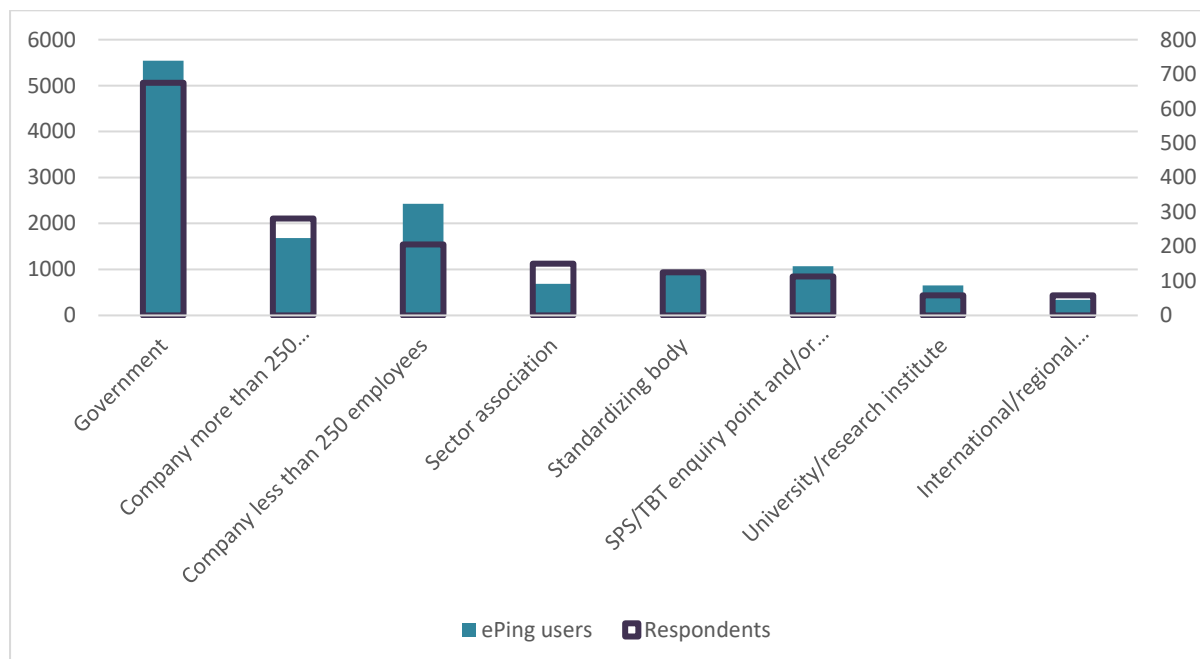
The survey was sent to all users (12,765 in March 2021), in either English, French or Spanish, depending on the language chosen in their ePing profile. After the initial email, two additional reminders were sent to encourage users to fill out the survey. 1,409 users, or 12% of all users, filled out the survey. The response rate for users with admin rights was a lot higher; 34% of admin users responded.<sup>6</sup> The survey included an additional set of questions for respondents with admin rights.

The share of respondents working in the public and private sector, as well as the type of organization respondents work in, indicate that the respondents are a good representation of ePing users in general (see Figures 4 and 5).

**Fig. 4: ePing users and respondents by sector**



**Fig. 5: Share of ePing users and respondents by organization type**



<sup>6</sup> Response rates are calculated taking into account bounced email messages, which were deducted from the number of ePing users to which the survey was sent.

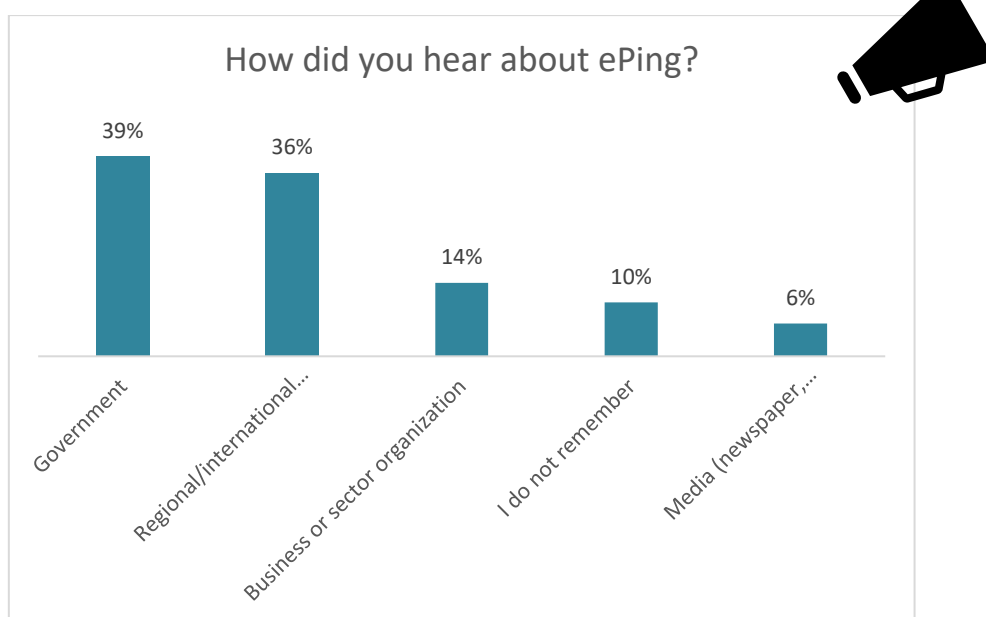
The survey focused on four main topics: staying informed on product requirements, the ePing email alert, reviewing and improving ePing and, finally, getting to know ePing better.

### Staying informed on product requirements

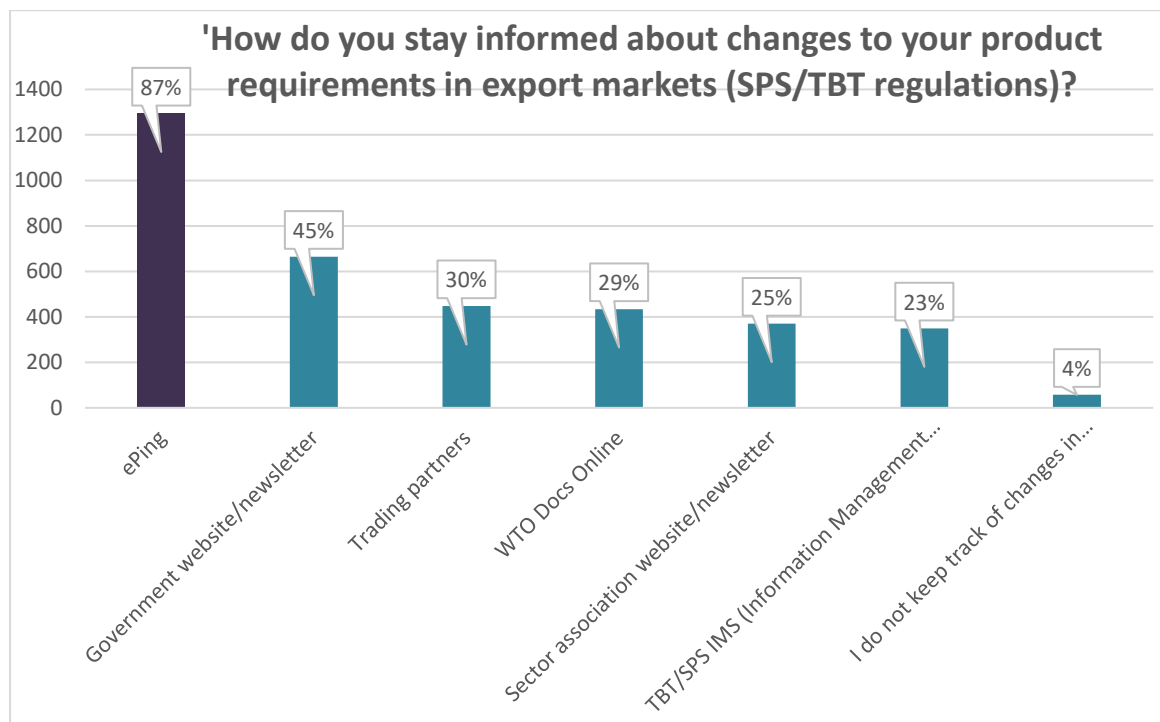
In the first set of questions, respondents were asked to indicate how they got to know ePing and which other tools they use to stay informed about product requirements in export markets.

About four out of ten respondents had learned about the ePing tool through their government. One third of the respondents had heard about the platform through a regional or international organization. Business or sector organizations (14%) and the media (6%) were of less importance in awareness raising (see Figure 6). However, looking at the respondents working in the private sector only, 28% learned about ePing through business and sector associations, and 9% through the media.

**Fig. 6: Responses to survey question on how respondents heard about ePing**

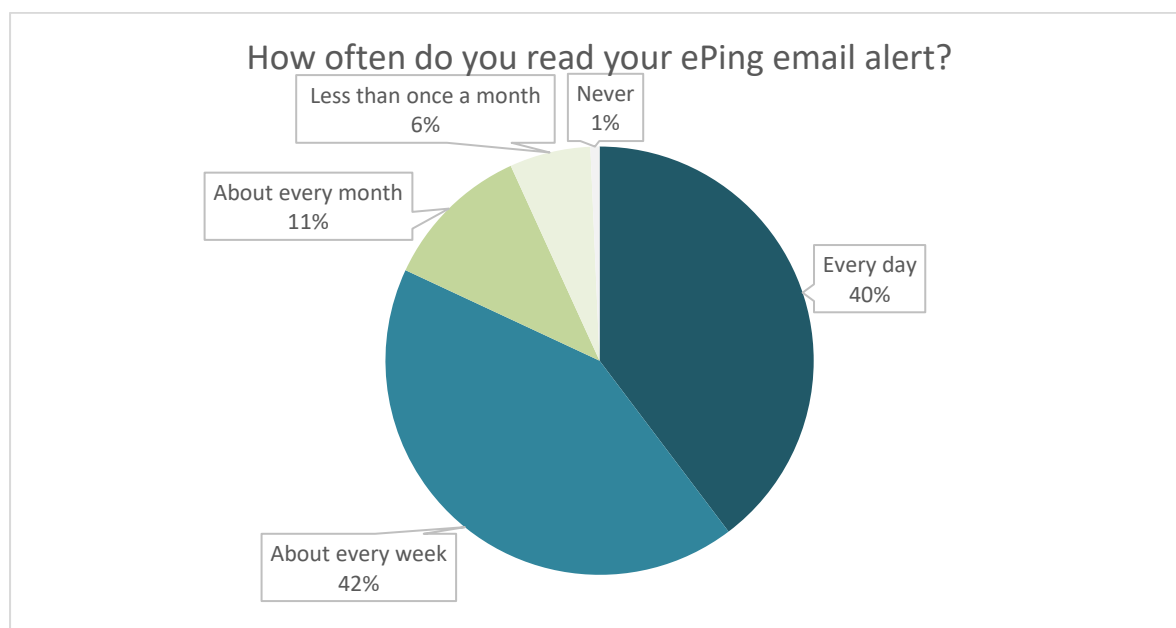


Not surprisingly, a large majority of the respondents use ePing to **stay informed about changes to product requirements** in export markets (SPS/TBT regulations). However, almost all respondents (94%) combine ePing with other sources of information. Almost half of them also receive information through their government and about one third via trading partners. The WTO Documents Online (DOL) system was also selected by 30% of respondents. One out of four respondents combine ePing with information from sector associations, and 23% use the SPS/TBT IMS (see Figure 7).

**Fig. 7: Responses to survey question information channels to stay informed on product requirements**

### The ePing email alert

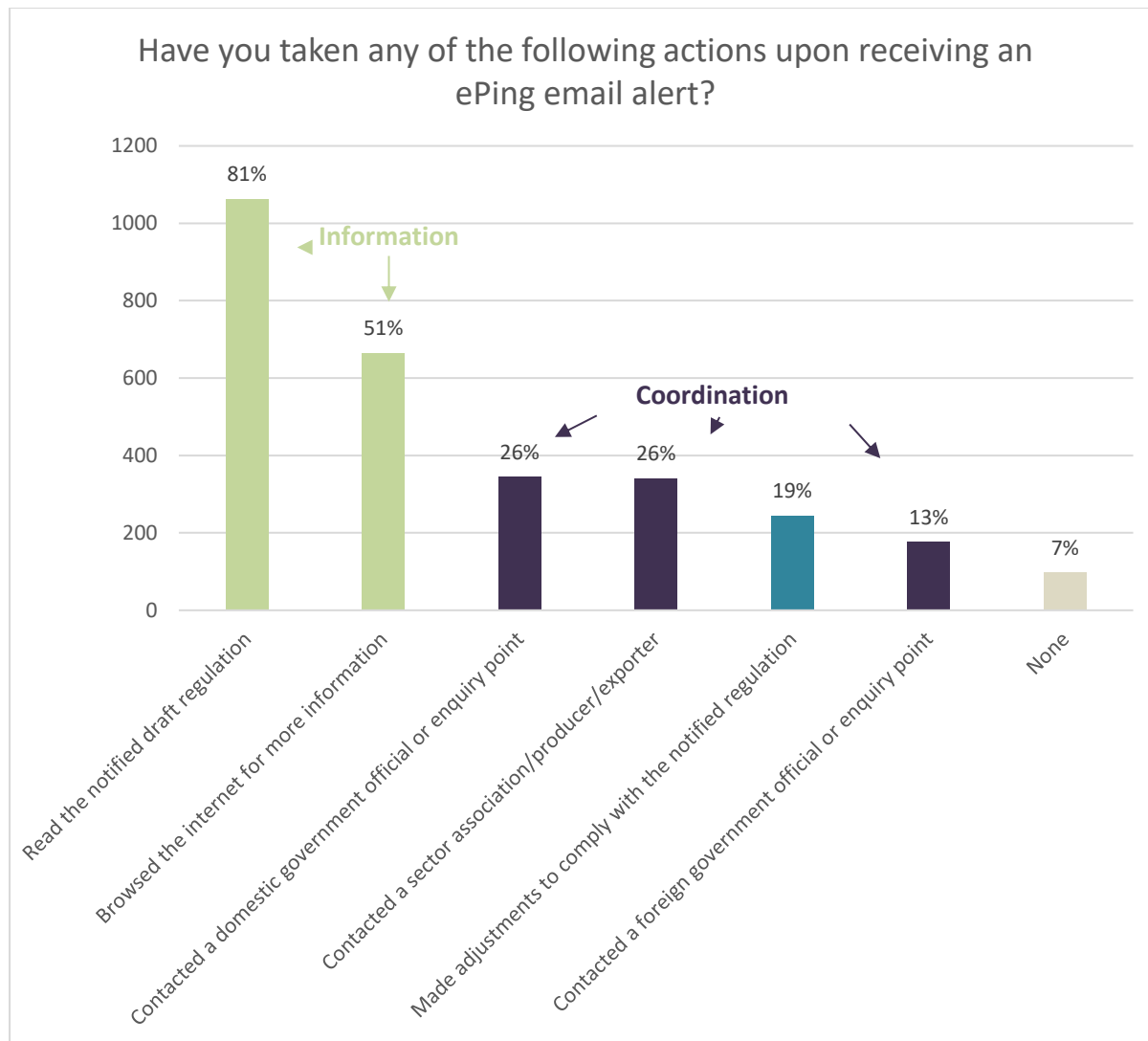
A second set of questions focused on the ePing email alert, and possible follow-up actions upon receiving an alert. 88% of respondents receive ePing email alerts. 86% of those respondents receiving an alert read the alert either daily (40%) or weekly (42%). There is no difference between respondents working in the public sector and those working in the private sector (see Figure 8).

**Fig. 8: Responses to survey question on alert frequency**

When asked about follow-up actions taken upon receiving an email alert, the large majority looked for more information on the notification either by reading the draft regulation (81%) or by browsing

the internet to find more information (51%). About one quarter of the respondents contacted a domestic government upon receiving an alert and a similar number of respondents contacted a sector association, producer, or exporter. About 20% respondents made adjustments to comply with the new regulation. When looking at respondents from the private sector only, this is increased to 25% (see Figure 9).

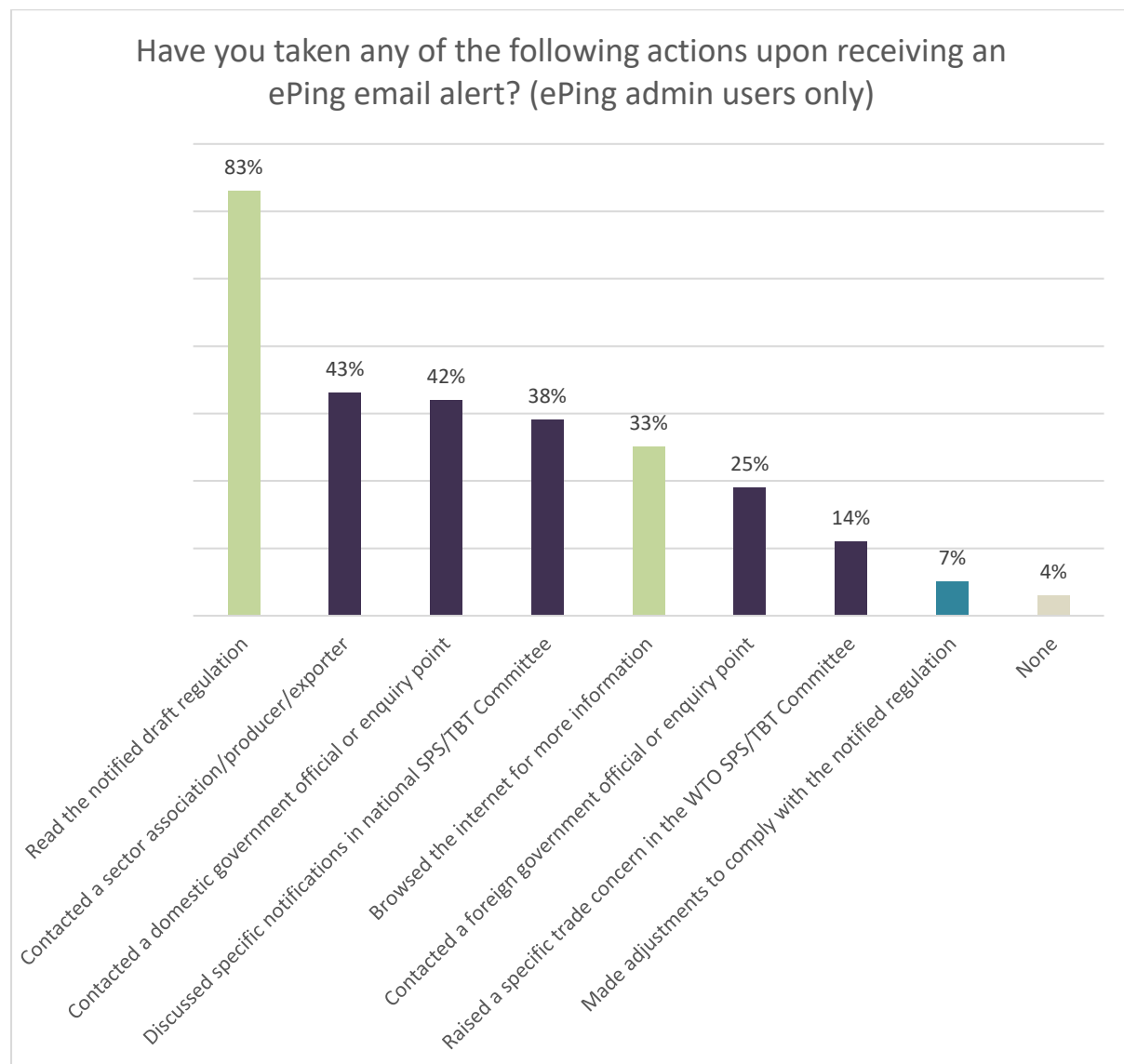
**Fig. 9: Responses to survey question on follow-up actions upon receiving an ePing alert**



Taking a closer look at the answers from ePing users with admin rights on the question about follow-up actions taken, coordination activities are clearly more important to those users. 43% contacted a sector association, producer or exporter versus 26% when looking at all respondents. 42% contacted a domestic government official or Enquiry Point, while this is only 26% for all respondents. 25% contacted a foreign government official or Enquiry Point compared with 13% of all respondents (see Figures 9 and 10).

Respondents with ePing admin rights were also asked whether they had discussed a notification in a national SPS or TBT Committee upon receiving an ePing alert, and 36% indicated to have done so. 14% of respondents with admin rights indicated that they had raised a specific trade concern in the SPS or TBT Committee on a notification received via ePing.

**Fig. 10: Responses to survey questions on follow-up actions upon receiving an ePing alert (ePing admin users only)**

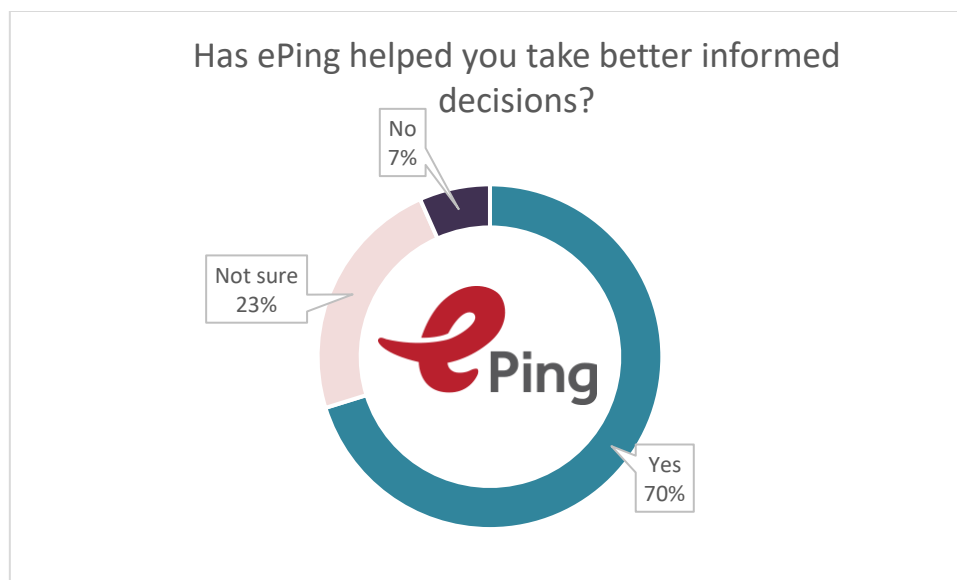


Respondents were invited to provide contact details if they were willing to share further information regarding their experiences following up on notification alerts. 203 respondents provided their email address, of which 19 ePing were users with admin rights and 184 were regular ePing users. The WTO Secretariat intends to contact several of these respondents to develop user stories that can inspire other ePing users and stakeholders to take action upon receiving an alert to avoid trade disruptions and address potential issues at an early stage.

### Reviewing and improving ePing

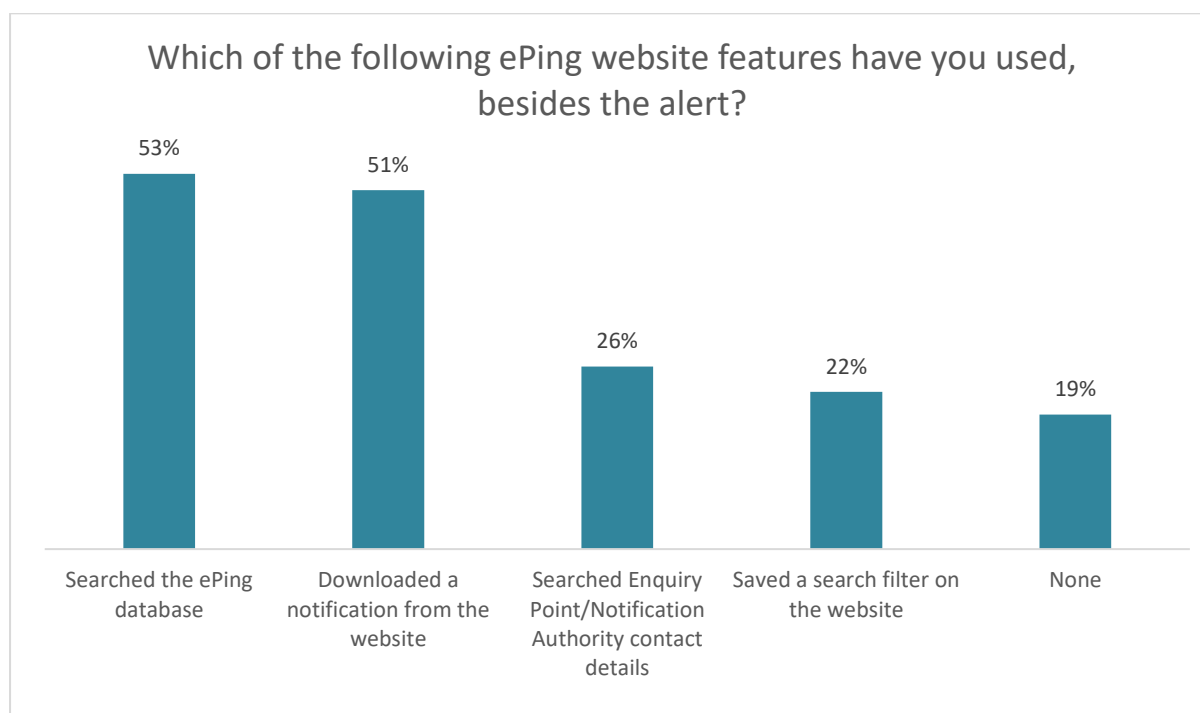
The third set of questions dealt with the evaluation of the ePing tool and sought inputs to improve the services offered by ePing. Asked about the usefulness of ePing on a 1 to 10 scale, the average score was 8, with no difference between respondents from the public and private sector. 70% of respondents indicated that ePing had helped them take better decisions (see Figure 11).

**Fig. 11: Responses to survey question on usefulness of ePing tool**



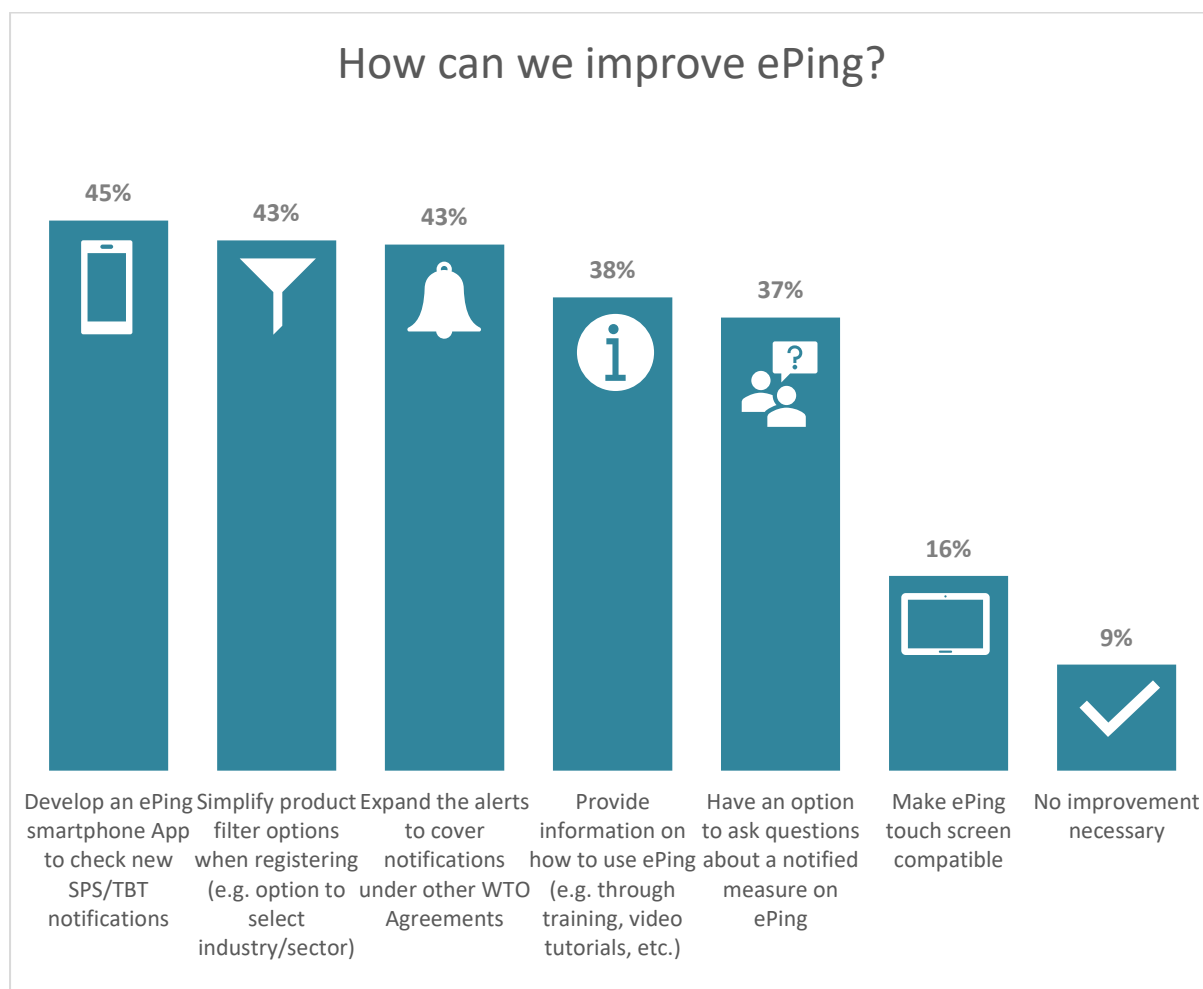
81% of the respondents have used **other ePing features** besides the email alerts. Over 50% searched the ePing database containing all SPS and TBT notifications, and the function to download notifications. A quarter of respondents have used ePing to find contact details of Enquiry Points and Notification Authorities and have saved a search filter on the website (see Figure 12).

**Fig. 12: Responses to survey question on ePing features used**



45% of respondents indicated that an ePing App to check new SPS/TBT notifications would be an **improvement to the ePing service** (see Figure 13). This was the option most often selected when asking about ePing improvements. Simplifying product filter options when registering was selected by 43%. This issue was also raised repeatedly when asked to give any general remarks on ePing in an open question at the end of the survey. The option to expand alerts to cover notifications under other WTO Agreements was also selected by 43% of participants. 38% indicated that more information on how to use ePing via training or video tutorials for example would be an improvement. 37% would like to have an option to ask questions on notified measures via ePing. 16% would like to have an option to ask questions on notified measures via ePing. 9% would like to have an option to ask questions on notified measures via ePing.

**Fig. 13: Responses to survey question on how to improve ePing**



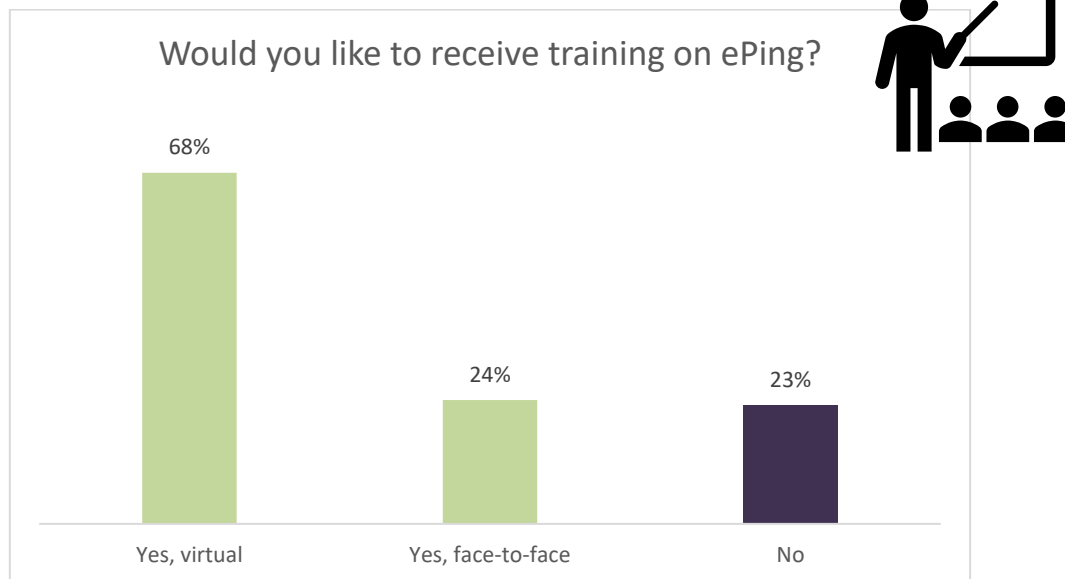


### Getting to know ePing better

A final set of questions focused on outreach and training activities as well as actions to improve the understanding and knowledge of ePing. Questions addressed issues related to training possibilities, communication channels and possible topics of interest.

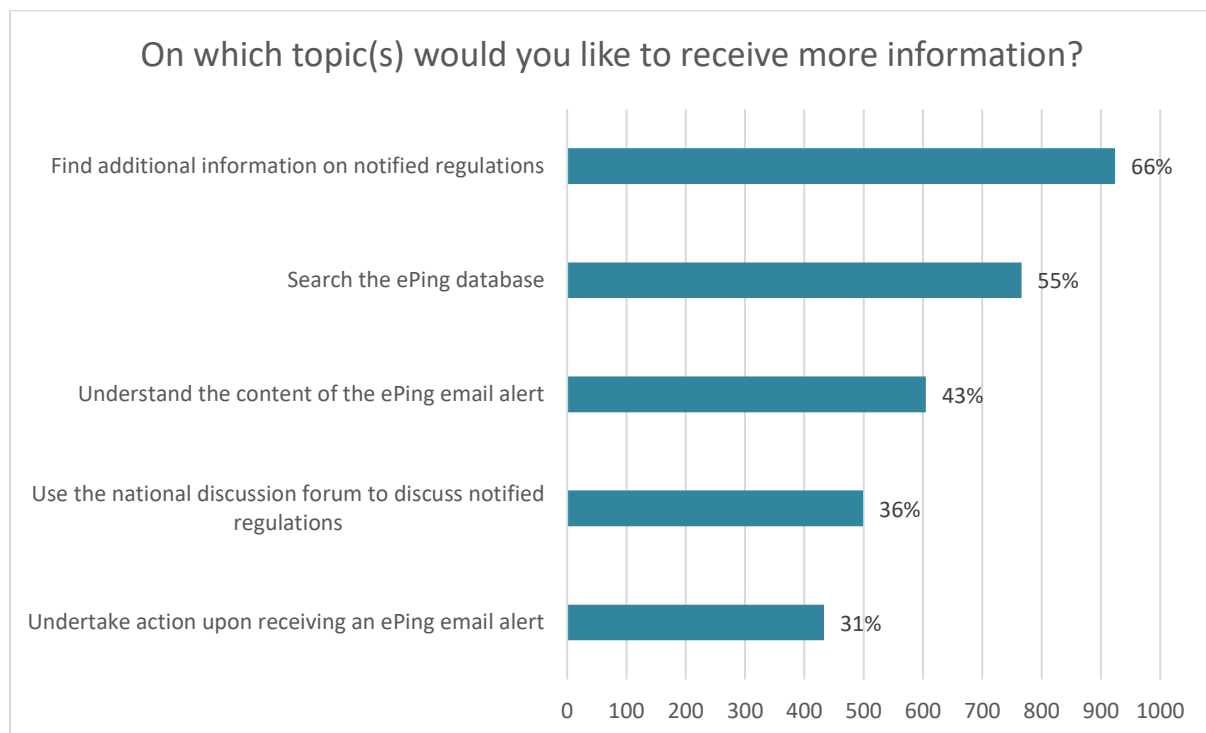
Three quarters of the respondents would like to **receive training on ePing**, with a majority opting for a virtual training (see Figure 14). When asked to give any additional remarks about ePing in an open question, 31 respondents reiterated the need for more training. No other topic was mentioned more often.

**Fig. 14: Responses to survey questions on ePing training**



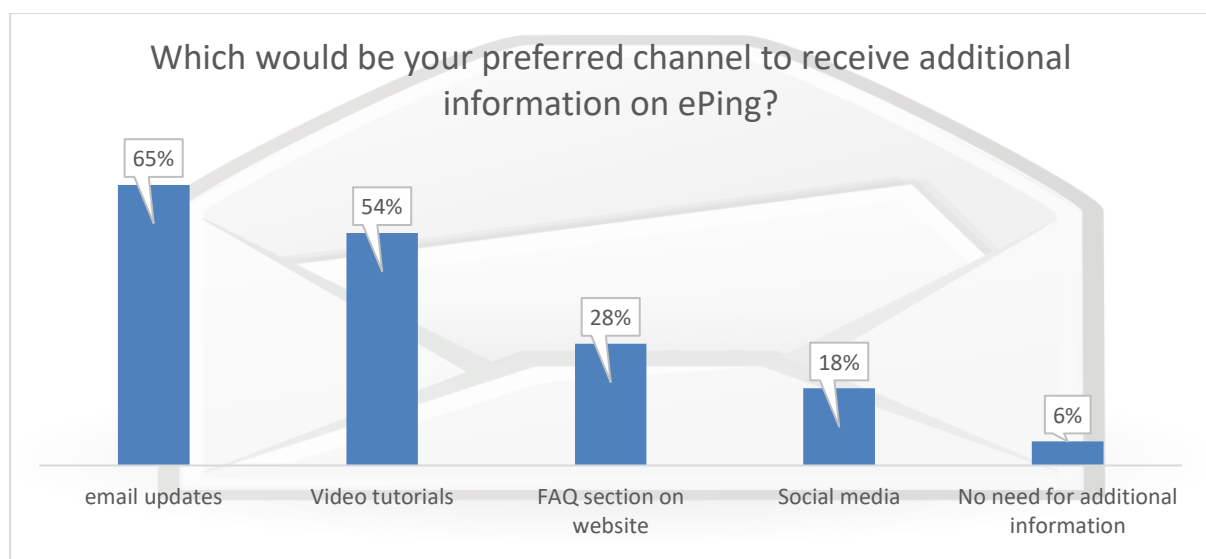
Respondents were particularly interested in finding additional information on notified regulations, as 66% selected this option when asked **about which topic(s) they would like to receive more information** (see Figure 15). 55% indicated to be interested in info on how to search the database of all notifications, and 43% would like to get information on how to understand the content of an ePing email alert. About one third was interested in learning how to use the national discussion forum, and 32% indicated they wanted to learn more about follow-up actions upon receiving an alert.

**Fig. 15: Responses to survey question on topics on which ePing users would like to receive more information**



Email updates are the **preferred channel to receive additional information on ePing**, selected by 65% of respondents. The second most selected option was video tutorials. One third indicated that additional info could be shared via a frequently asked questions section on the ePing website. About one out of three respondents with ePing admin rights indicated they would like to receive information on ePing via the Admin Chat. (see Figure 16)

**Fig. 16: Responses to survey questions on preferred channel to receive information on ePing**



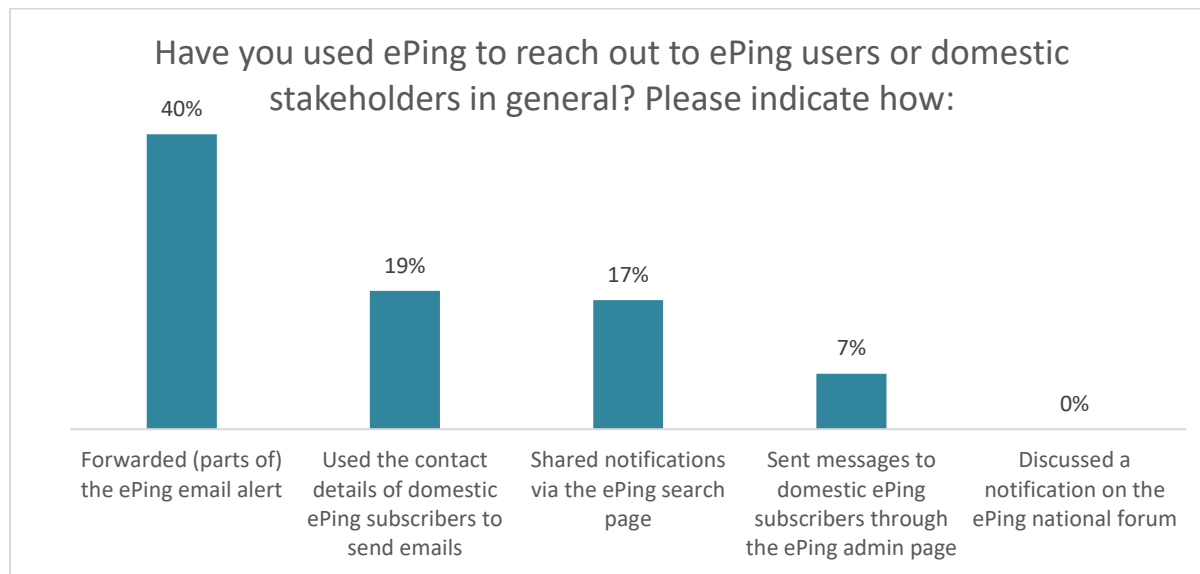
### The ePing admin tool

To get insights into how ePing users with admin rights use ePing in general and the ePing admin features in particular to improve coordination on notifications, these ePing users were asked an

additional set of questions. The questions also served to raise awareness about recently added features.

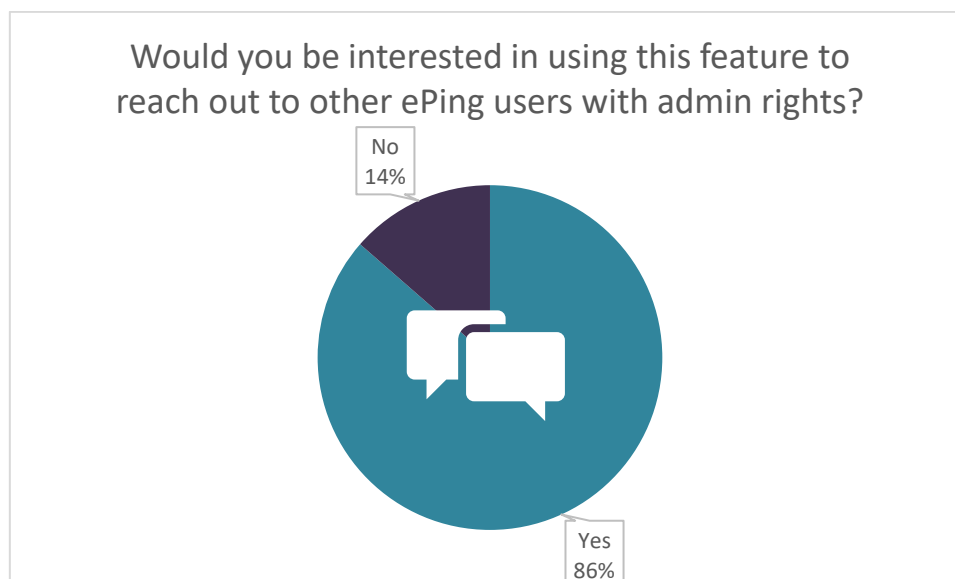
40% of the respondents with ePing admin rights said they have forwarded the ePing alert **to reach out domestically**, while 19% have used the contact details of the domestic subscribers to send emails to them. 17% used the sharing function in the search page to share a notification with domestic stakeholders. The national discussion forum had not yet been used by those responding to the survey (see Figure 17).

**Fig. 17: Responses to survey question on using ePing to reach out to domestic stakeholders**



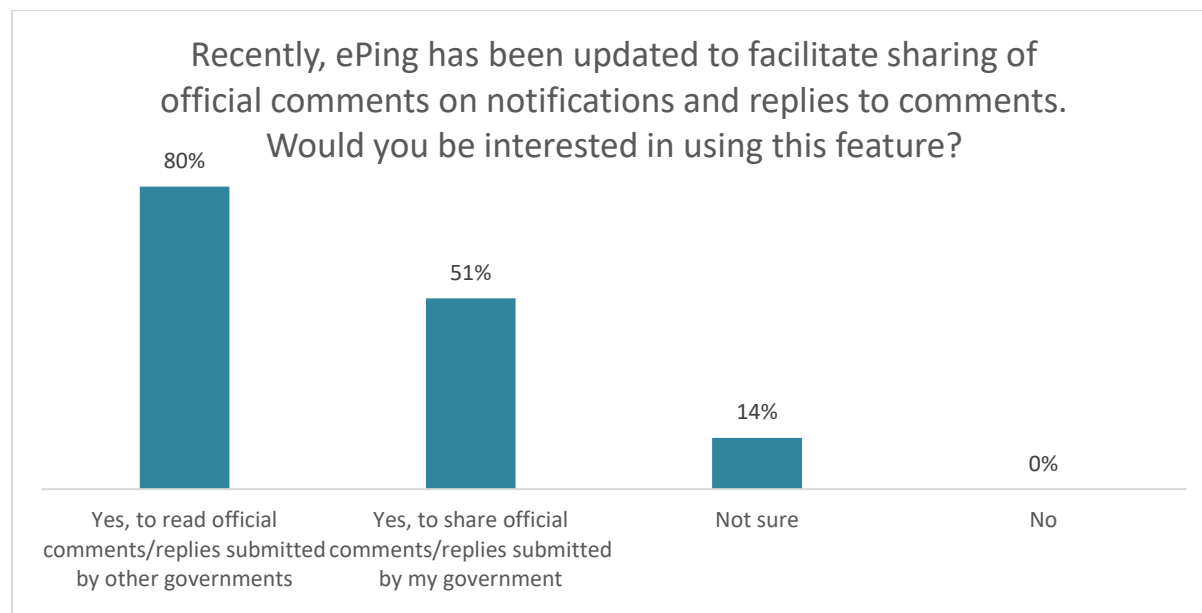
ePing users with admin rights were also asked whether they were familiar with the newly added **'Admin Chat'**. 64% of respondents indicated that they know this function is now available on ePing. 86% indicated that they are interested in using the Admin Chat to reach out to other ePing admin users. (see Figure 18).

**Fig. 18: Responses to survey question on using the Admin Chat**



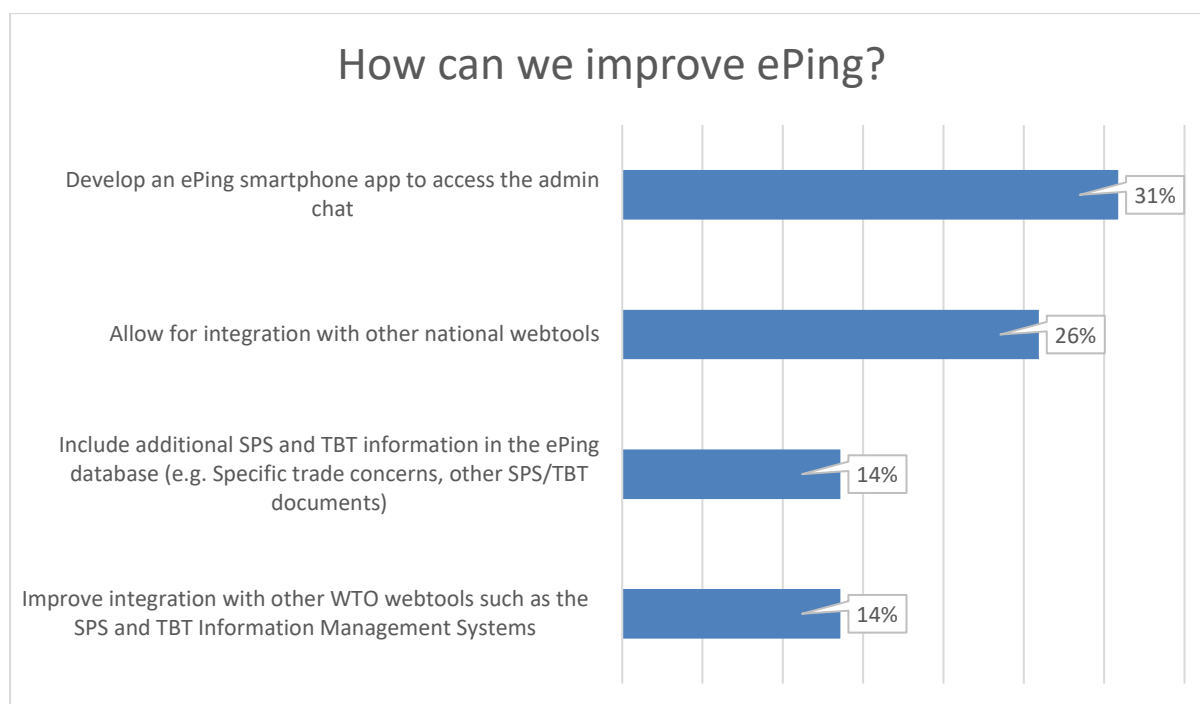
The survey also asked to what extent ePing users with admin rights were interested in using the international forum to **share and read official comments on notifications** and subsequent replies, as this has been accommodated through some recent updates in light of a TBT Committee Triennial Review recommendation.<sup>7</sup> 80% responded that they are interested in using this feature to read comments published, while half expressed interest in the feature to also share official comments and replies. (see Figure 19)

**Fig. 19: Responses to survey question on using the comment sharing function of ePing**



ePing users with admin rights were also given a few additional options when asked how ePing can be **improved**. Again, the option to develop an App, this time to access the Admin Chat, was the most popular of the options, with one out of three selecting this option. A quarter of respondents would like to integrate ePing in other national webtools. (see Figure 20)

<sup>7</sup> [G/TBT/41](#), para. 6.19.f.ii.

**Fig. 20: Responses to survey question on how to improve ePing**

About half of the ePing users with admin rights would like to receive **more information on the ePing** admin chat, and a similar number of respondents would also like to receive more information on how to reach out to national stakeholders using ePing. 44% would like to receive more information on how to share an official comment on a notification via ePing. (see Figure 21)

**Fig. 21: Responses to survey question on topics on which ePing users would like to receive more info**