# Tips to improve submissions through system-to-system (S2S)

The SCIP team wants to congratulate you for the high activity we are seeing in the SCIP context. We would like to remind that the main goal of SCIP is not to have large volumes of notifications but to improve transparency on hazardous substances present in articles placed on the EU market.

Therefore, it remains important to  follow our recommendations and key tips for successful SCIP notifications.

**Here are best practice and tips for successful system-to-system (S2S) integration:**

**1.    Submitting dossiers**

a.    During the next few weeks, avoid the submission of big volumes in peak hours which are between 10.00 and 17.00 Helsinki time. We are expecting high levels of activity in our IT -systems due to concurrent regulatory processes (poison centre notifications, SCIP notifications and activities related to the UK's withdrawal from the EU). This may lead to some slowness in our tools and systems.

b.    Wait until you get a response from the ECHA Submission portal and do not abort the connection. Set a sufficiently long timeout in your requests (e.g. 30 seconds or 1 minute), allowing the ECHA Submission portal to respond when the system is busy.

c.    Do not set an unlimited number of retries when submitting, instead set a small and configurable number of retries (e.g. two retries.

d.    Avoid consecutive submission retries without allowing sufficient time to receive a response, instead retry after one hour and if that fails, try the next day.

e.    Reduce the number of retries. If you reached your limit, contact ECHA.

f.    Avoid submitting everything in one go. It is preferable to send in batches and verify the status of submissions before moving on with the next batch. In this way, you can avoid having a large amount of submissions failing for the same reason, while the issue could have been spotted since the first one.

g.    Avoid unattended submissions, monitor your systems and block the automated submissions when a threshold of failed submissions is reached.

h.    Avoid the resubmission (e.g. recreating a dossier) when the reason for failure of

previous submissions pertaining to the same entity has not been identified. It is possible that the new dossier will fail once more.

i.  Differentiate between technical and business errors (business rule failures).

j.  For additional information please see support documentation available at  https://echa.europa.eu/en/manuals?panel=s2s#s2s (on the format tab you can access the validation rules defined for each regulatory context).

k.  Classify the response codes differently and retry when the status code indicates a recoverable situation, e.g. HTTP 500 indicates a server error, so need to retry in such cases, while HTTP 400 indicates a Bad request that will also fail in subsequent retries.

l.  Failed submissions indicate a final status and requires human intervention in most of the cases to correct the data. Do not automatically retry in such cases.

m.  Avoid unnecessary submissions, ensure the quality of the data before submitting your notification (e.g. by validating 'representative' dossiers) and avoid submitting updates to correct minor mistakes .

n.  The tools to refer to data already successfully submitted to SCIP, Simplified SCIP notification (SSN) and 'Referencing' can also be used via S2S. See the support documentation available at  https://echa.europa.eu/en/manuals?panel=s2s#s2s

Note: To safeguard that only articles containing substances of very high concern (SVHCs) on the Candidate List are submitted, **ECHA will pause the processing of dossiers containing more than 1 000 components.** At this stage, ECHA will not prevent their submission (you will still get a submission number), but where needed, dossier submitters will be invited to improve the notification.  Access to the news is available at this link.

## 2.  Polling for the submission status

a.  Avoid polling to get the submission report to identify the status of each submission. Instead, get the events related to your submissions.

b.  Get the submission report when the status is final (either successful or failed) in order to fetch the information related to this submission.

c.  Polling for events should have a different configuration (e.g. incremental "polling") to the submission service. Polling may be continuously performed (no upper limit), while each request is performed each configurable time. The value will depend on the number of submissions, could be 1 min, 1 hour, 6 hours, 1 day.

In general, we suggest that fetching information can be done in batches, to avoid high numbers of requests for individual checks.

Note: The processing time depends on the volumes that we are receiving. During periods of high levels of activity, you may experience longer processing times, when your submissions will appear with a pending status.

Last but not least, Season's Greetings!

With kind regards,
The SCIP team