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## **Economic Commission for Europe**

Inland Transport Committee

### **Working Party on Customs Questions affecting Transport**

**Informal Ad hoc Expert Group on Conceptual and  
Technical Aspects of Computerization of the TIR Procedure**

**Twenty-ninth session**

Rotterdam, 14-15 November 2018

Item 5 (c) of the provisional agenda

**eTIR conceptual, functional and technical documentation  
Amendments**

## **Amendments to the eTIR conceptual, functional and technical documentation - v.4.2a**

**Note by the secretariat**

### **I. Introduction**

1. At its 140th session (June 2015), the Working Party on Customs Questions affecting Transport (WP.30) considered and supported document ECE/TRANS/WP.30/2011/4/Rev.1, containing version 4.1 of the eTIR Reference Model, as a basis for future work of the Group of Experts on Legal Aspects of Computerization of the TIR Procedure (GE.2) as well as for pilot projects. At the same time, WP.30 recalled that the eTIR Reference Model is not “carved in stone”. WP.30 agreed that the eTIR Reference Model might require further improvements, in particular as a follow-up to pilot projects and the outcome of the work of the legal Expert Group.

2. Further to the decisions taken by GE.1 at its twenty-eighth session, the secretariat prepared this document, containing a revised list of considerations and possible amendments.

## II. Considerations and possible amendments

### (a) Accompanying document and fallback procedure

3. At its previous session, GE.1 considered the draft accompanying document and the summary description of its usage, as contained in Annex I, and requested the secretariat to propose a revised text of Chapter 1.2, in particular to remove the possibility to begin a eTIR transport under the fallback procedure and finding alternatives to the envisaged eTIR website. Annex II contains a draft revision of Chapter 1.2.

4. Furthermore, in the course of its discussion on Article 9 (Fallback procedure) of the draft Annex 11, WP.30 took note that the issue of fallback procedures was still under discussion by GE.1 and requested the secretariat to propose, if necessary, a revised wording of Article 9, once GE.1 had finalized its discussions. GE.1 might want to consider the following revised wording of Article 9 prepared by the secretariat:

*In the event that an eTIR procedure is impeded for technical reasons, the competent authorities:*

*(a) shall accept the accompanying document and process it in line with the procedure described in the functional and technical specifications and*

*(b) may obtain additional information from alternative electronic systems, if available, as described in the functional and technical specifications.*

### (b) Reconciliation procedure

4. At its previous session, GE.1 discussed the various options to introduce a reconciliation procedure in eTIR, as contained in Informal document GE.1 No. 5 (2018), and was of the view that expanding the reconciliation procedure to all eTIR messages would go beyond the scope of Annex 10 and, thus, the appropriate provisions would have to be added in Annex 11 or in the eTIR specifications. GE.1 also pointed out that any request to start a reconciliation procedure should be addressed to national helpdesks.

5. GE.1 is invited to continue its discussion and the basis of a presentation by the European Commission on the rules and procedures related to communications among helpdesks in the New Computerized Transit System (NCTS).

### (c) Pointers

6. In the eTIR messages, pointers are used in combination with an error or amendment code to indicate, in a response message, where an error is, or which attribute or class is amended in a message, sent to amending a previously sent message (e.g. an advance cargo information). Bearing in mind that the WCO data model, on which the eTIR data model is based, is technology neutral, the pointer mechanism was designed to work with any technical implementation. Over the different versions of the WCO data model, three options on the use of pointers have been introduced.

7. The figure below shows the structure of a declaration message, in which an erroneous code has been used to describe the package type, in the third Consignment Item of the second Consignment

Declaration

- Consignment[ sequence = 1 ]
- [...]
- **Consignment**[sequence = 2 ]
  - ConsignmenItem [ sequence = 1 ]
  - [...]
  - ConsignmenItem [ sequence = 2 ]
  - [...]
  - ConsignmenItem [ sequence = 3 ]
    - Packaging
      - Marks and numbers
      - Number of packages
      - Packages type\_description code

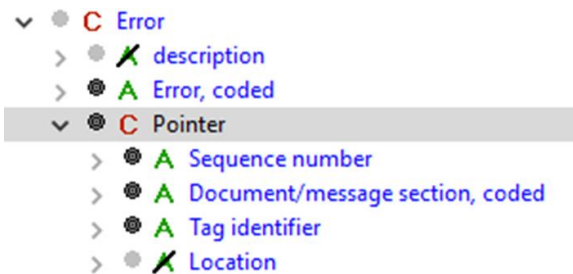
8. The first option uses classes and attributes WCO IDs to point at the error. The pointer class is repeated until the Packages type description code is reached, as shown in the table below:

Error		
Error code		12 (Incorrect (code) value)
Pointer		
Sequence number		1
Document/message section, coded		42A (Declaration)
Tag identifier		-
Pointer		
Sequence number		2
Document/message section, coded		28A (Consignment)
Tag identifier		-
Pointer		
Sequence number		3
Document/message section, coded		29A (ConsignmenItem)
Tag identifier		-
Pointer		
Sequence number		-
Document/message section, coded		93A (Packaging)
Tag identifier		141 (Type)

9. The second option uses the so-called “Unique position Id”, which allows to identify a class used at different places in the data model. However, in case of multiple occurrences of a class in a message, the pointer still needs to be repeated to identify the correct sequence number of the class. The table below show how this option is implemented in practice:

Error		
Error code		12 (Incorrect (code) value)
Pointer		
Sequence number		2
Document/message section, coded		0203D (Consignment)
Tag identifier		-
Pointer		
Sequence number		3
Document/message section, coded		0275D (ConsignmentItem)
Tag identifier		-
Pointer		
Sequence number		-
Document/message section, coded		-
Tag identifier		141 (Type)

10. Finally, since version 3.7 of the WCO data model, a new attribute has been added to the pointer class: “Location”. As shown in the figure below, the location attribute is not used so far in eTIR messages.



11. The location allows to point at an error or an amendment using an XPath. The following two tables show how this can be implemented in practice using either the classes and attributes XML tags or the WCO IDs:

Error		
Error code		12 (Incorrect (code) value)
Pointer		
Location		Declaration / Consignment [2] / ConsignmentItem [3] / Packaging / Type

Error		
Error code		12 (Incorrect (code) value)
Pointer		
Location		42A / 28A [2] / 29A [3] / 93A / 141

12. GE.1 might wish to discuss the various options and select the most appropriate option to use of the pointer class for both errors and amendments and, if necessary, instruct the secretariat to make the relevant changes in all eTIR specifications.

**(d) Advance cargo information**

13. At its 150th session, while discussing the draft of Annex 11 of the TIR Convention, WP.30 questioned the used of the term “Advance Cargo Information” (ACI) to refer to the TIR related data that are sent to customs in advance of the arrival of the vehicle or container. While preparing the eTIR specification (formerly the eTIR Reference Model), GE.1 took the term ACI from the WCO SAFE Framework of Standards to Secure and

Facilitate Global Trade (SAFE). While GE.1 included the transit related data elements recommended in SAFE in the eTIR messages, those data elements remain optional and, in some cases, customs administration may even require other additional data in advance of the arrival of the vehicle or container. Consequently, WP.30 asked the secretariat to propose a new term to refer to the TIR related data to be sent electronically and in advance to customs. Considering that the term ACI is also used throughout the eTIR specifications, GE.1 might wish to give its opinion on an alternative wording to be used, such as “advance transit data” and, would WP.30 accept the new wording, instruct the secretariat to amend the eTIR specifications accordingly.

(e) **Amended list of messages**

14. Further to the addition of the refusal to start TIR operation message, GE.1 might want to instruct the secretariat to add the following 2 lines to Table 1.2 in chapter 2.4.2 (Internal messages).

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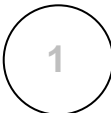
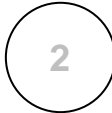
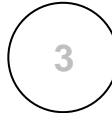


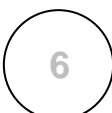

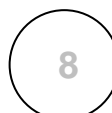

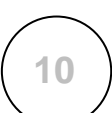






I17	Refusal to start TIR operation	-
	This message allows Customs authorities to record information related to the refusal to start of TIR operations.	
I18	Refusal to start results	I17
	This message is a response to message I17. It confirms the reception of the refusal to start TIR operation.	

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**III. Next steps**

15. GE.1 is invited to discuss the considerations and amendments presented in this document and provide the secretariat with detailed instructions on how to further proceed.

## Annex I eTIR accompanying document (recto)

	1. eTIR guarantee number and barcode/QR 						
2. Customs office(s) of departure	3.(a) Name of the international organization 3.(b) Name of the issuing association						
Itinerary and national references	4. Holder identification number						
	5. Country/Countries of departure      6. Country/Countries of destination						
7. Registration No(s), of road vehicle(s)	8. Documents attached to the manifest						
<b>GOODS MANIFEST</b>							
9. (a) Load compartment(s) or container(s) (b) Marks and Nos. of packages or articles	10(a) Number and type of packages or articles; description of goods, customs office(s) of destination	10(b) HS Code	11. Gross weight in kg	16. Seals or identification marks applied, (number, identification)			
FOR FALLBACK PROCEDURE							
Officer's signature and customs office date stamp: New seals:		Officer's signature and customs office date stamp: New seals:		Officer's signature and customs office date stamp: New seals:		Officer's signature and customs office date stamp: New seals:	
Officer's signature and customs office date stamp: New seals:		Officer's signature and customs office date stamp: New seals:		Officer's signature and customs office date stamp: New seals:		Officer's signature and customs office date stamp: New seals:	
Officer's signature and customs office date stamp: New seals:		Officer's signature and customs office date stamp: New seals:		Officer's signature and customs office date stamp: New seals:		Officer's signature and customs office date stamp: New seals:	
Officer's signature and customs office date stamp: New seals:		Officer's signature and customs office date stamp: New seals:		Officer's signature and customs office date stamp: New seals:		Officer's signature and customs office date stamp: New seals:	

(verso)

### Certified report

Drawn up in accordance with Article 25 of the TIR Convention  
(See also Rules 13 to 17 regarding the use of the TIR Carnet)

1. Customs office(s) of departure	2. <b>TIR CARNET</b> <b>N</b>			
	3. Name of the international organization			
4. Registration No(s). of road vehicle(s) Identification No(s). of container(s)	5. Holder (identification number, name, address and country)			
6. The customs seal(s) is/are intact <input type="checkbox"/> not intact <input type="checkbox"/>	8. Remarks			
7. The load compartment(s) or intact <input type="checkbox"/> not intact <input type="checkbox"/>				
9. <input type="checkbox"/> No goods appeared to be missing <input type="checkbox"/> The goods indicated in items 10 to 13 are missing (M) or have been destroyed (D) as indicated in column 12				
10. (a) Load compartment(s) or container(s) (b) Marks and Nos. of packages or articles	11. Number and type of packages or articles; description of goods	12. M or D	13. Remarks (give particulars of quantities missing or destroyed)	
14. Date, place and circumstances of the accident				
15. Measures taken to enable the TIR operation to continue <input type="checkbox"/> affixing of new seals: number _____ description _____ <input type="checkbox"/> transfer of load (see item 16 below) <input type="checkbox"/> other				
16. If the goods have been transferred: description of road vehicle(s)/container(s) substituted				
	Registration No.	Approved Yes No	No. of certificate of approval	Number and particulars of seals affixed
(a) vehicle	_____	<input type="checkbox"/> <input type="checkbox"/>	_____	_____/_____ _____/_____
	Identification No.	<input type="checkbox"/> <input type="checkbox"/>		
(b) container	_____	<input type="checkbox"/> <input type="checkbox"/>		_____/_____ _____/_____
17. Authority which drew up this certified report		18. Endorsement of next Customs office reached by the TIR transport		
_____	_____	_____		
Place/Date/Stamp	Signature	Signature		

Mark the appropriate boxes with a cross

## **Summary description of the usage of the accompanying document**

### **At the customs office of departure (first)**

As the final step of the procedure to start the first TIR operation at the first customs office of departure, the customs system will print the accompanying document in line with the model above. The customs officer will provide the transport operator with the accompanying document (without stamping it).

### **At the customs office of departure (intermediate)**

As the final step of the procedure to start a TIR operation at an intermediate customs office of departure, the customs system will print the accompanying document in line with the model above. The customs officer will provide the transport operator with the new accompanying document containing an updated version of the goods manifest (without stamping it).

In case the customs officer cannot complete the termination of the TIR operation or the start of the next TIR operation electronically, he will date, stamp and sign the first available box on the “FOR FALLBACK PROCEDURE” part of the accompanying document (and indicate the newly affixed seals, if an inspection took place).

### **At the customs office of exit**

At the customs office of exit, the customs officer will scan the bar code on the accompanying document (or enter manually the TIR guarantee reference in the customs system) to identify the eTIR transport and access the related information from the national system.

In case of inspection, the customs officer will print a new accompanying document containing a reference to the newly affixed seals.

In case the customs officer cannot complete the termination of the TIR electronically, he will date, stamp and sign the first available box on the “FOR FALLBACK PROCEDURE” part of the accompanying document (and indicate the new seals affixed if an inspection took place).

### **At the customs office of entry**

At the customs office of entry, the customs officer will scan the bar code on the accompanying document (or enter manually the TIR guarantee reference in the customs system) to identify the eTIR transport and access the related information from the national system.

In case of inspection, the customs officer will print a new accompanying document containing the reference to the newly affixed seals.

In case the customs officer cannot complete the start of the TIR operation electronically, he will date, stamp and sign the first available box on the “FOR FALLBACK PROCEDURE” part of the accompanying document (and indicate the newly affixed seals, if an inspection took place).

### **At the customs office of destination (intermediate)**

At the customs office of intermediate destination, the customs officer will scan the bar code on the accompanying document (or enter manually the TIR guarantee reference in the customs system) to identify the eTIR transport and access the related information from the national system.



In case of inspection, the customs officer will print a new accompanying document containing a reference to the newly affixed seals.

In case the customs officer cannot complete the termination of the TIR operation or the start of the next TIR operation electronically, he will date, stamp and sign the first available box on the “FOR FALLBACK PROCEDURE” part of the accompanying document (and indicate the newly affixed seals, if an inspection took place).

**At the customs office of destination (final)**

At the customs office of final destination, the customs officer will scan the bar code on the accompanying document (or enter manually the TIR guarantee reference in the customs system) to identify the eTIR transport and access the related information from the national system.

In case the customs officer cannot complete the termination of TIR operation electronically, he will date, stamp and sign the first available box on the “FOR FALLBACK PROCEDURE” part of the accompanying document and return the document to the transport operator (and indicate the newly affixed seals if an inspection took place).

**En route (e.g. police)**

Authorities en route can request the accompanying document from the transport operator. In case of doubts, authorities en route should contact the customs administration in their country to verify the authenticity of the document provided on the basis of the data contained in the customs system.

**In case of accident or incident**

In case of accident or incident, authorities en route will fill in the certified report at the back of the accompanying document.

Upon reception of the certified report, in case the TIR transport cannot continue, customs authorities shall terminate the TIR operation indicating the termination type “Accident or incident”. If the TIR transport can continue, customs will amend the TIR transport/operation data in line with the measures taken by the authorities present at the accident or incident (in line with boxes 15 and 16 of the certified report).

## **Annex II Revision of Chapter 1.2 of the eTIR functional specifications (Fallback scenarios)**

### **1.2 Fallback scenarios**

The aim of this chapter is to provide specific fallbacks for every use case involving the eTIR international system. The fallback scenarios are based on three major elements:

- (a) Accompanying document;
- (b) Local information;
- (c) A web application and web services developed by the guarantee chain

The accompanying document is a piece of paper provided by the customs office of departure after the declaration has been accepted. It contains all relevant information regarding the TIR transport.

It is important to note that the underlying fallbacks are of a functional nature. The systems at stake (i.e. the eTIR international system, national systems and guarantee chain systems) should also be equipped with technical fallbacks which allow systems to run smoothly in case of failure. Functional fallbacks have to be used only when all technical fallbacks have failed.

The use of functional fallbacks may not provide the same level of facilitation to both the holder and customs. As a consequence, their use should not be mandatory for the holder, who should always have the possibility to wait for the systems to be restored. Similarly, customs may establish delays before starting functional fallbacks, allowing for the technical fallback to be started or for the systems to be repaired.

#### *1.2.1 Management by customs of data on guarantees*

Guarantee related information is crucial for the well-functioning of the eTIR system, in particular for the customs offices of departure. Therefore, particular emphasis is put on the use cases where the eTIR international system is not in a position to provide the required up-to-date guarantee data.

##### *1.2.1.1 Register guarantee*

Potential problems:

- (a) The guarantee chain system is not functioning;
- (b) The connection between the guarantee chain system and the eTIR international system is broken;
- (c) The eTIR international system is not functioning.

Fallbacks:

- (a) No functional fallback is foreseen;
- (b) The guarantee chain will transmit the information to the eTIR international system as soon as the connection is restored. If the connection problem extends to custom administrations and an unregistered guarantee is used for a TIR transport, customs administrations can use the web services or consult the web application developed by the guarantee chain;
- (c) The guarantee chain will transmit the information to the eTIR international system as soon as the system is restored. In the meantime, if an unregistered guarantee is used for a TIR transport, customs administrations can use the web services or consult the web application developed by the guarantee chain;

1.2.1.2 *Cancel guarantee*

Potential problems:

- (a) The guarantee chain system is not functioning;
- (b) The connection between the guarantee chain system and the eTIR international system is broken;
- (c) The eTIR international system is not functioning.

Fallbacks:

- (a) Within the opening hours of the eTIR helpdesk, the guarantee chain can contact the eTIR helpdesk to transmit the cancellation information;
- (b) The guarantee chain can contact the eTIR helpdesk to transmit the cancellation information or will transmit the cancellation information to the eTIR international system as soon as the connection is restored. If the connection problem extends to custom administrations, customs administrations can use the web services or consult the web application developed by the guarantee chain;
- (c) The guarantee chain will transmit the cancellation information to the eTIR international system as soon as the system is restored. In the meantime, customs administrations can use the web services or consult the web application developed by the guarantee chain;

1.2.1.3 *Accept guarantee*

Potential problems:

- (a) The customs system is not functioning;
- (b) The connection between the customs system and the eTIR international system is broken;
- (c) The eTIR international system is not functioning.

Fallbacks:

- (a) The eTIR procedure cannot start when the customs system in the first country of departure is not functioning;
- (b) As soon as the connection is restored, the customs system will send the accept guarantee message. In the meanwhile, the following customs administration will rely on the accompanying document to ascertain that the guarantee has been accepted;
- (c) As soon as the system is restored, the customs system will send the accept guarantee message. In the meanwhile, the following customs administration will rely on the accompanying document to ascertain that the guarantee has been accepted;

1.2.1.4 *Get holder information*

Potential problems:

- (a) The ITDB is not functioning;
- (b) The connection between the ITDB and the eTIR international system is broken.

Fallbacks:

- (a) The eTIR international system will use a local replica of the ITDB and include a warning code, informing that a replica of the ITDB is the source of the information and that the information might not be up to date;

- (b) Same as (a).

#### 1.2.1.5 *Query guarantee*

The query guarantee use case has three functions:

- (a) allowing customs to obtain information on a guarantee (e.g. status or type);
- (b) allowing customs to obtain information related to TIR transports; and
- (c) allowing customs to obtain information related to TIR operations.

Potential problems:

- (a) The customs or guarantee chain system is not functioning;
- (b) The connection between the customs system and the eTIR international system is broken;
- (c) The eTIR international system is not functioning;
- (d) A previous country in the TIR transport used a fallback procedure.

Fallbacks:

(a) (a) To request the status of a guarantee, customs authorities can consult the web application developed by the guarantee chain. (b) In order to obtain TIR transport information (mainly the declaration), the accompanying document will be used and, if necessary, the web application developed by the guarantee chain can be consulted. (c) The information on previous TIR operations can be obtained from the web application developed by the guarantee chain.

(b) (a) To request the status of a guarantee, customs authorities can use the web services or consult the web application developed by the guarantee chain. (b) In order to obtain TIR transport information (mainly the declaration), the accompanying document will be used and, if necessary, customs authorities can use the web services or consult the web application developed by the guarantee chain. (c) To obtain information on previous TIR operations, customs authorities can use the web services or consult the web application developed by the guarantee chain.

- (c) Same as (b)

(d) (a) No fallback required (b) N fall-back required. (c) Information related to previous TIR operations that were handled under the fallback procedure (including potential changes of the seals) can be found on the accompanying document.

#### 1.2.2 *Data exchange*

The exchange of TIR transport data is a key element of the eTIR system. Customs authorities provide the holder with a paper accompanying document as reference. The paper accompanying document will also be used in case the information cannot be exchanged electronically. The information on TIR operations is also important but is considered of secondary importance and, therefore, will not be subject to fallback procedures other than stamping the accompanying document.

If a fal-back procedure is used in a country of pure transit (no loading or unloading of goods), the following countries can still use the standard procedure but information regarding the operation carried out under the fallback procedure will be available on the accompanying document until the information is transmitted at a later stage.

##### 1.2.2.1 *Record consignment information*

Potential problems:

- (a) The customs system of the country of departure is not functioning;
- (b) The connection between the customs system of the country of departure and the eTIR international system is broken;
- (c) The eTIR international system is not functioning;
- (d) Subsequent countries could not be notified.

Fallbacks:

(a) The eTIR procedure cannot start when the customs system in the first country of departure is not functioning. At the following customs of departure, if the declaration is changed, customs authorities will manually amend the paper accompanying document, sign and stamp the changes. The information will be sent to the eTIR international system as soon as the customs system is restored;

(b) The accompanying document produced by the customs system becomes the primary source of information for the TIR transport. The holder is informed that countries along the itinerary will not receive advance cargo information. The holder remains responsible to comply with advance information requirements in subsequent countries;

(c) Same as (b);

(d) The eTIR international system informs the customs system that some subsequent countries could not be notified of the registration of this consignment. The customs system will specifically mention (print) on the accompanying document that some countries did not receive the adequate information. The holder is therefore informed that countries along the itinerary will not receive the advance cargo information. The holder remains responsible to comply with advance information requirements in subsequent countries.

#### 1.2.2.2 *Update consignment information*

The same potential problems and fallbacks as those of the record consignment use case apply.

#### 1.2.2.3 *Start of TIR operation*

Potential problems:

- (a) The customs system is not functioning;
- (b) The connection between the customs system and the eTIR international system is broken;
- (c) The eTIR international system is not functioning;

Fall-backs:

(a) Customs authorities (other than at the first customs office of departure) accept the accompanying document as source for the declaration, sign and stamp it (and indicate the new seals if required). The start information will be keyed-in and transmitted to the eTIR international system once the customs system is restored.

(b) Customs authorities (other than at the first customs office of departure) accept the accompanying document as source for the declaration, sign and stamp it (and indicate the new seals if required). The start information will be transmitted to the eTIR international system once the connection is restored.

(c) Customs authorities (other than at the first customs office of departure) accept the accompanying document as source for the declaration, sign and stamp it (and

indicate the new seals if required). The start information will be transmitted to the eTIR international system once the system is restored.

*1.2.2.4 Terminate TIR operation*

Potential problems:

- (a) The customs system is not functioning;
- (b) The connection between the customs system and the eTIR international system is broken;
- (c) The eTIR international system is not functioning;

Fallbacks:

- (a) Customs authorities accept the accompanying document, sign and stamp it (and indicate the new seals if required). The termination information will be keyed-in and transmitted to the eTIR international system once the customs system is restored.
- (b) Customs authorities accept the accompanying document, sign and stamp it (and indicate the new seals if required). The termination information will be transmitted to the eTIR international system once the connection restored.
- (c) Customs authorities accept the accompanying document, sign and stamp it (and indicate the new seals if required). The termination information will be transmitted to the eTIR international system once the system is restored.

*1.2.2.5 Discharge TIR operation*

Potential problems:

- (a) The customs system is not functioning;
- (b) The connection between the customs system and the eTIR international system is broken;
- (c) The eTIR international system is not functioning;

Fallbacks:

- (a) Customs authorities postpone the transmission of the discharge information until the customs system is working;
- (b) Customs authorities postpone the transmission of the discharge information until the connection is re-established.
- (c) Customs authorities postpone the transmission of the discharge information until the system is working;

*1.2.2.6 Refusal to start of TIR operation*

Potential problems:

- (a) The customs system is not functioning;
- (b) The connection between the customs system and the eTIR international system is broken;
- (c) The eTIR international system is not functioning;

Fallbacks:

- (a) Customs authorities (other than at the first customs office of departure) amend the accompanying document with the refusal to start operation information, sign and

stamp it. The refusal to start information will be keyed-in and transmitted to the eTIR international system once the customs system is restored;

(b) Customs authorities (other than at the first customs office of departure) amend the accompanying document with the refusal to start operation information, sign and stamp it. The refusal to start information will be transmitted to the eTIR international system once the connection is restored;

(c) Customs authorities (other than at the first customs office of departure) amend the accompanying document with the refusal to start operation information, sign and stamp it. The refusal to start information will be transmitted to the eTIR international system once the system is restored.

#### 1.2.2.7 *Notify guarantee chain*

Potential problems:

(a) The guarantee chain system is not functioning;

(b) The connection between the guarantee chain system and the eTIR international system is broken.

Fallbacks:

(a) The eTIR international system puts the messages in a cue and will sent them when the guarantee chain system is restored;

(b) The eTIR international system puts the messages in a cue and will sent them when the connection is restored.

#### 1.2.2.8 *Notify subsequent countries*

Potential problems:

(a) The customs system of one country along the itinerary is not functioning;

(b) The connection between the customs system of one country along the itinerary and the eTIR international system is broken.

Fallbacks:

(a) The eTIR international system puts the message in a cue and will sent it as soon as the customs system is working. If the holder presents himself to a customs office, whose system is not functioning, the accompanying document will be used as source of information (see also 1.2.2.1 and 1.2.2.2);

(b) Same as (a).

#### 1.2.2.9 *Advance cargo information*

Potential problems:

(a) The customs system is not functioning;

(b) The connection between the customs system and the eTIR international system is broken;

(c) The eTIR international system is not functioning.

Fallbacks:

(a) The eTIR international system notifies the holder or any system using the advance cargo information web service that the advance cargo information could not be sent and that an alternative declaration mechanism should be used;

(b) Same as (a);

(c) The holder or any system using the advance cargo information web service must try to use alternative declaration mechanisms.

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