

SECTION III - Core business

1 Introduction

1.1 Overview

The following section contains a detailed specification of the message exchange protocols to be foreseen for the Core Business area in Phase 3.1. The Information Exchanges (IEs) to be supported, and the different parties involved, are summarised in the diagram below (carefully note that this diagram is not a TSD; it is only summarising the different possible sources and Destinations for the various IEs).

This diagram highlights in which Domain the different exchanges are foreseen. A prefix of “C_” denotes exchanges in the Common Domain (between National Administrations), while a prefix of “E_” denotes exchanges in the External Domain (between National Administrations and Traders). A prefix of “N_” stands for exchanges that are purely local to a National Administration (National Domain): these are meaning local data capture in a National Administration. There is currently only one National Domain IE foreseen for Phase 3.1. (the N_DEP_CON or IE17, which is only playing a role at Departure).

IEs that are not exchanged via EDI are shown in italics in the figure below. Some of these IEs have to be exchanged via paper documents, for others a screen lay-out is foreseen.

This section only discusses the Core Business IEs. All IEs related to exceptions are discussed in **Section V, Chapter 3.**

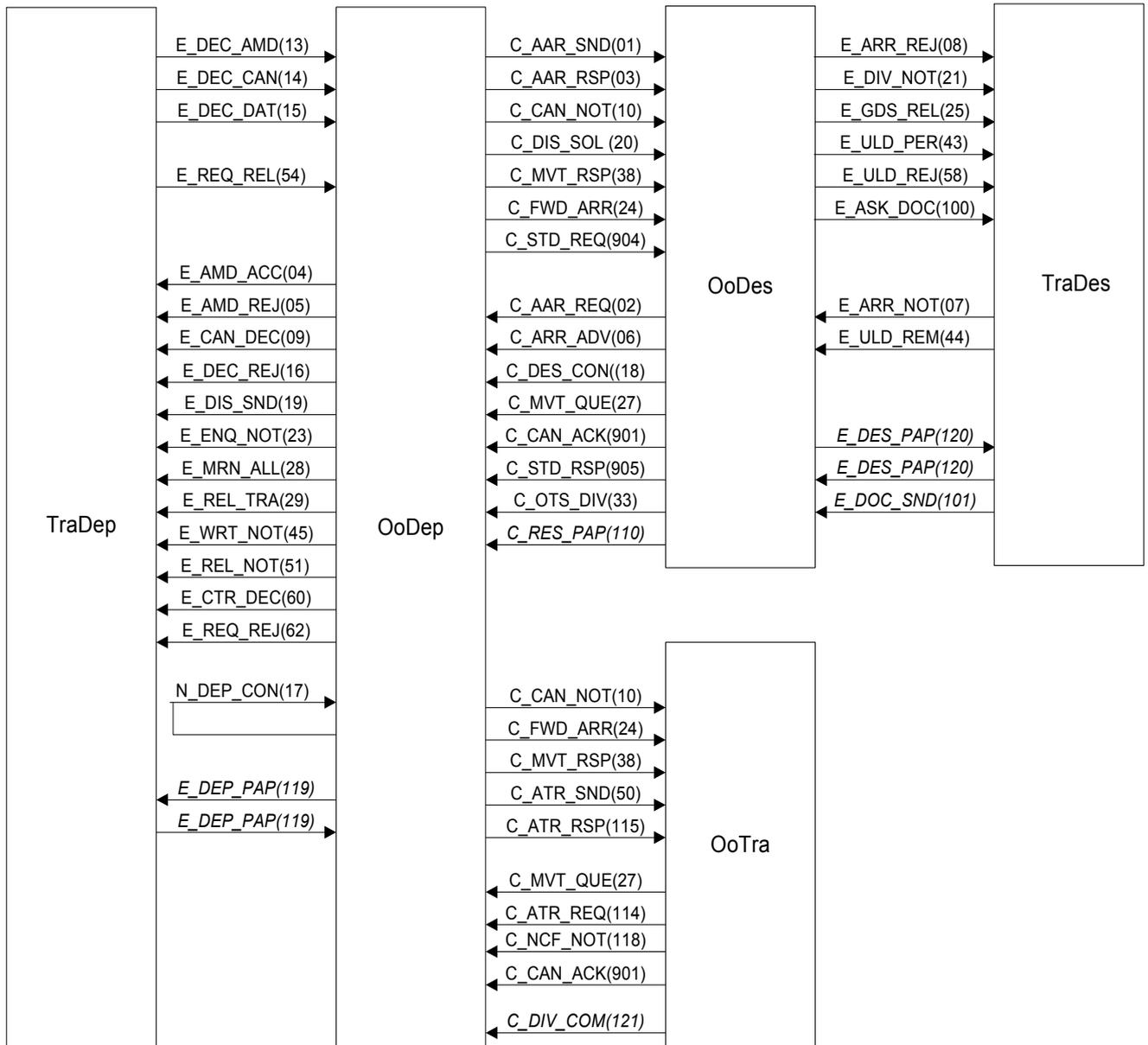


Figure 3: IE and roles, overview

1.2 Scenarios and TSD's

The different message exchange protocols are defined as a number of message exchange scenarios, each documented by maximally one Time Sequence Diagram (TSD).

The different possible scenarios have been grouped together as follows:

- Core flow:
 - Normal procedure;
 - Simplified procedure;
- Departure specific scenarios:
 - Rejection of declaration;
 - Release for Transit refused;

- Control at Departure with release for Transit;
 - Control at Departure with release for Transit refused;
 - Release request accepted, and release for Transit;
 - Release request accepted, and release for Transit refused;
 - Negative release request;
 - Release request rejected;
 - Declaration amendment accepted;
 - Declaration amendment rejected;
- Arrival specific scenarios:
 - Rejection of arrival notification;
 - Rejection of unloading remarks;
 - New unloading permission;
 - Ask documents;
 - Discrepancies found during control;
- Diversions:
 - Diversion at Office of Transit;
 - Diversion at Office of Destination – accepted;
 - Diversion at Office of Destination – rejected;
- Cancellation:
 - Cancellation by Trader before release for Transit;
 - Cancellation at Departure by Trader - accepted;
 - Cancellation at Departure by Trader - rejected;
 - Cancellation by OoDep after Release for Transit;
- OTS diversion advice.

The scenarios for the core flow should form the basis of every implementation. The other scenarios require the implementation of the core flow, and should be considered as extensions to it.

The number of possible scenarios in Transit is quite large, and not all of them have been included in detail as a TSD. Indeed, in some cases different outcomes are possible, and there are a number of cases where iteration and/or repetition is possible. In such cases, only one TSD with one possible outcome has been included, and the other possibilities have been identified only textually. The latter cases should also be taken into account and should also be supported. For some very simple scenarios, only explanatory text has been included (and no TSD).

It should be noted that the following TSD's always represent a very general case of an actual Transit operation. E.g. on almost all TSD's, an Office of Transit (with the corresponding messages sent to and sent by this Office) is shown. In reality, for most Transit operations there is no Office of Transit involved. On the other hand, it is possible that there is more than one Office of Transit involved in a Transit operation.

1.3 Physical movements

Physical movements are not depicted on the TSD's. Two physical movements are possible:

- **Customs Control:** this happens when the Office of Departure decides to control the consignment before releasing the goods for Transit. A Customs Officer can also inspect the consignment at the Trader's premises. This can eventually lead to a No Release for Transit.
- **NCTS accompanying documents:** this is the movement of the paper documents with the goods from a Trader at Departure to a Trader at Destination. This movement happens in every case where the goods are released for Transit and the goods are actually moved to their Destination.

1.4 TSD's versus STD's

The different TSD's should be read in conjunction with the State Transition Diagrams (STD's) that have been included in [chapter 3](#). Every application should implement both TSD's and STD's.

2 Time sequence diagrams

2.1 Core Flow

The core flow group of scenarios contains the basic normal and simplified procedures.

Regarding IE sequences, the distinction between normal procedure and simplified procedure only affects the Office of Destination. Under simplified procedure at the Office of Destination, the messages E_ULD_PER and E_ULD_REM are used, they are not used for normal procedure. The differences between normal and simplified procedure are mainly the location of the goods and the waiting time. In case of normal procedure, a customs officer has direct access to the goods, whereas in case of simplified procedure a customs officer needs to go to the premises of a Trader in a predefined time limit.

2.1.1 Normal Procedure

Figure 4 shows the core flow for normal procedure and without any problems.

The first arrow depicts the sending of a declaration message by the Trader at Departure to the Office of Departure, called **E_DEC_DAT (IE15)**.

The Office of Departure allocates a Movement Reference Number (MRN) for identification of the Transit operation. The MRN is communicated to the Trader with an **E_MRN_ALL (IE28)**. He knows now that the declaration is accepted. After the verification process, the Office of Departure sends out a 'released for Transit' message, called **E_REL_TRA (IE29)**. The Trader may now transport the goods to their destination.

To inform the Office of Destination of this, the Office of Departure sends the **C_AAR_SND (IE01)** at the latest when informing the Trader of the release for Transit. The Office of Departure also sends one or more **C_ATR_SND (IE50)** to the Office(s) of Transit where the consignment is supposed to cross the external frontier(s) of the Common and/or Community Transit zones.

When the consignment passes such a frontier, the Office of Transit notifies the Office of Departure of this by sending a **C_NCF_NOT (IE118)**.

After the goods have arrived, the Office of Destination is notified by the Trader at Destination who sends an arrival notification, **E_ARR_NOT (IE07)**. When the Office of Destination accepts the arrival, the latter notifies the Office of Departure of this through a **C_ARR_ADV (IE06)**.

After a control phase, during which a control of the goods may take place, the Office of Destination releases the goods from Transit, signals the Trader at Destination of this by sending the **E_GDS_REL (IE25)** and sends the control results to the Office of Departure using **C_DES_CON (IE18)**.

To be noted is that goods can only be released by the Office of Destination if the control results were found to be satisfactory.

Finally, the Office of Departure notifies the Trader at Departure that his movement has been written-off by sending an **E_WRT_NOT (IE45)**.

Different variations are possible to this scenario (at Departure, in the Common Domain, and at Arrival). They are discussed in subsequent paragraphs.

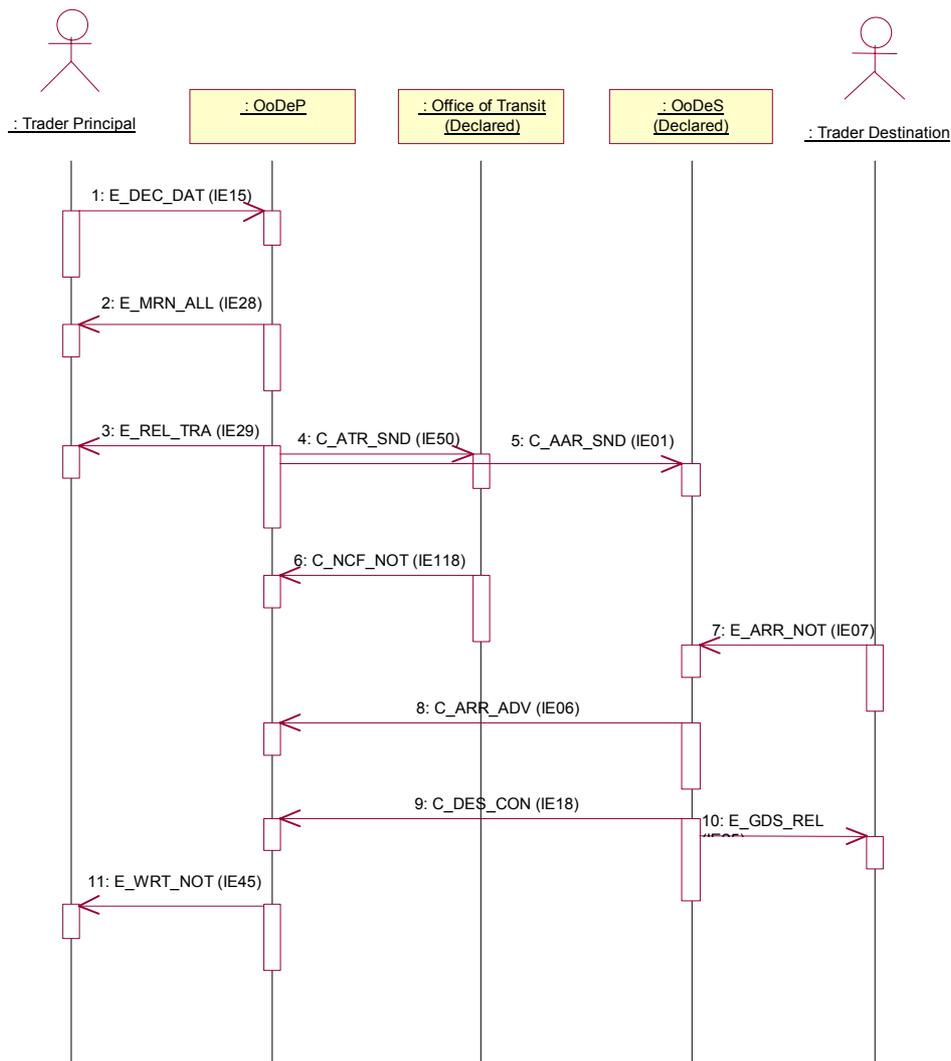


Figure 4: Core flow, normal procedure at Destination

2.1.2 Simplified Procedure

In figure 5, the core flow using simplified procedure at Destination is shown with the information exchanges for unloading permission **E_ULD_PER (IE43)** and unloading remarks **E_ULD_REM (IE44)** as the only differences with figure 4. In this case, it is assumed that the Customs Officer at Destination decides not to control the consignment. NCTS then notifies the Trader at Destination that the unloading of the goods can be started by means of **E_ULD_PERM**. After unloading, the Trader at Destination sends the unloading remarks **E_ULD_REM (IE44)** to the OoDes. The rest of the sequence is the same as for Normal Procedure.

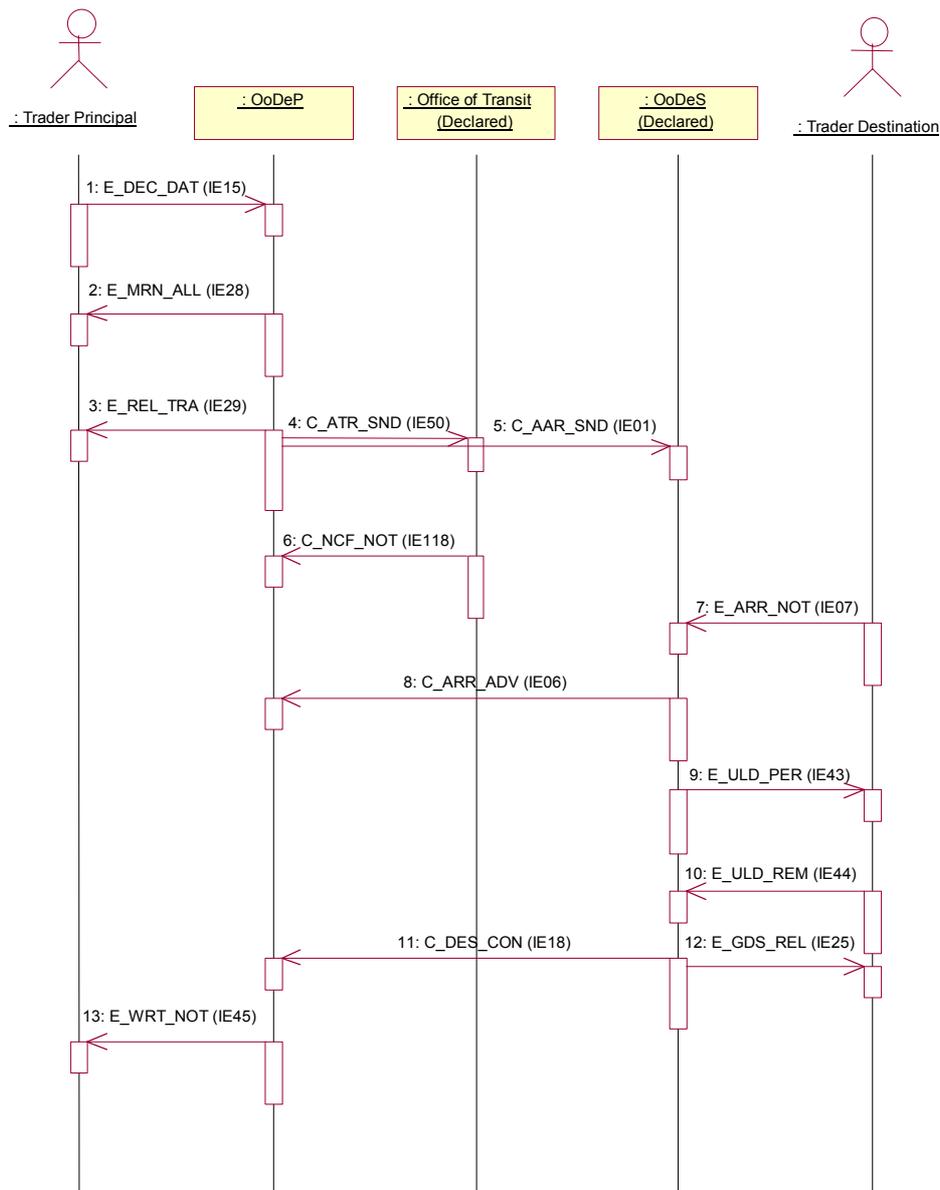


Figure 5: Core flow, simplified procedure at Destination

2.2 Departure specific scenarios

The following series of scenarios contain a number of variations upon the basic interaction between Office of Departure and Trader at Departure, as depicted previously.

Some major distinctions can be made between:

- rejection or acceptance of a declaration at the Office of Departure;
- release for Transit or a non-release for Transit at the Office of Departure;
- control by the Office of Departure or not;
- successful or unsuccessful control by Office of Departure;
- release request accepted or not;
- declaration amendment accepted or not.

It should be noted that control may or may not take place at Departure. Different scenarios are possible:

- The goods are released for Transit without control;
- The goods are not released for Transit, without control;
- The goods are controlled.

When control has taken place, different outcomes are possible:

- Control was satisfactory, and the goods are released;
- Major discrepancies were found, and the goods are not released;
- Minor revisions were required, and the Trader gave no opposition. In this case, the goods can be released as well;
- Minor revisions were required, but no Trader advice was given. In this case, the movement is set to “Under Release Request”, and the Trader has to give advice (positive or negative) by means of a “release request”;
- Minor revisions were required, but there was opposition from the Trader. In this case, the movement is set to “Idle”.

2.2.1 Rejection of declaration

Figure 6 shows the sequence in case the declaration submitted by the Trader to the Office of Departure by an E_DEC_DAT (IE15) is rejected. The Office of Departure rejects the declaration by sending an E_DEC_REJ (IE16) to the Trader.

This rejection may happen because the Trader is not authorised or because the declaration information is incorrect (e.g. invalid ‘Agreed location of goods’).

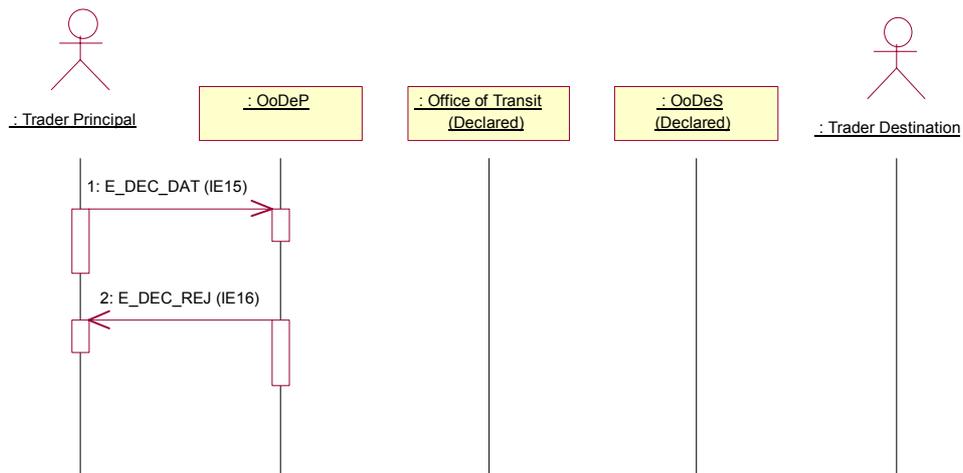


Figure 6: Rejection of declaration by the Office of Departure

To be noted is that a rejected declaration does not have an MRN allocated, and as such is not in a meaningful state in the Transit sense. When a declaration has been rejected, the normal way of proceeding is to send a new declaration that is acceptable.

2.2.2 Release for Transit refused

Figure 7 shows the sequence when a declaration has been submitted (E_DEC_DAT, IE15), and has been accepted by the Office of Departure (E_MRN_ALL, IE28), but when the Office of Departure decides not to release the goods for Transit by means of an E_REL_NOT (IE51). In this case, the Office of Departure may also send a cancellation notification (E_CAN_DEC, IE09), such that the status of the operation becomes “Cancelled” instead of “Not Released for Transit”.

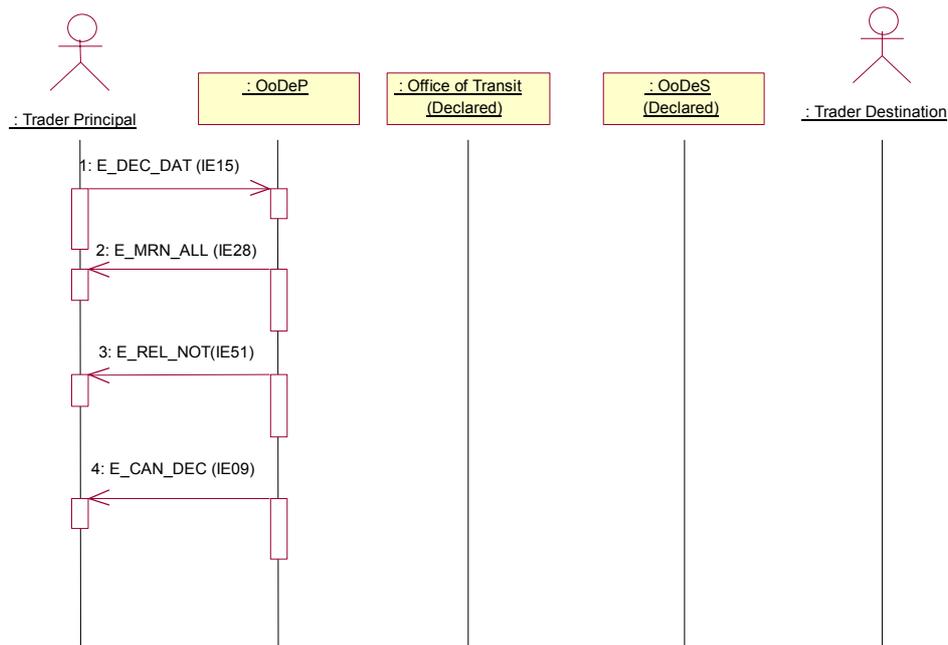


Figure 7: Release for Transit refused

The Office of Departure can decide not to release the goods for Transit without performing a control at the Trader’s premises. This can happen in case of guarantee problems.

The Office of Departure may thus refuse release for Transit without any control at Departure.

When a movement is in the state “Not Released for Transit”, not much can happen with it any longer. A possible way of proceeding is to cancel the declaration, and to start all over again (with a new E_DEC_DAT). To be noted is that a movement can also be cancelled by the Trader at Departure (not shown above). Cancellations are discussed further in this chapter.

2.2.3 Control by Office of Departure with release for Transit

This case corresponds to a successful control (no problems were found, or minor revisions were required and no opposition was given by the Trader).

Figure 8 shows the case when the Office of Departure (under normal procedure) decides to control the goods. In that case, after the normal sequence of E_DEC_DAT (IE15) and E_MRN_ALL (IE28), the Office of Departure sends a E_CTR_DEC (IE60) to the Trader in order to inform him upon upcoming control activities, and the status of the movement is set to “Under Control”.

The results of the control activity are registered by means of the N_DEP_CON (IE17). Note that the N_DEP_CON is a message that is local to the National Domain and only involves data capture in this domain (and no physical message exchange between domains).

After a successful control, the Office of Departure releases the goods by means of an E_REL_TRA, and the transaction continues as for the basic normal procedure.

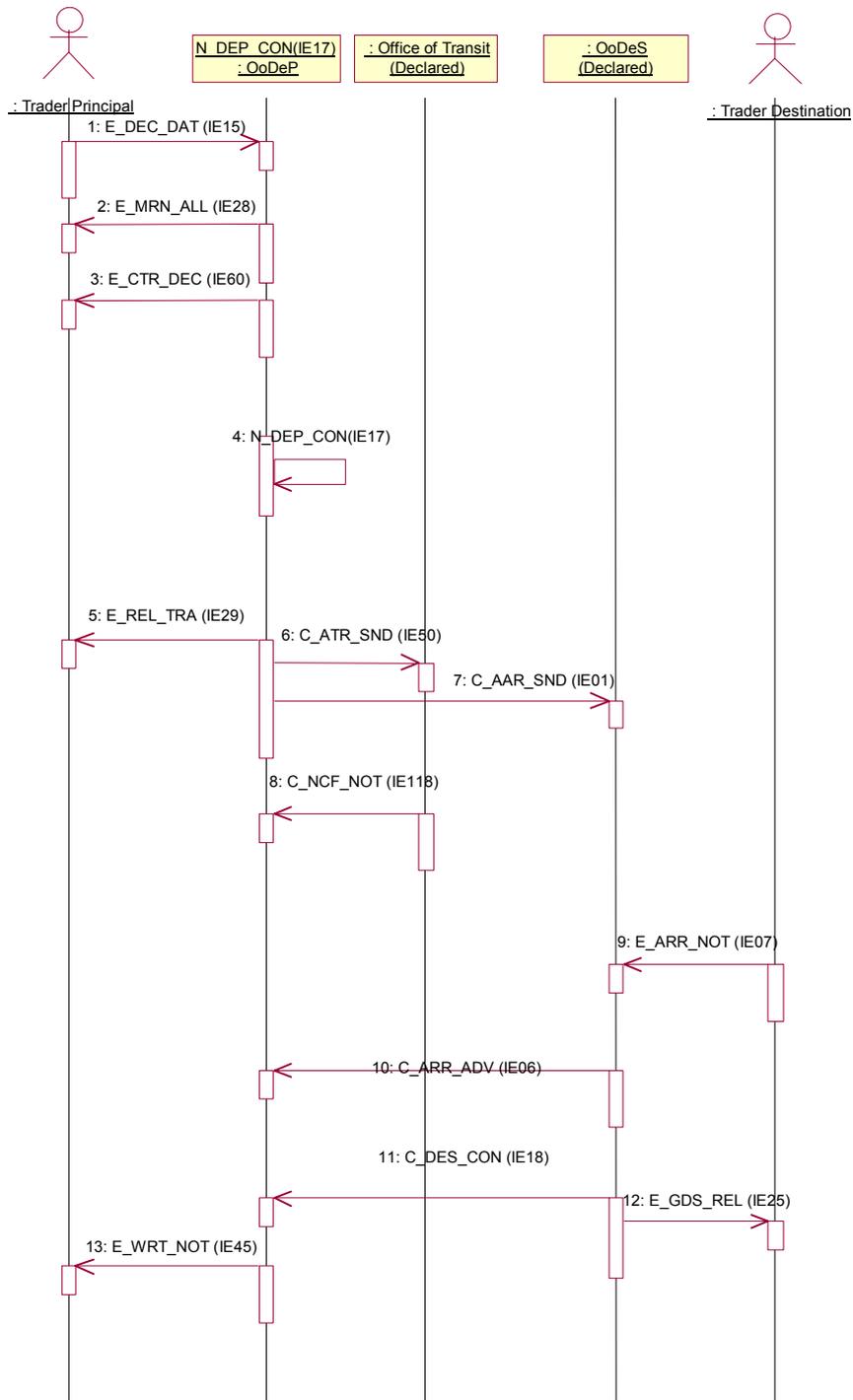


Figure 8: Control by OoDep with release for Transit

2.2.4 Control by Office of Departure with release for Transit refused

This case corresponds to an unsuccessful control (major problems were found).

Figure 9 shows the sequence in case the declared Transit operation is not released for Transit by the Office of Departure after control under Normal Procedure. The Office of Departure decides to control the consignment before release and sends an E_CTR_DEC (IE60) to inform the Trader of this decision. The results of the control activity are registered by means of a N_DEP_CON (IE17, local to the National Domain).

The Office of Departure decides that the consignment cannot be released for Transit and informs the Trader by sending an E_REL_NOT (IE51). The Office of Departure may then additionally send an E_CAN_DEC (IE09) to inform the Trader that the consignment has been cancelled. This way, the state of the Transit Operation is put to “Cancelled” instead of remaining in “Not Released for Transit” (this can also be performed by the Trader himself, not shown below).

The scenario below may also apply in case of successful control, but when guarantee problems have been met afterwards.

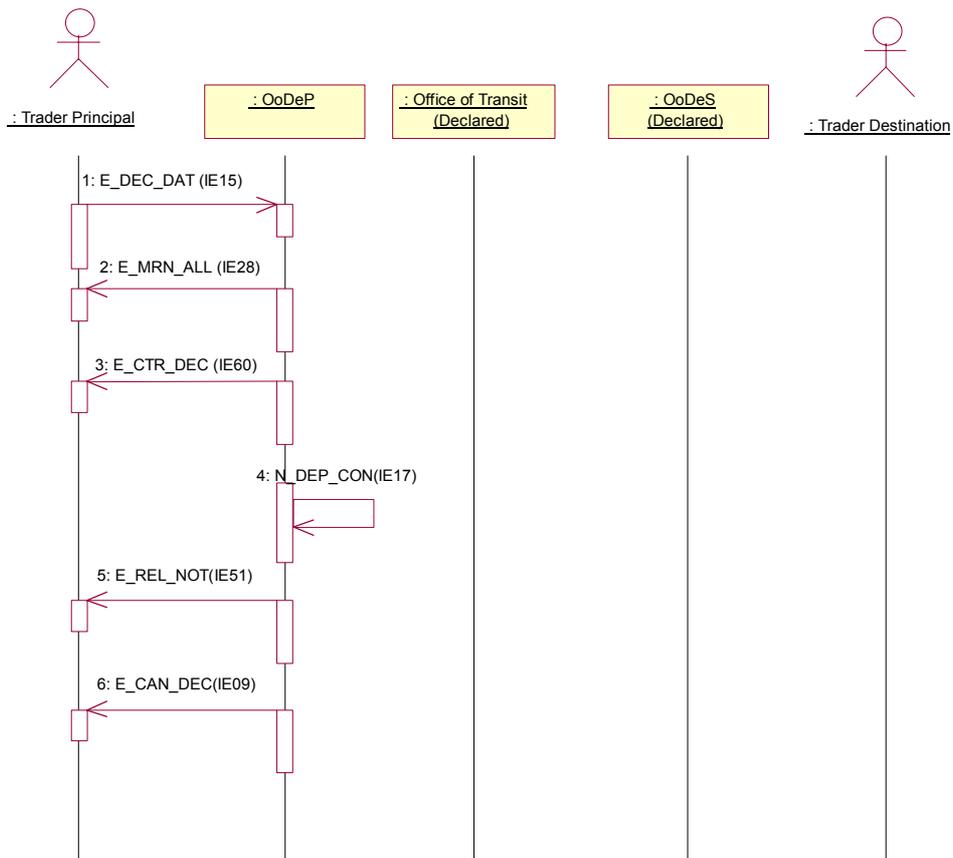


Figure 9: No release for Transit after control

2.2.5 Release request with release for Transit

This case corresponds to a control at Departure, whereby minor revisions were required (minor discrepancies detected during control), and whereby the Trader did not give any advice yet (he did not pronounce opposition or approval). In this case, the movement is set to “Under release request”.

When goods have undergone control at Departure (E_CTR_DEC, N_DEP_CON), and when minor discrepancies have been found without any Trader advice, the status of the movement is set to “Under Release Request”. Only in this state may the Trader ask the Office of Departure to release the consignment by means of a release request (E_REQ_REL). The release request can have two values:

- The Trader does not oppose minor revisions, or positive release request;

- The Trader does oppose minor revisions, or negative release request.

In case of a positive release request, the Office of Departure may decide to release the goods. This is the scenario shown below.

The Office of Departure can react in several ways upon a release request. Other possibilities are discussed in subsequent scenarios.

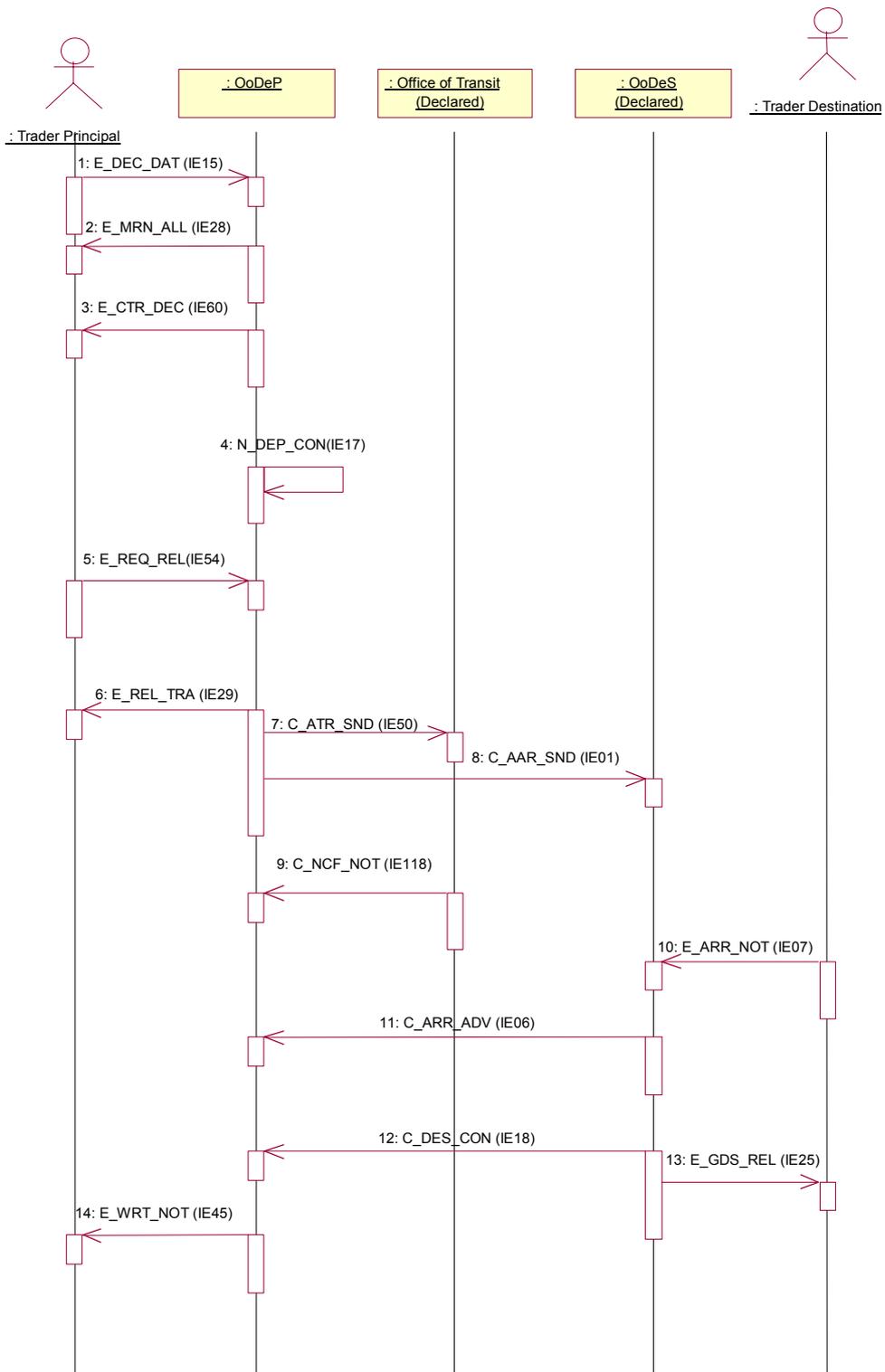


Figure 10: Release request accepted, release for Transit

2.2.6 Release request and no release for Transit

Even if the Trader does not make any opposition to minor revisions, the Office of Departure can still decide not to release the goods for Transit. This may e.g. happen in case of guarantee problems. This is the scenario shown below.

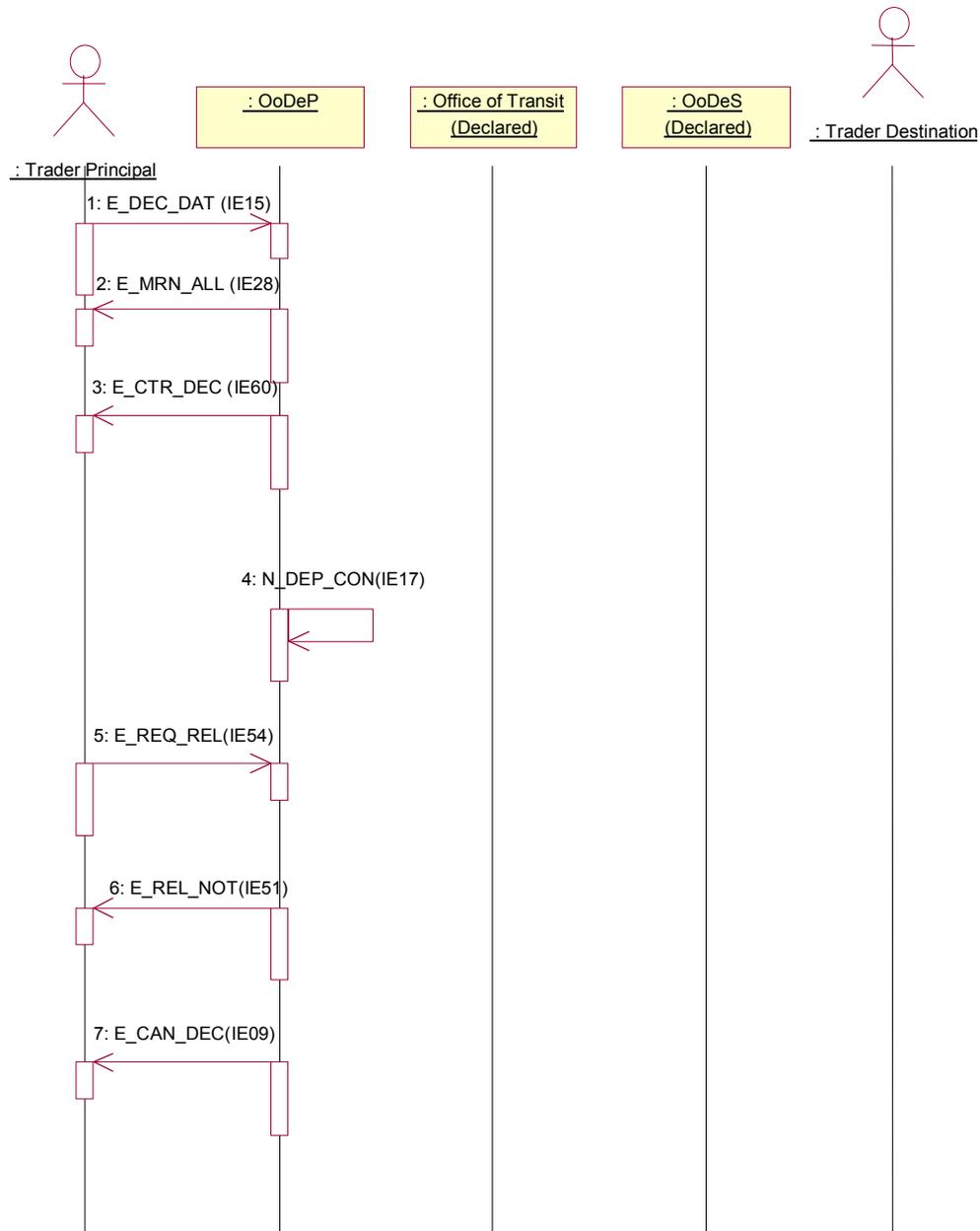


Figure 11: Release request accepted, not released for Transit

2.2.7 Negative release request

In case of a negative release request (Trader making opposition), the movement is set in an “Idle” state. In this state, the Office of Departure can still decide to release or not to release the movement for Transit:

- In the first case, an E_REL_TRA is sent, and the consignment is allowed to leave;
- In the second case, an E_REL_NOT is sent, and the consignment can not leave.

The TSDs are exactly the same as in the previous two cases. Business-wise, these are two completely different processes however.

2.2.8 Release request rejected

A release request can also be rejected by means of an E_REQ_REJ (IE62). This can happen because the request was not valid, or because it was sent when the status of the movement was not equal to “Under Release Request” (this is the only state in which such request is acceptable).

There are many possible scenarios:

- Another (second) release request is generated and rejected again;
- Another (second) release request is generated and the consignment is released by means of E_REL_TRA (this is the scenario shown below);
- The movement is refused, and is marked as “not released for Transit” by means of E_REL_NOT, and is possibly cancelled afterwards;
- The movement is accepted, and is released for Transit by means of E_REL_TRA;
- Amendments can also be sent (see next paragraphs).

To be noted is that the number of release requests that can be generated is in principle unlimited. However, release requests can only be sent when the status of the movement is equal to “Under Release Request”. This means that:

1. control has already taken place (N_DEP_CON has been registered) and;
2. minor discrepancies were found and;
3. Trader did not give any advice yet

In all other states, the Office of Departure should reply with a “release request rejection” message, E_REQ_REJ.

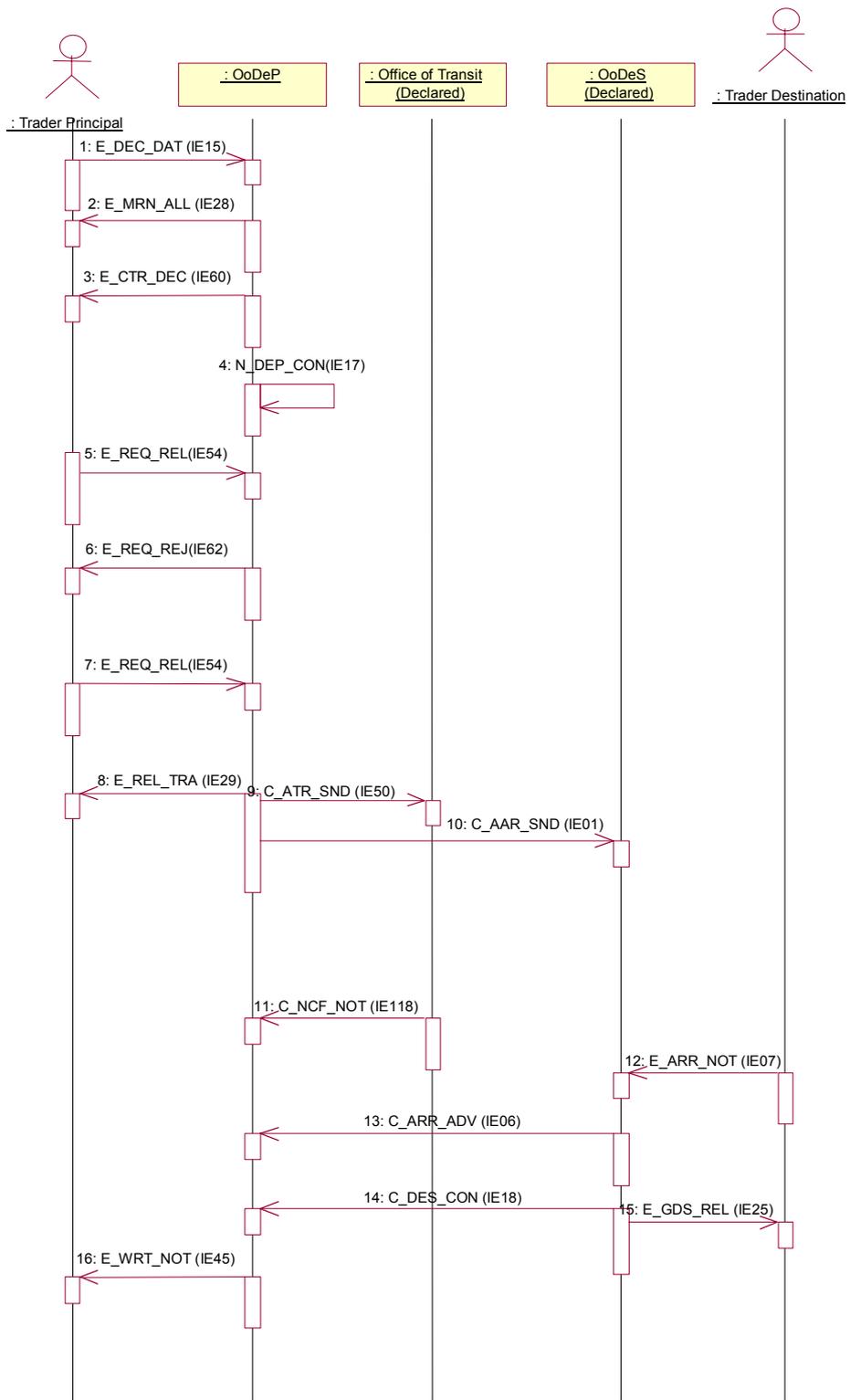


Figure 12: First release request rejected

2.2.9 Declaration amendment accepted

Amendments enable change of the declaration data right until the moment when control is taking place. A declaration amendment can be accepted when the status of the movement is equal to “Accepted”, that is to say while no decision has been taken yet what to do with the movement: control it, release it, or refuse release. An amendment can thus not be sent (and should be rejected) when the movement has already been released, or when release of the movement has been refused, or when the decision to control has already been taken.

A declaration amendment can also be sent while the status is equal to “Declaration Under Amendment”. This is discussed in the next paragraph.

A declaration amendment can have serious impact upon the further processing of a movement in Transit. E.g., it may have impact upon the decision to control at Departure, or upon the route to be followed, or upon control at Destination.

To be noted is that several amendments can be sent before the goods are finally released (or not released) for Transit. There is in principle no limit to the number of amendments that can be received.

An example is shown below. In this case, the Trader at Departure notifies the Office of Departure of needed changes to the original declaration with an E_DEC_AMD (IE13), before the goods have been released for Transit. The Office of Departure notifies the Trader about the acceptance of the amendments with an E_AMD_ACC (IE04). After this, the Office of Departure releases the goods for Transit and notifies the Trader of this with an E_REL_TRA after which the usual sequence for normal procedure is shown. Based upon an amendment, the Office of Departure may also decide not to release the movement for Transit, or to perform control.

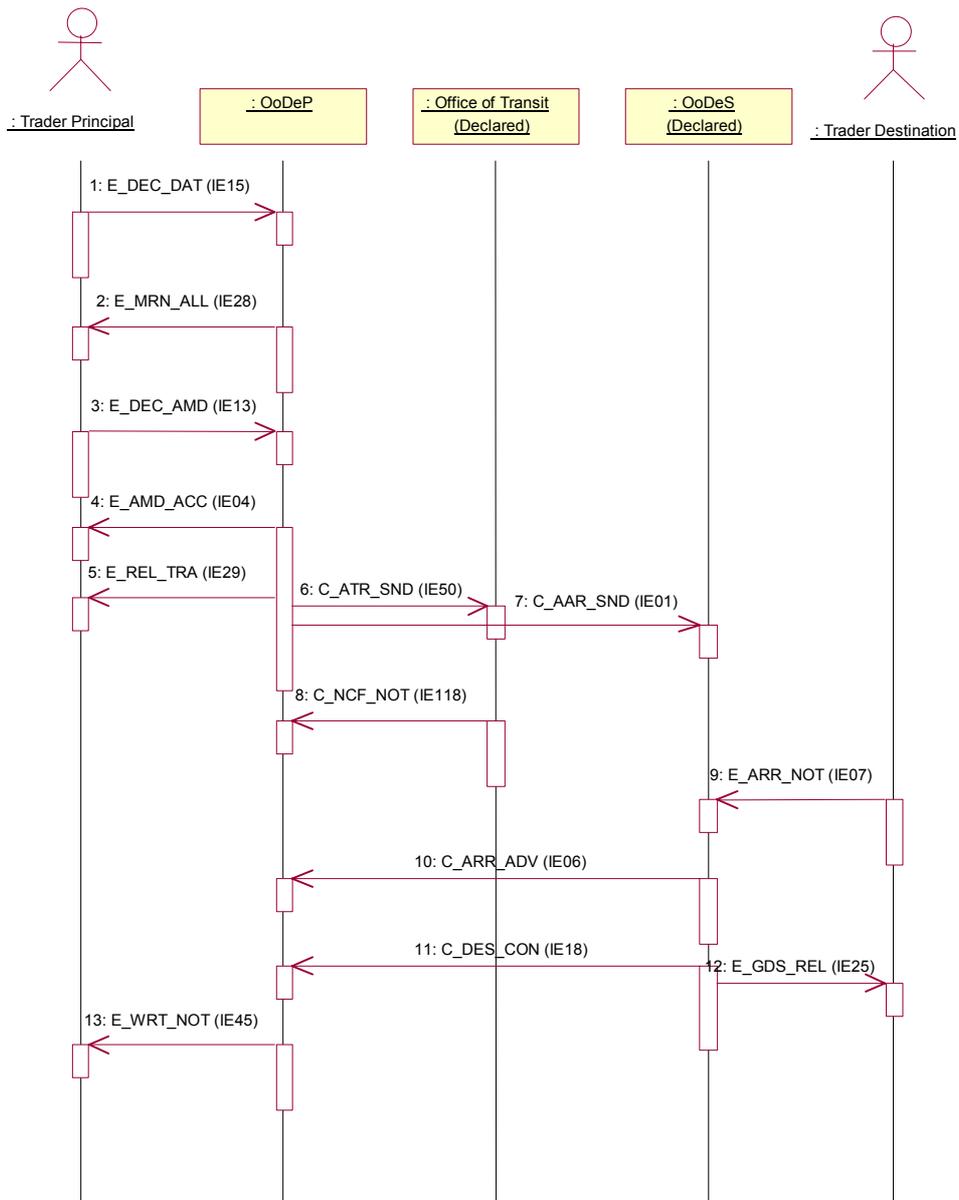


Figure 13: Amendment accepted

2.2.10 Declaration amendment rejected

Declaration amendments can be rejected for two principal reasons:

- While the status is equal to “Accepted” (no decision taken yet whether to release, control, or refuse the goods), an invalid declaration amendment is sent. In that case, an E_AMD_REJ is sent back to the trader, and the status of the movement becomes “Declaration Under Amendment”. The only possible way to leave this state is to send a valid E_DEC_AMD to OoDep, upon which an E_AMD_ACC is sent back, and the state becomes again “Accepted”. If an invalid declaration amendment is sent while the status is “Declaration Under Amendment”, an E_AMD_REJ is sent back, and the status remains unchanged;

- A declaration amendment is sent while the status is not equal to “Accepted” or “Declaration Under Amendment”. In that case, an E_AMD_REJ is always sent back. This means, for example, that a declaration amendment is rejected when a movement has already been released, or when a decision to control has already been taken, or when release of the movement has been refused.

In the example below, an invalid declaration amendment is sent first. This amendment is rejected by means of E_AMD_REJ. The status becomes equal to “Under declaration amendment”. A second (valid) E_DEC_DAT is then sent, and the status becomes equal to “Accepted” again. This is acknowledged by means of E_AMD_ACC. Next, the decision to control is taken. From then on, amendments are no longer allowed. Should a third declaration amendment be sent, it will be rejected. In the scenario below, control is unsatisfactory, and the movement is not released for Transit.

Several variants are possible to this scenario:

- Several amendments can be sent while in the status “Accepted”;
- Amendments will also be rejected when the movement has been released, or when release has been refused;
- A possible outcome of the control exercise could also be the release for Transit.

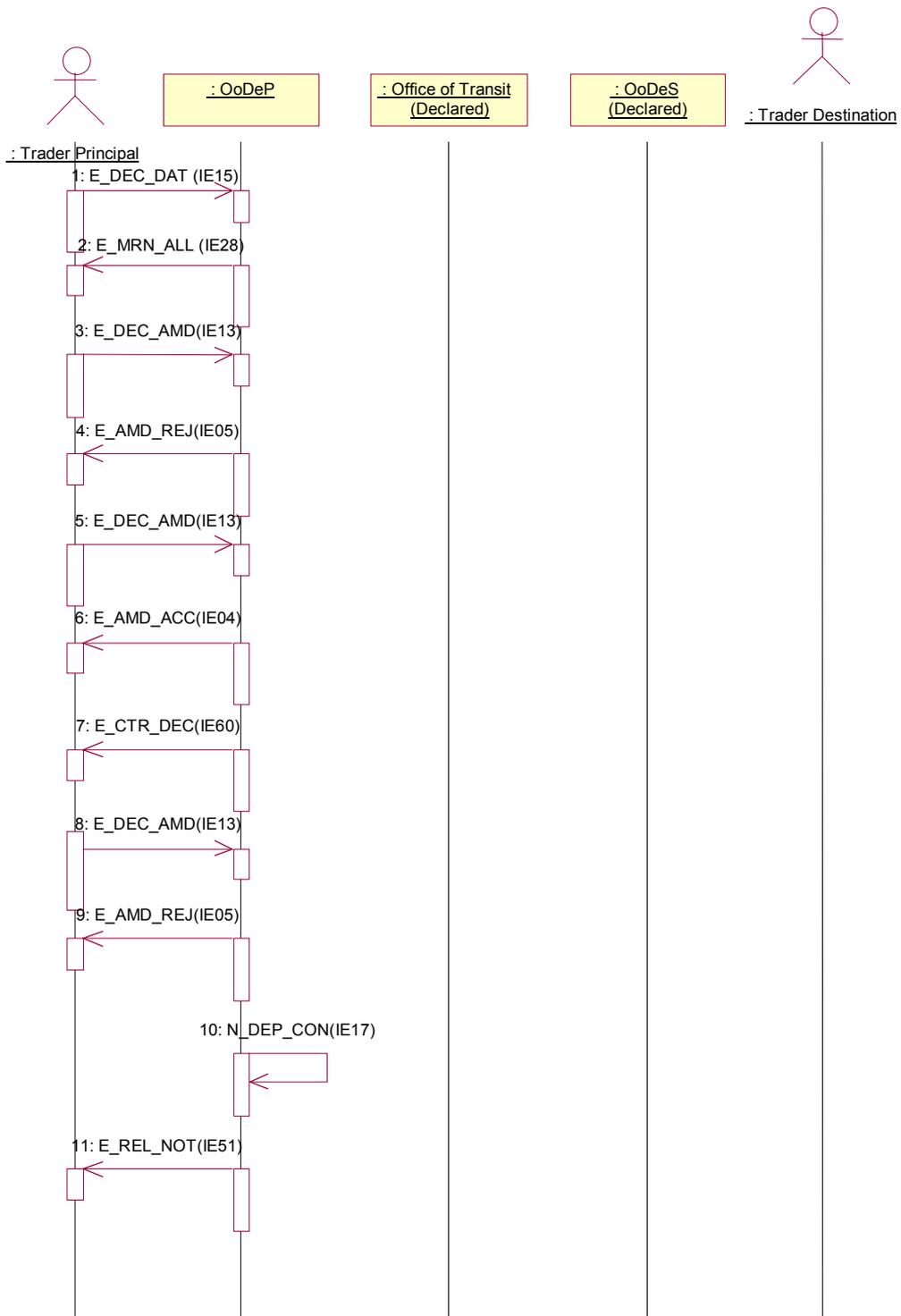


Figure 14: Declaration amendments rejected

2.3 Arrival specific scenarios

The following scenarios depict specific situations that can exist during arrival of a movement. It is assumed that no diversion or forwarded arrival have taken place (these cases are discussed separately).

2.3.1 Rejection of Arrival Notification

If the Office of Destination rejects the arrival, it informs the Trader at Destination by sending an Arrival Notification Rejection, E_ARR_REJ (IE08).

The normal way of proceeding then is to re-send an arrival notification that is acceptable to the Office of Destination.

This scenario applies to both normal and simplified procedures.

Note that the arrival advice (C_ARR_ADV) should only be sent after the arrival notification has been accepted.

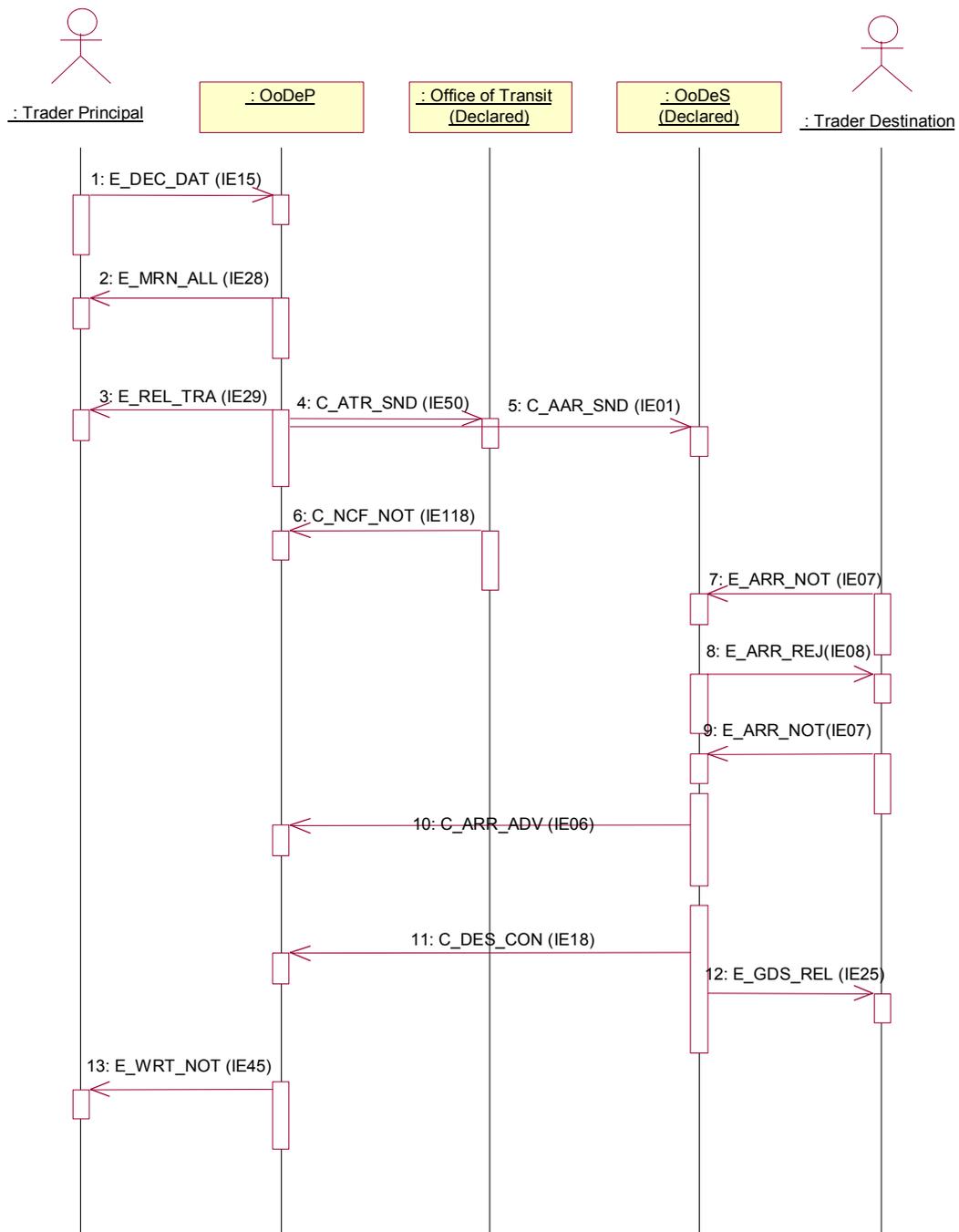


Figure 15: Arrival notification rejection

2.3.2 Unloading information rejected

This scenario applies to simplified procedure only.

When the Authorised Consignee sends the unloading remarks (E_ULD_REM, IE44), the Office of Destination can reject these remarks by sending back an unloading remarks rejection (E_ULD_REJ, IE58).

The normal way of proceeding is then to re-send the unloading remarks until they are acceptable to the Office of Destination. The status of the Transit movement remains equal to “Unloading”, meanwhile.

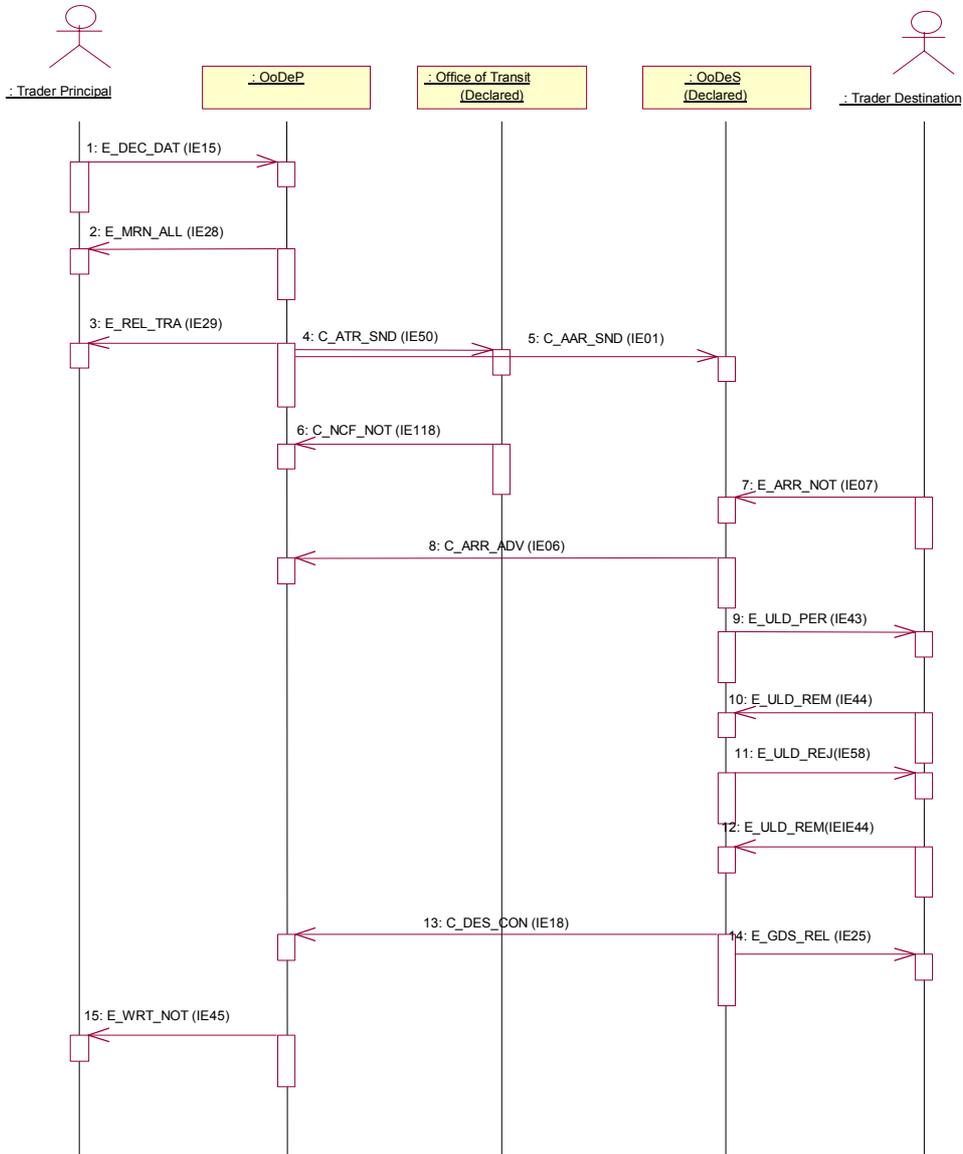


Figure 16: Unloading remarks rejection

2.3.3 New unloading permission

In case of problems detected in the unloading remarks message, the Office of Departure may issue a new unloading permission. This is shown below.

The unloading remarks, E_ULD_REM, can carry minor discrepancies from the information originally received in the Unloading permission (E_ULD_PER). In this particular case, minor discrepancies are discrepancies that do not require any actions to be taken by the Office of Destination. In this particular case, the Destination control results (C_DES_CON) indicate that the control results are satisfactory (condition 185 of FMS) and no information relevant to goods is exchanged .

In other cases it might be necessary to verify the goods after all, e.g. in case the unloading was not completed.

Only that information is exchanged by an E_ULD_REM, that contains the minor discrepancies.

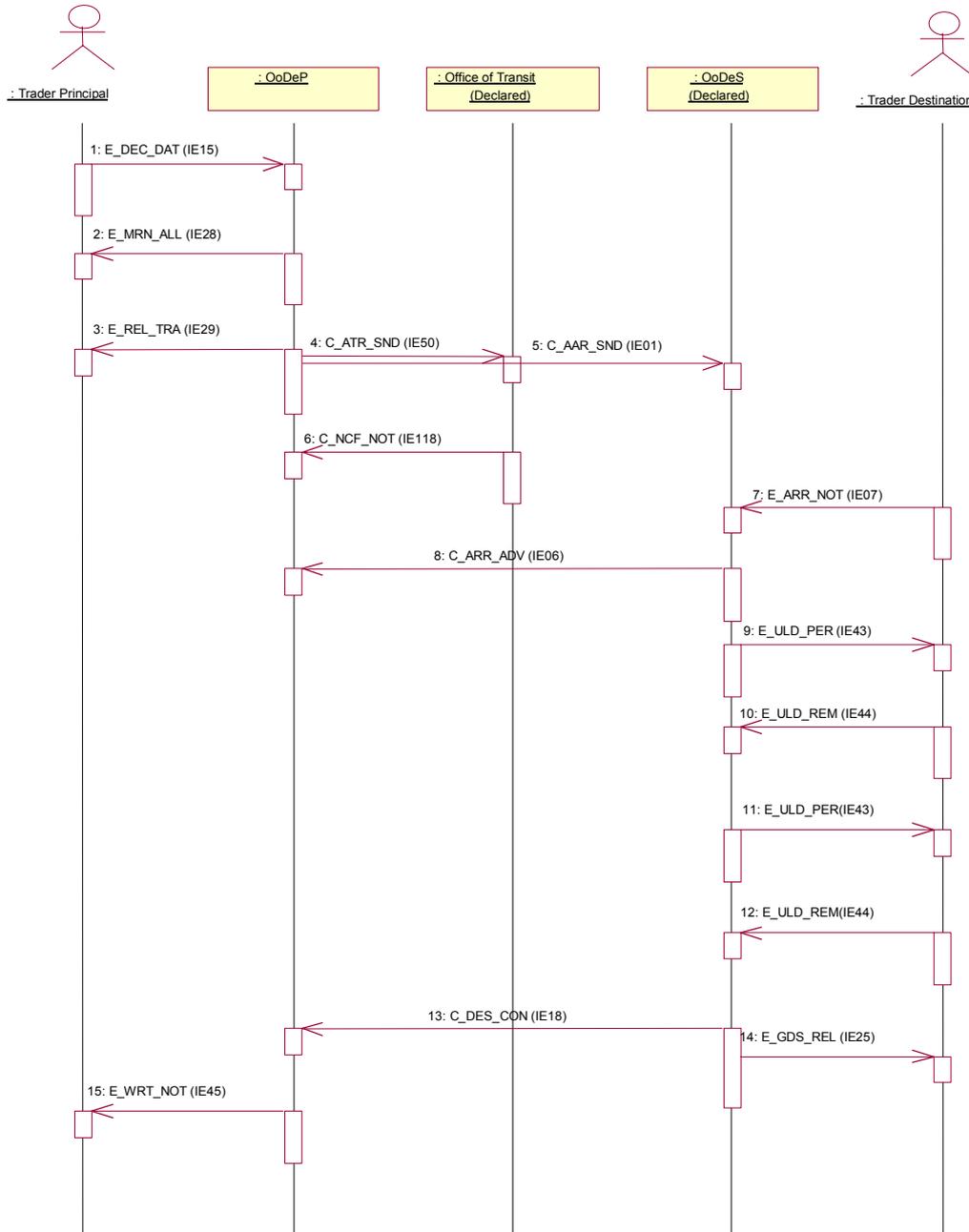


Figure 17: New unloading permission

2.3.4 Ask for documents

During any stage of the arrival process, the Office of Destination can ask the Trader at Destination to send documents by means of an E_ASK_DOC (IE100). The documents are always sent back on paper in Phase 3.1.

2.3.5 Discrepancies found during control

Control at Destination can be either satisfactory or unsatisfactory.

In case of unsatisfactory control, the Office of Destination sends only the C_DES_CON back to the Office of Departure, and will NOT immediately send the E_GDS_REL to the Trader at Destination.

When the Office of Departure is informed of the discrepancies after receipt of the C_DES_CON, it notifies the Trader at Departure of this with an E_DIS_SND (IE19). Sorting out the discrepancies is not going on with EDIFACT messages. Depending the reported communication means, the further handling shall go on via e-mail, fax or post.

After the discrepancies have been solved at Departure, the Office of Departure sends a C_DIS_SOL (IE20) to the Office of Destination to communicate the solution to the discrepancies after which the Office of Departure can release the consignment.

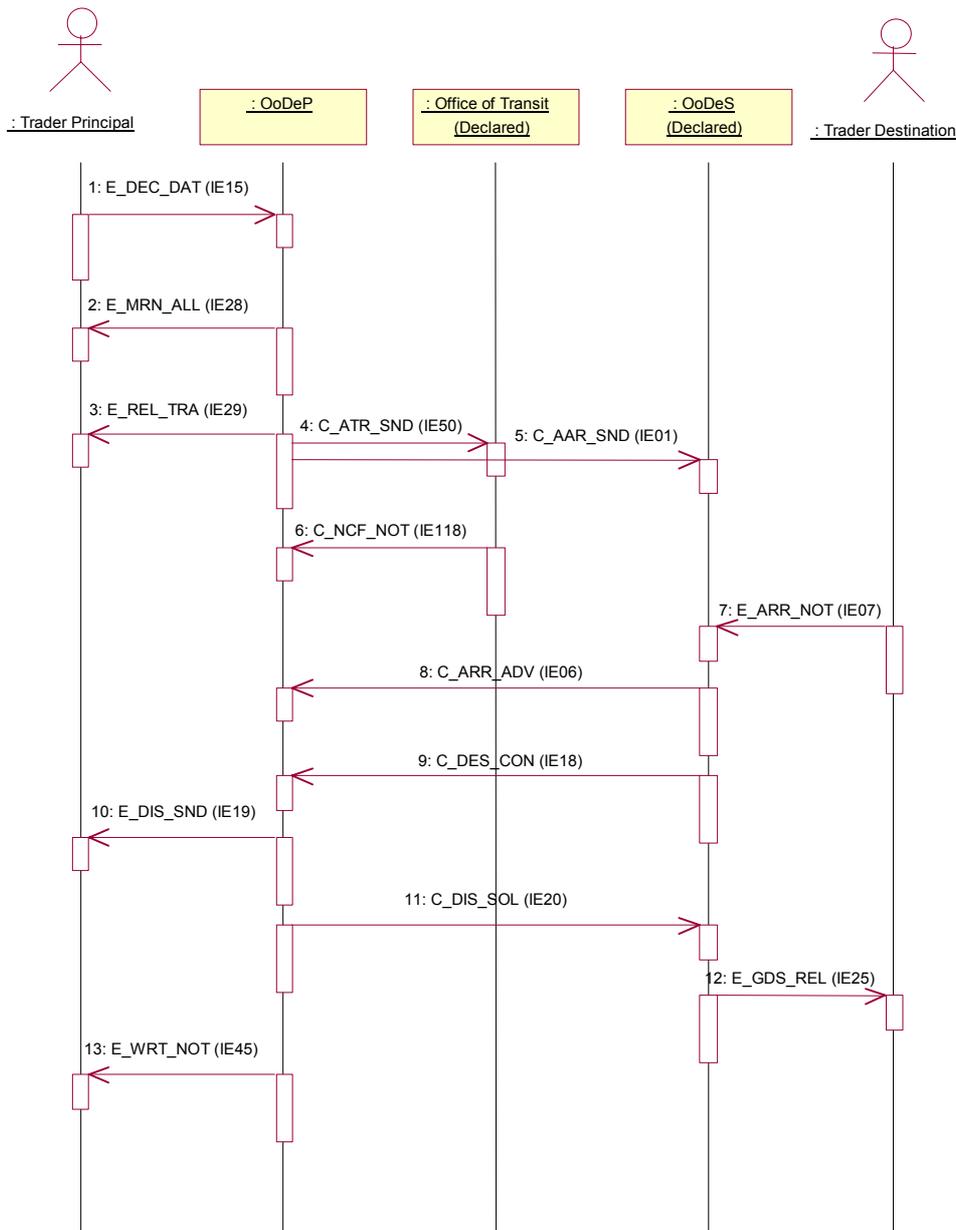


Figure 18: Waiting for Discrepancies Resolution at Destination

2.4 Diversion

NCTS Phase 3.1 supports International Diversions. Diversions can be notified by Offices of Transit as well as by an Office of Destination. The Office of Departure is supposed to supervise the route of the consignment. This route is equal to a collection of Offices of Transit, plus one Office of Destination. For a given movement there may be 0, 1 or more Offices of Transit. There is only one Office of Destination.

Whenever a movement is released, the OoDep will define the boundary conditions for any movement, by defining:

- A number of Offices of Transit, where the consignment may cross the border (referred to as Declared Offices of Transit);
- One Office of Destination, where the consignment is supposed to arrive (referred to as declared Office of Destination).

These declared Offices of Transit and Destination will never change during the lifetime of a movement.

A diversion takes place whenever:

- A consignment arrives at a non-declared Office of Transit (referred to as Actual Office of Transit);
- A consignment is reported at a non-declared Office of Destination (referred to as Actual Office of Destination).

The Office of Departure will always resolve diversions. The general principle will be that the (non-declared) Offices of Transit and the Office of Destination will detect the diversion, and communicate this immediately to the OoDep in order to take a decision.

The different Declared Offices of Transit (Destination) on the route only know that the movement needs to cross (arrive) there. They do not have any further information on the overall route of the consignment.

2.4.1 Diversion at Office of Transit - rejected

The most obvious case is when a consignment arrives at an Office of Transit that is unaware of the movement. The Actual (=current) Office of Transit will then request the ATR at the Office of Departure with a C_ATR_REQ (IE114).

Two cases are then possible:

- Lost ATR. The Office of Departure can detect this by comparing the Actual Office of Transit with the declared Offices of Transit. In this case, a positive C_ATR_RSP (including the original C_ATR_SND will be sent back to the Office of Transit.
- Diversion at an Office of Transit (the movement has arrived at a non-declared Office of Transit).

In case of a diversion at OoTra, the Office of Departure can react in two possible ways:

- Diversion is refused: this will be communicated to the Office of Transit by means of a C_ATR_RSP with a negative diversion response;
- Diversion is accepted: this will be communicated to the Office of Transit by means of a C_ATR_RSP with a positive diversion response.

When diversion is not allowed, the movement imperatively needs to follow the route foreseen. In that case, it needs to present itself at the declared Office(s) of Transit, and the declared Office of Destination (see figure below), and the scenario continues as in the normal case without diversion.

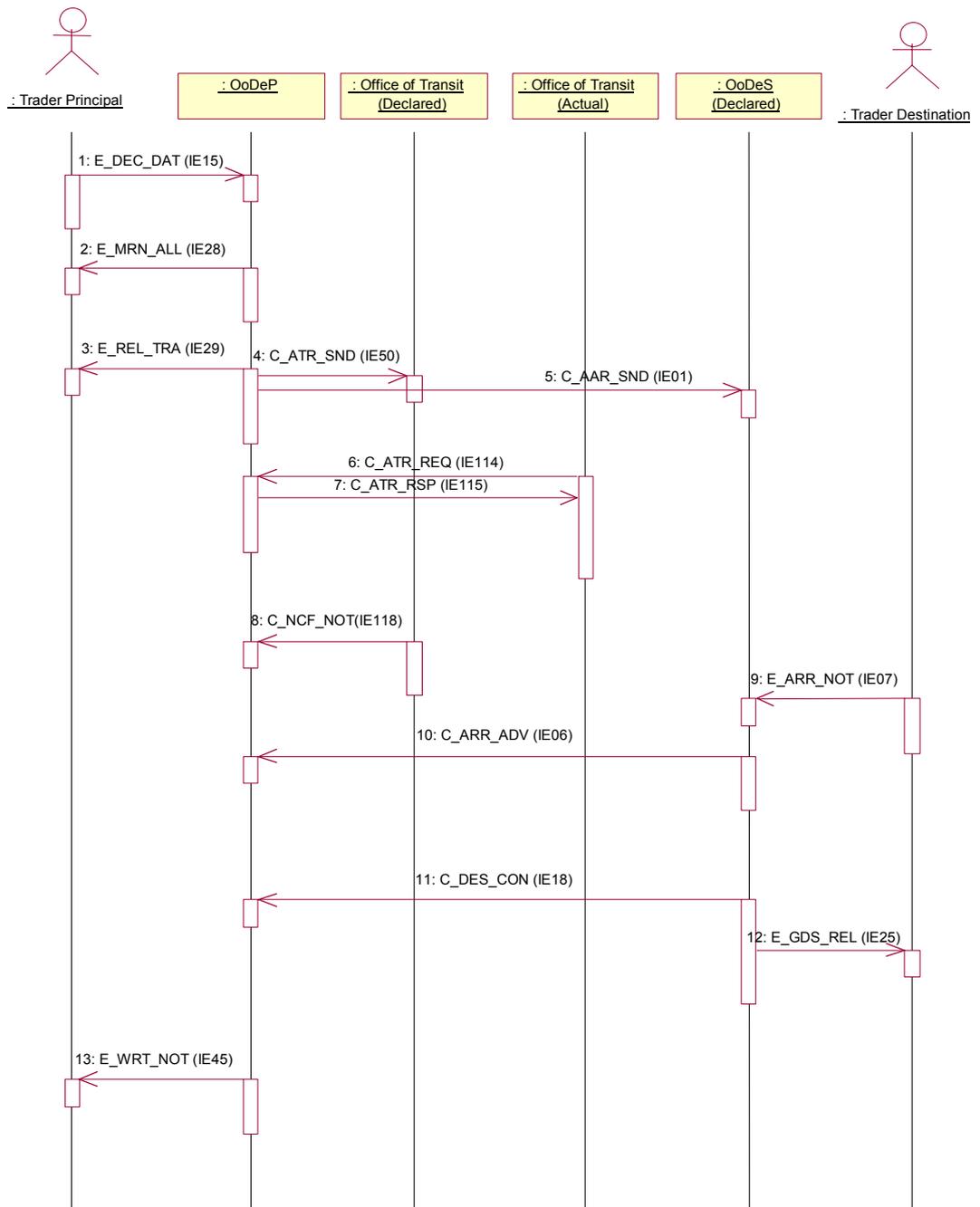


Figure 19 : Diversion at Office of Transit refused

2.4.2 Diversion at Office of Transit - accepted

If a diversion has been accepted by the Office of Departure (by sending a positive C_ATR_RSP), the consignment may leave the Actual Office of Transit (the Actual Office of Transit confirms this by sending a C_NCF_NOT to the Office of Departure).

The consignment may then continue (via declared or other Offices of Transit) to the Office of Destination. In the example below, there are no other border-crossings after the diversion.

When diversion has taken place, there may still be declared Offices of Transit waiting for the movement. These offices did not send a C_NCF_NOT yet. In order to inform them upon the arrival of the consignment, the Office of Departure will send them a C_FWD_ARR (IE24) after the arrival of the consignment (C_ARR_ADV).

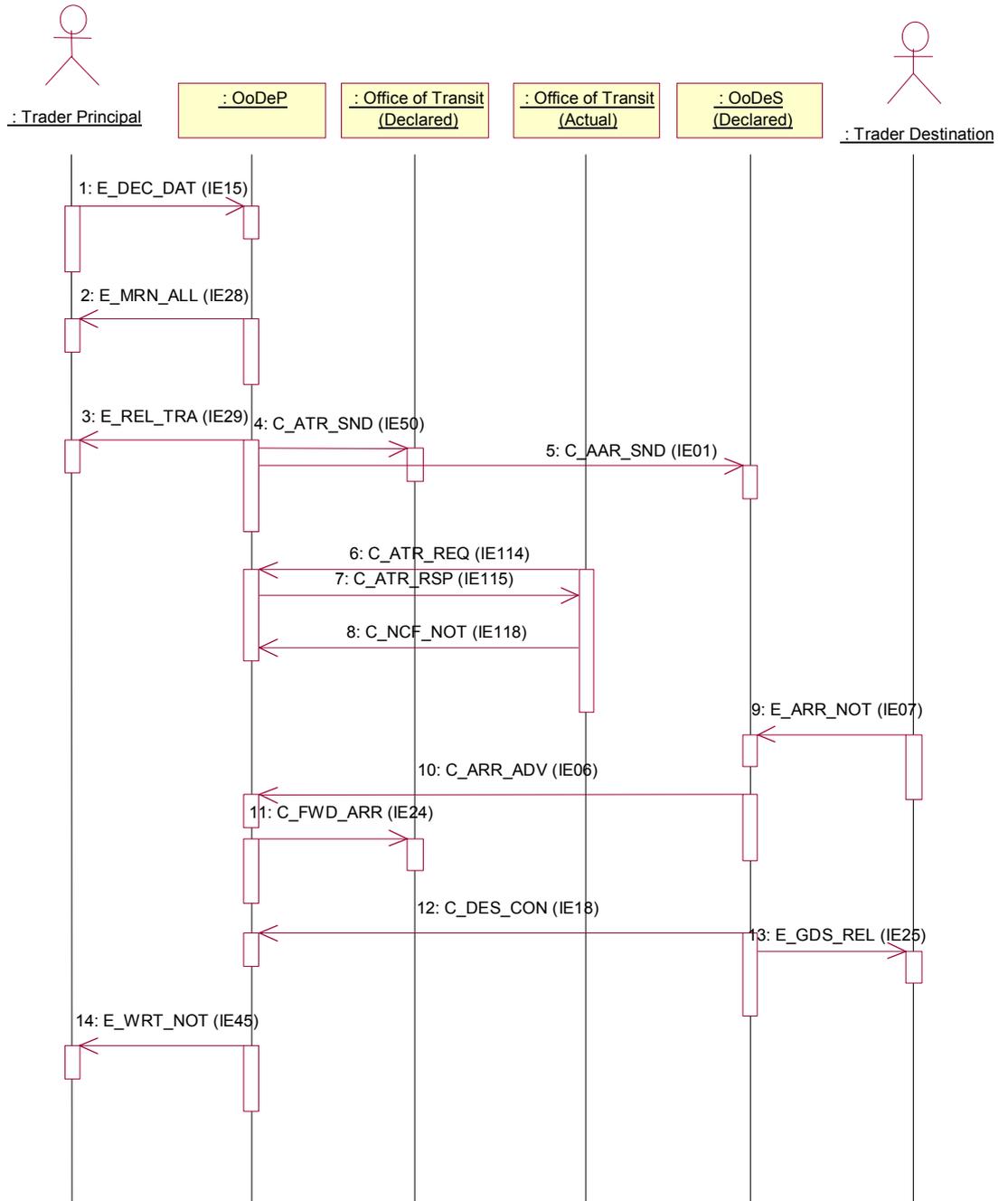


Figure 20: Diversion at Office of Transit – accepted

2.4.3 Diversion at Office of Destination – accepted

The Trader at Destination notifies the Actual Office of Destination of the arrival of the consignment with the usual E_ARR_NOT (IE07). This last one requests the AAR at the Office of Departure with a C_AAR_REQ (IE02) to which the Office of Departure replies (positively in this case) with a C_AAR_RSP (IE03). Because of the positive reply of the Office of Departure to the diversion, the Actual Office of Destination sends a C_ARR_ADV to the Office of Departure.

The Office of Departure then notifies the Declared Office of Destination of the arrival of the consignment at another Office of Destination by sending a C_FWD_ARR (IE24).

The sequence continues with the release of the goods (E_GDS_REL) and sending of the control results to the Office of Departure (C_DES_CON), followed by the write-off of the consignment (E_WRT_NOT).

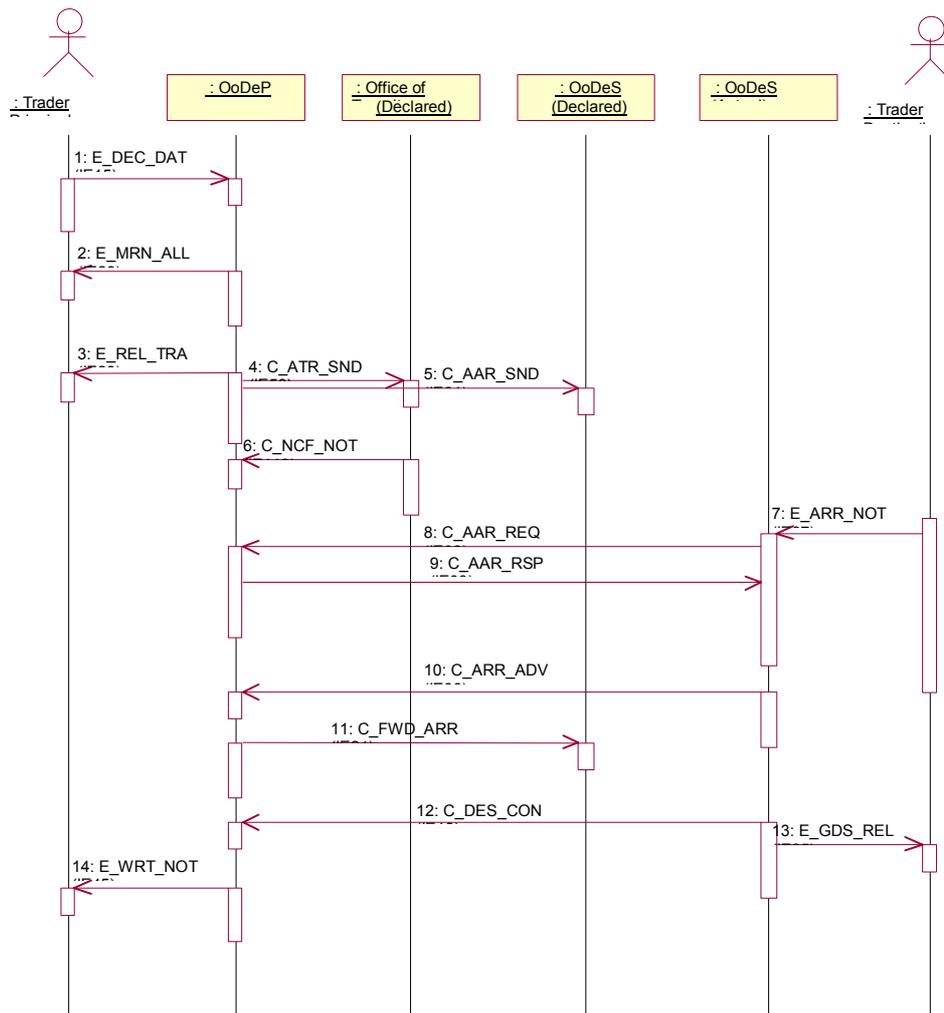


Figure 21: Diversion at Office of Destination - accepted

2.4.4 Diversion at Office of Destination – rejected

The Office of Departure can decide to reject the diversion to the Actual Office of Destination.

After receipt of the C_AAR_RSP (IE03) from the Office of Departure in which the reason for the rejection is mentioned, the Office of Destination notifies the Trader at Destination of the rejection reason with an E_DIV_NOT (IE21). In the scenario below, the situation gets eventually solved, by reporting at the correct Office of Destination.

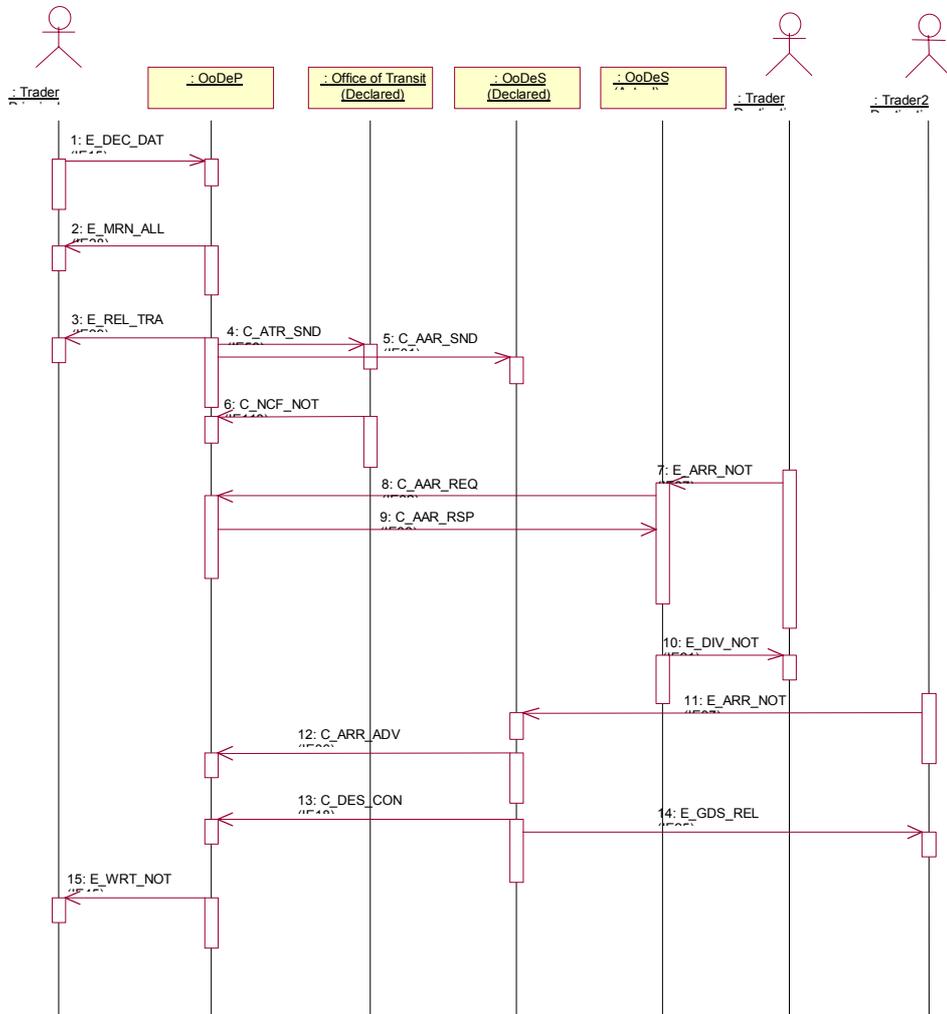


Figure 22: Diversion at Office of Destination - rejected

2.5 Cancellation

Cancellations can only take place at Departure. The Trader at Departure can request them or the cancellations can be initiated by the Office of Departure itself. A cancellation is always performed on an accepted declaration (an MRN is already allocated). Cancellations can take place at the following moments in time:

- before release for Transit (no AAR has been sent yet by the Office of Departure);
- after release for Transit (but before the goods arrive at an Office of Transit or an Office of Destination).

Cancellations can be performed under the following conditions:

- The Trader at Departure can request cancellation before the movement has been released. After release of the movement, he can still cancel as long as the movement has not been reported either at an Office of Transit or at an Office of Destination. He can thus request cancellation while the movement status is one of the following: “Accepted”, “Declaration Under Amendment”, “Under Control”, “Idle”, “Under Release Request”, or “Movement Released”. The Office of Departure can in all cases take a decision whether or not to accept the cancellation.
- The Office of Departure can cancel a movement at any moment up till the moment when either an C_NCF_NOT has been received (from an Office of Transit), or a C_ARR_ADV has been received (from an Office of Destination). The Office of Departure can thus cancel up to the moment that a movement has gone into the Common Domain, and no other Office (Office of Transit or Office of Destination) has reported on the movement (by means of C_NCF_NOT or C_ARR_ADV). Valid states for cancellation by the Office of Departure are thus all the allowed states defined previously (for the Trader at Departure), plus the state “Movement released” (in so far no C_NCF_NOT or C_ARR_ADV has been received).

Cancellation requests (by TraDep) after arrival at either OoTra or OoDes must always be rejected. The Office of Departure itself should never issue a cancellation after this moment.

Four TSDs of realistic situations are given here:

- cancellation by the Trader before the goods have been released for Transit;
- cancellation by the Trader after the goods have been released for Transit;
 - accepted by the Office of Departure;
 - rejected by the Office of Departure;
- cancellation by the Office of Departure after Release for Transit.

2.5.1 Cancellation by Trader before Release for Transit

This is the simplest case of cancellation: after receipt of the MRN of the consignment, the Trader decides to cancel the consignment and notifies the Office of Departure with an E_DEC_CAN (IE14). The Office of Departure accepts the cancellation by replying with an E_CAN_DEC (IE09).

Since it is very unlikely that the Office of Departure would reject the cancellation, this case is not shown.

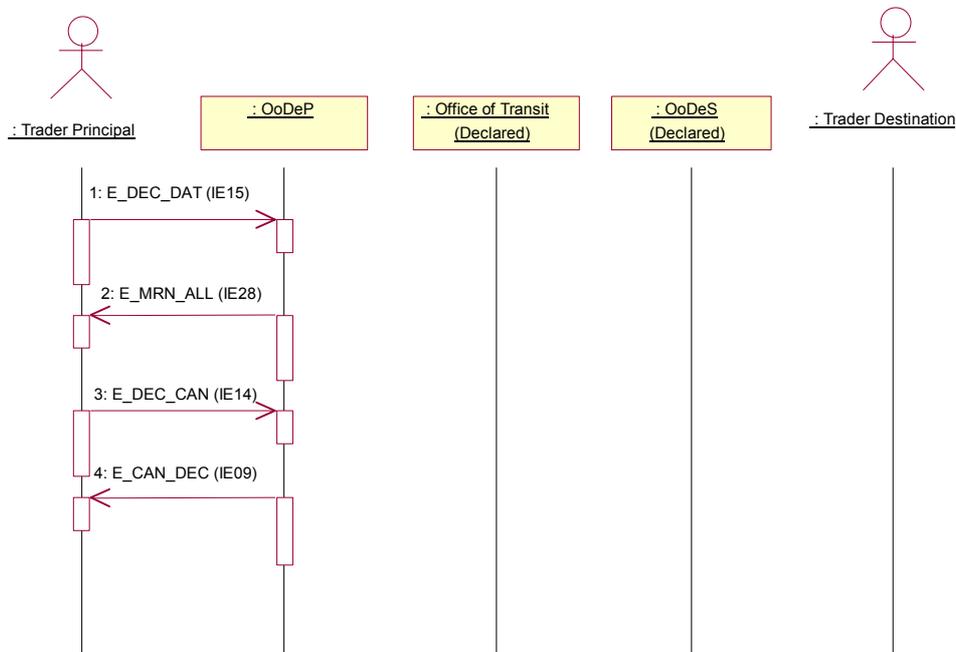


Figure 23: Cancellation by Trader before Release for Transit

2.5.2 Cancellation at Departure by Trader – accepted

The Trader decides to cancel the consignment after the Office of Departure has sent the AAR to the Office of Destination and one or more ATRs to the Office(s) of Transit. Physically this means that the consignment can be considered as not having left the Trader’s premises. The Trader sends an E_DEC_CAN (IE14) to the Office of Departure.

The Office of Departure can accept the cancellation and will notify the Trader of this by sending an E_CAN_DEC (IE09). The Office of Departure must then notify the Office of Destination as well as the Office(s) of Transit of the cancellation by sending them a C_CAN_NOT (IE10). These latter Offices must confirm receipt of the cancellation notification by replying with a C_CAN_ACK (IE901).

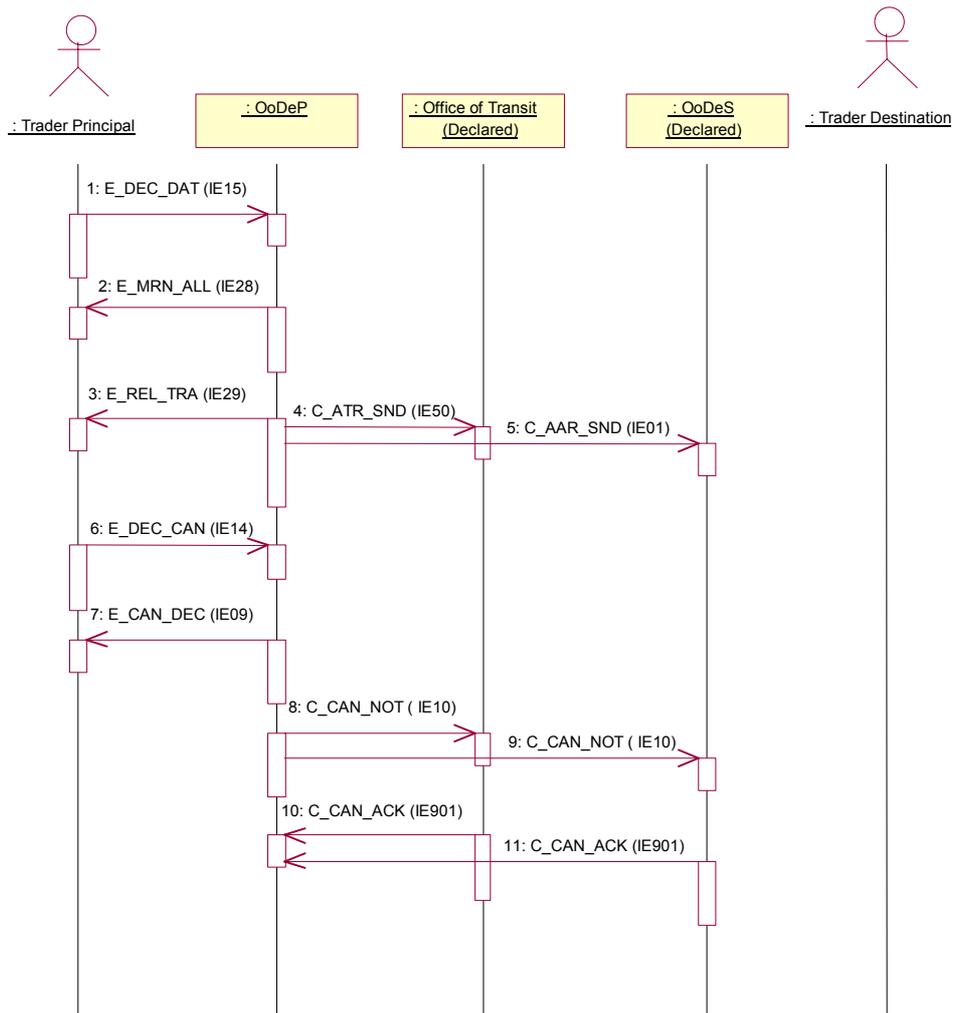


Figure 24: Cancellation by Trader accepted by Office of Departure

2.5.3 Cancellation at Departure by Trader – rejected

In the following sequence, the Office of Departure rejects the demand from the Trader to cancel the consignment by replying to the request (E_DEC_CAN) with the same E_CAN_DEC (IE09) that is used to accept the cancellation. In this case, the OoDep rejects the cancellation because the consignment has already crossed the Common Transit frontier. The Office(s) of Transit have sent a C_NCF_NOT (IE18) to the Office of Departure. The remainder of the sequence stays the same.

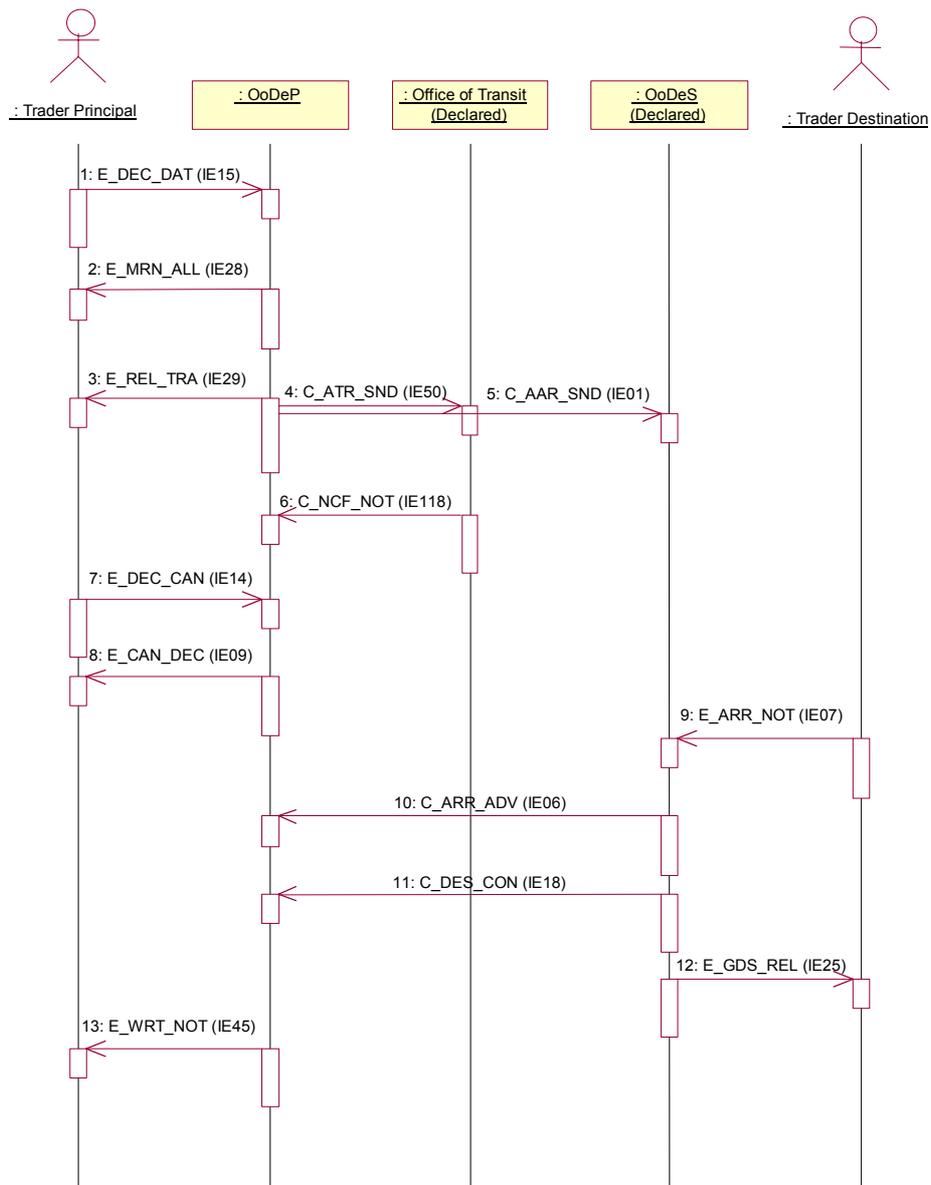


Figure 25: Cancellation by Trader refused by Office of Departure

Please note that there may be other reasons for rejecting a cancellation. A principal must furnish the proof that goods were declared in error or that, as a result of special circumstances, the placing of the goods under Transit is no longer justified. This means that there may be other reasons that allow rejection (even before the movement has started).

2.5.4 Cancellation by Office of Departure after Release for Transit

Figure 26 shows the initiation of a cancellation by the Office of Departure and the reception of an arrival notification by an Office of Destination. In this case, the arrival notification is rejected and the cancellation notification is acknowledged. It implies this particular Transit operation can only be undone by an exception specified by the NA having the role of Office of Departure.

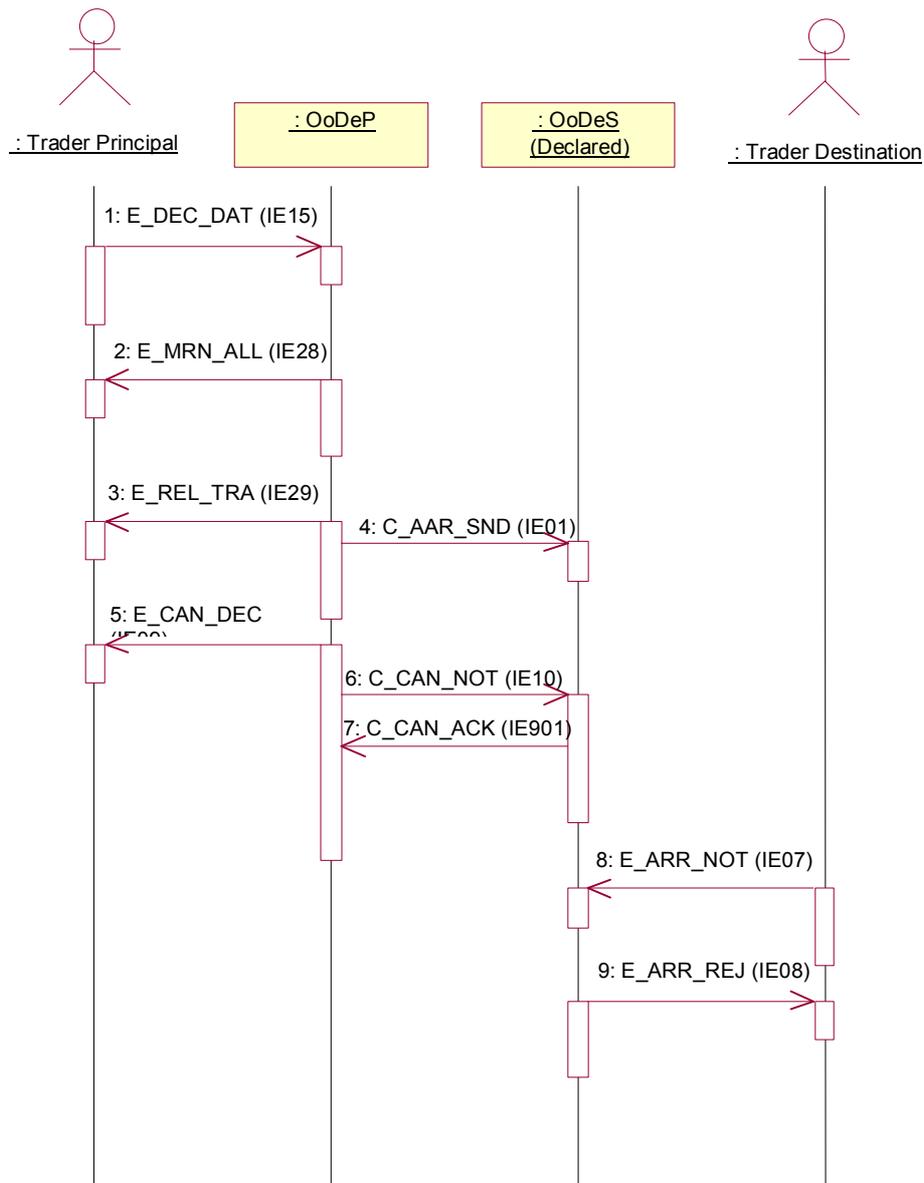


Figure 26: Office of Departure initiated cancellation

2.6 OTS diversion

The following paragraph is dealing with the case of OTS diversion, and the IE33 message (C_OTS_DIV). OTS diversion is, by definition, taking place when a movement arrives at an OTS (Old Transit System) Office of Destination, and when the OoDes accepts the diversion. Such OTS office is of course not making part of the NCTS.

The purpose of the IE33 is to inform the OoDep of the OTS diversion.

There are two possible cases:

- The Declared Office of Destination is within the same country (and belongs to NCTS);
- Or, the Declared Office of Destination is not within the same country.

There are two possible ways of handling such OTS diversion at the Actual Office of Destination:

- When the Declared OoDes is within the same country, the Actual Office of Destination will send a paper-based IE33 to the Declared OoDes. The Declared OoDes (or possibly a central office acting as Declared OoDes) will convert the paper based IE33 into an electronic IE33, and send it via NCTS to the Office of Departure
- When the Declared OoDes is not within the same country, the Actual OoDes will send a paper based IE33 to the Office of Departure. When this paper IE33 arrives at the Office of Departure, it will be registered in NCTS via local data capture.

When the IE33 arrives at the OoDep (electronic IE33 received, or paper IE33 registered locally), the OoDep will follow the same logic as with the previously discussed diversion at destination under NCTS. It will then send a C_FWD_ARR to all OoTra that did not see the consignment yet, and to the Declared Office of Destination.

In the example below, the IE33 is sent by the OTS OoDes via paper to the OoDep. A number of variants are also possible:

- The IE33 can also be sent electronically by a central office, acting as the Office of Destination (if there is NCTS in the country), or by the Declared Office of Destination itself (when in the same country);
- If there are OoTra still waiting for the consignment, they need to be informed by means of C_FWD_ARR.

Upon reception of an OTS diversion, a business timer will be set at the OoDep in NCTS. The OTS Office of Destination then needs to return the control results (on paper) within a specified time.

The paper control results will be sent as a paper document (IE110, C_RES_PAP) to the Office of Departure. The OoDep must then capture the information from the IE110 as defined in the FTSS EBP CO021500, and process the movement further on as if an IE18 was received, leading to eventual write-off.

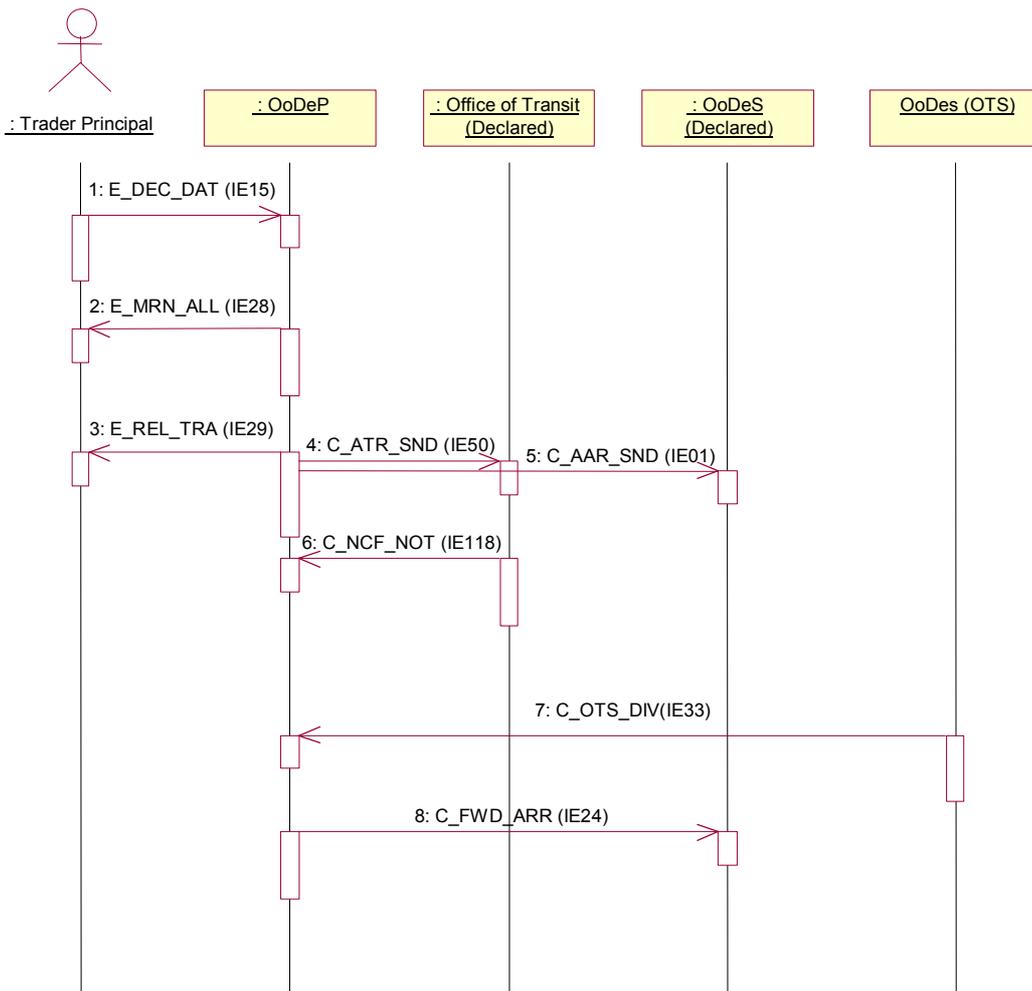


Figure 27: OTS diversion

3 State Transition Diagrams for Core Business

The following chapter contains the State Transition Diagrams for all core business operations. The purpose of this chapter is to define the different states to be maintained by a Transit application.

The STDs do not include cancellation in order not to overload them. STDs for cancellation are included in a separate section.

3.1 Office of Departure

The STD below shows the interaction of the Office of Departure with the Trader at Departure up to the moment of the release of the goods.

- The movement is not released. This can happen because major discrepancies were found during control or because of guarantee problems (even after successful control). An E_REL_NOT will be sent to the Trader, and the status will become “Not released for Transit”;
- Minor discrepancies are found, and the Trader did not express any opinion. The status will be set to “Under Release Request”;
- Minor discrepancies were found, and the Trader made opposition. The status will be set to “Idle”.

While “Under Release Request”, the Trader can send a release request (E_REQ_REL). This can have the following consequences:

- The release request is rejected (E_REQ_REJ is sent back to the Trader), and the status remains equal to “Under release Request”;
- The movement is released (E_REL_TRA sent to Trader). This will typically happen when the Trader sends back a positive release request;
- The movement is not released (E_REL_NOT sent to Trader). This will typically happen after a positive release request, but when guarantee problems arose;
- The movement is set to “Idle”. This will typically happen after a negative release request (Trader expression of opposition).

The status “Idle” is normally reached after a control with minor discrepancies, after which a Trader made opposition. In this case, the Office of Departure can still decide to release or not release the movement for Transit.

Declaration amendments can be done by the Trader by means of an E_DEC_AMD. They can be sent when the status of the movement is equal to “Accepted” or “Declaration Under Amendment” (meaning that an invalid declaration amendment has been sent previously).

A declaration amendment will always be replied by an acceptance (E_AMD_ACC) or rejection message (E_AMD_REJ).

When an invalid amendment has been sent, the status will become “Declaration Under Amendment”. This status can only be left by sending an acceptable amendment, after which the status will become “Accepted” again.

Amendments can be accepted or rejected in any of the following states: “Accepted” or “Declaration Under Amendment”. In all other states, they will be rejected. These transitions are not shown in the STD above in order not to overload it.

Note that, seen from the outside, there is hardly any difference between the states “Idle” and “Under release request”. Business wise, there are however serious differences between these states. While in “Under release request”, the Trader did not pronounce any opposition yet, while in “Idle” he definitely did. Moreover, there are different business timers associated to both states.

The following STD contains the state transitions at Departure after the movement has been released. This STD starts right before the sending of the E_REL_TRA to the Trader at Departure. Any message arrival, except those explicitly depicted in the STDs for OoDep, should be rejected, either by a functional NACK (see section VIII), or by a dedicated rejection message (such as for release requests and declaration amendments). This is not shown in the OoDep STDs, in order not to overload them.

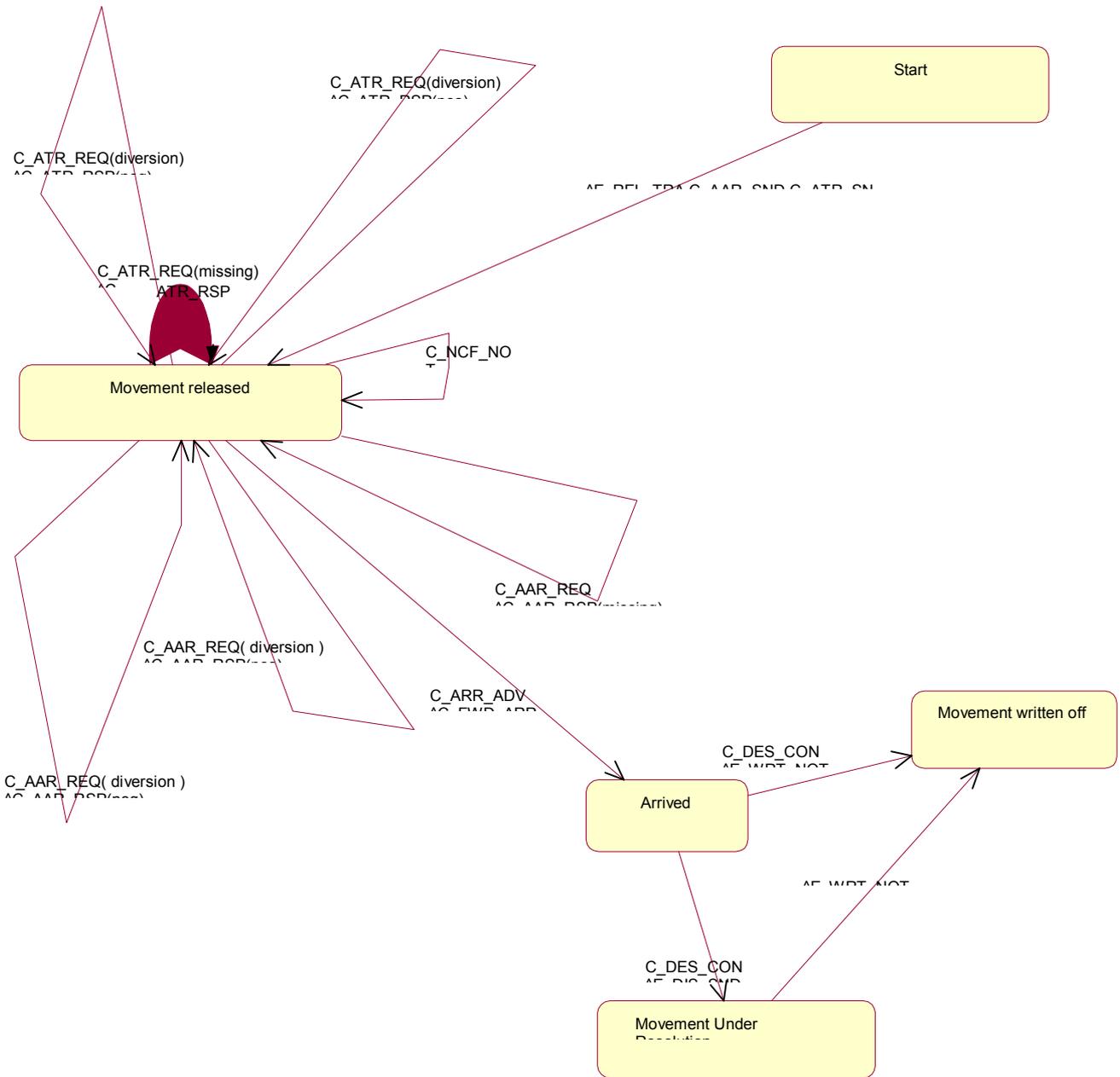


Figure 29: STD for OoDep after release of movement

Whenever a movement is released, the following will happen:

- The E_REL_TRA is sent to TraDep;
- The C_AAR_SND is sent to OoDes;
- The C_ATR_SND are sent to OoTra (possibly there is no OoTra).

The status of the movement will become “Movement released”.

While the consignment is in this state, the following can happen:

- A C_NCF_NOT is received by OoDep, indicating a border crossing. In this case, the status will remain the same;
- A C_ATR_REQ is received from an Office of Transit, which was a declared OoTra. This is clearly a case of missing ATR. In this case, a positive C_ATR_RSP will be sent and the state will remain “Movement released”;
- A C_ATR_REQ is sent from an OoTra that was not declared. One is then clearly dealing with a diversion at the border. In this case, the Office of Departure needs to take a decision whether to accept the diversion or not. In case the diversion is not accepted, a negative C_ATR_RSP will be sent back to OoTra. In case the diversion is accepted, a positive C_ATR_RSP will be sent back to the OoTra. In both cases, the status will remain the same;
- A C_AAR_REQ is received from an Office of Destination, which was the declared Office of Destination. In this case, a positive C_AAR_RSP will be sent and the state will remain “Movement released”;
- A C_AAR_REQ is sent from an OoDes that was not declared. One is then dealing with a diversion at Destination. In this case, the Office of Departure needs to take a decision whether to accept the diversion at OoDes or not. In case the diversion is not accepted, a negative C_AAR_RSP will be sent back to OoDes. In case the diversion is accepted, a positive C_AAR_RSP will be sent back to the OoDes. In both cases, the status will remain the same.
- The C_ARR_ADV is received from the Office of Destination. The status of the movement will then be set to “Arrived”. In case diversions took place at OoTra, a C_FWD_ARR will be sent to all declared OoTra that did not report the movement. In case a diversion took place at OoDes, a C_FWD_ARR will also be sent to the declared OoDes.

After arrival of the movement at Departure, the OoDep will wait until the C_DES_CON is sent back by the OoDes. There are two possible outcomes:

- The C_DES_CON shows no problems. The E_WRT_NOT is sent back to the Trader at Departure. After this, the status of the transaction is set to “Movement Written Off”.
- Discrepancies are found during control at Destination. In this case, the Office of Departure sends an E_DIS_SND to the Trader at Departure. The status of the movement is set to “Movement Under Resolution”. When the discrepancies have been solved, the E_WRT_NOT is sent to the Trader and the status becomes “Movement written off” as well.

The possible status values for OoDep are summarised in the table below.

State	Name
A01	Accepted
A02	Declaration Under Amendment
A03	Under Control
A04	Idle
A05	Under Release Request
A06	Not Released for Transit
A07	Movement Released
A08	Arrived
A09	Movement Under Resolution
A10	Movement Written Off
B01	Cancelled

Table 7 : States of an MRN in an Office of Departure

To be noted is that the STDs above do not include the case of OTS diversion. The handling of OTS diversion is national responsibility.

3.2 Office of Transit

The STD is different for a declared and a non-declared OoTra. The STD for a declared OoTra is shown below.

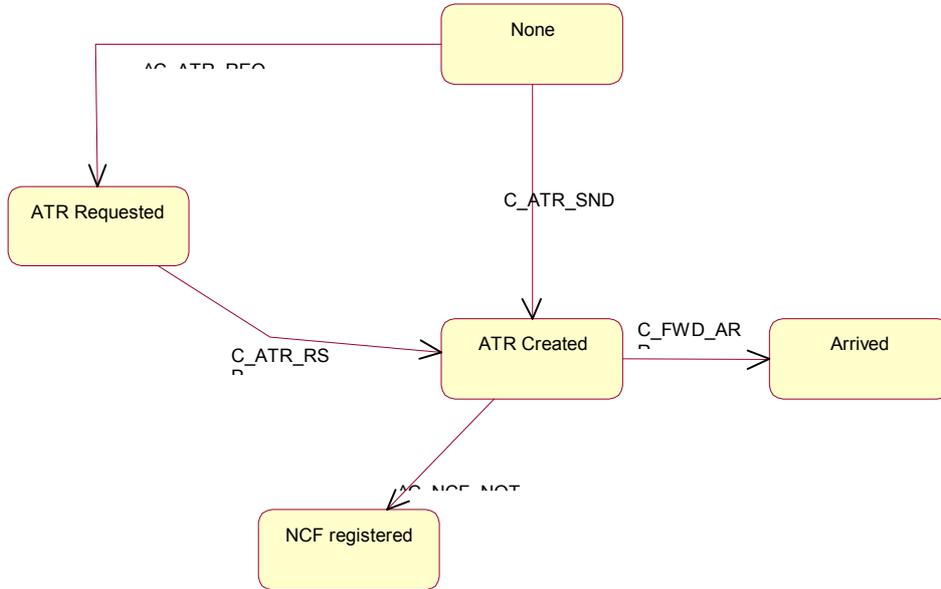


Figure 30: STD for OoTra declared

The OoTra only interacts with the OoDep.

There are two major possibilities: the consignment is known (C_ATR_SND received) or is not known beforehand (case of missing ATR).

In the first case, the OoTra will receive the C_ATR_SND, after which the status will be marked as “ATR created”.

If the consignment then passes the border, the C_NCF_NOT will be sent back to the OoDep, and the status will become “NCF registered”. The role of the OoTra stops here. It is thus implicitly assumed that only one border crossing can take place for a declared OoTra. If diversion at OoTra took place during the movement, this declared OoTra will receive a C_FWD_ARR. In that case, the status will be set to “Arrived”.

If the consignment does not pass the declared OoTra, the OoDep will inform all declared OoTra upon arrival at OoDes, by means of a C_FWD_ARR. The status will then be marked as “Arrived”. Again, the role of the OoTra stops here.

In case of missing ATR, the OoTra will request the ATR from the OoDep by means of a C_ATR_REQ. The status will then become “ATR requested”. When the ATR is received (by means of C_ATR_RSP), the status will become equal to “ATR created” in case of a positive C_ATR_RSP from OoDes, and a similar lifecycle will start as for the known movement.

The STD for an Actual OoTra is shown below:

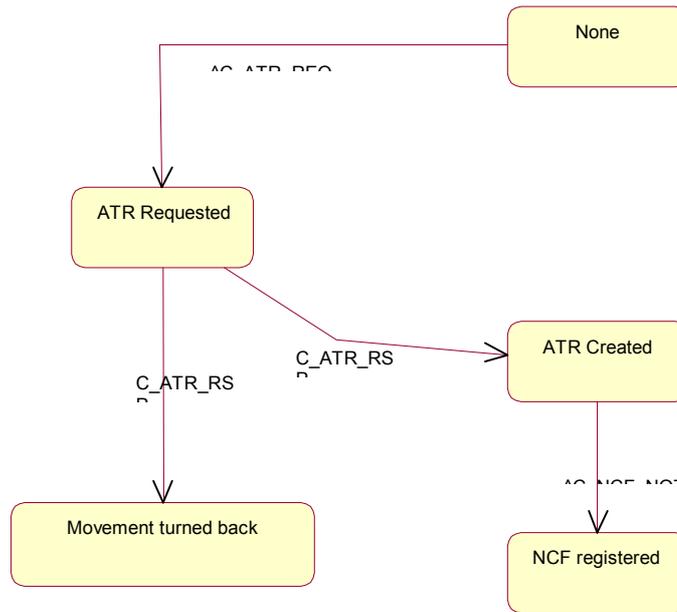


Figure 31: STD for OoTra Actual

In case an unknown consignment shows up, the ATR will always be requested from OoDep by means of C_ATR_REQ.

If the response from OoDes is negative on the C_ATR_RSP, the status will be set to “Movement Turned back”.

If the response was positive, the status will be set to “ATR created”. When the consignment crosses the border, it will become “NCF registered”.

The list of states for OoTra is given in the following table:

State	Name
B02	None
B01	Cancelled
C01	ATR created
C02	ATR requested
C03	Arrived
C04	NCF registered
C06	Movement turned back
C07	Movement stopped

Table 8: States of an MRN in an Office of Transit

3.3 Office of Destination

The following STD shows the interactions (excluding cancellation) between Office of Destination and Trader at Destination, and between Office of Destination and Office of Departure.

Again, there are some minor differences for a declared and a non-declared OoDes.

The STD for OoDes is shown below.

In case of a successful control, the C_DES_CON will be sent to OoDep, and the goods will be released (E_GDS_REL sent to TraDes), and the status will be set to “Goods released”.

In case of discrepancies detected during control, only the C_DES_CON will be sent to OoDep (the E_GDS_REL will NOT be sent to TraDes), and the status will be set to “Waiting for discrepancies resolution”. This state will change after reception of the C_DIS_SOL (discrepancies solved) from the Office of Departure, upon which the goods will be released (E_GDS_REL sent to TraDes). The status will become “Goods Released”.

In case of simplified procedure, the unloading permission (E_ULD_PER) will be sent to the Trader at Destination, and the status will become “Unloading”. The E_ULD_PER message contains detailed information about the goods expected. Unloading remarks will be sent back by the Trader to the Office of Destination by means of an E_ULD_REM message. This may or may not be rejected .

In the first case, a rejection message E_ULD_REJ will be sent back to the Trader, and the status will remain “Unloading”. In the second case, the status will become “Unloading Remarks”: the Office of Destination will now analyse the unloading remarks. There are 3 possibilities after having received the unloading remarks:

- No control is performed, the C_DES_CON is sent, and the goods are released;
- A decision to control is taken, announced on paper (E_DES_PAP). This is performed in the same way as for normal procedure;
- Difficulties are detected during the unloading, and a new unloading permission is sent (the status will become “Unloading”).

Two special cases are also taken into consideration.

The first case concerns a missing AAR. The consignment arrives and an arrival notification is sent from TraDes to OoDes. In this case, an ARR_REQ will be sent to the Office of Destination, and the status will become “AAR requested”.

The Office of Destination will recognise this as a case of missing AAR. In this case, after the reception of the C_AAR_RSP, the Office of Destination will send back the C_ARR_ADV to the Office of Departure, and the status will become “Arrival accepted”.

In case of diversion, the consignment will never arrive. A C_FWD_ARR will then be sent to the declared OoDes. In that case, the status will be set to “Arrived”.

The STD for the OoDes is similar. In these cases, the OoDes always needs to send a C_AAR_REQ upon receipt of the E_ARR_NOT. This is also shown on Figure 37. In case of a positive C_AAR_RSP, a C_ARR_ADV will be sent and the status will become “Arrival accepted”.

In case of a negative response, the status will become “Diversion rejected”.

The list of different states for OoDes is included in table 6.

3.4 Cancellation

3.4.1 At OoDep

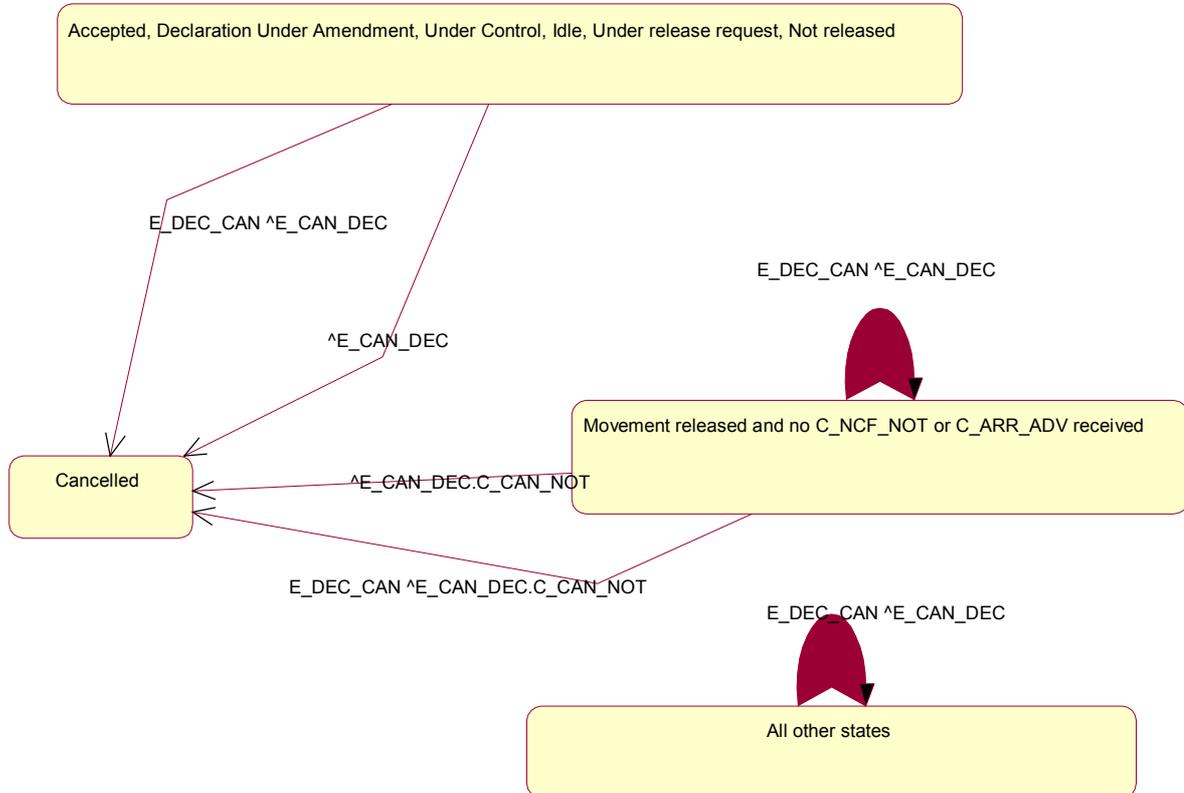


Figure 34: Cancellation at Departure

Please note that both TraDep and OoDep can initiate cancellations. However, a cancellation request (E_DEC_CAN) will not always be executed once a transaction has moved to the Common Domain. OoDep then needs to decide whether or not to accept the cancellation request. The OoDep can initiate cancellations itself.

No cancellations are possible when an Office of Destination or an Office of Transit has reported upon the movement.

OoDep can cancel only before the movement has arrived.

Cancellation can happen as follows:

- TraDep sends an E_DEC_CAN , replied by OoDep with an E_CAN_DEC ; OR
- OoDep sends an C_CAN_NOT to OoDes and OoTra.

For all states after the release of the movement, the cancellation will first be forwarded to OoDes and OoTra by means of C_CAN_NOT . These will reply by means of C_CAN_ACK .

3.4.2 At OoTra and OoDes

This is best summarised as follows:

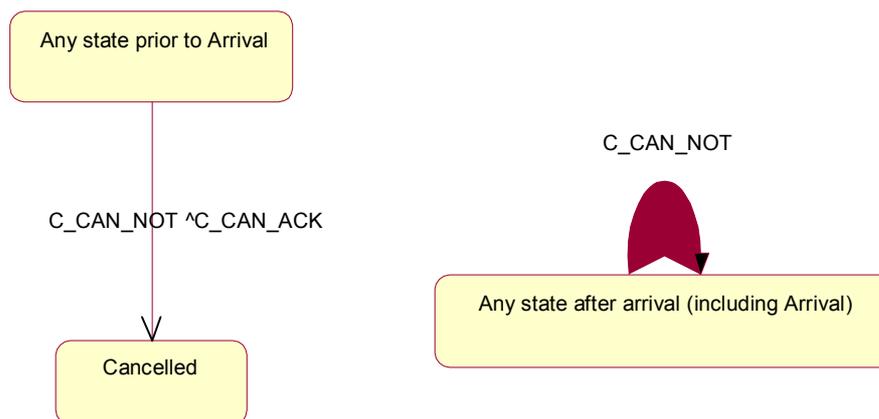


Figure 35: cancellation at OoTra and OoDes

Cancellations after arrival are not permitted.

4 Timers

Every Transit Application needs to conform to a number of timing rules. The different timing aspects are in this chapter. Basically, there are the following types of timers and/or timing rules to be implemented:

- Functional timers, as foreseen in the FTSS, ;
- Timers and timing rules, related to exceptions (these are also defined at FTSS level);
- Status request/response timers.

4.1 Functional Timers

The following table lists the functional timers related to the business threads and EBPs of the FTSS. For each timer, the table lists:

- Timer name;
- Process, event or condition triggering the timer;
- Process, event or condition stopping the timer;
- Process, event or condition started when the timer elapses (expires).

Timer	Declaration awaiting release request
Started	CO1A1002 - Handle results of a control. Control is performed by the Customs Officer and optionally the seals are affixed or re-affixed. If any, the minor revisions are communicated to the Principal. Minor discrepancies are detected during the control of the goods and/or supporting documents. The Principal has not yet communicated his advice (IE17.TRANSIT OPERATION.Release requested flag is absent) on minor revisions. A timer “Declaration awaiting release request” is started to protect a non release request of the goods coming from the Principal.
Stopped	The timer can be stopped, if the principal asks for release.
Expires	Event E_Release request timer expired. The timer expires if the principal does not ask for release, and the declaration is put in an idle state.
	Awaiting for automatic release

Started	<p>CO1A0501 Accept declaration. The declaration data is submitted (IE15) via electronic means to the Office of Departure.</p> <p>When the declaration is submitted (IE15) under simplified procedure, a timer “Awaiting for automatic release” is started to progress towards an automatic release after the timer has expired.</p> <p>When the declaration is valid and it was declared under simplified procedure then it awaits for the timer “Awaiting for automatic release” to expire. The state of the Transit Operation is set to ‘Accepted’.</p>
Stopped	<p>Simplified procedure CO1A2100: Evaluate amendment request. If the amendment request is invalid, then the reasons for rejection are returned (IE05) to the Principal. The ‘Awaiting for automatic release’ timer remains stopped until another (valid) amendment is received.</p> <p>If the amendment is accepted, it is registered into NCTS, then the acceptance is communicated (IE04) to the Principal, and the ‘Awaiting for automatic release’ timer is restarted at its initial value</p> <p>CO1A2200: Register control decision The Customs Officer takes the final decision to control. The control consists of either a check of the supporting documents, or a check of the supporting documents and the goods. The timer ‘Awaiting for automatic release’ is stopped.</p>
Expires	<p>Simplified procedure Event “E_Time to release “. The timer ‘Awaiting for automatic release’ has expired, no decision to control was made, the preparation of the guarantee registration can start: CO1A2400 Prepare guarantee registration is started. Duties and taxes are calculated, the state of the Transit Operation is set to ‘Under guarantee registration’.</p>
	Guarantee awaiting for amendment
Started	<p>CO1B1502: Evaluate guarantee registration result . The Principal has the possibility to amend the invalid guarantee, so that the movement can still be released. A timer “Guarantee awaiting for amendment” is started to protect a non amendment of the guarantee. The state of the Transit Operation is set to ‘Guarantee under amendment’.</p>
Stopped	<p>CO1B1900: Handle amendment of the declaration guarantee details. The Office of Departure receives (IE13) a guarantee amendment within the agreed time limit, this means before the expiration of the ‘Guarantee awaiting for amendment’ timer. When the formal validation process is successful, NCTS accepts the amended guarantee data and the processing continues with the check and the registration of the Guarantee. The timer “Guarantee awaiting for amendment” is stopped.</p>
Expires	<p>Event E_Guarantee amendment timer expires. At the expiration of the timer ‘Guarantee awaiting for amendment’ the declaration is automatically not released for Transit. CO1B1101: Handle unsatisfactory guarantee result is executed. The system registers automatically the unsatisfactory control results in order to have a history log of the declaration. The system also notifies (IE51) the Principal that the goods are not released for Transit. The goods are not released, the state of the Transit Operation is set to ‘Not released for Transit’.</p>
	Wait for automatic unloading permission

Started	<p>CO020102: Process arrival notification (Actual Office of Destination). If no diversion occurred or if the national diversion is not prohibited, NCTS notifies (IE06) the Office of Departure that the arrival is accepted and the arrival is recorded into NCTS. In case of simplified procedure, a timer “Wait for automatic unloading permission” is started to protect a non decision to control the goods that could be taken by the Customs Officer</p> <p>CO020202: Handle diversion response. When no diversion occurred (movement information not available at the Office of Destination) or when the diversion is accepted by the Office of Departure, NCTS records the movement information into the system and notifies the Office of Departure that the arrival is accepted. In case of simplified procedure, a timer “Wait for automatic unloading permission” is started to protect a non decision to control the goods that could be taken by the Customs Officer.</p>
Stopped	The Customs Officer takes the decision to control the consignment. This event stops the timer ‘Wait for automatic unloading permission’.
Expires	E_ Unloading authorisation timer expired. At the expiration of the timer ‘Wait for automatic unloading permission’ the Trader is automatically notified that he can start the unloading of the goods.
	Wait for documents
Started	<p>CO020102: Process arrival notification (Actual Office of Destination). On reception of an arrival notification under simplified procedure, the Office of Destination has to respond within the pre-defined time period defined in the authorisation of Authorised Consignee.</p> <p>If the Principal’s representative is not present at the Office of Destination, NCTS starts a timer “Wait for documents” to protect the non reception of the documents within an agreed time period</p>
Stopped	The Customs Officer receives the document(s) from the Authorised Consignee. This event stops the timer ‘Wait for documents’.
Expires	At the expiration of the timer ‘Wait for documents’ the Authorised Consignee is automatically notified that he has to return the document(s).
	Time to start enquiry
Started	<p>CO1B1301: Issue Transit transaction data. The following date is defined in the appropriate way when the movement is issued: the date when the control results are expected to be returned from the Office of Destination (if no result is received within that period, an enquiry will have to be started – see CO04 “Handle enquiry”). This date is the expected arrival date plus a grace period (a fixed number of days commonly defined by the national administrations), which triggers the beginning of the enquiry.</p>
Stopped	<p>CO040100: Check appropriate to continue with enquiry. NCTS retrieves the movement information identified by the MRN brought in the timer “Time to start enquiry” (time allotted for the receipt of the control results from the Office of Destination) and notifies the Customs Officer, who either will continue with the enquiry process or postpones it to a later time. In the latter case, he re-sets the timer.</p> <p>Either the processing continues or the timer is stopped or re-set.</p>

Expires	<p>E_ <i>Time to start enquiry</i>: major Event starting “CO04 – Handle enquiry” at Office of Departure</p> <p>The time allotted for the receipt of the control results from the Office of Destination has expired. This time out indicates that an enquiry procedure should be started.</p> <p>This time-out point is defined by the Office of Departure when the Transit transaction is issued, as:</p> <ul style="list-style-type: none"> • the time the transaction was issued, plus; • the estimated movement duration (i.e. the relevant value in the “box D”), plus; • administratively-defined grace period. <p>The value of this “timer” may evolve during the lifetime of the movement. Upon receipt of the arrival advice, its value will change. It may also be manually adjusted by a Customs Officer.</p> <p>When the control results are received (IE18) from the Office of Destination, or when the movement is written-off for other reasons, the timer “disappears”.</p>
Diversion Handling	<p>CO020701 TI:</p> <p>When diversion occurred from an OTS to an NCTS Office of Destination, then NCTS resets the enquiry timer to the standard NCTS enquiry period.</p> <p>Some declared countries of Transit might be OTS. However, NCTS notifies (IE24) <u>only</u> the NCTS Offices of Transit (which have not notified that the consignment has crossed the frontier) of the arrival.</p> <p>Enquiry timer is reset to standard NCTS enquiry period. All NCTS declared Offices of Transit for the movement are notified of its arrival.</p>

	<p>Wait for enquiry response</p>
Started	<p>CO040402: <i>Send enquiry request. (Office of Departure).</i></p> <p>NCTS sends (IE104) an enquiry request to the indicated Office of Destination. NCTS records an enquiry request for each requested Office and the enquiry reminder timer “Wait for enquiry response” is set, using the values permitted in relevant administrative agreements, to protect a non answer of the Office of Destination.</p> <p>CO040402 TI:</p> <p>When any of the Offices involved in the movement (i.e. actual or declared Office of Destination) is OTS then the Office of Departure formally initiates the enquiry procedure by sending (IE107) a TC20 (under OTS procedures) to the indicated OTS Office of Destination (which will normally be the <u>declared</u> OTS Office of Destination, but may be a different one if an arrival advice has been received from the actual OTS Office of Destination (diversion from NCTS Office to OTS Office) not followed by control results, or if the Principal has notified that the movement has been diverted to a different OTS Office of Destination (IE103.TRANSIT OPERATION.CUSTOMS OFFICE of Destination).</p> <p>When the Customs Officer decides to send (IE107) a TC20, NCTS records that information and sets the enquiry reminder timer accordingly.</p>
Stopped	<p>CO040900: <i>Process negative enquiry response.</i></p> <p>A negative enquiry response which indicates that enquiries at the Office of Destination are complete is received. This event stops the timer ‘Wait for enquiry response’ for this particular Office.</p>

Expires	<p>Event E_Time allotted for enquiry response expired:</p> <p>An enquiry time-out has occurred. This time out indicates that an enquiry reminder procedure should be started, unless either a negative enquiry response or control results have been received for this movement.</p> <p>This time-out period is defined by the Office of Departure when the enquiry procedure is initiated, using the values permitted in relevant administrative agreements. It is reset to this value (or a shorter one) when an enquiry reminder is initiated, or to a different value by a Customs Officer.</p> <p>CO040500: Check appropriate to continue with enquiry reminder</p> <p>NCTS retrieves the movement information identified by the MRN brought in the timer “Wait for enquiry response” and the Customs Officer is informed of the time-out, and will either continue with the enquiry reminder process (see dashed line labelled ”Continue”) or postpone it to a later time (see dashed line labelled ”Postpone”). In the latter case, he re-sets the timer.</p> <p>CO040600 : Send enquiry reminder</p> <p>NCTS notifies (IE105) the Higher Authority of the Office of Destination that an enquiry request was not answered in the administratively-agreed time allowed, records the enquiry reminder and resets the timer to prompt the enquiry reminder to the administratively-agreed value, so this process may be iterated. The Office of Destination is notified that an enquiry request was not answered in time, the state of the Transit Operation is set to ‘Under enquiry reminder’.</p> <p>CO040600 TI: Send enquiry reminder</p> <p>The Office of Departure notifies (IE108) the Higher Authority (by means of a TC22) of the Office of Destination that a TC20 was not answered in the administratively-agreed time allowed.</p> <p>The enquiry reminder timer is reset to the standard OTS enquiry period for all Offices that are requested for enquiry. The Higher Authority of the OTS Office of Destination is notified that a TC20 was not answered in time.</p>
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Table 9: business timers

4.2 Timers related to exception handling

Two major examples of business exceptions are found in the amendment of a declaration (which is included in process thread CO1A - Process Departure), and in the cancellation of a Transit Operation, (which corresponds to process thread CO06 - Handle Cancellation). But the same situation is encountered any time an exceptional situation has been considered important enough to be treated as a part of the normal business flow. For example, various timers have been included in the normal business flow to deal with the situations where a given Transit Operation is not completed within a pre-set time.

When acknowledgement is implemented, either the acknowledgement, or an error notification, must be received within a set period of time. The non-reception of either an acknowledgement or an error notification within this set period of time is considered as a failure of the information interchange mechanism. A transaction involving an information interchange will therefore not be completed as long as an acknowledgement has not been received.

This table gives the detailed results of the analysis of functional exception handling. All individual cases of exception are sorted per Elementary Business Process, and are documented with the following information:

- *Description:* short description of the exception, based on the normal description of the corresponding EBP;

- *Business impact:* defines the business impact of this exception (International [Intern]/National/Local/None);
- *Security impact:* states whether this exception has a security impact (Yes/No);
- *Time constraint:* gives the time limit for the handling of this exception, if it has already been defined;
- *Specific solution:* description of the specific business response to this exception, or comments on the applicability of generic solutions, or on time constraints;
- *Generic solution:* reference to the generic business response(s) applicable (section V – chapter 3).

EBP / Description	Impact Business / Secur.	Time constraint	Specific Solution / Comments Generic Solution(s)
CO020600 – DECIDE TO CONTROL			
No control and normal procedure, but control results cannot be sent to Office of Departure(failure of IE18).	Intern/ Yes	Grace period	Time constraint depends on ‘Grace period’ defined in CO1B1301. 2.1.7 Take a Business Decision. 2.1.4 Broadcast Information on Unavailability. 2.2.6 No Intervention – Wait. 2.3.4 Repeat an Operation. 2.2.1 Use Alternate Communication Medium.
CO021200 – STORE & ANALYSE UNLOADING REMARKS			
Validity of received information cannot be checked, or unloading remarks cannot be stored, or releasing of the goods from Transit cannot be recorded. Assimilated to system failure	Local/ No	Grace period	Time constraint depends on ‘Grace period’ defined in CO1B1301. 2.1.7 Take a Business Decision. 2.1.4 Broadcast Information on Unavailability. 2.2.6 No Intervention – Wait. 2.2.3 Revert to Manual with Subsequent Input. 2.3.5 Enter Data Using the Normal NCTS Procedure.
Control results cannot be sent to Office of Departure (Failure of IE18).	Intern/ Yes	Grace period	Time constraint depends on ‘Grace period’ defined in CO1B1301. 2.1.7 Take a Business Decision. 2.1.4 Broadcast Information on Unavailability. 2.2.6 No Intervention – Wait. 2.3.4 Repeat an Operation.
CO021500 RECORD CONTROL RESULTS.			
Control results cannot be recorded	Intern/ No	Grace period	Time constraint depends on ‘Grace period’ defined in CO1B1301. 2.1.7 Take a Business Decision. 2.2.6 No Intervention – Wait. 2.2.3 Revert to Manual with Subsequent Input. 2.3.5 Enter Data Using the Normal NCTS Procedure.

Table 10: Timers related to exception handling