# Request Additional Information

## Stakeholders involved in the Process

* Trader;
* Decision-taking customs authority;
* Consulted customs authorities.

## Business

The Request Additional Information process is part of the decision-taking process. Figure 1 depicts the high-level overview of the decision-taking process. The Request Additional Information process is one of the Auxiliary Activities.



Figure High level overview of the Take Decision Process

If the customs officer assumes that the information, which he has in possession, is not sufficient to take a decision, he can request the trader for additional information. At the same time, the customs officer will extend the time limit to take decision by the time limit given to the trader to provide the additional information.

Figure 2 presents the high-level overview of the Request Additional Information process.

Figure High level overview of the Request Additional Information process

The Request Additional Information process starts, when the customs officer realises that he is not in possession of enough information to take a decision. In order to request this information from the trader, the customs officer has to clearly define what information is requested. The requested information is related to the checks (conditions and criteria) that are performed by the customs officer. At the same time, a time limit needs to be setup by the customs officer for the trader to provide the requested information. It must be noted that the time limit cannot exceed 30 calendar days.

Since the trader is assigned to provide the additional information, the customs officer may not be able to proceed further with the examination of the conditions and criteria to take a decision. As a consequence, the time limit to take decision is automatically extended by the same period of time as the one incumbent upon the trader.

The trader is automatically informed about the additional information request and the relevant time limit to provide the information. There are two possibilities, how the trader copes with the additional information request:

* The trader follows the request and provides the requested information within the prescribed time limit;
* The trader does not provide the requested information on time or does not provide it at all.

 It is worth noting that if the time limit to receive additional information has expired, that does not automatically imply that the application will receive a non-favourable decision. The customs officer can

request the additional information again.

Once the additional information has been provided by the trader, the customs officer checks if the provided information complies with the expectations. If the provided information is satisfying, it will be used in the decision-taking process for verification of conditions and criteria. If the provided additional information is not proven to be correct or is insufficient, the customs officer is free to ask again the trader for additional information, with precise specification of the expected information.

If there is at least one ongoing consultation with member state(s), the member state(s) will be automatically informed about the additional information by the trader to the decision-taking customs authority. The customs officer of the consulted member state can take this into account, when verifying the conditions and criteria.