# Manage Adjustments

## Stakeholders involved in the Process

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

## Business

The Manage Adjustments process is part of the decision-taking process. Figure 1 depicts the high-level overview of the decision-taking process. The Manage Adjustments process is one of the Auxiliary Activities.



Figure 1 High level overview of the Take Decision Process

During the decision-taking process, the trader is allowed to carry out adjustments to ensure the fulfilment of the conditions and criteria in order to be granted the requested authorisation. The trader can propose adjustments after the application was accepted, but before the decision is taken.

Figure 2 presents the high-level overview of the Manage Adjustments process.



Figure 2 High level overview of the Manage Adjustments process

The Manage Adjustments process starts with the submission of the proposed adjustments by the trader. The adjustment represents information relevant to any check that needs to be verified by the customs officer, and which helps the positive validation. By relevant check is meant any check listed in chapter “3. Take Decision”. Together with the adjustments, the trader also submits a time limit proposal to implement the proposed adjustments. There is no limitation on the proposed time limit, but it should be represented by a reasonable time needed to implement the proposed adjustments.

The customs officer has to make a decision on the proposed adjustments. The outcome from the decision is the following:

* **Proposal is approved** – the customs officer agrees on both the adjustments and the time limit to implement them;
* **Proposal is not approved** – the customs officer does not agree on the adjustments, or on time limit to implement them, or on both.

If the customs officer decides to reject the adjustments for any reason, the trader has to be notified about this fact together with the rejection details. In this case, the trader is free to submit a new adjustments proposal.

If the proposed adjustments are approved, the customs officer has to analyse if the time limit to take decision needs to be extended. The following situations can present:

* The customs officer decides to extend the existing time limit and registers in the system the new time limit. The new time limit to take decision is notified to the trader;
* The time limit remains the same and no notification is sent to the trader.

Once the time limit to take decision is extended, the Customs Decisions system will check if there is an ongoing consultation with one or more member state(s). If at least one consultation is ongoing, the customs officer will register whether the time limit to consult the member state(s) should be extended. If he decides to extend the time limit, the member state(s) will be notified accordingly.

If the applicant does not implement the adjustments within the time limit, the process simply ends.

On the other hand, once the trader has implemented the adjustments within the time limit, he will notify the customs officer about the adjustments and will provide proof of the implementation of the adjustments.

The customs officer finally needs to verify if the implemented adjustments comply with the expectations. He will then register the result of this validation.

If there is at least one ongoing consultation with member state(s), the member state(s) will be automatically informed about the implemented adjustments. The customs officer of the consulted member state can take this into account, when verifying the conditions and criteria.