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| **Framework Contract TAXUD/2013/CC/124****Specific Contract SC10** |

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Reviews

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| Version | Release Date | Name | Position |
| 0.10 | 08/06/2017 | Emmanuel Bauwens | Analyst |
| 1.00 | 26/06/2017 | Emmanuel Bauwens | Analyst |
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| 3.10 | 05/11/2018 | Joachim Lucas | Analyst |

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# Introduction

## Objective of this document

The main objective of this document is to create a business user guide of the Customs Decisions system. It intends to provide documentation that will be used by the end-users of the Customs Decisions Management System (CDMS) and of the EU Trader Portal (EU TP), in order to support them in their understanding of the Customs Decisions business.

## Scope

The scope of this document is to present the details of the Customs Decision business, which will enable the reader to become familiar with the Customs Decision business concepts.

The document does not have any legal bindings force as its purpose is to provide added value to the Customs Decision system users.

## Intended audience

This document is intended for readers with various backgrounds and operational roles within the Customs Decisions related system domain. They may be:

* EU national administrations;
* EU Officials;
* Customs officers within EU – as users of the CDMS application;
* EU Trade Community – as users of the EU TP application.

## Structure of this document

The present document contains the following chapters:

* **Chapter 1: Introduction** – provides an introduction to the present business user guide;
* **Chapter 2: Reference and applicable documents** – lists all the reference and applicable documents;
* **Chapter 3: Terminology** – describes the acronyms and the definitions used in this document.

The core of the business user guide is then separated in multiple documents. Each one aims at presenting one specific concept / business process. The following documents compose the user guide:

* **1. Customs Decisions System – Scope and Architecture** – presents a high-level overview of the business as well as the system and its underlying components;
* **2. Accept Application** – presents the process executed as from the lodging of an application by a trader, until its acceptance by the customs authorities;
* **3. Take Decision** – describes the different steps performed in order for the customs authorities (including the consulted MS(s)) to decide to grant the authorisation;
* **4. Manage Adjustments** – presents how an applicant can implement adjustments in his application, before it is granted;
* **5. Additional Information** – introduces the way a customs officer can request additional information to the trader applying for an authorisation;
* **6. Extend Time Limit** – details the reasons and circumstances under which the time limit to take a decision can be extended;
* **7. Consult Involved MS (1) and 8. Consult Involved MS (2)** – develop the communication between the decision-taking customs authorities and the involved MS(s) entailed when feedback from the latter is required;
* **9. Withdrawal** – explains how a request to withdraw an application can be managed;
* **10. Right to Appeal** – exposes how a trader can appeal against any decision made by the customs authorities;
* **11. Suspend** – set forth the processes aiming at suspending an authorisation;
* **12. Amend** – lays down the process aiming at amending an authorisation;
* **13. Annul** – develops the process aiming at annulling an authorisation;
* **14. Revoke** – specifies the process aiming at revoking an authorisation;
* **15. Re-Assess** – presents the process aiming at re-assessing an authorisation;
* **16. Right to be heard** – defines how a trader can provide his point of view on any decision intended on his (future) authorisation.

With the exception of **1. Customs Decisions System – Scope and Architecture,** each of those documents contains at least the following sections:

1. **Stakeholders involved in the process**: which lists the actors having a role in the process (it is worth noting that the role can be “passive”, i.e., the actor might simply receive a notification not requiring an action from his side);
2. **Business**: the section presents the objectives of the process depicted in the document, its business flow and how it can be achieved by the stakeholders.

## Document conventions

Reference documents are shown in brackets [].

# Reference and applicable documents

## Reference documents

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Ref. | Title | Reference | Version | Date |
| R01 | EU Customs Functional Requirement BPM Report for Customs Decisions | DLV-001-5.5-42-3.1-13- EU Customs Functional Requirement BPM Report for Customs Decisions-v1.00-SfA | 1.00 | 16/09/2016 |

Table 1: Reference documents

## Applicable documents

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Ref. | Title | Reference | Version | Date |
| A01 | Framework Contract | TAXUD/2013/CC/124 | N/A | 11/11/2013 |
| A02 | Specific Contract n° 10 | TAXUD/2015/DE/135 | N/A | 14/09/2015 |
| A03 | Framework Quality Plan | CUSTDEV3-FQP | 1.00 | 30/04/2015 |
| A04 | SC10-014 - Update of CD System Business User Materials | SC10-QTM014 | N/A | 27/04/2018 |

Table 2: Applicable documents

# Terminology

## Abbreviations and acronyms

For a better understanding of the present document as well as the core documents of the business user guide, the following table provides a list of the principal abbreviations and acronyms used.

| Abbreviation/Acronym | Definition |
| --- | --- |
| AEO | Authorised Economic Operator |
| AEOC | Authorised Economic Operator for Customs Simplifications |
| AEOF | Combined AEOC and AEOS |
| AEOS | Authorised Economic Operator for Safety/Security |
| BPM | Business Process Model |
| CCN2 | Common Communication Network 2 |
| CD | Customs Decision(s) |
| CDMS | Customs Decisions Management System |
| CDS | Customs Decisions System |
| CNP | Communication, Notification and Publication |
| CO | Customs Officer |
| COUI | Customs Officer User Interface |
| CRS | Customs Customer Reference Services |
| DA | Delegated Acts |
| DG TAXUD | Directorate-General Taxation and Customs Union |
| DTCA | Decision-Taking Customs Authority |
| ECS | Export Control System |
| EORI | Economic Operators Registration and Identification |
| EU | European Union |
| FC | Framework Contract |
| FQP | Framework Quality Plan |
| GAAP | Generally Accepted Accounting Principles |
| IA | Implementing Acts |
| ICS | Import Control System |
| ISO | International Organization for Standardization |
| IT | Information Technology |
| MS | Member State(s) |
| N/A | Not Applicable |
| NA | National Administration |
| NCTS | New Computerised Transit System |
| RSS | Regular Shipping Service |
| RTBH | Right to be heard |
| SfA | Submitted for Acceptance |
| SfI | Submitted for Information |
| SfR | Submitted for Review |
| TIR | Transports Internationaux Routiers |
| TP | Trader Portal |
| UCC | Union Customs Code |
| UUM&DS | Uniform User Management and Digital Signatures |
| XML | eXtensible Markup Language |

Table 3: Abbreviations and acronyms

# Change Log

This section introduces the list of changes applied onto the business user guides.

|  |  |  |
| --- | --- | --- |
| Document version | Subdocument / process | Change |
| 2.10 | Cover | Section 4: addition of Change log |
| Scope and architecture | Section 1.3: update considering 02/10/2017 as a past date |
| Section 1.7.3: addition of DG TAXUD website link |
| Section 1.7.4.1: removal of role "Create Customs Application" |
| Section 1.7.4.2: addition of DG TAXUD website link |
| Section 1.9: addition of note specific for code 2 |
| Section 1.10: addition of note specific to "Application is rejected" |
| Accept Application | Section 2.2.1: addition of explanation of the "free characters" |
| Section 2.2.2: update table 1, considering values used in the system |
| Take Decision | Section 3.2.3: addition of explanation of the "free characters" |
| Consult MS 1 | Section 7.2: update time limit for consultation |
| Suspension  | Section 11.2: addition of the note related to status change |
| Amendment | Section 12.2: addition of the note related to status change |
| Section 12.2: revision of the note related to amendment of vessels/ports of call |
| Annulment  | Section 13.2: addition of the note related to status change |
| Revocation | Section 14.2: addition of the note related to status change |
| Section 14.2: update of the time limit (1 year) during which the trader cannot apply for the same decision |