

DIRECTORATE GENERAL OF CUSTOMS AND EXCISE FACTSHEET FOR OPERATORS

Factsheet no. 9: ICS fallback procedure as part of the Smart Border

This document is a courtesy translation of the official French note on the subject which is indicated in reference.

The purpose of this factsheet is to specify the fallback procedure to be followed in ICS at the Smart Border in the event of malfunctioning on either the customs or operator side.

The Community base and national principles

The fallback procedure only applies to goods to be unloaded in France.

The certified service provider is the only correspondent of the French customs.

In the event of the malfunctioning of the customs system, the service provider informs its clients of the unavailability of the customs IT system when this occurs but also when the system begins functioning again. It also informs them of the conditions for the fallback procedure.

In the event of failure of the external systems (service provider or clients), the service provider informs customs via an OLGA support request.

If the service provider notes the unavailability of the customs system although no alert has been published, it reports this via an OLGA support request.

Scenario 1 – Failure of the operator's or service provider's system

If the operator's system has failed, it cannot send information to the service provider. In this case, the service provider will have to submit an OLGA support request to warn the customs services. It must specify its client's name in the request.

If the service provider's system has failed, it will have to submit an OLGA support request and provide a full list of its clients.

Once the operator's system begins functioning again, the service provider can file the entry summary declarations (ENS) until the lorries disembark in the framework of the Smart Border.

Once the service provider's system begins functioning again, it can file the ENS for all its clients until the lorries disembark in the framework of the Smart Border.

If the malfunctioning means that the ENS cannot be sent within regulatory deadlines, the customs service must ensure that the system has not failed before noting the absence of ENS.

For the specific case of unaccompanied trailers, if the malfunctioning means that the ENS cannot be sent within regulatory deadlines, the maritime companies provide the loading list for the relevant trailers and send it to the Le Havre Inspection Targeting Unit (cellule de levée de doute du Havre).

Scenario 2 – The customs system (“Automate de Sûreté”, AS) has failed

Customs directly informs all the service providers via the user assistance team (SAU) at the Customs IT Centre (CID) and the Member States via the Commission. The service providers inform their clients.

The service provider attempts to send the ENS until the means of transport arrives at the point of entry into the EU (FR).

Once the AS begins functioning again, the ENS are sent to the system and the process resumes its normal course.