



DG TAXUD

Business Continuity Plan

for the

UCC Proof of Union Status (PoUS) system

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Name	Role	Action
Head of Unit TAXUD.B1	Project Owner for PoUS	Approve/Review
Deputy Head of Unit TAXUD.B1		Review
Business Manager TAXUD.B1	Business Manager for PoUS	Review
Unit TAXUD.B3		Review
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1. INTRODUCTION

1.1. Background

Following the Member States' request, DG TAXUD and the Member States have agreed on the present BCP to be used in case of a temporary failure of the Proof of Union Status electronic system, based on Article 112¹ (4) of the Commission Implementing Regulation (EU) **2025/512 of 13 March 2025**, on technical arrangements for developing, maintaining, and employing electronic systems for the exchange and storage of information under Regulation (EU) No 952/2013 (IRTA).

The PoUS project aims to provide an electronic means to endorse and store proofs of Union status of goods and to allow demonstration of proof and validation of the status of the goods when goods are re-entering the Customs territory of the Union.

The system allows to submit, process, endorse, register and store T2L/T2LF and Customs Goods Manifest (CGM/CGMF) data. The PoUS system has 2 modules: PoUS Specific Trader Portal (STP) for traders to manually introduce the proof data in the system and PoUS Back Office (BO) for customs authorities to validate trader's requests.

The PoUS system implements new business processes related to issuing and presenting T2L/T2LF and CGM/CGMF documents replacing its paper form by electronic means to prove customs status of Union goods. Automation of these business processes includes the setup of an Electronic Information System (EIS) for the exchange of data between Customs Authorities across Member States (MS).

The PoUS EIS is essentially a system with the main purpose to store and retrieve the PoUS data with the following considerations:

- Availability of PoUS data between customs authorities, across MS: This allows relevant customs authorities to consult the PoUS data. MS will need to access the information from PoUS central system at the customs office where the goods are presented-Presentation Customs Office (PCO).
- Reduction of paper-based transactions: A Master Reference Number (MRN) will be made available. Therefore, traders at the Presentation Customs Office (PCO) do not have to provide all PoUS data, but simply the MRN valid across MS, when they are required to have one.
- Streamlining of the processes around the management of proofs: The PoUS data will be highly available - the system will ensure access to the proofs 24/7 except for the scheduled or unscheduled unavailability of the system. Immediate access to this data will be widely and easily possible across MS upon provision of the MRN.

1.2. Legal basis

The PoUS project has been deployed in 2 phases: Phase 1 (for T2L/T2LF data) was implemented on 1/3/2024 and phase 2 for (Customs Goods Manifest - CGM/CGMF) was implemented on 15/8/2025.

The electronic PoUS system was established under the Union Customs Code Work Programme, as defined in Commission Implementing Decision (EU) 2023/2879, and its technical arrangements and structure are set out in Articles 93-99 of Commission Implementing Regulation (EU) 2025/512 (IRTA).

As general provision, Article 6(1) of the UCC determines the mandatory use of electronic means for performing customs formalities. The legal situation regarding exceptions on a temporary basis is defined in Article 6(3)(b) of the Union Customs Code (UCC) which allows for other means in cases of temporary unavailability of the electronic system of either the customs authorities or the economic operators.

In Article 8(1)(b), the UCC confers the Commission implementing powers for the establishment of the procedural rules for the exchange of information by means other than the electronic data processing techniques referred to in Article 6(3).

These empowerments were not used for proof of Union status. It should be noted that the main reason behind the absence of a BCP for PoUS in the UCC legislation is the very high availability rates expected for PoUS system. The New Computerised Transit System phase 5 (NCTS-P5) was the only exception to this principle, having a BCP laid down in the UCC legislation regarding the transit procedure, because of the involvement of several Common Transit Convention (CTC) countries, in which the availability of the systems is beyond Commission control.

From the start of operational usage for PoUS, the legal basis for the BCP for PoUS is the Article 112 of the IRTA, concerning the temporary failure of the electronic systems.

Article 112(1) of the IRTA establishes, as a general principle, that the business continuity measures allowing the economic operators and other persons to fulfil the necessary customs formalities in case of a temporary unavailability of the UCC systems, including the PoUS, shall be determined by the concerned MS. For this purpose, means other than electronic data processing techniques are admissible.

Article 112(4) provides for a derogation from the general principle laid down in Art 112(1), in case of temporary failure of the PoUS, by establishing that the business continuity plan determined by the Member States and the Commission will be applicable.

In addition, Article 112(3) determines that the Commission and the Member States shall inform each other of the unavailability of the electronic systems resulting from a temporary failure.

It is worth mentioning that the EU Member States and the Commission cooperate for the development, deployment, and maintenance of the electronic systems. To this end, the Commission has used the empowering provision of Article 17 UCC to define more specifically the technical requirements as laid down in Articles 3 (security of electronic systems), 4 (storage of data) and 5 (availability of electronic systems) of the UCC Implementing Act (UCC-IA).

This means that the practical requirements for the availability of each electronic system operated by a national customs administration and/or COM are to be defined in operational agreements or Service Level Agreements (SLAs) [Article 5(1) UCC-IA].

The availability requirements for the PoUS system are described in System Process Model. As regards the System Process Model in Non-functional requirements part for availability, the following principles are highlighted:

- Maximum availability that application might require and hence architecture must enable is 99% for 24/7 period. Initial accepted application availability is 99.9% during business hours and 98% outside business hours, and it should evolve to target availability 99.9% 24/7 by means of infrastructure changes, no technical arrangements changes should be needed. Independently of whether the PoUS unavailability is scheduled or unscheduled, the fallback procedures might be applied to ensure the business continuity during the unavailability of the system.
- In case of a prolonged unscheduled unavailability, the EO may request the use of business continuity procedures, which are subject to authorisation by the competent Customs Authority.

The Business Continuity Plan for PoUS described in this document is agreed between the MSs and the Commission in accordance with the Article 112 (4) of the revised IRTA.

1.3. Applicability

The business continuity measures described in this document shall be valid and applied in all MSs as from the moment the Commission and all EU MSs which developed a national system have deployed their PoUS system in PRODUCTION.

1.4. Scope

This document defines the general approach to business continuity and introduces common measures to be adopted in all MSs in case of a temporary failure of the PoUS system. The BCP defines the appropriate level of business continuity regarding the required customs formalities at Competent Customs Office and Presentation Customs Office allowing to endorse and present proof of the status of Union goods, during the unavailability of the PoUS system.

The BCP for the PoUS system should be applied without prejudice of the Agreements between National Administrations and DG TAXUD on the functioning of the TES that are reflected in the ToC & SLA documentation package accepted by the ECCG.

The business continuity measures proposed in this document are applicable to the following situations of unavailability of:

- PoUS STP,
- the central PoUS Back Office (PoUS BO) and/or the Central repository,
- the National Proof of Union Status system,
- the electronic connection between the customs' systems affecting the communications,
- the Maritime National Single Window (MNSW).

1.5. Target Audience

The intended audiences for this document are:

- ✓ Competent Customs Office, Presentation Customs Office.
- ✓ National service desks of the Member States.
- ✓ Economic operators involved in the creation of endorsement/registration request or presenting proofs of Union Status at the Presentation Customs Offices (PCO).
- ✓ any person involved in the PoUS project.

1.6. Structure of this document

The document contains the following chapters:

- **Chapter 1– Introduction:** describes the background, the legal basis, the applicability and the scope of this document.
- **Chapter 2 – Cases of unavailability of PoUS system and business continuity measures:** provides the scenarios of unavailability of the PoUS system due to the unavailability of one or more of its components. It gives a brief description of PoUS system and its business capabilities that allow the processing of T2L/T2LF and CGM/CGMF requests. It provides the business continuity measures for each of the cases of unavailability of the different system components. In addition, it provides the rules for the activation of the BCP and the recovery strategy containing the measures to be adopted when the system is up and running again.
- **Chapter 3 – Cases of unavailability of PoUS related systems and business continuity measures:** provides the scenarios of unavailability of other systems that interacts/communicates with PoUS system and the business continuity measures to be adopted.

1.7. Reference and applicable documents

Ref.	Title	Version
R01	Regulation (EU) No 952/2013 of the European Parliament and of the Council of 9 October 2013 laying down the Union Customs Code – UCC	
R02	Commission Delegated Regulation (EU) 2015/2446 of 28 July 2015 supplementing Regulation (EU) No 952/2013 of the European Parliament and of the Council as regards detailed rules concerning certain provisions of the Union Customs Code – UCC DA	
R03	Commission Implementing Regulation (EU) 2015/2447 of 24 November 2015 laying down detailed rules for implementing certain provisions of Regulation (EU) No 952/2013 of the European Parliament and of the Council laying down the Union Customs Code – UCC IA	
R04	Commission Delegated Regulation (EU) 2016/341 of 17 December 2015 supplementing Regulation (EU) No 952/2013 of the European Parliament and of the Council as regards transitional rules for certain provisions of the Union Customs Code where the relevant electronic systems are not yet operational and amending Delegated Regulation (EU) 2015/2446 - TDA	

R05	Commission Implementing Decision (EU) 2023/2879 of 15 December 2023 establishing the work programme relating to the development and deployment of the electronic systems provided for in the Union Customs Code – UCC WP	
R06	Commission Implementing Regulation (EU) 2025/512 of 13 March 2025 , on technical arrangements for developing, maintaining, and employing electronic systems for the exchange and storage of information under Regulation (EU) No 952/2013 of the European Parliament and of the Council - IRTA	
R07	Conceptual Data Model PoUS	
R08	System Process Model	

Table 1: Reference and applicable documents

1.8. Abbreviations and Acronyms

Abbreviation/Acronym	Definition
AI	Authorised Issuer
BC	Business Continuity
BCP	Business Continuity Plan
CCO	Competent Customs Office
CGM	Customs goods manifest establishing the customs status of Union goods
CGMF	Customs goods manifest establishing the customs status of Union goods consigned to, from or between special fiscal territories
CO	Customs Office
CSD	Central Service Desk
CTC	Common Transit Convention
CTU	Customs Territory of the Union
CR	Central Repository
ECCG	Electronic Customs Coordination Group
EIS	Electronic Information Systems
EO	Economic Operator: Person Concerned or AI
EU CTP	EU Customs Trader Portal
IRTA	Implementing Regulation on Technical Arrangements
MNSW	Maritime National Single Window
MRN	Master Reference Number
MS	Member State
NA	National Administration
NCTS	New Computerised Transit System
NSD	National Service Desk
PCO	Presentation Customs Office
PoUS BO	PoUS Back Office
PN	Presentation Notification
SCO	Supervising Customs Office
SLA	Service Level Agreement
SRD	Status Registration Document
STP	Specific Trader Portal
TES	Trans-European System

TS	Temporary Storage
T2L	Proof establishing the customs status of Union goods
T2LF	Proof establishing the customs status of Union goods consigned to, from or between special fiscal territories
UI	User Interface

2. CASES OF UNAVAILABILITY OF POUS SYSTEM AND THE BUSINESS CONTINUITY MEASURES

2.1. Unavailability of the PoUS system

The Business Continuity Plan may be activated in case of unavailability of the PoUS system resulting from the unavailability of one (or more) of its components. The PoUS system is made of the components described below. In case one (or more) of the components of PoUS system is unavailable, its business capabilities cannot be performed in a normal way, which might require to activate the BCP to ensure the continuity of operations.

The Trader Component (PoUS STP) functional block that provides functionalities to Economic Operators, such as a functionally harmonised interface based on common specifications that will enable them to submit, receive, query and consult information.

The CO Component (PoUS BO) functional block that provides to Customs Officers an interface to process Endorsement/Registration requests, Proof Presentation Notifications, query and consult information and a set of services for a system-to-system interconnection with National PoUS Systems and other National Systems including the Maritime National Single Window (MNSW).

Central Repository (CR) - The Central Repository is a central database for storing, updating, retrieving, monitoring and archiving proof of Union status data.

The normal business capabilities of the referred PoUS components when they are up and running might be summarised as follows:

2.1.1. The Trader Component (PoUS STP)

For T2L/T2LF

This component enables the Economic Operator (Persons Concerned, Authorised Issuers) to:

- Submit T2L/T2LF Registration/ Endorsement Request electronically
- Submit T2L/T2LF Presentation Notification to the Presentation Customs Office.
- Provide T2L/T2LF Supplementary Documents electronically when requested by the CCO or the PCO.
- Query and consult Proof data and track the status of a specific Proof by providing its MRN. Also, it provides printout functionality for registered Proofs following a pre-defined format.
- Query and consult statistics and reports on the number of proofs per country, status, etc.
- Consult the notifications received from the CCO and PCO (accessible via EUCTP).

For CGM/CGMF

PoUS STP provides a User Interface (UI) that allows the EO to:

- Submit a new CGM/CGMF Proof Endorsement Request.
- Submit a CGM/CGMF presentation notification to the Presentation Customs Office.
- Provide CGM/CGMF Supplementary Documents electronically when requested by the CCO or the PCO.
- Submit a new CGM/CGMF Proof Amendment Request to amend specific information.
- Query and consult Proof data and track the status of specific Proof by providing its MRN.
- Also, it provides printout functionality for registered Proofs following a pre-defined format.
- Query and consult statistics and reports on the number of proofs per country, status, etc.
- Consult the notifications received from the CCO and PCO.

2.1.2. The CO Component (PoUS BO)

For T2L/T2LF

This component enables the Customs Office to:

- Process T2L/T2LF Registration/ Endorsement Request received from an Authorised Issuer or Person Concerned, via PoUS STP.

- Process T2L/T2LF Presentation Notification received from an EO at arrival via PoUS STP or from a Customs Officer via Back-Office application or non-PoUS related national customs systems of a MS like PN or TS systems.
- Register T2L/T2LF Presentation Notification in case of non-electronic reception of the Proof Presentation Notification from the Economic Operator at Arrival (manual presentation of the SRD, or the proof MRN).
- Submit Information Request (Consult T2L/T2LF Proofs status) and track the status of specific Proof by providing its MRN and other relevant search criteria. Provided information will be based on the originator of the request.
- Query and consult statistics and reports on the volume of proofs, etc.
- Provide required Data to perform National Risk Analysis for a specific Proof.
- Record National Risk Analysis Result, provided by the National Risk Analysis Systems.
- Register Control Results in case the Customs Officer decides to perform documentary controls, to request the provision of supplementary documents, or to perform physical controls.
- Generate MRN for a T2L/T2LF Registration/Endorsement Request.
- Generate a Status Registration Document in a pre-defined format.
- Store T2L/T2LF Proof in Central Repository
- Handle Retrieval requests of T2L/T2LF Proofs from the Central Repository and provide Information (consultation of Proof), use of Proof, archiving of Proof.
- Set Proof Validity Period by Calculating the date upon which the validity of a Proof expires based on the requested validity period.
- Send T2L/T2LF Notifications and Tasks to Trader
- Manage Statistics and Reports by Providing pre-defined statistics and reports based on operational data.
- Manage the various configurable timers of the processes.
- Archive the Proofs for which the validity time has expired, and that have not yet been presented at a Presentation Customs Office.
- Store National T2L/T2LF Proofs in Central Repository (Request from MS) - Handles the data validation of the messages and the storage of a registered Proof in the central repository, that have been submitted to the PoUS System, through a National PoUS System to be available for all MS.
- Retrieve National T2L/T2LF Proofs from Central Repository (Request from MS) - Handles the data validation of the messages and the retrieval requests from the central repository, that have been submitted to the PoUS System, through a National PoUS System in order to get all the updates of a Proof that was initially created in a National PoUS System (Providing Information (consultation of Proof), use of Proof, archiving of Proof). Furthermore, a data replication mechanism is offered to National PoUS Systems to allow them to get the proof data based on the status (Registered, Used, Expired).
- Store National T2L/T2LF Proof Usage in Central Repository (Request from MS) - Handles the data validation of the messages and the storage of the Proof usage in the central repository, that have been submitted to the PoUS System, through a National PoUS System to be available for all MS.

For CGM/CGMF

- Process CGM/CGMF Endorsement requests received from Person Concerned, via PoUS STP, non-PoUS related national Customs systems or MNSW.
- Process the amendment of the CGM/CGMF requests received via PoUS STP, MNSW or Non-PoUS related national Customs systems.
- Process CGM/CGMF Presentation Notification received from an EO at arrival via PoUS STP, from a Customs Officer via Back-Office application, from the Presentation Notification or a Temporary Storage national system of a MS or from the MNSW.
- Register CGM/CGMF Presentation Notification in case of non-electronic reception of the Proof Presentation Notification from the Economic Operator at Arrival (manual presentation of the SRD, or a barcode or the proof MRN).
- Submit Information Request (Consult CGM/CGMF data) and track the status of specific Proof by providing its MRN and other relevant search criteria. Provided information will be based on the originator of the request.
- Query and consult statistics and reports on the volume of proofs, etc.
- Provide required Data to perform Risk Analysis for a specific Proof.
- Record Risk Analysis Result, provided by the National Risk Analysis Systems.
- Register Control Results in case the Customs Officer decides to perform documentary controls, to request the provision of supplementary documents, or to perform physical controls.

- Generate MRN for CGM/CGMF Endorsement.
- Store CGM/CGMF Proof in Central Repository
- Handle Retrieval requests of CGM/CGMF Proofs from the Central Repository and Provide Information (consultation of Proof), use of Proof, archiving of Proof.
- Set Proof Validity Period by Calculating the date upon which the validity of a Proof expires based on the requested validity period.
- Send CGM/CGMF Notifications and Tasks to the EO.
- Manage Statistics and Reports by providing pre-defined statistics and reports based on operational data.
- Manage the various configurable timers of the processes.
- Manage Proof Versions by Maintaining the versioning of Proof data, resulting from changes within Proof's lifecycle (e.g. storage of use, archiving).
- Archive the Proofs for which the validity time has expired, and that have not yet been presented at a Presentation Customs Office.

2.1.3. The Central Repository (CR)

The Central Repository is a central database for storing, updating, retrieving, monitoring and archiving proof of Union status data.

2.2. Business continuity measures and communication

The aim of this section is to establish the business continuity measures to be applied by all MSs and Traders including the Authorised Issuers (AI) in case of a temporary failure in one of the IT components of the PoUS, to ensure the continuity of operations and release of the goods without delay.

In addition, it establishes common principles regarding the unavailability identification and notification, the activation of the BCP, and the measures to be adopted after the system is up and running again (recovery measures). There are two layers of business continuity.

2.2.1. Unavailability without triggering the BCP measures

Waiting until the system is online

The first layer of the business continuity is to wait for the system to be restored (recommended period is 60 minutes). The BCP measures put the burden on the EO and the customs office to handle manual paper process without the benefit of the proof data being available electronically. Considering the additional work in case of the BCP activation, the EO and the customs office may decide to wait for the system to be restored instead of starting the BCP process.

Retrospective proof request

As per the Article 199(5) UCC-IA, the proof of Union status can be requested retrospectively, after the goods left the relevant MS. When the system is restored, and the goods are in transport, the CCO can endorse the proof before the goods arrive, and it can be presented with the goods upon arrival. It is the EO's responsibility to request a proof retrospectively to be able to present it at the PCO.

2.2.2. Activation of the BCP

After the waiting period has expired, if the system has not been restored, the Business Continuity Plan may be activated, upon decision of the competent customs authorities, after considering the specific circumstances, namely the level of urgency in the release of the goods.

In case the decision is taken to activate the BCP, a **second layer** of measures may be applied to ensure business continuity. The applicable BCP measures depend on the status of the process when the BCP is activated. Different measures shall be applied to respond to the following scenarios:

2.2.2.1. Proofs Endorsement / Registration

This scenario includes the cases where:

- No endorsement/registration request existed in the system yet when the unavailability started;

- An endorsement request has already been submitted in the PoUS STP, but the proof was not endorsed and/or registered when the unavailability started (endorsement/registration confirmation notification was not sent).

NB: In case of unavailability of the PoUS STP, the PoUS BO will continue to work but it will not be possible to send notifications/tasks to PoUS STP resulting in the interruption of the process.

For T2L/T2LF

In such cases, the BCP measures are based on the use of a common form of SRD (Status registration document, Annex 51-01 of UCC-IA) that might be printed out not from the PoUS system. It should be used in a similar way as has been the long-standing practice of using the T2L/T2LF document before the implementation of the central PoUS system.

The following main advantages have been identified regarding the use of the SRD:

- The business processes of proof of Union status can be performed.
- The practical procedure is like using the T2L/T2LF and already known by all stakeholders (EOs and customs officers).
- Harmonization of the BCP in all MS.

Unavailable component		
The Trader Component (PoUS STP)		
Component unavailability description		
The STP is unavailable when the EO cannot encode a proof endorsement or registration request and/or cannot submit it to the customs component. It might be the case when the EO cannot even log into the EUCTP to use the PoUS STP.		
Unavailability identification and notification		
Person concerned or Authorised Issuer	When the EO has detected an unavailability in the STP that might lead to the activation of the BCP, the unavailability should be notified to the NSD and/or to the Competent Customs Office of the MS to which the EO is submitting the request. NB: All system unavailabilities either planned or unplanned are communicated in a timely manner by the COM IT support via batch emails to All MS Customs administrations.	Upon detection of unavailability
Activation of Business continuity plan		
NSD or Competent Customs office	If the PoUS STP is not restored, the NSD or the CCO of the MS can decide to activate the BCP 60 minutes (one hour) after the unavailability has been notified. The NSD notifies: <ul style="list-style-type: none"> • the EO that submits endorsement / registration request and/or • the Competent Customs Office of the MS to which the EO is submitting the endorsement / registration request or the Competent Customs Office notifies the EO that submits endorsement/ registration request about the activation of the business continuity plan and applicable measures.	60 min
Business continuity measures		
Encoding the request		
If the EO cannot encode the request because the STP is not available, the SRD form is filled and used throughout the whole process.		

If the EO can encode the request in the STP but it becomes unavailable and the EO cannot submit the request, the SRD form is filled and used throughout the whole process. The encoded data might be used by the EO for future requests by using the “Draft” functionality of EUCTP once the unavailability passed or might be deleted without processing it.

Submission of the request

The EO presents the SRD document completed with the proof information. The required customs formalities are completed by the involved stakeholders (person concerned and customs offices) by using the SRD until the goods are presented at the PCO.

There must be a unique identifier indicated on the BCP SRD, established by the particular MS. To harmonise the use of this identification number, the MRN structure is proposed, as described in Annex 1. Nevertheless, there is no obligation for MS to develop a dedicated system to generate a BCP MRN as it can be done manually in advance to prepare for the BCP. **Important:** The Authorised Issuer as a trusted trader doesn’t need the endorsement of the SRD document. The LRN can be used as a unique identifier on the invoice or transport document together with a stamp indicating “T2L/T2LF” and “Business Continuity Procedure” or “BCP” in short.

Recovery strategy

Recovery communication

Person concerned or Authorised Issuer	Once the PoUS STP has been restored, the EO must notify the NSD and/or the Customs Office.	As soon as possible
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Recovery measures

Person concerned or Authorised Issuer	No recovery measures. If the BCP started with using the SRD, it is completed the same way.
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Unavailable component

Back Office (PoUS BO) or Central Repository (CR)

Component unavailability description

The BO is unavailable when:

- the EO can encode the endorsement / registration request in the STP but cannot submit it to the CCO,
- the customs officer cannot perform the tasks necessary to endorse/register the proof request including the physical control of the goods and requesting supplementary documents,
- the system cannot register the proof in the Central Repository.

Unavailability identification and notification

Customs officer, Economic Operator	When the customs officer has detected an unavailability of the BO that leads to the need to activate the BCP, the unavailability should be notified to the NSD. If the EO detects that he cannot submit the request because the BO is unavailable, he can notify the CCO outside of the system. NB: All system unavailabilities either planned or unplanned are communicated in a timely manner by the COM IT support via batch email to All MS Customs administrations	Upon detection of unavailability
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Activation of Business continuity plan

NSD or Competent Customs office	If the PoUS BO is not restored, the NSD or the relevant Customs office of the MS can decide to activate the BCP 60 minutes (one hour) after the unavailability has been notified. The NSD or the CCO notifies the EO about the activation of the BCP and applicable measures.	60 min
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Business continuity measures

Submission of the request:

- If the EO cannot submit the request in the system because the BO becomes unavailable, the request is submitted on paper, using the SRD form. The EO can use the "Draft" functionality to save the proofs.
- If the EO has already submitted the request in the PoUS STP, it remains in the system and will be available for processing once the PoUS BO is up and running again as explained in the recovery measures below. The proofs will not expire unless they reach the "E-registered" status, and the requested validity is reached.

Endorsement of the request:

- If the EO has already submitted the request and the BO becomes unavailable, endorsement in the system is not possible. In this case the request is submitted also on paper, using the SRD form. The submitted request remains to be available for the recovery measures.

The EO presents the SRD document, completed with the proof information. The required customs formalities are completed by the involved stakeholders (person concerned and customs officer) on the SRD until the goods are presented at the PCO.

There must be a unique identifier indicated on the BCP SRD, established by the particular MS. To harmonise the use of this identification number, the MRN structure is proposed, as described in Annex 1. Nevertheless, there is no obligation for MS to develop a dedicated system to generate a BCP MRN as it can be done manually in advance to prepare for the BCP. **Important:** The Authorised Issuer as a trusted trader doesn't have to register the SRD document. The LRN can be used as a unique identifier on the invoice or transport document together with a stamp indicating "T2L/T2LF" and "Business Continuity Procedure" or "BCP" in short.

Recovery strategy

Recovery communication

NSD or Competent Customs office	Once the PoUS BO / CR has been restored, the NSD or the CCO notifies the EO that the unavailability has passed.	As soon as possible
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Recovery measures

EO and Competent Customs office	<p>If the EO couldn't submit the request in the system and the SRD was used, the process is completed using the SRD. The encoded data might be used by the EO for future requests or might be deleted without processing it.</p> <p>If the request was submitted, but the BO became unavailable and the SRD was used, the CCO will process it electronically once the system is up and running. The CCO performs documentary check and in the control, result indicates that BCP measures were applied and includes the BCP MRN.</p>
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For CGM/CGMF

Unavailable component

The Trader Component (PoUS STP)

Component unavailability description

The STP is unavailable when the EO cannot encode the CGM/CGMF endorsement request and/or cannot submit it to the customs component. It might be the case when the EO cannot even log into the EUCTP to use the PoUS STP.

Unavailability identification and notification		
Person concerned	<p>When the EO has detected an unavailability in the STP that might lead to the activation of the BCP, the unavailability should be notified to the NSD and/or to the CCO of the MS to which the EO is submitting the request.</p> <p>NB: All system unavailabilities either planned or unplanned are communicated in a timely manner by the COM IT support via batch email to All MS Customs administrations.</p>	Upon detection of unavailability
Activation of Business continuity plan		
NSD or Competent Customs office	<p>If the PoUS STP is not restored, the NSD or the CCO of the MS can decide to activate the BCP 60 minutes (one hour) after the unavailability has been notified.</p> <p>The NSD notifies:</p> <ul style="list-style-type: none"> • the EO that submits endorsement request and/or • the Competent Customs Office of the MS to which the EO is submitting the endorsement request <p>or the CCO notifies the EO that submits endorsement request about the activation of the business continuity plan and applicable measures.</p>	60 min
Business continuity measures		
<p><u>Encoding the request</u></p> <p>If the EO cannot encode the request because the STP is not available, the Shipping company's manifest is used throughout the whole process.</p> <p>If the EO can encode the request in the STP but it becomes unavailable and the EO cannot submit the request, the Shipping company's manifest is used throughout the whole process. The encoded data remains in the STP to be available for future requests using the "Draft" functionality of EUCTP once the unavailability passed or might be deleted without processing it.</p> <p><u>Submission of the request</u></p> <p>The EO presents the Shipping company's manifest. The required customs formalities are completed by the involved stakeholders (declarant and customs offices) by using the Shipping company's manifest until the goods are presented at the PCO.</p> <p>There must be a unique identifier indicated on the Shipping company's manifest upon endorsement established by the particular MS. To harmonise the use of the identification number, the MRN structure is proposed as described in Annex 1. Nevertheless, there is no obligation for MS to develop a dedicated system to generate a BCP MRN as it can be done manually in advance to prepare for the BCP.</p> <p>Partial use of the Shipping company's manifest is not possible. After the unloaded goods are presented, a new, electronic CGM/CGMF must be requested for the goods that remained on the ship, provided that the PoUS system at the PCO (and in this case, new CCO) is up and running.</p>		
Recovery strategy		
Recovery communication		
Person concerned	Once the PoUS STP has been restored, the EO must notify the NSD and/or the Customs Office.	As soon as possible
Recovery measures		
Person concerned	No recovery measures. If the Shipping company's manifest has been used to fulfil the customs formalities during the unavailability of the PoUS STP, the process is completed using the manifest.	

Unavailable component		
Back Office (PoUS BO) or Central Repository (CR)		
Component unavailability description		
<p>The BO is unavailable when:</p> <ul style="list-style-type: none"> the EO can encode the endorsement request in the STP but cannot submit it to the CCO, the customs officer cannot perform the tasks necessary to endorse the proof request including the physical control of the goods and requesting supplementary documents, the system cannot register the proof in the Central Repository. 		
Unavailability identification and notification		
Customs officer, Economic Operator	<p>When the customs officer has detected an unavailability of the BO that leads to the need to activate the BCP, the unavailability should be notified to the NSD.</p> <p>If the EO detects that he cannot submit the request because the BO is unavailable, he can notify the CCO outside of the system.</p> <p>NB: All system unavailabilities either planned or unplanned are communicated in a timely manner by the COM IT support via batch email to All MS Customs administrations</p>	Upon detection of unavailability
Activation of Business continuity plan		
NSD or Competent Customs office	<p>If the PoUS BO is not restored, the NSD or the relevant Customs office of the MS can decide to activate the BCP 60 minutes (one hour) after the unavailability has been notified.</p> <p>The NSD or the CCO notifies the EO about the activation of the BCP and applicable measures.</p>	60 min
Business continuity measures		
<p>Submission of the request:</p> <ul style="list-style-type: none"> If the EO has already encoded the request in the PoUS STP but cannot submit it because the BO becomes unavailable, the Shipping company's manifest is used. The EO can use the "Draft" functionality to save those proofs. The proofs submitted but not endorsed will be available for processing once the PoUS BO is up and running again. Those proofs will not expire unless they reach the "E-Registered" status, and the requested validity is reached. <p>Endorsement of the request:</p> <ul style="list-style-type: none"> If the EO has already submitted the request and the BO becomes unavailable, endorsement in the system is not possible. In this case the request is submitted also on paper, using the Shipping company's manifest. The submitted request remains to be available for the recovery measures. <p>The EO presents the Shipping company's manifest. The required customs formalities are completed by the involved stakeholders (person concerned and customs officer) on this document until the goods are presented at the PCO.</p> <p>There must be a unique identifier indicated on the Shipping company's manifest upon endorsement established by the particular MS. To harmonise the use of the identification number, the MRN structure is proposed as described in the Annex 1. Nevertheless, there is no obligation for MS to develop a dedicated system to generate a BCP MRN as it can be done manually in advance to prepare for the BCP.</p>		
Recovery strategy		
Recovery communication		
NSD or Competent Customs office	Once the PoUS BO / CR has been restored, the NSD or the CCO notifies the EO that the unavailability has passed.	As soon as possible

Recovery measures	
EO and Competent Customs office	<p>If the EO couldn't submit the request in the system and the Shipping company's manifest was used, the process is completed using the manifest. The encoded data might be used by the EO for future requests or might be deleted without processing it.</p> <p>If the request was submitted, but the BO became unavailable and the Shipping company's manifest was used, the CCO will process it electronically once the system is up and running. The CCO performs documentary check and in the control result indicates that BCP measures were applied and includes the BCP MRN.</p>

2.2.2.2. Presentation of goods at Presentation Customs Office

This scenario includes the cases where:

- The proof of Union goods was lodged in BCP on paper using the SRD at the Competent Customs office and follow the consignment to the Presentation Customs office.
- The proof of Union status (T2L/T2LF or CGM/CGMF) was endorsed and/or registered electronically at the CCO, the EO was notified but the presentation could not be executed electronically at the PCO.

NB: In case of unavailability of the PoUS STP, the PoUS BO will continue to work but it will not be possible to send notifications/tasks to PoUS STP resulting in the interruption of the process.

For T2L/T2LF

Unavailable component		
The Trader Component (PoUS STP)		
Component unavailability description		
The STP is unavailable when the EO cannot encode a presentation notification. It might be the case that the EO cannot even log into the EUCTP to use the STP. This scenario is relevant when the presentation is not triggered by the presentation notification from the national presentation system.		
Unavailability identification and notification		
EO	<p>When the EO has detected an unavailability in the STP that leads to the need to activate the BCP, the unavailability should be notified to the NSD and/or to the PCO of the MS to which the EO is presenting the proof and goods.</p> <p>NB: All system unavailabilities either planned or unplanned are communicated in a timely manner by the COM IT support via batch email to All MS Customs administrations</p>	Upon detection of unavailability
Activation of Business continuity plan		
NSD or Presentation Customs office	<p>If the PoUS STP is not restored, the NSD or the PCO of the MS can decide to activate the BCP 60 minutes (one hour) after the unavailability has been notified.</p> <p>The NSD notifies:</p> <ul style="list-style-type: none"> - the EO that submits the presentation notification - and/or the PCO of the MS to which the EO is submitting the presentation notification <p>Or the PCO notifies the EO that submits a presentation notification about the activation of the business continuity plan and applicable measures.</p>	60 min

Business continuity measures		
<p>If the EO cannot encode the presentation notification because the STP is not available, the MRN together with the goods is presented at the PCO. The EO can use the SRD to present the MRN. The customs officer encodes the presentation in the BO directly. All the communication between the PCO and traders related to the presentation process to the EO are done outside of PoUS system.</p> <p>The PCO can use the Contact person information or can directly communicate with the EO when the proof and goods are presented in person.</p> <p>The PCO submits the proof presentation using the MRN on behalf of the EO and processes the proof in the BO module (only if there is no interaction with the EO through PoUS STP) and releases the goods into free circulation.</p> <p>The same process is applied in case the EO can encode the presentation notification in the STP, but it becomes unavailable and the EO cannot submit the notification.</p>		
Recovery strategy		
Recovery communication		
EO	Once the PoUS STP has been restored, the EO must notify the NSD and/or the Customs Office.	As soon as possible
Recovery measures		
EO and Presentation Customs office	<p>If the process is still ongoing, the PCO resumes the communication to the EO through the STP. No recovery measures apply.</p> <p>The EO might use the status query function to get information about the status of the proof.</p>	

Unavailable component		
Back Office (PoUS BO) or Central Repository (CR)		
Component unavailability description		
<p>The BO is unavailable when:</p> <ul style="list-style-type: none"> the EO can encode the proof presentation notification in the STP but cannot submit it to the customs office, the customs officer cannot perform the tasks necessary to control the goods, including requesting supplementary documents, the customs officer cannot register the decision about the use of the proof, the system cannot register the use of the proof in the Central Repository. 		
Unavailability identification and notification		
Customs officer	<p>When the customs officer has detected an unavailability in the BO that leads to the activation of the BCP, the unavailability should be notified to the NSD.</p> <p>NB: All system unavailabilities either planned or unplanned are communicated in a timely manner by the COM IT support via batch email to All MS Customs administrations</p>	Upon detection of unavailability
Activation of Business continuity plan		
NSD or Presentation Customs office	<p>If the PoUS BO is not restored, the NSD or the PCO of the MS can decide to activate the BCP 60 minutes (one hour) after the unavailability has been notified.</p> <p>The NSD or the PCO notifies the EO about the activation of the business continuity plan and applicable measures.</p>	60 min

Business continuity measures		
<p>If the BCP was activated during the endorsement process and the goods left the CCO with Paper proof, the EO presents the SRD and the goods in person at the PCO. The PCO performs the presentation process on paper using the SRD and releases the goods into free circulation.</p> <p>If the EO encoded the presentation notification in the STP but cannot submit it, or the notification was submitted but the BO becomes unavailable, the EO presents the SRD and the goods in person at the PCO. The PCO performs the presentation process on paper using the SRD and releases the goods into free circulation.</p> <p>If the T2L/T2LF proof was registered in the system and is not available during the presentation process, goods should be stored till the system is back and functional, and the Union status of the goods can be proven.</p> <p>The Presentation notification that was already submitted to the system remains for the recovery measures.</p>		
Recovery strategy		
Recovery communication		
NSD or Presentation Customs office	Once the PoUS BO / CR has been restored, the NSD or the PCO notifies the EO that the unavailability has passed.	As soon as possible
Recovery measures		
EO and Presentation Customs office	<p>If the BCP was activated during the endorsement process, the goods left the CCO with paper proof and the EO presented the SRD and the goods in person at the PCO, no further recovery measures are applied.</p> <p>In case the proof was endorsed by the CCO in the system, but the paper SRD has been used to present the proof because of the unavailability of the PoUS BO at the PCO, the EO or CO shall submit the presentation notification in the PoUS STP once the unavailability passes.</p> <p>One presentation notification shall be submitted per each presentation using the SRD.</p> <p>The copy of the proof that the goods were processed under the BCP process and released into free circulation shall be attached as supplementary document.</p>	

For CGM/CGMF

Unavailable component		
The Trader Component (PoUS STP)		
Component unavailability description		
<p>The STP is unavailable when the EO cannot encode a presentation notification. It might be the case that the EO cannot even log into the EUCTP to use the STP. This scenario is relevant when the presentation is not triggered by the presentation notification from the national presentation system.</p>		
Unavailability identification and notification		
EO	<p>When the EO has detected an unavailability in the STP that leads to the need to activate the BCP, the unavailability should be notified to the NSD and/or to the PCO of the MS to which the EO is presenting the proof and goods.</p> <p>NB: All system unavailabilities either planned or unplanned are communicated in a timely manner by the COM IT support via batch email to All MS Customs administrations</p>	Upon detection of unavailability

Activation of Business continuity plan		
NSD or Presentation Customs office	<p>If the PoUS STP is not restored, the NSD or the PCO of the MS can decide to activate the BCP 60 minutes (one hour) after the unavailability has been notified.</p> <p>The NSD notifies:</p> <ul style="list-style-type: none"> - the EO that submits the presentation notification <p>and/or</p> <ul style="list-style-type: none"> - the PCO of the MS to which the EO is submitting the presentation notification <p>Or the PCO notifies the EO that submits a presentation notification about activation of the business continuity plan and applicable measures.</p>	60 min
Business continuity measures		
<p>If the BCP was activated during the endorsement process, the goods left the CCO with paper proof and the EO presented the shipping manifest and the goods in person at the PCO, no further recovery measures are applied.</p> <p>If the EO cannot encode the presentation notification because the STP is not available, the MRN together with the goods is presented at the PCO. The EO can use the CGM endorsed at the CCO to present the MRN. The CO encodes the presentation in the BO directly. All the notifications related to the presentation process to the EO are done outside of PoUS system.</p> <p>The PCO can use the Contact person information or can directly communicate with the EO when the proof and goods are presented in person. The PCO completes the process in the BO module and releases the goods into free circulation.</p>		
Recovery strategy		
Recovery communication		
EO	Once the PoUS STP has been restored, the EO must notify the NSD and/or the Customs Office.	As soon as possible
Recovery measures		
EO and Presentation Customs office	<p>If the process is still ongoing, the PCO resumes the communication to the EO through the STP. No recovery measures apply.</p> <p>The EO might use the status query function to get information about the status of the proof.</p>	

Unavailable component
Back Office (PoUS BO) or Central Repository (CR)
Component unavailability description
<p>The BO is unavailable when:</p> <ul style="list-style-type: none"> • the EO can encode the presentation notification in the STP but cannot submit it to the customs office, • the customs officer cannot perform the tasks necessary to control the goods, including requesting supplementary documents, • the customs officer cannot register the decision about the use of the proof, • the system cannot register the use of the proof in the Central Repository.

Unavailability identification and notification		
Customs officer	<p>When the customs officer has detected an unavailability in the BO that leads to the activation of the BCP, the unavailability should be notified to the NSD.</p> <p>NB: All system unavailabilities either planned or unplanned are communicated in a timely manner by the COM IT support via batch email to All MS Customs administrations</p>	Upon detection of unavailability
Activation of Business continuity plan		
NSD or Presentation Customs office	<p>If the PoUS BO is not restored, the NSD or the PCO of the MS can decide to activate the BCP 60 minutes (one hour) after the unavailability has been notified.</p> <p>The NSD or the PCO notifies the EO about the activation of the business continuity plan and applicable measures.</p>	60 min
Business continuity measures		
<p>If the BCP was activated during the endorsement process and the goods left the CCO with the Shipping company's manifest, the EO presents it and the goods in person at the PCO. The PCO performs the presentation process on paper using the manifest and releases the goods into free circulation.</p> <p>If the EO encoded the presentation notification in the STP but cannot submit it, or the notification was submitted but the BO becomes unavailable, the EO presents the CGM endorsed at the CCO and the goods in person at the PCO. The PCO performs the presentation process on paper using the document and releases the goods into free circulation.</p> <p>If the CGM/CGMF proof was registered in the system and is not available during the presentation process, goods should be stored till the system is back and functional, and the Union status of the goods can be proven.</p> <p>The Presentation notification that was already submitted to the system remains for the recovery measures.</p>		
Recovery strategy		
Recovery communication		
NSD or Presentation Customs office	Once the PoUS BO / CR has been restored, the NSD or the PCO notifies the EO that the unavailability has passed.	As soon as possible
Recovery measures		
EO and Presentation Customs office	<p>If the BCP was activated during the endorsement process, the goods left the CCO with the Shipping company's manifest and the EO presented the manifest and the goods in person at the PCO, no further recovery measures are applied.</p> <p>In case the proof was endorsed by the CCO in the system, but the paper CGM was used to present the proof because of the unavailability of the PoUS BO at the PCO, the EO shall submit the presentation notification in the PoUS STP once the unavailability passes.</p> <p>The copy of the proof that the goods were processed under the BCP process and released into free circulation shall be attached as supplementary document.</p>	

3. UNAVAILABILITY OF POUS RELATED SYSTEMS AND BUSINESS CONTINUITY MEASURES

3.1. Unavailability of the national PoUS application

In case the national PoUS system is unavailable, the same BCP applies as for the central POUS system. Nevertheless, MS may define national variations to streamline the process.

3.2. Unavailability of the Maritime National Single Window (MNSW)

Unavailable component		
Maritime National Single Window		
Component unavailability description		
The MNSW enables the EO to submit electronically the CGM/CGMF data to the PoUS system for validation purposes. When it is unavailable, the EO cannot submit the CGM data, and the MNSW cannot transfer it to the PoUS system. Further exchanges are not possible either, but the trader can submit the CGM/CGMF data through the PoUS STP or other non-PoUS national systems.		
Unavailability identification and notification		
Maritime Authority	The Maritime Authority notifies all EO and Customs Authority about detected unavailability	As soon as possible
Activation of Business continuity plan		
CSD	If the component is not restored, the CSD activates the Business continuity plan.	60 min
Business continuity measures		
<p>In case the MNSW is down, the following measures should apply:</p> <ul style="list-style-type: none"> - the CCO may activate the BCP measures as described above, using the PoUS STP to submit the proof request. - the presentation of the proof is done at the PCO using the PoUS STP. 		
Recovery strategy		
Recovery communication		
CSD	The CSD notifies all NSDs about the recovery which notifies the customs offices.	As soon as possible
Recovery measures		
Competent or Presentation Customs Office	Since the proof was properly endorsed and presented using the central system, no further recovery measures are needed.	

3.3. Unavailability of the Web services

Web services ensure the communication between the central and national PoUS systems, and between the central PoUS system and the other national systems (e.g. Risk analysis system, PN/TS, MNSW).

Unavailable component	
Web services	
Component unavailability description	

<p>When web services are not available, the connection between the central PoUS system, national PoUS systems and other national systems is interrupted. The following cases are possible:</p> <ol style="list-style-type: none"> 1. Exchange of proof data between the central and the national PoUS systems is not possible. 2. Risk analysis information exchange between the central PoUS and the national Risk analysis system is not possible. 3. Data exchange between the central PoUS system and other national systems is not possible. 		
Unavailability identification and notification		
CSD	The CSD notifies all NSDs about detected unavailability	As soon as possible
Activation of Business continuity plan		
CSD	If the component is not restored, the CSD activates the Business continuity plan.	60 min
NSDs	The NSDs notifies the Customs Offices and the EOs about the activation of the business continuity plan and applicable measures.	upon notification from CSD
Business continuity measures		
<p>If the web service between the central and the national PoUS systems is unavailable during the endorsement process, the BCP is not triggered. There is a high probability that by the time the goods arrive to their destination MS, the connection is re-established, and the proof data is available for the presentation process.</p> <p>When the goods arrive to the PCO and the connection is not yet restored, the PCO may trigger the BCP measures to proceed with the presentation and release of goods into free circulation. If the web service between the central PoUS and the national Risk analysis system is unavailable – either during the endorsement or presentation process – the BCP is not triggered. The customs officer decides about the controls and performs them manually in the system.</p> <p>If the web service between the central PoUS and other national systems is unavailable – either during the endorsement or presentation process – the BCP is not triggered. The EO acts solely in the PoUS system, and the customs officer performs all the tasks in the PoUS system.</p>		
Recovery strategy		
Recovery communication		
CSD	The CSD notifies all NSDs about the recovery.	As soon as possible
NSD	The NSDs notifies the Customs Offices and the EOs	As soon as possible
Recovery measures		
Presentation Customs Office	<p>The PCO performs the presentation in the PoUS BO and communicates the usage to the CR after the connection is restored and the proof data is available in its repository.</p> <p>No recovery measure is applied.</p>	

3.4. Unavailability of the Central Applications/Services

The PoUS system interfaces with central applications and services provided by DG TAXUD for the validation of data provided in the proof request. The PoUS system can interact with the following central applications and services:

- Economic Operator System (EORI/AEO)
- UUM&DS
- Customer Reference Services (CRS)
- EU Customs Single Window (optional link)

- TARIC
- Common Services / Reference Data 2 (CS/RD2)

Unavailable component		
Central Applications/Services		
Component unavailability description		
The Central Applications/Services provide the reference data and services to the PoUS system for validation purposes.		
Unavailability identification and notification		
CSD	The CSD notifies all NSDs about detected unavailability	As soon as possible
Activation of Business continuity plan		
CSD	If the component is not restored, the CSD activates the Business continuity plan.	60 min
Business continuity measures		
<p>In case a Central Application/Service is down, the following measures should apply: the CCO or PCO may activate the BCP measures as described in the previous sections.</p> <p>The MS which developed national PoUS application may replicate the reference data from the central applications and the proof request may be validated against the replicated data.</p>		
Recovery strategy		
Recovery communication		
CSD	The CSD notifies all NSDs about the recovery which notifies the customs offices.	As soon as possible
Recovery measures		
Competent or Presentation Customs Office	The CCO or PCO takes the recovery measures as described in the previous sections.	

4. ANNEXES

4.1. Structure of the BCP MRN

The proposed BCP MRN structure resembles the MRN for normal procedures while uniquely identifying that the BCP procedure is used.

Field	Content	Format	Example / Applied code
1	Last two digits of year of formal acceptance of the declaration (YY)	n2	25
2	Identifier of the country where the declaration / proof of the customs status of Union goods / notification is lodged (alpha 2 country code)	a2	CZ
3	Code of the Competent Customs Office (CCO)	an6	123456
4	Sequential number	n6	123456
5	Procedure identifier	a1	P for Proof of Union status
6	Business Continuity Procedure identifier	a1	B

Example: 25CZ123456123456PB

Row 6: The letter "B" is chosen to show that this is the MRN for BCP.