Business Continuity Plan (BCP) for Automated Export System (AES)

Introduction

This document establishes the business continuity measures that shall be adopted in all MSs in case of a temporary unavailability of an Economic Operator's system, of Revenue's AES or of AES at the Office of Exit or Office of Presentation.

1. Economic operator system is unavailable

1.1 Unavailability of the EO's system at Office of Export

The following process should be followed:

- Submit a customs declaration through a customs representative, or Request Fallback and implementation of the BCP from the eCustoms Helpdesk and use the BC-EAD form.

  Where the BC-EAD has been used to fulfil the customs formalities at Office of Export during the unavailability of the EO's system, the declarant shall submit the export declaration (IE515) in AES within 7 days of their system being operational again. The MRNs should be provided to the eCustoms helpdesk immediately after they have been created.

1.2 Unavailability of the EO's system at Office of Exit

The following process should be followed:

- Accomplishment of exit formalities by a customs representative
- Accomplishment of exit formalities by customs Office of Exit:
    - If the export declaration (IE515) has already been submitted at Office of Export, presentation of the goods at exit is carried out by using the MRN. Revenue Officers may generate the IE507 and IE590 for the EO
    - If BCP has been used at Office of Export (no IE515 exists in AES), presentation of the goods at exit is carried out by using the BC-EAD form.

2. Revenue's AES application is unavailable

2.1 Revenue's AES application is unavailable at Office of Export

- The eCustoms Helpdesk will notify EOs of AES unavailability
- If the movement is urgent, the EO may avail of the BCP and should notify the eCustoms Helpdesk

- eCustoms Helpdesk notifies EOs at Office of Export when the system is available again

Where the BC-EAD has been used to fulfil the customs formalities at Office of Export during the unavailability of Revenue's AES, the declarant shall submit the export declaration (IE515) in AES within 7 days of the system being operational again.

2.2 Revenue's AES application is unavailable at Office of Exit

- The eCustoms helpdesk will notify EOs of AES unavailability at Office of Exit

  After BCP activation at Office of Exit, presentation of the goods by the Trader at Exit may be carried out by using the printed EAD form.
  In case of BCP activation, the exit of the goods is subject to authorisation by the Office of Exit.

- eCustoms Helpdesk notifies EOs at Office of Exit. when the system is available again

After the system is restored, the Office of Exit closes the concerned export movements electronically in the system) & consequently the declarant at export receives the Export notification (IE599).