1. Introduction

The existing CHIEF fallback procedures require a lot of manual intervention during the fallback period. The recovery after the fallback period requires reconciliation to ensure that all declarations have been completed. This has historically proved to be impractical, resulting in processing delays and freight subsequently being offloaded. CCS-UK has developed an Automated Export Fallback system which will allow CHIEF fallback to be more easily invoked, easily operated and to make recovery after fallback a simple and auditable procedure.

The key to Automated Export Fallback processing is the 'Good to Go' (G2G) message for the Master AWB which is sent by the Agent to CCS-UK to indicate that the criteria to release the Master under fallback have been met.

The TSO/Airline system will receive export fallback statuses (released or not) for all shipments arrived during fallback.

In order to benefit from Automated Export Fallback, the Agent's customs software needs to support the 'Good to Go' message.

HMRC advise that any misuse of the fallback system may result in the agent not being able to use the Automated Import and/or Export Fallback system in the future.

2. Automated Export Fallback Operation

When CHIEF has an unplanned outage, CCS-UK helpdesk is alerted and will advise all CCS-UK users by email. At this time, TSO/Airline arrival messages will be stored on CCS-UK and no responses will be returned.

Note: If the unexpected CHIEF outage is over 90 minutes, CCS-UK is permitted by HMRC to automatically invoked Fallback <u>unless</u> HMRC confirm otherwise. Equally if HMRC perceive the CHIEF outage will be more than 90 minutes before the deadline is reached, HMRC will notify CCS-UK accordingly to permit Fallback.

It is therefore imperative that CCS-UK has the correct email address for your company key contacts, as the use of this email address will make the required users aware that there are problems with the CHIEF Service and Fallback updates. Please notify CCS-UK by email: ccs.helpdesk@bt.com

When fallback is invoked, along with the email notification, CCS-UK will also send a GENRAL message to TSO/Airline and Agents systems to advise users that fallback is in operation.

If the CHIEF Service is restored before fallback is invoked, then the messages will be sent to CHIEF and CHIEF clearance messages will be received as normal.

See Section 5 – Recovery for details of what happens when Fallback is revoked.

Agents

Two types of Agents exist for the purposes of Automated Export Fallback:

- **Type 1 Agents** who are only allowed to dispatch goods for which an export declaration has been accepted, arrived and has permission to progress prior to Fallback, **or** for goods which during Fallback have been granted a specific *Customs Authorisation Reference* by NCH.

- **Type 2 Agents** are AEOs who in addition to being able to dispatch goods as the Type 1 Agents before Fallback, are *also* allowed during Fallback to dispatch innocent goods which may have no export declaration, arrival or permission to progress. However, a specific *Customs Authorisation Reference* will be required from NCH for non-innocent goods such as those subject to Special Procedures, licensing, CAP or excise and goods destined to sanctioned or sensitive destinations.

Customs Authorisation Reference (CAR)

When NCH issue a Customs Authorisation Reference, this means that permission to export the goods has been granted.

The Customs Authorisation Reference <u>must</u> be included in the G2G message <u>and </u>in the export declaration using a Header Level **Additional Information** (AI) statement

and text. The table below clarifies what each type of agent should include in their AI statement and text. For further details of AI statements, please refer to the Tariff.

Agent Type	Header AI Statement	AI Statement Text
1	Insert "FBK01"	Insert the Customs Authorisation Reference (CAR) number *for all Exports made under Fallback cleared by NCH.*
2	Insert "FBK02"	Only insert the Customs Authorisation Reference (CAR) number *for non-innocent goods (as described above).* *For innocent goods, no AI Statement Text is required.*

Customs Authorisation Reference (CAR) Format

The reference has the following structure: E**FB*nn-abc-ynnnn***

Where:
nn   = fallback code specific to event (01-99) – a unique number relating to a specific period of fallback
abc   = the badge code of the agent to whom the reference was allocated
y   = the level at which the authorisation was granted – 'D' (Declaration)
n   = sequential number (4 digits) 0001 - 9999

For example: **EFB01-XYZ-D1234**

Good Practice for Agents

Agents who wish to use Automated Export Fallback should check in advance of Fallback being invoked that the appropriate Header AI statement – FBK01 or FBK02 has been added to reference tables if their system requires it.
Note: The FBK01 and FBK02 AI statement require AI text as detailed in the table above.

Whilst the agent may send the G2G message before or after the goods arrive at the TSO/Airline, it should *normally* be sent <u>before</u> arrival. This will not only assist the TSO/Airline, but also reduce possible delays in processing.

When the TSO/Airline arrives the goods, and the G2G message has been sent, then the customs status will be updated to either FALLBACK RELEASED or FALLBACK HOLD depending on HMRC processing. The Agent will get a GENRAL message advising of the status.

Agents who receive FALLBACK HOLD status have the option to contact NCH with the necessary documentation to request the release of the shipment. If satisfied, NCH may release the shipment. This will generate a FALLBACK RELEASED status message to both the Agent and TSO/Airline.
Note: this procedure may not be applicable during Export Fallback trials.

Agents who do not have a CCS-UK badge cannot send a G2G message and so cannot participate in CCS-UK Automated Export fallback. Neither is it possible for another Agent or Transit shed to send the G2G message on the Agent's behalf. Manual fallback is an option for such companies but this is likely to take longer to export the freight.

TSO/Airlines

Arrival messages sent during fallback will receive a fallback customs status.

Normally the Agent will have sent the G2G message before the TSO/Airline receives the freight. When the TSO/Airline receives the freight, the response to the arrival message will be either FALLBACK RELEASED or FALLBACK HOLD dependent on HMRC processing. It is not required to contact the Agent as they will have received a GENRAL message advising the fallback status.

If the Agent has not sent a G2G message, then the response will be NO FALLBACK DEC or NO DECLARATION. It is recommended that the TSO/Airline contacts the Agent and advises them to send a G2G message. Note: The Agent can only send this message if their customs software supports it, and the Master matches the required criteria as previously defined.

Shipments with FALLBACK RELEASED status (which is equivalent to OK TO PROCEED) may be loaded on the aircraft or truck. No out of charge note or wet stamp is required. Movements should be departed as normal.

Note: Shipments received during the period between the CHIEF Service going down and Automated Export Fallback being invoked will not have a customs status. It is however possible for the Agent to send a G2G message for these shipments and this will cause the shipment to be processed under fallback.

If the TSO/Airline retransmits the arrival during fallback, a fallback customs status will be received.

3. Scenarios

Scenario for **M-UCRs which are <u>closed</u> on CHIEF**	Action by **Agent**	Action by **TSO/Airline**
Consignment arrived at TSO/Airline before system failure. Consignment has received OK TO PROCEED	None	Export Consignment
Consignment arrived at TSO/Airline before system failure. Consignment has not received OK TO PROCEED i.e. Route 1 or 2	Both Agent types to contact NCH and submit supporting documentation as required. NCH may release consignment when checks are complete.	Hold until FALLBACK RELEASED status is received and then export Consignment
Consignment arrived at TSO/Airline but not reported to CHIEF before outage	Both Agent types to send G2G Message after checking goods are eligible for export under fallback or where goods are not eligible, contact NCH for Customs Authorisation Reference. Send G2G including CAR and amend Export Declaration to include CAR	Arrive goods and receive Fallback Status. If Fallback Status is 'NO FALLBACK DEC' then call agent and request G2G.
Consignment not arrived at TSO/Airline when outage occurs	Both Agent types to send G2G Message after checking goods are eligible for export under fallback or where goods are not eligible, contact NCH for Customs Authorisation Reference. Send G2G including CAR and amend Export Declaration to include CAR	Arrive goods and receive Fallback Status. If Fallback Status is 'NO FALLBACK DEC' then call agent and request G2G.

Scenario for **M-UCRs which are <u>not closed</u> on CHIEF**	Action by **Agent**	Action by **TSO/Airline**

Consignment with a Declaration : Route 1 or 2 in a DEP	No action possible under Automated Export Fallback	
Consignment with a Declaration : OK TO PROCEED in a DEP – Type 1 Agent	Type 1 Agent - Contact NCH for Customs Authorisation Reference. Send G2G including CAR and amend Export Declaration to include CAR	
Consignment with a Declaration : OK TO PROCEED in a DEP – Type 2 Agent	Type 2 Agent – Send G2G Message after checking goods are eligible for export under fallback or where goods are not eligible, contact NCH for Customs Authorisation Reference. Send G2G including CAR and amend Export Declaration to include CAR	
Consignment with a Declaration : Route H – Type 1 Agent	Type 1 Agent - Contact NCH for Customs Authorisation Reference. Send G2G including CAR and amend Export Declaration to include CAR	
Consignment with a Declaration : Route H – Type 2 Agent	Type 2 Agent – Send G2G Message after checking goods are eligible for export under fallback or where goods are not eligible, contact NCH for Customs Authorisation Reference. Send G2G including CAR and amend Export Declaration to include CAR	
Consignment with a Declaration : Route H – Third Party Declaration	G2G declarant must be satisfied that third party declaration meets export fallback criteria. Alternatively a replacement declaration can be made by the G2G declarant and processed as below	
Consignment without a Declaration – Type 1 agent	Type 1 Agent - Contact NCH for Customs Authorisation Reference. Send G2G including CAR and create Export Declaration and include CAR	
Consignment without a Declaration – Type 2 agent	Type 2 Agent – Send G2G Message after checking goods are eligible for export under fallback or where	

	goods are not eligible, contact NCH for Customs Authorisation Reference. Send G2G including CAR and create Export Declaration to include CAR	
Consignment without a Declaration - Declaration would normally made by Third Party	Cannot be processed under Automated Export Fallback. A declaration can be made by the G2G declarant and processed as above	
All individual consignments for a M-UCR are processed as above	Send G2G including any allocated CARs	Arrive goods and receive Fallback Status.

4. CCS-UK Interrogation of Export Consignments

It is now possible to interrogate Export Consignments on CCS-UK if the TSO/Agents software has been enhanced to do this. This is achieved using the Community Database Interrogation (Query Remote) facility used for Import Consignments. This interrogation is at Master level and will show arrivals, Customs Status and departures in CCS-UK sheds which have processed the consignment.
Note: This facility is available during normal operation as well as when in fallback. During fallback, this facility will give visibility of fallback status in the Airline shed.

Other methods of determining status may be available depending on software supplier.

5. Recovery (Post Fallback)

When fallback is revoked, along with the email notification, CCS-UK will also send a GENRAL message to TSO/Airline and Agents systems to advise users that fallback is no longer in operation.

CCS-UK will transmit all stored messages to CHIEF for processing.

Export Declarations that have been stored on CCS-UK during fallback will be forwarded and processed by CHIEF in the normal way.

Note:

- **Export declarations may be rejected by CHIEF. In this case, they should be corrected and resubmitted immediately.**

- Where a declaration has been accepted, and subsequently selected for examination (Route 1 or 2) by CHIEF normal processes should be followed. However, in cases where the consignment was released under Fallback (i.e. prior to Route 1 or 2 being triggered in CHIEF post-fallback), the **Agent** must contact the NCH immediately and resolve this matter until the consignment is formally cleared.

- If the TSO/Airline system has a status of FALLBACK RELEASED, this is a final status and will _not_ be updated with the CHIEF status. Otherwise the fallback status _will_ be replaced by the CHIEF status.

6. Summary of Fallback Statuses

Status	Description	Action
NO FALLBACK DEC	No G2G message has been received and goods are held.	TSO/Airline request Agent to send G2G message.
NO DECLARATION	Same as NO FALLBACK DEC.	Same as NO FALLBACK DEC.
FALLBACK HOLD	G2G message received but held by HMRC.	Both Agent types to contact NCH and submit supporting documentation as required.
FALLBACK RELEASED	G2G message received and shipment approved for export - equivalent to OK TO PROCEED.	TSO/Airline may load shipment on the aircraft or truck.
No Status	Arrival sent while CHIEF Service was unavailable and before fallback invoked.	TSO/Airline request Agent to send G2G message.

TSO/Airline retransmit arrival message during fallback. |

7. Further Help & Assistance

For assistance regarding Fallback software functionality, you should first contact your software provider for further information.

If you are not receiving notifications of when Fallback has been invoked or revoked, please make sure you have notified CCS-UK with your latest email details: ccs.helpdesk@bt.com