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2014 e-Customs progress report

Table of contents

Table of figures

1 INTRODUCTION

The e-Customs annual progress report for the year 2014 is the seventh report prepared on the basis of Article 12 of the e-Customs Decision[1] under which Member States are required to report annually on their progress with the tasks allocated to them in the Multi-Annual Strategic Plan (MASP). The Commission, on the basis of the national e-Customs progress reports, draws a consolidated report evaluating the progress made by Member States and the Commission[2] with the e-Customs initiative in the given year.

The Commission received the national e-Customs progress reports for 2014 from 24 Member States. CY, EL, IT and LU did not provide their progress reports for 2014. A report provided by RO did not contain information about the national progress in 2014 therefore it was not taken into account. IE provided only financial data, which is considered during the preparation of the report.

This e-Customs annual progress report is based on the Electronic Customs Multi-Annual Strategic Plan 2013 revision (MASP Rev 12).

2 BACKGROUND

2.1 e-Customs Initiative

A Communication[3] from the Commission, which followed on from the Council Resolution[4] on the simplification of customs procedures, as well as the Commission Communication[5] on a strategy for the Customs Union and the related Council Resolution[6], proposed to make procedures and controls more efficient by simplifying Customs legislation and making better use of electronic tools in Customs procedures. This Communication was recalled in the Council Resolution[7] on creating a simple and paperless environment for Customs and traders. It formed part of a series of activities directed towards the simplification and rationalisation of Customs regulations and procedures, as well as application of effective working methods such as information technologies, risk analysis and advanced controls within the Customs Union. The development and establishment of pan-European e-Government Services was supported and promoted. The pan-European e-Government action, as laid down by Decision 2004/387/EC, required measures to increase the performance of Customs controls, to ensure the seamless flow of data in order to make customs clearance more efficient, to reduce administrative burdens, to increase the safety of goods and the security of international trade, to enhance health and environmental protection. The seamless data flow would help to combat fraud, organised crime

[1] Decision No 70/2008/EC of the European Parliament and of the Council of 15 January 2008 on a paperless environment for customs and trade; *OJ L 23, 26/01/2008, p. 21–26*

[2] Article 12(2) of the e-Customs Decision

[3] Communication from the Commission to the Council, the European Parliament and the European Economic and Social Committee - A simple and paperless environment for Customs and Trade */COM/2003/0452 final/*

[4] Council Resolution of 25 October 1996 on the simplification and rationalization of the Community's customs regulations and procedures; *OJ C 332, 7.11.1996, p. 1–2*

[5] Communication from the Commission to the Council, the European Parliament and the Economic and Social Committee concerning a strategy for the Customs Union */* COM/2001/0051 final */*

[6] Council Resolution of 30 May 2001 on a strategy for the Customs Union; *OJ C 171, 15.6.2001, p. 1–3*

[7] Council Resolution of 5 December 2003 on creating a simple and paperless environment for customs and trade; *OJ C 305, 16.12.2003, p. 1–2*

and terrorism, to serve fiscal interests, to protect intellectual property and cultural heritage. To that end, the use of information and communication technologies (ICT) for customs purposes is of a crucial interest.

The European Parliament and the Council of the European Union adopted the Decision[8] on a paperless environment for Customs and traders, known as the e-Customs Decision, which is one of the key pieces of legislation and on which the electronic customs (e-Customs) initiative is essentially based. The e-Customs initiative aims to establish secure, interoperable electronic customs systems for the exchange of the data to facilitate import and export procedures, reduce compliance and administrative costs, improve clearance times, coordinate the approach to the control of goods and application of the legislation, ensure proper collection of duties and charges and to enable a seamless flow of data between the parties involved as well as to allow the re-use of data.

Another essential instrument of the e-Customs initiative is the Union Customs Code (UCC), which provides the legal basis for the completion of the computerisation of customs. The UCC was adopted on 09/10/2013 as Regulation (EU) No 952/2013[9] of the European Parliament and of the Council. It entered into force on 30/10/2013 and repealed the Regulation (EC) No 450/2008 of the European Parliament and of the Council of 23/04/2008 laying down the Community Customs Code. Although the substantive provisions of the UCC will be applicable starting from 01/05/2016, the adoption of the new legal provisions accelerated and supported the activities of Member States and the Commission in 2014.

In order to support the development of the electronic systems, Commission Implementing Decision[10] of 29/04/2014 establishing the Work Programme for the Union Customs Code (UCC WP) was adopted. The UCC WP provides a high level description of the projects known as the "UCC Projects and related Electronic Systems" as well as their legal bases related to the provisions of the UCC, key milestones for the completion of stable technical specifications and the envisaged dates for the IT systems entering into operation. The content of the UCC WP is closely linked to the Multi-Annual Strategic Plan (MASP), which is a management and planning tool drawn up by the European Commission in partnership with Member States, as referred in Article 8(2) of the e-Customs Decision.

2.2 Tasks and Responsibilities

Articles 5 to 7 of the e-Customs Decision define the different components of the e-Customs systems and assign tasks to the Commission and Member States to develop them. Other more specific tasks might be assigned to both parties by the MASP, which sets milestones and deadlines for individual projects. The MASP defines concrete actions necessary for each project to be implemented. Although the MASP is not legally binding, the deadlines of the upcoming milestones in the MASP are agreed upon by Member States and taken into account in the development of individual projects.

2.2.1 Governance of the implementation of e- Customs

The MASP ensures effective and coherent management of IT projects by setting down a strategic framework and milestones. It is to be endorsed by Member States in the Customs Policy Group

[8] Decision No 70/2008/EC of the European Parliament and of the Council of 15 January 2008 on a paperless environment for customs and trade; *OJ L 23, 26.1.2008, p. 21–26*

[9] Regulation (EU) No 952/2013 of the European Parliament and of the Council of 9 October 2013 laying down the Union Customs Code; *OJ L 269, 10.10.2013, p. 1–101*

[10] 2014/255/EU: Commission Implementing Decision of 29 April 2014 establishing the Work Programme for the Union Customs Code; *OJ L 134, 7.5.2014, p. 46–53*

(CPG). The endorsement takes place based on expert advice provided by the Electronic Customs Coordination Group (ECCG) and consultations with the economic operators at the Trade Contact Group (TCG). For the implementation of the e-Customs projects, the Commission services and CPG have to work in close cooperation and consultation with the different bodies. Besides that, the Commission and the CPG use the instruments offered by the Customs 2020 Programme, as concerns the organisational and financial framework.

In 2014, the transition of Customs 2013 Programme to Customs 2020 Programme brought an opportunity to rethink the structure of the e-Customs Governance. The new Governance is effective as from 01/04/2014. One of the main purposes of the Governance Scheme is to closely supervise the planning and monitoring of the projects resulting from the UCC and other related Customs legislation where complex projects have to be realised in a very limited timeframe. The objective of the new Governance Scheme is to create more transparency and to facilitate efficient coordination between all stakeholders. The revised governance structure for the e-Customs projects addresses the needs while ensuring a recognisable structure of Governance levels. Therefore, a three-level (Policy Level, Coordination Level and Expert Level) Governance Scheme was established. The Policy Level is ensured by the CPG or the High Level Project Group (HLPG), the Coordination Level is taken by the ECCG and the Expert Level encompasses a number of groups – Customs Business Group (CBG), Customs EIS Operations Group, IT Systems Development Group and IT Technology and Infrastructure Group. All these changes are reflected in the MASP revision 2014.

The CPG acts as a steering group for the implementation of e-Customs and ensures the implementation of the e-Customs Decision and the MASP. At Coordination Level, the ECCG ensures the MASP updates and progress reporting of all projects against timelines, validated project key outputs and major change packages. At Expert Level, the CBG deals with business processes and data requirements analysis (Level 3 and Level 4 BPMs, Business Cases, working papers), the Customs EIS Operations Group deals with systems in operation (maintenance, monitoring, statistics), the IT Systems Development Group deals with the preparation of systems development (MASP Groups I, II and III) and the IT Technology and Infrastructure Group deals with the preparation of the technical framework of the projects and systems (MASP Group IV).

The overall Governance structure has the objective to plan, prepare and coordinate, in a transparent and efficient manner between the Commission and Member States with involvement of economic operators, all the activities and projects related to the correct and timely implementation of EU customs legislation and policy in terms of projects and IT systems across the Customs Union by means of groups, platforms and instruments.

2.2.2 European Union and Member States tasks

In general, the Commission is responsible for the preparation of the common documents, products and services for each project. DG TAXUD is consequently responsible for the preparation of common user requirements, the common domain functional and technical specifications as well as for the preparation of conformance tests.

DG TAXUD also has a coordination role to play in respect of:

- The development of European Union and national components with a view to a synchronised implementation of projects;
- The systems and services provided in the e-Customs Decision with other relevant e-Government projects at the European Union level;
- The promotion and implementation of electronic Customs and Single Window services at national level;

- The training needs of involved stakeholders to support the implementation of the e-Customs Decision, such as trainings on the applicable Safety and Security legislation, on the developed European Union components or on the 'ARIS' modelling tool.

3 COMMISSION ANNUAL PROGRESS REPORT

The Commission has to implement the e-Customs Decision in close cooperation with Member States and economic operators. DG TAXUD has undertaken the tasks specified in the e-Customs Decision and the MASP revision 12 (2013).

DG TAXUD has organised regular meetings with Member States and other parties to promote and ensure the implementation of the e-Customs objectives. During the year 2014, DG TAXUD organised 58 meetings, steering groups, workshops, seminars, trainings, etc. These events were visited by 1361 participants. There were 29 IT trainings, which were visited by 151 persons. In particular, DG TAXUD organised 3 ECG (Legal & IT) meetings in the first quarter of 2014 under Customs 2013 Programme and 6 ECCG meetings under Customs 2020 Programme.

In relation to close cooperation between Member States and the Commission, PICS (Programmes Information and Collaboration Space) has become the preferred tool for collaboration and has been used in particular to share documents and information. PICS is an online system for Tax and Customs administrations across Europe. It aims to increase effectiveness and efficiency of the programme activities, save costs and better exploit the richness and the variety of information. Officials can easily access information related to programme activities and different topics, co-create content and knowledge, provide online workspaces for planning, cooperation and collaboration in different projects.

With the aim to modernise, harmonise and streamline Customs procedures and systems, to illustrate in an understandable manner the business domains and processes in the Customs and Customs-related legislation, DG TAXUD continue to use successfully Business Process Modelling (BPM)[11], which has been evaluated as an important instrument. The purpose of BPM is to enhance common understanding of the Customs process flows and practical implications of their implementation. BPM was initially requested by Member States in order to better understand and agree on the Customs processes and procedures. In 2014, the modelling and review activities have significantly advanced in view of the UCC. The work has continued as a supporting instrument for the transfer into the appropriate UCC related Commission acts (Delegated Acts and Implementing Acts). The BPM production was done on the basis of the previous legal drafting.

At the request of DG TAXUD, a Flash Eurobarometer[12] survey[13] about "The electronic customs implementation in the EU" was carried out between 16/04/2014 and 09/05/2014 to evaluate the progress in the transition from paper-based to e-Customs systems in the Member States[14]. The main findings of the survey were that the introduction of the e-Customs procedures had a positive impact on 75% of the import/export companies interviewed, by simplifying their

[11] Business Process Modelling (BPM) in software engineering is the activity of representing processes of an enterprise, so that the current process may be analyzed and improved. BPM is typically performed by business analysts and managers who are seeking to improve process efficiency and quality.

[12] Flash Eurobarometers are ad hoc thematical telephone interviews conducted at the request of any service of the European Commission. Flash surveys enable the Commission to obtain results relatively quickly and to focus on specific target groups, as and when required.

[13] http://ec.europa.eu/public_opinion/flash/fl_399_en.pdf

[14] This survey was carried out by TNS Political & Social network in 17 Member States of the European Union: BE, BG, DK, DE, EE, EL, ES, FR, IT, LV, LT, NL, PL, PT, RO, SE and UK.

Customs procedures. The survey also showed that the transition from paper to e-Customs required investments for training staff and IT investments (hardware and software).

3.1 Customs Systems Operational Evolution Overview

The Common Communication Network (CCN) continued to grow in 2014. The CCN applications exchanged 2.73 billion messages appointing 8, 2% increase in relation to 2013 when 2.53 billion messages were exchanged. This growth, reflected by the increase in message quantity, was also reflected by the increase in message volume, which was noteworthy raised by 14, 4% in 2014 (4.41 TBs) compared to the messages volume in 2013 (3.86 TBs).

Figure 1 shows the corresponding evolution of message capacity and volume, exchanged in the CCN applications since 2008.

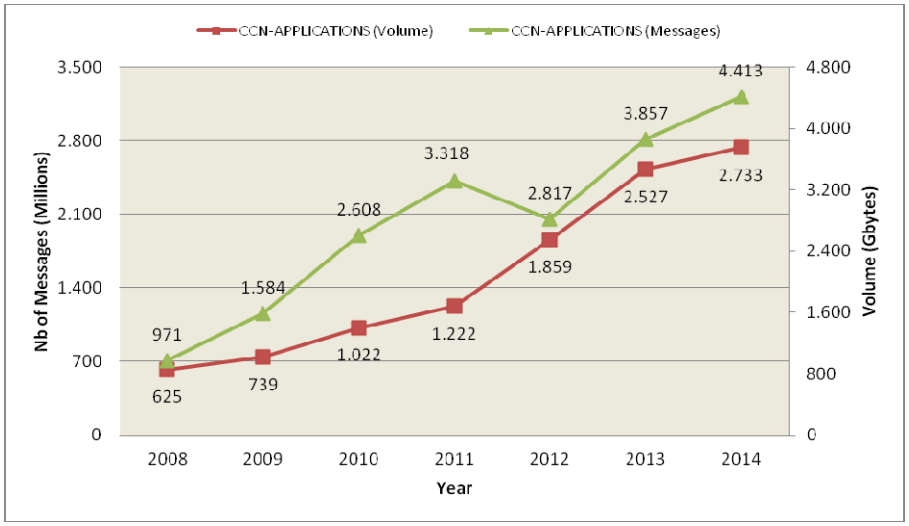

Figure 1: Evolution of CCN messages quantities and volumes

As it can be noticed, the augmentation[15] of the amount of the exchanged messages has decreased throughout the years, in the same manner it can be seen that the growth[16] of the volume has also reduced.

Figure 2 illustrates that the evolution of the amount of messages exchanged through the years for NCTS, ECS, ICS, EOS, EBTI, SURVEILLANCE and SMS has generally decreased.

[15] This refers to the descent of the year to year percentage growth of the decreasing number of messages. For example in 2012 the number of messages increased by 52.09% and in 2013 by 35.92% thus the growth is reducing.

[16] This refers to the diminishing tendency of the year to year percentage growth of the increasing volume of messages. For example in 2013 the volume of messages increased by 36.93% and in 2014 by 14.41% thus the growth is decreasing.

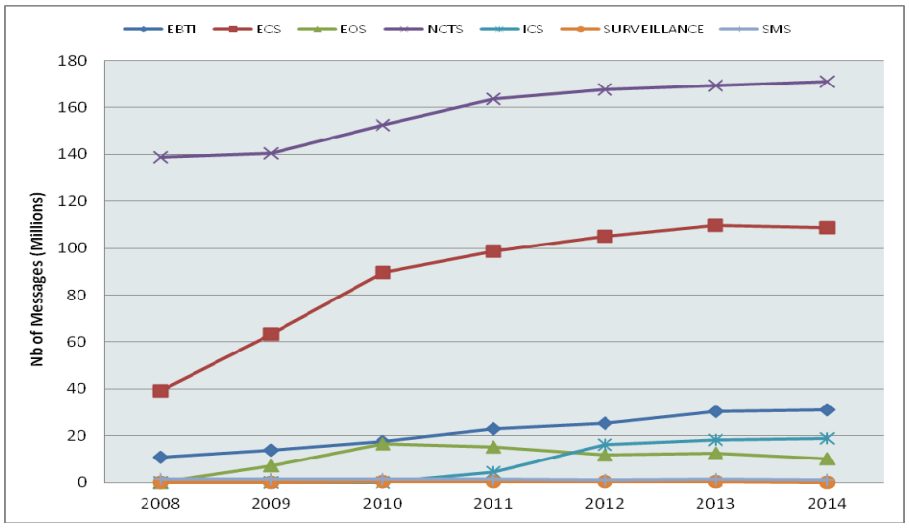

Figure 2: Systems Messages Evolution

During the years 2009 and 2011 the number of messages exchanged by the systems expanded greatly. The escalation in 2010 is mainly due to the introduction of EOS and ICS Phase 1, the respective enlargement of ECS and NCTS from Phase 1 to Phase 2 and Phase 3.2 to Phase 4.

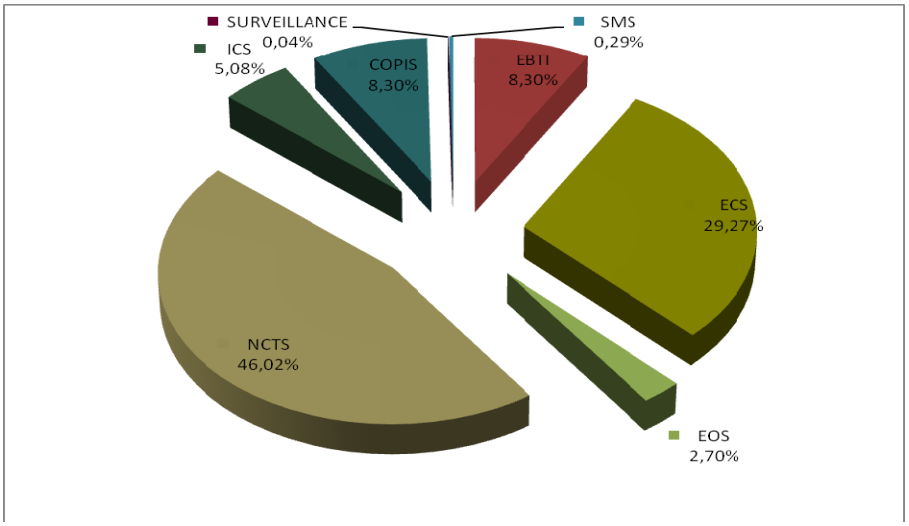

Figure 3: CCN Messages split per application

The messages exchanged per system – NCTS, ECS, ICS, EOS, EBTI, SURVEILLANCE, COPIS and SMS – are depicted in Figure 3.

The quantity of messages exchanged by the movement systems – NCTS, ECS, and ICS – as it is presented in Figure 3, constitutes 80.37% of the total messages exchanged by all systems, slightly reduced by 4.93%, from 85.3% in 2013.

3.2 IT Systems Annual Progress Report

During 2014, the European Commission made steps to further develop the existing CCN/Common Systems Interface (CCN/CSI) interoperability framework and to establish the next generation of CCN – CCN2, which is included as a specific project in the MASP. The CCN/CSI operational infrastructure consists of a closed and secured network infrastructure that is provided by the European Commission to facilitate the exchange of information between the National Administrations (NA) in the area of Customs and Taxation. In 2014, DG TAXUD CCN equipment was successfully relocated from former ITSM and CCN Data Centers to DG TAXUD Data Center in Luxembourg. Furthermore, preparation was done for the migration of the CCN

gateways from AIX CCN to Linux CCN in the national administrations. Specifically, the reconfiguration of all multi-mode sites to mono-mode sites was done. In addition, Linux CCN was successfully validated.

3.2.1 MASP Group 1 – Customs European Information Systems

Group 1 encompasses projects for which common agreement on the scope and time plan has been reached so that progress could be made.

3.2.1.1 *AEO Mutual Recognition adaptations prior to the UCC implementation (1.1)*

The purpose of the project "AEO Mutual Recognition (AEO MR) adaptations prior to UCC implementation" has been to ensure the exchange of AEO data among Member States, DG TAXUD and the partner countries in a uniform way, increasing security and facilitation. The economic operators benefit from reduced physical and document controls, as well as from priority treatment.

The project was successfully completed in 2013 with the development and deployment of a standard interface for AEO data exchange with partner countries, the update of the EOS system-to-system interface to allow the AEO data received from partner countries to be disseminated to the EU Member States and the validation of the partner countries' AEO status in the EU transaction systems, based on the adopted user requirements. Commission has been working further on IT implementation of new international agreements regarding the AEO MR.

The IT implementation of the Agreement with Switzerland in the context of the AEO Mutual Recognition Agreement (AEO MRA) has been operational since 18/08/2014. With regard to the USA shift to SHA-2, work has been on-going to comply with this security obligation. The agreement with China was signed in May 2014 from a business perspective, however, the discussions and negotiations at IT project level were difficult and did not lead to an expected result, and i.e. the Interface Control Document (ICD) was not signed in 2014, as earlier envisaged. Commission has been cooperating with Canada, Japan and Norway in order to implement automated solutions for AEO MRA.

3.2.1.2 *UCC Customs Decisions (1.2)*

The Customs Decisions project aims to harmonise the processes related to the application for the customs decision, the decision taking and the decision management by standardisation and electronic managing of application/authorisations data across the European Union. The Customs Decisions system implemented in this project will allow the electronic processing and central storage of the applications/authorisations and publication of the list of holders on the Internet. The central storage of applications and authorisations will allow the consultation and validation of Customs Decisions by the movement systems and customs authorities in the Member States. The project is organised in 3 sub-projects: 1) Customs Decisions Management System (CDMS); 2) Customer Reference Services (CRS); 3) Trader Portal.

It has been foreseen to implement the UCC Customs Decisions project in collaboration with the Member States. The collaboration has been set up using the instruments of Customs 2020 Programme. The Customs Decisions Collaboration Project Group meets at regular intervals. The Member States participating in this Project Group provided advice and expertise to the Commission in relation to the production of IT specifications for the Customs Decisions project. In 2014, there were 5 two-day workshops for presenting and discussing the requirements and specifications with the participating Member States.

The Functional Specifications for the CDMS and CRS sub-projects have been created. In addition, the requirements for the Trader Portal have been documented and the first version of High Level IT design and service specification has been produced. Discussions were held at the

meeting of the IT System Development Group on 05/11/2014 regarding the architecture of the CDMS, the trader portal and the interfaces of these components with the national systems.

3.2.1.3 *UCC Proof of Union Status (PoUS) (1.3)*

The PoUS project aims to provide electronic means to issue 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 UCC PoUS Business Case was submitted to the ECCG for review on 18/12/2014. Long and complicated discussions on the Business Case for PoUS resulted in the need to determine the new planning for the preparation of the Vision Document, Application, Service and Technical specifications. The Business Case document for the PoUS System had to be redrafted. The first basis for the amendment of the Business Case document was the new legal requirements defined in the latest draft of the UCC DA/IA, in particular the provisions establishing the use of the electronic customs goods manifest (eManifest) as the means to prove the Union status of the goods. The second basis was the comments received during the external review period of the Business Case. In 2014, Level 2 and Level 3 BPMs for PoUS were published for information.

3.2.1.4 *UCC BTI (1.4)*

The UCC BTI project will implement the changes introduced by the UCC, namely the validity period of a BTI will be reduced from 6 to 3 years; the processes will be aligned to the standard decision processes; and the BTI will be binding on the holder as well. As a result BTI holders will be obliged to include the BTI reference in their customs declaration and the customs authorities will have to control this obligation. It will be carried out via central monitoring of the BTI usage (through the Surveillance system covering all customs declarations).

In Phase 1 of the project the scope encompasses an interface between EBTI-3 and Surveillance 2 for exchange of information. In Phase 2, the scope is extended to an EU harmonised electronic trader portal. In relation to Phase 1 the Business Case document has been approved by the ISPMB on 27/03/2014.

The Vision Document was approved by the ITSC on 13/06/2014 and by the ISPMB on 18/09/2014. The approval by the Member States of the Vision and User Requirement documents was blocked at the meeting of ECCG on 02/12/2014, due to the disagreement of some Member States about the legal obligation to send the declaration data elements.

It was nevertheless decided to start the elaboration phase anyway. The activities to update the functional and technical specification documents of EBTI-3 and Surveillance2 have been initiated.

3.2.1.5 *UCC AEO Updates (1.5)*

The UCC AEO updates are needed to improve the business processes related to AEO applications and certificates taking into account the changes of the legal provisions (UCC and UCC DA/IA) and the harmonisation of the customs decision taking procedures.

In 2014 a high-level impact assessment of the changes has been made. Preparatory work for the 2016 release, incorporating the first bundle of the UCC changes has been started.

3.2.1.6 *UCC Automated Export System (AES) (1.6)*

The aim of the UCC AES project is to further develop the ECS Phase 2 in order to implement a full system that would cover the UCC-related business requirements for processes and data, interfaces with supporting systems, EMCS, Centralised Clearance for export.

The Business Case was submitted to Member States for review in November 2014. The activities to continue the IT inception activities started in December 2014. As the legal provisions have not been finalised, there is a potential risk of postponement of the operation date.

3.2.1.7 *UCC Common and Community Transit System (NCTS) (1.7)*

The aim of the project is to further develop the NCTS in order to align the existing system with the new UCC-related requirements as well as to implement a new process related to the use of electronic transport document as transit declaration and if needed processes for the use of reduced data sets. In the light of this aim, two components could be distinguished: Component 1 – adaptation of the NCTS to the new requirements of the UCC). In this respect, there should be no NCTS process changes (legal text has been under discussion); Component 2 – implementation of the processes related to the use of an electronic transport document as a transit declaration has been under discussion.

As the legal provisions have not been finalised, which prevents the start of the UCC NCTS inception phase, there is a potential risk of postponement of the operation date.

3.2.1.8 *UCC Information Sheets (INF) for Special Procedures (1.8)*

The UCC INF shall ensure the administrative cooperation and the standardised exchange of information between customs authorities across the EU during customs procedures of inward and outward processing and usual forms of handling. The legally defined exchange of UCC INF for Special Procedures imposes the development of a new EU centralised system to support the related business processes and the electronic handling of INF data. The main objectives of the centralised INF for Special Procedures IT system are to ensure the availability of the INF data and to streamline the processes of INF data management.

The “INF Management” Level 2 and Level 3 BPMs have been developed by DG TAXUD and reviewed by the Member States and the Trade Contact Group.

3.2.1.9 *Blue Belt Initiative and eManifest (1.9)*

The Blue Belt package was undertaken by the Commission to fulfil the requirements arising from key action 2 of the Commission communication “Single Market Act II, Together for new growth” and to reduce the administrative burden for intra-EU maritime transport.

After a number of meetings with Member States and traders, it became clear that the implementation of the eManifest cannot be done under the Customs Code Implementing Provisions (CCIP), but will be part of the UCC DA/IA.

As regards the eManifest, the implementation of it has become a part of the UCC PoUS project.

The changes to Regular Shipping Service (RSS), which is one of the measures of the Blue Belt package, were put into production on 27/02/2014. The new version of RSS has been operational from 01/03/2014. In 2014, the Commission launched a translation exercise and asked Member States to provide the RSS translations.

3.2.1.10 *Registered Exporter (REX) System (1.11)*

The purpose of the REX project is to implement a system, which will make available up-to-date and complete information of Registered Exporters established in non-EU countries (GSP beneficiary countries) that are exporting goods to the EU under preferential trade arrangements. The system will also include exporters registered in the Member States for the purpose of bilateral cumulating of origin and splitting of consignments to be sent to Norway, Switzerland and Turkey.

The Vision Document for REX was approved by the ITSC on 18/10/2014 and by ISPMB on 16/12/2014. The Vision Document was submitted to Member States for review. The activities for REX started on 05/10/2014 to cover the elaboration phase. Several productive meetings took place with Switzerland and Norway to discuss the delivery of the required system interfaces. REX evolution BPMs packages (Level 2, Level 3 and Level 4) were published for Member States Review.

3.2.1.11 *COPIS (1.12)*

The objective of COPIS is to enhance intellectual property rights protection by improving the cooperation and sharing information between right holders and Member State Customs Administrations as well as between all Customs offices in a Member State.

COPIS encompasses several projects: COPIS 1.2.0, COPIS Interface with AFIS, COPIS Implementation of electronic AFA. COPIS 1.2.0 Central System Operation was deployed in production on 01/01/2014 and was made available to the Member States. COPIS Vision Document has been updated to cover the integration with OHIM EDB. OHIM EDB-COPIS interface should be in production in 2015. The update of the Vision Document for the COPIS-AFIS link was initiated. Nevertheless, the outstanding inception activities were put on hold until 2015 due to resource capacity issues met in the COPIS project.

3.2.1.12 *EU Single Window program (1.13)*

The objective of the EU Customs Single Window program is to enable economic operators to electronically lodge only once all the information required by customs and non-customs legislation for EU cross-border movements of goods.

The purpose of the EU SW-CVED (for veterinary certificates and interface with the TRACES system of DG SANTE) Phase 1 is to provide automated validity checks of the CVED submitted together with customs declarations. The project would interconnect the Member State Customs Systems and the DG SANTE TRACES system, which holds the CVED. The central services of the EU Single Window CVED Phase 1 were upgraded to align with the new TRACES V6.1.0 release and the system has been deployed into Production. The environment was made available to the Member States to start Conformance Tests (Mode 2). Out of 8 (CY, CZ, IE, LT, NL, PL, SI, SE) Member States interested in using the central services, 2 Member States (CZ and IE) successfully completed their Conformance Tests with the aim of going to production in January 2015.

Customs 2020 Project Group on the EU Customs SW implementation options, comprised of a selection of Member States (BE, DE, FR, IT, LU, LV,PL, ES), represented by the participants having a special profile, and Trade Federations (CLECAT, EEA, EVO, FRESHFEL) should assess the scope of the EU SW-CVED Phase 2. The Project Group has been studying the EU Customs Single Window program implementation options in view of producing a paper. Member States, Trade representatives, DG TAXUD (A3, B1, A1, and A5), DG SANTE, DG MOVE and DG ENV participated in the project group. The option paper was presented to the Project Group and was aimed to be finalized early in 2015. Customs 2020 high-level seminar on the future of electronic Customs with special focus on Single Window implementation in the Customs Union took place on 14-15/10/2014 in Venice (Italy), which was organised jointly by the Italian Presidency of the European Union and the European Commission DG TAXUD.

3.2.2 MASP Group 2 – Customs European initiatives needing further study and agreement

Group 2 contains projects for which further discussions are required before a concrete place in the IT plan could be found for them.

3.2.2.1 *UCC Surveillance3 (2.7)*

The objective of Surveillance3 is to allow the processing of additional to BTI control-related data elements from the declarations for the improved customs risk analysis under the Common Risk Management Framework, the fight against fraud, market analysis, post-clearance controls and statistical purposes.

In 2014, DG TAXUD launched a survey in order to collect information to be used for the elaboration of the Business Case document. The survey was addressed to Member States (not only customs administrations but other ministries and sectors as well), partner DGs and traders. The Business Case was approved by the ITSC on 13/11/2014 and by the ISPMB on 16/12/2014. The activities for the IT inception have been initiated and should result in the production of a Vision Document in 2015.

3.2.2.2 *UCC Strengthening the Security of the Supply Chain at Entry (including Air Cargo Security) and the Customs Risk Management in the EU (2.8)*

The objective of this project is to strengthen the security of the supply chain by optimising the exchange of advanced cargo information and by addressing the weaknesses identified in the area of safety and security processes and/or data quality in order to improve the efficiency and the effectiveness of risk analysis.

After finalisation of the EU Strategy and Action Plan for Customs risk management, the Cost-Benefit Analysis and the presentation to the CPG in May 2014, the CPG requested further analysis regarding the requirements, implementation options, feasibility, organisational and financial aspects of the proposed implementation approaches. A Customs 2020 Project Group, composed of the representatives of the Member States (DE, EE, ES, FI, FR, HR, HU, IE, IT, LT, NL, PT, SE and UK), was put in place in order to assist the Commission in drafting of the report on the feasibility of those approaches from legal, business and IT perspectives. The Project Group met seven times between September and November in 2014. The Project Group finalized the implementation study document by the end of November 2014. This document was presented to the CPG on 16/12/2014 for approval. The CPG gave the green light to start the inception phase of the project.

3.2.2.3 *Classification Information System (CLASS) (2.9)*

For the purpose of providing a single platform where all classification information is published, the Commission has planned to create a system that ensures the transparency of all classification-related information.

In 2014, Level 3 and Level 4 BPM were submitted for external review. The Business Case was approved by the ITSC on 16/06/2014 and by the ISPMB on 18/09/2014. The contractual activities for the IT inception phase have been initiated and should result in the production of a Vision document in 2015.

3.2.3 MASP Group 3 – Customs International Information Systems

One of the projects in the MASP Group 3 is the EU Implementation of WCO eATA Carnet (3.2). The aim of this project is to replace the current paper-based ATA Carnet System by a decentralised but global eATA Carnet System. The EU shall develop a single system, as will the contracting parties, participating in the Istanbul Convention[17]. These initiatives will compose a global eATA Carnet System.

[17] Convention on Temporary Admission agreed in Istanbul on 26 June 1990 (applied as from November 2014)

The GNC Utility Block has been drafted by the EU, Switzerland, Turkey and China to define specifications, based on which the various contracting parties will be able to exchange electronic ATA Carnet data. The Utility Block covers only the exchanges between the contracting parties and does not include exchanges with the traders. In 2014, the Utility Block was drafted and presented to Member States for review and comments. Following this, it was envisaged to update the document and to submit it to the co-authors before presenting it to the WCO Permanent Technical Committee (PTC). Agreement on the WCO GNC proof-of-concept will initiate the pilot project with partner countries. On the EU side, eATA Carnet System is considered as a fully-fledged system.

3.2.4 MASP Group 4 – Customs cooperation initiatives and technological developments to facilitate Customs EIS

3.2.4.1 *National Core Systems Implementation by Collaborating Projects (4.1)*

The objectives of this project are to enable and support the collaboration effort. To clarify the potential for increased collaboration in development of Customs IT systems, during a seminar held in Bad St. Leonhard, Austria, Member States suggested initiating a Collaboration Study. The study, launched in July 2013, involved extensive consultations with almost all Member States. The study was completed in 2014 and the outcomes of it were the 1) Collaboration Architecture Framework; 2) MASP type project fiches and portfolio; 3) Customs Declaration Process Framework Feasibility Study and Business Case; 4) Collaboration Framework.

Future work under this project is foreseen to be carried under the initiative and leadership of Member States together with DG TAXUD coordination and support.

3.2.4.2 *Single Point for Entry or Exit of Data – SPEED2 (4.2)*

SPEED (Single Portal for Entry and Exit of Data) is a secure portal connecting the private network CCN/CSI and the external world for system-to-system interfaces. SPEED provides technical infrastructure solution that enables automated data exchange between Member State electronic Customs systems and the partner countries that are not linked to CCN/CSI on the basis of EU bilateral or multilateral agreements. SPEED2 is a major evolution of SPEED in order to enhance the IT security at message-level and to provide flexible IT protocol and IT data format conversion features. SPEED2 infrastructure was put in production at the end of 2013. The required tools and processes have been configured and tuned to satisfy demands of availability, stability, continuity and performance. The Disaster Recovery solution has been delivered as well, leaving the coverage of the second Data Centre for 2015. The EU SW-CVED project is in production on top of SPEED2. Works are under way to anticipate the implementation of future AEO MR flows.

3.2.4.3 *CCN2 (4.5)*

CCN2 is an evolution of the current Common Communication Network (CCN) architecture and services, which will apply state-of-the-art SOA and provide a full set of value-added services to support the evolution to new application development and deployment.

CCN2 project uses the Customs 2020/Fiscalis 2020 collaboration tool – CCN2 Project Group – where Member States work together on architecture and specifications of the CCN2. In 2014, the project was overall on time, except for one major deliverable that was late. Four proofs-of-concept for exchange patterns were run successfully from a technical point of view between September and December 2014. The specifications of external interfaces met greater difficulties than expected and was not progressing as quickly as planned.

The first release of CCN2 would focus on the features needed by the IT systems that would use CCN2.

3.2.4.4 *Direct trader access to EIS – Uniform user management & digital signature (4.6)*

The Uniform User Management and Digital Signature (UUM&DS) project aims to implement a direct unified trader access to a number of new EU-wide central services.

During 2014, the inception phase was completed. UUM&DS Business Case and Vision Document were finalised successfully and approved by Member States, ITSC and ISPMB. The elaboration activities have been initiated and an initial version of UUM&DS System Architecture Document (UUM&DS-SAD) was delivered in 2014. The UUM&DS System Process Model document (UUM&DS-SPM) was delivered and reviewed by MS.

To investigate the technical integration among the Member State IAM, UUM&DS and Central Services, a technical survey for Member States was initiated on 02/07/2014 and ran until 22/07/2014. The outcome of the survey has been used to define the UUM&DS deployment model. UUM&DS Pilot activities with the participation of 13 Member States have been initiated during the UUM&DS Workshop in Poland (25-26/11/2014). In addition UUM&DS collaboration workgroup (CY, CZ, FR, GR, IT, LT, NL, PL, SE, UK and the Commission) contributed in the definition of the UUM&DS system architecture and the process and data models. Project activities have been implemented within the MASP planning provisions. ISPMB commented on the excellent collaboration among different DGs of the Commission and Member States for the implementation of UUM&DS project, which is considered as a strategic project.

3.3 Costs Incurred by DG TAXUD on IT Systems Development in 2014

Figure 4 outlines the costs of DG TAXUD for IT system development and Customs coordination. The figure represents the costs of the Commission in 2014 for the progress and maintenance of the respective systems. In 2014, as mentioned before, there was a switch from Customs 2013 to Customs 2020 Programme. The Common costs of the Customs 2013 in the first quarter of 2014 and the Customs 2020 joint actions are related to the participation costs in the programme events, such as the ECCG (previous ECG Legal & IT) meeting and the technical sub-group meeting. Furthermore, the costs of other joint actions under Customs 2020 programme that cover IT training sessions are also included in this category.

System/Activity			Commission Committed budget for 2014 (EUR)
Studies and Development	Customs Projects	CSRD2	300.000,00
		AEO MR adaptation	300.000,00
		UCC Customs Decisions	800.000,00
		UCC Proof of Union Status (PoUS)	250.000,00
		UCC BTI Phase 1	300.000,00
		UCC BTI Phase 2	50.000,00
		UCC AEO updates	100.000,00
		UCC Automated Export System (AES)	150.000,00
		UCC Common and Community Transit System (UCC NCTS)	150.000,00
		REX	300.000,00
		COPIS Interface with AFIS	200.000,00
		UCC Special Procedures	100.000,00
		Surveillance 3	200.000,00
		UCC Strengthening the Security of the Supply Chain at Entry (including Air Cargo Security) and Customs Risk Management in the EU	627.455,85
		CLASS	150.000,00
		Direct trader access to EIS (Uniform user management & digital signature)	669.167,37
		IT architecture Customs	600.000,00
		CTA	400.000,00
	Total:		***5.646.623***
	CCN2 Projects	CCN2	6.948.558,50
	Total:		***6.948.559***
Studies and Development Total			**12.595.182**
Maintenance (corrective/evolutive) of Customs systems			6.278.035,03
Operations of IT systems			22.532.803,08
Communication network CCN/CSI			3.701.856,00
Quality Assurance including TEMPO			5.226.541,80
Intra-muros services			3.981.677,00
Promotion activity			102.196,85
BPM			3.000.000,00
Common costs	Customs2013/ Customs2020	E-customs joint actions - ECG meetings	**278.560**
		E-customs joint actions - Trainings	**136.300**
		E-customs joint actions - Other	**730.340**
		eLearning (eSAMANCTA)	**47.980,98**
		eLearning (eIPR)	**59.437,43**
GRAND TOTAL			**58.670.910**

Figure 4: Commission costs in year 2014 (expressed in €)

As illustrated in Figure 4, the Commission's committed budget for year 2014 on e- Customs has reached **58.670.910 €**.

In the following Figure 5 the main categories of Commission's costs are presented in a bar graph. As it is illustrated in the graph, the Commission costs have been mostly absorbed by two categories, the operations and the studies and development of IT systems. In comparison to 2013, the operations of IT systems have absorbed 26% more in 2014; this is a result of the new systems that got into operation. Moreover, the cost of the studies and development of the systems doubled in 2014 due to the MASP projects that have begun and are in the Inception Phase.

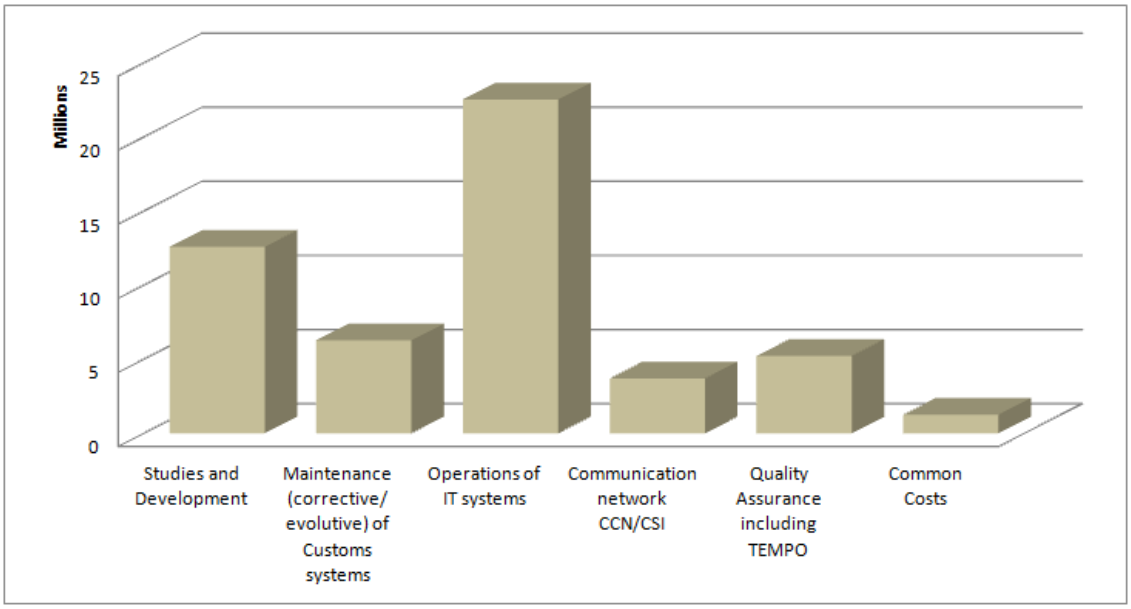

Figure 5: Commission Costs graph in year 2014

4 NATIONAL ANNUAL PROGRESS REPORTS

This section of the 2014 e-Customs Report is a consolidation of the Member States' 2014 Annual Progress Reports. It encompasses the annual progress of Member States towards the e-Customs initiative and more specifically the:

- e-Customs IT systems and corresponding budgetary resources;
- Coordination of e-Customs systems with other e-Government systems;
- Promotion and implementation of e-Customs services and Single Window;
- Trainings in respect of e-Customs systems;
- Consultation with Economic Operators for various aspects of the e-Customs systems and services.

4.1 e-Customs Systems

4.1.1 MASP Group 1 Projects

4.1.1.1 *AEO Mutual Recognition adaptations prior to the UCC implementation (1.1)*

The project "AEO Mutual Recognition adaptations prior to the UCC implementation" was successfully completed in 2013 and any further IT implementation of the new international agreements regarding the AEO MR did not require national developments. According to the national reports, 7 Member States (BE, CZ, HU, NL, PL, SI and ES) were in operation phase (in general the operations were stable and no particular problems were reported). Different activities were monitored during 2014: AT has undergone conformance testing; SI performed verification and control, ZC and NL carried out the maintenance in operation; PL upgraded the national application.

4.1.1.2 *UCC Customs Decisions (1.2)*

Member States (BE, BG, EE, LT, PL, PT, SI) put effort in analysing the user, business and/or data requirements. BE prepared the national strategy for the future national implementations of Customs Decisions. Similarly, CZ and FI compared their national systems with the requirements

set out in the documentation at EU level in order to identify differences and changes that would have to be implemented. BG discussed and planned the measures that will have to be taken for the implementation of the project and established a national expert group, which should propose appropriate implementation approach.

Member States reviewed system requirements for the Customs Decisions Management System (CDMS) and Customer Reference Services/System (CRS), logical models, concept design, and use cases for CDMS.

FI reported delays, nevertheless, it was indicated that the working methods improved and matured in FI during the year. In addition, FI raised a concern related to the business practicalities of the Customs Decisions project.

In summary, Member States reported on different project phases. NL reported that the project was in initiation phase. The following MSs (BE, BG, EE, FI, FR and PT) were in the phase of defining national user requirements, while others (CZ and LT) were in the national functional specifications phase or were producing national technical specifications (PL, ES).

4.1.1.3 *UCC PoUS (1.3)*

Member States established expert groups to follow the developments at the Commission side and to define the national user requirements. Member States reviewed the Business Case document, Level 2 and Level 3 BPMs for PoUS. Member States analysed how to integrate PoUS functionalities into the national customs environments and also examined the new draft legal provisions. PL reported that they took further steps towards the design of the national system. EE expressed their preference for the fully central solution.

BG made a remark on the dependency of the PoUS to the Customs Decisions project, while PT was concerned about the introduction of the Customs Goods Manifest in the PoUS.

4.1.1.4 *UCC BTI (1.4)*

Member States reviewed the EBTI-3 User Requirement and UCC-BTI Vision documents as well as the Level 2 and Level 3 BPMs produced by Commission.

HR, EE, ES and MT informed about the intention to extend the national IT systems in order to be aligned with the UCC-related requirements. EE compiled a cost-benefit analysis and examined user requirements for the national application.

4.1.1.5 *UCC AEO updates (1.5)*

BE and FR reported that the UCC AEO requirements would be implemented within their national IT systems, which are currently in operation. HU reported that the IT developments have been under planning.

4.1.1.6 *UCC Automated Export System (AES) (1.6)*

The Member States have reviewed the two versions of the Business Case document provided by Commission and the LEVEL 3 BPM.

The reporting Member States (AT, BE, CZ, FR, HU, LT, MT, PL, PT) indicated that analysis is undergoing on the national export systems to investigate the feasibility of their extension in order to include the UCC AES requirements and functionalities. EE has been defining the national project planning.

4.1.1.7 *UCC Common and Community Transit System (NCTS) (1.7)*

Member States reviewed the envisaged requirements set out in the UCC DA/IA. The reporting Member States pointed out that the UCC NCTS requirements would be implemented within national transit control systems.

Moreover BG distinguished two components of the UCC NCTS scope. The first component is the adaptation of the NCTS to the new requirements laid down in the UCC. The second component would be the implementation of processes related to the use of an electronic transport document as a transit declaration.

4.1.1.8 *UCC Information Sheets (INF) for Special Procedures (1.8)*

Member States have followed the developments related to the UCC INF at Commission's side and reviewed Level 2 and Level 3 BPMs, which were published for information.

Reporting about the progress in 2014, HU and MT alluded that their main task was to conduct the internal reviews and to agree upon the direction how to implement the envisaged requirements. EE examined the project material and HU carried out the planning activities.

4.1.1.9 *Blue Belt Initiative and eManifest (1.9)*

Member States did not provide much information related to the progress of the Blue Belt Initiative and eManifest due the debates that have been continuing at EU level. E-Manifest, as a proof of Union status, would be supported for the maritime traffic and would be covered under the PoUS project. As a result this project is on hold for most Member States. Only MT and PL were proceeding with the definition of national user requirements. Due to the fact that the discussions at EU level have not finally ended, national activities concerning eManifest could not go beyond the national user requirement phase.

4.1.1.10 *Registered Exporters (REX) (1.11)*

Member States have been following the project progress at the Commission's side and participated in the review of the REX Vision Document as well as the new legal provisions for the implementation of the REX system and commenced reviewing Level 2-3-4 BPMs.

FR pointed out that the late approbation of the REX Vision Document cased difficulties in the progress of the project. MT reported about the intention to extend their national Document Processing System to accept the web services that would be made available by the Central REX System. SI also did the analysis of possible integration of the REX system into the national customs environment.

4.1.1.11 *COPIS (1.12)*

COPIS was installed in production and made available to the Member States in January 2014. Thus, a number of reporting Member States (AT, BE, BG, CZ, ES, FR, HU and PL) indicated that they were in operation phase.

BE, MT and NL chose to use the Central System. However, NL would probably develop a system-to-system connection between the national application and the central COPIS. Comparably, PL has implemented system-to-system interfaces, passed conformance tests and set up their national COPIS implementation. In contrast, BE informed that they used the Central System without any national replications.

In 2014, BE, CZ, ES and FR mainly had coordination and follow-up activities according to the user requirements and depending on the central system. FR reported that notwithstanding the fact

that there has been a lot of work on improvements in COPIS, they still have difficulties on the system-to-system exchange with COPIS attachment management.

4.1.1.12 *EU Single Window program (1.13)*

EU Single Window CVED Phase 1 has been deployed into production. The environment was made available to Member States to start Conformance Tests (Mode 2). CZ and IE successfully completed their Conformance Tests and prepared to enter operations in January 2015.

As mentioned, in CZ the Conformance Tests of the EU SW-CVED was successful and proved the correct alignment of the CZ national application with the EU SW-CVED Central Application. CZ decided to use two types of documents to be validated: CVED and CITES (Convention on International Trade in Endangered Species of Wild Fauna and Flora documents). The CVED is validated against TRACES and the CITES is validated against CZ Ministry of Environment CITES system. CZ also reported that the information campaign for the traders enabled them to achieve the submission and improved data quality and smooth running of customs operations after the start of the validation system.

In addition, BE launched a study for National SW, while the main activities in BG were more IT-related: construction of the system, alpha testing, functional testing, system testing and architectural design optimisation. BG has been strictly following the deadlines of the project. In 2014, LT focuses on system documentation and specifications and prepared draft System Requirements Specifications and Business Process Specifications, detailed Technical Design, GUI guidelines and Hardware and Software Specifications. The Interface Specifications were still under preparation and the prototype of the Trader Portal of SW Information System was ready. Similarly, LV reported that the national requirements and specifications were developed for connection to TRACES to provide the automated validity check of the CVED and the development of the changes for the national declaration system has been in progress.

Member States were working together with other authorities. EE introduced the control options of electronic additional documents during the lodgement of customs declaration and discussed it with national authorities. As a result, EE did the mapping of additional documents, issued by the other authorities that could be electronically checked at customs. NL has been working on the national solution together with the national Agricultural Agencies. PL reported on the on-going processes and preparation of the pilot projects: 1) full electronic handling of AGRIM/AGREX documents by customs administration and the Agricultural Market Agency systems through the Electronic Platform of Public Administration; 2) Pilot with the Agricultural and Food Quality Inspection; 3) EU-SW-CVED Project in relation to the NCTS2 system (transit); 4) Access to the TRACES system for customs officers in customs branches. Finally, UK reported on the UK contribution to the EU SW program via the Automatic Licence Verification (ALVS) Extension Project to deliver an electronic solution for the CVED and Common Entry Document (CED) by mid-2015.

4.1.2 MASP Group 2 Projects

4.1.2.1 *UCC Notification of Arrival, Presentation Notification and Temporary Storage (2.1)*

Member States demonstrated broader view by considering different options and mentioning linkages between this project and other projects or functionalities, such as SW or eManifest, by stating that the analysis of impact or compatibility has to be carried out.

SE indicated that this project will implement operational and IT changes related to the Arrival and Presentation Notifications regarding sea transport. This will include the development and implementation of ship reporting, which is handled in cooperation with the SE Maritime Agency. SE pointed out that under this project the IT system foundation will be developed for coming changes within the core systems.

LT conducted a Pilot of the temporary storage functionality to be implemented within the development of the national Customs declarations processing system.

4.1.2.2 *UCC Harmonisation of the Customs Declaration (2.3)*

Member States reviewed the new legal provisions concerning the harmonisation of data to be included in the customs declaration.

At national level BG, HU and MT carried out analysis of the planned changes and requirements related to the Customs declaration and assessed the impact brought by those changes. BG highlighted that data harmonisation and identification of requirements having the minimum impact is important both for Customs authorities and for the economic operators. In addition, BG expressed that the process of harmonisation of data required by Customs administrations in correspondence with transition to the non-paper environment should be accomplished by the EU uniform Customs data model.

4.1.2.3 *UCC Guarantee Management (GUM) (2.5)*

Member States reported studying and evaluating the BPM provided by the Commission.

SI reported analysing the requirements for the system to be produced and HU reported the planning of the IT development.

LT reported activities related to the elaboration of user requirements and the functional and technical specifications. In addition LT entered the design phase of the national system by preparing and reviewing a prototype national application.

CZ reported update of the operational modernized system of guarantees for excise duties, import and transit procedures as a result of national legislative requirements.

PL reported that a national application fulfilling the support for all kind of guarantees was put in production during 2014. This is the case in PT as well where the national GUM is operational and undergoes maintenance and support activities.

4.1.2.4 *UCC Special Procedures (2.6)*

Member States examined the BPM provided by the Commission.

EE, SE and SI reported on analysis and/or modelling activities and HU informed that the IT developments are under planning. In addition, SE reported entering the phase of the analysis of national user requirements.

4.1.2.5 *UCC Surveillance 3 (2.7)*

In 2014, Member States started the review of the level 3 and level 4 BPMs provided by the Commission and examined the Business Case document. In addition, Member States completed and send the Surveillance 3 user requirement survey.

EE, ES, FR and SI reported the definition of national user requirements. MT reported the analysis of the current system in order to be extended so as to support the new requirements.

4.1.2.6 *UCC Strengthening the Security of the Supply Chain at Entry (including Air Cargo Security) and Customs Risk Management in the EU (2.8)*

Member States participated in the Project Group supporting the analysis of the implementation feasibility for objectives 1-2 of the Risk Management Strategy. In addition, Member States reported to take up the strategy and action plan laid down to reach more coherent, effective and cost-efficient EU customs risk management at the external border of the European Union.

MT and PL are conducting a pre-analysis of the new requirements in view of the preparation for the specifications required to proceed further with this project. HU reported producing the strategic planning for this activity.

PL was in the advanced process of building a new IT hardware and software infrastructure. As a result some SOA components (e.g. validation component, risk analysis component, component for the communication with traders) are redesigned. These changes are implemented under the e-Customs PL initiative which aims to integrate the national customs systems into a common platform.

BG reported the implementation of new functionality related to the distinction of transit movement according to their destination in the automated risk analysis module.

LT carried out maintenance and support of the customs clearance module of the national Risk Evaluation and Control System. In addition LT finished the development of the post clearance functionality of RIKS.

4.1.2.7 *Classification Information System – CLASS (2.9)*

The implementation of CLASS is based on a need to create a system that would ensure the transparency of all classification-related information on a single platform.

Member States informed reviewing the Business Case document and the level 3 and level 4 BPM provided by the Commission.

EE, FR, HU, MT and SI reported to have started the pre-analysis and analysis activities and FR reported working on the definition of national user requirements.

4.1.3 MASP Group 3 Projects

The group of Customs International Information Systems concerns the projects managed by international organizations. Two projects are included into this group: EU implementation of UNECE3 eTIR systems and EU implementation of World Customs Organisation (WCO) eATA Carnet project.

The aim of the EU implementation of UNECE3 eTIR systems is to enable Member States to exchange the information on TIR transport according to the provisions of the TIR Convention between the contracting parties, guarantee chain and the holders of the TIR procedure via eTIR international system.

SI reported the setup of a national project team to follow the developments on Commission side and to prepare necessary documentation needed to start the project. SI also studied the e-TIR reference model. ES informed participating in legal and procedural meetings. HU reported being in the planning phase.

The aim of EU implementation of WCO eATA Carnet project is to replace the existing paper based ATA Carnet system with a global electronic ATA Carnet system.

Member States studied the final version of the “Utility Block for eATA” document and informed about participation in the relevant WCO meetings. FR reported analysis and/or modelling activities related to the definition of national functional specifications. SI reported the setup of a national project team to follow the developments on Commission side and to prepare necessary documentation needed to start the project.

4.1.4 MASP Group 4 Projects

4.1.4.1 *Customs cooperation initiatives and technological developments to facilitate Customs EIS*

This group of projects concerns efforts to strengthen cooperation among Member States and to make progress in the field of technology in order to create new functions in the Customs EIS. The group covers such projects as National Core Systems Implementation by Collaborating Projects, Single Point for Entry or Exit of Data (SPEED 2), Master Data Consolidation, Single Electronic Access Point (SEAP), CCN2, Direct Trader Access to EIS (Uniform User Management and Digital Signature), Maintenance and updates of operational IT systems etc.

Member States reported that no project activities have taken place for SPEED2 and Master Data Consolidation projects during 2014.

4.1.4.2 *National Core Systems Implementation by Collaborating Projects (4.1)*

Member States expressed interest to explore the opportunities for collaboration in the implementations of the MASP projects for each project at each phase. This is a great challenge and the work shall continue following the proposed action plan/roadmap with actions covering:

- Solutions to facilitate cooperation and coordinated implementation of the activities linked to the UCC Work Programme;
- Recommendations to optimize the organizational set-up;
- Recommendations for setting up actions, governance and implementation of joint collaboration;
- Project actions in the area of the creation of Customs Information Systems;
- Recommendations and guidance to resource pooling and reducing costs;
- Solutions to mitigate other challenges expressed by Member States.

In addition, MT informed about a joint tender with NL and IE for the maintenance and support of their Transit and ECS systems.

4.1.4.3 *CCN2 (4.5)*

Member States reported their participation to the collaboration groups and project status meetings, the setup of national project managers and teams and the review of the documentation produced by Commission (System Functional and Non-Functional Requirements CCN2 Platform, System Architecture Document CCN2 Platform, Business and System Process Model CCN2 Platform).

CZ and SI reported reaching the phase of documenting the national functional specifications and FR reported working on the national technical specifications, maintenance and upgrades. PL reported the completion of the application and service specification phase.

In addition CZ presented in the working groups the service oriented IT solutions operational at national level. Focus was given on dependencies between existing CCN (CCN1) and CCN2 project in view of a smooth transition process and between CCN2 and UUM&DS projects due to identified similarities. An effective solution for the interconnection of these two environments (using defined standard interfaces) is the task to be handled for the next phase.

4.1.4.4 *Direct Trader Access to EIS (Uniform User Management and Digital Signature) (4.6)*

Member States participated in UUM&DS workshops, reviewed the UUM&DS Business Case and Vision documents produced by Commission and replied to the surveys conducted for the UUM&DS project.

EE and SI reported being on national functional specifications phase and 4 Member States (BE, BG, FR and HU) reported on defining national user requirements. In addition 7 Member States (BE, BG, CZ, FR, NL, PL and SI) reported dealing with analysis and/or modelling activities. Furthermore BE coordinated with the Federal Public Service ICT and started the pilot project activities. NL informed that the project will be part of an Intergovernmental project

BG completed the implementation of the Single Access Point to the electronic services of Bulgarian Customs Agency. The portal will integrate the national user interfaces corresponding to UUM&DS. BG also reported analysis of the existing system for trader access to the national customs information systems, discussions and planning of implementation measures with respect to the elaboration of the National IAM system in line with STORK technology and UUM&DS specifications and establishment of national expert group aiming to elaborate the national activities. In order to ensure the development of the project activities a proposal has been sent to the Ministry of Finance to provide funding from the new Operational Programme for the implementation of the Customs 2020.

CZ organized a working group in Prague focusing on the IT connectivity between traders and central services and sharing of data for traders and trader users (e.g. identification data, authentication data and authorisation data). In addition CZ prepared a new contract in search for a contractor that will be responsible for the first phase of the deployment of UUM&DS project.

HU reported that as a result of the Customs and Taxation Offices merging, an on-going project of integrating the Identity and Access Management Systems of the two former organizations has been established.

4.1.4.5 *Maintenance and updates of operational IT systems (4.8)*

The objective of this activity is the allocation of necessary resources for the maintenance and update of currently operational IT systems.

SI reported developments towards the 24/7 assurance of operations. In this respect hardware and network infrastructure investments were made, recourses were allocated and software licenses were obtained.

MT reported that a plan is in underway to consolidate all the Trans-European systems in one platform in order to save licensing costs.

4.1.4.5.1 ICS

The ICS system Phase 1 is fully operational in all Member States and within 2014 the average error rate was 0.14%. During 2014 approximately 41,451,074 movements were lodged in EU, compared to 41,279,509 in 2013. The overall average availability rate for ICS was 98.10%.

LV reported the development of a new National Automated Import system which was deployed in production in May 2014. MT reported the development of a new Import Document Processing system that will be operational in 2016.

Member States have implemented in their national ICS systems the enhancements and corrections that were centrally (DG TAXUD and EU Member States) scheduled for implementation in 2014 and in particular KEL v0.26 and v0.27 were put into operation. Next to these common developments, most Member States have put effort to maintenance and enhancement activities in their national systems (BG, EE, HU, MT, NL, IE and UK).

Figure 6 shows that the volume of movements in ICS has been increasing. A non-proportional increase of the overall ICS volume from 2011 to 2012 appeared due to unpredictable technical issues that Member State Administrations experienced.

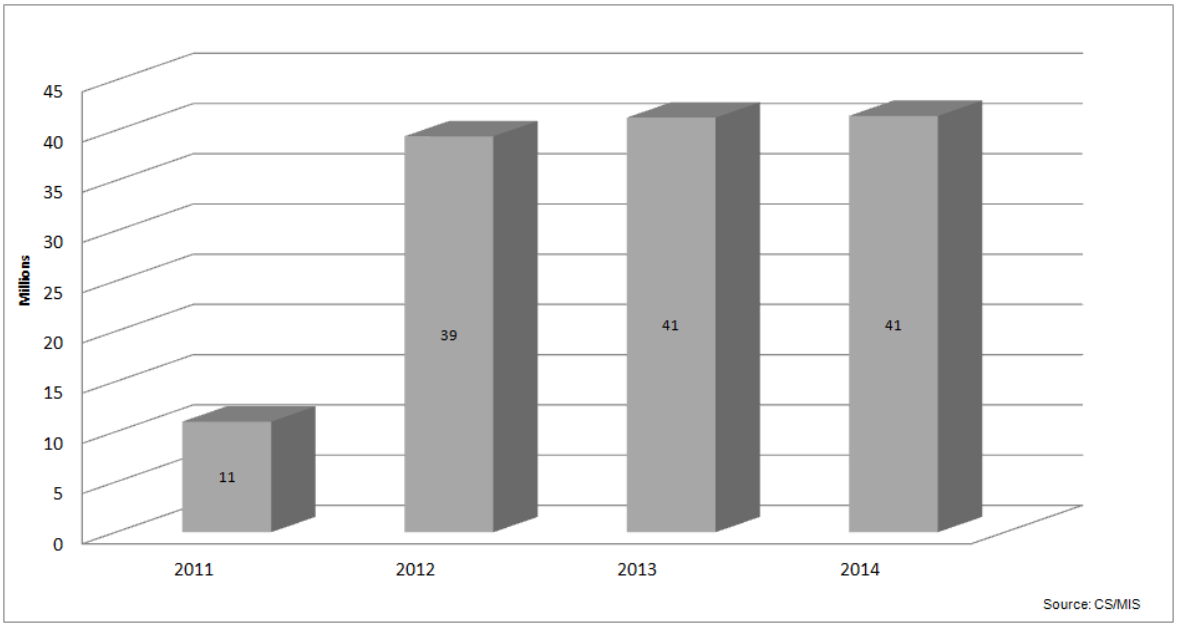

Figure 6: ICS – Evolution of number of movements since 2011

4.1.4.5.2 ECS

The ECS system Phase 2 started on 01/07/2009. The quality of operations has met high standards with a very low error rate at 0.27%. The number of movements released during 2014 was 13,476,699 and is relatively stable compared to 2013 with 13,391,082 messages. The overall average availability rate for ECS was 99.10%.

MT reported the development of a new Export Document Processing system that will be operation in 2015.

The KELs v0.26 and v0.27 were implemented and next to these common developments, most Member States have put effort to maintenance and enhancement activities in their national systems (BG, EE, HU, MT, NL, IE and UK).

Figure 7 proves that the trend was stabilised as from 2012 and remains the same for 2013 and 2014.

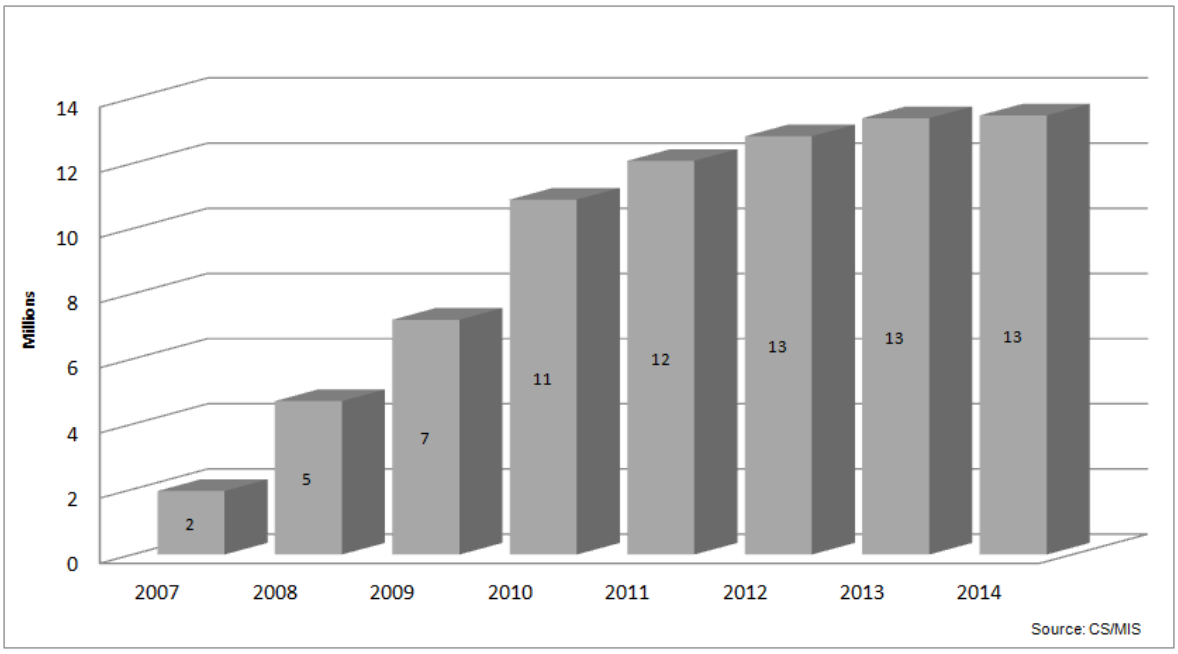

Figure 7: ECS – Evolution of volume of movements since 2007

4.1.4.5.3 NCTS

The quality of operations was stable during the whole year, with average error rate at 0.19%. During 2014, 10.2 million transit movements were released. The average number of movements released per business day reached 39,350 movements whilst in 2013 the average was 39,291 movements. The overall average availability rate for NCTS was 99.29%.

The national administrations of Serbia and the Former Yugoslav Republic of Macedonia have started the procedures to join the Common Transit Convention in view of joining operations within 2015.

Member States were aligned with KEL v0.26 and v0.27. Next to these common developments, several Member States have put significant effort to maintenance and enhancement activities in their national systems (BE, EE, HU, MT, NL, IE and UK).

Figure 8 shows that there is a consistent increase in the number of movements throughout the years.

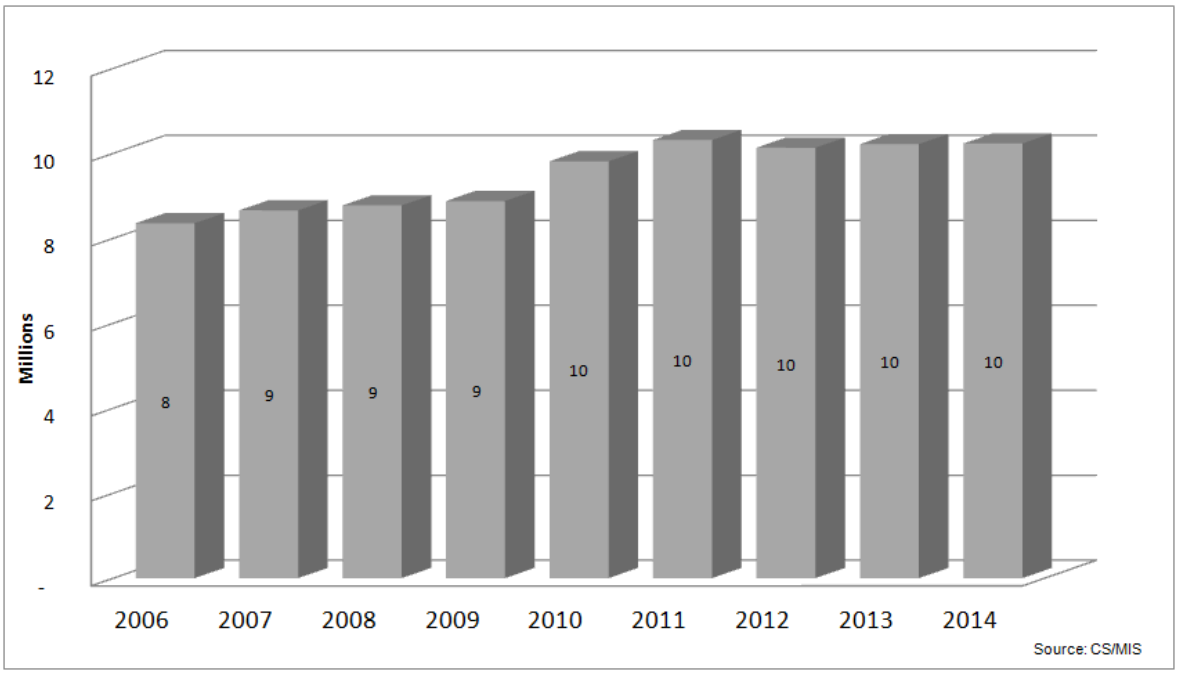

Figure 8: NCTS- Evolution of volume of movements since 2006

4.1.4.6 *Integrated Tariff Environment (ITE)*

The Integrated Tariff Environment (ITE) comprises the Tariff systems Surveillance2 (SURV2), TARIC3, Quota2, European Binding Tariff Information (EBTI3) and the European Customs Inventory of Chemical Substances (ECICS2).

Member States reported the review of the Surveillance2 Business Process document and the Surveillance2 User Requirements document which have been updated by Commission during 2014.

While FI updated the TARIC, EE reported that the current TARIC operational system should be upgraded. As such the pre-planning phase of the new TARIC upgrade project was started and the project budget was accepted by Estonian Government. The cost-benefit analysis, vision document and use case specifications for a new national Tariff application (including Quota2) were compiled and the procurement was announced in December.

LV reported that the user requirements for market surveillance measures functionality have been specified and the system development has started.

4.2 Supporting activities: coordination, promotion, training, consultation in respect of e-Customs systems and services

Member States reported about their activities in the context of coordination between e-Customs and other e-Government systems/activities, promotion and implementation of e-Customs services and measures taken to enable full service of the systems, training for Customs officials and other competent officials, and consultation with the economic operators (EOs) at national level.

4.2.1 Consultation with economic operators at national level

In 2014, the consultations with Economic Operators (EOs) were provided by the national authorities of the Member States in different ways. A number of consultation activities related to National Contact groups, forums and meetings with trade representatives were organized regularly due to initiative of the national administrations or the needs of the EOs. The meetings were arranged in order to introduce new technical arrangements in the e-Customs area. The EOs

were interested in the development of new systems and forthcoming innovations. More specifically the EOs were interested in various processes and procedures, conditions in relation to the Transport Authorization, TIR Carnet, export procedures, usage of electronic export manifest and simplifications. In addition the trade representatives were concerned on the IT systems legislation and enforcement.

The Customs related information was kept up to date on the websites of the Members States authorities. In order to receive further feedback from the EOs and to analyse their needs, the Customs authorities of the Member States launched surveys, e.g. on the project "Direct Trader access to EIS (Uniform User management & digital signature)". Also, new contact groups in the Member States were established in order to assist EOs to adapt to new IT environment.

Most of the consultative activities with the EOs were conducted in relation to the UCC changes and potential impact on the IT systems. Apart from this EOs expressed their interest on the analysis of the following projects: "AEO Mutual Recognition adaptations prior UCC implementation", "UCC Proof of union Status (PoUS)", "UCC BTI", "EU Customs Single Window program", "UCC Strengthening the Security of the Supply Chain at Entry (including Air cargo Security) and Customs Risk Management in the EU".

Altogether, the Member States were active in the field of consultations with EOs. The consultative activities in relation to the National Contact Group or forum had a particular attention on the project "UCC Automated Export System (AES)". Also the same project " UCC AES" and other projects such as "UCC Common and Community Transit System (UCC NCTS)", "UCC Notification of Arrival, Presentation Notification and Temporary Storage" had a high interest among the Member States concerning the organization of the meetings.

4.2.2 Training for Customs officials and other competent officials

With regard to the training activities, the Member States arranged a number of seminars, workshops, on-board, skill maintenance, deployment and other trainings for the Customs and other competent officials in 2014. The trainings were organized on the regular basis, also depending on the need of customs and other competent officials. Extraordinary attention by Member States was given to the arrangement of workshops, skill maintenance trainings and seminars.

The volume of the training materials creation in Member States was significant during the same year. Various documents were published by Customs authorities: information sheets, practices, guidelines, deployment information, documents related to the changes of IT systems and other preparatory material for seminars and workshops also.

Most of the training activities with customs officials and other competent officials were performed on "UCC Strengthening the Security of the Supply Chain at Entry (including Air cargo Security) and Customs Risk Management in the EU", "UCC AES", "UCC NCTS", "REX", "Maintenance and updates of operational IT systems", "AEO MR" projects. The trainings on these projects were organized in different fields: operating environment and software; methods of testing applications; fall-back procedures; new tool validation, new system functionality; new developments and changes; tracking of export operations; Customs authorities actions in case of irregularities in the common transit procedure; authorized consignee and authorized consignor; organization and control in the customs offices when the transports are carried out under a TIR procedure; issues related to different scenarios of the practice.

In addition, the Member States reported about participation in Webinars (e.g. "CCN2" project). Regarding the trainings, the Member States also focused on the unification of the practice concerning the application of the EU Customs legislation.

4.2.3 Promotion and implementation of e-Customs services and measures taken to enable full use of the systems

In order to promote and to implement e-Customs services, Member States had organised workshops, working groups, seminars and webinars. During all these activities, the Customs authorities of Member States were cooperating with EOs, developer contractors, software vendors and other departments or institutions such as DG TAXUD, Chambers of Commerce, IT centres, Customs Institutions and Technical Universities. The activities covered different fields such as electronic services, projects cost benefit analysis, new Declaration Systems, introduction of certain systems to EOs (e.g. REX), reduction of administrative burden for intra-EU maritime transport, e-Manifest, Customs issues.

Member States had a lot of activities in relation to the promotion and implementation of e-Customs services with "Direct Trader access to EIS (Uniform User management & Digital Signature)", "COPIS" projects. Particular attention was given to following projects: "EU Single Window program", "UCC AES", "UCC Customs Decisions". Regarding these projects discussion took place with other authorities. Control options of electronic additional documents during lodgement of customs declaration were introduced with regards to the "UCC EU SW". Member States participated in High level seminar related to the future of electronic customs with special focus on Single Window implementation in the Customs Union. "UCC AES", working groups were arranged with EOs and port authorities in order to explain functionalities of the new system, to inform about expectations and to discuss about the format of the data changes. Finally Member States reported about seminars on VAT for import and export of goods.

New forums were established on certain projects, e.g. "UCC Strengthening the Security of the Supply Chain at Entry (including Air cargo Security) and Customs Risk Management in the EU" in order to share opinions on functioning of current IT Customs systems. Also new working groups have been set up, e.g. for the project "Maintenance and updates of operational IT systems" in relation to the changes brought by KEL 0.26 and 0.27. Certain workshops in Member States were dedicate for testing, e.g. of general CDPF process in relation to the "National Core Systems Implementation by Collaborating Project". The information was disseminated to local customs offices and Customs authorities put efforts to stimulate economic activity and to raise customer service standards.

4.2.4 Coordination of e-Customs with other e-Government systems or activities

In order to manage properly e-Customs with other e-Systems in governmental level, Customs authorities of Member States mainly carried out coordination activities with IT service and Business units, also with Customs Clearance Units and following departments: Operations Departments, ICT Departments, Development Departments, Departments of Taxes (VAT, Excise), Cultural Heritage Departments.

The Customs authorities were active in coordination activities of e-Customs systems with other ministries or institutions, such as:

- National Authorities for Veterinary Control, Ministries of Agriculture, Forestry and Food in relation to "EU Single Window", "UCC CD" projects.
- National Revenue Agencies in respect to "CCN2" project.
- Tax Administrations, Ministries of Finance, Ministries of Economic Affairs, National Payment Agencies, Public Services and National Banks in relation to following projects "UCC Automated Export System (AES)", "UCC Customs Decision", "UCC BTI", "REX", "EU Single Window program", "Direct Trader access to EIS (UUM&DS)" "Maintenance and updates of operational systems", "UCC Strengthening the Security of the Supply Chain at Entry (including Air cargo Security) and Customs Risk Management

in the EU". Coordination between authorities was conducted in order to approve the cost-benefit analysis and application for the systems development, to introduce payments, to provide rates, to review KEL's and national changes.

- Ministries of Transport with regard to the projects: "Direct Trader access to EIS (Uniform User management & Digital Signature)" for further elaboration of national Customs systems; "Maintenance and updates of operational IT systems" in relation to ECS; other projects with regard to the data exchange between SafeSeaNET and national Electronic Customs Data Processing System.
- Statistical Authorities, Ministries of Industry and Trade (in order to issue licences) with regard to the project "UCC AES".
- Ministries of Agriculture in relation to the projects such as "EU Single Window", "UCC AES" in order to issue licences and define quotas.
- Certification Authorities with regard to the project "UCC AES" in relation to the grant of the electronic signatures.
- Ministries of Environment in respect to "EU Single Window" project.
- Ministries of Interior were involved in "Direct trader access to EIS (UUM&DS)" project.
- Centres of Registries with projects "UCC CD", "EU Single Window".
- Ministry of Public Administration, which is responsible for systems administration of Customs Information Platform in relation to "CCN2" project.
- Port authorities with regard to "UCC Strengthening the Security of the Supply Chain at Entry (including Air cargo Security) and Customs RM in the EU".
- State Regional Development Agency responsible for the development of e-services in order to provide an opportunity to make customs payments online.
- Other government agencies.

Principally, the coordination activities were focused on these MASP projects: "EU Single Window program", "UCC Customs Decisions", "UCC AES". Member States addressed their interest of coordination activities on national and other systems such as new electronic systems, Customs Lists System, National Register of Economic Operators, Identity and Access Management system, Master Tariff System, National Taxes and Accounting Control Systems, Audit System, Electronic Customs Data Processing System, national systems, which are equivalent to "UCC Customs Decision" also on EOS-EORI, TARIC. Upon the whole Member States had a great interest in coordination of e-Customs with other e-Government systems and activities.

4.3 Costs incurred by Member States in 2014

The following Figure 9 presents Member States' expenditure on each project of the MASP revision 12 (2013), as reported in the national annual reports.

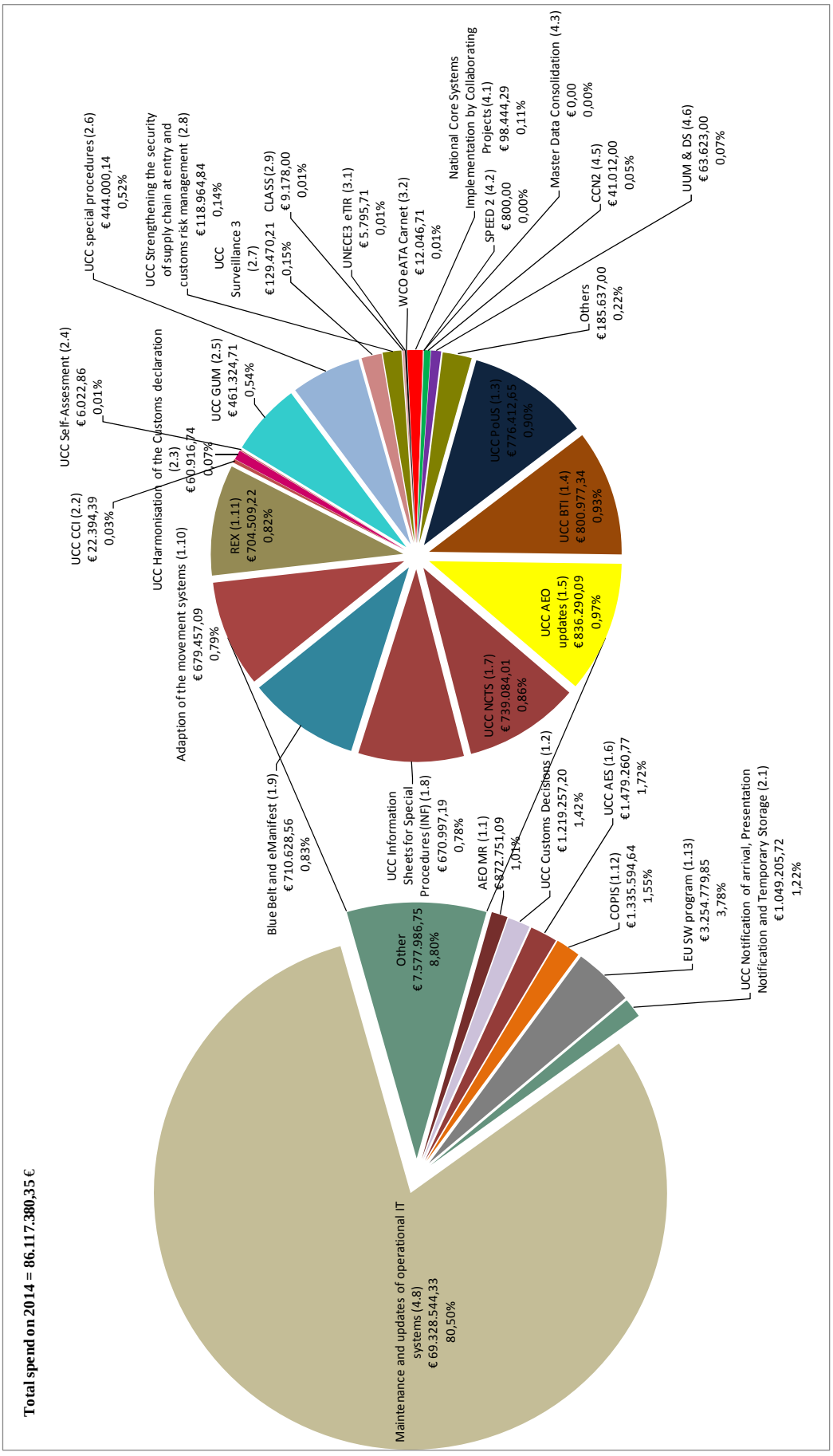

Figure 9: Member States costs of Customs IT systems in 2014

Member States reported on 29 projects of the MASP. The new projects, such as CLASS, SPEED2 and CCN2 were introduced by Member States which, as reported, have entered the Inception Phase. The overall number of reported projects increased by 3 in 2014 compared to 2013 (29 instead of 26), indicating that the effort and budget was distributed within more activities. According to the MASP, more projects will set off and in the coming years a trend is expected to be developed. As it can be seen in Figure 9, the greatest share of Member States budget was consumed for the maintenance and updates of the operational IT systems in 2014, which constitutes 80.50% of the total expenditure, slightly reduced from 81.76 (2013). Additionally, the EU Single Window program (1.13), UCC AES (1.6) and COPIS (1.12) absorbed approximately 2% of the overall expenditure by consuming 3.78%, 1.72% and 1.55% respectively. Furthermore, there is a noteworthy increase on the consumption for "Other" projects, which aggregates to 8.80% of the total investment, which considerably increased from 1.53% in 2013. This means that the Member States have begun to split the budget into smaller projects, which are in the early stage of development.

In the next Figure 10, the expenditure comparison between the Operational and non-Operational IT systems is presented, consuming respectively 80.50% and 19.50% of the overall costs of all systems reported in 2014. The number of projects planned for deployment by 2020 will increase the CAPEX. This predisposition can be noticed by the increase of 1.65% in Non Operational IT systems in 2014 (19.50%), compared to 2013 (18.24%).

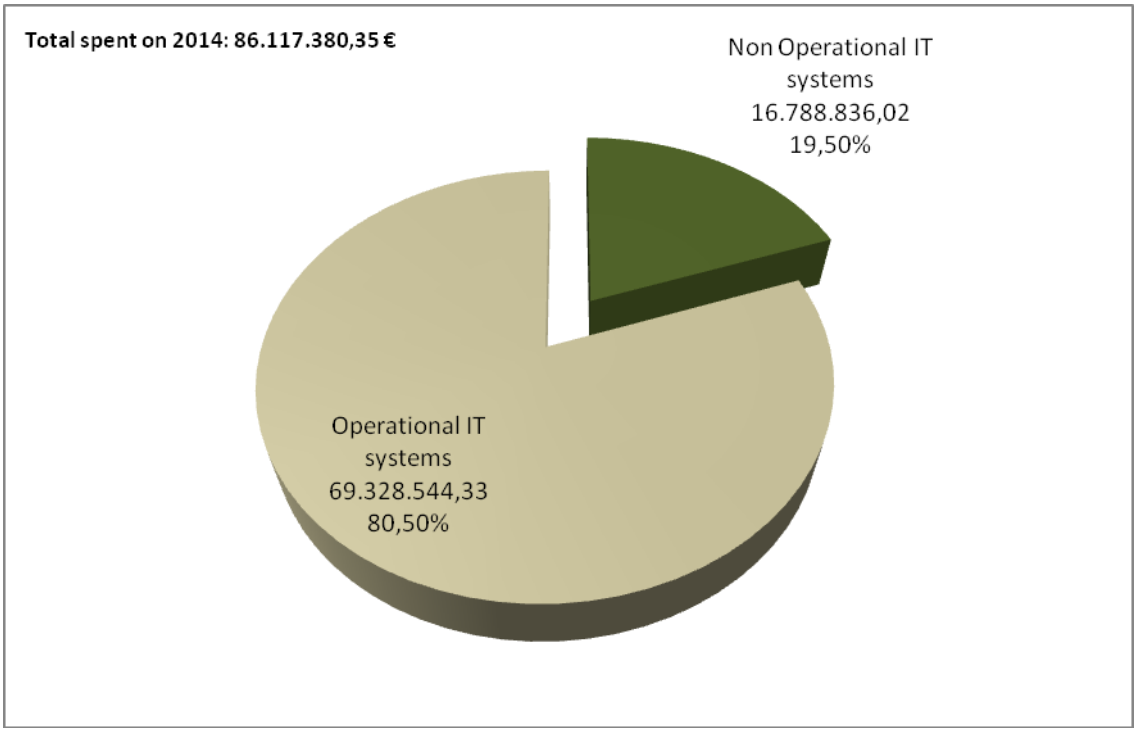

Figure 10: Costs on Operational IT systems and non-Operational IT systems as part of all systems in 2014

Figure 11, shows the accumulated cost per MASP rev. 12 (2013) project groups; Group 1 refers to the Customs European Information Systems (EIS), Group 2 relates to Customs European initiatives needing further study and agreement, Group 3 is about Customs International Information Systems and lastly Group 4 presents the Customs cooperation initiatives and technological developments to facilitate Customs EIS. The main consumption of the budget, particularly 80.74%, was engrossed by Group 4. Group 1 absorbs 16.35% of the total budget followed by Group 2, which engaged 2.67%. Conclusively, Group 3 consumed the least budget of all Groups at 0.02%. In relation to 2013, it is substantial to notice that Group 3 has been doubled in 2014 from 0.01% to 0.02%, as well as there is a significant decrease by 0.47% in "Others" from 0.69% in 2013 to 0.22% in 2014.

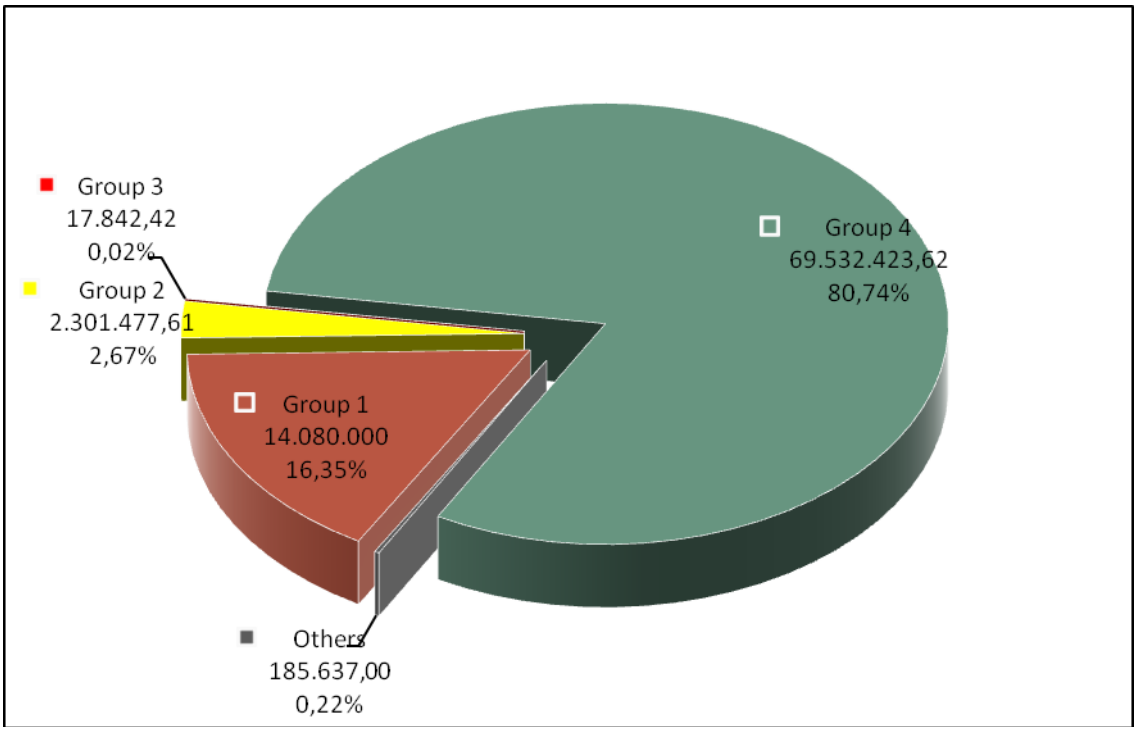

Figure 11: Cost spent per MASP revision 12 Project Groups

According to the cost figures produced by Member States annual reports, it is observed that:

- The number of Member States that provided budgetary information in their annual reports is not the same over the years. Specifically, 22 Member States reported in year 2008, 25 in year 2009, 23 in year 2010, 12 in year 2011, 25 in year 2012, 24 in year 2013 and 22 in 2014;
- Numerous methodologies are pursued in Member States resulting in various reporting for the phases of the projects and/or costs (e.g. project management and software/hardware costs). This cost is accumulated under the respective project as reported;
- Member States systems might be built on common platforms and costs of various systems are reported only to one reference baseline. Consequently, this affects the accuracy of the data.

Figure 12 compares the total spending of Member States in Customs IT systems for the years 2008-2014. It is essential to point out that the quoted figures are not directly comparable since the number of reporting Member States is not alike through the years. The number of Member States that reported each year is presented at the top of each bar.

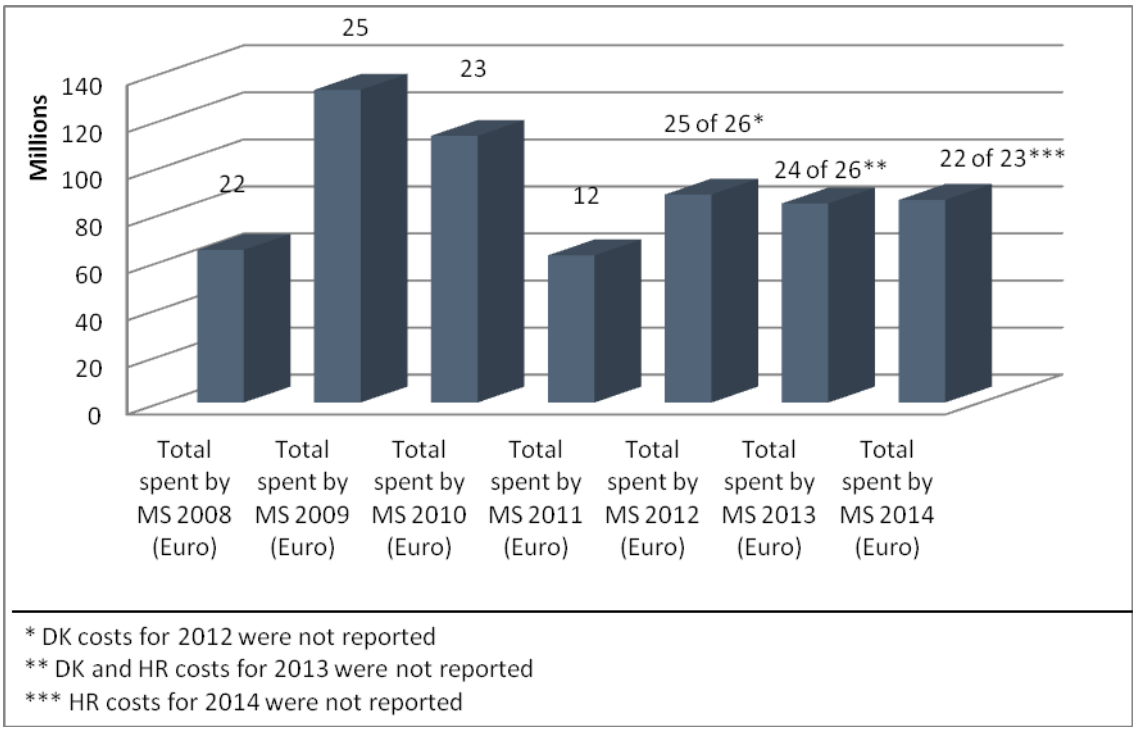

Figure 12: Member States costs in years 2008-2014

Furthermore, Figure 13 illustrates the average cost per Member State throughout the years 2008-2014. The total amount spent by Member States per year is divided by the number of Member States that reported in the specific year.

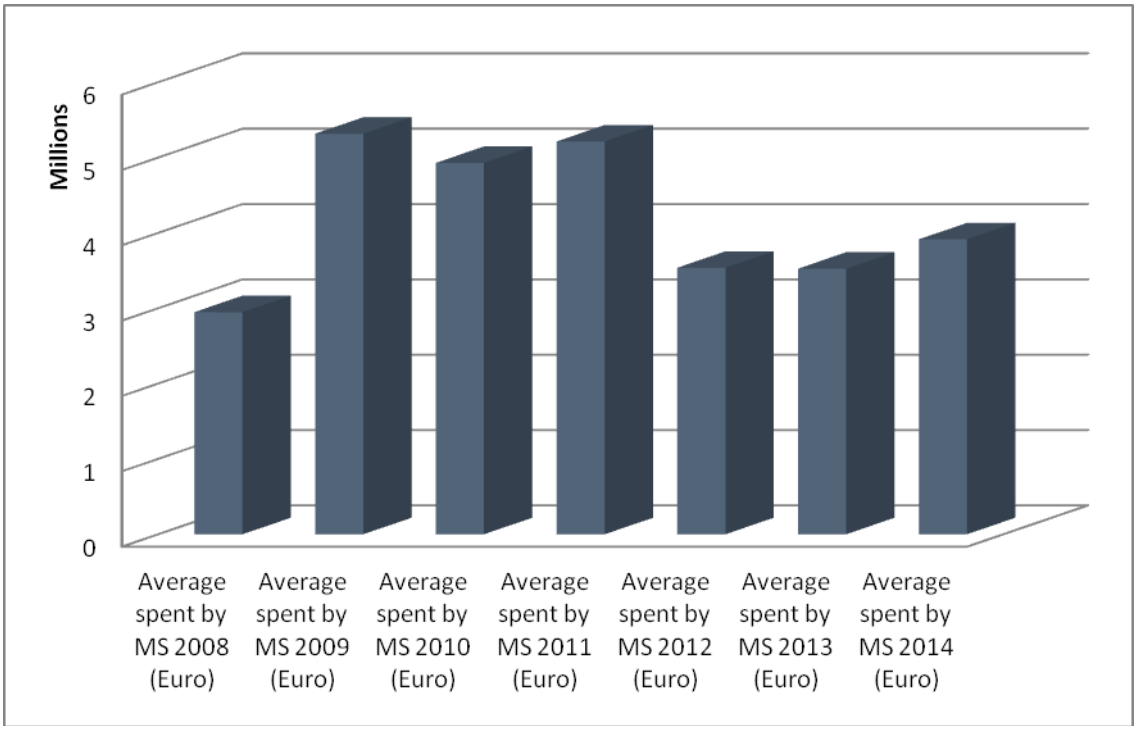

Figure 13: Average Member States costs in years 2008-2014

As it can be seen from the figure above, the average spent cost per Member State has been increased by 11% in 2014 compared to 2013.

In Figure 13, it is noticed that the cost reduction trend observed in the past years is starting to come around in 2014. This is also validated by the following Figure 14, which presents the total spent costs of FI, HU, LT, NL, PL, PT, SE, and UK for years 2008-2014.

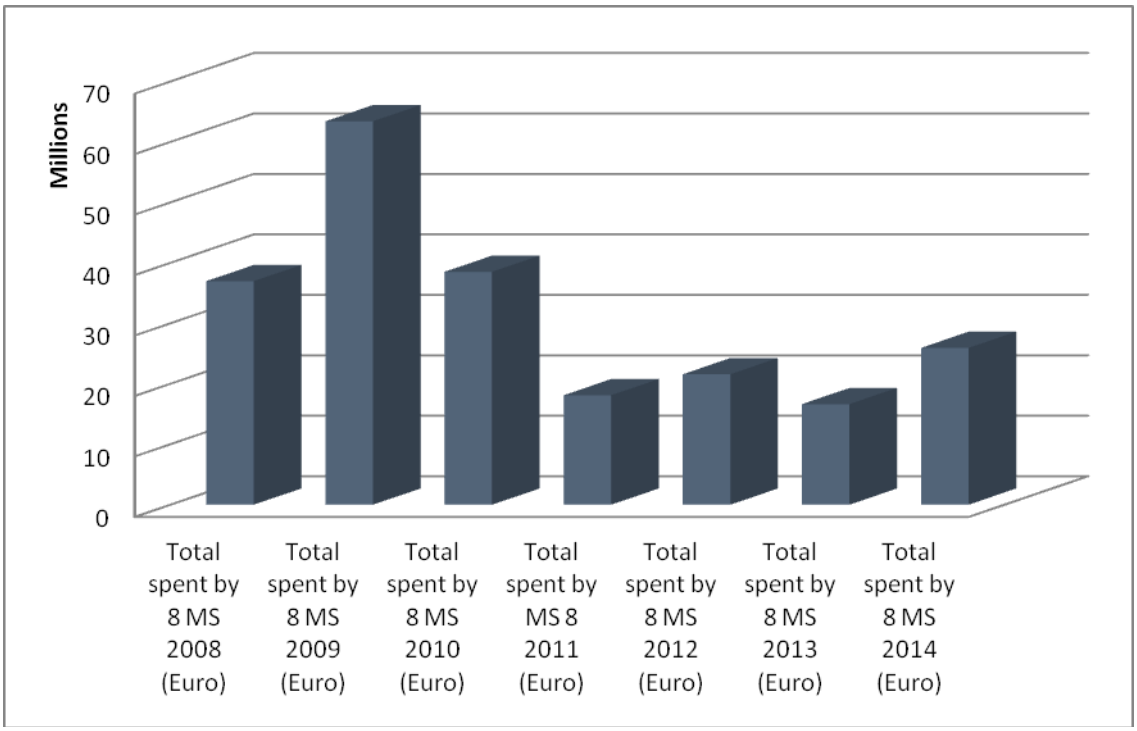

Figure 14: Total spent by FI, HU, LT, NL, PL, PT, SE and UK in years 2008-2014

In the figure above, it can be observed that the increase of expenditure has augmented in 2014, compared to 2013 by 13.29%. This can be interpreted as a result of the increasing activities of the MASP projects undertaken by the Member States (e.g. the introduction of costs for the three new projects CLASS, SPEED2 and CCN2 resulted in 50.990, 00 €). In 2009 Member States reached the highest proportion of expenditures, which is associated with the development and deployment of the Safety and Security systems (NCTS, ECS, ICS, EOS, and CRMS) that were put in Production until 2010.

Moreover, Figure 15 shows Member States' consumption of man-hours on each project of the MASP revision 12 (2013).

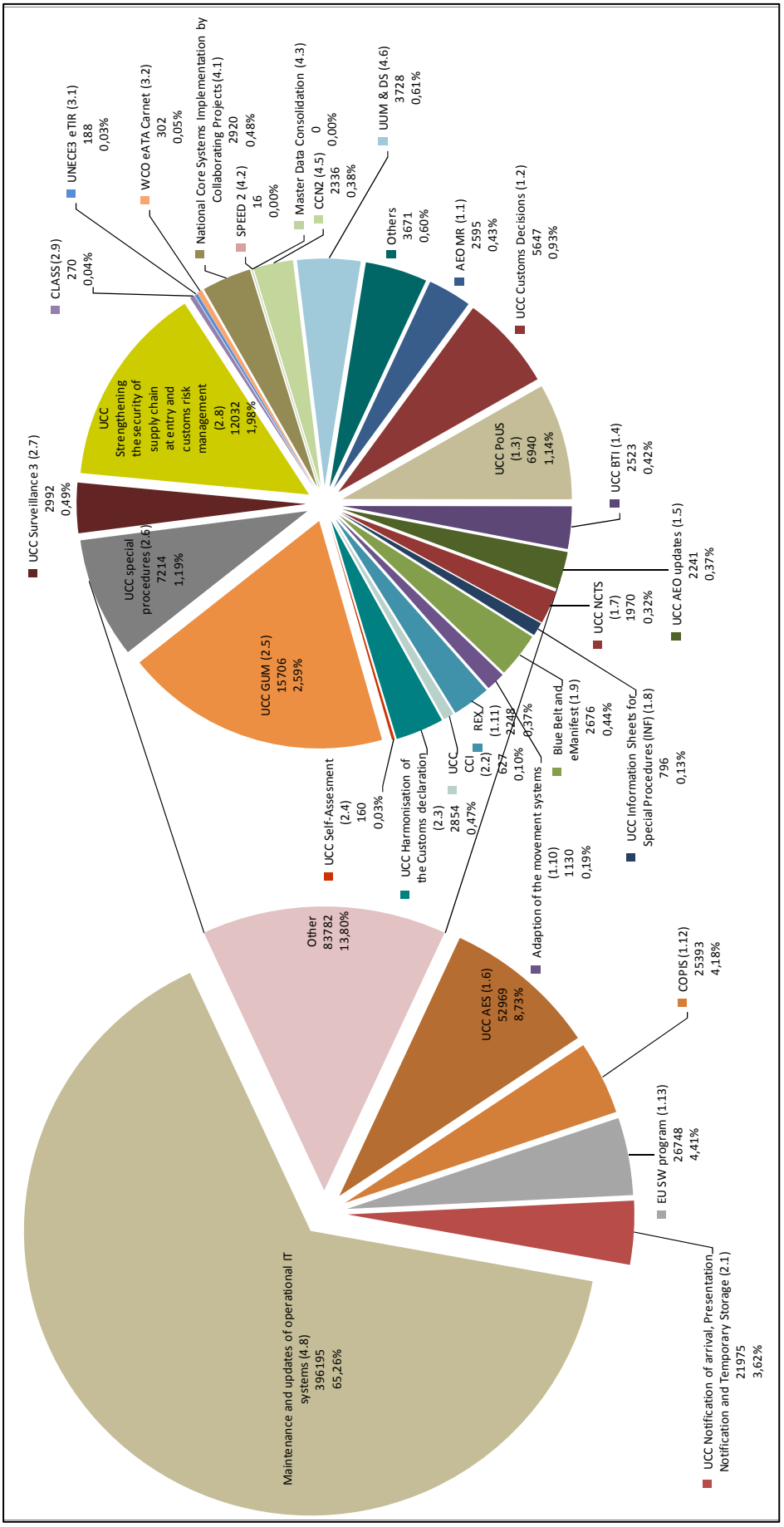

Figure 15: Member States man-hours of Customs IT systems in 2014

As observed the main proportion of Member States consumption of man-hours in 2014 was the maintenance and updates of the operational IT systems, which constitutes 65.26% of the total time. This consumption is proportional with the Member States budget that was absorbed by the same section (4.8). Apart from this, EU Single Window program (1.13), UCC AES (1.6) and COPIS (1.12) project employed a great part of the man-hours by consuming 4.41%, 8.73% and 4.18% respectively. This comes in line with the Member States costs on each project of the MASP (Figure 9) as these projects were amongst the ones that engrossed large portions of the budget spent.

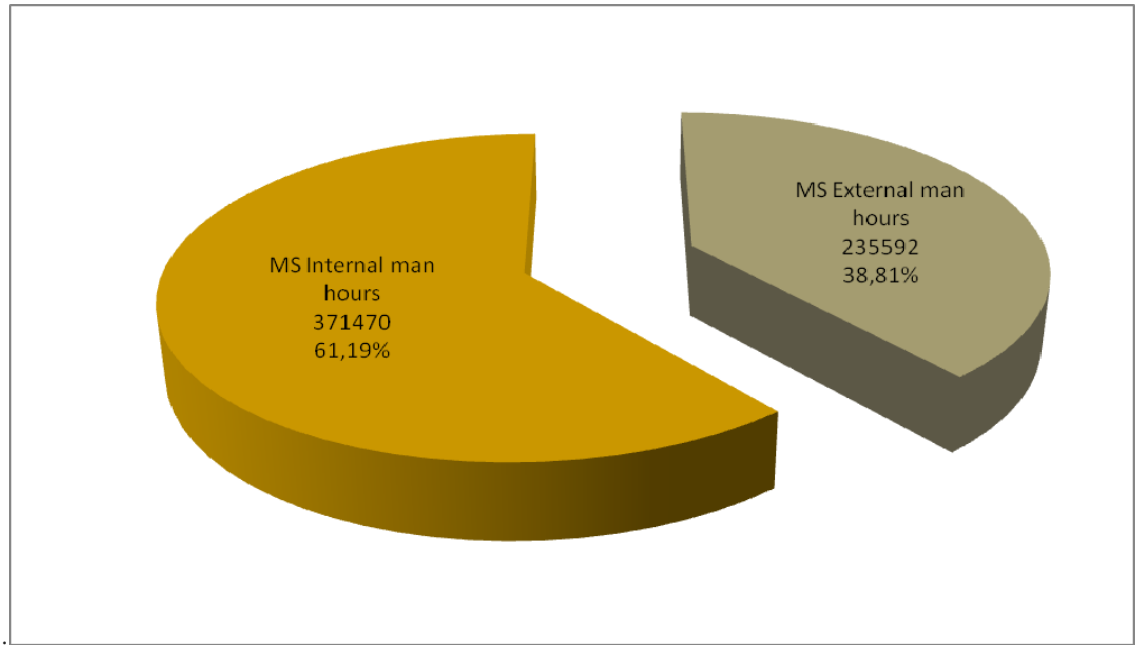

Figure 16: Member States man hours consumed in years 2014

Finally, Figure 16 presents the man-hours that the Member States have dedicated in 2014 for all MASP projects, as stated in the national annual reports. More precisely, as it is demonstrated in the figure, the internal man-hours consumed the majority of the projects operation, specifically 61.19% in comparison to the external-man hours that consumed 38.81%.

CONCLUSIONS

In conclusion, during the year 2014 the Commission together with Member States has been actively working on the progress of the MASP projects at legal, business, functional and technical level. The national reports have shown increasing activities related to the MASP projects, undertaken by the Member States (e.g. the introduction of costs for the three new projects CLASS, SPEED2 and CCN2).

2014 was a challenging year dedicated to create the conditions for application of the UCC with changes in the e-Customs Governance scheme and the introduction of the UCC Work Programme. The Customs 2020 new Governance scheme was put in place with the objective to closely supervise the planning and monitoring of the MASP projects and create transparency and efficient co-ordination between all stakeholders. The UCC Work Programme was established aiming to plan and manage the development of the electronic systems in a proper and staged manner.

The Commission and Member States worked on more projects in order to meet the challenging date of 2020 when, according to the UCC, all exchanges should be transferred from paper-based to electronic environment, i.e. all exchanges and storage of information should be made using electronic data-processing techniques. The budget and effort spent in 2014 have increased in comparison to 2013 but also distributed within more activities. Member States have begun to split the budget for the MASP projects, which are in the early stages of development.

It is anticipated that in the coming years the number of projects planned for deployment by 2020 will increase the CAPEX according to the planning of the MASP.

ABBREVIATIONS AND ACRONYMS

Acronym	Description
AEO	Authorized Economic Operator
AES	Automated Export System
AFA	Application for Action
AFIS	Anti-Fraud Information System
AGREX	Export Licence for exports of agricultural products from the Community
AGRIM	Import Licence for imports of agricultural products into the Community
AIX	Advanced Interactive eXecutive
ALVS	Automatic Licence Verification System
ARIS	Architecture of Integrated Information Systems (DG TAXUD has chosen ARIS produced by IDS-Scheer as a technical supporting tool for the business process modelling following the Commission overall policy of using ARIS software platform)
ATA	Admission Temporaire/Temporary Admission
BPM	Business Process Modelling
BTI	Binding Tariff Information
CAPEX	Capital Expenditures
CBG	Customs Business Group
CCIP	Customs Code Implementing Provisions
CCN; CCN2	Common Communication Network; Common Communication Network 2
CD	Customs Decisions
CDMS	Customs Decisions Management System
CDPF	Customs Declaration Processing Framework
CED	Common Entry Document
CITES	Convention on International Trade in Endangered Species
CLASS	Classification Information System
GNC	Globally Networked Customs
COM	European Commission
COPIS	Anti-Counterfeiting and Anti-Piracy System
CPG	Customs Policy Group
CRMS	Customs Risk Management System
CRS	Customer Reference Services
CS/MIS	Central Services – Management Information System
CS/RD; CS/RD2	Central System – Reference Data; Central System – Reference Data 2
CSI	Common Systems Interface

CTA	Common Test Application
Customs 2020	EU cooperation programme providing national customs administrations with the possibility to create and exchange information and expertise
CVED	Common Veterinary Entry Document
DA	Delegated Acts
DG ENV	Directorate General for Environment
DG MOVE	Directorate General for Mobility and Transport
DG TAXUD	Directorate General for Taxation and Customs Union
DG SANTE	Directorate-General for Health and Food Safety
eATA	Electronic Admission Temporaire/Temporary Admission
EBTI	European Binding Tariff Information
ECCG	Electronic Customs Coordination Group
ECG L&IT	Electronic Customs Group Legal and IT
ECICS	European Customs Inventory of Chemical Substances
ECS	Export Control System
EDB	Enforcement Database
EIS	European Information System
eIPR	Electronic Intellectual Property Rights
EMCS	Excise Movement and Control System
ENS	Entry Summary Declaration
EORI	Economic Operator Registration and Identification
EO	Economic Operator
EOS	Economic Operators System
eSAMANCTA	Electronic Sampling Manual for Customs and Tax Authorities
eTIR	Electronic TIR
EU	European Union
Fiscalis 2020	EU cooperation programme enabling national tax administrations to create and exchange information and expertise
GSP	Generalised System of Preferences
GUM	Guarantee Management
HLPG	High Level Project Group
IA	Implementing Act
IAM	Identity and Access management
ICD	Interface Control Document
ICS	Import Control System
ICT	Information and Communication Technology
INF	Information Sheet
ISPMB	Information Systems Project Management Board
IT	Information Technology

ITE	Integrated Tariff Environment
ITSC	Information Technology Steering Committee
ITSM	Information Technology Service Management
KEL	Known Error List
MASP	Multi-Annual Strategic Plan
MRA	Mutual Recognition Agreement
MR	(AEO) Mutual Recognition
NA	National Administrations
NCTS; NCTS2	New Computerised Transit System; New Computerised Transit System 2
OHIM	Office for Harmonization in the Internal Market (Trade Marks and Designs)
PICS	Programmes Information and Collaboration Space
PoUs	Proof of Union Status
PTC	Permanent Technical Committee
QUOTA; QUOTA2	A central database (managed by DG TAXUD) containing tariff quotas (limited quantities for a number of products for which the import Customs duty is reduced)
REX	Registered Exporters System
RM	Risk Management
RSS	Regular Shipping Service
SEAP	Single Electronic Access Point
SHA-2	A set of cryptographic hash functions designed by the NSA (U.S. National Security Agency)
SMS	Specimen Management System
SOA	Service-Oriented Architecture
SPEED; SPEED2	Single Point for Entry or Exit of Data; Single Point for Entry or Exit of Data 2
STORK	Secure Identity Across Borders Linked. The STORK project makes it easier for citizens to access online public services across borders by implementing Europe-wide interoperable cross border platforms for the mutual recognition of national electronic identity between participating countries
SURVEILLANCE; SURVEILLANCE2; SURVEILLANCE3	A central database (managed by DG TAXUD) providing statistics for all products imported into the EU customs territory and for certain products exported from the EU customs territory. SURVEILLANCE2 and SURVEILLANCE3 are the evolutions of the SURVEILLANCE system.
SW	Single Window
SW-CVED	Single Window - Common Veterinary Entry Document
TARIC	Integrated Tariff of the European Communities
TB	Terabyte
TCG	Trade Contact Group

TEMPO	TAXUD Electronic Management of Project Online
TIR	Transports Internationaux Routiers / International Road Transports
TRACES	TRAde Control and Expert System
UCC	Union Customs Code
UUM&DS	Uniform User Management & Digital Signature
UUM&DS-SAD	Uniform User Management & Digital Signature System Architecture Document
UCC WP	Union Customs Code Work Programme
UNECE	United Nations Economic Commission for Europe
VAT	Value Added Tax
WCO	World Customs Organisation
Country Codes	http://www.iso.org/iso/country_codes.htm (ISO 3166)