



2020 E-CUSTOMS ANNUAL PROGRESS REPORT

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1. OVERVIEW OF E-CUSTOMS PROGRESS PERFORMANCE¹

During the course of 2020, the Commission achieved several fundamental milestones related to the successful implementation of the ongoing e-Customs reform. The transition to a paperless environment is a priority for the Member States and the Commission, a commitment reflected in the completion of several legislative, business, IT and operational activities in the e-Customs domain.

In 2020, the Commission continued amending the existing legislation and introducing additional measures to strengthen the e-Customs framework for a modern Customs Union. Preparations for amendments to both the UCC DA and UCC IA were made with the objective to harmonise the common data requirements of the electronic customs systems across all Member States. Notably, **the amendment to the UCC DA, which was adopted on 7 December 2020**, introduced the revised Annex B, thus ensuring the alignment between the legal provisions relating to the data requirements and the functional and technical specifications for the trans-European systems. An additional amendment was drafted concerning the Implementing Regulation (EU) 2019/1026, which covers technical arrangements for the information exchange through the UCC UUM&DS, UCC CDS, UCC BTI, UCC EORI and UCC AEO projects. In particular, the proposed amendment, which was thoroughly discussed during 2020, extends the scope of the regulation to cover the following projects: UCC ICS2, UCC AES, UCC NCTS (Phase 5), UCC INF, UCC CCI, EU CTP and CRMS. In parallel, **the Commission delivered on 14 December 2020 the second annual UCC progress report, in pursuance of Article 278a of the UCC**. As indicated in the report, tangible progress was achieved notwithstanding the challenges posed by the COVID-19 pandemic outbreak.

In 2020, DG TAXUD in collaboration with JRC continued the analysis of the Foresight Study on the Future of Customs in the EU for the 2040 horizon which was launched in 2019 and was designed as a structured process to better comprehend the trends and drivers impacting the EU Customs and to gather collective intelligence for the long-term future. As a result, **the “Future of Customs in the EU 2040” was published by the Commission’s JRC on 10 December 2020**. The study envisaged how the world might look by 2040, and how policymakers can take actions now to ensure the EU Customs Union continues to benefit citizens, the environment, and the economy. The findings of the foresight process fed into the **Commission’s Customs Action Plan launched on 28 September 2020**, which puts forward a vision and a plan of ambitious actions to take the Customs Union to the next level.

A significant contribution to the implementation of the e-Customs framework and the overall modernisation of the customs domain is the EU Single Window Environment for customs. A trade facilitation measure, the EU SWE-C also intends to meet the Commission’s commitment for a digitalised approach to EU customs controls. **Following the preparation of the draft impact assessment, the Commission’s Regulatory Scrutiny Board (RSB) adopted the report on 15 July 2020**, paving the way towards the preparation of a pertinent legislative proposal. The legislative proposal foresees the development of the EU SWE-C on the basis of a twofold digital administrative cooperation (G2G and B2G), promoting collaboration between customs and partner competent authorities, and at the same time, enhancing trade facilitation in the EU. **The legislative proposal was included in the Customs Action Plan and on 28 October 2020 it was adopted by the College of Commissioners.**

¹ From a timeline perspective, the information of the report reflects the author’s perspective on 1 January 2021.

In view of the impending UK withdrawal from the EU on 31 December 2020, as stipulated in the Withdrawal Agreement, the Commission continued the transformation and the preparation of the customs systems in alignment with the legal requirements provided for in the UCC and the IE/NI Protocol. Numerous activities were conducted with the participation of the Member States as well as economic operators to ensure a successful and smooth transition.

Cooperation between the Member States, the Commission and the economic operators through a range of specialised project groups remained a key area of activity in 2020 despite the constraints imposed by the COVID-19 crisis. Active project groups continued to impel progress on the UCC CDS, UCC CCI, UCC ICS2, UCC NCTS Phase 5 and UCC AES, UCC PoUS and Import of Cultural Goods. A new project group on the UCC INF SP system was launched in 2020 in view of the anticipated deployment of the system, aiming to further analyse the business functionalities of the system. Notable progress was accomplished in the scope of customs IT collaboration through the activities of the ETCIT group. Following the establishment of ETCIT I in 2018, the second expert team ETCIT II was established, focusing on further expanding the collaborative ways of delivering customs IT in the future, aiming to increase the efficiency and quality of the Customs IT delivery and operations for strategic collaboration post 2025. An extension of the work under a third phase is considered necessary and useful in order to take the possibilities of IT collaboration further.

2020 was a very active year as concerns the MASP-C projects progress. Substantial efforts were invested in the implementation of various systems. In particular, the UCC INF SP, CCN2ng Release 1.1 and CCN2ng Release 1.2, UUM&DS Release 2 for ICS2 and COPIS eAFA, REX2 v2.4 OCTs, EU CSW-CERTEX (CHED-PP, CHED-D, ODS), e-Commerce & CP 42/63, UCC CDS v1.24 and CLASS (corrections) entered into operations. The systems deployed were AES Central convertor application Release 1.0, UCC INF SP, UUM&DS Release 2 for ICS2 and COPIS eAFA and EU CSW-CERTEX (CHED-PP, CHED-D, ODS). The systems that received “go decision” were UCC ICS2 Release 2, UCC CCI Phase 2, UCC REX3, EU CSW CERTEX Dual Use and UCC PoUs Phase 1 T2L/T2LF. In addition, conformance testing was performed for UCC ICS2 Release 1, while for the UCC AES and UCC NCTS Phase 5 projects the completion date is foreseen in 2021. Equally important activities were the creation of the Business Cases for the Import of Cultural Goods (ICG), UNECE eTIR and UCC GUM, as well as the Vision Documents for ICS2 Release 2, UCC CCI Phase 2, UCC REX3, EU CSW CERTEX Dual Use, UCC PoUs Phase1 T2L/T2LF and UCC PoUS Phase 2 CGM. **An overview of the MASP-C projects progress can be found in [Annex 2](#).**

Figure 1 below depicts the evolution of the UCC IT Implementation progress by the Commission, notably by DG TAXUD B since 2016. The initial development of the UCC IT implementation was planned to be completed in 2020 based on the MASP 2016. However, it was considered to be a very ambitious planning resulting in a re-evaluation during MASP 2017 and MASP-C Revision 2019 with a more realistic approach of the IT implementation of the systems. **A significant progress of 79% of the total UCC IT implementation has been reached in 2020 by DG TAXUD.**

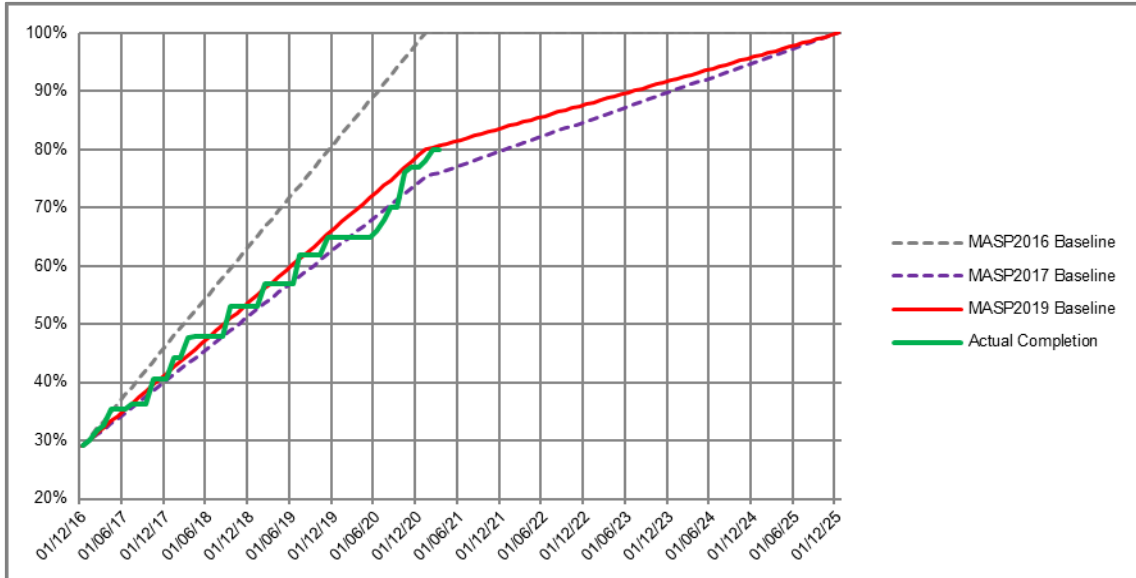


Figure 1: DG TAXUD UCC IT Implementation progress

As the e-Customs environment continues to develop and entails greater responsibilities, the Member States and the Commission face an evolving set of challenges in relation to e-Customs implementation. The effective identification, preparation and management of these challenges remains a high priority. To this end, **the Commission launched an IT modernisation programme focusing on the enhancement of the IT service provided to the Member States** through five tracks, addressing different IT related objectives. In addition, business continuity remained a core objective of the Commission. In 2020, several business continuity measures were adopted, and activities were conducted, the most notable being the initiation of Phase III of the IT BCMS Revamping project. Among the main objectives pursued by the project is the implementation of the necessary requirements in order to be able to support the **new Gold service level**. The deployment of new electronic systems and the continuous evolution of the existing ones has also led to the update of the Service Level Agreement and Terms of Collaboration documents by the Commission. Driven by the need to further align these documents with the MASP-C Revision 2019, they were validated and accepted by all Member States in summer 2020.

Furthermore, following the COVID-19 pandemic outbreak and in view of the substantial impact the pandemic exerted on the EU societies and economies, **the Commission, the Parliament and the EU leaders agreed on the creation of the Recovery and Resilience Facility**. Under this temporary financial instrument, the Member States can receive financial support to help them mitigate the economic repercussions of the pandemic and to lay the ground for a more sustainable EU.

It is evident that the emerging challenges cover a wide scope of topics, including the strengthening of controls to tackle fraud and security risks, the need for greater monitoring of the EU customs legislation, the imperative of improving efficiency, harnessing innovation and continuing to work with international partners in the field of customs. The e-Customs reform remains a dynamic process as the Commission continues to consolidate a new legal framework for the Customs Union with new working methods and IT tools, in partnership with the Member States.

In line with this commitment, the Member States and the Commission allocated a significant number of resources to e-Customs activities, both in terms of personnel and of investments. Figure 2 depicts the 2020 budget dedicated by the Member States and the Commission, showing that similar to 2019 and 2018, **the new IT system development** remained the core focus, **recording more than two-thirds of their**

overall combined budget. The remaining one-third of combined expenditure was dedicated to maintenance activities.

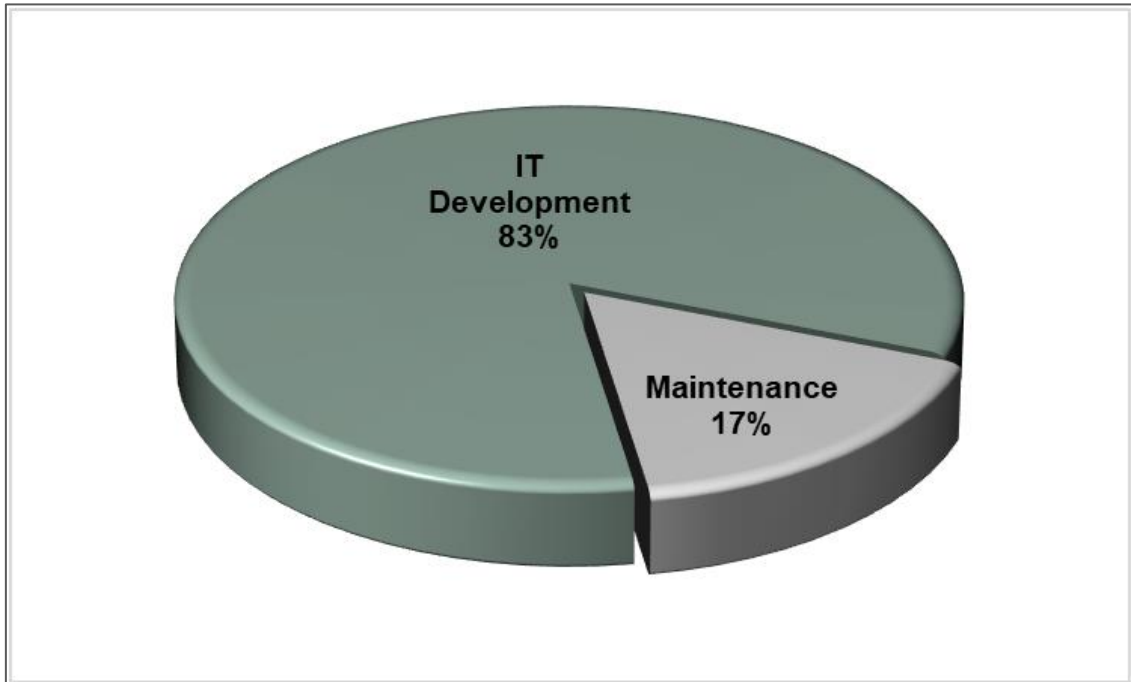


Figure 2: Commission and Member States' total expenditure on IT Development and Maintenance in 2020

Lastly, Figure 3 shows the combined cost during 2020 by the Member States and the Commission increased by 13.77% relative to the previous year. The total amount dedicated to e-Customs activities in 2020 was **245,291,612.32 €**.

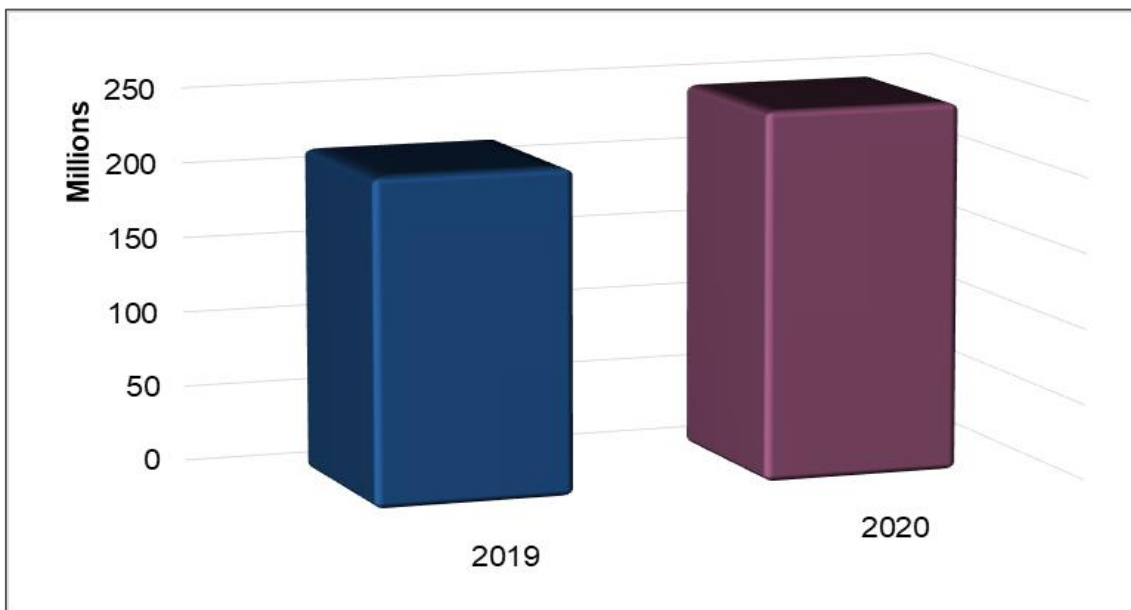


Figure 3: Commission and Member States' grand total on e-Customs activities in 2019-2020

2. INTRODUCTION

The 2020 e-Customs annual progress report is the thirteenth report prepared pursuant to Article 12 of the e-Customs Decision (Decision 70/2008/EC)², under which the Member States are required to assess the progress made towards coordinating the implementation of the e-Customs initiative. The Commission³ prepares a comprehensive report covering the annual operational (from a technical viewpoint) and financial strategic goals of the Member States within the scope of the e-Customs projects and supporting initiatives.

This year the Commission received 26 national e-Customs progress reports.

3. BACKGROUND

3.1 e-Customs Initiative

In 2003, the Commission issued an e-Customs Communication⁴ that contained proposals about a new simplified paperless environment for customs and trade. The e-Customs Communication carved out an important path towards radically simplifying customs regulations and procedures and integrating modern, efficient and uniform techniques within the EU Customs Union. The subsequent 2003 Council Resolution⁵ endorsed the objectives formulated in the e-Customs Communication, thus establishing the framework for the e-Customs initiative. Decision 70/2008/EC⁶ on a paperless environment for customs and trade, also referred to as the e-Customs Decision, is the key legislation related to the e-Customs initiative, promoting a shift to an interoperable electronic customs environment with a unified data system to facilitate communication between economic operators and customs authorities and to enhance security at EU's external borders.

3.2 Tasks and Coordination

Articles 5, 6 and 7 of the e-Customs Decision define the main components of the e-Customs systems and regulate the cooperation between the Member States and the Commission by specifying the tasks of both stakeholders for the development and the synchronised implementation of IT projects.

3.3 Governance of the e-Customs Implementation

Article 8(2) of the e-Customs Decision provides that the Member States and the Commission should jointly establish a Multi-Annual Strategic Plan for Customs (MASP-

² Decision No 70/2008/EC of the European Parliament and of the Council of 15/01/2008 on a paperless environment for customs and trade, OJ L 23, 26/01/2008, p. 21–26, <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32008D0070%2801%29>.

³ The European Commission is referred to as 'the Commission' throughout the document.

⁴ 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, <https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX%3A52003DC0452%2801%29>.

⁵ Council Resolution of 05/12/2003 on creating a simple and paperless environment for customs and trade, OJ C 305, 16/12/2003, p. 1–2, [https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1591292437326&uri=CELEX:32003G1216\(01\)](https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1591292437326&uri=CELEX:32003G1216(01)).

⁶ Decision No 70/2008/EC of the European Parliament and of the Council of 15/01/2008 on a paperless environment for customs and trade, OJ L 23, 26/01/2008, p. 21–26, <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32008D0070%2801%29>.

C)⁷ to ensure the effective management and coordination of all activities and tasks related to ongoing and future e-Customs projects. As an overall project management and planning tool, the MASP-C lays out the strategic framework and milestones for the implementation of the e-Customs initiative. It is an essential instrument for ensuring a smooth and coordinated implementation of all e-Customs IT projects, while reflecting a detailed operational planning. This implementation is based on a three-tier governance model, which consists of the Customs Policy Group (CPG) acting as a steering body at the policy level, the Electronic Customs Coordination Group (ECCG) at the coordination level and several groups consisting of specialists from the Member State administrations at the expertise level. The objective of this governance scheme is to enhance transparency and coordination among all stakeholders.

3.4 The Commission's and Member States' Responsibilities

The Member States and the Commission equally share the responsibility of facilitating the customs communication and information exchange systems by coordinating the setup, deployment and operation of the electronic systems at both European Union and national level.

4. E-CUSTOMS KEY MILESTONES AND ACHIEVEMENTS IN 2020

4.1 Union Customs Code (UCC) and core legislative framework

In 2020, the EU Customs Union remained a unique example, where all EU Member States work together as one by applying a uniform legislative framework for handling the import, export and transit of goods. The Commission continued to fulfil an active role in optimising the customs legal framework and procedures to meet the demand of increasing trade flows, new business models, and a constantly evolving technological environment. In this climate, where significant changes are needed, the emphasis of the EU customs modernisation over the last two decades shifted away from traditional business processes, towards the creation of a paperless environment for customs based on electronic exchange. In pursuit of this goal, in 2012 the Commission outlined a course of action for a more robust and unified Customs Union by 2020. Following the impact of the substantial legal changes introduced by the Treaty of Lisbon⁸, the UCC⁹ was adopted in October 2013. The UCC serves as the legal basis for a modern and electronic customs environment, allowing for an enhanced level of uniformity, efficiency, and communication between the economic operators and customs administrations.

The UCC legislation consists of a package of legal acts laying out requirements for the comprehensive functioning of the EU Customs Union. During the elaboration of this legislation, the Commission, national customs administrations and economic operators provided valuable contributions through consultations related to the development of the

⁷ Since 2018, the Multi-Annual Strategic Plan is abbreviated as MASP-C, with the suffix of 'C' denoting the specific focus on customs IT systems. This change is due to the elaboration in parallel of a MASP-T for taxation IT systems. Alignment between MASP-C and MASP-T will facilitate a more coherent approach to the implementation of IT systems where the customs and taxation domains interact. Due to this transition, MASP-C and other variations referring to the MASP framework are used interchangeably. The MASP-C Revision 2019 v1.1 serves as the baseline for this report. Nonetheless, its predecessor, MASP Rev. 2017 v1.4 remains a fundamental reference point for the implementation planning of e-Customs projects.

⁸ Treaty of Lisbon amending the Treaty on European Union and the Treaty Establishing the European Community, 2007 OJ C 306, 17/12/2007, p. 1–271, <https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=OJ%3AC%3A2007%3A306%3ATOC>.

⁹ Regulation (EU) No 952/2013 of the European Parliament and of the Council of 09/10/2013 laying down the Union Customs Code, OJ L 269, 10/10/2013, p. 1–101, <https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX%3A32013R0952>.

UCC Implementing Provisions, which were adopted as the Delegated Act¹⁰ (DA), Implementing Act¹¹ (IA), and Transitional Delegated Act¹² (TDA) to the UCC. The UCC DA, IA, and TDA came into force in May 2016, and provided the legal basis for the Commission to take measures to facilitate the transition to electronic customs systems and uniform application of the customs legal framework in the EU.

The digitalisation of the process of exchanging and storing information via the use of the UCC electronic systems proved to be quite complex during the preparation for the systems' deployment. Hence, Regulation (EU) 2019/632¹³ was adopted in 2019 amending Article 278 of the UCC. The new Regulation provided for an extension to the initial deadline for the continued transitional arrangements, entailing that the deployment of the UCC electronic systems shall be extended to 2022 and to 2025¹⁴. In addition, Article 278a¹⁵ was introduced, stipulating the Member States' reporting obligation towards the Commission and Commission's towards the Parliament¹⁶. Within this context, an annual report shall be submitted to the Parliament and the Council to inform on the UCC electronic systems' development progress and planning, based on the related information provided by the Member States twice per year. Pursuant to Article 278a of the UCC, the second annual report¹⁷ on the implementation of the UCC IT projects was drafted throughout 2020 and it was published in December 2020. Similarly to the procedure followed during the preparation of the first annual report in 2019, the second UCC annual report was based on the national planning of the Member States but also on a survey launched by the Commission, circulated among the Member States. The purpose of the survey was to gather and consolidate up-to-date information concerning the progress of the different projects. The Member States were required to indicate any possible delays against the deadlines included in their

¹⁰ Commission Delegated Regulation (EU) 2015/2446 of 28 July 2015 supplementing Regulation (EU) No 952/2013 of the European Parliament and of the Council as regards detailed rules concerning certain provisions of the Union Customs Code, OJ L 343, 29.12.2015, p. 1-557, <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32015R2446>.

Commission Delegated Regulation (EU) 2016/651 of 5 April 2016 correcting Delegated Regulation (EU) 2015/2446 supplementing Regulation (EU) No 952/2013 of the European Parliament and of the Council as regards detailed rules concerning certain provisions of the Union Customs Code, OJ L 111, 27.4.2016, p. 1-2, https://eur-lex.europa.eu/eli/reg_del/2016/651/oj/eng.

¹¹ Commission Implementing Regulation (EU) 2015/2447 of 24 November 2015 laying down detailed rules for implementing certain provisions of Regulation (EU) No 952/2013 of the European Parliament and of the Council laying down the Union Customs Code, OJ L 343, 29.12.2015, p. 558-893, <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32015R2447>.

¹² Commission Delegated Regulation (EU) 2016/341 of 17 December 2015 supplementing Regulation (EU) No 952/2013 of the European Parliament and of the Council as regards transitional rules for certain provisions of the Union Customs Code where the relevant electronic systems are not yet operation and amending Delegated Regulation (EU) 2015/2446, OJ L 69, 15.03.2016, p. 1-313, <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32016R0341>.

¹³ Regulation (EU) 2019/632 of the European Parliament and of the Council of 17 April 2019 amending Regulation (EU) No 952/2013 to prolong the transitional use of means other than the electronic data-processing techniques provided for in the Union Customs Code, OJ L 111, 25.4.2019, p. 54-58, <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32019R0632>.

¹⁴ The deadline of 2022 concerns the following national electronic systems: UCC Notification of Arrival (NA), Presentation Notification (PN) and Temporary Storage (TS), the UCC National Import Systems and the UCC Special Procedures. The deadline of 2025 concerns the six trans-European systems: UCC Guarantee Management (GUM), UCC Import Control System (ICS2), UCC Proof of Union Status (PoUS), UCC Centralised Clearance for Import (CCI), UCC New Computerised Transit System (NCTS), UCC Automated Export System (AES).

¹⁵ Article 278a UCC on Reporting Obligations introduced by Regulation (EU) 2019/632 of the European Parliament and of the Council of 17 April 2019, OJ L 111, 25.4.2019, p. 54-58, <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32019R0632>.

¹⁶ The European Parliament is referred as 'the Parliament' throughout the document.

¹⁷ Report from the Commission to the European Parliament and the Council, pursuant to Article 278a of the Union Customs Code, on progress in developing the electronic systems provided for under the Code, <https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX%3A52020SC0339>.

national planning as well as to describe the possible challenges that may emerge in the implementation of the projects. The 2020 report reveals that the challenges reported by the Member States are related to the complexity and interconnectivity of the electronic systems, the limited availability of resources, as well as the impact of the COVID-19 pandemic. Nevertheless, tangible progress was also achieved. As indicated in the report, the projects, which have not been yet deployed, are planned to be completed in accordance with the planning defined in the UCC Work Programme. The UCC annual report¹⁷ reflects all the developments pertaining to the IT systems since the UCC entered into force.

Since the entry into force of the UCC, ongoing dialogues about relevant legal issues among various stakeholders have led to further additions and amendments to the UCC legal package. Throughout 2020, preparations for amendments both to the UCC IA and the UCC DA were made. The shared objective of these two amendments is the harmonisation of the common data requirements of the electronic customs systems, by introducing the revised Annex B of UCC DA/IA, respectively. Further details on the amendments and the work on the revision of the Annex B can be found in section [4.2](#).

Apart from amendments to the UCC IA and DA, the Commission has enhanced the existing Implementing Regulation (EU) 2019/1026¹⁸, which covers technical arrangements for the exchange of information through the UCC Uniform User Management and Digital Signatures (UUM&DS), UCC Customs Decisions System (CDS), UCC BTI, UCC EORI and UCC AEO projects. To develop this existing legislation, the Commission continued its work and thorough discussions within the Customs Code Committee – General Customs Legislation section (CCC-GEN) it expanded the scope of the Implementing Regulation. The extended scope includes the following projects: UCC ICS2, UCC AES, UCC NCTS (Phase 5), UCC INF, UCC CCI, EU Customs Trader Portal (EUCTP), and Customs Risk Management System (CRMS). In addition, the new regulation contains rules on the data protection and arrangements related to the roles of the Member States and the Commission as controllers and/or processors. The consultations between the Member States and the Commission were initiated in September 2019, continued throughout 2020 and substantial progress was achieved. The Regulation is expected to be formally adopted in 2021. Discussions for a further extension of the scope of the Regulation with the view to include the UCC Registered Exporter system (REX) and the UCC Proof of Union Status (PoUS) are anticipated to continue during 2021.

In collaboration with the Member States, the Commission is coordinating the implementation of the UCC through the UCC Work Programme (UCC WP)¹⁹ and the MASP-C. The UCC WP, as defined by Article 280 of the UCC, lays down the IT architecture for the development and deployment of electronic systems, as well as the harmonisation and standardisation of interfaces. The UCC WP is of pivotal importance for detailing the implementation of the transitional measures related to the electronic systems and its content is closely linked to the MASP-C. A new version of the UCC WP²⁰ v 8.1 adopted by the Commission in 2019 continued to be applicable in 2020. It

¹⁸ Commission Implementing Regulation (EU) 2019/1026 of 21 June 2019 on technical arrangements for developing, maintaining and employing electronic systems for the exchange of information and for the storage of such information under the Union Customs Code, OJ L 167, 24.06.2019, p3-17, <https://eur-lex.europa.eu/eli/reg/impl/2019/1026/oj>.

¹⁹ Commission Implementing Decision (EU) 2019/2151 of 13 December 2019 establishing the Work Programme relating to the development and deployment of the electronic systems provided for in the Union Customs Code, OJ L 325, 16.12.2019, p. 168-182, <https://eur-lex.europa.eu/legal-content/en/TXT/?uri=CELEX:32019D2151>.

²⁰ Commission Implementing Decision (EU) 2019/2151 of 13 December 2019 establishing the Work Programme relating to the development and deployment of the electronic systems provided for in the Union Customs Code, OJ L 325, 16.12.2019, p. 168-182, <https://eur-lex.europa.eu/legal-content/en/TXT/?uri=CELEX:32019D2151>.

sets out the planning for the development and deployment of the 17 essential electronic systems²¹, as reflected in the amendment to Article 278 of the UCC.

All UCC related developments required remarkable collective efforts throughout the challenging period of the COVID-19 pandemic outbreak, which affected both customs operations as well as preparations related to the UCC electronic systems.

Key elements

- Second UCC annual progress report was published on 14 December 2020.
- An amendment to the Implementing Regulation (EU) 2019/1026 on technical arrangements is expected to be adopted by the beginning of 2021.

4.2 Revision of Annex B to the UCC DA and UCC IA and Change Management

Over the course of 2020, the Commission undertook the endeavour of drafting amendments both to the UCC DA²² and UCC IA²³. The key objective of these amendments was the revision of the respective Annex B with the view to achieve the harmonisation of the common data requirements between the different electronic customs systems.

The UCC DA amendment aims to harmonise the common data requirements for these systems in order to ensure interoperability and to facilitate the exchange of information between customs authorities, as well as between customs authorities and economic operators. The most recent amendment to the UCC DA, which introduces the revised Annex B, was adopted in December 2020. This amendment was the result of intensive work on the harmonisation of the common data requirements for declarations, notifications and proof of the customs status of Union goods that are set out in Annex B of the UCC DA. Besides the revision of Annex B, the amendment to the UCC DA includes legal provisions regulating the gradual incorporation of the revised Annex B to be aligned with the UCC Work Programme. The adoption of this amendment ensures the alignment between the legal provisions relating to data requirements and the functional and technical specifications for the trans-European systems (TES).

The UCC IA amendment concerns formats and codes of common data requirements, certain rules on surveillance and the competent customs office for placing goods under a customs procedure. This amendment is expected to be adopted and published in the beginning of 2021.

²¹ The UCC projects and related electronic systems included in the UCC WP are: UCC Registered Exporter System (REX), UCC Binding Tariff Information (BTI), UCC Customs Decisions, Uniform User Management & Digital Signature (UUM&DS), UCC Authorised Economic Operators (AEO), UCC Economic Operator Registration and identification (EORI) system, UCC Surveillance³, UCC Proof of Union Status (PoUS), UCC New Computerised Transit System (NCTS), UCC Automated Export System (AES), UCC Information Sheets (INF) for Special Procedures, UCC Special Procedures, UCC Notification of Arrival, Presentation Notification and Temporary Storage, UCC National Import Systems, UCC Centralised Clearance for Import (CCI), UCC Guarantee Management (GUM) and UCC Import Control System 2 (ICS2).

²² Commission Delegated Regulation (EU) 2021/234 of 7 December 2020 amending Delegated Regulation (EU) 2015/2446 as regards common data requirements, and Delegated Regulation (EU) 2016/341 as regards the codes to be used in certain forms, OJ L 63, 23.2.2021, p. 1-385, https://eur-lex.europa.eu/eli/reg_del/2021/234.

²³ Commission Implementing Regulation (EU) 2021/235 of 8 February 2021 amending Implementing Regulation (EU) 2015/2447 as regards formats and codes of common data requirements, certain rules on surveillance and the competent customs office for placing goods under a customs procedure, OJ L 63, 23.2.2021, p. 386-531, [EUR-Lex - 32021R0235 - EN - EUR-Lex \(europa.eu\)](https://eur-lex.europa.eu/eli/reg_impl/2021/235).

The harmonisation process required remarkable efforts which were necessary to achieve harmonisation of the data requirements for the trans-European systems, as well as national electronic systems and the systems used by economic operators. Therefore, the Commission aspired to employ this significant achievement of the harmonisation exercise as a baseline for forthcoming evolutions, in order to alleviate such impact for the future. To this end, arrangements for the management of future changes have been prepared. These arrangements will be based on a yearly exercise for the revision of the Annex B. The Commission, Member States and economic operators will have the opportunity to submit change requests, which will be assessed in the Data Integration and Harmonisation section of the Customs Expert Group and the Customs Code Committee. By involving all relevant stakeholders, the assessment of the change requests will seek to identify the impact on other policies, legislation and electronic systems. A Change Management document has been agreed in order to detail the process for changes in the UCC data requirements. This unprecedented document defines a planning of implementation depending on the impact and urgency of each change request, as well as the roles and responsibilities of the different stakeholders.

Key elements

- The UCC DA amendment was adopted on 7 December 2020.
- The amendment to UCC IA is expected to be adopted by the beginning of 2021.
- A Change Management procedure for yearly revision of the Annex B has been established.

4.3 EU Single Window Environment for Customs (EU SWE-C)

Each year, the Customs Union facilitates the trade of more than €3.5 trillion worth of goods. Efficient customs clearance and controls are essential to allow trade to flow smoothly while also protecting EU citizens, businesses and the environment. Currently, the formalities required at the EU's external borders often involve many different authorities in charge of different policy areas, such as health and safety, the environment, agriculture, fisheries, cultural heritage, market surveillance, etc. As a result, economic operators have to submit information to several different authorities, each with their own portal and procedures. This is cumbersome and time-consuming for economic operators and reduces the capacity of authorities to act in a unified way in combatting risks.

In recent years, 'single window' initiatives have gained momentum as a way of streamlining regulatory compliance in the EU. The 'single window' is a trade facilitation measure, which enables the economic operator to fulfil regulatory requirements for goods clearance by submitting data in a standardised manner to multiple recipients via a single-entry point, thereby reducing duplication, time and costs. In line with the EU political priorities of modernising the Customs Union, the Commission prepared an initiative called the EU Single Window Environment for Customs (EU SWE-C) to facilitate trade and enhance customs controls and compliance with non-customs regulatory formalities required for goods clearance. At the core of this vision is an improved digital collaboration between customs, competent authorities and economic operators allowing for a fully coordinated approach to goods clearance and a clearer overview at EU level of the goods that are entering or leaving the EU.

The initiative arises from the long-standing commitment of the Commission to promote a digitalised approach to customs controls at EU level. The 2014 Venice Declaration²⁴, endorsed by the Council Conclusions of 17 December 2014 on Electronic Customs and Single Window Implementation in the European Union, proposed a progressive action plan to implement and regulate single window services at EU level. In line with these commitments, the Commission launched a pilot project in 2015, the EU Customs Single Window-Common Veterinary Entry Document (EU CSW-CVED), jointly administered by the Directorate-General for Taxation and Customs (DG TAXUD) and the Directorate-General for Health and Food Safety (DG SANTE). The successor of the pilot project, the EU Customs Single Window Certificates Exchange project (EU CSW-CERTEX), expanded the scope of regulatory requirements²⁵ and enhanced the pilot's functionalities.

To further support the initiative, the Commission started the preparation of an impact assessment, under the leadership of DG TAXUD. The draft impact assessment report was submitted to the Commission's Regulatory Scrutiny Board (RSB) in March 2020 and was adopted in July 2020. Following the adoption of the impact assessment report by the RSB, the Commission worked closely with the Legal Service to prepare the legislative proposal. In addition, since December 2016, the Commission collaborated closely with the Member States and the Trade Contact Group²⁶, through the EU SWE-C project group, on the preparation of the legislative proposal. This project group collaborated extensively to provide input on different policy options for the EU SWE-C. The latter were taken forward as part of an external study²⁷ to also support the impact assessment. This study was launched to further assess these options and impacts of the implementation of this environment and its required legislation. Additional collaboration for the development of the legislation was pursued via an interservice steering group, chaired by the Secretariat General (SG), which allowed to integrate views of other DGs and services.

In the legislative proposal, the development of the EU SWE-C rests on two pillars of digital administrative cooperation. The first includes government-to-government (G2G) digital cooperation between customs and partner competent authorities through EU CSW-CERTEX to support the automated verification by customs of the non-customs formalities required for goods clearance. This would allow partner competent authorities to properly monitor and control the quantities of authorised goods imported or exported, while enabling customs to be informed in real time of the decisions taken by partner authorities. The second pillar, business-to-government (B2G) digital cooperation, focuses on various ways of streamlining clearance processes for economic operators when dealing with certain EU non-customs regulatory requirements. The proposal also foresees additional facilitation measures to support the G2G and B2G cooperation.

Firstly, the measures involve extending the use of the Economic Operator Registration and Identification (EORI) system to partner competent authorities, as defined in the legislative proposal. To facilitate their collaboration with customs, partner competent authorities will be granted access to the EORI system for validation purposes. This

²⁴ <http://data.consilium.europa.eu/doc/document/ST-16507-2014-INIT/en/pdf> (The Venice Declaration is annexed to the December 2014 Council Conclusions).

²⁵ Five new certificates were introduced as of 2020: Certificate of Inspection (COI) for imports of organic products, Forest Law Enforcement, Governance and Trade (FLEGT) for imports of timber and the Common Health Entry Document for Plants and Plant Products (CHED-PP), Ozone-depleting Substance (ODS) and Fluorinated Greenhouse Gases (F-GAS) licences.

²⁶ [Register of Commission Expert Group: Trade Contact Group \(TCG\)](#).

²⁷ [Study to support the impact assessment of the initiative for developing an EU Single Window environment for customs](#).

means that they can request the EORI number from economic operators in the context of their regulatory formalities and validate it against the data stored in the EORI system. Secondly, the measures related to the appointment of national coordinators in each Member State to integrate and regulate all activities associated with the effective functioning of the EU SWE-C.

The legislative proposal was announced in the new Customs Action Plan²⁸ published in September 2020 as part of President von der Leyen's commitment to take the Customs Union to the next level. The proposal was adopted by the College of Commissioners on 28 October 2020 and submitted thereafter to the Parliament and the Council for review in line with the ordinary legislative procedure.

The legislative proposal builds on the UCC customs modernisation and digitalisation approach and expands it to digital collaboration between customs authorities and partner competent authorities to enhance trade facilitation in the EU. The implementation of the EU SWE-C offers a win-win situation for both the national authorities involved in goods clearance and economic operators. A fully coordinated and more effective clearance process will ensure that the regulatory formalities required for the international trade in goods are properly enforced, ultimately leading to substantial economies of scale and a better protection of the EU citizens in the single market.

Key elements

- The legislative proposal was adopted by the College of Commissioners on 28 October 2020.
- The legislative proposal is included in the new Customs Action Plan, which was published on 28 September 2020.

4.4 Preparation Activities for UK Withdrawal from the EU

Under the procedure outlined in Article 50 of the Treaty of the European Union, the UK was foreseen to complete its withdrawal from the EU by 1 February 2020 and has become a 'third country'²⁹. The end of the transition period was stipulated in the Withdrawal Agreement³⁰, by 31 December 2020. Until that date, the EU law was applied in the UK³¹. During the transition period, the Commission started the negotiations for an agreement on a new partnership, providing notably for a free trade area. On this basis, the Commission continued the transformation and the preparation of the customs systems and conducted a series of technical seminars, assessments, and coordination activities with the Member States and the economic operators during 2020 to ensure a successful and smooth transition. The Commission also reviewed and updated the existing Customs guidance³² document, published on the Europa website, which referred to the end of the transition, as well as the "Guidance on the Use of GB and XI (Annex B) Geonomenclature codes for the implementation of the IE/NI Protocol"³³.

²⁸ https://ec.europa.eu/taxation_customs/general-information-customs/customs-action-plan_en

²⁹ A third country is a country not member of the EU.

³⁰ Agreement on the withdrawal of the United Kingdom of Great Britain and Northern Ireland from the European Union and the European Atomic Energy Community, OJ L 29, 31.1.2020, p. 7 ("Withdrawal Agreement").

³¹ Subject to certain exceptions provided for in Article 127 of the Withdrawal Agreement.

³² https://ec.europa.eu/info/sites/info/files/brexit_files/info_site/guidance-customs-procedures_en_0_0.pdf

³³ https://ec.europa.eu/taxation_customs/sites/taxation/files/use_of_gb_and_xi_codes_guidance.pdf

In parallel, coordination meetings were organised with the UK Task Force, the Commission and the UK to discuss appropriate preparations, in particular pertaining to the IT implementation issues and implications of the Ireland/Northern Ireland (IE/IN) Protocol, technical discussions on IT systems for customs, VAT, Excise IT issues, “XI” prefix for EORI numbers and the CCN gateway. Additional meetings took place to assess the progress on the Withdrawal Agreement implementation work and to analyse the IT impact of the Northern Ireland (XI) Protocol in customs area. To ensure a smooth transition, the Commission introduced legal and procedural questionnaires to assess IT readiness and progress made with the UK. Detailed technical questionnaires for each IT customs system were also prepared. During 2020, the Commission completed the impact analysis of the Northern Ireland Protocol on the IT customs systems.

After the end of the transition period on 31 December 2020, the EU rules in the field of customs, and in particular the Regulation (EU) No 952/2013 of the European Parliament and of the Council of 9 October 2013 laying down the Union Customs Code (‘UCC’)⁸, including its supplementing and implementing acts, no longer applied in the UK³⁴, whereas the Protocol on Ireland/Northern Ireland (‘IE/NI Protocol’) was applied³⁵. The IE/NI Protocol is subject to periodic consent of the Northern Ireland Legislative Assembly, the initial period of application extending to four years after the end of the transition period³⁶.

Key element

- Flawless delivery of the Brexit IT systems transition of 31/12/2020 to 01/01/2021.
- The transition period for the UK withdrawal from the EU ended on 31 December 2020 as per the Withdrawal Agreement.
- As of 1 January 2021 the Protocol on Ireland/Northern Ireland (‘IE/NI Protocol’) was applied.

4.5 e-Customs Governance

The Customs 2020 programme is a multiannual action programme with the aim to facilitate and enhance cooperation between national administrations in the EU. The programme is the key for the implementation of interoperable, interconnected, and unified customs IT systems that underpin the functioning of the EU Customs Union. The main role of the Customs 2020 programme is to provide a secured platform for the efficient and reliable exchange of information between the national customs administrations, as well as economic operators. Based upon the conclusions of the mid-term evaluation of the programme conducted by the Commission in 2018³⁷ substantial gains have been identified in the efficiency of customs IT systems. Greater harmonisation of customs procedures, more uniform implementation of the legislative framework for customs, enhanced information sharing and the realisation of economies of scale in terms of system development and operation are all benefits stemming from the implementation of the customs IT programmes. The EU’s Customs programmes

³⁴ Regarding the applicability of the UCC in Northern Ireland, see Part B of this notice.

³⁵ Article 185 of the Withdrawal Agreement.

³⁶ Article 18 of the IE/NI Protocol.

³⁷ The Commission completed a mid-term evaluation of the Customs 2020 programme in accordance with Article 18(2) of the Customs 2020 Regulation in June 2018.

are crucial in supporting the implementation of the UCC. Aiming to further assist customs administrations to cope with the increasing trade flows and the emerging trends and technologies, the Commission adopted a new approach where the Customs programme actions under the Multi-Annual Financial Framework (MFF) of seven years 2021-2027 will be disseminated into Multi-Annual Work Programmes (MAWP) instead of an Annual Programme as it has been under previous MFF programmes. The preparations for the first MAWP covering the period 2021-2022 started in 2020 and is expected to be approved in April 2021. The Customs programme supports the essential cooperation between customs authorities across the European Union and protects the financial and economic interests of the EU and its Member States. It allows the joint development and operation of major, pan-European IT systems and establishes networks, bringing together national officials from across the EU.

The Commission is responsible for the implementation of the Customs 2020 programme and allocates appropriate resources to ensure the effective functioning and modernisation of the EU Customs Union through joint actions such as project groups, expert teams, trainings, and other activities. To this end, 157 e-Customs related meetings with a total of 2,480 participants were convened during 2020 under the auspices of the Customs 2020 programme. More particularly, 28 meetings with a total of 273 participants concerned trainings related to IT systems. Although the meetings held in 2020 were reduced by approximately 25% compared to 2019 due to COVID-19 travelling restrictions, many activities continued to take place online under the Customs 2020 programme, ensuring business continuity. Further details on the training services for customs officials can be found in section [1.6.3](#) of Annex 1.

In accordance with the overall e-Customs IT strategy, the yearly review of the MASP-C activities is an important factor in ensuring a well-coordinated approach to planning and project management. This process enables the relevant stakeholders to scrutinise in phases different business and IT documents and to coordinate in an efficient manner in various domains, including policy development, legislative measures, business requirements and technology advancements. The MASP-C Revision 2019 (v1.1) served as a baseline for project activities by the Member States and the Commission during 2020. The MASP-C offers a comprehensive overview of future customs projects including a timeline for the project delivery dates and reflects the progress made in various policy areas, such as the UCC or the EU Single Window environment for customs (EU SWE-C). MASP-C Revision 2019 v1.1 was aligned to the UCC WP v 8.1.

The Joint Research Centre (JRC) in partnership with DG TAXUD launched a Foresight Study on the Future of Customs in the EU for the 2040 horizon³⁸ in 2019, drafted under the mandate of the CPG. This foresight exercise is designed as a structured process to better comprehend the trends and drivers impacting the EU Customs and to gather collective intelligence for the long-term future. In December 2020, the “Future of Customs in the EU 2040”³⁹ was published by the Commission’s JRC. The results of the foresight project explored how the world might look by 2040, and how policymakers can take actions now to ensure the EU Customs Union continues to benefit citizens, the environment, and the economy. The Customs Union is a foundation of the EU and an essential element of the single market. Customs has a significant role in protecting EU revenues and the security, health and prosperity of EU citizens and businesses. The findings of the foresight process fed into the Commission’s [Customs Action Plan](#), which puts forward a vision and a plan of ambitious actions to take the Customs Union to the next level. The Customs Action Plan was launched in September 2020 with a view to ensure a more coherent, innovative and efficient Customs Union. While

³⁸ [The Future of Customs in the EU 2040, EU Policy Lab](#).

³⁹ <https://ec.europa.eu/jrc/en/publication/eur-scientific-and-technical-research-reports/future-customs-eu-2040>

acknowledging the impact of the COVID-19 crisis on customs authorities as well as economic operators, 17 actions are set out in the Customs Action Plan responding to four areas of intervention: risk management, e-commerce, promotion of compliance and customs authorities acting as one. These actions, to be achieved in the period up to 2025, are intended as a first step towards the 2040 vision.

Key elements

- The MFF activities in Customs will be split in Multi-Annual Work Programmes (MAWP).
- The preparations for the first MAWP covering the period 2021-2022 started in 2020 and it is foreseen to be approved in April 2021.
- The “Future of Customs in the EU 2040” study was published on 10 December 2020.
- 157 e-Customs related meetings with a total of 2,480 participants were convened during 2020 under the auspices of the Customs 2020 programme.

4.6 Customs IT Collaboration

While the UCC provides a single EU framework for customs rules and procedures, the development and upgrade of IT systems required for the completion of customs formalities are a joint responsibility of the Member States and the Commission. The UCC systems can assume diverse forms, being either decentralised, central, distributed or hybrid systems. In addition, the Member States operate national IT systems which may require further upgrades. The Commission therefore works closely with the Member States to deliver on many aspects that are key to the realisation of customs IT systems, including common planning, analysis, and systems requirements documents.

The Member States and the Commission share the objective of delivering customs IT projects efficiently and in accordance with the national budgetary priorities. In this respect, measures are actively taken to avoid duplication of efforts by stakeholders in the development of electronic systems for customs. The scale of upgrades to existing systems and creation of new IT systems necessary to implement the UCC reinforces the need for cost-effective allocation of resources by the Member States and the Commission. This is further provided for in the legislative framework underlying the EU Customs Union and the UCC, establishing the flexibility needed for a diversified IT delivery model.

Throughout 2020, the Commission reaffirmed its commitment to support the Member States in their collaboration on the IT planning and development, despite all difficulties in the fields of communication and cooperation. The Member States kept their commitment to the customs IT collaboration and challenged the Commission to provide further support with regards to the hosting of their collaboratively built IT systems and the possibilities to work under joint procurement. Following the establishment in 2018 of the Expert Team on new approaches to develop and operate customs IT systems (ETCIT I) and based on the conclusions reached during the execution of the group's tasks, the activities and the strategic work continued within the context of the second expert team ETCIT II. Led by SE, the 16 participating Member States⁴⁰ cooperate towards the objectives agreed in the Council Conclusions on the way forward to

⁴⁰ Belgium, Czechia, Germany, Estonia, France, Italy, Cyprus, Lithuania, Luxemburg, Hungary, Malta, the Netherlands, Portugal, Romania, Slovakia and Sweden.

developing Customs IT systems⁴¹, by carrying out a study, including the scope of a pilot project, stakeholder analysis, financing options and possible involvement of a permanent structure or shared supplier for IT, in line with the Tallinn Declaration⁴² on eGovernment. The focus of the second phase of ETCIT II lies in identifying collaborative ways of delivering customs IT in the future, aiming to increase efficiency and quality of the IT delivery and operations, by studying novel approaches and analysing legal and governance frameworks. Further objectives include the identification of suitable options for new pilots and recommendations for the way forward towards the implementation of a long-term strategy on Customs IT and delivering a vision for strategic and operational IT collaboration post 2025. To this end, a survey addressed to the Member States was launched in 2020 regarding the evaluation of the collaboration scenarios developed by ETCIT. The outcome of the survey confirmed that Member States are interested to collaborate in areas beyond those defined in the MASP-C and it highlighted pilot projects, which can serve as a basis for future discussions. The proposed pilot projects are related to e-Commerce, advanced analytics and application of artificial intelligence, Blockchain technology and the digital transformation of the customs administrations. Further to this, ETCIT II actively contributed to the future of the Customs Union through participation in the Foresight group and the Customs Action Plan, in particular in points 16 and 17. Specifically, point 16 concerns deploying and deepening cooperation mechanisms under the Customs programme 2021-2027 and point 17 refers to a smarter management of the customs union.

The activities of the ETCIT II team are expected to conclude at the end of 2021. However, the extension of the work under a third phase is considered necessary and useful in order to take the possibilities of IT collaboration further. A business case has been elaborated in order to support this proposal under the new MAWP 2021-2022.

Key elements

- Under the Customs IT Collaboration (ETCIT II), a survey conducted in 2020 reconfirmed the Member States' interest to collaborate in areas beyond MASP-C.
- The areas indicated by Member States for future collaboration include, projects related to e-Commerce, advanced analytics and application of artificial intelligence, Blockchain technology and the digital transformation of the customs administrations.

4.7 e-Customs Project Groups

The Commission performs a managing and facilitating role to ensure the proper implementation of the Customs 2020 Programme by linking its activities with the overall e-Customs objectives. This programme facilitates the sharing of the knowledge of experts from the Member States who, together with the Commission, collaborate in project groups⁴³ to analyse national customs practices and identify challenges in the correct implementation of EU customs legislation. In this context, various project groups continued their activities and new project groups were established to address

⁴¹ [Council Conclusions on the way forward to developing Customs IT systems.](#)

⁴² Ministerial Declaration on eGovernment – the Tallinn Declaration, <https://digital-strategy.ec.europa.eu/en/news/ministerial-declaration-egovernment-tallinn-declaration>.

⁴³ The UCC project groups are established at expertise level based on the governance model outlined in MASP-C/Annex3.

specific concerns and render recommendation reports on IT system implementation. Chaired by DG TAXUD, several sessions of these project groups took place in 2020.

The CPG has contributed expertise and advice to the Commission in the field of customs cooperation for more than five decades. The crucial role fulfilled by the CPG in the formation of EU customs legal framework and procedures was formalised through its establishment as an expert group⁴⁴ in 2018. The CPG expert group continues to be made up of director-level representatives of the Member State customs administrations, while formalisation endows it with a greater role in defining policy, strategy, and objectives for the EU Customs Union, in close coordination with the Commission. In 2020, the CPG assumed an active role in view of the outbreak of the COVID-19 pandemic. A crisis coordination session of the CPG was organised in April 2020 to address the crisis and to provide coordinated answers to issues raised by the Member States. The Commission informed the Member States about the measures taken to tackle the COVID-19 crisis, in particular in the areas of risk management and controls, while ensuring the correct application of the customs legislation.

Launched in January 2018, the UCC CDS project group continued convening throughout 2020. The UCC CDS project group brings together the contributions of customs experts representing 19 Member States⁴⁵ with the objective of identifying, analysing, and developing solutions to operational business issues affecting the UCC CDS. Notably, the UCC CDS project group serves as a key intermediary in capturing lessons-learned from the operation of UCC CDS v1.00 and applying these towards continuous improvement of the UCC CDS v1.22, which was deployed in operations on 29 June 2020. Over the course of 2020, the UCC CDS project group discussed open business issues and potential improvements, including the incorporation of the UCC Guarantee Management (GUM) project as an extension of the UCC CDS, as well as the amendment of the UCC Annex A and the corresponding updates of the system.

Given the significance of the UCC Centralised Clearance for Import (CCI) project for trade facilitation and the complexity of this endeavour, two different project groups were established to focus on UCC CCI development activities (UCC CCI IT Phase 1 and UCC CCI Phase 2). The UCC CCI IT project group, which initiated its work in July 2019, has been assigned the task of producing the technical specifications of UCC CCI Phase 1. The IT and business experts representing 13 Member States⁴⁶ continued having sessions during 2020. The technical specifications were prepared and approved in 2020 in view of the planned deployment date of 1 March 2022 with the forerunner Member States. In view of this, the Commission initiated in September 2020 the UCC CCI Phase 1 Forerunner meetings with the participation of two Member States⁴⁷ to identify potential IT issues and ensure smooth deployment of the CCI system. The project group on UCC CCI Phase 2 is focused on the functional specifications of the system and held its first meeting in October 2019. Representatives of 10 Member States⁴⁸ have been actively involved in identifying and developing proposals for the processes and the new functionalities to be implemented in the UCC CCI Phase 2. The Business Case for the UCC CCI Phase 2 v0.5 was formally approved by the ECCG and TCG in October 2019. The business processes and functional specifications for

⁴⁴ Commission Decision of 7 June 2018 formalising the Commission Customs Policy expert group, C/2018/3530, OJ C201, 12.6.2018, p. 3-7, <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32018D0612%2801%29>.

⁴⁵ Belgium, Czechia, Denmark, Germany, Estonia, Ireland, Spain, France, Italy, Latvia, Lithuania, Hungary, the Netherlands, Poland, Portugal, Romania, Slovakia, Finland and Sweden.

⁴⁶ Belgium, Germany, Greece, Spain, France, Latvia, Lithuania, Luxemburg, Hungary, the Netherlands, Austria, Portugal, and Finland.

⁴⁷ Spain and France.

⁴⁸ Belgium, Czechia, Denmark, Germany, Spain, France, the Netherlands, Austria, Portugal and Finland.

Phase 2 were completed during 2020 and the technical specifications are expected by June 2022 in view of the planned deployment date in October 2023.

Regular meetings of two further IT project groups dedicated to the UCC ICS2 and the UCC NCTS and UCC AES systems were organised during 2020. The participants of the UCC ICS2 project group engaged in diverse activities related to the different releases of the UCC ICS2 system. The work on the common Operational Guidance for release v1.2 was initiated in the beginning of 2020 and several sessions of the project group were dedicated to the elaboration of the End-to-End organisation document. Preparations were made for the migration strategy from Release 1 to Release 2 as well as for the Business Continuity Plan (BCP), which was discussed extensively during the project group meetings. Further to this, the project group participants contributed to the update of the common functional system specifications for Release 3 through the creation of business scenarios and the mapping of the data requirements. A number of webinars were organised with the view to address Member States' questions with regards to Release 1 and Release 2.

Over the course of 2020, the UCC NCTS and UCC AES project group continued to contribute to the update of the technical system specifications for the UCC NCTS Phase 5 and UCC AES systems in alignment with the revision of the UCC Annex B. The technical system specifications were approved by the ECCG in August 2020. Intensive discussions were held during the project group sessions with the view to actively contribute to the quality of the UCC AES and UCC NCTS Phase 5 systems in operations, by identifying and solving potential issues that could arise during the national deployments. Although the project group was initially foreseen to take place until the end of 2020, it is being considered to continue the work done within this context until all Member States enter into operations, thus helping with the improvements of the UCC AES and UCC NCTS Phase 5 specifications and testing.

The project group on the Import of Cultural Goods, coordinated jointly by the business and policy units of DG TAXUD, met during several sessions throughout 2020. Comprised of 11 Member⁴⁹ States with representatives from customs administrations and Ministries of Culture of each Member State, the project group continued to pursue its two-fold objective. Firstly, to build an e-Licensing system to be used by the economic operators and the competent authorities, which will be interconnected to the customs IT environment. Secondly, to establish the implementing provisions for the Implementing Regulation that will support the system. In 2020, progress was made towards the creation of the Business Process Models (BPMs), reflecting the technical and functional requirements of the system and discussions were focused on the draft Implementing Act. The Business Case was completed and approved in September 2020 and the preparation for Vision Document is expected to start within the first semester of 2021.

The project group on the UCC Proof of Union Status System (UCC PoUS), formed by representatives of five Member States⁵⁰, continued to meet periodically in 2020. Created in 2019, the project group has been given the mandate to identify and develop proposals for the processes and the new functionalities of the PoUS system in alignment with the UCC requirements. In 2020, the project group activities included the update and approval of the Level 3 and Level 4 BPMs, as well as of the Vision and Architecture Overview documents related to the first phase of the project. Work on the second phase of the project was also initiated in 2020, relating to the Customs Goods Manifest (CGM) and the alignment of the PoUS system to the Single Window. This is expected to continue in 2021.

⁴⁹ Belgium, Bulgaria, Germany, Spain, France, Italy, Latvia, the Netherlands, Austria, Portugal and Romania.

⁵⁰ Denmark, Germany, Spain, Cyprus and Lithuania.

In line with the legal obligations stipulated in the UCC DA for the use of the UCC Standardised Exchange of Information (INF) system for Special Procedures, the deployment of the UCC INF system was planned for June 2020. In light of the anticipated deployment, as defined in the UCC WP, the UCC INF Special Procedures business project group was launched in April 2020. Representatives of 12 Member States⁵¹ convened periodically during 2020 within the context of the project group in order to further investigate the business functionalities of the system and to identify possible inconsistencies in the legislation related to the implementation of the UCC INF project. The project group activities were focused on the creation of the Business User Guide and the drafting of the privacy statement, which is integrated in the electronic system. Discussions on further business issues will be carried out in 2021.

In support of the continuous evolution of the UCC legal package, the Customs Expert Group on Data Integration and Harmonisation (CEG-DIH) convened periodically throughout 2020. Within this forum, the Member States and the Commission discussed extensively the amendment to the UCC DA with respect to the revision of Annex B. The work was focused mainly on the harmonisation of the common data requirements of the electronic systems for declaration, notifications and proof of the customs status of Union goods. This endeavour was completed with the adoption of the UCC DA amendment in December 2020.

Key elements

- Several already existing or newly created Project Groups supported the activities of the Customs 2020 Programme.
- The UCC INF Special Procedures business project group, created in 2020, supported the on time UCC INF delivery in July 2020.

4.8 Supporting Instruments

The Business Process Modelling policy is considered as an essential instrument for the EU Customs Union in addressing the need for a higher level of uniformity and harmonisation, thus enhancing efficiency. Given the complex business environment of EU customs, the BPMs aim at enhancing the common understanding of the customs process flows and of the practical implications of their implementation. As such, the enhancement of the BPM policy remains a paramount objective for the e-Customs architecture. During 2020, the Level 1 to Level 4 BPMs for the second release of the re-engineered EU CSW-CERTEX were updated and finalised. In addition, the Level 3 and Level 4 models of the EU CSW-CERTEX release adding Dual Use domain were finalised in the fourth quarter of 2020. Furthermore, updates were delivered for the UCC INF for Special Procedures, the UCC CCI, UCC CDS and the UCC PoUS projects, as well as for the Import of Cultural Goods eLicensing system. The relevant updates are elaborated in the corresponding project fiches under Annex 1 of the present report.

ARIS, a software tool, is used as a facilitating instrument for the BPMs, enabling the reusability and continuous improvement of business processes and data. All EU Customs BPMs are available to the Member States and the economic operators via the ARIS Business Publisher. In 2020, the ARIS Platform and ARIS Publisher achieved 99.9% availability rate for systems in production and 98.9% for conformance testing. An update (release 10) was performed with the view to have a version in production that is supported by the software vendor, while ARIS 9 Publisher remained accessible

⁵¹ Belgium, Czechia, Denmark, Germany, Greece, Spain, France, Croatia, Poland, Portugal, Romania, and Finland.

as an archive of publications. 561 new models were created for different modelling projects in 2020, for a total number of 18,467. The total number of ARIS users is 636, including Member States, economic operators and Commission staff. 38 “MSEXPORTDB” services were provided for delivering BPM content to national authorities of 11 Member States, which represents a double increase of this type of service. 62 publications of BPMs were created for the Member States and DG TAXUD.

Indispensable to the efficient functioning of the e-Customs architecture is data exchange. The objective is for trans-European IT systems and national customs clearance systems to be based on the EU Customs Data Model (EUCDM). The EUCDM serves as a technical instrument that models the data requirements laid down in EU Customs legislation and presents a single and genuine source of information for the technical developments of the different IT systems that are used for data processing by customs in the European Union. Besides the legal data requirements for customs data, the EUCDM also contains the mapping of the EUCDM data elements against the WCO Data Model (version 3.8.1), thus allowing the understanding of the EU legal requirements for the international community of customs professionals. Over the course of 2020, the EUCDM was updated several times resulting in the current version 5.2 which was published in July 2020. Annex 21-01 and Annex 21-02 of the UCC IA are integrated in EUCDM v5.2. In parallel with the improvements carried out in EUCDM v5.2, EUCDM 6 design (6d) was published in December 2020. This proof of concept (PoC) release of EUCDM is based on the draft legal texts of the UCC DA and UCC IA and contains only limited datasets. In addition to the already mentioned releases, the Commission advanced the work on EUCDM 6. The EUCDM 6 will be based on the revised Annex B to the UCC DA and to the UCC IA and will include all datasets. Moreover, the data elements included in EUCDM 6 will be mapped against the WCO Data Model v3.10 and, once released, it will replace EUCDM 5.2 as well as EUCDM 6d. EUCDM 6⁵² is foreseen to be published by the second quarter of 2021. In addition to all the updates, it has also been noted that the number of visits to the platform and the usage of the EUCDM platform increased by 23.29% during 2020 in comparison to 2019. The total number of pages visited in 2020 was 417,504 compared to 331,200 in 2019.

In 2020, the Commission continued supporting the electronic exchange of information through the Common Communication Network/Common System Interface (CCN/CSI) and the CCN product services, which achieved a 99.98% availability rate in production. The high rate of availability supported a traffic volume of more than 42 terabytes (TBs) of data between January and December 2020, or the equivalent of more than 8,373 million messages exchanged. Traffic volume and number of exchanged messages both increased between 2019 and 2020, by 31% and 21.3%, respectively. In parallel with ongoing operation of CCN/CSI, the Commission continued to develop infrastructure enhancements under the CCN2 project. Several trainings on the CCN2 development and CCN2 testing took place throughout 2020.

Equally important for the support of information exchange are diverse tools employed by the Commission in order to ensure the efficient coordination of the e-Customs projects and the effective collaboration between the Member States and the Commission. The Programmes Information and Collaboration Space (PICS) and the Communication and Information Resource Centre for Administrations, Businesses and Citizens (CIRCABC) are invaluable communication tools, designed to facilitate the flow of information. PICS is an online working platform dedicated to Customs 2020 Programme activities, which supports the exchange of information between the Member States and the Commission. CIRCABC is a web-based application developed

⁵² EU Customs Data Model (EUCDM), <https://bit.ly/EUCDM>.

by the Commission to share information and resources in workspaces over the web to Member States and other stakeholders. In 2020, security of the PICS and CIRCABC tools was enhanced by introducing a two-factor authentication so as to obtain access to certain Commission services.

The Register of Commission Expert Groups and other similar entities⁵³ is further enhancing communication and further reaffirming Commission's commitment to the transparency principle. The Register, which is publicly accessible, provides information on the diverse expert groups, which contribute to the preparation of legislative proposals by the Commission and the implementation of EU legislation. The mission of each expert group as well as information related to the expert groups' activities are included in the Register.

Taking into consideration the need for further modernisation in the collaboration between the Member States and the Commission for the future, the use of Microsoft 365, Microsoft Teams and WebEx platforms acquired significant growth in 2020. In light of the challenges posed by the COVID-19 pandemic and the increasing need for online meetings, the Commission took immediate steps to facilitate the cooperation with the Member States.

In addition to the tools and instruments employed by the Commission to support the digital transition of the EU Customs Union, DG TAXUD implemented an active training and capacity building programme during the course of 2020. More than 320 eLearning courses⁵⁴ were available to users from Member States and Customs 2020 participating countries in several languages. As depicted in the Figure 4 below, a survey on EU Customs Training activities conducted in 2020 showed that 18,106 customs officials were trained⁸⁷ during the reporting year.



Figure 4: Professionals trained with EU eLearning portfolio

Furthermore, the English and localised versions of the eLearning courses available at the EUROPA website have been used to train more than 1 million economic operators, indicating the significance of the training possibilities for the economic sector across

⁵³ [Register of Commission Expert Groups and other similar entities.](#)

⁵⁴ All data regarding training activities is based on the DG TAXUD's training report accessible via Access to Documents procedure.

the EU. In 2020, a new “download portal” was created, offering to users the possibility to download several courses in parallel, which facilitated users to have effective multiple trainings. Subsequently, the number of downloads increased enormously, and most users downloaded more than 3 eLearning courses at once.

The users expressed their partial or complete satisfaction with the provided courses with respect to the content as well as the used technology. Specifically, the eLearning modules of UCC BTI, EU Customs Trader Portal for UCC BTI and UCC INF Special Procedures were efficiently used in 2020 and highly appreciated by customs officers and economic operators. A slight decrease of 14% in the use of the EU eLearning courses for the area of customs has been observed in 2020 compared to 2019, but the overall number of downloads from EUROPA website has increased from 10,529 in 2019 to 34,347 in 2020. The AEO eBook continued to attract significant interest from customs officials and national administrations participated actively in CLEP (Common Learning Event Programme) events, which were offered in online settings during 2020 following the COVID-19 outbreak.

The significance of the training possibilities offered is highlighted by the fact that the national administrations have integrated the EU eLearning portfolio as part of their national training. As detailed in the Figure 5, the implementation of the eLearning courses in the public sector is mainly achieved at national level through the national Learning Management System (LMS) or the intranet of the relevant authorities.

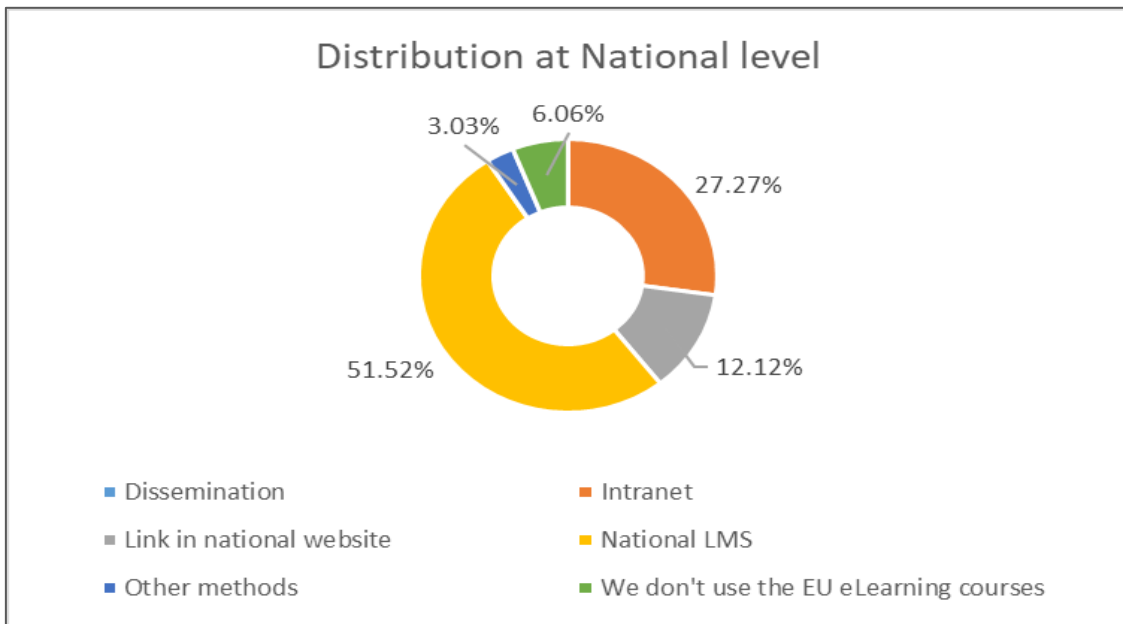


Figure 5: Distribution of EU eLearning portfolio at national level

DG TAXUD intends to continue focusing on the localisation of the training courses in the various official EU languages under the ‘Centralised Localisation’ scheme, thus responding to the increasing request by the national administrations. Furthermore, during 2020, DG TAXUD has worked in the development of an LMS platform, which would facilitate the access to the provided material for all stakeholders, to increase a positive impact of the training initiative on the digitalisation of the EU Customs Union.

Key elements

- The ARIS tool was updated to version 10 and achieved 99.9% availability rate for systems in production and 98.9% for conformance testing.
- EUCDM was updated to version 5.2 in July 2020 and EUCDM 6d was published in December 2020.
- 321 eLearning courses helped to train 18,106 customs officials and more than 1 million economic operators. The focus of the training activities was to provide the content in national languages, to develop shorter and multi-modulated courses and to use 3D and advanced branching scenarios.
- In light of the challenges posed by the COVID-19 pandemic and the increasing need for virtual meetings, the Commission took immediate steps to facilitate the cooperation with the Member States.

4.9 IT Modernisation

In 2020, an IT modernisation programme was initiated aiming at improving the IT service provided to the Member States, as well as to internal stakeholders. This initiative complements the systems' and infrastructure's upgrades, as defined in the MASP-C, with the necessary reusable architecture components and with modern, agile and flexible software development approaches. The IT modernisation programme will allow Member States and DG TAXUD to reduce the time-to-operation for new and upgraded systems, to increase flexibility in addressing new challenges and to remain relevant from a technological standpoint in today's IT market. DG TAXUD's Directorate B is having a lead role and is closely involved in the management of this programme in an effort to ensure coherence in its implementation.

The Member States and the Commission have agreed on an IT strategy, as described in the Annex 5⁵⁵ of MASP-C, aiming to rationalise the total cost of ownership of the customs IT systems, without altering the way national authorities exercise their responsibilities. The high availability and reliability of centralised IT services is identified as one of the key objectives of this IT strategy. Electronic customs systems, such as the UCC Registered Exporter system (REX), Customs Decisions, UCC UUM&DS, CRS, CS/RD2 and UCC ICS2, which form the backbone of the EU movement systems in the context of the UCC, require adequate capacity and the ability to support a significantly increased number of external users. To achieve this, it is essential to design, develop, deploy, operate and maintain resilient and secure solutions, which are simultaneously flexible enough to provide short reaction times to new challenges.

The IT modernisation programme is organised in five tracks, with each track addressing different IT related objectives:

- Track 1: IT governance, programme and project management;
- Track 2: IT architecture and infrastructure;
- Track 3: IT service continuity;
- Track 4: Agile software development;
- Track 5: Development, Security and Operations (DevSecOps).

⁵⁵ [IT Strategy, MASP-C Annex 5 Revision 2019](#)

Track 1 touches upon horizontal governance, programme and project management activities. Those activities include the adoption of corporate standard PM² project management methods, harmonisation of project templates and progress reporting, the streamlining of quality assurance processes and the implementation of comprehensive information security and data protection strategies.

Track 2 concerns the IT architecture and infrastructure, as set out in MASP-C fiche 4.7. More specifically, track 2 aims at the implementation of all architecture and infrastructure layers that are required for the deployment and operation of central services by 2022 in order for the trans-European systems to be highly available, flexible and secure. A new “Gold” service level with a 99.8% information system availability is foreseen as of the third quarter of 2022, which increases significantly the existing Bronze and Silver services with the availability 99.4% and 99.6%, respectively.

In pursuance of the objectives outlined in the MASP-C fiche 4.9, the revamping of DG TAXUD’s IT Business Continuity Management System (IT BCMS), initiated in 2018, attempts to ensure that previous investments in preparedness will be effectively translated into recoverability, when required, in alignment with the business objectives and priorities of the Customs community. Track 3 aims to address these objectives by raising the maturity of processes, organisation, standards and guidelines to adequate levels. In particular, this is to be achieved through the update of various crucial IT BCMS documents, such as the IT Business Continuity Plan, the Disaster Recovery (DR) Plans, and the negotiation of new Service Level Agreements to support the new Gold service level.

Agile software development is the focus of Track 4. To reduce time-to-market, costs and risks of obsolescence, the development teams from DG TAXUD and the Member States need to embrace the agile software development approach. With its recent SOFT-DEV Call for Tender, DG TAXUD’S Directorate B has unambiguously taken the first step towards these modern practices by transforming its Software Development Life Cycle (SDLC). The agile methodology will initially be applied internally; nevertheless, it will be further examined how the collaboration with the Member States can benefit from the agile methodology. DG TAXUD IT project managers are already participating in training related to the Commission’s corporate “PM² Agile” methodology.

Unlocking the benefits of a modern architecture and infrastructure, DevSecOps is the key enabler to drastically reduce delays and to shorten implementation and deployment of services. As described under track 5, key DevSecOps capabilities are being built so as to improve the efficiency and effectiveness of its end-to-end SDLC. The aim is to foster a collaborative culture between development and operations contractors across the application and infrastructure landscape. Additionally, particular emphasis is given to embedding security aspects throughout the process. DG TAXUD Directorate B is currently carrying out a DevSecOps pilot, using Transition Network Analysis (TNA), Dispositions d’Application du Code 6 (DAC6) and Tariff Application Technical Architecture and Framework new generation (TATAFng) systems. The pilot aims to identify a set of tools, collaboration processes and organisation to provide the new SOFT-DEV contractor with the appropriate environment at the start of its mission. The outcomes of this pilot are expected by mid-2021.

Key elements

- The IT Modernisation programme was initiated in 2020, aiming at improving the IT service provided to the Member States, as well as to internal stakeholders.
- A new Gold service level with a 99.8% information system availability is foreseen as of the third quarter of 2022.

- The IT modernisation programme is organised in five tracks, addressing different IT related objectives:
 - Track 1: IT governance, programme and project management;
 - Track 2: IT architecture and infrastructure;
 - Track 3: IT service continuity;
 - Track 4: Agile software development;
 - Track 5: Development, Security and Operations (DevSecOps).

4.10 IT Business Continuity Management System (IT BCMS)

As set out in DG TAXUD's Strategic Plan 2016-2020⁵⁶, ensuring the business continuity of existing electronic customs systems in an increasingly complex IT environment remains a core objective. In fulfilment of this ambition, DG TAXUD has invested in the IT modernisation programme, mentioned under section 3.9, as well as in business continuity monitoring.

Following the recommendations made on the IT Business Continuity Management System (IT BCMS) revamping Phase II, the revamping of DG TAXUD's IT BCMS Phase III project was initiated in summer 2020. The aim was to further raise the overall maturity of the system through the review, refresh and standardisation of the new Availability and Continuity Service levels as adopted in Phase II and the continuous update of various crucial IT BCMS documents, such as the IT Business Impact Analysis and Risk Assessment, the IT Business Continuity and Crisis Management Plans and the Disaster Recovery Plans. Additionally, further objectives are to support and improve the IT Duty Officer initiative by ensuring DG TAXUD's IT continuous readiness for dealing with disruptive incidents as well as the monitoring of the effectiveness of the continuity system through the implementation of new Key Performance Indicators, dashboard and reporting. Furthermore, IT BCMS Phase III intends to develop the roadmap to the implementation of the required arrangements to support the new Gold Service Levels as of Q3 2022 including the alignment of the existing SLAs to new Service Levels adopted. More to this, extended Disaster Recovery exercises are conducted on an ongoing basis, to ensure the in-action effectiveness of the Disaster Recovery solutions in place.

DG TAXUD monitors business continuity in terms of the performance of core customs IT systems and infrastructure. One of the current measurements of the performance of the business continuity of the IT systems is indicated via the Common Communication Network (CCN), which experienced noteworthy growth during 2020. The CCN applications exchanged 8.5 billion messages during the year, with an increase of 21.39% compared to 2019, when 7 billion messages were exchanged. This increase in the quantity of messages exchanged has coincided with a volume growth of 21.72%, from 11.2 TBs in 2019 to 13.6 TBs in 2020. Figure 6 below illustrates the evolution of CCN message quantities and volume exchanged since 2008.

⁵⁶ Strategic Plan 2016-2020: DG TAXUD, Ref. Ares (2016) 1266241 – 14.03.2016.

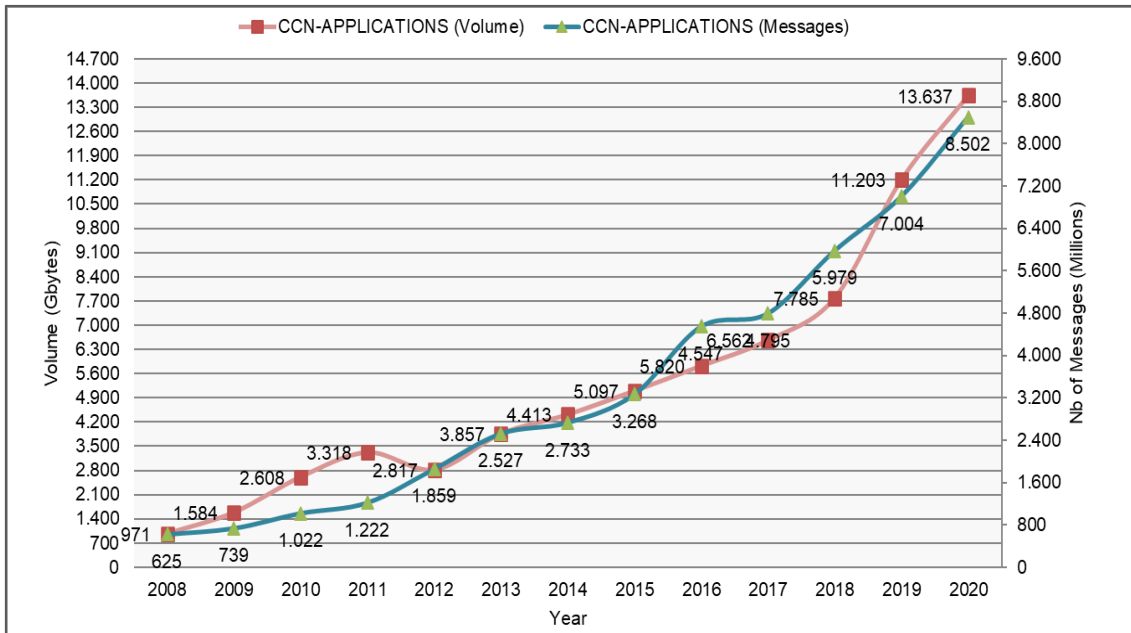


Figure 6: Evolution of CCN message quantities/volume

Figure 7 depicts the progress of the exchanged message quantities since 2008 for the European Binding Tariff Information (EBTI), Export Control System (ECS), Economic Operators System (EOS), New Computerised Transit System (NCTS), Import Control System (ICS), Surveillance, and Specimen Management System (SMS) projects. In comparison to 2019, a significant increase was observed for Surveillance up to 136.88% during 2020, whereas EBTI (57.41%), ECS (0.87%), EOS (5.2%), NCTS (1.45%), ICS (2.53%) and SMS (30.52%), experienced considerable decrease.

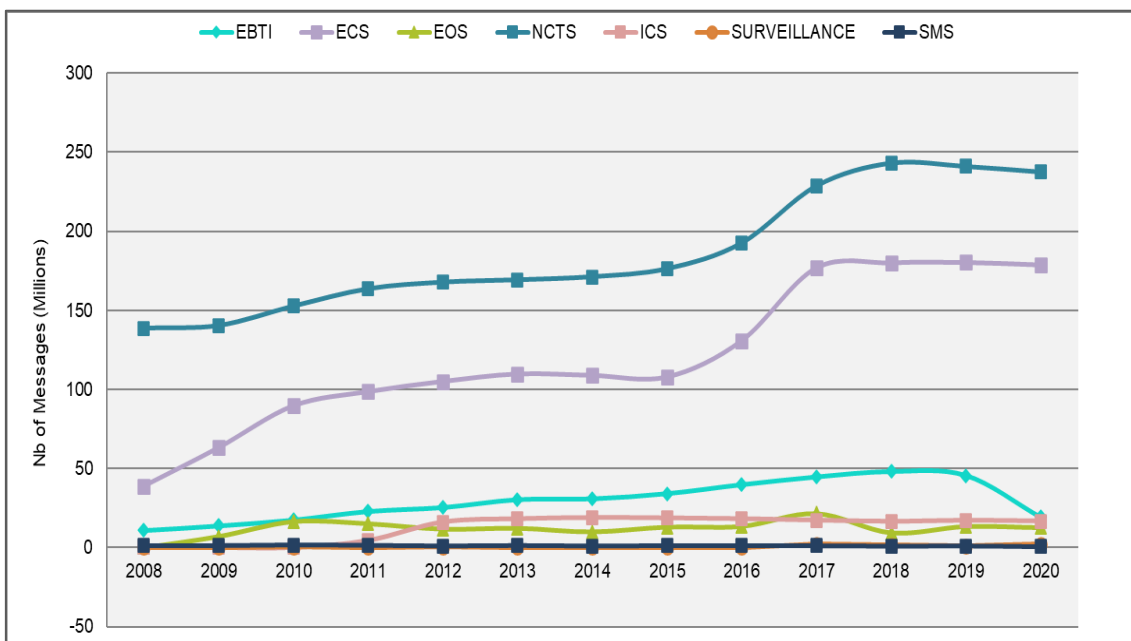


Figure 7: System message evolution

Figure 8 presents the distribution of messages exchanged per system (EBTI, ECS, EOS, NCTS, ICS, COPIS⁵⁷, Surveillance and SMS) in 2020. The quantity of messages

⁵⁷ Anti-Counterfeiting and Anti-Piracy Information System (COPIS)

exchanged by the movement systems, such as NCTS, ECS, and ICS represents 88.88% of the total number of messages exchanged by all systems, compared with 82.64% in 2019. As noted, there was a 7.55% increase between 2019 and 2020 in the percentage of the messages exchanged.

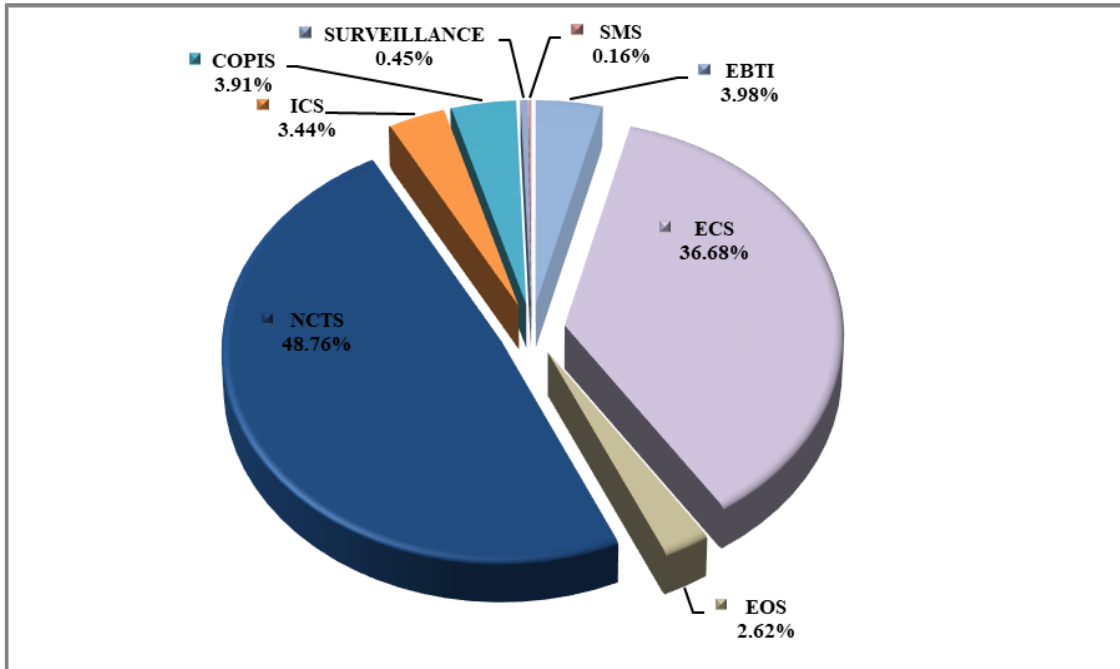


Figure 8: CCN messages distribution per system application

Key elements

- The revamping of DG TAXUD’s IT BCMS Phase III project was initiated in summer 2020.
- The aim of the IT BCMS Phase III revamping was to further raise the overall maturity of the system through the review, refresh and standardisation of the new Availability and Continuity Service levels as adopted in Phase II and the continuous update of various crucial IT BCMS documents.
- The CCN applications exchanged 8.5 billion messages during the reporting year, with an increase of 21.39% compared to 2019.

4.11 Service Level Agreement (SLA) and Terms of Collaboration (ToC)

Service Level Agreement (SLA) and Terms of Collaboration (ToC) documents define the rights and obligations of all parties and the success of the Customs TES depends upon their proper implementation. The documents are prepared by the Commission and adopted by the Member States. During 2020, the Commission updated all SLA and ToC documents for Customs TES, covering the new systems and the evolution of the existing ones. The upgrade of the documents was driven by the need to align the documents with the MASP-C Revision 2019. The new documents have been published to the ECCG in July 2020 for validation and they were finally accepted by all Member States. The set of documents were the following:

- ToC for Customs TES

The development and operation of the Customs TES is regulated by a ToC document, which outlines the terms and conditions under which the identified parties will

collaborate to meet the defined scope. The objective is to provide a collaborative framework for the delivery of high-quality TES that meet the needs of the users.

➤ ToC for Single Portal for Entry or Exit of Data (SPEED)

The ToC document defines the mutual obligations of the Commission and the National Project Teams from the Member States and the Russian Federal Customs Service (RFCS) within the SPEED Computerisation Project. The document presents a common basis for co-operation and identifies the conditions under which all involved parties collaborate within the project.

➤ SLA for Service Desk

The document specifies a substantial set of mandatory requirements that all National Service Desks (NSDs) and the Central Service Desk (CSD) must fulfil. This SLA defines the interface between the CSD and the NSDs, as well as between the NSDs of different National Administrations. In addition, this document sets the target and limit values for the call/incident acknowledgement and for the call/incident management to be performed by both the NSDs and the CSD and presents the call/incident flow for the CSD.

➤ Service Catalogue

The Service Catalogue for the National Administrations outlines the available services and specifies the way of ordering them. The services in scope are the services that are delivered by the Commission and its contractors.

➤ Guidelines for NSDs

The document proposes an adequate organisation for the NSD team and discusses the rules and procedures that could govern the daily operations of the NSDs. This includes the procedures for registering and following up the incidents, notifications and escalation mechanisms, and gives details of the fall-back procedures for situations when the NSD tool is unavailable. The document sets the target and limit values for the call/incident acknowledgement and for the call/incident management to be performed by both the NSDs and the CSD and presents the call/incident flow for the CSD. The document also takes into account the various options offered to the National Administrations to organise the Service Desk(s) in the e-Customs context.

Key element

- The SLA and ToC documents were updated in alignment with the MASP-C Revision 2019.

4.12 Innovative Technology Solutions

In 2020, the Commission continued its efforts on the “Blockchain@TAXUD” initiative to explore the possible use of blockchain technology in the context of e-Customs and taxation policies. In February 2020, the Proof of Concept (PoC) SEED-on-Blockchain was deployed over CCN and it was finalised in April 2020, having concluded the foreseen tests with the six participating Member States. In parallel, DG TAXUD closely collaborated with DG DIGIT and DG CNECT with the view to evaluate whether the European Blockchain Services Infrastructure (EBSI) could be a suitable platform to build decentralised Trans-European systems, starting with the Import One-Stop Shop Value-Added Tax (IOSS VAT) identifiers sharing system. A new PoC “EBSI IOSS VAT identifiers Distributed Registry (IOSS-DR)” was launched in June 2020. The first step was the creation of the high-level specifications and it was followed by the design of the

first iteration of the PoC and the assessment for its implementation, which was completed in November 2020. Further related activities included the cooperation with the Joint Research Centre (JRC) to examine architecture solutions in order to ensure performance, security and resilience, as well as compliance to the GDPR. In addition, preparatory work was initiated jointly with DG DIGIT for the implementation of the first iteration, which is foreseen for the beginning of 2021.

Throughout the year, DG TAXUD continued its consideration of additional innovative technology solutions, with a strong focus on data. Data is at the heart of DG TAXUD's emphasis on shaping policies to support the design of modern and interoperable electronic systems. As such, DG TAXUD and the Member States' customs administrations have always been at the forefront of data harmonisation and of the compliance with international standards. Responding to the Commission's strategic intent to become a data-driven organisation, DG TAXUD issued a document already at the end of 2019 presenting the DG TAXUD Data Strategy as a means to maximise the value from data assets while remaining in alignment with the Commission Data Strategy⁵⁸. This data strategy is intended to facilitate data exploitation, as well as the integration of the data in the daily operations of the organisation. Such a strategy is deemed essential in order to deal with data in an efficient and effective manner. Within this context, people, data value and tools have been identified as the key enabling factors of DG TAXUD's data strategy. Particular emphasis has been placed on the operationalisation of the right roles to manage and exploit data as well as on the identification of existing data assets and the management of data in an adequate manner. Further to this, the creation of a Data Lab has been considered as a possible effective tool for exploiting data. Setting up the proper Data Governance and providing a platform that will facilitate data usage through analytical tools can support DG TAXUD towards the achievement of the objectives set by the Commission with regards to data driven policy making.

In 2020, DG TAXUD marked remarkable progress towards the creation of a Data Lab, laying the foundation for a central data platform that will be used to distribute data across the organisation. DG TAXUD deals with a large amount of data related to the establishment and facilitation of customs procedures and the development and implementation of policies and legislation, among others. Creating a single data platform, where all this information is accessible to everyone, is vital for any data-driven organisation and contributes substantially to maximising the value of the data. To this effect, the Business Case on the Data Lab was approved in December 2020. The Data Lab is expected to become operational in the first quarter of 2021 and training sessions have already been planned for the future users of the platform.

Key element

- The Business Case on the Data lab was approved in December 2020, laying the foundation for a central data platform that will be used to distribute data across the organisation.

4.13 The Recovery and Resilience Facility

Following the outbreak of the COVID-19 pandemic and its considerable impact both from a social and an economic perspective, the Commission, the Parliament and the EU leaders agreed on a recovery plan with the objective to alleviate the damage

⁵⁸ <https://digital-strategy.ec.europa.eu/en/policies/data-governance>

caused by the pandemic and to pave the way towards a more sustainable EU. The Recovery and Resilience Facility is the centrepiece of NextGenerationEU, the temporary instrument designed to boost this recovery, and it aims to provide financial support for reforms and investments undertaken by the Member States. The financial support, in the form of grants and loans, will serve a two-fold objective: to help Member States mitigate the economic repercussions of the pandemic and to make EU economies and societies more resilient and better prepared for the emerging challenges in view of the green and digital transitions.

To gain access to the fund, which is expected to be operational as of 1 January 2021, Member States were requested to submit draft national recovery and resilience plans concerning the electronic customs in October 2020. Those plans are meant to provide an overview of the envisaged reforms and investments, focusing on the green and digital transitions and in alignment with the country-specific recommendations⁵⁹, as defined under the 2020 European Semester, as well as the EU flagship areas. More specifically, the plans to be submitted by the Member States were requested to include a minimum of 37% climate-related and 20% of digital expenditures, respectively. To help the Member States prepare their national plans, the Commission adopted in September 2020 an operational guidance document⁶⁰, reflecting the scope of the Recovery and Resilience Facility, the appropriate structure for the national plans and the assessment criteria. The Member States have started to elaborate their recovery and resilience plans at the end of 2020 with the support of DG TAXUD, as well of other DGs. With respect to customs aspects, those plans are expected to focus on the main priorities deriving from the actions indicated in the Customs Action Plan, as well as on the UCC IT implementation (e.g., UCC ICS2, UCC AES and UCC NCTS national components). The Member States were requested to present their plans by 30 April 2021. Following the submission of the finalised recovery and resilience plans by the Member States, the Commission will examine whether the assessment criteria are fulfilled and will then proceed by setting out the financial contributions, milestones and targets for each Member State. The Member States are required to implement the national designated reforms and investments by 2026.

Key element

- The Recovery and Resilience Facility will provide financial support to the Member States to help them mitigate the economic repercussions of the COVID-19 pandemic and to lay the ground for a more sustainable EU.

5. COSTS

5.1 Costs incurred by DG TAXUD on IT systems development in 2020

Figure 9 outlines the Commission's costs committed under the 2020 budget for IT system development and maintenance as well as customs coordination. The common Customs 2020 joint action budget pertains to participation costs in the programme events, such as the ECCG and the technical sub-group meetings. Other costs associated with joint actions that cover promotional activities and IT training sessions under the Customs 2020 programme are also included in this category.

⁵⁹ [2020 European Semester: Country Specific Recommendations/Commission Recommendations.](#)

⁶⁰ [Commission Staff Working Document, Guidance to Member States, Recovery and Resilience Plans.](#)

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System/Activity		Commission budget for 2020 (EUR)	Committed (EUR)
	UCC Customs Decisions System (CDS)		600.000,00
	UCC Proof of Union Status (PoUS)		200.000,00
	UCC BTI Phase 1		100.000,00
	UCC Automated Export System (AES)		200.000,00
	UCC Transit System including (NCTS)		200.000,00
	COPIS eAFA		100.000,00
	UCC CCI		200.000,00
	UCC Customs Decisions/Generic Trader Portal		100.000,00
	UCC Guarantee Management (GUM)		200.000,00
	UCC Special Procedures (information sheets)		100.000,00
	Surveillance3		200.000,00
	UCC ICS2 (Common Repository & STI)		1.080.000,00
	CLASS		330.000,00
	Customs Union Performance (CUP-MIS)		200.000,00
	CS/MIS2		300.000,00
	EU Single Window environment for customs (EU SW-C)		1.450.000,00
	T-REX		144.350,00
	Cultural Goods e-Licensing system		100.000,00
	IT Architecture Customs		100.000,00
	Subtotal:		5.904.350,00
CCN2			5.617.212,39
	Activities related to Business Process Modelling (BPM)		750.000,00
	Studies and Development Subtotal		12.271.562,39
	Maintenance (corrective/evolutive) of Customs systems		4.942.295,17
	Operations of IT systems		22.004.700,37
	Communication network CCN/CSI and other middleware (e.g. SPEED2)		3.132.500,00
	Procurement of H/W & S/W COTS		11.107.029,78
	Hosting		1.000.000,00
Common costs Customs2020	E-customs joint actions - ECCG meetings		262.875,00
	E-customs joint actions - Trainings		1.826.077,22
	Promotion activity		50.000,00
	Quality Assurance including TEMPO		2.500.000,00
	Intra-muros services		7.846.998,57
	Horizontal budget (e.g. PICS, ARIS, CMS, SMT)		35.000,00
	GRAND TOTAL		66.979.038,50

Figure 9: Commission's costs in year 2020 (expressed in €)

As detailed in Figure 9, the Commission's 2020 costs for e-Customs have reached **66,979,038.50 €**. In contrast with the overall costs allocated in 2019 (82,141,289.43 €), a decrease of 18.46% is observed in 2020. This is principally due to the reduction in the costs distributed to the category of studies and development, which compared to 2019 decreased by 29%. A decrease was also observed in the maintenance and operation of IT systems categories. Nonetheless, the activities did not decrease, rather the budget needs were assured from the previous years (front-loading) and the enhancement of the systems' operability led to their improved performance.

Despite the decrease of the cost dedicated to the "studies and development" of IT systems, this category along with "operations" were the two main ones that absorbed most of the Commission's costs in 2020, as it can be observed in Figure 10 below. In addition, similarly to the Member States, the Commission has also increased the use of its internal resources compared to the previous years, which also tally to the decrease of the total expenditure in 2020. As concerns the IT systems operations' cost, it had an increase of 10% in 2020 compared to 2019.

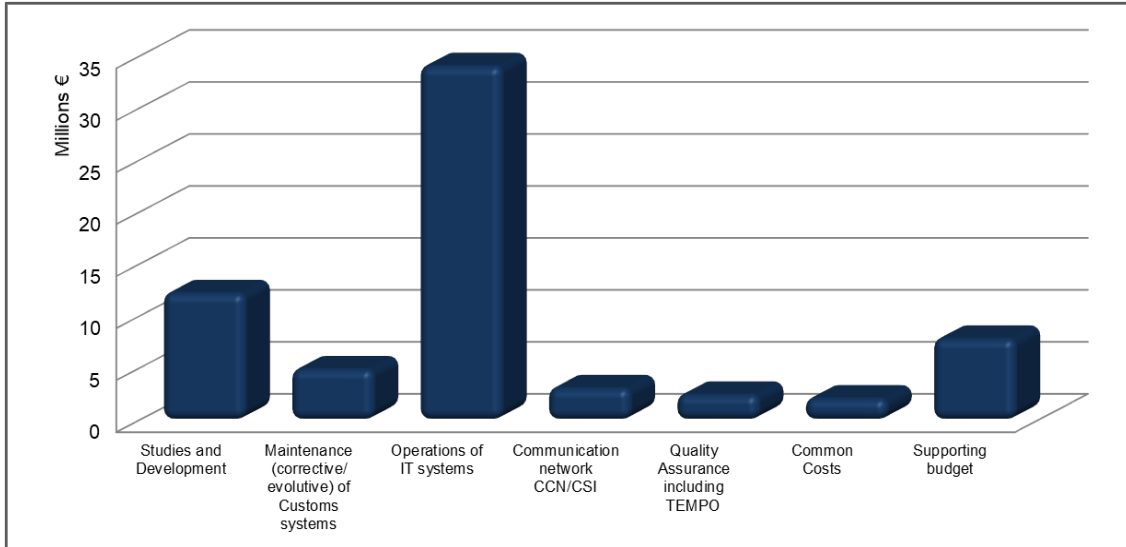


Figure 10: Main categories of the Commission costs in year 2020

The following Figure 11 exhibits the overall investment of the Commission in customs IT systems for the period 2008-2020. An incremental tendency on budget increase has been noticed throughout the years, especially in 2017, when a number of systems entered into operations. From 2017, the Commission IT costs have remained at the same overall level range.

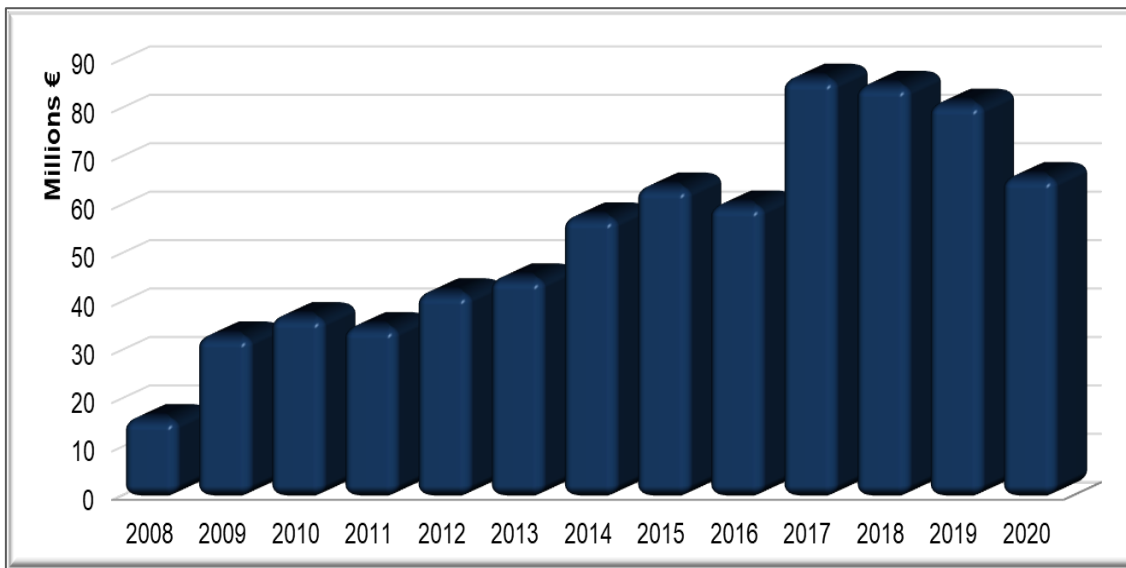


Figure 11: Commissions' costs for customs IT systems, 2008-2020

5.2 Costs incurred by the Member States in 2020

Total expenditures by the Member States on customs IT systems in 2020 were **178,312,573.82€**. Figure 12 below illustrates Member States' investment per project according to the MASP-C Revision 2019, as reported in the national annual reports.

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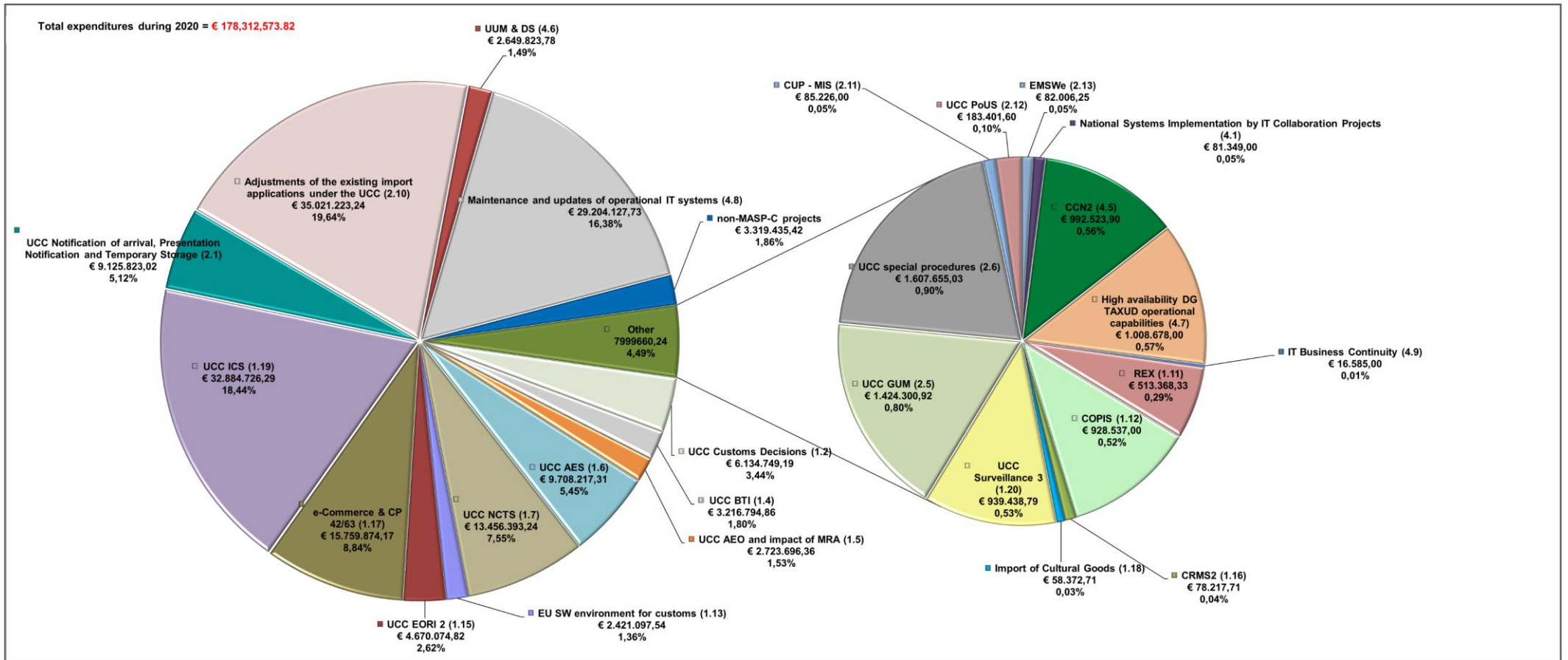


Figure 12: Member States' costs of customs IT systems in 2020⁶¹

⁶¹ The CLASS (1.14), EU implementation of UNECE eTIR system (3.1), EU implementation of the eATA Carnet Project (3.2) and SSTL (3.3) projects represented less than 0.01% of the customs IT systems cost and have not been included in the figure.

Following the structure and content-related transformations that took place during the MASP-C Revision 2019, Member States have reported on 31 projects.

According to Figure 12, the greatest share of the Member States' budget⁶² in 2020 was consumed for the "Adjustments of the existing import applications under the UCC" (2.10) which constituted 19.64% of the total expenditure. This increase was due to the preparation of the Member States to develop and deploy the first phase of the import system the latest by 2023. In addition, the "UCC ICS2" (1.19), maintenance⁶³ and updates of the operational IT systems, the "e-Commerce & CP 42/63" (1.17) and the "UCC NCTS" (1.7) absorbed from the overall expenditure 18.44%, 16.38%, 8.84% and 7.55%, respectively. It was noticeable that the Member States minimised the allocation of their budget to upgrade their national systems to the new UCC requirements and focus more on the development of the new systems. This can be observed from the decrease in the maintenance as it has dropped to 16.38% in 2020 compared to 2019 (37.24%), which represents a 41.24% decrease. The expenditure of the "non-MASP-C Rev. 2019 projects" holds an aggregate percentage of 1.86% of the total investment compared to 4.01 % in 2019.

Figure 13 shows the comparison between the operational and development IT systems costs, consuming 16.38% and 83.62%, respectively, of the overall system expenditure reported in 2020. A decrease of 20.86% has been reported for the operational IT systems in 2020 compared to 2019, which confirms again the fact that Member States allocated a considerable part of their budget to the new systems development.

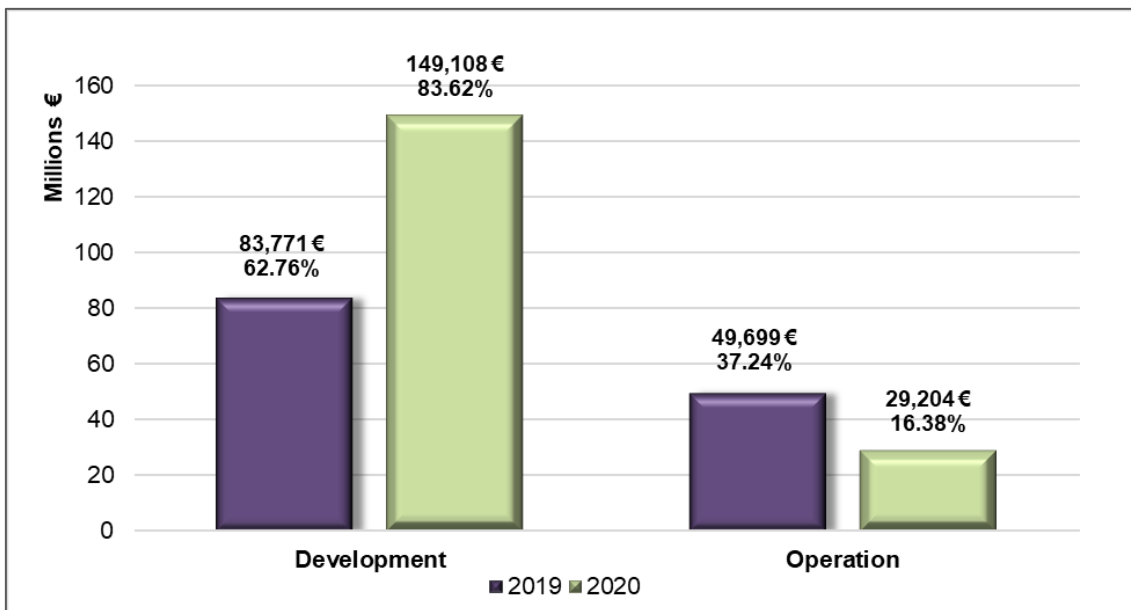


Figure 13: Costs on IT systems in Operation and in Development as part of all systems in 2020

Figure 14 depicts the accumulated cost of the MASP-C Revision 2019 project groups. Group 1 refers to the Customs European Information Systems (EIS), Group 2 relates to Customs European initiatives that require further analysis and agreement, Group 3 encompasses Customs International Information Systems, and lastly, Group 4 presents Customs cooperation initiatives and technological developments to facilitate Customs EIS, along with the maintenance of existing projects. The main budget consumption

⁶² The data on budget amounts is not precise due to the aggregated information received from some Member States.

⁶³ The reported cost on maintenance of the systems in operation since 2017 has been included under the Maintenance (4.8) project fiche.

consisting in 52.44% was absorbed by Group 1, followed by Group 2 with 26.66% and by Group 4 with 19.04%. In 2020, the focus of the Member States continued on the implementation and the development of the Group 1 projects. As in 2019, due to the UCC legislation, the Member States and the Commission had to deploy and put in operation a significant number of systems⁶⁴. Group 3 remained at the same level of the overall budget consumption for MASP-C groups in 2020 as in 2019 with an increase of only 0.01%. In comparison to 2019, the Member States' distributed budget for "non-MASP-C Rev. 2019 projects" in 2020 was mainly consumed for the maintenance and upgrades of their national systems, marking a significant decrease from 4.72% to 1.86%.

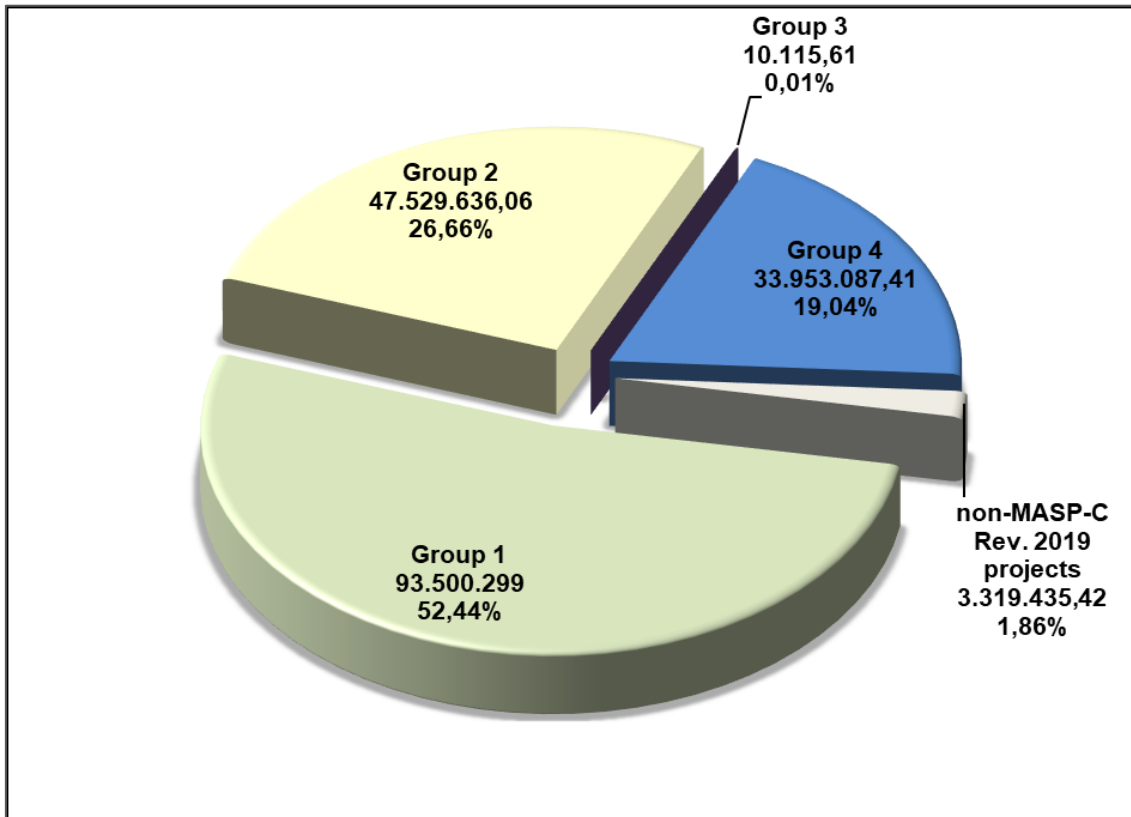


Figure 14: Cost per MASP-C Revision 2019 Project Groups

According to the cost figures reported in the Member States' annual reports, it is noted that:

- The number of Member States that contributed budgetary information is not the same throughout the years. Since 2008, between 22 and 28 Member States have reported on their budget allocation, with the exception of 2011, when only 12 reports were received;
- Various approaches pursued by the Member States result in diverse reporting for the project phases and/or costs associated to them (i.e. project progress, software/hardware costs). This expenditure is aggregated under the respective project as reported;

⁶⁴ Detailed planning can be found under

ANNEX 2 – PLANNING OVERVIEW OF MASP-C PROJECTS of this report.

- Member States' national systems could be developed on common platforms and the costs of numerous systems could be noted only under one reference baseline. Consequently, this affects the results and the accuracy of the data.

It is confirmed that the Member States reported less expenditures for the maintenance and the updates of the operational IT systems in 2020. As depicted in Figure 15, the primary focus was directed to the development and implementation of the MASP-C projects, which accounted for 81.76% of total expenditures on electronic systems, while maintenance costs consumed only 16.38% of the overall budget. Maintenance represents a substantial decrease of 37.24% in 2019. In the same manner, Member States' cost for the "non-MASP-C Rev.2019 projects" decreased to 1.86% of the total expenditure.

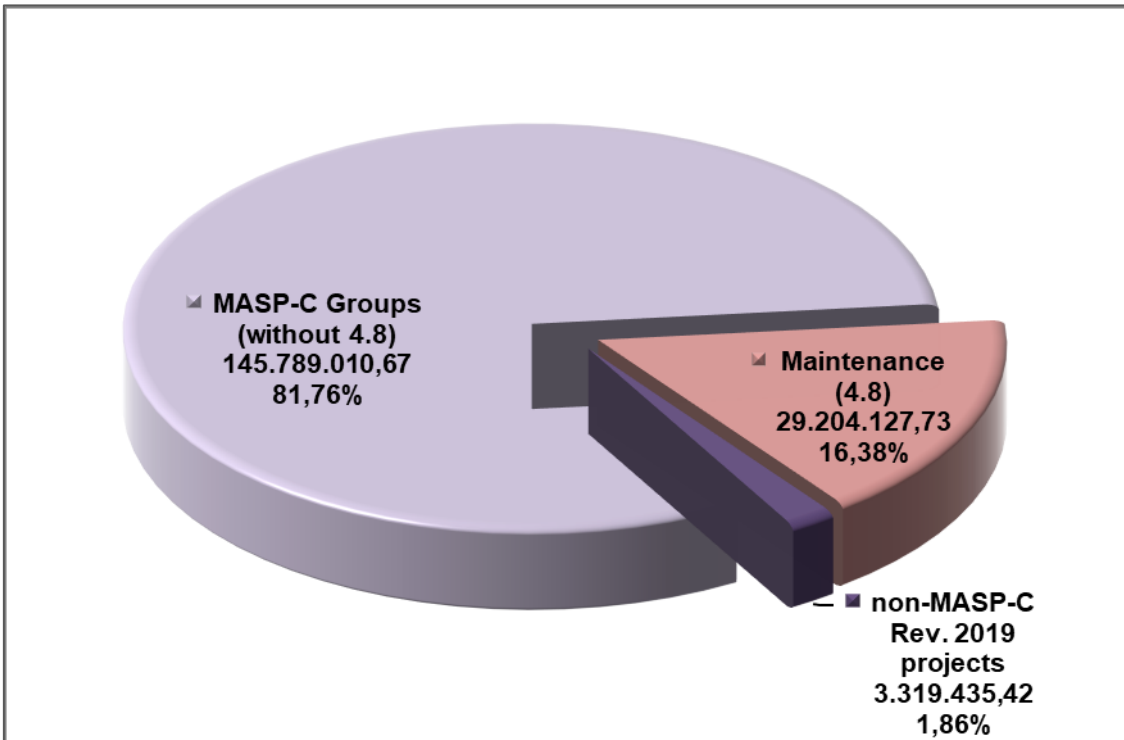


Figure 15: Distribution of Member States' expenditure

Figure 16 below presents the total investment of Member States in customs IT systems for the period 2008-2020⁶⁵. The cited figures are not directly comparable due to the inconsistent number of Member States reporting over the years, which is respectively presented at the top of each bar for every year in which data was collected.

⁶⁵ As of 2013, the total number of the Member States is 28.

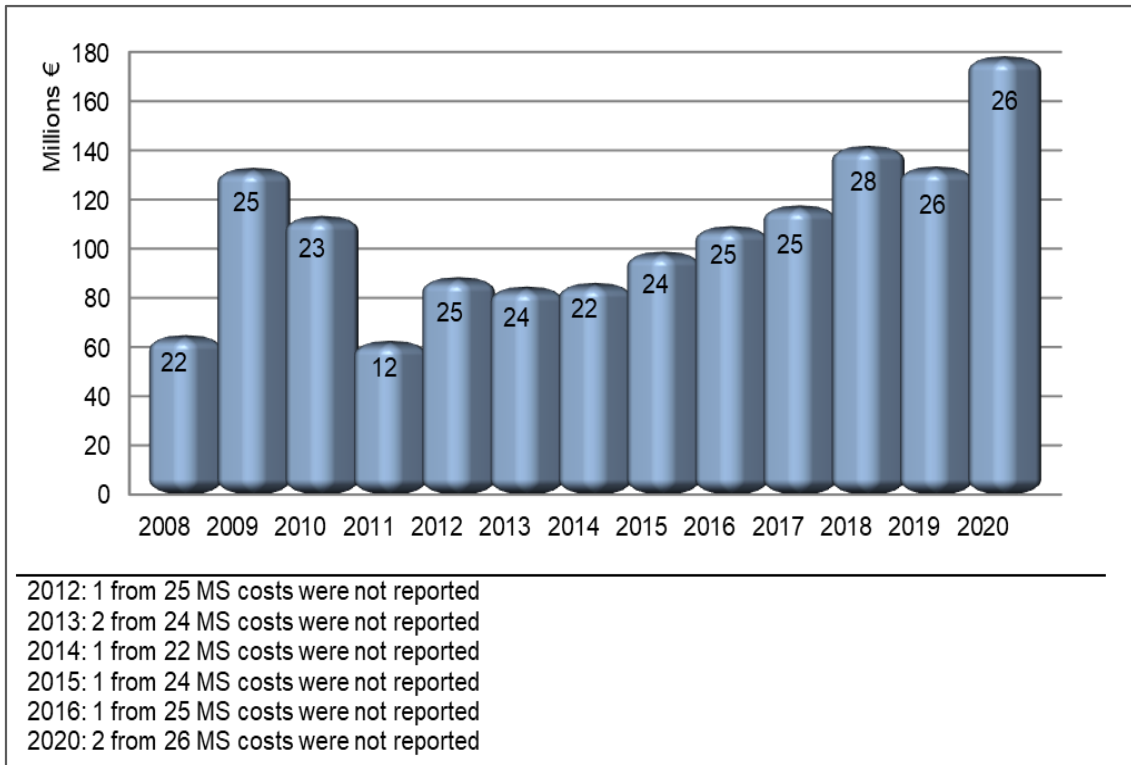


Figure 16: Member States' costs, 2008-2020

Figure 17 outlines the average Member States' cost through the years 2008-2020. The total sum allocated by Member States for each year is divided by the number of the Member States that reported during this timeframe.

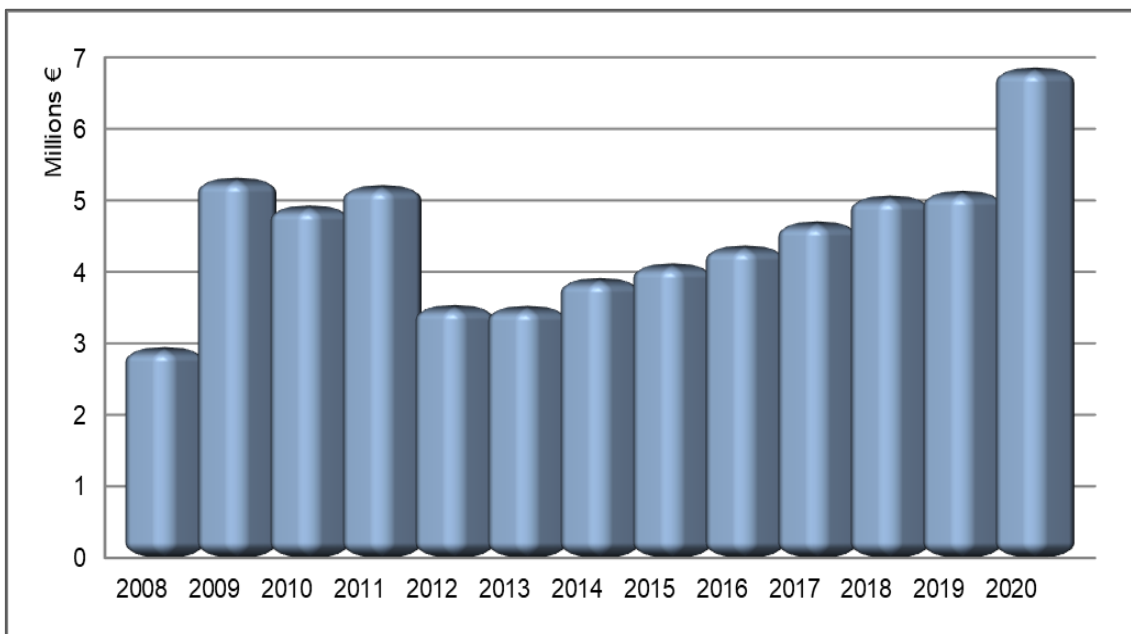


Figure 17: Average Member States' costs, 2008-2020

As shown in the figure above, the average Member States' dispensed cost has considerably increased by 33.6% in 2020 compared to 2019. As indicated in the graph, the total project expenditure dropped to its lowest levels (22.91%) in the period between 2012 and 2013. However, the past six years were prominent by an increase of 66.5% compared to 2015.

This is also justified in the following Figure 18, which presents the total amounts utilised by seven Member States (FI, HU, LT, NL, PL, PT and SE) for the period 2008-2020.

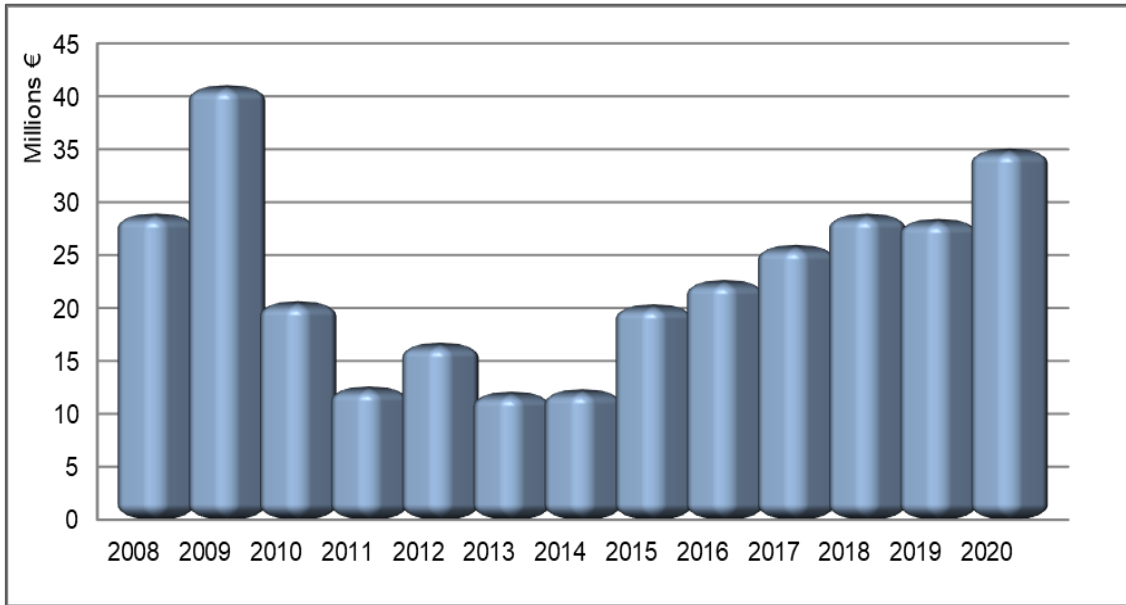


Figure 18: Total costs over the years 2008-2020 for 7⁶⁶ MS that reported in all years

Moreover, Member States' consumption of man-hours is illustrated in the following Figure 19 for each project of the MASP-C Revision 2019.

⁶⁶ United Kingdom has been excluded from the graph due to its withdrawal from the European Union. In order to be consistent in comparison UK has been removed also from the previous years since 2008 as illustrated in the graph.

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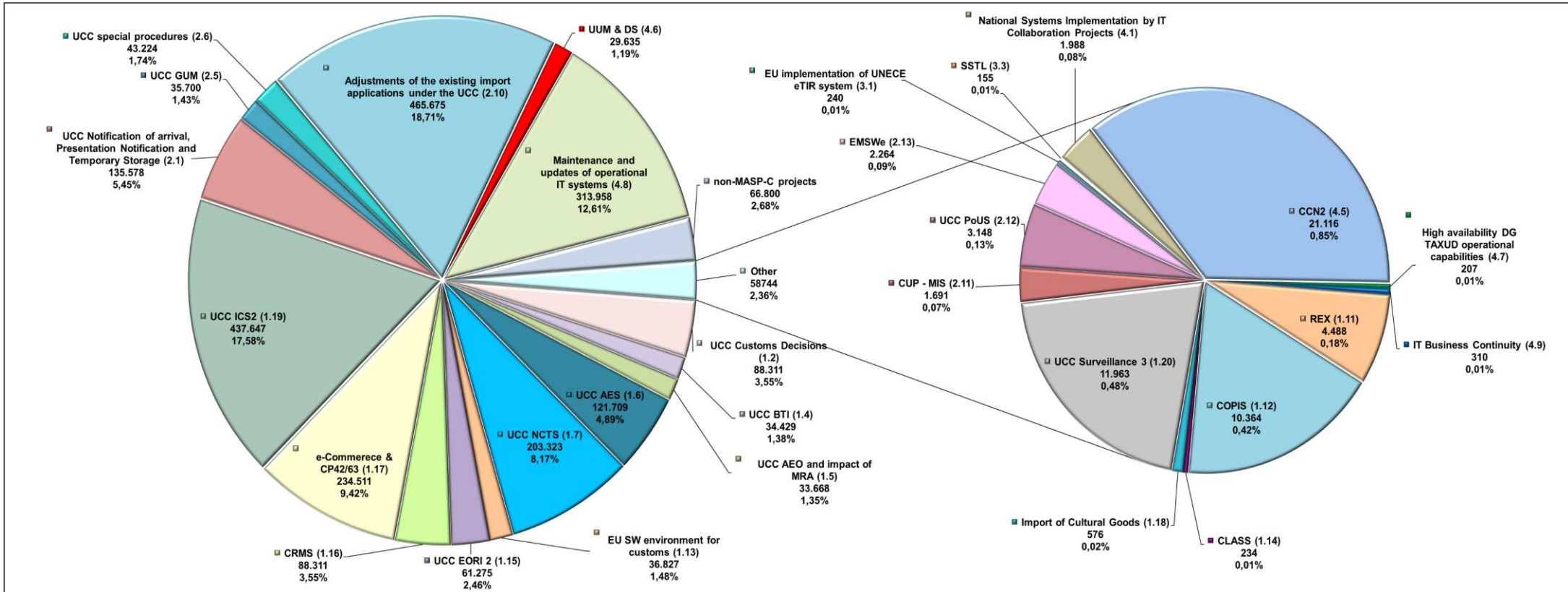


Figure 19: Member States' man-hours for Customs IT systems in 2020⁶⁷

⁶⁷ The EU implementation of the eATA Carnet Project (3.2) project represented less than 0.01% of the customs IT systems man-hours and have not been included in the figure.

Based on Figure 19, the main proportion of the utilisation of man-hours in 2020 was the “Adjustments of the existing import applications under the UCC” (2.10), incorporating 18.71% of the total time spent following by the “UCC ICS2” (1.19), Maintenance and Updates of Operational IT systems (4.8), “e-Commerce & CP42/63” (1.17) and “UCC NCTS” (1.7) which also employed a great share of the man-hours by consuming 17.58%, 12.61%, 9.42% and 8.17% respectively. This consumption is proportional to the Member States’ cost that was absorbed by the aforementioned systems.

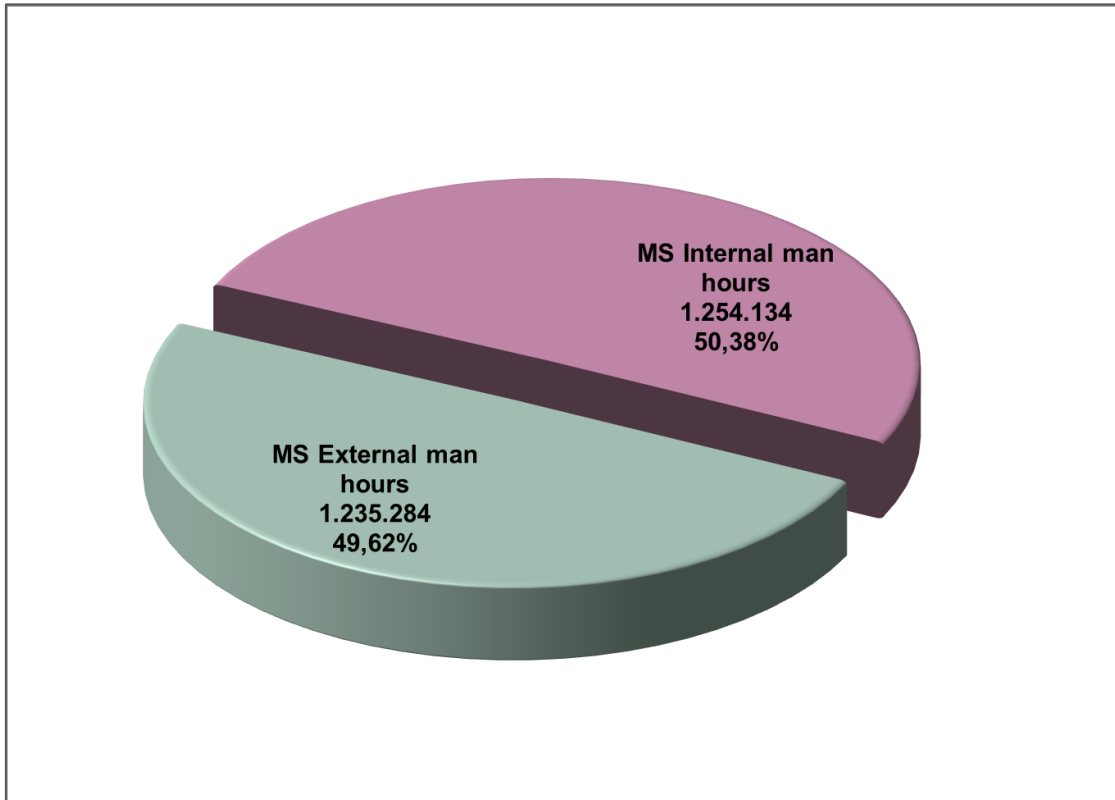


Figure 20: Member States’ man-hours consumed in 2020

In conclusion, Figure 20 displays the man-hours that the Member States have allocated to all MASP-C projects in 2020. As depicted in the figure above, the internal man-hours of the projects’ activities in 2020 were apportioned similarly to the external man-hours that absorbed 50.38% and 49.62%, respectively. Compared with the internal and the external man-hours of the previous years (62.62% and 37.38% in 2019 and 55.23% and 44.77% in 2018), the trend has shown a continuation of internal man-hours attribution compared to external. Due to budget restrictions, Member States assigned a greater part of the deployment and development of the systems internally rather than externally.

ANNEX 1 – IT SYSTEMS PROGRESS ACTIVITIES

1 MASP-C PROJECTS

The MASP-C is a living document that is evolving continually in response to the effective implementation of the Union Customs Code (UCC) and the e-Customs projects. This section summarises the efforts made by the Member States and the Commission in 2020 towards the implementation of MASP-C e-Customs projects and achievements thereunder.

1.1 MASP-C Group 1 - Customs European Information Systems

1.1.1 UCC Customs Decisions (1.2)

The UCC Customs Decisions System (CDS) allows the electronic processing and central storage of the applications, authorisations as well as 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 declaration systems and customs authorities in the Member States. The IT system facilitates the necessary consultations between Member States' customs authorities during the decision taking period and the management of the authorisations process. This system has been in operation since 2017.

2020 marked significant progress towards UCC CDS version 1.24 which was developed to be in line with the legal requirements and it was successfully deployed in operations in June 2020. Following this deployment, the use of the system by the Customs Officers and the traders continued seamlessly. The Commission finalised and published an update of the Business User Guide in October 2020 while the versions translated in all EU languages were published to the Member States for their linguistic validation until the end of 2020.

The UCC CDS project group continued convening throughout 2020 with the active contribution of customs experts from 19 Member States. The goal was to identify, analyse and solve potential issues raised by the Member States and to proactively provide solutions for the continuous improvements of the system. During the year, the UCC CDS project group analysed and identified solutions for different issues reported by the users of the system, while proposing various changes and features for improving the user-friendliness. In addition, the UCC CDS project group members prepared the privacy statement⁶⁸ for UCC CDS version 1.24, with the majority of the members being in favour of the common approach and the privacy statement drafted by the Commission. Hence, the Commission published a general privacy statement in June 2020, followed by a discussion and validation from the CCC-GEN. The Member States who opt to use their own privacy statement are being referred to in the EUROPA webpage⁶⁹.

As UCC CDS is a hybrid system for both development⁷⁰ and operations⁷¹, the Member States can choose how to implement it in line with their preferences and national

⁶⁸ Legal notice containing a disclaimer, a copyright notice and rules on both personal data protection and the use of the EU emblem by third parties.

⁶⁹ https://ec.europa.eu/taxation_customs/business/customs-procedures/customs-decisions_en

⁷⁰ Hybrid development refers to the development which gives MS the choice to either use the centrally developed and centrally operated system, or to develop and operate some of the components on their own national domain.

requirements. Therefore, most Member States (BG, DK, EE, IE, IT, CY, LV, LT, LU, HU, MT, NL, PT, RO, SI and SE) are using the centrally developed system, with ES and AT having developed their own national hybrid solution. The remaining Member States (BE, CZ, DE, EL, FR, HR, PL, SK, FI and UK) have adopted a different approach and they are using both central and national systems.

In 2020, the Member States informed about their status as 'In Progress' (BE, BG, DK, DE, EL, IT, LV, AT, PL and FI) or 'Finished' (CZ, EE, IE, ES, HR, CY and SE). Concerning the current phase, the majority of the Member States reported being in operations (BE, BG, CZ, DE, IE, ES, IT, CY, LV, PL, SK, FI and SE), in upgrade of the national system (DK and HR), in deployment activities (FR and AT) or in conformance testing (EL). EE is the only Member State who reported status 'Other', with activities such as participation in the project groups and meetings, development and testing of national system and provision of translations for the system's user interface. In addition, several Member States reported carrying out activities related to analysis and modelling (BE, CZ, DE, HR, IT, LV and PL), maintenance (BE, CZ, DE, HR, IT, SK and SE) and upgrades (CZ, DE, IE, ES, HR, IT, CY, AT, SK and SE). During the reporting year, some Member States communicated their preceding phase and indicated performing national acceptance testing activities (AT), upgrade of the national system (CZ and PL) and development of a national system (EL).

BE, CY, RO reported using the central system developed by the Commission, while BE performed maintenance activities on the national system. BG completed the translations of the new labels of the system and corrected the old ones. In addition, BG reviewed the documentation prepared by the Commission and performed all 1st level helpdesk activities. CZ performed activities related to the improvement of the CDS national components and the creation of new validations between the ICS and national data storage for customs decisions, while participating in the UCC CDS project group. Moreover, CZ created some manuals and organised different training sessions for the national users, which have been published on the national webpages. DK actively participated in design and development of the planned CDS releases. DE carried out development and maintenance activities to the national CDS component, which will be deployed in operations in the first quarter of 2021. EE performed testing activities for the national CDS system, developed a CRS system and attended the various meetings organised by the Commission.

IE performed training sessions for the national users and tested the centrally developed system. EL focused on the interoperability between the national customs information system and UCC CDS. ES carried out some updates mainly for improving the communication between the national and the central systems. FR allowed to more national users access to the central system for issuing authorisations involving another Member States. HR reported on activities related to upgrading the existing national system in accordance with the UCC. IT experienced some problems related to the business issues and the misalignment between UCC CDS and the legal basis, which were solved with the deployment of UCC CDS v1.24 in operations. However, IT welcomed the Member States' and the Commission's initiative on resolving them as soon as possible with the new version of UCC CDS. HU tested the new UCC CDS versions and actively supported economic operators and national users. AT successfully executed the conformance tests and deployed their hybrid system aligned with UCC CDS v1.24 in operations in December 2020. PL continued the development

⁷¹ Hybrid operation refers to the operation of a hybrid system. In these cases, central components coexist with national components operating in some or all MS.

of the national system during the reporting year, which is expected to be ready in the second half of 2021. SK indicated that central system is used for the multi-MS customs decisions. LV, LT, MT, NL, FI and SE reported no activities on the project.

1.1.2 UCC Binding Tariff Information (UCC BTI) (1.4)

UCC Binding Tariff Information is a decision issued by the customs administration that is binding on all Member States' customs administrations and on the holder of the decision. It makes use of a central system by which applications are submitted and UCC BTI decisions are issued. This system has been in operation since 2019.

During 2020, Phase 2 of the project, with both the EBTI Specific Trader Portal (EBTI-STP) and the EBTI Central System (EBTI-CS), were closely monitored and any identified issues were resolved with no delay. The EU Customs Trader Portal (EUCTP) is used as a single-entry point for the traders.

In 2020, the Member States informed about their status as 'In Progress' (BG, CZ, DK, DE and EL) or 'Finished' (BE, EE, IE, FR, HR, CY, HU, AT, PL, SK and SE). Concerning the current phase, the majority of the Member States reported being in operations (BE, BG, DE, IE, HR, CY, HU, AT, PL, SK and FI), in upgrade of the national system (CZ and DK) or in deployment activities (FR). EE is the only Member State who reported status 'Other', with activities such as participating in the webinars organised by the Commission. In addition, several Member States reported carrying out activities related to analysis and modelling (DE, HR and PL), maintenance (CZ, DE, HR, HU, PL, SK, FI and SE) and upgrades (CZ, DE, EL, HR, PL, SK and SE). During the reporting year, some Member States communicated their preceding phase and indicated performing deployment activities (DE).

BE, BG, CY, RO and SK reported using the central system developed by the Commission, while BG, CZ and EE participated in the conformance testing activities for the EU/UK Withdrawal Agreement and IE/Ni Protocol. DK identified some errors in the system during conformance testing, which will be corrected in subsequent releases. IE reviewed the arisen issues after testing, submitted the relevant change requests and attended the monthly meetings organised by the Commission. ES performed several improvements in the national system after identifying some inconsistencies. HR carried out some minor upgrades and regular software maintenance of the national system. AT created several training documents for the national users and PL reviewed the updated system specifications. FI attended the various meetings hosted by the Commission, organised different training sessions for the Customs Officers and reported some errors identified by the national users. DE, FR, IT, LV, LT, NL and SE reported no activities on the project.

1.1.3 UCC AEO and impacts of MRA (1.5)

The UCC AEO system is a tool for the management of UCC AEO applications and authorisations and requires standard decisions taking processes to be applied to all customs decisions. The UCC AEO project covers four main components: Minor Enhancement, Major Enhancement, Direct Trader Access and Mutual Recognition (MR) Enhancement.

Each of the components will be applied to the current UCC AEO system. The Minor Enhancement contains updates to the code lists managed in the Central Services – Reference Data 2 (CS/RD2) application and in the EOS-AEO applications' user interface. The Major Enhancement is needed for the alignment of the existing EOS-AEO system to the applicable UCC legislation. The Direct Trader Access allows data

exchange between economic operators and customs authorities in a uniform and harmonised way and the Mutual Recognition Enhancement provides a standard interface for the UCC AEO data exchange with partner countries.

The activities for the EU UCC AEO Direct Trader Access continued in 2020 and were focused on monitoring and managing the eAEO-STP module, which has been in operation in two phases since 2019.

The UCC AEO Mutual Recognition Agreement (MRA) Enhancement component was already in production for China, Japan, Norway, Switzerland and the United States of America. Business negotiations for an MRA with Canada were ongoing but they have been set on hold since 2019 as there was no further reaction from Canada. Discussions between the Commission and the Hong Kong for a possible MRA were stopped and no legal agreement has been signed. Finally, the Commission discussed with Moldova for creating the IT specifications for the MRA IT module. The acceptance of the Interface Control Document (ICD) will be done through exchange of letter between the directors of the Moldova's Customs Authorities and the DG TAXUD's.

In 2020, the Member States informed about their status as 'In Progress' (BG, CZ, DE, EL, HU, AT and PL) or 'Finished' (BE, DK, EE, IE, ES, FR, IT, CY, LV, MT, RO, FI and SE). Concerning the current phase, the majority of the Member States reported on various national activities related to being in operations (BE, BG, CZ, DK, IE, EL, ES, IT, CY, LV, HU, SK and SE), in upgrade of the national system (DE, AT and PL) or in deployment activities (FR, MT and FI). The remaining Member States reported status 'Other', with activities such as participating in the webinars organised by the Commission (EE) and provision of translations for the system's user interface (EE and RO). In addition, several Member States reported carrying out activities related to analysis and modelling (DE, IE and AT), maintenance (BE, DE, IT, HU, SK and SE) and upgrades (BE, DE, EL, IT, HU, AT, PL, SK, FI and SE). During the reporting year, some Member States communicated their preceding phase and indicated being in operations (DE, EE and PL), performing upgrades on the national system (IT) and conformance testing (EL).

BG, CZ, HR, CY and SK reported using the central system developed by the Commission, while BG, CZ, EE, HR and RO prepared and provided the translated labels for the system's UI. BG conducted validation of the central system, organised the NSD, participated in the various meetings and review of the specifications prepared by the Commission. DE carried out development and maintenance activities to the national CDS component, which will be deployed in operations in the first quarter of 2021. EE participated in the monthly webinars organised by the Commission. IE analysed the documentation prepared by the Commission and provided proposals to the proper development from a business perspective. ES started developing some IT tools to assist with the monitoring activities. HU reported on activities related to the testing of the new system versions and the support of the national users and customs officials. AT prepared for the implementation of the newest system's versions and PL prepared the cost estimation for the project. BE, ES, FR, IT, LV, LT, MT, NL, FI and SE reported no activities on the project.

1.1.4 UCC Automated Export System (AES) (1.6)

The UCC AES is a tool that aims at automation of the completion of the export procedures (including re-export) and exit formalities covering common, national and external domains.

During 2020, the updated Functional System Specifications (FSS) have been initiated and the L4 BPMs Iteration 1 have been finalised. Furthermore, the Technical System

Specifications (TSS) have been approved by ECCG in August 2020, which include the Request For Change (RFC) List.31 alignment to UCC Annex B latest updates. The TES Architecture Document and the Transition Implementation Plan were published and accepted by ECCG. Several workshops and web-conference sessions were organised by the Commission on a monthly basis with the forerunner Member States⁷², as well as joint meetings between the Commission, forerunner Member States and collaborating Member States. As a result, the export processes have been analysed and the structure of the common domain messages was finalised. The forerunner Member States started the conformance testing, following the deployment and rollout in the conformance environment. Moreover, the Central Information Exchange Converter Application (C/ieCA) release 1.0 was delivered in July 2020, tested and deployed in the conformance environment in August 2020.

Currently, the Export and Exit formalities, including safety and security features, are covered by the functionality of the Export Control System (ECS) Phase 2. The UCC AES is the next phase of ECS, which would provide the complete functionality related to export and exit of goods, as well as the required adaptations to be in line with the UCC and its implementing and delegated acts. By the end of 2020, the ECS system released 14.74 million indirect export movements. The system had an average availability of 99.52%.

In 2020, the Member States informed about their status as 'In Progress' (BE, BG, CZ, DK, EE, IE, EL, ES, FR, HR, CY, LV, HU, MT, AT, PL, FI and SE), 'Finished' (DE and IT) or 'On hold' (SK). Concerning the current phase, several Member States reported being in design of the national system (BE, LV and HU), in analysis of the national user requirements (DK, EE, IE, EL, CY, MT and SE), in analysis of national functional specifications (FR, HR and AT), in analysis of national technical specifications (CZ, ES, FR, IT and FI), in national acceptance testing (PL) or in operations (DE). BG is the only Member State who reported status 'Other', with activities such as reviewing the documentation prepared by the Commission. In addition, several Member States reported carrying out activities related to analysis and modelling (BE, BG, CZ, DK, DE, EL, FR, HR, CY, AT, PL and FI), maintenance (DE) and upgrades (DE). During the reporting year, some Member States communicated their preceding phase and indicated performing analysis of the national user requirements (FR and AT), being in operations (DE) and preparing a call for tender (EL).

BG planned the necessary measures for setting up the UCC AES application and reviewed all available documentation. Furthermore, BG prepared the national FSS and TSS related to the national export application. CZ and CY started working on the national specifications which are expected to be finished in 2021. DK finalised the procurement of a national Declaration Management System (DMS) to be used for both UCC AES and UCC NCTS Phase 5 and clarified all necessary details for the tender framework agreement. In addition, DK analysed and updated the national user requirements, while defining the national project plan. Sub-releases of the national export system in DE covered the implementation of UCC AES requirements and an evolution towards a service-oriented architecture, with no risk imposed to meet the agreed target date to start operations. Besides attending the UCC AES project group and reviewing the relevant documentation, EE continued the preliminary analysis towards determining the project cost and the schedule, enabling the start of the procurement phase. IE defined a transition strategy planning and EL performed analysis on the Level 4 BPMs, the common specifications, the national data

⁷² DE and PL

requirements and listed the differences between the UCC AES and ECS. FR continued the development of the national system and initiated a scoping phase that aims at an overhaul of the national import-export system.

Having concluded the analysis phase and the contracting funding, HR started the elaboration phase of the project. IT decided to postpone the project activities for two months to accommodate the challenges posed by the COVID-19 pandemic. LV completed the elaboration of the Vision Document for UCC AES based on new technologies. Moreover, LV defined the national user requirements and initiated the agile development of the new functionalities. AT continued the analysis of the national user requirements in accordance with the TSS documentation prepared by the Commission. Besides attending all UCC AES meetings and analysing the relevant documentation prepared by the Commission, PL deployed the new National Export Control Application (NECA) which will be fully tested in 2021. PT indicated that the analysis of UCC AES has been initiated and all operational, maintenance and support activities were performed through the contracted services. RO took all preparatory steps at the high management level, in view of the public tender procedure. FI initiated the technical planning and the business analysis with the contractor and participated in the UCC AES project group. BE and HU reported on designing the national system as their sole activity, while LT, MT and SE reported no project activities.

1.1.5 UCC Transit System including NCTS (1.7)

The UCC NCTS Phase 5 project updates the existing NCTS system which automates the common and community transit procedure and controls the movements covered under the International Road Transports (TIR) procedure within the EU.

During 2020, the Technical System Specifications (TSS) have been approved by ECCG in August 2020, which include the RFC-List³¹ alignment to UCC Annex B latest updates. The TES Architecture Document and the Transition Implementation Plan were published and accepted by ECCG. Several workshops and web-conference sessions were organised by the Commission on a monthly basis with the forerunner Member States, as well as joint meetings between the Commission, forerunner Member States and collaborating Member States. As a result, the export processes have been analysed and the structure of the messages was finalised.

Activities on the UCC AES and UCC NCTS ran in parallel during 2020. Therefore, the activities listed under UCC AES (1.1.4) also concern UCC NCTS Phase 5.

By the end of 2020, the UCC NCTS system released over 11.2 million transit movements. The system had an average availability of 99.41%.

In 2020, the Member States informed about their status as 'In Progress' (BE, BG, CZ, DK, EE, IE, EL, ES, HR, CY, LV, LT, HU, AT, PL, SI and FI), 'Finished' (DE and IT) or 'On hold' (FR, MT and SK). Concerning the current phase, several Member States reported being in analysis of the national user requirements (DK, EE, IE, EL, CY, MT and SI), in operations (DE and PL), in analysis of the national functional specifications (FR, HR and AT), in analysis of the national technical specifications (BE, CZ, IT and FI), in design of the national system (ES, LV and HU) or in deployment activities (LT). BG is the only Member State who reported status 'Other', with activities such as reviewing the documentation prepared by the Commission. In addition, several Member States reported carrying out activities related to analysis and modelling (DE, IE, EL, FR, HR, CY, AT, PL and FI), maintenance (DE and PL) and upgrades (DE and PL). During the reporting year, some Member States communicated their preceding phase and indicated being in operations (DE and PL) and preparing the call for tender (EL).

BG planned the necessary measures for setting up the UCC NCTS application and reviewed all available documentation. Furthermore, BG prepared the national FSS and TSS related to the national transit application. CZ started working on the national specifications which are expected to be finished in 2021. DK finalised the procurement of a national Declaration Management System (DMS) to be used for both UCC AES and UCC NCTS Phase 5 and clarified all necessary details for the tender framework agreement. DE developed a new national transit component, while maintaining the existing system. Besides attending the UCC NCTS project group and reviewing the relevant documentation, EE continued the preliminary analysis towards determining the project cost and the schedule, enabling the start of the procurement phase. IE defined a transition strategy planning and FR continued the development of the new transit application and finalised the impact study for designing the national specifications. Having concluded the analysis phase and the contracting funding, HR started the elaboration phase of the project.

IT decided to postpone the project activities for two months to accommodate the challenges posed by the COVID-19 pandemic. LV completed the elaboration of the Vision Document for UCC NCTS and defined the national user requirements, while initiating the agile development of the new functionalities. LT reported on activities related to redeveloping the National Transit Control system for complying with modern technologies and initiated the preparatory activities for production deployment. AT continued the analysis of the national user requirements in accordance with the TSS documentation prepared by the Commission. PL maintained the national transit application and finalised the procurement of the supporting software and hardware for upgrading the system in accordance with UCC NCTS Phase 5. PT indicated that the analysis of UCC AES has been initiated and all operational, maintenance and support activities were performed through the contracted services. RO took all preparatory steps at the high management level, in view of the public tender procedure. FI initiated the technical planning and the business analysis with the contractor and participated in the UCC NCTS project group.

1.1.6 UCC Registered Exporter System (REX) (1.11)

The main purpose of the system is to replace the current paper-based certification process by an IT-supported self-certification process, including a central database that contains the registered exporters and provides the Member States with the opportunity to enhance their national systems for customs declarations with an automated verification of UCC REX numbers from the declarations against that central database.

UCC REX1 system was deployed in operations since 2017, while UCC REX2 was successfully deployed into production in 2018. UCC REX3 will implement the UCC REX Trader Portal and will be based on the EUCTP. During the reporting year, the Vision Document for the UCC REX Trader Portal has been accepted by the ECCG by written procedure.

UCC REX3 system is organised in two phases. Phase 1 will introduce the general requirements of the UCC REX Trader Portal and will enable the registration of economic operators and the modification, consultation and printing of the UCC REX numbers. Phase 2 will enable the revocation and annulment of the UCC REX numbers while adding new features and functionalities as requested by the Member States and the economic operators. Both phases are developed in an iterative approach, with 2 iterations prepared and presented to the Member States in dedicated webinars in December 2020, while an additional webinar is scheduled for January 2021. The goal of these webinars was to prepare all activities before the go-live of the Phase 1 of the

UCC REX Trader Portal. The central services implementation was performed in the fourth quarter of 2020 and UCC REX3 system is expected to be deployed in operations by the first quarter of 2021.

In 2020, the Member States informed about their status as 'In Progress' (DK, EE, FR, HR, HU, AT and FI), 'Finished' (BE, BG, CZ, IE, IT, CY, MT and PL) or 'On hold' (RO). Concerning the current phase, several Member States reported being in operations (BE, CZ, EE, IE, EL, HR, IT, CY, LV, AT, PL and SK), in conformance testing (BG, HU and FI), in deployment (FR and MT), in upgrade (DK) or in analysis of the national user requirements (RO). The remaining Member States reported status 'Other'. In addition, several Member States reported carrying out activities related to analysis and modelling (CZ, HU and PL), maintenance (CZ, IT, HU and SK) and upgrades (CZ, IT and SK). During the reporting year, CZ communicated being in operations as their preceding phase.

BG, DE and SK indicated that the central system is used by the national users. BG prepared the National Project Plan, finished the translation activities and successfully performed all connectivity tests to the central system. Moreover, BG finalised the organisation of the NSD and reviewed all documentation distributed by the Commission. CZ initiated the development activities of UCC REX3 system and concluded the analysis, models and impact studies related to the national architecture. DK participated in the definition and design of the UCC REX3 release, while EE attended all project webinars, provided the translations of the Graphical User Interface (GUI) and performed the necessary testing activities. IE reviewed all specifications, participated in the project meetings and executed conformance testing. ES finalised all project activities and attended all training sessions organised by the Commission. HR initiated the upgrade to UCC REX3 during the reporting year to submit all REX requests electronically. IT maintained the current operational system and prepared for the upcoming UCC REX3 system, after establishing the NSD service. HU successfully tested and deployed the nationally developed system and resolved all issues on their side. AT finalised the configuration of the national users and performed all testing activities. PL analysed the implementation of UCC REX3 and provided all translations of the system. RO had placed the national project 'On hold' and announced that the development of the national REX component is part of the National Import Declaration System. Besides using the central REX solution, FI performed testing activities and training sessions for the UCC REX3 system. NL, PT and SE reported no project activities.

1.1.7 COPIS (1.12)

COPIS is a system which supports the enforcement of EU rules on intellectual property rights (IPR), where right holders can ask the intervention of customs in order to take measures against goods infringing certain IPR.

The COPIS project contains COPIS 3.3.0, COPIS Interface with Anti-Fraud Information System (AFIS), COPIS implementation of electronic Application for Action (eAFA) and Feasibility study on the interconnection with the European Union Intellectual Property Office (EUIPO) Enforcement Database (EDB).

COPIS eAFA aims to provide economic operators with the possibility to electronically submit and amend an application. During 2020, the development activities of COPIS eAFA have been continued, with the central services implementation finalised in the third quarter of 2020. The deployment and rollout will take place in the first quarter of 2021, as scheduled.

In 2020, the Member States informed about their status as 'In Progress' (BG, CZ, DK, DE, IE, IT, HU, AT and PL), 'Finished' (BE, ES, FR and MT) or 'On hold' (PT and SK). Concerning the current phase, most Member States reported being in operations (BG, CZ, DE, EL, ES, HU and PL) and in deployment activities (FR and MT). DK is the only Member State who reported status 'Other', with activities such as design of the national system and preparation for the conformance testing. In addition, several Member States reported carrying out activities related to analysis and modelling (BG, IT, AT and PL), maintenance (DE, IT and PL) and upgrades (CZ, DE, IT and PL). During the reporting year, BG communicated their preceding phase relates to analysis of the national user requirements.

BG reported on activities related to development of a national application for infringements and risk information which will be integrated with central COPIS. CZ deployed a new release of the national system after successfully having performed the conformance testing. Furthermore, CZ and DK initiated the development activities for COPIS eAFA at national level. IT maintained the current operational system and prepared for the upcoming COPIS eAFA, after establishing the NSD service. However, IT encountered some issues identified during the review of the documentation provided by the Commission. CY and MT indicated that the central system is used by the national users. AT analysed the national user requirements and started the upgrade activities of the national system in accordance with COPIS eAFA. PL performed a conformance testing campaign and deployed the national application in operations. BE, EE, IE, EL, HR, LV, LT, NL, PT, RO, FI and SE reported no activities on the project.

1.1.8 EU Single Window environment for customs (EU SWE-C) (1.13)

EU SWE-C is defined as a facility that allows parties involved in trade and transport to lodge standardised information and documents with a single-entry point to fulfil all import, export and transit-related regulatory requirements.

Given the complexity of the SW concept, the initiative contains three separate components: 'EU CSW-CVED', 'EU Customs SW-Certificates Exchange' and 'Potential legislative initiative on the EU SW environment for Customs'. The first component is implementing the automatic validation of the Common Veterinary Entry Document (CVED) for animals and animal products, as well as the Common Entry Document (CED). The second component builds on the outcomes of the EU CSW-CVED and foresees expansion of its scope with additional certificates, as well as enhanced functionalities. Finally, the third component is about the definition of a broader scope of the EU Single Window environment for Customs (beyond the certificates' exchange), preparation of the legal framework to cover this scope and the action plan for its implementation.

Currently, the 'EU CSW-CVED' component is operational in 9 Member States, while it had several releases deployed in production during 2020.

The 'EU Customs SW-Certificates Exchange' (EU CSW-CERTEX) component has two main objectives. Firstly, it enhances the EU CSW-CVED functionalities, such as the quantity management and the possibility to generate and transmit certificates in PDF format. Additional functionalities will be introduced in subsequent stages. Secondly, it expands the scope of the certificates, permits and other documents, currently available for exchange via EU CSW-CERTEX. The following certificates and licences are covered: FLEGT, COI, CHED, ODS, F-GAS, Dual use and Cultural Goods Import Licence and Importer Statement.

In 2020, EU CSW-CERTEX FLEGT and COI were maintained in production. However, in 2019 it has been decided that EU CSW-CERTEX was to be re-engineered to provide

the Member States with the access to all Partner Competent Authority (PCA) documents covered by the scope of the project via a single interface. This approach is expected to significantly facilitate the planning of the national integration in the Member States, as well as to reduce the efforts required for such an integration and maintenance. The first release of re-engineered EU CSW-CERTEX, covering CHED-PP, CHED-D and ODS, was developed and installed in the conformance environment, allowing the Member States to initiate their testing activities. The second release of EU CSW-CERTEX, in which CHED-A, CHED-P and F-GAS will be added, is under development and the external review of the L1-L4 BPMs were finalised and published in June 2020, while an update was approved at the end of the year, following additional comments from the Member States, along with the Business Guidelines. Finally, the Dual Use eLicensing system was further developed by DG TRADE and will be added in the scope of EU CSW-CERTEX in the next deployment window in the fourth quarter of 2021.

The 'Potential legislative initiative on the EU SW environment for Customs' initiative, which is a third component, does not envisage the development of a new IT solution but rather deals with the interoperability of already existing solutions. The Commission continued the work towards the completion of the initiative. More information can be found under section 4.3.

In 2020, the Member States informed about their status as 'In Progress' (BE, BG, CZ, ES, FR, IT, LT, MT, AT, PL, PT, FI and SE), 'Finished' (EE and CY) or 'On hold' (DK, HU, RO and SK). Concerning the current phase, several Member States reported being in operations (BG, EE, CY and PT), in design of national system (BE, HU and FI), in analysis of the national user requirements (EL, CY, MT and SE), in analysis of the national functional specifications (AT), in analysis of the national technical specifications (ES), in upgrade (CZ, IE, FR), in deployment (LT) and in national acceptance testing (PL). The remaining Member States reported status 'Other'. In addition, several Member States reported carrying out activities related to analysis and modelling (BE, CZ, EL, ES, AT, PL, FI and SE), maintenance (CZ and ES) and upgrades (BE, CZ and IE). During the reporting year, some Member States communicated their preceding phase and indicated performing upgrade of the national system (CZ), preparing the call for tender (EL), analysing the national functional specifications (ES) and designing the national system (IT).

BG reviewed all projects documents distributed by the Commission and maintained the national EU CSW-CVED component. CZ focused on developing a national EU CSW-COI component and on preparing a global impact analysis for implementing additional certificates. DK has put the project on hold and the planning will be evaluated the next year. DE announced that they followed up Commission's activities on this project and plan to develop an interface to EU CSW-CERTEX in the coming years. EE kept working with the national EU CSW-CVED component and IE took the preparatory steps for the addition of COI. ES attended the EU SWE-C project group and actively participated in the discussions for tackling all identified issues in the nationally developed systems. FR implemented a new certificate and upgraded EU-CSW CERTEX but reported some budgetary restrictions that can delay the project's deployment. IT carried out development activities to connect the national Customs IT system with EU CSW-CERTEX. LT updated the national SW system, implementing new or upgrading existing functionalities according to the national Customs needs. AT analysed the functional specifications and attended the various meetings organised by the Commission. PL prepared all national project documentation related to the national SW system in the context of the national 'Electronic Services Platform for the Revenue and Customs Services' project and prepared for the conformance testing which will be

started in 2021. In addition, PL concluded the national planning and roadmap of the SW system after internal meetings with the managers responsible of other national systems. HR, LV, NL, PT, RO and SK reported no activities on the project.

1.1.9 Classification Information System (CLASS) (1.14)

CLASS provides a single platform where all classification information (regardless of its nature) is published in a way that ensures transparency.

The system has been deployed in production since June 2019, with the identified issues being thoroughly analysed. During 2020, incremental efforts have been made to resolve the technical issues in various releases deployed within the year.

In 2020, the Member States informed about their status as 'In Progress' (BG and HU), 'Finished' (BE, EE and MT) or 'On hold' (PT and SK). Concerning the current phase, some Member States reported being in operations (BG, EL and FI), in deployment (MT) and in design of the national system (HU). EE is the only Member State who reported status 'Other', with activities such as translating the CLASS user guide for the national users.

IE reported on activities related to reviewing all identified issues and submitting the related changes requests on the CLASS system. CY declared interest in using the central system provided by the Commission. MT and RO indicated that their customs officials are using the central CLASS system. The majority of the Member States (BE, BG, CZ, DK, DE, EL, ES, FR, HR, IT, LV, LT, NL, AT, PL, PT, SK and SE) reported no activities on the project.

1.1.10 UCC Economic Operators Registration and Identification subsystem 2 (EORI2) (1.15)

The objective of the UCC Economic Operators Registration and Identification (EORI) system is to establish a unique system of registration and identification of economic operators and other persons for the purposes of applying the customs legislation of the Union. The UCC EORI2 project aims to update the existing EORI system and the EOS web services in alignment with the legal changes resulting from Annexes 12-01 to the UCC DA/IA. The system has been in operations since 2018. The system is stable and no activities were performed in 2020.

In 2020, the Member States informed about their status as 'In Progress' (BG, DE, EL, LV, HU, PL and PT), 'Finished' (BE, CZ, DK, EE, IE, ES, FR, HR, IT and MT) or 'On hold' (AT). Concerning the current phase, the great majority of the Member States reported being in operations (BE, BG, CZ, DK, DE, EE, IE, EL, ES, HR, IT, CY, LV, HU, PT, RO and SK), in upgrade (PL), in deployment (MT) or in analysis of the national technical specifications (AT). In addition, several Member States reported carrying out activities related to analysis and modelling (DE and AT), maintenance (BE, DE, HR, IT and SK) and upgrades (BE, DE and SK). During the reporting year, DE and SI indicated being in operations as their preceding phase.

BG, DE, EE, HR, AT maintained and operated the national EORI systems. BG performed all activities related to the EU/UK Withdrawal Agreement and IE/NI Protocol on the national level. EE identified and corrected some bugs in their system, while updating the user manuals for their traders and customs officers. ES introduced several adjustments in the national system for handling the EU/UK Withdrawal Agreement impact and the removal of the UK EORI numbers. IT implemented some changes in the national EORI database to minimise the impact of the EU/UK Withdrawal

Agreement and IE/NI Protocol. AT had placed the national project 'On hold' because they focused their effort on UCC CDS. During the reporting year, PL prepared some changes in the national system for optimising the registration of the economic operator and the assignment of an EORI number. PT indicated that the operational, maintenance and support activities were delivered through the contracted services. LT, NL, FI and SE reported no activities on the project.

1.1.11 Customs Risk Management System2 (CRMS2) (1.16)

The Customs Risk Management System (CRMS) is used for the exchange of risk information, to support the implementation of priority control areas for crisis management purposes and as a means of communication between risk experts. The CRMS2 system reshapes the CRMS system created in 2005 to increase the clarity of the different functions to be fulfilled.

During 2020, the work on the business requirements and all the documents related to the elaboration phase of the project continued. The Application and Service Specifications have been prepared and special attention was given to the GUI, for which a prototype was developed for designing all screens' details.

The project has been put on hold by the great majority of the Member States, who did not report any activities for the reporting year. The remaining Member States communicated very few activities during 2020 related to designing the functionalities of a national CRMS2 system and reconfiguration of the Customs Offices in view of the next phases.

1.1.12 e-Commerce and CP 42/63 (1.17)

The objective of e-Commerce and Customs Procedure (CP) 42/63 is to automatically validate the individual Value Added Tax (VAT) identification numbers for the Import scheme declared in the customs declarations and for the CP42 and CP63 declared in the customs declarations against VAT Information Exchange System (VIES). As a result, the e-Commerce and CP 42/63 captures and offers all relevant data to tax authorities that are needed for validation purposes.

For achieving those objectives, the existing Surveillance Reception Application (SURV-RECAPP) system is used with the proper updates, for allowing the information required by the VAT legislation to be captured from the customs import declarations in all Member States and subsequently be accessible in an automated manner to the relevant tax authorities. The new legislation⁷³ puts in place the Import scheme which extends the concept of the mini one-stop shop (MOSS) to small consignments of goods with an intrinsic value not exceeding EUR 150. This new scheme is called the import one-stop shop (IOSS).

SURV-RECAPP was deployed in operations on 17 January 2020 according to the plan, enabling the Member States to send CP42/63 Super Reduced Datasets (SDRs) with additional data elements. Furthermore, the updated Functional and Technical System Specifications for IOSS were sent to all Member States for review, as the amending regulations introduced new data elements in the system. The FSS and TSS are foreseen to be accepted in early 2021.

⁷³ Council Directive EU 2017/2455, OJ L 348, 29.12.2017, p. 7.

In 2020, the Member States informed about their status as 'In Progress' (BE, BG, CZ, DK, DE, EE, IE, ES, FR, HR, IT, CY, LV, LT, HU, MT, AT, PT, RO, SI, SK, FI and SE) or 'Finished' (EL and PL). Concerning the current phase, several Member States reported on various national activities and indicated designing the national system (CZ, DK, FR, IT, LV and LT), performing national acceptance testing (BE, EE, HR, MT, SI and SK), being in operations (EL, PL and PT), creating the national technical specifications (EL, CY, AT and SE), developing the national user requirements (DE), creating the national functional specifications (RO), deployment activities (FI), conformance testing (BG and ES) or upgrade (IE). In addition, several Member States reported carrying out activities related to analysis and modelling (BE, BG, CZ, DK, DE, IE, FR, HR, IT, CY, LV, AT, PL, RO, SI and SE), maintenance (BE, BG, CZ, DK, FR, HU, SI, FI and SE) and upgrades (BE, BG, PL, SI, SK and FI). During the reporting year, some Member States communicated their preceding phase and indicated creating the national functional specifications (DK), designing the national system (DE and SI), performing conformance tests (EL) or creating the national technical specifications (FR).

BG finalised the second phase of the project by upgrading the national import system and performing the necessary testing activities. CZ created a new web client for filling customs declarations for goods which will be tested and deployed in operations in 2021. DK initiated the development activities for their DMS with a new national import component for handling specific declarations and datasets. DE continued working on the national functional and technical specifications and started developing the new system. EE determined the national user requirements, integrated the national e-Commerce component into the national import system and performed the necessary testing activities. EL reported some issues with the configuration of the conformance environment but managed to complete the conformance testing activities on time. ES confirmed that they have been fully prepared to meet the original deadline of the project. FR successfully validated the architecture of the new national system and worked in close collaboration with the economic operators for facilitating their development activities. HR reported no major issues as the national system was established and tested internally.

LV defined the national user requirements and specifications for the new system, while continued developing new functionalities. LT analysed, designed and developed the low value declarations and postal processes in the national Customs Declarations Processing System (iMDAS). Moreover, LT implemented interfaces with other national information systems involved in the data exchange and connected the iMDAS with the central IOSS system. HU reported being in the elaboration phase of the national e-Commerce Surveillance system. AT developed the technical specifications of the national system and refined the national user requirements, while concluding the implementation strategy. PL analysed the project documentation and upgraded the national customs clearance system to fulfil the new requirements. PT indicated that the operational, maintenance and support activities were delivered through the contracted services and SK upgraded the national Surveillance system. FI successfully updated the national system to fulfil the IOSS requirements and carried out several preparatory steps for handling the increase in the amount of incoming declarations. MT and NL reported no activities on the project.

1.1.13 Import of Cultural Goods (1.18)

The project aims to introduce implementing measures governing the import of cultural goods and new customs business and IT processes and procedures in this area. Based on the agreed approach, the project will be divided into three different main

areas of activity: the legislative process, the establishment of a central electronic licensing system and the development of a system interface within the EU Single Window environment for customs (EU SWE-C).

The legislative process component includes the preparation and the progressive refinement of the draft implementing acts to the Regulation on the import of cultural goods⁷⁴, stipulating the electronic licensing system related aspects. The central electronic licensing system will be introduced to ensure the uniform controls for the import of cultural goods upon their entry into the customs territory of the European Union. The information exchange between the central electronic licensing system and the national customs/import systems will be facilitated through the EU CSW-CERTEX.

A dedicated project group has been established to act as a discussion platform where experts from national customs administrations and competent authorities will assist the Commission with the creation of the import licence template, and the development of the format for the importer statement. During 2020, the project group discussed the draft Implementing Act and the necessary update of the BPMs, and the Business Case has been approved by the ECCG in July 2020 by written procedure.

The project is in an early phase and few Member States reported activities for 2020. The Member States informed about their status as 'In Progress' (BG, CZ, IE and ES) or 'On hold' (EE, MT, PT and SK). Concerning the current phase, some Member States reported on various national activities related to the development of national user requirements (CZ and MT), design of the national system (ES) or other activities related to the project (BG).

Customs Experts from BG actively participated in the project group organised by the Commission. CZ expected the final documentation to initiate the development activities and prepared the call for tender, while DE started establishing the legal requirements at the national side. ES analysed the data model and the workflow of the application for an import licence and the submission of an importer statement (ICGS) to customs, as developed by the project group. MT announced that the project will be tackled along with the updates of the national EU CSW system.

1.1.14 UCC Import Control System2 (ICS2) (1.19)

The UCC ICS2 Programme is set up for the development of the new version of the current Import Control System (ICS) system that is used for the lodgement and processing of the Entry Summary declaration (ENS). The programme consists of several projects and activities, including the Common Repository (CR), CRMS2 link, Trader Interface (National/Shared Trader Interfaces (STI)), National Risk Management systems, Risk Management support, e-screening, TES Helpdesk, National Declaration Processing Systems and Arrival/Presentation Notification controls for national systems.

In 2020, the activities of the construction of the CR and the STI for Release 1 were completed according to the plan. The conformance testing activities were launched in June 2020 and were ongoing for the remaining of the reporting year. The global communication campaign for Release 1 started in August 2020, which included a website update, several social media posts, factsheet, direct communication to the stakeholders and press releases. Significant progress was achieved on the UCC ICS2

⁷⁴ Regulation (EU) 2019/880 of the European Parliament and of the Council of 17 April 2019 on the introduction and the import of cultural goods, OJ L 151, 7.6.2019, P. 1-14, https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.L_.2019.151.01.0001.01.ENG.

Trans-European co-ordination activities between EU Customs Administrations and postal operators, with different meetings held in November 2020 to prepare the Postal Operators for operational implementation. In addition to that, UCC ICS2 TES co-ordination plenary meetings involving economic operators, national customs and the Commission took place during the reporting year. Finally, UCC ICS2 TES co-ordination bilateral meetings were organised with UK for implementation of the IE/NI Protocol.

The Common Operational Guidance of UCC ICS2 Release 1 air cargo security referral protocols were completed in February 2020 and the work on the Business Continuity Plan was continued and will be completed before the entry into operations in first quarter of 2021.

The FSS and TSS for Release 2 were completed and sent to the Member States for review in November 2020. The CR Vision document was updated to include specific information related to the Safety and Security Analytics (SSA) and was approved by ECCG and endorsed by the CPG in December 2020. All activities of the construction of the CR and the STIs for Release 2 were started at the end of the reporting year. The kick-off meeting of the UCC ICS2 TES co-ordination activities for Release 2 took place in November 2020 and the next meeting is scheduled for the second quarter of 2021.

The UCC ICS2 Release 3 common system specifications were delivered in the fourth quarter of 2020 and the preparation of the FSS and TSS started on time, with their delivery planned for the first quarter of 2021.

During 2020, the majority of the Member States informed about their current status as 'In Progress' (BG, CZ, DK, EL, ES, HR, IT, CY, LV, LT, HU, MT, AT, PL, PT, SK, FI and SE) or 'Finished' (BE, DE, EE, FR, RO and SI). Concerning the current phase, several Member States reported on various national activities related to national acceptance testing (BE, BG, DK, MT, SK and FI), design of national system (EL, ES, FR, LV, PL and RO), being in operations (DE, IE and FR), conformance testing (CZ, HR, LT, HU and SE), deployment activities (CY, EE, PT and SI) or other activities related to this project (IT and AT). Furthermore, several Member States reported carrying out activities related to analysis and modelling (BE, CZ, DK, DE, IE, EL, ES, FR, IT, PL, RO, FI and SE), maintenance (BE, CZ, DE, FR and SI) and upgrades (BE, DK, DE, IE, FR and SI). During the reporting year, some Member States communicated their preceding phase and indicated designing the national system (BE, ES, HU, SI and FI), performing conformance tests (BG and FR), creating the national user requirements (DK), creating the national functional specifications (RO) or creating the national technical specifications (EL).

BG reviewed the documentation distributed by the Commission, completed the elaboration and the construction phases of the project and tested the national system in the conformance environment. In addition, BG attended all meetings organised by the Commission and initiated all national support activities related to the project. CZ developed the national ICS2 system and performed the necessary conformance testing during the reporting year. DE reported that the preparation for UCC ICS2 is ongoing in view of their Release 9.1 of the national ATLAS system. EE announced that they followed the project activities as indicated in the National Project Plan (NPP). EL proceeded to a resource allocation to tackle all project activities. FR developed and tested the national system for UCC ICS2 Release 1 while worked in close collaboration with FedEx for assisting them to prepare their system as well. HR organised several workshops with their contractor for facilitating all development and testing activities for the national system, which were carried out within the reporting year. IT developed the national ICS2 system and connected it with the central CR, following closely the Commission's plan about the project.

LV defined the national user requirements and specifications for UCC ICS2 Release 1 and successfully integrated it with the Risk Information System for providing automatic risk analysis. LT updated the National Risk Evaluation and Control System (RIKS) for meeting the UCC ICS2 Release 1 requirements and performed all activities related to analysis, design, development and conformance testing. Furthermore, LT developed some interfaces with other national information systems which are involved in the data exchange. HU completed the design specifications and the development of the national system which was successfully connected to conformance environment. MT performed the national acceptance testing of the national system and defined the plan until the final deployment in operations. AT performed analysis and modelling for the national requirements and developed all functionalities of the new system, while preparing for all organisation changes. PL continued all analysis activities with their contractor and announced that the implementation of their system will be delayed. RO initiated all development activities on October 2020 using agile methodology and managed to complete the analysis and design of the National Entry System (NES). FI achieved great progress towards project implementation during the reporting year and successfully concluded the national acceptance testing for the UCC ICS2 Release 1.

1.1.15 UCC Surveillance3 (1.20)

The UCC Surveillance3 system collects and transmits customs declaration data to ensure the control and traceability of the import and export of specific goods throughout the customs clearance and warehousing process and is used by the Member States' customs administrations to improve customs risk analysis, the fight against fraud, market analysis, post-clearance controls and statistical analysis. This system has been in operation since 2018.

During the reporting year, multiple quality improvements in data warehouse and data mart have been executed, resulting in an increase in the system's performance. Further improvements and initiatives have been discussed that will be added in an update in the system's specifications.

During 2020, the Member States informed about their current status as 'In Progress' (BG, DE, IE, ES, LV, HU, SI, FI and SE), 'Finished' (CZ, EE, CY and MT) or 'On hold' (FR, HR, PL, PT, RO and SK). Regarding the current phase, several Member States reported on various national activities related to being in operations (BG, CZ, DE, EE, EL, CY and LV), design of national system (ES, PL and SI), in national acceptance testing (FR and FI), analysis on the national user requirements (RO), in deployment (HU and MT), upgrade (IE and SI) or other activities related to this project (HR and PT). In addition, several Member States carried out activities related to analysis and modelling (BG, DE, IE, ES, HR, PL, FI and SE), maintenance (BG, CZ, DE, EL and SE) and upgrades (BG, CZ, EL, ES, HR and SE). During the reporting year, three Member States communicated their preceding phase and indicated performing upgrade to the national system (BG), being in operation (CZ) and conformance testing (EL).

BG took all preparatory steps for improving the national surveillance system to allow data to be sent in accordance with the UCC requirements. CZ implemented some changes at the national level regarding generating the surveillance reports. EE participated in all webinars held by the Commission and used the EUROFISC⁷⁵ reports.

⁷⁵ EUROFISC is a mechanism provided for Member States to enhance their administrative cooperation in combating organised VAT fraud and especially carousel fraud. EUROFISC allows for quick and targeted sharing of information between all Member States on fraudulent activities. The EUROFISC network was established by a Regulation on

IE analysed the project's documentation and provided proposals from a business perspective. EL analysed the UCC Surveillance specifications and deployed the phase 1 of the national system related import details, which was made accessible to taxation authorities. FR continued the development of the national system which will be fully tested in conformance environment and then deployed in operations. Having developed the national system in 2017, HR announced their plans to implement additional functionalities in the national declaration processing system related to H6 and H7 declarations. PL analysed all the documentation prepared by the Commission and FI implemented the Surveillance within the national import project. Finally, several Member States reported no IT activities at this stage (BE, DK, IT, LT, MT, NL, AT and PT).

1.2 MASP-C Group 2 - Customs European initiatives needing further study and agreement

The second group contains projects for which further discussion will be required before they can be mapped on the IT plan. Group 2 can include Project Fiches on bilateral international initiatives (between the EU and third countries).

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

The development activities related to this project are a purely national responsibility. However, the processes and data requirements for the external domain are to be defined and agreed on the EU-level. The goal is to enable the automation of processes at national level for the notifications of arrival of the means of transport and the presentation of goods and declarations for temporary storage as described in the UCC. This project aims to support harmonisation across Member States for data exchange between economic operators and customs and to ensure traceability of the goods entering the European Union. The system is foreseen to be operational by 30/12/2022 at the latest.

During 2020, the Member States informed about their current status as 'In Progress' (BE, BG, CZ, DK, EE, EL, ES, FR, HR, CY, LV, HU, MT, PL, PT and FI), 'On hold' (IT, AT and SK) and 'Finished' (LT). DK reported on IT development tasks such as, requirement specification, functional and technical specifications, development and testing on a national context. HR reported that BPM and Use Case models were finalised for presentation of goods and placing into temporary storage. Along with the creation of several documents, user interface for an IT application of the Presentation Notification and Temporary Storage prototype, a conceptual data model for data reuse, the architecture for the beginning of application development and the design of application forms and screens.

Concerning the current phase, the majority of the Member States reported on various national activities related to the development of national user requirements (EL, ES, IT and AT), creation of national functional specifications (CZ), national acceptance testing (DK, LT and FI), being in operations (BG, DK, IE, LV and SI), in deployment phase (EE), system upgrade (PL), in design of national system (BE, FR, HR and HU) or other activities (SI). CZ planned to start the development of the UCC Notification of Arrival,

administrative cooperation and combating VAT fraud (Council Regulation 904/2010 (OJ L268 of 12/10/2010, p.1)) and officially launched on 10 November 2010.

Presentation Notification and Temporary Storage (UCC AN/PN/TS) in 2021. DK reported that Notification of Arrival and Presentation Notification are operating in an existing system manifest, which was upgraded in 2020. ES reported that this process has been defined in the context of e-Commerce and that some principles can be extended to all types of entries. LV informed that the new functionality of electronic transport document (outgoing flow) was developed and installed into production environment. The new Temporary Storage functionality (based on new technologies) was under development to ensure e-Commerce requirements (volumes) in 2020. Further, LT analysed designed and developed the functionality of processing of Presentation Notification in the national Customs Declaration Processing System (MDAS). In addition, the interface with national Risk Evaluation and Control System (RIKS), was updated in order to meet UCC ICS2 release 1 requirements and national testing activities took place. FI reported that the Presentation Notification and Temporary Storage declaration has been implemented as part of the UCC ICS2 project in UTU-programme (national declaration system) and started the acceptance phase. During 2020 the National Import project continued and the first release in production was for private customers with 'mobile first' type of solution. SE upgraded the Presentation Notification for import system with the data requirement in Annex B of the UCC DA/IA.

Lastly, several Member States reported carrying out activities related to analysis and modelling (BE, DK, IE, EL, FR, HR, HU, SI and FI), maintenance (BE, BG, DK and SI) and upgrades (BG, DK). During the reporting year, some Member States communicated their preceding phase and indicated creating national technical specifications (FR and HR) and designing of national system (DK).

1.2.2 UCC Guarantee Management (GUM) (2.5)

The objective of this project is to ensure that the data of guarantees used for import and export that affects more than one Member State is made electronically accessible to Member States where the customs declarations are lodged and accepted.

The updated Business Case has been approved by the Member States in September 2020 with the preferred implementation option the Alternative C - Decentralised system architecture with light central IT support. The option was decided to be implemented through the UCC Customs Decisions System and it eliminates the requirement for the development of a national component. The central GUM component is expected to be operational in the second quarter of 2025. On the basis of the systems architectural change, the hybrid-Member States using UCC Customs Decisions system should be ready and test their systems before the central GUM component goes live in 2025. Member States with hybrid solutions are expected to start the operations in the first quarter of 2024. This creates a window of one year to develop their system after the component specifications of the GUM central system are made available.

During 2020, the Member States informed about their current status as 'In Progress' (BE, BG, FR, LT, HU, AT, PL and SE), 'On hold' (CZ, DK, DE, MT, PT, RO and SK) or 'Finished' (EE and ES). In addition, some Member States did not provide their current status (IE, EL, HR, IT, CY, LV, NL, SI and FI). DE reported that the preparation for the trans-European GUM system (component 1) was put on hold due to the envisaged time-plan of updated UCC Work Programme. Currently the national GUM system (component 1) is operated in the framework of NCTS project. HR stated that that the project has not started yet.

As regards the current phase, some Member States reported on various national activities related to the development of national user requirements (BE, MT, AT, and

RO), being in operation (BG, ES and PL), design of national system (HU and LT), creation of national functional specifications (FR), in a deployment (SE) or other activities (CZ, DK, DE and PT). PL performed changes in the system based on the legal regulations. PT stated that no IT activities were carried out during 2020. SE informed that the update of the national guarantee management system is part of the National Import Declaration System project.

In parallel, the Member States carried out activities related to analysis and modelling (BE and AT) and operations (BG). LT reported that analysis and preparation of the functional specifications, design and development of national Guarantee Management System was carried out during 2020. The development of the system has been extended to implement changes and interfaces with external systems.

1.2.3 UCC Special Procedures (2.6)

The implementation of the UCC Special Procedures project is divided in two approaches. UCC Special Procedures Harmonisation are the national IT developments for the harmonisation of special procedures and alignment with the legal provisions defined in the UCC IA/DA. UCC Standardised Exchange of Information for Special Procedures (INF SP) are central services provided for the management of standardised information developed for inward and outward processing procedures.

During the reporting period, various improvements to the system implementation of the pilot project took place following Member States' feedback. The conformance testing for business validation was initiated alongside with several WebEx training sessions in April 2020. Additionally, the Level 4 BPMs were updated including the proposed changes, leading to the approval by the Member States and the economic operators in the beginning of April 2020. Upon Member States' request, a business user guide was thoroughly discussed by the members of the UCC INF SP business project group, as well as various business issues and related possible legal impact. The business user guide was completed and submitted for translation in all 24 languages during the third quarter of 2020.

Following the INF business project group request, DG TAXUD prepared a general privacy statement which was thoroughly discussed with the Member States. Two approaches were offered, either to have a common privacy statement drafted by the Commission or to have a national privacy statement drafted by the Member State. The majority of the Member States were in favour of the common approach. Hence, the Commission published a general privacy statement in June 2020, followed by a discussion between Member States and the Commission and validated by the CCC-GEN. The Member States who opt to use their own privacy statement were referred in the EUROPA webpage⁷⁶.

Concerning the access to the INF system from a trader perspective, an STP access became available following the amendments of the UCC legal provisions. The STP for INF function was designed to be available and accessible through the EU Customs Trader Portal (EU CTP), which is the single point of access for traders, and currently operational for eAEO and EBTI. The UCC INF SP system and the INF STP have been deployed successfully in production on 1 June 2020 and became fully available to the economic operators. The INF business project group discussed further business issues and the solutions were logged as RfCs for implementation into the IT system following

⁷⁶ https://ec.europa.eu/taxation_customs/inf-system-special-procedures_en

Member States' validation. The first set of RfCs were accepted by written procedure by the end of July 2020 and the second set was accepted in October 2020. An updated version of the system with evolutionary changes was put in production on 28 October 2020.

In 2020, the majority of the Member States informed about their current status as 'In Progress' (BE, BG, CZ, DK, EE, EL, ES, FR, HR, HU, AT, PL, FI and SE), 'On hold' (PT and SK) and 'Finished' (DE, IE and MT). Several Member States did not provide their current status (IT, CY, LV, LT, NL and SI). With reference to the current phase, the Member States reported on various national activities related to the development of the national user requirements (EL, FR and HR), the national functional specifications (CZ and ES), the development of national technical specifications (SE), as being in operations (BE, BG, DK, DE, IE, AT and FI), design of national system (EE and HU), deployment (MT) or other activities (PL, PT and RO).

BE informed that Special Procedures for Import has been integrated in their national system. BG reported that activities related to the national special procedures for import, aiming to provide the required national electronic solutions for the import related special procedures activities, are part of a project to implement all process and data requirements deriving from the UCC, and which are relevant for the national import system. The activities related to the component for national special procedures for export are implemented together with the UCC AES project. CZ informed that the development of the UCC Special Procedures is scheduled to start in 2021. DK stated that INF Special Procedures has gone live in 2020 and participated in the definition and the design of the planned release. DE reported that conformance testing was completed in April 2020 and the new INF system is currently used by customs officers and economic operators. EE reported that the national user requirements for the project Special Procedures for Import have been determined, the service has been integrated into the national import system and testing is in progress. Regarding the Special Procedures for export, EE stated that a preliminary analysis is taking place in order to determine the cost and schedule, while UCC INF is in production. Information material has been made available to economic operators and tests are being performed. EL informed that Special Procedures is part of the national import and export systems and reported that an analysis of the BPMs, Annex B and the interoperability with other systems is being performed.

ES reported that the placement of goods under special procedures is being considered both from an import and export perspective. The project progresses together with AES and the national import system. FR reported that the work related to both IT and business aspects of the project is currently ongoing and intends to establish the link between Annex B and Annex A. Furthermore, an analysis of the Customs Reference Services (CRS), the INF system and the national ROSA component is being carried out to ensure the consistency checks and to examine whether there is a need for a new webservice. AT informed that the national acceptance testing was concluded in May 2020 and it included the testing of the central INF system. In addition, AT reported that they entered operations in June 2020 and that they have provided information and trainings for customs officials and economic operators. PL reported that the UCC INF SP system has been in use since June 2020 by Polish customs authorities and economic operators and that the national system for the settlement of the special procedures RPS was installed in a test environment by the end of 2020. In addition, PL informed that the national import and export systems are being expanded with the functionalities required within the scope of the UCC Special Procedures.

RO stated that the component SPE Export will be implemented through the UCC AES project, while component SPE Import will be integrated in the project "Modernisation of

the national Import System within the Custom Code of the Union”. The technical system specifications for both components have been prepared and have been submitted for approval to the Ministry of Finance, thus implementing all data requirements deriving from the UCC and the IA and DA. FI reported that, regarding the INF system, they participated in webinars, analysed documentation and performed hands-on testing and training both at EU and national level. FI validated various related documents, such as online help for INF SP and INF STP and CS/RD2 translations and created instructions for customs officers and economic operators.

1.2.4 Adjustments of the existing import applications under the UCC (2.10)

The project relates to required updates and further development of the national import systems in the Member States, resulting from the implementation of the UCC. The project consists of 2 phases: UCC National Import Systems upgrade and UCC Centralised Clearance for import (CCI).

During 2020, the UCC CCI IT project group on Phase 1 has continued its sessions and conducted further analysis from a business point of view, as well as the preparation of the Technical Systems Specifications (TSS). The UCC CCI Phase 1 TSS were approved by the Member States and the economic operators on 9 October 2020 in view of the planned deployment date of 1 March 2022 with the forerunner Member States⁷⁷. The Commission initiated in September 2020, the UCC CCI Phase 1 Forerunner weekly meetings with the participation of two Member States for the early implementation of the application and to identify potential IT issues, in order to ensure smooth deployment of the CCI system. In addition, various deliverables were prepared with the collaboration of the project group members and the Commission, related to the project preparedness such as the Architecture Overview (AO), the Design Document for Common Operations and Methods (DDCOM) for the Common Communication Network 2 (CCN2) enabled systems and the Design Document for National Customs Application (DDNCA).

In reference to the second phase of the UCC CCI project, the final version of the Business Case following the Member States’ acceptance was also approved by the Information Technology and Cybersecurity board (ITCB) in January 2020. Similarly, the Vision Document was approved following the consultation with the Member States and the economic operators in the fourth quarter of 2020. The project group on UCC CCI Functional Specifications Phase 2 was established in October 2019 to support the work on producing the UCC CCI Phase 2 Level 4 BPM/FSS package and in 2020 held several meetings. During these meetings, the focus was given to the business processes for import of goods under Entry In the Declarant’s Records (EIDR) with and without Presentation Notification, import of excise goods, Common Agricultural Policy (CAP) goods, goods in the context of trade with special fiscal territories, temporary admission customs procedure and recapitulative supplementary declaration under the UCC CCI Phase 2. The final agreements of the project group members and the Commission were implemented in the functional aspects of the CCI Phase 2. In addition, the modelling activities of the Level 4 BPMs under the UCC CCI Phase 2 were finalised and as a result twelve new Level 4 BPMs were produced, fourteen new Information Exchange (IE) messages were created and twenty IE messages from UCC CCI Phase 1 were updated. Likewise, the Level 3 BPMs were updated for UCC CCI

⁷⁷ ES and FR

Phase 2, leading to the UCC CCI Phase 2 Level 3-Level 4 BPM/FSS package approval by the Member States and the economic operators in August 2020. The next steps of the UCC CCI Phase 2 will be initiated in 2021 and will be related to the design of the IT system and the Technical System Specifications (TSS).

In 2020, the majority of the Member States informed about their current status as 'In Progress' (BE, BG, CZ, DK, DE, EE, EL, ES, FR, IT, CY, LV, HU, MT, AT, PL, PT, RO, FI and SE) or 'Finished' (IE and SI). In addition, some Member States did not report on their current status (HR, LT, NL and SK).

Concerning the current phase, the Member States reported on various national activities related to the development of national user requirements (FR, HR and MT), being in operations (BG, DE, IE, LV, PT and SK), design of national system (DK and HU), creation of national functional specifications (BE, CZ, EE, EL, ES and RO), creation of national technical specifications (AT and SE), system upgrade (PL), performing national acceptance testing activities (IT and FI) or other activities related to this project (SI). DK reported that the processing of the H7⁷⁸ declaration/dataset (phase 2) is developed as release 1 of the new national system for import (DMS). EE reported development and testing of the new national import and UCC Special Procedures Harmonisation (IMP) system. IT completed the development phase of the new reengineered system at import and aligned the system to the EUCDM v. 5.2 data model.

Alongside, most of the Member States reported carrying out activities related to analysis and modelling (BE, DK, DE, EE, IE, EL, ES, FR, HR, IT, AT and FI), maintenance (BG, DK, DE, IT, SI and SK), upgrades (BG, DK, DE, IT, SI and SK), operations (BG, DK, EE, IE, LV, SI and SK) and other activities (DK and IE). BG reported that during 2020, the national import system was upgraded to implement the VAT e-Commerce package, including the use of Customs Decisions as per Article 143(a) of the UCC DA and the new column H7 in Annex B to be deployed and used as of 1 July 2021. DE stated that development and maintenance activities of the national import systems are carried out within the framework of the overall ATLAS system. ES reported to develop the national import system in parallel to the UCC CCI project. MT performed a gap analysis to identify the changes for its implementation planning of the import system. PL reported that they have performed an analysis of the UCC regulation, Delegated and Implementing Acts in respect to the requirements defined in the contract for constructing the AIS/IMPORT system and an analysis of the projects of customs regulation changes. PL also participated in workshops and meetings with representatives of other projects related to AIS/IMPORT (special procedures, Single Window for Customs and Surveillance) and internal workshops/meetings of experts dealing with customs declarations, customs simplifications and customs debt. Lastly, SK reported that the national system has been in operations since October 2017 for standard and simplified procedures.

1.2.5 Customs Union Performance – Management Information System (CUP-MIS) (2.11)

CUP-MIS is a performance measurement system for the EU Customs Union. It supports the improvement of the functioning of the EU Customs Union by assessing the effectiveness, efficiency and uniformity of customs activities and operations.

⁷⁸ H7 refers to the customs declaration for release for free circulation in respect of a consignment which benefits from a relief from import duty in accordance with Article 23(1) or Article 25(1) of Regulation (EC) No 1186/2009

The CUP-MIS system is planned to be in operation in the third quarter of 2023. However, it has been decided to perform an early shadow run in conformance environment by the last quarter of 2021. In this view, the preliminary product backlog and the sprint backlog⁷⁹ for the first three sprints have been finalised in order to start the development of the system. In January 2020, a proof of concept has been established which enables the verification of the data upload by the Member States into the system. In this respect, it is planned to install a web application in the conformance test environment to receive the data from the Member States in the second quarter of 2021.

During 2020, several Member States informed about their current status as 'In Progress' (BG, EE, ES, IE, LV and FI), 'On hold' (MT, PT and SK) or 'Finished'(SE). Most of the Member States (BE, CZ, DK, DE, EL, FR, HR, IT, CY, LT, HU, NL, AT, PL, RO and SI) reported no activities and no specific status for this project. BG reported that activities were carried out within the CUP project group and ES reported to be part of the Customs Union Performance. IE performed analysis of the data through meetings which took place in Brussels or via WebEx and reported on the findings. LV worked on the requirements for CUP-MIS and on the CUP-MIS proposal documents in detail and FI reported that modelling has been completed and testing has been launched.

1.2.6 UCC Proof of Union Status (PoUS) (2.12)

The UCC PoUS system is a new trans-European system designed to store and manage the electronic T2L/T2LF⁸⁰ documents and the electronic Customs Goods Manifest (CGM). This project was re-launched in 2019. The approach taken on system architecture involved a centralised system (under a hybrid approach). The Commission adopted a two-phased approach for the development of the UCC PoUS project. The first phase consists in implementing the electronic T2L(F) document with all the necessary functionalities, which is expected to be operational by 1 March 2024. The second phase involves the implementation of the electronic CGM, including the information exchange with the European Maritime Single Window environment. This component is anticipated to enter into production on 2 June 2025.

The project group on UCC PoUS was established in September 2019 to assist the Commission with the preparation and the analysis of the two-phase approach of the project. In light of the work of the project group on UCC PoUS, various meetings with Member States and economic operators took place and several study visits were organised to examine the handling of the UCC PoUS system in different Member States. Alongside with both phases of the project, an analysis on the business processes and the related aspects were conducted. The Vision Document and the Architecture Overview were approved by the Member States in September 2020 for both phases. The Level 3 and Level 4 BPMs for phase one were updated and accepted by the Member States in March 2020. In relation to the preparation of the UCC PoUS phase two, the Business Statistics analysis was initiated. As there were no additional

⁷⁹ Sprint is a set period of time during which specific work has to be completed and made ready for review and delivery. The sprint backlog is a repository of pending user stories/issues/tasks. These user stories/issues/tasks are logged into the sprint backlog according to their business value and their technical complexity. Each sprint begins with a planning meeting, in which tasks are selected from the sprint backlog. Each sprint ends with its retrospective.

⁸⁰ Means of proof of the Customs status of Union goods/ Means of proof of the Customs status of Union goods for goods transported to, from or between the non-fiscal areas (T2L/T2LF).

requests from the economic operators the second phase of UCC PoUS is intended to begin under the current legislation.

In 2020, several Member States informed about their current status as 'In Progress' (BG, EE, EL, FR, HU, AT, PL and FI) or 'On hold' (IT, MT, PT, RO, SI and SK). Concerning the current phase, most of the Member States reported on other national activities (BE, BG, EE, EL, MT, AT, PL, PT, RO, SI and FI), national user requirements (DE, FR and IT) and design of national system (ES and HU). Some Member States did not report on their current status (DK, IE, HR, CY, LV, LT, NL and SE). BE, DE and CY reported that they participated in the Customs 2020 Project Group on the Proof of Union Status system.

BG reported that they participated in the review process of the relevant documentation distributed by the Commission. DE stated that the national activities closely followed the project's progress and announced that the central system will be used. However, an interface with the National Entry System is planned for the usage of the respective proof. In addition, DE informed that the implementation is planned within the scope of ATLAS Release 10.2, which is scheduled for the first quarter of 2024. EE plans to start the analysis of the project in 2021, while EL reported to have studied documentation related to the project and to having prepared a call for tender. FR informed that they attended a workshop organised by DG TAXUD and that they plan to start working on the project in 2021, whereas IT performed an analysis of the documentation produced at EU level. PL informed that the national e-service called "e-Status" was extended to include several new possibilities. The application process provides the option of addressing the control to a customs office other than the customs office of application. The control can also be handled by the customs office of presentation, by reading the directive and description of the control activities and by adding information that will be returned to the customs office of application. A further functionality included is the possibility of performing a search by the attribute of the customs office of the presentation and the visualisation of the found declarations on both lists, by adding a column with the customs office of presentation. RO informed that they plan to use the EU central solution for UCC PoUS, while FI reported that they analysed the documentation as well as the possible impact of the project on their national systems.

1.2.7 European Maritime Single Window environment (EMSWe) in relation to customs systems (2.13)

The European Maritime Single Window environment (EMSWe) aims to improve administrative procedures in maritime transport by introducing a single window for reporting formalities for ships to harmonise processes and data exchange with economic operators. In 2019, DG TAXUD reviewed the amendments to the Proposal for a regulation establishing the EMSWe made by the European Parliament and the Shipping Working Party of the Council. The concerned parties reached an agreement on the text of the regulation following a series of dialogue meetings organised by the European Parliament. Regulation (EU) 2019/1239⁸¹ came into force on 15 August 2019.

The MASP-C Revision 2019 introduced a new fiche (2.13) on the "European Maritime Single Window environment (EMSWe) in relation to customs systems" to develop a

⁸¹ Regulation (EU) 2019/1239 of the European Parliament and of the Council of 20 June 2019 establishing a European Maritime Single Window environment and repealing Directive 2010/65/EU, OJ L 198, 25/07/2019, https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.L_.2019.198.01.0064.01.ENG.

harmonised reporting interface module for the national single windows based on the provisions of Regulation (EU) 2019/1239⁸¹. In close collaboration with DG MOVE, DG DIGIT and EMSA, DG TAXUD will develop an implementation plan to address all activities involving the application of the provisions laid down by the EMSWe Regulation. The processes and data requirements for EMSWe's external domain will be defined at EU-level based on the Implementing and Delegated Acts that will be prepared in collaboration with DG MOVE. This initiative is examining the interconnections between future system development introduced by Regulation (EU) 2019/1239 and national customs systems. According to this Regulation, the latest date for the system to be operational is no later than 15/08/2025.

During 2020, various meetings took place on the preparation of documentations related to the EMSWe. Several Customs Business Group (CBG) meetings were organised jointly with DG MOVE's "HSLG Expert Subgroup on Single Window". In particular, numerous meetings with the EMSWe "Data thematic team" took place, focusing on the data requirements stemming from EU and international legislation as well as on the national requirements. A deep analysis was conducted by DG TAXUD with the view to integrate customs and maritime processes and taking into consideration the alignment to the UCC DA/IA Annex B and the EUCDM. Additionally, DG TAXUD participated in a number of meetings with the EMSWe "Interfaces thematic team", where topics relating to the Message Implementation Guide (MIG), the common GUI functionalities and the Reporting Interface Module (RIM) were discussed.

In 2020, the Member States informed about their current status as 'In Progress' (BE, EE, IE and HR), 'On hold' (BG, IT, MT, PT and SI) or 'Finished' (SE). Some Member States did not report on their current status (DK, DE, FR, CY, LV, LT, HU, NL, AT, PL, SK and FI). With reference to the current phase, the Member States reported on various national activities related to the development of national user requirements (IE and IT), operations (SE) or other (BE, BG, CZ, EE, EL, HR, MT, PT, RO and SI). BG reported that the undertaken activities aimed at providing advice and expertise to the Commission on the definition of the data set and maintenance of the list reporting obligations under the provisions of the Regulation (EU) 2019/1239 of 20 June 2019. BG participated in the CBG meetings organised by the Commission and contributed to the preparation of the EMSWe Delegated Act and to the part-C national requirements by providing their national data. DE reported that the national customs administration coordinates all customs-related matters with the transport authorities and provides all technical specifications (e.g., Message Implementation Guide for external domain) to ensure that the maritime single window could establish the information exchange under the rules and conditions defined by customs. The EMSWe initiative has no impact on German customs systems and no modification is required. EE informed that they have attended meetings dedicated to EMSWe and stated that national consultations also took place. EL collaborated with national port authorities. IT performed an analysis of the documentation produced at EU level and FI analysed the possible impact on the national customs systems.

1.3 MASP-C Group 3 - Customs International Information Systems

MASP-C Group 3 consists of projects managed by international organisations. The Member States and the Commission play an active role in their development.

1.3.1 EU Implementation of UNECE eTIR System (3.1)

The eTIR system aims to secure electronic data exchange between national customs systems related to the international transport of goods under cover of TIR Carnets. This

project was launched by the contracting parties of the TIR Convention under the auspices of the United Nations Economic Commission for Europe (UNECE) to provide an exchange platform for all actors involved in the TIR system, including customs authorities, the guarantee chain and transport operators.

The implementation scope of the eTIR system in EU is twofold: adaptation of UCC NCTS to handle TIR operations as described in the eTIR Reference Model Document and adaptation of SPEED to enable the exchange of the data between UCC NCTS and eTIR system. The Commission will facilitate the compatibility and data exchange between UCC NCTS and eTIR and the connection to eTIR through SPEED or another system. During 2020, the Commission finalised the Business Case, while continued working on the eTIR Proof of Concept and the production of the system specifications.

During 2020, the Member States informed about their current status as 'In Progress' (BE, HR and HU) and 'On hold' (BG, ES, MT, PT, SI and SK). Concerning the current phase, the majority of the Member States reported status "Other", and one Member State reported to be in design of national system phase (HU). No other activities were initiated by the Member States during the reporting year.

1.3.2 eATA Carnet Project (3.2)

The objective of this project is the development of a new electronic communication system to facilitate information sharing between a series of stakeholders (economic operators, chambers of commerce, customs administrations) involved in the temporary admission of goods procedure in various countries or customs territories. The aim of the project is to replace the current paper-based ATA Carnet System by a global eATA Carnet System.

The ATA Carnet is an international customs document that allows the temporary export and import of goods for up to one year without payment of customs duty and value-added tax. It replaces national customs declarations and serves as "a passport for goods" to clear goods through customs, including professional equipment, commercial and testing samples and goods used at trade fairs, exhibitions, shows, or similar events.

The ATA Carnet System is administered by the International Chamber of Commerce World Chambers Federation (ICC/WCF) in line with the World Customs Organisation's (WCO) ATA and Istanbul Conventions. Over the years, this system has spread to 78 countries and territories, including a growing number of emerging economies. Around 50% of the carnets issued annually concern goods' movement across the EU.

Since the current system is almost entirely paper-based, the ICC WCF is currently implementing a system to replace paper-based ATA Carnet modalities using a digital solution called "Mercury II". During 2020, the ICC demonstrated the system underdevelopment which is still in the pilot phase. Moreover, the ICC submitted a proposal to the Contracting Parties of the Istanbul Convention for obtaining the approval for using the developed electronic data-processing techniques.

The Commission further assessed the outcome of this pilot for deciding on the best way forward to digitalise ATA Carnets. Hence, having evaluated the presented ICC system, the Commission concluded that it is the most appropriate way to proceed considering that the core system is already developed and additional functionalities to increase its usability have been already planned. As a result, the Commission agreed to the proposal to promote the direct use of the ICC eATA Carnet system by the Member States.

In 2020, the Member States informed about their current status as 'On hold' (EE, ES, FR, HR, MT, PT, SI and SK) and 'Finished' (BG). Concerning the current phase, HR reported focusing on the development of the national user requirements and five Member States reported on other activities (BG, EE, ES, FR, MT, PT and SI). No additional activities were initiated from the Member States during the reporting year.

1.3.3 Smart and Secure Trade Lanes (SSTL) (3.3)

The SSTL is a pilot project between the EU (BE, DE, ES, FR, IT, NL, PL), UK, CN and HK customs authorities aiming to strengthen end-to-end supply chain security and provide trade facilitation to participating economic operators through maritime, air and rail trade lanes between the involved territories. This project consists of two main components: international exchanges between the EU, CN and HK customs authorities, and internal exchanges between the Member States and the Commission.

All activities on this project were put on hold since 2019 as a legal base and a possible scope expansion need to be defined.

In 2020, the Member States informed about their current status as 'In Progress' (ES and HU) and 'On hold' (CZ, EE, FR, MT, PT, SI and SK). As regards the current phase, ES focused on upgrading the national system and carried out activities related to analysis, modelling and upgrades. In addition, FR reported on the development of the national user requirements and six Member States reported on other activities (CZ, EE, HU, MT, PT and SI). ES organised meeting with trade lane to promote their participation in this pilot project and performed operational activities related to Customs Enforcement Network Communication Platform (CENcomm). No further project activities were reported by the Member States during the reporting year.

1.4 MASP-C Group 4 - Customs IT cooperation initiatives and technological developments to facilitate Customs EIS (including current CCN operations)

MASP-C Group 4 consists of customs cooperation initiatives undertaken to strengthen the cooperation between Member States and to accelerate the technological development of the European Information Systems.

1.4.1 National Systems Implementation by IT Collaboration Projects (4.1)

Within the context of an IT Strategy for the implementation of the UCC and e-Customs initiatives, a new working method was developed at EU-level already in 2018, which is depicted in the joint efforts of the Member States towards building common union components for customs national systems. The expert team on new approaches to develop and operate Customs IT systems (ETCIT) was launched in 2018 following the Tallinn Declaration on eGovernment⁸² and concluded its activities in 2019. Based on the conclusions reached during the execution of the group's tasks, the activities and the strategic work continued within the context of the second expert team ETCIT II throughout 2020. Led by SE, the 16 participating Member States (BE, CZ, DE, EE, FR, IT, CY, LT, LU, HU, MT, NL, PT, RO, SK and SE) cooperated towards the objectives agreed in the Council Conclusions on the way forward to developing Customs IT

⁸² Ministerial Declaration on eGovernment – the Tallinn Declaration, <https://digital-strategy.ec.europa.eu/en/news/ministerial-declaration-egovernment-tallinn-declaration>.

systems⁸³, by carrying out a study, including the scope of a pilot project, stakeholder analysis, financing options and possible involvement of a permanent structure or shared supplier for IT. The main objective of ETCIT II was the identification of suitable options for new pilots and recommendations for the way forward towards the implementation of a long-term strategy on Customs IT. A survey addressed to the Member States was launched in 2020 regarding the evaluation of the collaboration scenarios developed by ETCIT. The outcome of the survey confirmed Member States' interest to collaborate in areas beyond those defined in the MASP-C and highlighted the following pilot projects to serve as a basis for future discussions: e-Commerce, advanced analytics and application of artificial intelligence, Blockchain technology and digital transformation of customs administrations. The activities of the ETCIT II team are expected to conclude at the end of 2021. However, the extension of the work under a third phase is considered necessary and useful in order to take the possibilities of IT collaboration further.

During 2020, most of the Member States (BG, CZ, DK, DE, EE, IE, EL, FR, HR, IT, CY, LV, LT, HU, NL, AT, PL, RO, SI, SK and FI) reported no specific status and activities for this project. PT and SE informed about their current status as 'In Progress' and MT as 'On hold'. CY and PT reported participating in the ETCIT working group activities. SE reported on the development of national technical specifications as well as on participating in ETCIT II and having a national designated working group analysing the outcome of this work.

1.4.2 Common Communication Network2 (CCN2) (4.5)

The CCN2 project is considered as the evolution of the current CCN architecture and services. The Common Communication Network and Common System Interface (CCN/CSI) operational infrastructure consists of a closed, secured network infrastructure that is provided by the Commission to facilitate the exchange of information between the national administrations of the customs and taxation areas. CCN2 applies a Service Oriented Architecture (SOA) architecture and provides a set of value-added services to support the evolution of new application development and deployment paradigms. Applications to be developed will use this new CCN2 infrastructure. CCN2 evolution is in line with the global EU architecture consolidation, encompassing the notions of the circles of trust and integrating with the shared services capabilities.

2020 was a year when many project activities were completed. CCN2ng Release 1.1 was successfully deployed in operations, after all Member States executed the needed tests in conformance environment in the first quarter of 2020. This release was developed to cover additional functional requirements, mainly for UCC ICS2. In the third quarter of 2020, CCN2ng Release 1.2 was deployed in operations and included major improvements in the design of the platform, delivering better performance, increasing availability, extending capacity and enhancing governance.

During 2020, the Member States informed about their current status as 'In Progress' (CZ, DE, HU, AT, PL, PT, SI and FI) and 'Finished' (BG, DK, FR, HR and MT). In addition, some Member States did not report their current status (BE, EE, IE, EL, IT, LV, LT, NL, RO, SK, FI and SE). Concerning the current phase, most of the Member States reported on various national activities related to being in operations (BE, CZ, DK, FR, HR, CY, LV, MT, AT, PL, PT, SI and SK) and in national acceptance testing

⁸³ [Council Conclusions on the way forward to developing Customs IT systems.](#)

(BG and HU). DE reported other activities related to this project, focusing on preparatory work for a System-to-System (S2S) connection of TES, as well as maintenance and support when using central web applications. Furthermore, several Member States reported carrying out activities related to analysis and modelling (DE, HU and FI), maintenance (BE, CZ, HR, PL, SK and FI) and upgrades (HR, PL, SK and FI). During the reporting year, some Member States communicated their preceding phase and indicated being in operations (HR), designing the national system (HU) or performing upgrades (PL).

BG performed all activities for the CCN2 project in close collaboration with UCC ICS2 and during 2020, BG developed a CCN2 bridge and successfully tested the proper communication between various TES using this platform. CZ reported that all project activities for CCN2ng Releases 1.1 and 1.2 were completed on time and that CCN2ng is currently being used in conformance and production environments for many applications. DK carried out some minor upgrades and highlighted the stability in the operation of CCN2. DE performed the preparatory steps for a S2S connection of various TES and concentrated on maintenance and support work for the use of the central web applications. In addition, DE reported some issues with the CCN2 user management tool and some difficulties experienced with the user creation. FR attended the IT Technology and Infrastructure project group and followed up all CCN2 project activities. HR performed the migration CCN2ng Release 1.2 in both conformance and production environments and configured the existing Customs CCN2 domain. Furthermore, HR introduced new applications (UCC ICS2, IOSS) for usage over CCN2.

HU completed the design of the new national CCN2 gateway and most of its development, while participating in all workshops and following all CCN2 project activities. AT deployed CCN2ng Releases 1.1 and 1.2 in both environments, after successfully executing all conformance tests. PL reported that all CCN2ng Releases were deployed with no problems and preparations have started for the next planned release. Besides those, PL focused on the CCN2 user management and provided support to all CCN2 users, while having reviewed the specifications and attended all meetings organised by the Commission. PT indicated that all operational, maintenance and support activities were delivered through the contracted services. SI reported on activities related to user management, national service registration and development of CCN2 functionalities. FI announced that the integration of several TES with CCN2 was completed in production environment. EE, IE, EL, IT, LT, NL, RO, SE reported no activities on the project.

1.4.3 UCC Uniform User Management and Digital Signatures (UUM&DS) – Direct Trader Access to EIS (4.6)

The UCC UUM&DS project aims to implement a system that allows economic operators to access new EU-wide services, in line with the security policies, legal provisions and operational responsibilities. Therefore, this system offers economic operators unified access to a unique interface to several central services implemented by the Commission. The economic operators are able to electronically submit declarations that will be forwarded to the competent national authority, for a number of supporting IT systems, such as UCC Customs Decisions, EOS-AEO, COPIS and UCC BTI. Furthermore, UCC UUM&DS provides a mandate capability, allowing economic operators to be represented by known mandated individuals and support the use of electronic signatures.

During 2020, the work was focused on UCC UUM&DS Release 2.0, which will support additional functionalities for UCC ICS2 and COPIS eAFA projects, namely S2S secure

connectivity, certificates management and digital signature services. Release 2.0 was deployed in the conformance environment in the first quarter of 2020 and the conformance testing with the Member States performed at the second quarter of 2020. After successful validation of the new release, it was deployed in operations in June 2020.

To enable user authentication and authorisation, the majority of the Member States have used their national Identity and Access Management (IAM) system(s) that can be directly interfaced with UCC UUM&DS and are categorised under type A, B, C and D solutions⁸⁴. Most Member States (BE, BG, CZ, EE, IE, ES, FR, IT, LV, LT, HU, AT, SI and SE) are type A, EL and FI are type B, few Member States (DK, HR, CY, NL and PL) are type C and the remaining Member States (DE, LU, PT, RO, SK and UK) are type D.

In 2020, the Member States informed about their status as 'In Progress' (BG, DK, DE, EL, FR, HR, LT, HU, AT, PL, PT, SI and FI), 'Finished' (CZ, EE and IE) or 'On hold' (RO). Concerning the current phase, the majority of the Member States reported being in operations (BE, BG, CZ, DE, EE, IE, HR, LT, PL, PT, SI and SK), in conformance testing (EL, FR, HR and FI), in analysis of the national technical specifications (AT), in upgrade (DK), in design of the national system (MT) or in national acceptance tests (HU). RO is the only Member State who reported status 'Other', as they are type D and using the central solution. In addition, several Member States reported carrying out activities related to analysis and modelling (BE, BG, CZ, DE, IE, FR, HU, AT, PT and FI), maintenance (BE, BG, CZ, IE, EL, FR, HR, HU, PL, PT, SI, SK and FI) and upgrades (BE, BG, CZ, IE, EL, HR, PL, PT, SI, SK and FI). During the reporting year, some Member States communicated their preceding phase and indicated being in operations (CZ and FI), in analysis of the national user requirements (DE), in analysis of the national technical specifications (HR), in upgrade (PL and PT) or in conformance testing (SI).

BG enabled the S2S communication for their economic operators through Secure Sockets Layer (SSL) communication with the central system, while also enabled the delegation process. In addition, BG started the registration process of qualified digital seals and performed the conformance testing for UCC UUM&DS Release 2 in May 2020. CZ prepared a detailed analysis for UCC UUM&DS Release 2, concentrating on the S2S communication, the cross-border certificates and the Trusted Service List (TSL) usage. Moreover, CZ upgraded the business profiles and roles for UCC ICS2, UCC INF and EUCTP. DK took all preparatory steps for the next major release and DE continued using the central solution as type D, since no national IAM has been developed. Besides creating guides and manuals for the national users, EE analysed UCC UUM&DS Release 2.0 and made progress in solving various bugs in the current system. IE reported on activities related to development and integration of the national system and EL executed tests in conformance environment, while upgrading the current system in operations to support new business profiles. FR initiated the analysis of UCC UUM&DS Release 2.1 and performed the conformance testing for Release 2.

HR indicated that the infrastructure for UCC UUM&DS Release 2 is operational, after the necessary tests were carried out. Furthermore, HR conducted the analysis for

⁸⁴ Type A: One consolidated IAM system that can be directly interfaced with the UCC UUM&DS.

Type B: Two IAM systems, one of which is used as the single point of contact with UCC UUM&DS.

Type C: Multiple IAMs –Member States shall provide a unified IAM to interface with UCC UUM&DS.

Type D: No IAM system to interface with the UCC UUM&DS

Release 2.1 and 2.2, concentrating on the new features. LT performed all conformance testing activities for the national UUM&DS application (BAP) which is aligned with UCC UUM&DS Release 2. HU started the development of UCC UUM&DS Release 2 and configured the business profiles for the UCC INF STP, while having reviewed the documentation and participated in all meetings hosted by the Commission. AT announced that the implementation of the next release depends on other national systems and identified a solution for the second level delegation. PL deployed UCC UUM&DS Release 2 in operations on time and initiated all activities for Release 2.1, while having implemented the fully local delegation functionality. SI developed all functionalities for UCC UUM&DS Release 2, adapting the national IAM with the certificates registration, and deployed the national system in operations. FI initiated the upgrade of the national system to UCC UUM&DS Release 2.1 and performed maintenance activities in the current system. IT, CY, LV, MT, NL and SE reported no activities on the project.

1.4.4 High Availability DG TAXUD operational capabilities (4.7)

Under this project, the Commission intends to provide high availability infrastructure capabilities for the hosting of EU customs systems components and IT services. The Commission has developed High Availability (HA) and Disaster Recovery capabilities in the two DG TAXUD data centres hosted in Luxembourg. The main objective of establishing standardised HA capabilities is to assign appropriate HA characteristics to all hosted applications. To this end, three distinct HA service levels are defined: Bronze, Silver and Gold. Bronze service level is the default and it has been in place since 2015. Silver service level reflects the maximum current capability, while Gold service level, meaning 99,8% availability, is expected to be available by the third quarter of 2022, provided that the necessary funds are available on time.

The availability of production systems (ITSM-operated systems, the CCN/CSI network, as well as the CCN production services) in 2020 was 98.97% and of CCN gateway was 99.95%. In scope of the replacement of the current CCN Infrastructure, the Commission performed several Proof of Concepts (PoCs) to validate the CCN gateways infrastructure on Nutanix HCI (Hyper-Converged Infrastructure) solution. During 2020, four releases of the CCN Gateway software, two releases of the CSI stack, one release of the application configuration tool (ACT) and two releases of the CCN Portal were specified, implemented and delivered to operations. The aim of this update is to ensure high availability and to make the platform more reliable, robust and capable of handling and conveying more business messages, in order to support new applications going in Production in the CCN2 Platform.

During 2020, two Member States informed about their current status as 'In Progress' (BG and MT) and one Member State as 'On hold' (PT). No specific information was reported by MT and PT. BG reported that an effective availability rate was provided according to the SLA for all Customs trans-European systems. In addition, economic operators were provided information on a daily basis about the current IT systems' unavailability via the service desk platform as well as the official national customs website. Lastly, BG has provided information about the upcoming maintenance and upgrade of the National Customs Agency Information systems. The rest of the Member States did not report any specific activities related to this project.

1.4.5 Maintenance and Updates of Operational IT systems (4.8)

This section provides an overview of the trans-European systems' operations in 2020, including the error rate evaluation and system availability. The figures presented in this

section depict the evolution of the message volume exchanged in the common domain within a certain timeframe.

This section places emphasis on NCTS, ICS and ECS operations and maintenance in the 2020 national progress report of these systems. The vast majority of the Member States reported on ongoing maintenance and enhancements of the operational systems. Among the maintenance activities carried out, the analysis of RfCs and the implementation of the Known Error Lists (KELs) were most common.

1.4.5.1 New Computerised Transit System (NCTS Phase 4)

During the year 2020, 11.2 million transit movements were released, indicating a small decrease compared to 2019. Figure 21 depicts the evolution of movements since 2013, the average number of which reached 44,270 movements released per business day (-3.5% compared to 2019). This decrease is attributed to the successful completion of the EU/UK Withdrawal Agreement and IE/NI Protocol, as well as the conformance testing activities. In addition, the total number of messages exchanged in the common domain slightly decreased in 2020, after a relative stability between 2012-2015. The quality of operations was stable, with the average error rate in 2020 having a minor increase to 0.12%, due to some temporary issues, whereas the improvement in the quality of operations has increased, without experiencing any issues imposing a major business impact throughout the year. Since 2014, the error rate is decreasing as a result of the continuous effort of the Member States (supported by the Commission) to improve their applications.

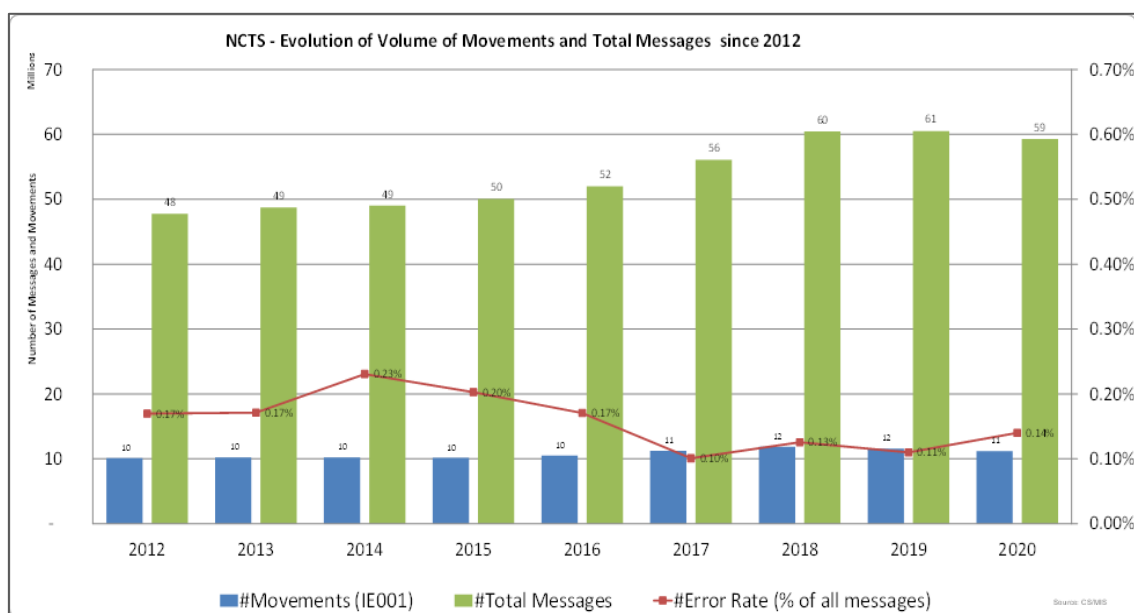


Figure 21: NCTS - Volume of movements and error rate per year since 2012

1.4.5.2 Export Control System (ECS Phase 2)

During 2020, the number of movements released for export (approximately 14.74 million electronic messages 'IE501') decreased by 3.09% compared to 2019, resulting in a decrease of 0.41% in the total number of exchanged messages. The evolution of movements depicted in Figure 22⁸⁵ illustrates that the number of ECS messages annually exchanged between the Member States in the common domain grew by

⁸⁵ The numbers presented in the figure are rounded up.

20.9% from 2012 to 2020. The error rate in 2020 has decreased from 0.18% to 0.14% and was mainly impacted by the rejection of messages related to old (archived) movements.

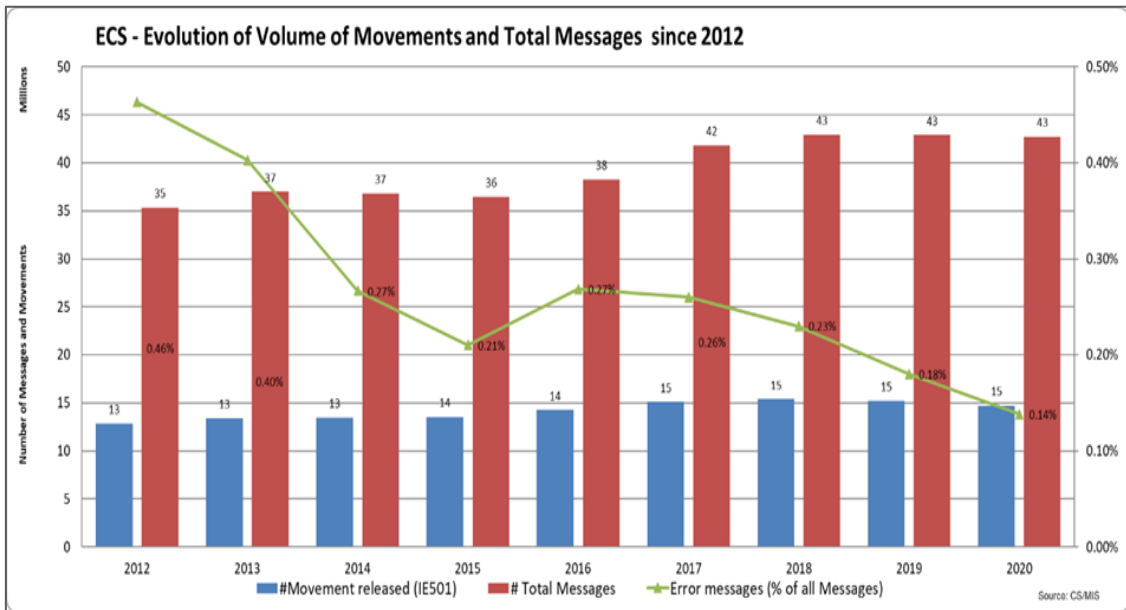


Figure 22: ECS – Evolution of movements and error rate per year since 2012

1.4.5.3 Import Control System (ICS Phase 1)

An excellent quality of ICS operations was observed during the reporting year 2020. As depicted in Figure 23, approximately 50.2 million ENS were lodged in the EU in 2020, with an increase of 6.2% compared to 2019. In addition, about 64% of the total ENS movements were submitted for air transport.

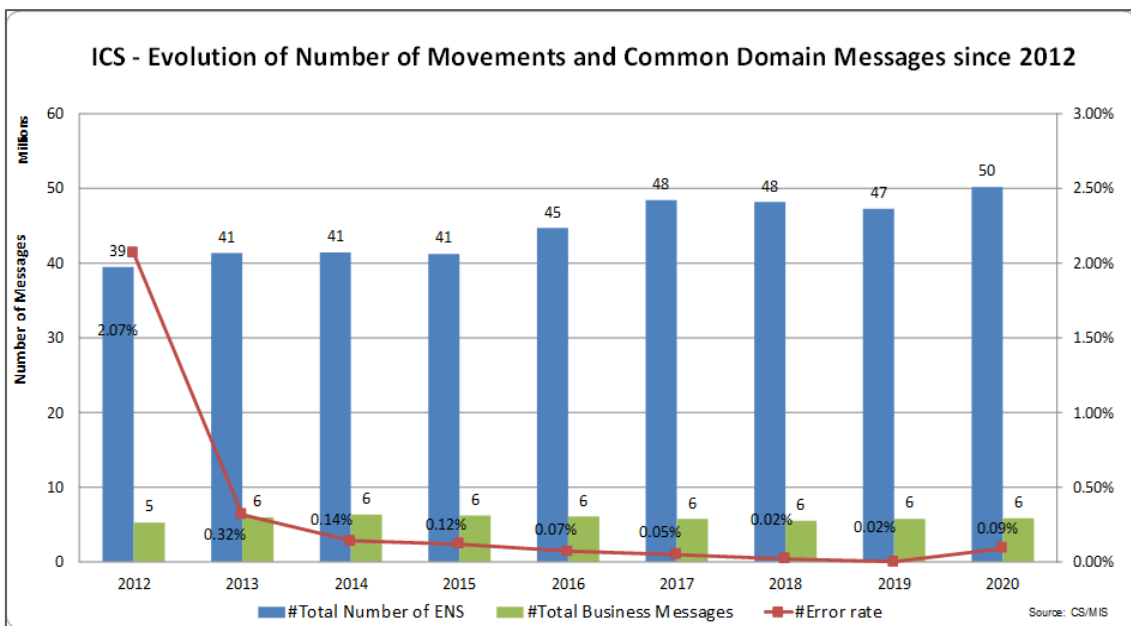


Figure 23: ICS – Evolution of number of movements and error rate per year since 2012

1.4.6 IT Business Continuity (4.9)

IT business continuity focused on IT service continuity in support and alignment with the overarching business continuity. The objective is to ensure that DG TAXUD investments in preparedness in the preceding years will be effectively reflected in recoverability when required, in alignment with its business aims and priorities. In this respect, the IT Business Continuity Management System (IT BCMS) will be aligned with all other existing levels of business continuity management arrangements and consider all the inter-dependencies within the Commission complex ecosystem to effectively meet its stakeholders' IT service continuity needs.

Following the launch of the IT Business Continuity Management System (IT BCMS) Revamping Phase II project in August 2019, DG TAXUD initiated a new Phase III project in Summer 2020.

The aim of the third phase of the project was (a) to ensure the ongoing control, update and alignment of fundamental components, key parameters and documents of the BCMS as Impact Analysis, Risk Assessment, Continuity, Crisis and Disaster Recovery Plans, (b) to re-align the IT Systems Availability Levels categorization to the new adopted Availability and Continuity Standards, (c) to enhance the monitoring and control of the BCMS Scenery through the deployment of new Key Performance Indicators, dashboard adoption and reporting, (d) to prepare a base ground of information required to support future considerations on managing the DR Data Centres risk, (e) to increase the awareness around the BCMS of the engaged personnel and teams of B Directory staff and (f) to run extended DR tests and exercises on all IT systems on an ongoing basis ensuring IT TAXUD's true capability to recover in cases of disruptive incidents.

During 2020, two Member States informed about their current status as 'On hold' (BG and PT) and two Member State as 'In Progress' (ES and MT). BG informed that update of the BCP Guidance for export and transit systems took place and ES reported that the business continuity plan is defined in parallel with all IT projects. MT and PT did not report any specific information. The rest of the Member States did not report any specific activities related to this project.

1.5 Other National Projects and Activities

Along with the UCC projects, the Member States' annual progress reports provided information about other national projects and activities related to the e-Customs domain. Most notably, EE performed upgrades, testing and implementation of changes to their national IT systems related to Brexit. In addition, new TARIC measures and national changes were introduced in the national Tariff system and modified the system with the required changes related to Brexit. FR improved the user experience (section B of the UCC INF system), offered e-learning modules and identified the need for an S2S approach. In 2020, CY maintained several national systems including: Import Declaration System, Integrated Tariff of the European Communities 3 (TARIC3), Electronic system for quota management/allocation (QUOTA), National Risk Analysis (for import declaration), Warehousing System, Penalties System and Accounting and Payment System.

LV maintained and improved the national Electronic Customs Data Processing System modules, containing ICS, ECS, Trade Customs Solutions (TCS), electronic cargo Manifests service (eMan)/Trading Services and UCC EORI. In addition, LV developed and installed two new functionalities in March 2020, one on the customs import

declarations to speed up the processing of declarations and the other on the Temporary Storage functionality related to usability improvements.

LT organised an e-Customs pilot activity (EU4Digital) between their Customs Department under the Ministry of Finance and the State Customs Committee of the Republic of Belarus (BY). During 2020, the pilot project was operating between the EU and the Eastern partner countries. Following the completion of this pilot activity it is foreseen to use the same scenarios for the inter-Eastern partner pilot. In particular, the three scenarios are; (a) the exchange of data on empty means of transport, (b) the exchange of limited data set from transit/export declarations and (c) the exchange of full data set from export declarations. The goal of this pilot project is to enable the exchange of the electronic customs data between the customs authorities of Eastern partner countries and the EU Member States as well as to provide recommendations for a full-scale solution on the implementation of the system across the region. During the e-Customs pilot, SEED system was implemented by Customs Administrations of the six Western Balkan countries, which has been operational for more than 10 years. Another activity performed by LT in 2020 was the preparation of the national functional specifications, design and development of national Tax Calculation and Validation System (iMAPS) enabling iMAPS to calculate taxes and duties for low value consignment declarations restated to Tariff IT systems group projects.

NL stated that the UCC/MASP-C-developments are integrated in the Electronic Prior Informed Consent (ePIC) application. AT performed an evaluation of methods for engineering requirement and technical analysis for the existing and new customs systems. AT also reported on the development continuation of the Enterprise Architecture Model (EAM). Lastly, SE reported on the national project programme for e-Customs. It was noted that the project programme is managing and coordinating the national projects that are launched to implement e-Customs covering all the SE's ongoing national projects with an indirect relationship to the development of e-Customs and MASP-C.

1.6 Supporting activities

One of the objectives of the EU Customs Union in the area of e-Customs reform is the support for cooperation between the different customs administrations of the Member States at national level and the economic operators. This approach towards cooperation contributes to ensuring coherence of customs operations, by sharing best practices and increasing coordination between customs authorities and other relevant public authorities or economic operators. In addition, it has the potential to produce far-reaching benefits in terms of harmonising working methods for customs control and improving governance structures.

In 2020, the Member States and the Commission continued their activities related to the promotion of e-Customs services, training for customs officials, consultation with economic operators, as well as the coordination of activities between e-Customs and other e-Government services.

1.6.1 Supporting tools used for collaboration and communication between EU and EU Member State administrations

The Commission continued to take an active role in facilitating the supporting application tools to ensure the effective coordination of the e-Customs projects. PICS and the ARIS Publisher are the two primary supporting tools that have been developed to enhance information-sharing and optimise business processes, respectively. In

addition, CIRCABC is one of the main applications utilised by the Member States and the Commission as a tool of communication for all customs applications and revision of documents.

PICS is a dedicated collaborative online platform administered by the Commission, which provides access to diverse information related to the implementation of the Customs 2020 Programme activities. Similarly, ARIS Publisher is a software tool designed to facilitate the development and continuous improvement of the EU Customs Business process modelling. In 2020, ARIS Publisher version 10 was actively maintained for enabling all change control management procedures, while ARIS Publisher version 9 remained accessible as an archive of publications. CIRCABC version 4.1.4.2 is a collaborative document management system, which offers a communication channel for exchanging information and sharing materials between the Commission, national administrations and other stakeholders. In 2020, security of the PICS and CIRCABC tools was enhanced by introducing a two-factor authentication so as to obtain access to certain Commission services.

In 2020, the use of Microsoft 365, Microsoft Teams and WebEx platforms acquired significant growth to accommodate further modernisation in the collaboration between the Member States and the Commission. In consideration of the challenges posed by the COVID-19 pandemic and the increasing need for online meetings, the Commission took immediate steps to facilitate the cooperation with the Member States. The WebEx and Microsoft Teams platforms proved to be valuable tools throughout the reporting year ensuring business continuity, as they were successfully used to host a substantial number of online meetings.

1.6.2 Consultations with economic operators

The implementation of the e-Customs projects requires that the Member States' administrations and the Commission engage in a regular dialogue with the economic operators and their representative associations to ensure transparency in the implementation of national and European measures. Over the course of 2020, the Member States organised a series of seminars, workshops and meetings in close cooperation with economic operators, to introduce recent developments related to the technical, legal and business requirements in the area of e-Customs. During this process, careful consideration was given to the specific needs of economic operators to foster an environment conducive to collaboration.

The Member States' customs authorities and the Commission regularly informed the representatives of economic operators of the potential impact of the UCC-related changes on the national IT systems. Consultation activities also took place with the view to notify economic operators about the present and anticipated developments in the field of e-Customs but also to gather in-depth knowledge about different business processes from the trade sector's perspective. Furthermore, several Member States published information on their national websites as well as guidelines about diverse systems and national Helpdesks were utilised as a means to provide support to economic operators.

2020 marked significant progress towards launching consultation activities that contributed to simplifying procedures for economic operators. Common challenges related to the UCC CDS, e-Commerce, UCC ICS2 and UCC UUM&DS systems were proactively tackled by the majority of Member States through online meetings and publications, while a substantial amount of work was devoted to developing and refining user manual and training modules for these systems. Likewise, several Member States carried out informational activities on the procedures pertaining to the

UCC AN/PN/TS, “Adjustments of the Existing Import Applications under the UCC” and the “Maintenance and Updates of Operational IT systems”, as well as the deployment timeframe for UCC NCTS Phase 5 and UCC AES, and the EU CSW-CERTEX system upgrades.

Specifically, BG reported that e-Commerce & CP 42/63 is being developed in close cooperation with the national postal operator and express carriers. Following IT system updates, BG gave an opportunity to the economic operators to make inquiries through the service desk platform, e-mail and telephone. DK used the existing forums to communicate changes/upgrades to the UCC CDS, UCC BTI system, UCC AEO MRA, UCC REX and UCC Special Procedures. It was also reported an ongoing dialogue with customs administration and associated network of economic operators affected by the updates on e-Commerce & CP 42/63, UCC AN/PN/TS and UCC CCI. DE held online meetings with economic operators and the Commission, while CZ organised online meetings with the economic operators on UCC AEO MRA, COPIS eAFA, e-Commerce & CP 42/63, UCC ICS2 and UCC GUM. EE provided operating instructions for the economic operators on the national webpage on UCC AEO MRA, UCC EORI2, e-Commerce & CP 42/63 and UCC INF SP.

EE introduced the new system prototype for import and presented the national tariff system to the economic operators. EL made available information on Surveillance3 on national portal and via the national helpdesk services, whereas FR provided a dedicated support chain on the national helpdesk OLGA to the economic operators on their application in relation to the UCC CDS. HR held online meetings and workshops with the economic operators on UCC CDS, e-Commerce & CP 42/63, UCC ICS2 and UCC UUM&DS, while IT organised meetings with the representatives of economic operators in order to receive feedback on the implementation of the national customs SW. In addition, detailed guidelines were provided to the economic operators and customs offices regarding the changes of the UCC EORI2 project.

LT provided information to the economic operators regarding the EU SWE-C and the changes of the customs activities related to e-Commerce & CP 42/63. In addition, LT made available the UCC ICS2 and national specifications to the national postal operators and express carriers (DHL) as well as UCC AN/PN/TS specifications for the S2S interface for the economic operators systems implementation on their national customs website. LV held meetings of the Customs Advisory Council with the participation of the economic operators’ representatives on a regular basis and NL reported that the Customs Trade Consultation Group on IT met regularly in order to discuss UCC related matters.

AT conducted a survey with the national economic operators on the UCC CDS. In addition, the system specifications and information regarding UCC AES and UCC NCTS were published on the national customs website. AT also created an application guide for UCC REX system and provided information to the economic operators concerning the requirements of the EORI numbers. PL uploaded information on the use of the IT systems in the field of UCC INF SP for the economic operators on the National Portal of Customs and Tax Administration. PL also provided support via the national helpdesk to the economic operators on UCC UUM&DS, UCC CDS, UCC AEO MRA and UCC EORI2 and organised information sessions for the economic operators on the implementing the EU Customs Trader Portal (CTP) and the Specific Trader Portal (STP). Lastly, FI organised meetings with economic operators on UCC AES, UCC NCTS, UCC ICS2, UCC AN/PN/TS, UCC INF SP and “Adjustments of the Existing Import Applications under the UCC”. In parallel, FI held meetings with the wood industry associations and the major wood importing companies on the processes of simplified import declarations.

1.6.3 Training for Customs officials and other stakeholders⁸⁶

The dynamic environment of the e-Customs projects requires high-quality training and consultation on IT system procedures and customs legislation. In view of this, the Member States and the Commission have supported the development of training solutions and services for customs officials and economic operators to provide the necessary skills and knowledge towards implementing and maintaining e-Customs projects. Since 2014, more than 140.000 customs officials have benefited from these training solutions. As depicted in Figure 24, a total number of 18,109 customs officials were trained⁸⁷ with the EU eLearning portfolio in 2020. In addition, 321 eLearning courses were used from Member States and Customs 2020 participating countries in several languages compared to 377 in 2019.

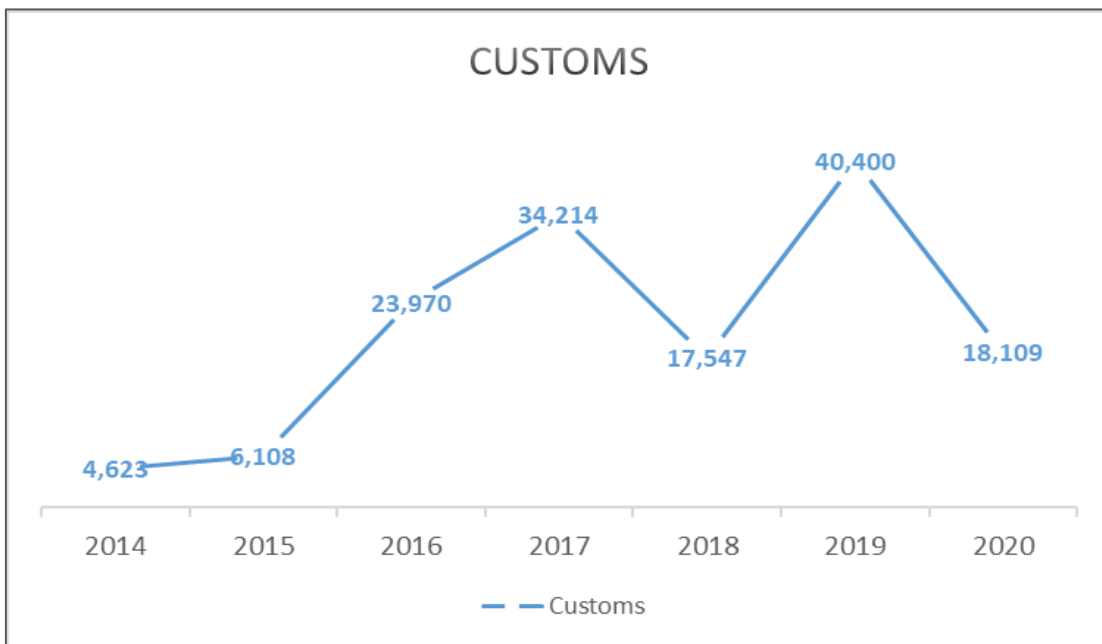


Figure 24: Evolution of number of Customs trainees in national administrations

The formation of online training tools and guidelines entails a continuous long-term learning plan for customs officials and other stakeholders. The main objective of these electronic learning materials is to help national customs administrations, as well as economic operators and citizens throughout the EU, to better understand and implement the EU customs legislation and its related procedures. This, in turn, will lead to more uniformity and efficiency of customs operations throughout the EU and further enhance consistent performance across the Member States.

Over the last years, the Commission has produced a substantial number of eLearning courses financed by the Customs 2020 Programme. In 2020, the focus of the training solutions was on the extended localisation and the content update of some portfolio courses as well as the development of new courses, intending to support the release of new IT systems. More specifically, upon extensive requests from the national

⁸⁶ The information of the current section is based on the Commission’s training report accessible via Access to Documents procedure.

⁸⁷ The figures are approximate as not all Member States provided information regarding customs officials trained.

administrations, the Commission launched in 2020 a call for localisation⁸⁸ request under the 'Centralised Localisation' scheme, an activity which was highly appreciated by the national administrations. Under the above-mentioned scheme, the Commission proceeds with the translation of the course content and national administrations are charged with the task of performing the required translation quality review. As regards the content updates that were performed in 2020, emphasis was given to the creation of a more immersive and better experience for the trainees. This was achieved with the use of 3D⁸⁹ scenarios, as well as advanced branching scenarios, which are routes through the learning content that depend on the actions taken by a learner in real cases scenarios. Courses free of sensitive content are also made available via the EUROPA website to economic operators, representatives of academia and the general public. In particular, more than 1 million economic operators have accessed the EUROPA website, downloading 60,491 English and national language versions of the available courses.

The overall performance of the eLearning initiative was monitored through data collected at national level, downloads from the EUROPA website and a user satisfaction survey⁹⁰. The results of the online survey indicated overall satisfaction of both national administrations and individual users with the customs eLearning services, with an average score of 78,6 out of 100 (according to the principles of Kirkpatrick⁹¹) compared to 75 in 2019. The means of learning methods were: Learning Management System (LMS), eBooks for training purposes, training webinars and the CLEP programme. In parallel to these EU training activities, the Commission worked in the development of a new LMS in 2020. The Customs & Tax EU Learning portal⁹² intends to provide users with relevant training and people development measures and to disseminate customs knowledge, thus enhancing individual, national, cross-country skills and expertise through strong collaboration.

During 2020, 69% of the national administrations used an LMS at national level to provide and disseminate their training material to their staff. With respect to the future EU learning portal and its features, the majority of the national administrations appreciates mostly the access to the EU eLearning material (96%) and the participation in the EU webinars (81%). Both the dissemination of the learning material and the organisation of training webinars will be greatly facilitated by the EU LMS. The eBook for Authorised Economic Operators (AEO), which was first developed in 2018, was made available to trainees by 50% of the national administrations, mainly via the national LMS or Intranet. eBooks are a powerful learning solution, which could be further developed, converting the Commission's guidelines into easy to use and attractive eBooks for training purposes. During the reporting year, 61% of the national administrations offered training webinars at national level compared to 47% in 2019. Webinars gained considerable importance in light of the pandemic outbreak and the use of online training was increased. Due to the COVID-19 restrictions, the CLEP programme was also shifted to online mode. 81% of the national administrations

⁸⁸ Call for localisation: call for help for the translation. It can be found on PICS via the Access to Documents.

⁸⁹ 3D technology is used for realistic visualisation of objects in order to facilitate the training course.

⁹⁰ http://surveys.publications.europa.eu/formserver/taxud/taxud_elearning.html

⁹¹ **Kirkpatrick Learning Model:** D. Kirkpatrick's four levels of training evaluation is the most widely used training evaluation model in the world. A focus of this program is the exploration of how to ensure that what is learned transfers to on-the-job behaviours. According to Kirkpatrick, evaluations of the effectiveness of any employee learning process should follow four steps: reaction, learning, behaviour and results.

⁹² [Customs & Tax EU Learning Portal \(europa.eu\)](https://europa.eu/customs-tax-eu-learning-portal)

participated in CLEP events organised in 2020 and 85% expressed their willingness to take part in CLEP events in 2021-2022. The CLEP online organisation was supported from the CELBET training team throughout the reporting year, significantly contributing to the success of the programme.

Furthermore, Figure 25 below depicts the comparison between the numbers of trainees⁹³ for the UCC eLearning programmes for 2019 and 2020. A substantial increase in the number of trainees can be observed for all eLearning courses. In particular, the “UCC Level 3 CDS”, “UCC Level 3 CLASS” and “UCC Level 3 INF”, which were introduced as new courses in 2020, were used by a considerable number of trainees. In addition, during 2020 the number of downloads has significantly increased for all the available courses by national customs officials and other stakeholders compared to 2019.

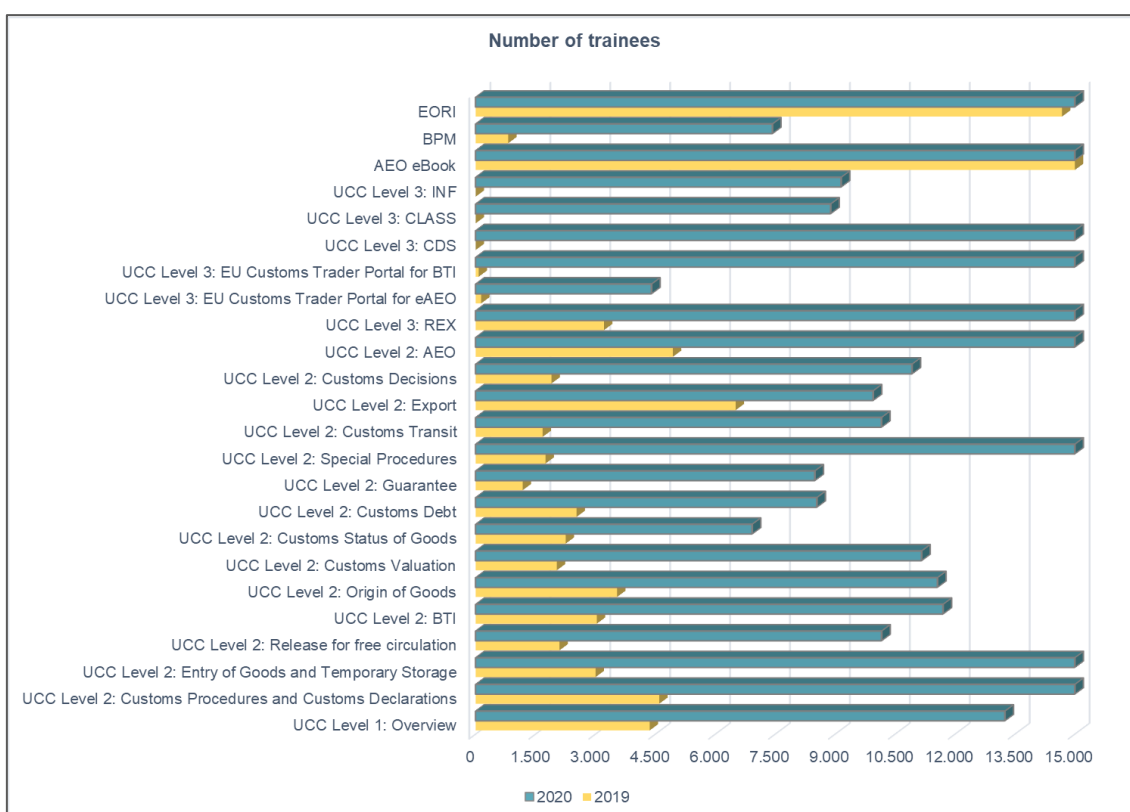


Figure 25: Number of trainees for the UCC eLearning Programme 2019-2020

Noteworthy is the fact that, in 2020, the majority of the trainees (58%) followed the training courses on their own initiative, indicating a significant change in comparison to 2019, when most users (63%) reported to participate in training courses due to professional requirement. This change indicates a trend of how professionals face training nowadays, demonstrating eagerness to improve their skills.

Following the training market trends, the Commission is already developing shorter and multi-modulated EU courses and intends to further prioritize the content level and methodology used in the eLearning courses. The use of the real visualisation of the systems will support the retention of the learning concepts and along with the

⁹³ The number of trainees depicted in Figure 25, represents a global number consisting of customs officials, economic operators and other stakeholders.

adjustments to the different profiles in the public and private sectors will contribute to the creation of easy-to-follow courses by the users, ensuring delivery of services that meet users' needs.

During 2020, the majority of the Member States organised several seminars, trainings, workshops and prepared manuals. More specifically, on the UCC CDS, CZ reported participating on several online meetings and training sessions during 2020 IT meeting on DEMO Interaction3 v1.22, IT meeting Interaction 3, IT meeting feedback from test 1.23, UCC CDS Training Session 3, UUC CDS v1.24 feedback & Pre-Production, UCC CDS v1.24 Post Go Live, UCC CDS v1.25 Demo, UCC CDS Training Session 5, UCC CDS v.1.26 Interaction Demo, 2020 UCC CDS Training Session 4. EE reported organising training sessions for their customs officers on the UCC CDS. FR created UCC CDS related material for customs officers and economic operators and updated the UCC CDS dedicated page on intranet and the national webpage. In addition, FR initiated the preparatory work for the UCC GUM/CDS as well as for the improvement of the multilingual use of the portal, in particular in the consultation phase. HR prepared training materials and manuals following the implementation of the new functionalities of the UCC CDS, whereas AT was involved in the UCC CDS testing and revised the user manuals of the system. PL prepared training materials based on the presentations from the UCC CDS workshops.

BG participated in the UCC eLearning program related to the EBTI3 System and EU Customs Trader Portal for BTI, while FI carried out a course review of the "EU Customs Trader Portal for BTI eLearning" in their national language. CZ participated in webinars for customs officers on the UCC AEO MRA, while PL prepared training materials based on the presentations from the eAEO webinars.

In reference to the UCC AES and UCC NCTS, three Member States (DK, HR and PL) informed that no trainings activities were carried out during 2020. AT reported that activities will be planned and prepared during the next phase of UCC AES, whereas PT indicated the progress of the UCC AES project being in a preliminary phase.

In connection with the UCC REX system, CZ organised training with national helpdesk on the impacts and changes of the STP REX and its connectivity with the back-office application and replication data via CRS to the national system. Two Member States (EE and HR) participated in the REX STP/REX MS back-office training organised by the Commission, while AT created an Application Guide for the customs officials.

Concerning COPIS, BG prepared training materials and performed regular individual trainings on the system usage regarding the search for IPRs/granted applications for action as well as registration of infringements to the customs officers. CZ participated in seminars and workshops on the use of COPIS3.3.0 for customs officers. IT informed that the ICT central directorate published operating instructions both for customs officials and external users with regards to the new software version of COPIS, while AT participated in online trainings on COPIS.

In terms of the EU SWE-C, CZ organised training for the helpdesk (support of economic operators/carriers and customs offices) on the national level concerning the Certificate of Inspection (COI) project including the message exchange, architecture and tools for maintenance and support. FR prepared training materials on the deployment of the new interconnections and the internal services. IT performed internal training initiatives to inform the customs officials on the state of play of the EU SWE-C project at EU and national level. PL organised a pilot test on the new PKWD-Single Window system by the SW national project group with the PCA, customs officials and the economic operators to promote the future of the national SW platform.

EE updated and provided the instructions and memos of the UCC EORI to the customs officials.

BG drafted guidelines on e-Commerce & CP 42/63, whereas EL published all related information of the e-Commerce & CP 42/63 for customs officers and economic operators on the Hellenic customs portal.

Regarding UCC ICS2, CZ conducted training for the customs officers concerned, while EE performed activities according to the national project plan. HR informed that no training activities took place during 2020 as UCC ICS2 was not yet deployed in production, while IT disseminated information to the customs official concerning the system changes.

DK conducted seminars, workshops and on-boarding activities regarding the upcoming changes on the UCC AN/PN/TS system.

CZ indicated their training planning for the UCC AES, e-Commerce & CP 42/63, UCC Special Procedures and Adjustments of the existing import applications under the UCC projects.

Relating to the UCC INF SP, DE organised an online multiplier training course with the customs officers to provide an introduction to the procedure of the UCC INF system. EE carried out an implementation training, while AT provided national training materials and organised training session for the customs officials. FI created internal training material for the training sessions that were held for the customs declaration handlers working both in the Electronic Customs Clearance Centre and customs offices. In total, five training sessions were carried out with two different target groups.

EE informed that test functionality information for the Adjustments of the existing import applications under the UCC projects were distributed via e-channels, while EL informed that training has been planned to take place at later phases of the project.

PL prepared newsletters for internal and external users and online trainings on UCC PoUS.

In respect to CCN2, BG informed that six administrators have been trained to monitor and to administrate the CCN 1 and 2 bridge. HR carried out courses for the customs officers related to the IT Infrastructure and provided information related to new CCN2 network. SI organised trainings on CCN2 system for the external developers and held additional meetings to accomplish development of CCN2 services.

Concerning the UCC UUM&DS project, BG organised trainings for the customs officers and the service desk, while CZ prepared training materials focused on UCC UUM&DS S2S communication including architecture description. DK informed that in 2020 the service desk and frontline personnel were trained in the use of the system, whereas EE updated their local user manuals. HR performed coordination and preparation for education activities. LT conducted deployment training for system administrators and provided documentation for the national UUM&DS system (BAP) to national service desk. PT created training materials following the elaboration and approval of the top management of the " Oficio Circulado N. ° 15770 2020-06-08" which instructs the national economic operators on the registration process and access via UCC UUM&DS. A training on roles and responsibilities of PT's UCC UUM&DS national project managers (NPM) also took place during 2020.

In relation to TARIC3, EE prepared training materials and organised seminars for the new customs officials.

In addition, BG reported that regular seminars, workshops and skill maintenance trainings were held during 2019. EE provided information on the upgrades of the

systems via e-channels, whereas AT provided information to all the customs officials for all its systems in a format of newsletters. LV reported that various training courses have been organised for customs officials regarding changes and improvements in the National Electronic Customs Data Processing System. Lastly, LT carried out trainings for the customs officials, systems administrators, monitoring specialists and user administration specialist concerning the EU4Digital e-Customs pilot project

1.6.4 Promotion and other activities

An integral part of optimising customs procedures is the promotion of cooperation within the national customs administrations. In 2020, the Member States' authorities and the Commission conducted various meetings and seminars with project working groups, national partners, trade contact groups, governmental and customs institutions, tax authorities, and economic operators to promote an integrated level of administration collaborating towards the implementation of e-Customs services.

The Commission conducted 157 meetings with the Member States' customs officials with expertise in areas such as legislation, project management, operations, planning and IT, addressing all aspects of e-Customs projects.

In 2020, different communication products and actions were prepared to promote initiatives related to e-Customs. An online communication campaign was launched by DG TAXUD aiming to inform small and medium-sized enterprises across the EU about the necessary preparations in view of the end of the Brexit transition period. The campaign was managed mainly through DG TAXUD's social media presence, including DG TAXUD's Twitter account as well as the Commission's corporate LinkedIn account. Printed leaflets were also distributed to the Commission Representations in all EU official languages.

In addition, two further communication campaigns dedicated to the UCC ICS2 project were launched: a mini campaign prior to the launch of the new UCC ICS2 system, and an integrated communication campaign aimed at economic operators, informing them about the upcoming changes in UCC ICS2 and advising them to prepare accordingly. These promotional activities were complemented by the preparation of regular press materials, including press releases, Q&A documents and factsheets on the Customs Action Plan, the EU Single Window environment for customs and the MAWP 2021-2022.

Likewise, the Member States supported promotional activities targeted at the ongoing task of developing, implementing and performing updates to various projects such as UCC CDS, transit systems including UCC NCTS, UCC REX, UCC AES, UCC AEO and Impacts of MRA, EU SWE-C and UCC UUM&DS.

In 2020, BG integrated the national validation for EORI webservices into the national customs systems and components. CZ participated in seminars, workshops and web meetings organised by the Commission on the use of the UCC AEO system by customs officers as well as on the progress of COPIS 3.3.0 and 4.0.0. In addition, CZ organised several meetings with national authorities and an external contractor to inform about the activities that took place within the context of the Single Window project group. DK participated in seminars, workshops and working groups on the UCC CDS, UCC BTI, UCC AEO, UCC REX, COPIS and UCC INF systems and initiated internal workshops on UCC AES and UCC NCTS systems with the supplier of the DMS platform. DE was involved in the UCC INF project groups jointly with economic operators and remained in contact with economic operators in order to resolve any outstanding issues.

EE participated in project group meetings for the UCC CDS system, monthly webinars for UCC BTI and attended working groups related to e-Commerce. Furthermore, EE provided guidance to economic operators on the UCC AEO system and updated the local user manuals for UCC UUM&DS on the local website for customs. Information about REX STP was also added to the national website and a new link to REX STP was added to the e-Customs application. The national e-Customs solution was introduced to the national customs administrations and EE organised a seminar on the import applications to present the future plans and development of e-Customs to economic operators.

FR attended working groups and workshops between the IT services and the Customs Policy office about the UCC CDS system and participated in a workshop on UCC AES to optimise its workflow. In addition, FR participated in workshops related to low-value consignments, e-Commerce and UCC GUM. HR organised periodically informational and educational seminars on UCC CDS for economic operators and attended workshops on UCC AES and UCC NCTS. Infrastructure information about UCC UUM&DS was published on the official website of the national customs administration. IT updated the FAQ section for UCC REX and provided detailed information to economic operators on the use of REX TP as well as to customs officers on the processing of requests for REX registrations through the REX TP. IT further reported that a constant collaboration on the project is carried out with the legal and procedural departments. LT reported that meetings related to e-commerce took place with representatives of the State Tax Inspectorate. BAP⁹⁴ specifications have been published on the national customs website for economic operators. With regards to the EU4Digital e-Customs pilot, LT reported that coordination workshops and technical meetings were held between the participating customs administrations. AT organised customs internal planning sessions for the UCC AEO and prepared newsletters for customs officials and economic operators for e-commerce and special procedures.

PL published information related to the UCC CDS and UCC AEO on the national website and sent newsletters to entrepreneurs. Information and announcements about NCTS2 as well as other e-Customs services are published on the national trader portal PUESC. With regards to the single window, PL organised a national project group with partner competent authorities and economic operators to promote the future national single window platform and to discuss in detail the needs of the partner competent authorities in relation to the use of the platform. Bilateral meetings were also organised by the Ministry of Finance with the relevant partner competent authorities (phytosanitary inspectorate, veterinary service) and seminars as well as workshops on the UCC PoUS system were held for economic operators. PL also reported that preparations were made for the implementation of e-Customs services for the national AIS and UCC AES systems in the context of legal provisions concerning the UCC Special Procedures project. The UCC INF SP system was implemented in the National Revenue Administration by participating in the testing of the prototype of the central system and organising the national helpdesk for system users. A special website containing information for economic operators was prepared and PL also participated in the preparation of the Business User Guide for UCC INF SP.

PT reported that the interconnection of the national import system with CSW-CVED version 1.5.1 was kept in operation in 2020 and attended the collaborative UCC UUM&DS working group. RO published information related to connection to the eAEO

⁹⁴ National user management portal

in the customs authority's website, while FI presented the UCC INF system as part of a seminar organised by the Finnish Freight Forwarding and Logistics Association.

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

In 2020, the coordination of e-Customs activities with other e-Government services was managed through cooperation with various ministries, ICT and legal departments, tax administrations and economic operators. The objective was to inform all relevant stakeholders on the necessary requirements for the implementation of the MASP-C and other e-Customs related projects.

Alongside the MASP-C coordination activities carried out by the Commission, presented at length in previous sections, some Member States highlighted the following key activity areas during 2020. BG reported that the EORI webservices, which are used by the national import systems and the national components of UCC NCTS, ICS and UCC AES, are validated at national level. Coordination meetings were held with the national tax authorities regarding the national activities for the e-commerce project. For the UCC ICS2 project, BG has established coordination with the national import system, the national risk analysis system and the national part of CCN.

CZ reported that the data from the UCC AEO database is used by the national application GMS (Guarantee Management System), which exchanges data with several national applications as well. In addition, upgrades to the national Single Window and Identity and Access Management System were performed and an impact analysis is prepared, as these two systems are connected with UCC REX. Regarding COPIS 4.0.0., a coordination with the ASEO application is ongoing in order to enable clients to authenticate at IPEP⁹⁵ (portal of EUIPO). During 2020, CZ worked closely with the Ministry of Industry and Trade and the Ministry of Environment within the context of the EU SWE-C, as the development was focused on depreciations of national licences and quantity management. Further it has been reported that the UCC EORI system communicates with other national systems and provides data about economic operators via web services. Regarding UCC UUM&DS, CZ informed that three meetings of the Steering group, responsible at national level for the development of the e-Customs project under MASP-C, were organised. In addition, a project group was organised with other units and departments, which focused on the ASEO system.

DK reported that national stakeholders as well as experts and external consultants are involved in the UCC AES and UCC NCTS projects, who support the projects' activities to refine the technical solutions and processes, covering the project initiation documentation, process diagrams and tender phase activities. With regards to e-Commerce project, there has been ongoing coordination with several authorities, including the Ministry of Taxation and the Ministry of Finance, the Agency for Digitalisation, Statistics Denmark, as well as with other projects such as the OSS VAT project "One Stop Moms 2", DK-CRS and UCC ICS2. Several coordination activities were also performed within the context of the UCC AN/PN/TS project. More specifically, DK informed about the collaboration with Danmarks Statistik regarding the transmission of data on H7 declarations as well as about the coordination with the data platform in UFST regarding the transfer of data to the data platform and the transmission to Danmarks Statistik. National customs authorities coordinated also with Manifest on the new integration, the relocation of temporary storage functionality and

⁹⁵ Intellectual property enforcement portal (IPEP)

the adaptations to internal and external users. Lastly, DK reported that there has been coordination with the central unit of UFST on the UI requirements and with the Ministry of Finance in terms of economy, scope and priority.

DE reported that the UCC INF SP system is implemented in the EU CTP and informed that coordination with transport authorities is ongoing for the UCC PoUS project related to the project activities that are linked with the implementation of the EMSWe.

EE reported that the IT Centre of the Ministry of Finance (ITC) has been involved in the UCC AEO MRA project, while coordination with excise and VAT authorities has taken place with respect to the UCC AES project. In addition, the customs authorities have coordinated with the excise, VAT and statistics authorities for the UCC INF SP project. For the e-Commerce project, EE customs administration has cooperated with the IT Centre of the Ministry of Finance and the system is also being coordinated with the national Surveillance system and the National Entry System. Furthermore, the ITC was the contract party of the framework agreement made between ITC and the Estonian company, responsible for the development of the new national import system. Customs authorities cooperated with the ITC also on the Brexit I phase and TARIC 3 projects. For Brexit and TARIC 3 coordination with the national declaration processing system was also foreseen. Lastly, EE informed that the UCC UUM&DS system is coordinated with the national IAM system

In ES the SSTL project was coordinated with the CenCoom Interchange Information Platform.

FR reported that numerous horizontal activities took place in cooperation with the department in charge of the guarantee and customs clearance, while for the UCC NCTS and e-Commerce projects there has been coordination with the legal departments (Clearance and Transit) and with national systems for the economic operators' database, the customs offices database and the reference data database. Within the context of the EU SWE-C, FR reported on the coordination between the national single window system and the EU system as well as with national institutional partners.

HR reported that the UCC AES and UCC NCTS Phase 5 and UCC ICS2 systems will be integrated with the national authorisations registry (national CRS) and the national code list registry as well as with other MASP-C projects, including UCC CDS, CS/RD2 and EOS. UCC AN/PN/TS system is being coordinated with UCC ICS2 and the national AIS (HRAIS) projects. In addition, during the analysis, the implementation and the operation of the UCC UUM&DS, the project unit coordinated with other business units and departments related to the integration with systems, which are using UUM&DS infrastructure, such as UCC ICS2 and REX systems.

HU reported that there have been coordination activities between the CCN2 and the UCC ICS2 projects.

IT reported that the local customs offices and the Legal and Procedural Department cooperated for the UCC CDS, UCC REX and UCC ICS2 projects, while the customs offices and the competent customs department cooperated with the Antifraud Central Office within the context of COPIS. With respect to the EU CSW-CERTEX project, the Italian Customs Agency is working in cooperation with the Ministry of Health to develop the national customs single window regarding national certificates needed for customs formalities with the aim to implement a new portal acting as a single-entry point for the economic operators. In addition, IT reported that coordination between the legal and IT departments was required for the preparation of instructions for EORI to be given to economic operators and customs officers.

LT reported several coordination activities. More specifically, LT tested the UCC NCTS system with several interfaces, including the national Customs Declarations Processing System (MDAS), the national UUM&DS system (BAP), the Customs Clients Register (MPR), the national Customs Authorisations System (MLS), the Reference Information Management System (NOVIS), the national Single-Window (VLS) System, the national Guarantees Management System (GVS), and the external guarantors information system. With regards to the e-Commerce project, interfaces with the customs single window and other information systems were developed or updated.

MT reported that the customs authorities are coordinating and discussing aspects of the national single window and the e-Commerce project with the different stakeholders involved in the process. MT is also participating in the single window project group organised by the Commission.

AT reported that the national application of UCC CDS as well as the central application for UCC REX are provided to economic operators via a platform operated by another ministry. With regards to UCC AES and UCC NCTS projects, coordination with other units and departments is ongoing. AT reported coordination between the EU SWE-C and the national project for adjustment of import systems, and for the EORI2 project there is coordination with the national e-Customs system and the national CDS. AT is coordinating with DG TAXUD within the context of e-commerce and the import applications regarding providing data via surveillance. For UCC ICS2, there is regular coordination with other UCC applications on dependencies (UUM&DS) and synergies (Import, UCC AES, UCC NCTS) and for UCC GUM coordination with national CDS. Lastly, AT reported coordination activities between the UCC INF SP and Adjustment of the existing import applications projects concerning the SP IMP, as well as cooperation with other units and departments. Exchanges with the existing national customs system and the UCC INF SP have also taken place.

PL reported coordination of the UCC CDS, UCC AEO MRA and UCC EORI systems with the national reference data system (PDR PL/UE), NPM CCN2 and UUM&DS. UCC NCTS interoperates with several systems, including CS/RD, CS/MIS, ATIS, SPEED, the national ZISAR Risk Management System, UCC EORI, EOS, UCC AEO, the national guarantee management system OSOZ2, UCC AES, AIS, the ISZTAR Customs Tariff System, Safe TIR, as well as with TRACES for the verification of the CVED certificates and the Central Service Desk for the support of all Ministry of Finance IT systems. UCC NCTS also supplies data to the PL central data warehouse Ariadna, which is used for control and statistical purposes. In addition, the system uses the nationally developed mechanisms for user management, user authentication, access control and digital signing of messages. In addition, PL informed that economic operators can submit messages via three different channels: the national SEAP portal (www.puesc.gov.pl) or via email. In the reporting period, the NCTS2 was interfaced with AIS and UCC AES. Furthermore, three national IT projects (AES-upgrade, AIS-upgrade, RPS) are part of the IT Customs complex program called the Electronic Customs and Revenue Services "PUESC-2020" under the direction of the Ministry of Finance. The implementation of the UCC INF SP system took place in cooperation with DG TAXUD, while the UCC PoUS system in PL is part of the export system (ECS2) both from a technical and business perspective.

PT reported that the interconnection of the national import system with CSW-CVED version 1.5.1. was kept in operation in 2020. Coordination activities were conducted in order to connect UCC ICS2 R1 with the national import system. In addition, the national UUM&DS system was integrated with the eAEO and UCC EBTI systems, monitoring the economic operators which were registered in the PT sub-domain after the entry into production.

NL reported that all developments regarding the UCC projects are regularly discussed with other ministries and national agencies involved in import and export formalities and logistics, such as the Ministry of Infrastructure, the Ministry of Agriculture and the Ministry of Economic Affairs.

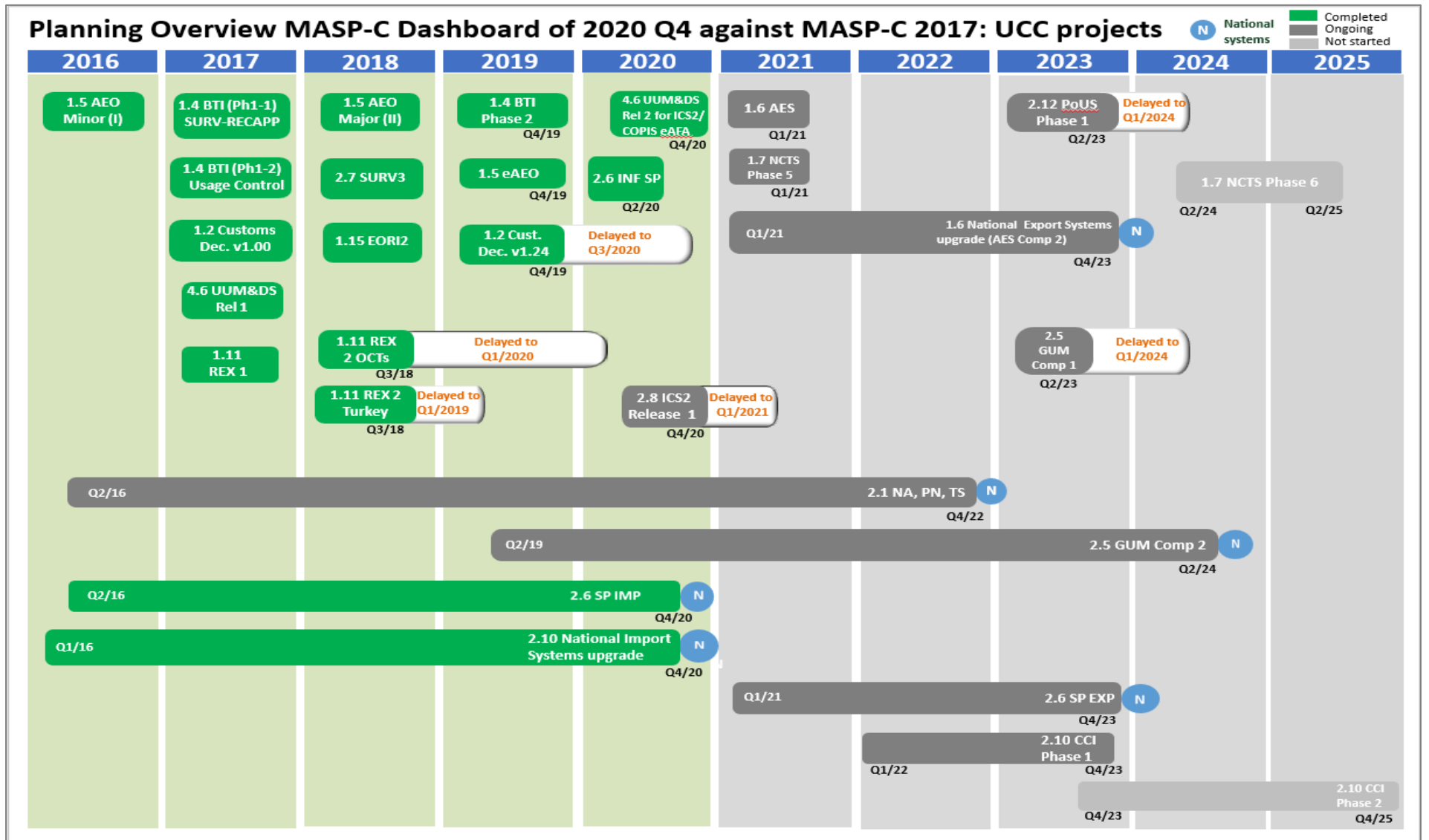
In conclusion FI reported that the launch of the UCC INF system required cooperation between different parts of the national customs authorities, including the legal and business units, the customer service unit, the IT unit, the communications unit and the customs declarations handling functions (both Electronic Customs Clearance Centre and customs offices). Furthermore, FI informed that the UUM&DS solution is integrated to UCC CDS, UCC BTI and eAEO and the cooperation with these projects has been essential.

ANNEX 2 – PLANNING OVERVIEW OF MASP-C PROJECTS

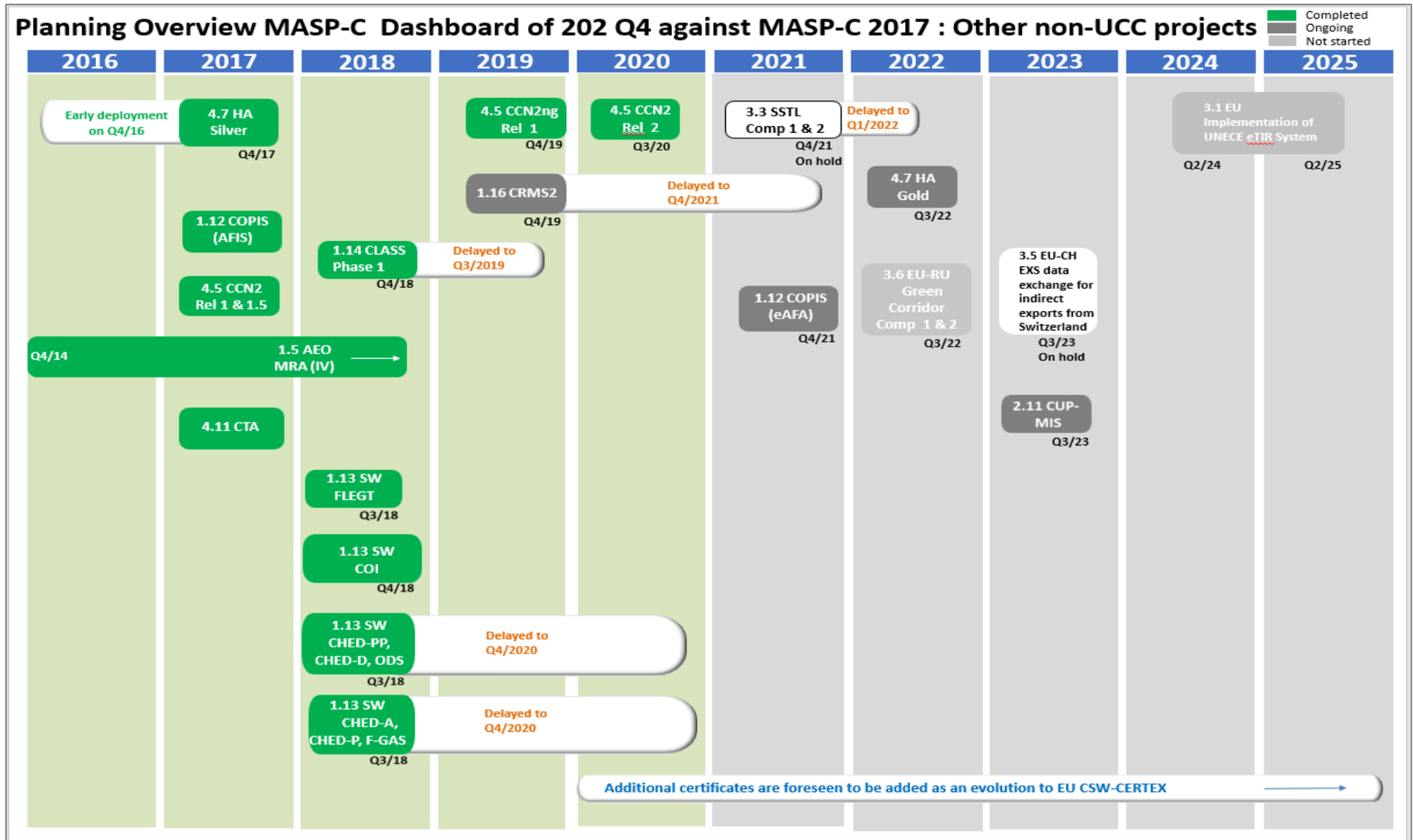
Explanatory Note on the Planning Overview of MASP-C Projects

The planning overview of MASP-C Projects provides visual representations of the status of the Customs IT projects, taking into account the MASP-C Revision 2017 as a reporting baseline, while incorporating the milestones re-planned in line with the revised MASP-C Revision 2019. The project status is depicted in terms of the date of entry into operations for initiatives that have already been completed, or the anticipated date of entry into operations for forthcoming projects. Any deviations from the MASP-C Revision 2017 and the MASP-C Revision 2019 Consolidated Project Fiches baseline planning are indicated – either as delays or earlier deployments – in the white bars to the right and left of individual project titles. The actual or expected date of entry into operations is also shown in these bars, for comparison purposes with the corresponding MASP-C. For projects with a window for national deployment activities, the dark grey project title box corresponds to the end of the period for the Member States' operational deployment, while the white bar with blue text indicates the start of this period. The completed projects are depicted in the green project title boxes. Finally, these visualisations focus on the last milestone of each project for readability reasons. For full details on each MASP-C project milestones accompanied by a Gantt chart visualisation, please refer to the Annex 1 of the MASP-C package (produced in Microsoft Project Plan format) in the revision 2017 and the revision 2019.

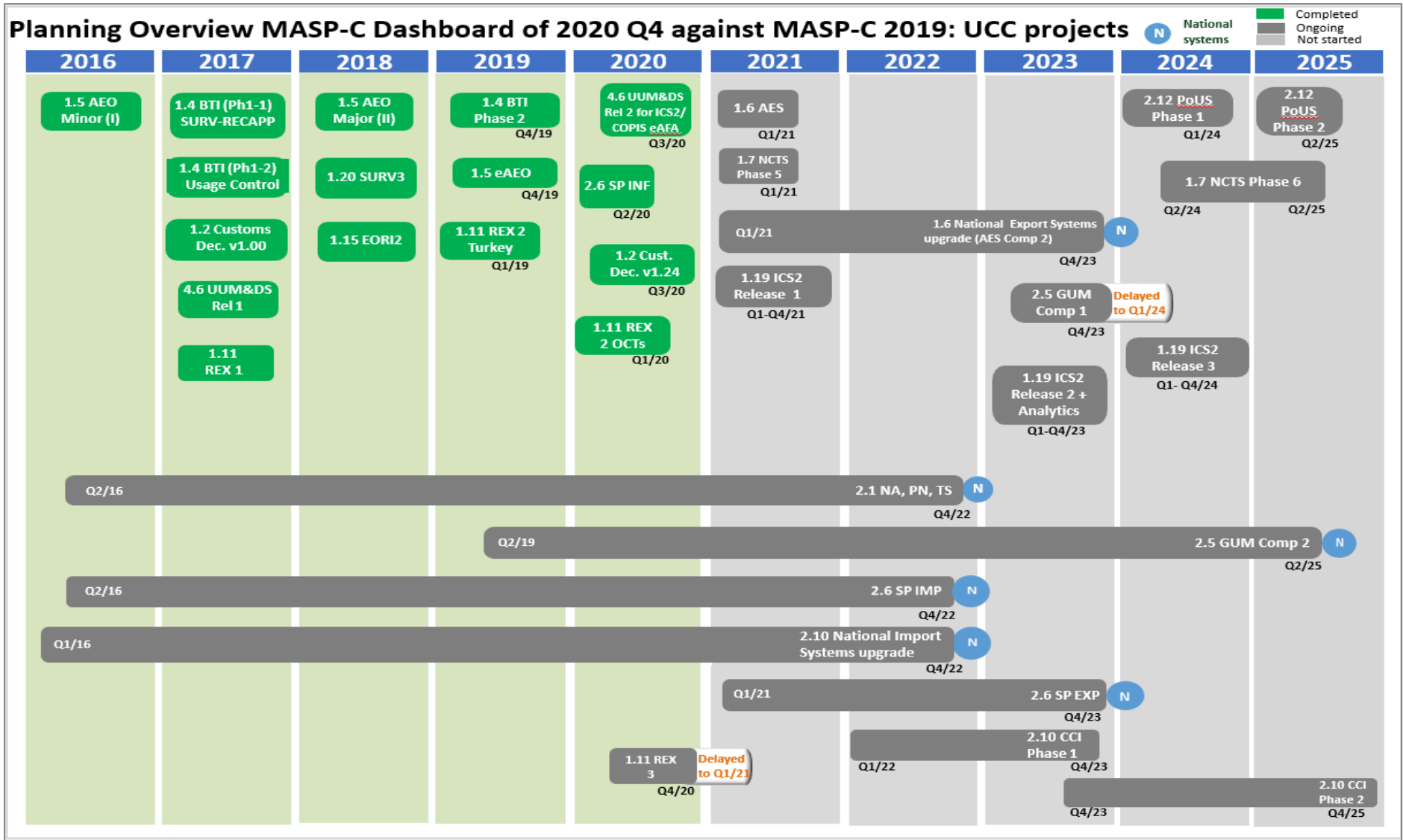
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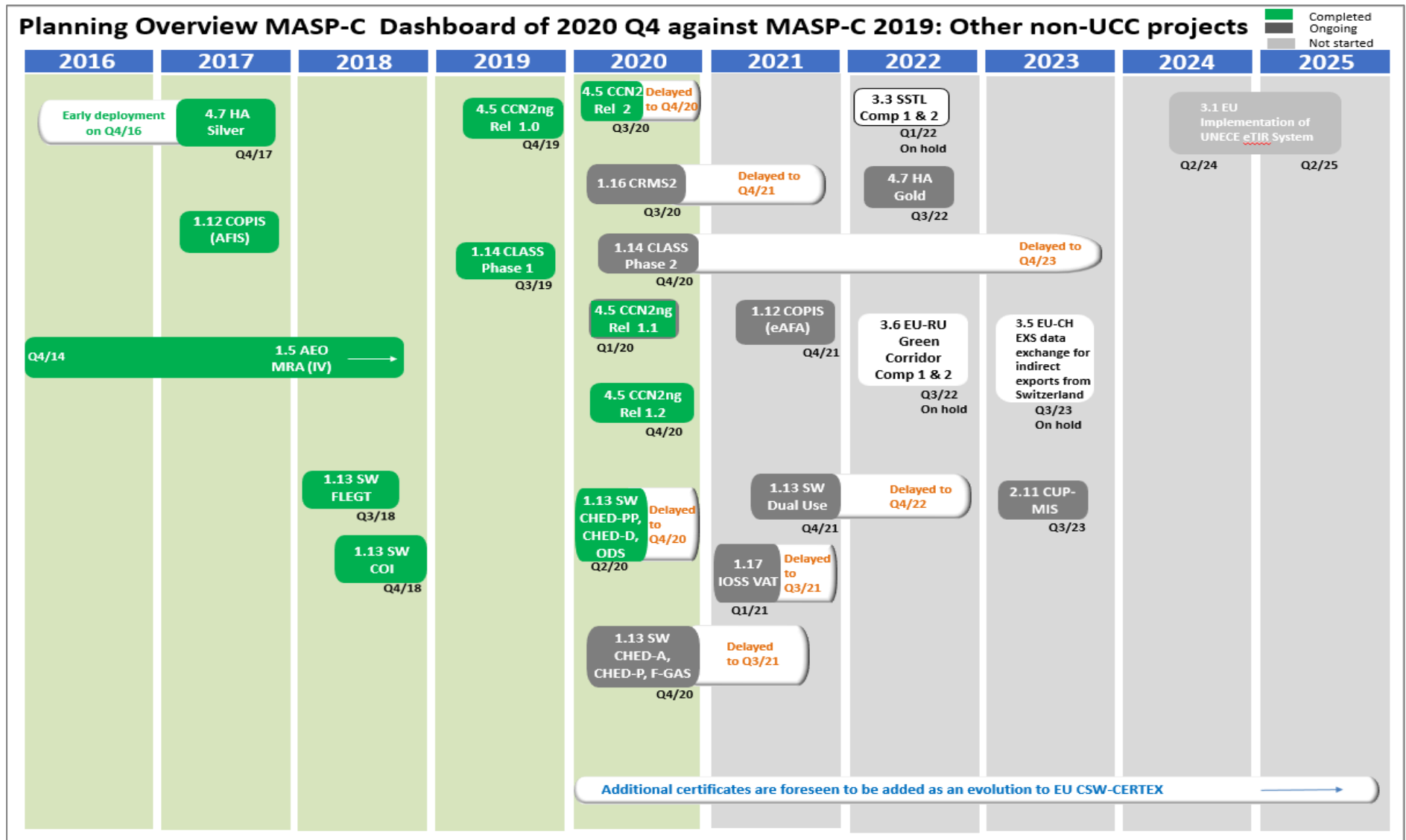
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ANNEX 3 – ACRONYMS, ABBREVIATIONS & KEY TERMS

Acronym	Description
ACT	Application Configuration Tool
AEO	Authorised Economic Operator
AES	Automated Export System
AFA	Application for Action
AFIS	Anti-Fraud Information System
AIS	Automated Import System
AN	Notification of Arrival
AO	Architecture Overview
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); New version ARIS10
ASEO	CZ national application related to COPIS
ATA	Admission Temporaire/Temporary Admission
ATLAS	Automated Customs Tariff and Local Processing Application System
B2G	Business-to-Government
BAP	LT national user management portal
BCMS	Business Continuity Management System
BCP	Business Continuity Plan
BPM	Business Process Model
BTI	Binding Tariff Information
C/ieCA	Central Information Exchange Converter Application
CAP	Common Agricultural Policy
CBG	Customs Business Group
CCC-GEN	Customs Code Committee – General Customs Legislation section
CCI	Centralised Clearance for Import
CCN; CCN2	Common Communication Network; Common Communication Network 2
CDS	Customs Decisions System
CED	Common Entry Document

Acronym	Description
CEG-DIH	Customs Expert Group on Data Integration and Harmonisation
CENcomm	Customs Enforcement Network Communication Platform of ES
CERTEX	Certificates Exchange Project
CGM	Customs Goods Manifest
CHED	Common Health Entry Document
CHED-A	Common Health Entry Document for Animals
CHED-D	Common Health Entry Document module for Products Not of Animal Origin
CHED-P	Common Health Entry Document for Animal Products
CHED-PP	Common Health Entry Document module for Plant Protection
CIRCABC	Communication and Information Resource Centre for Administrations, Businesses and Citizens
CLASS	Classification Information System
CLEP	Common Learning Event Programme
CMS	Container status message
COI	Certificate of Organic Inspection
COM	European Commission
COPIS	Anti-Counterfeiting and Anti-Piracy System
COTS	Commercial Off-The-Shelf
CP	Customs Procedures
CPG	Customs Policy Group
CR	Common Repository
CRMS; CRMS2	Customs Risk Management System; Customs Risk Management System 2
CRS	Customer Reference Services
CS/MIS	Central Services - Management Information System
CS/RD; CS/RD2	Central Services – Reference Data; Central Services – Reference Data 2
CSD	Central Service Desk
CSI	Common Systems Interface
CSW	Customs Single Window
CUP-MIS	Customs Union Performance – Management information System
Customs 2020	EU cooperation programme providing the financing to EU IT systems for customs and national customs administrations with the possibility to create and exchange information and expertise.
CVED	Common Veterinary Entry Document

Acronym	Description
DA	Delegated Act
DAC6	Dispositions d'Application du Code 6
DDCOM	Design Document for Common Operations and Methods
DDNCA	Design Document for National Customs Application
DevSecOps	Development, Security and Operations
DG	Directorate General
DG DIGIT	Directorate General for Informatics
DG MOVE	Directorate General for Mobility and Transport
DG SANTE	Directorate-General for Health and Food Safety
DG TAXUD	Directorate General for Taxation and Customs Union
DG TRADE	Directorate General for Trade
DIH	Data Integration and Harmonisation
DMS	Declaration Management System of DK
DR	Disaster Recovery
eAFA	Electronic Application for Action
EAM	Enterprise Architecture Model
eATA	Electronic Admission Temporaire/Temporary Admission
EBTI	European Binding Tariff Information
EBSI	European Blockchain Services Infrastructure
EC	European Commission
ECCG	Electronic Customs Coordination Group
ECS	Export Control System
EDB	Enforcement Database
EIDR	Entry In the Declarant's Records
EIS	European Information Systems
eMan	Electronic cargo Manifests service
EMSA	European Maritime Safety Agency
EMSWe	European Maritime Single Window environment
ENS	Entry Summary Declaration
EORI; EORI2	Economic Operators Registration and Identification; Economic Operators Registration and Identification 2
EOS	Economic Operators System
EP	European Parliament
ePIC	Electronic Prior Informed Consent

Acronym	Description
ETCIT	Expert Teams on new approaches to develop and operate Customs IT systems
eTIR	Electronic TIR
EU	European Union
EUCDM	European Union Customs Data Model
EUCTP	European Union Customs Trader Portal
EUIPO	European Union Intellectual Property Office
FGAS	Fluorinated Greenhouse Gases
FLEGT	Forest Law Enforcement, Governance and Trade
FSS	Functional System Specifications
G2G	Government-to-Government
GDPR	General Data Protection Regulation
GMS	Guarantee Management System of CZ
GUI	Graphical User Interface
GUM	Guarantee Management
GVS	National Guarantees Management System of LT
H/W	Hardware
HA	High Availability
HCI	Hyper-Converged Infrastructure
HLSG	High Level Steering Group
IA	Implementing Act
IAM	Identity and Access Management
ICC	International Chambers of Commerce
ICD	Interface Control Document
ICGS	Import of Cultural Goods Importer Statement
ICS; ICS2	Import Control System; Import Control System 2
ICT	Information and Communications Technology
IE	Information Exchange messages
iMAPS	National Tax Calculation and Validation System of LT
iMDAS	National Customs Declarations Processing System of LT
IMP	Import
INF	Information Sheet
INF SP	Standardised Exchange of Information for Special Procedures
IOSS	Import One Stop Shop
IOSS-DR	IOSS VAT identifiers Distributed Registry

Acronym	Description
IPEP	Intellectual property enforcement portal
IPR	Intellectual Property Rights
IT	Information Technology
ITCB	Information Technology and Cybersecurity board
ITSM	IT Service Management
JRC	Joint Research Centre
KEL	Known Error List
L1 BPM	Level 1 – Global BPM (overview of EU Customs Business Domain and Global Business Data).
L2 BPM	Level 2 – High Level BPM (interactions between the main Business Processes with each EU Customs Business Domain).
L3 BPM	Level 3 – Business Requirement BPM (Flow of the legal and business tasks within each main business process and the interactions between the involved stakeholders).
L4 BPM	Level 4 – Functional Requirement BPM (i.e. functional specification) (Flow of the envisaged system; information exchanges; data rules and conditions; requirements trees; test cases and scenarios).
LMS	Learning Management System
MASP	Multi-Annual Strategic Plan
MASP-C	Multi-Annual Strategic Plan for Customs
MASP-T	Multi-Annual Strategic Plan for Taxation
MAWP	Multi-Annual Work Programmes
MFF	Multi-Annual Financial Framework
MIG	Message Implementation Guide
MLS	National Customs Authorisations System of LT
MOSS	Mini one-stop shop
MPR	Customs Client Register of LT
MR	Mutual Recognition
MRA	Mutual Recognition Agreement
MS	Member States
NCTS	New Computerised Transit System
NECA	National Export Control Application of PL
NES	National Entry System of RO
NOVIS	Reference Information Management System
NPM	National Project Manager
NPP	National Project Plan

Acronym	Description
NSD	National Service Desk
OCTs	Overseas Countries and Territories
ODS	Ozone Depleting Substances
OJ	Official Journal
OLGA	National helpdesk of FR
PCA	Partner Competent Authority
PICS	Programmes Information and Collaboration Space (online document sharing tool used to support the exchange of information between the Commission, customs administrations and the representatives of economic operators across the EU)
PKWD	PL national system related to Single Window
PN	Presentation Notification
PoC	Proof of Concept
PoUS	Proof of Union Status
PUESC	National Trader Portal of PL
QUOTA	Electronic system for quota management / allocation
REX; REX2; REX3	Registered Exporters System; Registered Exporters System 2; Registered Exporters System 3
RfC	Request for Change
RFCS	Russian Federal Customs Service
RIKS	National Risk Evaluation and Control System of LT
RIM	Reporting Interface Module
RPS	Reference Pricing System
RSB	Regulatory Scrutiny Board
S/W	Software
S2S	System-to-System
SDLC	Software Development Life Cycle
SDR	Super Reduced Datasets
SEED	System for Exchange of Excise Data
SLA	Service Level Agreement
SMS	Specimen Management System
SMT	Service Management Tool (Synergia)
SOA	Service Oriented Architecture
SOFT-DEV	Software development
SP	Special Procedures

Acronym	Description
SPEED; SPEED2	Single Point for Entry or Exit of Data; Single Point for Entry or Exit of Data 2
SSA	Safety and Security Analytics
SSL	Secure Sockets Layer
SSTL	Smart and Secure Trade Lanes
STI	Shared Trader Interface
STP	Specific Trader Portal
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
SURV-RECAPP	Surveillance Reception Application
SW	Single Window
SW-C	Single Window Environment for Customs
T2L	Means of proof of the Customs status of Union goods
T2LF	Means of proof of the Customs status of Union goods for goods transported to, from or between the non-fiscal areas
TARIC; TARIC3	Integrated Tariff of the European Communities; Integrated Tariff of the European Communities 3
TATAFng	Tariff Application Technical Architecture and Framework new generation
TB	Terabyte
TCG	Trade Contact Group
TCS	Trade Customs Solutions
TDA	Transitional Delegated Act
TEMPO	TAXUD Electronic Management of Projects Online
TES	Trans-European System
TIR	Transports Internationaux Routiers / International Road Transports
TNA	Transition Network Analysis
ToC	Terms of Collaboration
TRACES	Trade Control and Expert System
TS	Temporary Storage
TSL	Trusted Service List
TSS	Technical System Specifications
UCC	Union Customs Code
UCC WP	Union Customs Code Work Programme
UFST	Ministry of Taxation of DK

Acronym	Description
UI	User Interface
UNECE	United Nations Economic Commission for Europe
UTU	National declaration system of FI
UUM&DS	Uniform User Management & Digital Signature
VAT	Value Added Tax
VIES	VAT Information Exchange System
VLS	National Single-Window System of LT
WCF	World Chambers Federation
WCO	World Customs Organisation
Country codes	http://www.iso.org/iso/country_codes.htm (ISO 3166)

Table 1: Abbreviations and acronyms

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