1. Introduction

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

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

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

In order to benefit from Automated Export Fallback, the Agent's system need to be developed to send the 'Good to Go' message.

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

2. Automated Export Fallback Operation

When CHIEF stops being available, CCS-UK helpdesk is alerted and will advise all CCS-UK users by email. Please make sure that CCS-UK has the correct email address for your company key contacts and that the use of this email address will make the required users aware that there are problems with the CHIEF service. At this time, TSO/Airline arrival messages will be stored on CCS-UK and no responses will be returned.

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

**Agents**

Two types of Agents exist:

- Type 1 Agents who are only allowed to dispatch goods for which an export declaration has been accepted, arrived and has permission to progress **or** for

goods which have been granted a specific Customs Authorisation Reference by NCH.

- Type 2 Agents are AEOs who in addition to being able to dispatch goods as the Type 1 Agents are also allowed to dispatch innocent goods which may have no export declaration, arrival or permission to progress. However, a specific Customs Authorisation Reference will be required for non-innocent goods e.g. OPR, licence etc.

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

Where a Customs Authorisation reference has been issued, it should be included in the G2G message and in the export declaration using a header level Additional Information statement and text.

| Agent Type | Header AI Statement | AI Statement text |
|---|---|---|
| 1 | FBK01 | Issued Customs Authorisation Reference |
| 2 | FBK02 | Issued Customs Authorisation Reference |

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

When the Agent sends the G2G message, then the customs status will be updated to either FALLBACK RELEASED or FALLBACK HOLD depending on HMRC profiles. The Agent will get a GENRAL message advising of the status.

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

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

**TSO/Airlines**

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

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

Normally the Agent should send the G2G message before the TSO/Airline receives the freight. When the TSO/Airline receives the freight the response to the arrival message will be either FALLBACK RELEASED or FALLBACK HOLD dependent on HMRC profiles and it is not required to contact the Agent as the Agent will have received a GENRAL message advising the fallback status.

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

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

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

3. Recovery

   When fallback is revoked, a GENRAL message will be sent to TSO/Airline and Agents systems to advise users that fallback is no longer in operation.

   CCS-UK will transmit all stored messages to CHIEF for processing. If the TSO/Airline system has a status of FALLBACK RELEASED, this is a final status and will not be updated with the CHIEF status. Otherwise the fallback status will be replaced by the CHIEF status.

   Export Declarations that have been stored on CCS-UK during fallback will be forwarded and processed by CHIEF in the normal way. This could result in a consignment that was released under fallback being subsequently selected for

examination (Route 1 or 2) by CHIEF. Anomalies such as this will be resolved through liaison of the Agent with NCH until the consignment is cleared.

4. CCS-UK Interrogation of Export Consignments

It is now possible to interrogate Export Consignments on CCS-UK if the TSO/Agents software has been enhanced to do this. This interrogation is at Master level and will show arrivals, Customs Status and departures in CCS-UK sheds which have processed the consignment. This facility is available during normal operation and in fallback.

5. Summary of Fallback Statuses

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