

# eTIR web services - Messages E13-E14

E13 - Cancel advance data / E14 - Cancel advance data results



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# 1. Document revision note



This document has been published on **22/12/2021**, and is valid for the **eTIR international system version 1.0** based on the **eTIR specifications version 4.3.0**.

Please ensure you get the latest version of this document from the [eTIR documentation portal](#) or contact the eTIR service desk ([Support and contact](#)).

## 2. Related documents

### Project documents and collaboration platform

- eTIR documentation portal: <https://etir.org/documentation>
- Project guidelines for customs to connect to the eTIR international system : <https://etir.org/documentation/project-guidelines-customs>
- eTIR web services - Introduction document: <https://etir.org/documentation/introduction>
- eTIR web services - Messages I1-I2: I1 - Accept guarantee / I2 - Acceptance results <https://etir.org/documentation/i1-i2>
- eTIR web services - Messages I3-I4: I3 - Get holder information / I4 - Holder information <https://etir.org/documentation/i3-i4>
- eTIR web services - Messages I5-I6: I5 - Query guarantee / I6 - Query results <https://etir.org/documentation/i5-i6>
- eTIR web services - Messages I7-I8: I7 - Record declaration data / I8 - Record declaration data results <https://etir.org/documentation/i7-i8>
- eTIR web services - Messages I9-I10: I9 - Start TIR operation / I10 - Start results <https://etir.org/documentation/i9-i10>
- eTIR web services - Messages I11-I12: I11 - Terminate TIR operation / I12 - Termination results <https://etir.org/documentation/i11-i12>
- eTIR web services - Messages I13-I14: I13 - Discharge TIR operation / I14 - Discharge results <https://etir.org/documentation/i13-i14>
- eTIR web services - Messages I15-I16: I15 - Notify customs / I16 - Notification confirmation <https://etir.org/documentation/i15-i16>
- eTIR web services - Messages I17-I18: I17 - Refusal to start TIR operation / I18 - Refusal results <https://etir.org/documentation/i17-i18>
- eTIR web services - Messages I19-I20: I19 - Check customs offices / I20 - Customs offices validation <https://etir.org/documentation/i19-i20>
- eTIR web services - Messages E1-E2: E1 - Register guarantee / E2 - Registration results <https://etir.org/documentation/e1-e2>
- eTIR web services - Messages E3-E4: E3 - Cancel guarantee / E4 - Cancellation results <https://etir.org/documentation/e3-e4>
- eTIR web services - Messages E5-E6: E5 - Query guarantee / E6 - Query results <https://etir.org/documentation/e5-e6>
- eTIR web services - Messages E7-E8: E7 - Notify guarantee chain / E8 - Notification confirmation <https://etir.org/documentation/e7-e8>
- eTIR web services - Messages E9-E10: E9 - Advance TIR data / E10 - Advance TIR data results <https://etir.org/documentation/e9-e10>

- eTIR web services - Messages E11-E12: E11 - Advance amendment data / E12 - Advance amendment data results <https://etir.org/documentation/e11-e12>

### Legal framework

- TIR Convention handbook: <https://etir.org/documentation/tir-handbook>
- Annex 11 to the TIR Convention: <https://etir.org/documentation/annex-11>

### eTIR specifications

- Introduction to the eTIR conceptual, functional and technical v4.3: <https://etir.org/etir-introduction>
- eTIR concepts v4.3: <https://etir.org/etir-concepts>
- eTIR functional specifications v4.3: <https://etir.org/etir-functional-specifications>
- eTIR technical specifications v4.3: <https://etir.org/etir-technical-specifications>

### Additional resources

- eTIR XML schemas: <https://etir.org/documentation/xsd-files>
- eTIR code lists: <https://etir.org/documentation/code-lists>
- List of eTIR focal points: <https://unece.org/list-etir-focal-points>

## 3. Purpose

This document describes the **E13 - Cancel advance data** request message, and the **E14 - Cancel advance data results** response message of the eTIR international system web services. It provides all the specifics required to use them (prepare or receive), explains how and when they should be used and explains the error codes that may be returned. It also contains examples and fallback procedures, if applicable.

## 4. Target audience

This guide is intended for three kinds of ICT teams:

- the ICT teams of the TIR Carnet holders who would wish to connect their information systems to the eTIR international system;
- the ICT teams of the customs authorities in charge of interconnecting their national customs systems to the eTIR international system;
- the ICT teams of the guarantee chains in charge of interconnecting their guarantee chain systems to the eTIR international system.

In this guide, the original sender of the advance TIR data (the TIR Carnet holder), is taken as the main example.

## 5. Prerequisites



In order to ensure an implementation that delivers the best value and services to the TIR Carnet holders, we recommend the ICT team in charge of establishing the connection to the eTIR international system web services to be accompanied by a subject-matter expert on the TIR Convention.

This document is to be read after having an understanding of the [eTIR concepts](#) and having read the [eTIR functional specifications](#) as well as the [eTIR web services introduction document](#). It is highly recommended keeping the eTIR web services introduction document at hand as this document refers to many elements and diagrams that will be necessary and referred to when reading this document.

From a technical perspective, the following steps should have been completed at this point:

- the secured connection to one of the User Acceptance Testing (UAT) environments of the eTIR international system is established;
- the endpoint URL to the UAT environment is clearly identified and properly configured on the client side;
- all the tools required to connect, test and troubleshoot the messages are ready;
- eTIR web services - Messages E9-E10 should have been implemented and tested.
- eTIR web services - Messages E11-E12 should have been implemented and tested.

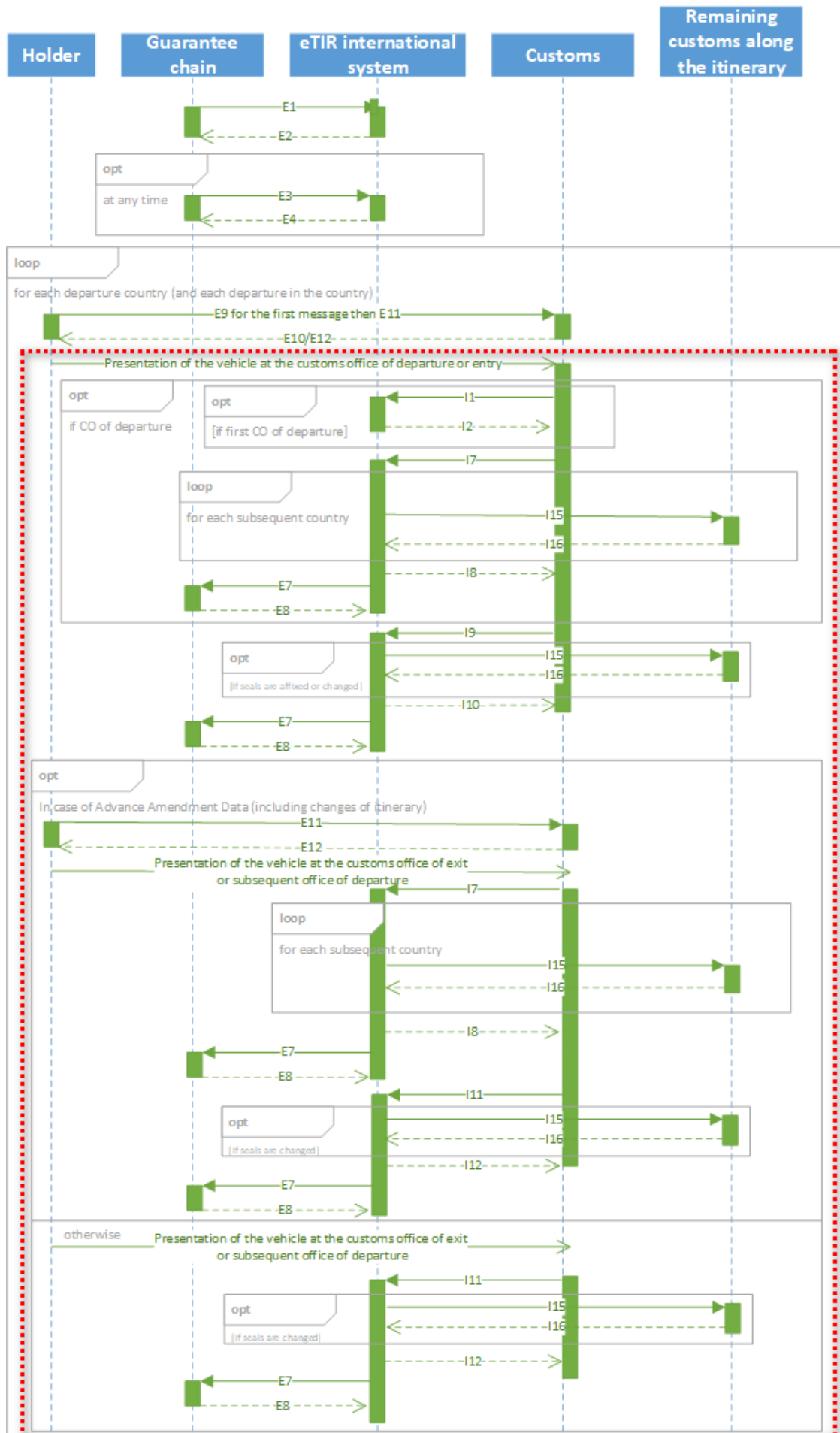


All eTIR messages are identified and belong to a flow described in the [eTIR web services introduction document](#) (see dedicated section). It is key to respect this sequencing else the eTIR international system will return errors due to invalid sequencing of the message as described in the [dedicated eTIR error code web page](#).

## 6. "E13 - Cancel advance data" / "E14 - Cancel advance data results" messages

### 6.1. Sequence diagram

The following sequence diagram illustrates from when it is possible to use a **E13 - Cancel advance data** and **E14 - Cancel advance data results** messages in the context of a TIR departure operation (basically when anytime after a **E9 - Advance TIR data** or **E11 - Advance amendment data** message was sent).



## 6.2. Message context

This message allows for the TIR Carnet holder to cancel a **E9 - Advance TIR data** or **E11 - Advance amendment data** message, previously sent to customs authorities.



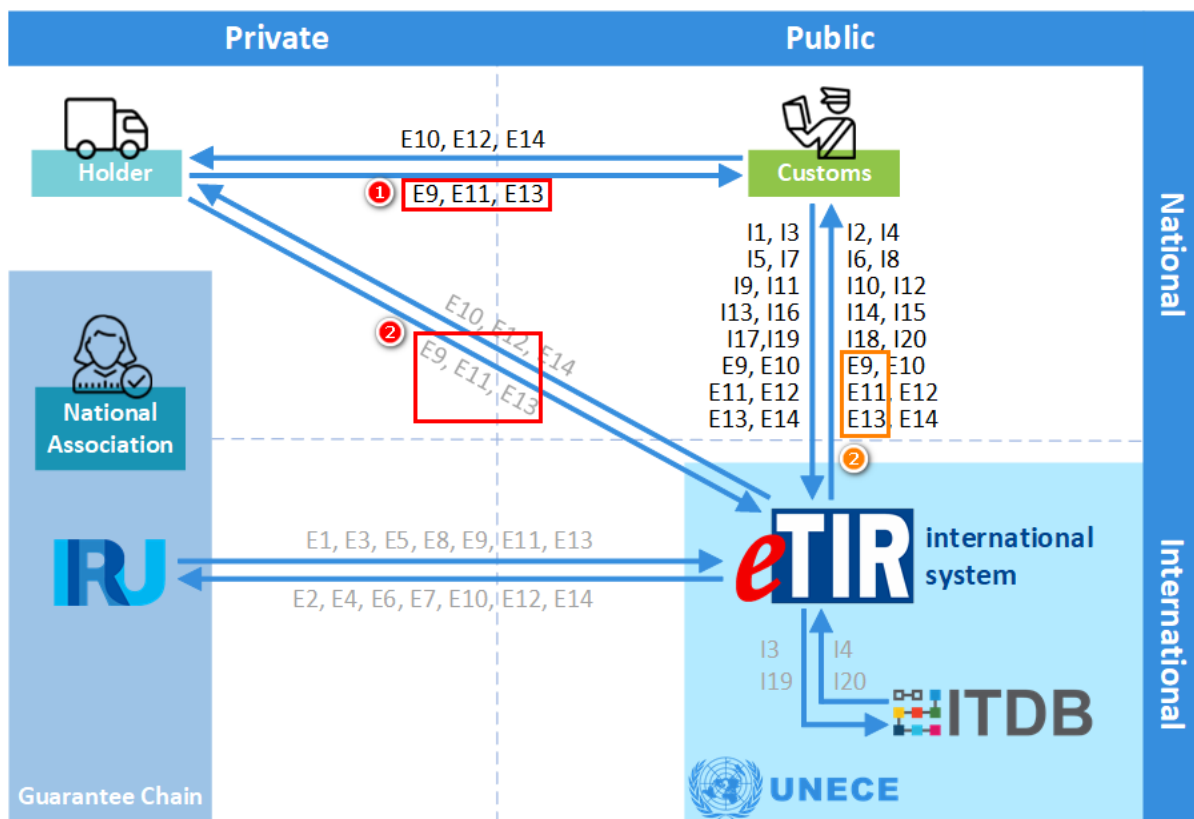
It is important to note that if the cancelled message is a **E11 - Advance amendment data**, only the content of the message referred to will be cancelled but that, in case more than one **E11 - Advance amendment data** messages were sent, the content of the others would still be valid.

### 6.2.1. Message forwarding mechanism in the eTIR international system

All eTIR messages sent by the TIR Carnet holder to customs authorities can be communicated either:

1. Directly to the relevant national customs system using the electronic means published by the competent authorities;
2. Via the eTIR international system that will then forward the messages to the relevant national customs systems using its internal "forwarding mechanism".

The following diagram illustrates both options, shown as (1) and (2):







It is important to note that the choice of the electronic means, for the TIR Carnet holder, to send the advance TIR data to the national customs system is defined in [Annex 11](#) of the TIR Convention. In Article 6, it is described that the option (2) (to send it via the eTIR international system) should always exist, whereas the option (1) (to communicate it using other electronic means) depends on the relevant customs authorities as each of them publishes a list of authorized mechanisms. It is also important to note that, in the case of a **TIR Carnet holder to national customs systems** direct communication (or using a third party tool), the format of the messages doesn't have to be exactly as described in the eTIR specifications, but the content must at least contain all the fields and values described in it to ensure all relevant information are available for the subsequent eTIR messages, in particular the **I7 - Record declaration data** message.

The eTIR international system forwarding mechanism performs the following 2 functions:

- Validation of inbound request eTIR messages from TIR Carnet holders, and possibly return errors, if any;
- Forward of inbound request/response eTIR messages to the relevant recipient (the TIR Carnet holder or the national customs system).



As opposed to the notifications, the forwarding mechanism only has one (final) recipient per message.



This document applies in particular to the TIR Carnet holder who decided to send their **E13 - Cancel advance data** messages via eTIR international system.

### 6.2.2. Message prerequisites

In order for this message to be properly interpreted by the eTIR international system, one of the following two cases should have happened before:

- **To cancel advance TIR data:** a **E9 - Advance TIR data** message has been previously sent by the TIR Carnet holder to the national customs system of the country of departure.
- **To cancel advance amendment data:** a **E11 - Advance amendment data** message has been previously sent by the TIR Carnet holder to the relevant national customs system.

In both cases, the TIR Carnet holder needs to send the **E13 - Cancel advance data** message with the **message identifier** of the message to be cancelled. This **E13 - Cancel advance data** message shall be sent to the same national customs system that received the message to be cancelled (either directly or via the eTIR international system).

### 6.2.3. Endpoint URL and SOAP Action

If the TIR Carnet holder decided to communicate via the eTIR international system, the URL of the endpoint to use when sending the **E13 - Cancel advance data** request message is: <https://etir-uat-01.unece.org/etir/v4.3/advanceData>

Also note that the WSDL can be accessed at the following URL: <https://etir-uat-01.unece.org/etir/v4.3/advanceData?wsdl>

The SOAP action value to use is: **cancelAmendmentData** (so the WS-Addressing element should be set to <http://etir.org/v4.3:advanceData/cancelAmendmentData>)

## 6.3. "E13 - Cancel advance data" request message

### 6.3.1. Description

The TIR Carnet holder sends the **E13 - Cancel advance data** request message to the eTIR international system to cancel a **E9 - Advance TIR data** or **E11 - Advance amendment data** message, previously sent to customs authorities of the related TIR operation.

The XSD file related to the **E13 - Cancel advance data** message is available at the following URL: [https://wiki.unece.org/download/attachments/106299941/WCO\\_eTIR\\_E13\\_1.xsd](https://wiki.unece.org/download/attachments/106299941/WCO_eTIR_E13_1.xsd).

### 6.3.2. Field details



Kindly note that the metadata fields have been removed from this table to improve the readability, as it is part of every eTIR message. You can find the details about these metadata fields in section 9.4 of the [eTIR introduction document](#).

| eTIR field name               | Mapping to the XML element (XPath) | Status | Cardinality | Format | Code lists           | Conditions | Rules |
|-------------------------------|------------------------------------|--------|-------------|--------|----------------------|------------|-------|
| MESSAGE                       |                                    |        |             |        |                      |            |       |
| └ Message function, coded     | Function                           | R      | 1..1        | n..2   | <a href="#">CL16</a> |            |       |
| └ Original Message Identifier | FunctionalReferenceID              | R      | 1..1        | an..70 |                      |            |       |
| └ Message identifier          | ID                                 | R      | 1..1        | an..70 |                      |            |       |
| └ Type, coded                 | TypeCode                           | R      | 1..1        | an..3  | <a href="#">CL26</a> |            |       |

### 6.3.3. Field descriptions & usages



Kindly note that the metadata fields have been removed from this table to improve the readability, as it is part of every eTIR message. You can find the details about these metadata fields in section 9.4 of the [eTIR introduction document](#).

| eTIR field name               | Mapping to the XML element (XPath) | Description  | Usage  |
|-------------------------------|------------------------------------|--|--|
| MESSAGE                       |                                    | Class representing the declaration data as accepted by customs |  |
| └ Message function, coded     | Function                           | Code describing the function of the message                    | The value should be set to "1" (Cancellation)  |
| └ Original Message Identifier | FunctionalReferenceID              | Unique identifier of the message to be cancelled               | The value should be the Message Identifier of the previously sent "E9" or "E11" message to be cancelled. |

| eTIR field name      | Mapping to the XML element (XPath) | Description                      | Usage   |
|----------------------|------------------------------------|----------------------------------|---|
| └ Message identifier | ID                                 | Unique identifier of the message | The value should be a Globally Unique Identifier (GUID) as detailed in the dedicated section of the introduction document |
| └ Type, coded        | TypeCode                           | Code of the message type         | The value should be set to "E13"  |



When reading the values of the second columns for both tables, note that the "Declaration/" XML base element has been removed to improve the readability, as it is repeated on every line.

### 6.3.4. Referred code lists

The following code lists are referred to in the field lists and should be considered when sending the message:

- [CL16](#) - Message function code (UN/EDIFACT 1225)
- [CL26](#) - Message types (eTIR)



All code lists are described in the [eTIR code lists document](#).

### 6.3.5. Example

The example below shows the XML data to be sent via POST method to the eTIR international system [endpoint URL](#) to request customs authorities of departure to cancel the advance TIR sent in the previous **E9 - Advance TIR data** message (message ID: **f4d81a47-ac3e-420c-84db-380a5445ad87**).

*E13 - Cancel advance data request message*

```
<?xml version="1.0" encoding="UTF-8"?>
<soap:Envelope xmlns:etir="http://etir.org/v4.3/advanceData" xmlns:md="http://etir.org/v4.3/DocumentMetaData"
xmlns:etir1="http://etir.org/v4.3/E13"
  xmlns:soap="http://www.w3.org/2003/05/soap-envelope">
  <soap:Header xmlns:wsa="http://www.w3.org/2005/08/addressing">
    (...)
    <wsa:Action>http://etir.org/v4.3/advanceData/cancelAdvanceData</wsa:Action>
    <wsa:MessageID>uuid:5a7bbf50-05a0-4c1f-ad65-5448f093fe2f</wsa:MessageID>
    (...)
  </soap:Header>
  <soap:Body wsu:Id="id-d969a92c-7c39-4ce5-838c-872811a3b169"
    xmlns:wsu="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-utility-1.0.xsd">
    <etir:cancelAdvanceData>
      <etir1:DocumentMetadata>
        <md:ResponsibleAgencyCode>AJ</md:ResponsibleAgencyCode>
        <md:AgencyAssignedCustomizationCode>1</md:AgencyAssignedCustomizationCode>
        <md:AgencyAssignedCustomizationVersionCode>1</md:AgencyAssignedCustomizationVersionCode>
        <md:CommunicationMetaData>
          <md:PreparationDateTime formatCode="208">20201122113346+0200</md:PreparationDateTime>
          <md:Recipient>
            <md:ID>recipientID</md:ID>
          </md:Recipient>
          <md:Sender>
            <md:ID>senderID</md:ID>
          </md:Sender>
        </md:CommunicationMetaData>
        <etir1:Declaration>
          <etir1:Function>1</etir1:Function>
          <etir1:FunctionalReferenceID>f4d81a47-ac3e-420c-84db-380a5445ad87</etir1:FunctionalReferenceID>
          <etir1:ID>5a9a5bb2-8c74-46a1-b98b-59c8e59363a4</etir1:ID>
          <etir1:TypeCode>E13</etir1:TypeCode>
        </etir1:Declaration>
      </etir1:DocumentMetadata>
    </etir:cancelAdvanceData>
  </soap:Body>
</soap:Envelope>
```



Some field original contents have been shortened (...) in this document for the sake of readability, in particular the whole **header/security** content that is described in the [eTIR web services introduction document](#).

## 6.4. "E14 - Cancel advance data results" response message

### 6.4.1. Description

The **E14 - Cancel advance data results** message is a response to the **E13 - Cancel advance data** message. It confirms the reception and processing of the cancel advance data.

The XSD file related to the **E14 - Cancel advance data results** message is available at the following URL: [https://wiki.unece.org/download/attachments/106299941/WCO\\_eTIR\\_E14\\_1.xsd](https://wiki.unece.org/download/attachments/106299941/WCO_eTIR_E14_1.xsd).

### 6.4.2. Field details



Kindly note that the metadata fields have been removed from this table to improve the readability, as it is part of every eTIR message. You can find the details about these metadata fields in section 9.4 of the [eTIR introduction document](#).

| eTIR field name               | Mapping to the XML element (XPath) | Status | Cardinality | Format  | Code lists           | Conditions | Rules |
|-------------------------------|------------------------------------|--------|-------------|---------|----------------------|------------|-------|
| MESSAGE                       |                                    |        |             |         |                      |            |       |
| └ Message function, coded     | Function                           | R      | 1..1        | n..2    | <a href="#">CL16</a> |            |       |
| └ Original Message Identifier | FunctionalReferenceID              | R      | 1..1        | an..70  |                      |            |       |
| └ Message identifier          | ID                                 | R      | 1..1        | an..70  |                      |            |       |
| └ Type, coded                 | TypeCode                           | R      | 1..1        | an..3   | <a href="#">CL26</a> |            |       |
| └ ADVANCEDATA                 | Declaration                        | R      | 1..1        |         |                      |            |       |
| ├ └ Acceptance date time      | Declaration/AcceptanceDateTime     | D      | 0..1        | an..35  |                      | C007       |       |
| ├ └ National reference        | Declaration/ID                     | R      | 1..1        | an..70  |                      |            |       |
| ├ └ Rejection date time       | Declaration/RejectionDateTime      | D      | 0..1        | an..35  |                      | C007       |       |
| └ ERROR                       | Error                              | D      | 0..*        |         |                      | C006       |       |
| ├ Error, coded                | Error/ValidationCode               | R      | 1..1        | an..8   | <a href="#">CL99</a> |            |       |
| └ POINTER                     | Error/Pointer                      | R      | 1..*        |         |                      |            |       |
| ├ Sequence number             | Error/Pointer/SequenceNumeric      | R      | 1..1        | n..5    |                      |            |       |
| └ Location                    | Error/Pointer/Location             | R      | 1..1        | an..512 |                      |            |       |

### 6.4.3. Field descriptions & usages



Kindly note that the metadata fields have been removed from this table to improve the readability, as it is part of every eTIR message. You can find the details about these metadata fields in section 9.4 of the [eTIR introduction document](#).

| eTIR field name               | Mapping to the XML element (XPath) | Description  | Usage  |
|-------------------------------|------------------------------------|--|--|
| MESSAGE                       |                                    |  |  |
| └ Message function, coded     | Function                           | Code describing the function of the message                            | The value should be "44" (Accepted without reserves) if the request was processed correctly. If at least one error is described in this message or if the content could not be accepted, the value should be "27" (Not accepted) |
| └ Original Message Identifier | FunctionalReferenceID              | Unique identifier of the request message associated with this response | The value should be the one mentioned in the message identifier field of the request message (E13)   |
| └ Message identifier          | ID                                 | Unique identifier of the message                                       | The value should be a Globally Unique Identifier (GUID) as detailed in the dedicated section of the introduction document  |
| └ Type, coded                 | TypeCode                           | Code of the message type   | The value should be set to "E14"   |
| └ ADVANCEDATA                 | Declaration                        | Class representing the declaration data as accepted by customs         |  |
| └ Acceptance date time        | Declaration/AcceptanceDateTime     | Date of acceptance of the cancel advance data by Customs Authorities   | The value should be a date and time to be provided following the EDIFACT 208 format CCYYMMDDHHMMSSZHMM. For Example: 20200820145600+0100 represents 20 August 2020 at 14:56 UTC+01:00.   |
| └ National reference          | Declaration/ID                     | National reference of the cancel advance data                          | The value should be the national reference (as recorded in the national customs system) of the cancel advance data sent by the TIR Carnet holder.  |
| └ Rejection date time         | Declaration/RejectionDateTime      | Date of rejection of the cancel advance data by Customs Authorities    | The value should be a date and time to be provided following the EDIFACT 208 format CCYYMMDDHHMMSSZHMM. For Example: 20200820145600+0100 represents 20 August 2020 at 14:56 UTC+01:00.   |
| └ ERROR                       | Error                              | Class representing the list of errors, if any                          |  |
| └ Error, coded                | Error/ValidationCode               | Code of the error type   | The value should be the code of the error from the code list Error code (eTIR)   |
| └ POINTER                     | Error/Pointer                      | Class representing the pointer to the erroneous field, if any          |  |

| eTIR field name | Mapping to the XML element (XPath) | Description                     | Usage  |
|-----------------|------------------------------------|---------------------------------|--|
| Sequence number | Error/Pointer/SequenceNumeric      | Index of the error in the list  | The value should be the 1-based index of the error in the list   |
| Location        | Error/Pointer/Location             | Location of the erroneous field | The value should be the location of the erroneous field following the XPath syntax. Additional details regarding the location of the fields per error code are available on the page dedicated to errors |



When reading the values of the second columns for both tables, note that the "Response/" XML base element has been removed to improve the readability, as it is repeated on every line.

#### 6.4.4. Referred code lists

The following code lists are referred to in the field lists and should be considered when sending the message:

- [CL16](#) - Message function code (UN/EDIFACT 1225)
- [CL26](#) - Message types (eTIR)
- [CL99](#) - Error code (eTIR)



All code lists are described in the [eTIR code lists document](#).

#### 6.4.5. Conditions and rules

The following condition(s) of the [eTIR conditions list](#) are referred to in the field lists and should be considered in the message:

- **C006:** IF (MESSAGE.Message function, coded) = '6', '11', '44' OR '45'  
THEN EMPTY (ERROR)  
ELSE IF (MESSAGE.Message function, coded) = '10' OR '27'  
THEN NOT EMPTY (ERROR)
- **C007:** IF (MESSAGE.Message function, coded) = '44'  
THEN NOT EMPTY (ADVANCETIRDATA.Acceptance date) AND EMPTY (ADVANCETIRDATA.Rejection date)  
ELSE IF (MESSAGE.Message function, coded) = '27'  
THEN NOT EMPTY (ADVANCETIRDATA.Rejection date) AND EMPTY (ADVANCETIRDATA.Acceptance date)

#### 6.4.6. How to use response data in the TIR Carnet holder information systems

If one or more errors are reported in the **E14 - Cancel advance data results** message, the cancel advance data has not been registered in the national customs system and this issue should be investigated and corrected before a new tentative can be tried.

If there are no errors returned in the **E14 - Cancel advance data results** message, then it means that the cancellation was accepted by the customs authorities. The national reference of the cancel advance data should be stored in the TIR Carnet holder information systems for bookkeeping purposes.

#### 6.4.7. Applicable error codes

As the eTIR international system may return error codes, the [eTIR web services introduction document](#) contains a dedicated section describing how and where to find those error codes in the response messages. Find below the list of error codes that may be returned as part of the **E14 - Cancel advance data results** response message as well as the recommended actions to address them:

##### *100 - Invalid message*

Kindly check the message itself and its format as it is not recognized by the eTIR international system. Kindly contact the eTIR service desk to send the content of the message communicated, the timestamps and the steps to reproduce this issue in order to address it.

##### *101 - Missing field*

Kindly check the message parameters, in particular the parameters marked as mandatory in the message description section of this document, and make sure that all mandatory parameters are part of the message.



### *102 - Invalid domain for the value*

Kindly check the coded parameter, its values and corresponding code lists. Make sure that each coded parameter is using one of the values of the corresponding code list.

### *103 - Malformed date*

Kindly check the date parameters and their format. Make sure that each date format has the format indicated and that the value follows the format/pattern.

### *104 - Not an integer*

Kindly check the integer parameters. Make sure that each integer parameter has a value that can successfully be casted as an integer.

### *105 - Field value length exceeded*

Kindly check the parameter value lengths. Make sure that each parameter length does not exceed the max length as defined in the documentation in the Format column.

### *106 - Invalid pattern*

Kindly check the pattern of the parameter value as it does not match the requirements set for this attribute in XML Schema Definition of the message.

### *107 - Invalid field*

Kindly check the element specified as it may not follow the order defined in the XML Schema Definition of the message.

### *108 - Missing XML attribute*

Kindly check that all XML tags contain their required attribute, in particular all dates should contain the attribute formatCode to specify the format in which the date is sent.

### *109 - Invalid XML attribute*

Kindly check that all XML tag attribute values follow the specified code list, in particular the attribute formatCode for dates can only be either '102' or '208'.

### *200 - Invalid State*

Kindly check the state of the referred object (transport, guarantee, ...) and make sure it is consistent with the eTIR international system requested web service called.

### *300 - Invalid Operation*

Kindly check the message content as it triggered a technical error in the eTIR international system but this one could not identify the source of the issue.

### *301 - guarantee not found*

Kindly check the value of the guarantee reference ID in the message and make sure it matches the value received in previous messages.

### *302 - guarantee chain not found*

Kindly check the value of the guarantee chain ID in the message and make sure it matches the value received in previous messages.

### *303 - guarantee type not found*

Kindly check the value of the guarantee type in the message and make sure it belongs to the [Guarantee type code \(eTIR\)](#) code list, and that it matches the value received in previous messages.

### *304 - Customs office not found*

Kindly check the format and value of the customs office ID in the message and make sure it

matches the value received in previous messages. If it does, kindly check the existence of the customs office and its status using ITDB web service or ITDB web application.

### 305 - Country not found

Kindly check the value of the country code in the message and make sure it matches the value received in previous messages and that it belongs to the [Country name code \(ISO 3166-1-alpha-2\) code list \(CL04\)](#).

### 308 - Forward information not found

Kindly check that the advance data submitted is correct. If the error persists, please contact the eTIR service desk (see [Support and contact](#)) to send the content of the message communicated, the timestamps and the steps to reproduce this issue in order to address it.

### 320 - Holder/guarantee mismatch

Kindly check the format and value of the TIR carnet holder in the message and make sure it matches the value received in previous messages. If it does, kindly check the existence of the holder and its status using either eTIR I3 - Get holder information message, ITDB dedicated web services or ITDB web application.

### 333 - Declaration reference not found

Kindly check the reference ID of the advance data message that you want to cancel. Note that if the previous message was sent directly to the national customs systems, it cannot be cancelled using the eTIR international system forwarding mechanism.

### 334 - Declaration already cancelled

Kindly check the reference ID of the advance data you want to cancel. The reference ID provided may have already been cancelled.

### 400 - eTIR internal errors

Kindly contact eTIR support (see [Support and contact](#)) to send the content of the message communicated, the timestamps and the steps to reproduce this issue in order to address it.

### 500 - Customs declaration processing error

Kindly contact the related customs authorities to request additional information on the refusal of the advance data.



The full list of error codes can be found on the [dedicated error code list web page](#).

## 6.4.8. Example

The example below shows the XML data of the **E14 - Cancel advance data results** message received in response to the POST of the **E13 - Cancel advance data** message. This response message (Function code **44 - Accepted without reserves**) of the type **E13**, containing no error codes, describes a positive acknowledgment of the cancellation of the advance TIR data, previously sent, (as per our example for E13) related to a TIR transport with the national reference **LKT5001234-4537729**. Therefore, it should be considered that the advance TIR data for this TIR operation has been duly cancelled in the national customs systems.



It is important to understand that the absence of error in the **E14 - Cancel advance data results** response message is the key indicator to reflect that the advance TIR/amendment data cancellation is accepted.

## E14 - Cancel advance data results response message

```

<?xml version="1.0" encoding="UTF-8"?>
<s:Envelope xmlns:s="http://www.w3.org/2003/05/soap-envelope">
  <s:Header>
    (...)
    <Action xmlns="http://www.w3.org/2005/08/addressing">
http://etir.org/v4.3/toCustoms/cancelAdvanceData</Action>
    <MessageID xmlns="http://www.w3.org/2005/08/addressing">f5a63aa9-ed5b-4b38-b937-692e7377a33d</MessageID>
    (...)
  </s:Header>
  <s:Body wsu:Id="id-20214087-7089-4696-b59c-239f68e9417e"
    xmlns:wsu="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-utility-1.0.xsd">
    <ns2:cancelAdvanceDataResults xmlns:ns2="http://etir.org/v4.3/advanceData" xmlns:md=
"http://etir.org/v4.3/DocumentMetaData"
      xmlns:ns14="http://etir.org/v4.3/E14">
      <ns14:DocumentMetadata>
        <md:ResponsibleAgencyCode>AJ</md:ResponsibleAgencyCode>
        <md:AgencyAssignedCustomizationCode>1</md:AgencyAssignedCustomizationCode>
        <md:AgencyAssignedCustomizationVersionCode>1</md:AgencyAssignedCustomizationVersionCode>
        <md:CommunicationMetadata>
          <md:PreparationDateTime formatCode="208">20201122113346+0200</md:PreparationDateTime>
          <md:Recipient>
            <md:ID>senderID</md:ID>
          </md:Recipient>
          <md:Sender>
            <md:ID>recipientID</md:ID>
          </md:Sender>
        </md:CommunicationMetadata>
        <ns14:Response>
          <ns14:Function>6</ns14:Function>
          <ns14:FunctionalReferenceID>5a9a5bb2-8c74-46a1-b98b-59c8e59363a4</ns14:FunctionalReferenceID>
          <ns14:ID>0613ebad-f531-400a-9a94-2182a22f98f5</ns14:ID>
          <ns14:TypeCode>E14</ns14:TypeCode>
          <ns14:Declaration>
            <ns14:AcceptanceDateTime formatCode="208">20201122151244+0400</ns14:AcceptanceDateTime>
            <ns14:ID>LKT5001234-4537729</ns14:ID>
          </ns14:Declaration>
        </ns14:Response>
      </ns14:DocumentMetadata>
    </ns2:cancelAdvanceDataResults>
  </s:Body>
</s:Envelope>

```



Some field original contents have been shortened (...) in this document for the sake of readability, in particular the whole **header/security** content that is described in the [eTIR web services introduction document](#).

## 7. Fallback procedures

In the event that the **E13 - Cancel advance data** message could not be sent after several attempts or if no **E14 - Cancel advance data results** message was received in response, we recommend the TIR Carnet holder team to contact eTIR service desk ([Support and contact](#)).

Also note that the functional fallback procedures can be found in the dedicated section of the [eTIR functional specifications](#).

## 8. Support and contact

Kindly note that in the context of the interconnections projects by TIR Carnet holders, the eTIR service desk stands ready to assist their IT teams while interconnecting their information systems to the eTIR international system. Also, in case of questions or issues related to this document or to the eTIR international system, you can use the contact details below (contacts by email should be preferred).

*Organization*      United Nations Economic Commission For Europe  
TIR secretariat  
Palais des Nations,  
1211 Geneva 10, Switzerland

*Contact*            Email: [etir@un.org](mailto:etir@un.org)  
Phone: +41 (0)22 917 55 06

## 9. Version history

| Date       | Author          | Version | Notes   | eTIR specification version reference |
|------------|-----------------|---------|---|--------------------------------------|
| 03/06/2021 | TIR secretariat | 1.0     | Initial draft   | 4.3a                                 |
| 06/09/2021 | TIR secretariat | 1.1     | Added message metadata documentation and updated URLs to point to new eTIR documentation portal | 4.3.0                                |
| 17/11/2021 | TIR secretariat | 1.2     | Updated references to the newly published online code lists document                            | 4.3.0                                |
| 22/12/2021 | TIR secretariat | 1.3     | Updated links to code lists   | 4.3.0                                |