

eTIR web services - Messages E3-E4

E3 - Cancel guarantee / E4 - Cancellation results



Table of Contents

1. Document revision note	1
2. Related documents	1
3. Purpose	2
4. Target audience	2
5. Prerequisites	2
6. "E3 - Cancel guarantee" / "E4 - Cancellation results" messages	4
6.1. Sequence diagram	4
6.2. Message context	4
6.2.1. Message prerequisites	4
6.2.2. Endpoint URL and SOAP Action	4
6.3. "E3 - Cancel guarantee" request message	5
6.3.1. Description	5
6.3.2. Field list	5
6.3.3. Field descriptions	5
6.3.4. Referred code lists	7
6.3.5. Example	7
6.4. "E4 - Cancellation results" response message	9
6.4.1. Description	9
6.4.2. Field list	9
6.4.3. Field descriptions	9
6.4.4. Referred code lists	11
6.4.5. Conditions and rules	11
6.4.6. How to use response data in the guarantee chain system	11
6.4.7. Applicable error codes	11
6.4.8. Example	13
7. Fallback procedures	14
8. Support and contact	14
9. Version history	14



1. Document revision note



This document has been published on **17/11/2021**, 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 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>

- eTIR web services - Messages E13-E14: E13 - Cancel advance data / E14 - Cancel advance data results <https://etir.org/documentation/e13-e14>

Legal framework

- TIR Convention handbook: <https://unece.org/fileadmin/DAM/tir/handbook/english/newtirhand/TIR-6Rev11e.pdf>
- 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 **E3 - Cancel guarantee** request message, and the **E4 - Cancellation 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 the ICT teams of the guarantee chains in charge of interconnecting their guarantee chain systems to the eTIR international system.

5. Prerequisites



In order to ensure an implementation that delivers the best value and services to the guarantee chains, 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 E1-E2 should have been implemented and tested.

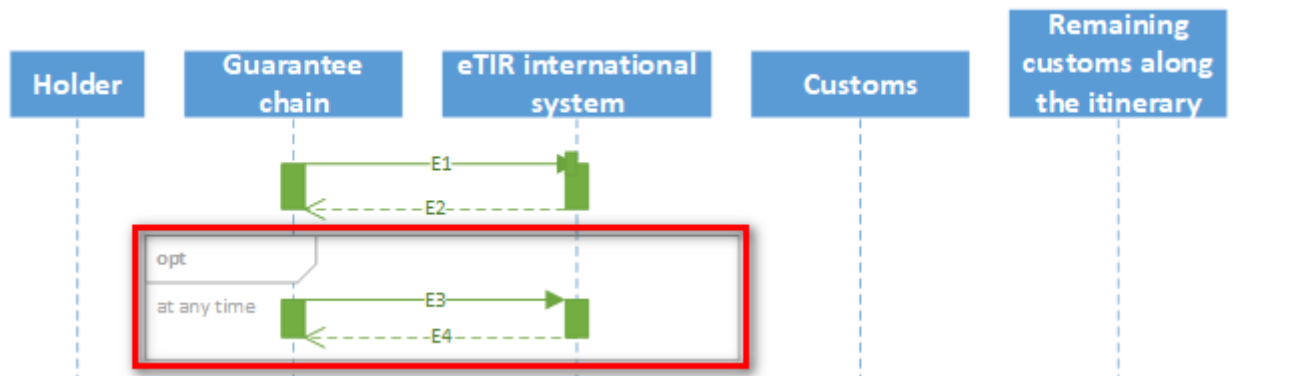


All eTIR messages are identified and belong to a flow described in the [eTIR web services introduction document](#) (see dedicated section). It is key to respect this sequencing else the eTIR international system will return errors due to invalid sequencing of the message as described in the [dedicated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

6. "E3 - Cancel guarantee" / "E4 - Cancellation results" messages

6.1. Sequence diagram

The following sequence diagram shows that it is possible to cancel an guarantee using the **E3 - Cancel guarantee/E4 - Cancellation results** message pair anytime after it has been registered using the **E1 - Register guarantee/E2 - Registration results** message pair.



6.2. Message context

This message allows the guarantee chain to request the cancellation of an guarantee that it had previously registered in the eTIR international system.



It is important to note that if the TIR transport has already started, the cancellation of an guarantee is effective only at the end of the TIR operation in progress when the request for cancellation is received by the eTIR international system.

6.2.1. Message prerequisites

In order for this message to be properly interpreted by the eTIR international system, the following message(s) should have been exchanged before this one:

- **E1 - Register guarantee** and **E2 - Registration results** (between the guarantee chain system and the eTIR international system): the {guaranteechain-denomination} will register in the eTIR international system the guarantee with a specific TIR Carnet holder.

6.2.2. Endpoint URL and SOAP Action

The URL of the endpoint to use when sending the **E3 - Cancel guarantee** request message is: <https://etir-uat-01.unece.org/etir/v4.3/guaranteeChain>

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

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

6.3. "E3 - Cancel guarantee" request message

6.3.1. Description

The guarantee chain sends the **E3 - Cancel guarantee** request message to the eTIR international system to request the cancellation of an guarantee issued to a TIR Carnet holder and previously registered in the eTIR international system.

The XSD file related to the **E3 - Cancel guarantee** message is available at the following URL: https://wiki.unece.org/download/attachments/106299941/WCO_eTIR_E3_1.xsd.

6.3.2. Field list



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

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	CL16		
└ Message identifier	ID	R	1..1	an..70			
└ Type, coded	TypeCode	R	1..1	an..3	CL26		
└ GUARANTEE	ObligationGuarantee	R	1..1				
└ Cancellation date time	ObligationGuarantee/CancellationDateTime	R	1..1	an..35			
└ Reference	ObligationGuarantee/ReferenceID	R	1..1	an..35			
└ Guarantee type, coded	ObligationGuarantee/SecurityDetailsCode	R	1..1	an..3	CL12		
└ GUARANTEECHAIN	ObligationGuarantee/Surety	R	1..1				
└ Code	ObligationGuarantee/Surety/ID	R	1..1	an..35			
└ HOLDER	ObligationGuarantee/Principal	R	1..1				
└ Identifier	ObligationGuarantee/Principal/ID	R	1..1	an..35			

6.3.3. Field descriptions



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

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 set to '9' (Original)
└ 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 "E3"
└─ GUARANTEE	ObligationGuarantee	Class representing the guarantee of this TIR transport	
└ Cancellation date time	ObligationGuarantee/CancellationDateTime	Date and time of the request to cancel the guarantee	The value should be a date and time to be provided following the EDIFACT 208 format CCYYMMDDHHMMSSZHMM (http://www.unece.org/trade/untdid/d13b/tred/tred2379.htm). For Example: 20200820145600+0100 represents 20 August 2020 at 14:56 UTC+01:00
└ Reference	ObligationGuarantee/ReferenceID	Unique identifier of the guarantee	The value should be the unique identifier of the guarantee to cancel
└ Guarantee type, coded	ObligationGuarantee/SecurityDetailsCode	Code of the guarantee type	This value should be the code of the guarantee type from the list Guarantee type code (eTIR) list
└─ GUARANTEECHAIN	ObligationGuarantee/Surety	Class representing the information related to the issuing guarantee chain (providing guarantee for the TIR transport)	
└ └ Code	ObligationGuarantee/Surety/ID	Unique identifier of the guarantee chain which issued the guarantee	The value should be 'IRU' for guarantees issued by the International Road transport Union
└─ HOLDER	ObligationGuarantee/Principal	Class representing the TIR Carnet holder (transporter) of this transport	
└ └ Identifier	ObligationGuarantee/Principal/ID	Unique identifier of the TIR Carnet holder	The value should be the unique identifier of the TIR Carnet holder as recorded in the International TIR Data Bank (ITDB)



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:

- [CL12](#) - Guarantee type code (eTIR)
- [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, by the guarantee chain system, to the eTIR international system [endpoint URL](#) to request the cancellation of the guarantee **XF95001234** of type **X03** issued by the guarantee provider **IRU** to the TIR Carnet holder **GEO/054/9890**.

E3 - Cancel guarantee request message

```

<?xml version="1.0" encoding="UTF-8"?>
<soap:Envelope xmlns:soap="http://www.w3.org/2003/05/soap-envelope"
  xmlns:guar="http://etir.org/v4.3/guaranteeChain"
  xmlns:md="http://etir.org/v4.3/DocumentMetaData"
  xmlns:urn="http://etir.org/v4.3/E5">
  <soap:Header xmlns:wsa="http://www.w3.org/2005/08/addressing">
    (...)
    <wsa:Action>http://etir.org/v4.3/guaranteeChain/cancelGuarantee</wsa:Action>
    <wsa:MessageID>uuid:4137592d-78c0-4dca-9bc4-6259bab8205e</wsa:MessageID>
    (...)
  </soap:Header>
  <soap:Body xmlns:wsu="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-utility-1.0.xsd"
    wsu:Id="id-24574cf9-43f4-4983-a819-c6b5250dd53d">
    <guar:cancelGuarantee>
      <urn: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>eTIR international system</md:ID>
          </md:Recipient>
          <md:Sender>
            <md:ID>senderID</md:ID>
          </md:Sender>
        </md:CommunicationMetaData>
      </urn:DocumentMetadata>
      <urn:LPCO>
        <urn:Function>9</urn:Function>
        <urn:ID>01793931-3557-4103-8088-d262509bdba0</urn:ID>
        <urn:TypeCode>E3</urn:TypeCode>
        <urn:ObligationGuarantee>
          <urn:CancellationDateTime formatCode="208">20210422113346+0400</urn:CancellationDateTime>
          <urn:ReferenceID>XF95001234</urn:ReferenceID>
          <urn:SecurityDetailsCode>X03</urn:SecurityDetailsCode>
          <urn:Surety>
            <urn:ID>IRU</urn:ID>
          </urn:Surety>
          <urn:Principal>
            <urn:ID>GEO/054/9890</urn:ID>
          </urn:Principal>
        </urn:ObligationGuarantee>
      </urn:LPCO>
    </urn:DocumentMetadata>
  </guar:cancelGuarantee>
</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. "E4 - Cancellation results" response message

6.4.1. Description

The **E4 - Cancellation results** message is a response to the **E3 - Cancel guarantee** message. It confirms that the request to cancel the guarantee has been properly recorded in the eTIR international system.

The XSD file related to the **E4 - Cancellation results** message is available at the following URL: https://wiki.unece.org/download/attachments/106299941/WCO_eTIR_E4_1.xsd.

6.4.2. Field list



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

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	CL16		
└ 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	CL26		
└ ERROR	Error	D	0..*			C006	
└ Error, coded	Error/ValidationCode	R	1..1	an..8	CL99		
└ 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



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

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 (E3)
└ 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 "E4"
└ 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 list Error code (eTIR)
└ POINTER	Error/Pointer	Class representing the pointer to the erroneous field, if any	
└ 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' OR '11' OR '44' OR '45'
THEN EMPTY (ERROR)
ELSE IF (MESSAGE.Message function, coded) = '10' OR '27'
THEN NOT EMPTY (ERROR)

6.4.6. How to use response data in the guarantee chain system

The eTIR international system will return whether there were errors while processing the request message by filling in the "Error" list. Therefore, and as for all response messages expected from the eTIR international system, the first step when parsing the **E4 - Cancellation results** response message should always be to look for potential error elements in the response message and address them accordingly as mentioned in the Error Management section of the [Introduction document](#).

If there was no error, and the response message content is as expected, the request to cancel the guarantee was properly recorded in the eTIR international system. The guarantee chain can then query the information about this guarantee (by using the **E5 - Query guarantee/E6 - Query results** message pairs) to check if the status of the guarantee has switched to "Cancelled". If a TIR transport has already been started with this guarantee, the TIR operation in progress will first need to be terminated before the status of the guarantee can switch from "Requested cancellation" to "Cancelled".

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 **E4 - Cancellation 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.

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.

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.

203 - guarantee not cancellable

Kindly check the state of the guarantee you tried to cancel, and make sure it is correct according to the workflow described in the [guarantee state diagram](#).

205 - guarantee already cancelled

Kindly check the state of the guarantee you tried to register as it seems to be already cancelled. You may use Query guarantee web service to check its existence in the eTIR international system.

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.

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.

331 - guarantee chain/guarantee mismatch

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

332 - guarantee type/guarantee mismatch

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

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.



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 **E4 - Cancellation results** message received in response to the POST of the **E3 - Cancel guarantee** message. This response message (Function code **44 - Accepted without reserves**) of the type **E4**, containing no error codes, describes a positive acknowledgment of the guarantee cancellation. Therefore, it should be considered that the guarantee cancellation for this TIR operation has been duly recorded in the eTIR international system.

E4 - Cancellation results response message

```
<?xml version="1.0" encoding="UTF-8"?>
<soap:Envelope xmlns:soap="http://www.w3.org/2003/05/soap-envelope"
  xmlns:ns2="http://etir.org/v4.3/guaranteeChain"
  xmlns:md="http://etir.org/v4.3/DocumentMetaData"
  xmlns:ns12="http://etir.org/v4.3/E4">
  <soap:Header xmlns="http://www.w3.org/2005/08/addressing"
    xmlns:wsu="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-utility-1.0.xsd">
    (...)
    <Action>http://etir.org/v4.3/guaranteeChain/cancelGuaranteeResponse</Action>
    <MessageID>urn:uuid:3167a4e9-ae61-403e-b547-3a4b1423605f</MessageID>
    (...)
  </soap:Header>
  <soap:Body xmlns:wsu="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-utility-1.0.xsd"
    wsu:Id="id-5728dab4-9a6f-421b-a357-a50c00884ee8">
    <ns2:cancellationResults>
      <ns12: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>eTIR international system</md:ID>
          </md:Sender>
        </md:CommunicationMetaData>
      </ns12:DocumentMetadata>
      <ns12:Response>
        <ns12:Function>44</ns12:Function>
        <ns12:FunctionalReferenceID>01793931-3557-4103-8088-d262509bdba0</ns12:FunctionalReferenceID>
        <ns12:ID>4b4f40aa-9cac-4b52-8efe-68c43c928109</ns12:ID>
        <ns12:TypeCode>E4</ns12:TypeCode>
      </ns12:Response>
    </ns12:DocumentMetadata>
  </ns2:cancellationResults>
</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](#).

7. Fallback procedures

In the event that the **E3 - Cancel guarantee** message could not be sent after several attempts or if no **E4 - Cancellation results** message was received in response, we recommend the guarantee chain team to contact eTIR service desk ([Support and contact](#)).

Also note that the functional fallback procedures can be found in the [Approved amendments to the eTIR conceptual, functional and technical documentation](#).

8. Support and contact

Kindly note that in the context of the interconnections projects by guarantee chains, 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
 Phone: +41 (0)22 917 55 06

9. Version history

Date	Author	Version	Notes	eTIR specification version reference
28/05/2021	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