UNITED NATIONS ECONOMIC COMMISSION FOR EUROPE

eTIR web services - Messages I17-I18
I17 - Refusal to start TIR operation / I18 - Refusal results

eTIR

CUSTOMS CONTROL ZONE

STOP

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1. Document revision note

This document has been published on **22/02/2021**, and is valid for the **eTIR international system version 1.0** based on the **eTIR specifications version 4.3a**.

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://wiki.unece.org/display/ED/eTIR+documentation+-+Homepage
- Project guidelines for customs to connect to the eTIR international system : https://wiki.unece.org/download/attachments/106299939/Project%20Guidelines%20for%20customs%20to%20connect%20to%20the%20eTIR%20international%20system.pdf
- eTIR web services - Introduction document: https://wiki.unece.org/download/attachments/106299935/eTIR%20web%20services%20-%20Introduction%20document.pdf
- eTIR web services - Messages I1-I2: I1 - Accept guarantee / I2 - Acceptance results https://wiki.unece.org/download/attachments/106299935/eTIR-IS-I1-I2-messages-documentation.pdf
- eTIR web services - Messages I5-I6: I5 - Query guarantee / I6 - Query results https://wiki.unece.org/download/attachments/106299935/eTIR-IS-I5-I6-messages-documentation.pdf
- eTIR web services - Messages I7-I8: I7 - Record declaration data / I8 - Record declaration data results https://wiki.unece.org/download/attachments/106299935/eTIR-IS-I7-I8-messages-documentation.pdf
- eTIR web services - Messages I9-I10: I9 - Start TIR operation / I10 - Start results https://wiki.unece.org/download/attachments/106299935/eTIR-IS-I9-I10-messages-documentation.pdf
- eTIR web services - Messages I11-I12: I11 - Terminate TIR operation / I12 - Termination results https://wiki.unece.org/download/attachments/106299935/eTIR-IS-I11-I12-messages-documentation.pdf
- eTIR web services - Messages I13-I14: I13 - Discharge TIR operation / I14 - Discharge results https://wiki.unece.org/download/attachments/106299935/eTIR-IS-I13-I14-messages-documentation.pdf

Legal framework

- TIR Convention handbook: https://unece.org/transport/publications/tir-handbook-0
- Annex 11 to the TIR Convention: https://unece.org/DAM/trans/bcf/ac2/documents/2020/ECE-TRANS-WP30-AC2-2020-07e.pdf

eTIR specifications

- Introduction to the eTIR conceptual, functional and technical v4.2: http://www.unece.org/fileadmin/DAM/trans/bcf/adhoc/conc_tech/documents/id17-05e.pdf
- eTIR concepts v4.2: http://www.unece.org/fileadmin/DAM/trans/bcf/adhoc/conc_tech/documents/id17-06e.pdf

- eTIR Functional specifications v4.2: http://www.unece.org/fileadmin/DAM/trans/bcf/adhoc/conc_tech/documents/id17-07e.pdf

- Approved amendments to the eTIR specifications v4.2 to prepare v4.3: http://www.unece.org/fileadmin/DAM/trans/bcf/wp30/documents/2020/ECE-TRANS-WP30-2020-07e.pdf

Additional resources

- eTIR XML schemas: https://wiki.unece.org/display/ED/Technical+artefacts

- eTIR code lists: https://www.unece.org/fileadmin/DAM/trans/bcf/eTIR/documents/CodeLists0_4.pdf

- List of eTIR focal points: https://unece.org/list-etir-focal-points

3. Purpose

This document describes the **I17 - Refusal to start TIR operation** request message, and the **I18 - Refusal 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 customs authorities ICT teams in charge of interconnecting their national customs systems to the eTIR international system.

5. Prerequisites

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

This document is to be read after having an understanding of the eTIR concepts and having read the eTIR functional specifications. It is highly recommended keeping the eTIR web services introduction document at hand as the current document refers to many elements and diagrams available in that document.

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

- A secured connection to the User Acceptance Testing (UAT) environment of the eTIR international system is established;

- The endpoint URL to the UAT environment is clearly identified and properly configured in the national customs systems;

- All the actions mentioned in the prerequisites section of the eTIR web services introduction document are performed;

- All the tools required to prepare, receive, test and troubleshoot the messages are ready.

- eTIR web services - Messages I1-I2 should have been implemented and tested.

- eTIR web services - Messages I7-I8 should have been implemented and tested.

- eTIR web services - Messages I9-I10 should have been implemented and tested.
- eTIR web services - Messages I11-I12 should have been implemented and tested.
- eTIR web services - Messages I13-I14 should have been implemented and tested.
- eTIR web services - Messages I5-I6 could have been implemented and tested.
- eTIR web services - Messages I15-I16 could have been implemented and tested.

⚠️ All eTIR messages are identified and belong to a flow described in the eTIR sequence diagrams section of the eTIR web services introduction document. It is key to respect this sequencing, otherwise the eTIR international system will return errors due to invalid sequencing of the messages as described in the dedicated eTIR error code web page.

6. "I17 - Refusal to start TIR operation" / "I18 - Refusal results" messages

6.1. Sequence diagram

The following sequence diagrams highlight the role and sequence position of the **I17 - Refusal to start TIR operation** and **I18 - Refusal results** messages in the context of TIR transit or TIR destination operations.

6.1.1. Transit
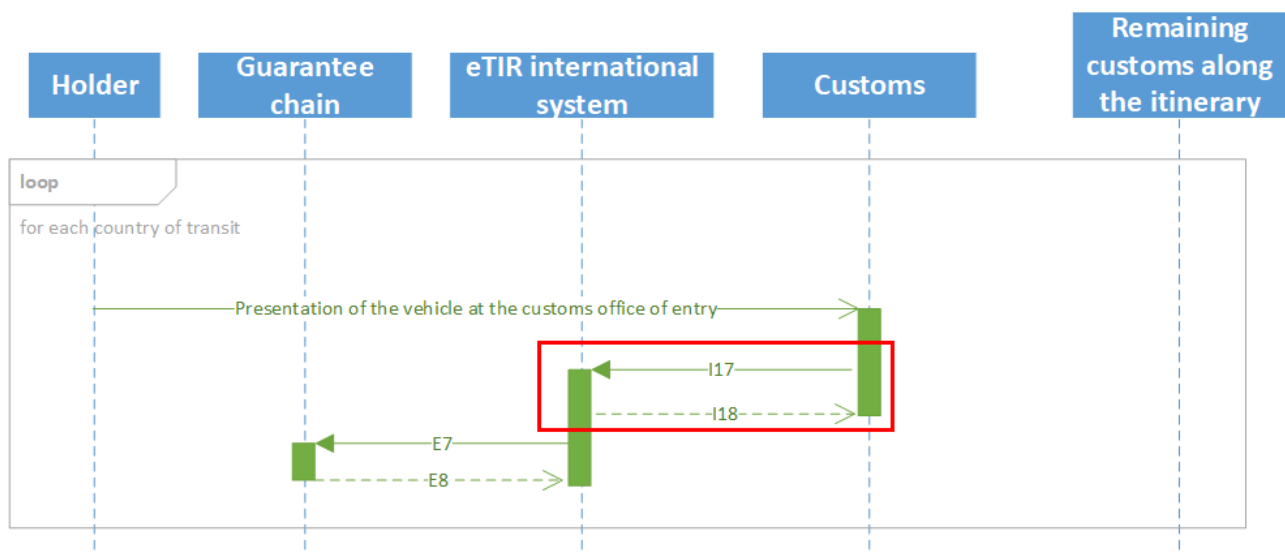
6.1.2. Destination
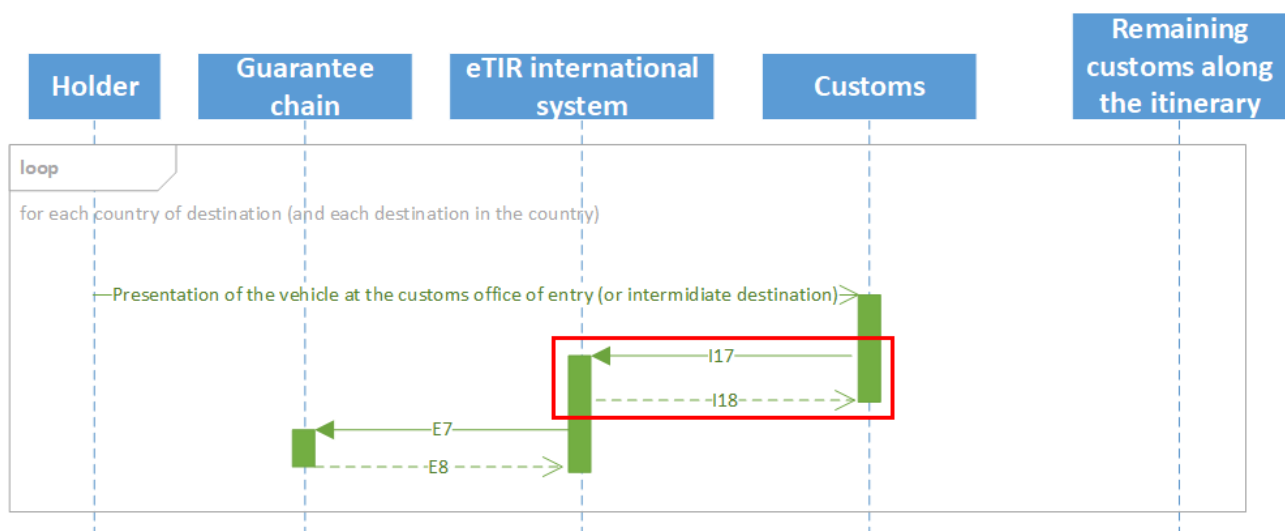
The full eTIR sequence diagrams (Departure, Transit and Destination) are available in the dedicated section of the eTIR web services introduction document.

6.2. Message context

The **I17 - Refusal to start TIR operation** is an exception message to be used, by the Customs Authorities, to refuse the start of the TIR operation that should be triggered for crossing their country. This message can logically be used only when a TIR operation has already been performed by the TIR Carnet holder and the related messages sent by the Customs Authorities of the previous country on the itinerary of the TIR transport.

> It is important to note that although the Customs Authorities may refuse the start of the TIR operation at their border, the TIR Carnet holder still has the option to change its itinerary using **E11 - Advance amendment data** message, that may be recorded/confirmed by the Customs Authorities with a **I7 - Record declaration data** message. Alternatively, the TIR Carnet holder may end its TIR Transport at this point.

Please refer to the eTIR web services introduction document section dedicated to TIR transport and TIR operations if you need clarifications on those concepts that are key to implement this eTIR message pair.

6.2.1. Message prerequisites

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

- **E1 - Register guarantee** and **E2 – Registration results** (between the Guarantee chain and the eTIR international system): the eGuarantee that was purchased by the holder must be firstly registered by the guarantee chain to the eTIR international system so it is known and usable in the system.

- **E9 - Advance TIR data** and **E10 - Advance TIR data results** (between the TIR Carnet holder and the national customs system): the holder will send to the customs office of departure the advance TIR data that acts as the pre-declaration for the transport.

- **I1 - Accept guarantee** and **I2 - Acceptance results** (between the national customs system and the eTIR international system): the customs office of departure will have sent to the eTIR international system its acceptance of the guarantee for the transport.

- **I7 - Record declaration data** and **I8 - Record declaration data results** (between the national customs system and the eTIR international system): the customs office of departure will have sent to the eTIR international system the declaration data of the transport.

- **I9 - Start TIR operation** and **I10 - Start results** (between the national customs system and the eTIR international system): the customs office of departure will have sent to the eTIR international system the information about the seals and that the transport has started the TIR operation.

- **I11 - Terminate TIR operation** and **I12 - Termination results** (between the national customs system and the eTIR international system): the customs office of exit will have sent to the eTIR international system the information about the termination of the TIR operation.

- **I13 - Discharge TIR operation** and **I14 - Discharge results** (between the national customs system and the eTIR international system): the customs office of exit will have sent to the eTIR international system the information about the discharge of the TIR operation.

6.2.2. Endpoint URL

The URL of the endpoint to use when sending the I17 - Refusal to start TIR operation request message is: **https://etir-uat-01.unece.org/etir/v4.3/customs/refusalToStartTIROperation**

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

6.3. "I17 - Refusal to start TIR operation" request message

6.3.1. Description

The national customs systems sends the **I17 - Refusal to start TIR operation** request message to the eTIR international system informing about the refusal to start the next TIR operation. As a result, the status of the guarantee will be moved to "Start refused".

The XSD file related to the **I17 - Refusal to start TIR operation** message is available at the following URL: https://wiki.unece.org/download/attachments/106299941/WCO_eTIR_I17_1.xsd.

6.3.2. Field list

eTIR field name	Mapping to the XML element (XPATH)	Mandatory	Format	Code lists	Conditions	Rules	WCO ID
MESSAGE							75B
├ Message function, coded	Function	R	n..2	CL16			017
├ Message identifier	ID	R	an..70				D014
├ Type, coded	TypeCode	R	an..3	CL26			D013
└┬ GUARANTEE	ObligationGuarantee	R					90A
├ Reference	ObligationGuarantee/ReferenceID	R	an..35				100
└┬ TIROPERATION	ObligationGuarantee/TransitOperation	R					78B
├ Sequence number	ObligationGuarantee/TransitOperation/SequenceNumeric	R	n..5				006
├ Registration number	ObligationGuarantee/TransitOperation/RegistrationID	R	an..35				443
└┬ REFUSALTOSTART	ObligationGuarantee/TransitOperation/RefusalToStart	R					25C
├ End date	ObligationGuarantee/TransitOperation/RefusalToStart/InspectionEndDateTime	R	an..35				356
├┬ ADDITIONALINFORMATION	ObligationGuarantee/TransitOperation/RefusalToStart/AdditionalInformation	R					03A
│ └ Reason	ObligationGuarantee/TransitOperation/RefusalToStart/AdditionalInformation/Content	R	an..512				105
├┬ CONTROL	ObligationGuarantee/TransitOperation/RefusalToStart/Control	O					38A
│ ├ Control type, coded	ObligationGuarantee/TransitOperation/RefusalToStart/Control/TypeCode	R	an..3	CL25			449
│ └┬ CONTROLRESULT	ObligationGuarantee/TransitOperation/RefusalToStart/Control/ControlResult	R					83B

eTIR field name	Mapping to the XML element (XPATH)	Mandatory	Format	Code lists	Conditions	Rules	WCO ID
└ Control Result, coded	ObligationGuarantee/TransitOperation/RefusalToStart/Control/ControlResult/ID	R	an..3	CL24			444
└┬ CUSTOMSOFFICE	ObligationGuarantee/TransitOperation/RefusalToStart/TransitOperationStartOffice	R					81B
└ Customs office, coded	ObligationGuarantee/TransitOperation/RefusalToStart/TransitOperationStartOffice/ID	R	an..17				G008

6.3.3. Field descriptions

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 "I17"
└┬ GUARANTEE	ObligationGuarantee	Class representing the guarantee of this TIR transport	
├ Reference	ObligationGuarantee/ReferenceID	Unique identifier of the guarantee	The value should be the unique identifier of the guarantee for this TIR transport
└┬ TIROPERATION	ObligationGuarantee/TransitOperation	Class representing the TIR operation that is being refused to be started	
├ Sequence number	ObligationGuarantee/TransitOperation/SequenceNumeric	Index of the TIR operation in the list	The value should be the 1-based index of the TIR operation in the list
├ Registration number	ObligationGuarantee/TransitOperation/RegistrationID	Identifier of the TIR operation	The value should be the unique identifier under which the TIR operation is nationally registered
└┬ REFUSALTOSTART	ObligationGuarantee/TransitOperation/RefusalToStart	Class representing the details related to the refusal to start the TIR operation	
├ End date	ObligationGuarantee/TransitOperation/RefusalToStart/InspectionEndDateTime	Date and time when the TIR operation has been refused to be started	The value should be a date to be provided following the EDIFACT 208 format CCYYMMDDHHMMSSZHHMM (http://www.unece.org/trade/untdid/d13b/tred/tred2379.htm). For Example: 20200820145600+0100 represents 20 August 2020 at 14:56 UTC+01:00.
├┬ ADDITIONALINFORMATION	ObligationGuarantee/TransitOperation/RefusalToStart/AdditionalInformation	Class representing additional information regarding the refusal to start the TIR operation	

eTIR field name	Mapping to the XML element (XPATH)	Description	Usage
| └ Reason	ObligationGuarantee/TransitOperation/RefusalToStart/AdditionalInformation/Content	Reason for refusing to start the TIR operation	The value should be the reason(s) a customs officer would have refused to start a TIR operation
├─ CONTROL	ObligationGuarantee/TransitOperation/RefusalToStart/Control	Class representing the details of the control performed by the customs officer before refusing to start the TIR operation	
| ├ Control type, coded	ObligationGuarantee/TransitOperation/RefusalToStart/Control/TypeCode	Code of the type of control	The value should be the code of the type of control from the list Control type code (eTIR)
| └─ CONTROLRESULT	ObligationGuarantee/TransitOperation/RefusalToStart/Control/ControlResult	Class representing the details of the outcome of the control performed by the customs officer	
| └ Control Result, coded	ObligationGuarantee/TransitOperation/RefusalToStart/Control/ControlResult/ID	Code of the result of the control	The value should be the code of the result of the control from the list Control result code (eTIR)
└─ CUSTOMSOFFICE	ObligationGuarantee/TransitOperation/RefusalToStart/TransitOperationStartOffice	Class representing the details of the customs office where the TIR operation is refused to be started	
└ Customs office, coded	ObligationGuarantee/TransitOperation/RefusalToStart/TransitOperationStartOffice/ID	Unique identifier of the customs office where the TIR operation is refused to be started	The value should be the unique identifier of the customs office where the TIR operation is refused to be started. This identifier is the one recorded in the International TIR Data Bank (ITDB) for the customs office

⚠ When reading the values of the second columns for both tables, note that the "InterGov/" 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)
- CL24 - Control result code (eTIR)
- CL25 - Control type code (eTIR)
- 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 endpoint URL to record the refusal to start the TIR operation **16FRA3503000051123** (related to the guarantee **XF95001234**) upon an inspection that took place on **22/11/2020** at **11:33 (UTC+0200)** at the customs office **FR0**.

I17 - Refusal to start TIR operation request message

```xml
<?xml version="1.0" encoding="UTF-8"?>
<soap:Envelope xmlns:soap="http://www.w3.org/2003/05/soap-envelope"
        xmlns:etir="etir:v4.3:customs"
        xmlns:etir1="etir:I17:v4.3"
        xmlns:etir2="etir:MetaData_DS:v4.3">
  <soap:Header xmlns:wsa="http://www.w3.org/2005/08/addressing">
    (...)
    <wsa:Action>etir:v4.3:customs/refusalToStartTIROperation</wsa:Action>
    <wsa:MessageID>uuid:9878b54a-421a-4bad-8097-7d52093ea380</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-4f69a638-86bd-4540-b937-47af5f00fdfc">
    <etir:refusalToStartTIROperation>
      <etir1:InterGov>
        <etir1:FunctionCode>9</etir1:FunctionCode>
        <etir1:ID>899fd136-9c90-491f-a0e0-c2b8c03b4e27</etir1:ID>
        <etir1:TypeCode>I17</etir1:TypeCode>
        <etir1:ObligationGuarantee>
          <etir1:ReferenceID>XF95001234</etir1:ReferenceID>
          <etir1:TransitOperation>
            <etir1:SequenceNumeric>3</etir1:SequenceNumeric>
            <etir1:RegistrationID>16FRA3503000051123</etir1:RegistrationID>
            <etir1:RefusalToStart>
              <etir2:InspectionEndDateTime formatCode="208">20201122113346+0200</etir2:InspectionEndDateTime>
              <etir2:AdditionalInformation>
                <etir2:Content>Reason for refusing to start</etir2:Content>
              </etir2:AdditionalInformation>
              <etir2:Control>
                <etir2:TypeCode>001</etir2:TypeCode>
                <etir2:ControlResult>
                  <etir2:ID>0</etir2:ID>
                </etir2:ControlResult>
              </etir2:Control>
              <etir2:TransitOperationStartOffice>
                <etir2:ID>FR024578</etir2:ID>
              </etir2:TransitOperationStartOffice>
            </etir1:RefusalToStart>
          </etir1:TransitOperation>
        </etir1:ObligationGuarantee>
      </etir1:InterGov>
    </etir:refusalToStartTIROperation>
  </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. "I18 - Refusal results" response message

6.4.1. Description

The eTIR international system sends back the **I18 - Refusal results** response message to the national customs systems to confirm the correct reception and recording of the discharge of a TIR operation.

The XSD file related to the **I18 - Refusal results** message is available at the following URL: https://wiki.unece.org/download/attachments/106299941/WCO_eTIR_I18_1.xsd.

6.4.2. Field list

eTIR field name	Mapping to the XML element (XPATH)	Mandatory	Format	Code lists	Conditions	Rules	WCO ID
MESSAGE							75B
├ Message function, coded	Function	R	n..2	CL16			017
├ Functional reference	FunctionalReferenceID	R	an..70				D026
├ Message identifier	ID	R	an..70				D014
├ Type, coded	TypeCode	R	an..3	CL26			D013
├┬ ERROR	Error	D			C006		53A
│ ├ Error, coded	Error/ValidationCode	R	an..8	CL99			377
│ └┬ POINTER	Error/Pointer	R					97A
│ ├ Sequence number	Error/Pointer/SequenceNumeric	R	n..5				006
│ └ Location	Error/Pointer/Location	R	an..512				512
└┬ GUARANTEE	ObligationGuarantee	R					90A
└ Reference	ObligationGuarantee/ReferenceID	R	an..35				100

6.4.3. Field descriptions

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, the value should be"27" (Not accepted)

eTIR field name	Mapping to the XML element (XPATH)	Description	Usage
├ 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 (I17)
├ 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 "I18"
├─ 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
└─ GUARANTEE	ObligationGuarantee	Class representing the guarantee of this TIR transport	
└ Reference	ObligationGuarantee/ReferenceID	Unique identifier of the guarantee	The value should be the unique identifier of the guarantee for this TIR transport

⚠ When reading the values of the second columns for both tables, note that the "InterGov/" 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)

ℹ️ All code lists are described in the eTIR code lists document.

6.4.5. Conditions and Rules

The following conditions 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 national customs systems

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 **I18 - Refusal 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, then the TIR transport stops and instructions should be given by the Customs Authorities to the TIR Carnet holder.

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 **I18 - Refusal 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 sending the content of the message communicated, the timestamps and the steps to reproduce this issue in order to address it.

101 - Missing Parameter

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 Value Parameter

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 - Parameter 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.

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.

214 - The Refusal to start is an operation on its own and must have a unique operation number

Kindly check the message ID and that it is not conflicting with another operation ID.

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.

400 - eTIR Problem

Kindly contact eTIR support (see Support and contact) sending 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 **I18 - Refusal results** message received in response to the POST of the **I17 - Refusal to start TIR operation** message. This response message (Function code **11 - Response**) of the type **I18**, containing no error codes, describe a positive acknowledgment for the refusal to start a TIR operation related to the guarantee reference ID **XF95001234**, therefore it should be considered that the refusal to start a TIR operation has been duly recorded in the eTIR international system.

> It is important to understand that the absence of error in the I18 - Refusal results response message is the key indicator to reflect that the TIR operation discharge is accepted.

I18 - Refusal results response message

```xml
<?xml version="1.0" encoding="UTF-8"?>
<soap:Envelope xmlns:soap="http://www.w3.org/2003/05/soap-envelope">
  <soap:Header>
    (...)
    <Action 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"
        wsu:Id="id-0126b877-7db9-4e24-8b27-0869ba0ccbfa"
>etir:v4.3:customs/CustomsSEI/refusalToStartTIROperationResponse
    </Action>
    (...)
  </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-d145f8e9-86f6-48cd-855d-ea47224bd363">
    <ns2:refusalToStartResults xmlns:ns2="etir:v4.3:customs" xmlns:ns18="etir:I18:v4.3">
      <ns18:InterGov>
        <ns18:FunctionCode>44</ns18:FunctionCode>
        <ns18:FunctionalReferenceID>899fd136-9c90-491f-a0e0-c2b8c03b4e27</ns18:FunctionalReferenceID>
        <ns18:ID>d3362ecf-0960-45cf-b2e6-2a093c8b1bed</ns18:ID>
        <ns18:TypeCode>I18</ns18:TypeCode>
        <ns18:ObligationGuarantee>
          <ns18:ReferenceID>XF95001234</ns18:ReferenceID>
        </ns18:ObligationGuarantee>
      </ns18:InterGov>
    </ns2:refusalToStartResults>
  </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 **I17 - Refusal to start TIR operation** could not be sent after several attempts or if no **I18 - Refusal results** was received in response, we recommend the national customs systems team to contact eTIR support (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 customs, the TIR secretariat stands ready to assist contracting parties while interconnecting their national customs 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
22/02/2021	TIR Secretariat	1.0	Initial draft	4.3a