

eTIR web services - Messages I19-I20

I19 - Check customs offices / I20 - Customs offices validation

The logo for eTIR, featuring a red lowercase 'e' followed by the uppercase letters 'TIR' in white, all set against a dark blue rectangular background.

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1. Document revision note



This document has been published on **07/09/2021**, 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 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>

- 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 **I19 - Check customs offices** request message, and the **I20 - Customs offices validation** 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 team of the customs authorities in charge of interconnecting their national customs system 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;
- **The customs authorities fallback email address has been communicated to the TIR secretariat and configured in the eTIR international system.**
- 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.

6. "I19 - Check customs offices" / "I20 - Customs offices validation" messages

6.1. Message context

The I19 - **Check customs offices** and the I20 - **Customs offices validation** form the **customs office validation system** available for the customs authorities to verify the validity (existence and TIR roles) of the customs offices mentioned in the various eTIR messages based on the data recorded in the International TIR Data Bank (ITDB). These messages are optional for the customs authorities to implement. Although this web service is available directly in ITDB, the national customs systems can choose to access it via the eTIR international system using the I19 - **Check customs offices** and I20 - **Customs offices validation** messages.



It should be noted that the I19 - **Check customs offices** message is used internally by the eTIR international system for any inbound eTIR message where a customs office identifier is mentioned to check its validity during the course of the TIR transport. As described in the [eTIR specification 4.3](#), no 304 - **Customs office not found** error will be returned if the customs office identifier could not be found in these case. However, if customs directly use this pair of messages (I19 - **Check customs offices**/I20 - **Customs offices validation**) to validate a customs office, this error code will be returned if the customs office is not found in ITDB.

6.1.1. Message prerequisites

In absolute terms, no other message needs to be implemented in order for this message to be properly interpreted by the eTIR international system, as the I19 - **Check customs offices** message can be used to verify customs offices validity at anytime, and not necessarily during a TIR transport.

6.1.2. Endpoint URL and SOAP Action

The URL of the endpoint to use when sending the I19 - Check customs offices request message is: <https://etir-uat-01.unece.org/etir/v4.3/customs>

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

The SOAP action value to use is: **checkCustomsOffices** (so the WS-Addressing element should be set to *etir:v4.3:customs/checkCustomsOffices*)

6.2. "I19 - Check customs offices" request message

6.2.1. Description

The national customs systems sends the **I19 - Check customs offices** request message to the eTIR international system to validate that the customs office identifiers mentioned in the TIR transport itinerary.



As customs office identifiers are issued at national level by the customs authorities, they may not be unique at international level (e.g. the customs office identifier "005012" may exist in more than one country). In order to ensure global uniqueness of the customs office identifiers, when querying the eTIR international system using a **I19 - Check customs offices** message, this ID should **always start with the ISO code 2** of the customs office country (either the ISO code 2 is already present or it should be added). For example, to validate a customs office "005012" from Georgia, the customs office identifier to query shall be "GE05012", whereas to validate a customs office "TR041800" from Turkey it will remain unchanged: "TR041800".

The XSD file related to the **I19 - Check customs offices** message is available at the following URL: https://wiki.unece.org/download/attachments/106299941/WCO_eTIR_I19_1.xsd.

6.2.2. 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 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		
└ CUSTOMSOFFICE	MasterDataOffice	R	1..*				
└ Identifier	MasterDataOffice/ID	R	1..1	an..17			

6.2.3. Field descriptions & usages



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 "I19"
└ CUSTOMSOFFICE	MasterDataOffice	Class representing the list of customs offices	
└ Identifier	MasterDataOffice/ID	Unique identifier of the customs office	The value should be the unique identifier of the customs office requested, as recorded in the International TIR Data Bank (ITDB), and prefixed with the ISO code 2 of the customs office country, unless the identifier is already starting with the country ISO Code 2



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.

6.2.4. 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](#).

6.2.5. Example

The example below shows the XML data to be sent via POST method to the eTIR international system [endpoint URL](#) by the national customs system to validate the customs offices **GE0715** (originally **0715** but prefixed with **GE** to ensure the correct customs office data is returned), **TR041800** and **IR0287**.

I19 - Check customs offices request message

```
<?xml version="1.0" encoding="UTF-8"?>
<soap:Envelope xmlns:soap="http://www.w3.org/2003/05/soap-envelope"
  xmlns:cus="etir:v4.3:customs" xmlns:md="etir:DocumentMetaData:v4.3"
  xmlns:urn="etir:I19:v4.3">
  <soap:Header xmlns:wsa="http://www.w3.org/2005/08/addressing">
    (...)
    <wsa:Action>etir:v4.3:customs/checkCustomsOffices</wsa:Action>
    <wsa:MessageID>uuid:b65b1be8-386b-407b-a48d-eda8a74b54c1</wsa:MessageID>
    (...)
  </soap:Header>
  <soap:Body wsu:Id="id-a7446d11-6314-4d02-a7ed-420e41004795"
    xmlns:wsu="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-utility-1.0.xsd">
    <cus:checkCustomsOffices>
      <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:InterGov>
        <urn:FunctionCode>9</urn:FunctionCode>
        <urn:ID>86d61fb4-cf11-4445-b3d3-60141357f4ad</urn:ID>
        <urn:TypeCode>I19</urn:TypeCode>
        <urn:MasterDataOffice>
          <urn:ID>GE0715</urn:ID>
        </urn:MasterDataOffice>
        <urn:MasterDataOffice>
          <urn:ID>TR041800</urn:ID>
        </urn:MasterDataOffice>
        <urn:MasterDataOffice>
          <urn:ID>IR0287</urn:ID>
        </urn:MasterDataOffice>
      </urn:InterGov>
    </urn:DocumentMetadata>
  </cus:checkCustomsOffices>
</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](#).

6.3. "I20 - Customs offices validation" response message

6.3.1. Description

The eTIR international system returns the **I20 - Customs offices validation** response message to the national customs systems with each requested **customs office base information** (including nation customs office identifier and TIR roles).

The XSD file related to the **I20 - Customs offices validation** message is available at the following URL: https://wiki.unece.org/download/attachments/106299941/WCO_eTIR_I20_1.xsd.

6.3.2. Field details



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			
└─ CUSTOMSOFFICE	MasterDataOffice	O	0..*				
└ Identifier	MasterDataOffice/ID	R	1..1	an..17			
└ Country, coded	MasterDataOffice/CountryCode	R	1..1	a2	CL04		
└ Validity end date	MasterDataOffice/ValidityDateTime	O	0..1	an..35			
└─ ROLE	MasterDataOffice/Role	O	0..*				
└ Role, coded	MasterDataOffice/Role/RoleTypeCode	R	1..1	an..3	CL31		

6.3.3. Field descriptions & usages



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 "11" if the request was processed correctly. If at least one error is described in this message, the value should be "10"
└ 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 (I19)
└ 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 "I20"
└└ 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
└└ CUSTOMSOFFICE	MasterDataOffice	Class representing the list of customs offices	
└ Identifier	MasterDataOffice/ID	Identifier of the customs office	The value should be the unique identifier of the customs office requested, whether it is valid or not
└ Country, coded	MasterDataOffice/CountryCode	Code of the country of the customs office	The value should be the code of the country of the customs office from the list Country name code (ISO 3166-1-alpha-2)

eTIR field name	Mapping to the XML element (XPath)	Description	Usage
┆ Validity end date	MasterDataOffice/ValidityDateTime	Date of the last open day of the customs office	The value should be a date to be provided following the EDIFACT 102 format CCYYMMDD (https://www.unece.org/trade/untid/d00a/tred/tred2379.htm). For Example: 20200820 represents 20 August 2020
┆ ROLE	MasterDataOffice/Role	Class representing the list of TIR roles assumed by the customs office	
┆ Role, coded	MasterDataOffice/Role/RoleTypeCode	Code of the customs office TIR role	The value should be the code of the customs office TIR role from the list Customs office role



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:

- [CL04](#) - Country name code (ISO 3166-1-alpha-2)
- [CL16](#) - Message function code (UN/EDIFACT 1225)
- [CL26](#) - Message types (eTIR)
- [CL31](#) - Customs office role
- [CL99](#) - Error code (eTIR)



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

6.3.5. 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)

6.3.6. 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 **I20 - Customs offices validation** 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](#). In the context of this response message, it is important to note that an error will be returned even if only one customs office is not valid.

If there are no errors listed in the response message, it means that all the requested customs office identifiers correspond to valid customs offices. If a requested identifier is not listed in the response message, please contact the eTIR support (see [Support and contact](#)) to report this issue so that it can be investigated as soon as possible.

If everything is correct, then customs authorities may use the data returned for each of the requested customs office, including the TIR roles, to be used in their national customs system in the context of TIR transports.

6.3.7. 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 **I20 - Customs offices validation** 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.

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.

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.

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](#).

6.3.8. Example

The example below shows the XML data of the **I20 - Customs offices validation** message received in response to the POST of the **I19 - Check customs offices** message. This response message (Function code **11 - Response**) of the type **I20**, containing no error codes and validates, on the other hand, the three customs offices requested. This response message also returns each customs office TIR roles (as well described in [Customs office role](#)). Here, **GE0715** has the TIR roles **Departure (code 1)** and **Destination (code 2)**, **TR041800** has the TIR role **En route (code 3)**, and **IR0287** has the three TIR roles (**Departure**, **Destination** and **En route**) Therefore, those three customs offices exists, and are fit to be crossed during TIR transport (as per their roles).



It is important to understand that the absence of error in the **I20 - Customs offices validation** response message is the key indicator to reflect that all requested customs offices are valid.

I20 - Customs offices validation response message

```

<?xml version="1.0" encoding="UTF-8"?>
<soap:Envelope xmlns:soap="http://www.w3.org/2003/05/soap-envelope"
  xmlns:ns3="etir:v4.3:customs" xmlns:md="etir:DocumentMetaData:v4.3"
  xmlns:ns6="etir:I20:v4.3"
  xmlns:ns2="etir:MetaData_DS:v4.3">
  <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>etir:v4.3/CustomsSEISecure/checkCustomsOfficesResponse</Action>
    <MessageID>urn:uuid:fc0da828-2f71-442a-a970-268bc46de84a</MessageID>
    (...)
  </soap:Header>
  <soap:Body wsu:Id="id-df6b7e50-141b-45a9-bf53-4b49ac78bc47"
    xmlns:wsu="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-utility-1.0.xsd">
    <ns3:checkCustomsOfficesResponse>
      <ns6: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>
      <ns6:InterGov>
        <ns6:FunctionCode>44</ns6:FunctionCode>
        <ns6:FunctionalReferenceID>86d61fb4-cf11-4445-b3d3-60141357f4ad</ns6:FunctionalReferenceID>
        <ns6:ID>6bf73169-6d5d-459f-9d96-b640a36c573b</ns6:ID>
        <ns6:TypeCode>I20</ns6:TypeCode>
        <ns2:MasterDataOffice>
          <ns2:ID>GE0715</ns2:ID>
          <ns2:CountryCode>GE</ns2:CountryCode>
          <ns2:Role>
            <ns2:RoleTypeCode>1</ns2:RoleTypeCode>
            <ns2:RoleTypeCode>2</ns2:RoleTypeCode>
          </ns2:Role>
        </ns2:MasterDataOffice>
        <ns2:MasterDataOffice>
          <ns2:ID>TR041800</ns2:ID>
          <ns2:CountryCode>TR</ns2:CountryCode>
          <ns2:ValidityDateTime formatCode="102">20301231</ns2:ValidityDateTime>
          <ns2:Role>
            <ns2:RoleTypeCode>3</ns2:RoleTypeCode>
          </ns2:Role>
        </ns2:MasterDataOffice>
        <ns2:MasterDataOffice>
          <ns2:ID>IR0287</ns2:ID>
          <ns2:CountryCode>IR</ns2:CountryCode>
          <ns2:Role>
            <ns2:RoleTypeCode>1</ns2:RoleTypeCode>
            <ns2:RoleTypeCode>2</ns2:RoleTypeCode>
            <ns2:RoleTypeCode>3</ns2:RoleTypeCode>
          </ns2:Role>
        </ns2:MasterDataOffice>
      </ns6:InterGov>
    </ns6:DocumentMetadata>
  </ns3:checkCustomsOfficesResponse>
</soap:Body>
</soap:Envelope>

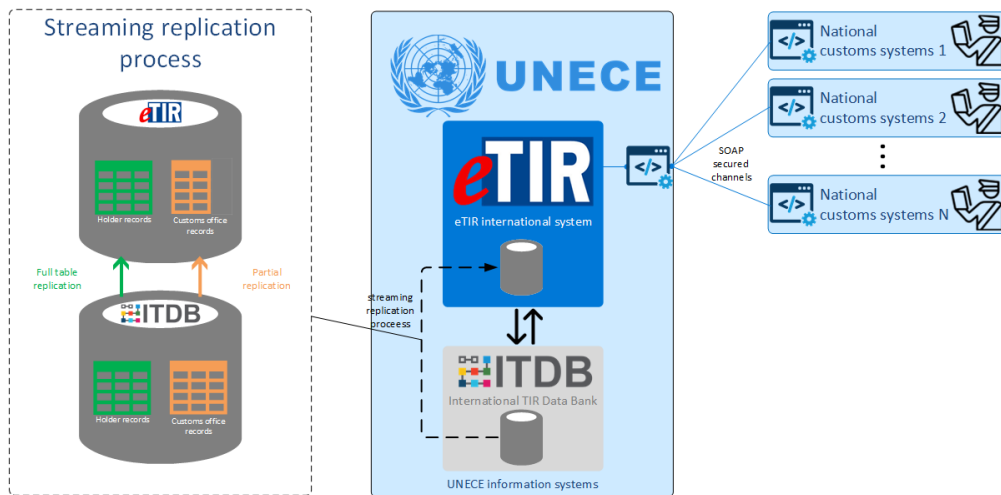
```




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

As the eTIR international system is relying on the International TIR Data Bank (ITDB) to provide the most up to date information regarding customs offices, it creates a dependency on ITDB to be able to generate the **I20 - Customs offices validation** message content. Although the architecture of ITDB is designed to be fault tolerant, in order to further mitigate risks, a realtime database replication mechanism (referred to as "streaming replication") is implemented in the eTIR international system allowing to perform acceptable customs office identifier validation seamlessly up to 24 hours without being able to query ITDB.



Beyond 24 hours of use of the eTIR international system database replica, an email notification will be sent to all TIR/eTIR focal points (including customs authorities) to notify them of the extended use of the replica for customs office identifier validation.

In the event that the **I19 - Check customs offices** message could not be sent after several attempts or if no **I20 - Customs offices validation** message was received in response, we recommend the customs authorities 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 customs, the eTIR service desk 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
06/09/2021	TIR secretariat	1.0	Initial draft	4.3a
07/09/2021	TIR secretariat	1.1	Added message metadata documentation and updated URLs to point to new eTIR documentation portal	4.3.0