UNITED NATIONS ECONOMIC COMMISSION FOR EUROPE

eTIR web services - Messages I3-I4

I3 - Get holder information / I4 - Holder information

eTIR

UNECE

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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 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

- 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 **I3 - Get holder information** request message, and the **I4 - Holder information** 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 all eTIR stakeholders in charge of interconnecting their information 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;

- **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.

- eTIR web services - Messages I19-I20 could have been implemented and tested (optional).

⚠️ 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.

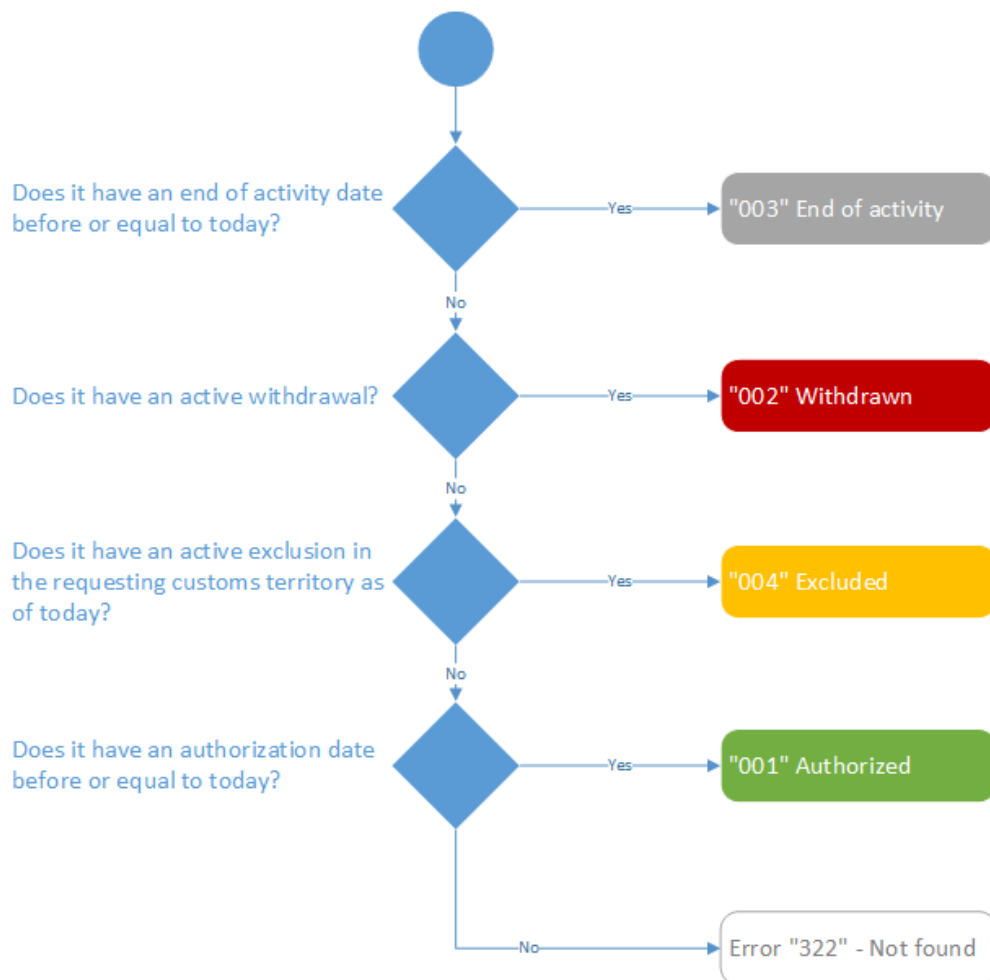# 6. "I3 - Get holder information" / "I4 - Holder information" messages

6.1. Message context

The **I3 - Get holder information** and the **I4 - Holder information** form the **TIR Carnet holder query system** available for the customs authorities to verify the status of a TIR Carnet holder and to retrieve its information as 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 **I3 - Get holder information** and **I4 - Holder information** messages.

> ℹ️ It should be noted that the **I3 - Get holder information** message is used internally by the eTIR international system for any inbound eTIR message where a TIR Carnet holder identifier is mentioned to check its validity during the course of the TIR transport.

A TIR Carnet holder may have different status that depends on the date, its situation toward its national customs authorities and on national transport association as well as towards the customs authority that query the information. Therefore, it is important to understand that the returned information depends on the querying customs authority.

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 **I3 - Get holder information** message can be used to verify the TIR Carnet holder information 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 I3 - Get holder information 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: **getHolderInfo** (so the WS-Addressing element should be set to *http://etir.org/v4.3:customs/getHolderInfo*)

6.2. "I3 - Get holder information" request message

6.2.1. Description

The national customs systems sends the **I3 - Get holder information** request message to the eTIR international system to query information related to a specific TIR Carnet holder.

The XSD file related to the **I3 - Get holder information** message is available at the following URL: https://wiki.unece.org/download/attachments/106299941/WCO_eTIR_I3_1.xsd.

6.2.2. Field details

ℹ️ 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		
└┬ HOLDER	Principal	R	1..1				
└ Identifier	Principal/ID	R	1..1	an..35			

6.2.3. Field descriptions & usages

ℹ️ 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

eTIR field name	Mapping to the XML element (XPath)	Description	Usage
├ Type, coded	TypeCode	Code of the message type	The value should be set to "I3"
└┬ HOLDER	Principal	Class representing the TIR Carnet holder	
└ Identifier	Principal/ID	Unique identifier of the TIR Carnet holder requested	The value should be the unique identifier of the TIR Carnet holder requested, as recorded in the International TIR Data Bank (ITDB). It can be provided with or without the "/" characters.

⚠ 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)

> ℹ️　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 request information regarding the TIR Carnet holder **GEO/054/9890**.

I3 - Get holder information request message

```xml
<?xml version="1.0" encoding="UTF-8"?>
<soap:Envelope xmlns:soap="http://www.w3.org/2003/05/soap-envelope"
               xmlns:cus="http://etir.org/v4.3/customs" xmlns:md="http://etir.org/v4.3/DocumentMetaData"
               xmlns:urn="http://etir.org/v4.3/I3">
    <soap:Header xmlns:wsa="http://www.w3.org/2005/08/addressing">
        (...)
        <wsa:Action>http://etir.org/v4.3/customs/getHolderInfo</wsa:Action>
        <wsa:MessageID>uuid:32107ac1-68f0-4ec7-b2dc-55b4ea84c177</wsa:MessageID>
        (...)
    </soap:Header>
    <soap:Body wsu:Id="id-f652679e-bbfd-4dc6-aa86-bfe53a5e9a52"
               xmlns:wsu="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-utility-1.0.xsd">
        <cus:getHolderInfo>
            <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:InterGov>
                    <urn:Function>9</urn:Function>
                    <urn:ID>8b96d55d-b5e1-498e-98e9-748c4a979db9</urn:ID>
                    <urn:TypeCode>I3</urn:TypeCode>
                    <urn:Principal>
                        <urn:ID>GEO/054/9890</urn:ID>
                    </urn:Principal>
                </urn:InterGov>
            </urn:DocumentMetadata>
        </cus:getHolderInfo>
    </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. "I4 - Holder information" response message

6.3.1. Description

The eTIR international system returns the **I4 - Holder information** response message to the national customs systems with the **TIR Carnet holder status** as well as its base information (company name, address, contact information…).

The XSD file related to the **I4 - Holder information** message is available at the following URL: https://wiki.unece.org/download/attachments/106299941/WCO_eTIR_I4_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			
└─┬ HOLDER	Principal	R	1..1				
├ Name	Principal/Name	R	1..1	an..70			
├ Identifier	Principal/ID	R	1..1	an..35			
├─┬ ADDRESS	Principal/Address	R	1..1				
│ ├ City name	Principal/Address/CityName	R	1..1	an..35			
│ ├ Country, coded	Principal/Address/CountryCode	R	1..1	a2	CL04		
│ ├ Street and number/P.O. Box	Principal/Address/Line	R	1..1	an..256			
│ └ Postcode identification	Principal/Address/PostcodeID	O	0..1	an..17			

eTIR field name	Mapping to the XML element (XPath)	Status	Cardinality	Format	Code lists	Conditions	Rules
└─┬ AUTHORIZATION	Principal/AuthorizationCertificate	R	1..1				
├ Status, coded	Principal/AuthorizationCertificate/StatusCode	R	1..1	an..3	CL23		
├─┬ ACTIVEWITHDRAWAL	Principal/AuthorizationCertificate/AuthorizationWithdrawal	O	0..1				
│ ├ Start date	Principal/AuthorizationCertificate/AuthorizationWithdrawal/EffectiveDateTime	R	1..1	an..35			
│ └ End date	Principal/AuthorizationCertificate/AuthorizationWithdrawal/ExpirationDateTime	O	0..1	an..35			
└─┬ ACTIVEEXCLUSION	Principal/AuthorizationCertificate/Exclusion	O	0..*				
├ Start date	Principal/AuthorizationCertificate/Exclusion/EffectiveDateTime	R	1..1	an..35			
├ End date	Principal/AuthorizationCertificate/Exclusion/ExpirationDateTime	O	0..1	an..35			
└ Country, coded	Principal/AuthorizationCertificate/Exclusion/CountryCode	R	1..1	a2	CL04		

6.3.3. Field descriptions & usages

ℹ️ 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 (I3)
├ 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 "I4"
├─┬ 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)

eTIR field name	Mapping to the XML element (XPath)	Description	Usage
| └─┬ 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
└─┬ HOLDER	Principal	Class representing the TIR Carnet holder	
├ Name	Principal/Name	Name of the TIR Carnet holder	The value should be the official company name, or the first and last name of the person in case of physical person as recorded in the International TIR Data Bank (ITDB), to allow for quick identification
├ Identifier	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)
├─┬ ADDRESS	Principal/Address	Class representing the physical address of the TIR Carnet holder	
| ├ City name	Principal/Address/CityName	City name of the physical address of the TIR Carnet holder	The value should be the city name of the physical address of the TIR Carnet holder
| ├ Country, coded	Principal/Address/CountryCode	Code of the country of the physical address of the TIR Carnet holder	The value should be the code of the country of the physical address of the TIR Carnet holder from the list Country name code (ISO 3166-1-alpha-2)
| ├ Street and number/P.O. Box	Principal/Address/Line	Street name of the physical address of the TIR Carnet holder	The value should be the street name and number (or equivalent) of the physical address of the TIR Carnet holder
| └ Postcode identification	Principal/Address/PostcodeID	Postal/Zip code of the physical address of the TIR Carnet holder	The value should be the postal/ZIP code of the physical address of the TIR Carnet holder
└─┬ AUTHORIZATION	Principal/AuthorizationCertificate	Class representing the details related to the authorization of the TIR Carnet holder in the TIR system	
├ Status, coded	Principal/AuthorizationCertificate/StatusCode	Code of the current authorization status of the TIR Carnet holder	The value should be the code of the current authorization status of the TIR Carnet holder from the list Holder status (eTIR)
├─┬ ACTIVEWITHDRAWAL	Principal/AuthorizationCertificate/AuthorizationWithdrawal	Class representing the details related to a potential withdrawal of the TIR Carnet holder from the TIR system	

eTIR field name	Mapping to the XML element (XPath)	Description	Usage
│ ├ Start date	Principal/AuthorizationCertificate/AuthorizationWithdrawal/EffectiveDateTime	Start date and time of the withdrawal of the TIR Carnet holder from the TIR system	The value should be a date to be provided following the EDIFACT 102 format CCYYMMDD (https://www.unece.org/trade/untdid/d00a/tred/tred2379.htm). For Example: 20200820 represents 20 August 2020
│ └ End date	Principal/AuthorizationCertificate/AuthorizationWithdrawal/ExpirationDateTime	End date and time of the withdrawal of the TIR Carnet holder from the TIR system	The value should be a date to be provided following the EDIFACT 102 format CCYYMMDD (https://www.unece.org/trade/untdid/d00a/tred/tred2379.htm). For Example: 20200820 represents 20 August 2020
└─┬ ACTIVEEXCLUSION	Principal/AuthorizationCertificate/Exclusion	Class representing the list of potential exclusions of the TIR Carnet holder in specific countries, as per Article 38 of the TIR Convention	
├ Start date	Principal/AuthorizationCertificate/Exclusion/EffectiveDateTime	Start date and time of the exclusion of the TIR Carnet holder from the TIR system in the country detailed in the related field below	The value should be a date to be provided following the EDIFACT 102 format CCYYMMDD (https://www.unece.org/trade/untdid/d00a/tred/tred2379.htm). For Example: 20200820 represents 20 August 2020
├ End date	Principal/AuthorizationCertificate/Exclusion/ExpirationDateTime	End date and time of the exclusion of the TIR Carnet holder from the TIR system in the country detailed in the related field below	The value should be a date to be provided following the EDIFACT 102 format CCYYMMDD (https://www.unece.org/trade/untdid/d00a/tred/tred2379.htm). For Example: 20200820 represents 20 August 2020
└ Country, coded	Principal/AuthorizationCertificate/Exclusion/CountryCode	Code of the country in which the TIR Carnet holder is excluded	The value should be the code of the country in which the TIR Carnet holder is excluded from the list Country name code (ISO 3166-1-alpha-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.

6.3.4. 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)
- CL23 - Holder status (eTIR)
- CL26 - Message types (eTIR)
- CL99 - Error code (eTIR)

> ℹ️   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 **I4 - Holder information** 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 are no errors listed in the response message, check that the ID of the TIR Carnet holder is indeed the same as the one mentioned in the **I3 - Get holder information** message that you sent. If it's not the case, then you should 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 focus first on the **holder status** code value as it reflects the TIR Carnet holder authorization to use the TIR procedure. Additional information can then be found with the address and potential active withdrawal and active exclusions.

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 **I4 - Holder information** 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.

322 - Holder not found

Kindly check the value of the TIR carnet holder in the message and make sure it matches the value received in previous messages. If it does, kindly double check the id of the holder using either eTIR I3 message, 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 **I4 - Holder information** message received in response to the POST of the **I3 - Get holder information** message. This response message (Function code **11 - Response**) of the type **I4**, containing no error codes and features, on the other hand, the TIR Carnet holder current status (Status code **001 - Authorized**) as well as its address information. Therefore, this TIR Carnet holder exists and is authorized to use the TIR procedure.

> It is important to understand that the absence of error in the **I4 - Holder information** response message is the key indicator to reflect that the TIR Carnet holder exists in ITDB.

I4 - Holder information response message

```xml
<?xml version="1.0" encoding="UTF-8"?>
<soap:Envelope xmlns:soap="http://www.w3.org/2003/05/soap-envelope"
               xmlns:ns3="http://etir.org/v4.3/customs" xmlns:md="http://etir.org/v4.3/DocumentMetaData"
               xmlns:ns6="http://etir.org/v4.3/I4"
               xmlns:ns2="http://etir.org/v4.3/DataSets">
    <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 wsu:Id="id-7456906a-8dc6-4dfa-baf4-7ce4de199d7f">http://etir.org/v4.3/customs/getHolderInfoResponse
        </Action>
        <MessageID wsu:Id="id-493fde7d-8100-46a0-add4-c38f913dfc1f">urn:uuid:4b5cd8a3-34b5-4c32-af01-1baeccd7ebae
        </MessageID>
        (...)
    </soap:Header>
    <soap:Body wsu:Id="id-128d3c9b-4735-44e9-bf65-6c4749ea806e"
               xmlns:wsu="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-wssecurity-utility-1.0.xsd">
        <ns3:holderInformation>
            <ns6:DocumentMetadata>
                <md:ResponsibleAgencyCode>AJ</md:ResponsibleAgencyCode>
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                            <ns2:CountryCode>GEO</ns2:CountryCode>
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                            <ns2:PostcodeID>0105</ns2:PostcodeID>
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                            <ns2:StatusCode>001</ns2:StatusCode>
                        </ns2:AuthorizationCertificate>
                    </ns6:Principal>
                </ns6:InterGov>
            </ns6:DocumentMetadata>
        </ns3:holderInformation>
    </soap:Body>
</soap:Envelope>
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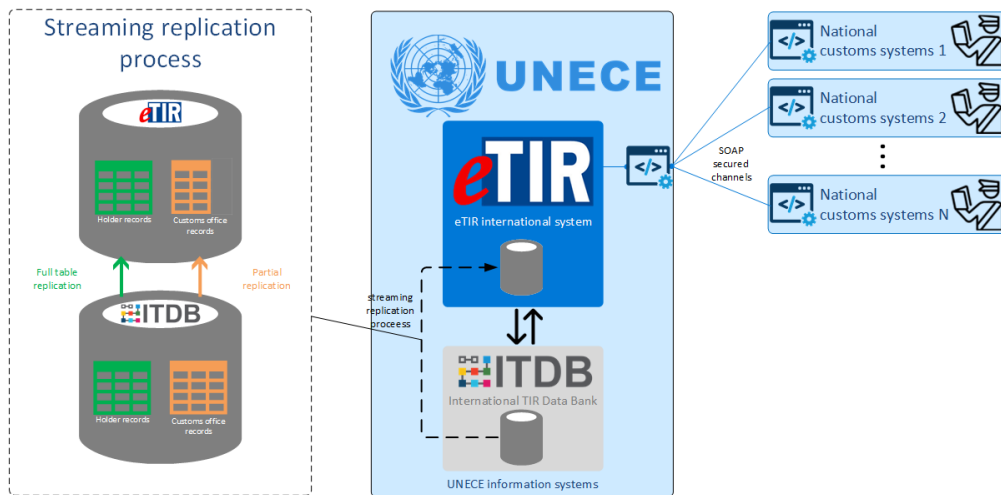
⚠️ Some field original contents have been shortened (**…**) in this document for the sake of readability, in particular the whole **header/security** content that is described in the eTIR web services introduction document.

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 TIR Carnet holders, it creates a dependency on ITDB to be able to generate the **I4 - Holder information** 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 TIR Carnet holders information verification 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 TIR Carnet holders information.

In the event that the **I3 - Get holder information** message could not be sent after several attempts or if no **I4 - Holder information** message was received in response, we recommend the customs authorities team to contact eTIR servcie 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
17/06/2021	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
17/11/2021	TIR secretariat	1.2	Updated references to the newly published online code lists document	4.3.0