



WG ICT - softwareleveranciers

REPORT

21-03-2019

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Info : The questions from CRSNP are in black normal format.

The replies from customs are in blue italic format.

The last questions and new topics of CRSNP are marked in yellow.

1. Starteam number 23222

Customs will, together with IBM and ICT, investigate whether following statuses can be transmitted.

- Financiële afhandeling opgestart (contante betaling)
- Klaar voor controle
- Controle door MODA

Because the upgrades to CCFF and CCRM have taken place in the meantime, this issue remains on the agenda.

As mentioned during the last meeting, this will be integrated during the review of the import process

Here are the statutes we asked for

STATUS AANGIFTE	
<input type="checkbox"/> Financiële afhandeling OK	<input type="checkbox"/> Geannuleerd
<input type="checkbox"/> Gecontroleerd	<input type="checkbox"/> Goederen vrijgegeven
<input type="checkbox"/> Annulatie aangevraagd	<input type="checkbox"/> Op voorhand gereserveerd
<input type="checkbox"/> Afgeschreven	<input type="checkbox"/> Klaar voor controle
<input type="checkbox"/> Onregelmatigheden vastgesteld	<input type="checkbox"/> Annulatie aanvraag van NCTS
<input type="checkbox"/> Gevalideerd door NCTS	<input type="checkbox"/> Aanvraag tot TC verworpen
<input type="checkbox"/> Financiële afhandeling opgestart	<input type="checkbox"/> Fout tijdens financiële afhandeling
<input type="checkbox"/> Ongeldig	<input type="checkbox"/> AER
<input type="checkbox"/> Regularisatie aangevraagd	<input type="checkbox"/> Afschrijving verworpen door NCTS
<input type="checkbox"/> Wachten op antwoord van NCTS	<input type="checkbox"/> Wachten op bevestiging aanzuivering door NCTS
<input type="checkbox"/> Afgewezen na aankomst goederen	<input type="checkbox"/> Controle door MODA
<input type="checkbox"/> Niet actie	<input type="checkbox"/> Onder release verzoek
<input type="checkbox"/> Aangifte onder wijziging	<input type="checkbox"/> Wijziging afgewezen
<input type="checkbox"/> Goederen zijn niet om uit te gaan	<input type="checkbox"/> Onder Afsluiten
<input type="checkbox"/> ENS Geregistreerd	<input type="checkbox"/> Onder Behandeling
<input type="checkbox"/> Afgehandeld	<input type="checkbox"/> Wachten Akkoord Directie
<input type="checkbox"/> Regularisatie geweigerd	

STATUT DE LA DÉCLARATION	
<input type="checkbox"/> Traitement financier OK	<input type="checkbox"/> Annulée
<input type="checkbox"/> Vérifiée	<input type="checkbox"/> Marchandises libérées
<input type="checkbox"/> Annulation Demandée	<input type="checkbox"/> Réservée à l'avance
<input type="checkbox"/> Apurée	<input type="checkbox"/> A Vérifier
<input type="checkbox"/> Irrégularités détectées	<input type="checkbox"/> Annulation demandée par NCTS
<input type="checkbox"/> Validée par NCTS	<input type="checkbox"/> Demande de CT rejetée
<input type="checkbox"/> Traitement financier en cours	<input type="checkbox"/> Erreur lors du traitement financier
<input type="checkbox"/> Invalide	<input type="checkbox"/> AER
<input type="checkbox"/> Régularisation demandée	<input type="checkbox"/> Apurement refusé par NCTS
<input type="checkbox"/> En attente d'une réponse de NCTS	<input type="checkbox"/> En attente de la confirmation d'apurement par NCTS
<input type="checkbox"/> Afgewezen na aankomst goederen	<input type="checkbox"/> Vérification par MODA
<input type="checkbox"/> Inactif	<input type="checkbox"/> Sous demande de libération
<input type="checkbox"/> Dedatation sous amendement	<input type="checkbox"/> Amendement rejeté
<input type="checkbox"/> Biens seront interdits de sortir	<input type="checkbox"/> Onder Afsluiten
<input type="checkbox"/> ENS Enregistré	<input type="checkbox"/> À l'étude
<input type="checkbox"/> Complétée	<input type="checkbox"/> En attente d'accord de la direction
<input type="checkbox"/> Régularisation refusée	

The statuses were added to the request. They will be taken into account when the PLDA will be reworked. At the latest it must be ready before end 2020.

The Item remains on the agenda

2. Performance Customs applications

a. General delay since some time

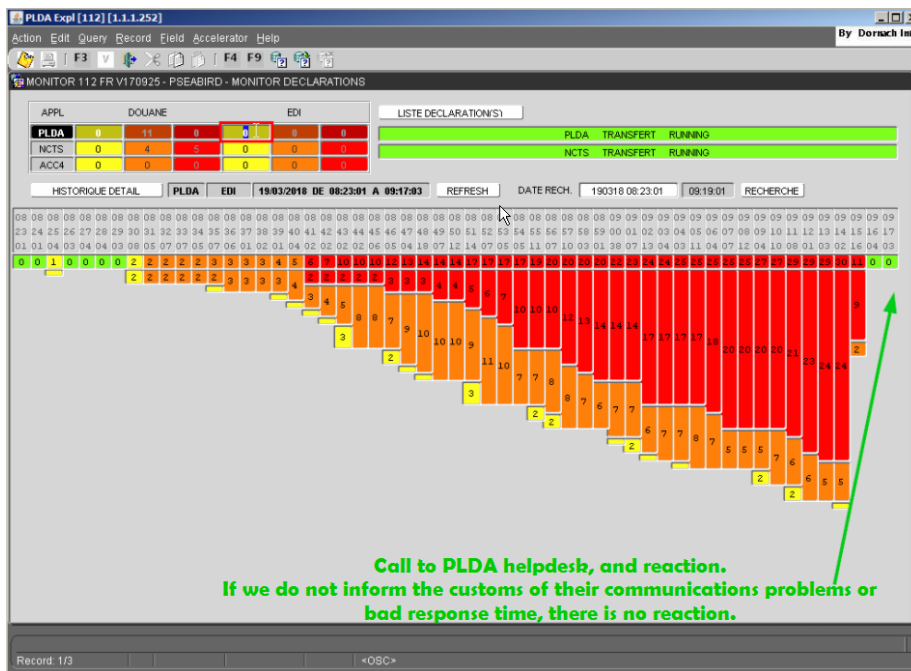
The general performance of PLDA on some points seems to be deteriorating

A .pdf outprint of a released document is received nearly immediately, whereas the XML message of the release (on which the printed document is based) is sent one hour later

Performance of NCTS is even worse.

Question : Can customs monitor the performance of their systems ?

If needed we can give some statistics.



Please report state of play.

Every Monday a full monitoring of the systems is carried out. Apparently it is not a server problem but the lack of performance would be due to a number of issues such as network and software issues (unoptimised DB queries, unoptimised links between systems etc.)

Please inform state of play as CRSNP do not see any progress.

4 main problems have been registered (Tickets 30329, 30330, 30331 and 30332). The first 3 tickets have been delivered with PLDA17.14.0. The last one will be delivered with PLDA17.14.1. We want to install PLDA17.14 as soon as possible in Production to verify the Dynatrace monitoring again.

Please give state of play and tickets delivered.

All tickets have been solved and the solution has been installed in Production.

As far as the experience of the software providers goes the situation does not seem to be improved. Hereunder please find the delays of Monday 7/1/2019.

PLDA has been under constant monitoring the last weeks. DB improvements have been made. NCTS is now under investigation and customs is working on performance improvements of this system. By mid 2019 we expect a performance follow up system available to users over the internet. A maximum time of 15 minutes would be needed to process a declaration.

3. Clear-off failed = starteam nr 31086

As we understood the data in the reply message after a cancellation request message has changed. Therefor it is not possible to cancel a message for when a regularization (new) message was created. Is this problem a known issue ? can we have the starteam number ?

This problem has been reported by several companies. Ticket 31086 has been created for this bug. This ticket is part of PLDA17.15.

It is a working solution for the new declarations, but for the old ones how can this be solved ?

We'll send the missing messages as soon as possible.

4. Electronic Consolidation (Globalisatie)

For the moment the project has been set on hold because there is a huge difference in the received statistics from the software houses and from the Customs offices. Further investigation is needed. Statistics are clear, but the Project is still on hold. Some questions have to be answered but the project manager of PLDA didn't find the time yet.

On 21/11 a meeting of the WG globalisatie has been planned. We understand that the project is on hold because of budget limitations an a great impact on the customs hardware. (Much more data must be processed that today and the actual set-up is not capable to cope with it. Consequently the question is : Makes this meeting still sense ? Or is it cancelled ?

Since Monday 13 November 2017 the project has been resumed. Meeting of 21/11 has been postponed until 19/12.

The meetings have been resumed. First meeting was on 9/1/2018. The application is planned to go live on 1/5/2019. First and next step in the process is the issuing of the specifications. As far as we understood the original idea of working remains.

Indeed the original idea remains

When will the specifications be available ?

We understand the GEFEG tool was used for the data model ?

What would be the added value for the CRSNP members when also using the GEFEG tool. In other words, what is available from BE customs that can be imported or transmitted to the GEFEG tools of the members ?

The specs will be available by the end of May.

For the specifications the GEFEG tool hasn't been used. For the other UCC-projects we will use this tool.

The specs are based on the EU data model.

Please note that before the "globalisatie" can be put in operation the customs system must be upgraded, as we expect at least 100 % increase in number of declarations to be processed.

This project has still to be started.

As I understand the CRSNP members will first study the specs and will come back with observations

Please report state of play.

When will the specifications be available ?

The specifications will be delivered in the upcoming weeks. They need to be evaluated internally first before their publication.

The publication is planned in the next weeks.

After the summer vacations we will plan a new consultation date. However please forward as soon as possible the remarks.

In such manner IBM will be able to take the remarks into account.

This topic will be discussed in detail on the meeting of 20/9. Please note the remarks as mentioned in the emails of the members. Specific as mentioned in the mail of 8/8 to CRSNP.iedereen.

In addition to the mail we want to add following topics :Consignee on heading in regulation 40. Do situations exist where one consolidated declaration with regulation 40 can consist of more than one consignee ? Investigation requested to Martin (Ziegler)

It has always been mentioned that Consignee would be on header level. In case of multiple consignees multiple declarations have to be made.

From a practical point of view we do not see the possibility to add DV1 fields to the consolidated declaration. Members are of opinion that declarants using consolidated declaration should always be exempted by default authorization from sending transactional DV1 data.

No DV1 data elements will be added

How to cope with small differences/rounding differences between the duties calculated by the declarant and those calculated by customs. What is the error margin ?

At this moment the declarants of consolidated declarations calculate the duties and taxes themselves. This means that they de facto all dispose of a Self Assessment authorization ?!

It was decided during one of the first meetings that the system will calculate the duties.

An updated XSD-schema is under review and will be published as soon as possible.

According to the last information of Chris de Clerck the globalisation specs are final.

Can we have the new specs and when will tests be possible ?

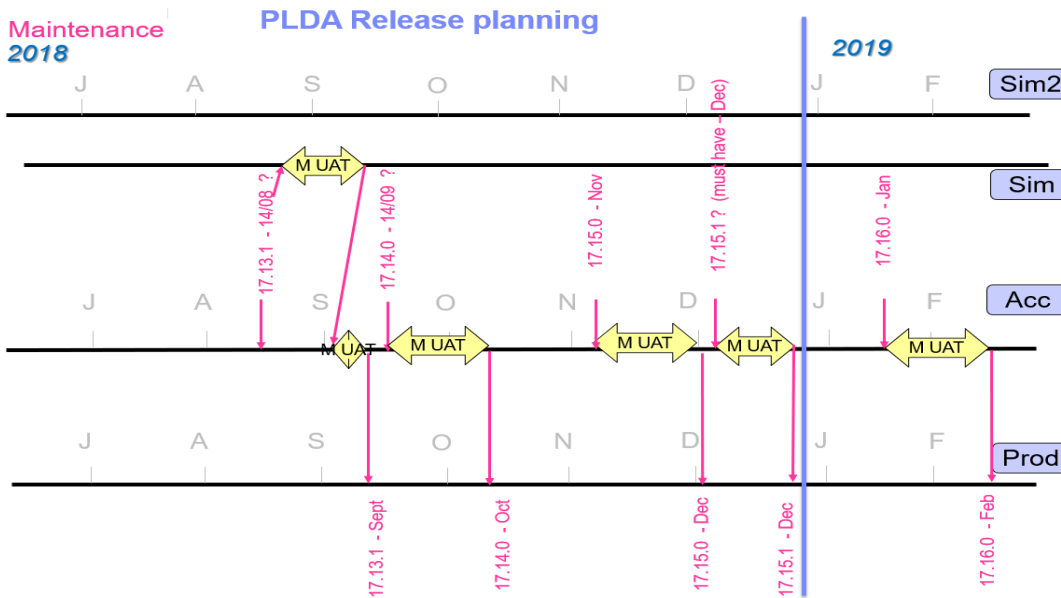
Specs have been shared. Meeting Globalisatie has been scheduled on 18/1/2019

Ok. We look forward to the meeting.

Please report state of play and availability of the system.
Please find the planning proposal email in annex to this report.

AADA can agree with the proposal but wants also avoid that all the companies will wait with their tests.
We'll discuss this further internally how we can avoid this.

5. Short term planning



Please provide update.

No new planning can be added. As soon as there is a decision on the Brexit, we'll review our planning.

6. Expired certificates

How can we, using a Get Status message, after the renewal of an expired certificate request the status of a particular declaration?
It may concern thousands of messages. Many declarations with an Exit Confirmation or "Regularisaties" are not confirmed through the normal IT channels and are retrieved using a Get Status message. How can this be solved ?

David Vandendriessche will attend the next meeting

We are looking forward to his solution proposal.

To solve this problem IBM needs to update the structure of the database. By mid 2018 it should be possible to solve this issue in prod.

This issue is treated in the sub committee "communicatie en authenticatie"
See topic further in this report.

IBM and our ICT Department are investigating how they can solve this issue by mid 2018.

Please report state of play.

This issue is planned to be resolved in release 17.13.

Since release 17.13 has not yet been installed please provide new planning

Release 17.13 has been installed in production, but for the solution further meetings are necessary with ICT Ops and the Helpdesk. The analysis of the screen has already been done. We hope to have the solution in PLDA17.15 or PLDA17.16.

When will the solution be available please, mid december ?

After further analysis with examples of Crossroad we found out that the certificates are not the problem. Due to the archiving of the processed messages we are loosing the link with the callback address of the traders.

We'll solve this issue in 2 steps :

- *Postponement of the archiving of messages : We are investigating until how long the archiving of these messages can be postponed. We wan't to avoid that this postponement has an impact on the performance of PLDA.*
- *Modification of the DB : after this change we will always keep the link between the declaration, the certificate and the callback address. Our contractor will try to solve this problem in PLDA17.16 (depending on the changes for upgrading the performance) or PLDA 17.17. If a reorg is needed the solution can only be installed in production during a weekend, probably a maintenance weekend.*

Ok, we look forward to release 17.16 or 17.17. Has there already been decided in which release the modification will be delivered ?

Due to the performance problems, all the other tickets have been shifted to a later version. As soon as there is a decision on the Brexit, this ticket will be added to 1 of the next versions.

7. NCTS :

a) NCTS Roll out (pdf)

It is still not clear what offices will be using the new NCTS application and when they will activated. Can this be clarified ?

New offices will be rolled out shortly/finally i.e. BE408000 and BE432000. We hope still before the end of June. Others will follow once we notice no major issues (or the issues solved). The idea is to have them changed by clusters of ESD/TAO. Starting up with "Gent"-offices. The goal is to have by the end of 2017 all offices should be in NCTS-RW.

Is there a planning for the next offices after the ones that have been announced?

BE408000 and BE432000 have been switched to NCTS-RW.

The roll-out for next offices depends about how big and troublesome the lessons learned are from this roll-out.

Except the fact that the next offices to be rolled out will be in Flanders, we did not come up with a newly fixed planning yet.

Please note however we already came to the conclusion no more than 2 offices will be migrated at a time.

In any case we do stress upon the fact

Traders must be aware they should have their email-address for receiving the TAD linked to their EORI (eori.be@minfin.fed.be)

Traders working in Simplified procedure, should ask regional KLAMA-services to check if their authorizations are correctly and fully registered in the DB of Authorizations. Once their authorizations is registered in this DB, they can ask ncts.helpdesk@minfin.fed.be to register their UNLO-Code also in the actual NCTS so they can start using the UNLO-code instead of the VP-code

The use of "camion...truck" as identity of means of transport, is yet not allowed, and in the new system checked by the system. So this is not something new...

Before we roll out a new office we do the exercise in TEST with PROD-data. For traders it means that if they ask for it, they can already test if their application is congruent to what is coming up.

In the attached file you'll find the planning of the migration. This planning can still change.

We are looking forward to the upgrades. However we would have preferred that only the involved offices would be out of service and not the whole Belgian NCTS application.
Is the plan still to upgrade all offices before 1/7/2018 ?

It's impossible to migrate the offices when a part of the system is up and running. We hope to finalize the migration by the end of May. An updated planning has been published on our website. A bug was discovered in the system for the write-off. Customs is working to solve this issue as soon as possible. Please also note that when sending discharge remarks the case seals must be ticked when the shipment is ok.

ANR is delayed till 24 May.

Please report state of play.

Today the Antwerp office is being converted The conversions will end by July as planned. On the other hand the members of CRSNP estimate that 4 times a year a total unavailability of the customs system for one full day is very high. Customs is investigating to reactivate the double fail-over system in order to limit the unavailability.

*issue should be resolved The upgrade was not a success.
What are the lessons learned for the future ?.*

- 1. Between the real development and the go-live there was too much time*
- 2. During development we should already take into account how the migration of all the offices can be done. An unavailability of the application of 1 day to migrate 1 or more offices is unacceptable*
- 3. Avoid changing contractors when the application hasn't been installed in production.*

And although measures were taken to resolve the issues, not all of them were resolved. In the ports, Antwerp, Gent, where normal procedures are used it takes up to two hours between the sending of the NCTS declaration and the receipt of the release message. This makes either long waiting hours (and costs) for the logistic companies or drivers leave without documents. This a.s.a.p.

This will be discussed during Steerco Nationaal Forum.

*The result is that in Antwerp it takes up to 3 hours before an NCTS message is released. The solution provided by the National Forum is that customs declarants would ask for a simplification. However in Belgium, customs declarants cannot get a simplification for more than their own location whereas in Rotterdam they can. in Rotterdam, nearly all customs declarants have simplifications and NCTS validation takes a few minutes,
NCTS is a community legislation, the same for all the member states, why is this in Belgium different than in the Netherlands ?*

The discussion whether simplification is possible or not, is a legal issue. We will check if the simplification procedure is possible in the application but it is up to legal department to decide whether it can be used or not.

Can customs please explain what is ment here. The problem is that a customs declarant must be able to work in simplification on other locations than their own, since documents are received and made all over the port of Antwerp. (Same authorization as in other EU-countries such as NL). For info : in NL also the location codes are incorporated in the authorization. This makes for the port of Rotterdam only several pages with authorized location codes. An example of such an authorization was handed over to Frank De Maeyer.

This topic hasn't to be discussed in this group. This topic has to be shifted to the WG Binnenbrengen.

8. Cuscar

Cuscar Transfer (overbengen)

Can customs supply us a example message with function code 8 ?

Has customs already tested the message ?

Is there no UNB segment missing ? During development our specialist was of opinion that the message

cannot work without it since missing essential data

As we understood from the last meeting WG binnenbrengen of 29/9 there is no customs instruction / procedure yet how to use the "Transfer" function of specifying the responsibilities and way of use. When is it expected to be ready ?

As discussed during the CRSNP meeting of 14/11/2017, Cuscar RTO will be used by customs and softwareproviders as a test case to publish technical as well as functional specifications for this change. Customs will publish asap the necessary info.

After the last exchange and supply of data from customs several softwareproviders have been able to send a technical perfect message and received answers from Customs. The thing that is still missing is a part of the use case.

More on how the message should be used in practice.

Software providers do not understand how this message works in practice.

I.e. Who will be sending the message ? The departing or receiving TS operator ?

How will he identify himself ? Will he need to have an agent code or an Eori number or both ?

Is there already a reply or instruction how this should be used in practice ?

Ilse Eelen is finalizing this instruction. It will be for Maritime and Aviation.

Please report state of play.

The instruction should be valid for the total Belgian territory. The procedure is nearly finished. We need to wait for the outcome. The issue is treated in the WG "binnenbrengen".

Next meeting of the WG binnenbrengen is foreseen 27/9 10.00 h

Is there anything going to be changed in the existing messages ?

No changes planned.

The point is discussed in the WG binnenbrengen. If no changes are imminent the topic can be archived

9. Locations codes box 30

The file of 1 April 2018 was OK.

The file of 1 May 2018 was clearly corrupt again.

The procedure is under investigation. Let us wait and see the new delivery on 1 June.

We received the files of 1/6 and 1/8

The location codes from 1/9 were not received.

Can they be sent please.

Locationcodes have been sent.

Update November was not received.

I'm investigating if we can't use another way to deliver this info.

In December the file was not received. In January it was.

In March the softwareproviders have received the file.

10. Meeting on communication and authentication

IT customs wants to move NCTS and PLDA to the same communication protocol
Following protocols are offered: Web services/FTP/AS2/IDcard or token.

A separate meeting will be organized by the CRSNP communication providers for the members that perform communication. Descartes will take the initiative and inform the result to customs.

A meeting with a smaller group of software providers has been scheduled. First meeting will take place on 23 November 2017.

The members have expressed their concern in a message to the customs authorities regarding the new way of communication. The topic has a general impact on all economic operators and should be treated on a national forum level. A preliminary meeting with a small delegation of communication providers is foreseen on 6/2 10.00 h in NG probably room A13

Meeting is foreseen on 8/2/2017. Meeting Room A08

The report on the meeting “communicatie en authenticatie” held on 8/2 sheds more light on the resolution of this issue.

We are looking forward to the next meeting on 19/4.

No further steps were taken. The issue is temporary suspended for more urgent matters. As soon as the IT provider will reactivate the project you will be informed.

Is there any further evolution ?

By the end of October 2019 the AIX Servers used by NCTS and Tarbel have to be sourced out. This is the priority number 1. Once this has been done new meetings will be organized.

As we understood from the brainstorming meeting of 24/10 new meetings of this WG should be planned ? When is the next meeting ?

Next meeting isn't planned yet.

When will the next meeting be planned ?

Next meeting isn't planned yet

11. Change “Charge report” to use as “Arrival at Exit” (IE507)

b. The transfer message in Airfreight

Next step is the transfer message between the forwarder and the handling agent.

We understood from Customs that still one communication had to be set up between customs and the handling agent. Please provide state of play. When will this be ready for implementation ?

No planning available yet. There are 4 handling agencies. In order to start the implementation we need to know their EORI number and communication provider. From 3 agencies we have already the info. A reminder has been sent to the 4th agency.

As for Brucloud (Air) we understand that it is a limited success since users with a limited number of declarations do not want to pay for the service. In the latter case it has no added value. (taken from the report on the last meeting of the national forum). Please inform state of play or planning

The solution for the transfer message can only be implemented after ticket 27924. With this ticket the use of the certificates will be reviewed in PLDA.

12. New measures Tarbel 1/2/2019

8 new measure types (control measures) for TARIC 2019 February package.

New import measure types are: 761, 762, 763 and 764

New export measure types are: 765, 766, 767 and 768.

These new measure types are going to be used for TARIC integration of possible new upcoming Annexes regarding the restrictions against North Korea, Iran and other countries affected by restrictive measures.

This issue is still open. ; During our test-day, Sonia proposed to organise a one day meeting with experts from European Dynamics, in order to understand the structure and sort out the problems. This meeting becomes quiet urgent, because none of us understands the structure of the new extracts without further information.

PS : we are still waiting for the "old" January extract from tarbel, promised for the 28/12/2018

The meeting with European Dynamics will be organized asap.

13. Regularisatie aangiften

Volgende bemerkingen werden ons ter beschikking gesteld via douane :

“Zoals gezegd mogen wij geen regularisaties meer toestaan zowel bij bestemming als bij vertrek nadat wij een vaststelling gedaan hebben. De aangiftes blijven in de status “onregelmatigheden vastgesteld” Bij vertrek dienen jullie een nieuwe aangifte op te maken.
Dit volgens artikel 173 paragraaf 2 van het DWU;

“Artikel 173

Wijziging van een douaneaangifte

1. De aangever wordt, op zijn verzoek, toegestaan een of meer gegevens in de douaneaangifte te wijzigen nadat deze door de douane is aanvaard. De wijziging mag niet tot gevolg hebben dat de douaneaangifte betrekking heeft op andere goederen dan die waarop zij oorspronkelijk betrekking had.
2. Dergelijke wijzigingen worden niet toegestaan als het verzoek daartoe wordt gedaan na een van de volgende gebeurtenissen:
 - a) de douaneautoriteiten hebben de aangever in kennis gesteld van hun voornemen de goederen aan een onderzoek te onderwerpen;
 - b) de douaneautoriteiten hebben geconstateerd dat de gegevens van de douaneaangifte onjuist zijn;
 - c) de douaneautoriteiten hebben de goederen vrijgegeven.”

Lisette Wijnen

Adjunct Fiscaal Deskundige

FOD Financiën / Douane en Accijnzen / Toezicht, Controle en Vaststellingen

TCV Bilzen

Kruisbosstraat 16 3740 Bilzen

Tel: +32 257 584 99 / Gsm: +32 4707 584 99 / Dienst +32 257 52150

Dienst mail: da.tcv.emt.bilzen@minfin.fed.be”

Because of this new way of working, declarations that have been verified and on which anomalies have been established are left in the BTB applications in a status MRN and cannot be processed any further. In the PLDA web they are left in status “onregelmatigheden vastgesteld” Customs does not send any further messages.

In practice this means that no proof or document is received from customs by the importer or exporter in order to prove the regularly imported or exported goods.

On the other hand we understand that some customs offices demand a new electronic declaration without reference to the previous one, leaving the system with two declarations for the same shipment. The issue is also escalated to the WG “Algemene Bepalingen”, but it is necessary that PLDA provides a uniform and automated solution (as in NL,DE..)

An exhaustive e-mail has been sent to WG Algemene Bepalingen in order to supply a solution.

It's correct that PLDA has to provide a uniform and automated solution, but we are also waiting for a clear guideline of our experts. As long as we don't receive this guideline, PLDA will not be changed. An internal meeting will be organized to discuss which changes to PLDA have to be done.

Please report state of play.

Customs plans tomorrow a meeting in order to investigate the measures to be taken in PLDA. It is important for the VAT administration that a document of message is available proving the regularly authorized import or export of goods. Apparently a knowledge center/workgroup customs/excise/VAT will be established to treat this kind of issues.

Please advice state of play since the problem still exists.
There seems to be a circular letter published around this topic ?
But this seems not to remedy to the practical problems.
The topic should be treated in the WG uitgaan but also in the WG binnenbrengen ..
This causes issues especially in fiscal representations.

Problem is now solved for the new declarations, but we're still waiting the missing cancels due to this bug.

14. Declaration type D

Starteam 31295

We noticed that undermentioned problem always occurs with the same type of declarations.
Something in the declaration for Toyota triggers the error.
The only reason that may be the case that Toyota is a Belgian company with ruling (regeling) 42.
The error is always that the report of VAT must not be called while a B of exemption is mentioned.
With an IMA this error does not occur.

Ticket 31295 was made for further investigation. In the past a ticket was made for the same issue and the problem was solved at that time.

We have agreed to organize a testing day. In this way we can identify all the bugs and we can solve them in 1 release. This type of declaration can be used to avoid the error 'Goods not arrived'.

15. Declaration Type X

The declaration cannot be sent. Always the same error.
D_NO_SIMPLIFIED_DECLARATION_FOUND Geen enkele vereenvoudigde aangifte werd gevonden.
In the declaration case 40 refers to the MRN of the type B declaration.
Request to the customs helpdesk learns that up to today no release to a declaration type X was ever received in Belgium.
Will this type of declaration will be supported in future ?

The simplified declaration is available in PLDA. To link both declarations to each other the same LRN has to be used. Our Legal department will send me in the upcoming days the legal base of all the data elements that can be changed.

As we understand the weight can be changed, but since the weight in a declaration for bulk cargo has its influence on the value also the value must be modified in relation to the weight.
Can this be adapted ?

Further discussion with our legal department is necessary. Planning : after Brexit.

16. NCTS without reply

Since the new release, customers experience that a lot of NCTS messages receive no reply.
This means that the customs HD must be contacted and it is a lot of work. Can this be investigated ?

For NCTS we are performing the same performance approach as for PLDA. 2 steps have already been identified :

- *Solution of the GMS-issue. Due to this solution the messages will be better processed.*
- *Review of all the current indexes of the DB.*

17. PLDA returns mail to declarant with cancellation of accepted (MRN) message and no cancellation message is sent.

In general it happens when the PLDA declaration should write off/clear a NCTS pervious declaration and for some or other reason cannot perform the action.

If cancellations are made, the PLDA system should send a cancellation EDI message as foreseen in the specifications. It is not acceptable to send in a system to system dialog email messages to persons. The specifications of PLDA should be followed and a proper system to system cancellation status message should be sent.

This issue is probably related to the previous issue with NCTS.

We note a significant frustration increase with our customers over the last months regarding the functioning of the NCTS system.

In order to illustrate this, please find some in the annex to this report.

When will this issue be solved ?

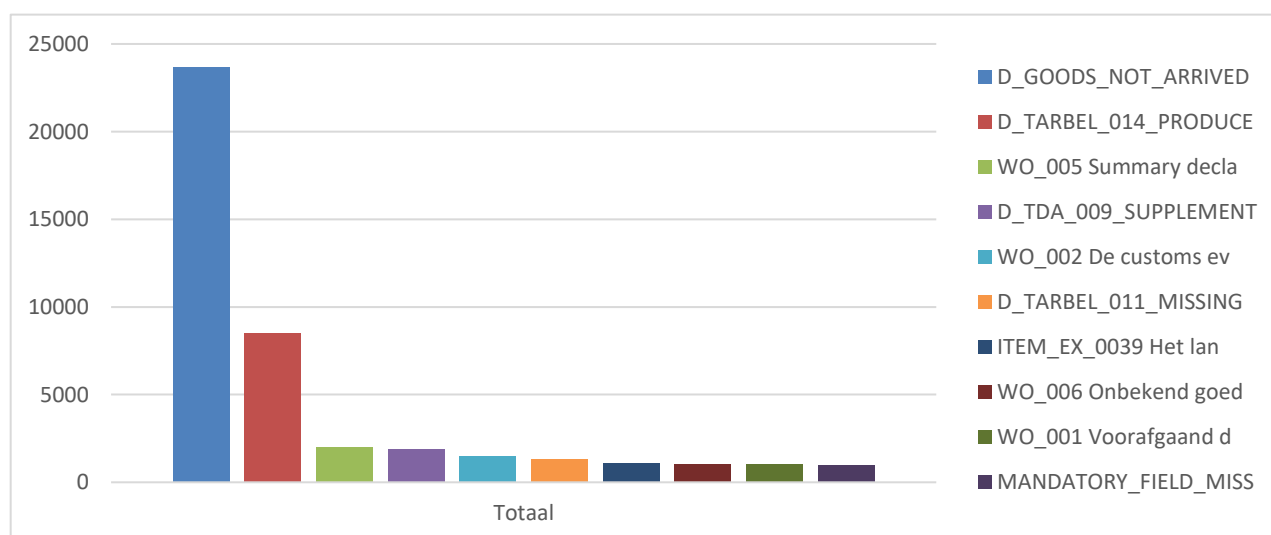
Ticket 31700 has been created for further investigation

18. Maintenance weekend December

I have asked to our ICT if the maintenance weekend of December can't be replanned.

19. Errors PLDA

During the performance investigation we have found out that 30% of the messages have been rejected by PLDA due to a business error. Can you please investigate how we can avoid these errors?



20. BeGate consolidation versus regular consolidation (globalisatie)

Please provide a road map and planning regarding both consolidations. This issue will also be treated on the steering committee of the national forum. An email with questions is in annex to this report.

We'll clarify the difference between Begate and Globalisatie will be clarified in the next weeks.

21. Next meetings

R&D 16/5 from 10:00 h to 12:30 h at the North Galaxy Building in Brussels.