

Fallback procedure (Austria)

This section describes the fallback procedure in Austria.

The fallback procedure was developed to maintain communications in the event of a system failure at either the customs administration or at the economic operator. In the fallback procedure, declarations or notifications can be sent to the competent customs office for the location of the goods or the customs premises:

- Direct submission at the competent customer team, control manager or control body
- Fax
- Email

All declarations, notifications and requests sent as part of the fallback procedure are deemed to have been submitted for the purposes of the information procedure.



Important: When the e-customs system is available again, the customs declarations made as part of the fallback procedure must be sent to the customs authority electronically without delay.

To carry out the fallback procedure, you need a fallback reference number (FRN) to register the customs declaration. The declarant must issue and manage these numbers itself. The customs office only issues an FRN for customs declarations on customs premises which are also submitted on paper when the e-customs procedure is working.

The FRN is an 18-character alphanumerical number and is structured as follows:

Position	Description
1	F for “fallback”
2 + 3	Two-digit reference for the year, for example “19” for “2019”
4 + 5	Country code “AT” for Austria
6 - 11	The last 6 characters of the declarant’s EORI number, for example “012345” for the EORI number “ATEOS1000012345” Because declarants with a foreign EORI number can also make customs declarations in an emergency procedure, capital letters may also be used.
12	A capital letter, for example “A” To distinguish between locations, a letter or a range of numbers can be used for each location, for example “A01” for the location A1
13 - 18	6-digit consecutive number per year, beginning with “1”

Table 1: Structure of the fallback reference number (FRN)

Example: F14AT012345A000001



Tip:

- When issuing the FRN, no distinction is made with regard to the procedure.
- FRNs are restricted to the year which is shown in the FRN.
- The FRN must be stated on the top right of the customs declaration.



Important: The economic operator must keep records of the FRNs used. The following data must be evident from the records:

- FRN
- Acceptance date of the customs declaration in the emergency procedure
- CRN/MRN of the customs declaration sent in retrospect in e-customs

To download an overview of FRNs, select the menu entry **Start > Customs declarations**. Click on the menu entry **Fallback References** in the **Overviews** area. You can enter search criteria and, if required, export the overview. Instructions for exporting the overview can be found in section [Export overviews](#) on page 3.

To send retrospectively entered declarations, use the following message types and enter the fallback reference number (FRN) as the reference number:

- Import procedure: IM530
- Export procedure: EX430

When the fallback procedure commences, the web service is switched off by the Federal Computing Centre (BRZ) so that declarants receive the error code 99018. The application of the fallback procedure is announced via the Triple-C-Austria and the newsletter of the Ministry of Finance (BMF), which you can subscribe to at the following address: https://service.bmf.gv.at/service/allg/feedback/_start.asp?FTyp=NEWSABO. DAKOSY also sends a newsletter with information on the fallback procedure. The BMF communicates a reference number for incidents (ERN), which must be specified in customs declarations for as long as the fallback procedure continues.

The BMF newsletter also gives notice of the completion of the fallback procedure. The fallback procedure is deemed complete at the time specified in the newsletter.

Carry out the fallback procedure

This section describes how to carry out the fallback procedure for Austria.

- System outage in customs administration
 - System outage at the economic operator
1. Open the customs declaration for which you want to carry out the fallback procedure by double-clicking on it.
 2. Click on the tab **Further Details**.
 3. To create a fallback reference number (FRN), click on the **Create FRN** button.
The FRN is created and shown in the field **Fallback Reference**.
 4. Fill out the field **Event Reference**.



Tip: The event reference no. (ERN) is issued by the Ministry of Finance to identify the system outage.

5. Click on the item **print** in the area **Actions**.
The window opens **Print dialog**.
6. Select the form **Fallback Printout** and click on the button **OK**.
The customs declaration opens as a PDF file. The FRN is shown in the top right.
7. Print out the customs declaration.
8. When the e-zoll system is available again, the customs declarations made as part of the fallback procedure must be sent to the customs authority electronically without delay.
9. To send the customs declaration, click on the menu entry **Fallback Declaration** in the area **Actions**.


Export overviews

This chapter describes how you can export overviews from CSV files for further processing with another program.

1. Open an overview.



Tip: If necessary, you can filter the overview first. Instructions for filtering the overview can be found in section [Filter overviews](#).

2. In the area **Related actions**, click on the menu entry **Export Table**. Alternatively click on the icon . The window **Select columns** opens.
3. There are several ways to select table columns for export:
 - To select a column, select the check box.
 - To deselect a column, clear the check box.
 - To select all columns, click the button **Select all**.
 - To select no columns, click the button **Unselect all**.
4. To show the table directly in your standard programme for CSV files, click on the **Show** button.
5. To save the table on your PC, click on the **Save** button. The window opens **Save**.
6. Select a location and a name for the file.
7. Click on the button **Save**.