

Emergency procedures (Switzerland)

This chapter describes the emergency procedures in Switzerland.

If there are communication problems with the Federal Office for Customs and Border Security (FOCBS) or if the FOCBS is unable to process the data sent, it may be necessary to use the emergency procedure. To this end, the FOCBS has developed an emergency manual describing the technical measures to be taken in an incident, including instructions for handling customs procedures in the event of system failures. The emergency procedure is triggered by various situations, for example:

- Planned interruptions (maintenance work). Maintenance work is communicated in advance by the FOCBS via the News Service Portal.
- Unforeseen interruptions or technical malfunctions of the customs system. Interruptions in communication or malfunctions are checked by the FOCBS and, if required, given authorization as an incident. If an incident occurs, the FOCBS will provide information about it on its homepage.



Important: The emergency procedure may only be used if the FOCBS has given authorization for the use of the emergency procedure.

During the incident, you can submit the required documents by email or manually to the responsible customs office. The documents will be checked manually. Further information can be found in the FOCBS's emergency manual.



Tip:

- Check the system availability on the [FOCBS website](#) (traffic light system).
- The emergency manual for Passar and further information can be found on the [FOCBS website](#). The FOCBS strongly recommends that all customers make the emergency manual available offline in their office. Please note that the emergency manual is continuously updated.

Perform the emergency procedure for export Switzerland (Passar)

This chapter describes how to perform the emergency procedure for the export customs procedure in Switzerland.



Important: The Federal Office for Customs and Border Security (FOCBS) has identified a malfunction and approved the use of the emergency procedure.



Tip: If a goods declaration export has already been accepted by customs but cannot be activated due to the disruption, check with the FOCBS to see if manual activation can be carried out by the FOCBS.

1. Create an export declaration and fill in the fields. Alternatively, you can select an existing export declaration in the **Customs declarations** overview or open it by double-clicking it.
2. In the **...** **Actions** area, click on the **print** entry.
The **Print** window opens.
3. Select the **Export Declaration Emergency Printout (EXDP)** form and click on the **OK** button.
The **Warenanmeldung Ausfuhr - Notfallblatt** form opens as a PDF file.



Tip: Alternatively, you can send the form by email. For more information, see the chapter [Print or email a document](#).

4. Print out the emergency sheet and sign it. Submit the emergency sheet to the relevant office by email (domicile) or at the counter (office).