

EU Customs High Level and Business Requirement BPM Report	REF: EU Customs High Level and Business Requirements BPM Report for Administrative Cooperation
Excise High Level and Business Requirements BPM Report for - Administrative Cooperation	
ANNEX 2: BUSINESS REQUIREMENTS	

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### Business Requirements

REQUIREMENT ID	REQUIREMENT NAME	REQUIREMENT DESCRIPTION
ACO_BUS_0001	Request for information and/or administrative enquiry shall be submitted to Requested Authority	The Requesting Authority must submit a request for information and/or administrative enquiry to Requested Authority
ACO_BUS_0002	Time Limit shall be set (i.e. 3 months or other agreed Time Limit) within which the Requested Authority should provide the requested information	The Requesting Authority must set the Time Limit (i.e. 3 months or other agreed Time Limit) within which the Requested Authority should provide the requested information.
ACO_BUS_0003	Requested Authority shall be informed on the reasons for refusing requested feedback	Requested Authority must be informed on the reasons for refusing requested feedback.
ACO_BUS_0004	Necessary information shall be forwarded to concerned MSA	Issuing MSA must forward necessary information to concerned MSA
ACO_BUS_0005	Feedback shall be requested from the Concerned MSA on the follow-up action taken	Issuing MSA must request feedback on the follow-up actions taken
ACO_BUS_0006	Time Limit shall be updated as indicated by the Requested Authority	Requesting Authority must update the Time Limit as indicated by the Requested Authority
ACO_BUS_0007	Follow-up action shall be taken	Follow-up action must be taken
ACO_BUS_0008	Requested feedback shall be submitted to Requested Authority	Requesting Authority must submit the requested feedback to Requested Authority
ACO_BUS_0009	Record for refusal reasons shall be kept	The record of the refusal reasons for not providing feedback must be kept.
ACO_BUS_0010	Requesting Authority shall be informed of the reasons for refusing to provide requested information	Requested Authority must inform the Requesting Authority the reasons for refusing to provide requested information.
ACO_BUS_0011	The conduct of any administrative enquiries shall be arranged	Requested Authority must arrange for the conduct of any administrative enquiries.
ACO_BUS_0012	Shall proceed as though acting on its own account or at the request of another authority in its own MSA	Requested Authority must proceed as through acting on its own account or at the request of another authority in its own MSA.
ACO_BUS_0013	Necessary information shall be communicated to the Requesting Authority	Requested Authority must communicate to Requesting Authority the necessary information.

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ACO_BUS_0014	Requesting Authority shall be informed of the reasons for failing to respond within the Time Limit and indicate when it expects to be able to respond	Requested Authority must inform Requesting Authority of the reasons for failing to respond within the Time Limit and indicate when it expects to be able to respond
ACO_BUS_0015	Feedback shall be requested from Requesting Authority on the follow-up action taken	Requested Authority must request from Requesting Authority feedback on the follow-up action taken
ACO_BUS_0016	Requested feedback shall be submitted to the Issuing MSA	Concerned MSA must send the requested feedback to Issuing MSA
ACO_BUS_0017	Issuing MSA shall be informed of the reasons for refusing to provide the requested feedback	The Issuing MSA will be informed of the reasons for refusing to provide it with the requested feedback.
ACO_BUS_0018	Necessary information shall be forwarded to Addressed MSA	Issuing MSA must forward necessary information to Addressed MSA
ACO_BUS_0019	Feedback shall be requested from Addressed MSA on the follow-up action taken	Issuing MSA must request from Addressed MSA feedback on the follow-up action taken
ACO_BUS_0020	Requested feedback shall be sent to Issuing MSA	Addressed MSA must submit requested feedback to Issuing MSA

Table 1: Business Requirements