



**EUROPEAN COMMISSION**

**eAEO-STP**

User Guide  
2021

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## 1. Introduction

EU Trader Portal for eAEO (eAEO-STP) aims at being the central point accessed by the Traders (or their representatives), identified by an EORI number, for managing the AEO business. More precisely, eAEO-STP is a module installed in the EU Common Trader Portal (EUCTP) providing users with functionalities dedicated to the consultation and the management of their Economic Operator (EO) data.

EO data from eAEO-STP is sent and stored in **EOS, the back-office application** used by the Customs Officers.

eAEO-STP must thus communicate with EOS to pass Traders' actions and data to EOS, but also to receive notifications of actions performed by the Customs Officers or requests (like request for Additional information) from the Customs Officers in the back-office.

The services offered to the Traders by eAEO-STP are the submission of new Submitted Applications but also the consultation and management of those Submitted Applications, consultation and management of the AEO Applications and the AEO Authorisations.


To become an AEO, a Trader must submit an application (**Submitted Application**). When the Receiving Customs Authority verifies that the Submitted Application meets the specific conditions and accepts it, it will become an **AEO Application**. If the Trader meets the criteria to become an AEO, the **AEO Authorisation** will be issued by the Decision Taking Customs Authority. There could be only one valid AEO Authorisation at a given time for an EO.

The current user manual presents the different pages accessible to the Traders or their representatives for managing the AEO data. The actions that can be taken on this data and the way they are displayed in every page are also described.

## 2. Common Features

The following elements are common to multiple pages of eAEO-STP.


### 1. Tooltips:

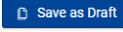
 Tooltips are defined next to some fields or boxes of the page in order to help users understanding the displayed information or filling in the form.

### 2. Mandatory elements:

Mandatory boxes and fields are marked with a \*. All mandatory fields must be completed to submit the corresponding form.

### 3. Common action buttons:

 Clicking on the "Submit" button triggers the submission of the form to EOS. In case business validation errors are returned by EOS, a list of errors is displayed on top of the page. After successful submission, the information sent to EOS can be consulted by the Trader in read-only.

 Clicking on the "Save as Draft" button saves the current form and values locally as draft, without validating them and without submitting them to EOS. A draft can be re-opened, deleted or submitted. In case of successful submission, the draft is automatically deleted. This action button is only available on some pages.

### 4. Attachments:

On some pages, users have the possibility to upload files as attachments to the form they want to submit to EOS.

These files are limited to ZIP archives (.zip) and PDF (.pdf). The maximum size is 20MB, the filename can contain up to 100 characters without spaces.

Note that, as the attachments provided by Traders must also be consulted by Customs Authorities in EOS, the EUCTP "Attachments" feature is not used. Instead, the attachments are sent to and saved in EOS. These attachments are therefore consultable directly from the concerned eAEO-STP page(s), but not from the EUCTP "Attachments" page.

Met opmerkingen [MJ1]: Updated

### 3. Submitted Applications

This section details the different pages related to the submitted applications.

3.1. Consultation

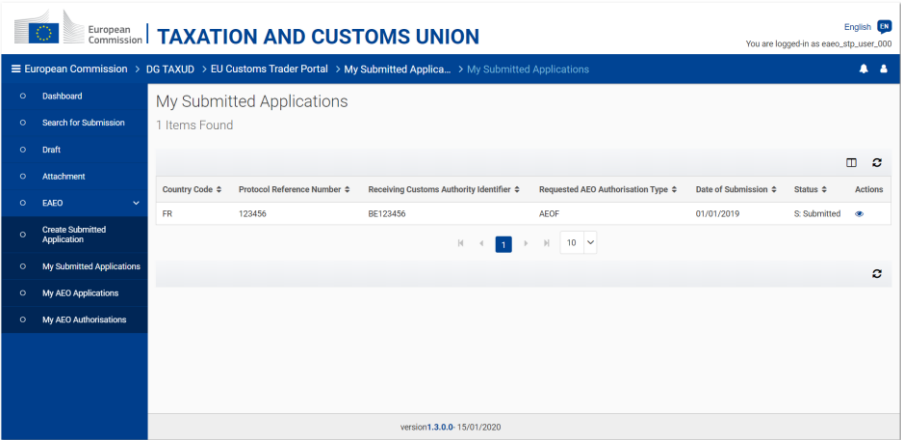


Figure 3.1.1 - My Submitted Applications page

The list of submitted applications linked to a specific EORI can be consulted by the Trader or his/her representative by clicking on **eAEO - My Submitted Applications**, accessible from the left-hand menu.

Considering that there can be only one ongoing submitted application in all EU, the list consists of the ongoing submitted application and possible previous non valid submitted applications.

Summarized information about every submitted application retrieved from EOS can be seen. From this page, it is possible to consult the details of a specific submitted application.

The screenshot displays the 'Submitted Application Consultation' page within the 'TAXATION AND CUSTOMS UNION' portal. The page is organized into a grid of 24 sections, each containing specific application details and status information. The sections are as follows:

- 1. Application Information:** Includes fields for Application Number, Date of Submission, and Application Status.
- 2. Applicant Information:** Includes fields for Applicant Name, Address, and Contact Information.
- 3. Import Details:** Includes fields for Import Value, Quantity, and Origin.
- 4. Export Details:** Includes fields for Export Value, Quantity, and Destination.
- 5. Customs Declaration:** Includes fields for Declaration Number, Date, and Status.
- 6. Risk Assessment:** Includes fields for Risk Level, Reason, and Action.
- 7. Compliance Status:** Includes fields for Compliance Status, Date, and Action.
- 8. Audit Status:** Includes fields for Audit Status, Date, and Action.
- 9. Dispute Status:** Includes fields for Dispute Status, Date, and Action.
- 10. Appeal Status:** Includes fields for Appeal Status, Date, and Action.
- 11. Review Status:** Includes fields for Review Status, Date, and Action.
- 12. Final Status:** Includes fields for Final Status, Date, and Action.
- 13. Application History:** A table showing the history of the application, including dates and statuses.
- 14. Application Details:** A table showing the details of the application, including values, quantities, and origins.
- 15. Application Summary:** A summary of the application, including key details and status.
- 16. Application Notes:** A section for adding notes to the application.
- 17. Application Comments:** A section for adding comments to the application.
- 18. Application Actions:** A section for performing actions on the application, such as 'Submit', 'Cancel', and 'Print'.
- 19. Application Status:** A section showing the current status of the application.
- 20. Application History:** A table showing the history of the application, including dates and statuses.
- 21. Application Details:** A table showing the details of the application, including values, quantities, and origins.
- 22. Application Summary:** A summary of the application, including key details and status.
- 23. Application Notes:** A section for adding notes to the application.
- 24. Application Comments:** A section for adding comments to the application.

Figure 3.1.2 - Submitted application consultation page

Met opmerkingen [MJ2]: Updated

This page displays the details of a submitted application.

Depending on the current status of the consulted submitted application, some actions can be performed on the submitted application:

1

Request the withdrawal (cf. [3.4. Withdrawal](#));

2

Amend (cf. [3.3. Amendment](#));

3

Clone the submitted application (cf. [3.6. Clone](#)).

When requested by the Customs Authority, additional information regarding a submitted application may be provided by the Trader or his/her representative (cf. [3.5. Additional information](#)).

This information can be consulted at the bottom of the page, along with the details of the submitted application.



### 3.2. New submitted application

The screenshot displays the 'Submit New Application' interface. On the left, a blue sidebar contains a menu with the following items: Dashboard, Search for Submission, Draft, Attachment, EAO, Create Submitted Application (highlighted), My Submitted Applications, My AEO Applications, and My AEO Authorisations. The main content area has a header with the European Commission logo and 'TAXATION AND CUSTOMS UNION'. Below this, the breadcrumb trail reads: European Commission > DG TAXUD > EU Customs Trader Portal > Create Submitted App... > Create Submitted Application. The page title is 'Submit New Application'. There are two 'Proceed' and 'Cancel' buttons at the top. A 'Country Selection' dropdown is present, with 'FR: France' selected under the 'Member State' label. Another set of 'Proceed' and 'Cancel' buttons is located below the dropdown. The footer indicates 'version 1.3.0.0 15/01/2020'.

Figure 3.2.1 - Country selection page

The creation of a new submitted application is initiated by clicking on **eAEO - Create Submitted Application**, from the left-hand menu.

It starts with the selection of the country for which the new application must be created.

By default, the country of the logged-in user (i.e. the Trader or his/her representative) will always be pre-selected based on the EORI information of the user.

The user is not allowed to proceed with the creation of the new submitted application through eAEO-STP in case:

- a National Trader Portal (NTP) exists for the selected country. The URL of the NTP is displayed in the error notification message.
- the legal conditions are not met. No new submitted application can be inserted if the Trader has:
  - a. already a valid (i.e. with the status "Submitted" or "Pre-accepted") submitted application;
  - b. a non-reject AEO application without AEO Authorisation;
  - c. an active (i.e. not suspended and not revoked) AEO authorisation of type AEOF;
  - b. a revoked AEO authorisation, initiated by the customs authority, for less than 3 years.

The rule(s) that prevent the user to create the submitted application is/are displayed in the error notification message.

Otherwise, the user gets access to the creation page of a new submitted application.

**TAXATION AND CUSTOMS UNION**

**Submit New Application**

**1. Applicant Information**

Applicant Name: [Text Field]  
Applicant Address: [Text Field]  
Applicant City: [Text Field]  
Applicant Country: [Text Field]  
Applicant Phone: [Text Field]  
Applicant Email: [Text Field]

**2. Applicant Identification**

Applicant Identification Number: [Text Field]

**3. Date of Application**

Date of Application: [Text Field]

**4. Place where Main Accounts for Customs Procedures are Held or Accountable**

Country: [Text Field]  
City: [Text Field]  
Address: [Text Field]

**5. Trade Identification/Registration**

Trade Identification/Registration Number: [Text Field]

**6. Name and Contact Details of the Person Responsible for Customs Matters**

Name: [Text Field]  
Address: [Text Field]  
City: [Text Field]  
Country: [Text Field]

**7. Contact Person Responsible for the Application**

Name: [Text Field]  
Address: [Text Field]  
City: [Text Field]  
Country: [Text Field]

**8. Person in Charge of the Application/Company or Shipping/Customs to be Registered**

Name: [Text Field]  
Address: [Text Field]  
City: [Text Field]  
Country: [Text Field]

**9. Details of the Applicant in the International Trade Code**

Name: [Text Field]  
Address: [Text Field]  
City: [Text Field]  
Country: [Text Field]

**10. Details of the Applicant in the International Trade Code**

Name: [Text Field]  
Address: [Text Field]  
City: [Text Field]  
Country: [Text Field]

**11. Details of the Applicant in the International Trade Code**

Name: [Text Field]  
Address: [Text Field]  
City: [Text Field]  
Country: [Text Field]

**12. Details of the Applicant in the International Trade Code**

Name: [Text Field]  
Address: [Text Field]  
City: [Text Field]  
Country: [Text Field]

**13. Details of the Applicant in the International Trade Code**

Name: [Text Field]  
Address: [Text Field]  
City: [Text Field]  
Country: [Text Field]

**14. Details of the Applicant in the International Trade Code**

Name: [Text Field]  
Address: [Text Field]  
City: [Text Field]  
Country: [Text Field]

**15. Details of the Applicant in the International Trade Code**

Name: [Text Field]  
Address: [Text Field]  
City: [Text Field]  
Country: [Text Field]

**16. Details of the Applicant in the International Trade Code**

Name: [Text Field]  
Address: [Text Field]  
City: [Text Field]  
Country: [Text Field]

**17. Details of the Applicant in the International Trade Code**

Name: [Text Field]  
Address: [Text Field]  
City: [Text Field]  
Country: [Text Field]

**18. Details of the Applicant in the International Trade Code**

Name: [Text Field]  
Address: [Text Field]  
City: [Text Field]  
Country: [Text Field]

**19. Details of the Applicant in the International Trade Code**

Name: [Text Field]  
Address: [Text Field]  
City: [Text Field]  
Country: [Text Field]

**20. Details of the Applicant in the International Trade Code**

Name: [Text Field]  
Address: [Text Field]  
City: [Text Field]  
Country: [Text Field]

**21. Details of the Applicant in the International Trade Code**

Name: [Text Field]  
Address: [Text Field]  
City: [Text Field]  
Country: [Text Field]

**22. Details of the Applicant in the International Trade Code**

Name: [Text Field]  
Address: [Text Field]  
City: [Text Field]  
Country: [Text Field]

**23. Details of the Applicant in the International Trade Code**

Name: [Text Field]  
Address: [Text Field]  
City: [Text Field]  
Country: [Text Field]

**24. Details of the Applicant in the International Trade Code**

Name: [Text Field]  
Address: [Text Field]  
City: [Text Field]  
Country: [Text Field]

Figure 3.2.2 - New submitted application page

Met opmerkingen [MJ3]: Updated

This page allows the Trader to submit a new Submitted Application to a Receiving Customs Authority (RCA) in EOS.

Some fields are automatically populated with the information retrieved from the EORI of the logged-in user.

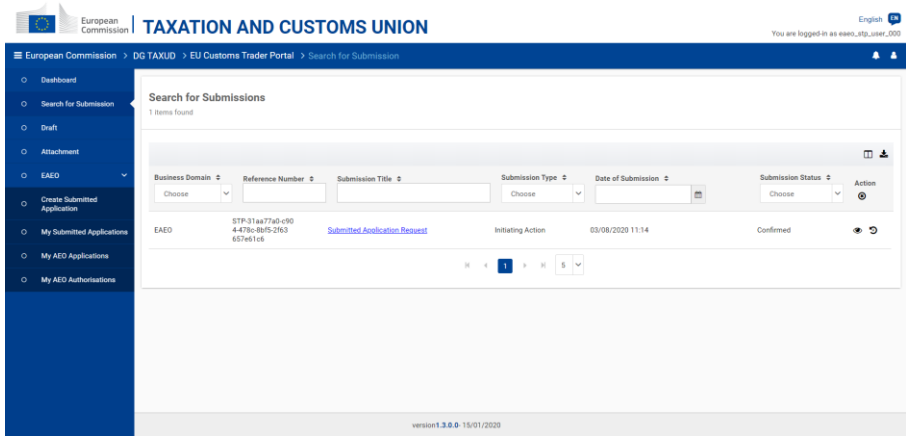


Figure 3.2.3 - New submitted application - View submissions

The submission of a new submitted application can be consulted from the EUCTP "Submissions" menu entry.

### 3.3. Amendment

The screenshot displays the 'Submitted Application Amendment' page within the 'TAXATION AND CUSTOMS UNION' portal. The page is organized into a grid of 24 numbered sections, each containing specific data entry fields and tables. A blue sidebar on the left provides navigation options. The top of the page includes a header with the portal name and a user profile icon. The bottom of the page features a footer with the date '2023-08-01 10:00:00'.

**Section 1: Application Identification**

Field	Value
Application Number	123456789
Application Date	2023-08-01
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

**Section 2: Applicant Information**

Field	Value
Applicant Name	ABC Company Ltd
Applicant Address	123 Main St, London, UK
Applicant Contact	John Doe
Applicant Email	john.doe@abc.com
Applicant Phone	020 1234 5678

**Section 3: Application Details**

Field	Value
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

**Section 4: Application History**

Field	Value
Application Number	123456789
Application Date	2023-08-01
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

**Section 5: Application Details**

Field	Value
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

**Section 6: Application History**

Field	Value
Application Number	123456789
Application Date	2023-08-01
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

**Section 7: Application Details**

Field	Value
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

**Section 8: Application History**

Field	Value
Application Number	123456789
Application Date	2023-08-01
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

**Section 9: Application Details**

Field	Value
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

**Section 10: Application History**

Field	Value
Application Number	123456789
Application Date	2023-08-01
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

**Section 11: Application Details**

Field	Value
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

**Section 12: Application History**

Field	Value
Application Number	123456789
Application Date	2023-08-01
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

**Section 13: Application Details**

Field	Value
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

**Section 14: Application History**

Field	Value
Application Number	123456789
Application Date	2023-08-01
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

**Section 15: Application Details**

Field	Value
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

**Section 16: Application History**

Field	Value
Application Number	123456789
Application Date	2023-08-01
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

**Section 17: Application Details**

Field	Value
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

**Section 18: Application History**

Field	Value
Application Number	123456789
Application Date	2023-08-01
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

**Section 19: Application Details**

Field	Value
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

**Section 20: Application History**

Field	Value
Application Number	123456789
Application Date	2023-08-01
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

**Section 21: Application Details**

Field	Value
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

**Section 22: Application History**

Field	Value
Application Number	123456789
Application Date	2023-08-01
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

**Section 23: Application Details**

Field	Value
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

**Section 24: Application History**

Field	Value
Application Number	123456789
Application Date	2023-08-01
Application Type	Amendment
Application Status	Submitted
Application Category	General
Application Sub-category	Amendment
Application Description	Amendment to Application 123456789

Figure 3.3.1 - Submitted Application Amendment page

Met opmerkingen [MJ4]: Updated

The amendment of a submitted application may be submitted under certain conditions – the application has the status "S" (Submitted) and the concerned Member State has no NTP – by clicking on the "Amendment" button from the submitted application consultation page (cf. [3.1. Consultation](#)).

The page displays the same fields as in the creation page and most of them are editable. An additional box "Amendment" is displayed at the bottom of the page to allow users specifying a justification for the amendment.

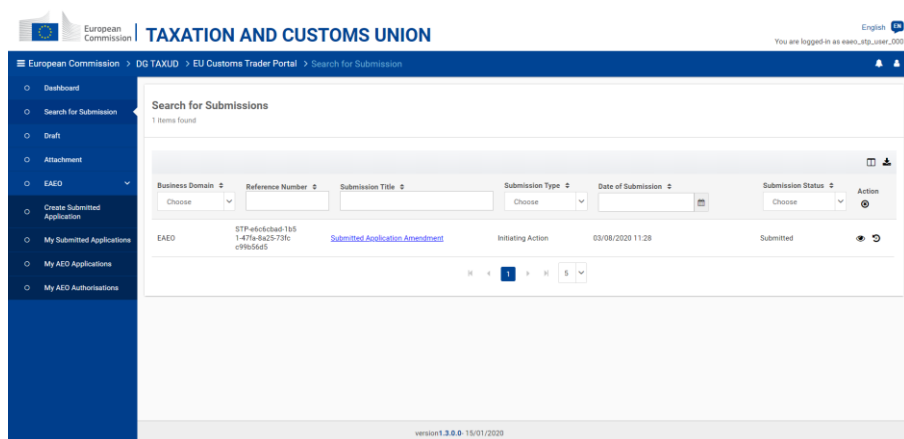


Figure 3.3.2 - Submitted Application Amendment - View submissions

The submission of a submitted application amendment can be consulted from the EUCTP "Submissions" menu entry.

3.4. Withdrawal

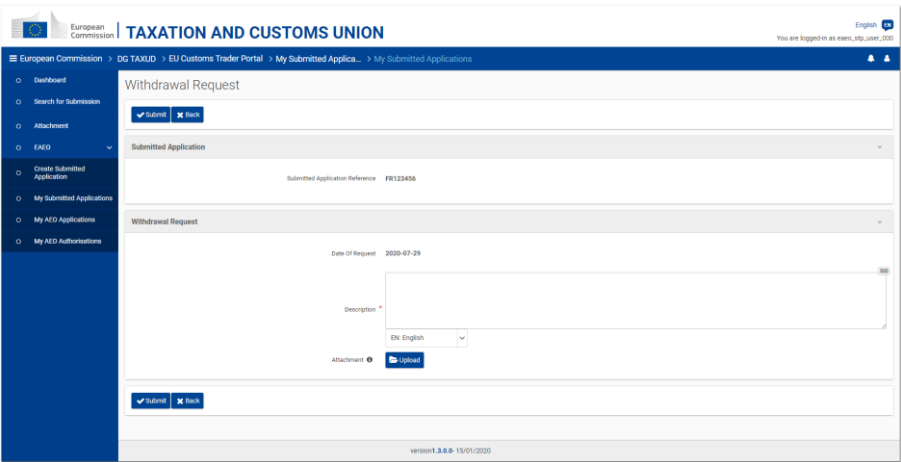


Figure 3.4.1 - Submitted Application Withdrawal request page

The withdrawal of a submitted application may be requested under certain conditions – the application has the status "S" (Submitted) and the concerned Member State has no NTP – by clicking on the "Request withdrawal" button from the submitted application consultation page (cf. [3.1. Consultation](#)).

The page simply displays the reference of the concerned submitted application, a text area and an optional upload button allowing users to provide a justification for the withdrawal request.

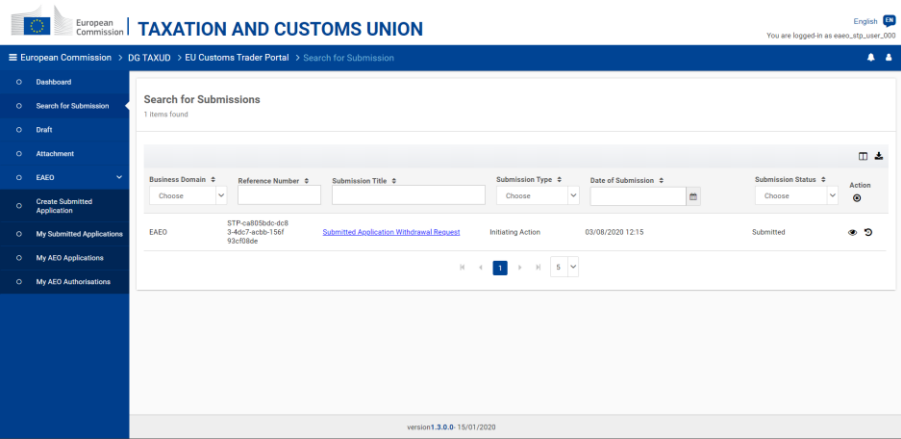


Figure 3.4.2 - Submitted Application Withdrawal request - View submissions

The submission of a submitted application withdrawal request can be consulted from the EUCTP

"Submissions" menu entry.



### 3.5. Additional information

The Trader (or his/her representative) may be requested to provide additional information regarding his/her submitted application by the Receiving Customs Authority (RCA) in EOS. Such a request for additional information is received in eAEO-STP as a *task* accessible from the EUCTP "Dashboard" menu entry.

Figure 3.5.1 - Submitted Application Additional information task page

The "Task" tab of the received notification allows the user to provide the requested information in **one or more** of the following forms:

- A textual description;
- One or several attachments (i.e. files);
- An amended version of the submitted application.

As soon as one option is selected, the corresponding box is expanded. The selected box(es) must be filled in by the user for submitting the response.

A draft can be re-opened (from the EUCTP "Drafts" menu entry), deleted or submitted. In case of successful submission, the draft is automatically deleted.

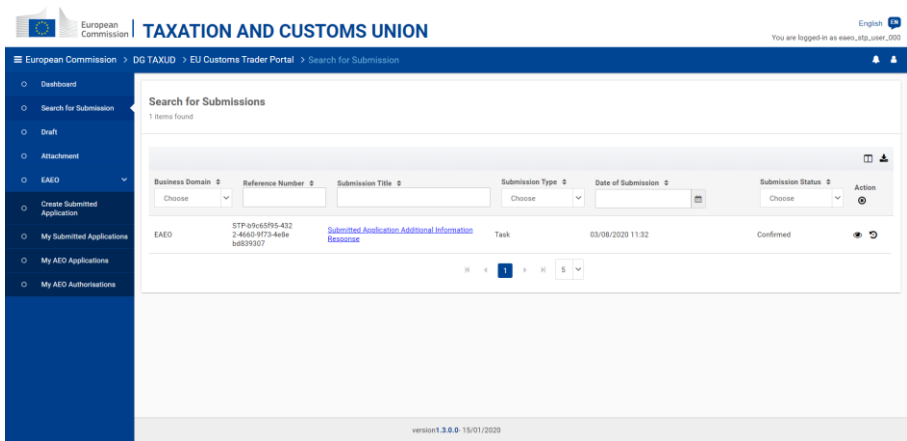


Figure 3.5.2 - Submitted Application Additional Information - View submissions

The response to a submitted application additional information request can be consulted from the submitted task (EUCTP "Dashboard" menu entry) or from the list of submissions (EUCTP "Submissions" menu entry - cf. Figure 3.5.2).

### 3.6. Clone

The screenshot displays the 'Clone' form in the eAEO-STP v1.3.0.0 application. The form is titled 'TAXATION AND CUSTOMS UNION' and 'Submit New Application'. It is organized into two main columns and includes a sidebar on the left with navigation links. The form contains 25 numbered sections for data entry, including company details, application type, applicant information, and various declarations. The form is organized into two columns and includes a sidebar on the left with navigation links.

**Section 1: Company Details**

**Section 2: Application Type**

**Section 3: Applicant Information**

**Section 4: Declaration of Interest**

**Section 5: Declaration of Interest**

**Section 6: Declaration of Interest**

**Section 7: Declaration of Interest**

**Section 8: Declaration of Interest**

**Section 9: Declaration of Interest**

**Section 10: Declaration of Interest**

**Section 11: Declaration of Interest**

**Section 12: Declaration of Interest**

**Section 13: Declaration of Interest**

**Section 14: Declaration of Interest**

**Section 15: Declaration of Interest**

**Section 16: Declaration of Interest**

**Section 17: Declaration of Interest**

**Section 18: Declaration of Interest**

**Section 19: Declaration of Interest**

**Section 20: Declaration of Interest**

**Section 21: Declaration of Interest**

**Section 22: Declaration of Interest**

**Section 23: Declaration of Interest**

**Section 24: Declaration of Interest**

**Section 25: Declaration of Interest**

Met opmerkingen [MJS]: Updated

*Figure 3.6.1 - Clone submitted application page*

The clone of a submitted application may be submitted under certain conditions – the application has the status "N" (Not Accepted) and the concerned Member State has no NTP – by clicking on the "Clone" button from the submitted application consultation page (cf. [3.1. Consultation](#)).

The purpose of this feature is to provide the Trader with the possibility to pre-fill the creation form of the submitted application with the information about another submitted application.

The page is the same as the creation page (cf. [3.2. New Submitted application](#)).

The fields are automatically pre-filled with the information of the submitted application that is cloned and can be modified by the Trader.

The files (including the ones of the box 23 and the SAQ) are also cloned and can be modified by the Trader before submitting the application.

Some fields are also automatically populated with the information retrieved from the EORI of the logged-in user.

Met opmerkingen [MJ6]: Updated

### 3.7. Request AEOF

[illegible]

**Met opmerkingen [MJ7]:** Updated

*Figure 3.7.1 - New submitted application page (request AEOF)*

The upgrade request to the AEOF authorisation type may be submitted under certain conditions – the current AEO authorisation is a valid (i.e. not suspended or revoked) AEOS/AEOC and the concerned Member State has no NTP – by clicking on the "Request AEOF" button from the AEO authorisation consultation page (cf. [5.1. Consultation](#)).

The purpose of this feature is to provide the Trader with the possibility to pre-fill the creation form of the submitted application with information of AEO application from which the current AEO Authorisation of the Trader has been issued.

The page is the same as the creation page of the submitted application (cf [3.2. New Submitted application](#)).

The fields are automatically pre-filled with the information of the AEO application from which the AEO authorisation has been issued and can be modified by the Trader.

The authorisation type is automatically set to "AEOF" and cannot be modified.

The attached documents are not copied from the AEO application.

Some fields are also automatically populated with the information retrieved from the EORI of the logged-in user.

Met opmerkingen [MJ8]: Added

## 4. AEO Applications

This section details the different pages related to the AEO applications.

4.1. Consultation

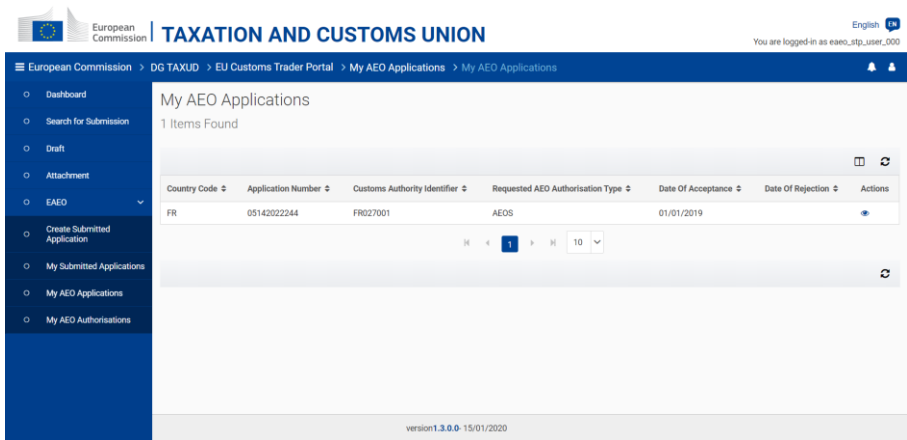


Figure 4.1.1 - My AEO Applications page

The list of AEO applications and possible previously valid applications linked to a specific EORI can be consulted by the Trader or his/her representative by clicking on **eAEO - My AEO Applications**, accessible from the left-hand menu.

Considering that there can be only one valid AEO application in all EU, the list consists of the ongoing AEO application and possible previous non valid AEO applications.

Summarized information about every AEO application retrieved from EOS can be seen. From this page, it is possible to consult the details of a specific AEO application.



The screenshot displays the 'TAXATION AND CUSTOMS UNION' application interface. The left sidebar contains navigation links for 'Home', 'AEO', 'AEO-1', 'AEO-2', 'AEO-3', 'AEO-4', 'AEO-5', 'AEO-6', 'AEO-7', 'AEO-8', 'AEO-9', 'AEO-10', 'AEO-11', 'AEO-12', 'AEO-13', 'AEO-14', 'AEO-15', 'AEO-16', 'AEO-17', 'AEO-18', 'AEO-19', 'AEO-20', 'AEO-21', 'AEO-22', 'AEO-23', 'AEO-24', 'AEO-25', 'AEO-26', 'AEO-27', 'AEO-28', 'AEO-29', 'AEO-30', 'AEO-31', 'AEO-32', 'AEO-33', 'AEO-34', 'AEO-35', 'AEO-36', 'AEO-37', 'AEO-38', 'AEO-39', 'AEO-40', 'AEO-41', 'AEO-42', 'AEO-43', 'AEO-44', 'AEO-45', 'AEO-46', 'AEO-47', 'AEO-48', 'AEO-49', 'AEO-50', 'AEO-51', 'AEO-52', 'AEO-53', 'AEO-54', 'AEO-55', 'AEO-56', 'AEO-57', 'AEO-58', 'AEO-59', 'AEO-60', 'AEO-61', 'AEO-62', 'AEO-63', 'AEO-64', 'AEO-65', 'AEO-66', 'AEO-67', 'AEO-68', 'AEO-69', 'AEO-70', 'AEO-71', 'AEO-72', 'AEO-73', 'AEO-74', 'AEO-75', 'AEO-76', 'AEO-77', 'AEO-78', 'AEO-79', 'AEO-80', 'AEO-81', 'AEO-82', 'AEO-83', 'AEO-84', 'AEO-85', 'AEO-86', 'AEO-87', 'AEO-88', 'AEO-89', 'AEO-90', 'AEO-91', 'AEO-92', 'AEO-93', 'AEO-94', 'AEO-95', 'AEO-96', 'AEO-97', 'AEO-98', 'AEO-99', 'AEO-100'. The main content area is titled 'AEO-1' and contains several sections for data entry, including 'Company Details', 'Financial Data', 'Tax Status', 'AEO-1', 'AEO-2', 'AEO-3', 'AEO-4', 'AEO-5', 'AEO-6', 'AEO-7', 'AEO-8', 'AEO-9', 'AEO-10', 'AEO-11', 'AEO-12', 'AEO-13', 'AEO-14', 'AEO-15', 'AEO-16', 'AEO-17', 'AEO-18', 'AEO-19', 'AEO-20', 'AEO-21', 'AEO-22', 'AEO-23', 'AEO-24', 'AEO-25', 'AEO-26', 'AEO-27', 'AEO-28', 'AEO-29', 'AEO-30', 'AEO-31', 'AEO-32', 'AEO-33', 'AEO-34', 'AEO-35', 'AEO-36', 'AEO-37', 'AEO-38', 'AEO-39', 'AEO-40', 'AEO-41', 'AEO-42', 'AEO-43', 'AEO-44', 'AEO-45', 'AEO-46', 'AEO-47', 'AEO-48', 'AEO-49', 'AEO-50', 'AEO-51', 'AEO-52', 'AEO-53', 'AEO-54', 'AEO-55', 'AEO-56', 'AEO-57', 'AEO-58', 'AEO-59', 'AEO-60', 'AEO-61', 'AEO-62', 'AEO-63', 'AEO-64', 'AEO-65', 'AEO-66', 'AEO-67', 'AEO-68', 'AEO-69', 'AEO-70', 'AEO-71', 'AEO-72', 'AEO-73', 'AEO-74', 'AEO-75', 'AEO-76', 'AEO-77', 'AEO-78', 'AEO-79', 'AEO-80', 'AEO-81', 'AEO-82', 'AEO-83', 'AEO-84', 'AEO-85', 'AEO-86', 'AEO-87', 'AEO-88', 'AEO-89', 'AEO-90', 'AEO-91', 'AEO-92', 'AEO-93', 'AEO-94', 'AEO-95', 'AEO-96', 'AEO-97', 'AEO-98', 'AEO-99', 'AEO-100'. The bottom section contains a table with columns for 'AEO-1', 'AEO-2', 'AEO-3', 'AEO-4', 'AEO-5', 'AEO-6', 'AEO-7', 'AEO-8', 'AEO-9', 'AEO-10', 'AEO-11', 'AEO-12', 'AEO-13', 'AEO-14', 'AEO-15', 'AEO-16', 'AEO-17', 'AEO-18', 'AEO-19', 'AEO-20', 'AEO-21', 'AEO-22', 'AEO-23', 'AEO-24', 'AEO-25', 'AEO-26', 'AEO-27', 'AEO-28', 'AEO-29', 'AEO-30', 'AEO-31', 'AEO-32', 'AEO-33', 'AEO-34', 'AEO-35', 'AEO-36', 'AEO-37', 'AEO-38', 'AEO-39', 'AEO-40', 'AEO-41', 'AEO-42', 'AEO-43', 'AEO-44', 'AEO-45', 'AEO-46', 'AEO-47', 'AEO-48', 'AEO-49', 'AEO-50', 'AEO-51', 'AEO-52', 'AEO-53', 'AEO-54', 'AEO-55', 'AEO-56', 'AEO-57', 'AEO-58', 'AEO-59', 'AEO-60', 'AEO-61', 'AEO-62', 'AEO-63', 'AEO-64', 'AEO-65', 'AEO-66', 'AEO-67', 'AEO-68', 'AEO-69', 'AEO-70', 'AEO-71', 'AEO-72', 'AEO-73', 'AEO-74', 'AEO-75', 'AEO-76', 'AEO-77', 'AEO-78', 'AEO-79', 'AEO-80', 'AEO-81', 'AEO-82', 'AEO-83', 'AEO-84', 'AEO-85', 'AEO-86', 'AEO-87', 'AEO-88', 'AEO-89', 'AEO-90', 'AEO-91', 'AEO-92', 'AEO-93', 'AEO-94', 'AEO-95', 'AEO-96', 'AEO-97', 'AEO-98', 'AEO-99', 'AEO-100'. The table contains data for various AEO categories and their corresponding values.

Figure 4.1.2 - AEO application consultation page

Met opmerkingen [MJ9]: Updated

This page displays the details of an AEO application, including the possible rejections, additional information and adjustments linked to it.

Depending on the current status of the consulted AEO application, some actions can be performed on it:

1

Request the withdrawal (cf. [4.3. Withdrawal](#));

2

Request an amendment (cf. [4.2. Amendment](#));

3

Request adjustments (cf. [4.5. Adjustments](#)).

## 4.2. Amendment

The screenshot displays the 'Application Amendment' page in the eAEO-STP v1.3.0.0 system. The page is organized into several sections, each with a tabbed interface. The main sections include:

- Application Details:** Fields for 'Application ID', 'Application Name', 'Application Type', 'Application Status', 'Application Date', 'Application Time', 'Application User', 'Application Role', 'Application Location', 'Application Country', 'Application Currency', 'Application Language', 'Application Version', 'Application Status', 'Application History', 'Application Comments', and 'Application Attachments'.
- Application Information:** Fields for 'Application ID', 'Application Name', 'Application Type', 'Application Status', 'Application Date', 'Application Time', 'Application User', 'Application Role', 'Application Location', 'Application Country', 'Application Currency', 'Application Language', 'Application Version', 'Application Status', 'Application History', 'Application Comments', and 'Application Attachments'.
- Application Status:** Fields for 'Application ID', 'Application Name', 'Application Type', 'Application Status', 'Application Date', 'Application Time', 'Application User', 'Application Role', 'Application Location', 'Application Country', 'Application Currency', 'Application Language', 'Application Version', 'Application Status', 'Application History', 'Application Comments', and 'Application Attachments'.
- Application History:** Fields for 'Application ID', 'Application Name', 'Application Type', 'Application Status', 'Application Date', 'Application Time', 'Application User', 'Application Role', 'Application Location', 'Application Country', 'Application Currency', 'Application Language', 'Application Version', 'Application Status', 'Application History', 'Application Comments', and 'Application Attachments'.
- Application Comments:** Fields for 'Application ID', 'Application Name', 'Application Type', 'Application Status', 'Application Date', 'Application Time', 'Application User', 'Application Role', 'Application Location', 'Application Country', 'Application Currency', 'Application Language', 'Application Version', 'Application Status', 'Application History', 'Application Comments', and 'Application Attachments'.
- Application Attachments:** Fields for 'Application ID', 'Application Name', 'Application Type', 'Application Status', 'Application Date', 'Application Time', 'Application User', 'Application Role', 'Application Location', 'Application Country', 'Application Currency', 'Application Language', 'Application Version', 'Application Status', 'Application History', 'Application Comments', and 'Application Attachments'.

The page also features a sidebar on the left with navigation links and a top header with the 'TAXATION AND CUSTOMS UNION' logo and user information.

Figure 4.2.1 - AEO Application Amendment request page

Met opmerkingen [MJ10]: Updated

The amendment of an AEO application may be requested under certain conditions – the application is valid (i.e. not rejected) and the concerned Member State has no NTP – by clicking on the "Request amendment" button from the AEO application consultation page (cf. [4.1. Consultation](#)).

The page displays the same fields as in the visualisation page and most of them are editable. An additional box "Amendment Request" is displayed at the bottom of the page to allow users specifying a justification for the amendment request.

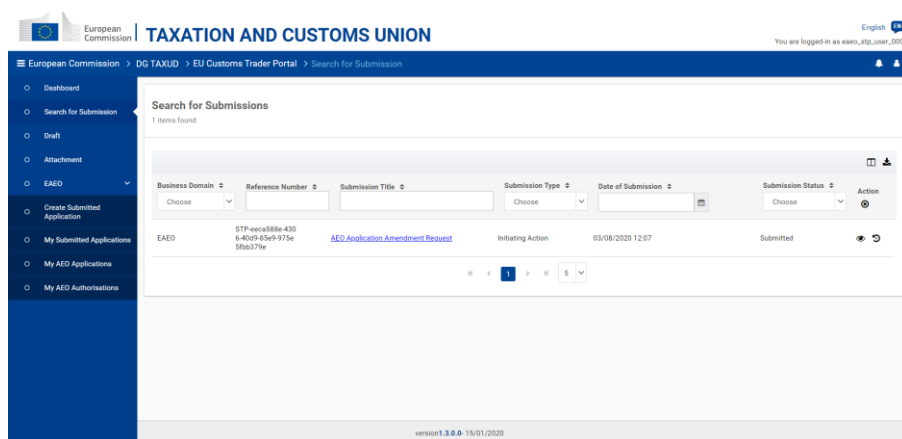


Figure 4.2.2 - AEO Application Amendment request - View submissions

The submission of an AEO application amendment request can be consulted from the EUCTP "Submissions" menu entry.

4.3. Withdrawal

The screenshot displays the 'AEO Application Withdrawal Request' page. The main content area contains a form with the following elements: a header bar with 'Submit' and 'Back' buttons; a section for 'AEO Application' with the 'Application Reference' BE014202244; a 'Withdrawal Request' section with a 'Date Of Request' of 2020-08-03; a large text area for 'Withdrawal Request Description'; a language dropdown set to 'EN: English'; and an 'Attachment' section with an 'Upload' button. The sidebar on the left provides navigation, and the top header identifies the user as 'eaoi\_stp\_user\_000'.

Figure 4.3.1 - AEO Application Withdrawal request page

The withdrawal of an AEO application, namely its rejection, may be requested under certain conditions – the application is valid (i.e. not rejected) and the Trader has no NTP – by clicking on the "Request withdrawal" button from the AEO application consultation page (cf. [4.1. Consultation](#)).

The page simply displays the reference of the concerned AEO application, a text area and an optional upload button allowing users to provide a justification for the withdrawal request.

The screenshot shows the 'Search for Submissions' page. It features a search bar at the top and a table of results. The table columns are: Business Domain, Reference Number, Submission Title, Submission Type, Date of Submission, Submission Status, and Action. A single submission is displayed with the title 'AEO Application Withdrawal Request' and a status of 'Submitted'. The sidebar on the left contains navigation links, and the top header shows the user is logged in as 'eaoi\_stp\_user\_000'.

Business Domain	Reference Number	Submission Title	Submission Type	Date of Submission	Submission Status	Action
EAO	STP-43c06ad9-7a8 6-4088-5190-5685 2fba572	<a href="#">AEO Application Withdrawal Request</a>	Initiating Action	03/08/2020 12:27	Submitted	

Figure 4.3.2 - AEO Application Withdrawal request - View submissions

The submission of an AEO application withdrawal request can be consulted from the EUCTP

"Submissions" menu entry.

#### 4.4. Additional information

The Trader (or his/her representative) may be requested to provide additional information regarding his/her AEO application by the Decision-Taking Customs Authority (DTCA) in EOS. Such a request for additional information is received in eAEO-STP as a *task* accessible from the EUCTP "Dashboard" menu entry.

Figure 4.4.1 - AEO Application - Additional information task page

The "Task" tab of the received notification allows the user to provide the requested information in **one or more** of the following forms:

- A textual description;
- One or several attachments (i.e. files);
- An amended version of the AEO application.

As soon as one option is selected, the corresponding box is expanded. The selected box(es) must be filled in by the user for submitting the response.



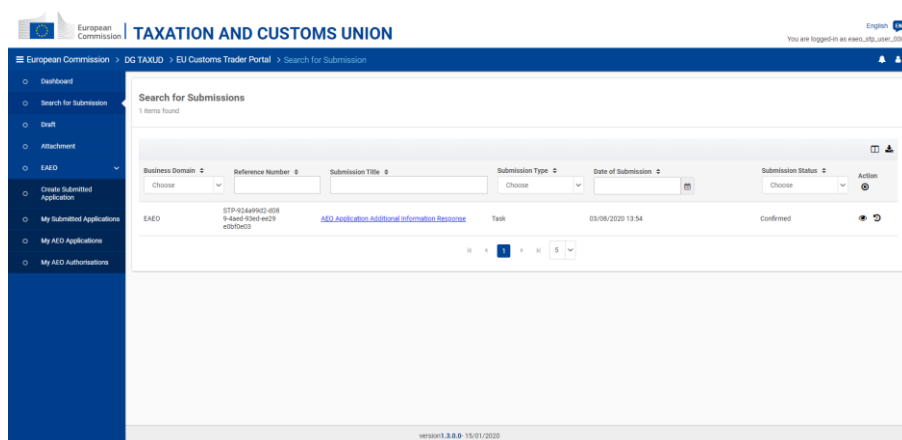


Figure 4.4.2 - AEO Application Additional Information - View submissions

The response to an AEO application additional information request can be consulted from the submitted task (EUCTP "Dashboard" menu entry) or from the list of submissions (EUCTP "Submissions" menu entry - cf. Figure 4.4.2).

## 4.5. Adjustments

### 1. Adjustments request

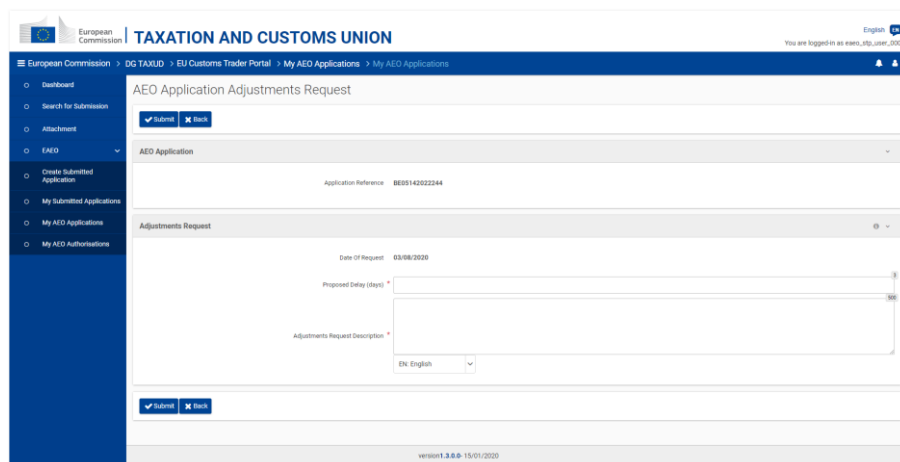


Figure 4.5.1 - AEO Application Adjustments request page

The Trader has the possibility to request a delay for implementing adjustments in his/her company.

Such a request can be issued by clicking on the "Request adjustments" button from the AEO application consultation page (cf. [4.1. Consultation](#)).

The adjustments request page displays:

- the reference of the AEO application concerned by the adjustments;
- the **proposed delay** to implement the adjustments (expressed in *days*);
- the description of the **proposed adjustments**.

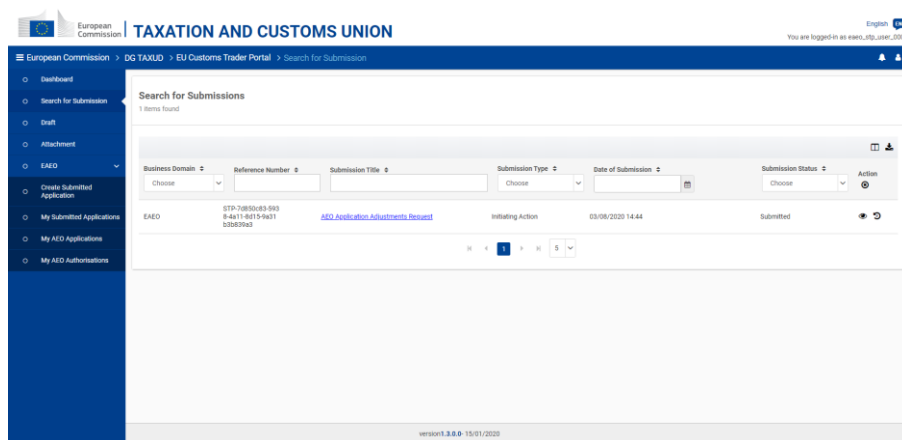


Figure 4.5.2 - AEO Application Adjustments request - View submissions

The submission of an AEO application adjustments request can be consulted from the EUCTP "Submissions" menu entry.

## 2. Adjustments results

The request for adjustments sent by the Trader can be accepted or rejected by the responsible Customs Authority in EOS.

The Customs Authority's response is received as:

- a *task* (cf. Figure 4.5.3) allowing the Trader to provide the adjustments results if the request is **accepted**, or
- a *simple notification* explaining the reason of the refusal if the request is **rejected**.

In both cases, the response is accessible from the EUCTP "Dashboard" menu entry.

Moreover, as soon as a request is accepted, the related "Adjustments" record is visible from the AEO application consultation page (cf. [4.1. Consultation](#)).

European Commission | TAXATION AND CUSTOMS UNION

English | You are logged in as user.01@ec.europa.eu

European Commission > DG TAXUD > EU Customs Trader Portal > Notification

AEO Application Adjustments Accepted **Pending**

Notification **Task**

AEO Application Adjustments Response

**Submit** **Back**

AEO Application

Application Reference BE09143022244

Adjustments Results

Related Submission STP-e10471ed-179f-48cf-5195-a99221ffacbe **View**

Date of Results 2020-08-03

Description

Notification Desc:

BE: Byteleruustan 79

Adjustments Results Description \*

EN: English

**Submit** **Back**

version: 3.0.0 15/01/2020

Figure 4.5.3 - AEO Application - Adjustments Response task page

If the request was accepted by the DTCA, the "Task" tab of the received notification allows the user to provide the results of the adjustments implemented within the proposed period of time. These results are provided as a textual description.

**View** Clicking on the "View" button next to the field "Related Submission" opens the page of the adjustments request sent previously by the Trader.

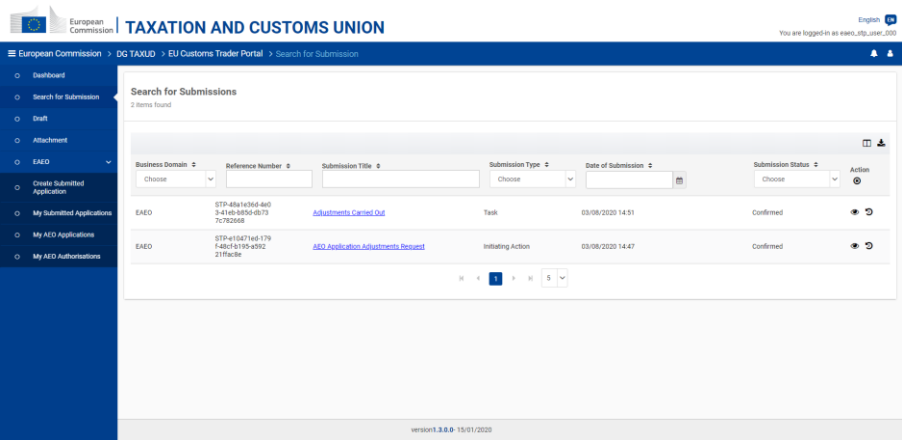


Figure 4.5.4 - AEO Application Adjustments - View submissions

The response to an AEO application adjustments request can be consulted from the submitted task (EUCTP "Dashboard" menu entry) or from the list of submissions (EUCTP "Submissions" menu entry - cf. Figure 4.5.4).

## 4.6. Right to be heard

The Traders have the right to be heard, namely the possibility to express their opinion when a Decision-Taking Customs Authority (DTCA) intends to reject their AEO application in EOS. This intention of rejection is received in eAEO-STP as a *task* accessible from the EUCTP "Dashboard" menu entry.

Figure 4.6.1 - AEO Application - Right to be Heard task page

The "Task" tab of the received notification displays:

- the reference of the concerned AEO application;
- the optional **attachment** and/or **text** which can be provided by the DTCA to justify his/her intention to reject this application;
- the **reason(s)** for which the DTCA intends to reject this application;
- an editable and mandatory **text area** allowing the Trader to reply in a textual format;
- a button allowing the Trader to **upload** an optional **attachment** as reply.

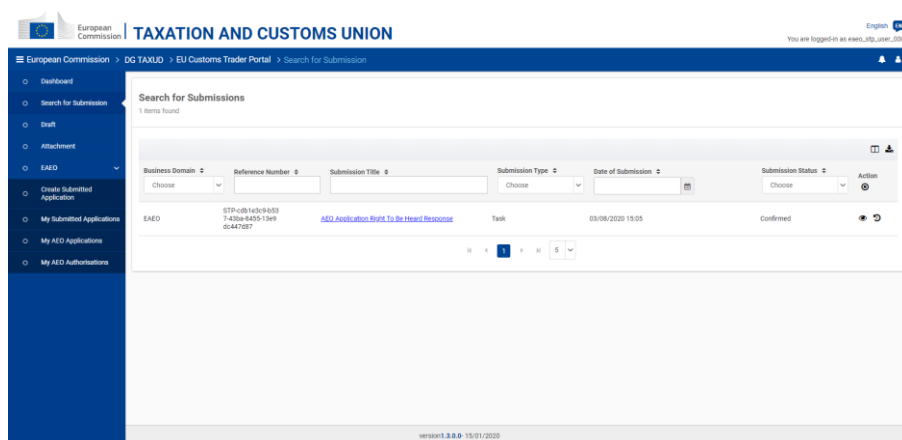


Figure 4.6.2 - AEO Application Right to be Heard - View submissions

The response to an AEO application right to be heard request can be consulted from the submitted task (EUCTP "Dashboard" menu entry) or from the list of submissions (EUCTP "Submissions" menu entry - cf. Figure 4.6.2).

## 5. AEO Authorisations

This section details the different pages related to the AEO authorisations.



## 5.1. Consultation

Country Code	AEO Authorisation Type Code	National Authorisation Number	Issuing Customs Authority Identifier	Date of Issue	Effective Date	Valid	Actions
BE	AEO5	967654	BE0000001	02/01/2019	03/01/2019	Yes	★

Figure 5.1.1 - My AEO Authorisations page

The list of AEO authorisations and possible previously valid AEO authorisations linked to a specific EORI can be consulted by the Trader or his/her representative by clicking on **eAEO - My AEO Authorisations**, accessible from the left-hand menu.

Considering that there can be only one valid AEO authorisation in all EU, the list consists of the valid AEO authorisation and possible previous non valid AEO authorisations.

Summarized information about every AEO authorisation retrieved from EOS can be seen. From this page, it is possible to consult the details of a specific AEO authorisation.

Figure 5.1.2 - AEO Authorisation consultation page

This page displays the details of an AEO authorisation, including the possible suspensions, revocations and re-assessments linked to it.

Depending on the current status of the consulted AEO authorisation, some actions can be performed on it:

1

Generate a PDF of the AEO Authorisation;

2

Request an AEO authorisation amendment (cf. [5.2. Amendment](#));

3

Request suspension to take measures (cf. [5.3. Suspension & Take Measures](#));

4

Request extension of the time limit to take measures (cf. [5.3. Suspension & Take Measures](#));

5

Request the AEO authorisation revocation (cf. [5.4. Revocation](#));

6

Upgrade the AEO authorisation to AEOF (cf. [3.7. Request AEOF](#));

7

Provide information which may influence the continuation of the decision (cf. [5.5. Provide information which may influence the continuation of the decision](#)).

## 5.2. Amendment

**TAXATION AND CUSTOMS UNION**

European Commission | DG TAXUD | EU Customs Trader Portal | My AEO Authorisation... | My AEO Authorisations

You are logged in as **enem\_100\_user\_001**

### AEO Authorisation Amendment Request

[Submit](#) [Save as Draft](#) [Back](#)

**AEO Authorisation General Information**

AEO Authorisation Number: BE AEO5 987654 | Date of issue: 02/01/2019  
 Application Number: BE0514202244 | General Remarks: General remarks  
 Parent Authorisation Reference Number: BE05142012

**1. Holder of the AEO Authorisation**

Holder Name: Applicant name  
 EORI Number: FR0514202253

Country	VAT ID Number
LU Luxembourg	12345
FR France	45678

TRN(s):

Country	Trader Identification Number(s)
FR France	999999
LU Luxembourg	88888888

Legal Registration Number: NB12356

**2. Issuing Authority**

Decision Taking Customs Authority: BE000001

**3. Permanent Business Establishment**

Language	Name	Street	Post Code	City	Country	VAT ID Country	VAT ID Number	Actions
EN	BusinessEs name	BusinessEs	1234	BusinessEs city	LU	BE	VAT12345	<a href="#">Edit</a>

[Add](#)

**4. Signature / Authentication**

Format of the application: ☒ Paper Based ☐ Electronic Data Processing

Capacity: 123  
 Name: ABC  
 Date: 01/01/2019

**5. Date from which the Authorisation is Effective**

Effective Date: 03/01/2019

**Amendment Request**

Date Of Request: 29/07/2020

Amendment Request Description:

EN: English

[Submit](#) [Save as Draft](#) [Back](#)

version 1.3.0.0 - 15/01/2020

Figure 5.2.1 - AEO Authorisation Amendment request page

The amendment of an AEO authorisation may be requested under certain conditions – the authorisation is valid (i.e. not suspended or revoked) and the related Member State has no NTP – by clicking on the "Request amendment" button from the AEO authorisation consultation page (cf. [5.1. Consultation](#)).

The page displays the same fields as in the visualisation page and some of them are editable. An additional box "Amendment Request description" is displayed at the bottom of the page to

allow users specifying a justification for the amendment request.

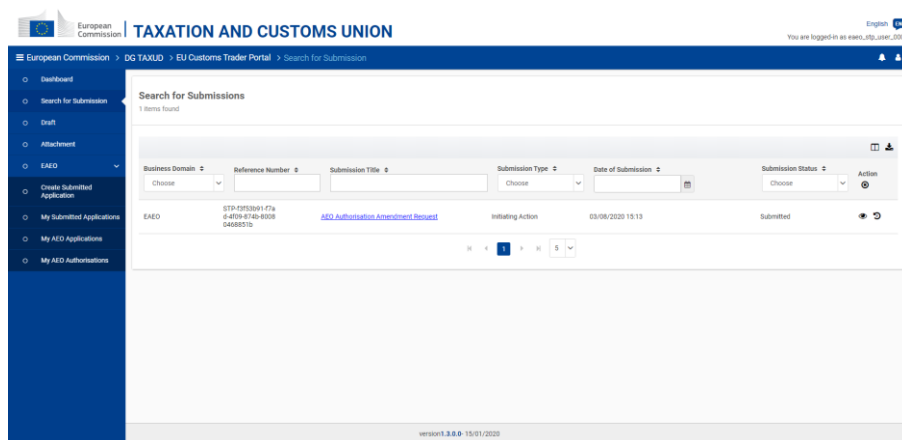


Figure 5.2.2 - AEO Authorisation Amendment request - View submissions

The submission of an AEO authorisation amendment request can be consulted from the EUCTP "Submissions" menu entry.

### 5.3. Suspension & Take Measures

**Traders** have the possibility to **request** a delay for taking measures in their company or can be requested by the competent **Customs Authority** to take measures.

During this period of time, their AEO authorisation must be suspended.

### 5.3.1. Proposed measures

#### 1. Request from the Trader:

Figure 5.3.1.1 - AEO Authorisation Request Suspension and Proposed Measures page

The Trader has the possibility to request the suspension of his/her AEO authorisation for taking measures.

Such a request can be issued by clicking on the "Request Suspension To Take Measures" button from the AEO authorisation consultation page (cf. [5.1. Consultation](#)).

The request page displays the following elements:

- the reference of the AEO authorisation concerned by the request;
- the suspension **partial indicator** (only editable for 'AEOF' authorisations);
- the non-editable details of the **suspension request** (i.e. date of suspension, initiator and suspension reason);
- the **criteria** for which the measures should be taken;
- the **proposed delay** to implement the proposed measures (expressed in *days*);
- the description of the **measures proposed** by the Trader.

In case of partial suspension (**partial indicator** must be enabled), the selected criteria must belong to only one of the following categories:

- **Security** (i.e. 4\*);

- **Practical standards of competence and professional qualifications (i.e. 5\*).**

Met opmerkingen [MJ11]: Added

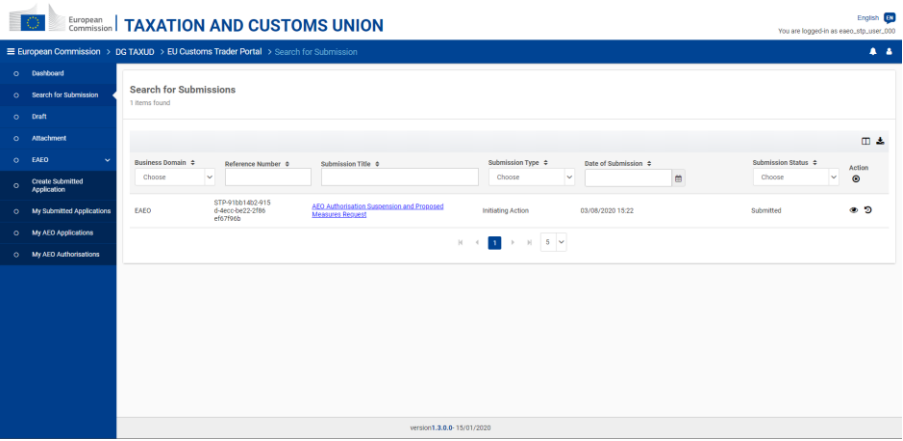


Figure 5.3.1.2 - AEO Authorisation Take Measures request - View submissions

The submission of an AEO application adjustments request can be consulted from the EUCTP "Submissions" menu entry.

**2. Request from the Customs Authority:**

The Trader may also be requested to take measures by the Customs Authority in EOS. Such a request for taking measures is received in eAEO-STP as a *task* accessible from the EUCTP "Dashboard" menu entry.



European Commission | TAXATION AND CUSTOMS UNION

English | You are logged in as user. (log out)

European Commission > DG TAXUD > EU Customs Trader Portal > Notification

Request For Measures To Be Taken **Primary**

Notification **Task**

AEO Authorisation Customs Authority's Take Measures Request

**Submitted** **Back**

AEO Authorisation

AEO Authorisation Number: BE AEO5 987654 **View**

Take Measures Request

Criteria: E: Self-Assessment Questionnaire is not submitted

Description: Measures To Be Taken Description

FB: French

Proposed Measures

Date of Response: 03/08/2020

Proposed Delay (days):

Proposed Measures Description:

EN: English

**Submitted** **Back**

version 3.0.0-15/01/2020

Figure 5.3.1.3 - AEO Authorisation - Measures to be Taken task page

The "Task" tab of the received notification displays the following elements:

- the reference of the AEO authorisation concerned by the request;
- read-only **information** provided by the Customs Authority **about the request** (criteria and textual description);
- the **delay** (expressed in *days*) **proposed** by the Trader to implement the proposed measures;
- the description of the **measures proposed** by the Trader.

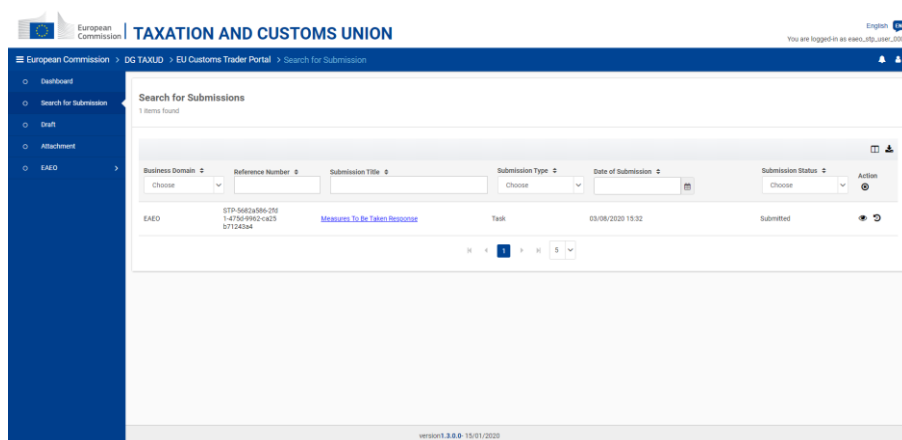


Figure 5.3.1.4 - AEO Authorisation Take Measures response - View submissions

The response to a Customs Authority's request for taking measures can be consulted from the submitted task (EUCTP "Dashboard" menu entry) or from the list of submissions (EUCTP "Submissions" menu entry - cf. Figure 5.3.1.4).

### 5.3.2. Measures taken

The proposed measures sent by the Trader, either on his/her own initiative or as a reply to the Customs Authority's request (cf. [5.3.1. Proposed measures](#)), can be accepted or rejected by the responsible Customs Authority in EOS.

The Customs Authority's response is received as:

- a *task* (cf. Figure 5.3.2.1) allowing the Trader to provide the measures taken if the proposed measures was **accepted**, or
- a *simple notification* explaining the reason of the refusal if the request was **rejected**.

In both cases, the response is accessible from the EUCTP "Dashboard" menu entry.

Moreover, as soon as the proposed measures are accepted, the related "Take Measures" record is visible from the AEO authorisation consultation page (cf. [5.1. Consultation](#)) on the related suspension record.

Figure 5.3.2.1 - AEO Authorisation - Proposed Measures Response task page

If the proposed measures were accepted by the Customs Authority, the "Task" tab of the received notification allows the user to provide the measures taken within the proposed period of time. These measures are provided as a textual description. An attachment can also be uploaded by the Trader as evidence for the measures taken.

1

Clicking on the "View" button next to the field "Related Submission" opens the page of the proposed measures sent previously by the Trader.

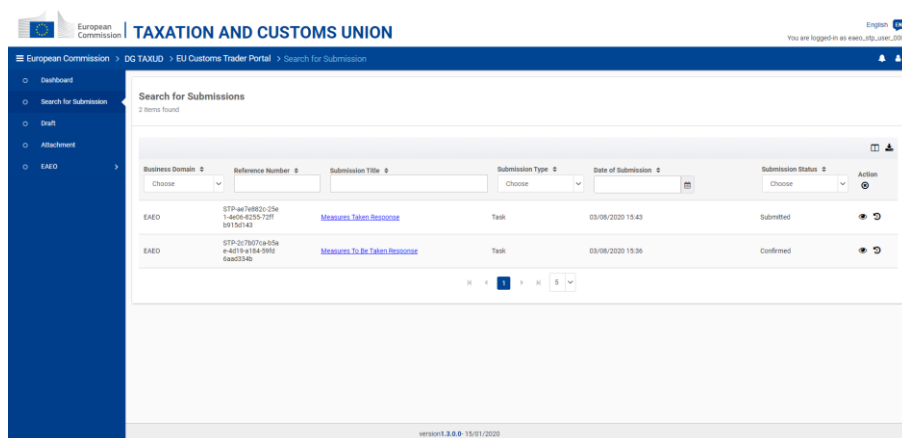


Figure 5.3.2.2 - AEO Authorisation Measures Taken - View submissions

The measures taken submission can be consulted from the submitted task (EUCTP "Dashboard" menu entry) or from the list of submissions (EUCTP "Submissions" menu entry - cf. Figure 5.3.2.2).

### 5.3.3. Take measures extension

#### 1. Extension request

The screenshot shows the 'AEO Authorisation Time Limit To Take Measures Extension Request' page. The page is part of the 'TAXATION AND CUSTOMS UNION' portal. The left sidebar contains a navigation menu with options: Dashboard, Search for Submission, Draft, Attachment, AEO, Create Submitted Application, My Submitted Applications, My AEO Applications, and My AEO Authorisations. The main content area has a title bar with 'AEO Authorisation Time Limit To Take Measures Extension Request' and buttons for 'Submit' and 'Back'. Below the title bar, there is a section for 'AEO Authorisation' with a dropdown menu and a field for 'Authorisation Number' (BE AEO 987654). The main section is titled 'Time Limit To Take Measures Extension Request' and contains a form with the following fields: 'Date Of Request' (03/08/2020), 'New Proposed Time Limit To Take Measures' (03/08/2020), and 'Take Measures Extension Request Description' (EN: English). At the bottom of the form, there are 'Submit' and 'Back' buttons. The footer of the page indicates 'version 1.3.0.0 - 15/01/2020'.

Figure 5.3.3.1 - AEO Authorisation Take Measures Extension request page

As long as a task for providing the measures taken (cf. [5.3.2. Measures taken](#)) is not expired, the Trader may request the extension of this task.

The goal is to ask for an extra delay to implement the proposed measures (cf. [5.3.1. Proposed measures](#)).

Such a request can be submitted to the competent Customs Authority by clicking on the "Request Time Limit to Take Measures Extension" button from the AEO authorisation consultation page (cf. [5.1. Consultation](#)).

The page provides the following elements:

- the reference of the AEO authorisation concerned by the request;
- the **new proposed time limit** to implement the measures (expressed as a *date*);
- a **textual description** for explaining the reason of the request.

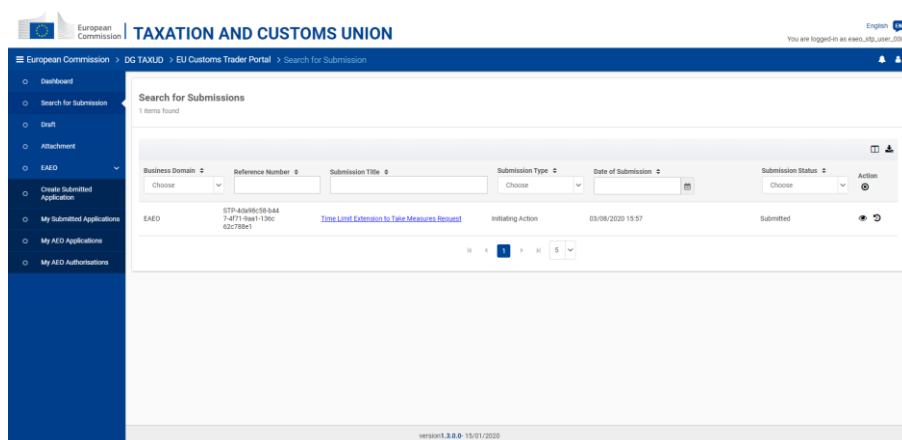


Figure 5.3.3.2 - Authorisation Take Measures Extension request - View submissions

The submission of an AEO authorisation take measures extension request can be consulted from the EUCTP "Submissions" menu entry.

## 2. Extension response

The request for extension sent by the Trader can be accepted or rejected by the Customs Authority in EOS.

The Customs Authority's response is received as a *simple notification* explaining the decision. This notification will also extend the time limit of the "measures taken" task (cf. [5.3.2. Measures taken](#)) to the proposed date if the request was accepted.

In both cases, the response is accessible from the EUCTP "Dashboard" menu entry.

5.4. Revocation

European Commission | TAXATION AND CUSTOMS UNION | English | You are logged in as eaoe\_stp\_user\_000

European Commission > DG TAXUD > EU Customs Trader Portal > My AEO Authorisations > My AEO Authorisations

AEO Authorisation Revocation Request

Submit Back

AEO Authorisation

Authorisation Number: BE AEO5 967654

Revocation Request

Partial Indicator: ☐

Date of revocation: 03/08/2020

Date Of Request: 03/08/2020

Revocation Request Description:

OK English

Submit Back

version 1.3.0.0 15/01/2020

Figure 5.4.1 - AEO Authorisation Revocation request page

The revocation of a valid AEO authorisation may be requested by clicking on the "Request revocation" button from the AEO authorisation consultation page (cf. [5.1. Consultation](#)).

The page displays the following elements:

- the reference of the AEO authorisation concerned by the request;
- the revocation **partial indicator** (only editable for 'AEOF' authorisations)
- the requested **revocation date**;
- a mandatory justification for the **revocation request**.

European Commission | TAXATION AND CUSTOMS UNION | English | You are logged in as eaoe\_stp\_user\_000

European Commission > DG TAXUD > EU Customs Trader Portal > Search for Submission

Search for Submissions

1 items found

Business Domain	Reference Number	Submission Title	Submission Type	Date of Submission	Submission Status	Action
EAO	STP-AEO-STP-001-004 2-4000-0000-0000-0000	<a href="#">AEO Authorisation Revocation Request</a>	Initiating Action	03/08/2020 16:04	Submitted	

version 1.3.0.0 15/01/2020

Figure 5.4.2 - AEO Authorisation Revocation request - View submissions

The submission of an AEO authorisation revocation request can be consulted from the EUCTP "Submissions" menu entry.



## 5.5. Provide information which may influence the continuation of the decision

The screenshot displays the 'TAXATION AND CUSTOMS UNION' portal. The left sidebar contains navigation links: Dashboard, Search for Submission, Attachment, AEO, Create Submitted Application, My Submitted Applications, My AEO Applications, and My AEO Authorisations. The main content area is titled 'AEO Authorisation Information which may influence the Continuation of the Decision'. It includes a 'Submit' button and a 'Back' button. Below this, the 'AEO Authorisation Information' section shows the 'AEO Authorisation Number' as 'BE AEO5 967654'. The 'Information which may influence the Continuation of the Decision' section features a 'Date of Notification' of '03/08/2020', a large text area for 'Information which may influence the Continuation of the Decision Description', a language dropdown set to 'EN: English', and an 'Attachment' section with an 'Upload' button. At the bottom, there are 'Submit' and 'Back' buttons, and a version number 'version 1.3.0.0 - 15/01/2020'.

Figure 5.5.1 - AEO Authorisation - "Provide information which may influence the continuation of the decision" page

The Trader has the possibility to communicate to the responsible Customs Authority some information which may influence the continuation of the decision.

This operation can be done by clicking on the "Provide information which may influence the continuation of the decision" button from the AEO authorisation consultation page (cf. [5.1. Consultation](#)).

The page provides an editable field allowing the Trader to enter a textual description of the information he/she wants to communicate to the Customs Authority. Furthermore, an attachment can be transmitted.

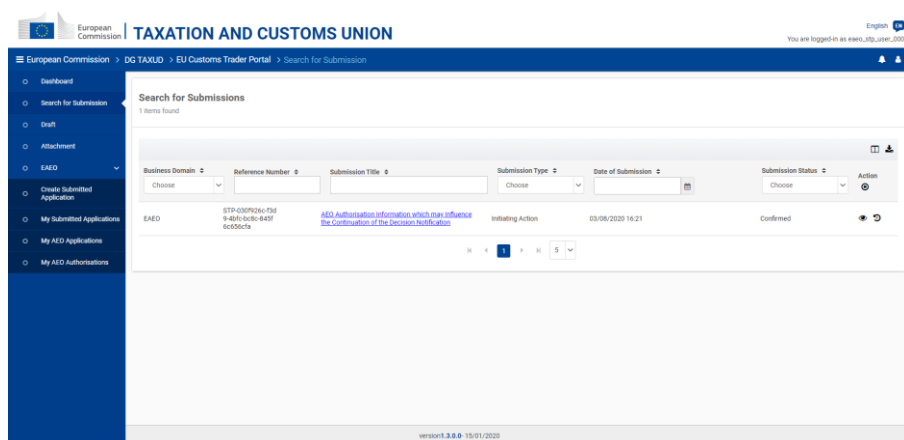


Figure 5.5.2 - AEO Authorisation "Provide information which may influence the continuation of the decision" - View submissions

The submission of such a communication can be consulted from the EUCTP "Submissions" menu entry.

## 5.6. Right to be heard

The Traders have the right to be heard, namely the possibility to express their opinion when a Customs Authority (DTCA) intends to **suspend or revoke** their AEO authorisation in EOS. This intention of suspension or revocation is received in eAEO-STP as a *task* accessible from the EUCTP "Dashboard" menu entry.

The screenshot shows the 'TAXATION AND CUSTOMS UNION' portal. The left sidebar contains navigation links: Dashboard, Search for Submission, Draft, Attachment, AEO, Create Submitted Application, My Submitted Applications, My AEO Applications, and My AEO Authorisations. The main content area is titled 'AEO Authorisation Right To Be Heard Notification' and has tabs for 'Notification' and 'Task'. The 'Task' tab is active, showing details for a specific AEO authorisation (BE AEO5 987654). It includes a 'Request to Right To Be Heard' section with an attachment (notification.pdf) and suspension reasons. Below this is a 'Response to Right To Be Heard' section with a date of response (03/08/2020) and a description field. The page footer indicates version 1.3.0.0 and a date of 15/01/2020.

Figure 5.6.1 - AEO Authorisation - Right to be Heard task page

The "Task" tab of the received notification displays:

- the reference of the concerned AEO authorisation;
- the optional **attachment** and/or **text** that can be provided by the DTCA to justify his/her intention to suspend or revoke this authorisation;
- the **reason(s)** for which the Customs Authority intends to suspend or revoke this authorisation;
- an editable and mandatory **text area** allowing the Trader to reply in a textual format;
- a button allowing the Trader to **upload** an optional **attachment** as reply.

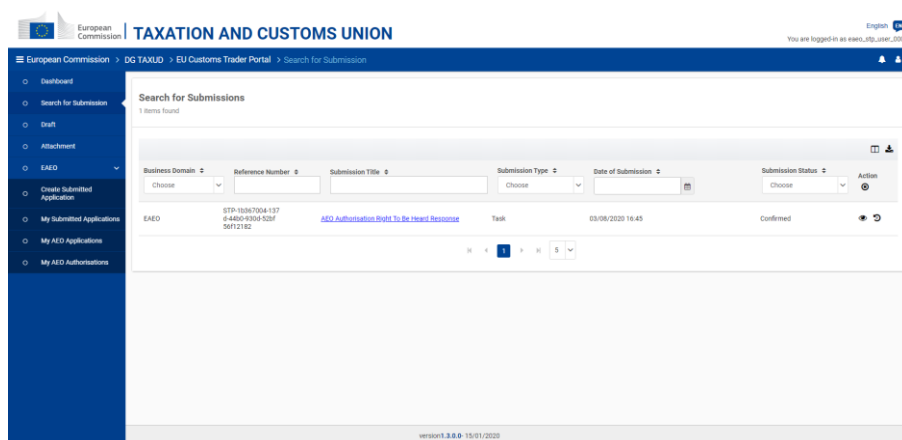


Figure 5.6.2 - AEO Authorisation Right to be Heard - View submissions

The response to an AEO authorisation right to be heard request can be consulted from the submitted task (EUCTP "Dashboard" menu entry) or from the list of submissions (EUCTP "Submissions" menu entry - cf. Figure 5.6.2).