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| Message Implementation Guide for Request For Information | |
| **Programme** | Request For Information Support System |
| **Subject** | Technical Documentation |
| **Version** | 1.01 |
| **Release date** | 21/03/2025 |
| **Document reference** | RFI-MIG |

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# Document history

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| --- | --- | --- |
| Version | Release Date | Description |
| 1.00 | 22/07/2024 | It describes the interfaces and processes available in the Request For Information Support System. |
| 1.01 | 21/03/2025 | Correction of typographical errors in the document and in the Business Flow Master Process appendix. |

# Abbreviations and acronyms

|  |  |
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| Abbreviation | Meaning |
| EO | Economic Operator |
| RFI | Request For Information | |
| RFISS | Request For Information Support System | |

# Introduction

This document constitutes the Message Implementation Guide specifying the message exchanges between the **R**equest **F**or **I**nformation support system and the Economic Operator systems.

This version is applicable as of the **1st of December 2024.**

# Registration procedure

## Procedure

The registration procedure is available on the Luxembourgish Customs website: <https://douanes.public.lu/>

## Contact persons

|  |  |  |  |
| --- | --- | --- | --- |
| Contact | Role | Email | Tel |
| Service Desk ADA | Support technique et fonctionnel | servicedesk@do.etat.lu | +352 2818 2000 |

# Import specifications

## Process description

The process is described in diagram, available in multiple formats (draw.io, PDF and PNG) in the appendix folder, under the subfolder ‘1. Business Processes and messages flow’.

## RFI process

The RFI process

|  |  |  |
| --- | --- | --- |
| Activity | Description | Involved message(s) |
| Request For Information | During the whole live cycle of a business object (i.e import declaration, export declaration, ..), the Customs can request for information, including document(s). | **RFI001: Request For Information [RFISS to EO]**  This message is used to notify the Economic Operator that Customs need more information and/or documents are required.  The structure of this message is defined in “RFI001A.xsd”. |
| Request For Information Reminder | Within the time limit, the Customs Authority can send a reminder if the information/document(s) requested have not yet been received. | **RFI002: Request For Information Reminder [RFISS to EO]**  This message is used to notify the Economic Operator that information/document(s) have been requested and have not yet been received.  The structure of this message is defined in “RFI002A.xsd”. |
| Request For Information Response | Within the time limit, the Economic Operator must send the necessary information/document(s) so that the Customs can complete the current process. | **RFI003: Request For Information Response [EO to RFISS]**  This message is used to provide the information/document(s) requested by the Customs.  The structure of this message is defined in “RFI003A.xsd”. |
| Request For Information Acknowledgement | If the RFI response is valid, the Economic Operator will receive an acknowledgement about it. | **RFI004: Request For Information Acknowledgement**  This message is used to notify the Economic Operator that his/her RFI response is valid.  The structure of this message is defined in “RFI004A.xsd”. |
| Request For Information Interruption | If the time limit to response is expired or the Customs cancel the request, the Economic Operator will receive a notification about it. | **RFI004: Request For Information Interruption**  This message is used to notify the Economic Operator that the RFI is interrupted.  The structure of this message is defined in “RFI004A.xsd”. |

## XSD schemas

### Description

Each message corresponds to one file following the pattern: RFI[nnn]A.XSD.

### Location

All the XSD schemas for RFI are stored in the subfolder ‘2. Messages > XSD Schemas’ under the Appendix folder. Sample messages are also provided. They are in the subfolder ‘2. Messages > XML Samples’.

## Codes lists

### Description

As mentioned in the introduction of this section, code lists are used to validate the content of specific fields of the messages.

### Location

All code lists are stored in the subfolder ‘3. Code Lists’ in the Appendix folder.

The description and possible values of all used code lists are documented in Code Lists Inventory file.

## Validation rules

### Description

The content of the messages must also be validated according to a set of business rules, that are provided as an attachment to this document.

### Location

The validation rules are stored in the subfolder ‘4. Validation Rules’ in the Appendix folder.