

1. In case of communication equipment trouble, or imminent danger caused by abnormal meteorological phenomena or due to serious damage to aircraft, etc.

Filers are exempted from filing in case that Japan Customs confirms it is difficult to file cargo information in advance due to communication equipment trouble, imminent danger caused by abnormal meteorological phenomena or by serious damage to aircraft engaged in foreign trade, emergency landing due to flight disruption caused by collapse of cargo, violence of the passenger or crew and other similar reasons, and or forced landing due to threat or instruction given by state institution, local authority or other organization equivalent to these. (Article 15-(9) of Customs Law, 13-(1) of Cabinet Order for Enforcement of Customs Law, 2-3-(1) of Ministry Order for Enforcement of Customs Law)

2. In case of a system failure etc. not to use “Advance Cargo Information Registration (ADM01) etc. of NACCS Services.

The way to react to user system failure etc. in accordance with the guidance described in each page based on the system service used below:

- Those who file cargo information via Aviation EDI Network: [see \(1\) on page 2](#)
- NACCS users in Japan who file cargo information through gateway connection with filer’s own system: [see \(2\) on page 3](#)
- NACCS users in Japan who file cargo information with NACCS package software  
: [see \(3\) page 4](#)

## (1) Those who file cargo information via Aviation EDI Network

### **Procedure**

- ① Please contact the Aviation EDI Network operator.
- ① When you find a failure/malfunction in the system of your contracted Aviation EDI network, please follow the instruction by the contracted operator, and please file cargo information by the filing deadline through alternative Aviation EDI network, if possible.
- ② When you find no failure/malfunction in the system of the Aviation EDI service operator, please verify if there is any failure in your own computer system such as the terminal you used excluding the communication equipment failure etc. described in Section 1 above. As the result of the confirmation, if you find the failure/malfunction of your own computer system and it is difficult to fix the problem by the filing deadline, please file the cargo information, as soon as possible, after the recovery of the system failure/malfunction.

## (2) NACCS user in Japan who file cargo information through gateway connection with filer's own system

### Procedure

- ① Please verify if there is any failure in the NACCS system by viewing System Operation Status on a bulletin board at the website of NACCS below:  
【 Website of NACCS: <https://bbs.naccscenter.com>】
- ①' When you find a failure/malfunction in the NACCS system, please follow the instruction by Japan Customs to be released on the bulletin board at the website of NACCS.
- ② When you find no failure in the NACCS system, please verify if there is any failure in your own computer system such as the terminal you used excluding the communication equipment failure etc. described in Section 1 above. When you cannot confirm whether there is a failure in NACCS or your own computer system, please contact NACCS Center through your contact person registered in advance to NACCS Center.
- ②' As the result of the confirmation, if you find the failure/malfunction of your own computer system and it is difficult to fix the problem by the filing deadline, please follow the instruction described in Section 3 on page 5 below and file the cargo information by the deadline.

### (3) NACCS users in Japan who file cargo information with NACCS package software

#### **Procedure**

- ① Please verify if there is any failure in the NACCS system by viewing System Operation Status on a bulletin board at the website of NACCS below:  
【 Website of NACCS: <https://bbs.naccscenter.com>】
- ①′ When you find a failure/malfunction in the NACCS system, please follow the instruction by Japan Customs to be released on the bulletin board at the website of NACCS.
- ② When you find no failure in the NACCS system, please verify if there is any failure in your own computer system such as the terminal you used excluding the communication equipment failure etc. described in Section 1 above. When you cannot confirm whether there is a failure in NACCS or your own computer system, please contact NACCS Center through your contact person registered in advance to NACCS Center.
- ②′ As the result of the confirmation, if you find the failure/malfunction of your own computer system and it is difficult to fix the problem by the filing deadline, please follow the instruction described in Section 3 on page 5 below and file the cargo information by the deadline.

### 3. In case of a system failure etc. not to use “Advance Cargo Information Registration (ADM01) etc. of NACCS Services.

The filing of cargo information must be done, in principle, by using NACCS. However, in case of a system failure etc. excluding the communication equipment failure etc. described in Section 1 above, and not to use “Advance Cargo Information Registration (ADM01)”, “Advance Cargo Information (House Manifest) Registration (HDM01)”, “Update Registered Advance Cargo Information (CAM01)”, and/or “Update Registered Advance Cargo Information (House Manifest) (CAH01)” of NACCS Service, please follow the reference “Contact point of Japan Customs in case of the filer own system failure etc.” described on page 6 below because it will be possible to file by using “General Purpose Application” of NACCS Service.

When you contact Japan Customs, please clearly explain “Filer’s Name and NACCS user ID”, “Contact person’s name and contact information (phone number etc.)”, “Situation of the failure/malfunction of your own computer system (“date and time of occurrence”, “cause” and “prospect of recovery” of the system failure, etc.)”, in addition contents of the filing (deadline, estimated number of the filing, etc.), and the flight schedule (the airport of departure and arrival, scheduled date and time of arrival, etc.) and so on.

(Article 15-(14) of Customs Law, 2-5 of Cabinet Order for Customs Law)

【Reference】 Contact point of Japan Customs in case of the filer own system failure etc.

- The contact point in case of a system failure etc. excluding the communication equipment failure etc. described in Section 1 above, and to file the cargo information by using “General Purpose Application” of NACCS instead of using “Advance Cargo Information Registration (ADM01)”, “Advance Cargo Information (House Manifest) Registration (HDM01)”, “Update Registered Advance Cargo Information (CAM01)”, and/or “Update Registered Advance Cargo Information (House Manifest) (CAH01)” of NACCS Services.

Phone number: 050－5865－2376

※ It is able for inquirers to reach the parson in charge chosen by press 1: “Japanese” or press 2: “English”, then choose by press 4: “Inquiries when it is difficult to electronically file cargo information through NACCS computerized system due to system failure, etc.” in the voice guidance.

※ Please kindly understand inquiries are accepted only in Japanese or in English.

※ When it is necessary to manually file cargo information by using form in writing etc. instead of using NACCS services, please ask the contact points as shown at the website of Japan Customs below:

- Contact points of Japan Customs at each Customs port/airport for the Pre-arrival filing:  
[http://www.customs.go.jp/news/news/advance\\_j/contact.htm](http://www.customs.go.jp/news/news/advance_j/contact.htm)