

Signs, abbreviations and symbols

AO/IC	Document describing the Administrative Organization and Measures of Internal Control. Which is this document itself.
BzCtrl.	Cloud based control tool to perform business controls in a structured and efficient manner.
CS	Customer Services team.
ERP	Enterprise Resource Planning system (Tomcat rebranded and upgraded to ATLAS).
GT&Cs	General Terms and Conditions
HQ	Headquarters
OPS	Operations team
QOL	Quality Online
C&E	Customs and excise
EU	Customs territory of the EU
HS	Harmonised System, the global framework for commodity codes
CN	Combined Nomenclature, the EU implementation of the HS
CMS	Customs Management System - VTTI's dedicated customs management tool for automated C&E controls and creation of customs declarations and customs documents based on predefined business rules
ATLAS	VTTI's self-developed enterprise resource planning / terminal management system
HSE	Health, Safety and Environment

The orange colored callouts in the document refer to a specific customs & excise compliance risk identified by VTTI. Each respective risk is included in VTTI's risk register in BzCtrl. The risk register shows which measures have been implemented to mitigate the respective risk.

The blue colored callouts in the document refer to a procedure or other document that covers the relevant topic in more detail.

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