

Definitions, abbreviations and acronyms

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 - software module with automated business rules, linked via an interface with ERP. Used for customs declaration purposes
HSE	Health, Safety and Environment
CGT	HQ Customs and Global Trade team

The orange colored callouts in this document refer to a specific compliance risk. Each risk identified 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 this document refer to a procedure or other document that covers the relevant topic in more detail.
