

Abbreviations

AEO	Authorized Economic Operator.
AO/IC	Document describing the Administrative Organization and Measures of Internal Control.
BzCtrl.	A cloud-based compliance tool to perform business controls in a structured and efficient manner.
CMS	Compliance Management System.
CS	Customer Services.
CSC	Customer Services and Customs.
FETSA	Federation of European Tank Storage Associations.
GT&C's	General Terms and Conditions.
HQ	Headquarters.
OPS	Operations.
QOL	Quality Online.
TMS	Terminal Management System.
CGT	Customs and Global Trade.

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