

Order statuses

The duties and responsibilities of each department are defined by working with different order statuses. The order status will only change when a department carried out all its tasks and responsibilities which are associated to this order status. Thereafter the next department can continue with the process. This is an important element in the concept of internal control. Various departments can only perform their work when the order has a certain status. The status of the order also determines the rights of the users. It is also important that an order, and thus the manipulation of goods, is frozen at a certain moment in the administration, so that reporting to Customs about that manipulation is ensured.

Orders in Tomcat can have the following statuses:

1. Planned (PLA)
2. Active (ACT)
3. Completed (COM)
4. Closed (CLO)
5. Cancelled (CAN)

As soon as Customer Service inserts a received nomination in Tomcat, an order is created. This order receives a unique number and has the "Planned" status. In this status, only Customer Service department employees can change or supplement the order. Operations department can see the orders in this status.

As soon as Customer Services has completed all its preparatory work, it releases the order to Operations. This gives the order the "Active" status. By filtering the "Planned" and "Active" orders from the orders on the order screen, the Operations department has a good picture of the activities at hand.

In exceptional cases, if this was not done by Customer Service, the Loading Master can change the order status from "Planned" to "Active". This will not happen without the Loading Master contacting Customer Service first to determine why the status of the order is still showing in "Planned" status.

After all operational work has been implemented, Operations assigns the "Completed" status to the order, which returns the order to Customer Services. After Customer Services has received the paper dossier of the order, it implements its last work and inspections. If everything is in order, Customer Service closes the order, giving it the "Closed" status. Orders that have this status can no longer be adjusted. Only the Customs specialist, the manager in charge of the Customer Services department, and, in his absence, the application manager, are authorised to return orders from the "Closed" status to the "Completed" status. The application manager reports to the Customer Service Manager what order he returned so that the Customer Service Manager can test the reasons for this as far as contents are concerned.

If an order is cancelled, it is given the status CAN (cancelled). The order number granted to a cancelled order cannot be used again for another order.