CONTINGENCY ARRANGEMENT FOR UNPLANNED UNAVAILABILITY OF THE EUDR INFORMATION SYSTEM

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EXECUTIVE SUMMARY

The EUDR Information System is built and maintained as a high availability IT infrastructure of the European Commission. Accordingly, any operational disruption **of the PRODUCTION server of the EUDR Information System** (the 'Information System') is treated as a priority and resolved as swiftly as possible.

This Contingency Arrangement sets out the measures applicable in the event of an **unplanned unavailability of the Information System** pursuant to Article 15a (1)(b) of Commission Implementing Regulation (EU) 2024/3084[1], as amended by Implementing Regulation (EU) 2026/1565[2] ('Implementing Act').

Its objective is to ensure that where an unplanned unavailability of the Information System exceeds 60 minutes, economic operators are able to continue, to the extent possible, to comply with their obligations under Regulation (EU) 2023/1115[3] ('EUDR'), while ensuring that the movement of relevant goods at the Union's external borders, as well as within the Union, remains unhindered.

During such periods of unavailability, the submission of a due diligence statement ('DDS') or a simplified declaration ('SD') and obtaining the corresponding reference number or declaration identifier pursuant to Articles 3(c), 4(2) and 4a(2) EUDR, becomes *objectively impossible*.

The contingency measures are to be triggered by the Commission once the relevant conditions are met. The Commission will communicate their activation via the **Public Status Page**[4] pursuant to Article 15a(2)(a) Implementing Act and will inform the competent authorities and customs authorities ('Member States authorities').

This Arrangement also sets out the **conditions and practical sequence of actions** to be followed by users in the event of such unplanned unavailability.

The Commission will continuously monitor the functioning of the system and may, where necessary, take further appropriate measures, in accordance with Article 15 and 15a of the Implementing Act, should the normal functioning of the system be affected, to avoid any economic disruption.

[1] OJ L 3084/2024, 6.12.2024, p. 1, ELI: http://data.europa.eu/eli/reg_impl/2024/3084/2026-07-17
[2] OJ L, 2026/1565, 14.7.2026, ELI: http://data.europa.eu/eli/reg_impl/2026/1565/oj
[3] OJ L 150 9.6.2023, p. 206, ELI: http://data.europa.eu/eli/reg/2023/1115/2025-12-26
[4] https://status.eudr.webcloud.ec.europa.eu/status.html

1. PURPOSE

This Contingency Arrangement lays down the conditions, procedures, roles and responsibilities applicable in the event of the unplanned unavailability of the functionalities of the Information System, in accordance with Article 33(3)(b) EUDR and Article 15a Implementing Act.

Its objectives are to ensure **the uninterrupted continuity of trade flows** during prolonged unplanned unavailability of the Information System, provide **timely and transparent information** to users and authorities, **minimise operational disruptions** for operators, competent authorities and customs authorities, and facilitate a **smooth return to normal operations** once the Information System has been restored.

This Contingency Arrangement is based on the following infrastructures and measures:

1. a centralised and automated **Status Monitoring System** that continuously monitors the availability of the Information System and its functionalities,
2. a **Public Status Page** which provides the public with relevant information on system availability in accordance with Article 15a(1)(a) Implementing Act and provides a reference to this Contingency Arrangement, and
3. a dedicated, uniform and harmonised '**Contingency Reference Number**' and '**Contingency Declaration Identifier**', in accordance with Article 15a(2)(b) Implementing Act.

2. SCOPE

This Contingency Arrangement is relevant to all Member States authorities and users of the Information System (collectively referred to as 'stakeholders'), as referred to in Article 3(b)[5] and (c)[6] Implementing Act.

The procedures in this documentation, particularly those relating to the use of the Contingency Reference Number and Contingency Declaration Identifier apply only where **both of the following conditions are met**:

i) the **unplanned unavailability** of the Information System **exceeds 60 minutes**, and
ii) that duration is **confirmed on the Public Status Page**.

This Contingency Arrangement does **not apply** in cases of planned maintenance or scheduled updates of the Information System even in cases where it lasts longer than 60 minutes.

[5] 'Information System actor' means the competent authorities and customs authorities pursuant to Regulation (EU) 2023/1115, and the Commission, which carry out the tasks conferred on them in accordance with Regulation (EU) 2023/1115;

[6] 'Information System user' means operators, including micro or small primary operators, and their authorised representatives, where applicable, downstream operators and traders, pursuant to Regulation (EU) 2023/1115, as well as Member States acting pursuant to Article 4a(4) of that Regulation, and which are identified by individual registration within EU Login, the user authentication service of the Commission and by provision of a unique identifier;

Stakeholders shall be informed in advance of such planned maintenance and updates through the News section of the user interface of the Information System. In such cases, the use of the Contingency Reference Number and Contingency Declaration Identifier is **not permitted**.

This document does not apply to the interconnection of the Information System with other systems, such as the EU-CSW-CERTEX. The document also does not address error messages sent by the Information System to calls via the Application Programming Interface (API) as those details are explained in the relevant API documentation.

3. GENERAL PRINCIPLES

The measures set out in this Arrangement are based on the following principles:

- **contingency measures are exceptional** and may be used only under the conditions specified in this document,
- users must rely on **information provided through the Public Status Page**,
- the use of the Contingency Reference Number and Contingency Declaration Identifier **does not waive the due diligence obligations** laid down in EUDR,
- users remain **responsible for demonstrating compliance** of the relevant product(s),
- stakeholders must **return to the normal operational procedures** once the Information System has been restored.

I. STATUS MONITORING SYSTEM

I.1. Function of the Status Monitoring System

The Commission sets up and operates a centralised and automated **Status Monitoring System** to monitor the availability and functioning of the Information System.

The Status Monitoring System serves to detect unavailability of the Information System, record the timestamp marking the beginning of the incident, and verify the system availability on a continuous basis throughout the duration of the incident.

The Public Status Page will clearly indicate when the system is unavailable. It will also indicate that, where the page shows an **unplanned unavailability lasting at least 60 minutes,** operators may make use of the contingency measures. The Public Status Page will have a link to the contingency measures.

When the status page shows an unplanned unavailability lasting at least 60 minutes, operators are permitted to use the Contingency Reference Number or Contingency Declaration Identifier, as the conditions for applying contingency measures are fulfilled pursuant to Article 15a(2)(a) Implementing Act.

The Member States competent authorities are also informed about the unplanned unavailability of the system.

Once the **system has recovered,** the Public Status Page will clearly indicate that the system is available again, thereby informing stakeholders that normal operations have resumed.

I.2. Trigger point for contingency measures

The contingency measures consist of using the **Contingency Reference Number** and the **Contingency Declaration Identifier according to Article 15a(2)(b) Implementing Act.** The relevant users shall be informed to use the Contingency Reference Number or Contingency Declaration Identifier through the **Public Status Page**. The Public Status Page will display information on the unplanned unavailability, including its duration. The use of contingency measures is permitted only when the unplanned unavailability has exceeded **60 minutes**.

Accordingly, the use of the Contingency Reference Number and Contingency Declaration Identifier is subject to **explicit confirmation on the Public Status Page** that the unplanned unavailability has exceeded the 60-minute threshold, thereby confirming that the conditions for their use are met.

I.3. System recovery

The Information System is considered recovered once the Public Status Page indicates that it is available again.

Upon recovery, the Public Status Page is updated accordingly, and information is disseminated to the Member States competent authorities and customs authorities, including the relevant timestamps where appropriate, to indicate that normal operations have resumed. From the moment that update is published on the Public Status Page, the use of the Contingency Reference Number or the Contingency Declaration Identifier is no longer permitted for the placing of products on the market or for export.

II. PUBLIC STATUS PAGE

II.1. Purpose of the Public Status Page

The Commission establishes and maintains a **Public Status Page** containing relevant information on the availability and functionalities of the Information System, and references to this Contingency Arrangement. The Public Status Page is available at the following link: https://status.eudr.webcloud.ec.europa.eu/status.html

The Public Status Page serves as the central public source of up-to-date information concerning any unavailability of the Information System.

II.2. Information made available on the Public Status Page

The Public Status Page shall provide:

- the current availability status of the Information System and its functions;
- links to relevant information on contingency measures; and

- a link to the list of relevant competent authorities[7].

The Public Status Page shall clearly indicate when an unplanned unavailability has exceeded 60 minutes, meaning that the conditions for the use of the Contingency Reference Number and Contingency Declaration Identifier are met.

Once the system has recovered, the Public Status Page shall indicate that the system is available and normal operations must resume.

II.3. Contingency Landing Page and user information

In the event of unplanned unavailability of the Information System, a Contingency Landing Page shall be displayed instead of the Information System webpage.

That page shall include a link to the Public Status Page, indicating that this document about the Contingency Arrangements is available there.

III. CONTINGENCY REFERENCE NUMBER AND CONTINGENCY DECLARATION IDENTIFIER

III.1. Establishment of the Contingency Reference Number and Contingency Declaration Identifier

For the purposes of Article 15a(2)(b) Implementing Act, the following uniform and harmonised identifiers are established:

Contingency Reference Number for a DDS is: 00EU0000000000

Contingency Declaration Identifier for a SD is: S00EU000000000

The numbers can only be used in the event of an unplanned unavailability of the Information System exceeding 60 minutes and thereby avoiding hindrance to the movement of goods at the Union's external borders and within the internal market.

The numbers are distinct from a standard reference number of a DDS or a declaration identifier of a SD, both of which are generated by the Information System following a successful submission.

III.2. Conditions for use

Operators may use the Contingency Reference Number and Contingency Declaration Identifier, and national authorities may accept them, only where **both** of the following conditions are fulfilled:

[7] While competent authorities are not responsible for the functioning of the Information System, they may provide technical and other assistance and guidance to operators on the implementation of EUDR, in line with Article 15(1) EUDR.

1. the unplanned unavailability of the Information System has exceeded **60 minutes**, as confirmed by the Public Status Page, and
2. the Contingency Reference Number and Contingency Declaration Identifier is used only for relevant products in respect of which a DDS or SD could not be submitted, and a standard reference number or declaration identifier **could not be assigned** by the Information System before the relevant products were placed on the market or exported.

Where a standard reference number or declaration identifier is already available for the relevant product, the use of the Contingency Reference Number or Contingency Declaration Identifier is not permitted.

In line with Article 15(a) Implementing Act, the Contingency Reference Number and Contingency Declaration Identifier shall be used only for transactions (placing on the domestic market, or lodging a customs declaration for import or export) which take place **during the unplanned unavailability** of the Information System. Outside of the unavailability of the Information System, the standard reference numbers and declaration identifiers shall be used.

III.3. Legal and operational implications of use

The unplanned unavailability of the Information System does not waive the operator's obligation to exercise due diligence. The use of the Contingency Reference Number and Contingency Declaration Identifier implies that the operator has already exercised due diligence and gathered the relevant information required under Annex II or Annex III EUDR before placing the relevant products on the market or exporting them. It further implies that the relevant products **comply with Article 3(a) and (b)** EUDR.

By providing the Contingency Reference Number and Contingency Declaration Identifier to customs authorities pursuant to Article 26(4) EUDR or to downstream operators or traders pursuant to Article 4(7) EUDR, the **operator assumes responsibility** for the compliance of the relevant products, with the exception of the requirement under Article 3(c) EUDR, the performance of which was objectively and absolutely impossible during the period of unavailability of the Information System.

III.4. Record-keeping obligations

An operator using a Contingency Reference Number or Contingency Declaration Identifier shall record and retain all data elements required pursuant to Annex II or Annex III of EUDR for the relevant products covered by the Contingency Reference Number and Contingency Declaration Identifier.

The operator should keep a brief explanation of why the DDS or SD could not reasonably have been submitted outside the period of unavailability of the Information System, before lodging the customs declaration or placing the relevant product on the internal market. In addition, the operator is also advised to **keep evidence showing that the unavailability** of the Information System had exceeded 60 minutes at the time of the attempted submission of the DDS or SD, for instance a screenshot of the Public Status Page.

III.5. Use in customs declarations

The Contingency Reference Number and Contingency Declaration Identifier may be used in customs declarations for relevant products entering or leaving the market, in accordance with Article 26(4) EUDR. They may be indicated alongside standard reference numbers or declaration identifiers issued by the Information System and used under the same TARIC codes[8], including within the same customs declaration for the same item or, where applicable, for different items.

The use of the Contingency Reference Number and Contingency Declaration Identifier in customs declarations is recorded in customs systems.

III.6. No retrospective submission

Where a shipment of relevant product(s) was placed on the market, or a customs declaration was lodged during the unavailability of the Information System, using the Contingency Reference Number or Contingency Declaration Identifier, for release for free circulation or export, **no retrospective submission of a DDS or SD is required** for that shipment once the Information System has been restored.

III.7. Monitoring and verification by authorities

Where appropriate, competent authorities, in cooperation with customs authorities pursuant to Article 27 EUDR, monitor the use of the Contingency Reference Number and Contingency Declaration Identifier and may verify whether they have been used in accordance with the conditions laid down in this Contingency Arrangement.

For that purpose, competent authorities may carry out checks and request evidence demonstrating compliance with the applicable conditions governing the use of the Contingency Reference Number or Contingency Declaration Identifier.

IV. STEP-BY-STEP GUIDANCE IN THE EVENT OF SYSTEM UNAVAILABILITY

IV.1. Actions to be taken by users

In the event of unplanned unavailability of the Information System or any of its functions, users should follow the steps below.

Step 1 – Check whether the issue is local

[8] Importers and exporters of EUDR-relevant products can find in the TARIC document the codes to be declared in customs declarations in different cases. The document is publicly available: https://circabc.europa.eu/ui/group/0e5f18c2-4b2f-42e9-aed4-dfe50ae1263b/library/17035dd6-15c9-41bb-8bcb-68d2c8169b21/details

Users should first verify whether the issue may be caused by a local technical problem, such as internet connectivity, browser settings, internal IT restrictions, or EU Login user credentials. Users should also try accessing the system using a different browser**.**

Step 2 – Consult the Public Status Page

If the issue persists, and the user has confirmed that none of the causes listed in Step 1 applies, the user should consult the Public Status Page[9], either directly or via the contingency landing page displayed on the Information System website.

The user should verify:

1. whether an incident affecting the Information System is reported on the Public Status Page, and
2. whether the unavailability has exceeded 60 minutes.

Step 3 – Determine whether contingency measures may be used

The user shall not use the Contingency Reference Number or Contingency Declaration Identifier unless the Public Status Page confirms that the unavailability of the Information System has exceeded 60 minutes, and that the use of the contingency numbers is permitted.

Until that duration is reached, the user should continue to monitor the official updates and availability status of the Information System.

Step 4 – Verify that no standard reference number or declaration identifier has been issued

Before using the Contingency Reference Number or Contingency Declaration Identifier, the operator shall verify that no standard DDS reference number or SD declaration identifier has already been issued by the Information System for the same shipment of relevant products.

Where such number has already been issued, it shall be used for the purpose of compliance with the EUDR.

Step 5 – Confirm compliance

Before placing the relevant products on the market or exporting them under the contingency procedure, the operator shall ensure that **all** of the following conditions are met:

1. the conditions laid down in Step 3 apply,
2. due diligence has been exercised in accordance with Article 8 EUDR,
3. the relevant products comply with Article 3(a) and (b) EUDR, and
4. only the submission under Article 3(c) EUDR could not be completed because of the unplanned unavailability of the Information System.

[9] https://status.eudr.webcloud.ec.europa.eu/status.html

Step 6 – Use the Contingency Reference Number and Contingency Declaration Identifier

Where all of the above conditions are met, the operator may use the following numbers:

Contingency Reference Number for Due Diligence Statements: 00EU0000000000

Contingency Declaration Identifier for Simplified Declarations: S00EU000000000

The numbers shall be used only for the transactions and relevant products affected by the unavailability, and only as long as the conditions for using the contingency procedure remain fulfilled.

Step 7 – Keep the required records

The operator shall record and retain all relevant data under Annex II or Annex III EUDR for the period laid down in Article 9(1) EUDR.

It is recommended that the operator retain evidence showing that the unavailability exceeded 60 minutes at the relevant time, together with a brief explanation of why the DDS or SD could not be submitted before lodging the customs declaration or placing the relevant product on the market.

Step 8 – Provide the contingency number where required

Operators may provide the Contingency Reference Number or Contingency Declaration Identifier, as applicable:

- to customs authorities when lodging the customs declaration,
- to competent authorities when they carry out checks, and
- to downstream operators or traders.

Step 9 – Monitor recovery and resume normal operations

The user should continue to consult the Public Status Page for information on system recovery. Once the Public Status Page indicates that the Information System has recovered, the user shall immediately revert to the normal submission procedure through the Information System.

Step 10 – No retrospective submission for completed shipments

Where a shipment of relevant products has already been placed on the market or exported using the Contingency Reference Number or Contingency Declaration Identifier, no retrospective DDS or SD submission is required for that shipment.

However, any other shipment of relevant products that are placed on the market or exported while the Information System is available, including after system recovery, must be covered by a standard DDS or SD.

V. FINAL PROVISIONS

V.1. Return to normal operations

The use of contingency measures laid down in this Contingency Arrangement is temporary and exceptional in nature.

They shall cease to apply as soon as the Public Status Page indicates that the Information System has recovered.

From that moment, all users shall resume the normal use of the Information System for the submission of DDSs and SDs and for obtaining standard reference numbers and declaration identifiers.

V.2. Legal references

- Regulation (EU) 2023/1115 of the European Parliament and of the Council of 31 May 2023 on the making available on the Union market and the export from the Union of certain commodities and products associated with deforestation and forest degradation and repealing Regulation (EU) No 995/2010 (OJ L 150, 9.6.2023, p. 206, ELI: http://data.europa.eu/eli/reg/2023/1115/oj).
- Regulation (EU) 2025/2650 of the European Parliament and of the Council of 19 December 2025 amending Regulation (EU) 2023/1115 as regards certain obligations of operators and traders (OJ L, 2025/2650, 23.12.2025, ELI: http://data.europa.eu/eli/reg/2025/2650/oj).
- Commission Implementing Regulation (EU) 2024/3084 of 4 December 2024 on the functioning of the information system pursuant to Regulation (EU) 2023/1115 of the European Parliament and of the Council on the making available on the Union market and the export from the Union of certain commodities and products associated with deforestation and forest degradation (OJ L, 2024/3084, 6.12.2024, ELI: http://data.europa.eu/eli/reg_impl/2024/3084/oj).
- Commission Implementing Regulation (EU) 2026/1565 of 13 July 2026 amending Implementing Regulation (EU) 2024/3084 as regards the submission of due diligence statements, simplified declarations for micro or small primary operators, contingency arrangements and other measures simplifying the use of the information system (OJ L, 2026/1565, 14.7.2026, ELI: http://data.europa.eu/eli/reg_impl/2026/1565/oj).

VI. FREQUENTLY ASKED QUESTIONS

Q1. Is it possible to use a contingency number in case a reference number or declaration identifier was obtained for the relevant product(s) from the Information System?

If a reference number or declaration identifier has already been associated with the relevant product by the Information System, the Contingency Reference Number or Contingency Declaration Identifier cannot be used for that product.

Q2. Should the operator submit a standard DDS or SD for a relevant product already placed on the market or exported, after the Information System recovers?

Where a relevant product was placed on the market or exported during the period of unavailability using the Contingency Reference Number or Contingency Declaration Identifier, there is no obligation to submit a DDS or SD retrospectively for that shipment of relevant product(s) after system recovery. Once the system recovers, a normal DDS or SD shall be submitted for any further relevant products placed on the market or exported in accordance with the EUDR.

Q3. Does the Contingency Reference Number or Contingency Declaration Identifier need to be entered into the Information System?

The Contingency Reference Number or Contingency Declaration Identifier may be used as such and does not need to be entered into the Information System, provided that the conditions laid down in this Contingency Arrangement are fulfilled.

Q4. Can the Contingency Reference Number or Contingency Declaration Identifier be used in customs declarations for relevant products?

The Contingency Reference Number or Contingency Declaration Identifier can be listed alongside standard reference numbers or declaration identifiers obtained from the Information System, respectively. They can be entered into a single customs declaration under the same TARIC codes[10], in respect of the same item or different items.

Q5. Surveillance of the use of the Contingency Reference Number and the Contingency Declaration Identifier

The use of the Contingency Reference Number or Contingency Declaration Identifier is recorded in customs systems when they are used in a customs declaration, just like the standard reference numbers or declaration identifiers. Competent authorities may carry out checks and request evidence demonstrating that the use of these numbers was justified.

[10] See Section III.5

Q6. Can the downstream operators and traders collect the Contingency Reference Number or Contingency Declaration Identifier that they receive from their upstream suppliers?

Downstream operators and traders shall collect and keep the Contingency Reference Number or Contingency Declaration Identifier received from their upstream suppliers under the same conditions that apply to the collection of standard reference numbers or declaration identifiers pursuant to Article 5(3) of Regulation (EU) 2023/1115.