User guide

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HISTORY AND REVISIONS OF THE DOCUMENT

DOCUMENT HISTORY

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1.00	22/09/2022	L. Baptista, S. Weyssow, C. Bost, C. Bolle	Initial version
2.00	04/05/2023	L. Baptista, X. Wang, P. Caro, C. Moureau, C. Hansen	Additions of new procedures and features: • Transit procedures • Temporary storage procedures • Excise procedures • Processing simplified, reconciled and supplementary import declarations • Management of debts for import and excise declarations • Management of templates of declaration • Consultation of reference data • New request to replace a legal representative • Customs and Guichet.lu portal • European authorisations list • Management of documents • New input helpers: o UN/LOCODE o CERTEX o Debt simulation

LUCCS ⚙ MODERN AN EFFIZIENT

REVIEWS

Version	Delivery date	Reviewer	Description
1.00	22/09/2022	C. Moureau	Quality review
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1 HOW TO AUTHENTICATE?

1. To connect to LUCCS, open [Accès aux applications en ligne](#)
2. Click on **Accédez à eDouane LUCCS > Accès direct**
3. You are redirected to the **eAccess** authentication portal
4. Authenticate yourself using the authentication method of your choice. You are redirected to your *Dashboard.*

Note: If you or your company are not yet registered in the LUCCS portal, you will be redirected to the home page where you can submit an access request.
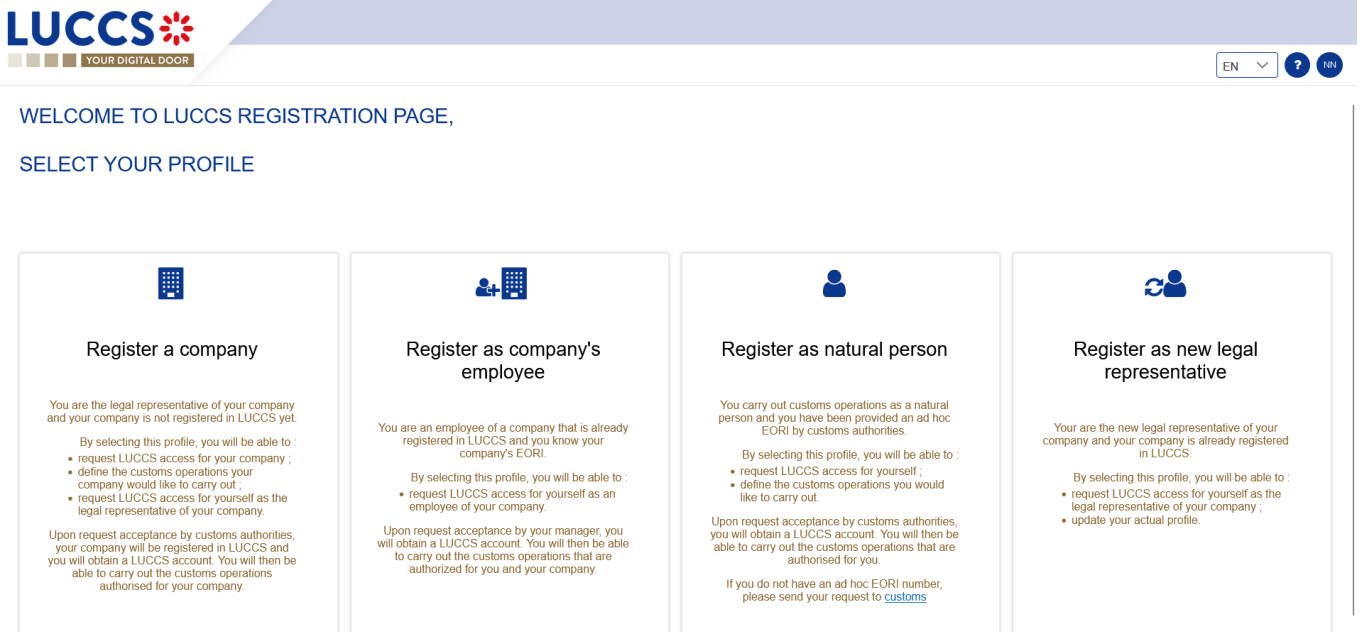
Figure 1: Home page - access request

2 HOW TO GET ACCESS?

2.1 REQUEST ACCESS FOR A COMPANY

To obtain access to the LUCCS portal, the legal representative of the company must submit the registration form for the company (without this, it will be impossible for employees to link to the company):

1. Open the **Home Page** by authenticating (see **User Guide > Authentication**).
2. Select **Register a company.**
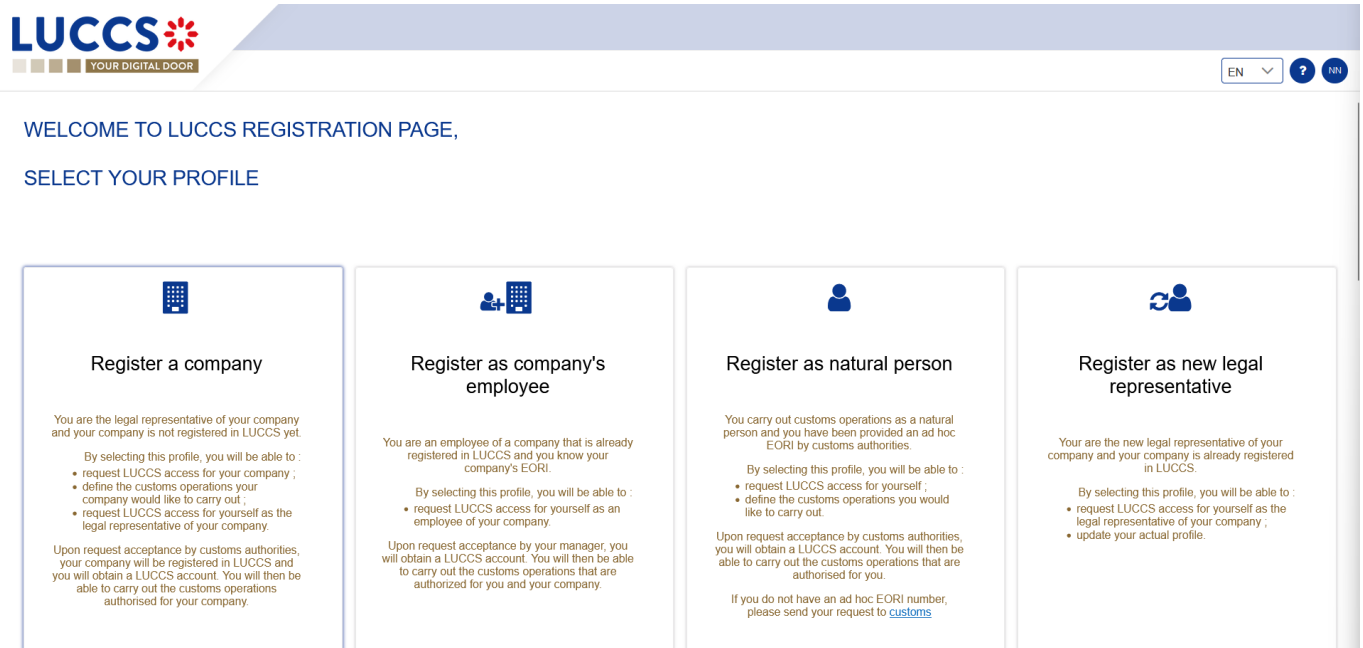
Figure 2: Select Register a company

3. Enter the company's EORI ID number.
4. Select the customs operations that your company should be able to perform from the LUCCS portal.

Figure 3: Company registration form

5. Read and accept the General terms and conditions of use.
6. Click on **Submit**. Your access request is submitted and awaiting validation by the customs authorities.

Figure 4: General terms and conditions of use

Note: you will receive an email notification when your access request has been processed (accepted or rejected).

Note: Click on **User > Logout** to exit the registration form. You will be redirected to the eAccess authentication portal.

2.2 REQUEST USER ACCESS FOR AN EXISTING COMPANY

To obtain access to the LUCCS portal, a company's employee must submit the registration form:

1. Open the **Home Page** by authenticating (see **User Guide > Authentication**).
2. Select **Register as company's employee.**
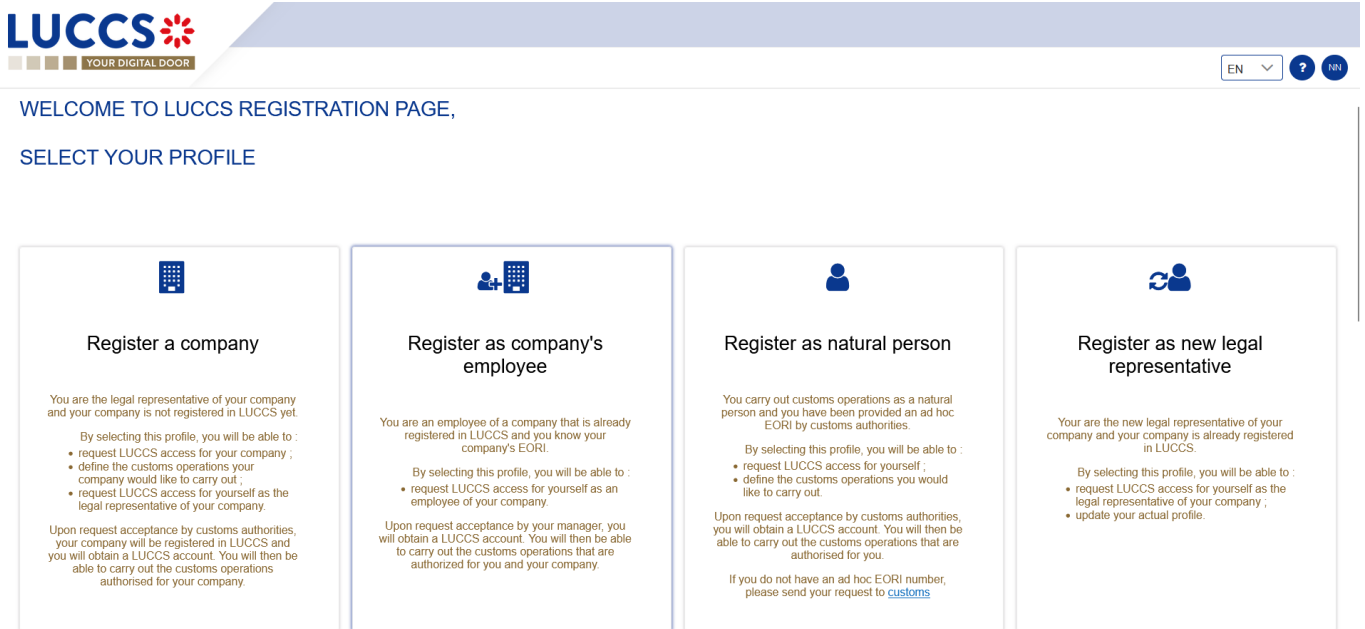
Figure 5: Select Register as company's employee

3. Enter the EORI of the economic operator.
4. Read and accept the terms and conditions of use.

Figure 6: Employee registration Form

5. Click on **Submit**. Your access request is submitted and awaiting validation by your company's legal representative or user manager.
   Note: you will receive an email notification when your access request has been processed (accepted or rejected).

Note: click on **User > Logout** to exit the registration form and to be redirected to the eAccess authentication portal.

2.3 REQUEST ACCESS FOR A NEW NATURAL PERSON

To obtain access to LUCCS as a natural person:

1. Open the **Home Page** by authenticating (see **User Guide > Authentication**).
2. Select **Register as natural person.**

Figure 7: Select Register as natural person

3. Enter your Ad Hoc EORI identification number.
4. Select the customs operations you want to be able to perform in LUCCS.

Identification

Ad Hoc EORI *

Customs operations

Select the customs operations you would like to carry out *

☐ Import (Help) ⧉

☐ Transit

☐ Temporary storage

☐ Release for home-use (AC4)

☐ Security Import control system (ICS)

☐ National guarantee management system

Your contact data

NAME	SURNAME	E-MAIL

Figure 8: Natural person registration form

5. Read and accept the General terms and conditions of use.
6. Click on **Submit**. Your access request is submitted and awaiting validation by the customs authorities.
    Note: you will receive an email notification when your access request has been processed (accepted or rejected).

Note: click on **User > Logout** to exit the registration form. You will be redirected to the eAccess authentication portal.

2.4 REQUEST ACCESS TO REPLACE A LEGAL REPRESENTATIVE

To obtain access to LUCCS by replacing a legal representative:

1. Open the **Home Page** by authenticating (see **User Guide > Authentication**).
2. Select **Register as new legal representative**.

Figure 9: Select Register as new legal representative

3. Enter your EORI ID number.

Figure 10: New legal representative registration form

4. Read and accept the General terms and conditions of use.
5. Click on **Submit**. Your access request is submitted and awaiting validation by the customs authorities.

   Note: you will receive an email notification when your access request has been processed (accepted or rejected).

Note: click on **User > Logout** to exit the registration form. You will be redirected to the eAccess authentication portal.

3 HOW TO MANAGE ACCESS REQUESTS?

From the **User Management** page, you can manage the LUCCS portal access requests for your company.

Figure 11: User management

3.1 ACCEPT AN ACCESS REQUEST

Note: only users with the function 'Legal Representative' or 'User Manager' have access to this option.

1. Open **User > User management** page. The requests for access to the LUCCS portal for the company are displayed at the top of the page.
2. Click on the action ▶ **Execute.** A pop-up opens.

Figure 12: Pop-up – Accept a user's request

3. Click **Accept Request.**
4. Select the operations allowed for the user.
5. Select the user's function: 'User Manager' or 'Employee'.
   Note: Only the user with the 'legal representative' function can assign the 'User Manager' function.

6. Add a remark: this note will be communicated to the user in the notification email.
7. Click on **Submit**. An email notification is sent, and the user can access the LUCCS portal.

3.2 REJECT AN ACCESS REQUEST

Note: only users with the function 'Legal Representative' or 'User Manager' have access to this option.

1. Open **User > User management** page. The requests for access to the LUCCS portal for the company are displayed at the top of the page.
2. Click on the action ▶ **Execute.** A pop-up opens.

Figure 13: Pop-up - User's request rejection

3. Click on **Reject Request.**
4. Add a remark: this note will be communicated to the user in the notification email.
5. Click on **Submit**. An email notification is sent, and the user will not have access to the LUCCS portal.

4 HOW TO MANAGE USERS?

From the **User Management** page, you can manage registered users for your company.

Note: you must have the function 'Legal Representative' or 'User Manager' to be able to edit users.

Figure 14: User management

4.1 UPDATE A USER

1. Open the **User > User management** page**.** All users in your company are displayed in the 'User List'.
2. Click on the action 📝 **Edit**. A pop-up opens.

Figure 15: Pop-up – Edit user

3. You can update the function, allowed operations, and remarks.

4. Click on **Submit**. A notification is sent by email to the user to inform him of the changes.

Note: only the 'Legal Representative' can update the user's function.

4.2 DELETE A USER

1. Open the **User > User management** page**.** All users in your company are displayed in the 'User List'.
2. Click on the action 🗑 **Delete**, a confirmation pop-up opens.
3. Click on **Yes**. A notification is sent by email to the user to inform him of the changes and the user's access to the LUCCS portal is revoked.

Note: the 'Legal Representative' may remove users with the function 'User Manager' or 'Employee'. The 'User Managers' can only delete users with the 'Employee' function.

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5 GENERIC SCREENS

5.1 MENU

The menu to access the different features of the application is located on the upper part of the screen.
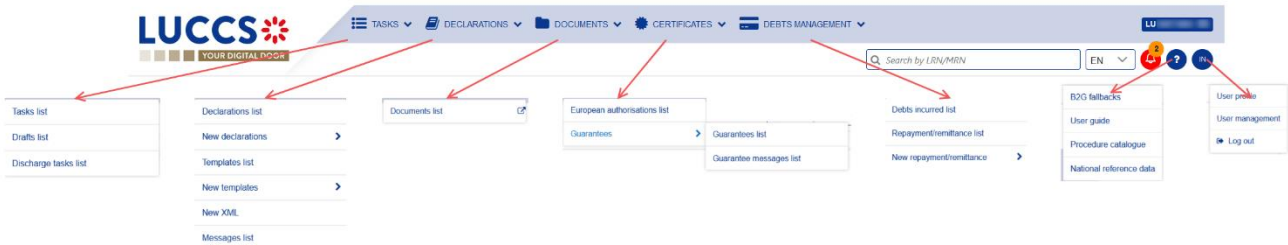
Figure 16: Menu

When using the interface on a tablet, the menu is displayed on the left side of the screen.

5.2 CUSTOMS PORTAL AND GUICHET.LU

Click on [?] > **Procedure catalogue.**

A page presenting information on the customs portal and customs-related administrative procedures in Guichet is displayed. Links allow you to access different websites.
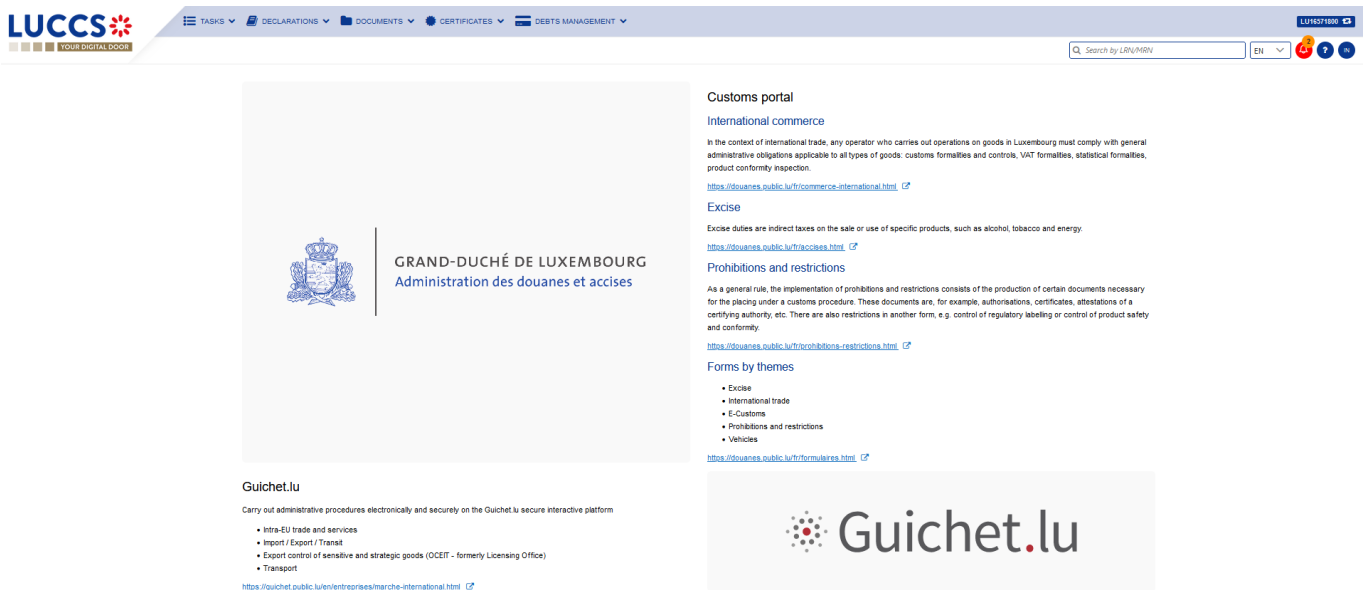
Figure 17: Customs portal and Guichet.lu

5.3 DASHBOARD

The dashboard is your home page when you log in to the LUCCS portal.

Figure 18: Dashboard

The following features can be accessed from the dashboard:

- Your work in progress (Tasks or declarations).
- The last 10 communications received from Customs authorities.
- The last 10 newly created tasks.
- The last 10 recently updated declarations.
- The last 10 messages received from the Luxembourg customs system.

The dashboard is accessed from the LUCCS icon in the **LUCCS** **Menu**.

5.3.1 CONSULT THE LATEST COMMUNICATIONS

The "**Latest communication**" section allows you to view the last 10 communications made by the customs authorities. These communications relate only to the declaration of temporary storage.

The communications are ordered by creation date, with the most recent at the top.

Note: You can access the **Declaration View** by clicking on its **LRN/MRN**.

5.3.2 CONSULT THE LATEST TASKS

The '**Latest tasks**' section allows you to consult the last 10 newly created tasks for all your import, excise, transit, and temporary storage declarations for which you are the declarant, the holder of the procedure, the trader at destination or the representative.

The tasks are ordered by creation date, with the most recent at the top, and then by expiration date, with the most urgent at the top.

1. Click on the icon ⊕ to access the *Tasks list*
2. Click on the **task** name to perform it.

Note: you can access the **Declaration View** by clicking on its **LRN/MRN**.

5.3.3   CONSULT THE LATEST UPDATED DECLARATIONS

The **'Latest updated declarations'** section allows you to view the last 10 newly updated declarations of all your import, excise, transit, and temporary storage declarations for which you are the declarant, the holder of the procedure, the trader at destination or the representative.

The declarations are ordered by creation date with the most recent at the top.

• Click on the icon ⊕ to access the *Declarations list*

Note: you can access the **Declaration View** by clicking on its **LRN/MRN**.

5.3.4   CONSULT THE LATEST RECEIVED MESSAGES

The **'Latest received messages'** section allows you to consult the last 10 messages received from the LUCCS system for all your import, excise, transit, and temporary storage declarations for which you are the declarant, the holder of the procedure, the trader at destination or the representative.

The messages are ordered by event date, i.e., the date the message was received, with the most recent ones at the top.

• Click on the icon ⊕ to access to the *Messages list*

Note: you can access the **Declaration View** by clicking on its **LRN/MRN**.

5.4 USER PROFILE

5.4.1   CONSULT MY PROFILE

From the **Menu > User > User Profile**, you access your profile information. This information includes:

▪ Your contact details.
▪ Your accounts, with the one you are currently logged highlighted.
▪ The identifiers of your company (name and EORI) as well as its delegations.
▪ The contact details of your company's legal representative.
▪ The customs operations that your company can carry out.
▪ Your accesses as a user (function within the company and authorised operations).

Figure 19: User Profile

5.4.2 MODIFY THE COMPANY'S CUSTOMS OPERATIONS

Note: you must have the function 'Legal Representative' to be able to modify the customs operations of the company.

1. Open the **User > User Profile** page**.**
2. Click on the action 　✎　 **Edit**. A pop-up opens.
3. You can update the authorized operations for your business.
4. Click on **Submit.** Your request to change access is submitted and awaiting validation by the customs authorities.

Note: you will receive an email notification when your request to change access has been processed (accepted or rejected).

5.4.3 MANAGING MULTIPLE ACCOUNTS

1. Open the **User > User Profile** page**.**
2. Click on the **'Request a new account'** button.
3. Follow the instructions in:

4. *How to get* access?
5. Once your new account is accepted, your new company id (EORI) will appear on your **User Profile (Switch Account section)** as well as on the **EORI** icon at the top right of the menu.
6. You can only work with one account at a time, to change your current account, use.
   a. Either **Switch account** on your **User Profile** page

SWITCH ACCOUNT

   b. Or from the **EORI** icon at the top right of the menu

Select company for which you currently work

Select company

and select the company you want to access.

5.5 DECLARATIONS LIST

In the **'Declaration list'**, you will find all the import, excise, transit, and temporary storage declarations for which you are the holder of the procedure, the trader at destination, the declarant, or the representative.

The list is ordered by date of creation of the declaration with the most recent at the top. Only 50 results can be returned simultaneously.

Figure 20: Declarations list

5.5.1 ACCESS THE DECLARATIONS LIST

1. Click in the icon ⊕ of the **'Latest Updated Declarations'** section in the **Dashboard** or.
2. From the **Menu > Declarations > Declarations list**

5.5.2 CONSULT INFORMATION RELATED TO A DECLARATION

Each declaration is displayed in the list with the following information:

▪ **LRN/MRN,** the MRN is displayed only upon receipt of the notification of acceptance of the declaration (IETS028, IE028, CCI28A).
▪ **State** of the declaration.
▪ **Procedure**: (temporary storage, transit, import or excise).
▪ **Declaration type** / **Additional declaration type**: available only for transit and import procedures.
▪ **Creation date** of the declaration.
▪ **Consignee/Importer:** the name and EORI of the consignee (for a temporary storage procedure); the name and EORI of the importer (for an import procedure).
▪ **Declarant/ Holder/ Trader:** the name and EORI of the holder of the procedure (for a transit procedure); the name and EORI of the declarant (for temporary storage and import procedure).
▪ **Representative:** the name and EORI of the representative.
▪ **Representation type:** indicates whether there is no representation, direct representation, or indirect representation.

Note: you can access the **Declaration View** by clicking on the **LRN/MNR**.

5.5.3 FILTER DECLARATIONS

It is possible to filter the list of declarations according to several criteria.

1. Click on the **'Filters'** button which is above the list.

2. Enter your filter criteria.
3. Click on **'Apply'.**

The declarations list is filtered based on the selected search criteria.

Note: It is also possible to display the declarations submitted outside the LUCCS portal by selecting the filter **'Display B2G declarations'.**

5.5.4 SORT THE DECLARATIONS LIST

1. Click on ⇅ to change the display order (ascending/descending) based on the creation date.
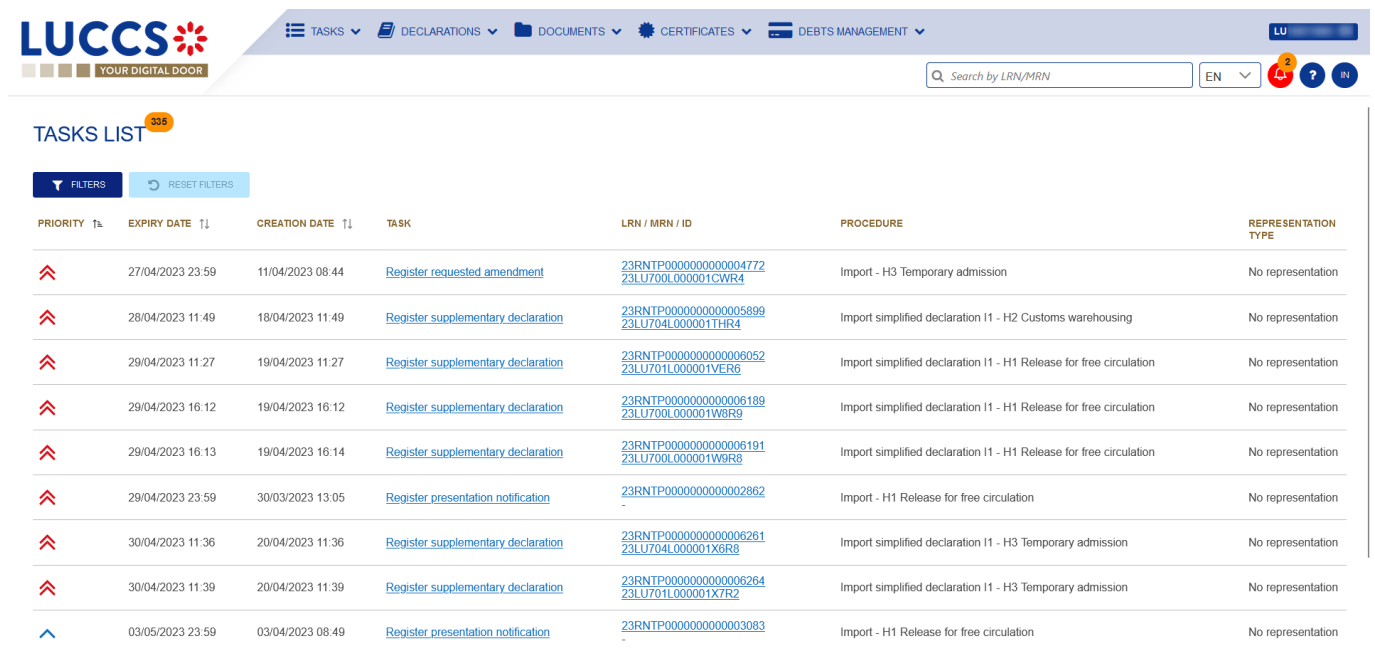
5.5.5 POSSIBLE ACTIONS

1. Click on [icon] to duplicate a declaration. This functionality is also available from the **Declaration View**. Note that to avoid errors, the reference and mass fields are not retained when cloning a declaration.
2. Click on [icon] to copy the MRN of a declaration to your clipboard.

5.6 TASKS LIST

You will find in the **'Tasks List'** all the tasks you need to perform for all your import, excise, transit, and temporary storage declarations for which you are the holder of the procedure, the trader at destination, the declarant, or the representative.

The list is ordered by expiration date, with the most urgent tasks at the top, and then by creation date, with the oldest tasks at the top.

Figure 21: Tasks list

Note: A task will no longer be available when its expiration date is reached.

5.6.1 ACCESS THE TASKS LIST

1. Click on the icon in the section **'Latest tasks'** in the **Dashboard** or;
2. From the **Menu**   ⊙   **> Tasks > Tasks list**

5.6.2 CONSULT INFORMATION RELATED TO A TASK

Each task is displayed in the list with the following information:

- **Priority**: each task is associated with a priority level:
  - ⋀ corresponds to a high priority, i.e., an expiry date of less than or equal to 5 days.
  - ⌃ corresponds to an average priority, i.e., an expiry date greater than 5 days and less than or equal to 15 days.
  - ⋁ corresponds to a low priority, that is, an expiration date greater than 15 days.
- **Expiry date** of the tasks: the task will no longer be available from that date.
- **Creation date** of the task.
- **Name of the task** (cf. *'Mandatory tasks by customs procedure'*).
- **LRN / MRN**: the MRN is displayed only upon receipt of the notification of acceptance of the declaration (IETS028, IE028, CCI28A).
- **Procedure**: the customs procedure (temporary storage, transit, import or excise).
- **Representation type:** indicates whether there is no representation, direct representation, or indirect representation.

Note: you can access the **Declaration View** by clicking on the **LRN/MNR**.

5.6.3 FILTER TASKS

It is possible to filter the task list according to several criteria.

1. Click on the **'Filters'** button above the list.
2. Enter your filter criteria.
3. Click on **'Apply'**

The task list is filtered based on the selected search criteria.

5.6.4 SORT THE TASK LIST

Click on ⇅ to change the display order (ascending/descending) based on priority, expiration date, or creation date.

5.7 MESSAGES LIST

In the Message list, you will find all the messages exchanged for all your import, excise, transit, and temporary storage declarations for which you are the holder of the procedure, the trader at destination, the declarant, or the representative.

Figure 22: Message list

The list is ordered by date of the event (see date of receipt/sending of the message), with the most recent messages at the top.

5.7.1 ACCESS THE MESSAGES LIST

1. Click on ⊕ in the **Dashboard** or.
2. Open the **Menu > Declarations > Messages list** page.

5.7.2 CONSULT INFORMATION RELATED TO A MESSAGE

Each message is displayed in the list with the following information:

- **Event**:
  - ○ ✉ corresponds to a received message.
  - ○ ✉ corresponds to a message sent.
- **Event date:** date the message was received or sent.
- **LRN / MRN:** the MRN is displayed only from the receipt of the notification of acceptance of the declaration (IETS028, IE028, CCI28A)
- **Procedure:** the customs procedure (temporary storage, transit, import or excise)
- **Message exchanged:** message name.
- **Consignee/Importer:** the name and EORI of the consignee (for a temporary storage procedure); the name and EORI of the importer (for an import procedure).

- **Declarant/ Holder/ Trader:** the name and EORI of the holder of the procedure (for a transit procedure); the name and EORI of the declarant (temporary storage and import procedure)
- **Representative:** the name and EORI of the representative.
- **Representation type:** indicates whether there is no representation, direct representation, or indirect representation.

Note: you can access the **Declaration View** by clicking on the **LRN/MNR**.

5.7.3   FILTER MESSAGES

It is possible to filter the list of messages according to several criteria.

1. Click on the **'Filters'** button which is above the list.
2. Enter your filter criteria.
3. Click on **'Apply'**
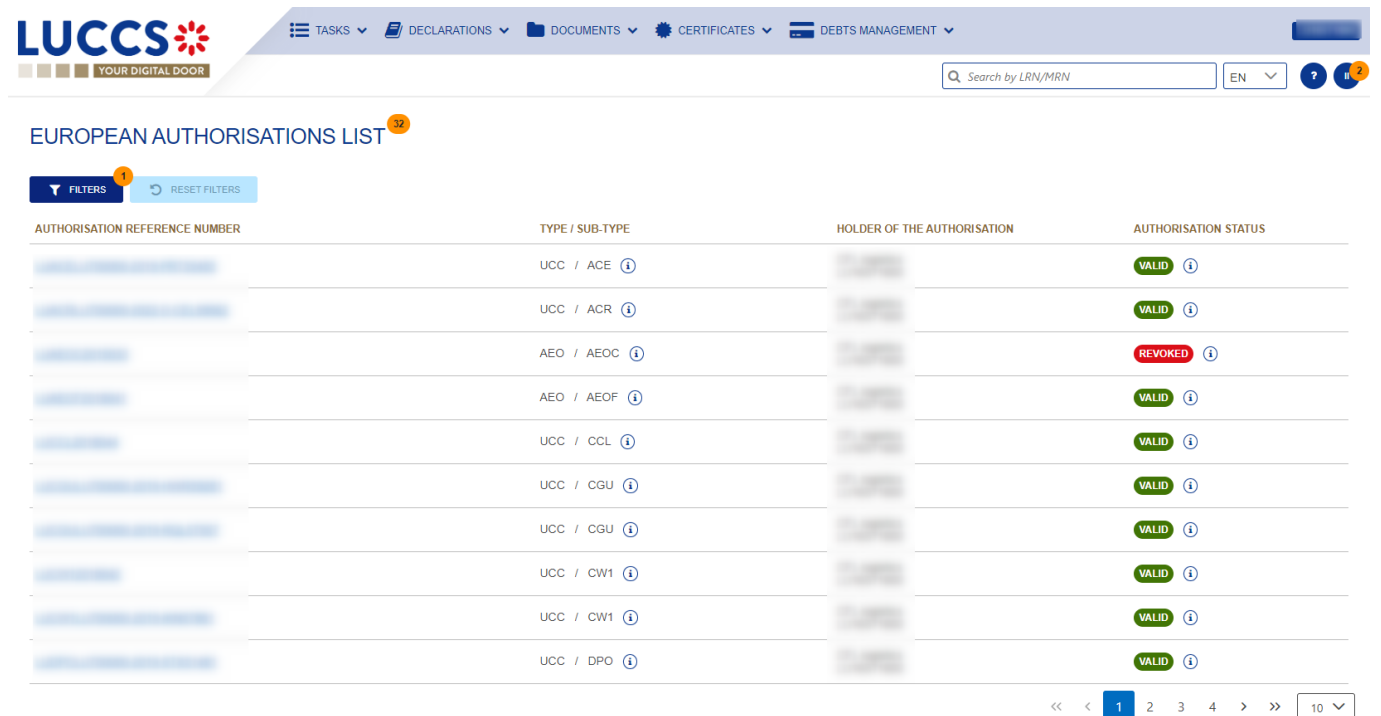
The list of messages is filtered based on the selected search criteria.

5.7.4   SORT THE MESSAGE LIST

3. Click on ⇅ to change the display order (ascending/descending) based on the type of event or the date of the event.

5.8   LIST OF EUROPEAN AUTHORISATIONS

In the list of European Authorisations, you will find all the authorisations for which you are the holder or the authorisations of the holders you can represent.

Figure 23: European authorisations list

The list is ordered alphabetically by reference number. By default, only the authorisations for which you are the holder are displayed.

5.8.1 ACCESS THE LIST OF EUROPEAN AUTHORISATIONS

Open the **Menu > Certificates > European Authorisations List** page.

5.8.2 VIEW INFORMATION ABOUT AN AUTHORISATION

Each authorisation is displayed in the list with the following information:

- **Authorisation reference number**: the reference number of the European authorisation.
- **Type / sub-type**: the type and subtype of the authorisation (details visible via the tooltip).
- **Holder of the authorisation**: the name and EORI of the authorisation holder.
- **Authorisation status**: valid or revoked (with the validity dates in the tooltip).

Note: You can access the **Authorisation View** by clicking on the **Authorisation Reference Number**.

5.8.3 HOW TO VIEW AN AUTHORISATION

To view the data of an authorisation:

1. Open the **Authorisation** page for the authorisation you wish to view via its **Reference Number.**
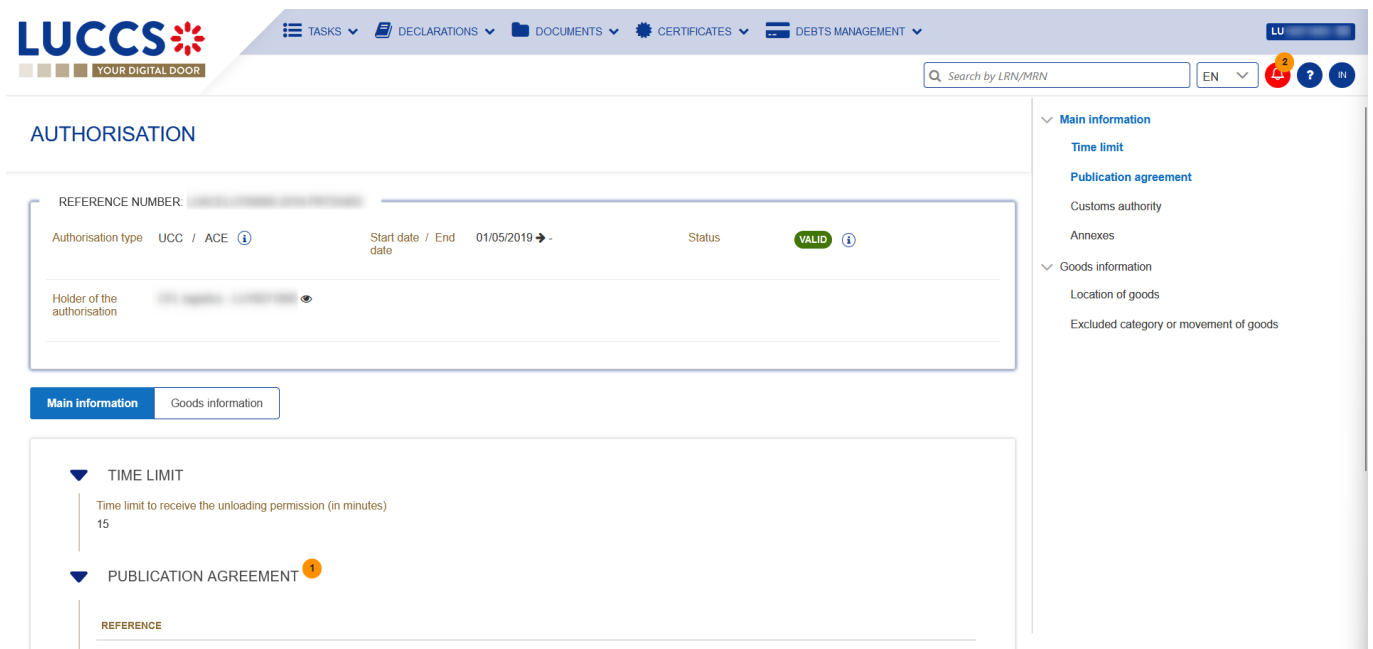
Figure 24: Authorisation

2. Click on the **Main Information** or **Goods Information** button.
3. The authorisation data is displayed.

5.8.4 FILTER AUTHORISATIONS
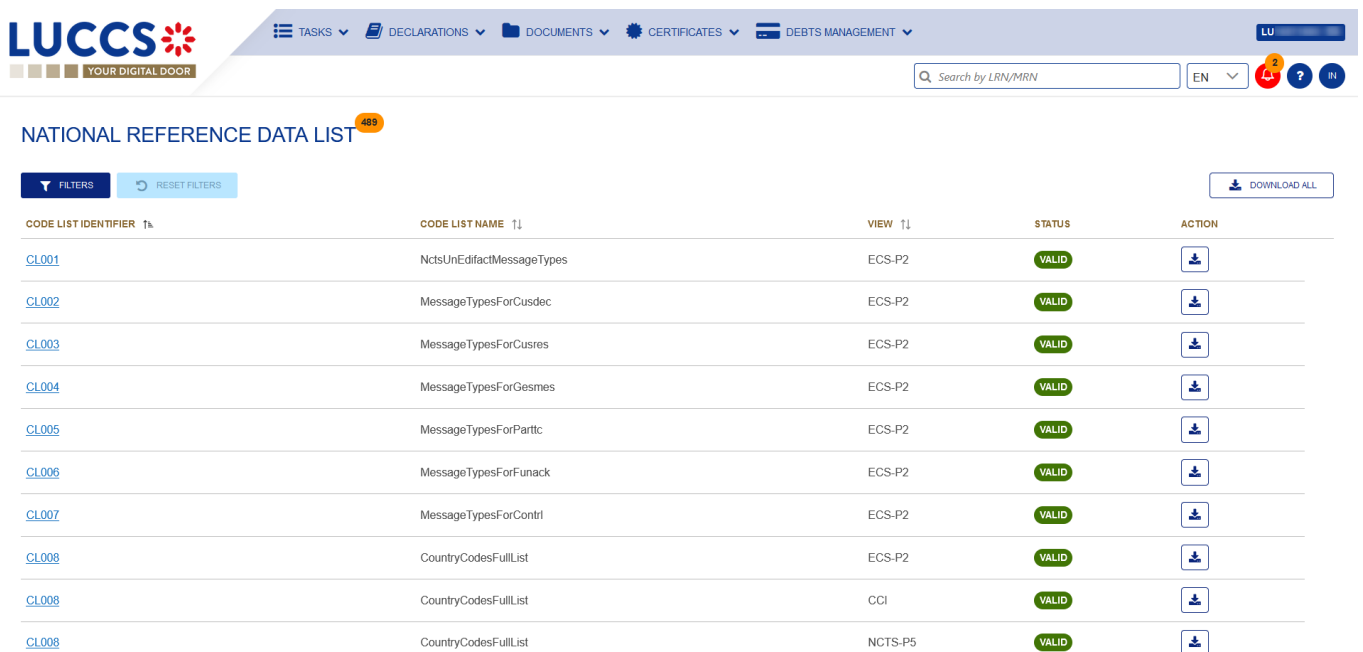
It is possible to filter the list of authorisations according to several criteria.

1. Click on the **'Filters'** button above the list.
2. Enter your filter criteria.
3. Click on **'Apply '**.

The list of authorisations is filtered based on the selected search criteria.

5.9 NATIONAL REFERENCE DATA LIST

In the National Reference Data List, you will find all the code lists used in LUCCS.

Figure 25: National reference data list

The list is ordered alphabetically by the code list identifiers.

5.9.1 ACCESS THE LIST OF REFERENCE DATA

Click on **?** > **National Reference Data**

5.9.2 CONSULT INFORMATION ABOUT A CODE LIST

Each code list is displayed in the list with the following information:

- **Code list identifier**: the reference number of the code list
- **Code list name**: (technical) name of the code list
- **View**: domain of the list (CCI, CDMS, CUST-LU-CCI, ECS-P2, ICS2, LUCCS, NCTS-P5 or SURV)
- **Status**: valid or invalid.

Note: You can access the **Code List View** by clicking on the **Code List Identifier**.

5.9.3   HOW TO CONSULT A CODE LIST

To view the data of a code list:

1. Open the page corresponding to the code list you wish to consult via its **Code List Identifier.**
2. The code list data is displayed.

Figure 26: Code list view

5.9.4   FILTER CODE LISTS

It is possible to filter the list of reference data according to several criteria.

1. Click on the **'Filters'** button above the list.
2. Enter your filter criteria.
3. Click on **'Apply'**.

The list of reference data is filtered based on the selected search criteria.

5.9.5   SORT THE LIST OF REFERENCE DATA

Click on ⇅ to change the display order (ascending/descending) based on the identifier, name, or view of the code list.

5.9.6   HOW TO DOWNLOAD REFERENCE DATA

To download all code lists from the reference data list: Click the **Download** button.

To download a specific code list from the national reference data list: Click the **Download** icon in the action column in the row corresponding to the code list concerned.

To download a given code list from the view:

1. Open the page corresponding to the code list you want to consult via its **Code List Identifier.**
2. The view opens.
3. Click on the **Download** button.

6 XML DECLARATIONS

6.1 HOW TO SUBMIT A DECLARATION IN XML FORMAT

To submit a declaration in XML format, while still being able to perform subsequent tasks in the portal, click on **Declaration > New XML Declaration** in the top menu.

Note that the technical variables (Message sender, message recipient, date and time, message identification) and LRN present in the submitted message will be replaced automatically by the system. Once submitted, the system will inform you of the values used and the declaration can be consulted. If the message was invalid, the errors are displayed.

Figure 27: Submit declaration in XML format – success

6.2 FALLBACK SOLUTION FOR B2G

You also have the possibility to submit any message (among '***Messages by customs procedure'***) in XML format. Please note that this submission may be necessary in case of unavailability of the existing system on the operator side and can therefore be used as a 'B2G Fallback'. The messages sent are not modified (i.e., no variables are replaced as is the case with the above-mentioned XML submission) and the further processing of these messages will take place outside the portal.

7 TRANSVERSAL FUNCTIONALITIES

7.1 HOW TO ADD NON-MANDATORY DATA GROUPS TO A FORM

Non-mandatory data groups are not displayed by default in the forms. You can add them by clicking on the **Add** icon ➕ next to the data group.

7.2 HOW TO DELETE NON-MANDATORY DATA GROUPS TO A FORM

To delete a non-mandatory data group:

1. Click on the **delete** 🗑 icon next to the data group.
2. A confirmation modal opens, click **Yes**.
3. The data group is deleted, and the information entered will not be saved.

7.3 HOW TO SAVE A DRAFT OF A DECLARATION

To save your declaration as draft:

1. Open the **Menu** > **Declarations** > **New declarations** page and choose the type of declaration you wish to submit.
2. The form opens.
3. Click the **Save as Draft** button.
4. Your declaration is saved, you can leave the form and will not lose any encoded data**.**

7.3.1 HOW TO RETRIEVE A DRAFT OF A DECLARATION

To retrieve your declarations saved as drafts:

1. Open the **Menu** > **Tasks** > **Drafts list** page**.**

7.3.2 DRAFTS LIST

In the Drafts List, you will find all drafts for your declarations and optional import, excise, transit, and temporary storage tasks for which you are the holder of the procedure, the trader at destination, the declarant, or the representative.

Figure 28: Drafts list

The list is ordered by creation date, with the most recent drafts at the top.

7.3.3 CONSULT INFORMATION RELATED TO A DRAFT

Each draft is displayed in the list with the following information:

- **LRN / MRN:** the MRN is displayed only from the receipt of the notification of acceptance of the declaration (IETS028, IE028, CCI28A).
- **Task Name** (cf. *Optional tasks by customs procedure*).
- **Procedure:** the customs procedure (temporary storage, transit, import or excise).
- **Creation date:** draft creation date.
- **Consignee/Importer:** the name and EORI of the consignee (for a temporary storage procedure); the name and EORI of the importer (for an import procedure).
- **Declarant/ Holder/ Trader:** the name and EORI of the holder of the procedure (for a transit procedure); the name and EORI of the declarant (temporary storage and import procedure).
- **Representative:** the name and EORI of the representative.
- **Representation type:** indicates whether there is no representation, direct representation, or indirect representation.

Note: you can access the **Declaration View** by clicking on the **LRN/MNR**.

7.3.4 FILTER DRAFTS

It is possible to filter the list of drafts according to several criteria.

1. Click on the button **'Filters'** which is above the list.
2. Enter your filter criteria.
3. Click on **'Apply'.**

The list of drafts is filtered based on the selected search criteria.

7.3.5   SORT THE DRAFTS LIST

1. Click on ↑↓ to change the display order (ascending/descending) based on the creation date.

7.3.6   HOW TO DELETE A DRAFT OF A DECLARATION

To delete a draft from the draft list: **Menu** > **Tasks** > **Drafts list:**

1. Select the draft(s) to delete by clicking on the corresponding row.
2. Click on the **Delete draft** button.

To delete a draft from the form:

1. Open the saved form as a draft: **Menu** > **Tasks** > **Drafts list** and click on the task **'Register declaration'.**
2. The form opens.
3. Click on the **Delete draft** button**.**

7.4 HOW TO MANAGE MY DOCUMENTS

7.4.1   HOW TO UPLOAD A NEW DOCUMENT INTO A FORM

To upload a document into a form:

1. Open the desired form.
2. Encode the document reference number.
3. The system proposes the documents whose reference contains the characters you have encoded. If the document you wish to insert already exists, select its reference. The icon [icon] appears to indicate that the document has been successfully uploaded.
4. If the document you wish to insert is not yet present in your list of documents, click on the icon [⋮] > Upload new document.
5. The upload modal opens.
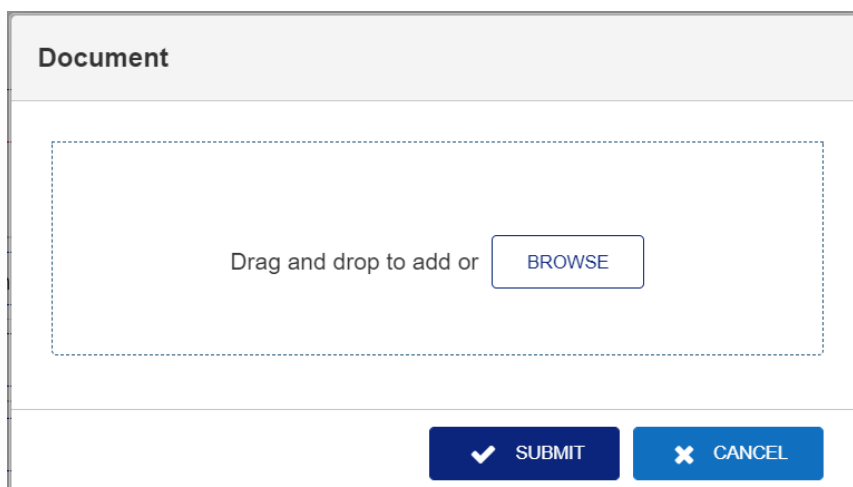
Figure 29: Upload a document

6. Drag and drop the file or click Browse to add a document.

7. Fill in the mandatory information and submit.

Figure 30: Upload a document - information to complete

When the document is successfully uploaded, this icon [icon] appears.

7.4.2 HOW TO UPLOAD A NEW VERSION OF THE SAME DOCUMENT TO A FORM

When the document is successfully uploaded, this icon [icon] appears.

To upload a new version:

1. Click the icon > Upload new version.
2. The pop-up **Upload new version** opens.
3. Drag and drop the file or click Browse to add a document.
4. Fill in the mandatory information and submit.

7.4.3 HOW TO DELETE A DOCUMENT IN A FORM

To delete a document uploaded from a form, you can:

1. Delete the document using the Delete icon [icon] on the corresponding row to the uploaded document.
2. Delete multiple documents at once from the same group using the **Remove All** icon. [icon]

7.4.4 HOW TO CONSULT UPLOADED DOCUMENTS

In a declaration, the documents can be downloaded using the icon [⤓]
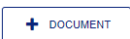
To consult the uploaded *Documents List*, go to **Menu > Documents > Documents list:**
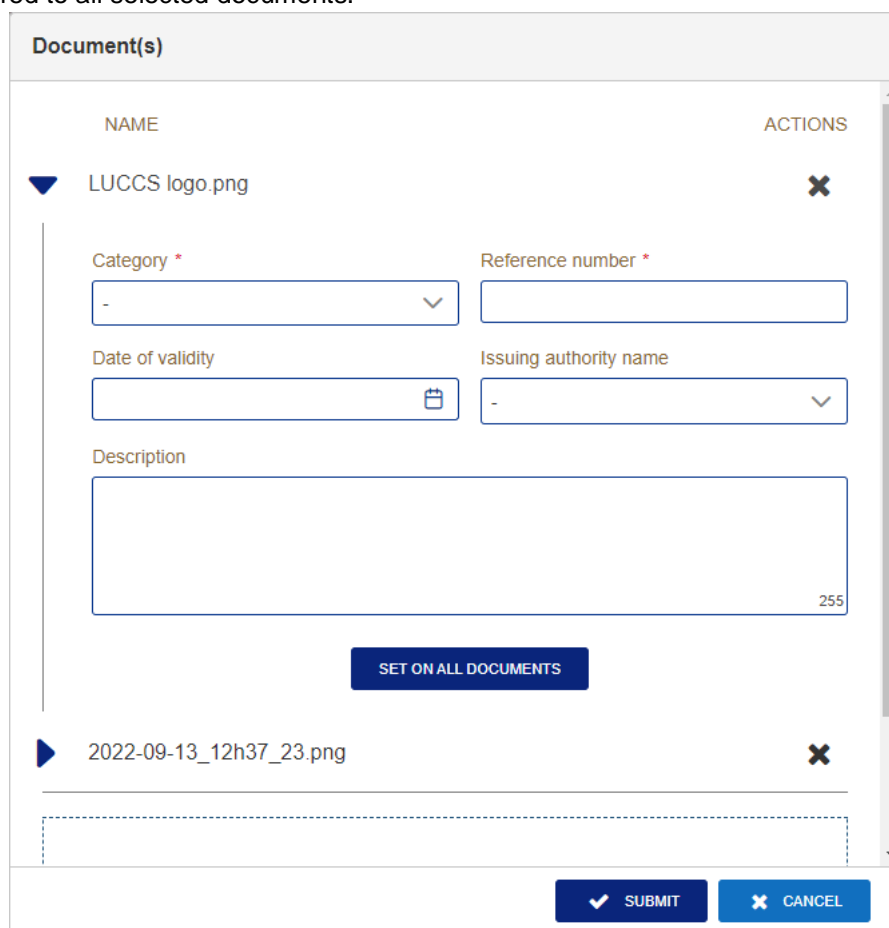
1. A new tab will open with the list of your documents that you can filter.
2. You can filter the list to search for specific documents.
3. You can download the documents in the list using the icon [⋮] **> Download.**

7.4.5 HOW TO UPLOAD A NEW DOCUMENT FROM THE DOCUMENT LIST

To upload a new document(s) to your *Documents List:*

Open the **Menu> Documents> Documents list** page**.**

1. Click on **Add document** button [+ DOCUMENT]
2. The upload pop-up opens.
3. Drag and drop the file or click **Browse** to add a document. You can upload multiple documents at once by using the **Browse** button and selecting multiple documents to upload.
4. Fill in the mandatory information and submit. You can use the **Set on all Documents** feature to assign the information entered to all selected documents.
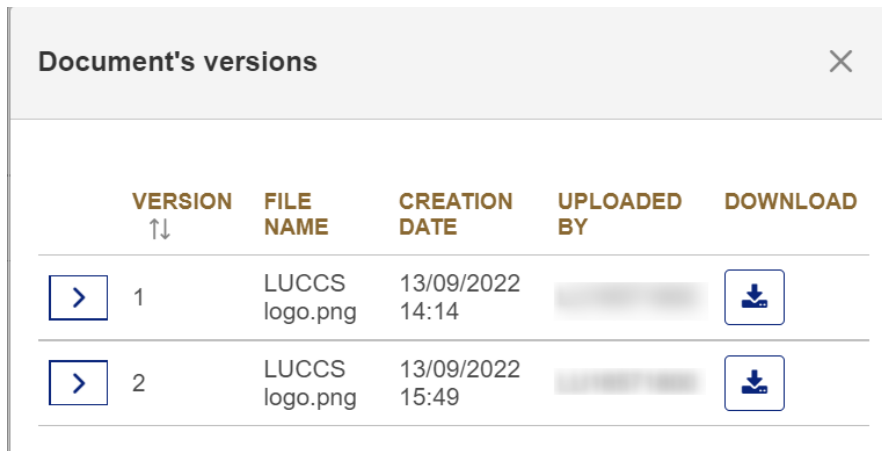
Figure 31: Upload multiple documents

Note: When a new version is saved, it is the new version that will be displayed by default in the document list.

To consult the **versions history**:

1. Click on the icon [⋮] > Versions history.
2. The **Document's versions** pop-up opens with the different versions that you can consult and download.
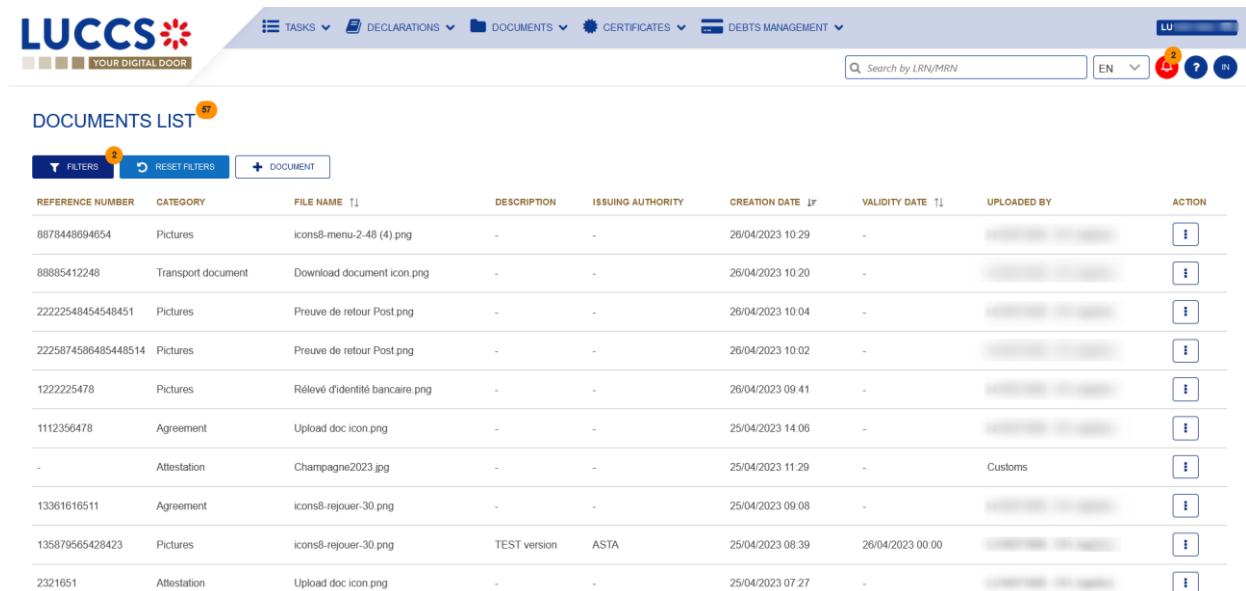
Figure 32: Document's versions

7.4.6 DOCUMENTS LIST

In the Documents List, you will find all the documents for your import, excise, transit, and temporary storage declarations for which you are the holder of the procedure, the trader at destination, the declarant, or the representative.

Figure 33: Documents list

The list is ordered by date of creation, with the most recent documents at the top. It is filtered by date to show only documents issued in the last 7 days.

7.4.7 CONSULT INFORMATION RELATED TO A DOCUMENT

Each document is displayed in the list with the following information:

- **Reference number:** the provided reference number of the document
- **Category:** the category of the attached file
- **File name:** the name and extension of the attached file
- **Description:** the description provided
- **Issuing authority:** the provided issuing authority of the document
- **Creation date:** the date the document was created
- **Validity date:** the validity date of the document
- **Uploaded by:** These documents may have been uploaded by you, your representative, or the customs authorities. The EORI and the name of the actor are provided.

7.4.8 FILTER DOCUMENTS

It is possible to filter the list of documents according to several criteria:

1. Click on the **'Filters'** button which is above the list.
2. Enter your filter criteria.
3. Click on **'Apply'.**

The list of documents is filtered based on the selected search criteria.

7.4.9 SORT THE LIST OF DOCUMENTS

1. Click on ⇅ to change the display order (ascending/descending) based on the creation date, the validity date, or the file name.

7.5 HOW TO REGISTER A DECLARATION TEMPLATE

To register a declaration template:

1. Open the **Menu > Declarations > New template** page and choose the type of declaration you wish to submit.
2. Complete the form with the following data:
   - information about the template
   - the declaration itself (NB: some reference type information cannot be filled in a template to avoid potential errors).
3. Click on **Save**. A confirmation modal opens, click **Yes**.

When the submission is successful, your template is saved. You are then redirected to your last active page.

If the submission is not successful, you must correct the errors.

Note: You can exit your template at any time by clicking **Cancel**. You will be redirected to your last active page and the information entered in the form will not be saved.

7.5.1 HOW TO RETRIEVE A DECLARATION TEMPLATE

To retrieve your templates:

Open the **Menu > Declarations > Template List** page.

7.5.2 LIST OF TEMPLATES

In the List of templates, you will find all the templates for your import, excise, transit, and temporary deposit declarations for which you are the holder of the procedure, the operator at destination, the declarant, or the representative.

Figure 34: Template list

The list is ordered by date of creation, with the most recent models at the top.

7.5.3 CONSULT INFORMATION RELATED TO A TEMPLATE

Each template is displayed in the list with the following information:

- **Name**: name assigned to the template
- **Procedure**: the customs procedure (temporary storage, transit, import or excise)
- **Creation date**: date of creation of the draft
- **Description**: the description assigned to the template.

Note: you can access the **Template View** by clicking on the **name**.

7.5.4 FILTER TEMPLATES

It is possible to filter the list of templates according to several criteria.

1. Click on the **'Filters'** button above the list.
2. Enter your filter criteria.
3. Click on **'Apply'**.

The list of models is filtered based on the selected search criteria.

7.5.5 SORT THE LIST OF TEMPLATES

Click on ⇅ to change the display order (ascending/descending) based on the creation date.

7.5.6 HOW TO DELETE A TEMPLATE

To delete a template from the template list: **Menu > Declaration > Templates list**:

1. Click on the **Delete** icon in the row corresponding to the template to be deleted.

To delete a template from the view:

1. Open the view of a template: **Menu > Declarations > Templates list** click on the '**name**'.
2. The view opens.
3. Click on the **Delete** button.

7.5.7 HOW TO MODIFY A TEMPLATE OF A DECLARATION

To modify a template from the templates list: **Menu > Declaration > Templates list**:

1. Click on the **Edit** icon in the row corresponding to the template to be modified.

To modify a template from the view:

1. Open the view of a template: **Menu > Declarations > Templates list** and click on the '**name**'.
2. The view opens.
3. Click on the **Edit template** button.

7.5.8 HOW TO CREATE A NEW DECLARATION FROM A TEMPLATE

To create a new declaration from a template:

1. Open a template view: **Menu > Declarations > Templates List** and click on the '**name**'.
2. The view opens.
3. Click on the **New declaration from template** button. A confirmation window summarising the main information opens, click on **Yes**.
4. The declaration form pre-filled with the template information is displayed. To complete the encoding, refer to the section corresponding to the type of declaration you are working with (see *How to submit an import declaration*, *How to submit a transit declaration*, *How to submit a temporary storage declaration*, or *How to submit an excise declaration*).

8 INPUT HELPERS

8.1 TOOLTIPS

When submitting the various forms in the application, rules are checked. To help you while encoding your forms, these rules are displayed using tooltips.

1. Open a form.
2. Click on the icon (i)
3. The information message is displayed.
4. Click on the icon again.
5. The information message disappears.

Figure 35: Tooltip

There are also permanent indications below certain fields to support the fact that they must be filled in under certain conditions. Refer to the tooltips for more details.

Figure 36: Permanent indications

8.2 ERROR DISPLAY

When submitting the different forms of the application, rules are checked. If your form has not been filled in properly, errors are displayed with text explaining what needs to be changed.

Figure 37: Errors

8.3 CODE SEARCHING HELPERS

To facilitate the use of the drop-down lists in the various forms, a search function is available:

1. Open a drop-down list.
2. A search bar appears above the list of codes.
3. Enter the desired characters.
4. The results are displayed dynamically.
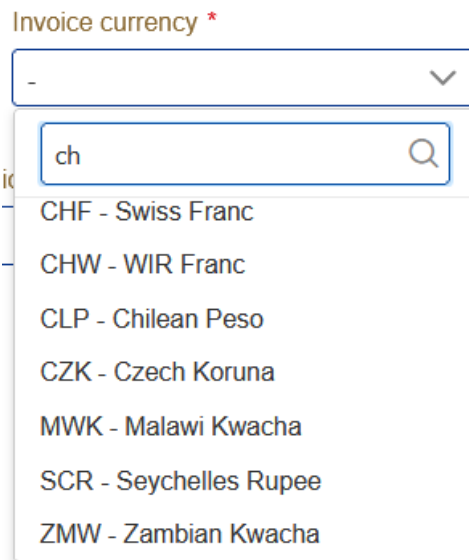
Figure 38: Searching in drop-down lists

Note: By default, the lists are sorted in alphabetical order, however, they adapt according to your use, with the most used values moving to the top of the list.

8.4 ACTOR FILLING HELPERS

To help you fill in the actors in the various declaration registration forms, helpers have been set up.

1. Select the representation status (no representation, direct representation, or indirect representation).
2. Based on this status, the system indicates your EORI in the Identification number fields that apply to you. Example: If you select 'Direct Representation' when registering an H1 import declaration, this means that you are encoding your declaration in a representation context, and you are therefore the representative.
3. For other actors, you fill in either the **Identification Number** or its **Name** and **Address**. Where applicable, helpers are added. Example: In case of direct representation, a valid delegation between you and the declarants you represent must exist. Therefore, a drop-down list allows you to select only the declarants you can represent.
4. For any actor, when you fill in an EORI, click on the icon ⊙ if you want to consult its information contained in the CRS external database.
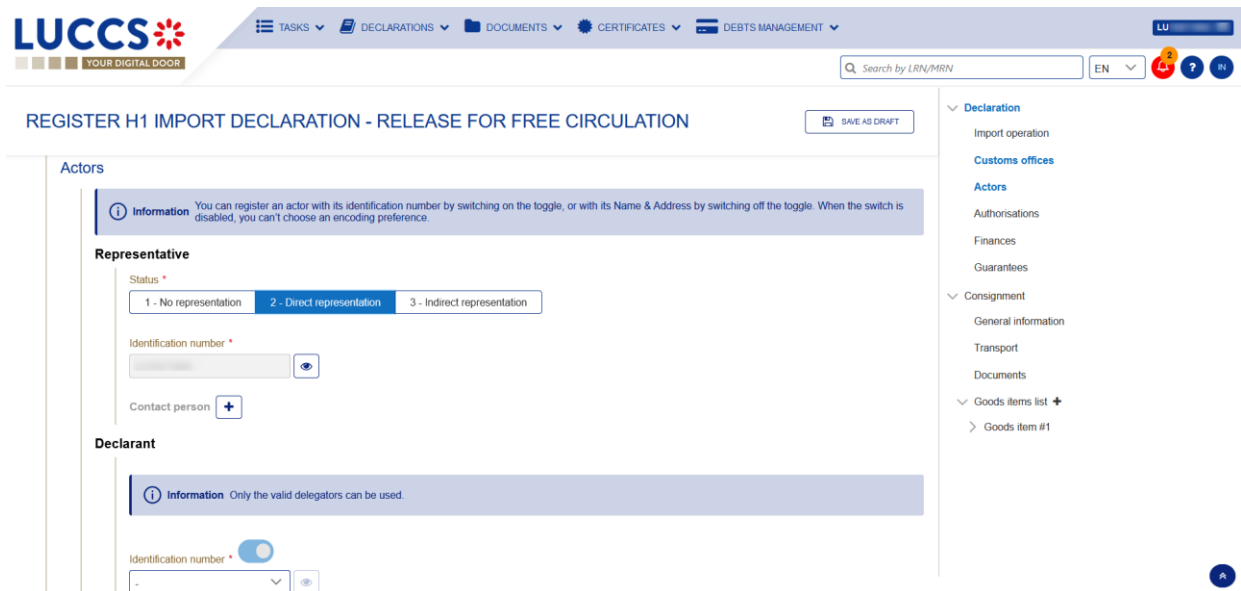
Figure 39: Example of helper in filling actors

8.5 COMMODITY CODE HELPERS

To help you fill in the commodity codes in the various declaration registration forms, helpers have been set up.

1. Click on the icon 🔍 to open the link to Arctic Tariff in which you can make research linked to commodity codes.
2. Enter the first characters of the code you want to specify. The system makes suggestions. While you select suggestions, the system improves its suggestions to let you choose the corresponding commodity code.
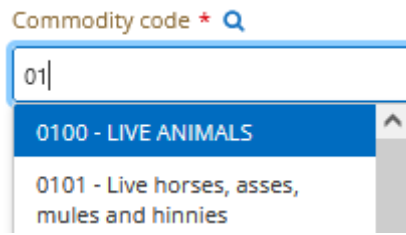
Figure 40: Example of helper in commodity code filling

3. For some procedures (e.g., in the scope of import declarations), there exists rules determined by Arctic Tariff which makes some documents mandatory depending on the commodity code inserted. To consult these helps, click **Documents** [🔆 GET HELP FROM TARLUX] .

4. When encoding a CUS Code, enter the first few characters of the code you wish to enter. The system will make suggestions. Click on the icon 🔍 next to the CUS Code field to open the link to the official ECICS documentation.
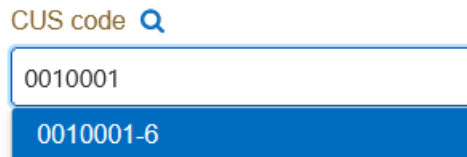
Figure 41: Example of helper in CUS code filling

5. When you enter the quota order number, if it is valid, the icon 👁 appears. Click on the icon. A modal opens with the information related to the quota order number from Arctic Tariff.
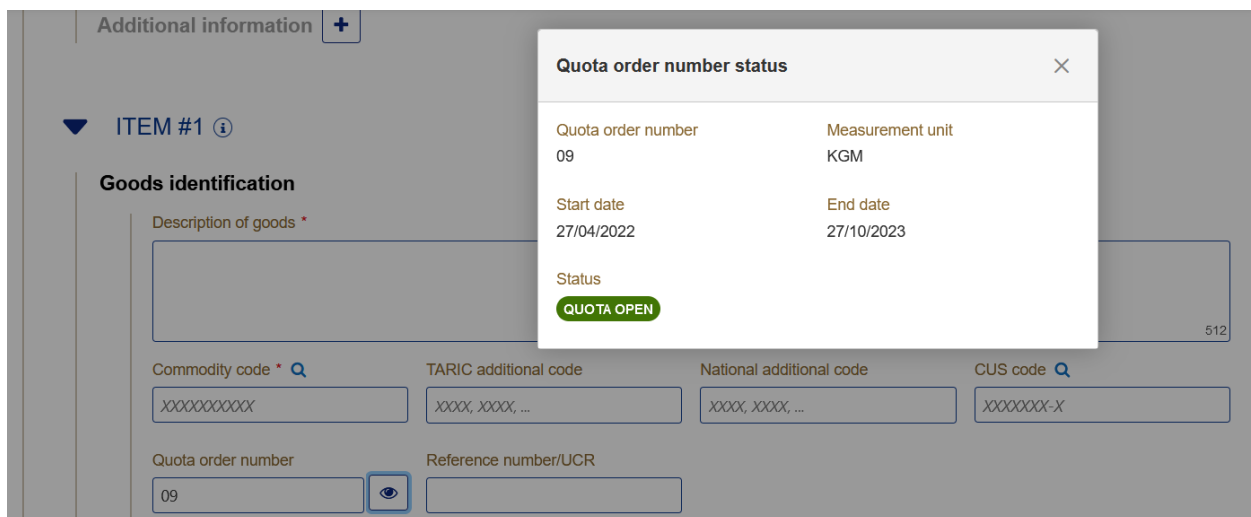
Figure 42: Quota order number status

8.6 UN/LOCODE HELPERS

To assist you when filling in the UN/LOCODE in the various declaration registration forms, helps have been put in place.

1. Click on the icon ⓘ
2. A help screen appears, explaining how to complete the code. A hyperlink to the documentation "UN/LOCODE Code List by Country and Territory" is available.
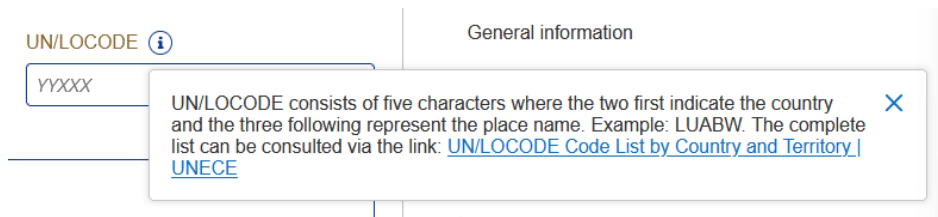
Figure 43: UN/LOCODE explanations

8.7 CONSULTATION OF CERTEX CERTIFICATES

For some procedures (e.g., in the context of import), you have the possibility to consult the status of your CERTEX certificates when encoding your declaration.

1. When you enter a type in the accompanying documents that corresponds to a CERTEX document and enter a reference, the icon 👁 appears.
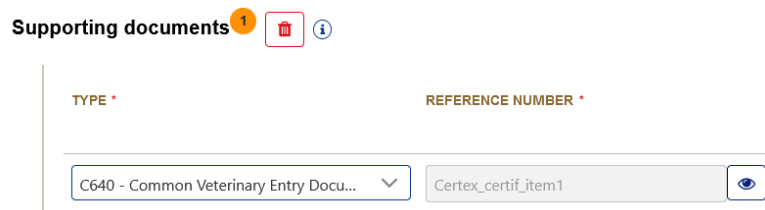
Figure 44: Example of encoding a CERTEX certificate.

2. Click on the icon 👁 . A popup opens with the information about your certificate.
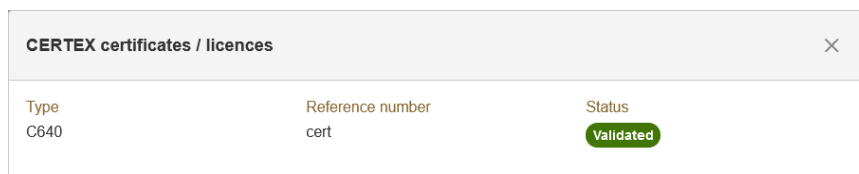
Figure 45: Example of information about a CERTEX certificate.

8.8 DEBT SIMULATION

To give you an idea of the debt linked to the declaration being encoded, aids have been put in place.

1. Fill in your declaration with the different elements you need to fill in (see *How to submit an import declaration*).
2. Click on the button SIMULATE DEBT at the bottom of the form. A modal opens with the simulation of the debt linked to the current declaration.

9 IMPORT PROCEDURES

A- CONSULT INFORMATION RELATED TO AN IMPORTATION DECLARATION

9.1 HOW TO CONSULT AN IMPORT DECLARATION

To consult the information related to an import declaration:

1. Open the **Import declaration** page via its **LRN/MRN**

Figure 46: Import declaration - header

2. Click on the **Declaration details** button.
3. The import declaration data are displayed:
   - o Declaration: General information, authorisations, customs offices, actors, finances et guarantees
   - o Consignment: General information, transport, documents
   - o Good item: General information, commodity, actors, authorisations, documents, finances

Figure 47: Import declaration – declaration's details

The goods item overview provides a holistic view of all declared goods. Hyperlinks are available to ease the navigation.

Note: the data displayed correspond to the latest declaration data recorded (cf. corrections, amendment, presentation notification is considered).

9.2 HOW TO CONSULT A SIMPLIFIED DECLARATION

Simplified declarations are declarations containing less data than standard declarations. They are used in cases where an economic operator does not have all the information in its possession at the time the declaration is submitted (e.g., missing certificate of origin, missing proof of removal, missing supporting document, etc.).

Simplified declarations are identifiable by the additional declaration type (B, C, E or F) and the format of the declaration (I1). The differences between these declarations and the standard declarations are as follows: No debt calculation or guarantee booking is performed.

Information on the expiry date of the supplementary declaration is presented in the header of the simplified declaration.

To consult the data of the simplified import declaration:

1. Open the **Simplified Import Declaration** page via its **LRN/MRN**

Figure 48 : Import simplified declaration - header

2. Click on the **Declaration Details** button.
3. The simplified import declaration data is displayed:
   o Declaration: general information, authorisations, customs offices, actors, finances
   o Consignment: general information, transport, documents
   o Good item: general information, goods, actors, authorisations, documents, and finances

The goods item overview provides a holistic view of all declared goods. Hyperlinks are available for easy navigation.

Note: the data displayed corresponds to the latest declaration data recorded (cf. corrections, amendment, presentation notification is considered).

9.3 HOW TO CONSULT THE RECONCILED IMPORT DECLARATION

Reconciled declarations are the result of a reconciling the data of a simplified declaration with the data of the supplementary declaration. Reconciled declarations are identifiable by the additional declaration type (U, V, X, Y or Z). These declarations follow a new life cycle where a control can be carried out by Customs.

The differences between reconciled and standard declarations are as follows:

- New status on the reconciled declaration

- The operational details are divided into two parts: a part concerning the simplified declaration and a part concerning the reconciled declaration.

To consult the import reconciled declaration data:

1. Open the **Import reconciled declaration** page via its **LRN/MRN**
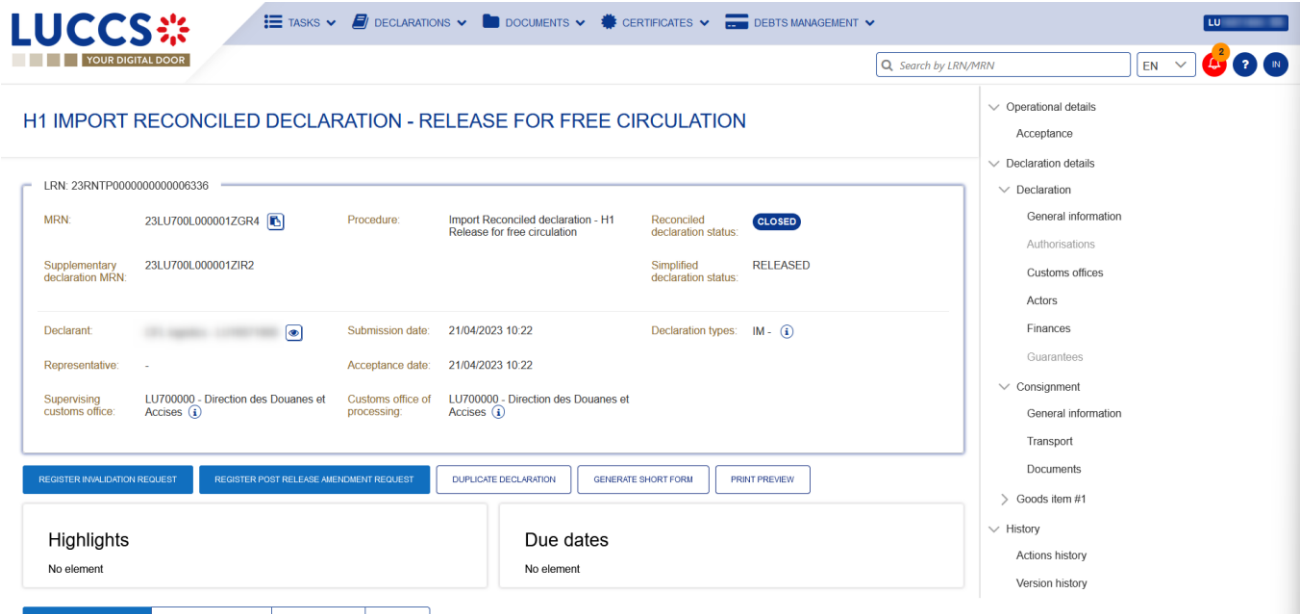
Figure 49: Import reconciled declaration - header

2. Click on the **Declaration Details** button.
3. The import reconciled declaration data is displayed:
   - Declaration: general information, authorisations, customs offices, actors, finances
   - Consignment: general information, transport, documents
   - Good item: general information, goods, actors, authorisations, documents, and finances

The goods item overview provides a holistic view of all declared goods. Hyperlinks are available for easy navigation.

Note: the data displayed corresponds to the latest declaration data recorded (cf. corrections, amendment, presentation notification is considered).

9.4 HOW TO CONSULT THE HISTORY OF ACTIONS IN THE IMPORT DECLARATION

The declaration actions history contains events related to the import declaration, such as events related to tasks performed, change of movement status, deadlines and messages exchanged with the customs office.

To consult the history of the actions of the import declaration:

1. Open the **Import declaration** page via its **LRN/MRN**.
2. Click on the **History > Actions history** button.
3. The actions history of the import declaration is available.

Figure 50: Import declaration – actions history

9.5 HOW TO CONSULT THE IMPORT DECLARATION VERSION HISTORY

The import declaration version history contains the events related to corrections (before acceptance) and amendments (after acceptance) of the import declaration.

To view the version history of the import declaration:

1. Open the **Import Declaration** page via the **LRN/MRN**.
2. Click the **History > Version History** button.
3. The version history of the import declaration is available and contains the dates of corrections and/or amendments made and their status.

Figure 51: Import declaration - version history

9.6 HOW TO CONSULT A PREVIOUS VERSION OF THE IMPORT DECLARATION

A previous version contains the declared data from the previous version of the declaration.

A new version is created when a correction (before acceptance) or an amendment (after acceptance) has been made.

To view a previous version of the import declaration

1. Open the **Import Declaration** page via the **LRN/MRN**.
2. Click the **History > Version History** button.
3. Click the **hyperlink** of the version you wish to view.
4. The previous version of the declaration is available and contains the reported data from the previous version of the declaration.

Figure 52: Import declaration - previous version

9.7 HOW TO CONSULT THE ACKNOWLEDGMENT RECEIPT OF THE IMPORT DECLARATION

After submitting the import declaration, the Customs authorities confirms its receipt (CCI11B). Then, the declaration's status changes to 'Pending presentation' for pre-lodged import declarations or 'Submitted' for non-pre-lodged import declarations.

To consult the acknowledgment receipt:

1. Open the **Import declaration** via its **LRN/MRN**.
2. Click on **History**.
3. The actions history is available and contains the acknowledgement received from the Customs authorities.

9.8 HOW TO CONSULT THE ACCEPTANCE OF THE IMPORT DECLARATION

The import declaration is accepted when the MNR allocation notification (CCI28B) is received from the customs authorities. Therefore, the import declaration status becomes 'Accepted' and the MRN is allocated and displayed in the header of the **Import declaration** page.

In case of pre-lodged import procedures, acceptance is carried out upon submission of the presentation notification.

In case of non-pre-lodged import procedures, acceptance is carried out when the import declaration is submitted.

To consult the acceptance of the import declaration:

1. Open the **Import declaration** page.
2. Click on **Operational details** button.
3. The **Acceptance** card is available and contains the acceptance date of the import declaration and the calculation of taxes.

Figure 53: Acceptance of the import declaration

9.9 HOW TO CONSULT THE REJECTION OF THE IMPORT DECLARATION

The import declaration is rejected when the rejection notification from the customs authorities (CCI16B) is sent by the Customs office. The status of declaration becomes 'Rejected'.

To consult the rejection of the import declaration:

1. Open the **import declaration** page.
2. Click on the hyperlink **Rejection** in the highlights section or on the **Operational Details** button.
3. The **Rejection** card is available and contains the information about the rejection of the declaration: the date and the reason for the rejection.

Figure 54: Rejection of the import declaration

B- REGISTER THE IMPORT DECLARATION AND THE OPERATIONAL INFORMATION

9.10 HOW TO SUBMIT AN IMPORT DECLARATION

To submit an import declaration:

1. Open the **Menu** > **Declarations** > **New declarations** > **Import** and choose the type of declaration you want to submit.
2. A new **LRN** is assigned by the system for your declaration.

Figure 55: Registration of the import declaration

3. Fill in the form providing the information about:
   - the import declaration
   - the consignment
   - the goods items
4. Click on **Submit**. A confirmation pop-up opens, click on **Yes**.

When the submission is successfully completed, you import declaration is submitted to the customs office. You are then redirected to the Import Declaration page where you can consult the recorded information.

When the submission is not successfully completed, you must correct the errors.

Note: You can cancel the submission of the import declaration at any time by clicking **Cancel**. You will be redirected to your last active page and the information entered in the form will not be saved.
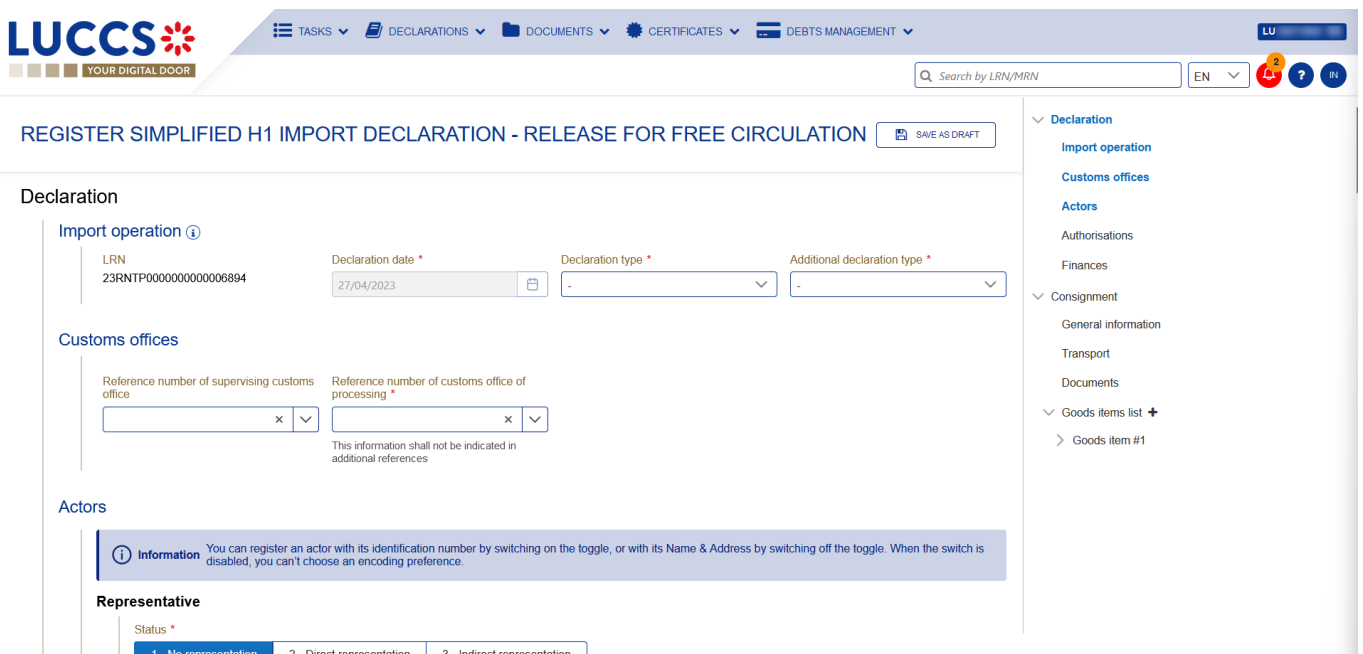
N.B.: The Economic Operator can apply for a local authorisation on certain types of declarations via **Request a national authorisation on declaration** by filling in the requested fields.

9.11 HOW TO SUBMIT A SIMPLIFIED IMPORT DECLARATION

If you have a permanent SDE authorisation or an EIR authorisation, you can submit simplified 'C' or 'F' declarations. If you do not have an authorisation, you must submit simplified 'B' or 'E' declarations. In some cases, you will need to complete the information in your declaration by submitting a supplementary declaration (see *How to submit a supplementary declaration*).

To submit a simplified import declaration:

1. Open the **Menu > Declarations > New Declarations > Import Simplified I1** page and choose the type of declaration you wish to submit.
2. A new **LRN** is assigned by the system for your declaration.

Figure 56: Registration of the simplified import declaration.

3. Complete the form by providing information on:
   - the import declaration
   - the consignment
   - the goods items
4. Click on **Submit**. A confirmation window opens, click **Yes**.

When the submission is successful, your simplified import declaration is submitted to the customs office. You are then redirected to the **Import Simplified Declaration** page where you can view the information recorded.

If the submission is not successful, you must correct the errors.

Note: You can cancel the Simplified Import Declaration submission at any time by clicking **Cancel**. You will be redirected to your last active page and the information entered in the form will not be saved.
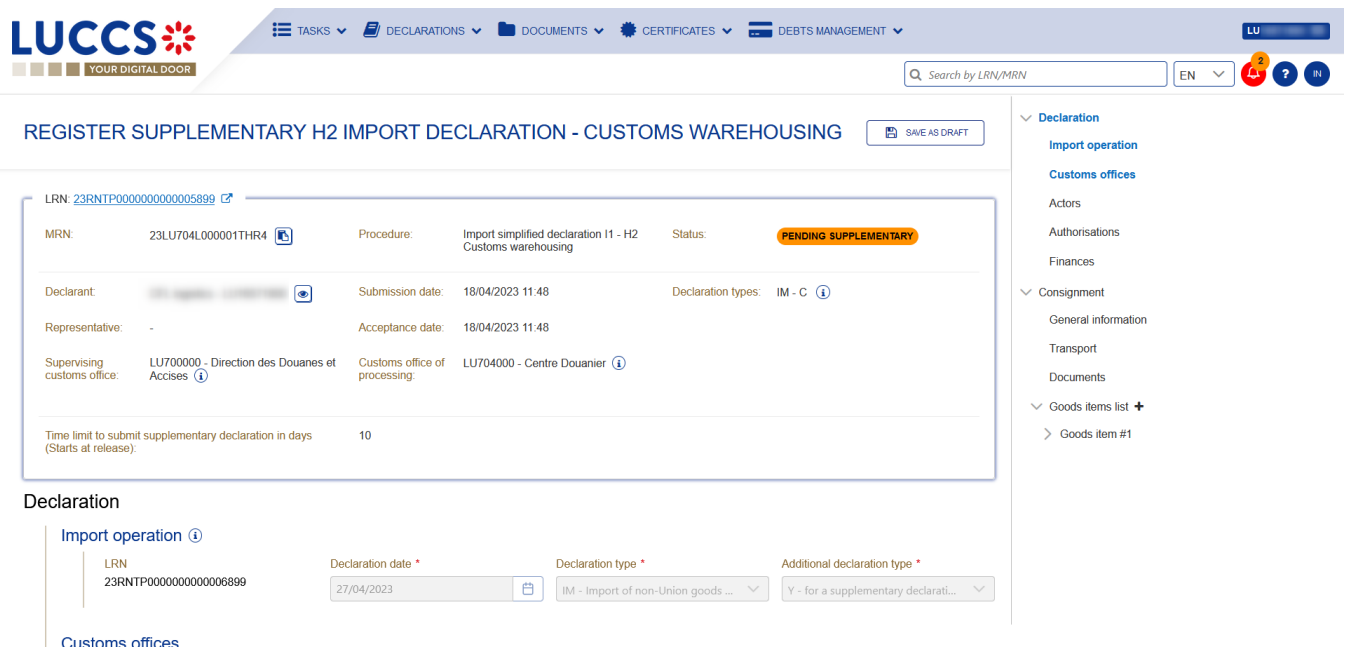
9.12 HOW TO SUBMIT A SUPPLEMENTARY IMPORT DECLARATION

In some cases, after a simplified declaration has been submitted, you will need to submit a supplementary declaration within the time limit. Once the supplementary declaration has been successfully submitted, the declaration is said to be reconciled.

To submit a supplementary declaration:

1. Open the page of the import simplified declaration for which you want to complete the information or go to the task list (**Menu > Tasks > Task List**) and search for the task **Register supplementary declaration** associated with the simplified import declaration.

2. Click on the hyperlink of the mandatory task **Register supplementary declaration**.

3. The registration form opens. Some of the data cannot be different from the data specified in the simplified declaration and are therefore not editable.

Figure 57: Registration of a supplementary declaration

4. Complete the form by providing the information relating to:
   - the import declaration
   - the consignment
   - the goods items

5. Click on **Submit**. A confirmation window opens, click **Yes**.

When the submission is successful, your supplementary import declaration is submitted to the customs office. You are then redirected to the **Import reconciled Declaration** page where you can view the information recorded.

If the submission is not successful, you must correct the errors.

9.13 HOW TO SUBMIT THE PRESENTATION NOTIFICATION FOR A PRE-LODGED DECLARATION

When the import declaration is pre-lodged and submitted before the expected presentation of the goods at the Customs office of presentation, the presentation notification must be sent within 30 days.

Note: if the goods are not presented within 30 days of the submission of the import declaration, it will be considered as not presented and will be rejected.

To submit the presentation notification:

1. Open the **Menu > Tasks > Tasks list** page and find the **Register presentation notification** mandatory task associated with the import declaration. The task is also available from the declaration view.
2. The registration form opens. Some fields cannot be modified in relation to the declaration data and are therefore greyed out.

Figure 58: Registration of the presentation notification for an import declaration

3. Fill in the presentation information.
4. Click on **Submit**. A confirmation pop-up opens, click on **Yes**.

When the submission is successfully completed, your presentation notification is submitted to the Customs office of presentation and the declaration's data are updated. Then, you are redirected to your last active page.

When the submission is not successful, you must correct the errors.

Note: in case the data indicated in the pre-lodged declaration are no longer valid at the time of submission of the presentation notification, you must correct your declaration before you can resubmit your presentation notification (see: *How to submit a correction request*).

Figure 59: The data indicated in the pre-lodged declaration are no longer valid

9.14 CORRECTION

9.14.1 HOW TO SUBMIT A CORRECTION REQUEST

You can correct your pre-lodged declaration (Additional Type 'D', 'E', 'F') after its submission and <u>before</u> its acceptance, the status of the declaration is '**Pending presentation'**.

To correct the data of a declaration with an Additional Type 'A', 'B', 'C', you will have to request an amendment (see: *How to submit an amendment request*).

To submit a correction request:

1. Open the **Import declaration** that you want to correct.
2. Click on the optional task **Register correction request** [REGISTER CORRECTION REQUEST]
3. The register form opens.

Figure 60: Registration of an import declaration correction

4. Fill in the correction information and edit the fields you want.
5. Click on **Submit**. A confirmation pop-up opens, click on **Yes**.

When the submission is successfully completed, your correction is submitted to the customs authorities. You are then redirected to your last active page.

When the submission is not successfully completed, you must correct the errors.

9.14.2 HOW TO CONSULT THE CORRECTION REQUEST AND THE CUSTOMS AUTHORITIES' RESPONSE

After submitting the correction request to the customs authorities, you can consult the information of this request.

To consult the details of the correction request:

1. Open the **Import Declaration** page. The correction request is displayed in the highlights.
2. Click on the hyperlink **Correction** in the highlights or click on the **Operational Details** button.
3. The **Correction request with the customs authorities' response** card is available and contains the information related to the correction.

Figure 61: Correction of an import declaration

Note: Several correction requests can be submitted for a given import declaration, especially in the case where previous requests have been rejected. Each correction request can be consulted in the **Operational Details**.

9.15 CANCELLATION

9.15.1 HOW TO SUBMIT A CANCELLATION REQUEST

You can request the cancellation of your declaration after its submission and before acceptance.

To submit a cancellation request:

1. Open the **Import declaration** that you want to cancel.
2. Click on the optional task **Register cancellation request**
3. The registration form opens.

Figure 62: Registration of a cancellation request of an import declaration

4. Fill in the cancellation information.

5. Click on **Submit**. A confirmation pop-up opens, click on **Yes**.

When the submission is successful, your cancellation request is submitted to the customs authorities. You are then redirected to your last active page.

When the submission is not successfully completed, you must correct the errors.

9.15.2 HOW TO CONSULT THE CANCELLATION REQUEST AND CUSTOMS AUTHORITIES' RESPONSE

After submitting the correction request to the customs authorities, you can consult the information of this request.

When the cancellation request is accepted, the import declaration is cancelled and the status of the declaration changes to 'Cancelled'.

To consult the details of the cancellation request:

1. Open the **Import Declaration** page. The cancellation request is displayed in the highlights.
2. Click on the hyperlink **Cancellation** in the highlights or click on the **Operational Details** button.
3. The **Cancellation request** with the Customs authorities' response card is available and contains the information related to the correction.
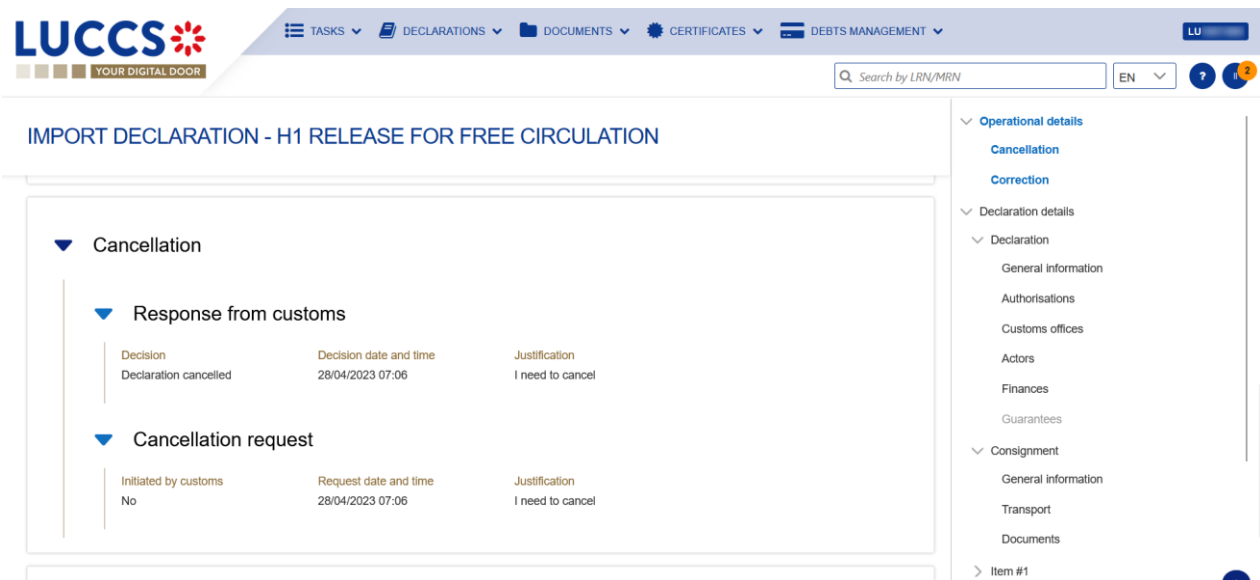
Figure 63: Cancellation of an import declaration

Note: Several cancellation requests can be submitted for a given import declaration only if the previous requests have been rejected. Each cancellation request is then available in the **Operational Details**.

9.16 AMENDMENT

9.16.1 HOW TO SUBMIT AN AMENDMENT REQUEST

You can request to amend your declaration <u>after</u> its acceptance.

To submit an amendment request of the declaration:

1. Open the **Import declaration** page that you want to amend.
2. Click on the optional task **Register amendment request**

   `REGISTER AMENDMENT REQUEST`
3. The registration form opens.

Figure 64: Registration of an amendment

4. Fill in the amendment information.
5. Click on **Submit**. A confirmation pop-up opens, click on **Yes**.

When the submission is successful, your amendment request is submitted to the customs authorities. You are then redirected to your last active page.

When the submission is not successfully completed, you must correct the errors.

9.16.2 HOW TO CONSULT THE AMENDMENT REQUEST AND THE CUSTOMS AUTHORITIES' RESPONSE

After submitting the amendment request to the customs authorities, you can consult the information on this request. The status of the declaration changes to 'Under amendment'.

The customs authorities can decide to either accept or reject the request.

If the amendment request is accepted, the import declaration is amended, and the status of the declaration reverts to the previous status.

If the amendment request is rejected, the import declaration is not amended, and the status of the declaration reverts to the previous status.

To consult the customs authorities' response:

1. Open the **Import declaration** page. The amendment request is displayed in the highlights.
2. Click on the **Amendment Request** hyperlink corresponding to your request in the highlights or click on the **Operational Details** button.

3. The **Amendment Request** card is available and contains information on the customs authorities' response.
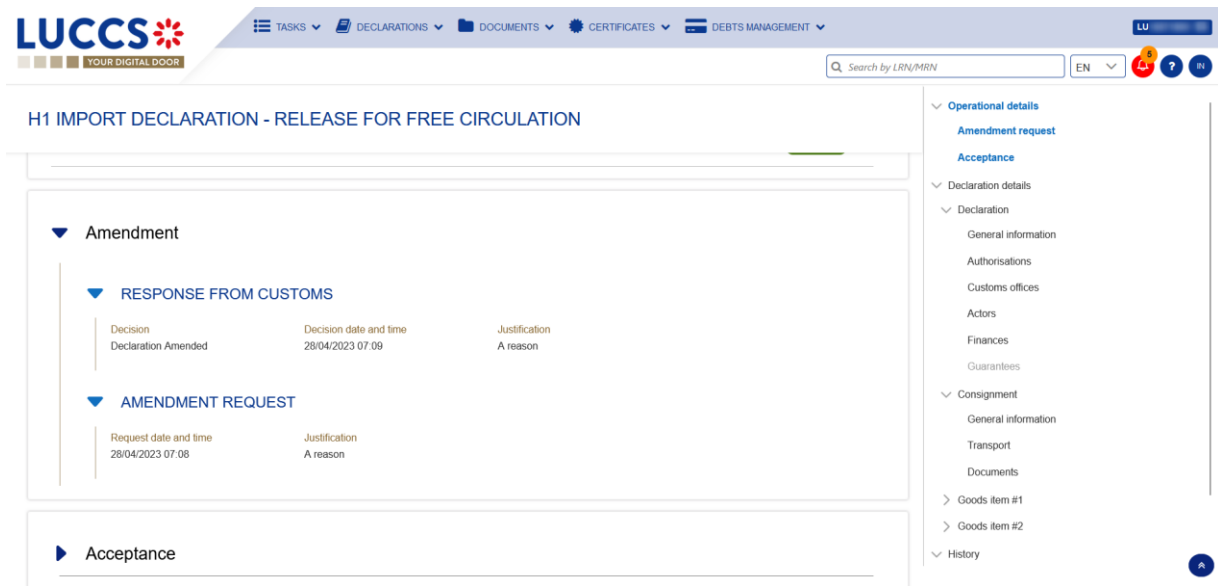
Figure 65: Amendment of an import declaration

9.16.3 HOW TO RESPOND TO THE CUSTOMS AUTHORITIES' REQUEST FOR AMEND THE DECLARATION

When an amendment to the import declaration is requested by the Customs authorities, the user must perform the mandatory task **Register declaration amendment** and accept or refuse to amend the declaration.

To respond to the request for amendment:

1. Open the **Import Declaration** page**.** The mandatory task **Register declaration amendment** is available or go to the **tasks list**.
2. Click on the hyperlink of the mandatory task **Register decision to amend declaration following customs request.**
3. The pop-up **Decision on amendment request from Customs** opens.
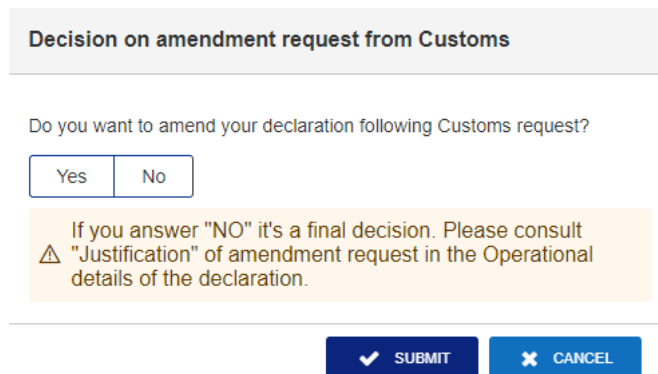
Figure 66: Pop-up - Decision on amendment request from Customs

4. If you answer no, you must fill in a justification and submit, you are then redirected to your last active page. **Caution: this is a final decision.**
5. If you answer yes, the registration form opens.
6. Fill in the amendment information and edit the fields you want.
7. Click on **Submit**. A confirmation pop-up opens, click on **Yes**.

When the submission is successful, your amendment request is submitted to the customs authorities. You are then redirected to your last active page.

When the submission is not successfully completed, you must correct the errors.

9.16.4 HOW TO CONSULT THE AMENDMENT REQUEST BY THE CUSTOMS AUTHORITIES

The amendment of the import declaration can be requested by the customs authorities.

To consult the customs authorities' amendment request, as well as your response and thereafter their acceptance/rejection:

1. Open the **Import declaration** page. The **Amendment requested** is displayed in the highlights.
2. Click on the hyperlink **Amendment requested** corresponding in the highlights or click on the **Operational Details** button.
3. The **Amendment** card is available and contains information on the request from the customs authorities.

9.17 INVALIDATION

9.17.1 HOW TO SUBMIT AN INVALIDATION REQUEST

You can apply to invalidate your declaration before or after the release of the declared goods.

To submit an invalidation request:

1. Open the **Import declaration** page that you want to invalidate.
2. Click on the optional task **Register invalidation request** REGISTER INVALIDATION REQUEST
3. The registration form opens.

Figure 67: Registration of an invalidation request

4. Fill in the invalidation information.
5. Click on **Submit**. A confirmation modal opens, click on **Yes**.

When the submission is successful, your amendment request is submitted to the customs authorities. You are then redirected to your last active page.

When the submission is not successfully completed, you must correct the errors.

9.17.2 HOW TO CONSULT AN INVALIDATION REQUEST AND THE CUSTOMS AUTHORITIES' RESPONSE

After submitting the invalidation request to the customs authorities, you can consult the information on this request.

When an invalidation request is submitted, the customs authorities may decide either to accept or reject the invalidation.

If the invalidation request is accepted, the import declaration is invalidated, and the status of the declaration is 'invalidated'.

If the invalidation request is rejected, the import declaration is not invalidated, and the status of the declaration remains unchanged.

To consult the invalidation request's details of the import declaration:

1. Open the **Import declaration** page. The invalidation request is displayed in the highlights.
2. Click on the **Invalidation Request** hyperlink in the highlights or click on the **Operational Details** button.
3. The **Invalidation** card is available and contains the information related to the invalidation request and the customs authorities' response.

Figure 68: Invalidation of the import declaration

Note: Several invalidation requests may be submitted for a given import declaration if the previous requests have been rejected. Each invalidation request is then available in the **Operational Details**.

9.17.3 HOW TO CONSULT AN INVALIDATION OF THE DECLARATION REGISTERED BY THE CUSTOMS AUTHORITIES

If the declaration is invalidated by the customs authorities, the status of the declaration becomes 'Invalidated'.

To consult the details of **the invalidation by the customs authorities**:

1. Open the **Import declaration** page. The Invalidation by customs authorities is displayed in the highlights.
2. Click on the **Invalidation by Customs** hyperlink in the highlights or click on the **Operational Details** button.
3. The **Invalidation by Customs** card is available and contains the information related to the invalidation of the declaration by the Customs authorities.

Figure 69: Invalidation by customs

9.18 CONTROL

9.18.1 HOW TO CONSULT THE CONTROL NOTIFICATION OF THE CUSTOMS AUTHORITIES

The customs authorities may notify that a documentary and/or physical check will be carried out.

To consult the control notification:

1. Open the **Import declaration** page.
2. Click on the **Customs Control** hyperlink in the highlights or click on the **Operational Details** button.
3. The **Control Notification** card is available and contains information about the Control Notification.

Figure 70: Control Notification of an import declaration

9.19 DECISION ON RELEASE OF GOODS

9.19.1 HOW TO CONSULT THE INTENTION NOT TO RELEASE THE GOODS

After declaration's control, the customs authorities may indicate their intention not to release the goods.

To consult **the intention not to release the goods**:

1. Open the **import declaration** page.
2. Click the **Intent not to release** hyperlink in the highlights or click on the **Operational Details** button.
3. The **Intention not to release** card is available and contains information received from customs authorities.

Figure 71: Intention not to release

Note: You can also find the status of your goods items in the **'Goods shipment Item Overview'** card in the **Operational Details** and consult the **reason for the intention not to release** by clicking on ⓘ
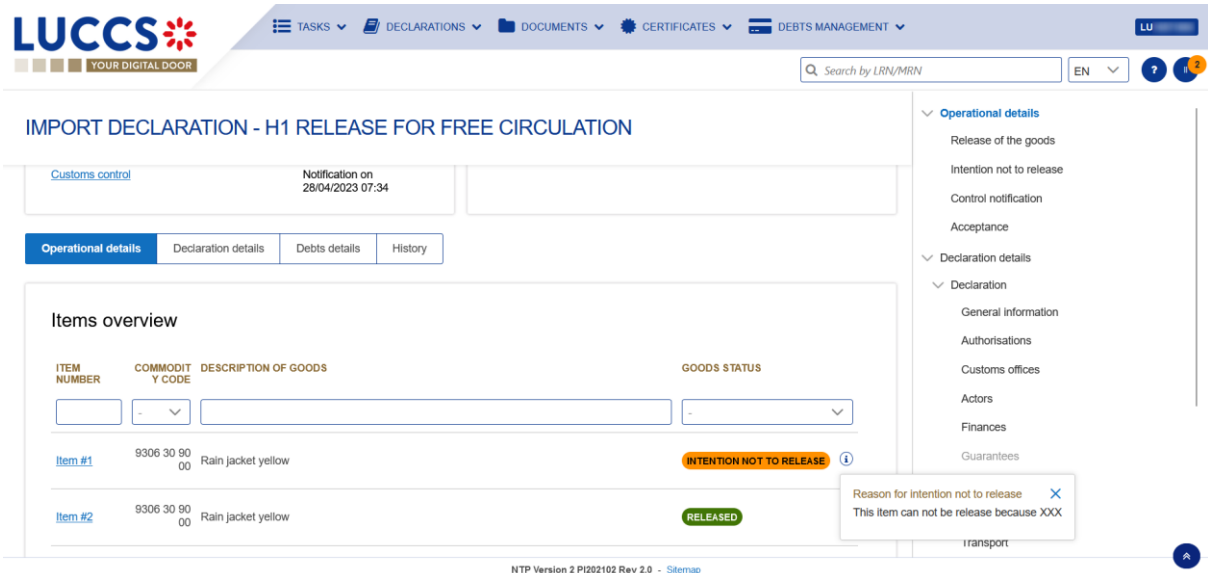
Figure 72: Item overview

9.19.2 HOW TO REGISTER A REQUEST TO BE HEARD

When the Customs authorities indicate their intention not to release the goods, the user must perform the mandatory task **Register Right to be Heard**, to confirm or deny their intention to exercise their right to be heard.

To execute the task **Register Right to be Heard**:

1. Open the Import declaration page. The mandatory task **Register Right to be Heard** is available or go to the task list.
2. Click on the hyperlink **Register Right to be Heard**.
3. The **Confirmation - Right to be Heard** pop-up opens.
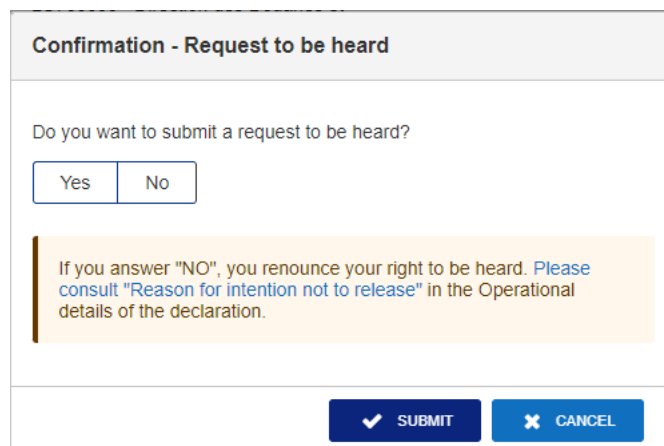
Figure 73: Right to be heard pop-up

> ⚠️ **If you answer 'NO', you renounce your right to be heard, it is a final decision.**

4. If you answer **yes** and click on **submit**, the registration form opens.

Figure 74: Right to be heard

5. Fill in the information about your right to be heard.

9.19.3 HOW TO CONSULT THE CUSTOMS AUTHORITIES' RELEASE DECISION

After declaration's acceptance and the formalities related to the guarantees completed, the customs authorities take a decision on the release of the goods and notify the declarant/representative. Then, the declaration changes to status:

- **'Released'**
- **'Not released'**
- **'Partially released'**

To consult the release decision:

1. Open the **Import declaration** page.
2. Click on the **Decision on release** hyperlink in the highlights or click on the **Operational Details** button.
3. The **Release for import / No release for import** card is available and contains the information received from the customs authorities. You can also find the status of your goods items in the **'Item overview'** card in **Operational Details**.

Figure 75: Release decision

Note: Please note that when a release decision is partial, you will receive both cards successively.
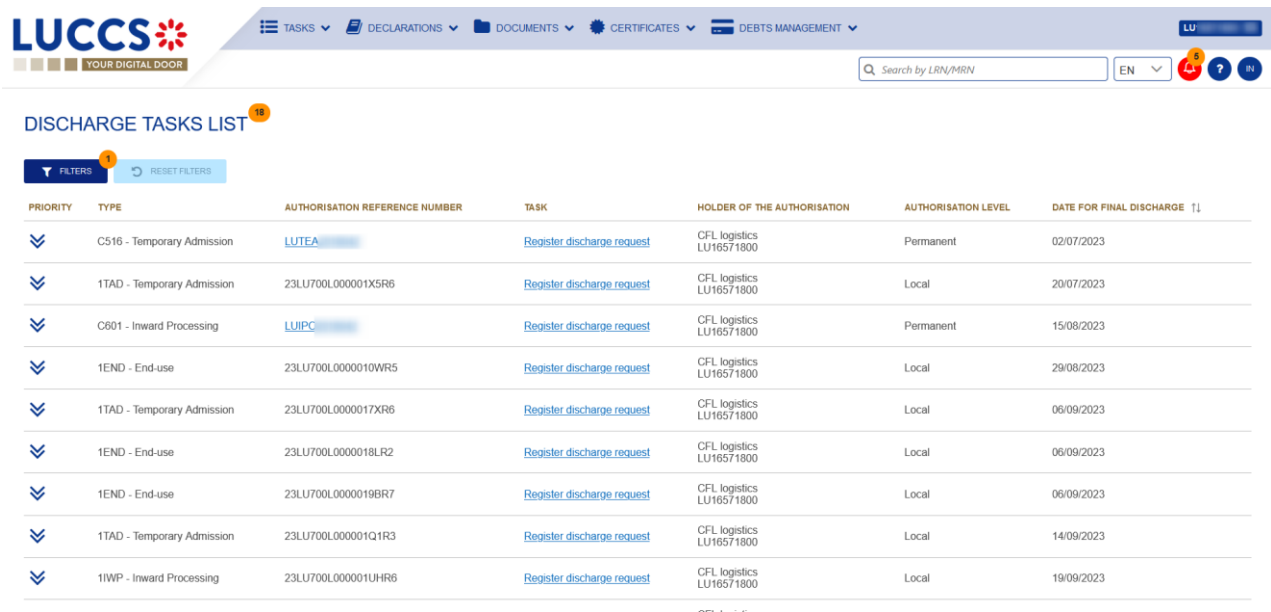
9.20 DISCHARGE

9.20.1 HOW TO SUBMIT A DISCHARGE REQUEST

Once goods have been released under a special procedure, they must be discharged by the final discharge date. You can submit a discharge request per commodity code or per declaration.

1. Open the **Discharge task list** from the 'Tasks' menu or open the details of your authorisation.

Figure 76: Discharge tasks list

2. Click on **Register discharge request.**
3. Choose the commodity code or the declaration related to your discharge request and click on the **Request to discharge** action icon ▶
4. The discharge request form opens.
5. Fill in the discharge information.
6. Click on **Submit**. A confirmation pop-up opens, click on **Yes**.

Figure 77: Discharge request per commodity code

Figure 78: Discharge request per MRN

When the submission is successful, your discharge request is submitted to the customs authorities. You are then redirected to your last active page.

When the submission is not successfully completed, you must correct the errors.

9.20.2 HOW TO CONSULT THE CUSTOMS' RESPONSE TO THE DISCHARGE REQUEST

After submitting the discharge request to the customs authorities, you can consult the information related to this request.

To consult the details of the discharge request:

1. Open the page of the authorisation concerned by the discharge request from the **Task List** via its **Authorisation Number**.

2. The discharges requests are listed in the **'Details of discharge'** tab.

Figure 79: Details of discharge

9.20.3 HOW TO SUBMIT A REQUEST FOR AN EXTENSION OF THE DISCHARGE PERIOD

The validity period of a special procedure is fixed according to the estimated time needed to complete the planned operation. You may request an extension of the period initially granted.

1. Open the authorisation concerned by the request from the **Discharge tasks list** via its **Authorisation Number**.
2. Click on **Register extension request.**

Figure 80: Period of discharge extension - choice of declaration

3. Choose the declaration on which to apply your extension request and click on the **Extend period of discharge** icon ▶

4. The extend period of discharge form opens.

Figure 81: Extension of the discharge period

5. Fill in the information related to the extension of the discharge.

6. Click on **Submit**. A confirmation pop-up opens, click on **Yes**.

When the submission is successful, your Extension of the discharge period is submitted to the customs authorities. You are then redirected to your last active page.

When the submission is not successfully completed, you must correct the errors.

9.20.4 HOW TO CONSULT THE CUSTOMS' RESPONSE TO THE REQUEST FOR EXTENSION OF THE DISCHARGE PERIOD

After submitting the request for an extension of the discharge period to the customs authorities, you can consult the information on this request.

To consult the details of the discharge request:

1. Open the authorisation concerned by the request from the **Discharge tasks list** via its **Authorisation Number**.

2. The discharges requests are listed in the **'Period of discharge'** tab.

Figure 82: Period of discharge

10 EXCISE PROCEDURE

A- CONSULT INFORMATION RELATED TO AN EXCISE DECLARATION

10.1 HOW TO CONSULT AN EXCISE DECLARATION

To consult the excise declaration data:

1. Open the **Excise Declaration** page via its **LRN/MRN**

Figure 83: Excise return - header

2. Click on the **Declaration details** button.
3. The data of the excise declaration is displayed:

   - Declaration: general information, customs offices, actors, finances, and documents
   - Good item: general information, goods, documents, and finances

Figure 84: Excise return - return details

Note: The data displayed corresponds to the last recorded data of the declaration (i.e., corrections are considered).

10.2 HOW TO CONSULT ACTIONS HISTORY OF AN EXCISE DECLARATION

The actions history of the declaration contains the events related to the excise declaration, such as events related to tasks performed, change of movement status, deadlines and messages exchanged with the customs office.

To view the actions history of the excise declaration:

1. Open the **Excise Declaration** via **LRN/MRN** page.
2. Click on the **History** buttons.
3. The actions history of the excise declaration is available.

Figure 85: Excise declaration - actions history

10.3 HOW TO CONSULT THE VERSION HISTORY OF THE EXCISE DECLARATION

The version history of the excise declaration contains the events related to the amendments of the excise declaration.

To view the version history of the excise declaration:

1. Open the **Excise Declaration** page via the **LRN/MRN**.
2. Click the **History > Version History** button.
3. The version history of the excise return is available and contains the dates of corrections made and their status.

Figure 86: Excise declaration - version history

10.4 HOW TO CONSULT A PREVIOUS VERSION OF THE EXCISE DECLARATION

A previous version contains the reported data from the previous version of the declaration.

A new version is created when an amendment has been made.

To consult a previous version of the excise declaration:

1. Open the **Excise Declaration** page via the **LRN/MRN**.
2. Click the **History > Version History** button.
3. Click on the **hyperlink** of the version you wish to view.
4. The previous version of the report is available and contains the reported data from the previous version of the report.

Figure 87: Excise declaration - previous version

10.5 HOW TO CONSULT THE ACCEPTANCE OF THE EXCISE DECLARATION

The excise declaration is accepted when the MRN allocation notification (AC4 - Acceptance Notification) is received from the Customs office. The status of the declaration becomes "Accepted" and the MRN is allocated and displayed in the header of the **Excise Declaration** page.

To consult the acceptance of the excise declaration:

1. Open the **Excise Declaration** page.
2. Click the **Operational Details** button.
3. The **Acceptance** card is available and contains the acceptance date of the excise return and the calculated taxes.

Release

Acceptance

Declaration acceptance date	MRN
27/04/2023 11:31	23LU704L0000007IX4

Total taxes

TAX TYPE	PAYABLE TAX AMOUNT
A00	0,00
B00	0,00

Operational details

- Declaration details
  - Declaration
    - General information
    - Customs offices
    - Actors
    - Documents
    - Finances
  - Goods item #1
- History
  - Actions history
  - Version history

Figure 88: Acceptance of the excise declaration

10.6 HOW TO VIEW THE CUSTOMS AUTHORITIES' RELEASE DECISION

After acceptance of the declaration and finalisation of the guarantee's formalities, the Customs authorities take a decision on the release of the goods and notify the declarant/representative and the declaration changes to the status:

- "Released".

To consult the release decision:

1. Open the relevant **Excise Declaration** page.
2. Click on the **Operational Details** button.
3. The **Release** card is available and contains information about the information received from the customs authorities.

Figure 89: Release decision

B- REGISTER THE EXCISE DECLARATION AND OPERATIONAL DATA

10.7 HOW TO SUBMIT AN EXCISE DECLARATION

To submit an excise declaration:

1. Open the **Menu > Declarations > New Declarations > AC4 - Excise** page.
2. A new **LRN** is assigned by the system for your declaration.

Figure 90: Registration of the excise declaration

3. Complete the form by providing the information related to:
   - o the excise declaration
   - o the goods items
4. Click on **Submit**. A confirmation pop-up opens, click on **Yes**.

When the submission is successful, your excise declaration is submitted to the customs office. You are then redirected to the **Excise Declaration** page where you can view the information recorded.

If the submission is not successful, you must correct the errors.

Note: You can cancel the submission of the excise declaration at any time by clicking **Cancel**. You will be redirected to your last active page and the information entered in the form will not be saved.

10.8 RECTIFICATION

10.8.1 HOW TO SUBMIT AN AMENDMENT REQUEST FOR AN EXCISE DECLARATION

You may request to amend your declaration <u>after</u> release.

To submit a request for amendment of the declaration:

1. Open the page of the **Excise declaration** you wish to amend.
2. Click on the optional task **Register Post-Release Amendment Request**
   [REGISTER POST RELEASE AMENDMENT REQUEST]
3. The registration form opens.

Figure 91: Registration of an amendment

4. Fill in the information about the amendment.

5. Click on **Submit**. A confirmation window opens, click on **Yes**.

When the submission is successful, your amendment request notification is submitted to the customs authorities. You are then redirected to your last active page.

When the submission is not successful, you must correct the errors.

10.8.2 HOW TO CONSULT THE AMENDMENT REQUEST AND THE RESPONSE FROM THE CUSTOMS AUTHORITIES

After submitting the request for amendment of the declaration to the customs authorities, you can consult the information related to this request. The status of the declaration will change to "Under amendment".

The customs authorities can decide either to accept or reject the request.

If the amendment request is accepted, the excise declaration is amended, and the status of the declaration returns to the previous status.

If the request for amendment is rejected, the excise declaration is not amended, and the status of the declaration reverts to the previous status.

To consult the response of the customs authorities:

1. Open the **Excise Declaration** page. Click on the **Operational Details** button.

2. The **Amendment** card is available and contains the information about the response of the customs authorities.

Figure 92: Amendment of an excise declaration

10.9 INVALIDATION

10.9.1 HOW TO SUBMIT AN INVALIDATION REQUEST FOR AN EXCISE DECLARATION

You can request to invalidate your declaration after the goods have been released.

To submit a request to invalidate the declaration:

1. Open the page of the **Excise Declaration** you wish to invalidate.
2. Click on the optional task **Register invalidation request**   REGISTER INVALIDATION REQUEST
3. The registration form opens.

Figure 93: Registration of an invalidation of an excise declaration

4. Fill in the information about the invalidation.

5. Click on **Submit**. A confirmation window will open, click **Yes**.

When the submission is successful, your invalidation notification is submitted to the customs authorities. You are then redirected to your last active page.

When the submission is not successful, you must correct the errors.

10.9.2 HOW TO CONSULT A DECLARATION INVALIDATION REQUEST AND THE RESPONSE FROM CUSTOMS AUTHORITIES

After submitting the request for invalidation of the declaration to the customs authorities, you can consult the information related to this request.

When a request for invalidation of the excise declaration is submitted, the Customs authorities may decide either to accept or to reject the application.

If the request for invalidation is accepted, the excise declaration is invalidated and the status of the declaration changes to "Invalidated".

In case the invalidation request is rejected, the excise declaration is not invalidated, and the status of the declaration remains unchanged.

To consult the details of the request for invalidation of the excise declaration:

1. Open the **Excise Declaration** page. Click on the **Operational Details** button.

2. The **Invalidation** card is available and contains the information about the invalidation request and the response of the customs authorities.

Figure 94: Invalidation of excise declaration

Note: Several invalidation requests can be submitted for a given excise declaration in case previous requests have been rejected. Each invalidation request is then available in the **Operational Details**.

10.9.3 HOW TO VIEW AN INVALIDATION OF THE DECLARATION REGISTERED BY THE CUSTOMS AUTHORITIES

In case the declaration is invalidated by the customs authorities, the status of the declaration changes to "Invalidated".

To consult the details of the **invalidation by the Customs**:

1. Open the **Excise Declaration** page. Click on the **Operational Details** button.
2. The **Invalidation by Customs** card is available and contains the information about the invalidation of the declaration.

Figure 95: Invalidation by Customs

11 TRANSIT PROCEDURES AT THE OFFICE OF DEPARTURE

A-CONSULT THE INFORMATION RELATED TO A TRANSIT DECLARATION

11.1 HOW TO CONSULT A TRANSIT DECLARATION

To consult the information related to a transit declaration:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN**

Figure 96 : Transit declaration at departure - Header

2. Click on the **Declaration details** button.
3. The transit declaration data are displayed:
    o Declaration: Transit operation, authorisations, customs offices, actors et guarantees
    o Consignment: General information, actors, transport, documents
    o House consignment: General information, actors, transport, documents
    o Good item: General information, actors, goods, documents

Figure 97 : Transit declaration at departure – Declaration details

The house consignment overview provides a holistic view of all declared house consignments, and the goods item overview provides a holistic view of all declared articles for a given house consignment. Hyperlinks are available to ease the navigation.

Note: the data displayed correspond to the latest declaration data recorded (cf. corrections, amendment, presentation notification is considered).

11.2 HOW TO CONSULT THE HISTORY OF ACTIONS IN THE TRANSIT DECLARATION

The declaration action history contains events related to the transit declaration, such as events related to tasks performed, change of movement status, deadlines and messages exchanged with the customs office of departure.

To consult the history of the actions of the transit declaration:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN**
2. Click on the **History > Actions history** button**.**
3. The action history of the transit declaration is available.

Figure 98: Transit declaration at departure – Actions history

11.3 HOW TO CONSULT THE VERSION HISTORY OF THE TRANSIT DECLARATION

The version history of the transit declaration contains the events related to corrections (before acceptance) and amendments (after acceptance) of the transit declaration.

To consult the version history of the transit declaration:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN.**
2. Click on the **History > Version History** button.
3. The history of the versions of the transit declaration is available and contains the dates of corrections and/or amendments made with their status.

Figure 99 : Transit declaration at departure - Version history
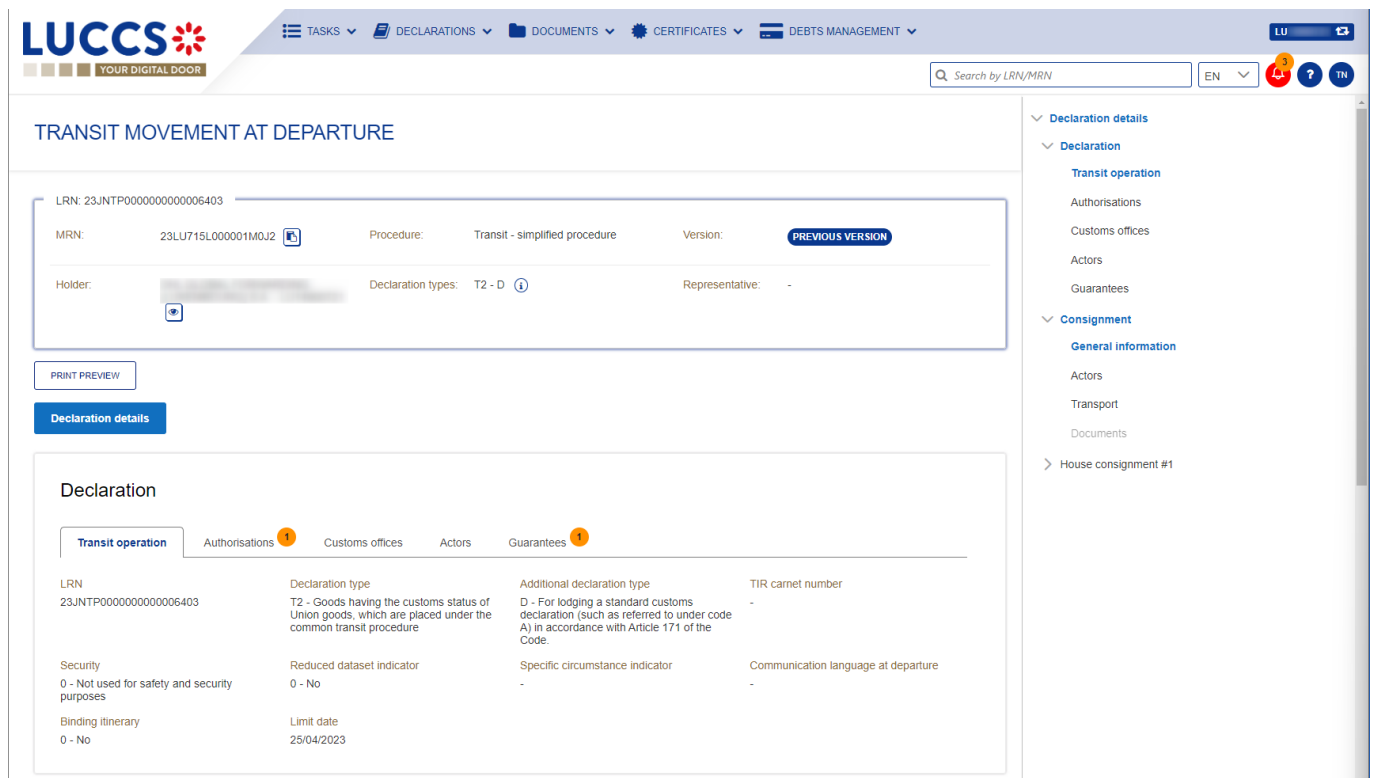
11.4 HOW TO CONSULT A PREVIOUS VERSION OF THE TRANSIT DECLARATION

A previous version contains the reported data from the previous version of the report.

A new version is created when a correction (before acceptance) or an amendment (after acceptance) has been made.

To view a previous version of the transit declaration:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN.**
2. Click on the **History > Version History** button.
3. Click on **the hyperlink** of the version you wish to consult.
4. The previous version of the report is available and contains the reported data from the previous version of the report.

Figure 100 : Transit declaration at departure – Previous version

11.5 HOW TO CONSULT THE ACKNOWLEDGEMENT RECEIPT OF THE TRANSIT DECLARATION

After submitting the transit declaration, the Customs office of departure confirms its receipt (CC928C). The status of the movement then changes to 'Pending presentation' for pre-lodged transit declarations or 'Submitted' for non-pre-lodged transit declarations.

To consult the acknowledgment receipt:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN**
2. Click on **History**.
3. The action history is available and contains the acknowledgement received from the Customs office of departure.

11.6 HOW TO CONSULT THE ACCEPTANCE OF THE TRANSIT DECLARATION

The transit declaration is accepted when the MNR allocation notification (CC028C) is received from the customs office of departure. Therefore, the transit movement status becomes 'Accepted' and the MRN is allocated and displayed in the header of the **Transit Movement at Departure** or **Transit and exit movement at departure** page.

In case of pre-lodged transit procedures, acceptance is carried out upon submission of the presentation notification (simplified procedures) or upon physical presentation of the goods (normal procedures).

In case of non-pre-lodged transit procedures, acceptance is carried out when the transit declaration is submitted.

To consult the acceptance of the transit declaration:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN.**
2. Click on the **Operational details** button.
3. The **Acceptance** card is available and contains the acceptance date of the transit declaration.

Figure 101 : Transit declaration acceptance

11.7 HOW TO CONSULT THE REJECTION OF THE TRANSIT DECLARATION

The transit declaration is rejected when the rejection notification from the office of departure (CC056C) is sent by the Customs office of departure. The status of the transit movement becomes 'Rejected'.

To consult the rejection of the transit declaration:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN.**
2. Click on the hyperlink **Rejection** in the highlights section or on the **Operational Details** button.
3. The **Rejection** card is available and contains the information about the rejection of the declaration: the date and the reason for the rejection.

Figure 102 : Transit declaration rejection

11.8 HOW TO GENERATE TAD

When the status of the movement is "Release for transit", you can generate the TAD.

To generate the TAD:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN.**
2. Click on the **Generate TAD** button.
3. The TAD is generated in PDF format and contains the information related to the declaration.

Figure 103 : Transit declaration - Generate TAD

B- **REGISTER THE TRANSIT DECLARATION AND THE OPERATIONAL INFORMATION**

11.9 HOW TO SUBMIT A TRANSIT DECLARATION

To submit a transit declaration to the Luxembourg customs office of departure:

1. Open the **Menu** > **Declarations** > **New declarations** > **Transit** > **Transit declaration.**
2. A new **LRN** is assigned by the system for your declaration and the **security** field is "0 - Not used for safety and security purposes".

Figure 104 : Transit declaration registration

3. Fill in the form providing the information about:
   - the transit declaration
   - the consignment
   - the house consignment
   - the goods.
4. Click on **Submit**. A confirmation pop-up opens, click on **Yes**.

When the submission is successfully completed, your transit declaration (CC015C) is submitted to the customs office of departure provided. You are then redirected to the **Transit Declaration** page where you can consult the information related to your transit movement.

When the submission is not successfully completed, you must correct the errors.

Note: You can cancel the submission of the transit declaration at any time by clicking **Cancel**. You will be redirected to your last active page and the information entered in the form will not be saved.

To submit a transit and exit declaration to the Luxembourg customs office of departure:

1. Open the **Menu > Declarations > New declarations > Transit > Transit and exit declaration**.
2. A new **LRN** is assigned by the system for your declaration and the **security** field is "2 – EXS'.

Figure 105: Registration of the transit and exit declaration

3. Fill in the form providing the information about:
    - the transit declaration
    - the consignment
    - the house consignment
    - the goods.
4. Click on **Submit**. A confirmation pop-up opens, click on **Yes**.

When the submission is successfully completed, your transit declaration (CC015C) is submitted to the customs office of departure provided. You are then redirected to the **Transit and exit declaration** page where you can consult the information related to your transit movement.

When the submission is not successfully completed, you must correct the errors.

Note: You can cancel the submission of the transit declaration at any time by clicking **Cancel**. You will be redirected to your last active page and the information entered in the form will not be saved.

11.11   HOW TO SUBMIT THE PRESENTATION NOTIFICATION FOR A PRE-LODGED DECLARATION

When the transit declaration is pre-lodged and submitted before the expected presentation of the goods at the Customs office of departure, the notification of presentation (CC170C) must be sent within 30 days.

The presentation notification can only be sent via the portal for transit declarations under the **simplified procedure**. For transit declarations under the normal procedure, the acceptance of the presentation will take place when the goods are physically presented at the Customs office of departure.

Note: if the goods are not presented within 30 days of the submission of the transit declaration, it will be considered as not presented and will be rejected.

To submit the presentation notification:

1. Open the **Menu** > **Tasks** > **Tasks list** page.
2. Find the Register presentation notification task associated with the transit declaration and click on the hyperlink. The task is also available from the declaration view.
3. The registration form opens. Some fields cannot be modified in relation to the declaration data and are therefore greyed out.

Figure 106: Registration of the presentation notification for a transit declaration

4. Fill in the presentation information.
5. Click on **Submit**. A confirmation pop-up opens, click on **Yes**.

When the submission is successful, your presentation notification (CC170C) is submitted to the Customs office of departure and the declaration's data are updated. Then, you are redirected to your last active page.

When the submission is not successful, you must correct the errors.

Note: in case the declared authorisations are no longer valid at the time of submission of the presentation notification, you must correct the authorisations before resubmitting your presentation notification.

11.12   CORRECTION

11.12.1   HOW TO SUBMIT A CORRECTION FOR A PRE-LODGED DECLARATION

You can correct your pre-lodged declaration before it is accepted by the Customs office of departure, when the status of the movement is "pending presentation".

To correct pre-lodged declaration:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN.**
2. Click on the optional task **Register a correction request.**
3. The registration form opens.

Figure 107 : Register correction request

4. Make the corrections related to your correction request.
5. Click **Submit**. A confirmation modal will open, click **Yes**.

When the submission is successful, your correction notification (CC013C) is submitted to the Customs office of departure and your declaration will be automatically corrected. You are then redirected to your last active page.

When the submission is not successful, you must correct the errors.

11.12.2 HOW TO CONSULT THE CORRECTION OF A PRE-LODGED TRANSIT DECLARATION

When a correction (CC013C) is successfully submitted before acceptance for the pre-lodged transit declaration, the declaration data is corrected in the **Declaration details** (see How to consult the declaration data). Upon receipt of the correction, the Customs office of departure notifies the acceptance of the correction (CC004C).

To consult the acceptance of the correction of the pre-lodged transit declaration:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN.**
2. Click on the **Operational Details** button.
3. The correction card is available and contains the information exchanged with the customs office of departure: the date of the correction.

Figure 108 : Correction of the transit declaration

Note: Multiple corrections can be submitted prior to acceptance of the advance transit declaration. Each correction is then available in the **Operational Details**.

11.13 AMENDMENT

11.13.1 HOW TO SUBMIT A REQUEST FOR AN AMENDMENT OF THE DECLARATION

You can amend your declaration after it has been accepted by the customs office of departure.

To amend the declaration:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN.**
2. Click on the optional task **Register a correction request.**
3. The registration form opens.

Figure 109 : Register amendment request

4. Make the corrections related to your amendment request.
5. Click **Submit**. A confirmation modal will open, click **Yes**.

When the submission is successful, your amendment notification (CC013C) is submitted to the Customs office of departure for validation. You are then redirected to your last active page.

When the submission is not successful, you must correct the errors.

11.13.2 HOW TO CONSULT THE AMENDMENT REQUEST AND THE RESPONSE FROM THE CUSTOMS

After submitting the request for amendment of the declaration to the customs authorities, you can consult the information related to this request. The status of the declaration will change to "Under amendment".

The customs authorities can decide whether to accept or reject the application.

If the amendment request is accepted, the transit declaration is amended, and the status of the declaration returns to the previous status.

Figure 110 : Amendment request accepted – Transit declaration amended

If the amendment request is rejected, the transit declaration is not amended, and the status of the declaration remains "Under amendment".

Figure 111 : Amendment request rejected – Transit declaration not amended

To consult the response of the customs authorities:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN.** The rectification request is displayed in the highlights.
2. Click on the **Amendment Request** hyperlink corresponding to your request in the Highlights or click on the **Operational Details** button.
3. The **Amendment** card is available and contains the information about the response of the customs authorities.

11.13.3 HOW TO CONSULT THE GUARANTEE AMENDMENT REQUEST

When the guarantees entered in the transit declaration are not validated, a guarantee amendment request (CC055C) is received from the customs office of departure.

To consult the request for guarantee amendment:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN.**

2. Click on the **Operational Details** button.

3. The amendment card is available and contains the information related to this request: the date of the request and the list of guarantees to be amended with the reason.

Figure 112 : Request for guarantee amendment

Note: When this request is received, the guarantee amendment (CC013C) must be submitted within 1 hour to the Customs office of departure (see How to submit a guarantee amendment).

11.13.4   HOW TO SUBMIT GUARANTEE AMENDMENT

To amend a guarantee:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN** or go to the task list (Menu > Tasks > Task List)

2. Click on the mandatory task **Register guarantee amendment.**

3. The registration form opens.

Figure 113 : Register guarantee amendment

4. Make corrections to your guarantee amendment.

5. Click **Submit**. A confirmation modal will open, click **Yes**.

When the submission is successful, the guarantee amendment (CC013C) is submitted to the Customs office of departure. You are then redirected to your last active page.

Note: If the guarantee amendment is not carried out within the time limit set after receipt of the rectification request, the transit declaration will be rejected.

11.13.5 HOW TO CONSULT THE REQUEST FOR AMENDMENT OF THE DECLARATION (EXPORT FOLLOWED BY TRANSIT)

When the export MRNs entered in the transit declaration under the export procedure followed by transit are not validated, a request for rectification of the declaration is received (CC022C) from the Customs office of departure.

To consult the request for amendment:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN.**

2. Click on the **Operational Details** button.

3. The Amendment card is available and contains the date of the request.

Note: When this request is received, the amendment of the declaration with the corrected export MRNs (CC013C) must be submitted within the time limit to the Customs office of departure (see How to submit a guarantee amendment).

11.14   CANCELATION

11.14.1   HOW TO SUBMIT A CANCELLATION FOR A PRE-LODGED DECLARATION

You can cancel your pre-lodged declaration before it is accepted by the Customs office of departure, when the status of the movement is "pending presentation".

To cancel the pre-lodged declaration:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page.
2. Click on the optional task **Register a cancellation request.**
3. The registration form opens.

Figure 114 : Register cancellation

4. Fill out the cancellation information.
5. Click **Submit**. A confirmation modal will open, click **Yes**.

When the submission is successful, your cancellation notification (CC014C) is submitted to the Customs office of departure and your declaration will be automatically cancelled. You are then redirected to your last active page.

11.14.2   HOW TO CONSULT THE CANCELLATION OF THE PRE-LODGED DECLARATION

After submitting the notification of cancellation of the pre-lodged transit declaration (CC014C) to the customs office of departure (see How to submit a cancellation of the pre-lodged transit declaration), you can consult the information on this cancellation.

To consult the details of the cancellation:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN.** The cancellation is displayed in the Highlights.

2. Click on the **Cancellation** hyperlink in the highlights or click on the **Operational Details** button.

3. The **Cancellation** card is available and contains the cancellation information.

Figure 115 : Cancellation for transit declaration

11.15   INVALIDATION

11.15.1   HOW TO SUBMIT AN INVALIDATION REQUEST OF THE DECLARATION

You can submit a request to invalidate your declaration after it has been accepted by the customs office of departure.

To invalidate the declaration:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN.**

2. Click on the optional task **Register Invalidation Request.**

3. The registration form opens.

Figure 116 : Register invalidation request

4. Fill in the information regarding the invalidation request.
5. Click **Submit**. A confirmation modal will open, click **Yes**.

When the submission is successful, your Invalidation Request Notification (CC014C) is submitted to the Customs Office of Departure for validation. You are then redirected to your last active page.

When the submission is not successful, you must correct the errors.

11.15.2   HOW TO CONSULT THE INVALIDATION OF THE TRANSIT DECLARATION

After submitting the request for invalidation of the transit declaration (CC014C) to the customs office of departure (see How to submit a request for invalidation of the transit declaration), you can consult the information related to this request.

To consult the details of invalidation of the transit declaration:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN.** The invalidation is displayed in the Highlights.
2. Click on the **Invalidation** hyperlink in the Highlights or click on the **Operational Details** button.
3. The **Invalidation** card is available and contains information about the invalidation request.

Figure 117 : Invalidation request for transit declaration

Note: Multiple invalidation requests can be submitted for a given transit declaration if previous requests have been rejected. Each invalidation request is then available in the **Highlights** and **Operational Details**.

11.15.3 HOW TO CONSULT THE RESPONSE OF THE CUSTOMS OFFICE OF DEPARTURE TO THE INVALIDATION REQUEST

When a request for invalidation of the transit declaration is submitted after acceptance and before release, the Customs office of departure decides whether to accept or reject the request and notifies its decision (CC009C).

If the invalidation request is accepted, the transit declaration is invalidated, and the status of the movement becomes "Invalidated".

If the invalidation request is rejected, the transit declaration is not invalidated, and the status of the movement is unchanged.

To consult the response of the customs office of departure:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN**.

2. Click on the **Invalidation** hyperlink corresponding to your request in the Highlights or click on the **Operational Details** button.

3. The **Invalidation** card is available and contains the response information from the customs office of departure.

Figure 118 : Response from the customs office for invalidation request

11.16   CONTROL

11.16.1   HOW TO CONSULT THE NOTIFICATION OF CONTROL OF THE CUSTOMS OFFICE AT DEPARTURE

The Customs office of departure can notify the economic operator that a documentary and/or physical check of the transit movement (CC060C) will be performed.

To consult the control notification:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN**.

2. Click on the **Control** hyperlink in the Highlights or click on the **Operational Details** button.

3. The **Control** card is available and contains information about the control notification: the type of notification, the date of notification, the list of control types and the list of requested documents.

Figure 119 : Control of the transit declaration

11.17   RELEASE FOR TRANSIT

11.17.1   HOW TO CONSULT THE RELEASE FOR TRANSIT NOTIFICATION

After acceptance of the declaration and finalization of the guarantee formalities, the Customs office of departure release goods for transit and notifies the holder of the procedure (CC029C) and the status of the movement changes to "Released for transit". The transit movement can then begin its journey to its destination.

To consult the release for transit notification:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN**.

2. Click on the **Release for transit** hyperlink in the Highlights or click on the **Operational Details** button.

3. The **transit release for transit** card is available and contains information about the information received from the customs office of departure: the date of release, whether the seals have been updated by the customs authorities, the control results, and the list of seals.

Note: In case the seals have been updated by the customs authorities, these new values are updated in **Declaration Details > Consignment > Transport Equipment**

Figure 120 : Release fort transit

11.17.2 HOW TO CONSULT NOT RELEASE FOR TRANSIT NOTIFICATION

When the release cannot be achieved, the Customs office of departure notifies the holder of the procedure (CC051C) of the non-placement under the transit procedure, and the status of the movement becomes "Not released".

To consult the notification of No release:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN**.
2. Click on the **No release for transit** hyperlink in Highlights or click on the **Operational Details** button.
3. The **No release for transit** card is available and contains information related to the information received from the Customs office of departure: the code of the reason for the no release and a description.

Figure 121 : No release for transit

11.18   WRITTEN OFF

11.18.1   HOW TO CONSULT THE WRITTEN OFF NOTIFICATION

When the transit procedure is successfully completed at the customs office of destination, the customs office of departure notifies the holder of the procedure (CC045C) and proceeds to release the guarantees and close the transit movement.

The status of the transaction then becomes "Written off" and the Witte off notification is available in the **Highlights**.

Figure 122 : Transit declaration - Written off

11.19 NON-ARRIVED

11.19.1 HOW TO CONSULT THE REQUEST ABOUT NON-ARRIVED MOVEMENT

Under enquiry procedure, the Customs office of enquiry in the country of departure can query the holder of the procedure to obtain information on the non-arrival transit movement at destination (CC140C).

To consult the request on a non-arrival movement:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN**.
2. Click on the **Enquiry** in Highlights hyperlink or click on the **Operational Details** button.
3. The **Information about non-arrived movement** card is available and contains the information related to the information received from the enquiring customs office: the date of the request, the deadline for the response and the reference of the customs office of enquiry.

Figure 123 : Request about non-arrived movement

Note: When this request is received, the status of the movement changes to "Under enquiry procedure" and the response (CC141C) must be submitted to the Customs office of enquiry within the time limit (see How to submit information on a non-arrived movement).

11.19.2   HOW TO SUBMIT INFORMATION ABOUT NON-ARRIVED MOVEMENT

You can submit information about non-arrived movement when the status of the movement is "Under enquiry procedure".

To submit information about non-arrived movement:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN** or go to the task list (Menu > Tasks > Task List).
2. Click on the mandatory task **Register information about non-arrived movement.**
3. The registration form opens.

Figure 124 : register information about non-arrived movement

4. Fill in the information about the non-arrived movement.
5. Click **Submit**. A confirmation modal will open, click **Yes**.

When the submission is successful, your Non-Arrival Information Notification (CC141C) is submitted to the Customs office of departure. You are then redirected to your last active page.

When the submission is not successful, you must correct the errors.

11.19.3   HOW TO CONSULT THE RESPONSE FOR THE CUSTOMS ABOUT NON-ARRIVED MOVEMENT

You can view the non-arrived movement information (CC141C) sent to the Customs office of enquiry in the country of departure (see How to submit non-arrived movement information).

To consult information about a non-arrival movement:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN.**
2. Click on the **Enquiry** in Highlights hyperlink or click on the **Operational Details** button.
3. The **Non-Arrival Information** card is available, and the **Response** section contains the information sent to the Customs office of enquiry: the date of issue of the TC11, the actual Customs office of destination, the consignee, and a description.

Figure 125 : Response for the customs about non-arrived movement

11.20   RECOVERY

11.20.1   HOW TO CONSULT THE RECOVERY NOTIFICATION

When the recovery procedure is started, the Customs office of recovery in the country of departure notifies the holder of the procedure (CC035C) and the status of the movement changes to "Under recovery procedure".

To consult the recovery notification:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN.**
2. Click on the **Recovery** Notification hyperlink in the Highlights or click on the **Operational Details** button.
3. The **Recovery Notification** card is available and contains the information received from the collecting customs office: the amount claimed, a description and the date of the recovery notification.

Figure 126 : Recovery notification

11.21 INCIDENT

11.21.1 HOW TO CONSULT THE INCIDENT NOTIFICATION

When an incident is reported for the transit movement, the incident notification (CC182C) is received from the customs office of departure.

To consult the incident notification:

1. Open the **Transit movement at departure** or **Transit and exit movement at departure** page corresponding to the transit declaration via its **LRN/MRN.**
2. Click on the **Incident** hyperlink corresponding to the incident notification in Highlights or click on the **Operational Details** button.
3. The **Incident Notification** card is available and contains information about the request: the customs office of registration of the incident, the date of notification and the list of incidents.

Figure 127 : Incident notification

Note: Multiple incident notifications can be received on a given transit report. Each incident notification is then available in the **Highlights** and in the **Operational Details**.

12 TRANSIT PROCEDURES AT THE OFFICE OF DESTINATION

A-CONSULT DATA FOR A TRANSIT ARRIVAL NOTIFICATION

12.1 HOW TO CONSULT THE TRANSIT ARRIVAL NOTIFICATION

To consult the transit arrival notification data:

1. Open the **Transit Movement at Destination** page corresponding to the transit arrival notification via its **LRN/MRN.**

Figure 128: Declaration of transit at destination - header

2. Click on the **Arrival Details** button.
3. The Transit arrival notification data is displayed.

Figure 129: Transit movement at destination - details of the Arrival notification

12.2 HOW TO CONSULT THE TRANSIT ARRIVAL NOTIFICATION ACTION HISTORY

The action history of the arrival notification contains the events related to this notification, such as events related to tasks performed, change of movement status, deadlines and messages exchanged with the Customs office of destination.

To consult the transit notification action history:

1. Open the **Transit movement at destination** corresponding to the transit declaration via the **LRN/MRN**.
2. Click on the **History** button**.**
3. The action history of the transit arrival notification is available.

Figure 130: Transit movement at destination – history

Note: When you are both the holder of the transit procedure and the trader at destination, you have access to both **Transit movement to departure** and **Transit movement at destination**. Via the **LRN/MRN**, you will be redirected to the latest updated view and can easily switch from one view to the other using the button at [Departure | Destination] the top of the page.

12.3 HOW TO CONSULT THE ACCEPTANCE OF THE TRANSIT ARRIVAL NOTIFICATION

The transit arrival notification is accepted when the appropriate checks at the Customs office of destination have been completed. The status of the transit movement then changes to 'Accepted' and is displayed in the header of the **Transit Movement at Destination** page.

12.4 HOW TO CONSULT THE REJECTION OF THE TRANSIT ARRIVAL NOTIFICATION

The transit arrival notification is rejected when the Office at Destination's Rejection Notification (CC057C) is sent by the Customs office of destination. The status of the transit movement becomes 'Rejected'.

To consult the rejection of the transit arrival notification:

1. Open the **Transit Movement at destination** page for the arrival notification.
2. Click on the **Rejection** hyperlink in highlights or the **Operational Details** button.
3. The **Rejection from customs office of destination** card is available and contains the information related to the rejection of the declaration: the date and the reason for the rejection.

Figure 131: Rejection of the arrival notification

B- REGISTER THE TRANSIT ARRIVAL NOTIFICATION AND OPERATIONAL INFORMATION

12.5 HOW TO SUBMIT A TRANSIT ARRIVAL NOTIFICATION

To submit a transit arrival notification to the Luxemburgish customs office of destination:

1. Open the **Menu > Declarations > New Declarations > Transit > New Arrival Notification**.
2. Fill in the form by providing information about:
   - transit operation
   - customs office
   - actor
   - location of goods
   - possible incidents.

Figure 132: Registration of the transit arrival notification

3. Click on **Submit**. A confirmation pop-up opens, click on **Yes**.

When the submission is successful, your Transit arrival notification (CC007C) is submitted to the customs office of destination provided. You are then redirected to the **Transit declaration** page where you can consult the information related to your transit movement.

When the submission is not successfully completed, you must correct the errors.

Note: You can cancel the submission of the transit declaration at any time by clicking on **Cancel**. You will be redirected to your last active page and the information entered in the form will not be saved.

12.6 UNLOADING

12.6.1 HOW TO SUBMIT UNLOADING REMARKS

You can submit unloading remarks when the status of the movement is "Unloading". The status "Unloading" is only present for a simplified procedure.

To submit Unloading remarks:

1. Open the **Transit Movement to Destination** page corresponding to the transit declaration or go to the task list (Menu > Tasks > Task List).
2. Click on the mandatory task **Register unloading remarks.**
3. The registration form opens.

Figure 133 : Register Unloading remarks

4. Fill in the information about the registration of Unloading remarks.
5. Click **Submit**. A confirmation modal will open, click **Yes**.

When the submission is successful, your unloading remarks notification (CC044C) is submitted to the Customs office of destination. You are then redirected to your last active page.

When the submission is not successful, you must correct the errors.

If the unloading is conformed, the status of the movement changes to "Released".

If the unloading is not com conformed, the status of the movement changes to "Unloading remarks".

12.6.2 HOW TO CONSULT THE UNLOADING DETAILS

The unloading details of the transit movement contain the events related to the unloading. They are available when there has been an unloading and unloading remarks have been submitted.

To consult the details of the unloading:

1. Open the **Transit Movement to Destination** page corresponding to the transit declaration.
2. Click on the **Unloading Details** button.
3. The details of the unloading are available.

Figure 134 : Unloading details

12.7 DISCREPANCIES

12.7.1 HOW TO CONSULT THE NOTIFICATION OF DISCREPANCIES

The Customs office of destination can report discrepancies in the control results for a transit movement.

To consult the notification of discrepancies:

1. Open the **Transit Movement to Destination** page corresponding to the transit declaration.
2. Click on the **Discrepancies** hyperlink in Highlights or click on the **Operational Details** button.
3. The **Discrepancies** card is available and contains information about the notification of discrepancies: the remarks as well as the date of notification of discrepancies.

Figure 135 : Discrepancies notification

13 TEMPORARY STORAGE PROCEDURE

A-CONSULT INFORMATION RELATED TO A TEMPORARY STORAGE DECLARATION

13.1 HOW TO CONSULT A TEMPORARY STORAGE DECLARATION

To consult the information related to a temporary storage declaration:

1. Open the **Temporary storage declaration** page via its **LRN/MRN.**

Figure 136 Temporary storage declaration – header

2. Click on the **Declaration details** button.
3. The temporary storage declaration data are displayed:
   - o Declaration: General information, customs offices, actors
   - o Master consignment: General information, actors, transport, documents
   - o House consignment: General information, actors, transport, documents

   (The goods item information is also listed under their corresponding house consignment)

Figure 137 Temporary storage declaration - declaration's details

The goods item overeiw provides a holistic view of all declared goods. Hyperlinks are available to ease the navigation.

Note: the data displayed correspond to the latest declaration data recorded (cf. corrections, amendment, presentation notification are considered).

13.2 HOW TO CONSULT ACTION HISTORY OF TEMPORARY STORAGE DECLARATION

The actions history of the declaration contains the events linked to the temporary storage declaration, such as events related to task performed, change of movement status, deadlines and messages exchanged with the customs office.

To consult the history of the actions of the temporary storage declaration:

1. Open the **Temporary storage declaration** page via its **LRN/MRN**.
2. Click on the **History** button.
3. The action history of the temporary storage declaration is available.

Figure 138 Temporary storage – actions history

13.3 HOW TO CONSULT THE VERSION HISTORY OF THE TEMPORARY STORAGE DECLARATION

The version history of the temporary storage declaration contains the events related to corrections (before acceptance) and amendment (after acceptance) of the temporary storage declaration.

To consult the version history of temporary storage declaration:

1. Open the page **Temporary storage** via its **LRN/MRN.**
2. Click on the bouton **History**, then **version history.**
3. The version history of the temporary storage declaration is available and contains the date of correction and/or amendment done with their status.

Figure 139 Version history of temporary storage declaration

13.4 HOW TO CONSULT PREVIOUS VERSION OF THE TEMPORARY STORAGE DECLARATION

A previous version contains the declared data of the last version of declaration.

A new version is created when a correction (before acceptance) or an amendment (after acceptance) has been done.

To consult a previous version of temporary storage declaration:

1. Open the page **Temporary storage declaration** via its **LRN/MRN**
2. Click on the button **History**, then **Version history.**
3. Click on **the hyperlink** of the version that you want to consult.
4. The previous version of declaration is available and contains the declared data of last version of declaration.

13.5 HOW TO CONSULT THE ACKNOWLEDGEMENT RECEIPT OF THE TEMPORARY STORAGE DECLARATION

After submission of declaration, the customs office confirms the reception (CCTS015B). The status of declaration becomes "Pending presentation" for the anticipated temporary storage declarations or "Submitted" for non-pre-lodged temporary storage declarations.

To consult the reception of the acknowledgement receipt:

1. Open the page **Temporary storage declaration**.
2. Clicks on **History.**
3. The History of actions are available and contains the acknowledgement received from customs office.

13.6 HOW TO CONSULT THE ACCEPTANCE OF THE TEMPORARY STORAGE DECLARATION

The temporary storage declaration is accepted when the MNR allocation notification (CCTS028B) is received from the customs authorities. Therefore, the temporary storage declaration status becomes 'Accepted' and the MRN is allocated and displayed in the header of the **Temporary storage declaration** page.

In case of pre-lodged temporary storage procedures, acceptance is carried out upon submission of the presentation notification. In case of non-pre-lodged temporary storage procedures, acceptance is carried out when the temporary storage declaration is submitted.

To consult the acceptance of the temporary storage declaration:

1. Open the **Temporary storage declaration** page.
2. Click on **Operational details** button.
3. The **Acceptance** card is available and contains the acceptance date of the temporary storage declaration.

Figure 140 Acceptance of temporary storage declaration

B- REGISTER THE TEMPORARY STORAGE DECLARATION AND THE OPERATIONAL INFORMATION

13.7 HOW TO SUBMIT A TEMPORARY STORAGE DECLARATION

To submit a temporary storage declaration:

1. Open the **Menu** > **Declarations** > **New declarations** > **Temporary storage.**

Figure 141 Registration of the temporary storage declaration

2. A new **LRN** is assigned by the system for your declaration.
3. Fill in the form providing the information about:
   - The temporary storage declaration
   - The master consignment
   - The house consignment
4. Click on **Submit.** A confirmation pop-up opens, click on **Yes**.

When the submission is successfully completed, your temporary storage declaration is submitted to the customs office. You are then redirected to the temporary storage declaration page where you can consult the recorded information.

When the submission is not successfully completed, you must correct the errors.

Note: You can cancel the submission of the temporary storage declaration at any time by clicking **Cancel**. You will be redirected to your last active page and the information entered in the form will not be saved.

13.8 PRESENTATION NOTIFICATION

13.8.1 HOW TO SUBMIT THE PRESENTATION NOTIFICATION FOR A TEMPORARY STORAGE DECLARATION

When the temporary storage declaration is pre-lodged and submitted before the expected presentation of the goods at the Customs office of presentation, the presentation notification must be sent within 30 days.

To submit the presentation notification:

1. Open the **Menu > Tasks > Tasks list** page and find the **Register presentation notification** mandatory task associated with the temporary storage declaration. The task is also available from the declaration view.
2. Click on the mandatory task **Register presentation notification.**

3. A pop-up confirmation opens. Click on **Yes** if all the presented goods are the same of those in the declaration.
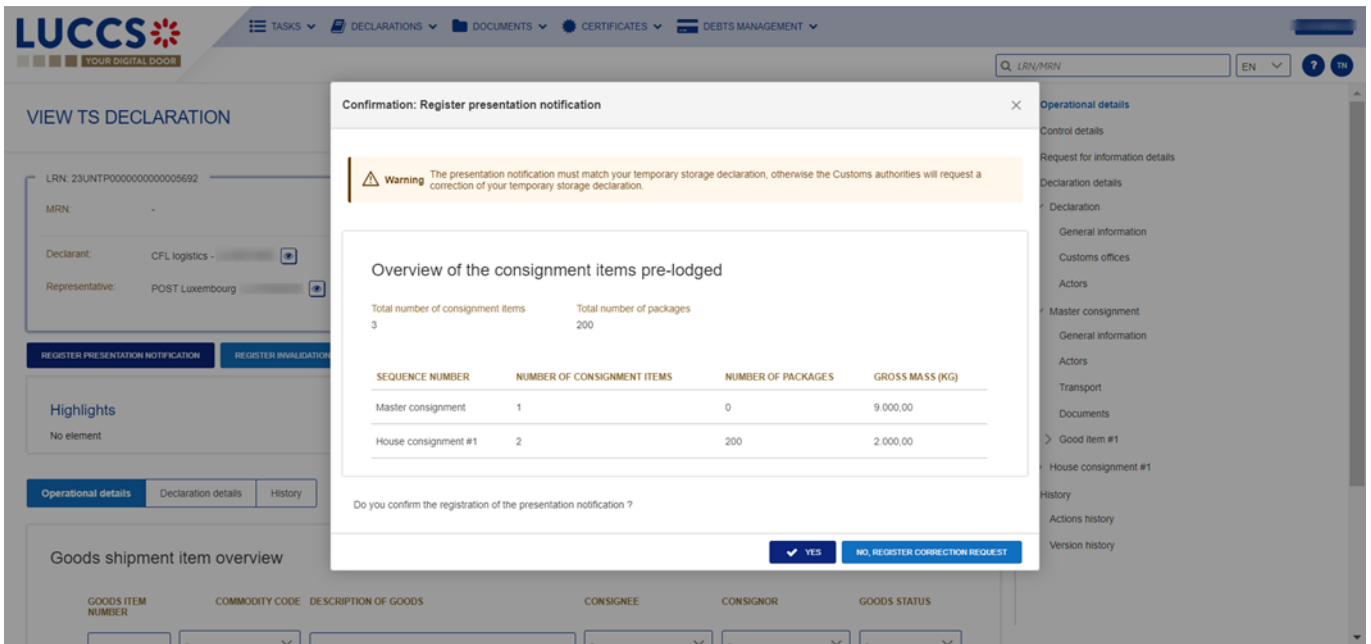
Figure 142 Confirmation for register a presentation notification

4. The registration form opens. Some fields cannot be modified in relation to the declaration data and are therefore greyed out.
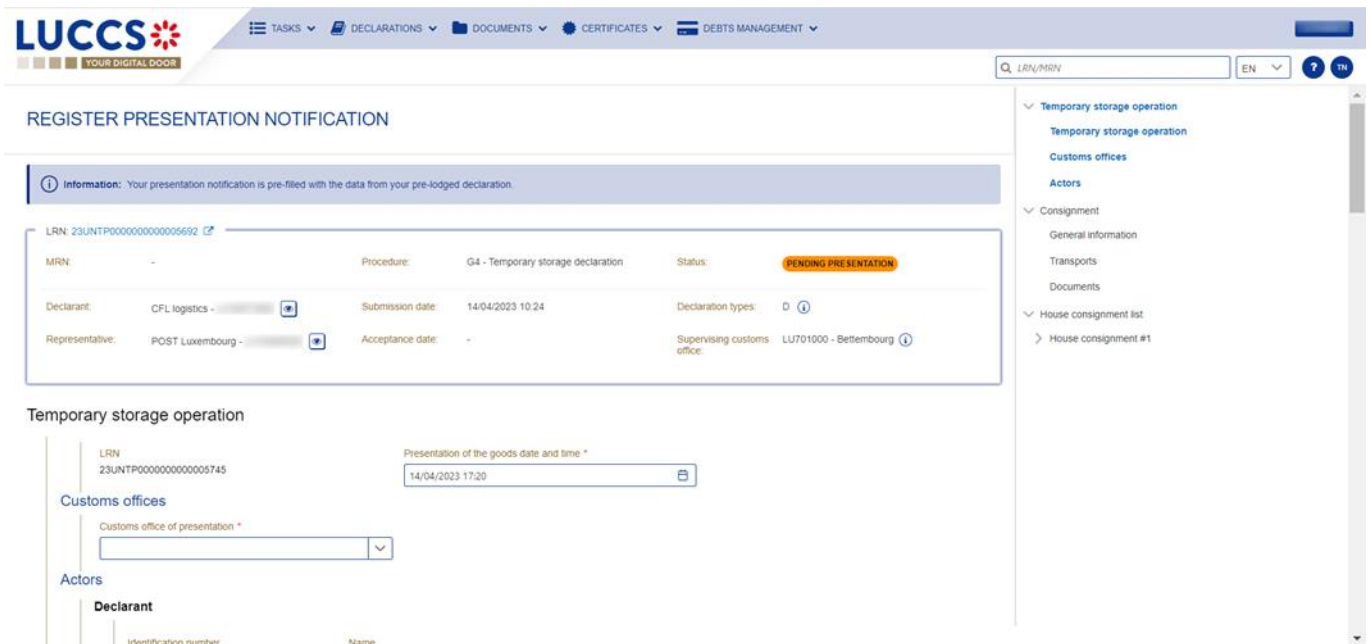
Figure 143 Registration of the presentation notification for a temporary storage declaration

5. Fill in the presentation information.
6. Click on **Submit**. A confirmation pop-up opens, then click on **Yes**.

When the submission is successfully completed, your presentation notification is submitted to the Customs office of presentation and the declaration's data are updated. Then, you are redirected to your last active page.

When the submission is not successful, you must correct the errors.

Note:

1. If the goods are not presented within 30 days after the declaration of temporary storage submission, it will be considered as not presented and will be rejected.
2. In case the data indicated in the advance declaration are no longer valid upon submission of the notification of presentation, you must correct your declaration before submitting your notification of presentation, by clicking on "No, register a correction request" in the presentation notification confirmation modal. (cf. How to submit a correction request for a temporary storage declaration)
3. In case a presentation notification covers only part of the declaration, this is called a "Partial presentation", the declarant is invited to make a correction by clicking on the mandatory task "Register correction following a partial presentation":
4. In case a presentation notification sent via XML has no corresponding declaration found in the system, the declarant is invited to make a new temporary storage declaration by clicking on the mandatory task "Save a declaration".

Figure 144 Partial presentation of a temporary storage declaration

Figure 145 Presentation notification without an existing corresponding declaration

13.8.2 HOW TO CONSULT THE PRESENTATION NOTIFICATION FOR A PRE-LODGED TEMPORARY STORAGE DELCARATION

To view the presentation notification:

1. Open the page of the **temporary storage declaration** concerned.
2. Click on the button « **Presentation notification for temporary storage** ».
3. The general information of the presentation notification is available. Then, click on the LRN **hyperlink**.
4. A new page opens and the notification of submission of the declaration is available and contains the corresponding data.

Figure 146 Presentation notification for a temporary storage

13.9 CORRECTION

13.9.1 HOW TO SUBMIT A CORRECTION REQUEST FOR A TEMPORARY STORAGE DELCARATION

You can correct your pre-lodged declaration (Additional Declaration Type 'D') after its submission and before its acceptance, the status of the declaration is '**Pending presentation'**.

To correct the data of a declaration with an Additional Declaration Type 'A', you will have to request an amendment (see: how to submit an optional amendment request for a temporary storage declaration).

To submit a correction request:

1. Open the **Temporary storage declaration** that you want to correct.
2. Click on the optional task **Register correction request.**
3. The registration form opens.

Figure 147 Registration of a temporary storage declaration correction

4. Fill in the correction information and edit the fields you want.
5. Click on **Submit**. A confirmation pop-up opens, click on **Yes**.

When the submission is successfully completed, your correction is submitted to the customs authorities. You are then redirected to your last active page.

When the submission is not successfully completed, you must correct the errors.

13.9.2 HOW TO CONSULT A CORRECTION REQUEST AND CUSTOMS AUTHORITIES' RESPONSE

After submitting the correction request to the customs authorities, you can consult the information of this request.

To consult the details of the correction request:

1. Open the **Temporary storage Declaration** page. The correction request is displayed in the highlights.
2. Click on the hyperlink **Correction** in the highlights or click on the **Operational Details** button.
3. The **Correction** card is available and contains the information related to the correction.

Figure 148 Correction of a temporary storage declaration

Note:

Several correction requests can be submitted for a given temporary storage declaration, especially in the case where previous requests have been rejected. Each correction request can be consulted in the **Operational Details**.

13.10   AMENDMENT

After acceptance of a declaration, a correction is no longer possible. To correct the elements of an accepted temporary storage declaration, an amendment is required.

An amendment can be made at any time after the acceptance of a declaration and throughout the lifecycle of a declaration, thus including the following statuses: "Accepted", "Under control", "Ready for allocation", "Released" and "Partially released".

Some specific rules:

1. It's impossible to submit successive amendments.
    When an amendment is submitted, the amendment task is not available until a decision is taken for the 1st amendment. This is why it's impossible to send an amendment when the declaration is in the status "Under amendment".
2. When the declaration status is "Under control", an amendment can be registered, but the goods in status "Under control" are not modifiable.
3. When the declaration is status "Not released", an amendment is not authorized.
4. When the declaration is in status "Released" or "Partially released", the amendment is called "Post release amendment".

An amendment can be registered on your own initiative, this is called '**Optional amendment**' in this document.

An amendment can be requested by the customs authorities, this is called '**Mandatory amendment'** in this document.

13.10.1 HOW TO SUBMIT AN OPTIONAL AMENDMENT REQUEST FOR A TEMPORARY STORAGE DECLARATION

Before starting to read this section, please read the information in the introduction of the section amendment.

To submit an optional amendment request of a declaration:

1. Open the **Temporary storage declaration** page you want to correct.
2. Click on the optional task **Register amendment request.**
3. The registration form opens.

Figure 149 Registration of an optional amendment for temporary storage declaration

4. Fill in the amendment information.
5. Click on **Submit**. A confirmation pop-up opens, click on **Yes**.

When the submission is successful, your amendment request is submitted to the customs authorities. You are then redirected to your last active page.

When the submission is not successfully completed, you must correct the errors.

13.10.2 HOW TO SUBMIT AN MANDATORY AMENDMENT FOR A TEMPORARY STORAGE DECLARATION

During a control, the customs authorities may request an **Advice** from the declarant following an unsatisfactory control result. If the declarant/representative agrees with the request, a mandatory amendment is then requested.

13.10.2.1 HOW TO CONSULT A REQUEST OF ADVICE FOLLOWING A CONTROL DECISION

To consult the request advice received:

1. Open the **Temporary storage declaration** page.

2. Click on the **Customs control results** hyperlink that you are looking for or click on the **Control details** button.

3. The **Control scope** cards separated by consignment are available and contain information relating to the result of customs controls, including the communication related to the request advice.

Figure 150 Control result related to a request advice

Note: The requests advice is made by consignment. Multiple requests may be received for one declaration, but only one request per consignment at a time.

13.10.2.2 HOW TO REGISTER AN ADVICE ON REQUESTED AMENDMENT

To register an advice on requested amendment:

1. Open the **Temporary storage declaration** page for which you want to register an advice or go to the task list (Menu > Tasks > List of tasks) and find the task **Register advice on requested amendment** associated the temporary storage declaration.
2. Click on the task **Register advice on requested amendment.**
3. A modal is displayed to invite you to give your advice for each consignment.
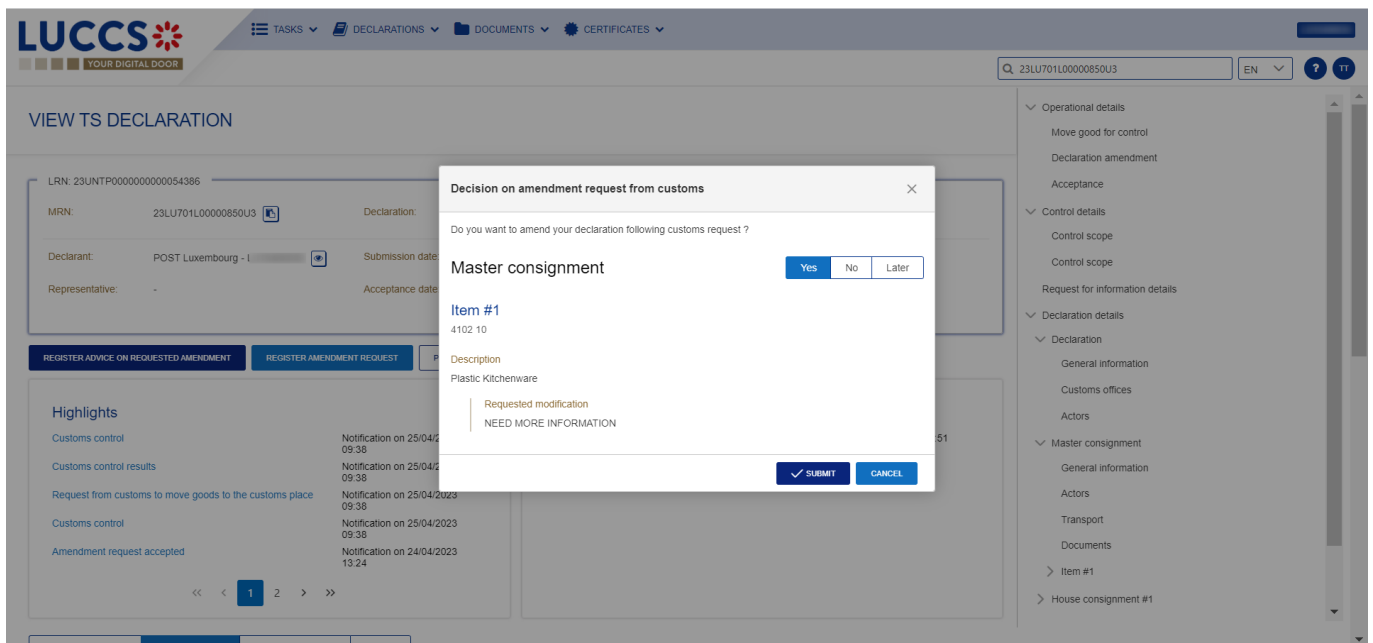
Figure 151 Advice concerning amendment requested by custom authorities

4. If you agree, choose **Yes**; if you refuse, choose **No**; if you don't plan to give your advice right away, choose **Later**.
5. Click **Submit**. A confirmation modal opens, click **Yes**.

When the decision is successfully completed, your decision notification is submitted to the customs authorities. You are redirected to the amendment registration form.

When the submission is not completed successfully, you must correct the errors.

13.10.2.3 HOW TO CONSULT AN ADVICE REGISTERED FOR A REQUESTED AMENDMENT

To consult an advice registered for a requested amendment:

1. Open the **Temporary storage declaration.**
2. Click on the hyperlink **Custom control result** corresponding or click on **Control detail** button.
3. The **Control scope** cards separated by consignment are available and contain information relating to the advice registered.

Figure 152 Advice registered following custom's request

13.10.2.4 HOW TO REGISTER MANDATORY AMENDMENT AFTER GIVING POSITIVE ANSWER TO AN REQUEST ADVICE

The user is redirected to the amendment form automatically after the advice has been submitted.

To register mandatory amendment after giving positive answer to a request advice:

1. Open the **Temporary storage declaration** page for which you want to register a mandatory amendment or go to the task list (Menu > Tasks > List of tasks) and find the task **Register requested amendment** associated the temporary storage declaration.
2. Click on the task **Register requested amendment**.
3. The registration form opens.

Figure 153 Registration of a mandatory amendment

4. Fill in the information related to the amendment and modify the fields for which the custom authorities requested to amend.
5. Click on **Submit**. A confirmation modal opens, click **Yes.**

When the submission is successfully sent, your amendment notification is submitted to customs authorities. You are then redirected to your last active page.

When the submission is not completed successfully, you must correct the errors.

13.10.3   HOW TO CONSULT AN AMENDMENT SUBMITED AND THE RESPONSE OF CUSTOMS AUTHORITIES

After submitting an amendment of a declaration, you can consult the information related to this registration. The customs authorities can decide either to accept or reject the registration. The consultation of an amendment and an amendment response remains the same for an optional and mandatory amendment.

In case the amendment request is accepted, the Temporary storage declaration is amended, and the status of the declaration returns to the previous status.

In case the amendment request is rejected, the Temporary storage declaration is not amended, and the status of the declaration returns to the previous status.

To consult an amendment submitted and the response of customs authorities:

1. Open the **Temporary storage declaration** page. The declaration's amendment, the acceptance / rejection of the request are displayed in the Highlights.
2. Click on the hyperlink **Declaration amendment, Amendment request accepted/Amendment request rejected** corresponding in the highlight or click on **Operational details**.
3. The card **Amendment** is available and contains information related to the amendment submitted and the answer from the customs authority.

Figure 154 Amendment of a temporary storage declaration & Answer from custom

13.11   INVALIDATION

13.11.1   HOW TO SUBMIT AN INVALIDATION REQUEST FOR A TEMPORARY STORAGE DELCARATION

For pre-lodged Temporary storage declarations (Additional declaration type "D"), you can ask to invalidate your declaration after the submission and before its acceptance, the status of the declaration is "**Pending presentation**". You do not have the possibility to invalidate a declaration already accepted.

To submit an invalidation request of Temporary storage declaration:

1. Open the **Temporary storage declaration** page which you want to invalidate.
2. Click on the optional task **Register invalidation request.**
3. The registration form opens.

Figure 155 Invalidation registration of a temporary storage declaration

4. Fill in justification invalidation request.
5. Click on **submit**, a confirmation modal opens, click on **Yes.**

When the submission is successfully completed, your invalidation is submitted to the customs authorities. You are then redirected to your last active page.

When the submission is not completed successfully, you must correct the errors.

13.11.2 HOW TO CONSULT AN INVALIDATION REQUEST OF A TEMPORARY STORAGE DELCLARATION AND CUSTOMS AUTHORITIES' RESPONSE

After submitting the request to invalidate the declaration to the customs authorities, you can consult the information related to this request.

When an invalidation request of the temporary storage declaration is made, there is no action required on the customs side, the invalidation request is automatically accepted by the system and the status of the declaration automatically becomes "Invalidated".

When the submission is not completed successfully, you must correct the errors.

To consult an invalidation request of a temporary storage declaration and customs authorities' response:

1. Open the **Temporary storage declaration** page. The invalidation request is displayed in the highlight.
2. Click on the **Invalidation** hyperlink or click on **Operational details** button.
3. The card **Invalidation** is available and contains the information related to the invalidation request and the response from customs.

Figure 156 Invalidation of temporary storage declaration

13.12   CONTROL

13.12.1   HOW TO CONSULT THE CONTROL NOTIFICATION FROM CUSTOMS AUTHORITIES

The Customs authorities may notify that a documentary and/or physical control will be carried out.

To consult a control notification:

1. Open the **Temporary storage declaration** page.
2. Click on the hyperlink **Customs control** in the highlight or click on **Control details** button.
3. The **control notification** is available for each control scope and grouped by consignment.

Figure 157 Control notification of temporary storage declaration

13.12.2 HOW TO CONSULT THE CONTROL RESULT FROM CUSOTMS AUTHORITIES

For each control carried out by the customs authorities, the economic operators are notified of the result.

To consult the control result:

1. Open the **Temporary storage declaration** page.
2. Click on the hyperlink **Customs control** in the highlight or click on **Control details** button.
3. The **Customs control results** are available for each control scope and grouped by consignment.

Figure 158 Customs control result of temporary storage declaration

13.12.3 HOW TO CONSULT REQUEST FROM CUSTOMS TO MOVE GOODS TO/OUT OF THE CUSTOMS PLACE

After the control decision, for the consignment on which a documentary and/or physical control is required, a request to move the goods to the customs place can be made.

After the control, for the consignment that has received a favourable result, a request from customs to remove goods out of the customs place is granted.

To consult the request from customs to move goods to/out of the customs place:

1. Open the **Temporary storage declaration** page.
2. Click on the hyperlink **Request from customs to move goods to the customs place/Request from customs to move goods out of the customs place** in the highlight or click on **Operational details**.
3. The concerning cards are available and contain related information about the movements.

Note: For the temporary storage declaration, consultation of the movement of goods request is also accessible via the Dashboard, in the "Last communication" section. (Cf: Consult the latest communications)

Figure 159 Request from customs to move goods to/out of the customs place

13.13 REQUEST FOR INFORMATION

13.13.1 HOW TO CONSULT A REQUEST FOR INFORMATION FROM CUSTOM AUTHORITIES FOLLOWING A CONTROL

During a control, the customs authorities may request additional information from the economic operator.

To consult a request for information:

1. Open the **Temporary storage declaration** page.

2. Click on the hyperlink **Request for information** in the highlight or click on **Request for information details** button.
3. The detailed request is displayed.

Figure 160 Request for information

13.13.2   HOW TO ANSER A REQUEST FOR INFORMATION

After receiving a request for information, the economic operators can register an answer to this request:

1. Open the **Temporary storage declaration** page for which you want to answer to a request for information or go to the task list (Menu > Tasks > List of tasks) and find the task **Answer to a request for information** associated the temporary storage declaration.
2. Click on the task **Answer to a request for information.**
3. A modal is displayed to invite you to choose the request you want to respond to.
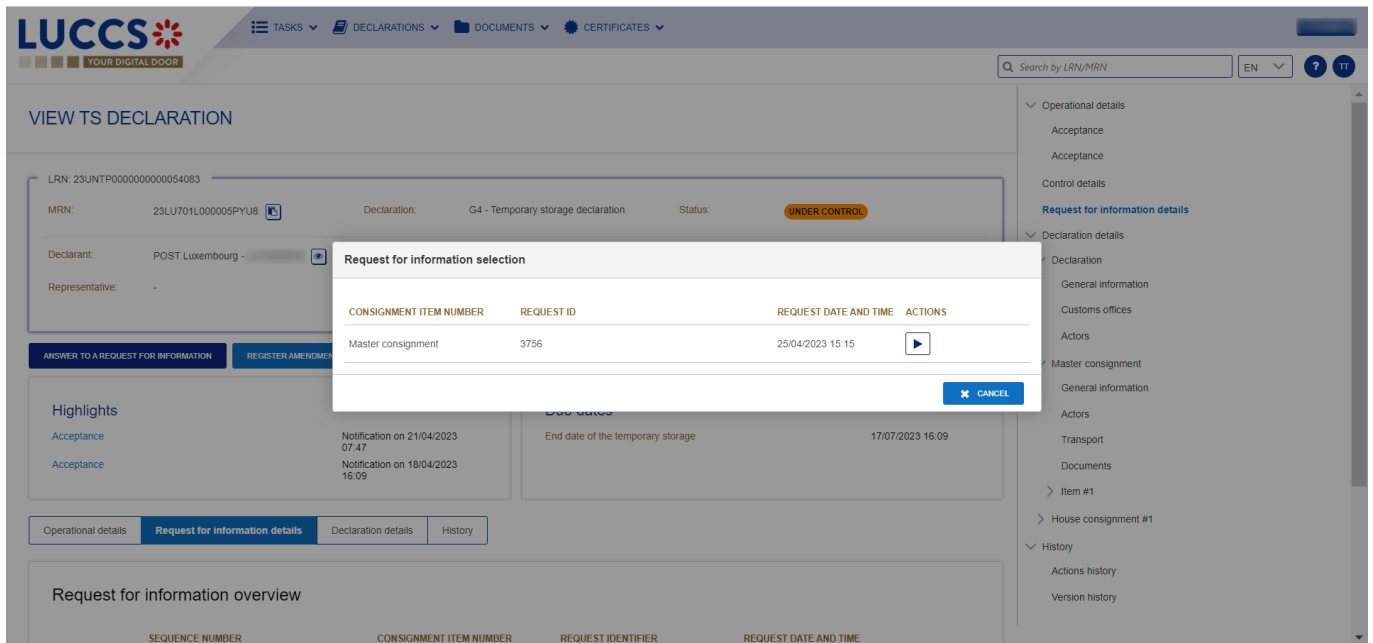
Figure 161 Choice of request for information to answer

4. Choose the consignment on which you want to answer, click on **action.** ▶
5. The answer form opens.
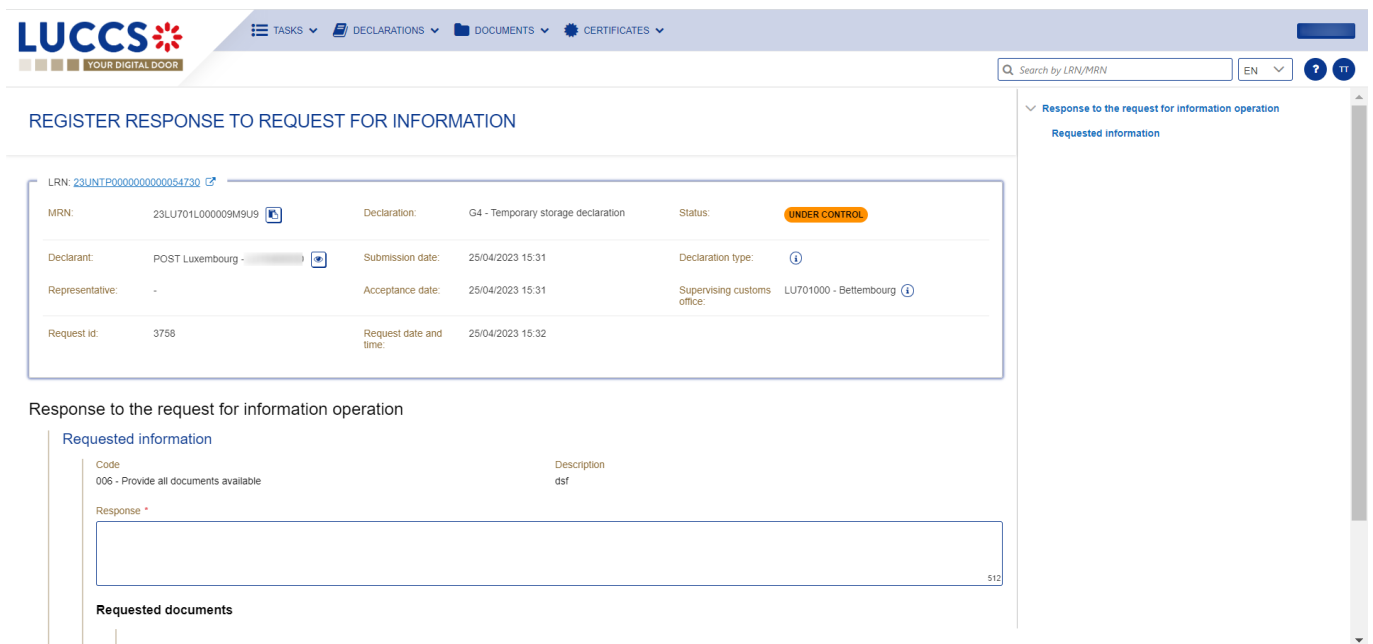
Figure 162 Answer to a request for information

6. Fill the information related to the request for information.
7. Click on **Submit**. A confirmation modal opens, click on **Yes**.

When the submission is successfully completed, your response to the request for information is submitted to the customs authorities. You are then redirected to your last active page.

When the submission is not completed successfully, you must correct the errors.

13.13.3 HOW TO CONSULT THE ANSWER OF A REQUEST FOR INFORMATION

After you answer to a RFI, you can consult the information about your response.

To consult the answer of a request for information:

1. Open the **Temporary storage declaration** page.
2. Click on the hyperlink **Response to the request for information** in the highlight or click on **Request for information details** button.
3. The answer to request is available and grouped by request.
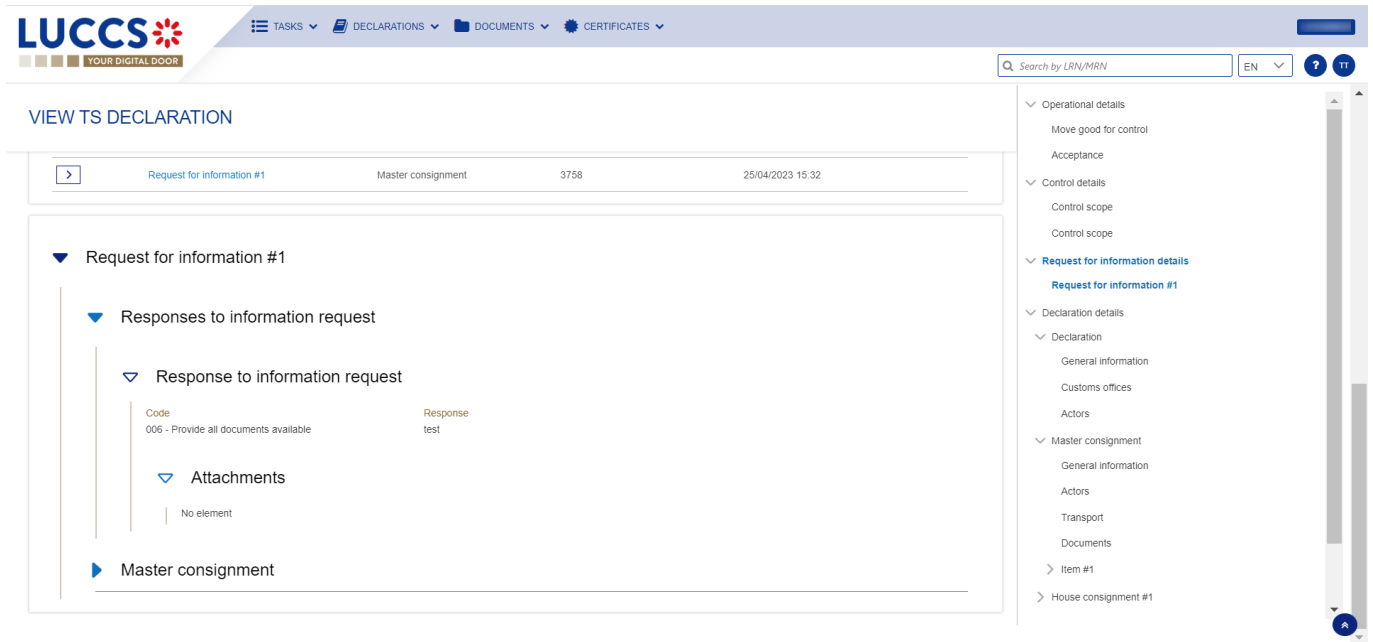
Figure 163 Answer of a request for information

Note: Multiple RFI can be submitted, the RFI are displayed per request and is numbered in order of request. The histories of old requests are never erased.

13.14 TRANSFER

13.14.1 HOW TO REGISTER INTENDED TRANSFER

For goods in "Ready for allocation" status, the user can request a national or an international transfer. The key to distinguish a national and an international transfer is the identification number of the holder at destination (to be indicated in the registration form of the intention to transfer notification).

To register an intended transfer notification:

1. Open the **Temporary storage declaration** for which you want to register an intention to transfer notification.
2. Click on the optional task **Register intended transfer**.
3. The registration form opens.

Figure 164 Registration of intended transfer

4. Fill in the identification number of the holder of destination, choose the consignment(s) you intend to transfer.
5. Click on **Submit**. A confirmation modal opens, click on **Yes.**

When the submission is successfully completed, your intention to transfer notification is submitted to the customs authorities. You are then redirected to your last active page.

When the submission is not completed successfully, you must correct the errors.

13.14.2 HOW TO CONSULT AN INTENDED TRANSFER NOTIFICATION

After submitting an intended transfer to customs authorities, you can consult the information related to this notification.

To consult an intended transfer notification of a temporary storage declaration:

1. Open the **Temporary storage declaration**.
2. Click on the « Information » ⓘ icon next to the status of the goods in "Ongoing Movement".
3. The information related to intended transfer are available.

Figure 165 Intended transfer

13.14.3   NATIONAL TRANSFER

For a national transfer, after registration of the intended transfer, an arrival notification must be registered by the holder at destination when the goods have arrived at the destination.

13.14.3.1 HOW TO REGISTER A NATIONAL ARRIVAL NOTIFICATION

In case where the holder at destination is not the declarant, to register an arrival notification:

1. Log in as the holder of destination.
2. Open the page **Menu** > **Declarations** > **New Declarations** > **Temporary storage** > **Arrival notification.**
3. A new **LRN** is assigned by the system for your declaration.
4. Complete the form by providing the information relating to:
    - the Temporary storage declaration
    - the master consignment
    - the house consignments
5. Click **Submit**. A confirmation modal opens, click **Yes**.

When the submission is done successfully, your arrival notification declaration is submitted to the customs office. You are then redirected to the Temporary storage declaration page where you can view the recorded information.

When the submission is not completed successfully, you must correct the errors.

Figure 166 Registration of arrival notification from menu

Note:

1. The registration of a national arrival notification is the same as the registration of an international arrival notification. The key to distinguish whether the notification is national or international, is the MRN and the goods item number of the initial declaration, to indicate in previous documents. When the arrival notification is national, an existing Luxembourgish MRN in NTP must be indicated, the goods item number is mandatory. When the arrival notification is international, a foreign MRN must be indicated.

2. You can cancel the submission of the arrival notification at any time by clicking on **Cancel**. You will be redirected to your last active page and the information entered in the form will not be saved.

If the holder at destination is also the declarant, to register a national arrival notification:

1. Open the page of the **Temporary storage declaration** for wish you want to register an arrival notification.
2. Click on optional task **Register national arrival notification**.
3. The registration modal opens. Select the consignments that you want to declare in this arrival notification.
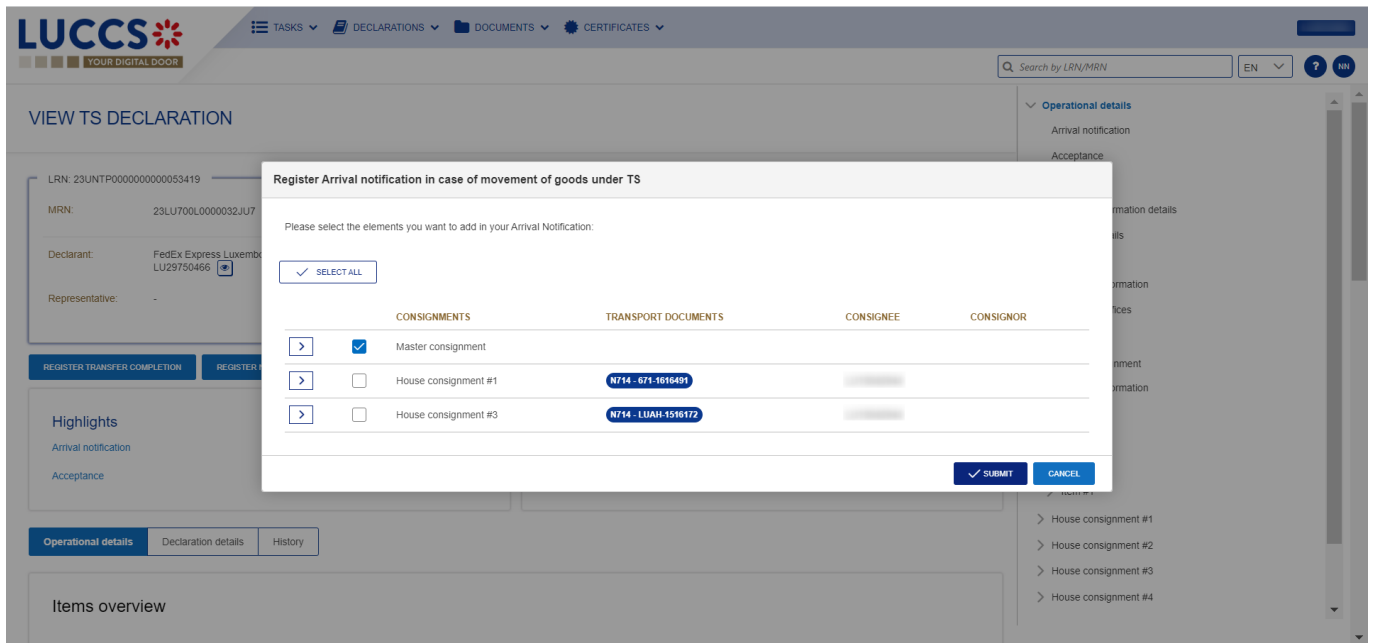
Figure 167 Registration of national arrival notification from declaration

4. Click on **Submit**, a confirmation modal opens, click on **Yes.**

When submission is successful, your arrival notification is submitted to customs authorities. You are then redirected to your last active page.

When the submission is not completed successfully, you must correct the errors.

13.14.3.2 HOW TO CONSULT A NATIONAL ARRIVAL NOTIFICATION

After submitting an arrival notification to customs authorities, you can consult information about that notification.

Where the holder at destination is not the declarant, to consult a national arrival notification of a temporary storage declaration, refer to the consultation of an international arrival notification; the instructions are identical.

Where the holder at destination is also the declarant, to consult a national arrival notification of a temporary storage declaration:

1. Open **the Temporary storage declaration page**. The arrival notification is available in the highlights.
2. Click on the **Arrival Notification** hyperlink in the Highlights or click on the **Operational Details** button.
3. The **Arrival notification** card is available and contains the information related to the arrival notification.

Figure 168 Arrival notification

13.14.4   TRANSFER FROM LUXEMBOURG TO FOREIGN COUNTRY

For a transfer from Luxembourg to a foreign country, after the registration of the intended transfer, a notification of transfer completion should be registered when the transfer is finalized.

13.14.4.1 HOW TO REGISTER A TRANSFER COMPLETION NOTIFICATION

To register a transfer completion notification:

1. Open the **Temporary storage declaration** for wish you want to register a transfer completion.
2. Click the optional task **Register transfer completion**.
3. The registration form opens.

Figure 169 Registration of transfer completion

4. Fill in the transfer completion information and select the consignment you wish to declare in your registration.
5. Click **Submit**. A confirmation modal opens, click **Yes**.

When the submission is successfully completed, your transfer completion notification is submitted to customs authorities. You are then redirected to your last active page.

When the submission is not completed successfully, you must correct the errors.

13.14.4.2 HOW TO CONSULT A TRANSFER COMPLETION NOTIFICATION

After submitting a transfer completion notification to customs authorities, you can consult information about that notification.

To consult a transfer completion notification of a temporary storage declaration:

1. Open the **Temporary storage declaration** page.
2. Click on the "Information" icon ⓘ   next to the goods which are in the "Allocated" status and which have been the subject of a transfer completion notification.
3. The transfer complete notification information is displayed.

Figure 170: Transfer completion notification

13.14.5 TRANSFER FROM FOREIGN COUNTRY TO LUXEMBOURG

For a transfer from foreign country to Luxembourg, since a new LRN is be assigned, an arrival notification of temporary storage must be submitted.

13.14.5.1 HOW TO REGISTER AN ARRIVAL NOTIFICATION COMING FROM FOREIGN COUNTRY

To submit an international arrival notification:

1. Open the **Menu** > **Declarations** > **New declarations** > **Temporary storage > Arrival notification.**
2. A new **LRN** is assigned by the system for your declaration.
3. Fill in the form providing the information about:
   - The temporary storage declaration
   - The master consignment
   - The house consignment
4. Click on **Submit.** A confirmation pop-up opens, click on **Yes**.

When the submission is successfully completed, your arrival notification is submitted to the customs office. You are then redirected to the **arrival notification** page where you can consult the recorded information.

When the submission is not successfully completed, you must correct the errors.

Note: You can cancel the submission of the arrival notification at any time by clicking **Cancel**. You will be redirected to your last active page and the information entered in the form will not be saved.

Figure 171 Registration of international arrival notification from menu

13.14.5.2 HOW TO CONSULT AN ARRIVAL NOTIFICATION COMING FROM FOREIGN COUNTRY

To consult the information related to an international arrival notification:

1. Open the **Arrival notification declaration** page via its **LRN/MRN**
2. Click on the **Arrival detail** button.
3. The arrival notification declaration data are displayed:
   - Declaration: General information, customs offices, actors
   - Master consignment: General information, actors, transport, documents
   - House consignment: General information, actors, transport, documents

   (The goods item information is also listed under their corresponding house consignment)

Figure 172 International arrival notification

The goods item overview provides a holistic view of all declared goods. Hyperlinks are available to ease the navigation.

Note: the data displayed correspond to the latest declaration data recorded (cf. corrections, amendment, presentation notification is considered).

14 GUARANTEES

14.1 GUARANTEES LIST

You will find in the **'List of Guarantees'** all the guarantees for which you are the guarantee holder or the holder of the transit procedure for the guarantee.

The list is ordered by guarantee start date with the most recent at the top. All existing guarantees are returned by default.

Figure 173: Guarantees list

14.1.1 ACCESS THE GUARANTEES LIST

Select **Certificates > Guarantees > Guarantees List** from the **Menu.**

14.1.2 CONSULT THE INFORMATION RELATED TO A GUARANTEE

Each guarantee is displayed in the list with the following information:

- **GRN**: the guarantee's identifier.
- **Guarantee type**:
    - Type 0: Guarantee waiver,
    - Type 1: Comprehensive guarantee,
    - Type 2: Individual guarantee in the form of an undertaking by guarantor
    - Type I: Individual guarantee in another form,
    - Type 4: Individual guarantee in the form of vouchers.
- Guarantee **Status**.
- **Validity starts date** of the guarantee (date of registration of the guarantee in the system).
- **Guarantor** of the guarantee.

- Guarantee **amount**: the total amount that can be used for the guarantee.
- Guarantee **balance**: the remaining amount that can be used for the guarantee.

Note: You can access the **Guarantee View** by clicking on the **GRN**.

14.1.3 FILTER THE GUARANTEES

It is possible to filter the list of guarantees according to several criteria.

1. Click on the **'Filters'** button above the list.
2. Enter your search criteria.
3. Click on '**Apply**'.

The list of guarantees is filtered based on the selected search criteria.

14.1.4 SORT THE GUARANTEES LIST

Click on ⇅ to change the display order (ascending/descending) based on the guarantee start date.

14.2 GUARANTEE MESSAGES LIST

In the **Guarantee Message List,** you will find all messages exchanged for all your guarantees for which you are the guarantee's holder or the holder of the transit procedure for the guarantee.

Figure 174: Guarantee messages list

The list is ordered by event date (see date of receipt/sending of the message), with the most recent messages at the top.

14.2.1 ACCESS THE GUARANTEE MESSAGES LIST

Select **Certificates > Guarantees > Guarantee message list** from the **Menu**.

14.2.2 CONSULT THE INFORMATION RELATED TO A MESSAGE

Each message is displayed in the list with the following information:

- **Event:**
    - corresponds to a received message.
    - corresponds to a sent message.
- **Event date:** date the message was received or sent.
- **GRN:** the guarantee's identifier.
- **Message exchanged:** name of the message.

Note: You can access the **Guarantee View** by clicking on the **GRN**.

14.2.3 FILTER THE MESSAGES

It is possible to filter the list of messages according to several criteria.

1. Click on the **'Filters'** button above the list.
2. Enter your search criteria.
3. Click on '**Apply**'.

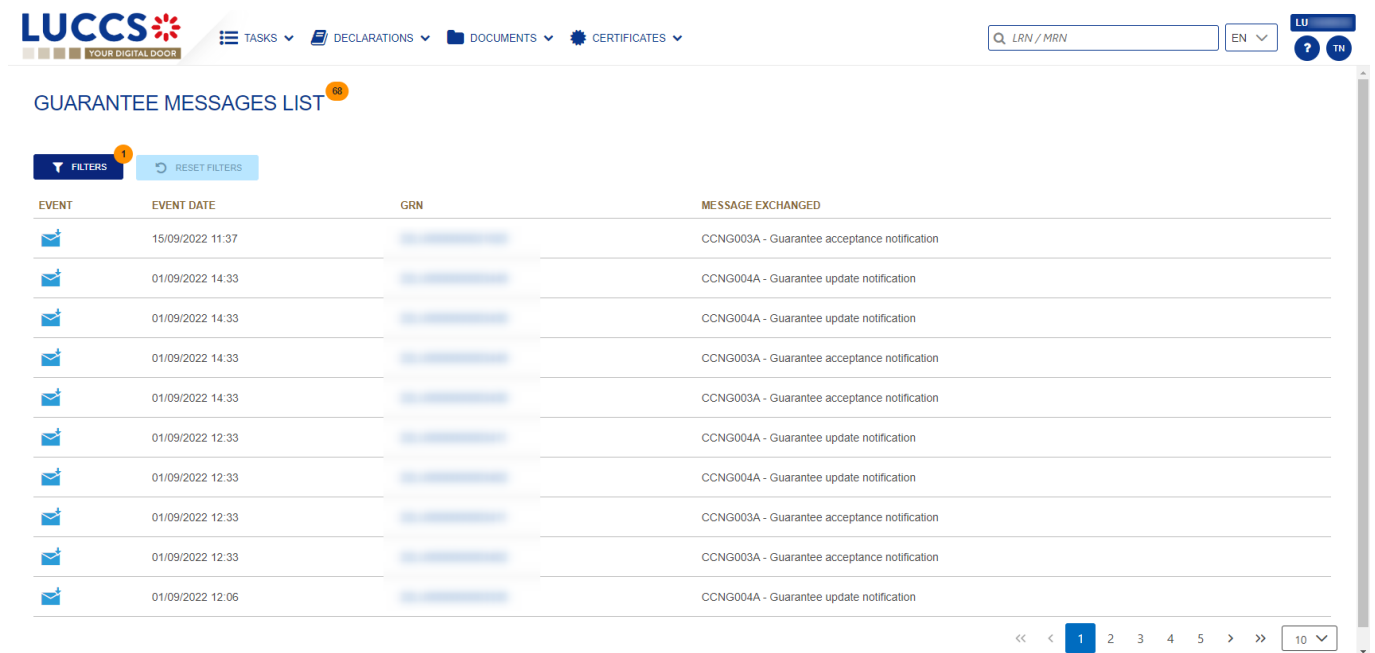The list of messages is filtered based on the selected search criteria.

14.3 CONSULT THE INFORMATION RELATED TO A GUARANTEE

14.3.1 HOW TO CONSULT THE MAIN DETAILS OF THE GUARANTEE

To consult the main details of the guarantee:

1. Open the **Guarantee** page via its **GRN.**
2. The main details of the guarantee are displayed by default:
    - Stakeholders: guarantor and office of guarantee
    - Form of the guarantee
    - Guaranteed amount(s): list of procedures covered by the guarantee. This section is not visible for type 4 guarantees.
    - List of voucher(s): list of vouchers linked to the guarantee and for which you are the holder of the transit procedure. This section is only visible for type 4 guarantees.
    - Validity: start and end dates of the guarantee, excluded countries/territories, excluded goods

Figure 175: Guarantee – header

Figure 176: Guarantee - main details

14.3.2 HOW TO CONSULT THE TRANSACTIONS RELATED TO A GUARANTEE

To view the transactions related to a guarantee:

1. Open the **Guarantee** page corresponding via its **GRN.**

2. Click on the **Transactions** button.
3. The list of undischarged transactions is displayed by default.

Figure 177: Guarantee - List of transactions

14.3.2.1 HOW TO CONSULT THE DETAILS OF USE OF THE GUARANTEE FOR A TRANSACTION

Click on the button `>` to the left of the transaction's MRN to get details of the transaction's use of the guarantee.

Note: The information displayed depends on the type of guarantee and the procedure covered by the guarantee. For a transit procedure, an additional **Transit Details** section is visible. In addition, for Type 4 guarantees, there is not a **List of events,** but a **List of vouchers** is displayed.

Figure 178: Guarantee - List of events of a transaction (not type 4 and not for transit)

Figure 179: List of vouchers used by the transaction and transit details (type 4 guarantee)

14.3.2.2 HOW TO FILTER THE TRANSACTIONS

It is possible to filter the list of transactions according to several criteria.

1. Click on the **'Filters'** button above the list of transactions.
2. Enter your search criteria.
3. Click on '**Apply**'.

The list of transactions is filtered based on the selected search criteria.

14.3.3 HOW TO CONSULT THE DAILY USAGE OF THE GUARANTEE

It is only possible to consult the daily use of a guarantee for types 0 and 1.

To consult this information:

1. Open the **Guarantee** page (type 0 or 1) via its **GRN.**
2. Click on the **Balance** button.
3. The **'Daily Usage'** tab is selected by default.
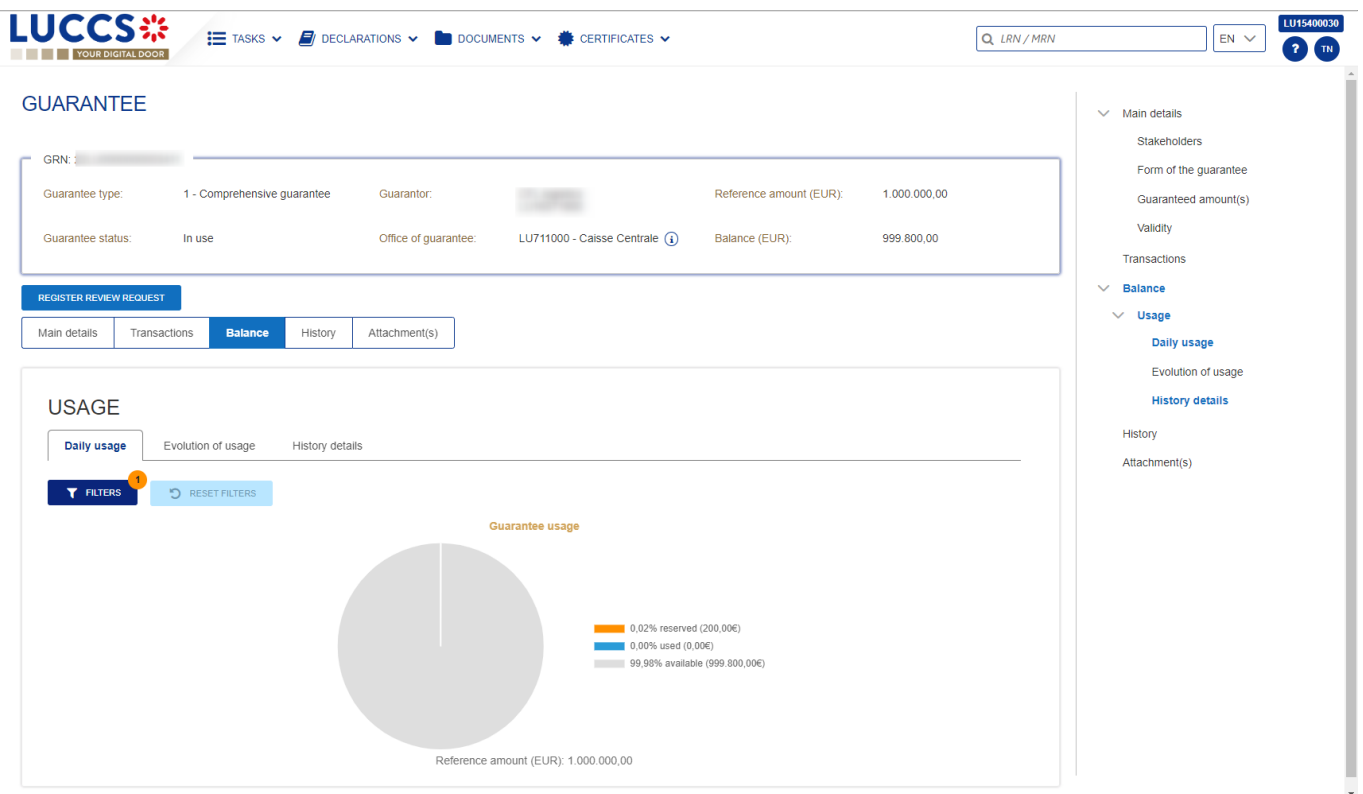
Figure 180: Guarantee - Daily use of the guarantee

14.3.3.1 HOW TO FILTER THE DAILY GUARANTEE USAGE

It is possible to filter the daily use of the guarantee according to several criteria.

1. Click on the **'Filters'** button above the chart.
2. Enter your search criteria.
3. Click on '**Apply**'.

The Daily usage is filtered based on the selected search criteria.

14.3.4 HOW TO CONSULT THE GUARANTEE'S EVOLUTION OF THE USAGE

It is only possible to consult the evolution of the use of a guarantee for types 0 and 1. To consult this information:

1. Open the **Guarantee** page (type 0 or 1) via its **GRN.**
2. Click the **Balance** button.

3. Click on the **'Evolution of Usage'** tab.

4. The Guarantee's usage in the last 30 days is displayed.
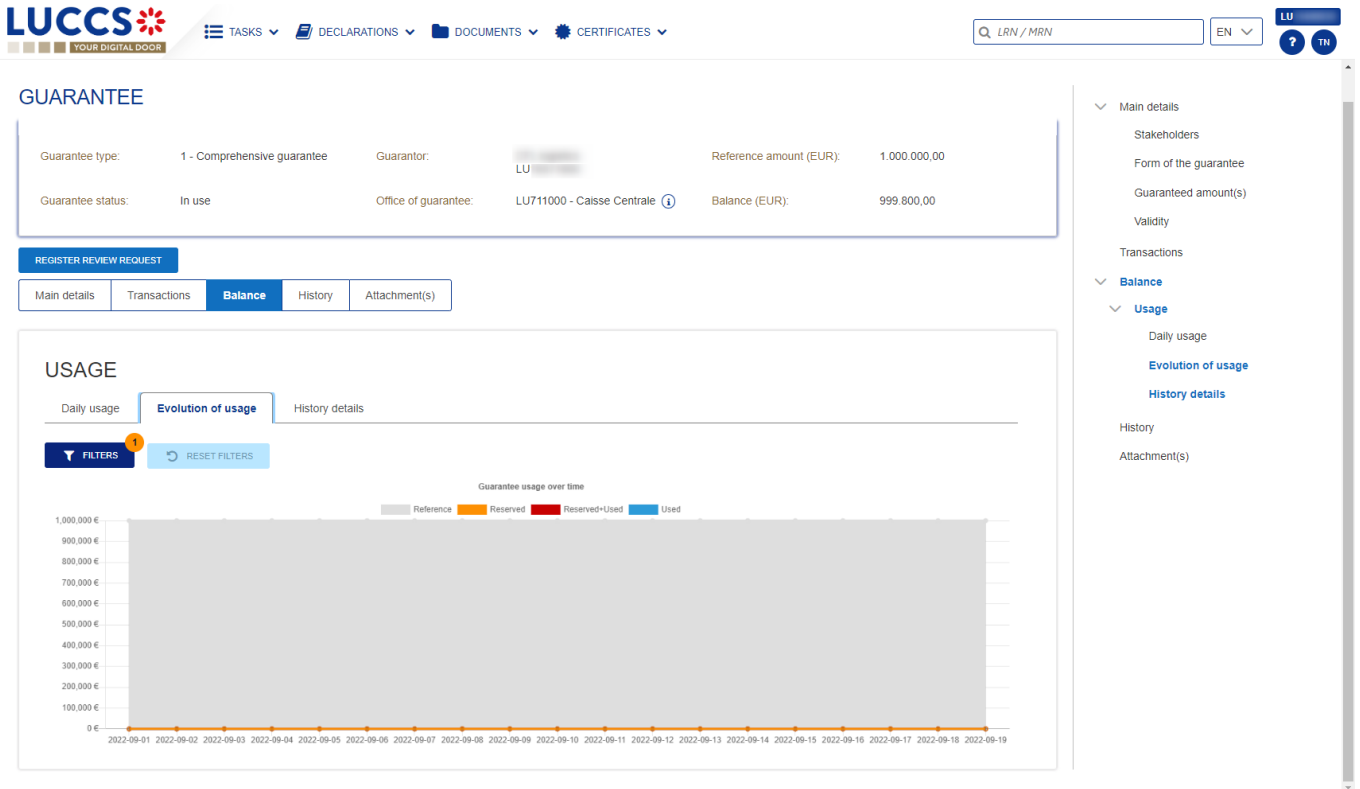
Figure 181: Guarantee - Evolution of usage

Note: It is possible to hide certain amounts by clicking on the colour button next to the desired amount (reference, reserved, etc.).

14.3.4.1 HOW TO FILTER THE GUARANTEE'S EVOLUTION OF USAGE

It is possible to filter the guarantee's evolution of the usage according to several criteria.

1. Click on the **'Filters'** button above the chart.
2. Enter your search criteria.
3. Click on '**Apply**'.

The evolution of usage is filtered based on the selected search criteria.

14.3.5 HOW TO CONSULT THE GUARANTEE'S USAGE HISTORY

It is only possible to consult the guarantee's history of usage for types 0,1, 2 and I. To consult this information:

1. Open the **Guarantee** page (type 0,1, 2 or I) via its **GRN.**
2. Click on the **Balance** button.
3. Click on the '**History Details**' tab.
4. The list of events related to the guarantee's usage in the last 30 days is displayed.

Figure 182: Guarantee – Guarantee's usage history details

14.3.5.1 HOW TO FILTER THE GUARANTEE'S USAGE HISTORY

It is possible to filter the guarantee's history of the usage according to several criteria.

1. Click on the **'Filters'** button above the list of events.
2. Enter your search criteria.
3. Click on '**Apply**'.

The guarantee's history of usage is filtered based on the selected search criteria.

14.3.6 HOW TO CONSULT THE GUARANTEE'S ATTACHMENTS

To consult the attachments related to the guarantee:

1. Open the **Guarantee** page via its **GRN.**
2. Click on the **Attachment(s)** button.
3. The documents related to the guarantee are displayed.

Figure 183: Guarantee - Attachment(s)

14.3.7 HOW TO CONSULT THE GUARANTEE'S HISTORY

The Guarantee's action history contains events related to the guarantee, such as events related to tasks performed, guarantee status changes and messages exchanged with the Office of guarantee.

To consult the guarantee's actions history:

1. Open the **Guarantee** page via the **GRN**.
2. Click on the **History** button**.**
3. The guarantee's actions history is available.

Figure 184: Guarantee - History

14.4 REQUEST FOR REVIEW OF A GUARANTEE

14.4.1 HOW TO SUBMIT A GUARANTEE REVIEW REQUEST

It is possible to request a guarantee review when the following three conditions are met:

1. The guarantee type is 0 or 1,
2. Its status is different from: **Cancelled** or **Invalid**,
3. There is no review request in progress.

When these conditions are met, it is possible to request a review of the guarantee. To do this:

1. Open the **Guarantee** page via its **GRN.**
2. Click the **Register Review Request** REGISTER REVIEW REQUEST action button.
3. The review request form opens.
4. Fill in the request information. You can attach documents if necessary.
5. Click on **Submit**. A confirmation pop-up opens, click on **Yes.**

Figure 185: Registering a Guarantee Review Request

14.4.2 HOW TO CONSULT THE REQUEST AND RESPONSE TO THE GUARANTEE REVIEW REQUEST

To consult the guarantee review request:

1. Open the **Guarantee** page via its **GRN.**
2. Click on the **Review Request(s)** button (button only displayed once a review request has been made)
3. The review requests (as well as Customs responses if received) are displayed.

Figure 186: Guarantee - Review request(s)

Note: When the response to the guarantee review request is received, an envelope icon ✉ appears next to the GRN in the Guarantees list.

14.5 GUARANTEE ACCESS CODES

14.5.1 HOW TO MODIFY THE ADDITIONAL ACCESS CODES OF A GUARANTEE AND/OR CONSULT THE MASTER ACCESS CODE

The Additional access codes can be changed and/or the master access code of a guarantee can be consult when the following three conditions are met:

1. The guarantee type is 0 or 1,
2. The guarantee is international (transit for example),
3. Its status is different from: **Cancelled** or **Invalid**.

When these conditions are met, it is possible to modify the additional access codes and/or view the master access code. To do this:

1. Open the **Guarantee** page via its **GRN.**
2. Click on the **Manage access codes** action button `MANAGE ACCESS CODES`
3. The manage access code form opens.
4. The master access code can be viewed by clicking on the 👁 .
5. Additional access codes can be added by clicking on the ⊞ button or deleted by clicking on the button 🗑
6. Click on **Submit** to save changes to additional access codes.

Figure 187: Guarantee Access Code Management

Note: The button allows you to copy the master access code or and the additional access code.

15 DEBT MANAGEMENT

15.1 ACCESSING THE DEBTS LIST

Open the **Debts Management Menu > Debts incurred list** page.

15.2 HOW TO CONSULT THE LIST OF DEBTS INCURRED

In the **Debts list** you will find all debts incurred related to your import or excise declarations, and/or for which you are the debtor.

Figure 188: List of debts

The list is ordered by date (date of the debt) with the most recent debts at the top.

15.3 CONSULT DEBT INFORMATION

Each debt is displayed in the list with the following information:

- **MRN**: the declaration identifier.
- **Procedure**: the customs procedure of the declaration (import or excise).
- **Consignee/Importer**: the name and EORI of the consignee (for an excise procedure); the name and EORI of the importer (for an import procedure).
- **Representative**: the name and EORI of the representative.
- **Amount**: the total amount in euro of the debt incurred.
- **Debt date**: the date on which the debt was incurred.
- **Payment date**: date on which the payment is effectuated.
- **Payment mode**: the method of payment indicated in the declaration.
- **Status**: the status of the debt.

Note: You can access the **Debts Details** in the **Declaration View** by clicking on the **MRN**.

15.4 FILTER DEBTS

It is possible to filter the list of debts according to several criteria.

1. Click on the '**Filters**' button above the list.
2. Enter your filter criteria.
3. Click on '**Apply'**.

The list of debts is filtered based on the selected search criteria.

15.5 SORT THE LIST OF DEBTS
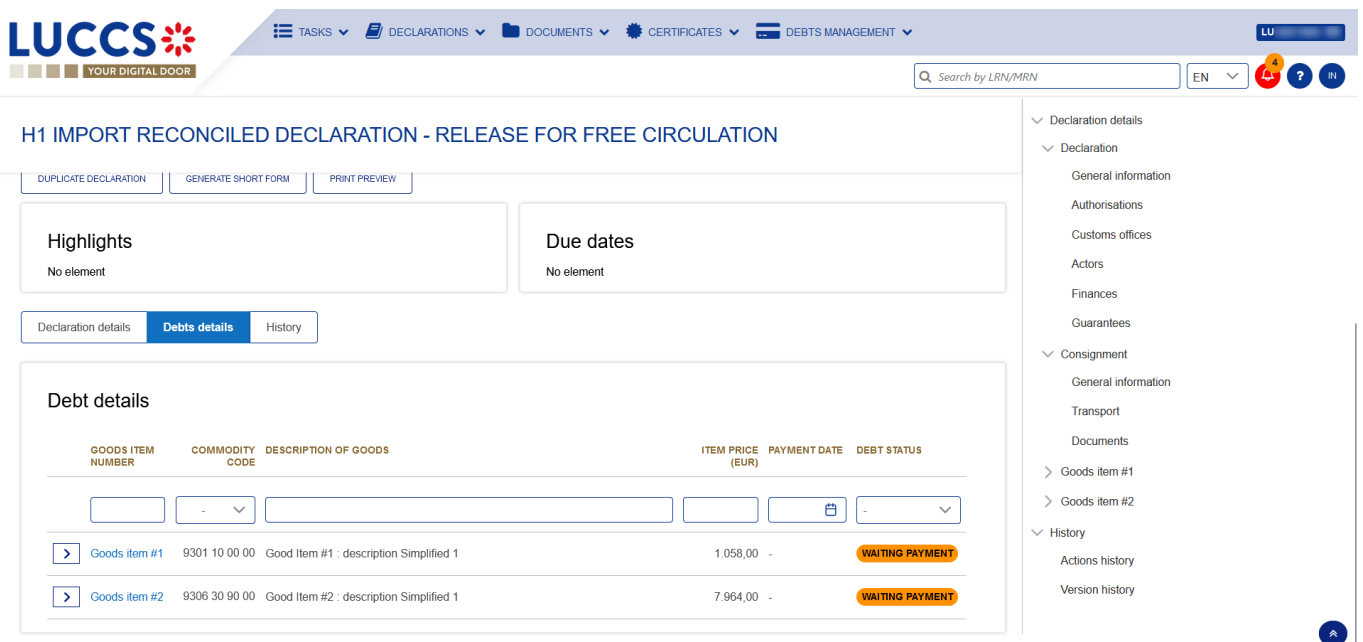
Click ⬇ to change the display order (ascending/descending) based on the date of the debt.

15.6 HOW TO CONSULT THE DETAILS OF DEBTS CONTRACTED FOR A GIVEN DECLARATION

The details of debts can be consulted from the **list of debts** contracted or directly in the declaration view in the "Debt details" tab.

To view the debt details of an import declaration:

1. Open the **Import or Excise Declaration** page via its **LRN/MRN.**
2. Click on the **Debts Details** button.

Figure 189: Import Declaration - "Debt Details" tab

3. The debt data related to the declaration is displayed and can be filtered by:

- **Commodity item number**
- **Commodity code**
- **Description of goods**
- **Price of the goods item (EUR)**
- **Payment date**
- **Debt status**

Clicking on the icon [>] additional information will be displayed.
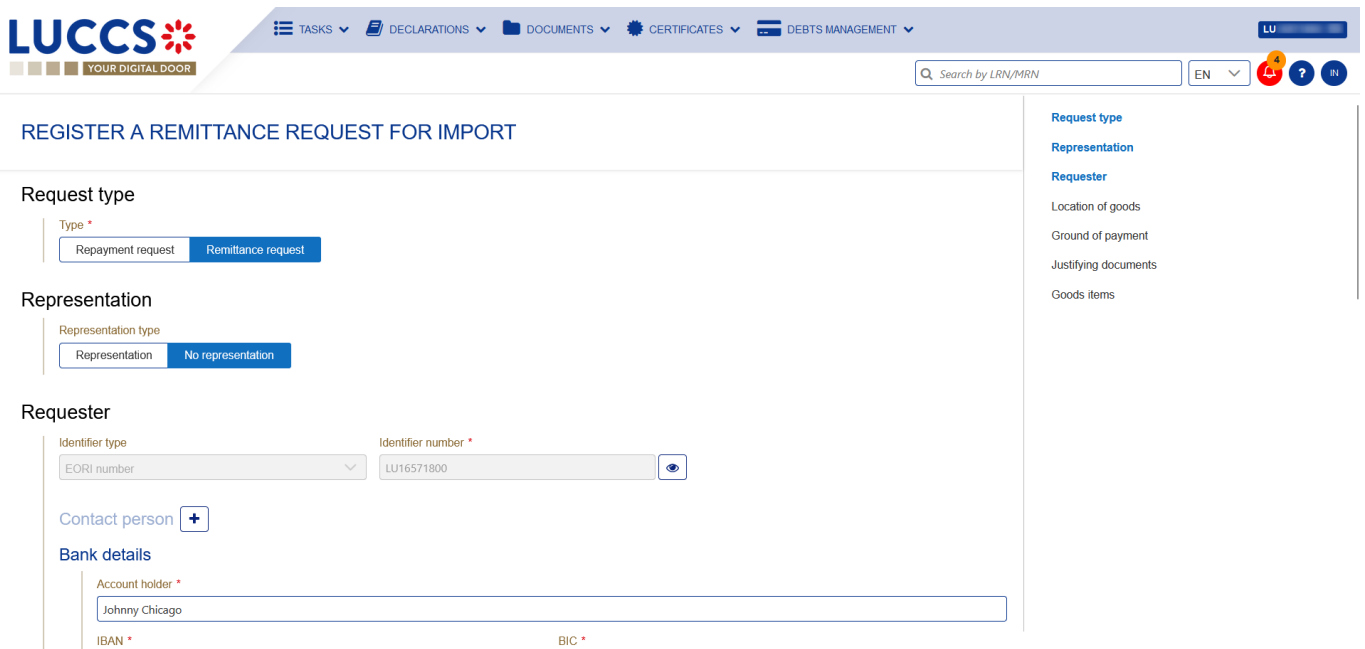
The debt details give a precise view of the debt data related to a declaration. Hyperlinks and filters are available to facilitate navigation.

15.7 HOW TO SUBMIT A REQUEST FOR REPAYMENT/REMITTANCE (REP/REM)

Once the items have been released, you can submit a remittance request of your debt (in case the debt has not yet been settled) or a repayment request (in case the debt has already been settled). You can submit such requests under standard and reconciled import declarations or excise declarations.

To submit a repayment / remittance request of the debt:

1. Open the **Debts Management Menu > New repayment/remittance** page.
2. The registration form opens.
3. Choose the **Request type**: Repayment request / Remittance request.

Figure 190: Register a repayment/remittance request

4. Fill in the information related to the request and change the fields you wish to modify.
5. Click on **Submit**. A confirmation pop-up opens, click on **Yes**.

When the submission is successful, your request is submitted to the customs authorities. You are then redirected to your last active page.

When the submission is not successful, you must correct the errors.

15.8 HOW TO CONSULT A REPAYMENT/REMITTANCE REQUEST

Once the request has been submitted, you can consult it in the Repayment / Remittance view.

To view the Repayment / Remittance request data:

1. Open the **repayment / remittance request** page via its **ID (Identifier)**.
2. Click the **Repayment / Remittance details** button.
3. The repayment / remittance request data is displayed:
   - General information
   - Declaration(s) details
   - Documents

Figure 191: Repayment request details

15.9 HOW TO RESPOND TO A REQUEST FOR ADDITIONAL INFORMATION IN A REPAYMENT/REMITTANCE REQUEST

When the customs authorities are examining your repayment/remittance request, they may ask you for additional information. In this case, you will need to perform the mandatory task **Register additional information**.

To perform the **Register additional information** task:

1. Open the **Repayment/Remittance Request** page. The mandatory task **Register additional information** is available or go to the **tasks list**.
2. Click on the mandatory task **Register additional information**.
3. The form opens.

Figure 192 : Register additional information

4. Fill in the requested information.
5. Click on **Submit**.

Once the request has been submitted, you can view the information of the response to the additional information request in the **Reimbursement/Remittance request** view.

Figure 193: Additional information – Repayment and remittance

15.10 HOW TO EXERCISE YOUR RIGHT TO BE HEARD IN A REPAYMENT / REMITTANCE REQUEST

When the customs authorities indicate their intention to reject the repayment / remittance request, the user must perform the mandatory task **Register Right to be Heard**, to confirm or deny his intention to exercise his right to be heard, within 30 days.

To perform the task **Register Right to be Heard**:

1. Open the Repayment/Remittance page. The mandatory task **Register Right to be Heard** is available or go to the **tasks list**.
2. Click on the mandatory task **Register Right to be Heard**. The form opens.

Figure 194: Register right to be heard - form (repayment/remittance)

3. Fill in the information about your right to be heard.
4. Click on **Submit**.

Once you have submitted the form, you can view the information about your right to be heard in the repayment / remittance request view.

Figure 195: Right to be heard - details (repayment/remittance)

15.11   HOW TO ANSWER TO CONDITIONS IN A REPAYMENT/REMITTANCE REQUEST

When the customs authorities indicate their intention to grant repayment/remittance with conditions, the user must perform the mandatory task **Register answer to conditions**.

To perform the task **Register answer to conditions**:

1. Open the **Repayment/remittance request** page. The mandatory task **Register answer to conditions** is available or go to the **task list**.
2. Click on the hyperlink of the mandatory task **Register answer to conditions**. The form opens.

Figure 196 : Register answer to conditions - form

3. Fill in the information about your conditions.
4. Click on **Submit**.

Once the form has been submitted, you can view the information in the **Repayment/remittance request** view.

Figure 197: Answer to the requested conditions - details

15.12   ACCESS THE REP/REM REQUESTS LIST

From the Menu **Debts Management > Repayment / remittance list.**

15.13   LIST OF REPAYMENT AND REMITTANCE REQUESTS

In the '**Repayment/remittance list**', you will find all import and excise repayment and remittance requests related to declarations for which you are the declarant or representative.

The list is ordered by date of request with the most recent at the top.

Figure 198: List of repayment and remittance requests

15.14 CONSULT INFORMATION RELATED TO A REPAYMENT/REMITTANCE REQUEST

Each repayment / remittance request is displayed in the list with the following information:

- **Request ID**: the unique reference of the repayment/remittance request.
- **Request type**: repayment or remittance.
- **Procedure**: import or excise (AC4).
- **Status**: the status of the request.
- **Request date**: the date the request was submitted.
- **Requester**: the name and EORI of the holder of the request.
- **Representative**: the name and EORI of the representative.

Note: you can access the **Repayment/remittance view** by clicking on the **Request ID**.

15.15 FILTER REPAYMENT/REMITTANCE REQUESTS

It is possible to filter the list of repayment and remittance requests according to several criteria.

1. Click on the "**Filters**" button above the list.
2. Enter your filter criteria.
3. Click on "**Apply**".

The list is filtered based on the selected search criteria.

15.16 SORT THE LIST OF REPAYMENT/REMITTANCE REQUESTS

Click on ⬇ to change the display order (ascending/descending) based on the date of the request.

16 ANNEXES

Legend:

Available functionality
Functionality not possible for this procedure

16.1 MANDATORY TASKS BY CUSTOMS PROCEDURE

Task	Transit	Import	Temporary storage
Register presentation notification			
Register declaration amendment			
Register decision to amend declaration following customs request (Register requested amendment)			
Register right to be heard			
Register unloading remarks			
Register information about non-arrived movement			
Register a supplementary declaration			
Register correction following a partial presentation			
Register a request for information			
Register advice on required amendment			
Register required amendment			
Register a declaration			
Repayment and remittance			
Register right to be heard			

| Register additional information | 🟥 | 🟩 | 🟥 |
| Register answer to conditions | 🟥 | 🟩 | 🟥 |

16.2 OPTIONAL TASKS BY CUSTOMS PROCEDURE

Task	Transit	Import	Excise	Temporary storage
Register cancellation request	🟩	🟩	🟥	🟥
Register invalidation request	🟩	🟩	🟩	🟩
Register correction request	🟩	🟩	🟥	🟩
Register amendment request	🟩	🟩	🟩	🟩
Register intention to transfer	🟥	🟥	🟥	🟩
Register national arrival notification	🟩	🟥	🟥	🟩
Register transfer completion	🟥	🟥	🟥	🟩
Register repayment/remittance request	🟥	🟩	🟩	🟥

16.3 MESSAGES BY CUSTOMS PROCEDURE

Customs procedure	IE version	IE name
	IE004	Amendment acceptance
	IE007	Arrival notification
	IE009	Invalidation decision

Transit	IE013	Declaration amendment
	IE014	Declaration invalidation request
	IE015	Declaration data
	IE019	Discrepancies
	IE022	Notification to amend declaration
	IE025	Goods released notification
	IE028	MRN allocated
	IE029	Release for transit
	IE035	Recovery notification
	IE043	Unloading permission
	IE044	Unloading remarks
	IE045	Write-off notification
	IE051	No release for transit
	IE055	Guarantee not valid
	IE056	Rejection from office of departure
	IE057	Rejection from office of destination
	IE060	Control decision notification
	IE061	Control decision notification at destination
	IE140	Request on non-arrived movement
	IE141	Information about non-arrived movement
	IE170	Presentation notification for the pre-lodged declaration
	IE182	Forwarded incident notification to ED
	IE928	Positive acknowledge
Temporary storage	IETS004	Amendment acceptance
	IETS010	Invalidation notification
	IETS013	Amendment request
	IETS014	Invalidation request
	IETS015	Temporary storage declaration
	IETS016	Rejection for customs reason

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	IETS019	Control result notification
	IETS020	Declarant advice on control findings
	IETS028	MRN allocation
	IETS029	End of TS notification
	IETS030	Intended transfer notification
	IETS031	Arrival notification in case of movement of goods under TS
	IETS032	Intended transfer acceptance notification
	IETS034	Transfer completion notification
	IETS035	Transfer completion acceptance notification
	IETS046	Reminder notification (time in TS)
	IETS047	Notify timer TS expiry
	IETS056	Rejection for functional reason
	IETS060	Control decision notification
	IETS061	Movement of goods to the customs place for control notification
	IETS062	Release the goods from customs place notification
	IETS063	Request for additional document/information notification
	IETS064	Request for additional document/information reminder
	IETS065	Request for additional document/information cancellation notification
	IETS066	Additional information response notification
	IETS067	Additional information response acceptance notification
	IETS071	Pre-lodged TSD partially presented
	IETS928	Pre-lodged TSD registration notification
	IEPN056	Rejection for functional reason
	IEPN070	Presentation notification
	IEPN072	Notification of unmatched presentation notification
Import	IE415	Import customs declaration
	IE432	Presentation notification
	IEI11	Registration notification

	IEI413	Amendment/Correction notification
	IEI16	Rejection notification
	IEI28	Acceptance notification
	IEI29	Release notification
	IEI76	Presentation notification rejection notification
	IEI09	Exceptional processes notification
	IEI60	Control decision notification
	IEI90	Right to be heard notification
	IEI89	Intention non release notification
	IEI92	Non release notification
	IEI19	Amendment request
	IEI59	Cancellation/Invalidation request
	IEI91	Right to be heard acknowledgement
	IEI88	Amendment disagreement notification
	IEI14	Amendment/Invalidation acknowledgement
	IEI96	Suspension notification
Guarantees	IENG003	Guarantee acceptance notification
	IENG004	Guarantee update notification
	IENG005	Guarantee suspension notification
	IENG006	Guarantee end of suspension notification
	IENG007	Guarantee revocation notification
	IENG008	Access code update notification
	IENG010	Guarantee review request
	IENG011	Guarantee review request response
Excise	AC4	Excise declaration
	AC4Acceptance	Acceptance notification
	AC4AmendmentRequest	Amendment notification
	AC4Closure	Release notification
	AC4InvalidationRequest	Invalidation request

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	AC4Rejection	Rejection notification
	AC4RequestACK	Amendment/invalidation acknowledgement
	AC4RequestResponse	Exceptional process notification