



# LUCCS NTP

## Registration Procedure

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<b>Programme</b>	Luxembourg Customs Clearance System
<b>Subject</b>	LUCCS NTP – Registration Procedure

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# 1 INTRODUCTION

## 1.1 PURPOSE OF THIS DOCUMENT

The purpose of this document is to describe the registration procedure in the new NTP (National Trader Portal) which will be used from January 2023.

## 1.2 INTENDED AUDIENCE

The present document is intended to be read by the following people:

- Economic Operators

## 1.3 CONTACT

Contact	Servicedesk eDouane Email : <a href="mailto:servicedesk@do.etat.lu">servicedesk@do.etat.lu</a> Phone : (+352) 2818 2000
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## 1.4 REGISTRATION PROCEDURE FOR THE NTP

### 1.4.1 HOW TO AUTHENTICATE ?

In order to connect to NTP LUCCS, open the following link: [ACCÈS AUX APPLICATIONS EN LIGNE](#)

Then, you have to click on Accédez à eDouane LUCCS en ligne > Accès direct

You are redirected to the **eAccess** authentication portal

LE GOUVERNEMENT DU GRAND-DUCHÉ DE LUXEMBOURG luxembourg.lu guichetLu gouvernementLu

# eAccess

Connexion à un service en ligne de l'Etat luxembourgeois

Pour accéder au service en ligne do.lu/ccs-test2, vous devez sélectionner un mode d'authentification.

SÉLECTIONNEZ UN MODE D'AUTHENTIFICATION

### LUXTRUST

Connexion au moyen d'un produit LuxTrust (token, carte, signing stick) ou d'une carte eID

### GouvID

Connexion au moyen d'un appareil mobile et de l'application GouvID

### eIDAS

Connexion avec une identité numérique d'un autre pays Européen (redirection vers une autre interface d'authentification)

Authenticate yourself using the authentication method of your choice.

You are then redirected to the home page where you can submit an access request.

## WELCOME TO LUCCS REGISTRATION PAGE, SELECT YOUR PROFILE

### REGISTRATION REQUEST OF A COMPANY

You are the legal representative of your company and your company is not registered in LUCCS yet.

By selecting this profile, you will be able to :

- request LUCCS access for your company ;
- define the customs operations your company would like to carry out ;
- request LUCCS access for yourself as the legal representative of your company.

Upon request acceptance by customs authorities, your company will be registered in LUCCS and you will obtain a LUCCS account. You will then be able to carry out the customs operations authorised for your company.

### REGISTRATION REQUEST OF A COMPANY'S EMPLOYEE

You are an employee of a company that is already registered in LUCCS and you know your company's EORI.

By selecting this profile, you will be able to :

- request LUCCS access for yourself as an employee of your company.

Upon request acceptance by your manager, you will obtain a LUCCS account. You will then be able to carry out the customs operations that are authorized for you and your company.

### REGISTRATION REQUEST OF A NATURAL PERSON

You carry out customs operations as a natural person and you have been provided an ad hoc EORI by customs authorities.

By selecting this profile, you will be able to :

- request LUCCS access for yourself ;
- define the customs operations you would like to carry out.

Upon request acceptance by customs authorities, you will obtain a LUCCS account. You will then be able to carry out the customs operations that are authorised for you.

If you do not have an ad hoc EORI number, please send your request to [customs](#)

## 1.4.2 HOW TO GET ACCESS ?

### 1.4.2.1 REQUEST ACCESS FOR A COMPAGNY

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

You have to select **Registration Request of a Company** (left box)

WELCOME TO LUCCS REGISTRATION PAGE,  
SELECT YOUR PROFILE

<p></p> <p><b>REGISTRATION REQUEST OF A COMPANY</b></p> <p>You are the legal representative of your company and your company is not registered in LUCCS yet.</p> <p>By selecting this profile, you will be able to :</p> <ul style="list-style-type: none"><li>request LUCCS access for your company</li><li>define the customs operations your company would like to carry out</li><li>request LUCCS access for yourself as the legal representative of your company</li></ul> <p>Upon request acceptance by customs authorities, your company will be registered in LUCCS and you will obtain a LUCCS account. You will then be able to carry out the customs operations authorised for your company.</p>	<p></p> <p><b>REGISTRATION REQUEST OF A COMPANY'S EMPLOYEE</b></p> <p>You are an employee of a company that is already registered in LUCCS and you know your company's EORI.</p> <p>By selecting this profile, you will be able to :</p> <ul style="list-style-type: none"><li>request LUCCS access for yourself as an employee of your company.</li></ul> <p>Upon request acceptance by your manager, you will obtain a LUCCS account. You will then be able to carry out the customs operations that are authorized for you and your company.</p>	<p></p> <p><b>REGISTRATION REQUEST OF A NATURAL PERSON</b></p> <p>You carry out customs operations as a natural person and you have been provided an ad hoc EORI by customs authorities.</p> <p>By selecting this profile, you will be able to :</p> <ul style="list-style-type: none"><li>request LUCCS access for yourself</li><li>define the customs operations you would like to carry out</li></ul> <p>Upon request acceptance by customs authorities, you will obtain a LUCCS account. You will then be able to carry out the customs operations that are authorised for you.</p> <p>If you do not have an ad hoc EORI number, please send your request to <a href="#">customs</a></p>
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You have to enter the company's EORI number and select the customs operations that your company should be able to perform from the LUCCS portal.

**FILL IN THE REGISTRATION FORM**

**COMPANY IDENTIFICATION**

EORI \*

**CUSTOMS OPERATIONS**

Select the customs operations you would like to carry out \*

Import (Help) [?](#)

Transit

Temporary storage

Release for consumption (AC4)

Security import control system (ICS)

National guarantee management system

**LEGAL REPRESENTATIVE CONTACT DATA**

NAME	SURNAME	E-MAIL
Nom	Prénom	Email

You have to read and accept the terms and conditions of use.

**GENERAL TERMS AND CONDITIONS OF USE**

The information concerning you collected on this form is processed by the administration concerned in order to carry out your request.

This information is kept for the duration necessary by the administration to achieve the purpose of the processing.

The recipients of your data are the competent authorities in the context of the processing of your request. Please contact the administration concerned by your request to find out the recipients of the data appearing on this form.

In accordance with Regulation (EU) 2016/679 on the protection of individuals with regard to the processing of personal data and on the free movement of such data, you have the right to access, rectify and if necessary, the erasure of information concerning you. You also have the right to withdraw your consent at any time.

In addition, and except in the case where the processing of your data is mandatory, you may, for legitimate reasons, oppose it.

If you wish to exercise these rights and/or obtain communication of your information, please contact the administration concerned using the contact details indicated in the form. You also have the possibility of lodging a complaint with the National Commission for Data Protection having its registered office at 15, Boulevard du Jazz, L-4370 Belvaux.

By continuing your process, you agree that your personal data will be processed as part of your request.

Accept the general terms and conditions of use

To finish, you have to click on



Your access request is submitted and awaiting validation by the customs authorities, you will receive an email notification like below

Dear [REDACTED],

Your LUCCS access request has been submitted and is pending approval.

Kind regards,

Cher/Chère [REDACTED],

Votre demande d'accès à LUCCS a été soumise et est en attente de validation.

Cordialement,

**LUCCS**   
MODERN AN EFFIZIENT

When your access request will be processed (accepted or rejected), you will receive an email notification like below

Dear [REDACTED],

You have been granted access to **LUCCS**.

Authorised operations: Import

Customs authorities' remarks:

Kind regards,

Cher/Chère [REDACTED],

Vous avez été autorisé/ée à accéder à **LUCCS**.

Opérations autorisées: Importation

Remarques des autorités douanières:

Cordialement,

**LUCCS**   
MODERN AN EFFIZIENT

**Note:** You have to click on **User > Logout** to exit the registration form.

You will be redirected to the eAccess authentication portal.

## 1.4.2.2 REQUEST ACCESS FOR AN EXISTING COMPAGNY

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

You have to select **Registration request of a company's employee** (middle box)

 <b>REGISTRATION REQUEST OF A COMPANY</b> <p>You are the legal representative of your company and your company is not registered in LUCCS yet.</p> <p>By selecting this profile, you will be able to :</p> <ul style="list-style-type: none"><li>• request LUCCS access for your company ;</li><li>• define the customs operations your company would like to carry out ;</li><li>• request LUCCS access for yourself as the legal representative of your company.</li></ul> <p>Upon request acceptance by customs authorities, your company will be registered in LUCCS and you will obtain a LUCCS account. You will then be able to carry out the customs operations authorised for your company.</p>	 <b>REGISTRATION REQUEST OF A COMPANY'S EMPLOYEE</b> <p>You are an employee of a company that is already registered in LUCCS and you know you company's EORI.</p> <p>By selecting this profile, you will be able to :</p> <ul style="list-style-type: none"><li>• request LUCCS access for yourself as an employee of your company.</li></ul> <p>Upon request acceptance by your manager, you will obtain a LUCCS account. You will then be able to carry out the customs operations that are authorized for you and your company.</p>	 <b>REGISTRATION REQUEST OF A NATURAL PERSON</b> <p>You carry out customs operations as a natural person and you have been provided an ad hoc EORI by customs authorities.</p> <p>By selecting this profile, you will be able to :</p> <ul style="list-style-type: none"><li>• request LUCCS access for yourself ;</li><li>• define the customs operations you would like to carry out.</li></ul> <p>Upon request acceptance by customs authorities, you will obtain a LUCCS account. You will then be able to carry out the customs operations that are authorised for you.</p> <p>If you do not have an ad hoc EORI number, please send your request to <a href="#">customs</a></p>
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You have to enter the company's EORI number.

### FILL IN THE REGISTRATION FORM

#### COMPANY IDENTIFICATION

EORI \*

#### YOUR CONTACT DATA

NAME	SURNAME	E-MAIL
Nom	Prénom	Email

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In addition, and except in the case where the processing of your data is mandatory, you may, for legitimate reasons, oppose it.

If you wish to exercise these rights and/or obtain communication of your information, please contact the administration concerned using the contact details indicated in the form. You also have the possibility of lodging a complaint with the National Commission for Data Protection having its registered office at 15, Boulevard du Jazz, L-4370 Belvaux.

By continuing your process, you agree that your personal data will be processed as part of your request.

Accept the general terms and conditions of use

To finish, you have to click on



Your access request is submitted and awaiting validation by the legal representative or a manager of your company, you will receive an email notification like below

Dear [REDACTED],

Your LUCCS access request has been submitted and is pending approval.

Kind regards,

Cher/Chère [REDACTED],

Votre demande d'accès à LUCCS a été soumise et est en attente de validation.

Cordialement,



When your access request will be processed (accepted or rejected), you will receive an email notification like below

Dear [REDACTED],

You have been granted access to **LUCCS**.

Authorised operations: Import

Customs authorities' remarks:

Kind regards,

Cher/Chère [REDACTED],

Vous avez été autorisé/ée à accéder à **LUCCS**.

Opérations autorisées: Importation

Remarques des autorités douanières:

Cordialement,



**Note:** You have to click on **User > Logout** to exit the registration form.

You will be redirected to the eAccess authentication portal.

### 1.4.2.3 REQUEST ACCESS FOR A NEW NATURAL PERSON

To obtain access to LUCCS, a natural person must submit the registration form.

You have to select **Registration request of a natural person** (right box)

 <b>REGISTRATION REQUEST OF A COMPANY</b> <p>You are the legal representative of your company and your company is not registered in LUCCS yet.</p> <p>By selecting this profile, you will be able to :</p> <ul style="list-style-type: none"><li>• request LUCCS access for your company ;</li><li>• define the customs operations your company would like to carry out ;</li><li>• request LUCCS access for yourself as the legal representative of your company.</li></ul> <p>Upon request acceptance by customs authorities, your company will be registered in LUCCS and you will obtain a LUCCS account. You will then be able to carry out the customs operations authorised for your company.</p>	 <b>REGISTRATION REQUEST OF A COMPANY'S EMPLOYEE</b> <p>You are an employee of a company that is already registered in LUCCS and you know your company's EORI.</p> <p>By selecting this profile, you will be able to :</p> <ul style="list-style-type: none"><li>• request LUCCS access for yourself as an employee of your company.</li></ul> <p>Upon request acceptance by your manager, you will obtain a LUCCS account. You will then be able to carry out the customs operations that are authorized for you and your company.</p>	 <b>REGISTRATION REQUEST OF A NATURAL PERSON</b> <p>You carry out customs operations as a natural person and you have been provided an ad hoc EORI by customs authorities.</p> <p>By selecting this profile, you will be able to :</p> <ul style="list-style-type: none"><li>• request LUCCS access for yourself ;</li><li>• define the customs operations you would like to carry out.</li></ul> <p>Upon request acceptance by customs authorities, you will obtain a LUCCS account. You will then be able to carry out the customs operations that are authorised for you.</p> <p>If you do not have an ad hoc EORI number, please send your request to <a href="#">customs</a></p>
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You have to enter the company's EORI number and select the customs operations that your company should be able to perform from the LUCCS portal.

#### FILL IN THE REGISTRATION FORM

##### COMPANY IDENTIFICATION

EORI \*

##### CUSTOMS OPERATIONS

Select the customs operations you would like to carry out \*

Import (Help) [↗](#)

Transit

Temporary storage

Release for consumption (AC4)

Security Import control system (ICS)

National guarantee management system

##### LEGAL REPRESENTATIVE CONTACT DATA

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Your LUCCS access request has been submitted and is pending approval.

Kind regards,

Cher/Chère [REDACTED],

Votre demande d'accès à LUCCS a été soumise et est en attente de validation.

Cordialement,

**LUCCS**   
MODERN AN EFFIZIENT

When your access request will be processed (accepted or rejected), you will receive an email notification like below

Dear [REDACTED],

You have been granted access to **LUCCS**.

Authorised operations: Import

Customs authorities' remarks:

Kind regards,

Cher/Chère [REDACTED],

Vous avez été autorisé/ée à accéder à **LUCCS**.

Opérations autorisées: Importation

Remarques des autorités douanières:

Cordialement,

**LUCCS**   
MODERN AN EFFIZIENT

**Note:** You have to click on **User > Logout** to exit the registration form.

You will be redirected to the eAccess authentication portal.