



# Export Austria 1.11

Training Material  
DAKOSY GE 2024.2  
Release Date 2024/10

**DAKOSY**  
Datenkommunikationssystem AG

Mattentwiete 2  
20457 Hamburg  
[www.dakosy.de](http://www.dakosy.de)

+49 40 37003-0  
[info@dakosy.de](mailto:info@dakosy.de)

**Alteration service**

DAKOSY

Datenkommunikationssystem AG

Training team

Mattentwiete 2

20457 Hamburg

Telephone: +49 40 37003-0

E-Mail: [dokumentation@dakosy.de](mailto:dokumentation@dakosy.de)

**Validity**

This document in its respective current version is only valid as of the applicable version designated on the title page.

**Liability**

Despite careful drafting and checking of this document, no liability claims against DAKOSY AG may be derived from the content!

**Applicable documents und sources**

in the respective valid versions

[1] the application's online help

[2] [www.bmf.gv.at/zoll/zoll.html](http://www.bmf.gv.at/zoll/zoll.html)

**Trademarks**

Microsoft, Excel, PowerPoint, and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

# Table of Contents

1 Export Austria.....	1
1.1 Fallback procedure (Austria).....	3
1.2 EXD - Create export (Austria).....	5
1.3 EXP - Create predeclaration.....	7
1.4 Create a declarant ID.....	9
2 Create article.....	11
2.1 Create article (shortcut).....	12
3 Edit error (customs).....	14
4 Print/fax/mail document.....	15
4.1 Print/fax/mail message.....	15
5 Export overviews.....	17
6 Contact information.....	18

# 1 Export Austria

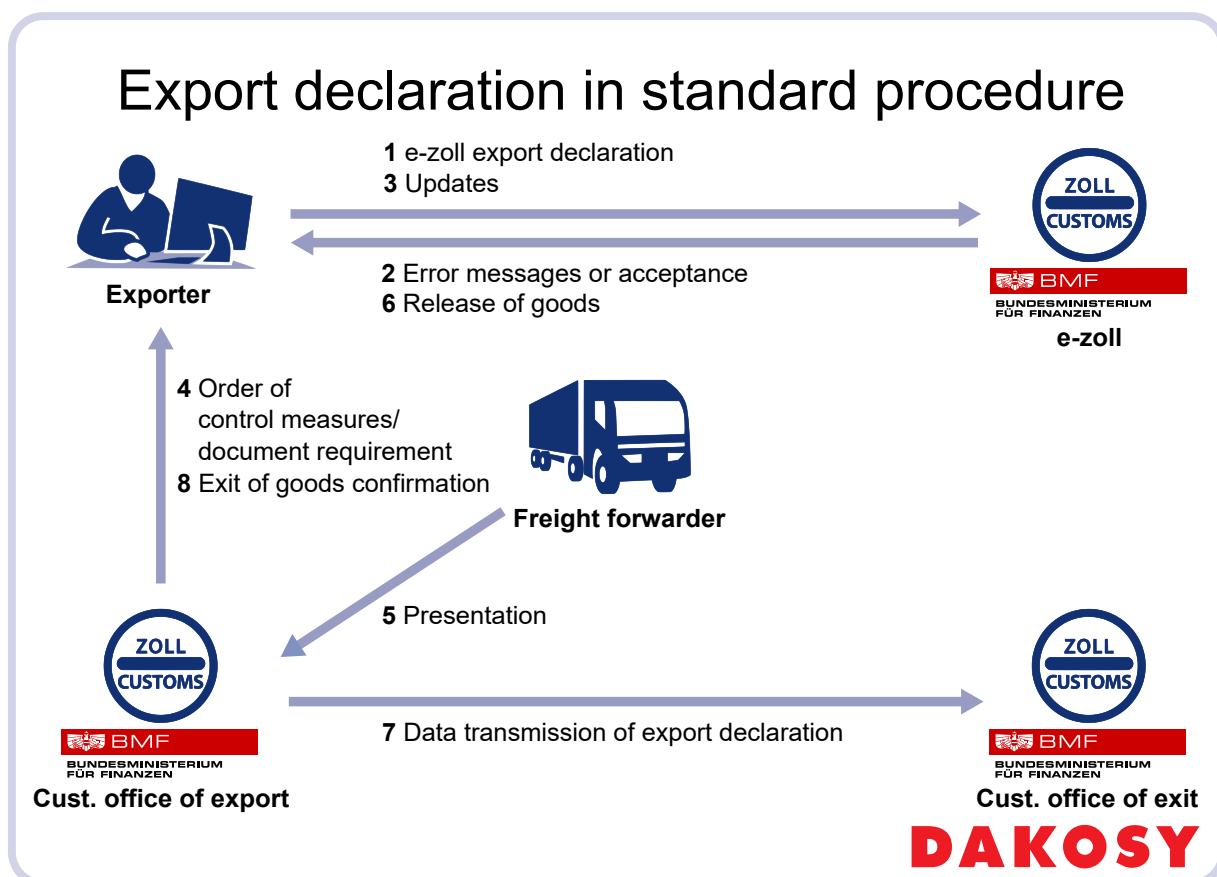
For e-customs clearance, the declaration types EXD (simplified and normal procedure) and EXP (simplified procedure with predeclaration) are available.

The following functions are also available as tasks for export declarations in Austria:

- Send cancellation request as long as there is no release of goods (simplified procedure, standard procedure and simplified procedure with predeclaration)
- Processing of the fallback procedure (emergency procedure) (simplified procedure, standard procedure and simplified procedure with predeclaration)
- Postponement of the time of presentation (simplified procedure with predeclaration): If the originally planned time for presentation has been overrun due to delays, customs may be notified of the new planned time of presentation.
- Notification of non-arrival of goods (simplified procedure with predeclaration): If the goods do not arrive at the place of presentation as scheduled, customs may be notified accordingly.
- Confirmation of arrival of the goods at the place of presentation (simplified procedure with predeclaration): If the goods are ready for presentation, customs may be notified accordingly.
- Readiness of goods for control (simplified procedure with predeclaration): If the goods are ready for control, customs may be notified accordingly.

A prerequisite for participation in e-customs in Austria is the registration with the Austrian customs authorities.

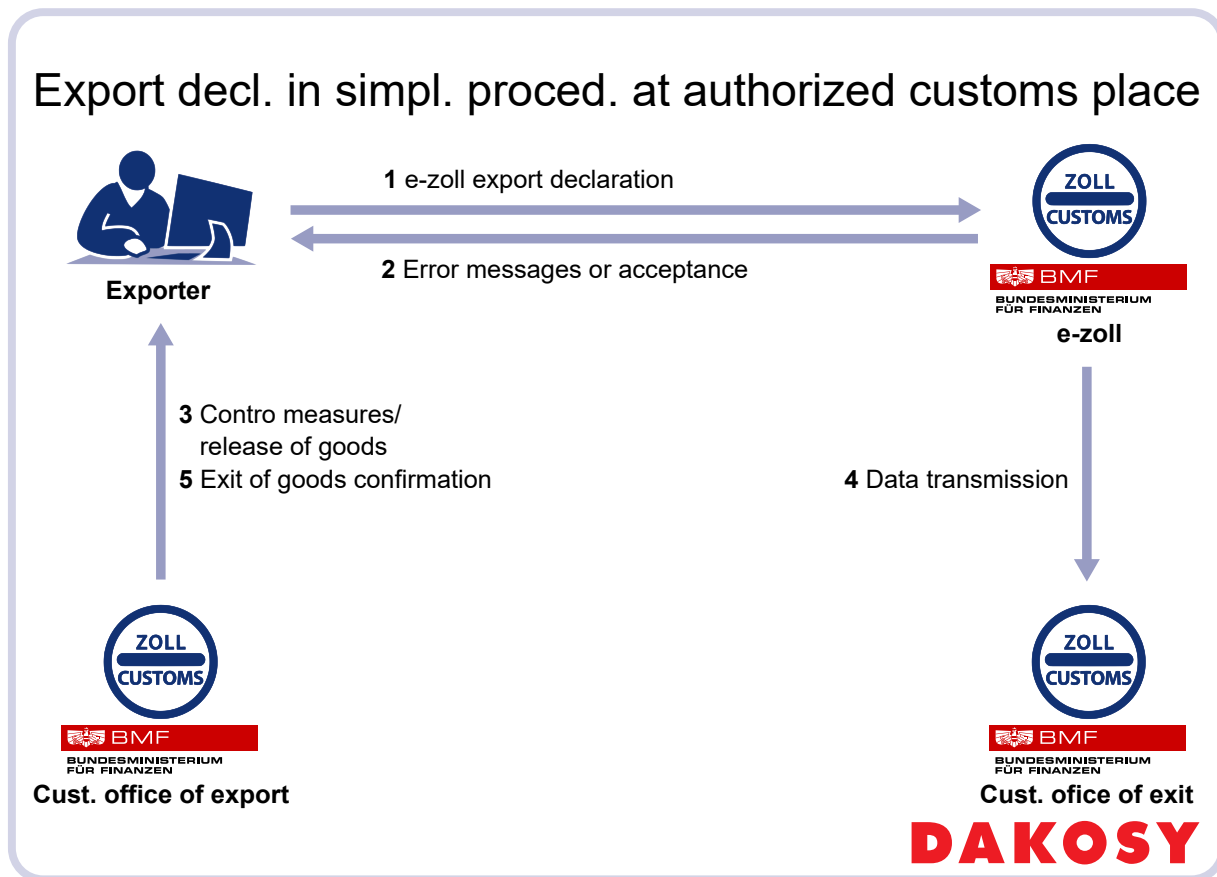
## Normal procedure (EXD)



1. The exporter or his representative prepares the export declaration (first stage) and transmits it via the central computer to the customs office of export.
2. The central computer checks the data logically and accepts the customs declaration formally if no errors were made.
3. The customs office of export checks the material conditions and possibly orders control measures (for example, requesting the commercial documents).

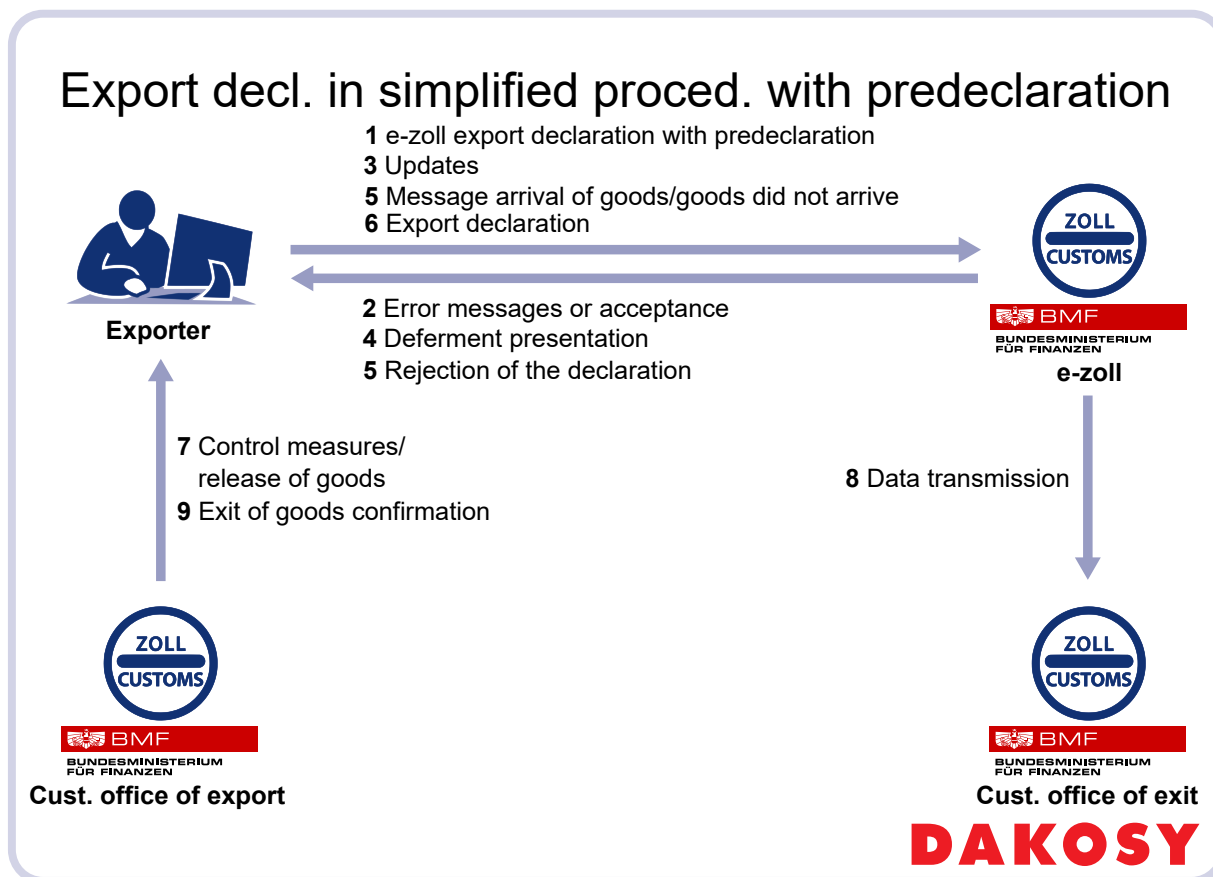
4. When the goods are delivered to the customs office of export by the exporter or his representative, the goods will be released.
5. The goods are delivered to the customs office of export.
6. If the control result is positive, the goods are transferred for export.
7. The data of the export declaration is transmitted to the customs office of exit.
8. Following a risk control, the customs office of export sends the confirmation of exit from the customs territory. (2nd Stage of the export procedure)

**Simplified procedure at the approved location of the goods: (EXD)**



1. The exporter or his representative prepares the export declaration (first stage) and transmits it via the central computer to the customs office of export.
2. The central computer checks the data logically and accepts the customs declaration formally if no errors were made. If errors are found, they are reported to the exporter.
3. The customs office of export checks the material conditions and possibly orders control measures (for example, requesting the commercial documents) at the approved location of the operators. If the control result is positive, the goods are transferred for export.
4. The data of the export declaration is transmitted to the customs office of exit.
5. Following a risk control, the customs office of export sends the confirmation of exit from the customs territory. (2nd Stage of the export procedure)

**Simplified procedure with predeclaration: (EXP)**



1. The exporter or his representative prepares the export declaration (first stage) with the predeclaration and transmits the predeclaration via the central computer to the customs office of export.
2. The central computer checks the data logically and accepts the predeclaration formally if no errors were made.
3. The economic operator may report updates to the export declaration electronically (e.g. postponement of the time of presentation).
4. The central computer can report the postponement of the time of presentation.
5. After the goods have arrived, the operator transmits the arrival of the goods at the place of presentation/approved place of goods. If the goods have not arrived, the operator notifies the central computer, which then rejects the declaration.
6. The exporter submits the export declaration to the central computer, which is formally accepted by the customs office.
7. The customs office of export sends the result of the advance control.
8. The data of the export declaration is transmitted to the customs office of exit.
9. Following a risk control, the customs office of export sends the confirmation of exit from the customs territory. (2nd Stage of the export procedure)

**1.1 Fallback procedure (Austria)**

This section describes the fallback procedure in Austria.

The fallback procedure was developed to maintain communications in the event of a system failure at either the customs administration or at the economic operator. In the fallback procedure, declarations or notifications can be sent to the competent customs office for the location of the goods or the customs premises:

- Direct submission at the competent customer team, control manager or control body
- Fax
- Email

All declarations, notifications and requests sent as part of the fallback procedure are deemed to have been submitted for the purposes of the information procedure.



**Important:** When the e-customs system is available again, the customs declarations made as part of the fallback procedure must be sent to the customs authority electronically without delay.

To carry out the fallback procedure, you need a fallback reference number (FRN) to register the customs declaration. The declarant must issue and manage these numbers itself. The customs office only issues an FRN for customs declarations on customs premises which are also submitted on paper when the e-customs procedure is working.

The FRN is an 18-character alphanumeric number and is structured as follows:

Position	Description
1	F for "fallback"
2 + 3	Two-digit reference for the year, for example "19" for "2019"
4 + 5	Country code "AT" for Austria
6 - 11	The last 6 characters of the declarant's EORI number, for example "012345" for the EORI number "ATEOS1000012345"  Because declarants with a foreign EORI number can also make customs declarations in an emergency procedure, capital letters may also be used.
12	A capital letter, for example "A"  To distinguish between locations, a letter or a range of numbers can be used for each location, for example "A01" for the location A1
13 - 18	6-digit consecutive number per year, beginning with "1"

**Table 1: Structure of the fallback reference number (FRN)**

Example: F14AT012345A000001



**Tip:**

- When issuing the FRN, no distinction is made with regard to the procedure.
- FRNs are restricted to the year which is shown in the FRN.
- The FRN must be stated on the top right of the customs declaration.



**Important:** The economic operator must keep records of the FRNs used. The following data must be evident from the records:

- FRN
- Acceptance date of the customs declaration in the emergency procedure
- CRN/MRN of the customs declaration sent in retrospect in e-customs

To download an overview of FRNs, select the menu entry **Start > Customs declarations**. Click on the menu entry **Fallback References** in the **Overviews** area. You can enter search criteria and, if required, export the overview. Instructions for exporting the overview can be found in section [Export overviews](#) on page 17.

To send retrospectively entered declarations, use the following message types and enter the fallback reference number (FRN) as the reference number:

- Import procedure: IM530
- Export procedure: EX430

When the fallback procedure commences, the web service is switched off by the Federal Computing Centre (BRZ) so that declarants receive the error code 99018. The application of the fallback

procedure is announced via the Triple-C-Austria and the newsletter of the Ministry of Finance (BMF), which you can subscribe to at the following address: [https://service.bmf.gv.at/service/allg/feedback/\\_start.asp?FTyp=NEWSABO](https://service.bmf.gv.at/service/allg/feedback/_start.asp?FTyp=NEWSABO). DAKOSY also sends a newsletter with information on the fallback procedure. The BMF communicates a reference number for incidents (ERN), which must be specified in customs declarations for as long as the fallback procedure continues.

The BMF newsletter also gives notice of the completion of the fallback procedure. The fallback procedure is deemed complete at the time specified in the newsletter.

### 1.1.1 Carry out the fallback procedure

This section describes how to carry out the fallback procedure for Austria.

- System outage in customs administration
  - System outage at the economic operator
1. Open the customs declaration for which you want to carry out the fallback procedure by double-clicking on it.
  2. Click on the tab **Further Details**.
  3. To create a fallback reference number (FRN), click on the **Create FRN** button. The FRN is created and shown in the field **Fallback Reference**.
  4. Fill out the field **Event Reference**.



**Tip:** The event reference no. (ERN) is issued by the Ministry of Finance to identify the system outage.


5. Click on the item **print** in the area **Actions**. The window opens **Print dialog**.
6. Select the form **Fallback Printout** and click on the button **OK**. The customs declaration opens as a PDF file. The FRN is shown in the top right.
7. Print out the customs declaration.
8. When the e-zoll system is available again, the customs declarations made as part of the fallback procedure must be sent to the customs authority electronically without delay.
9. To send the customs declaration, click on the menu entry **Fallback Declaration** in the area **Actions**.

## 1.2 EXD - Create export (Austria)

This chapter describes how to create an export declaration for Austria.

1. Select the menu entry **Start > customs declaration**.
2. In the area **Related actions**, click on the entry **Create new customs declaration**. This opens the window **New Customs Declaration**.
3. Select the customs procedure **EXPORT**.
4. Select the country **AT - Austria**.
5. Select the type of customs declaration **EXD - Export Declaration**.
6. Enter a clear **Reference Number**.



**Tip:** To automatically generate a consecutive number, click on the  button. The number can be included in a sequence of numbers and/or letters.

7. Click on **OK**. This opens the **Customs Declaration AT: EXD - Export Declaration** tab.
8. The value you select in the field **Declaration type** determines the type of export declaration you create.



## 9. Fill out the fields of the tab **General**. The mandatory fields can change after an entry.

The screenshot shows the 'General' tab of a Customs Declaration form. Key fields include:

- Reference Number, MRN: AUTOTEST-AT-EXD\_00001
- No. of Items/Packages, Gross W., Cont. Transp.: 3, 19, 5,795 kg
- Charging Office, Gateway Cust. Of.: DE004101 — Bietingen
- Controlling Office, Customs Premises: AT520000 — Linz Wels
- Departure Country, Destination Country: AT — Österreich, RU — Russische Föderation
- Declaration Type, Pre-Declaration Type: EXA — Ausfuhr/Wiederausfuhr in Drittländer (ausg. EFTA) oder Versendung von Nichtgem...
- Simplified Procedure, Declaration Complete: Yes, Yes
- Presentation Deadline, Control result Code: A3 — Vereinfachte Verfahren
- Estimated Departure Date, Control Readiness, Date and Time: 23.02.2016 11:01, DE — Deutsch
- Participants Relation: 2 — Vertreter (direkte Vertretung im Sinne von Artikel 18 (1) UZK) des Versenders/Ausfuhrers
- Declarant, TN/EORI: XXX Brandschutztor GmbH, Imming 10, 4902 Liezen, AUSTRIA, ATEOS999999992
- Consignor, TN/EORI: YYY KG Verkaufsgesellschaft, Upheider Weg 94-98, 33803 Wolfe, ATEOS999999994
- Exporter, EORI: ZZZ Schweiz AG, Nordringstraße 14, 4702 Ratingen, SWITZERL...
- Consignee, TN/EORI: [Empty]
- Destination Trader, TN/EORI: [Empty]
- Authorization Holder Export, TN/EORI: [Empty], ATEOS999999993
- Auth.No. Export, Authorized Customs Place: AT10AUEX000KP4
- Customs Warehouse, Type, Country: [Empty]
- Auth.No. Customs Warehouse, Booking State: [Empty]
- Type of Business: 11 — Endgültiger Kauf/Verkauf (ausgen. die unter Codes 2\*, 7\* oder 8\* zu erfassenden Geschäfte)
- Delivery Terms, Location: DAF — Frei Grenze (vereinbarter Ort)
- Status: A — Kostenschnittpunkt außerhalb des Zollgebietes der Gemeinschaft (unverzollt)
- Invoice Price, Currency: [Empty]

At the bottom, there are error messages:

- Authorized Customs Place: F3009 - Customs place is mandatory if procedure isn't simplified
- Declaration, time: F5401 - must be between 20.12.2019 and 09.01.2020.
- Presentation Deadline: Presentation deadline is not allowed if not simplified procedure

**Figure 1: Customs declaration export Austria EXD - tab General**



### Important:

- If you do not select a simplified procedure, the goods must be presented at the customs premises.
- If you select the simplified procedure, you must fill in the field **Authorized Customs Place**. The holder of the IT authorization must apply for the approved goods location. All goods locations stored in the master data are listed.



### Tip:

- It may be necessary to fill out different fields, depending on the type of declaration.
- A RIN is required for the user to submit an export declaration. This must be stored in the master data. You can find instructions to this end in section [Create a declarant ID](#) on page 9.
- To register an export declaration with e-zoll, you need an IT authorization. In the **Auth.No. Export** field, all procedure-specific authorization numbers are displayed which are defined in the master data.

## 10. Click on the tab **Further Details**.

The tab opens automatically.

## 11. Enter security-relevant data for exports to third countries or store the transport route, shipment numbers and special events.

- To add data, click the icon **+**.
- If the fallback procedure is active, enter the FRN number in the **Fallback Reference** field.

## 12. Click on the tab **Goods Items**.

An overview of all positions in this dossier is displayed.

## 13. Click on the icon **⊞**.

A new position is set up.

#### 14. Fill out the mandatory fields for this position.

Figure 2: Customs declaration export Austria EXD - tab Positions/General



**Tip:** You can create an article from the field **Article Code**. You can find instructions in section [Create article \(shortcut\)](#) on page 12.

15. To enter documents, open the tab **Documents/Preceding Papers** and click on the **+** icon.
  - To record further documents, click on the button **Add**.
  - To save the entry, click on the button **OK**.
16. In the area **Actions**, click on the entry **Save**.  
The customs declaration opens in the overview **Customs declarations**.
17. To send the customs declaration, click on the entry **Send** in the area **Actions**.
18. Close the customs declaration.
19. Check the customs declaration for responses.



**Important:** If you have received an error status for your customs declaration, you must remedy the error. You can find instructions in section [Edit error \(customs\)](#) on page 14.





**Tip:** The view does not update itself. To update the view, click on the icon **C**.

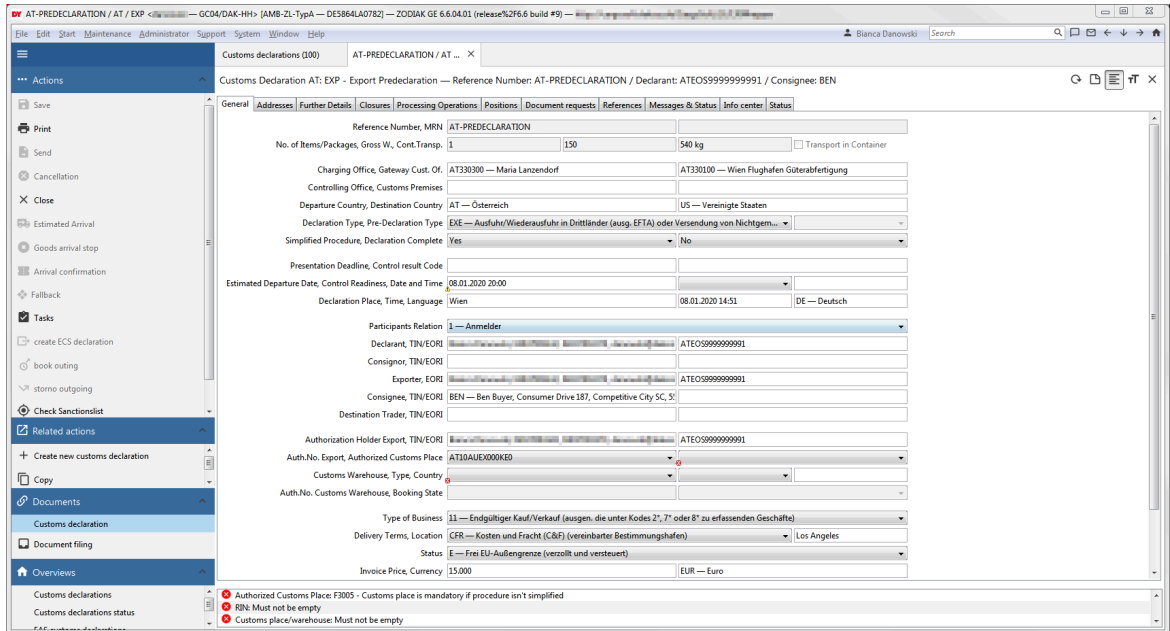
## 1.3 EXP - Create predeclaration

This chapter describes how to create a predeclaration for Austria.


1. Select the menu entry **Start > customs declaration**.
2. In the area **Related actions**, click on the entry **Create customs declaration**.  
The window **Create customs declaration** opens.
3. Select the customs procedure **EXPORT**.
4. Select the country **AT - Austria**.
5. Select the type of customs declaration **EXP - Export Predeclaration**.
6. Enter a clear **Reference Number**.


 **Tip:** To automatically generate a consecutive number, click on the  button. The number can be included in a sequence of numbers and/or letters.

7. Click on **OK**.  
This opens the **customs declaration AT: EXP - Export Predeclaration** tab.
8. The value you select in the field **Declaration type** determines the type of export declaration you create.
9. Fill out the fields of the tab **General**. The mandatory fields can change after an entry.





**Figure 3: Customs declaration export Austria EXP - tab General**

 **Important:** A RIN is required for the user to submit an export declaration. This must be stored in the master data. You can find instructions to this end in section [Create a declarant ID](#) on page 9.

 **Tip:**

- It may be necessary to fill out different fields, depending on the type of declaration.
- To register an export declaration with e-zoll, you need an IT authorization. In the **Auth.No. Export** field, all process-specific authorization numbers that have been stored in the master data are listed.
- If you select the simplified procedure, you must fill in the field **Authorized Customs Place**. The holder of the IT authorization must apply for the approved goods location. All goods locations stored in the master data are listed.

10. Click on the tab **Further Details**.  
The tab opens automatically.
  11. Enter security-relevant data for exports to third countries or store the transport route, shipment numbers and special events.
    - To add data, click the icon .
    - If the fallback procedure is active, enter the FRN number in the **Fallback Reference** field.
  12. Click on the tab **Goods Items**.  
An overview of all positions in this dossier is displayed.
  13. Click on the icon .
- A new position is set up.

#### 14. Fill out the mandatory fields for this position.

**Figure 4: Customs declaration export Austria EXP - tab Positions/General**



**Tip:** You can create an article from the field **Article Code**. You can find instructions in section [Create article \(shortcut\)](#) on page 12.

15. To record the documents, open the tab **Documents/Preceding Papers**.
16. Click on the icon **+**.
  - To record further documents, click on the button **Add**.
  - To save the entry, click on the button **OK**.
17. In the area **Actions**, click on the entry **Save**.  
The customs declaration appears in the overview **Customs declarations**.
18. To send the customs declaration, click on the entry **Send** in the area **Actions**.
19. Close the customs declaration.
20. Check the customs declaration for responses.



**Important:** If you have received an error status for your customs declaration, you must remedy the error. You can find instructions in section [Edit error \(customs\)](#) on page 14.



**Tip:** The view does not update itself. To update the view, click on the icon **C**.

## 1.4 Create a declarant ID

This chapter describes how to create a declarant ID for an economic operator. A declarant ID is required for Switzerland or Austria (RIN).



**Restriction:** To create an Declarant ID, you need at least the authorization **EconomicOperator > create**.

1. Select the menu entry **Maintenance > Economic Operator (Customs)**.
2. Open the economic operator by double clicking.  
This opens the **Economic Operator** tab.
3. Click on the tab **Declarant-IDs**.
4. To set up a new declarant ID, click on the icon **+**.

A new window opens.

5. Fill out at least the mandatory fields. You will find all the necessary information on your letter from customs.

Field	Description
<b>Declarant-ID-Name</b>	Naming of declarant (free text)
<b>Country</b>	Selection of the country
<b>Declarant-ID</b>	Entry of declarant ID number
<b>Declarant-ID (check)</b>	Entry of declarant ID number to check entry
<b>Username</b>	Allocation of the user to the declarant ID



**Important:** Enter the **Declarant-ID** twice.

6. Click on the button **OK**.  
The declarant ID is shown in the overview.



**Tip:** If you create a declaration for which a declarant ID is required, the declarant ID is automatically copied from the master data into the declaration.

7. In the area **Actions**, click on the entry **Save**.  
The declarant ID is shown in the **Trader/Declarant-IDs** tab.

## 2 Create article

This section describes how to create an article.

1. Select the menu entry **Maintenance > Commodity codes**.  
This opens the overview **Commodity codes**.
2. In the area **Actions**, click on the menu entry **Create commodity code**.  
This opens the **Commodity codes** tab.
3. Fill at least all of the mandatory fields out on the **General** tab.

Field	Description
<b>Article Code</b>	The article code identifies an article. The same article code may not be used for different articles.
<b>Item number</b>	You may use the article number in addition to the article code in order to identify an article. Only the article code is used to reference articles. The article number is a compulsory field in some customs declarations.
<b>Nature of goods</b>	Description of an item. The description is used on certain documents, for instance on customs declarations.
<b>Owner of goods</b>	The customer (owner) of the article. Referenced to the master data customer/address.
<b>Valid from</b>	Date from which the article may be used.
<b>Valid to</b>	Date until which the article can be used. If the date is before the current date, the article is not displayed when making the selection via the <b>Article Code</b> field.
<b>Volume per package</b>	Volume per parcel

4. You have the option to enter translations for the goods description. To add a new translation, proceed as follows:
  - a) Click on the **+** icon in the **Goods description (Translations)** area.  
The window **Edit translation** opens.
  - b) Fill out the fields **Language** and **Translation**.
  - c) Click on the button **OK**.  
The translation is shown in the **Goods description (Translations)** area.
5. To enter dangerous goods data for the article, click on the tab **Dangerous** and fill in the fields.
6. To enter data for the shipment, click on the **Cargo** tab and fill out the fields.
7. To enter data for customs declarations, click on the **Customs** tab.




**Tip:** If you fill out the **Customs goods description** field, the goods description for customs declarations will be taken from this field. If you do not fill out this field, the commodity description will be taken from the tab **General**.

8. To enter goods numbers for customs procedures in different countries, proceed as follows:
  - a) Click on the flag of the relevant country in the **Customs tariff numbers** area. Depending on the settings, not all countries are visible.  
The window **Edit a Tariff number** opens.
  - b) Fill out at least the mandatory fields.
  - c) Click on the button **OK**.  
The goods number is shown in the **Customs tariff numbers** area with the relevant country code.

9. You have the option to enter translations for the customs goods description. To add a new translation, proceed as follows:
  - a) Click on the + icon in the **Customs goods description (Translations)** area.  
The **Edit translation** window opens.
  - b) Fill out at least the fields **Language** and **Translation**.
  - c) Click on the button **OK**.  
The translation is shown in the **Customs goods description (Translations)** area.
10. You can enter documents for customs declarations. To enter documents, proceed as follows:
  - a) Click on the tab of the relevant land.
  - b) Click on the tab **Documents**.
  - c) Click on the icon +.  
The window **Edit a document** opens.
  - d) Fill out at least the mandatory fields.
    - To enter further documents, click on the **Add** button.
    - To complete the entry, click on the button **OK**.

The document is shown in the table.

You can find an overview of the documents entered on the **Customs/Documents** tab.

 **Tip:** If you select the article in a customs declaration, the documents stored will be adopted in the customs declaration.

11. To enter data for the import or the customs warehouse Germany, click on the **Germany** tab and fill out the fields.
12. In the area **Actions**, click on the entry **Save**.  
The article is shown in the overview **Commodity codes**.

## 2.1 Create article (shortcut)

This section describes how to create an article using the shortcut.

1. Select the menu entry **Maintenance > Commodity codes**.  
This opens the overview **Commodity codes**.
2. In the area **Actions**, click on the menu entry **New (Quick)**. Alternatively, you can select an article from the data of a customs position.
  - a) Right click in the **Article Code** field.
  - b) Select the menu entry **Create article** from the context menu.  
The window **Edit article** opens. If you created the article from a customs position, the values in the fields filled out are adopted in the window. You can overwrite the values.
3. Fill out at least the mandatory fields.

Field	Description
<b>Article Code</b>	The article code identifies an article. The same article code may not be used for different articles.
<b>Item number</b>	You may use the article number in addition to the article code in order to identify an article. Only the article code is used to reference articles. The article number is a compulsory field in some customs declarations.
<b>Owner of goods</b>	The customer (owner) of the article. Referenced to the master data customer/address.
<b>Valid from</b>	Date from which the article may be used.

Field	Description
<b>Valid to</b>	Date until which the article can be used. If the date is before the current date, the article is not displayed when making the selection via the <b>Article Code</b> field.
<b>Nature of goods</b>	Description of an item. The description is used on certain documents, for instance on customs declarations.
<b>Inventory unit</b>	Measurement units in which the items are kept in the inventory of the customs warehouse.
<b>Batch management required</b>	If the check box is activated, the article must be handled as a batch.
<b>Tariff no.</b>	8-digit customs tariff number of the combined nomenclature/tares
<b>Tarice</b>	The 9th and 10th Digit in the customs tariff number (TARIC)
<b>National</b>	11th, purely national digit in the overall customs tariff number
<b>Valid from</b>	Date from which the goods number may be used.
<b>Valid to</b>	Date until which the goods number may be used.
<b>Supplement</b>	The additional code depends on the commodity number. Additional codes may refer to current trade policies or technical customs procedures that are missing in the <i>Electronic Customs Tariff</i> .

4. You have several options:

- To save the article and enter another article, click on the **Save & New** button.
- To save the article, click on the **Save** button.
- To abort the creation of an article, click on the **Cancel** button.

The article created is shown in the overview **Commodity codes**.



### 3 Edit error (customs)


This section describes how you can find and remedy errors using the example of a customs declaration.


Erroneous customs declarations are recognisable in the overview **Customs declarations** by the status in the column **Status**. The statuses have different names according to the type of customs declaration.

1. To open the incorrect customs declaration, double-click on the customs declaration.  
The customs declaration is opened in a new tab.
2. Click on the tab **Customs System Messages&Status**.
3. Highlight the row of the table with the incoming message.  
The messages are shown in the area **Message Preview**.  
The details of the message are shown in the column **Text**.
4. Double-click on the row with the message text.  
Depending on the type of error, a window with additional information on the error will open.
5. You now have the following options:
  - Remedy error, save customs declaration and resend.
  - Remedy errors at a later point.

## 4 Print/fax/mail document

This section describes how you print or fax a document or create it as a pdf file. You can request several documents at the same time; these are then combined to form one file when creating the pdf.

1. Click on the entry **Actions** in the area  **Actions print**  
The window **Reprint** will open.


 **Tip:** You can also print older messages for a customs declaration. For instructions on how to print a message, see section *Print/fax/mail message* on page 15.

2. Highlight the form or document in the area **Available Document Types**.

Field	Description
<b>Available Document Types</b>	<p>The table is only shown if there are several types of document for the highlighted document.</p> <ul style="list-style-type: none"> <li>• Forms are manually created documents, for example shipments, customs declarations and customs responses, such as findings.</li> <li>• Documents are automatically created documents, for example export accompanying documents. Documents created previously are also listed. The time of creation of the document is shown in the column <b>Timestamp</b>. The documents can also be found in the document filing.</li> </ul>


3. Highlight the check box for the issue and enter the necessary data, such as an email address.

Field	Description
<b>Preview</b>	Prints or opens the document as a pdf document.
<b>Save document</b>	The document is stored.
<b>print</b>	If one (or several) printers have been defined and set up for the company by DAKOSY, the selection <b>print</b> will be displayed. The document is printed directly on the relevant printer.
<b>Fax</b>	The document is being sent as a fax.
<b>Email</b>	The document is sent as a pdf file in an attachment to an email.

 **Tip:** Alternatively, open the form or document as a pdf file by double clicking on it.

The appropriate columns **Name**, **Copies**, **Fax number** and/or **Email to** are automatically filled out in the table for the highlighted document type. You can see what you have already selected.

4. Highlight a further document type and repeat the previous step.
5. In order to create the documents, click on the button **OK**.

 **Tip:** If you print a customs form, please pay attention to the size of the form on the print-out. Some customs offices do not accept any print-outs which are not identical to the original form. To print out a PDF file of the correct size from Adobe Acrobat Reader, activate the **Custom Scale** option with the value **100 %** in the **Page Sizing & Handling** area of the print dialogue.

### 4.1 Print/fax/mail message

This section describes how you print a message, for example a processing message (CUSREC). You can also fax the message or create it as a pdf file.

The print dialog *Print/fax/mail document* auf Seite 15 is based on the current database of the customs declaration. To print multiple incoming messages, a print per message receipt can be created on the **Messages & Status** tab.

Following messages can be printed:

- **CUSREC - information on declaration**
- **CURREL - decision of customs office for customs declaration**
- **CUSTAX - decision/result**
- **CUSTST - Verwahrungsmitteilung**
- **CUSFIN - summary declaration completion information**

1. Open the tab **Messages & Status** of the customs declaration.
2. Highlight the message receipt.
3. Right-click with the mouse.
4. Select the menu item **print**.  
This opens the window **Reprint:Documents**.
5. Highlight the form in the area **Unassigned DocumentTypes**.

Field	Description
<b>Unassigned DocumentTypes</b>	<p>The table is only shown if there are several types of document for the highlighted document.</p> <ul style="list-style-type: none"> <li>• Forms are manually created documents, for example shipments, customs declarations and customs responses, such as findings.</li> <li>• Documents are automatically created documents, for example export accompanying documents. Documents created previously are also listed. The time of creation of the document is shown in the column <b>Timestamp</b>. The documents can also be found in the document filing.</li> </ul>

6. Highlight the check box for the issue and enter the necessary data, such as an email address.

Field	Description
<b>Preview</b>	Prints or opens the document as a pdf document.
<b>Save document</b>	The document is stored.
<b>print</b>	If one (or several) printers have been defined and set up for the company by DAKOSY, the selection <b>print</b> will be displayed. The document is printed directly on the relevant printer.
<b>Fax</b>	The document is being sent as a fax.
<b>Email</b>	The document is sent as a pdf file in an attachment to an email.



**Tip:** Alternatively, open the form or document as a pdf file by double clicking on it.

The appropriate columns **Name**, **Copies**, **Fax number** and/or **Email to** are automatically filled out in the table for the highlighted document type. You can see what you have already selected.

7. Highlight a further document type and repeat the previous step.
8. In order to create the documents, click on the button **OK**.



**Tip:** If you print a customs form, please pay attention to the size of the form on the print-out. Some customs offices do not accept any print-outs which are not identical to the original form. To print out a PDF file of the correct size from Adobe Acrobat Reader, activate the **Custom Scale** option with the value **100 %** in the **Page Sizing & Handling** area of the print dialogue.


## 5 Export overviews

This chapter describes how you can export overviews from CSV files for further processing with another program.

1. Open an overview.



**Tip:** If necessary, you can filter the overview first. Instructions for filtering the overview can be found in section [Filter overviews](#).

2. In the area **Related actions**, click on the menu entry **Export Table**. Alternatively click on the icon . The window **Select columns** opens.
3. There are several ways to select table columns for export:
  - To select a column, select the check box.
  - To deselect a column, clear the check box.
  - To select all columns, click the button **Select all**.
  - To select no columns, click the button **Unselect all**.
4. To show the table directly in your standard programme for CSV files, click on the **Show** button.
5. To save the table on your PC, click on the **Save** button. The window opens **Save**.
6. Select a location and a name for the file.
7. Click on the button **Save**.

## 6 Contact information

You will find contact information in this section.

In case of specific questions, please contact the customs office competent for you. Further contact possibilities:

Questions on DAKOSY GE

- Contact partner: DAKOSY service desk
- Telephone: [+49 \(0\)40 3786 0990](tel:+49(0)4037860990)
- Email: [servicedesk@dakosy.de](mailto:servicedesk@dakosy.de)
- [Contact form](#)

Specific questions Austrian customs

- Contact partner: Competence Centre 'Triple C Austria'
- Telephone inland (AT): [0810 810 402](tel:0810810402)
- Telephone from outside Germany: [+43 \(0\)151 433 562 050](tel:+43(0)151433562050)
- Email: [triple-c-austria@bmf.gv.at](mailto:triple-c-austria@bmf.gv.at)
- Inquiries may also be sent using the contact form from the [homepage of the Federal Ministry for Finance](#).