



# IMP disposal 1.0

Training Material  
DAKOSY GE 2025.1  
Release Date 2025/06

**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)

# Änderungsdienst

## Modification service

DAKOSY

Datenkommunikationssystem AG

Training team

Mattentwiete 2

20457 Hamburg

Phone: +49 40 37003-0

Email: [dokumentation@dakosy.de](mailto:dokumentation@dakosy.de)

## Validity

This document is only valid in its current edition from the application version designated on the title page.

## Liability

Despite careful preparation and examination of this document, no liability claims against DAKOSY AG can be derived from its contents!

## Applicable documents and sources

in the currently valid version

[1] the online help of the application

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

[2] [www.bazg.admin.ch](http://www.bazg.admin.ch)

[2] [www.zoll.de](http://www.zoll.de)

## Trademarks

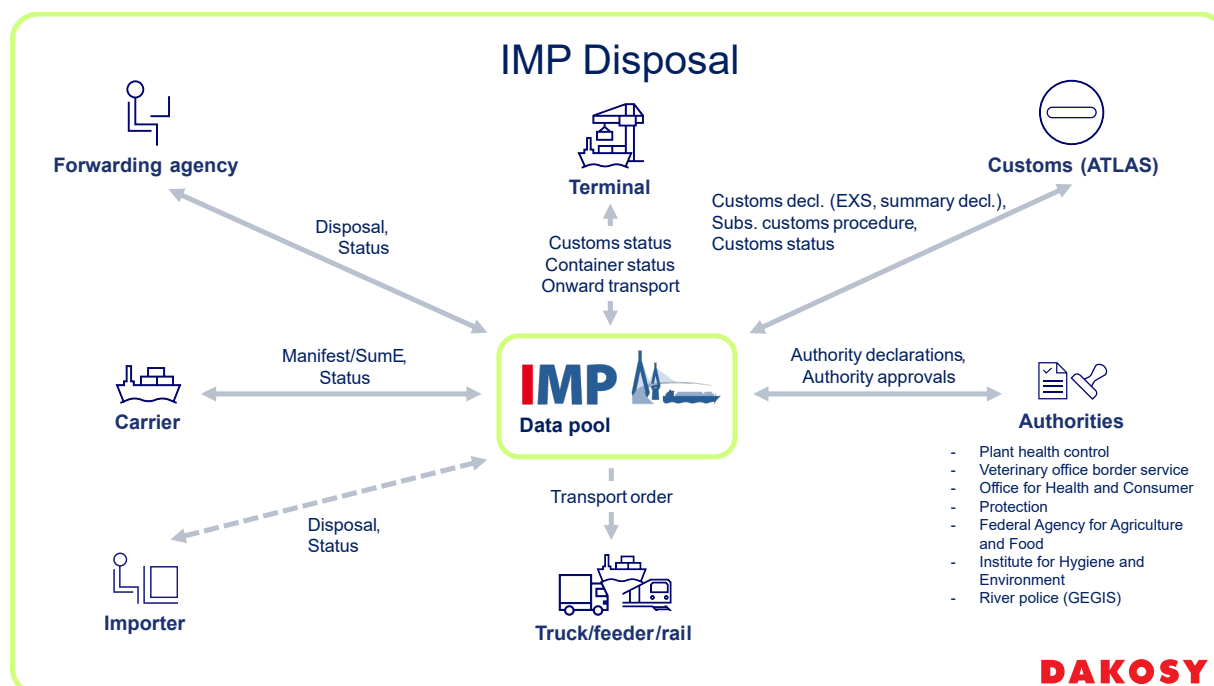
Microsoft, Excel, PowerPoint, and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

# Table of Contents

- 1 IMP disposal..... 1
- 2 Create IMP disposal.....2
  - 2.1 Send IMP disposals from the overview..... 5
  - 2.2 Automatic confirmation of an import declaration (preliminary) from the IMP ..... 5
  - 2.3 Automatic process for change of temporary storage.....7
  - 2.4 Automatic creation of a transport order..... 7
  - 2.5 Automatic creation of a certification of obligation..... 8
  - 2.6 Automatic sending of a transit procedure.....9
  - 2.7 Request clearance.....10
- 3 Cancel IMP disposal..... 12
  - 3.1 Cancel IMP disposals from the overview.....12
- 4 Editing errors (IMP disposal).....14
- 5 Print or email a document.....15
- 6 Contact information..... 17

## 1 IMP disposal

From the seafreight import module, a disposal can be sent to the Import Message Platform (IMP) for port clearance in Hamburg.



**Figure 1: IMP disposal**

The Import Message Platform (IMP) speeds up handling processes in the Port of Hamburg. As soon as the IMP receives the information from the disposal and manifest, the forwarder is provided with a wide range of status information, such as the estimated time of arrival (ETA) of the vessel in the port and any changes to this.

In addition to status information and decisions made by the authorities, the forwarder receives up-to-date messages about the actions of other process partners, for example, whether clearance has been granted by the carrier and line agent or whether the terminal has blocked a container for delivery.

For containers that have been declared via the IMP, you can automate the following functions with an IMP disposal:

- Request clearance measuring
- Create transport order
- Create certification of obligation (A18)
- Send transit declaration (requirement: the transit declaration has already been created)
- Proceed change of temporary storage
- Confirm customs declaration (preliminary)

## 2 Create IMP disposal

This chapter describes how to create a disposal for the Import Message Platform (IMP).



**Restriction:** To send an IMP disposal, you need at least the permission **SealImport > Disposal > send**.

- 1. Select the menu entry **Start > Seafreight Import**.
- 2. In the **↑ Overviews** area, click on the entry **IMP Disposal**.  
The **IMP Disposal** overview opens.
- 3. In the **☑ Related actions** area, click on the entry **+ Create new Disposal**.




**Tip:** If you have already created an import customs declaration, you can alternatively create an IMP disposal from the customs declaration. Instructions can be found in chapter [Creating an IMP disposal from an import customs declaration](#).

The **New disposal** window opens.

- 4. Enter a unique **Shipment-Number**.



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

- 5. Select the **Discharge** from the drop-down menu and click the **OK** button.



**Tip:** You can use the **Template** field to select a template from which the data is transferred to your disposal.

The **IMP Disposal: Direct [Shipmentnummer] [Löschhafen]** tab opens.


- 6. Fill in at least the mandatory fields on the **General** tab. Not all fields are mandatory. Mandatory fields are indicated by validation messages, which may change depending on your entries.




**Important:** Fill in at least the fields **B/L**, **Means Of Transport** and **Container**.

Field	Description
Quay	Quay. Valid values can be found using the search function.
B/L	B/L number of the carrier
Means Of Transport	Means of transport used to collect the container from the terminal. Valid values can be found in the drop-down menu.
Transportmeans ID	ID of the means of transport with which the container is picked up from the terminal
Automatic temporary storage holder change	If you want a change of temporary storage to be carried out automatically, activate the check box.
Automatic transport order creation	If you want a transport order to be created automatically, activate the check box.

Field	Description
Create certification of Obligation	If you want to automatically create a certification of obligation (A18) for all containers in the disposal, activate the check box on the <b>General</b> tab. If you want to create a certification of obligation for one or more containers in the disposal, activate the check box on the <b>Goods/Imp-Details</b> tab.
Branch number	Branch of the company. Valid values can be found in the drop-down menu.
Temporary storage	Places of temporary storage are stored by DAKOSY. If no location is selected, the default place of temporary storage is transmitted.
Type	Type of disposal. If it is LCL or bulk cargo, select the appropriate value from the drop-down menu.
Container	Container number (format: XXXU1234567)
Type	Container ISO code
Weight	Total weight of goods


**Tip:** If you create a disposal for a container, fill in the **Container** field. The container is automatically created on the **Goods** tab. The weight from the **Weight** field is transferred to the **Gr. Weight** field. If required, fill in additional fields on the **Goods** tab.


7. To enter notifications, click on the **Further Details** tab.
- Depending on the type of notification, an email is automatically sent to the recipient email address when the corresponding message is received.


**Tip:** You can store the notifications for individual IMP disposals. To be notified by default for certain events, use the event handling. For more information, see chapter [Event handling](#).

Proceed as follows:


- a) Click on the **+** button.  
The **Notifications** window opens.
  - b) Select the type of notifications in the **Type** field.
  - c) In the **Mailaddresses** table, click the **+** button.  
The **edit a mailaddress** window opens.
  - d) Enter the email address of the notification recipient in the **Mailaddress** field.
  - e) To enter another recipient email address for the notification, click the **Add** button.
  - f) To save the recipient email address, click the **OK** button.  
The email address is displayed in the **Mailaddresses** table.
  - g) To save the notification, click the **OK** button.  
The notification is displayed in the **Notifications** table.
8. Click on the **Goods** tab.
- An overview of all goods in this dossier is displayed. The goods are separated according to **Container** and **Unassigned Goods**.

**Tip:** To display the status of a container in the IMP, click on the corresponding container. The status is displayed in the **IMP Status** column of the overview.

9. To enter a container, click on the icon .

**Tip:** If you enter multiple containers, multiple disposals are created automatically.

To enter multiple containers, proceed as follows:


- a) Click on the icon .  
A window opens.
- b) Enter multiple container numbers separated by commas in the **Container numbers** field.
- c) Click on the **OK** button.





One or more new containers are created.


- 10. Fill in at least the mandatory fields on the **Goods/Container** tab. Not all fields are mandatory. Mandatory fields are indicated by validation messages, which may change depending on your entries.

Field	Description
Container	Container number (format: XXXU1234567)
Type	Container ISO code
Gr. Weight	Gross weight in kg. The gross weight is made up of the tare weight of the goods, the weight of the packaging, the filling material and the goods carriers.

- 11. Click on the **Goods/Imp-Details** tab.

**Tip:** The **IMP Status** table contains the individual status messages for the container.

- 12. Fill in the fields depending on the desired Auto-IMP functions.  
For more information on entering IMP information, see the following chapters:
  - [Automatic confirmation of an import declaration \(preliminary\) from the IMP](#) on page 5
  - [Automatic process for change of temporary storage](#) on page 7
  - [Automatic creation of a transport order](#) on page 7
  - [Automatic creation of a certification of obligation](#) on page 8
  - [Automatic sending of a transit procedure](#) on page 9
  - [Request clearance](#) on page 10
- 13. To save the IMP disposal, click on the  **Save** entry in the area ... **Actions**.  
The IMP disposal is displayed in the **IMP Disposal** overview.
- 14. To send the IMP disposal, click on the  **Send** entry in the area ... **Actions**.  
The **Create a new disposal Message** window opens.
- 15. You have several options:
  - To send the IMP disposal for all containers, click on the icon .
  - To send the IMP disposal for one or more containers, select the container(s).
  - To deselect, click on the icon .
- 16. To send the IMP disposal for the selected containers, click on the **OK** button.  
The IMP disposal is sent.
- 17. Check the IMP disposal for responses. Responses can be found on the **Messages & Status** tab or in the **IMP Status** column in the **IMP Disposal** overview.

**Important:** If you have received an error status for the IMP disposal, you must correct the error. Instructions can be found in chapter [Editing errors \(IMP disposal\)](#) on page 14.

- If the IMP disposal is correct, you will receive an IMP reference and a provisional ATB number/MRN from the IMP. The EDI status of the IMP disposal changes to **Confirmed**.  
The IMP reference and the provisional ATB number/MRN are displayed on the **Goods/Imp-**

**Details** tab. Detailed information on the provisional ATB number/MRN can be found on the **Goods/Custody details** tab. Double-click on the ATB number/MRN. The **Custody detail** window opens.



**Tip:** To copy the IMP reference or the temporary ATB number/MRN, double-click the number in the corresponding field. Right-click and select the **Copy** entry from the context menu.

- After receiving the IMP reference, the IMP sends further status messages. You can find the status code of the status message in the **IMP Status** column of the overview **IMP Disposal**. If you select the IMP disposal in the overview, the IMP status for each container is displayed in the preview of the IMP disposal. For more information on the status of the IMP disposal, see the **Messages & Status** tab.

## 2.1 Send IMP disposals from the overview

This chapter describes how to send one or more IMP disposals from the **IMP Disposal** overview.

You can send one or more IMP disposals simultaneously from the **IMP Disposal** overview.

1. Select the menu entry **Start > Seafreight Import**.
2. In the **↑ Overviews** area, click on the entry **IMP Disposal**.  
The **IMP Disposal** overview opens.
3. Select one or more IMP disposals. You have several options:
  - To mark an IMP disposal, click on the IMP disposal.
  - To select multiple IMP disposals, hold down the CTRL key and click on the corresponding IMP disposals.
  - To select several consecutive IMP disposals, click on the first IMP disposal, hold down the Shift key and click on the last IMP disposal.
4. In the **⋮ Actions** area, click on the entry  **Send**.  
The **Send disposal** window opens. All marked IMP disposals are displayed.



**Tip:** The system checks whether the selected IMP disposals are ready to be sent. If an IMP disposal is not ready to be sent, the icon is displayed in column **severity**. For more information, see column **description**.

5. To send the IMP disposals, click on the **Start** button.  
If the IMP disposals were sent successfully, the icon is displayed in column **severity**. The send time is displayed in columns **Start time** and **End time**.
6. To close the window, click on the **Close** button.  
The EDI status of the IMP disposals in the **IMP Disposal** overview changes to **outgoing**.

## 2.2 Automatic confirmation of an import declaration (preliminary) from the IMP

This chapter describes how to create an IMP disposal for automatic confirmation of an import declaration (preliminary) from the IMP. It also describes what you need to bear in mind in the import declaration (preliminary).



**Restriction:**

- This feature is subject to a fee. Please contact [vertrieb@dakosy.de](mailto:vertrieb@dakosy.de).
- To send an IMP disposal, you need at least the permission **SealImport > Disposal > send**.

You have opened an IMP disposal.

1. Fill in at least the following fields:







Field	Description
B/L	B/L number of the carrier
Means Of Transport	Means of transport used to collect the container from the terminal. Valid values can be found in the drop-down menu.
Container	Container number (format: XXXU1234567)



- 2. Click on the **Goods** tab.  
The container was created automatically.
- 3. Click on the container and fill in additional fields if required.
- 4. Click on the **Goods/Imp-Details** tab.
- 5. Fill in the following fields:


Field	Description
Subsequent customs procedure	To have a preliminary import customs declaration confirmed automatically using the Auto-IMP function, select the value <b>Import</b> .
Means o. Trans.	Means of transport used to transport the goods. Valid values can be found in the drop-down menu.

- 6. Enter additional containers if required.

**Tip:** For more information on creating an IMP disposal, see chapter [Create IMP disposal](#) on page 2.

- 7. In the ... **Actions** area, click on the entry  **Send**.  
The **Create a new disposal Message** window opens.
- 8. You have several options:
  - To send the IMP disposal for all containers, click on the icon .
  - To send the IMP disposal for one or more containers, select the container(s).
  - To deselect, click on the icon .
- 9. To send the IMP disposal for the selected containers, click on the **OK** button.  
You will receive an IMP reference and a provisional ATB number/MRN from the IMP. The EDI status of the IMP disposal changes to **Accept**. The IMP reference and the provisional ATB number/MRN are displayed on the **Goods/Imp-Details** tab. You can find detailed information for the provisional ATB number/MRN on the **Goods/Custody details** tab. Double-click on the ATB number/MRN. The **Custody detail** window opens.

**Tip:** To copy the IMP reference or the provisional ATB number/MRN, double-click on the number in the corresponding field. Right-click and select  **Copy** from the context menu.

- 10. Create a preliminary customs declaration (IPDC). Enter your provisional ATB number/MRN as the previous document as follows:
  - a) Click on the **General** tab.
  - b) Select the value **Yes** in the **Automatic Sending** field.
  - c) Click on the **Preceding Papers** tab.
  - d) Select the value **ATNEU - Summarische Anmeldung im IT-Verfahren ATLAS, Verfahrensbereich SumA** in the **Prev. Doc. Type** field.
  - e) Click on the **SumA Completions** tab.
  - f) Select the value **REG - Registriernummer-/Positionsnummer-bezogene Identifikation** in the **Type of Identification** field.
  - g) Click on the icon .
  - The **SumA Completions** window opens.
  - h) Enter the provisional ATB number/MRN in the **Customs Reference/MRN** field.
  - i) Fill in the **package count** field.

- j) Click on the **OK** button.
- k) Enter all other fields of the customs declaration.



**Tip:** For more information on creating a customs declaration (preliminary), see chapter .

As soon as the container has been unloaded, the ATB number/MRN receives the status **Accept**. Your customs declaration (preliminary) is automatically confirmed. The status in column **Auto Imp. state** of the overview **Customs declarations** changes to **Automatic Confirmation Pseudo Status**.

2.3 Automatic process for change of temporary storage

This chapter describes how to create an IMP disposal for the automatic process for change of temporary storage.



**Restriction:**

- This feature is subject to a fee. Please contact [vertrieb@dakosy.de](mailto:vertrieb@dakosy.de).
- To send an IMP disposal, you need at least the permission **SealImport > Disposal > send**.

You have opened an IMP disposal.

1. Fill in at least the following fields and select the check box **Automatic temporary storage holder change**.

Field	Description
B/L	B/L number of the carrier
Automatic temporary storage holder change	If you want a change of temporary storage to be carried out automatically, activate the check box.
Container	Container number (format: XXXU1234567)

2. If required, enter additional containers or fill in additional fields.



**Tip:** For more information on creating an IMP disposal, see chapter [Create IMP disposal](#) on page 2.

3. In the ... **Actions** area, click on the entry **Send**.  
The **Create a new disposal Message** window opens.
4. You have several options:
- To send the IMP disposal for all containers, click on the icon .
  - To send the IMP disposal for one or more containers, select the container(s).
  - To deselect, click on the icon .
5. To send the IMP disposal for the selected containers, click on the **OK** button.  
As soon as the containers have been unloaded, the ATB number receives the status **Accept**. DAKOSY GE creates and automatically sends a customs declaration SUCF (confirmed summary declaration). The reference number of the customs declaration corresponds to the reference of the IMP disposal with a consecutive number, for example ABCD123456\_001.
- If the customs declaration SUCF is correct, customs sends a confirmation. The status of the customs declaration changes to **Confirmed**.

2.4 Automatic creation of a transport order

This chapter describes how to create an IMP disposal for the automatic creation of a transport order.



**Restriction:**

- This feature is subject to a fee. Please contact [vertrieb@dakosy.de](mailto:vertrieb@dakosy.de).
- To send an IMP disposal, you need at least the permission **SealImport > Disposal > send**.

You have opened an IMP disposal.

1. Fill in at least the following fields and select the check **Automatic transport order creation**.

Field	Description
<b>B/L</b>	B/L number of the carrier
<b>Automatic transport order creation</b>	If you want a transport order to be created automatically, activate the check box.
<b>Container</b>	Container number (format: XXXU1234567)

2. Click on the **Goods** tab.  
The container was created automatically.
3. Click on the container and fill in additional fields if required.
4. Click on the **Goods/Imp-Details** tab.
5. Fill in at least the following fields:

Field	Description
<b>Transport Company</b>	Transport company. Valid values can be found using the search function.
<b>Delivery address</b>	Delivery address. Use the search dialog to select a delivery address from your master address data. Alternatively, you can enter a one-time-customer address using the context menu.
<b>Estimated pickup date</b>	Date on which the goods will be collected
<b>Means o. Trans.</b>	Means of transport used to transport the goods. Valid values can be found in the drop-down menu.

6. Enter additional containers if required.



**Tip:** For more information on creating an IMP disposal, see chapter [Create IMP disposal](#) on page 2.

7. In the **...** **Actions** area, click on the entry **Send**.  
The **Create a new disposal Message** window opens.
8. You have several options:
  - To send the IMP disposal for all containers, click on the icon
  - To send the IMP disposal for one or more containers, select the container(s).
  - To deselect, click on the icon
9. To send the IMP disposal for the selected containers, click on the **OK** button.  
During the transmission of the IMP disposal, the combination of manifest and disposal is transmitted to UNIKAT GE, where a transport order is automatically created.

## 2.5 Automatic creation of a certification of obligation

This chapter describes how to create an IMP disposal for the automatic creation of a certification of obligation. The certification of obligation can be created for one or all containers of the disposal.



**Restriction:**

- This feature is subject to a fee. Please contact [vertrieb@dakosy.de](mailto:vertrieb@dakosy.de).
- To send an IMP disposal, you need at least the permission **SealImport > Disposal > send**.

You have opened an IMP disposal.

1. Fill in at least the following fields:



**Important:** To create a certification of obligation for all containers in the disposal, select the check box **Create certification of Obligation**.

Field	Description
B/L	B/L number of the carrier
Create certification of Obligation	If you want to automatically create a certification of obligation (A18) for all containers in the disposal, activate the check box on the <b>General</b> tab. If you want to create a certification of obligation for one or more containers in the disposal, activate the check box on the <b>Goods/Imp-Details</b> tab.
Container	Container number (format: XXXU1234567)

2. If required, enter additional containers or fill in additional fields.



**Tip:** For more information on creating an IMP disposal, see chapter [Create IMP disposal](#) on page 2.

3. To create a certification of obligation for one or more containers in the disposal, select the **Create certification of Obligation** check box for the relevant container on the **Goods/Imp-Details** tab.
4. In the **... Actions** area, click on the entry **Send**.  
The **Create a new disposal Message** window opens.
5. You have several options:
- To send the IMP disposal for all containers, click on the icon .
  - To send the IMP disposal for one or more containers, select the container(s).
  - To deselect, click on the icon .
6. To send the IMP disposal for the selected containers, click on the **OK** button.  
The IMP disposal is sent.

## 2.6 Automatic sending of a transit procedure

This chapter describes how to create an IMP disposal that generates the automatic sending of a transit declaration that has been created but not yet sent. It also describes what you need to bear in mind in the transit declaration.



**Restriction:**

- This feature is subject to a fee. Please contact [vertrieb@dakosy.de](mailto:vertrieb@dakosy.de).
- To send an IMP disposal, you need at least the permission **SealImport > Disposal > send**.

- You have created a customs declaration NCDP, but have not yet sent it.
- You have opened an IMP disposal.

1. Fill in at least the following fields:

Field	Description
B/L	B/L number of the carrier




Field	Description
Means Of Transport	Means of transport used to collect the container from the terminal. Valid values can be found in the drop-down menu.
Container	Container number (format: XXXU1234567)

- 2. Click on the **Goods** tab.  
The container was created automatically.
- 3. Click on the container and fill in additional fields if required.
- 4. Click on the **Goods/Imp-Details** tab.
- 5. Fill in the following fields:

Field	Description
Subsequent customs procedure	To have a transit declaration confirmed automatically using the Auto-IMP function, select the value <b>NCTS</b> .
Means o. Trans.	Means of transport used to transport the goods. Valid values can be found in the drop-down menu.


- 6. Enter additional containers if required.

 **Tip:** For more information on creating an IMP disposal, see chapter [Create IMP disposal](#) on page 2.

- 7. In the ... **Actions** area, click on the entry  **Send**.  
The **Create a new disposal Message** window opens.
- 8. You have several options:
  - To send the IMP disposal for all containers, click on the icon .
  - To send the IMP disposal for one or more containers, select the container(s).
  - To deselect, click on the icon .
- 9. To send the IMP disposal for the selected containers, click on the **OK** button.

2.7 Request clearance

This chapter describes how to request a clearance for an IMP disposal.

 **Restriction:**


- This feature is subject to a fee. Please contact [vertrieb@dakosy.de](mailto:vertrieb@dakosy.de).
- To send an IMP disposal, you need at least the permission **SealImport > Disposal > send**.

You have opened an IMP disposal.

- 1. Click on the **Goods** tab.
- 2. Click on the container for which you would like to request a clearance.
- 3. Click on the **Goods/Further Details** tab.
- 4. Fill in the following fields:




Field	Description
Request for release order	To request a clearance, select <b>Yes</b> .
Depot BIC code	9-digit BIC code of the securities account
Location of depot	UN/LOCODE of the location, for example [ DEHAM ] or [ DEBRE ]

Field	Description
Description of depot	Name of the depot as free text

**Important:** If the IMP disposal was created for the port of discharge Bremen (DEBRE), you must also fill in the **Means o. Trans.** field on the **Goods/Imp-Details** tab.

5. If required, enter additional containers or fill in additional fields.

**Tip:** For more information on creating an IMP disposal, see chapter [Create IMP disposal](#) on page 2.

6. In the ... **Actions** area, click on the entry  **Send**.  
The **Create a new disposal Message** window opens.
7. You have several options:
- To send the IMP disposal for all containers, click on the icon .
  - To send the IMP disposal for one or more containers, select the container(s).
  - To deselect, click on the icon .
8. To send the IMP disposal for the selected containers, click on the **OK** button.  
The IMP disposal receives a response. The following data is reported back with the response:
- Clearance reference for the terminal
  - Expiry date
  - TurnIn reference (for the return depot)

### 3 Cancel IMP disposal

This chapter describes how to cancel an IMP disposal.



**Tip:** If the IMP disposal contains several containers, you can cancel one or all containers.

1. Select the menu entry **Start** > **Seafreight Import**.
2. In the **Overviews** area, click on the entry **IMP Disposal**.  
The **IMP Disposal** overview opens.
3. Double-click to open the IMP disposal that you want to cancel.  
The **IMP Disposal: Direct [shipment number] [port of discharge]** tab opens.
4. In the **Actions** area, click on the entry **Cancel**.  
A window opens.
5. Select the container you want to cancel from the drop-down menu. If you want to cancel all containers, select the **All** check box.



**Tip:** Only containers for which an IMP reference has been assigned are displayed.

6. Click on the **OK** button.  
The cancellation is sent. When the cancellation has been confirmed, the EDI status of the IMP disposal in overview **IMP Disposal** changes to **Cancelled**.

#### 3.1 Cancel IMP disposals from the overview

This chapter describes how to cancel one or more IMP disposals from the **IMP Disposal** overview.

You can cancel one or more IMP disposals simultaneously from the **IMP Disposal** overview.



**Important:** If you cancel an IMP disposal from the **IMP Disposal** overview that contains several containers, all containers are cancelled unless they have already been cancelled. For instructions on how to cancel individual containers, see chapter [Cancel IMP disposal](#) on page 12.

1. Select the menu entry **Start** > **Seafreight Import**.
2. In the **Overviews** area, click on the entry **IMP Disposal**.  
The **IMP Disposal** overview opens.
3. Select one or more IMP disposals. You have several options:
  - To mark an IMP disposal, click on the IMP disposal.
  - To select multiple IMP disposals, hold down the CTRL key and click on the corresponding IMP disposals.
  - To select several consecutive IMP disposals, click on the first IMP disposal, hold down the Shift key and click on the last IMP disposal.
4. In the **Actions** area, click on the entry **Cancel**.  
The **Cancel disposal** window opens. All selected IMP disposals are displayed.



**Tip:** The system checks whether the selected IMP disposals can be cancelled. If an IMP disposal cannot be cancelled, the icon is displayed in column **severity**. For more information, see column **description**.

5. To cancel the IMP disposals, click on the **Start** button.  
If the cancellation for the IMP disposals was sent successfully, the icon is displayed in column **severity**.
6. To close the window, click on the **Close** button.

Once the cancellation of the IMP disposals has been confirmed, the EDI status of the IMP disposals in the **IMP Disposal** overview changes to **Cancelled**.



## 4 Editing errors (IMP disposal)

This chapter describes how to detect and correct errors in an IMP disposal.

You can recognize incorrect IMP disposals in the overview **IMP Disposal** by the status **Error** in the column **EDI-Status**.

1. Open the incorrect IMP disposal with a double-click.  
The tab **IMP Disposal: Direct [Shipmentnummer] [discharge port]** opens.
2. Click on the tab **Messages & Status**.
3. In the table **Sent/Received messages** select the row for which the value **Error** is displayed in the column **Details**.  
In the area **Message Preview** the errors are displayed in the table **Errors**.



**Tip:** To display the complete error text in the **Error information** column, you can change the width of the table column. Click on the column boundary, hold down the mouse button and move the mouse.

4. You have the following options:
  - Fix the error, save the IMP disposal and resend.
  - Correct the error at a later time.

## 5 Print or email a document

This chapter describes how to print a document or output it as a PDF file. You can request several documents at the same time; when you create a PDF file, they are merged into one file.

You have selected a dossier or a document.



**Tip:** If customs sends PDF files (for example export or transit accompanying documents), you can open these from the preview of the **Customs declarations** overview. Click on the icon . You can print the document directly via the print dialog from Adobe Acrobat Reader.

1. In the **...** **Actions** area click on the **print** entry. Alternatively, right-click on the corresponding line and select the **print** entry from the context menu. The **Reprint** window opens.




**Tip:** You can also print older messages for a customs declaration. You can find instructions on printing a message in the chapter [Printing or emailing a message](#).


2. In the **Available Document Types** area, select the form or document.

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

3. Activate the check boxes for the output and enter the required data, for example an email address.

Field	Description
<b>Preview</b>	The document is displayed as a PDF file in Adobe Acrobat Reader.
<b>Save document</b>	The document is saved and archived in the document filing system.
<b>Language</b>	Language in which the document is output
<b>print</b>	If one (or more) printers have been defined and set up for the company by DAKOSY, the selection <b>print</b> is displayed. If several printers have been set up and you activate the check box, a window opens. Select a printer and click on the button <b>OK</b> . The document is printed directly on the corresponding printer.
<b>Printer</b>	Name of the printer on which the document will be printed
<b>Copies</b>	Number of copies to be created.
<b>Tray (1. page)</b>	Name of the paper tray that is addressed for the 1st page
<b>Tray (following pages)</b>	Name of the paper tray that is addressed for the following pages
<b>Scale</b>	How should the page be customized?
<b>Two-Sided printing</b>	Should double-sided printing be used?
<b>Email</b>	The document is consigned as a PDF file attached to an email.
<b>Email to</b>	Email address of the recipient
<b>Email cc</b>	Email address of the consignee of a copy


Field	Description
Email bcc	Email address of the consignee of a blind copy
Subject	Subject of the email
Text	Free text field for the email text. Enter a text or a # followed by the coding of a remark code in capital letters and exit the field with the tab key. To open a window for entering more extensive text, right-click in the text field. Select the entry  <b>Open text dialog</b> from the context menu.

 **Tip:**

- Alternatively, open the form or document as a PDF file with a double-click.
- The functions **Scale** and **Two-Sided printing** must be supported by your printer.

In the **Available Document Types** area, the corresponding columns **Name**, **Copies** and/or **Email to** for the selected document type are filled automatically. This allows you to see what you have already selected.

- 4. If required, select another document type and repeat the previous step.
- 5. To create the forms or documents, click on the **OK** button.

 **Tip:** If you are printing a customs form, pay attention to the size of the form on the printout. Some customs offices do not accept prints that do not match the original form. To print a PDF file in the correct size from Adobe Acrobat Reader, activate the **Customs Scale** radio button with the value **100 %** in the **Page Sizing & Handling** area of the print dialog.

## 6 Contact information

You will find contact information in this chapter.

If you have any technical questions, please contact your local customs office. Further contact options:

### Questions about DAKOSY GE

- Contact: DAKOSY-Servicedesk
- Phone: [+49 40 37860990](tel:+494037860990)
- Email: [servicedesk@dakosy.de](mailto:servicedesk@dakosy.de)
- [Contact form](#)

### Questions about Bremer Hafentelematik

- Contact: dbh
- Phone: [+49 421 30902-33](tel:+494213090233)
- Email: [support@dbh.de](mailto:support@dbh.de)

### Technical questions customs

- Contact: Customs Information Center
- Phone: [+49 351 44834-520](tel:+4935144834520)
- Email: [info.gewerblich@zoll.de](mailto:info.gewerblich@zoll.de)

### Technical questions ATLAS

- Contact: Service Desk ITZBund
- Telephone from within Germany (DE): [0800 8007-5451](tel:080080075451)
- Telephone from abroad: [+49 69 20971-545](tel:+496920971545)
- Email: [servicedesk@itzbund.de](mailto:servicedesk@itzbund.de)

### Technical questions customs Hamburg

- Contact: HZA Hamburg
- Telephone: [+49 40 236487-0](tel:+49402364870)
- Email: [ausgang.za-hamburg@zoll.bund.de](mailto:ausgang.za-hamburg@zoll.bund.de)

### Technical questions customs Bremen

- Contact: HZA Bremen, ZA Neustädter Hafen
- Phone: [+49 421 52189-0](tel:+49421521890)
- Email: [poststelle@zahb-neustaedterhafen.bfinv.de](mailto:poststelle@zahb-neustaedterhafen.bfinv.de)

### Technical questions customs Bremerhaven

- Contact: HZA Bremen, ZA Bremerhaven
- Phone: [+49 471 9842-0](tel:+4947198420)
- Email: [poststelle@zahb-bremerhaven.bfinv.de](mailto:poststelle@zahb-bremerhaven.bfinv.de)

### Technical questions customs Austria

- Contact: Competence Center "Triple C Austria"
- Telephone from within Austria (AT): [0810 810402](tel:0810810402)
- Telephone from abroad: [+43 151 433-562050](tel:+43151433562050)
- Email: [triple-c-austria@bmf.gv.at](mailto:triple-c-austria@bmf.gv.at)
- Inquiries can also be consigned via a contact form at [Homepage of Federal Ministry Republik of Austria - Finance](#).

**Technical questions customs Switzerland**

- Contact: [Service Desk BAZG](#)
- Phone: [+41 58 4626000](#)
- [Contact form](#)

**Technical questions customs Netherlands**

- Contact: Belastingdienst/Douane - Customs Information Line
- Telephone from within the country (NL): [0800 0143](#)
- Telephone from abroad: [+31 45 5743031](#)
- Email: [OSWO-DOUANE-Support@belastingdienst.nl](mailto:OSWO-DOUANE-Support@belastingdienst.nl)