



# Import Austria 1.12

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**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)

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**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)

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# 1 Import Austria

This chapter describes the import duty declaration in Austria. With DAKOSY GE in Austria you can create the customs declaration for clearance for free circulation (import) in the standard procedure and in the simplified procedure at the approved location of goods.

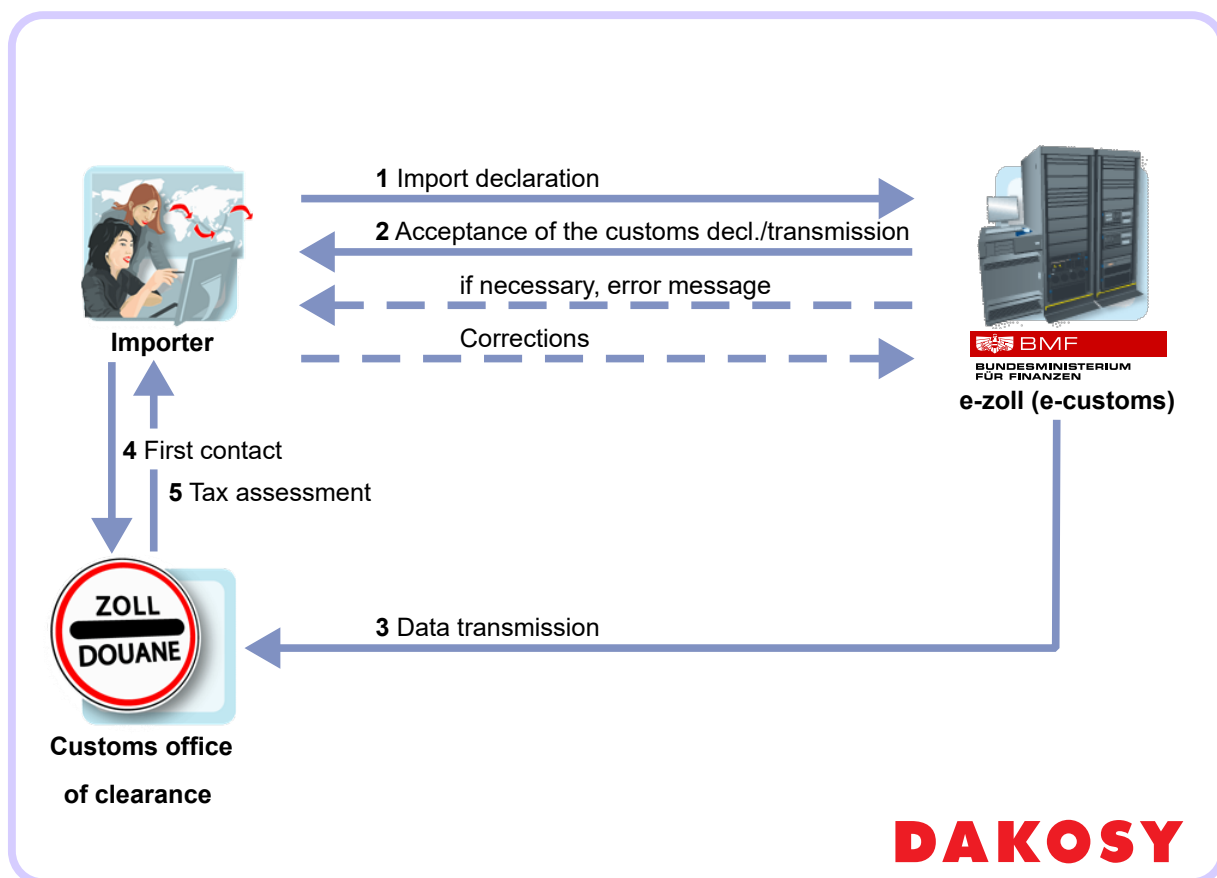
Customs clearance in the import and export procedure can be carried out in Austria at the place of business or at the authorized places of goods. The presentation and clearance of goods at authorized places of goods as part of the e-customs procedure is possible every day at any time, even outside the clearance times of the customs offices, subject to prior notice.

In order to perform an electronic customs declaration using the e-customs procedure, the following requirements must be met:

- The EORI number must be available
- Authorization to participate in the IT procedure e-zoll for the corresponding customs procedure (export, import, NCTS) must be available. The technical approval for participation in the computer science procedure is separate from the technical approvals.
- Registration of the clerk/RIN must exist
- For the simplified procedure: authorized place of goods must be available

## Standard procedure

In principle, goods must be transferred with a complete customs declaration into a customs procedure. The complete customs declaration includes all the necessary information in the EP and the documents required for the customs procedure applied for, such as a certificate of origin or import licence. For customs clearance with economic operators, it is mandatory to submit customs declarations using the e-customs procedure.



1. The importer creates a complete customs declaration and sends it to the central customs computer.

2. The central customs computer carries out a logical check of the data and formally accepts the customs declaration. The central customs computer transmits a Customs Reference Number (CRN) to the importer.
3. The central customs computer forwards the data to the customs office of clearance.
4. The customs office of clearance checks the customs declaration for material and fiscal matters. If the importer does not have an authorized place of goods, the importer must present the goods at the customs office of clearance. The customs officer can request relevant documents for customs clearance by electronic message.
5. If the customs office of clearance has released the customs declaration, the customs office of clearance sends a tax assessment to the importer.

## 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 15.

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 IMD - Create complete customs declaration

This chapter describes how to create a complete customs declaration (IMA, COA, EUA) for Austria.

1. Select the menu entry **Start > customs declaration**.
2. In the area **Related actions**, click on the entry **Create customs declaration**. This opens the window **New Customs Declaration**.
3. Select the customs procedure **IMPORT**.
4. Select the country **AT - Austria**.
5. Select the type of customs declaration **IMD - Import Declaration Complete**.
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: IMD - Import Declaration Complete** tab.
8. In the field **Declaration type** select the value **IMA**.

Field	Description
<b>Declaration type</b>	The type of declaration is determined by the country of dispatch and the clearance procedure selected.

9. In the field **Declaration Complete** select the value **Ja**.

Field	Description
<b>Declaration Complete</b>	Is this a complete customs declaration?

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


Field	Description
<b>Customs Premises</b>	The office number of the customs office on whose premises clearance will take place.
<b>Country of Dispatch</b>	Country of consignor
<b>Destination country</b>	Code for the country of destination
<b>Pre-Declaration Type</b>	Filled out automatically
<b>Declaration place</b>	Place of declaration. The place of declaration must be in the district of the customs duty office.
<b>Time</b>	Date for the place of declaration. The current date and the current time are pre-allocated. You can overwrite the values.
<b>Language</b>	Language for the place of declaration.
<b>Consignor</b>	Address of the sender of the goods
<b>Auth.No. Import</b>	Technical authorization number for the e-zoll system.
<b>Status</b>	Influences the calculation of customs

11. Fill out the fields of the tab **Addresses**. The mandatory fields can change after an entry.

Field	Description
<b>Consignee</b>	Address of the recipient of the goods
<b>Declarant</b>	Declarant of the goods: Person submitting a customs declaration in their own name or in whose name a customs declaration is submitted (direct representation).

12. Click on the tab **Further Details**.  
The tab opens automatically. Here you can save consignment numbers and special events. You can add them using the icon +.

Field	Description
<b>Event Reference</b>	Number communicated by customs to identify the system failure.
<b>Fallback Reference</b>	The fallback reference number (FRN) must be used in case of a failure of the e-zoll procedure. Format of the FRN: <ul style="list-style-type: none"> <li>• F (for fallback)</li> <li>• Number of the year (2 digits)</li> <li>• AT (country code for Austria)</li> <li>• the last 6 digits of the EORI number</li> <li>• Letter (1 letter, capitalised)</li> <li>• consecutive number per calendar year beginning with 1 (6 digits)</li> </ul>
<b>Deferment Duty Account</b>	Levies account code (without hyphen), as indicated in the authorization.
<b>Special Events</b>	Must be filled if the fallback procedure is used.

13. To enter value correction, proceed as follows:
- Click on the tab **Adjustments** and enter at least one value correction. The information in the area **DV1 Print Data** will not be sent. You can distribute these value corrections to the position data using a distribution key. If the predefined distribution types are not sufficient, you can perform the distribution manually at position level.
  - To transfer the addresses from the tab **General** to the area **DV1 Print Data**, click the button **Copy addresses**.
  - To add a value correction, click on the icon +.
14. To make specifications for processing or use, proceed as follows:
- Click on the tab **Processing Operations** and fill in the fields for processing and transformation procedures.
  - To add an entry in the areas **Completive Offices** or **Refiner**, click on the icon +.
15. Click on the tab **Goods Items**.  
An overview of all positions in this dossier is displayed.
16. Click on the icon .  
A new position is set up.
17. Fill out the mandatory fields for this position.

Field	Description
<b>Quota</b>	First quota of the position

18. In the area **Actions**, click on the entry **Save**.  
The customs declaration appears in the overview **Customs declarations**.
19. To send the customs declaration, click on the entry **Send** in the area **Actions**.
20. Close the customs declaration.
21. Check the customs declaration for responses.





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



**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 12.

If the customs declaration is free of errors, customs sends an acceptance (**EZ906**) with a registration number. The status of the customs declaration changes to **Accepted**. Customs also sends a release (**EZ923**) and a notification (**EZ922**) with the tax assessment. The status of the customs declaration changes to **Assessment of Duty**. You can print out the release or the tax assessment transferred by customs.

## 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 Create deferment account

This chapter describes how to create a deferment account for an economic operator.



**Restriction:** To create a deferment account, you need at least the authorization **DefermentAccount > create**.

1. Select the menu entry **Maintenance > Economic Operators (Customs)**.
2. Open the economic operator by double clicking.  
This opens the **Economic Operator** tab.
3. Click on the tab **Deferment account**.
4. To set up a new deferment account, click on the **+** icon.  
Es öffnet sich das Fenster **Deferment account**.
5. Fill out the fields **Country** and **Account type**. Click on the button **OK**.



**Tip:** Depending on the country specified, different values can be selected in the field **Account type**.

Depending on the selected account type, the tab **Account type** opens.

6. Fill out at least the mandatory fields. You will find all the necessary information on your letter from customs.
7. To create a deferment account for Germany, proceed as follows:
  - a) Fill out the following fields:

Field	Description
<b>Deferment Account</b>	Account number of the deferment account.
<b>Deferment Type</b>	Type of levy account.
<b>own flag</b>	Type of deferment request.
<b>Office</b>	The Federal Treasury, the main customs office, for example "HH" for Hamburg.
<b>BIN</b>	The deferment user identification number provided by the main customs office
<b>BIN repetition</b>	Re-entry of the deferment-user identification number notified by the central customs office to check the entry
<b>Description</b>	Free description of the levies account.



**Important:** Enter the BIN twice.

- b) To create a new restriction, click on the **+** icon in the **Restrictions** area.  
A new window opens.
  - c) Fill out at least the mandatory fields.
    - To include a branch, select the value **Type** for the field **Einschluss**.
    - To exclude a branch, select the value **Type** for the field **Ausschluss**.
  - d) Click on the button **OK**.  
The restriction appears in the **Restrictions** area.
8. Fill out the following fields to create a tax account (single administrative document) for Germany:


Field	Description
<b>Office</b>	The Federal Treasury, the main customs office, for example "HH" for Hamburg.
<b>Account Number</b>	Account number of the levy account.
<b>own flag</b>	Type of deferment request.
<b>Description</b>	Free description of the levies account.

9. To create a customs account for Switzerland, proceed as follows:

a) Fill at least all of the mandatory fields out.

Field	Description
<b>Account Number</b>	Account number of the levy account.
<b>Description</b>	Free description of the levies account.

b) To select an address for the levies account, click on the + icon in the **Addresses** table:

 **Important:** The address must be allocated to the same economic operator as the levies account.

The window **Select an Address** opens.

c) Highlight an address.

d) If you would like to select another address, click on the **Add** button.

e) To save the selected address, click on the **OK** button.

The address is shown in the **Addresses** table.

10. In the area **Actions**, click on the entry **Save**.

The levies account is shown in the **Trader/Deferment account** tab.

## 4 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.

## 5 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 13.

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.

### 5.1 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 13 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.


## 6 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**.

## 7 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](#).