



NCTS Austria 1.10

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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

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1 NCTS Austria

This section describes the NCTS procedure in Austria.

The NCTS (New Computerized Transit System) is the IT system of the common transit system. It is mainly used for transit goods in road transport and is obligatory for international transit. The transit procedure is carried out electronically.

This does not apply to transports that are processed in a simplified procedure in one of the following ways:

- Air transport
- Rail transport
- Sea transport
- through pipelines



Important:

The following transit procedure of DAKOSY GE are not supported in Austria:

- NCDP (with predeclaration)
- NCAP (arrival notification with predeclaration)

Consignment opening in the standard procedure

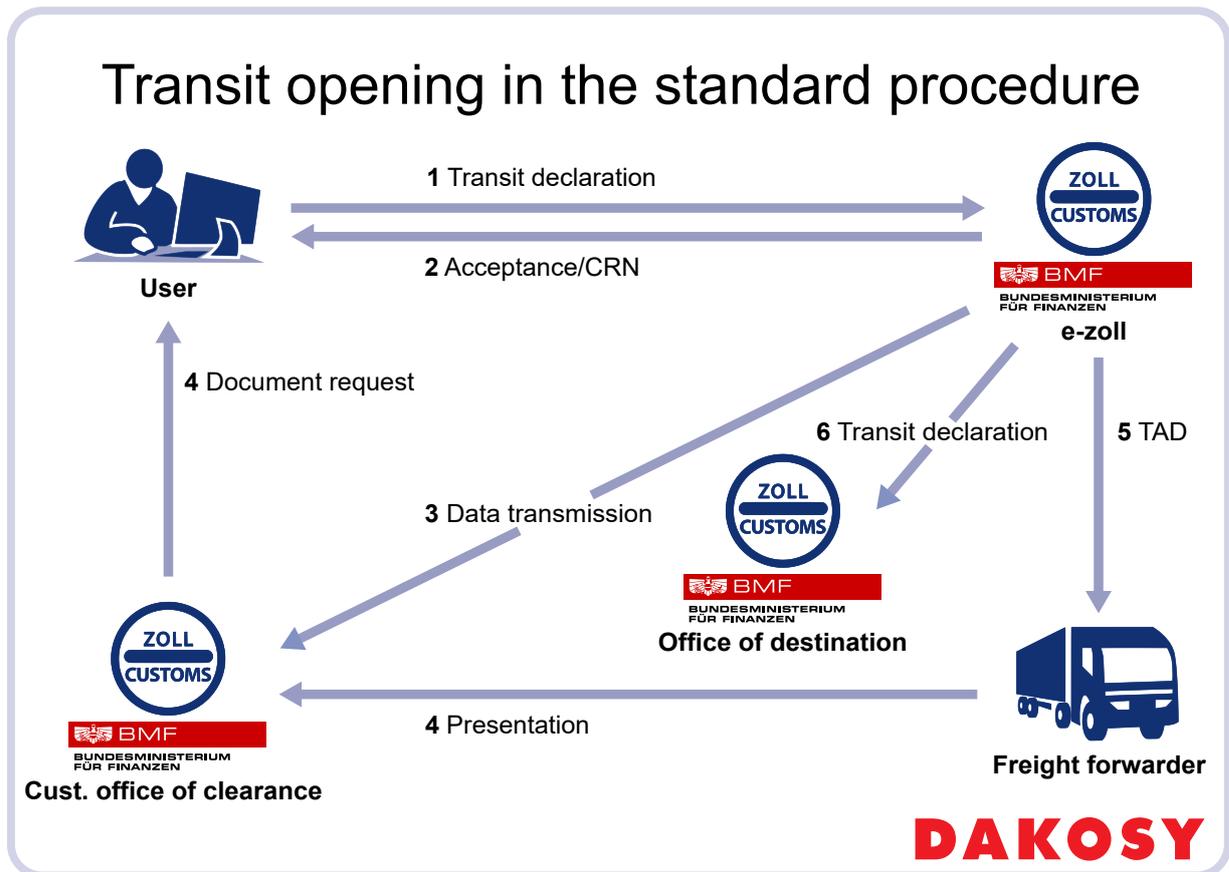


Figure 1: Consignment opening in the standard procedure

1. The user registers the data of a transit document in DAKOSY GE and sends it to the central customs computer.
2. The central customs computer carries out a logical check of the data, formally accepts the transit declaration and transfers the Customs Reference Number (CRN) to the user.
3. The data is forwarded from the central computer to the customs office of clearance.

4. If the goods are presented at the customs office of clearance, customs carries out a check and can request documents electronically.
5. After a positive control decision, the transit declaration is released and the transit accompanying document is transmitted.
6. After release of the goods, the data of the transit declaration are transmitted to the office of destination.

Consignment opening in a simplified procedure

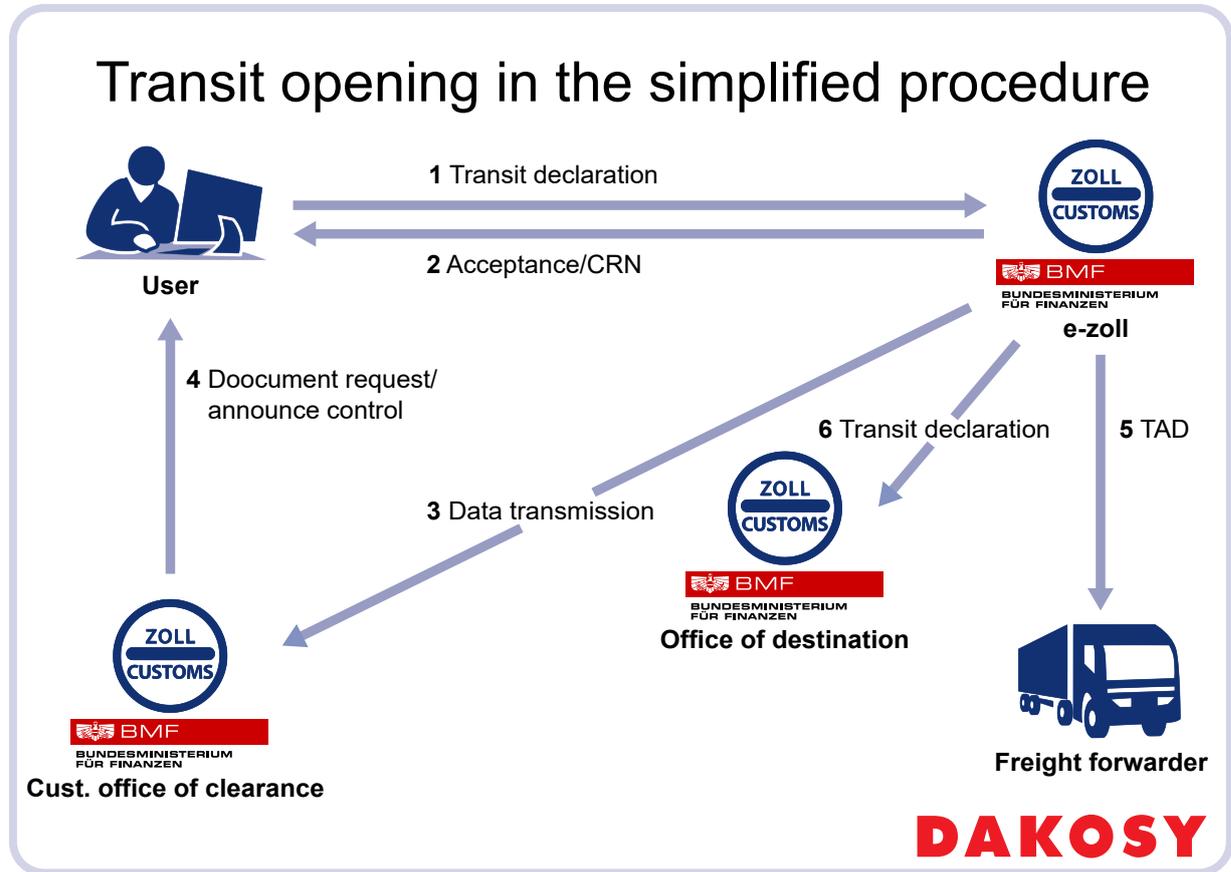


Figure 2: Consignment opening in a simplified procedure

1. The user registers the data of a transit document in DAKOSY GE and sends it to the central customs computer.
2. The central customs computer carries out a logical check of the data, formally accepts the transit declaration and transfers the Customs Reference Number (CRN) to the user.
3. The data is forwarded from the central computer to the customs office of clearance.
4. The customs office carries out a technical check and, if necessary, requests documents. If a physical check is to be carried out, it shall be notified electronically to the economic operators.
5. After a positive control decision, the transit declaration is released and the transit accompanying document is transmitted.
6. After release of the goods, the data of the transit declaration are transmitted to the office of destination.

Consignment completion in the standard procedure

Without DAKOSY GE

1. Goods and printed transit accompanying documents are presented at the customs office of clearance.
2. Customs officers carry out checks and release the goods orally in the event of conformity.

Consignment completion in the simplified procedure

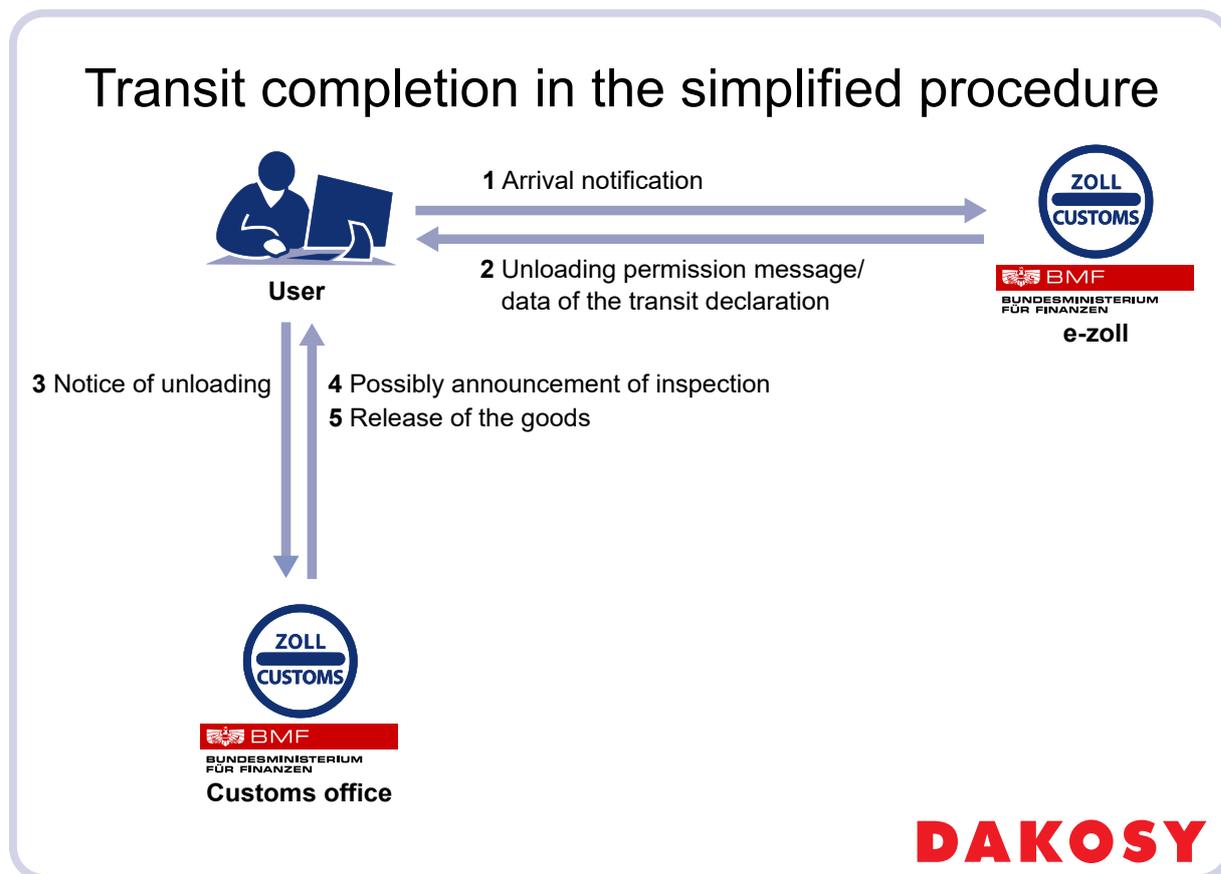


Figure 3: Consignment completion in the simplified procedure

1. The economic operator creates the arrival notification at DAKOSY GE and transmits it to the central customs computer.
2. The customs computer checks whether the data for the Movement Reference Number (MRN) is available and carries out a technical check of the data. In the event of a positive result of monitoring, the unloading permission message and the data of the transit declaration are transmitted to the economic operator.
3. After unloading, the economic operator must check whether he has received all the goods and then send the unloading comment to the customs office.
4. The customs office decides whether to carry out an inspection at the approved location of goods.
5. If the result of monitoring is positive and the goods have been reported as being in conformity, no monitoring takes place and the goods are released.

1.1 NCD - Create NCTS departure declaration for Austria

This chapter describes how to create an NCTS departure declaration for Austria.

The prerequisites under customs law for participating in a simplified procedure are:

- You must have a customs authorization from the central customs office. You can find instructions on an authorization in the chapter [Create customs authorization](#) on page 8.
 - Generally, a guarantee must be deposited at the customs office for the customs authorization. You can find instructions for the saving a guarantee in the chapter [Create guarantee account](#) on page 10.
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 **NCTS**.

4. Select the country **AT - Austria**.
5. Select the type of customs declaration **NCD - NCTS Departure 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: NCD - NCTS Departure Declaration** tab.
8. Fill out the fields of the tab **General**. The mandatory fields can change according to entries.

Field	Description
Control Result	Result of monitoring

 **Important:** To record an NCTS dispatch in a simplified procedure, select the value **Simplified Procedure** in the field **Yes**. The fields **Presentation date**, **permit number** and **Authorized CustomsPlace, Warehouse** become mandatory and must be filled out.

 **Tip:** To record a carnet TIR, select the value **TIR** in the field **Type of declaration**. Enter the Carnet TIR book number in the field **ID Holder TIR**.

9. Click on the tab **Securities**.
10. To add a guarantee, click on the icon .
The window **Edit securities** opens.
 - a) Fill out at least the mandatory fields.
 - b) Click on the button **OK**.
The collateral is shown in the table.
11. Click on the tab **Goods Items**.
An overview of all positions in this dossier is displayed.
12. Click on the icon .
A new position is set up.
13. Fill out the mandatory fields for this position.

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

14. To record documents, click the tab **Documents/Preceding Papers**. Click on the icon . Fill out the mandatory fields. To save the entry, click on the button **OK**.

 **Tip:** For a Carnet TIR, enter the document **952 - Carnet TIR** with the Carnet TIR book number in the field **Reference**. The number must have the same form as on the tab **General**.

15. In the area **Actions**, click on the entry **Save**.
The customs declaration appears in the overview **Customs declarations**.
16. To send the customs declaration, click on the entry **Send** in the area **Actions**.
17. Close the customs declaration.
18. 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 .

- If a simplified procedure is concerned and the customs declaration is free of errors, customs sends a transfer with an MRN number. The status of the customs declaration changes to **Departure Licence**.
- If it is a standard procedure and the customs declaration is free of errors, customs sends a receipt with a job number. The status of the customs declaration changes to **OK**.

1.2 NCNA - NCTS arrival notification for Austria

This chapter describes how to create an NCTS arrival notification for Austria.

The prerequisites for participating in a simplified procedure are:

- You must be an authorized consignee (ZE).
- You must have a customs authorization from the central customs office. You can find out how to record authorizations for the customs warehouse in chapter [Create customs authorization](#) on page 8.
- Generally, a guarantee must be deposited at the customs office for the customs authorization. You can find out how to record guarantees in chapter [Create guarantee account](#) on page 10.

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 **NCTS**.
4. Select the country **AT - Austria**.
5. Select the type of customs declaration **NCNA - NCTS Arrival Notification**.
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: NCNA - NCTS Arrival Notification** tab.
8. Fill out the fields of the tab **general**. The mandatory fields can change according to entries.



Tip: If an incident occurs, e.g. an accident that has already been recorded by the authorities, fill out the field **Event Reference**.

9. In the area **Actions**, click on the entry **Save**. The customs declaration appears in the overview **Customs declarations**.
10. To send the customs declaration, click on the entry **Send** in the area **Actions**.



Tip: In the overview **Customs declarations** you can highlight several customs declarations and send them simultaneously via the context menu.

11. Close the customs declaration. If the customs declaration is free of errors, customs sends an unloading permit. The status of the customs declaration changes to **Licence To Unload**.
12. To reopen the customs declaration, double click on the customs declaration in the overview. This opens the tab **NCNA - NCTS Arrival Notification**.
13. Click in the area **Appliance** on the entry **Unloading Remarks**. This opens the tab **NCNU - NCTS Unloading report**.
14. Fill out the fields. You have several options.
 - To register receipt-compliant, activate the control box **Conform flag** and **closure Ok**.
 - To register a different volume upon receipt, do not activate the control box **Conform flag**. Fill out the field **Explanation discrepancy**. Click on the tab **Goods Items**. Click on the position with a different volume. In the field **Status**, select the value **Different**. Amend at least the entries in the fields **Net Weight** and **1st Package count**.

- To register a missing position upon receipt, do not activate the control box **Conform flag**. Fill out the field **Explanation discrepancy**. Click on the tab **Goods Items**. Click on the missing position. In the field **status**, select the value **Missing**.
 - To register another missing position, do not activate the control box **Conform flag**. Fill out the field **Explanation discrepancy**. Click on the tab **Goods Items**. Click on the icon . The value **Create new customs declaration** will be displayed in the field **Status**. Fill out at least the mandatory fields.
 - To register a defective cap upon receipt, do not activate the control box **closure Ok**. Fill out the fields **Explanation discrepancy** and **Unloading remark**.
 - To register an incident upon receipt, select the value **Yes** in the field **Has Event**. Click on the tab **All events**. Click on the icon . Fill out at least the mandatory fields.
 - To revoke an incident that was registered with the arrival notification, select the value **Revocation** in the field **Has Event**. Click on the tab **All events**. Click on the icon . Fill out the field **Facts and activities**.
15. In the area **Actions**, click on the entry **Save**.
 16. In the area **Actions**, click on the menu entry **Send**.
 17. Close the customs declaration.
 18. 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 .

If the customs declaration is free of errors, customs sends an temporary storage message. The status of the customs declaration changes to **Depositing**.

1.3 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
Declarant-ID-Name	Naming of declarant (free text)
Country	Selection of the country
Declarant-ID	Entry of declarant ID number
Declarant-ID (check)	Entry of declarant ID number to check entry
Username	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 customs authorization

This section describes how to create an authorization. An authorization is created for an economic operator.



Restriction: To create an authorization, you need at least the authorization **CustomsAuthorization > 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 **Customs Authorizations**.
4. To set up a new authorization, click on the icon **+**.
This opens the **Customs authorization** tab.
5. Fill out at least the mandatory fields. You will find all necessary information in your authorization from customs.

Field	Description
Country	Country for which the authorization was granted
Authorization-number	<p>Number of customs authorization. Enter the authorization number without any special characters or spaces. The format for a German customs authorization number (12 characters) is:</p> <ul style="list-style-type: none"> • Nationality code "DE" (2-characters) • Office number (4-digit) • ID (2 characters) • Consecutive number (4 digits) <p>The new format for an UZK authorization (17 characters) is:</p> <ul style="list-style-type: none"> • Nationality code "DE" (2 characters) • Type of authorization (3 characters) • Office number (4-digit) • ID (1 character) • Consecutive number (7 digits)
procedure type	Type of procedure for which the authorization was granted
Type	Superior category of procedure for which the customs authorization was issued
Description	Free description of customs authorization
Valid From	Time from which the authorization or restriction is valid
Valid To	Time until which the authorization or restriction is valid



Important: Enter the authorization number without any slashes.



Tip: If you enter a customs office, this will be used for all customs places. Leave the field blank and enter the customs office for the specific customs place if all custom places are allocated to different customs offices.

6. You can determine the customs places for the export customs procedure and NCTS as well as generally available customs places for the Netherlands or Austria. Proceed as follows to enter a new custom place:

- a) Click on the icon + in the **Customsplaces** table.
The window **Edit a Customsplace** opens.
- b) Enter the customs place code which you have received from customs with your authorization in the field **key**.
- c) Fill out at least the mandatory fields.

Field	Description
Type	Type of customs place
Key	Code issued by customs for the customs place.
Customs office	Entry of the office number at the customs office competent for the customs place.
Postal address	Address of the customs place
Description	Free text field for description of the customs place

 **Tip:** If you have not entered a customs office during authorization or the customs office is different to the custom place, enter the customs office.

- d) Click on the button **OK**.
The customs place is shown in the table.
7. You can set periods for the NCTS customs procedure. Depending on the specified period, the field **Presentation date** in NCTS dispatch (NCD) is filled. Proceed as follows to enter a new period:
- a) Click on the + icon in the **Deadlines** table.
The window **Deadline** opens.
 - b) Enter a value from 0 to 365 in the **Deadline in days** field.
 - c) Periods can be processed depending on other fields. If required, fill out the fields **Customs office**, **Destination country** or **OrgUnit**.
 - d) Click on the button **OK**.
The period appears in the area **Deadlines**.
8. Enter the restrictions on your authorization in the tab **Restrictions**.
9. In the area **Actions**, click on the entry **Save**.
The authorization appears on the **Trader/Customs Authorizations** tab.

3 Create guarantee account

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



Restriction: To create a guarantee account, you need at least the authorization **CustomsGuaranteeAccount > 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 **Customs Guarantees**.
4. To set up a new guarantee, click on the **+** icon.
This opens the **Accounts of Guarantees of Customs** tab.
5. Fill out at least the mandatory fields.

Field	Description
Account GRN	Account number of guarantee account, as stated on the authorization.
Type	Type of guarantee account, as stated on the customs authorization.
Name	Name of guarantee account (may be freely chosen)
Reference Amount	The bookable amount. If the reference amount is exceeded, a warning is issued.
Overdraft-Released	Indicator of overdraft approval. To exceed your security amount, activate the check box.
Single Booking Limit	Maximum amount for an individual booking
Valid From	Date as of which the guarantee account may be used. Use the field to avoid overlapping time periods in case the account is changed.
Valid To	Date until which the guarantee account may be used. Use the field to avoid overlapping time periods in case the account is changed.

6. Enter at least one access code. To enter an access code, please proceed as follows:
 - a) Click on the **+** icon in the **Access-Codes** table.
The window **Add Access-Code** opens.
 - b) Fill out at least the mandatory fields.

Field	Description
Code	Access code for the guarantee
Default	If the access code should be adopted as standard, activate the check box.
Valid From	Time from which the access code is valid.
Valid To	Time until which the access code is valid.

- c) Click on the button **OK**.
The access code is shown in the table.
7. In the area **Actions**, click on the entry **Save**.
The guarantee account appears on the **Trader/Customs Guarantees** tab.

4 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
Article Code	The article code identifies an article. The same article code may not be used for different articles.
Item number	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.
Nature of goods	Description of an item. The description is used on certain documents, for instance on customs declarations.
Owner of goods	The customer (owner) of the article. Referenced to the master data customer/address.
Valid from	Date from which the article may be used.
Valid to	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 Article Code field.
Volume per package	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**.

4.1 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
Article Code	The article code identifies an article. The same article code may not be used for different articles.
Item number	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.
Owner of goods	The customer (owner) of the article. Referenced to the master data customer/address.
Valid from	Date from which the article may be used.

Field	Description
Valid to	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 Article Code field.
Nature of goods	Description of an item. The description is used on certain documents, for instance on customs declarations.
Inventory unit	Measurement units in which the items are kept in the inventory of the customs warehouse.
Batch management required	If the check box is activated, the article must be handled as a batch.
Tariff no.	8-digit customs tariff number of the combined nomenclature/tares
Tarice	The 9th and 10th Digit in the customs tariff number (TARIC)
National	11th, purely national digit in the overall customs tariff number
Valid from	Date from which the goods number may be used.
Valid to	Date until which the goods number may be used.
Supplement	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**.

5 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.

6 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
Available Document Types	<p>The table is only shown if there are several types of document for the highlighted document.</p> <ul style="list-style-type: none"> • Forms are manually created documents, for example shipments, customs declarations and customs responses, such as findings. • 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 Timestamp. The documents can also be found in the document filing.

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

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

6.1 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
Unassigned DocumentTypes	<p>The table is only shown if there are several types of document for the highlighted document.</p> <ul style="list-style-type: none"> • Forms are manually created documents, for example shipments, customs declarations and customs responses, such as findings. • 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 Timestamp. The documents can also be found in the document filing.

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

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

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
- [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
- Inquiries may also be sent using the contact form from the [homepage of the Federal Ministry for Finance](#).