



# Shipment 1.12

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**Applicable documents und sources**

in the respective valid versions

[1] the application's online help

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# 1 Shipments

This section describes how to work with shipments.

A shipment is the electronic files for a dossier. Basic data, such as customer and consignee, is recorded in a shipment. The shipment can be included as part of further completion, for example customs declarations, port orders and outgoing vouchers. It is not necessary to work with shipments, but it makes working with DAKOSY GE a lot easier. All functions of DAKOSY GE can also be used without a shipment.

There are the following types of shipment:

- Direct
- House
- Back-to-back
- Consol

Furthermore, there are the following types of transport:

- Sea freight export
- Sea freight import
- Air freight export
- Air freight import
- Export order
- Import order




**Tip:** In the overview of the shipment, the number of the outstanding tasks is displayed in the field **Count open tasks**. To open an overview of the tasks associated with the shipment, highlight the shipment and click on the entry **Tasks** in the area **Actions**. You can edit and complete the tasks in the window **Tasks overview**.

## 1.1 Create shipment


This chapter describes how to create a shipment. The mandatory field check for a shipment changes depending on the type of transport. Various tabs and fields are displayed.

1. Select one of the following menu entries:
  - **Start > Order**
  - **Start > Airfreight Export**
  - **Start > Airfreight Import**
  - **Start > Seafreight Export**
  - **Start > Seafreight Import**
2. Depending on the menu entry selected, you have the following options:
  - a) To create an order, click on the entry **New Order** in the area **Related actions**. This opens the window **New Order**.
  - b) To create a shipment, click on the entry **New Shipment** in the area **Related actions**. This opens the window **New Shipment**.
3. Enter a clear order number or shipment no.



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

4. Select the shipment type.
  - Direct
  - House
  - Back-to-back

 **Tip:** You can find instructions on creating a consol shipment in section [Create consol shipment](#) on page 3.


5. Click on the button **OK**.

 **Tip:** You can select a template via the **Template** field; this data is included in your shipment.


Depending on the menu entry selected, one of the following tabs opens:

- **Order**
- **Airfreight Export Shipment**
- **Airfreight Import Shipment**
- **Seafreight Export Shipment**
- **Seafreight Import Shipment**


6. Fill out the fields of the tab **General**.




 **Tip:** Different fields can be filled out depending on the type of shipment and transport.

7. Open the tab **Addresses** to adjust the addresses for printing.
  - a) Now right click with the mouse in the text field.
  - b) Select the menu entry **Maintain one-time-customer**.
  - c) Fill out the field **Formatted Text**.
8. To enter additional addresses, open the tab **Additional Addresses** and click on the **+** icon.

 **Tip:** Additional addresses are also checked as part of the compliance check of the shipment.


9. Click on the tab **Transport**.  
Fill out the fields.

 **Tip:** If you fill out the field **Port Voyage ID**, all fields for vessel departure are filled out on the entry screen. You can search for a vessel departure.


10. To enter reference, open the tab **References** and click on the **+** icon.
11. If you use the receipt voucher module, you can enter returns. To enter returns, open the tab **Calculation** and click on the **+** icon.
12. Click on the tab **Goods**.  
An overview of all goods in this dossier is displayed. The goods are divided according to **Container** and **Unassigned Goods**.
13. You have several options:
  - To enter a container, click on the  icon.
  - To enter bulk cargo in a container, highlight the container and click on the  icon.
  - To enter loose bulk cargo, click on the  icon.

A new position is set up.

14. 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 13.

15. To enter the verified gross container mass in the seafreight shipment, highlight the container and open the tab **VGM**. You can find instructions on how to enter the verified gross container mass in section [Enter verified gross mass \(VGM\)](#) on page 8.
16. To enter additional texts for printouts, open the tab **Print Texts**.


 **Tip:** To use print texts, specific settings must be programmed by DAKOSY. If you would like to use print texts, please contact [servicedesk@dakosy.de](mailto:servicedesk@dakosy.de).

17. To save the shipment, click on the entry **Save** in the area **Actions**.


The shipment is shown in the overview.

18. You have several options:

- To print the shipment, click on the entry **print** in the area **Actions**. For instructions on how to print, see section [Print/fax/mail document](#) on page 15.

 **Tip:** For a fee, you can deposit individual documents with a company logo, e.g. file covers or notifications.

- To edit the shipment type, click on the entry **Actions** in the area **Change Shipment type**.
- To create another document from the shipment, e.g. a port order, a customs declaration or a transport order, click on the appropriate item in the area **Documents**. The data which has already been entered is transferred into the document. A link is added on the tab **Info center** in the shipment and the document.

 **Tip:** You can create several customs declarations for a shipment.

19. Close the shipment.

## 1.2 Create consol shipment

This chapter describes how to create a consol shipment. The mandatory field check for a shipment changes depending on the type of transport. Various tabs and fields are displayed.



1. Select one of the following menu entries:

- **Start > Order**
- **Start > Airfreight Export**
- **Start > Airfreight Import**
- **Start > Seafreight Export**
- **Start > Seafreight Import**


2. Depending on the menu entry selected, you have the following options:

- a) To create an order, click on the entry **New Order** in the area **Related actions**. This opens the window **New Order**.
- b) To create a shipment, click on the entry **New Shipment** in the area **Related actions**. This opens the window **New Shipment**.

3. Enter a clear order number or shipment no.

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

4. Select the shipment type **Master**.

 **Tip:** You can find instructions on creating a shipment in section [Create shipment](#) on page 1.

5. Click on the button **OK**.

 **Tip:** You can select a template via the **Template** field; this data is included in your shipment.

Depending on the menu entry selected, one of the following tabs opens:

- **Order**

- **Airfreight Export Shipment**
- **Airfreight Import Shipment**
- **Seafreight Export Shipment**
- **Seafreight Import Shipment**

6. Fill out the fields of the tab **General**.



**Tip:** Different fields can be filled out depending on the type of shipment and transport.

7. Open the **Disposition** tab. Fill out the fields and click on the button **Search**.

8. To allocate a house, you must drag the house from the column **Unassigned Houses** to the column **Assigned Houses**. To remove an allocated house, you must drag the house from the column **Assigned Houses** back to the column **Unassigned Houses**.

- To drag a single house, highlight the house. Click on the > or the < button.
- To drag several houses, hold down the Ctrl key and highlight several houses. Click on the > or the < button.
- To drag several consecutive houses, highlight the first house, hold down the Shift key and select the last house. Click on the > or the < button.
- To drag all houses, click on the >> or the << button.



**Tip:** You can also drag houses by clicking on one house, holding the mouse button down and moving the mouse.

9. Open the tab **Addresses** to adjust the addresses for printing.

- Now right click with the mouse in the text field.
- Select the menu entry **Maintain one-time-customer**.
- Fill out the field **Formatted Text**.

10. To enter additional addresses, open the tab **Additional Addresses** and click on the + icon.



**Tip:** Additional addresses are also checked as part of the compliance check of the shipment.

11. Click on the tab **Transport**.

Fill out the fields.



**Tip:** If you fill out the field **Port Voyage ID**, all fields for vessel departure are filled out on the entry screen. You can search for a vessel departure.

12. To enter reference, open the tab **References** and click on the + icon.

13. If you use the receipt voucher module, you can enter returns. To enter returns, open the tab **Calculation** and click on the + icon.

14. Click on the tab **Goods**.

An overview of all goods in this dossier is displayed. The goods are divided according to **Container** and **Unassigned Goods**.

15. You have several options for allocating goods from allocated houses.

- To allocate a single good, highlight the good and click on the → icon.
- To allocate all goods, click on the 🗉 icon.
- To divide a good and allocate it to another container, highlight the good and click on the ↔ icon.
- To enter a container, click on the 📦 icon.
- To enter loose bulk cargo, click on the 📦 icon.



**Tip:** To remove the allocation for a good and add it to its house shipment again, highlight the good and click on the ← icon.

16. When you have set up a new position, fill out the mandatory fields for the position.

**i Tip:** You can create an article from the field **Article Code**. You can find instructions in section *Create article (shortcut)* on page 13.

17. To enter the verified gross container mass in the seafreight shipment, highlight the container and open the tab **VGM**. You can find instructions on how to enter the verified gross container mass in section *Enter verified gross mass (VGM)* on page 8.

18. To enter additional texts for printouts, open the tab **Print Texts**.

**i Tip:** To use print texts, specific settings must be programmed by DAKOSY. If you would like to use print texts, please contact [servicedesk@dakosy.de](mailto:servicedesk@dakosy.de).

19. To save the shipment, click on the entry **Save** in the area **Actions**. The shipment is shown in the overview.

20. You have several options:

- To print the shipment, click on the entry **print** in the area **Actions**. For instructions on how to print, see section *Print/fax/mail document* on page 15.

**i Tip:** For a fee, you can deposit individual documents with a company logo, e.g. file covers or notifications.

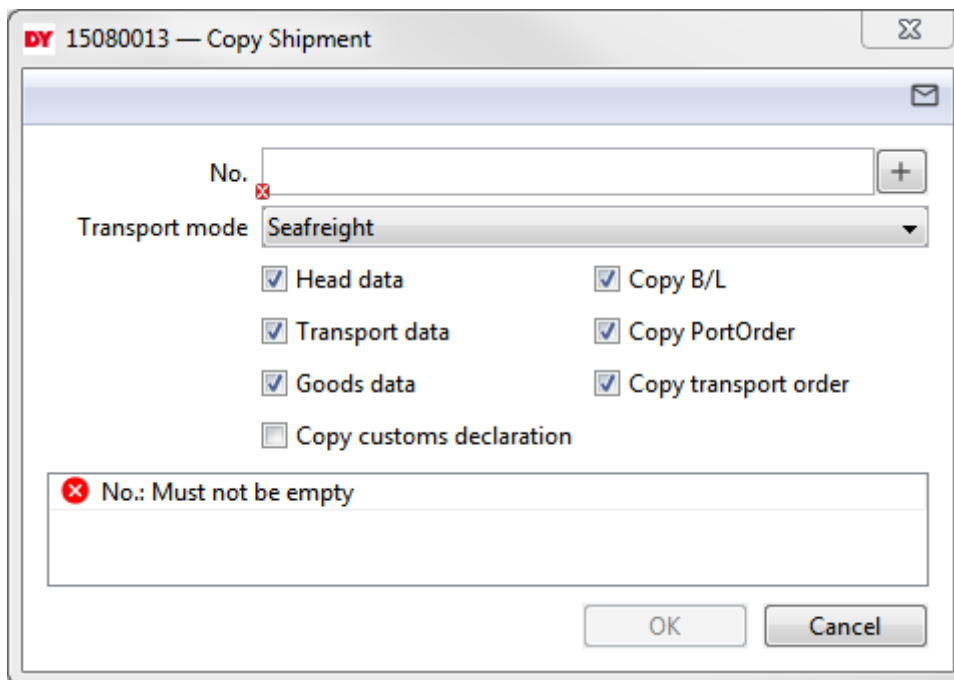
- To edit the shipment type, click on the entry **Actions** in the area **Change Shipment type**.
- To create another document from the shipment, e.g. a port order, a customs declaration or a transport order, click on the appropriate item in the area **Documents**. The data which has already been entered is transferred into the document. A link is added on the tab **Info center** in the shipment and the document.

**i Tip:** You can create several customs declarations for a shipment.

21. Close the shipment.

### 1.3 Copy shipment



This chapter describes how to copy a shipment. Depending on the context, you can provide different information when making the copies.




1. Select one of the following menu entries:




- **Start > Order**
  - **Start > Airfreight Export**
  - **Start > Airfreight Import**
  - **Start > Sea export**
  - **Start > Seafreight Import**
2. Click on the shipment in the overview which you would like to copy.
  3. In the area **Actions**, click on the menu entry **Copy**.  
The window **Copy Shipment** opens. Depending on the context, different fields and check boxes are provided.
  4. Enter a unique **Shipment-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.

5. Fill out the mandatory fields.
6. To copy data into the new shipment, activate the check box.

 **Tip:** You can also copy existing customs declarations. The links for the shipment and the customs declarations are added in the tab **Info center** of the shipment and the customs declarations.

7. To copy a shipment as a sub-position, activate the check box **Copy as sub position**.


 **Tip:**

- To be able to copy shipments as sub-positions, DAKOSY must programme specific settings. If you would like to copy shipments as sub-positions, please contact [servicedesk@dakosy.de](mailto:servicedesk@dakosy.de).
- If you state an existing shipment number, the system will set up this shipment number with an extension. Example: **12345678 > 12345678-01**.

8. Click on the button **OK**.  
Depending on the menu entry selected, one of the following tabs opens:
  - **Order**
  - **Airfreight Export Shipment**
  - **Airfreight Import Shipment**
  - **Seafreight Export Shipment**
  - **Seafreight Import Shipment**

## 1.4 Search for shipment

This chapter describes how to search through shipments.

 **Tip:**

- If you would like to search for a shipment number, a customer or a period of time, you can also use the search function, which can be found in the top right in the toolbar.
- If you have already conducted a search, then – depending on context – you can retrieve the last search result by clicking on the entry **Searchresult** in the area **Related actions**.
- If you would like to conduct a more precise search, you can use placemarkers, see [Useful information](#).

1. Select one of the following menu entries:
  - **Start > Order**
  - **Start > Airfreight Export**
  - **Start > Airfreight Import**

- **Start > Sea export**
  - **Start > Seafreight Import**
2. In the area **Related actions**, click on the entry **Search for Shipments**.

Depending on the context of the search and the available plug-ins, one of the following tabs opens:

- Tab Search for order export shipment
  - Tab Search for order import shipment
  - **Find AirShipments**
  - **Find AirShipments**
  - **Find shipments**
  - **Find SeaShipments**
3. To search for a shipment, fill out the fields of the search form and click on the button **Search**.  
The shipments found are displayed.

## 2 Verified gross container mass (VGM)

This section describes the verified gross container mass (VGM). The verified gross container mass must only be stated for seafreight containers.

The procedure is referred to by different names:

- Verified gross container mass
- Verified gross mass (VGM)

As of the 1 July 2016, amended SOLAS guidelines have been applicable. According to these guidelines, loaders and their transporters are obliged to provide the gross container mass to the carriers prior to planning loading. A ship-side loading may only be done if the quay operators have been provided with the verified container mass by the carriers.

According to the SOLAS guideline, the gross container mass must be notified by one of the following people:

- Shipper or freight carrier
- Transporter
- a person authorized by the transporter (obligor)

Two alternative measuring methods can be used to determine the gross container mass.

- The completely packed and sealed container is weighed.
- The weight is determined by adding the following components together:
  - Tare of the container
  - Weight of all parcels
  - Weight of all packaging, security and storage materials

The legislator has not published quality requirements for either of the measuring methods yet.

The following information must be sent to the carrier.

- the verified gross container mass
- the responsible person
- the container number
- the booking- or B/L number

No deadlines or closings have been stipulated for transmitting the verified gross container mass to the carrier. The notification must be done in a timely manner, at least 24 hours before the ship arrives (ETA). The carriers will probably stipulate deadlines for the notifications.

In DAKOSY GE, there are two possibilities for sending the verified gross container weight:

- The information is recorded in the B/L. The VGM is sent to the carrier with the B/L.
- If it is not possible to transmit the data with a B/L, a separate message 'VERMAS' can be sent to the carrier. The VERMAS can be sent independently of notification deadlines. In the future, the sender may provide with a confirmation that it has complied with the notification deadline in a timely manner.

### 2.1 Enter verified gross mass (VGM)

This section describes how to enter the verified gross container mass. The VGM is entered into the B/L and sent to the carrier. If it is not possible to send the VGM with a B/L, the data is recorded in a shipment and can be sent to the carrier as a message VERMAS.

1. Highlight the container in a B/L or a shipment on the tab **Goods**.
2. Open the tab **VGM**.
3. Fill out at least the fields **Verified Gross Mass**, **Responsible Person Name** and **Company in Charge** or **Representative**.

Field	Description
<b>Verified Gross Mass</b>	Verified gross container mass determined by the measurement methods stated.
<b>Weighing Method</b>	<ul style="list-style-type: none"> <li>Method I: The completely packed and sealed container is weighed.</li> <li>Method II: The weight is determined by adding the tare of the container to the weights of the parcels and packaging, security and storage materials.</li> </ul>
<b>Responsible Person Name</b>	Name of the person who is responsible for determining and passing on the VGM. The fields concerning the competent person are pre-filled with the values for the user who is logged in. The data can be changed. The competent person belongs to the competent company. If the field <b>Authorized Representative</b> has been filled out, the competent person belongs to the representative.
<b>Email</b>	Email address of the competent person.
<b>Responsible Person Tel</b>	Telephone number of the competent person.
<b>Fax</b>	Fax number of the competent person.
<b>Company in Charge</b>	Company which is competent for determining and passing on the VGM. The value is taken from the field <b>Shipper</b> in the tab <b>General</b> .
<b>Representative</b>	The representative is an alternative competent company, for example the weighing station.
<b>Date of determination</b>	Date on which the value entered was determined.
<b>Weighing Note</b>	Reference of the weighing note.
<b>Weighing Certificate</b>	Number of the certificate in which the company was certified to weigh.
<b>Date</b>	Date on which the certificate was issued.

4. To successfully transmit the VGM, fill out the following fields:
  - a) Enter a B/L number or booking number on the tab **References** of the tab **Goods**.
  - b) Enter the field **Liner Agent** on the tab **General**.

Field	Description
<b>Liner Agent</b>	The line agent is the consignee of the VGM.

5. To save the data, click on the entry **Save** in the area **Actions**.



**Tip:** If you have entered all data, you can send the B/L or the VERMAS. For instructions on how to send VERMAS, see section [Send VERMAS](#) on page 9.

## 2.2 Send VERMAS

This section describes how to send a VERMAS.

To send a VERMAS, the fields of the tab **VGM** of the tab **Goods** must be filled out. The fields can be filled out in a B/L or a shipment.



**Restriction:** To send a VERMAS, you need the **SeaExport > SeaExport > sendVermas** authorization.

1. Select the menu entry **Start > Seafreight Export**.
2. In the area **Overviews**, select the entry **Seafreight Export**.  
The overview **Recently usedShipments** opens.
3. Open the shipment in the overview by double clicking.
4. In the area **Actions**, click on the menu entry **Send VERMAS**.
5. Check the VERMAS for responses.
6. Open the tab **null**.
7. You can find all activities on the sending procedure in the table **Sent messages**.
8. Highlight an event notification in the below table.  
Details on the notification are displayed in the text field **Event-Info**.



**Tip:** You can search in the field **Event-Info**. To search in the field, click in the field with the right mouse button and select **Textsearch**.

### 3 Create one-time-customer

This chapter describes how to create one-time-customer and print addresses.

1. Click the right mouse button in an address field.
2. Select **Maintain one-time-customer** from the menu.  
The window **Create a one-time customer** opens.
3. Fill at least all of the mandatory fields out.



**Tip:** If you activate the check box **Migrate Data to database**, you can add a one-off address in the customer master data and create a link. The link serves statistical purposes. Fill out the field **Code**.

4. To display the address as continuous text (print address), click on the icon ».
5. You can create a new *EORI number* from a **TIN/EORI** field.



**Important:** An EORI number may only be entered once. Please pay special attention to the validity period.

Proceed as follows:

- a) Right-click in the text field and select the menu entry **Create TIN/EORI/UID**.
- b) Fill out the fields **TIN/EORI/UID** and **Description**.
- c) Click on the button **OK**.  
An economic operator (customs) is created.



**Important:** Only the fields **TIN/EORI/UID**, **Description** and **Branch number** are defined for the economic operator (customs) created. To be able to communicate successfully with ATLAS under this EORI number, first enter all necessary data, such as authorizations or customs places. To edit the economic operator, select the menu entry **Maintenance > Economic Operators (Customs)**.

6. To accept the address in the document, click on the button **OK**.

## 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
<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**.

## 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
<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**.

## 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](#).

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.

## 6 Contact information

You will find contact information in this section.

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](#)