1. Identification

Private persons can identify themselves using their online bank IDs, if they have online bank agreements with their own banks. Businesses must log in using a Katso ID issued by the Finnish Tax Administration.

How do I get the right kind of Katso ID for my company, so that I can use the Export Declaration Service as an identified user?
Companies log in to the service using their Katso IDs (a Master User ID or a Katso ID with which the authorisation contained in the "CUSTOMS-Customs clearance" role is associated). The Finnish Tax Administration provides Katso IDs free of charge.

If there are other employees, in addition to the master user, who also need Katso IDs for transactions with Customs, the following measures have to be taken in order to set up the right kind of Katso ID:
1. The master user of the company has to set up a Katso Sub-ID for another person.
2. The holder of a Katso Sub-ID must upgrade it into a Katso ID. At the same time, this person can also print out a list of one-time passwords.
3. The master user of the company grants an authorisation containing the role CUSTOMS-Customs clearance to the employee's upgraded Katso ID.
4. Before the ID is enabled, the employee who has been granted an authorisation must accept the authorisation by logging into the Katso Management Application using the Katso ID.

The Export Declaration Service can also be used without any identification. However, if there are several export transactions, identification is recommended because declarants may benefit from it. For example, declarants will be able to make searches and print out decisions relating to the declaration.

2. Questions on transactions with Customs

Identified declarant

How can an identified declarant know that the declaration is approved and that the decision on release and the export accompanying document (EAD) will appear on the front page of the declaration?
On the declaration sending page, an identified declarant sees the declaration

reference numbers (web reference) and the text "The sent declaration was successfully received by the Customs export system". The message "The declaration has been released for the procedure", as well as the links to the decision on release and to the EAD will be displayed on the declaration cover page.
If the declarant has provided an e-mail address in the declaration, information on the messages displayed in the Export Declaration Service will be e-mailed to the exporter. No decisions (decision on release, decision on release with confirmation of exit) will be sent to the e-mail address.

Why, after the declaration is sent, does the Export Declaration System display reference numbers and a notice on the declaration being received by the system, but does not show any information on the release of goods for a customs procedure or on any decisions on the front page?
If no information on the release for the procedure is automatically displayed on the declaration cover page, the sent declaration is in manual processing at Customs. Export goods may involve export restrictions or presentation of authorisations, or Customs may require further information relating to the declaration. The exporter should wait for Customs to contact them (request for additional information, error message), so that the processing of the declaration can be completed and that the exporter can print out the decision on release and the accompanying document (EAD) from the Export Declaration Service.

Why doesn't the Export Declaration Service display an error message every time compulsory data are missing, before the declaration is sent - instead, the declarant gets first a notification that the declaration has been received by Customs and then a rejection because compulsory data are missing?
When data are being entered, the Export Declaration Service performs certain field checks (compulsory fields have been filled in before moving to the next page), but other data checks are performed by the Customs export system after the declaration has been sent.
The Export Declaration Service processes the data one page at the time, and some data item may be compulsory because of another data item entered in another field in the program. These interdependencies between data items can only be checked in the Customs export system after the declaration has been sent.

Unidentified declarant

How can an unidentified declarant know when the decision on release relating to the export declaration and the export accompanying document (EAD) can be collected from the customs office?
If the sent export declaration is successfully received by the Customs export system, a web reference will be displayed on the declaration sending page of the Export Declaration Service (Declaration identifier: NETT000012345).

On the declaration cover page, the following message is displayed for an unidentified user: "The declaration has been accepted for processing". This means that the declaration has passed the checks in the Customs export system and can be released for the export procedure at Customs. Customs checks the documents and possibly also the presented goods.

If errors are detected in the declaration, the Customs export system sends a rejection notification to the user. The errors in the declaration must be corrected, and then the declaration is to be re-sent to the Customs export system.

From which customs office can an unidentified declarant collect the decision on release and the export accompanying document (EAD)?
The customer can collect these documents from the closest open customs office in Finland.

What should I take with me when I come to the customs office to get a decision on release?
You must have with you the goods and the commercial document (e.g. invoice or pro forma invoice) declared in the customs declaration and possible other documents when you come to the customs office to have the export declaration released for the procedure. If the export goods are subject to licences, all the documents relating to the licence must be presented.

3. Questions on filling in the declaration

How do I know what data I must enter in each field?

In the Help window, you can open a help dialog box related to the field to be filled in. By positioning the mouse pointer over the top of the Help window, you can move and place it elsewhere on the screen. You can hide the help by choosing the Hide Help option.

What does the 'Save as Draft' button mean?

The 'Save as Draft' button is displayed for an identified declarant. By clicking it, the declarant can save the data of an unfinished declaration and continue entering the data later. When the declaration is saved, the declaration gets a unique identifier beginning with NETT. By using this identifier, the declaration can be retrieved later for editing.

When is declaration D used?
Declaration D means a declaration lodged in advance. An identified declarant can submit a declaration in advance by declaring the date of presentation of the goods,

when the goods are ready to be released for the export procedure (the declaration is submitted on Monday and the goods are ready to be released on Wednesday). When the date of presentation has been reached, the Customs export system releases the declaration for the export procedure, and the declarant automatically receives the decision on release and the export accompanying document (EAD) in the Export Declaration Service.

Why aren't all the compulsory fields marked with an asterisk?
Some of the data items are conditionally compulsory, depending on the occurrence of another data item. Therefore, it is not possible to mark every such field with an asterisk.
Example: If the mode of transport is 5 (postal transports), the identity and nationality of the means of transport may not be entered.
For the most commonly used modes of transport, 1 (sea transport), 3 (road transport) and 4 (air transport), the identity and nationality of the means of transport must be entered.

When is the exceptional export date used?
The exceptional export date is used only in the case of default on the declaration obligation and the declaration is submitted after the goods have left the Community.
The exceptional export date is also used when an identified declarant submits a ZPM declaration (export of electricity or export by pipeline).

How is the number of packages entered when there is one package and several goods items (commodity codes)?
For the first item, enter 1 as the number of packages + the package type, as well as the marks and numbers on packages. For the second item, enter 0 as the number of packages + the package type, as well as the marks and numbers on packages. For the third item, enter 0 as the number of packages + the package type as well as the marks and numbers on packages, etc.
You must enter exactly the same package types and the same package markings and numbers for each consignment and write these data in exactly the same way.

How should I enter the total number of packages for an item to be cleared?
The total number of packages is the sum of the number of packages or the number of pieces entered for the goods items. The Export Declaration Service displays first on the "Data on the item to be cleared" screen 0 (zero) for the number of packages. The data element need not and should not be changed, as the Export Declaration Service automatically calculates the number of packages from the goods items, but displays it only after the package details have been entered for the goods items.

What is the goods item supplementary measurement unit and when is it used?
In addition to the net mass, the supplementary measurement unit, e.g. number of pieces, must be declared for certain commodity codes. If a supplementary measurement according to TARIC must be entered for the commodity code, you should click "Search additional data on commodity code". The Export Declaration Service then shows the field where the supplementary measurement is to be entered. Next to the field, the Export Declaration Service displays the supplementary measurement unit which is to be entered for the commodity code.

http://ec.europa.eu/taxation_customs/dds2/taric/taric_consultation.jsp?Lang=fi

The link takes you to TARIC Consultation, where you can search the commodity code for the goods and check whether a supplementary measurement unit must be entered for the commodity code.

4. Correction

When can an export declaration be corrected?

An export declaration can be corrected if the customer notices incorrect data in the submitted export declaration after Customs has released the goods declared in the export declaration for export. A correction request can also be submitted, under certain conditions, after the goods have exited the customs territory of the EU. Customs may also request the correction of details on an export declaration, for example after a goods control, or when Customs requests a correction of statistical information on foreign trade.

When can a request for correction be made?

A rectification request has to be submitted immediately after the mistake is noticed and, at the latest, within one year from the date when Customs accepted the export declaration that needs to be corrected.

What kind of data cannot be corrected?

- The export customer's address details

- As a rule, the customs procedure is not corrected

- Information on customs procedures with economic impact are not corrected in export declarations with exit confirmation

- All information in export declarations for excise goods are not corrected

- Details on the place of exit are not corrected

Where can I find more information on correction?

http://tulli.fi/yritysasiakkaat/vienti/vienti-ilmoituksen-oikaisu

5. Cancellation of export declaration

When can an export declaration be cancelled?

Cancellation of an export declaration at the exporter's or his representatives request is allowed if the goods in the export consignment will not be exported from the territory of the EU at all, or when it is no more reasonable to hold the goods under the declared procedure.

Where can I find more information about cancellation of declaration?

http://tulli.fi/yritysasiakkaat/vienti/mitatointi-menettelyyn-luovutuksen-jalkeen

6. Other questions

What is a postal parcel?
See definitions of postal parcels at http://www.posti.fi/paketit/.

What to do when exporting postal parcels?
An identified declarant can print out the decision on release and the export accompanying document (EAD) and enclose them to the postal consignment. When exporting postal parcels, the place of exit code for items exiting mainland Finland is, as a rule, the code of Postal Customs in Vantaa, FI015301. If the customer does not wish to submit an export declaration for the postal consignment personally, they can make a contract with a forwarding agency on the export clearance.

An unidentified declarant submits an export declaration using the Export Declaration Service, and after receiving the release documents from the closest customs office, encloses the export accompanying document (EAD) to the consignment. The parcel and the export accompanying document (EAD) will be delivered by post to Postal Customs in Vantaa, who will discharge the export procedure.

Where can I find the export registration number of my company?
http://tulli.fi/yritysasiakkaat/vienti/viennin-rekisteroity-asiakas

Where can I get further information on export?

http://tulli.fi/yritysasiakkaat

7. Fallback procedure for the Export Declaration Service

In the case of extensive interruptions of the web channel you can find notices on the Export Declaration Service front page >System info

The declarant must complete and sign the fallback form and deliver it with the accompanying documents and goods to Customs.

Fallback procedure documents (fallback forms) are available at

http://tulli.fi/sahkoiset-palvelut/lomakkeet/poikkeustilannelomakkeet

If the online service is unavailable, but the Customs export system is available, Customs stores the fallback procedure declarations into the system and gives the exporter a print-out of the decision on release and the export accompanying document (EAD).

Customers using the Export Declaration Service can also, in exceptional circumstances, apply for authorisation to use the fallback procedure. The application, (in Finnish), is sent to the Electronic Service Centre.
(customs form 954s, in Finnish)

Further information on fallback procedures (in Finnish):

http://tulli.fi/yritysasiakkaat/vienti/viennin-varamenettely

Call centre
0295 5206 private customers (Mon-Fri 8-18, 0 cents/min + local network charge/ standard mobile rate)
0295 5207 corporate customers (Mon-Fri 8-18, 0 cents/min + local network charge/ standard mobile rate)