

# Customer Notice



**TULLI**  
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CUSTOMS

21 May 2019

## **From customer feedback to implementation**

*Finnish Customs currently has several ongoing large development projects, for example, a complete renewal of the customs clearance system. Our customers have an important role in developing the services – give us feedback and contribute to the future regarding customs declarations!*

### **The customer feedback is shown in the new e-service for customs warehousing**

Customs warehousing declarations were the first ones to be introduced in Customs new customs clearance system. Customs warehousing was the only customs procedure where declaring electronically was not possible before, but the customer had to deliver a paper declaration to the Customs office. With the new service, the customers can submit customs warehousing declarations also to Customs every day 24/7.

Before introducing the new system, we found out the needs of the customers who use customs warehousing. Customs asked customs warehousing customers to provide feedback on the preliminary screenshots of the new declaration. During the meeting, 49 development suggestions were registered. We were able to add 35 of the suggested changes directly into the first version of the service and some others will be added in later development phases.

A need to create and name own templates was highlighted during the customer event. The new system does enable the customer to copy the completed declaration as a template so that new similar declarations can be created easily.

### **Commodity code service Fintaric – all restriction information at once**

The commodity code service Fintaric was introduced in October 2018. Customers were also consulted regarding the development of this service. The service now shows the national restrictions regarding goods. Previously the Customs restriction manual had to be checked for restrictions. In addition, since February 2019 it has been possible to use data in the commodity code service in machine-readable format.

## **Being active pays**

The next goal is to renew import declarations. Customer feedback received regarding the present import system has been saved and will be taken into account during the development of the new service. As the development continues, the customers will again be consulted.

Customer feedback is an important part of Customs' development and provides us with valuable information on how to create a customer-friendly customs clearance system. The customer cooperation groups are an important channel for ensuring the customer's view. In addition, Customs separately invites customers to give feedback on the new declaration services.

You can give feedback on all our declaration systems via [our website](#). Some of the feedback can be taken into account immediately and the improvements can be made to the existing systems. We regularly collect and analyse the feedback received and utilise it to improve the quality of our services.

### **More information:**

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