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Invalidating a customs clearance decision in the Customs Clearance Service

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Invalidating a customs clearance decision for private persons in the Customs Clearance Service

If you want to invalidate a declaration, you can submit an electronic invalidation request. Read more specific guidance on requesting invalidation on the Customs website.

Instead of lodging an amendment request, you should request invalidation of the customs clearance decision, for example, in the following situations:

- If you cancel your purchase and return the goods to a seller outside the EU within 90 days, you can request that the declaration be invalidated.
- If you have declared a consignment as arriving in Åland from another EU country or mainland Finland, even though the goods have arrived from outside the EU, or, if you have declared a consignment from outside the EU for entry into Åland although the goods have not arrived in Åland.

The invalidation request must be submitted to Customs within 90 days of the registration of the declaration.

How to submit an invalidation request

Identify yourself in the Customs Clearance Service using your Finnish online banking ID codes, your mobile certificate or your certificate card. Please note that private customers cannot use the Finnish Authenticator service for foreign citizens to identify themselves.

Log in to the Customs Clearance Service.

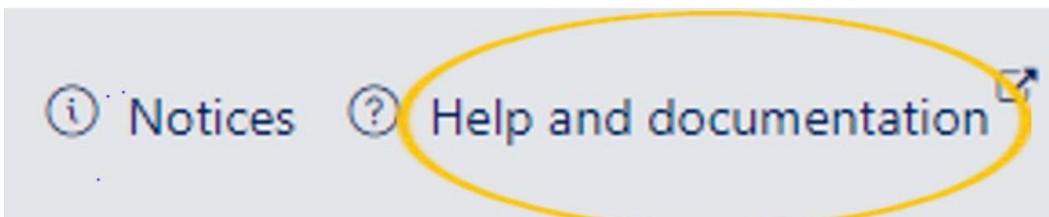
- When you are submitting the invalidation request yourself, select “Myself” as the person you are acting on behalf of.

Whom are you acting on behalf of?

- Myself
- On behalf of a business based on Suomi.fi mandates
- On behalf of another person based on Suomi.fi mandates

General tips on using the service

You can click on the question mark icon to get more information on what you need to enter in the field.



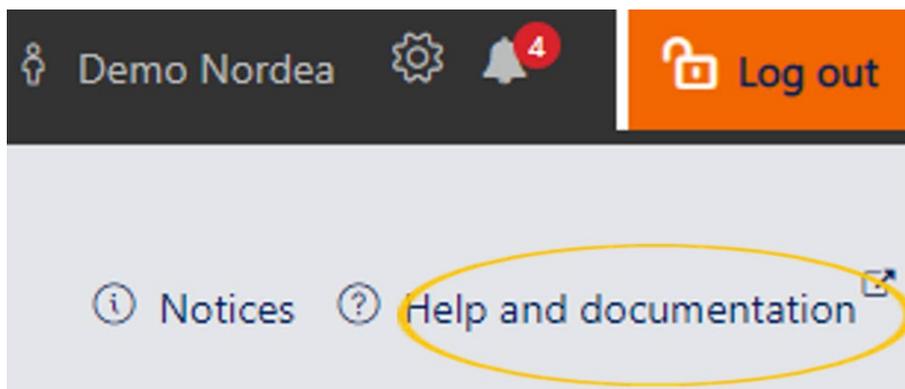
The details marked with a red asterisk are mandatory details. This instruction describes what details you need when lodging an invalidation request.

Name * ?	E-mail * ?
<input type="text" value="Demo Nordea"/>	<input type="text" value="i@i.fi"/>

If you have not filled in all the required details, the field with missing details will be highlighted in red.

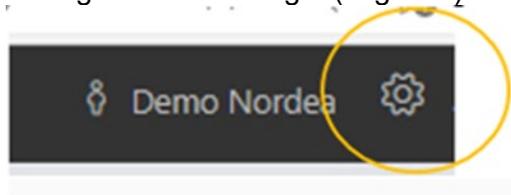
Name * ?
<input type="text"/>
Field Name is not filled in. *

By clicking on the button “Help and documentation” in the top right corner of the page, you can find more detailed instructions on how to use the service.



Receive email notifications from Customs

To start receiving notifications from Customs to your email address, you must save the message settings under “Settings” (cog icon).



Enter the email address to which you want to receive notifications about messages sent by Customs.

Tick the box **“Receive email notification about new messages”**.

Message settings

 A screenshot of the 'Message settings' form. It features a text input field labeled 'Email address for notifications' with a question mark icon. The field contains the text 'e@mail.fi' and is circled in yellow. To the right of the field is a checked checkbox labeled 'Receive email notification about new messages' with a question mark icon.

Make any other selections you want to make **and click on the button “Continue”**. **Confirm your selections for the settings by clicking on “Confirm”**.

What is an MRN?

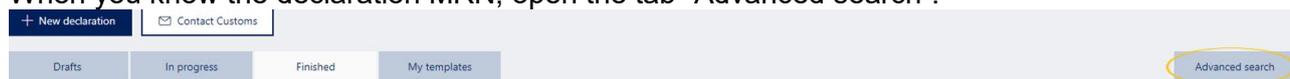
All declarations receive an MRN, that is, a reference number for the declaration. The MRN of the declaration (declaration reference) is 18 characters long and has the format 22FIU11000011114R0. You can find the MRN in the top right corner of the customs clearance decision. If you have declared the consignment yourself in the Import Declaration Service for private persons, you can find the customs clearance decision for 90 days in the section “My declarations”.

If a company has declared the consignment on your behalf, ask the company to provide you with the decision’s MRN.

How to start submitting an invalidation request

Declaration search

When you know the declaration MRN, open the tab “Advanced search”.



Enter the declaration MRN in the field “MRN or other declaration reference”.

The screenshot shows the 'Search criteria' section of a form. It includes three input fields: 'Search criterion * (?)' with a dropdown menu showing 'MRN or other declaration reference', 'MRN or other declaration reference * (?)' containing the value '23FIU6000013087R4', and 'Transaction channel * (?)' with a dropdown menu showing 'Other transaction channels'. There is a 'Remove' button to the right of the transaction channel field. Below the fields are buttons for '+ Add search criterion' and 'Delete criteria'.

Click on “Search”. If you have declared the goods in the Import Declaration Service for private persons, you will be asked if you want to search for the declaration in the other transaction channels. Choose “OK”.

The screenshot shows a 'Confirmation' dialog box with a dark blue header. The main text reads: 'No declaration with this MRN was found in the Customs clearance service. Do you want to search for the declaration in the other transaction channels?'. At the bottom, there are two buttons: 'Cancel' and 'OK'. The 'OK' button is highlighted with a yellow circle.

The declaration is displayed in the search results.

Open the declaration by clicking anywhere on the declaration’s row.

MRN	Ilmoituksen tila	Toimijan viite	Ilmoitus	Menettely	Ilmoittaja	Viimeisin muutos
23FIU60000152569R2	Päätetty	MM123456789US	Tulli-ilmoitus	4000	Demo Nordea	alkaen - asti

The row containing the declaration with MRN 23FIU60000152569R2 is highlighted with a yellow circle.

This will open the page “Summary and submission”.

Click on “Switch channel”.

The screenshot shows the 'Summary and submission' page with a dark blue header. Below the header, there is a button labeled 'Switch channel' which is highlighted with a yellow circle. Below the button, there is a red text box containing the following message: 'This declaration was lodged by using another transaction channel than Online services. The transaction type can be changed before the release of goods only by the submitter of the declaration and after the release by the declarant or the representative.'

Confirmation

You are going to switch transaction channel of declaration. This can be done only once and can't be undone. Do you want to continue?

This will display the buttons “**Amendment request**” and “**Invalidation request**”.

✎
Amendment request

✎
Invalidation request

Click on the “**Invalidation request**” button, and the form for completing the invalidation request will open.

Invalidation request

Trader reference ?

Additional trader reference ?

Transaction language ?

Some of the details will be automatically filled in based on the customs declaration you submitted.

You can change the pre-filled details, for example if your email address has changed.

Contact person

The name and email you previously provided in your declaration will be automatically filled in. Correct the details if needed.

Tick the box “**Use the details of the authenticated trader**” and the service will enter your contact details automatically.

Contact person

Use the details of the authenticated trader

Name * ?

E-mail * ?

Phone ?

Reason for invalidation

First, select a “Reason” from the drop-down menu.

- If you have mistakenly declared the consignment twice, select “**D-12 – Duplicate declaration**”.
- If you have returned the goods you purchased to the online store. The invalidation request must be submitted within 90 days of the registration of the customs declaration. Select “**K-15 – Private person returns goods purchased through distance selling**”.
- If you have mistakenly declared Union goods, that is, goods made in the EU or already cleared into the EU, select “**U-12 – Union goods declared**”.
- If you have provided the wrong declarant, that is, submitted the declaration for the wrong person, select “**V-12 – Incorrect declarant / incorrect form of representation**”. For example, if you have mistakenly declared a consignment addressed to a business in the Import Declaration Service for private persons.
- If you have provided incorrect details in the declaration and have therefore declared the consignment again, and you want to invalidate the incorrect declaration, select “**V-14 – Incorrect information declared**”.

You can provide additional details under “**Reasons**” to explain why you are requesting that the declaration be invalidated.

With your request, you should attach the order confirmation or invoice and any other relevant enclosures, such as complaint correspondence with the seller. You can also attach other documents to clarify the matter.



If you paid import duties or taxes in conjunction with the declaration, fill in the “**Repayment details**”.

Select the repayment recipient from the drop-down menu. If you want to receive the repayment yourself, select “**Declarant**”.

If you wish, you can enter a requested repayment amount. This is not a mandatory detail.

According to law, the minimum amount to be refunded is 10 euros, if the applicant does not request that an even smaller amount be refunded. Tick the box “**Repayment must also be made when the amount is less than 10 euros**” if you want a refund below 10 euros to be paid to you.

Repayment method

Select the repayment method from the drop-down menu. In Finland, bank accounts are IBAN bank accounts.

Enter the account number in the IBAN format without spaces. A Finnish bank account number always consists of 18 characters (FI1234567890123456). If you wish to be refunded through a payment order or if the bank account is a non-IBAN account, fill in the required details.

The account holder’s name is automatically filled in. If needed, you can change the name of the account holder. If you want to provide a reference for the repayment, you can do so under “Reference”.

Repayment recipient * (?)

Declarant

Requested repayment amount (€) (?)

Repayment Repayment must also be made when the amount is less than 10 euros. (?)

Repayment method * (?)

IBAN bank account

Account number * (?)

F1820001700013916

BIC/SWIFT * (?)

DABAFIHH

Account holder's name * (?)

Demo

Reference / topic of feedback

Send the request

Customs will process your invalidation request. Please note that Customs may send you a request for additional information. Customs will send the requests for additional information electronically, when the request has been submitted via the e-service. Subscribe to email notifications to stay up-to-date on the processing of your request. Instructions on how to start using the notifications can be found above. Customs will make a decision that can be viewed in the e-service.

You can cancel your invalidation request before sending it by clicking on the “Cancel request” button.



When you have successfully sent the invalidation request, you will receive a reply.

Your invalidation request is being processed

Summary and submission

your invalidation request is being processed.

The invalidation request is being processed. Customs has received an invalidation request for the customs declaration. Customs processes the invalidation request and sends a decision on acceptance or rejection of the invalidation request.

Cancelling the invalidation request after sending

If you wish, you can cancel an invalidation request after sending it. You can find the invalidation request on the “Messages” tab in the navigation on the left.

Select the invalidation request that you wish to cancel. Open the invalidation request by clicking anywhere on the selected row.

This will open the invalidation request.

You can find the “**Cancel request**” button in the bottom right corner. Click on “**Cancel request**” to cancel the invalidation request.



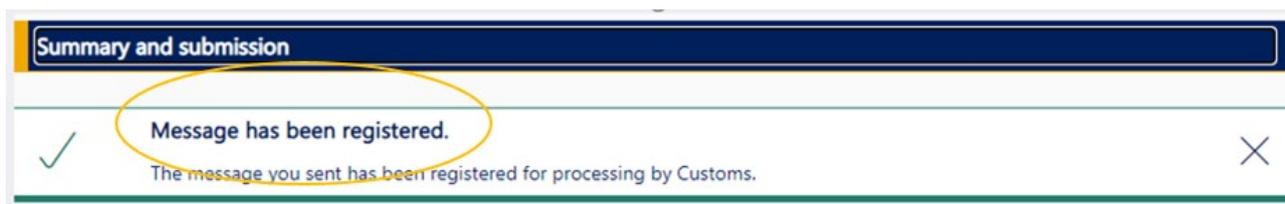
Click on “**OK**” if you want cancel the invalidation request.

Save the data

Are you sure you want to cancel the previous invalidation request?

Cancel **OK**

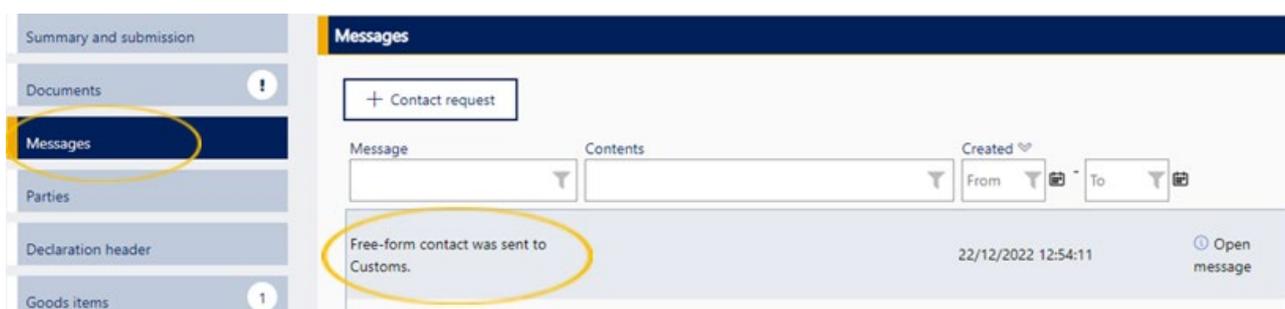
When you have successfully sent the cancellation, you will get the reply “Message has been registered”.



Customs will process the cancellation request and send you a notification when the cancellation has been processed.



You can find the notification on the “Messages” tab.



Customs will process the cancellation of the invalidation request. The notification on the cancellation of the processing can be found on the “**Messages**” tab.

The document “**RAU - Cancellation of change request**” will be generated regarding the cancellation. You can find it on the “**Documents**” tab.

