CUSTOMS DECISIONS
FREQUENTLY ASKED QUESTIONS (FAQ)

One of the improvement initiatives for the Customs Decisions system (CDS) is to make available a list of frequently asked questions (FAQ) to all its economic operators and other persons, as well as to customs officers. The list of FAQ is based on calls, which have been most frequently received at the service desks, and also recurring remarks and questions that we have received during various sessions and trainings.

The FAQ is meant to be a living document, and will be regularly updated, depending the issue is no longer applicable, of less impact while other issues are more important, or has been solved by an evolutive change.

I am an Economic Operator

1. **Q: How can I access the central Customs Decisions system?**

   A: For the registration and management of applications and authorisations, the link to the EU Trader Portal is https://customs.ec.europa.eu/tpui-cdms-web/

2. **Q: Who can access the Customs Decisions system?**

   A: Economic Operators, representatives and employees. They all have different roles and this is managed through the UUM&DS system by using the following link: https://customs.ec.europa.eu/taxud/uumds/admin-ext/

3. **Q: What should I do in case I need to be authenticated to the system?**

   A: You will need to possess a valid EORI number and the credentials to the Customs Decisions system is managed by your national customs authorities.

4. **Q: What are the different types of authorisations that are managed by the system?**

   A: The Customs Decisions system handles 22 types of applications/authorisations:

   a. CVA, Customs Value (always valid in all MSs)
   b. CGU, Comprehensive Guarantee
   c. DPO, Deferred Payment
   d. RSS, Regular Shipping Services
   e. TST, Temporary Storage
   f. SDE, Simplified Declaration
   g. CCL, Centralised Clearance
   h. EIR, Entry of data in the declarant's records
   i. SAS, Self-Assessment
   j. AWB, Authorised Weighers of Bananas
   k. IPO, Inward Processing
   l. OPO, Outward Processing
   m. EUS, End Use
   n. TEA, Temporary Admission
   o. CW1, CW2, CWP, Customs Warehousing
   p. ACT, Authorised Consignee TIR
   q. ACR, Authorised Consignor Transit (always single MS decision, but legally binding all over the EU)
   r. ACE, Authorised Consignee Transit (always single MS decision, but legally binding all over the EU)
   s. ACP, Authorised Issuer
   t. SSE, Special Seals
   u. TRD, Transit Reduced Dataset (always valid in all MSs)
   v. ETD, Electronic Transport Document

   These authorisations can be single (valid in only one Member State) or multi-Member State decisions (valid in more than one Member State). The portal to be accessed is identified in the Customs Decisions Webpage.

5. **Q: What should I fill in for the geographical validity?**

   A: The following codes can be provided:

   a. Code 1 = Application or authorisation valid in all Member States

b. Code 2 = Application or authorisation limited to certain MS

c. Code 3 = Application or authorisation limited to one Member State

As an exception in case of an authorisation for transit, code 1 (valid in all Member States) is applicable.

6. **Q: In what language is the system presented?**

A: The system is available in all EU languages, for which the national administrations have provided their translations. Otherwise, English is shown by default.

7. **Q: Can I use all browsers to access the Customs Decisions System?**

A: We recommend to use one of the following browsers

a. Chrome, version 68 and above

b. Firefox, version 61 and above

c. Microsoft Edge, version 38 and above

Internet Explorer is no longer supported

8. **Q: Which pages in CDS (CDMS or EU Trader Portal) support the functionality to attach documents?**

A: The feature for a user to attach documents in CDS is enabled in the following cases:

a. During Application Submission (EU Trader Portal)

b. During Grant Decision process (CDMS)

c. During Amendment process (request made either in CDMS or EU Trader Portal)

d. During Additional Information process (CDMS or EU Trader Portal)

e. During Consultation process (CDMS)

f. During RTBH process (EU Trader Portal)

9. **Q: Which is the appropriate size of the "Combined Nomenclature Code" and the "TARIC Code" fields in the EU Trader Portal in order for an application to be successfully submitted?**

A: The TARIC Code must be 10 digits, consisting of the 8 digits from the CN Code, plus 2 additional digits (which are retrieved from the TARIC System).

10. **Q: Is it possible to set back the application to a previous status, after a task was inadvertently submitted?**

A: No, after a task was successfully submitted, there is no possibility to go back in the overall process.

11. **Q: What if my application was submitted erroneously?**

    A: In order not to re-enter all the data, select the erroneous application from the "Applications List" and "Duplicate" the application. Update the erroneous fields and the original application should be withdrawn by selecting the option "Withdraw application". When the Customs Officer accepts the withdrawal of the erroneous application, the process can continue with the duplication and corrected application.

12. **Q: Can I amend an authorisation on the same day when it starts its validity?**

    A: No, the Customs Decisions system does not allow two different processes to be active at the same time. Therefore, an authorisation cannot be amended on the same date as the authorisation start date. The amendment process can only be called as from the next day.

13. **Q: What is the duration of the time limit to take a decision?**

    A: The duration of the time limit to take decision depends on the customs decision type applied for. The time limit allocated per decision type can be found below:
    a. for IPO/OPO/TEA/EUS/AWB types = 30 days
    b. for CW1/CW2/CWP types = 60 days
    c. for all other types or in case of multi-MS decisions = 120 days

14. **Q: Is there a possibility to bulk upload some repetitive fields (e.g. the Location of Goods)?**

    A: The system allows you to upload data with high repeatability in CSV format. The templates can be found on the following page:
    https://ec.europa.eu/taxation_customs/business/customs-procedures/customs-decisions_en#heading_8

15. **Q: In case I would like to verify if an authorisation is valid, even from other Economic Operators, what should I do?**

    A: Your own authorisations are shown in the EU Trader Portal. For all authorisations, please consult the DDS2 application: http://ec.europa.eu/taxation_customs/dds2/eos/cd_home.jsp

16. **Q: In case I have a technical problem or business related question, to whom should I address this?**

    A: Please contact your national service desk at

    https://ec.europa.eu/taxation_customs/sites/taxation/files/contact_information_of_national_service_desk_nsd_for_uumds_and_trader_portal.pdf

I am a Customs Officer

1. **Q: How can I access the central Customs Decisions system?**

   A: Access to the system is handled over CCN2 https://ohs-service.pubvip.dc0.prod.ccn2.taxud/coui

2. **Q: How come the "Claim/Unclaim" button is active, if the application is not submitted in my Member State?**

   A: There are cases when some applications lead to consultation requests to involved Member States. Since there is no DTCA (Decision Taking Customs Authority) specified for the consulted Member States, any Customs Officer with an entitled role from the consulted Member State can claim the task and reply. Furthermore, any Customs Officer that can select any human task will have the "Claim/Unclaim" button enabled if it is not already assigned to him/her.

3. **Q: After successfully issuing an authorisation, I cannot query it in the Customs Decisions system?**

   A: A query made in CDMS without any filter criteria returns only the authorisations that are applicable today. In order to search for an authorisation expired or to be started in the future, the "Applicable Date" (which should be in the range of the start and expiry date of the authorisation) must be provided on the Query Authorisation page.

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f. During RTBH process (EU Trader Portal)

5. **Q: How can a new Decision Taking Customs Authority be created or promoted for Customs Decisions?**

A: Any Customs Office that exists in CS/RD2 can act as a DTCA in Customs Decisions. This can be performed via assigning CDMS relates roles (22 in total) to existing Customs Offices in CS/RD2 depending on which Customs Decision type they support.

Therefore, the DTCAs are filtered in TP based on the selected Customs Decision type and the user can see only relevant Customs Offices.

Important note: Deleting or removing a DTCA from CS/RD2 poses a high risk on the existing records in the Customs Decisions system. Such actions are affecting the active authorisations, the applications with an ongoing process etc and extra care must be given to ensure operational stability.

6. **Q: After an application was successfully submitted in the EU Trader Portal, I cannot see any task in CDMS, while other users can. / After an application was successfully accepted in CDMS, I cannot see any task to proceed with the decision issuing, while other users can. / After an amendment request was made in the EU Trader Portal, I cannot see any task in CDMS to proceed with the amendment process, while other users can.**

A: Besides the association to the different roles, each user needs to be associated with at least a DTCA (Decision Taking Customs Authority) in CDMS in order to be able to proceed with the various processes. Username is case sensitive ("firstname.lastname" is different from "FIRSTNAME.LASTNAME"). The username of each user can be found at the bottom left corner of the screen.

7. **Q: During the acceptance process of an application, how is the "Postpone" option treated by the system?**

A: The ''Postpone" option is supposed to be used when the Customs Officer needs additional information from the trader. However, such indication of additional information must be also provided by the Customs Officer, otherwise the system treats it as a 'Yes'.

During checking the conditions for acceptance, the system behaves as follow:

a) If the check "Application contains all required information" is negative, then independent from the other answers, the next step is for the Customs Officer to record a request for additional information for the trader;

b) If the aforementioned check is not negative, then the system calculates whether there is at least one "No" for the checks and this leads to a non-acceptance;

c) Hence if all checks are "Yes" or "Postponed", it is considered as a positive acceptance.

8. **Q: What actions can be performed by the Customs Officer when the Take Decision process is expired?**

A: After the application is accepted, the Take Decision process is started in order for the Customs Officer to proceed with the decision issuing or not. When this process expires with no final decision, then the Customs Officer is still able to take a decision.

After the expiration date, a warning message appears (via a new human task) to inform the CO about the timer expiry. The task remains active and it is still possible for the Customs Officer to take the decision.

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