

Contact information of National Service Desks (NSD) for UUM&DS and Trader Portal

| Code | Country | e-Mail | Main Phone number | Fax (Optional) | Business Days | Business Hours (CET) |
|------|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|-------------------|------------------------------------|--------------------------------|
| AT | Austria | info@usp.gv.at | +43 502 337 33 | N/A | Monday – Thursday Friday | 08:00 – 16:00 08:00 – 14:30 |
| BE | Belgium | plda.helpdesk@minfin.fed.be | +32(0)257 933 33 | N/A | Monday – Friday | 08:00 – 18:00 |
| BG | Bulgaria | servicedesk@customs.bg | +359 298 594 980 | N/A | Monday – Friday | 08:00 – 16:30 |
| CY | Cyprus | helpdesk.cyprus@customs.mof.gov.cy | +357 226 018 63 +357 226 018 63 +357 226 018 63 | +357 226 027 67 | Monday – Friday | 07:30 – 16:00 |
| CZ | Czech | ecrhelpdesk@cs.mfcr.cz | +420 261 331 998 +420 724 013 914 | N/A | Monday – Friday Monday – Sunday | 07:00 – 15:30 00:00 – 24:00 |
| DE | Germany | servicedesk@itzbund.de | +49 692 097 154 5 | N/A | Monday – Sunday | 00:00 – 24:00 |
| DK | Denmark | servicedesk@skat.dk | +45 701 573 01 | N/A | Monday – Friday | 08:00 – 17:00 |
| EE | Estonia | tollinfo@emta.ee | +37 288 008 14 | N/A | Monday – Thursday Friday | 07:30 – 15:30 07:30 – 14:30 |
| ES | Spain | proced.simpli.adu@correo.aeat.es | N/A | N/A | | 09:00 – 15:00 |
| FI | Finland | cd@tulli.fi | +358 295 5200 | N/A | Monday – Friday | 06:00 – 14:15 |
| FR | France | fr-nsd-uumds@douane.finances.gouv.fr | +33 157 534 291 | N/A | Monday – Friday | 09:00 – 18:00 |
| GR | Greece | uumds.helpdesk@aaade.gr | +30 210 480 249 6 | +30 210 480 244 6 | Monday – Friday | 06:30 – 15:00 |
| HR | Croatia | helpdesk@carina.hr | +385 165 118 88 | +385 165 118 89 | Monday – Sunday | 00:00 – 24:00 |
| HU | Hungary | init_rsz_vfeft_o@nav.gov.hu | +36 147 041 95 | N/A | Monday – Thursday | 08:00 – 16:30 |
| IE | Ireland | ecustoms@revenue.ie | +353 1 738 3677 | +353 676 33 97 | Monday – Friday | 10:00 – 18:00 |
| IT | Italy | dogane.helpdesk.eu@agenziadogane.it | N/A | N/A | Monday – Friday | 09:00 – 15:00 |
| LT | Lithuania | helpdesk@lrmuitine.lt | +370 523 623 02 | +370 523 623 38 | Monday – Sunday | 00:00 – 24:00 |
| LU | Luxembourg | cgs@do.etat.lu | N/A | N/A | Monday – Sunday | 08:30 – 17:00 |
| LV | Latvia | CDMS.help@vid.gov.lv | +371 671 208 69 +371 671 208 77 | N/A | Monday – Friday | 08:00 – 16:00 |
| MT | Malta | compsec.customs@gov.mt | + 356 25 992 777 | N/A | Monday – Sunday | 08:00 – 17:00 |
| NL | Netherlands | BCA.UDO.EU@belastingdienst.nl | +31 88 156 66 55 | N/A | Monday – Friday | 07:00 – 17:00 |
| PL | Poland | Website: [account on the PUESC (national TP) needed. All EOs registered in EORI have the account on the PUESC.]: https://puesc.gov.pl/web/puesc/helpdesk-sc Email: helpdesk-ecl@mf.gov.pl | N/A | N/A | Monday-Friday | 07:30 – 15:30 |
| PT | Portugal | pt-uumdsd-nsd@at.gov.pt | N/A | N/A | Monday-Friday | 10:00 – 18:30 |

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| RO | Romania | ro_nsdcd@customs.ro | N/A | N/A | Monday – Thursday Friday | 07:30 – 16:00 07:30 – 13:30 |
| SE | Sweden | it-support@tullverket.se | +46 771 520 520 | N/A | Monday – Friday | 08:00 – 16:30 |
| SI | Slovenia | sd.fu@gov.si | +386 5 297 68 00 | +386 5 297 67 64 | Monday – Friday | 08:00 – 18:00 |
| SK | Slovakia | https://www.financnasprava.sk/sk/kontakt#AkoKomunikovat | +421 48 4317 222 | N/A | Monday – Sunday | 00:00 – 24:00 |
| XI | N. Ireland | admin.uum@hmrc.gov.uk | N/A | N/A | Monday – Friday | 9:00-17:00 GMT |