Customs Declaration System

Customs User Guide

version 2.00

Contact

- Postal Technology Centre - Universal Postal Union - Weltpoststrasse 4 - 3000 Bern 15 - Switzerland
- Phone: +41 31 350 31 11 / Fax: +41 31 352 43 23
- Email: ptc.support@upu.int

PTC

PostalTechnologyCentre

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About this document

Intended audience

This user guide is intended for Customs authority staff members who are evaluating and testing the UPU Customs Declaration System (CDS).

How to use this manual

If you are a:

- Customs Administrator, see "Customs Administrator functions" on page 7 for a description of functions available **only** to Customs Administrators, and "Customs Operator functions" on page 31 for a description of other functions
- Customs Operator, see "Customs Operator functions" on page 31

 However, the Postal Technology Centre welcomes your input. Please email your questions, comments and suggestions to ptc.support@upu.int.

Introduction

Overview

CDS provides a means for exchanging the following standard Electronic Data Interchange (EDI) format messages:

- CUSITM/CUSRSP messages between postal operators and their national Customs authorities
- ITMATT messages between postal operators

Note: CUSITM is the electronic equivalent of a paper CN22/CN23/CP72 form.

Login

To log into CDS, you need access to a computer with Microsoft Internet Explorer 9 or later, as well as the following elements from your CDS Master Systems Administrator:

- URL of the server where your CDS installation has been locally deployed
- User name
- Password

Once you have logged in, you see the CDS logo displayed at the top of the home page along with the Customs symbol:

User types

The type of home page and functionality you see after login depends on your user type. This guide describes functionality available by user type, as follows:

- "Customs Administrator functions" on page 7 describes functions available **only** to Customs Administrators
- "Customs Operator functions" on page 31 describes functions available to **all** user types

Customs Administrator functions

Home page

After logon, Customs Administrator users see the home page pictured below.

Note: The actual set of functions and reports may vary according to your CDS implementation and configuration.

At the top of the page is the **Home** navigation link; at the bottom of the page are the **Log out** and **Change password** buttons, which are accessible from every function in CDS. At the top of each function page there is an additional **Back** navigation link for returning to the previous page.

Summary of functions

This table summarizes the functions on the home page. For more detailed descriptions of the functions, refer to the sections after the table.

Function	Allows the Administrator to
Manage users	Add, edit and delete operator and administrator users within your customs organization. You can add as many users as you require to conduct your tests.

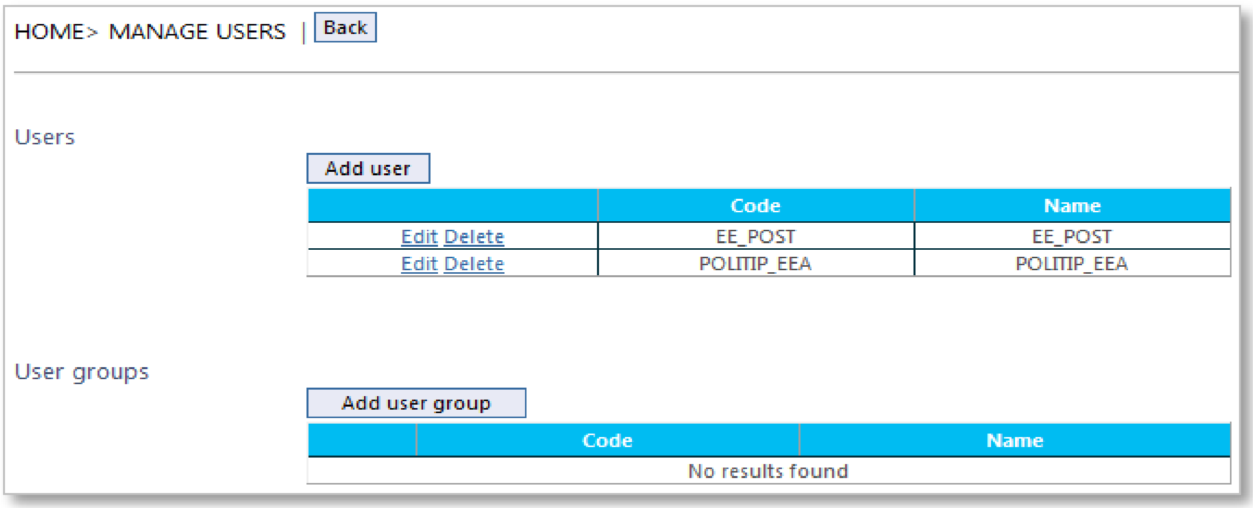
Function	Allows the Administrator to
Manage my preferences	Set the current user's language, office and time-zone configuration, as well as how declarations and responses are viewed, i.e. on the same page or on different tabs. This function is available to both Administrator and Operator user types.
Add/Edit functions	Change an existing function's access rights (for example, give Operator users access rights).
Manage organization preferences	Set an organization's default preferences (language, currency code and date format). You can also use this function to set a security token that is used for interfacing CDS with an external application, and define fields for customs responses.
Manage rules for customs responses	Set rules for automatically providing responses to your local Post (for both inbound and outbound flows), and/or to the origin Post (in the inbound flow), depending on the content of the declaration (see "Managing automated response rules for Customs responses" on page 17).
Manage EDI exchanges	Create EDI exchanges with other organizations. This step is necessary to exchange CUSRSP messages with other organizations not using CDS, or to send CUSRSP messages via Post*Net.
Browse EDI messages generated	Browse and download EDI messages generated while using CDS.
Upload EDI files	Manually send/upload EDI files to CDS using the web interface. This is only useful for testing purposes in a CDS pre-production environment, since in a production setting EDI message flow is either handled by the PNG (Postal Network Gateway) application in a standalone installation, or directly by Post*Net in the CDS-Central version of the application.
Update local language text	Change terms in the CDS interface into your language of choice, if the default terms provided by CDS do not correspond with the terms used within your organization or country.
Manage customs taxes	Configure basic taxes and duty types and rules to be applied based on declaration data, both for inbound and outbound flows. CDS includes a more complex tax scripting engine, that is available to the CDS System Administrator. A description of

Function	**Allows the Administrator to**
	its use is included in the CDS Installation and Configuration Guide.
Manage organization specific exchange rates	Add and maintain exchange rates used by the application. These exchange rates are then taken into consideration by the Post/Customs forwarding rules, as well as by the duties and taxes assessment module. CDS will always use the last exchange rate available for any pair of currency codes.
Manage customs decisions	Add new customs decisions specific to your organization/country and define the sequence of allowed decisions. An example of such a decision would be: "Sent to X-ray machine upon arrival".
Manage allowed customs decisions	Define sequences of allowed customs decisions. If the first decision is "Send to X-ray machine upon arrival", you may only want to restrict the number of possible subsequent decisions to a subset of all available decisions: "Send to extensive inspection", "Item is cleared and free to leave exchange office", and not show "Customs does not need to see it" as a possible subsequent decision (i.e. since customs has already seen it in the X-ray machine).

Managing users and user groups

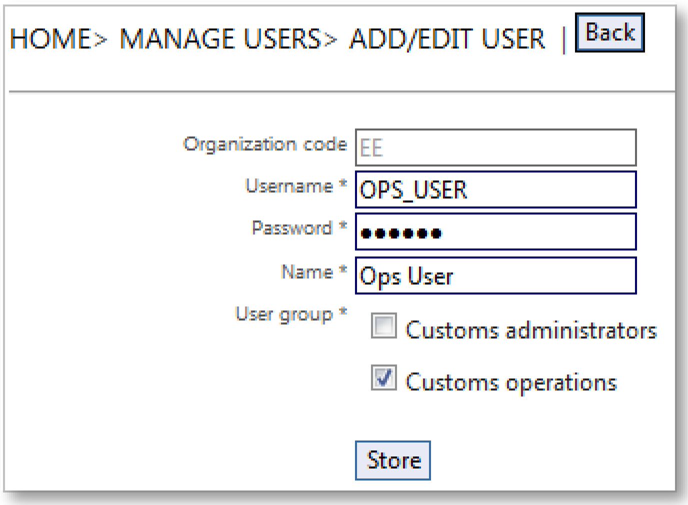
You use the Manager users function to:

- add, edit and delete Operator and Administrator users within your organization; there is no limit to the number of users you can add to either of the user groups
- add, edit and delete user groups



To add a new user:

1. Click **Add user**.



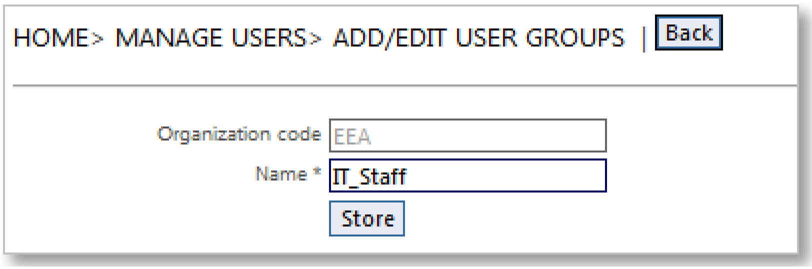
2. Enter the **Username**, **Password** and full **Name** of the user.
3. Choose which user groups to add the user to by clicking one or more of the corresponding check boxes. There are two default groups for operations and administrator users; there may be others, depending on your configuration.
4. Click **Store**.

To edit or delete an existing user:

1. Click **Edit** next to the user and follow the steps in the previous section to update it, or **Delete** to delete the user.

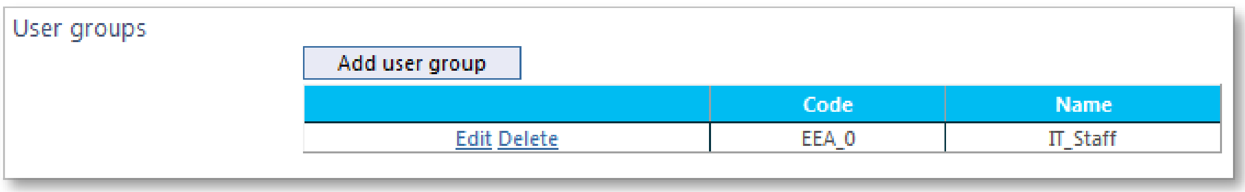
To add a new user group:

1. Click **Add user group**.

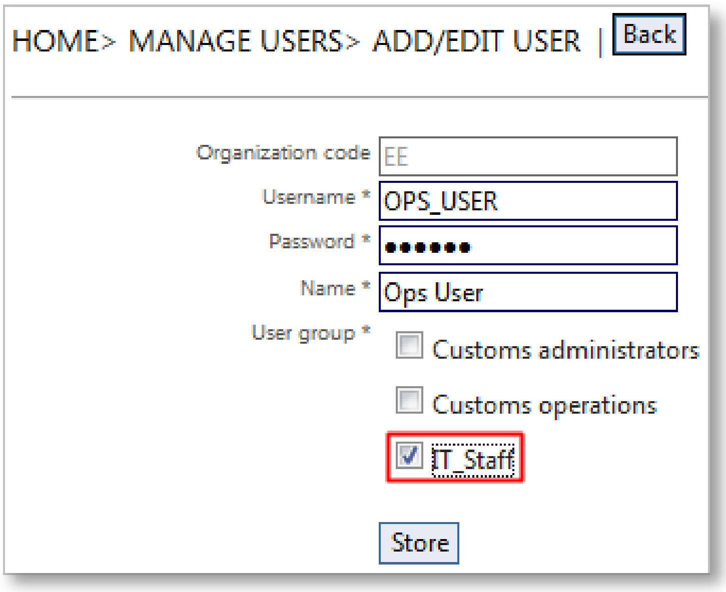


2. Enter the **Name** of the user group.
3. Click **Store**.

After clicking on **Store**, you can review the list of current own user groups defined:



New user groups can then be associated with existing and new users:

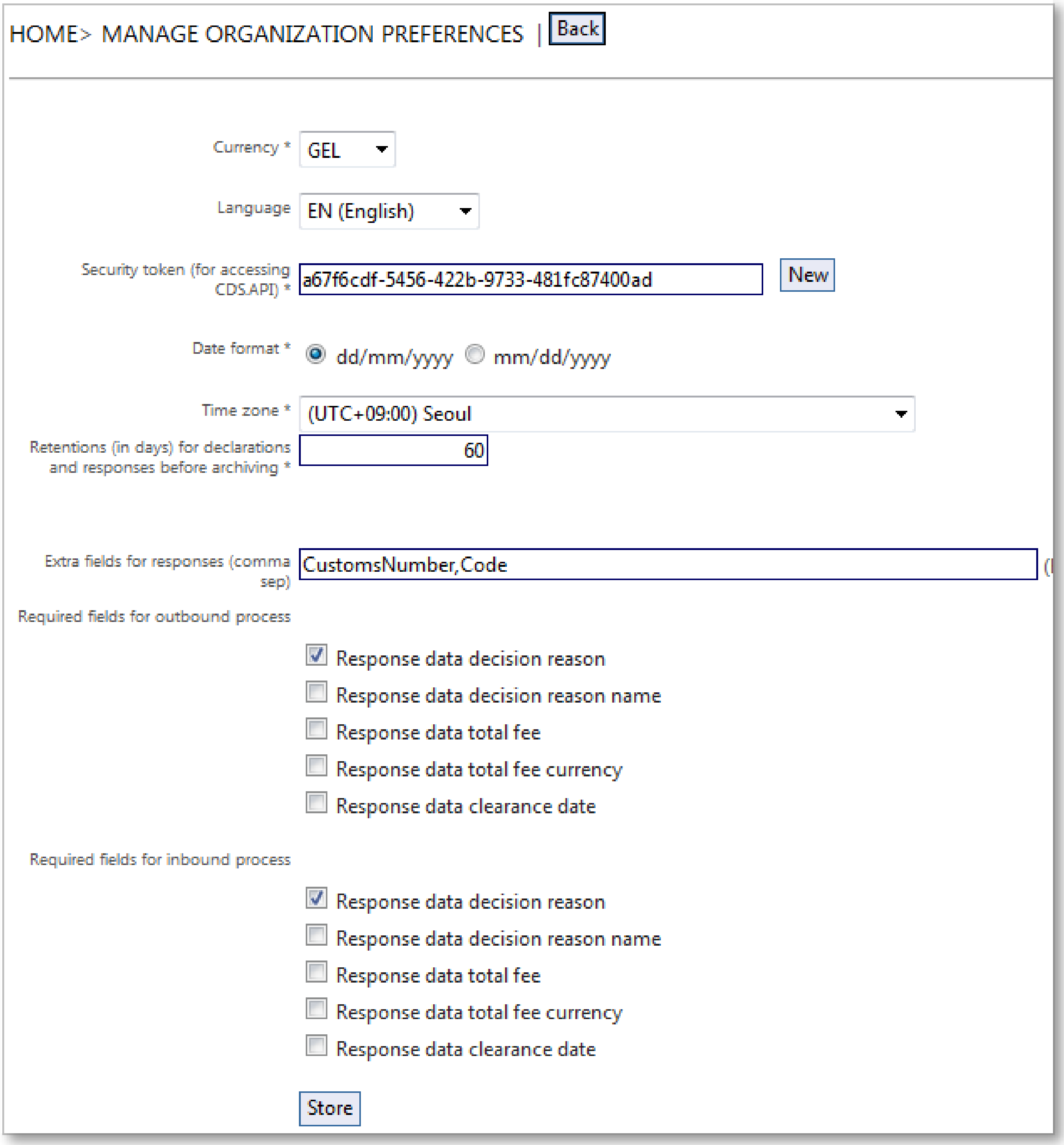


To edit or delete an existing user group:

1. Click **Edit** next to the user group and follow the steps in the previous section to update it, or **Delete** to delete the user group.

Managing your organization's preferences

The Manage organization preferences function allows you to set the organization's default preferences.



The preferences you can update are summarized in the table below.

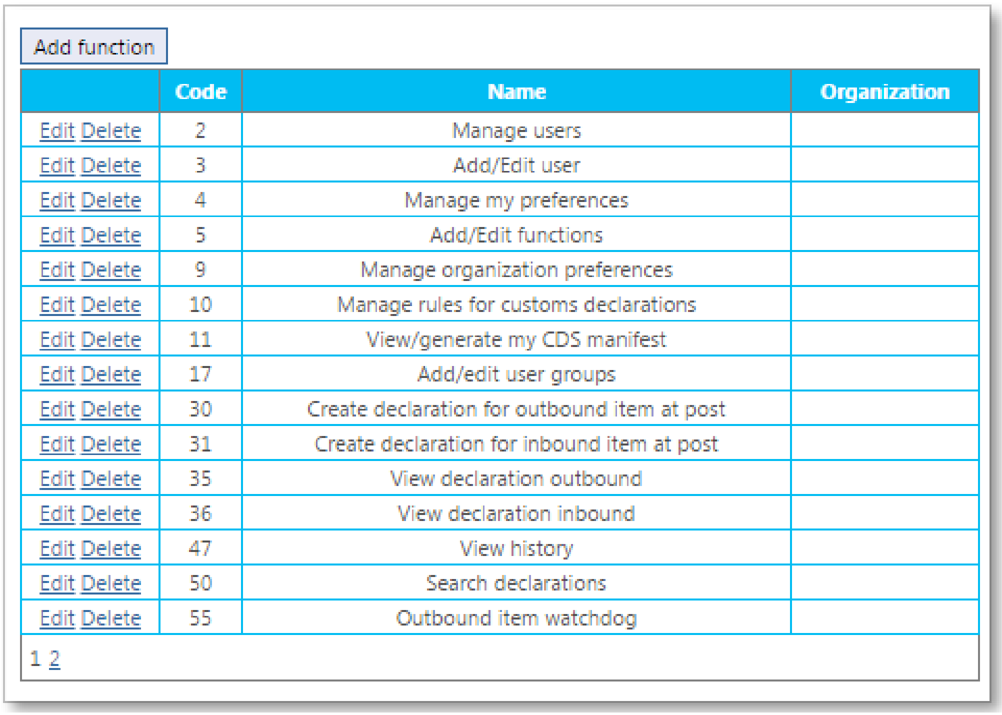
Parameter	Details
Currency	Default currency code used by the Customs organization.
Language	Default user interface language of the Customs organization. This parameter can be overridden at user level using **Manage my preferences** (see "Managing your user preferences" on page 32). For example, a Customs organization can have a default language of English, but individual users can set their own language to French.
Security token	This token is generated by clicking on **New**. The token generated can then be used by client software connecting to CDS.API to access the CDS Web Services.
Date format	Used for setting the date format used to display dates. The two available options are DD/MM/YYYY and MM/DD/YYYY.
Time zone	Used for setting the default time zone of the organization.
Retentions before archiving	Used for setting the number of days that declarations and responses are kept on the main operational database before sending them to the archive database.
Extra fields for declarations	Any number of additional fields can be added to responses by listing them here, separated by commas. These fields will be added to the Customs response tab in the screen used for editing Customs declarations (see the diagram on page 34). Note: Although these fields are visible in the application, they are not yet included in EDI messages. This could be implemented as a future requirement.
Required fields for outbound/inbound process	You can set any response field to mandatory both for inbound and/or outbound responses by selecting the checkbox next to it. To set a new field as mandatory, you first need to store the newly declared field, and then it will appear in the list of response fields.

Updating functions

You use the Add/edit functions function to:

- Edit existing CDS functions to modify their characteristics, preferences and user group permissions
- Clone existing functions
- Add new functions

- Add new reports (Master Administrator users only); this defines a new T-SQL stored procedure in the CDS database



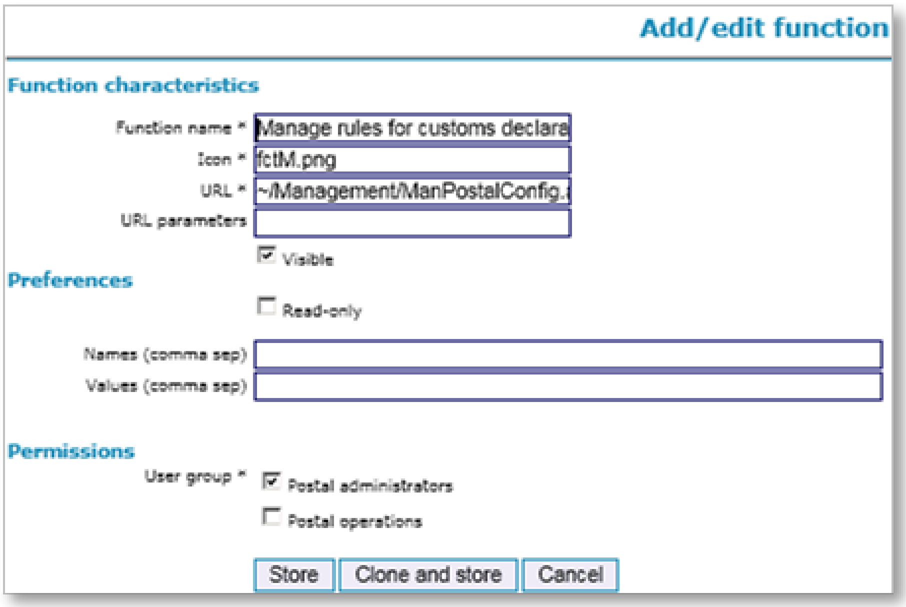
Add function

	Code	Name	Organization
Edit Delete	2	Manage users	
Edit Delete	3	Add/Edit user	
Edit Delete	4	Manage my preferences	
Edit Delete	5	Add/Edit functions	
Edit Delete	9	Manage organization preferences	
Edit Delete	10	Manage rules for customs declarations	
Edit Delete	11	View/generate my CDS manifest	
Edit Delete	17	Add/edit user groups	
Edit Delete	30	Create declaration for outbound item at post	
Edit Delete	31	Create declaration for inbound item at post	
Edit Delete	35	View declaration outbound	
Edit Delete	36	View declaration inbound	
Edit Delete	47	View history	
Edit Delete	50	Search declarations	
Edit Delete	55	Outbound item watchdog	

1 2

To add or edit a function:

1. Click **Add**, or **Edit** next to the function you wish to edit.



2. Update one or more of the following parameters:

Parameter	Details
Function name	The name used to describe the function.

Parameter	Details
Icon	The file name of the icon that will be used on the home page to represent this function. If you change this value, the file associated with the icon must exist in the CDS web application server's **Web\ImgCss** subfolder.
URL	The function's .aspx file path relative to the CDS root folder on the CDS web application server.
URL parameters	Any parameters that are passed to the URL by default when this function is called from the home page.
Visible	Whether the function is visible on the user's home page, or hidden.
Preferences	These are used for creating different versions of the same function that receive different parameters when the functions are called. You can enter multiple parameter names and values. Check **Read-only** to make the screen's controls read-only.
Permissions	For specifying the user groups to which the function will be available.

3. Click **Store**.

   If this is a new function, you will now see it appear on the home page.

To delete a function:

1. Click **Delete** next to the function in the list.

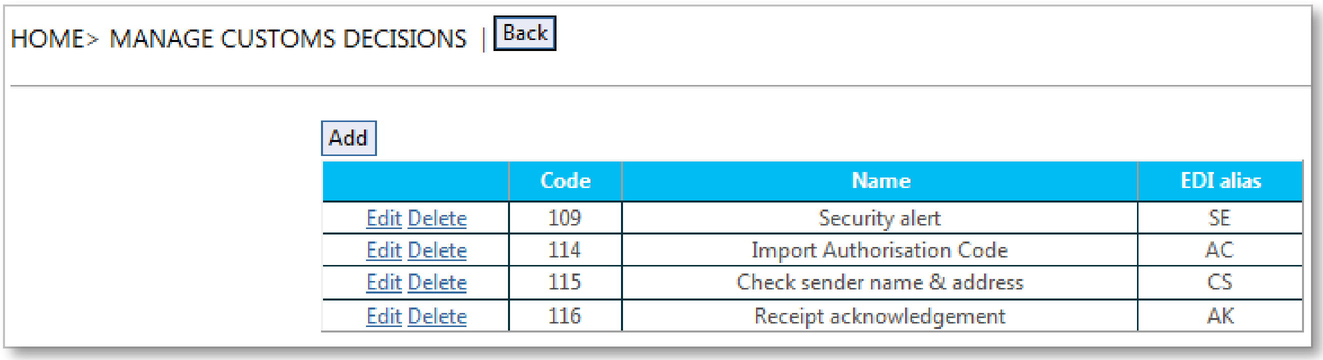
Creating Customs decisions and defining a Customs decision workflow

CDS includes two functions for managing Customs decisions:

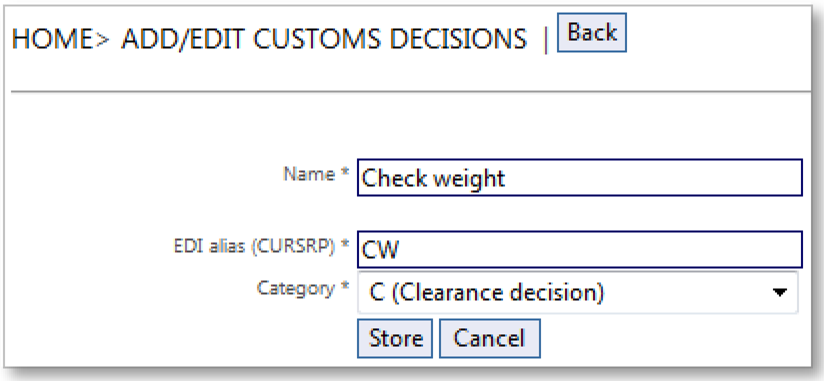
- Manage customs decisions, for creating new decisions for your organization
- Manage allowed customs decisions, for specifying the sequence of decisions to define your organization's workflow

To create a new custom's decision:

1. Click **Manage customs decisions**.



2. Click **Add**.



3. Enter the details of the decision:
   - A descriptive **Name** for the decision
   - A two-character **EDI alias**
   - The decision **Category**:
     - C (Clearance decision) - a green channel decision, resulting in the Customs organization clearing the item
     - H (Hold decision) - a yellow channel decision, resulting in the Customs organization putting the item aside
     - R (Rejection/prohibition decision) - a red channel decision, resulting in the Customs organization rejecting the item
     - U (Unknown decision) - any other decision category, not generally used
4. Click **Store**.

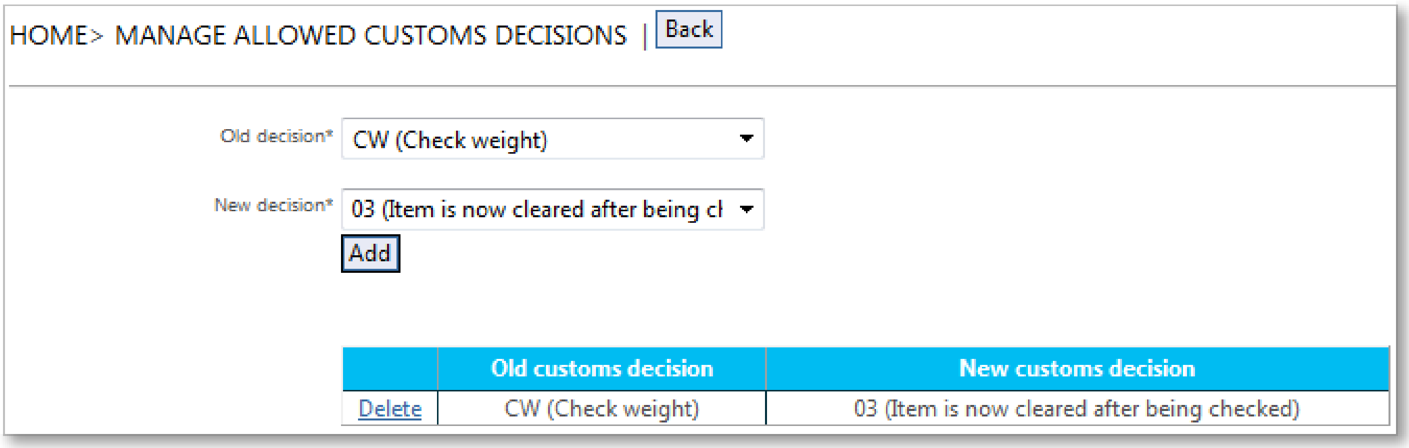
The decision now appears in the list:

	Code	Name	EDI alias
Edit Delete	109	Security alert	SE
Edit Delete	114	Import Authorisation Code	AC
Edit Delete	115	Check sender name & address	CS
Edit Delete	116	Receipt acknowledgement	AK
Edit Delete	124	Check weight	CW

To edit or delete an existing decision:

1. Click **Manage customs decisions**.
2. Click **Edit** next to the decision and follow the steps in the previous section to update it, or **Delete** to delete it.

After you have defined some Customs rules, the next step is to define your organization's workflow, by specifying the order in which Customs decisions can be applied in your organization. You define new sequences with the function Manage allowed customs decisions.



To define a new sequence:

1. Choose the first decision in the sequence from the available decisions in the **Old decision** drop-down.
2. Choose the decision that can follow the first decision from the available decisions in the **New decision** drop-down.
3. Click **Add**.

   The sequence is added to the list.
4. Repeat the steps above to add all the sequences needed to make up your organization's workflow.

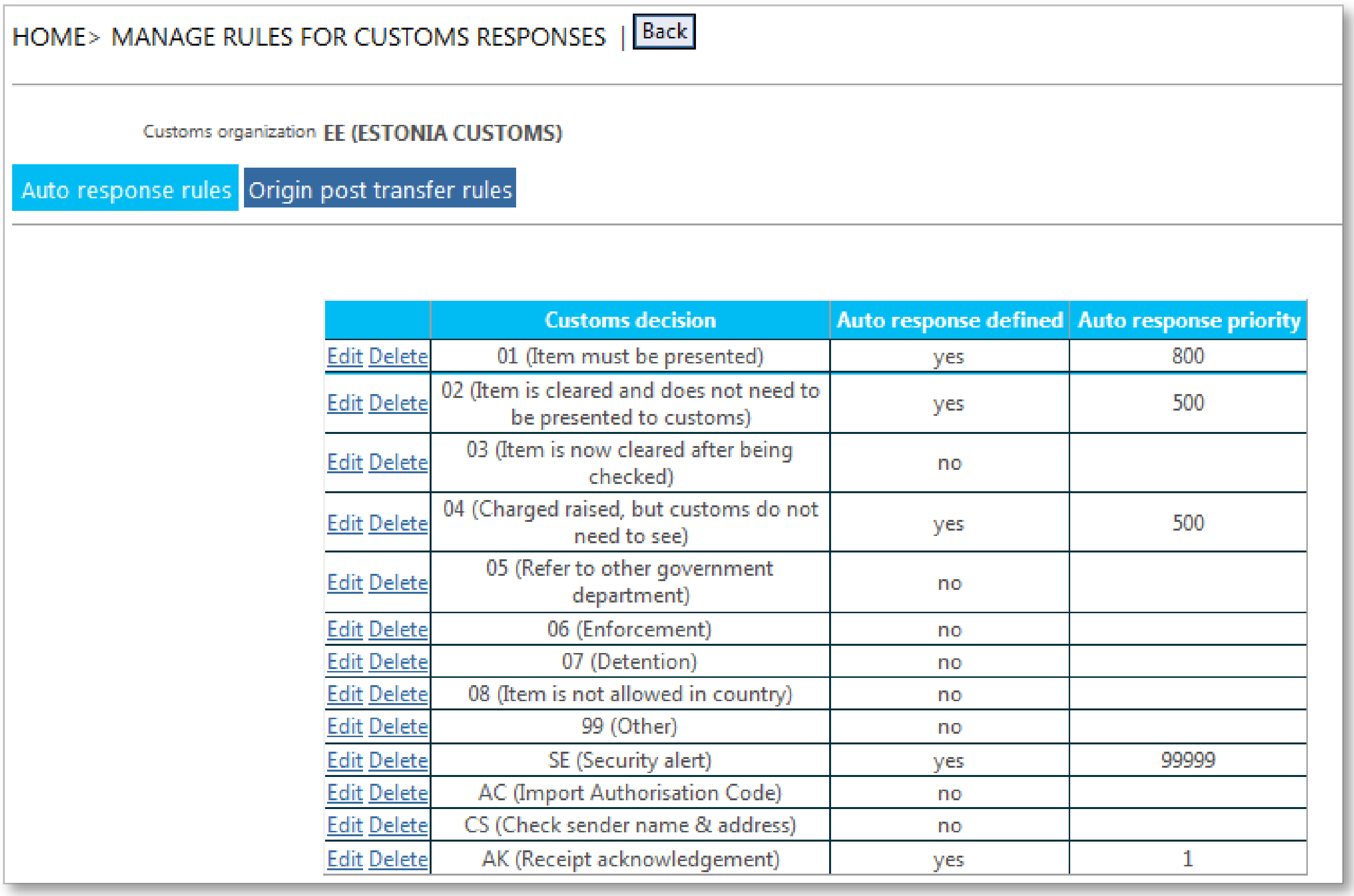
Managing automated response rules for Customs responses

You use the Manage rules for customs responses function to configure:

- Automated response rules for outbound and inbound declarations sent to them by their local Post
- The transfer of these responses to the sending Post, in the case of inbound declarations

Configuring automated response rules to a local Post

To configure automated responses to your local Post for both inbound and outbound declarations, click the **Auto response rules** tab. You can create one or more auto response rules for each type of Customs decision.



HOME> MANAGE RULES FOR CUSTOMS RESPONSES | Back

Customs organization EE (ESTONIA CUSTOMS)

Auto response rules | Origin post transfer rules

	Customs decision	Auto response defined	Auto response priority
Edit Delete	01 (Item must be presented)	yes	800
Edit Delete	02 (Item is cleared and does not need to be presented to customs)	yes	500
Edit Delete	03 (Item is now cleared after being checked)	no	
Edit Delete	04 (Charged raised, but customs do not need to see)	yes	500
Edit Delete	05 (Refer to other government department)	no	
Edit Delete	06 (Enforcement)	no	
Edit Delete	07 (Detention)	no	
Edit Delete	08 (Item is not allowed in country)	no	
Edit Delete	99 (Other)	no	
Edit Delete	SE (Security alert)	yes	99999
Edit Delete	AC (Import Authorisation Code)	no	
Edit Delete	CS (Check sender name & address)	no	
Edit Delete	AK (Receipt acknowledgement)	yes	1

CDS checks every declaration against your configuration and, when a rule matches, provides one of the following automatic responses:

- Item must be presented
- Item is cleared
- Item is cleared after being checked
- Charge raised, but Customs do not need to see it
- Refer to other government department
- Enforcement
- Detention
- Item is not allowed in the country
- Other
- Any other decision you may have defined with the Manage customs decisions function

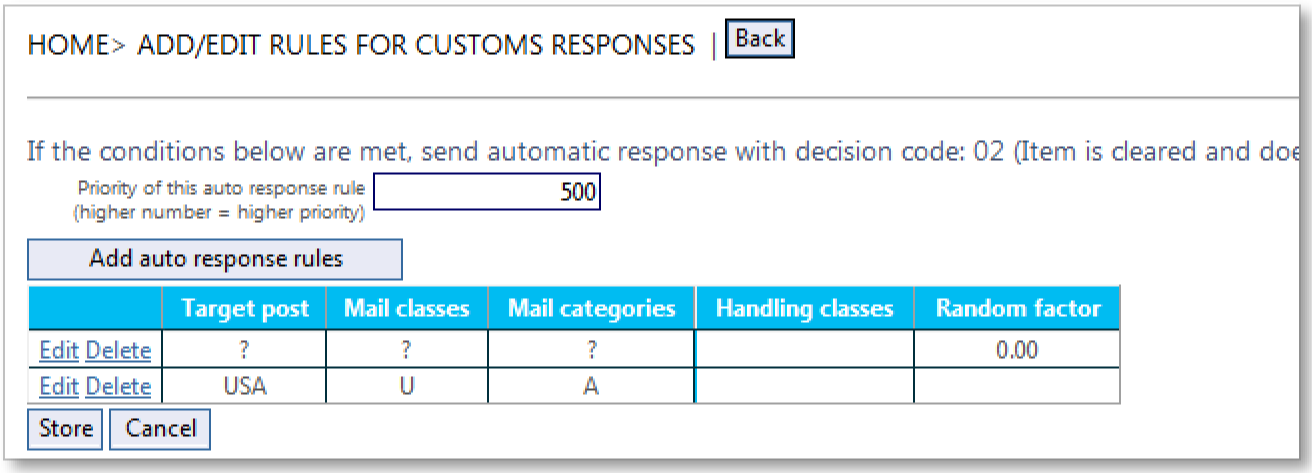
Note: In a local CDS installation, it is possible to expand the list to include any other responses required in the country implementing the system. These additional decisions can also be automated following the same logic described in this sections.

You create an automated response based on a **combination** of the following criteria:

- Recipient address contains a specific text string (A)
- A specific destination country - use 2-character ISO code plus an A (B)
- Mail class (E = EMS, U = Letter/small packet, C = Parcel)
- Handling class for letters (O = Ordinary, R = Registered, V = insured)
- Weight greater/smaller than (Kg) ...
- Value greater/smaller than ...
- Estimated total taxes greater/smaller than ...
- Number of content pieces greater/smaller than ...
- Content pieces include HS codes ...
- Item arrived at the Post
- Mail category (A, B, C, D)

To create one or more auto response rules:

1. Click **Edit** next to the Customs decision.

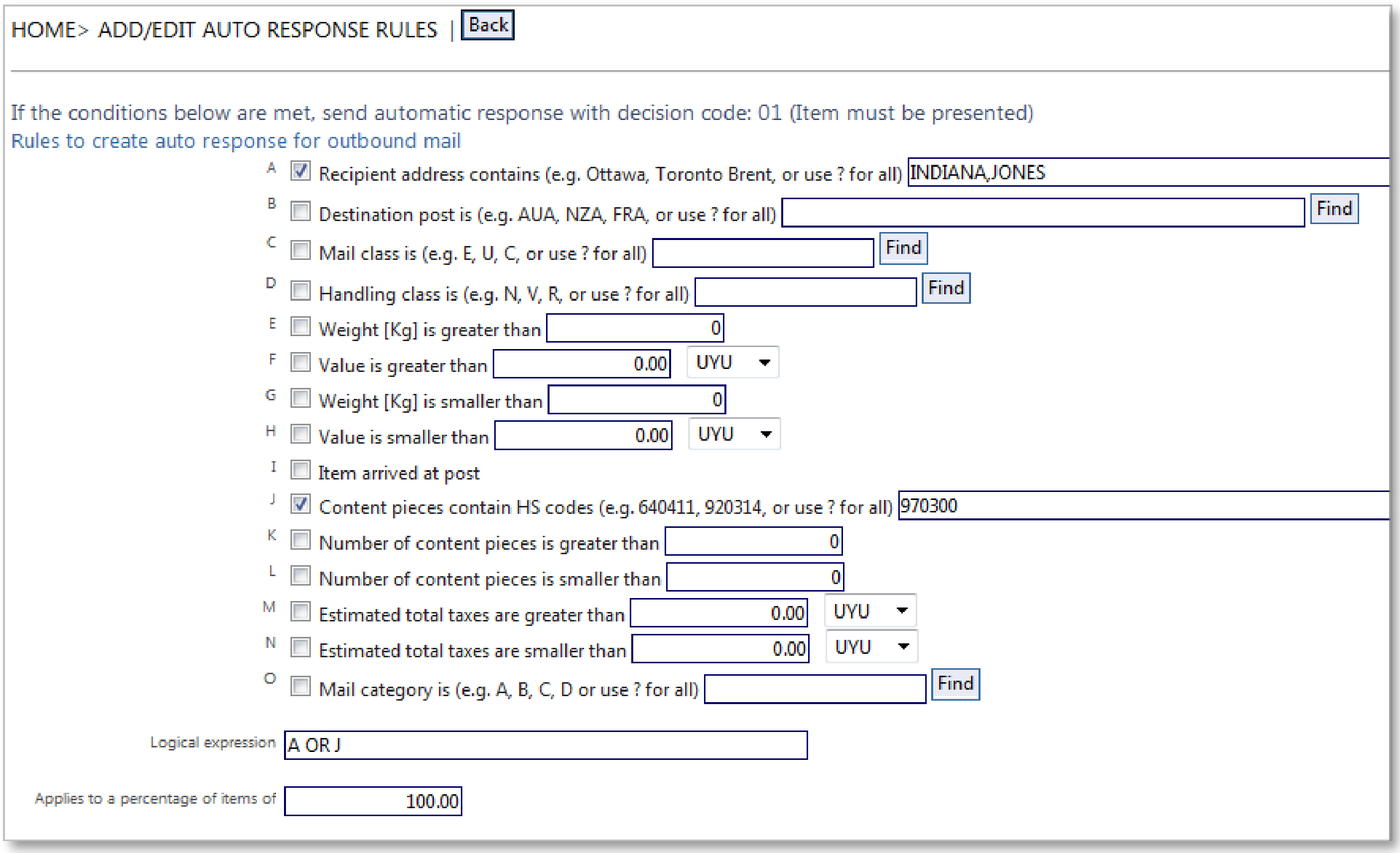


2. Enter the priority of the auto response rule. When it comes to applying the rules, rules with greater priority (a higher number) will be applied first.
3. For each auto response rule you want to add for this type of Customs decision, click **Add auto response rules**. The rules are listed as rows in the table. For each rule, click **Edit** next to it, then complete the following steps.
4. Enter your combination of criteria in the **Logical expression** field and use the logical operators AND and OR in combination with brackets (if necessary).
5. Finally, you can randomize responses by setting a value between 0 and 100 in the **Applies to a percentage of items of** textbox.

Examples of automated response rules to a local Post

In the screenshot below, the rules for an automatic response have been configured. The rules state that outbound mail items must be automatically presented (code 1) if:

- the address (including sender name) contains **INDIANA** or **JONES** (not case sensitive), or
- the HS code of one of the content pieces is **970300** (original sculptures and statuary) in any material
- this rule applies to all inbound items (100%)

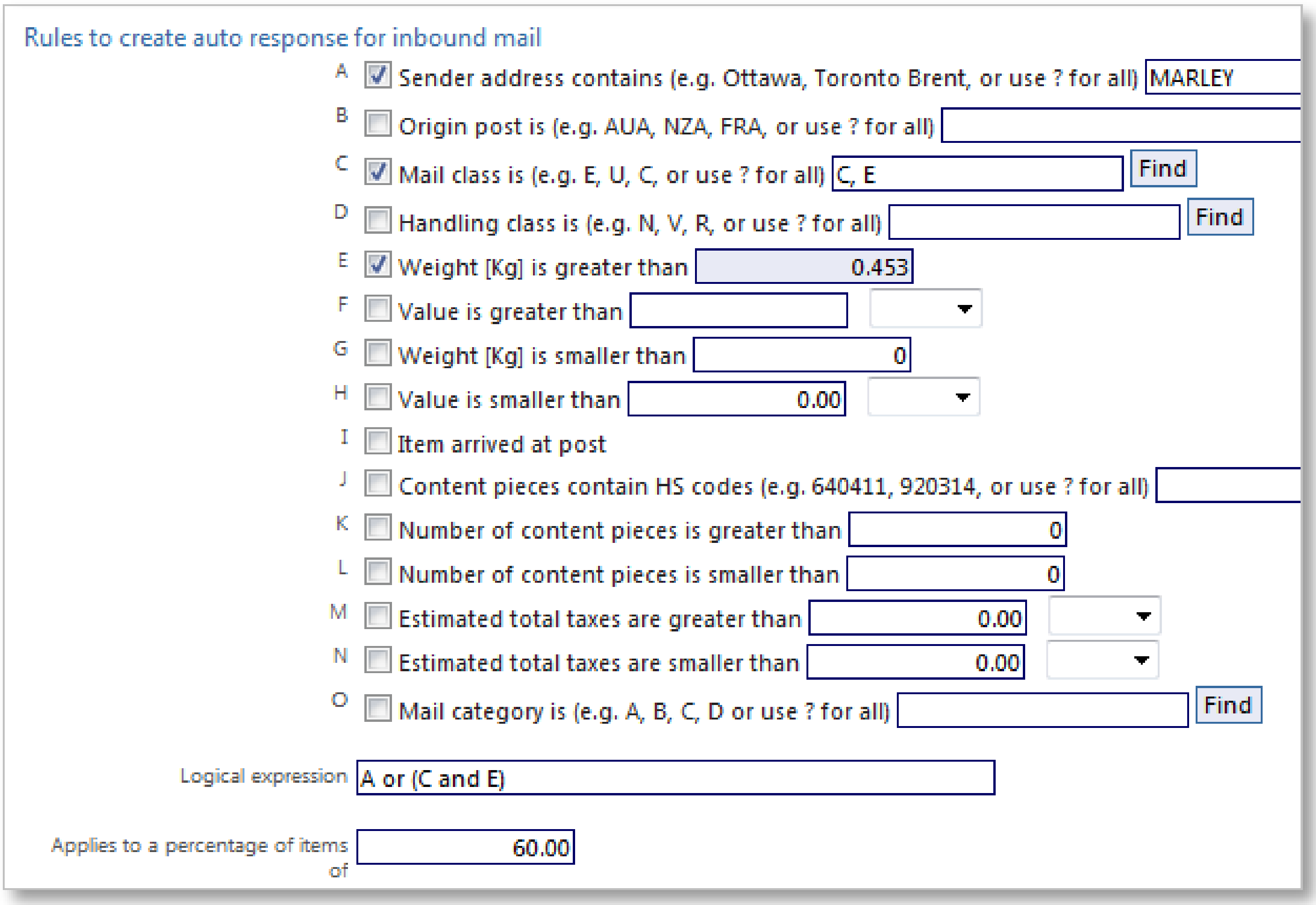


In the screenshot below, the rules for another automatic response have been configured.

The rules state that inbound mail items must be automatically presented (code 1) if:

- the address (including sender name) contains **MARLEY**, or
- the mail item's class is parcel or EMS, and the weight is greater than 453 grams

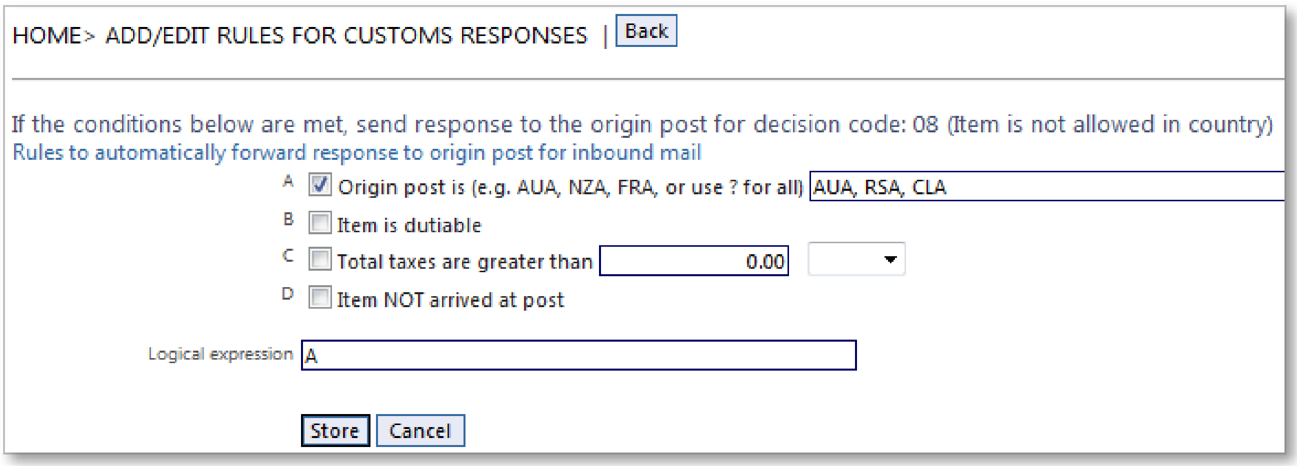
This rule applies to 60% of outbound items. Sampling is performed randomly.



Origin Post response transfer rules

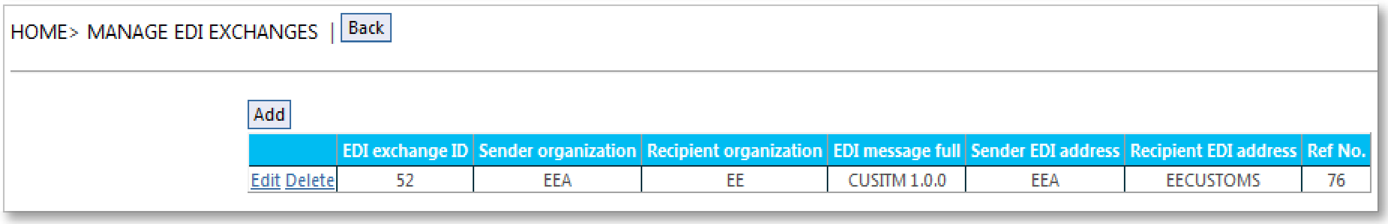
To configure rules for automatically transferring responses to the origin Post for inbound mail, select the **Origin post transfer rules** tab. The response decision code will depend on the rule defined for automatic responses to the local Post. This function allows you to configure rules for additionally creating a response to the sending Post if certain criteria are met.

In the following screenshot example, the Customs response will be forwarded to the sending Post if the sending Post is AUA, RAS or CLA.



Managing EDI exchanges

You use the Manage EDI exchanges function for configuring EDI exchanges with other organizations (both postal and Customs). This enables you to exchange ITMATT messages with other DPOs, and CUSITM messages with your local Customs authority. You can add new EDI exchanges, as well as edit and delete existing ones.



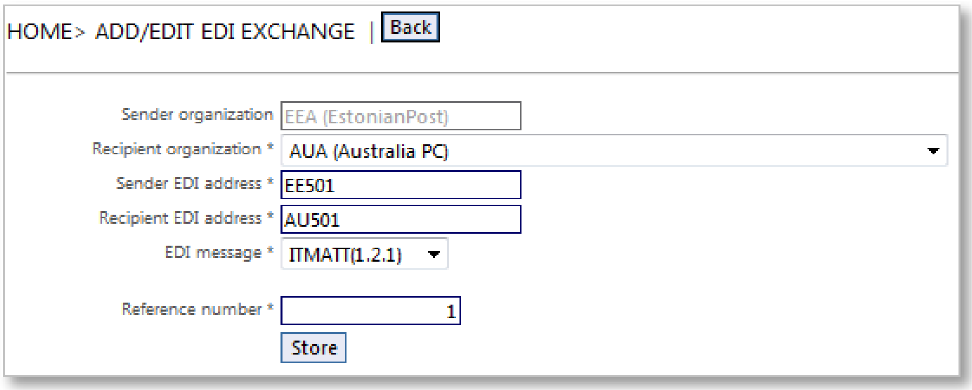
HOME> MANAGE EDI EXCHANGES | Back

Add

	EDI exchange ID	Sender organization	Recipient organization	EDI message full	Sender EDI address	Recipient EDI address	Ref No.
Edit Delete	52	EEA	EE	CUSITM 1.0.0	EEA	EECUSTOMS	76

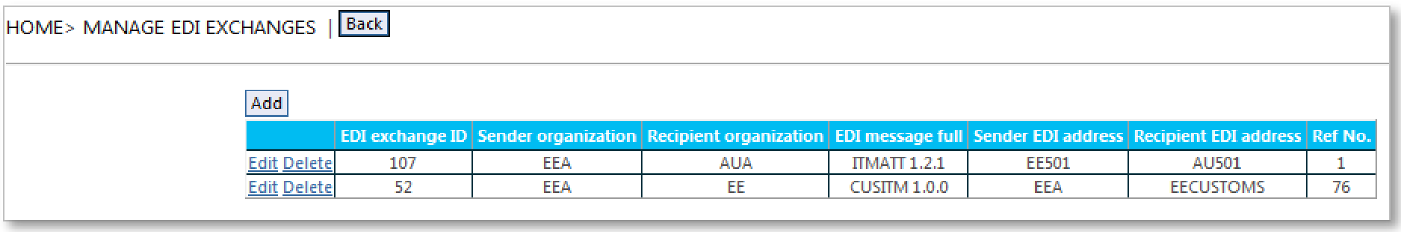
To add a new EDI exchange:

1. Click **Add**.



2. Select the **Recipient organization** for this EDI exchange.
3. Enter the mailbox or EDI address of the sender and recipient in **Sender EDI address** and **Recipient EDI address**.
4. Select the EDI message type you wish to exchange with this partner in **EDI message**.
5. Enter the **Reference number** used to create messages belonging to this exchange.
6. Click **Store**.

The newly defined EDI exchange appears in the list of currently defined EDI exchanges as pictured below.


HOME> MANAGE EDI EXCHANGES | Back

Add

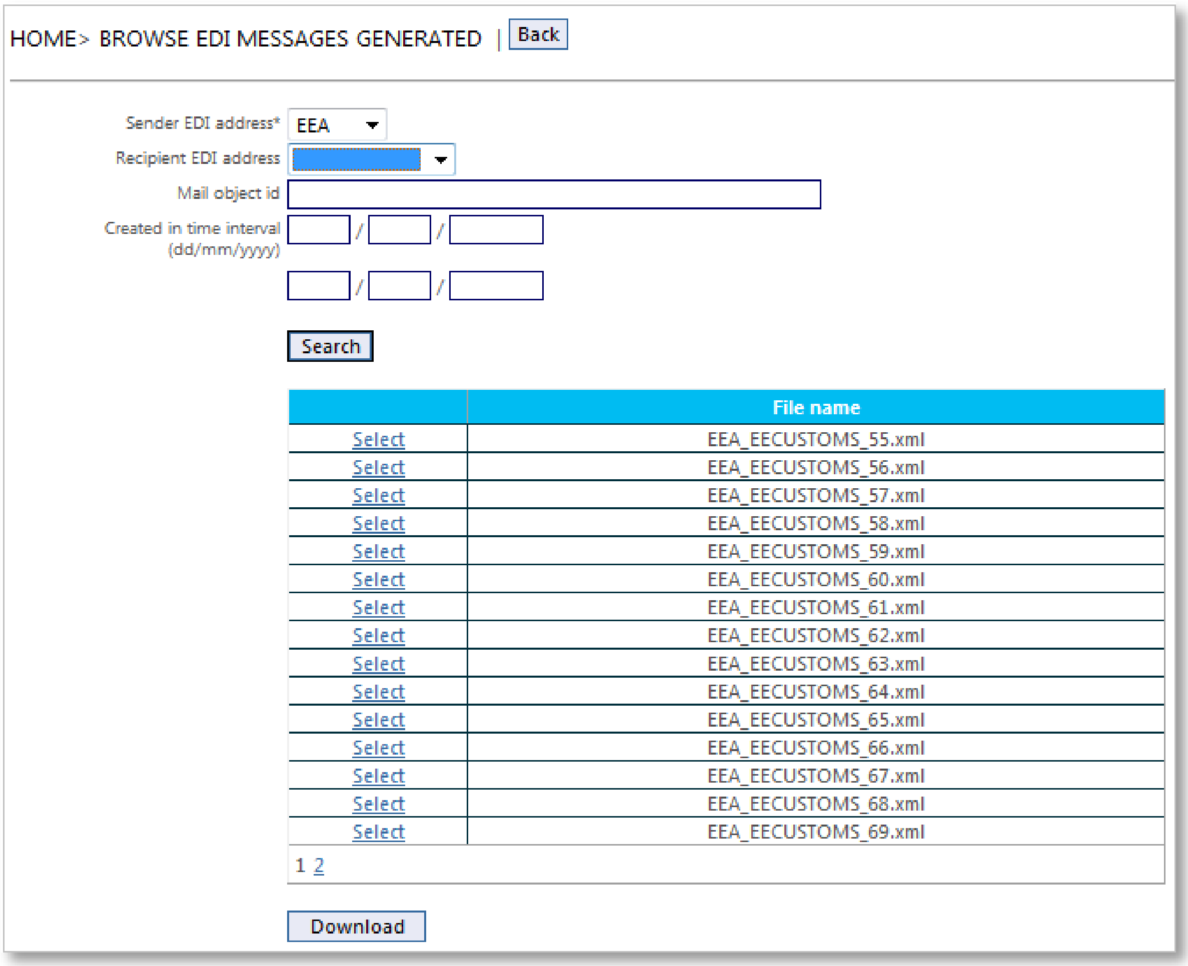
	EDI exchange ID	Sender organization	Recipient organization	EDI message full	Sender EDI address	Recipient EDI address	Ref No.
Edit Delete	107	EEA	AUA	ITMATT 1.2.1	EE501	AU501	1
Edit Delete	52	EEA	EE	CUSITM 1.0.0	EEA	EECUSTOMS	76

To edit or delete an existing EDI exchange:

1. Click **Edit** next to the exchange and follow the steps in the previous section to update it, or **Delete** to delete it.

Browsing EDI messages generated

You use the Browse EDI messages generated function for searching, viewing and downloading EDI messages generated using CDS. The screen is divided into two sections; the top section is for defining search criteria and the bottom section displays search results.



To search for EDI messages:

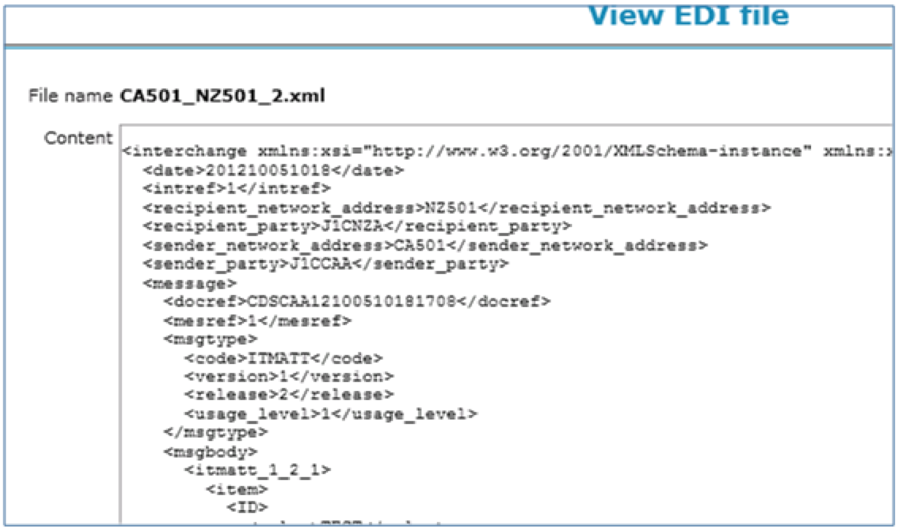
1. Select the **Sender EDI address** (if you are using more than one mailbox).

2. Filter on one or more of the following criteria:
   - **Recipient EDI address** (e.g. AU501)
   - **Mail object id** (i.e. international mail item ID, but in practice it is a free text search)
   - Message creation time interval (start and end dates)

3. Click **Search**.

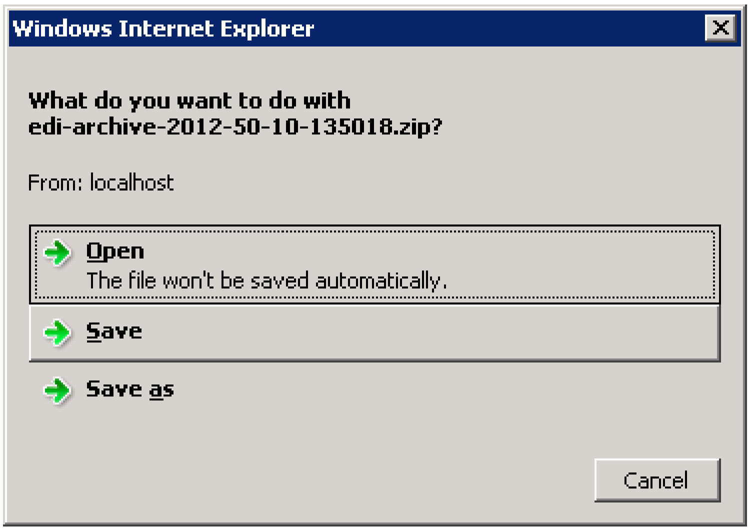
   CDS lists the generated files meeting your search criteria, as pictured above.

4. Click **Select** next to a file to browse that EDI message file individually.



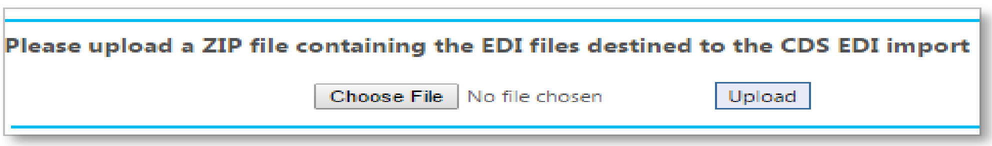
5. Return to the search results by clicking **Close**.

You can also download a zip file containing all EDI messages returned by your search by clicking **Download**.



Uploading EDI files

The Upload EDI files function is for uploading EDI files to CDS (for example, ITMATT, CUSRSP, or even CUSITM). This functionality is intended mainly for testing purposes on the CDS central pre-production server. In a production setting, the EDI message flow will be handled either by the PNG (Postal Network Gateway application) in a standalone installation, or directly by Post*Net in the CDS-Central version of the application.



To upload a file:

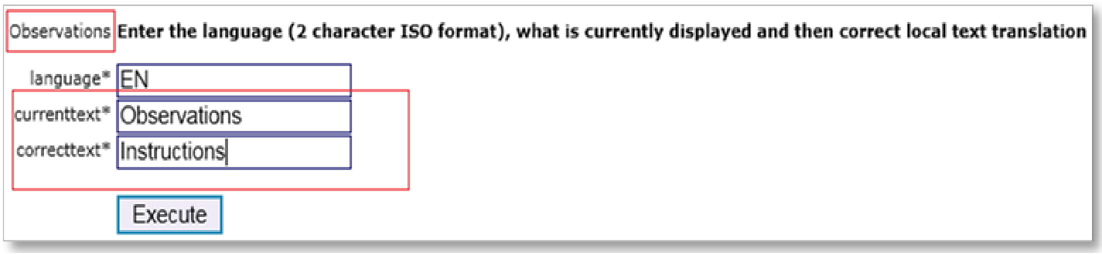
1. Click **Choose File** to select a zip file containing either CUSITM, CUSRSP or ITMATT files to upload to the CDS database.
2. Click **Upload**.

If the file was successfully uploaded, the following message will show on your screen.

Note: The fact that your zip file was successfully uploaded does not guarantee that all messages were correctly imported into the IPS database. The CDS administrator can check this by reviewing the logs.

Updating local language text

You use the Update local language text function to update text strings displayed in the CDS user interface to correct the translation of an existing term to a term that would be better adjusted to your users.



To update a text string:

1. Enter the **language**.
2. Enter the string as it is currently displayed in the CDS user interface in **currenttext**.
3. Enter the string you wish to replace it with in **correcttext**.
4. Click **Execute**.

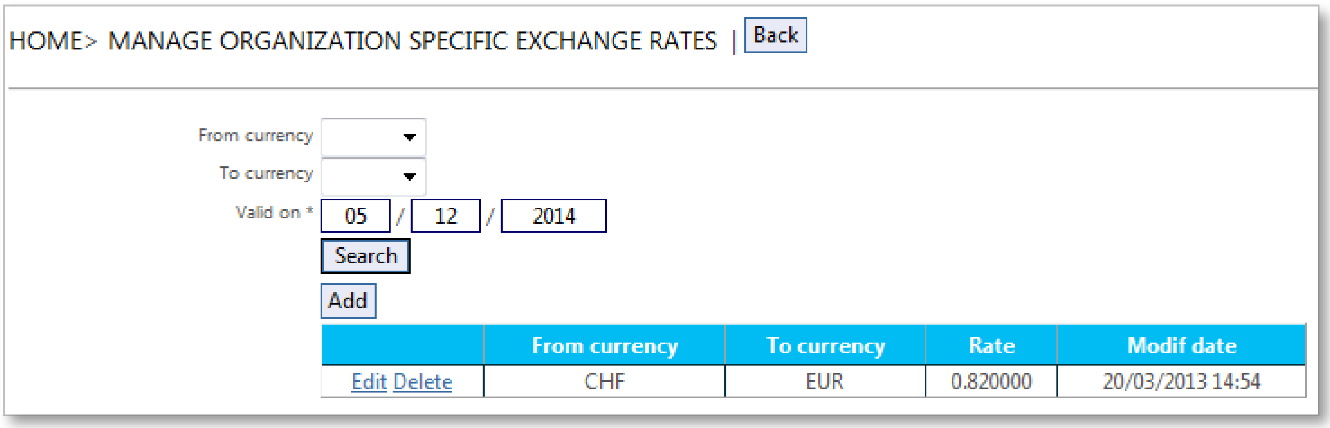
The text will be updated next time your CDS web server refreshes its cache. By default this value is 12 minutes, but it can differ depending on your actual server configuration.

Managing organization specific exchange rates

You use the Manage organization specific exchange rates function to manage the daily exchange rates used by the application. The exchange rates are then used by the Post/Customs declaration forwarding rules.

Note: Exchange rates are valid from the date on which they are created, so it is possible to create a new exchange rate for the same currency pair at a later date.

The Manage organization specific exchange rates screen is divided into two sections; the top section is for defining search criteria and the bottom section displays search results.



To search for an exchange rate:

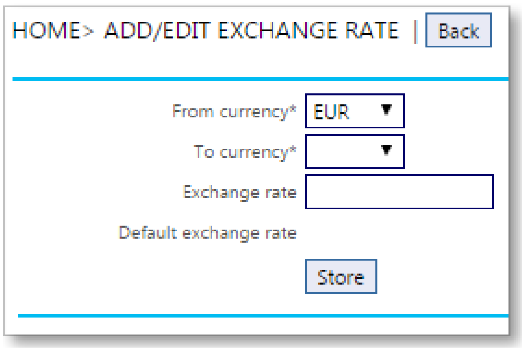
1. Specify the **From currency**.
2. Specify the **To currency**.
3. Specify a **Valid on** date if required.

   By default this is set to today's date.
4. Click **Search**.

Note: Only exchange rates created on or after the **Modif date** are displayed.

To create a new exchange rate:

1. Click **Add**.



2. Specify the **From currency**.
3. Specify the **To currency**.
4. Specify the **Exchange Rate**.

   You can specify a rate with up to three decimal places.

Default Exchange Rate displays a reference or default value, if available, for the currency exchange rate.

5. Click **Store**.

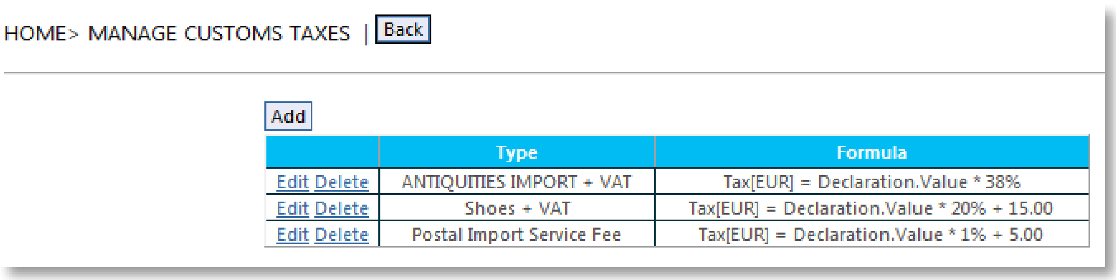
To edit or delete an existing exchange rate:

1. Search for an exchange rate, as described above.
2. Click **Edit** next to the exchange rate and follow the steps in the previous section to update it, or **Delete** to delete it.

Managing Customs taxes

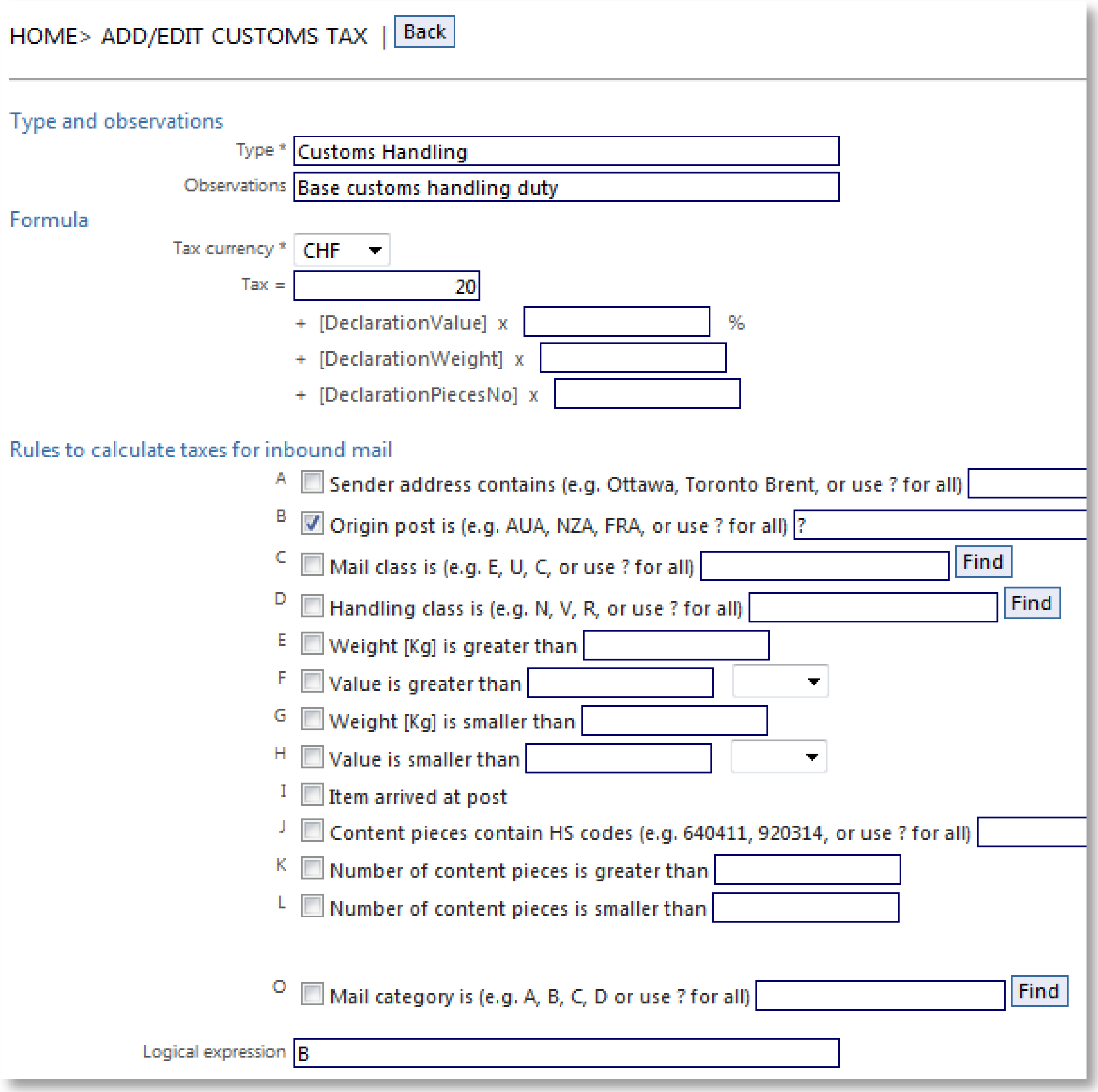
You use the Manage customs taxes function to configure tax rules that can be applied to inbound or outbound mail item declarations. New tax rules are taken into consideration when calculating the duty and tax assessment of mail items.

Note: If this function does not provide the duties and taxes logic required for your organization, you can capture more complex logic using the scripting functionality available to system administrators. See the *CDS Installation and Configuration Guide* for more details.



To configure automatic tax calculation rules:

1. Click **Add** in the main customs tax menu to add a new type of tax to be calculated in the duties and taxes assessment of mail items.



Customs taxes in CDS have three main characteristics, which are displayed as sections in the **Add/Edit customs tax** screen.

Section	Description
Type and observations	Refer to the customs type and any relevant observations
Formula	For configuration of the formula that will calculate this type of tax. Currently, this formula is the result of adding: • a base value • a percentage of the total declaration value • a factor of the declaration weight (in grams) • a factor of the number of content pieces

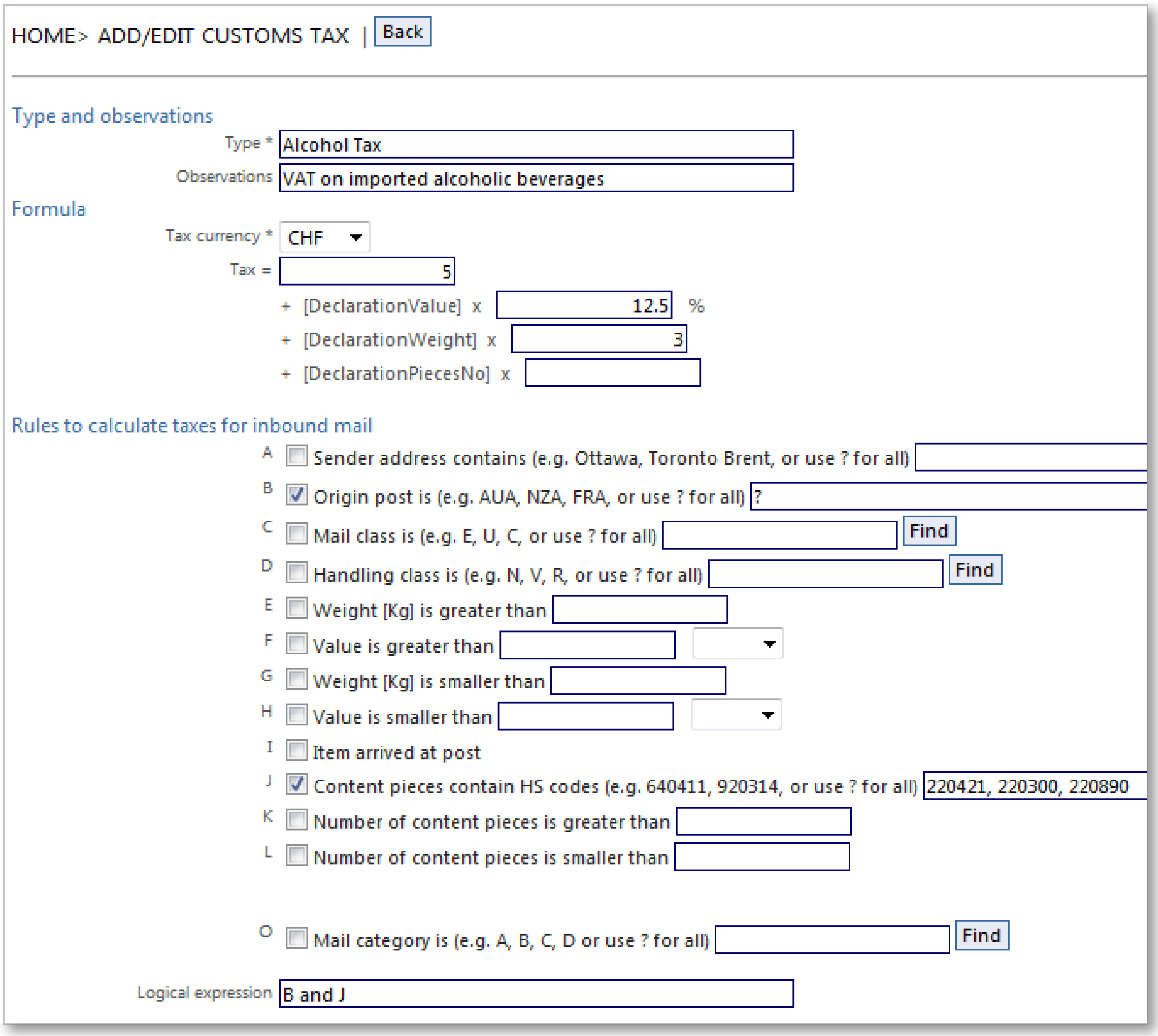
Section	Description
	In the example above, we are calculating a base charge of CHF 20 for every dutiable mail item from any country.
Rules to calculate taxes for inbound/outbound mail	For defining a set of rules to determine to which inbound/outbound items the taxes apply (for example, there could be a special tax for alcohol, for items sent to a given province, or for items whose value is above or below a given threshold).

2. Click **Store**.

   You can now see the new tax type displayed in the list after clicking **Manage Custom Taxes.**

Example

We will now create a special tax for alcohol. It will affect items containing content pieces with the following HS codes: 220421 - wine, 220300 - beer, 220890 - other spirits. The formula for calculating this tax will be: 5 CHF (base tax) + 12.5% of total value + 3 CHF per weight unit (kilo or liter in this case).

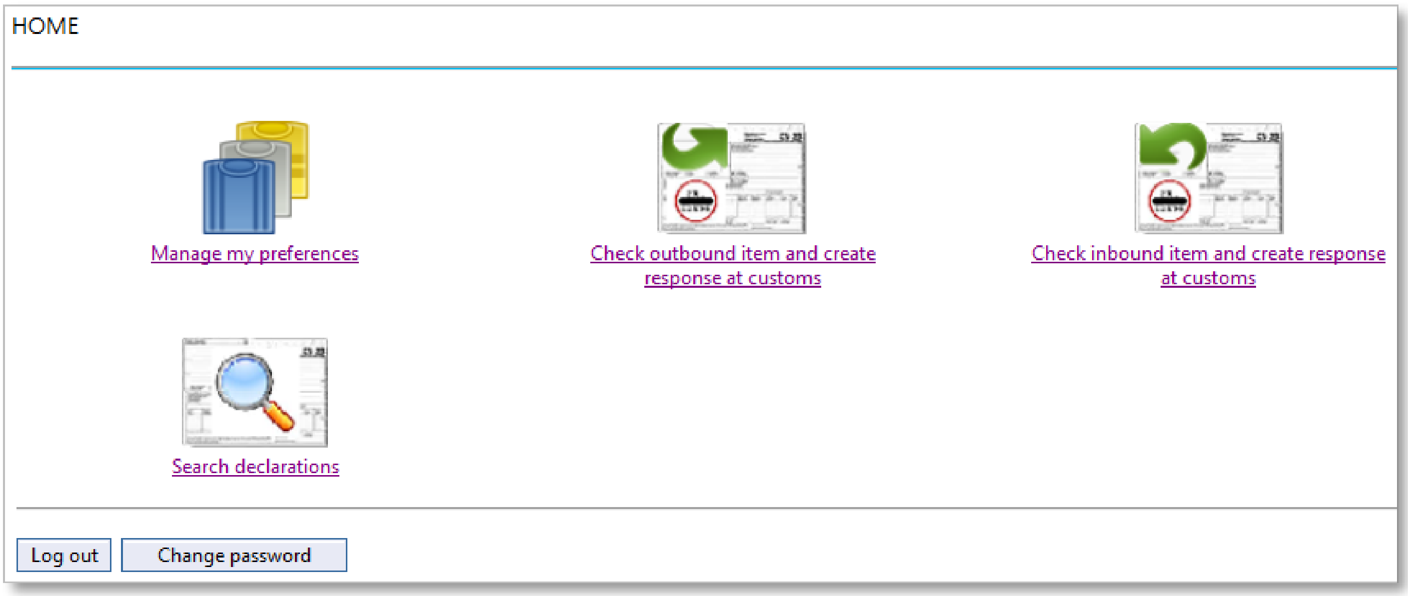


Customs Operator functions

Home page

After logon, Customs Operator users see the functions below.

At the top of the page is the **Home** navigation link; at the bottom of the page are the **Log out** and **Change password** buttons, which are accessible from every function in CDS. At the top of each function page there is an additional **Back** navigation link for returning to the previous page.



Summary of functions

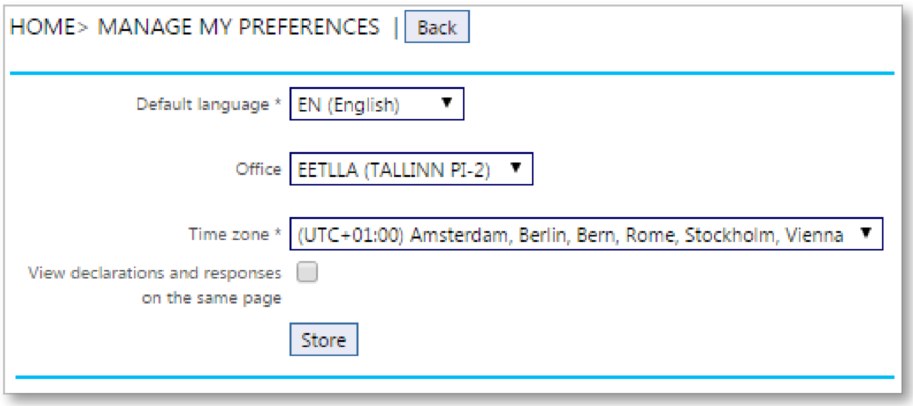
This table summarizes the functions on the home page. For more detailed descriptions of the functions, refer to the sections after the table.

Function	Allows the user to
Manage my preferences	Set the current user's language, office and time zone configuration, as well as how declarations and responses are viewed, i.e. on the same page or on different tabs.
Check outbound item and create response at customs	Review a specific outbound item that has been forwarded from a partner Post; you can then prepare and submit a response.
Check inbound item and create response at customs	Review a specific inbound item that has been forwarded from a partner Post; you can then prepare and submit a response.

Function	Allows the user to
Search declarations	Search for lists of available inbound/outbound declarations that meet certain criteria. You can also use these search results as work lists on which you can directly perform actions.

Managing your user preferences

You use the Manage my preferences function for configuring parameters associated with your CDS user.



To configure user preferences:

1. Set the **Default language** of the CDS user interface.

   This can be different from the default organization language. To inquire about using CDS in a language that is not listed here, please contact the PTC.

2. Set the **Office** location of the user.
3. Set the **Time zone** of the user.

   Based on this value, date and time values are converted to the local date and time. Your CDS server time is used as a basis for the date and time values stored in the CDS database.

4. Check **View declarations and responses on the same page** to view responses after declarations further down the same page rather than on a different tab.
5. Click **Store**.

Preparing Customs responses

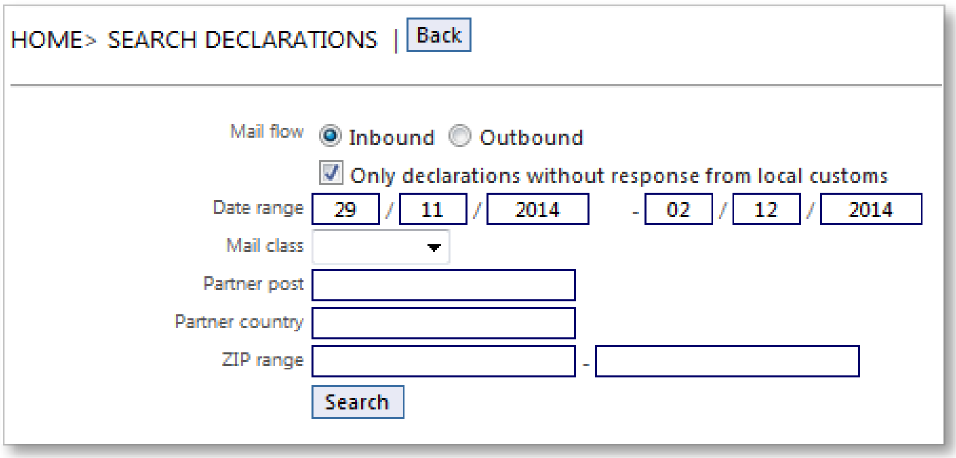
To prepare a Customs response, you first search for a declaration, then review and update it.

Searching for declarations

You can search for a declaration using one of the following two functions:

- if you know the mail item ID, click the Check outbound/inbound item and create response at customs function and enter the ID
- if you do not know the mail item ID, search for the item using the Search declarations function, detailed in the steps that follow

1. Click **Search declarations**.



2. Set **Mail flow** to:
   - **Inbound**, if you want to search for import items
   - **Outbound**, if you want to search for export items:
3. Set **Only declarations without response from local customs** to:
   - checked, if you want to see all declarations regardless of whether a Customs response has already been given
   - unchecked, if you want to see declarations where a response is still pending
4. Select a **Date range**.
5. You can further refine your search by selecting a specific **Mail class**, **Partner post**, **Partner country** or **ZIP range** (the post code will be for either origin or destination addresses, depending on whether you selected the mail flow as outbound or inbound).
6. Click **Search**.

		ID	Origin post	Destination post	State at post	State at customs	Posting date	Total value	Total weight (kg)	Customs decision	Total taxes
Select	Take action	RR00000234XCN	CNA (CHINA POST)	EEA (EstonianPost)	Sent to customs	Draft	28/10/2014 12:10	250 EUR	0.8	03 (Item is now cleared after being checked)	20 EUR
Select	Take action	RR12345678XIT	ITA (POSTE ITALIA)	EEA (EstonianPost)	Sent to customs	Sent to post	27/10/2014 18:56	350 EUR	0.1	04 (Charged raised, but customs do not need to see)	93.50 EUR
Select	Take action	RR07121982XCH	CHA (Swiss Post)	EEA (EstonianPost)	Sent to customs	Sent to post	27/10/2014 18:16	150 CHF	1.950	03 (Item is now cleared after being checked)	20 EUR
Select	Take action	CP20140616XCH	CHA (Swiss Post)	EEA (EstonianPost)	Sent to customs	Sent to post	16/06/2014 15:28	350 CHF	1.100	AC (Import Authorisation Code)	72.40 EUR
Select	Take action	CP20130320XCH	CHA (Swiss Post)	EEA (EstonianPost)	Sent to customs	Sent to post	20/03/2013 17:30	250 CHF	1	02 (Item is cleared and does not need to be presented to customs)	77.90 EUR
Select	Take action	CP20130318XCH	CHA (Swiss Post)	EEA (EstonianPost)	Sent to customs	Sent to post	18/03/2013 15:39	240 CHF	1	04 (Charged raised, but customs do not need to see)	50.29 EUR
Select	Take action	CP20130303XCH	CHA (Swiss Post)	EEA (EstonianPost)	Sent to customs	Sent to post	18/03/2013 12:30	230 CHF	1.000	01 (Item must be presented)	52.72 EUR
Select	Take action	EE07022013XCH	CHA (Swiss Post)	EEA (EstonianPost)	Sent to customs	Sent to post	05/02/2013 17:39	15 CHF	0.7	SE (Security alert)	
Select	Take action	EE04022013XCH	CHA (Swiss Post)	EEA (EstonianPost)	Sent to customs	Sent to post	05/02/2013 17:36	400 CHF	2.000	01 (Item must be presented)	
Select	Take action	EE05022013XCH	CHA (Swiss Post)	EEA (EstonianPost)	Sent to customs	Sent to post	05/02/2013 17:33	25 CHF	0.950	SE (Security alert)	
Select	Take action	EE06022013XCH	CHA (Swiss Post)	EEA (EstonianPost)	Sent to customs	Sent to post	05/02/2013 17:18	35 CHF	0.950	SE (Security alert)	
Select	Take action	RR06022013XCH	CHA (Swiss Post)	EEA (EstonianPost)	Sent to customs	Sent to post	05/02/2013 17:13	250 CHF	0.9	04 (Charged raised, but customs do not need to see)	116.85 EUR
Select	Take action	RR01022013XCH	CHA (Swiss Post)	EEA (EstonianPost)	Sent to customs	Sent to post	05/02/2013 16:47	200 CHF	0.900	04 (Charged raised, but customs do not need to see)	10.00 EUR
Select	Take action	EE01022013XCH	CHA (Swiss Post)	EEA (EstonianPost)	Sent to customs	Sent to post	05/02/2013 16:45	25 CHF	5	SE (Security alert)	
Select	Take action	CP01022013XCH	CHA (Swiss Post)	EEA (EstonianPost)	Sent to customs	Sent to post	05/02/2013 16:39	250 CHF	4	04 (Charged raised, but customs do not need to see)	87.90 EUR

1 2

New action: 52 (Store final (automatic transfer))
Decision: 01 (Item must be presented)

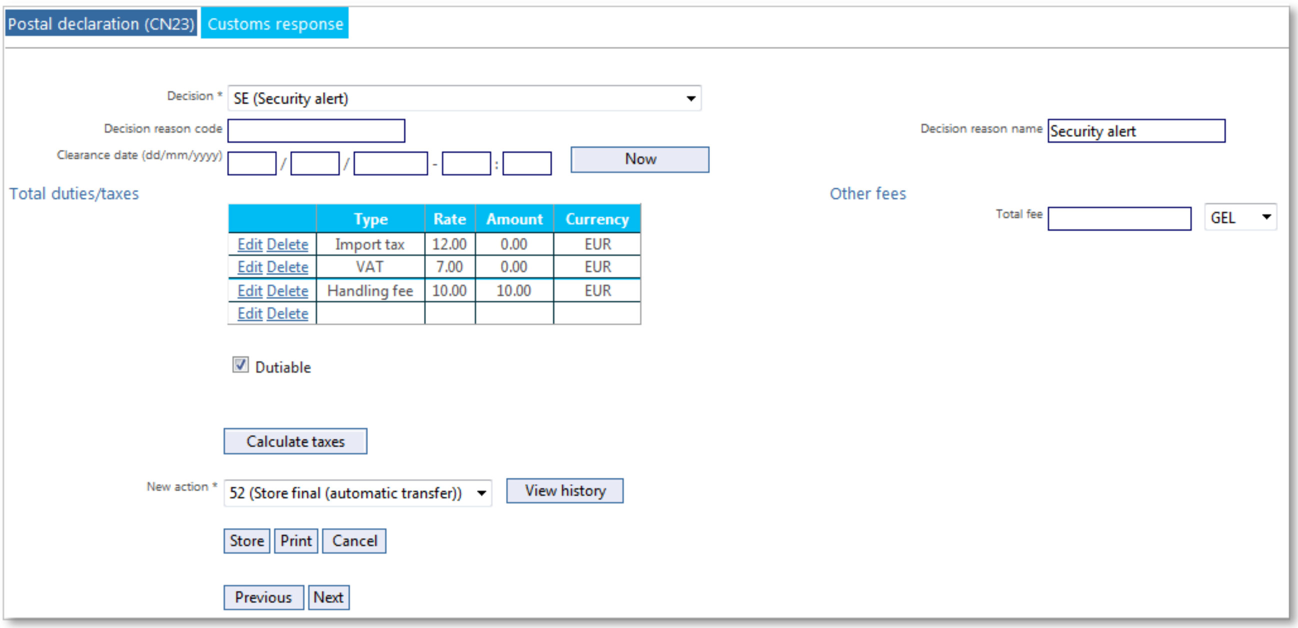
At this stage, you can either:

1. Take an action on one or more mail items, as follows:
   a. Select an item in **New action**.
   b. Select a **Decision** code.
   c. Click the **Take action** link next to the required mail item(s).
2. Click the **Select** link next to the required mail item(s) to access the declaration data.

Reviewing the CN23 declaration

After you have selected a declaration, you can view it and enter a response.

In the example below, the postal declaration and customs response are on different pages. To view them on the same page, update the default setting in **Manage my preferences**.



Entering a decision and reason

To update the Customs response:

1. Click the **Customs response** tab.
2. Select your decision from the **Decision** drop-down menu.
3. Enter a reason for the decision. If there is duty to be paid, check the **Dutiable** checkbox and enter a **Clearance date** (if the item is cleared).
4. Optionally, you can enter additional information:
   a. Tax/duty information in the **Total duties/taxes** table; click **Edit** to add information and **Update** to save your changes (**Delete** deletes an entry, and **Cancel** cancels the current entry).

   b. Enter the amount and currency code for any other fees (e.g. handling fees) in **Total fee**.

   Tip: Administrator users can also automate duties and tax ratings assessments by:

   - Configuring tax rules at the national level (only Customs Administrators can configure these rules); see "Managing automated response rules for Customs responses" on page 17 for more information.

   - Using the tax scripting function for more complex schemes (only Master/System Administrators can use this function)
5. Once your tax rules are configured, click **Calculate taxes** to perform the calculation according to the configured rules.
6. Send the response to the Post by:
   a. Selecting action **52 (Store final)**.

   b. Clicking **Store**.

Tip: You can also store a draft of your decision if elements of your decision are still missing, by selecting action **51 (Create/update draft)**.

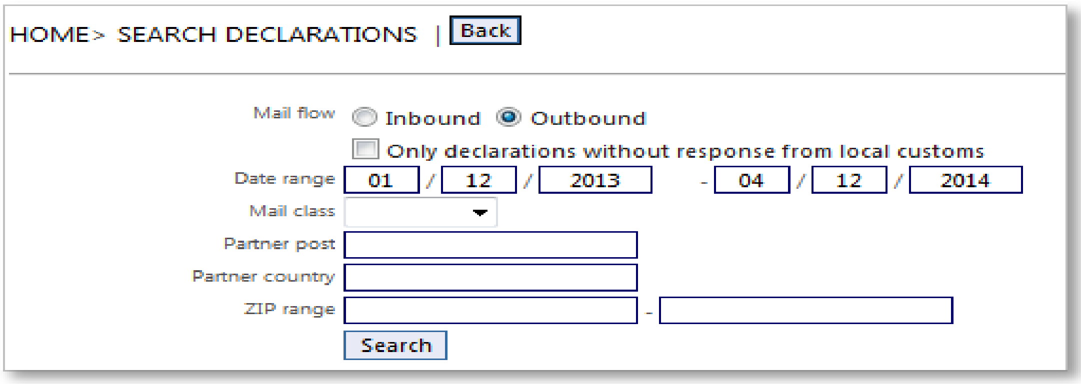
Updating a decision

Customs can update a decision if information about a postal item has changed. This can happen if, for example, the risk assessment changes (to more or no risk) or duties and taxes have been prepaid.

For example, you can clear an item after receiving confirmation of prepayment charges by following the steps above.

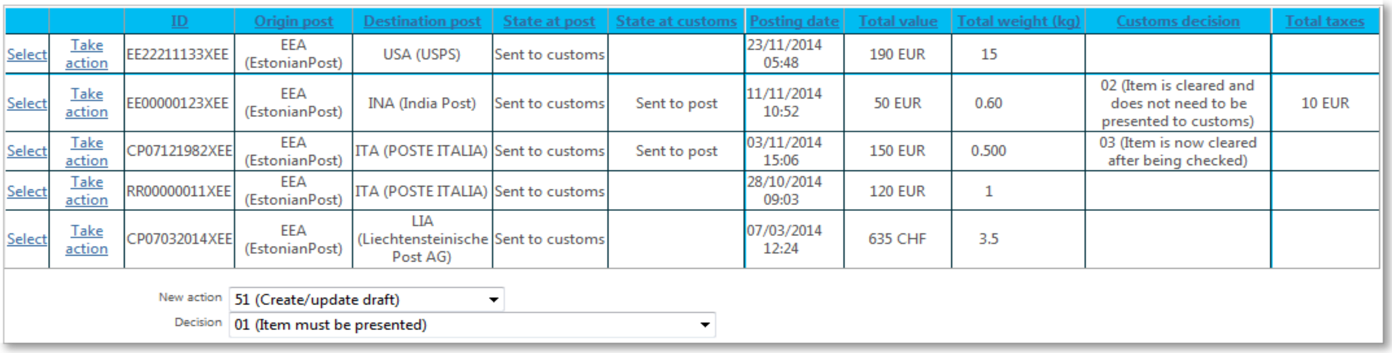
Searching for declarations

You use the Search declarations function for performing filtered searches on declarations. You can use the result sets of searches as work lists to use for directly performing actions on declarations, without having to enter the declaration detail screen.



To search for mail declarations:

1. Select a combination of the following criteria to perform a search:
    - **Mail flow**
    - **Only declarations without customs response**
    - **Date range**; the search period is taken from midnight (00:00) of the start date until midnight (00:00) of the end date, so effectively the end date is the day immediately prior to the second date
    - **Mail class**
    - **Partner post**; origin post if inbound, destination post if outbound
    - **Partner country**; origin country if inbound, destination country if outbound
    - ZIP range; origin post code range if inbound, destination post code range if outbound
2. Click **Search**.



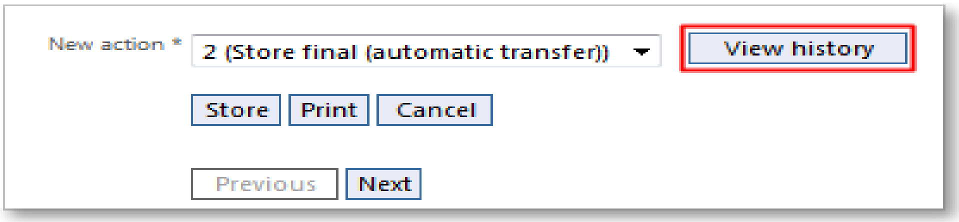
		ID	Origin post	Destination post	State at post	State at customs	Posting date	Total value	Total weight (kg)	Customs decision	Total taxes
Select	Take action	EE22211133XEE	EEA (EstonianPost)	USA (USPS)	Sent to customs		23/11/2014 05:48	190 EUR	15		
Select	Take action	EE00000123XEE	EEA (EstonianPost)	INA (India Post)	Sent to customs	Sent to post	11/11/2014 10:52	50 EUR	0.60	02 (Item is cleared and does not need to be presented to customs)	10 EUR
Select	Take action	CP07121982XEE	EEA (EstonianPost)	ITA (POSTE ITALIA)	Sent to customs	Sent to post	03/11/2014 15:06	150 EUR	0.500	03 (Item is now cleared after being checked)	
Select	Take action	RR00000011XEE	EEA (EstonianPost)	ITA (POSTE ITALIA)	Sent to customs		28/10/2014 09:03	120 EUR	1		
Select	Take action	CP07032014XEE	EEA (EstonianPost)	LIA (Liechtensteinische Post AG)	Sent to customs		07/03/2014 12:24	635 CHF	3.5		

New action 51 (Create/update draft)
Decision 01 (Item must be presented)

3. **Select** the declaration to view the mail item's detail, associated declaration and response (if any) or choose a **New action** and click **Take action** to apply it to an item.

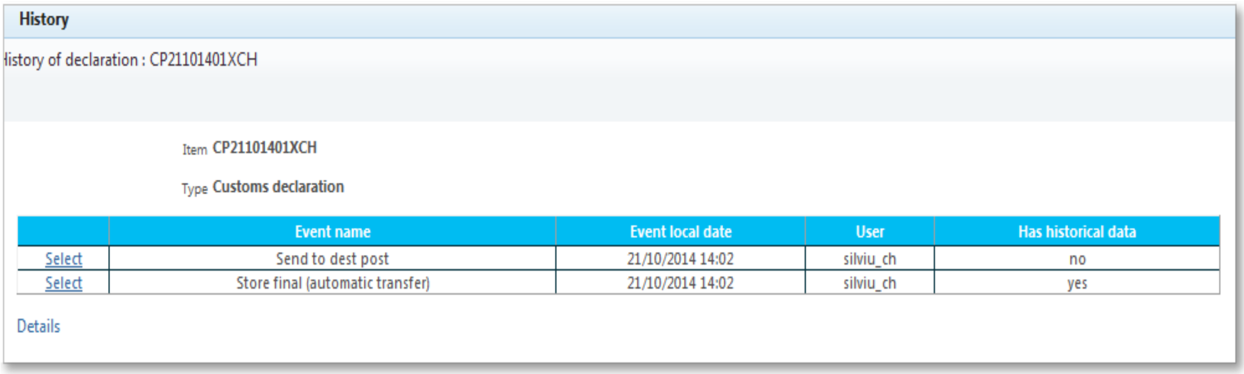
Browsing declaration history

Once you have found a declaration, you can browse its history and response events associated with the item by clicking **View history**.



You can use **Previous** and **Next** to browse already existing declarations.

A new screen displays a summary of all CDS events associated with the mail item.



If the mail item event updated the data, the **Has Historical Data** column shows a **yes** value, and you can view the previous state of the declaration by clicking **Select**.