



## Information and general conditions

### Electronic Messaging Registration

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This information is intended for companies with an Electronic Messaging Registration.

The 'Electronic Messaging Registration' allows you – depending upon the type of registration – to exchange messages with the reporting systems of Dutch Customs. This can be done in the reporting systems for:

- entry
- import and export
- transit
- exit
- provisions

#### General conditions

The general conditions that apply for the 'Electronic Messaging Registration' are found here.

#### Administrative obligations

Your records, the administrative organisation and the internal control system should be arranged in such a way that you are able to account for all your transactions and other actions in a correct, timely and complete manner. Dutch Customs should easily be able to make the connection between the declarations and the data on the movement of goods in your administration. Does it concern a subsequent customs procedure or re-export? Then make sure this is evident from your administration. Keep the records, information and documents for 7 years. This period starts when:

- the computerised system Entry, Exit and Provisioning (for consultation, alerts and registration of entries) has received the messages (including change notices) or messages for provisioning.
- the customs supervision of the customs procedure or re-export has been completed.

#### Emergency procedure

Occasionally, it may happen that the automated system or messaging connections cannot be used or is not accessible, for example due to malfunction. In that case, please use the emergency procedure. This also applies if you have already sent messages. You can find the emergency procedure at [douane.nl](https://douane.nl).

Using the emergency procedure usually requires permission from the Customs Administration. The emergency procedure can be found at [douane.nl](https://douane.nl) (search for 'emergency procedure' using the green bar in the upper-right corner).

#### Individual conditions

If, in addition to general conditions, individual conditions have been imposed on your company, then these conditions will be stated in your registration.

#### Submitting supporting documents by fax or e-mail

Have you received a message asking you to provide supporting documents with a declaration? Then you can ask Customs if you may submit these documents by fax or e-mail. If Customs allows this, then the following actions of the declaration process will mostly be decided based on your fax or e-mail.

However, Customs may also decide that you must present the original documents at the customs office. The digital delivery of evidence entails certain risks: it may happen that your e-mail messages (including attachments) are intercepted, viewed or altered by other parties. Should you decide to send an e-mail to Customs, then you accept this risk.

#### Registration electronic messaging for provisions

The additional conditions below apply when reporting provisioning of sea-going vessels.

#### Reporting of provisioning

You must report all proposed provisioning on board a sea-going vessel in the Netherlands to the Customs Administration.

Do this **no later than 2 hours before the actual delivery** on board.

You are to report the planned delivery by stating the declarations and documents of those goods, per type of goods.

Are you filing a (re-)export declaration by entering the goods in your records, followed by a periodical electronic supplementary declaration afterwards? Then please include a reference to the declaration.

Also, always mention 'sensitive goods' including their specific name and quantity (pieces, litres, etc.) in your electronic message.

Don't forget to report the total shipment. Sensitive goods are: excise goods, goods for which a refund is requested and veterinary goods.

#### Supplying evidence

Once you have submitted your declaration, Customs may ask you to (digitally) submit all supporting documents. The procedure for this can be found on [douane.nl](https://douane.nl) (search for 'provisioning' in the search box in the upper-right corner).