MCC-EN-Manual

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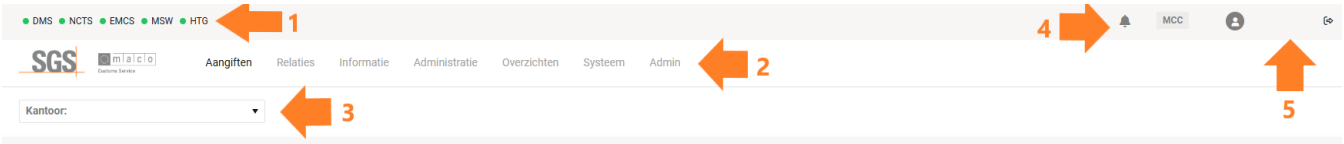
1 MCC: General:

1.1 Screen structure:

Within the MCC screens a fixed basic setup is used, within each screen this basic setup is used to navigate and show information within MCC:



The basic components are:

1. Status indication of the customs systems
2. Menu bar, options shown depending on user role
3. Navigation trail, this is where the sub-clients are selected
4. Notifications, where necessary messages from SGS Maco are displayed
5. Name of the logged-in user and the icon to log out .

The basic structure of MCC is the same in every screen

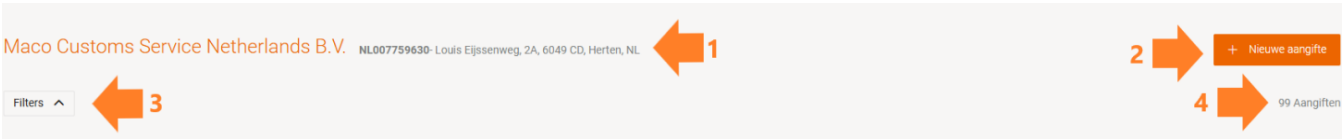
1.2 Navigation trail:

The navigation trail within MCC indicates at which level records are created. The layout consists of 3 levels, namely:

- Office: This is a specific internal format for SGS Maco, depending on which physical location/team is involved within the Brokerage department in Maco, and a separate one - for customers using MCC under their own license.
- Client: SGS Maco customer
- Sub-client: optional subdivision into customers. For example, customer location or different customs systems.

1.3 List/Outline Screens:

For each screen of the type "List/Overview View" corresponds the following structure. The screen below is the declaration screen as an example:



The components of this section of the screen in MCC are:

1. Depending on the choice made in the navigation trail, the name of the organization for which the declaration is made is shown here.
2. The button in this place is for creating a new record in the MCC database, depending on where the user is located. The button can change color:
    a. Grey: Incorrect parameters selected to create a new record
    b. Orange: It is now possible to create a new record
3. Opening the screen with filter criteria is done via the "Filters" button
4. This number shows the number of results of the search

1.4 Rules in the overview screens:

In the overview screens, rules are displayed in chronological order, whether or not based on the chosen filter criteria. The following icons can be shown on the overview screens:

- : This will reveal extra detail associated with the line. Such as the message flow with a declaration or specific details on an invoice.
- /  : The pencil icon is used to change the content information within the record.
- : With the magnifying glass, the information of the record can be viewed.
- : This specific icon gives access to subsequent messages of the declarations.
- : The green up arrow is specific for opening closed records. This is only authorized for users with an "Admin" profile.
-  : This icon is used to view the subsequent messages and to adjust them if not yet closed.
-  : Indicates that the record is dormant and will no longer show up in any drop-down lists.
-  : Indicates that the record is locked.
- : This icon removes the record from the list page, the record remains dormant in the database, also known as a soft delete. This is only authorized for users with an "Admin" profile.
- : This is only authorized for users with an "Admin" profile. This allows an admin to log in as a user to view functionality of the specific user.
- : Invoice-specific. This will process the specific invoice in MCC and the database, if this has not been done via the automatic invoice processing process.
-  : Resend the email with the corresponding file
-  : Download a PDF of the record: After the first generation, the PDF file is retrieved from the database.
-  : Regeneration of the PDF file associated with the record
-  : Specifically for manual invoices, the corresponding files can be viewed
-  : Specific to acquisition letters, this will show the acquisition letter in an Excel file.
-  : Adding files to a record, or adding an extra data field in a declaration (first select the desired data field and number and then press the green plus)
-  : Copy of the record, available only for specific roles
-  : Specific to scenarios, this generates an XML of the relevant scenario
-  : Executes the filter command
-  : This downloads the filter command in an Excel list

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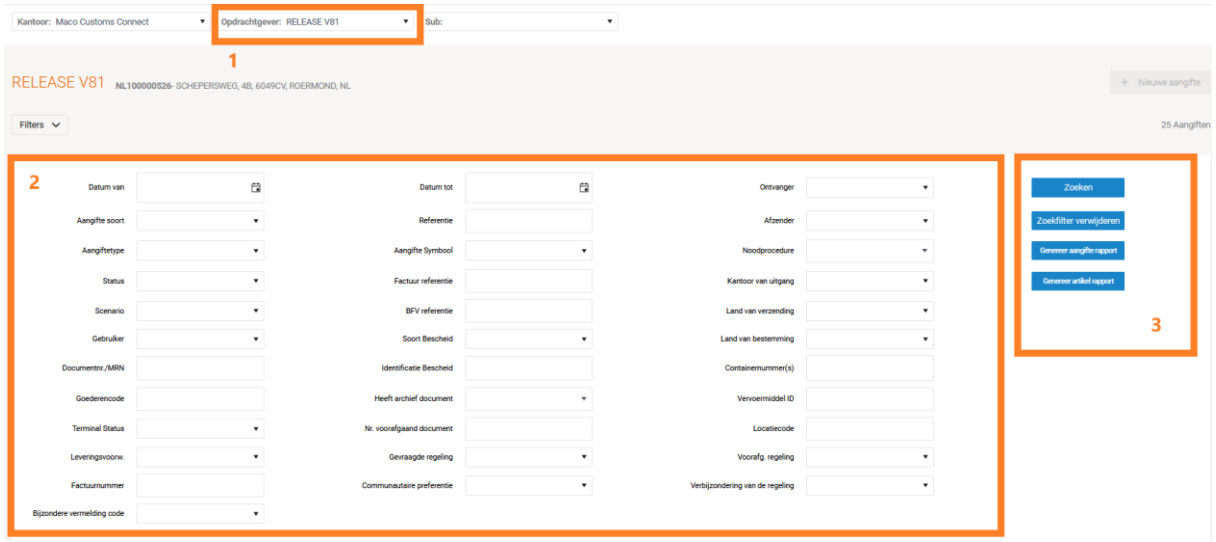
1.5 Filter criteria:

Within the overview of declarations in MCC, it is possible to use a filter block to search for specific declarations. This makes it easy to retrieve data or to make exports for control or reporting.



To filter, a client must be selected at the top of the screen. This ensures that MCC only searches within the correct dataset.

Please note: *without a selected client, filters or reports can become unnecessarily large. This slows down the system and makes the results unclear. By setting this up properly in advance, MCC works faster and more efficiently.*

The filter block consists of several optional fields, divided into categories such as:

- **General filters**
  Date from/to, reference, declaration type, user, status
- **Declaration characteristics**
  Declaration type, scenario, commodity or document numbers, declaration symbol
- **Logistics and countries**
  Ship/destination country, sender, receiver, mode of transport, location code
- **Specific filters**
  BFV reference, invoice number, community preference, terminal status

It is possible to use one or more filters at the same time. The more filters, the more specific the search result.

On the right side of the screen are four buttons visible for searching and filtering:

- **Search**
  Start the search based on the entered filters. The result is shown below the filter block.
- **Remove Search Filter**
  Empties all fields in the filter block, this is used to easily start a new search.
- **Generate declaration report**
  Generates an Excel file at master level (1 line per declaration), useful for overviews and counts.
- **Generate item report**
  Creates an export at a detailed level (1 line per item in the declaration). Ideal for analysis at the level of goods.

By making smart use of the filters and reporting buttons, it is possible to quickly find specific declarations, analyze trends or collect information for control and reporting.

1.6 Adding data to records:

In MCC, the following types of fields are used to add data:

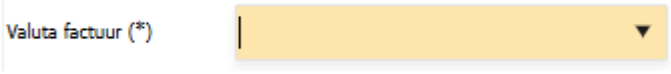
- Input fields (textual or numeric)
- Dropdowns
- Checkboxes

It is possible that there are restrictions on the input fields, the possible restrictions can be:

- Obligatory
- Maximum length
- Check for presence in the database, to prevent duplicate records
- Format validation

Validations can show up in MCC in different ways:

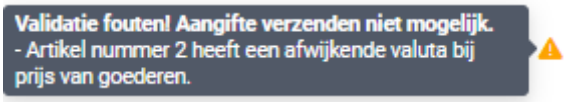
- Fields marked with (*) and shaded yellow are required fields, it is not possible to continue or save the record without filling in these fields:



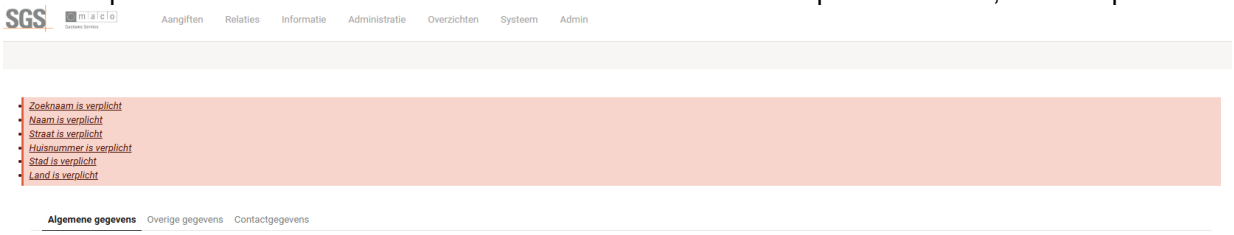
- Red text for a data field, the red text indicates the result of the validation. This validation may or may not block the record from being stored:



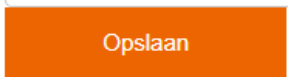
- Triangle with exclamation mark, when sending a declaration, validations are done on the data entered in the declaration. If something incorrect is found, this is indicated by the orange triangle with exclamation mark. The reason is visible when the mouse pointer is placed on the triangle.



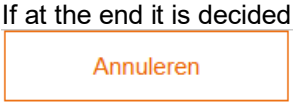
- It is also possible that a list of the validation results is shown at the top of the screen, for example below:



Finally, the record can be saved with the orange "Save" button:



If at the end it is decided not to save the record, this is done by using the white "Cancel" button:



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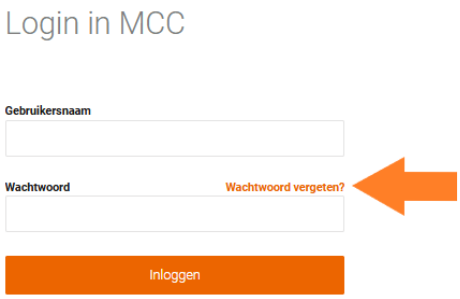
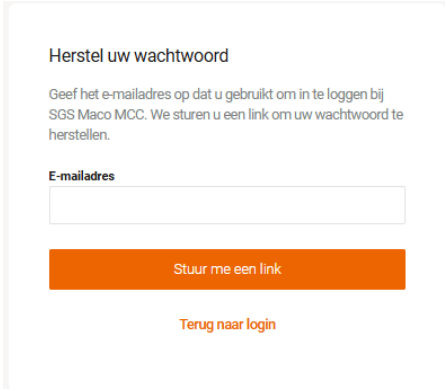
1.7 Forgotten Password:

If the password for Maco Customs Connect (MCC) is no longer known, it can be reset using the "Forgot Password" feature within MCC. Please follow the steps below:

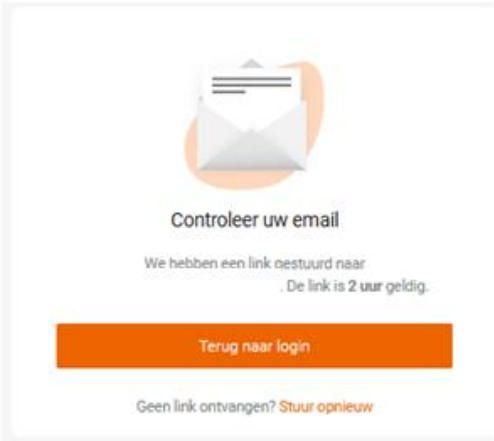
1. Go to the MCC login page.
2. Above the field where the password is normally entered, you will see the option: **"Wachtwoor vergeten?"**



3. Click on this link.



4. Enter the email address associated with your MCC account.
5. The following screen will appear:



6. If the email address is recognized by MCC, an email will be sent to that address to set a new password. If no email is received, it is possible to resend the link. It is also possible that the email address is not known within MCC.

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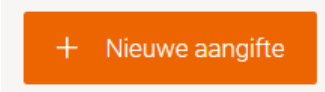
2 Creating declarations:

The main functionality of MCC is the creation of declarations that can be submitted to customs systems. Starting a new report is done by following this button:



After pressing the "New declaration" button, the drop-down menu appears to choose the scenario for the declaration to be made. (The design of the scenarios is described in Chapter 10: Scenarios MCC)

After selecting the scenario, the creation of a declaration immediately starts in MCC. The declaration screens (Header & Item) are divided into different blocks. These blocks are set up based on the technical specifications for messages provided by customs. After completing the declaration, MCC will show the summary screen to adjust data and enter additional non-declaration mandatory data.

For each customs system, the structure of the blocks in a customs message is the same. Depending on the type of declaration that needs to be created, certain blocks or data fields within these blocks may or may not be filled. This is arranged through scenarios. Specific declarations are divided into the following types:

- Import
- Export
- Transit Departures
- Transit Arrivals
- EMCS

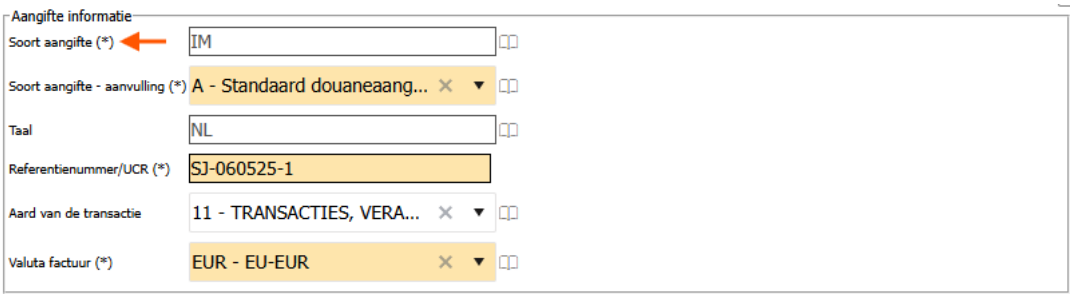
Note: *from the scenario, fields may or may not be set to "Mandatory" to be filled in. These fields can be recognized by the yellow color when entering the data in a declaration and the field name shows a "(*)" at the end*

2.1 Import:

2.1.1 General information:

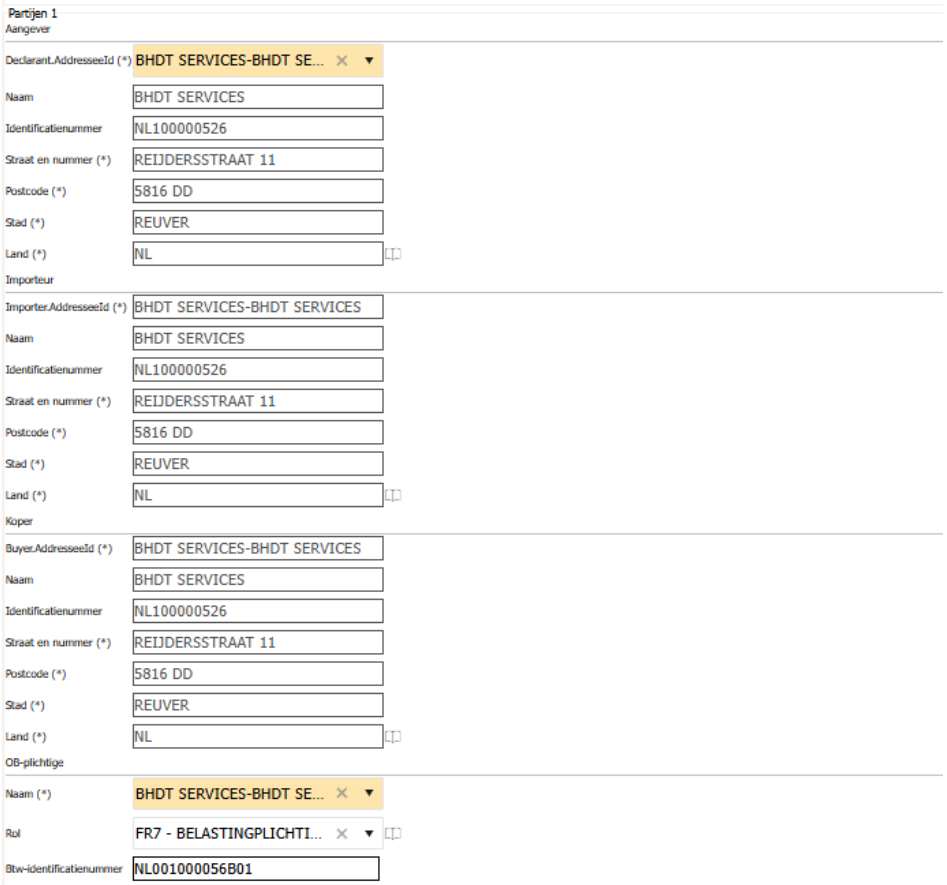
2.1.1.1 Declaration information:

This block is specifically important for customs to determine what type of declaration it concerns. Only a few pieces of information are necessary for an import declaration. Specifically, the currency on the invoice is important. This must correspond to the currency selected in the Items.



2.1.1.2 Parties 1:

In this block, the declarant and the importer of the goods are indicated. These details are retrieved from the relations entered in MCC. The relations menu can be reached via the menu bar of MCC.



2.1.1.3 Documents:

Additional documents such as permits and/or transport documents are indicated in the block of documents. Additional fields can be added by clicking on the green button with a white plus sign.



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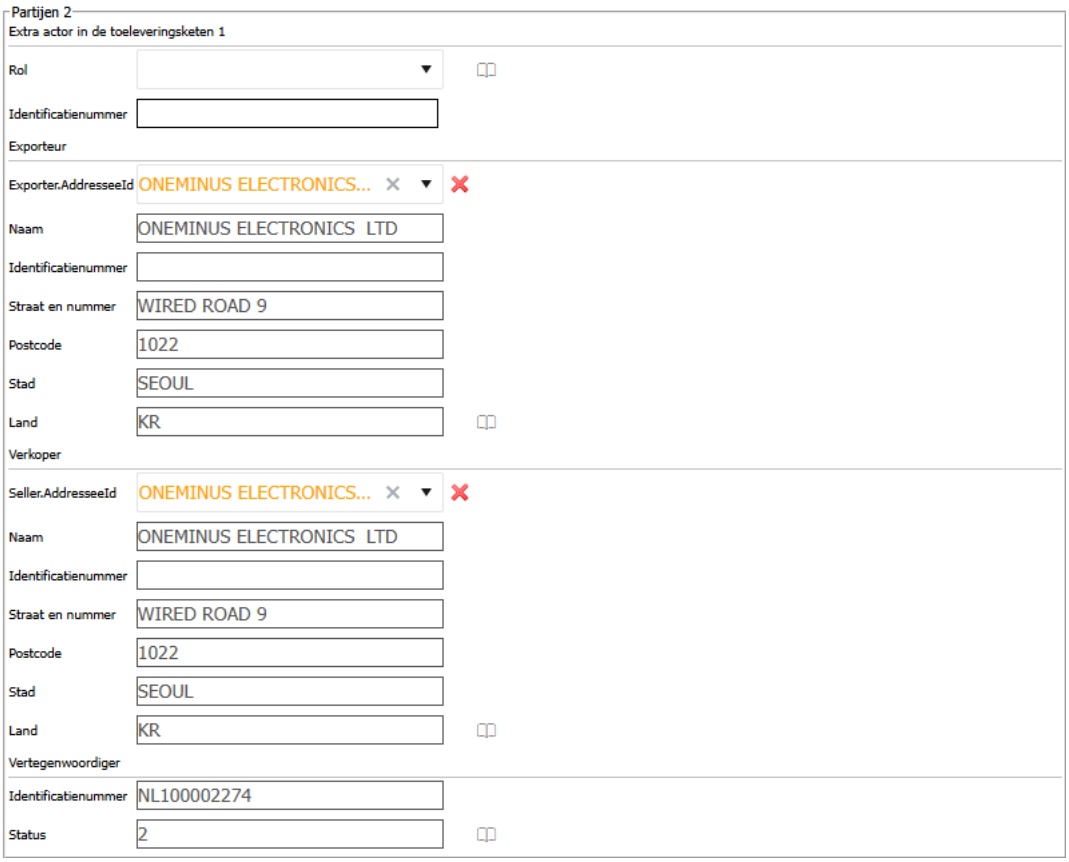
2.1.1.4 *Parties 2:*

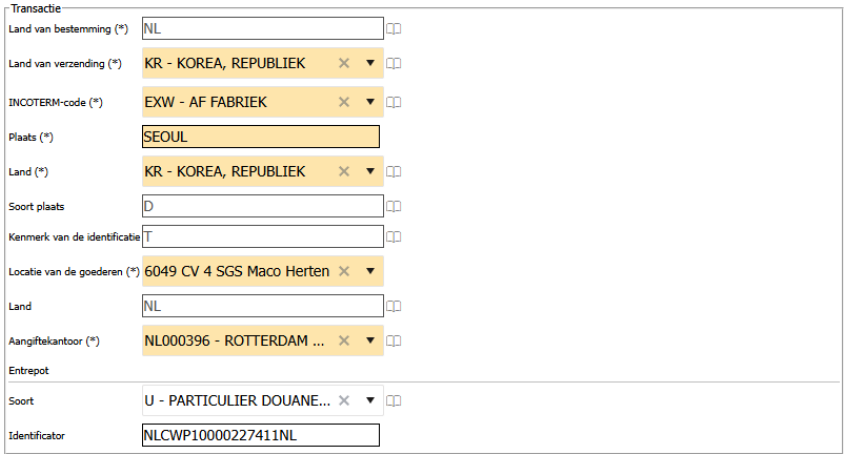
This block is used to indicate the exporter and seller of the goods. These details are retrieved from the relations in MCC.



2.1.1.5 *Transaction:*

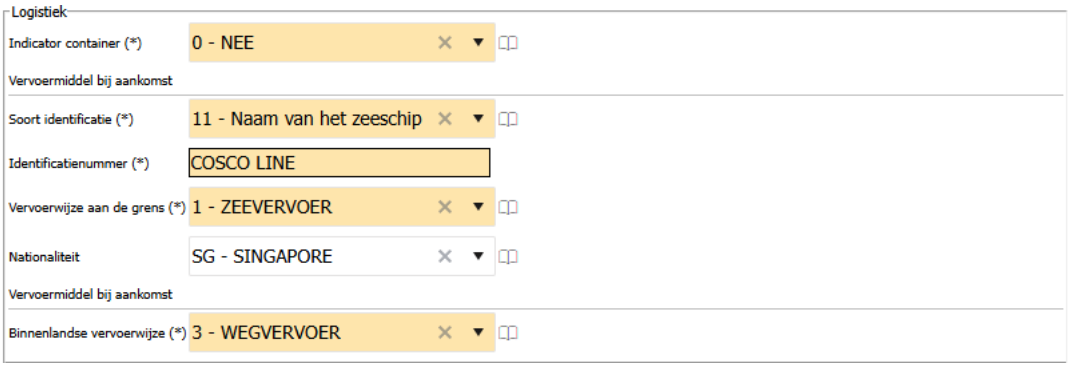
For imports, it is important for customs to know which route the goods went. This information is indicated in this block. Specific data for Import that can be found in this block are:

- Country of Destination
- Country of Dispatch
- Incoterm, including city and country and fields necessary for customs.
- Location of the goods
- Declaration office
- Warehouse



2.1.1.6 Logistics:

Indicate here which modes of transport apply and corresponding identity details of the means of transport.



2.1.1.7 Guarantees:

It is very important for the customs and tax authorities to know by which organization the import duties and VAT on the goods are paid. This data is entered in this block. It is only possible to declare in this block the guarantor who is recognized by customs.



After all data has been entered at the header level, the items must be declared. This is done by means of the button: Item toevoegen this can be found at the bottom of the "general data" screen.

It is also possible to save the declaration at this time. For this, the button is: Afronden .

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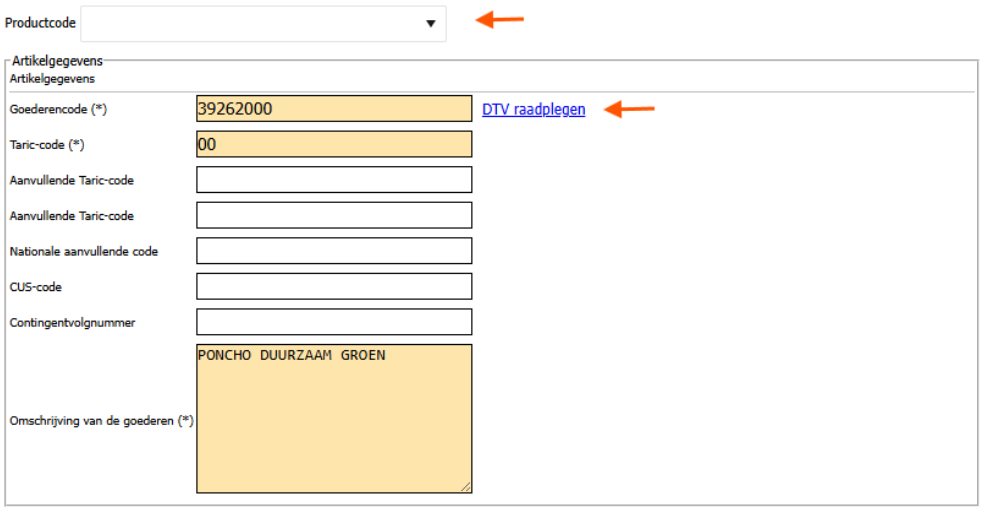
2.1.2 Items:

2.1.2.1 Article details:

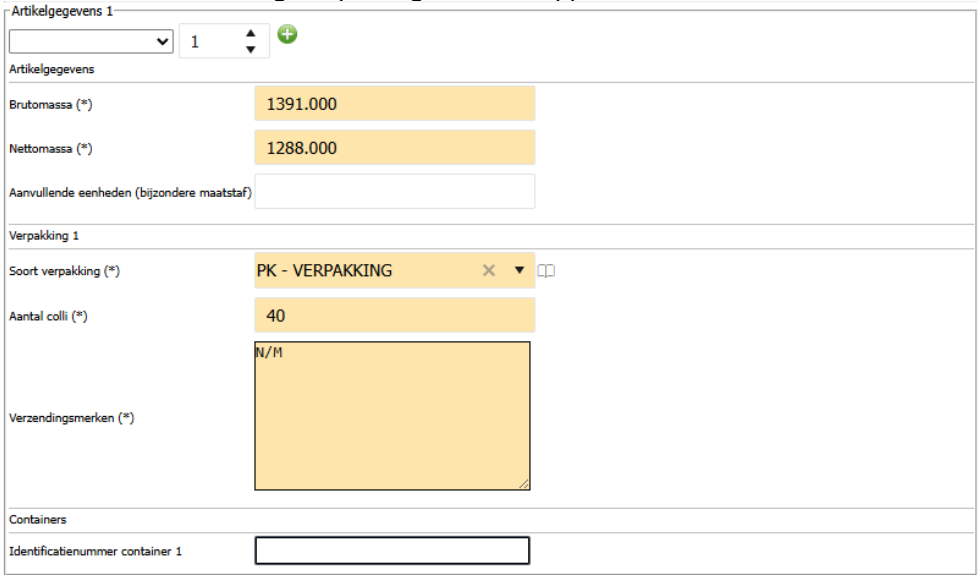
The next level for a customs message is the Items. In this screen, the data related to the goods in the shipment must be entered. It is possible to use the product code functionality. Recurring Items can be stored in MCC to fill in the declaration data based on the product code. Product codes functionality is described in Chapter 9 Product (HS) codes in MCC of this manual.

Via the link Consult DTV next to the commodity code, it is possible to check whether the code used is valid and which customs measures apply to that specific code.



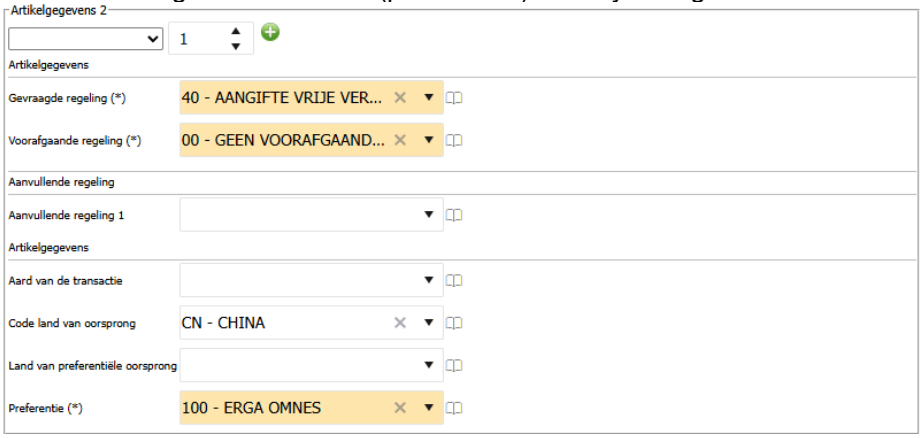
2.1.2.2 Article details 1:

Please indicate the weights, packages and, if applicable, the container numbers and seal.



2.1.2.3 Article details 2:

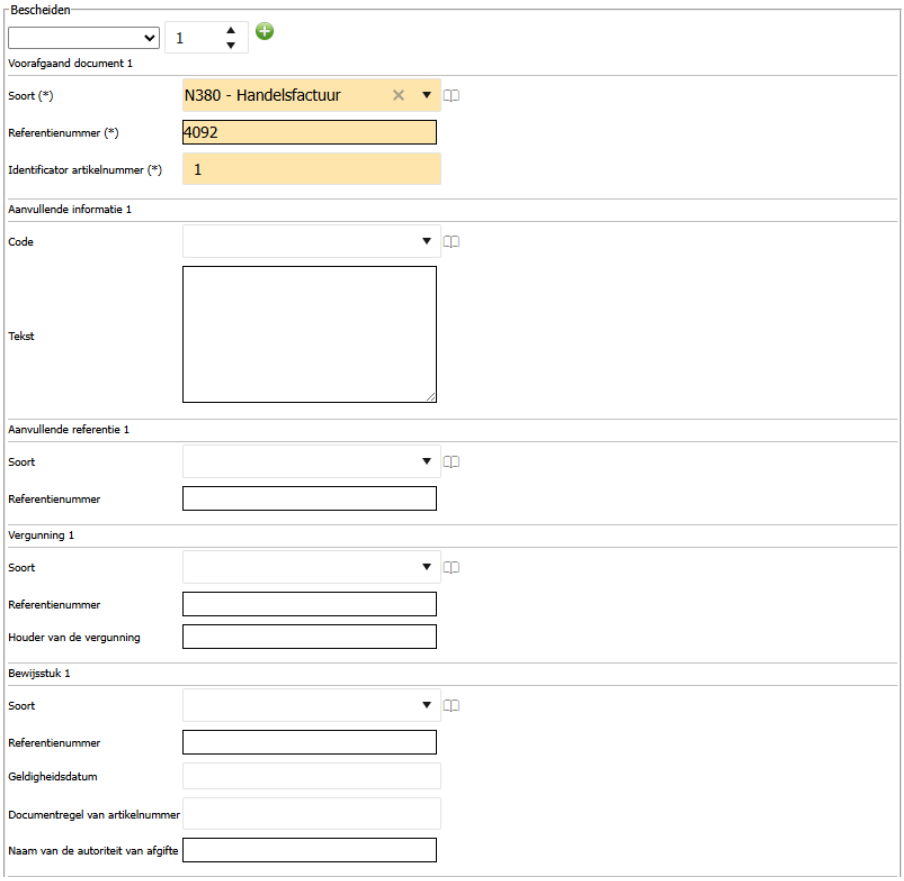
Here the arrangements and the (preferential) country of origin should be selected.



2.1.2.4 Documents:

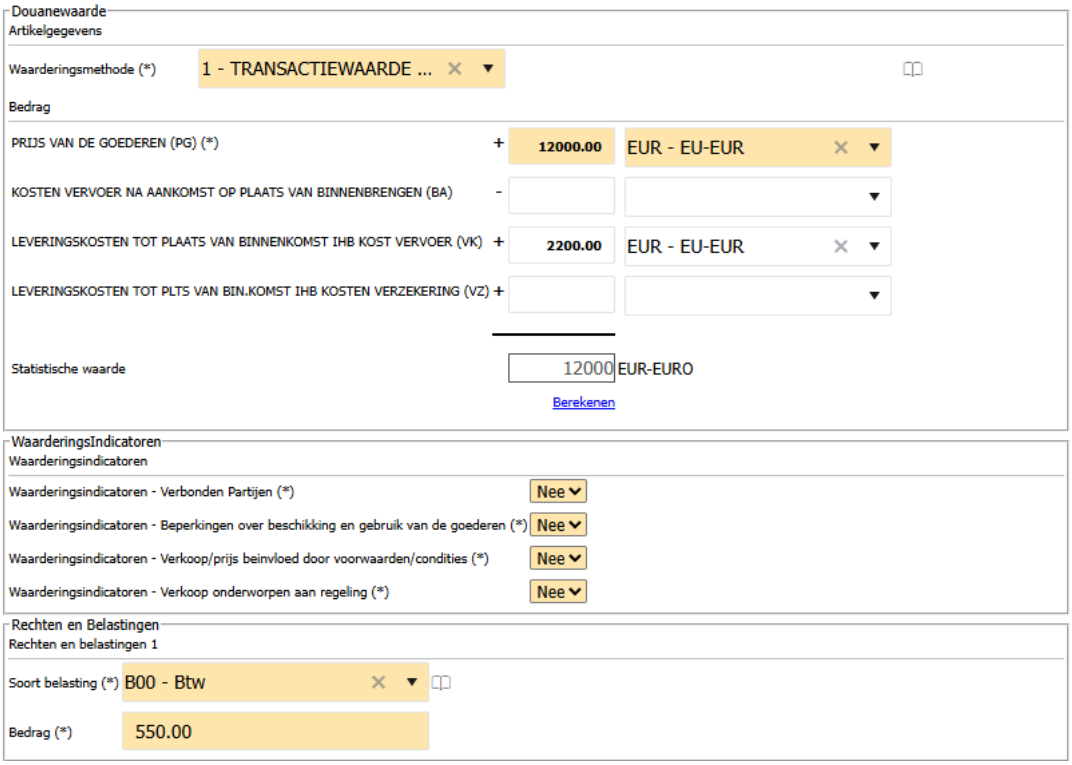
If applicable, the document codes are entered in the "Documents" block. Examples of documents are the Y-codes that must be entered under "Additional Reference", under "Supporting document" the invoice reference must be entered.

Please note: *the same document may not appear on Header and Item in a declaration.*



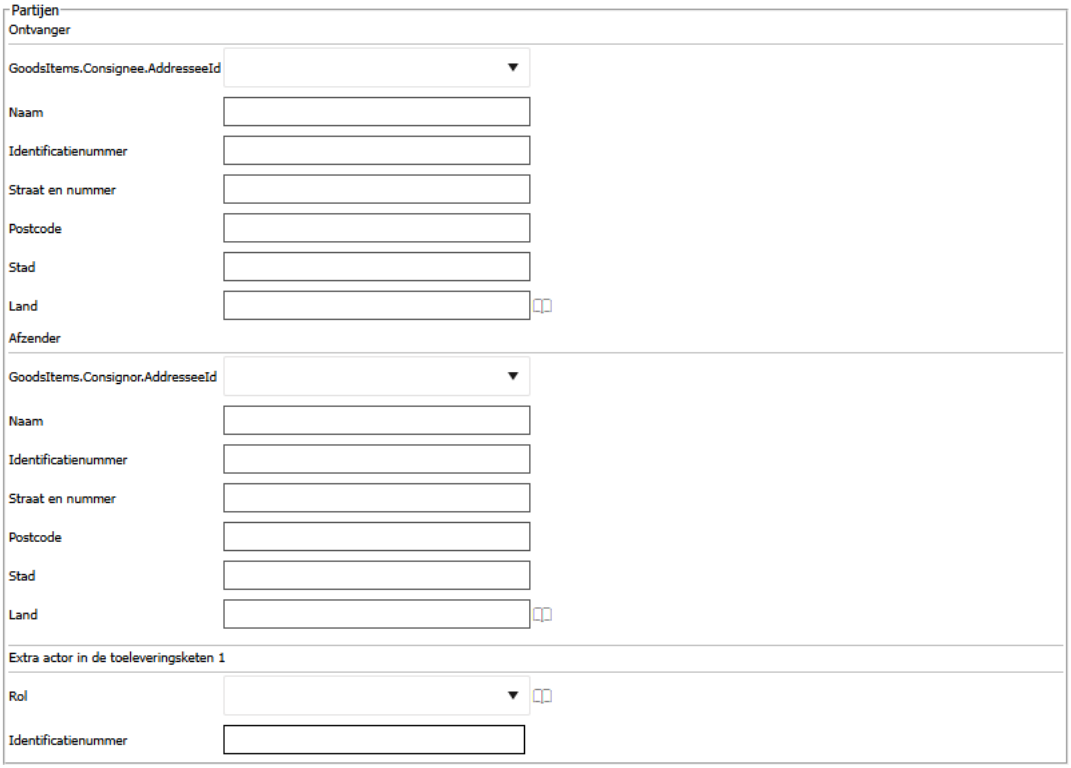
2.1.2.5 *Customs value:*

These fields are used to process values such as the total value of goods, the distribution of freight costs and VAT. This is to arrive at a correct customs value of the goods.

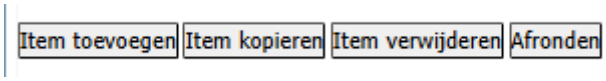


2.1.2.6 Parties:

It is also possible to fill in the parties involved at Item level instead of header level. This can be done under the heading parties. It is not possible to enter the parties at header and item level. This is rejected by customs.



After entering all the details of an item, the next step in the process is triggered by using one of the buttons below, which can be found at the bottom left of the screen:



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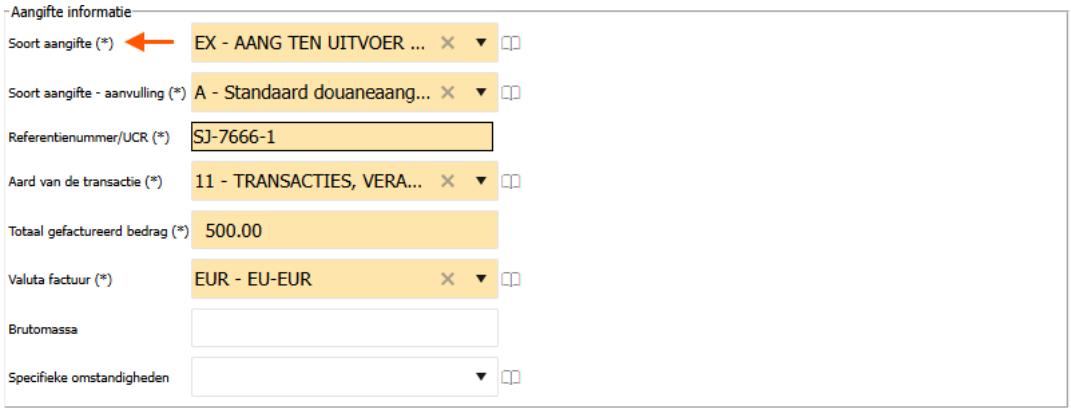
2.2 Export:

2.2.1 General information:

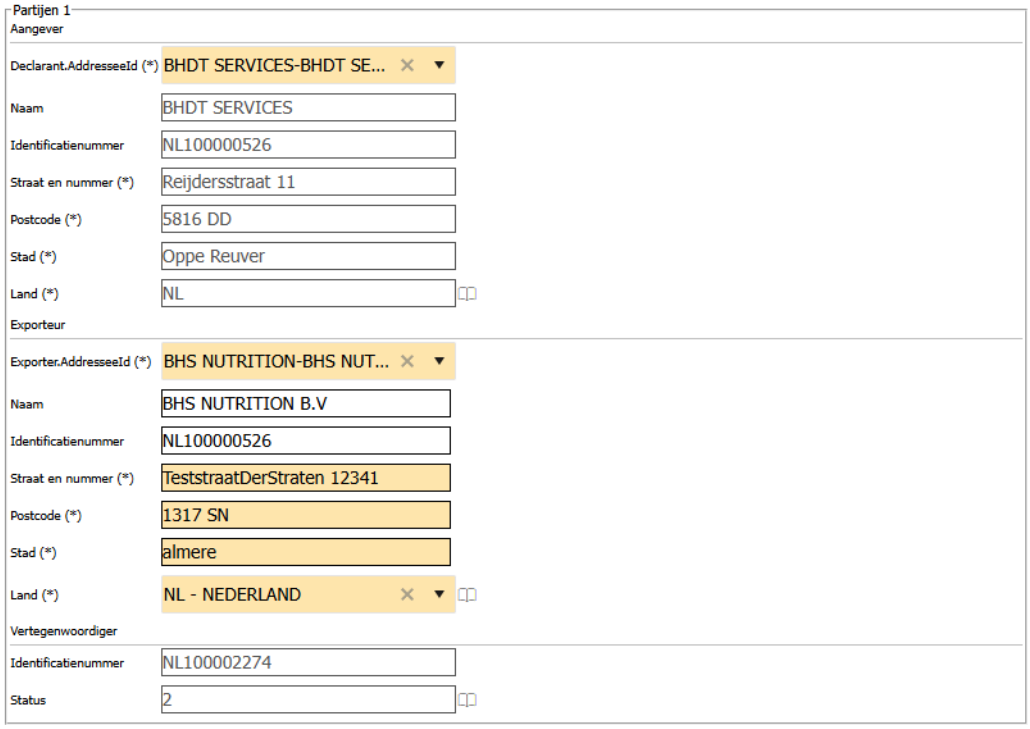
2.2.1.1 Declaration information:

In the declaration information, the correct declaration type for Export must be selected under the Type of declaration. Specifically for export declarations is important: the total invoiced amount is included in the messages to customs.



2.2.1.2 Parties 1:

This box is used to indicate the declarant and exporter of the goods. These contacts are retrieved from the contacts in MCC. The relations menu can be found on the menu bar of MCC.



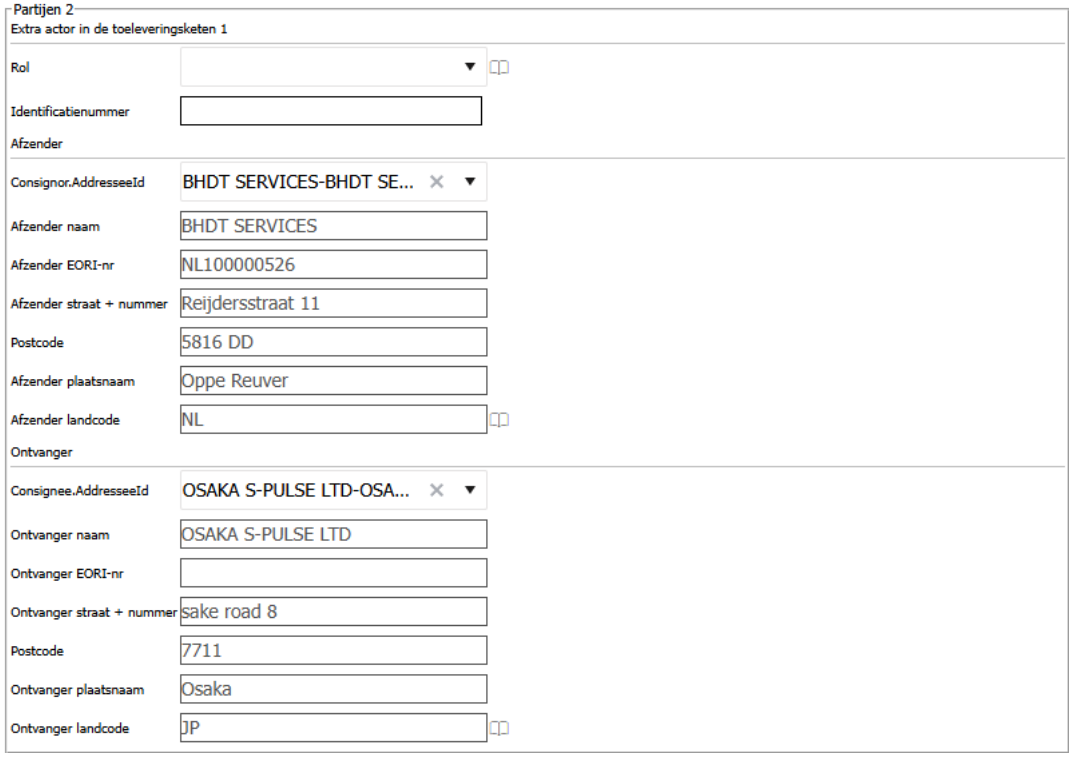
2.2.1.3 Documents:

Additional documents such as permits and/or transport documents are indicated in the block of documents. Additional fields can be added by clicking on the green button with a white plus sign.

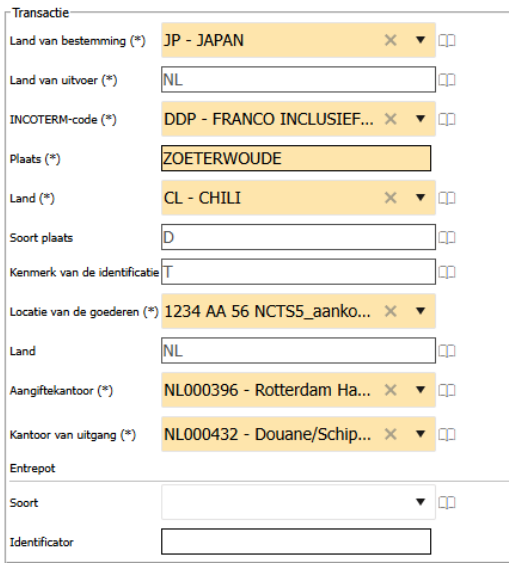


2.2.1.4 Parties 2:

This box is used to indicate the sender and recipient of the goods. These details are retrieved from the relations entered in MCC.



2.2.1.5 Transaction:



It is important for customs to know where the goods are going when exporting. This information is indicated in this block. Specific export-related transaction data are:

- Exporting country
- Incoterm, including city and country, and fields necessary for customs.
- Location of the goods.
- Declaration office
- Office of exit

Please note: *It is possible that the declaration office and the office of exit have the same code in the declaration made. In that case, "Means of transport 1" may not be filled in the Logistics block (next paragraph: Logistics).*

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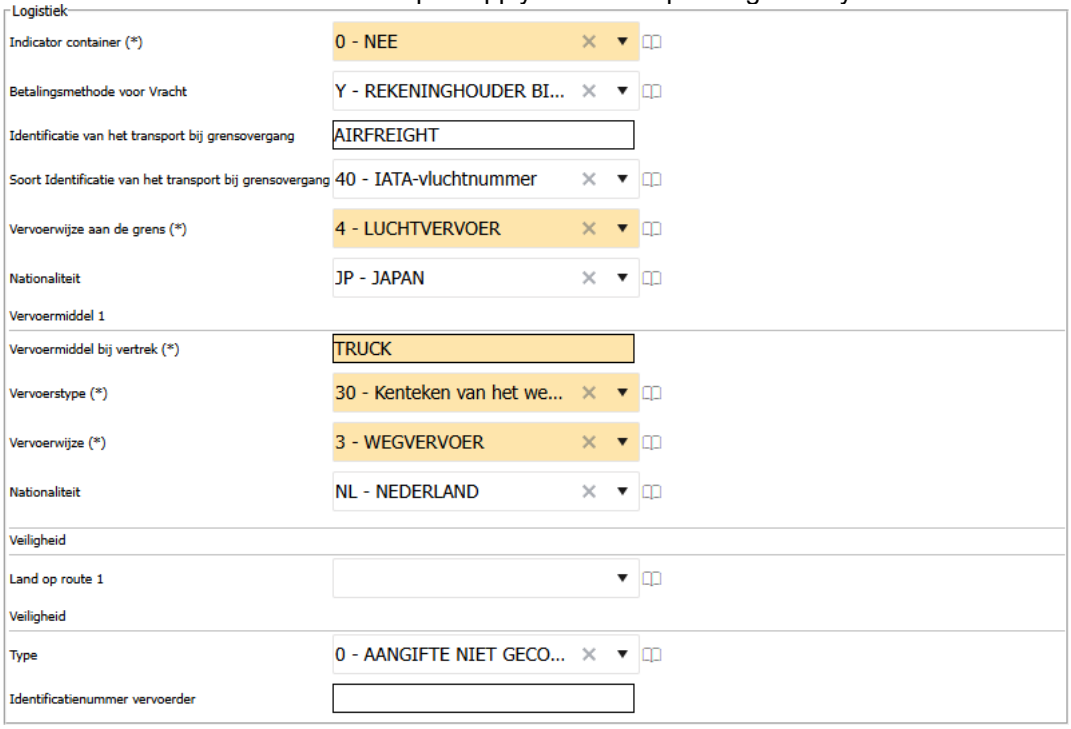
2.2.1.6 Logistics:

Indicate here which modes of transport apply and corresponding identity details of the means of transport.

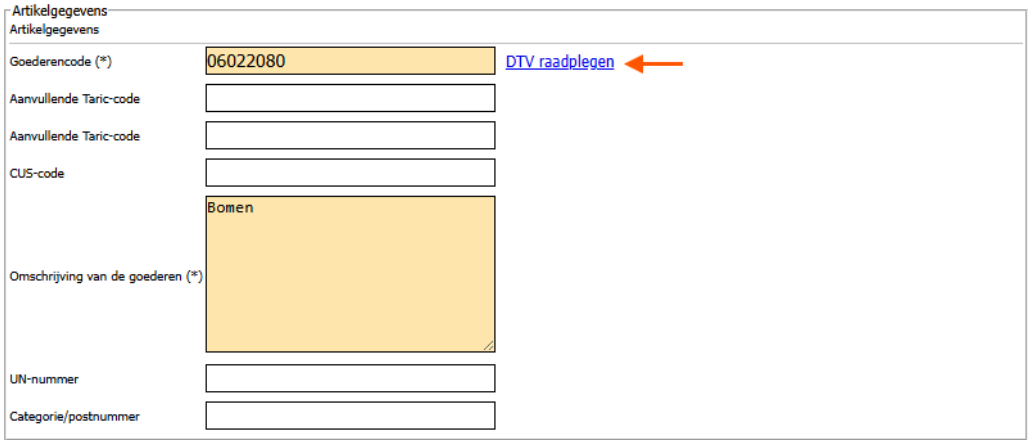


2.2.2 Items:

2.2.2.1 Article details:

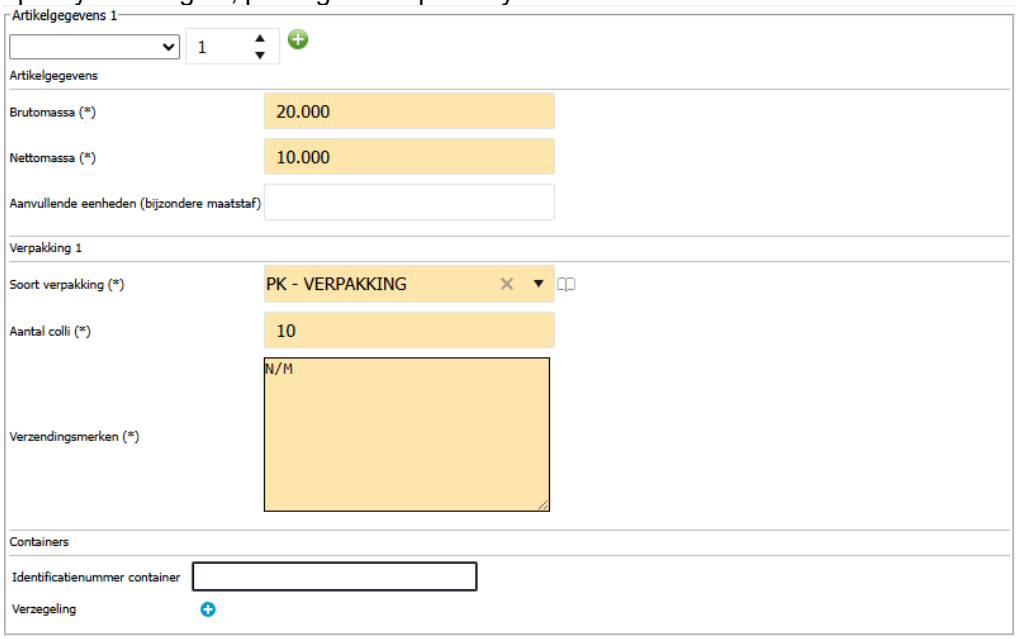
The next level for a customs message is the Items. In this screen, the data relating to the goods in the shipment must be entered. It is possible to use the product code functionality. Recurring Items can be stored in MCC to fill in the declaration data based on the product code. Product codes functionality is described in Section 9 "Product (HS) codes in MCC" of this manual.

To check customs requirements of goods, the link Consult DTV next to the commodity code is available. By using the link, it is possible to check whether a valid commodity code has been used and to immediately see which measures apply to the relevant commodity code.



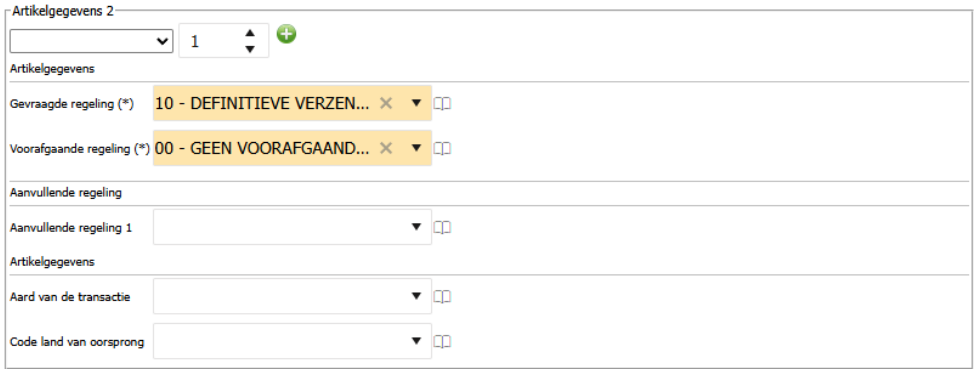
2.2.2.2 Article details 1:

Specify the weights, packages and possibly containers and the seal.



2.2.2.3 Article details 2:

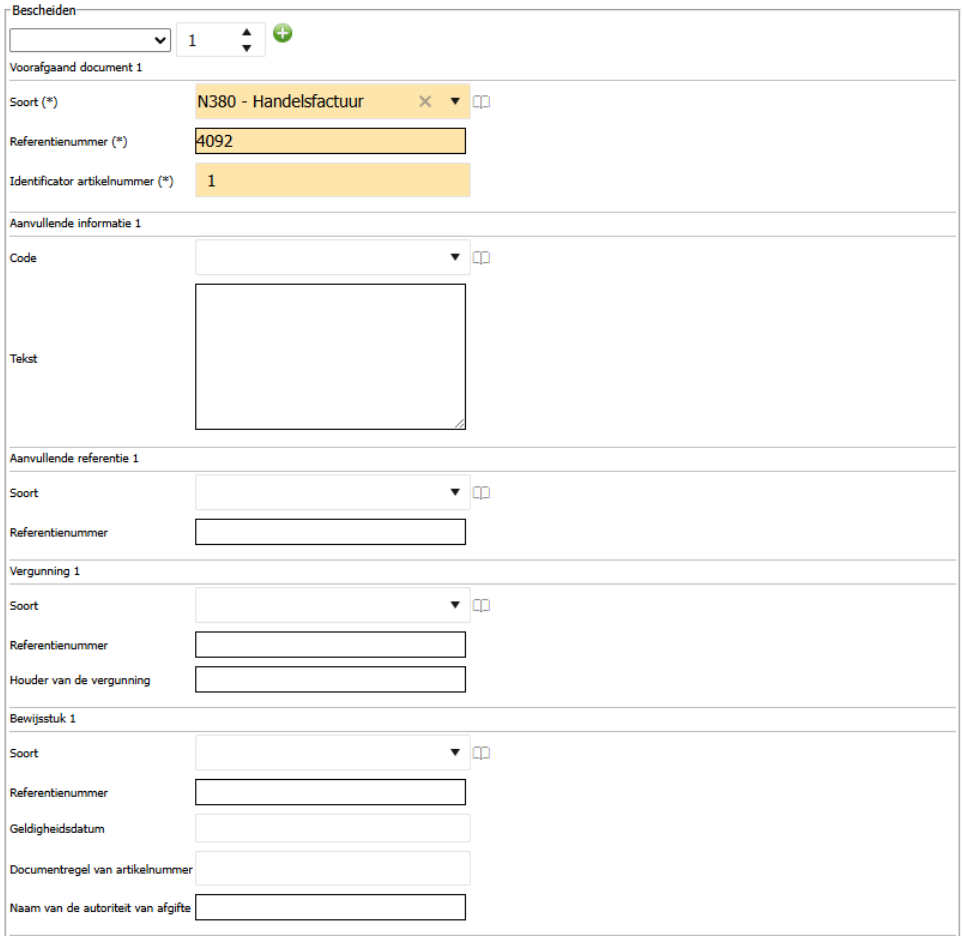
This block selects the procedure that applies to goods in the declaration. Code of the country of (preferential) origin.



2.2.2.4 Documents:

If applicable, the document codes are entered in the "Documents" block. Examples of documents are the Y-codes that must be entered under "Additional Reference", under "Supporting document" the invoice reference must be entered.

Please note: *the same document may not appear on Header and Item in a declaration.*



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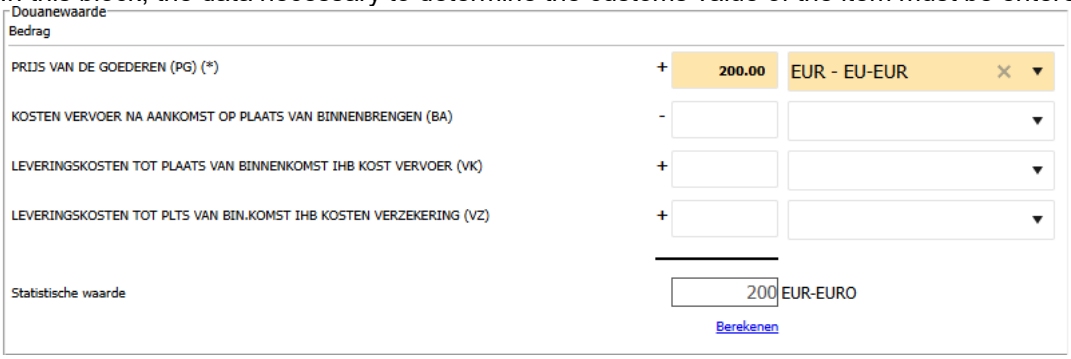
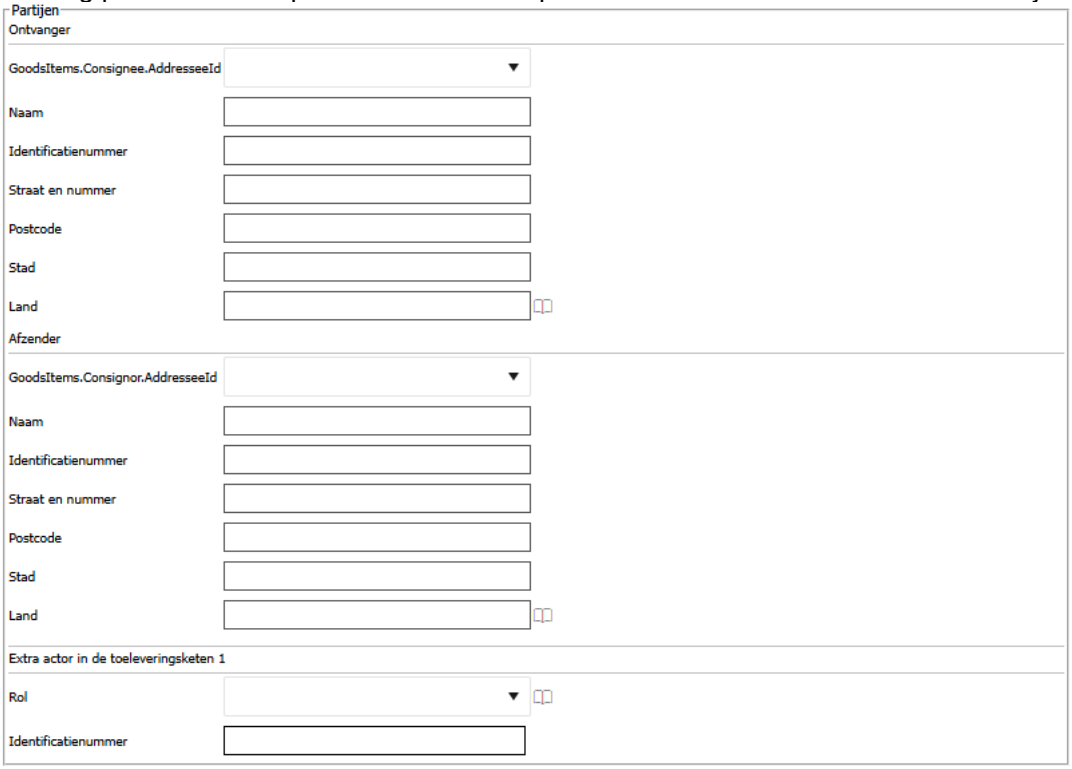
2.2.2.5 *Customs value:*

In this block, the data necessary to determine the customs value of the item must be entered.

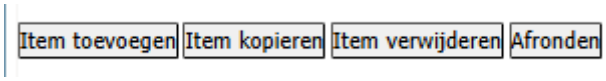


2.2.2.6 *Parties:*

It is also possible to fill in the parties involved at Item level instead of header level. This can be done under the heading parties. It is not possible to enter the parties at header and item level. This is rejected by customs.



After entering all the details of an item, the next step in the process is triggered by using one of the buttons below, which can be found at the bottom left of the screen:



2.3 DVA Transits (NCTS - Transits):

DVA (Customs Transportation Application) is the system by which customs declarations are submitted for the transport of goods within the European Union. DVA makes it possible to transport goods without the need for an immediate import or export declaration.

Please note: *in order for customs to complete the guarantee process the transport flow should be clear and all documents closed.*

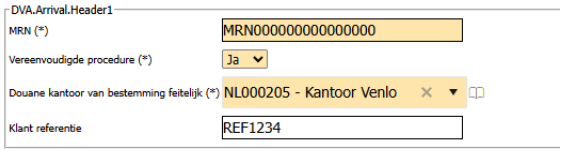
Within DVA Transit, there are two types of shipments:

- Transit arrival – when a transit shipment is received at a location.
- Transit departure – when goods are sent to another location or member state

2.3.1 Transit Arrival:

2.3.1.1 DVA.Arrival.Header1:

When goods are received by means of a Transit shipment, the identification details of the shipment are necessary to report the shipment as received. The MRN number of the transit document must be entered in this block. The correct procedure must be selected, as well as the correct customs office of destination and possibly the customer reference.



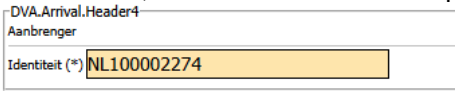
2.3.1.2 DVA.Arrival.Header2:

In arrival header 2, the permit must be indicated with the corresponding permit reference number.

2.3.1.3 DVA.Arrival.Header4:

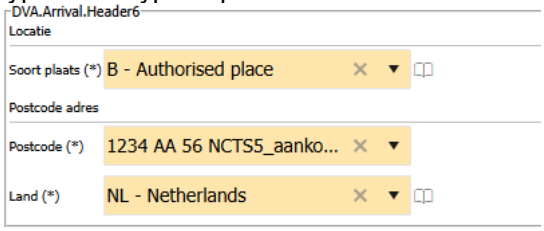


In this block, the EORI number of the person who introduced the goods is entered.



2.3.1.4 DVA.Arrival.Header6:

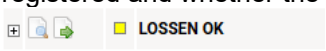
This block applies to the location where the goods are received. From customs, arrival locations are divided into types. The type of place and the name and address details of the place of arrival are indicated in this block.



The button Afronden records the data for the transit arrival declaration. After completion, MCC navigates to the summary screen where the declarations are submitted, see chapter 3.6 "Sending declarations" about sending declarations.

2.3.1.5 Sending arrival message:

Upon receipt of a transit shipment, the arrival message (IE007) is sent to customs via MCC. This formally informs that the goods have arrived. Customs then checks whether a corresponding departure shipment has been registered and whether the goods are ready for inspection or unloading.



Unloading may only start once the message "Unloading OK" has been received from customs. Unloading before this approval is not permitted. The further processing and statuses of a transit file – such as delays, checks or cancellations – are dealt with in the separate section Additional messages.

After unloading and checking of the goods, the message of unloading findings (IE044) must be sent to customs via MCC. This will administratively close the shipment and release the guarantee for the sender.

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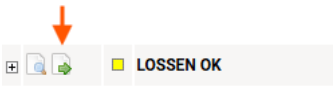
2.3.1.6 *Sending release findings:*

The completion of a transit arrival is done by sending a release report (IE044). This message is built from MCC based on the previously received shipment.

Click on the document icon with the green arrow to create a follow-up message.

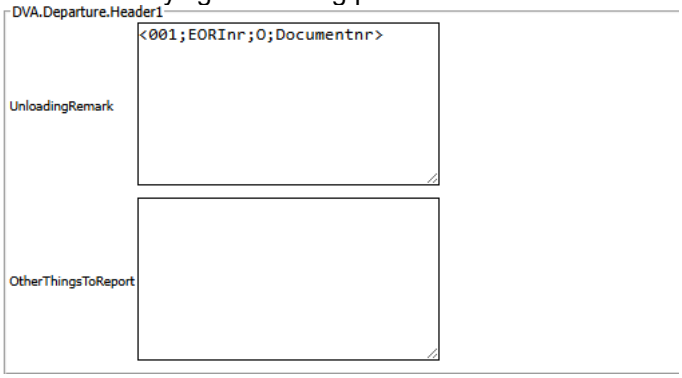


From the dropdown, select the correct scenario *CC044C*

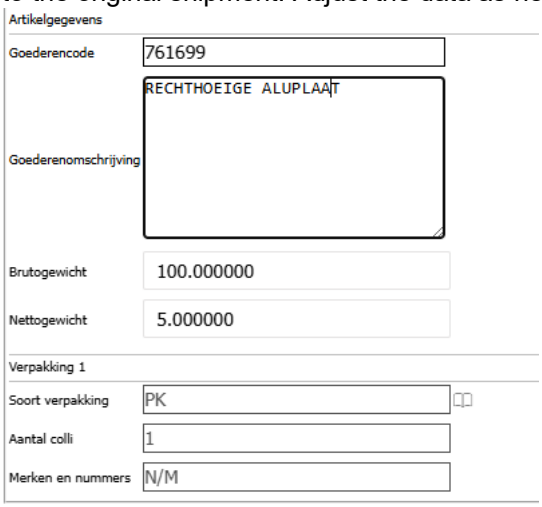


An overview screen will now open. At the bottom, a block with successive regulations is shown. If the original declaration contained this information, the successive regulations will be automatically completed.
It is also possible to perform the following actions manually:

- Adding a successor procedure
- Modifying an existing procedure



Clicking next at the top will open the item screen. Check here for each item if there are any differences compared to the original shipment. Adjust the data as needed (e.g. quantities, damages, items not received)



Click on 'Finish' and then on 'Submit compliant'. After confirmation, the IE044 message will be sent to customs. When the status changes to *Final,* the transit document is correctly deregistered and the customs flow is completed.

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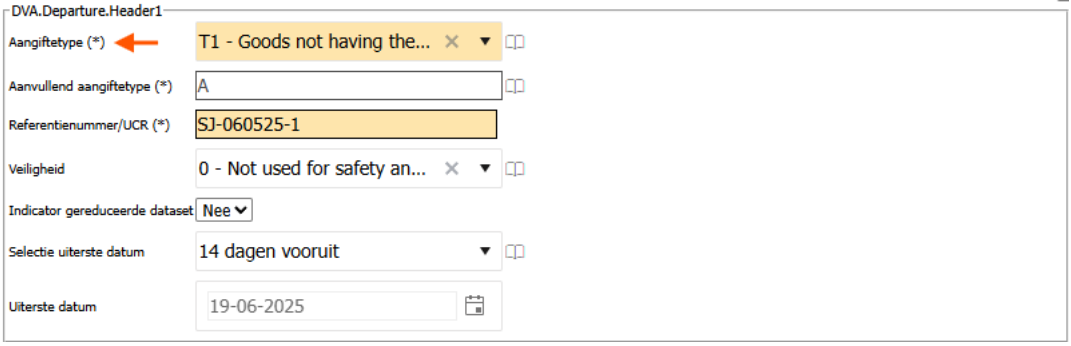
2.3.2 Transit Departures:

2.3.2.1 General information:

When non-Union goods are physically shipped within the EU, an administrative declaration is required via the NCTS system (DVA). Within MCC, the process is started by creating a Transit Departure declaration. The general data is filled in via a number of blocks in the screen. Each block has a specific function.

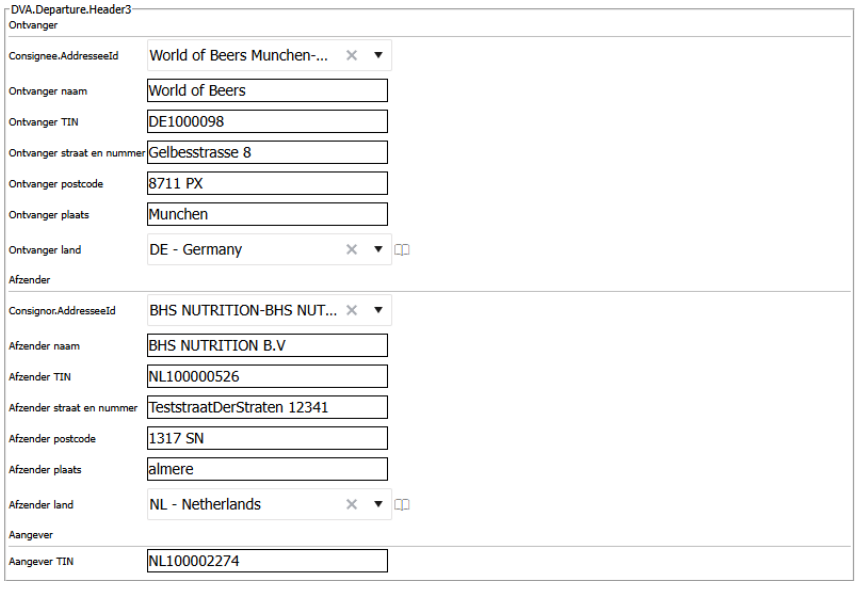
2.3.2.1.1 DVA.Departure.Header1:

This block records the most important information for the transit departure declaration. The desired declaration type, such as normal or simplified, must be selected. In addition, the latest date by which the goods must have left is indicated here. The internal reference number of the shipment must be entered here. Furthermore, the type of safety (e.g. standard or increased risk) and the expected transport time of the shipment are specified here.



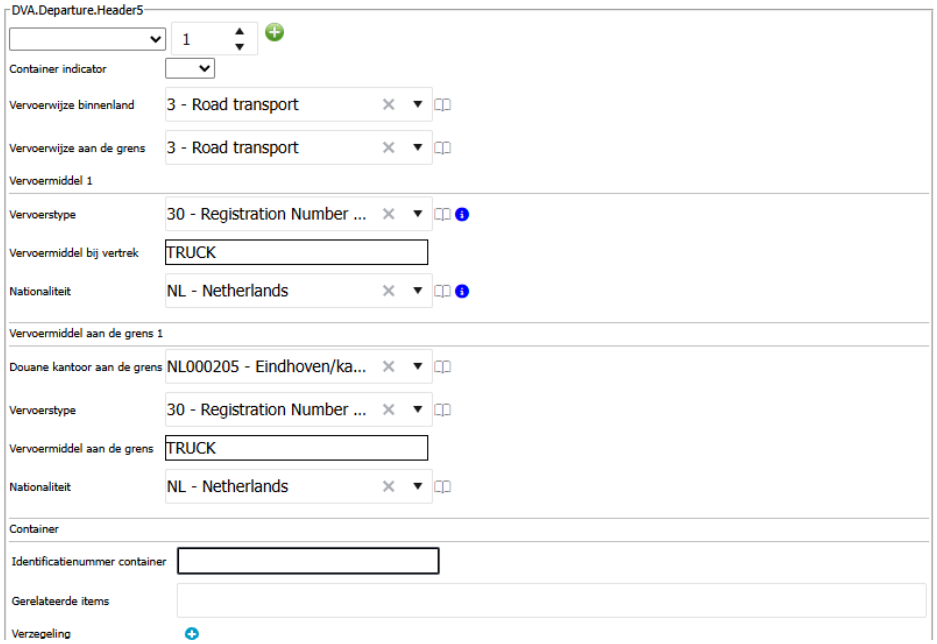
2.3.2.1.2 DVA.Departure.Header3:

This block indicates who the declarant and the recipient of the goods are. This data is retrieved through relation data recorded in MCC. It is important that both parties are set up correctly, because this data is immediately included in the customs declaration.



2.3.2.1.3 DVA.Departure.Header5:

This block is used to record the transport data. Think of the means of transport used or specific modalities. Additional data can be added via the green button with the white plus sign, which reveals additional fields.



2.3.2.1.4 DVA.Departure. Header7:

This block is intended for recording house consignments within customs reporting. If an N830 code is chosen in this block, it must be combined with an NMRN code as a preliminary document in the Item screen. Pay close attention to the order of the items, because this order must correspond to the order in the previous document. By correctly processing this data, linked export declarations automatically get the status "Output Confirmed".



2.3.2.1.5 DVA.Departure.Header8:

There are situations where multiple House Consignments exist within one declaration and each House Consignment has a different Consignee. This block is intended for assigning a separate Consignee per each House Consignment in the Transit declaration.

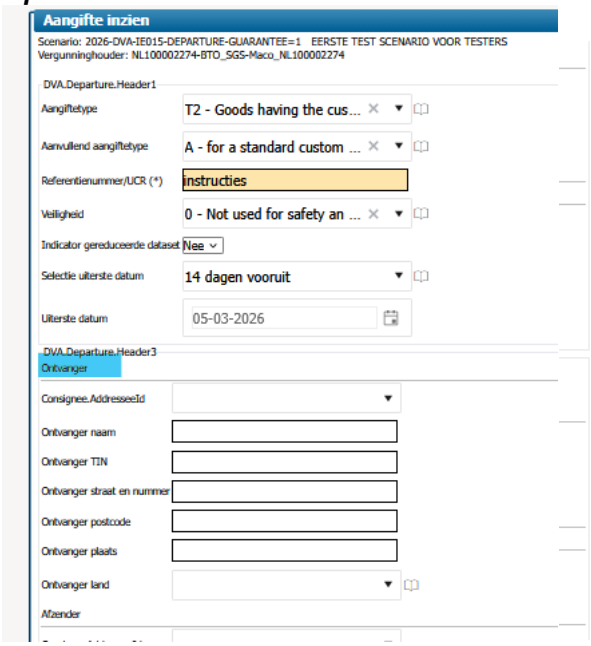
Users can choose between two possible structures in MCC:

1. One Consignee at Consignment (header) level
2. One Consignee per House Consignment

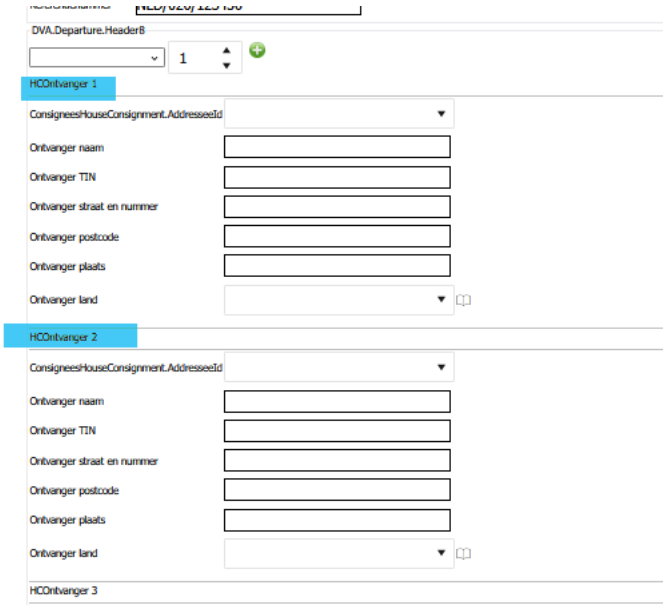
It is not allowed to combine both structures within the same declaration.

Users must choose one approach per declaration

Option 1:



Option 2:



Option 1 – Consignment-level Consignee

If one Consignee applies to all House Consignments:

- The Consignee at consignment level (header) must be filled.
- User must not add HC-level Consignees

This is the standard MCC flow.

Option 2 – Consignee per House Consignment

If different Consignees apply per House Consignment:

- The consignment-level (header) Consignee must be left empty
- Users must add one HC Consignee per HC Previous document

The following logic applies:

HCPreviousDocument 1 belongs to HCConsignee 1
HCPreviousDocument 2 belongs to HCConsignee 2
HCPreviousDocument 3 belongs to HCConsignee 3
HCPreviousDocument 4 belongs to HCConsignee 4

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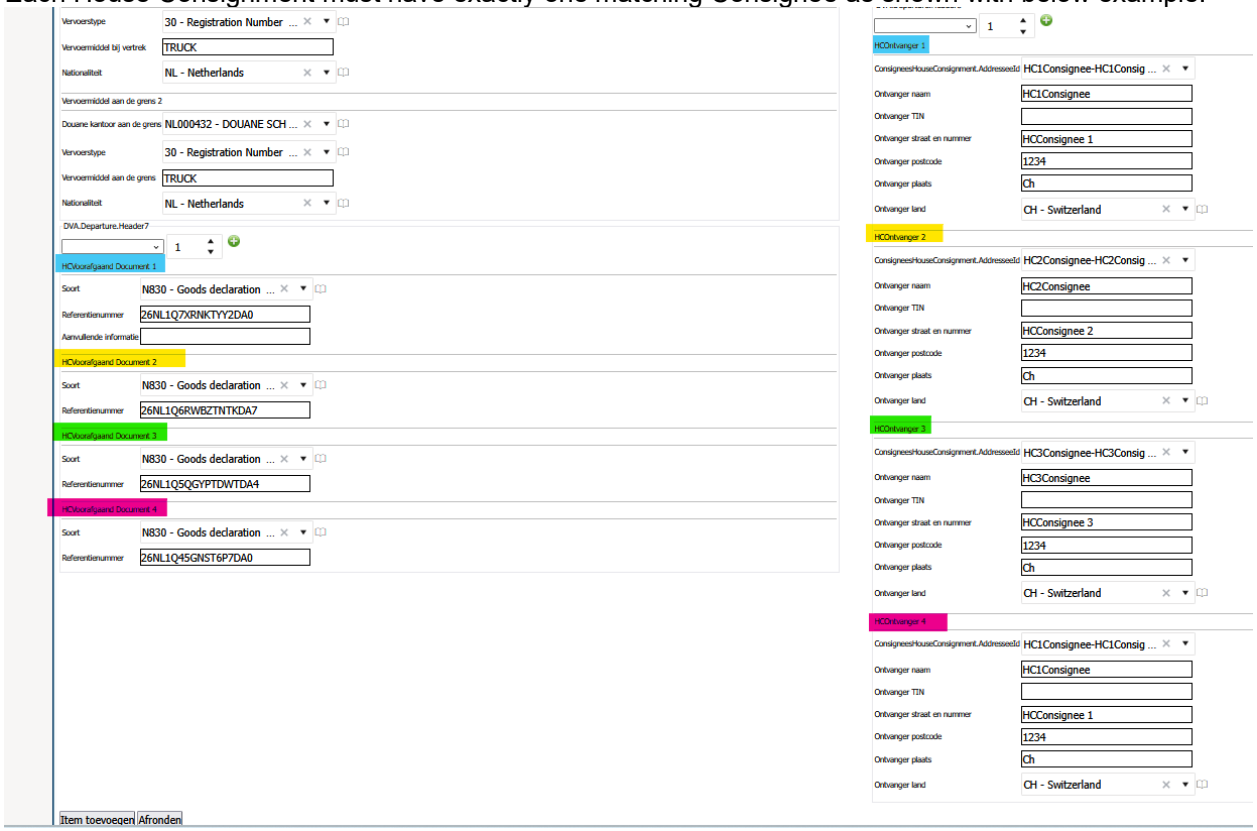
Each House Consignment must have exactly one matching Consignee as shown with below example.



Important – User responsibility
The Consignee fields are never automatically taken over from selected EX-A declarations.
This applies to:

- Automatically created House Consignments (based on selected EX-messages)
- Manually added House Consignments

MCC does not populate HC-level Consignees based on EX-A data.

Users are always fully responsible for ensuring the correct Consignee is assigned to the correct House Consignment.

If all House Consignments share the same Consignee, this must be entered at header level.
If different Consignees apply, they must be entered manually by each House Consignment.

Validation rule
When using HC-level Consignees, the number of HC Previous Documents must match the number of HC Consignees.

Each House Consignment must have exactly one corresponding Consignee block.

If there is a mismatch, the declaration will be blocked from submission, and an error message will indicate that the structure is inconsistent.



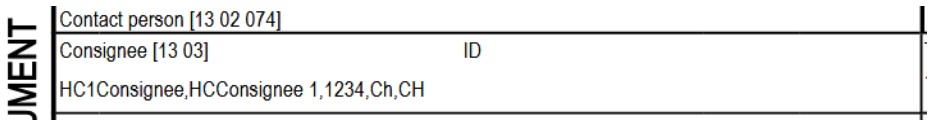
When using header-level Consignee, all HC Consignee blocks must remain empty. In that case, no one-to-one matching is required.

It is not allowed to combine a filled header-level Consignee with filled HC-level Consignees within the same declaration. This will result in a rejection from Customs

PDF generation
The generated documents will reflect the chosen structure.
This applies to IE029 (Transit Accompanying Document) & Emergency Procedure PDF.

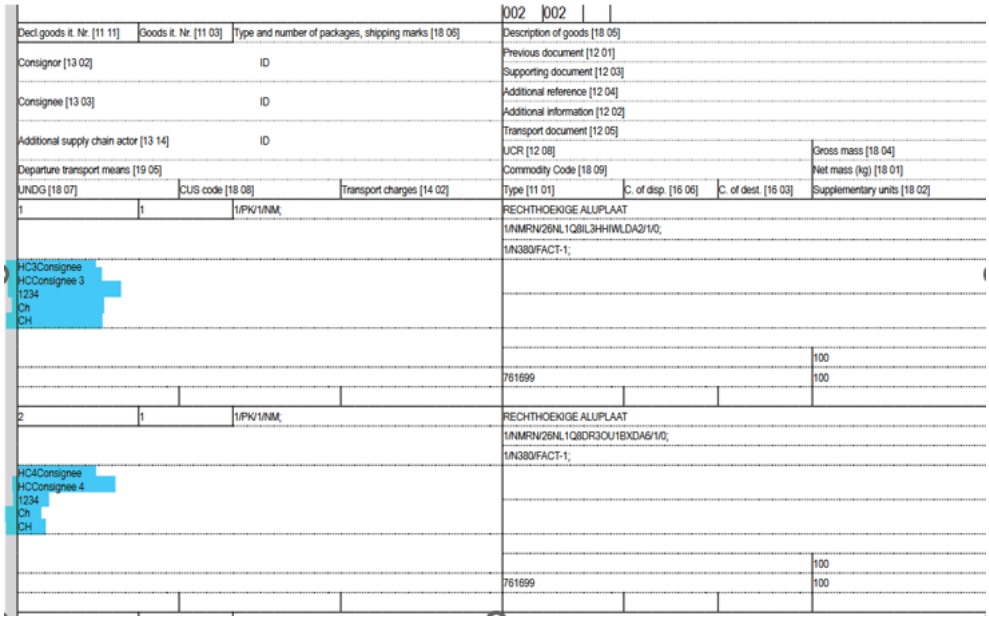
If header-level Consignee is used:

- The Consignee appears on the first page
- No Consignee is shown per item



If HC-level Consignees are used:

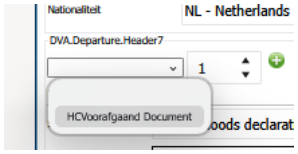
- The header-level Consignee remains empty
- The Consignee is printed per item, based on the linked House Consignment



Manual addition of House Consignments
When House Consignments are added manually (for example, when not selected from EX-A messages), the following steps are required:

- Add HCPreviousDocument
- Add HCConsignee

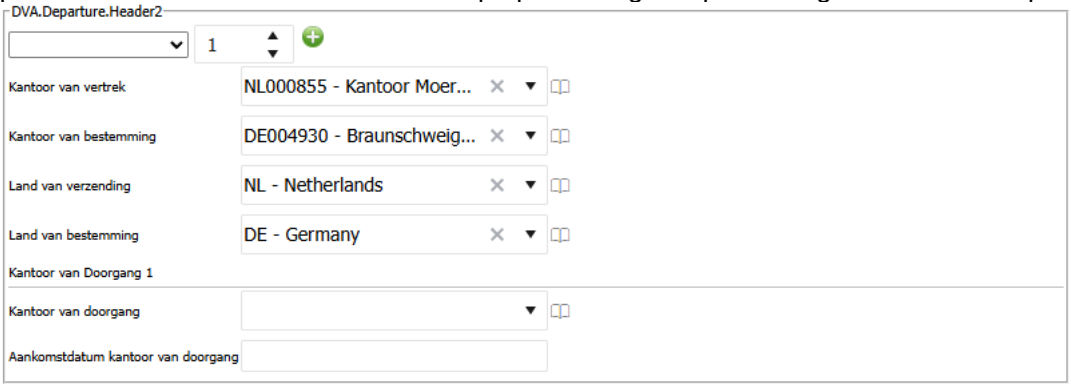
Adding only a HCPreviousDocument does not automatically create a HCConsignee block. This must be added as a separate step.





2.3.2.1.6 DVA.Departure. Header2:

In this block, the country of destination, the country of dispatch and the customs offices that go with it are processed. This data is essential for the proper routing and processing of the transit shipment.



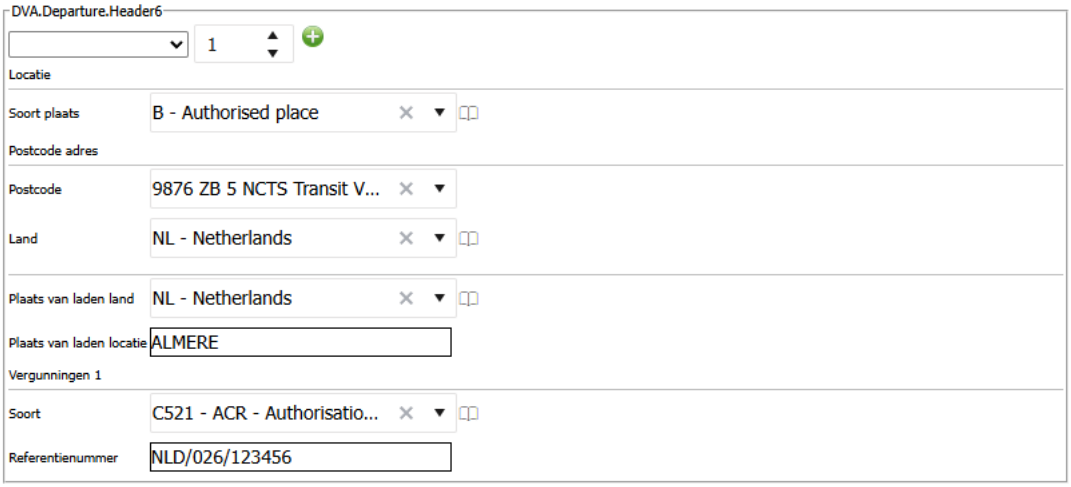
2.3.2.1.7 DVA.Departure. Header6:

Please provide all the information related to the guarantee. This is sent to customs via the message. The guarantee is mandatory when transporting non-Union goods and ensures that customs have financial security over the shipment.



2.3.2.1.8 DVA.Departure. Header6:

This block is also used to indicate where the goods are physically located at the time of declaration. In addition, any permits that apply to the shipment can be added here. This information is also included in the digital notification to customs.

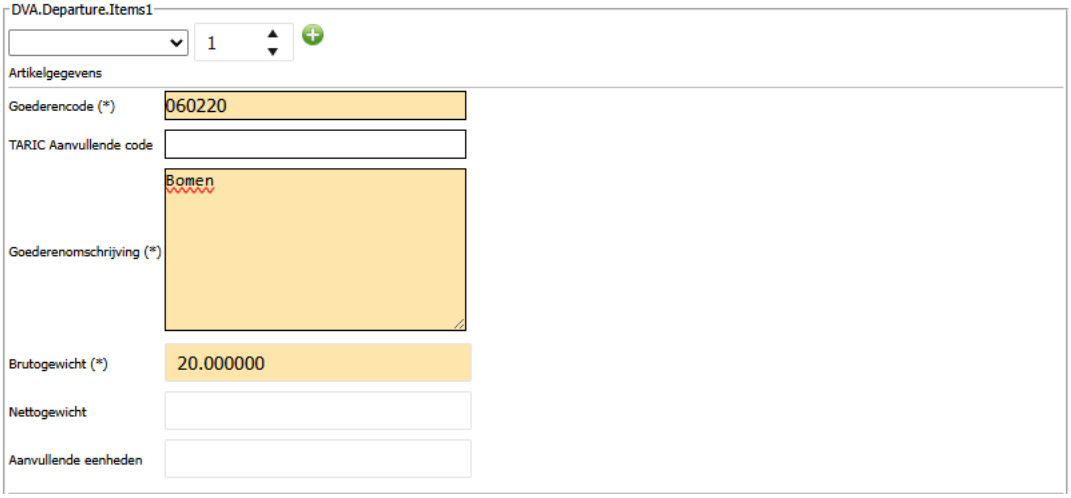


2.3.2.2 *Items:*

After filling in the header details, the details for the items must be entered into the Transit Departure declaration.

2.3.2.2.1 Article details:

The goods information is processed in this block. Here, among other things, the commodity code is entered, which can also be selected via the dropdown if it has previously been stored in MCC.



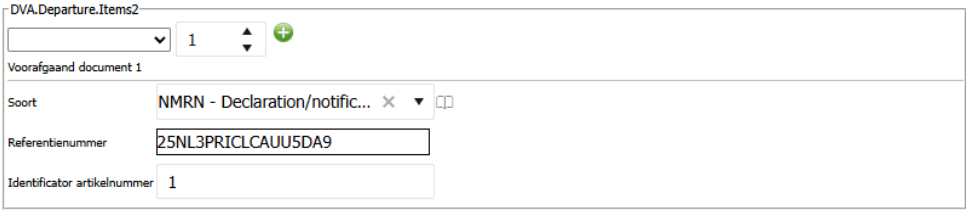
2.3.2.2.2 Packing 1:

This is where the data for the packaging must be recorded. Indicate how many packages there are, what type of packages have been used and what the brands and numbers are that are stated on the packaging.

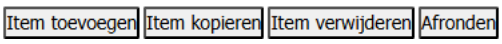


2.3.2.2.3 Article data 2:

The corresponding documents are processed in this block. Think of previous arrangements, commercial documents, document codes and other required supporting documents. Additional fields can be added with the green plus button.

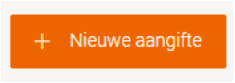


After entering all item data, one of the buttons at the bottom of the screen should be used to start the next steps for making a declaration.

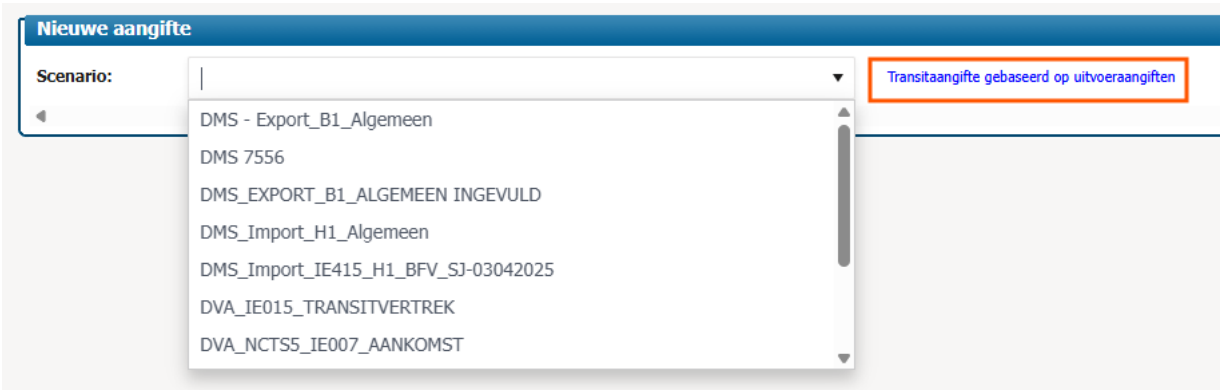


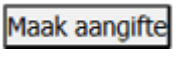
2.3.3 Transit departure based on export declaration:

In MCC it is possible to automatically create a Transit departure declaration based on an existing export declaration. This speeds up the process and prevents errors in double feeding.

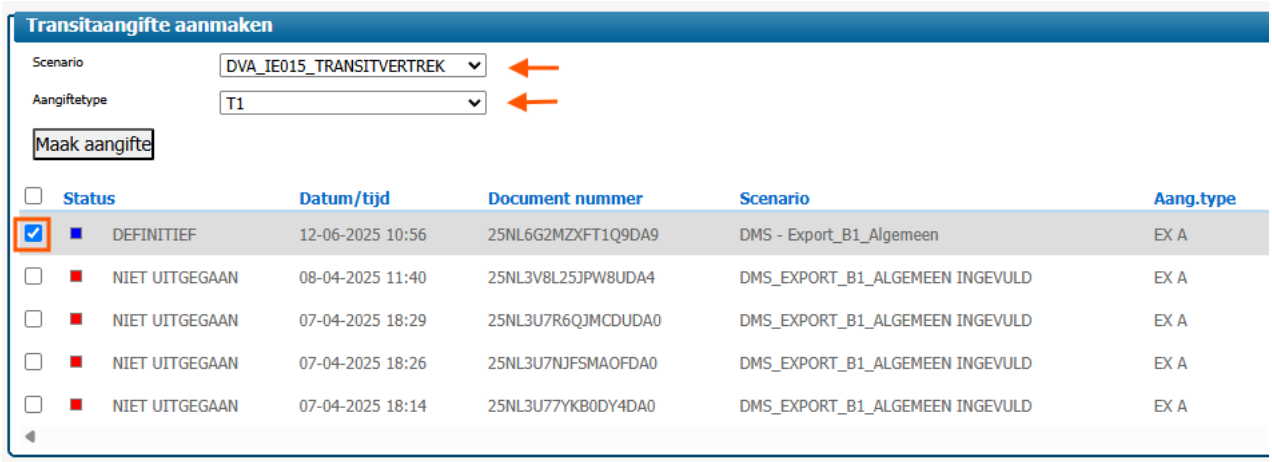
To do this, navigate to the overview screen "Declarations" click on the button 

next to the dropdown to select a scenario in blue "Transit declaration based on export declarations", by clicking on this a follow-up screen appears.



In the next screen, the correct NCTS/DVA scenario and the correct declaration type must be selected. After that, a list of export declarations that are eligible for linking will appear. Only declarations with a valid status are shown. By checking the correct declaration and then pressing the button 

, a Transit Departure is created with data taken from the export declaration.



The declaration screen will open immediately. The additional information can be added here before the declaration is finally submitted.

2.4 EMCS:

An EMCS declaration is an electronic notification that is made within the Excise Movement and Control System (EMCS). This system is used to track the movement of excise goods (such as alcohol, tobacco and energy products) within the European Union, when these goods are transported under excise duty suspension.

MCC supports 2 streams for EMCS, namely:

- e-ADs for sending excise goods
- Receiving e-ADs for the delivery of excise goods

Please note: *EMCS uses different text fields. For these fields, the language must be indicated by means of a dropdown list. Otherwise, the declaration will not be accepted.*

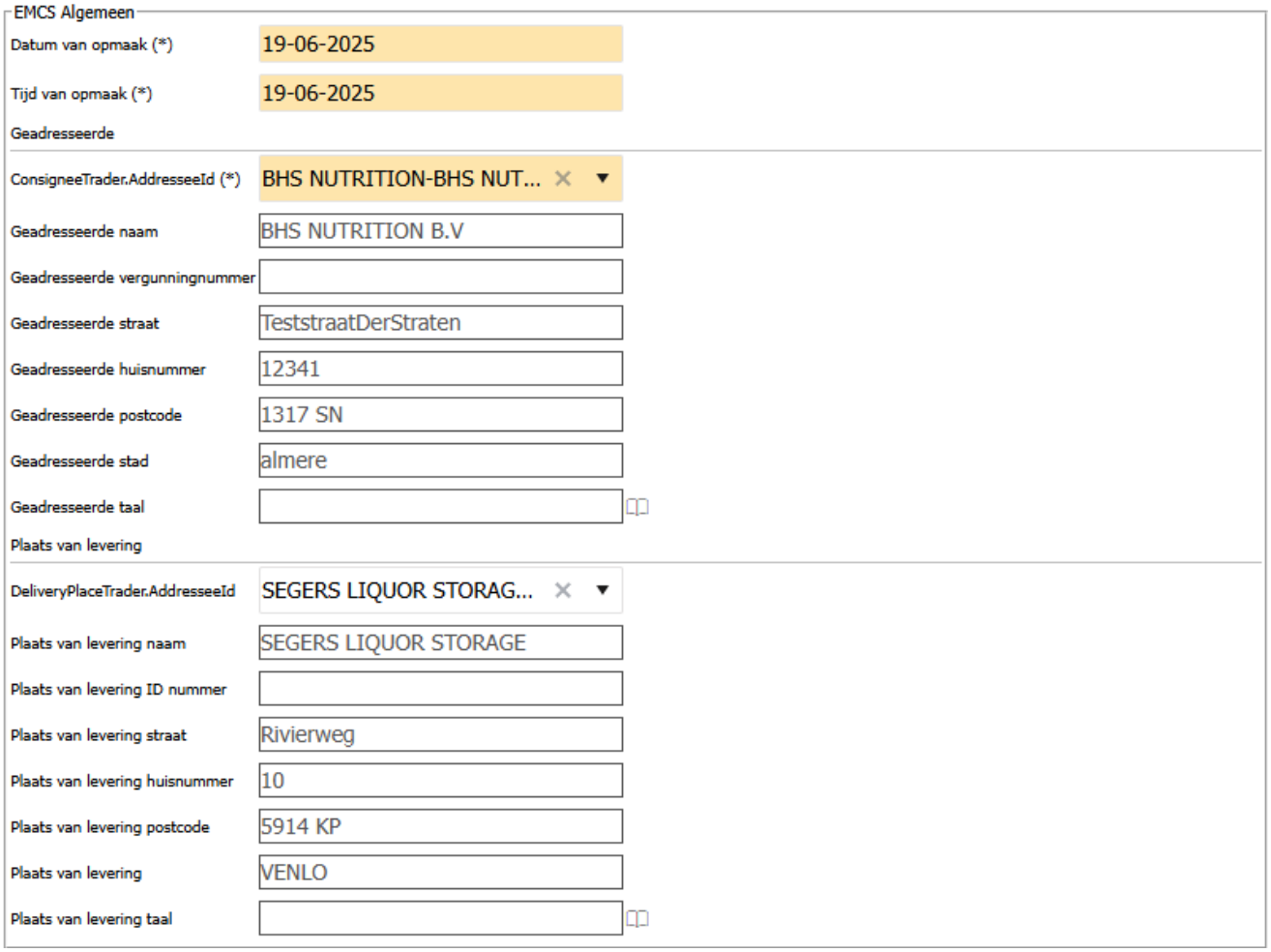
2.4.1 Sending e-ADs:

2.4.1.1 General information:

2.4.1.1.1 EMCS General:

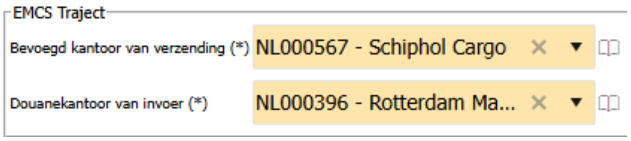
In the block "EMCS general" in MCC, the core information for the transport of excise goods must be entered. This is the place to record the date of the creation of the e-AD. In addition, the receiving party but also the place for receiving must be entered in this block.

Please note: *the date of creation is also entered in the time of creation, so that a time in the correct format is entered in the message for customs.*



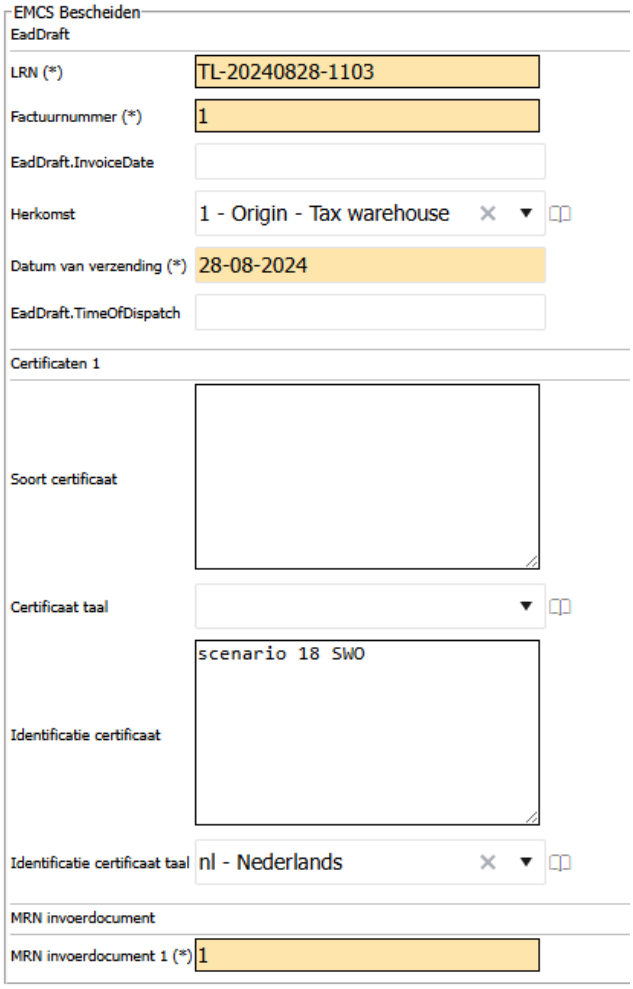
2.4.1.1.2 EMCS Route:

In the EMCS Route, the customs offices involved in the administrative processing of the e-AD (Electronic Administrative Document) must be specified. This information is necessary to handle the e-AD correctly within the EMCS system.



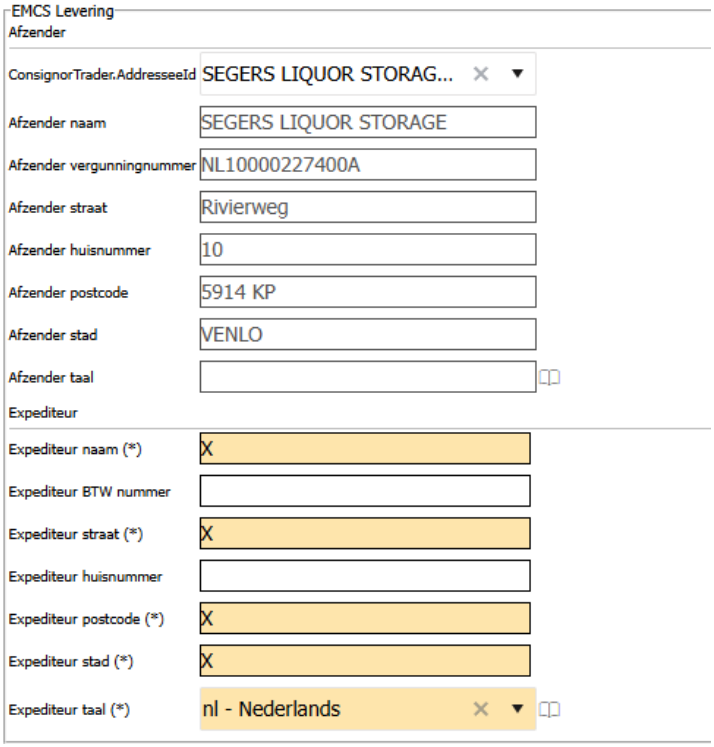
2.4.1.1.3 EMCS Documents:

In the EadDraft block, a number of fields must be filled in. This includes the LRN, the invoice reference, and the date of shipment. In addition, the MRN import document field is also mandatory. If additional information is entered with a language code in a text field, it is mandatory to also provide the language code belonging to the language from the additional information.



2.4.1.1.4 EMCS Delivery:

In the EMCS Delivery block, the name and address details of both the sender and the forwarder must be entered. This information is required for correct administrative processing within EMCS.

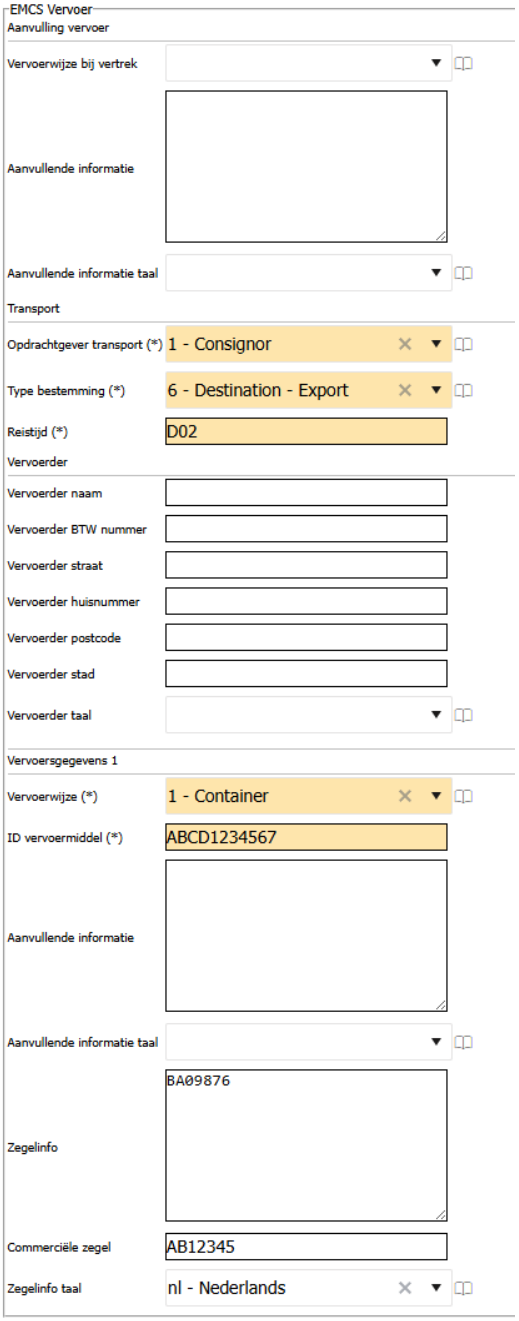


2.4.1.1.5 EMCS Transport:

The EMCS Transport block contains all transport information that is required for excise goods. Customs attaches great importance to this, especially for determining the route, duration and mode of transport.

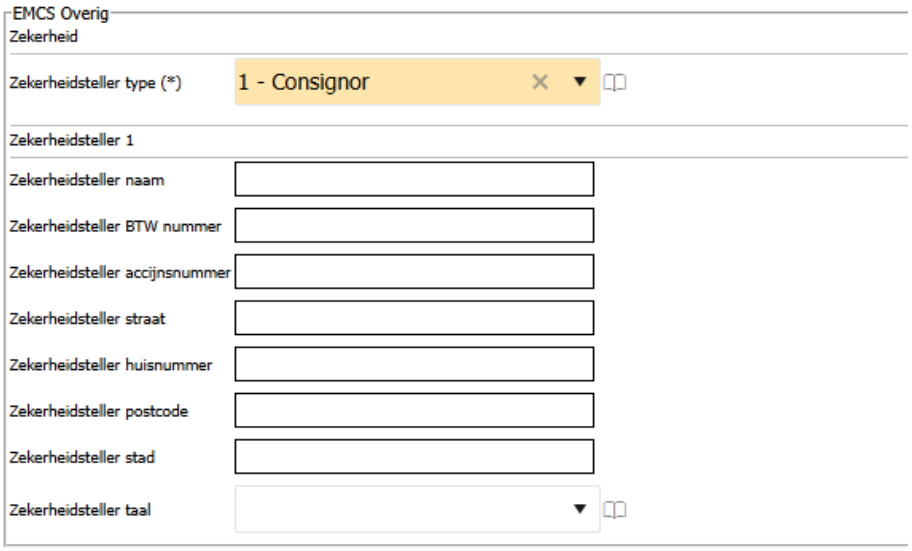
In the Transport data field, you must indicate how the transport is organised, the type of destination, and the expected duration of the transport. The duration of the journey must be entered in the format "D" followed by two digits (e.g. D03 for three days).

The Transport Data section contains the type of transport, the identification number of the means of transport and any seals. This information is mandatory for the correct registration of the transport.



2.4.1.1.6 EMCS Other:

A guarantee must be provided for the transport of excise goods. The EMCS Other block is the place to indicate which party provides this security. The party must be a recognised organisation authorised to issue excise security. The data is crucial for the customs clearance of the e-AD.



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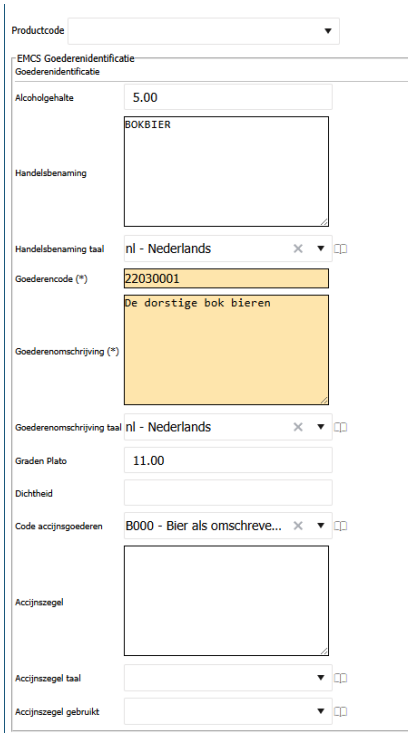
2.4.1.2 Items:

2.4.1.2.1 Article details:

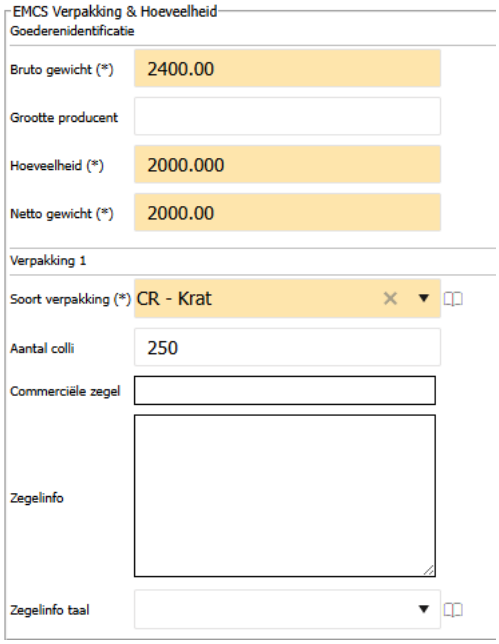
An item level is also used within e-ADs. For excise goods, it is essential that specific data per item is filled in correctly. This information is decisive for the correct calculation and processing of excise duties.

- Alcohol percentage: specific to alcoholic beverages.
- Commodity code: classification of goods according to customs nomenclature.
- Gradenplato: Mandatory for beer products. In some countries, this is used to calculate excise duty.
- Density: Used in mixed products, when excise duty is determined on the basis of volume and mass.
- Excise Goods Code**:** Indicates which excise category the product falls under.



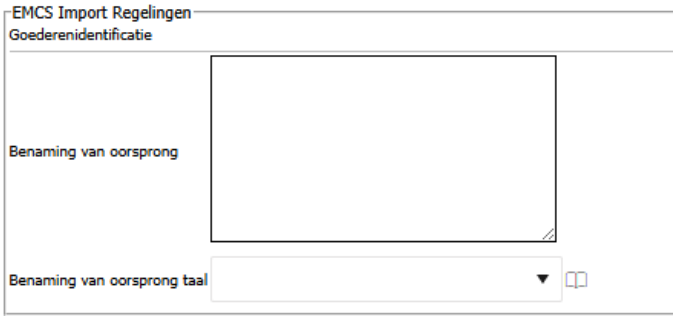
2.4.1.2.2 EMCS Packaging & Quantity:

When completing an EMCS declaration, it is important to specify the weight, the number of packages and the type of packages for each item. This information is essential within all customs systems and is used for both logistic processing and customs control.



2.4.1.2.3 EMCS Import Arrangements:

In the block "EMCS Import regulations" the origin of the item must be indicated. This is important for the correct application of excise rules and customs processing.



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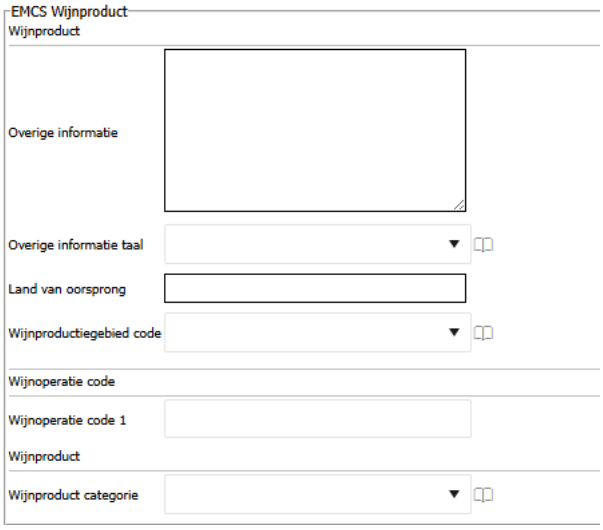
2.4.1.2.4 EMCS Wine Product:

For wine products, it is mandatory to include additional information in the declaration. This information must be entered in the "EMCS Wine Product" block. It specifies the characteristics that are relevant for wine products in the processing of excise duties.

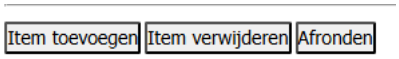


2.4.1.2.5 Other:

In the "Other" block, it is possible to add an extra reference. This can be used to identify the goods within your own records or for additional explanation.



After entering the item, the next step in creating the EMCS declaration must be done using one of the buttons below:



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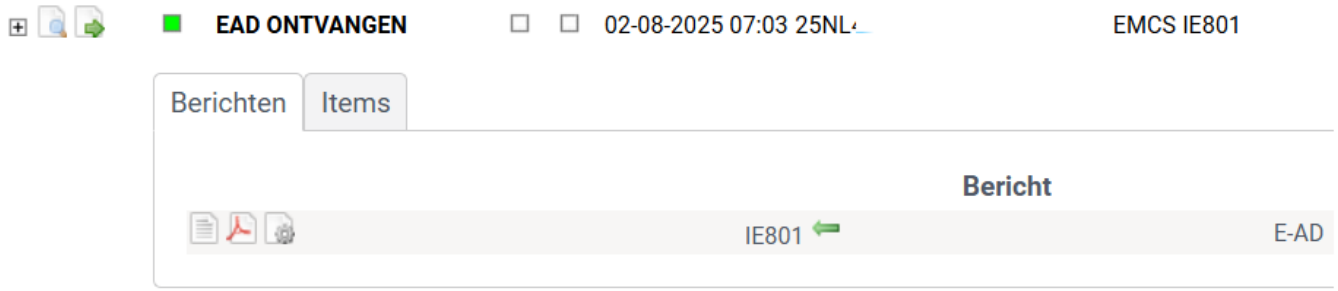
2.4.2 Receiving e-Ads:

It is also possible to receive and handle e-ADs within MCC. When the permit has been correctly set up on the customs side, the incoming e-ADs become visible in MCC.

Incoming EADs are visible in MCC with the status "EAD RECEIVED"



When the goods have actually been received and checked, the shipment must be handled correctly. Possible options are:

- e-AD (partially) refused
- e-AD Accepted

Both options are supported by submitting an IE818 message. When setting up a client, the scenarios distinguish between the purpose of the IE818 message. By means of scenarios in MCC, a message can be set up specifically for rejecting an e-AD or accepting an e-AD.

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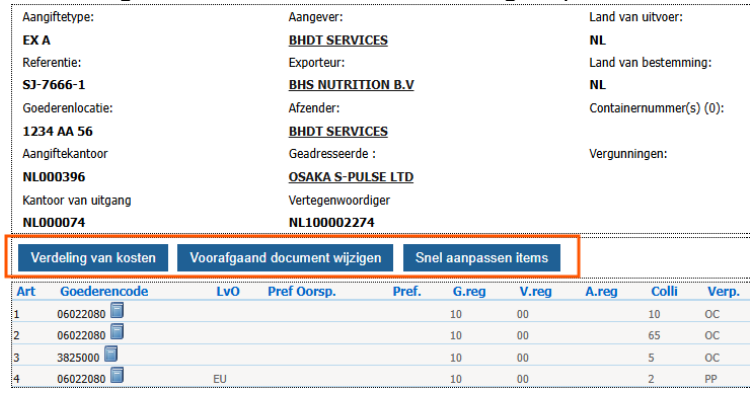
2.5 Summary screen:

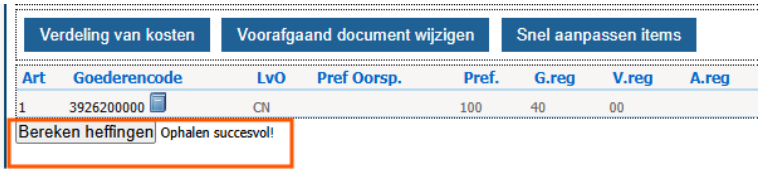
2.5.1 Declaration overview:

After going through the first screens within the process of creating a declaration, the summary screen is displayed. This is a total overview of all entered data. This screen offers the chance to check the declaration at a glance before it is finally sent.

Via the blue buttons in this screen it is possible to adjust parts of the information. For example, it is possible to divide freight costs over the items, to change a previous document, or to edit items.



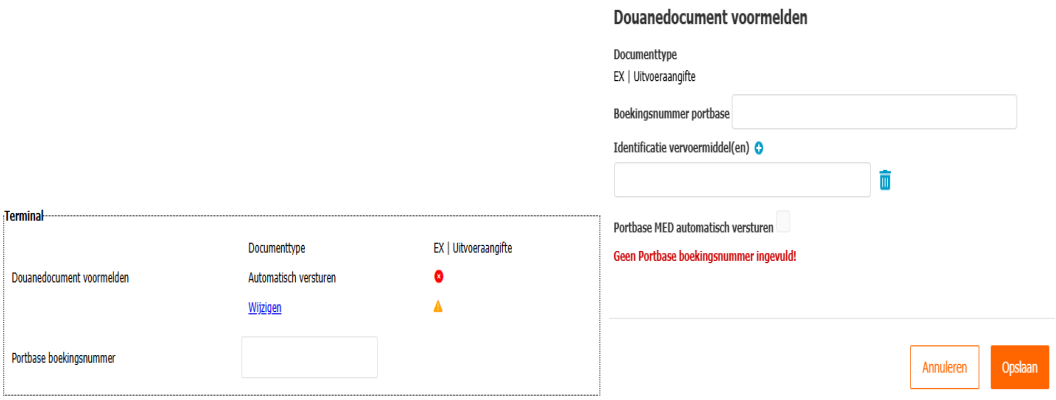
For import declarations, the Calculate duties button is also available here. This makes it possible to directly calculate how much import duties or VAT apply, based on the specified goods and values.



Important: *The numbers displayed in MCC when duties are calculated are only indicative and not final. Only the TAX messages received directly by customs are considered final calculations. Article 23 exceptions are not reflected in the calculations triggered when this button is used. It is possible to receive a final TAX calculation by customs which differs to the one shown I the summary screen in MCC.*

2.5.2 Terminal:

In the Terminal section, it is possible to fill in additional data depending on the declaration type. For export, this concerns the booking number and the ID of the means of transport. In the case of import, the following mode of transport must be indicated. If applicable, a Portbase report can also be made from here by clicking on 'Change'.



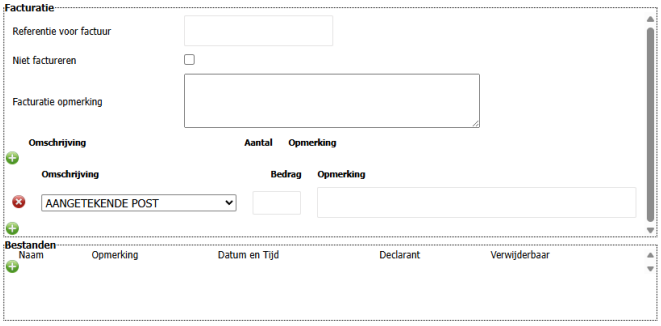
2.5.3 References & other:

Additional comments or reference numbers can be added in the References & Other block to clarify the declaration.



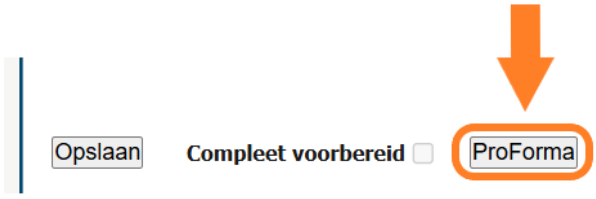
2.5.4 Invoicing:

Invoicing extra work on the declaration is done through the Invoicing block. Additional work may include, such as drawing up an A.TR certificate or a manual Portbase notification. By clicking on the green button with the white plus sign, an invoice line is added. To invoice the extra service, the type of extra service must be selected in the 'Description' field.



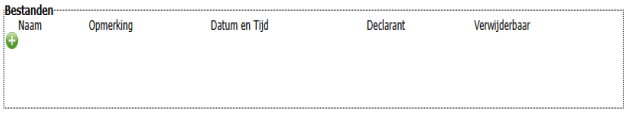
2.5.5 Proforma:

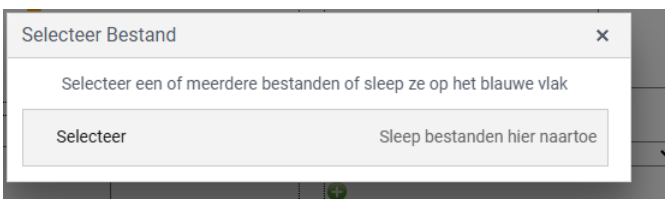
If the guarantee of SGS maco is used to pay the import duties and the VAT on them, it is possible, if necessary, to generate a proforma before a declaration is submitted. The generate button can be found on the left below the summary screen. See print screen on the right.



2.5.6 Files:

Finally, there is the Files block, in which it is possible to upload documents that are relevant to the declaration. By clicking on the plus sign, MCC opens a window in which the files can be added. Think of accompanying invoices, consignment notes or other supporting documents.





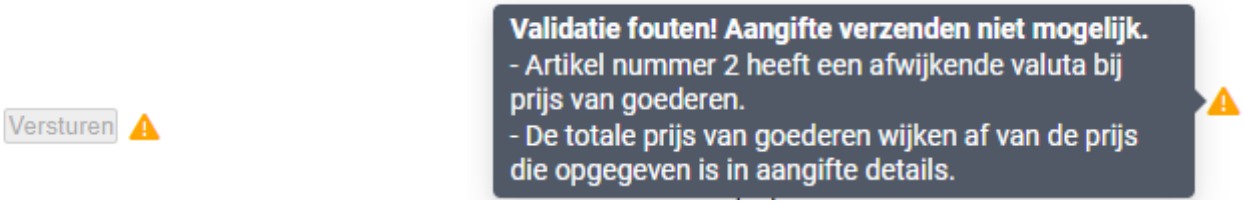
2.6 Sending declarations:

Once a declaration has been fully completed, the final step in MCC is to send it to customs. After clicking the "Finalize" button, MCC automatically redirects the user to the summary screen.

Now, the declaration is still in the status "Prepared Incomplete". This means that MCC expects additional checks before the message can be sent.

To send the declaration, the "Completely prepared" tick (bottom left of the screen) must first be ticked After that, the "Send" button (bottom right) will become active. Click on this to submit the final declaration.

Please note: *if there are still validation errors in the declaration, a yellow triangle with an exclamation mark will be shown at the send button. By placing the mouse on this icon, an overview is shown with the error messages. These error messages must be dealt with before the declaration can be sent.*



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2.7 Customs Controls:

When Customs receives a declaration via MCC, it can be selected by Customs for an inspection. There are two possible types of checks:

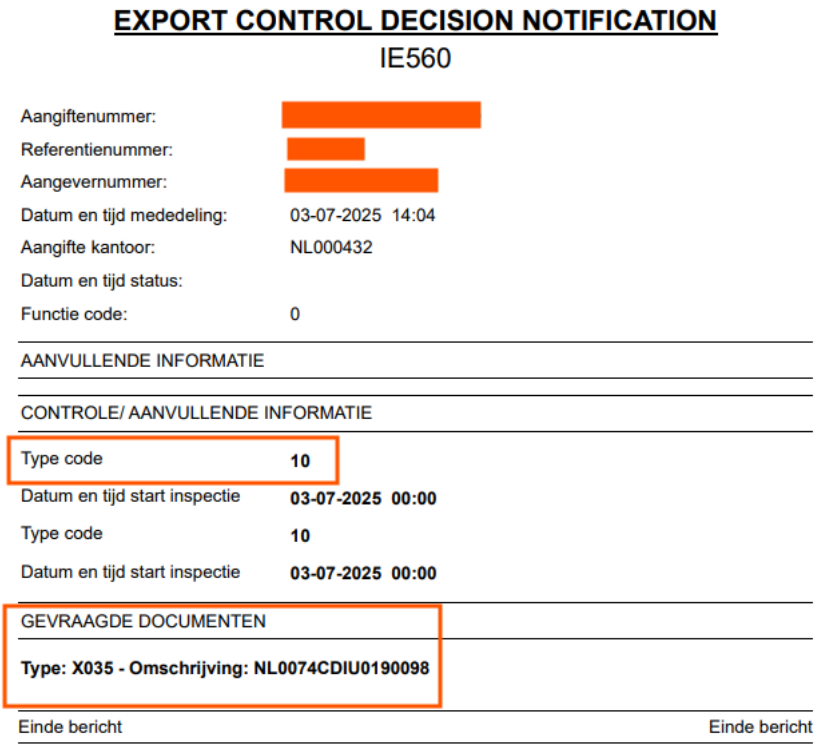
- Code 10 – Controlled Document
- Code 40 – Physical check

The control code and further instructions can be found in the message "Export/Import Control Decision Notification", which becomes visible via the plus sign to the left of the declaration in the overview screen.

2.7.1 CODE 10 – Documentcontrol:

In the case of a Code 10, Customs carries out a document check. Then asked by customs to provide additional documents (e.g. invoice, transport document).

Open the PDF document of the Control Decision Notification to see which documents are involved.



EXPORT CONTROL DECISION NOTIFICATION

IE560

Aangiftenummer:	[redacted]
Referentienummer:	[redacted]
Aangevernummer:	[redacted]
Datum en tijd mededeling:	03-07-2025 14:04
Aangifte kantoor:	NL000432
Datum en tijd status:	
Functie code:	0

AANVULLENDE INFORMATIE

CONTROLE/ AANVULLENDE INFORMATIE

Type code	**10**
Datum en tijd start inspectie	**03-07-2025 00:00**
Type code	**10**
Datum en tijd start inspectie	**03-07-2025 00:00**

GEVRAAGDE DOCUMENTEN

Type: X035 - Omschrijving: NL0074CDIU0190098

Einde bericht Einde bericht

When Customs performs a document control on a declaration, the user receives:

- **IE460** for import
- **IE560** for export

These messages indicate which supporting documents must be provided.
Customs has announced that document submission must be handled digitally via DMS. With the introduction of **Digital Dossier**, MCC aligns with this requirement by enabling direct submission of documents to Customs.

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2.7.2 CODE 40 – Physical check:

With a Code 40, the shipment has been selected for a physical inspection by Customs In this case, also send the requested documents via the **Digital Dossier** functionality.

MEDEDELING FYSIEKE CONTROLE

IE460

Aangiftenummer:	[redacted]
Referentienummer:	[redacted]
Aangevernummer:	[redacted]
Datum en tijd mededeling:	17-06-2026 08:09
Aangifte kantoor:	NL000396
Datum en tijd status:	17-06-2026 10:09
Functie code:	0

AANVULLENDE INFORMATIE

CONTROLE/ AANVULLENDE INFORMATIE

Type code	**40**
Datum en tijd start inspectie	**17-06-2026 00:00**

GEVRAAGDE DOCUMENTEN

N935 - BT26163

Einde bericht Einde bericht

When Customs performs a physical control on a declaration, the user receives:

- **IE460** for import
- **IE560** for export

These messages indicate which supporting documents must be provided.
Customs has announced that document submission must be handled digitally via DMS. With the introduction of **Digital Dossier**, MCC aligns with this requirement by enabling direct submission of documents to Customs.

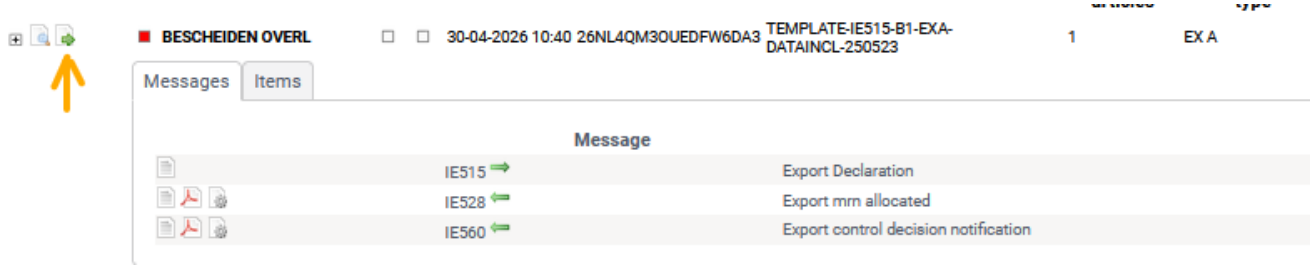
Once the documents have been approved, an e-mail with a communication number (PLATO) is sent by Customs National Tactical Centre (DLTC). This number is needed to make an appointment with Customs by telephone. Call the control room of the region in question for this.

Does the status remain unchanged or do you have questions about the report? Then call Customs: 0800-0143 (option 1: declaration processing).

2.7.3 Digital Dossier in MCC:

After receiving an IE460 (import) or IE560 (export), an additional message can be created.

1. Go to the declaration overview in MCC.
2. When an IE460 or IE560 has been received, this is visible in the message list of the declaration.
   Using the icon next to the declaration, an additional message can be started.
3. This opens the screen **New declaration**



Select the correct message type in the dropdown:
- Import – Response to document control (IE446)
- Export – Response to document control (PRD)

4. The additional message is opened and is largely prefilled based on:
   - The original declaration
   - The received control message (IE460 / IE560)



5. In the **Requested documents** section, the documents requested by Customs are displayed.
   The following fields are already prefilled:
   - Document reference
   - Document type

   The user only needs to upload the corresponding files.
   In addition, the optional field *Document description* can be used to add additional information about the document.
6. Upload the requested documents using the upload functionality.
   A maximum of **9 files** can be uploaded per requested document.
7. Please note:
   When a representative is used, it is mandatory to fill in the contact details of the declarant.
8. Finally, submit the additional message to Customs.

2.7.3.1 Supported file types

Customs supports the following file types:

Documents

- Word files (.doc, .docx)
- PDF files (.pdf)

Spreadsheets

- Excel files (.xls, .xlsx)

Presentations

- PowerPoint files (.ppt, .pptx)

Images

- JPG / JPEG images (.jpg, .jpeg)
- GIF images (.gif)
- BMP images (.bmp)

Audio

- MP3 files (.mpr3)

2.7.4 DVA Transport Control:

Transit declarations before arrival (DVA) can also fall under a transport check. In MCC, the status then changes to "Control".
Customs automatically visits the specified location for inspection — there is no separate message about this.

The status in MCC does not change automatically. After the inspection has been carried out, an additional action must be taken in MCC:

Send an email to douane.dsc.vervoer.schiphol@belastingdienst.nl with the subject: PURIFICATION TRANSIT <MRN NUMBER>

Please state in the e-mail which successor scheme applies.

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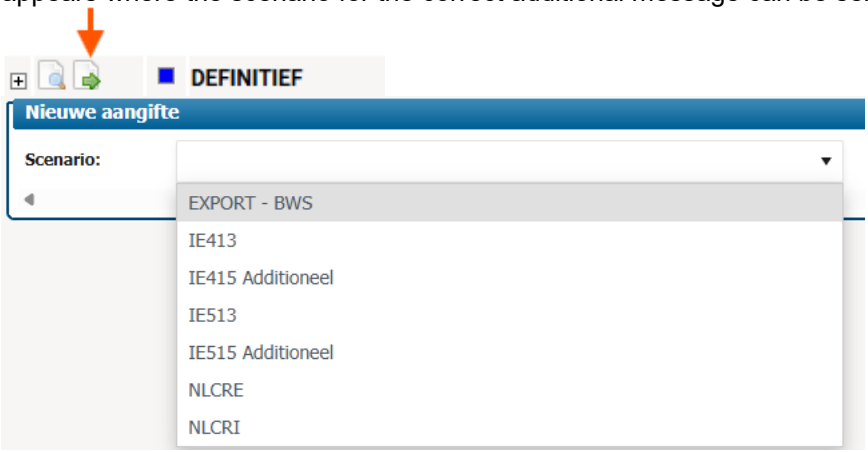
3 Additional Messages:

In certain situations, the regular flow of messages within the customs process is not sufficient to handle a declaration completely and correctly. This may be the case, for example, with complex flows of goods, missing data or additional documentation requirements.

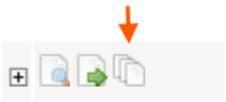
In order to comply with customs requirements in such cases and to ensure smooth handling, additional customs messages are used. These messages provide the opportunity to provide additional information or corrections that fall outside the standard messages.

3.1 Creating additional messages in MCC:

Additional messages are created based on a scenario, just like the original submitted declaration. To create and submit an additional message, you have to press the icon . Just like with a new declaration, a dropdown appears where the scenario for the correct additional message can be selected:



The scenarios to be chosen can be the same for every client or may be specific to each client. Equal additional messages for each client are made available in MCC using a standard template and do not have to be created separately for a new client. Client-specific additional messages must be created as a scenario for each client. Created and submitted additional messages can be opened and viewed using the icon with the 3 A4s.



Below are a number of overviews with possible follow-up declarations that can be created in MCC, the overviews are divided per customs system.

DMS IMPORT	Name	Function
IE413	Amendment Request	Request to change the declaration
IE414	Invalidation Request	Request to invalidate import declaration
IE415	Customs Declaration	Complete incomplete declaration
CRI	Control Findings Resolution Import	Change of import after customs finding
DMS EXPORT	**Name**	**Function**
IE513	Amendment Request	Request to amend export declaration
IE514	Invalidation Request	Export declaration invalidation request
IE515	Export Declaration	Complete incomplete declaration
IE583	Alternative Evidence	Proof of Output Response
CRE	Amendment Request	Change in export after customs finding

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DVA	Name	Function
CC013C	Declaration Amendment	Request to inform about amendments in the CC015
CC014C	Declaration Invalidation	Request to invalidate the CC015 declaration message
CC141C	Info About Non-Arrived Movement	Notification of transit shipment that has not arrived
CC170C	Presentation Notification for Pre-Lodged declaration submitted in advance	Notification of presentation of goods with a declaration

EMCS	Name	Function
IE813	Change of Destination	Request to change the declaration
IE871	Explenation message	Shipper Deficiency Statement
IE810	Cancellation of the E-AD	Cancellation of goods transport

3.1.1 Additional messages DMS(Import/Export):

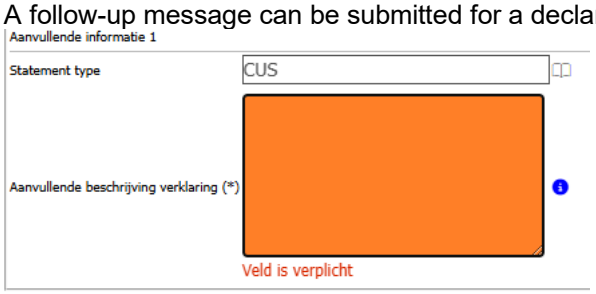
Within the customs systems, efforts are being made to achieve greater uniformity in the names of the messages. The purpose and operation of the messages is similar and have been merged in the manual for DMS.

3.1.1.1 Request to amend the declaration IM IE413 | EX IE513:

It may be necessary to make changes to a submitted declaration. Depending on the declaration to customs, it is possible to make these changes. This is done by means of an IE413 for Import, or an IE513 for export. In the dropdown of subsequent messages, choose the correct scenario, fill in the details and complete the declaration as a regular declaration. Customs will then assess the declaration and will send a return message.

3.1.1.2 Deactivation of the declaration IM IE414 | EX IE514:

To deactivate a declaration in the DMS system, an electronic message must be sent to customs. This is done in the event of a declaration by sending in a follow-up message "Invalidation".
A follow-up message can be submitted for a declaration that has already been accepted by Customs.



Specifically for invalidation, a "statement type" and "additional description of statement" must be filled in. The field "additional description statement" has a limit from customs to a total of 70 characters. Here the reason must be briefly stated for the declaration why the declaration must be cancelled. If available, the MRN of a replacement document should be indicated under "additional description of the statement." By default, the code CUS will already be pre-filled in the scenario.
After filling in the fields, the outdoor work setting must be completed and sent The declaration will now have the status sent, followed by received in the short term.

After the request for invalidation has been processed, a new status follows:

- If the request is accepted: CANCELLED the declaration is now inoperative.
- If the request is rejected: REQUEST REJECTED

The reason for rejection is stated in the PDF file attached to your declaration.

***Please note:** the declaration remains valid!*

3.1.1.3 Incomplete declaration IM IE415 | EX IE515:

To complete an incomplete declaration such as for example an IM-B or EX-B, the correct scenario must be chosen again. MCC opens the declaration where you can fill in the missing elements. Click on complete and send. The declaration is now complete.

3.1.1.4 CRI/CRE: Amendment of declaration after customs findings:

It is possible that customs makes findings on a declaration that need to be adjusted. These findings need to be adjusted. This is done by means of a CRI for Import, and a CRE must be used for Export. A CRI/CRE is based on the data from the first declaration. Only the data to be changed need to be adjusted. After this, the declaration must be sent in the regular way.

3.1.1.5 Send Alternative proof of output IE583:

To submit proof of exit of a declaration in the DMS system, an electronic message must be sent to customs. This is done in the case of a report by submitting a follow-up report.
A follow-up declaration can be submitted for a declaration that has already been accepted by Customs.
The scenario for an alternative proof of output contains 4 fields:

- Office of exit
- Code alternative evidence
- Alternative Evidence Identification
- Date and time of exit

At the "office of exit" you must enter the code of the office where the goods actually left the EU. The alternative proof code must indicate the type of document with which the goods left the EU; There are several options here. The reference to this document must be mentioned under "Identification alternative evidence" by means of a reference or document number. Also the date of exit, the day on which the goods originally left the EU. The time is set to 00:00:00 by default. After filling in the fields, the declaration must be completed in the regular way, the follow-up declaration can be sent directly from the summary screen.

3.1.2 Additional Messages DVA/NCTS:

When selecting follow-up messages with a declaration, the customs system for which the original message was created is taken into account. Below is a brief description of the DVA/NCTS additional messages.

3.1.2.1 Declaration Amendment DVA CC013C:

To change an already submitted transit declaration, use must be made of the scenario for the CC013C. Fill in the required fields on the general data screen that MCC has opened and click on complete and send to submit the request to customs.

3.1.2.2 Declaration invalidation request DVA CC014C:

For the request for invalidation of a transit declaration, the scenario for the CC014C must be selected. Fill in the required fields on the general data screen that MCC has opened and click on complete and send to submit the request to customs.

3.1.2.3 Information About Non-Arrived Movement CC141C:

For the notification of a transit shipment that has not arrived, the scenario for the CC141C must be used. Fill in the fields and click Finalize and Submit to submit the notification.

3.1.2.4 Presentation Notification for the Pre-Lodged declaration CC170C:

For the notification of presentation of goods with a pre-submitted declaration, the scenario for the CC170C is available. Fill in the fields and click on Finalize and Submit to submit the follow-up message.

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3.1.3 Additional messages EMCS:

The following additional messages are used for EMCS.

3.1.3.1 Change of Destination IE813:

Depending on the status of the E-AD at customs, it is possible to make another change to the location where the goods are transported to. This is done through the IE813 message. The message must be selected in the scenarios and is based on the previously generated E-AD. After selecting the new location in the message, the message is sent the same way as the original declaration.

3.1.3.2 Explanation message IE871:

It is possible that less is delivered than indicated in the E-AD. This must be declared to customs. This is done through the IE871 message, the scenario can be selected via the dropdown in the follow-up messages. The inferior finding must be indicated in the message, after which the message can be submitted.

3.1.3.3 Cancelation of the E-AD IE810:

It is still possible to cancel an E-AD at customs. Provided that this status is still technically possible with the customs officer, this depends on the time that has elapsed after submitting an E-AD. Cancelling an E-AD is possible by means of an IE810 message. Also applicable to this message, select the appropriate message from the scenarios, fill in the necessary data and send the message in the familiar way for submitting declarations.

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4 Emergency procedure:

4.1 DMS emergency procedure:

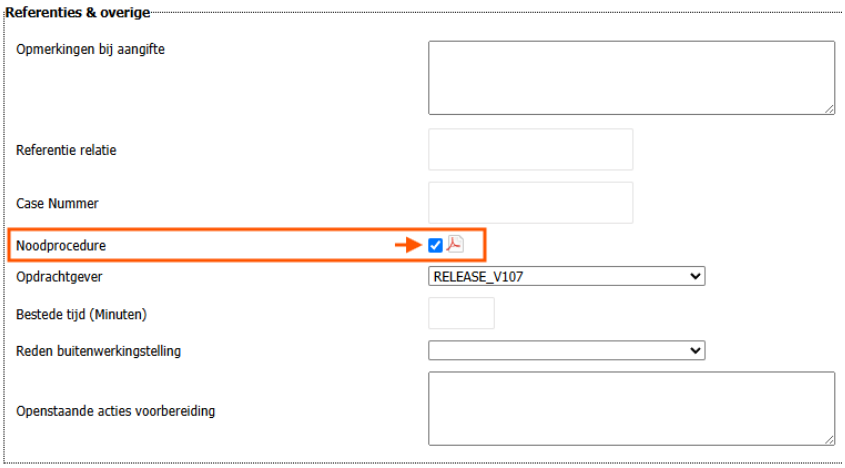
4.1.1 Emergency procedure for (re)export and import:

If the customs system for DMS is limited or unavailable – this can be traced back to the status blocks in the top left corner of the screen – customs can make the emergency procedure available. In MCC this works as follows:

4.1.2 Generation of the emergency procedure document:

The declaration must be prepared in a normal manner. The difference in applying the emergency procedure is in the moment of submission of the declaration. On the MCC summary screen, the emergency procedure document can be generated by selecting the check mark behind Emergency procedure.

This will bring up a PDF icon that opens the document when clicked.



The document has a format as determined by Customs. The data is entered as stated in the declaration.

- In the top right corner of the document is the term 'emergency procedure'.
- An MRN is not available as the declaration has not been submitted electronically.
- The EORI number with the declaration reference will also be mentioned here. (Local Reference Number)

This is the reference with which the declaration to is known to customs – this is how messages to and from customs are recognized by both MCC and the customs system. On the next page examples are given for input and for output.

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Export

SOORT AANGIFTE (1)			MRN	NIET IN AES/NOT IN AES NL100002274 DMS00000677 NOODPROCEDURE
EX	A	Indc. ABO (S32) ---		
Formulieren (3) 1 1		Aang. veil. (S00) S		
Artikelen (5) 1	Totaal colli (6) 6		Datum van afgifte Douanekantoor	20250612 NL000396

Import

Aangifte		
Naam gegevenselement		
Referentienummer-UCR/LRN	SJ-04042025-1	DMS00000652
Aangever: Naam/ID-nr.	BHDT SERVICES	NL100000526

The relevant declaration that was made in MCC can now be saved. Do not send this declaration! After the malfunction has been resolved, the stored declaration will be necessary to be able to clear the document correctly at customs.

The emergency procedure may be applied to declarations that have already been submitted, but it is recommended to wait for a return message. Reports will still be processed when the malfunction has been resolved.

4.1.3 Validating the emergency procedure document:

Customs will authorize the removal of the goods based on the emergency procedure document. The document must be sent as an attachment by e-mail to the competent Customs office, in case of an inspection this will be passed on by the customs office. A release of the goods is also passed on by the customs office. Customs will send a response to the e-mail address from which the emergency declaration was submitted.

For Customs, two declaration offices are known with the data as follows:

On export
- 396 – Rotterdam Rijnmond office: douane.dms.uitvoer@douane.nl 088-0143
- 432 – Kantoor Schiphol Cargo: douane.dms.uitvoer@douane.nl 088-0143

On import:
- 396 – Rotterdam Rijnmond Office: douane.dms.invoer@douane.nl 088-0143
- 432 – Schiphol Cargo Office: douane.dms.invoer@douane.nl 088-0143

In the subject of the e-mail, state the text 'DMS Emergency Procedure' followed by the office, the EORI number and the Local Reference number of the declaration. This is the reference as stated in the top right corner of the emergency procedure document. These numbers can also be found in MCC as Document numbers, as long as no MRN is known.
For example, for the Rotterdam office: DMS 396 NL001234567 DMS00123456 EMERGENCY PROCEDURE

Only one emergency declaration can be submitted per e-mail.

The customs office is expected to respond to the emergency declaration within thirty minutes of the acknowledgement of receipt. If this is not the case, it is possible to contact customs by telephone.

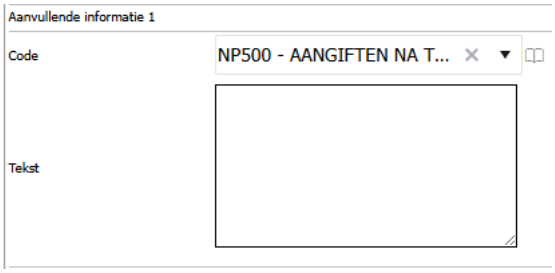
4.1.4 Clearing the emergency procedure:

After the malfunction has been resolved, the declaration must be cleared. For this purpose, the declaration that has already been prepared in MCC is used.

To be able to clear the shipment correctly after an emergency procedure, two fields must be completed. This concerns the Acceptance Date field in the header (general data) of the declaration and the Special Mention code field in the first item of the declaration.

The Acceptance Date is in the bottom right corner of the general data tab. Enter the date on which permission was granted by customs to transport the goods. This can also be a date in the past.

The Special Mention code is located in the top right corner of the Items tab. Enter the code NP500 here, this code refers to the use of the emergency procedure. The corresponding special mention info box should be left empty.



After these fields have been filled in, the declaration can be sent. An electronic return message is sent from customs, making the declaration final. An emergency declaration does not appear in ECS and therefore cannot be confirmed for exit.

Please note! *If a declaration that has already been sent is still processed by customs, it is not possible to send it again for processing as described above in the emergency procedure. In this case, the user must take care of the discharge of the declaration by means of the follow-up message DMS – Alternative Proof of Exit.*

For more and up-to-date information, visit the link below to the Customs website.

(Re)Export
https://www.belastingdienst.nl/wps/wcm/connect/bldcontentnl/themaoverstijgend/brochures_en_publicaties/noodprocedure-dms-wederuitvoer

Input
https://www.belastingdienst.nl/wps/wcm/connect/bldcontentnl/themaoverstijgend/brochures_en_publicaties/noodprocedure-aangiftesysteem-dms-informatieblad

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4.2 DVA emergency procedure:

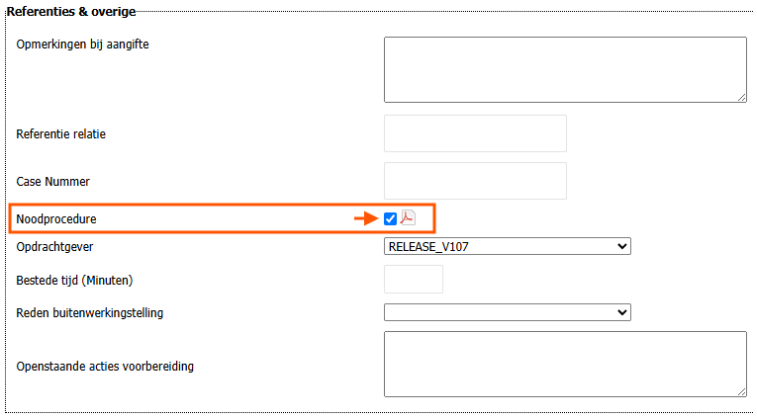
4.2.1 Emergency procedure for departure:

If the customs system for DVA is limited or unavailable, this can be seen through the status blocks, customs can make the emergency procedure available. In MCC this works as follows:

4.2.2 Generating the emergency procedure document:

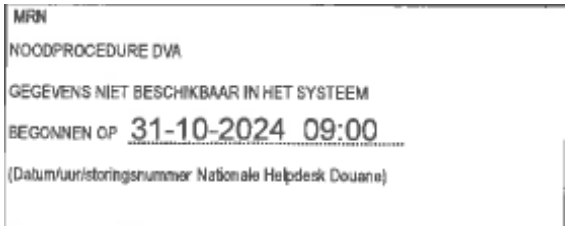
The declaration must be prepared in a normal manner. The difference in applying the emergency procedure is in the moment of submission of the declaration. By checking the emergency procedure box, on the summary screen in MCC, it is possible to generate an emergency procedure document.

This will bring up a PDF icon that downloads the emergency procedure document in PDF format.



The document has a format as determined by Customs. The data is extracted directly from the declaration and shown on the PDF.

- At the top right of the document is the term 'emergency procedure dva'.
- Enter the date and time (in hours).
- The fault number is the combination of the date and time of the message



Send the pdf emergency procedure with accompanying guide list to customs in duplicate.

A notification is not necessary on departure (no email to customs and asking for permission to leave). Only in the area has Customs imposed a notification obligation. For example, if the malfunction is of a long-term nature, or because of the nature of the goods.

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4.2.3 Emergency procedure on arrival:

In the event of a malfunction in the DVA system, permission to unload automatically applies, unless Customs explicitly communicates otherwise. So there is no need to request permission in advance or send an arrival notification (IE007).

During the outage:

- The goods can be unloaded immediately
- Send the following documents by post (in duplicate) to Customs
  - The guide
  - The T1 document
  - Mention the successor scheme on this
- Customs will return one stamped copy — this is proof that the shipment arrived during the malfunction.

After the malfunction:

- If the MRN is still valid, submit the declaration in MCC
  - The arrival notice (IE007)
  - Followed by the unloading findings (IE044)
- If the declaration is in check after the IE007 has been submitted, please contact customs to report that the shipment has already been unloaded during the malfunction period.
- If the MRN has expired in the meantime, send the arrival message (IE007) in MCC and contact customs via douane.nasporing.heerlen@douane.nl
  Mention in the email:
  - The MRN
  - Any unloading findings

Customs will then clear the document manually. In MCC, the status of the arrival notification will then be adjusted to Final. In MCC, an IE025 – Goods release notification is received as confirmation of the successful handling.

For more and up-to-date information, visit the link below to the Customs website.

Departure:

https://www.belastingdienst.nl/wps/wcm/connect/bldcontentnl/themaoverstijgend/brochures_en_publicaties/noodprocedure_dva_normale_procedure_bij_vertrek

Arrival:

https://www.belastingdienst.nl/wps/wcm/connect/bldcontentnl/themaoverstijgend/brochures_en_publicaties/noodprocedure_dva_toegelaten_geadresseerde_tg

4.2.4 MCC outage:

If MCC is limited or unavailable, customs can make the emergency procedure available. Please contact customs first. As soon as permission is granted, follow the procedures indicated by the SGS Maco organization.

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4.3 EMCS emergency procedure:

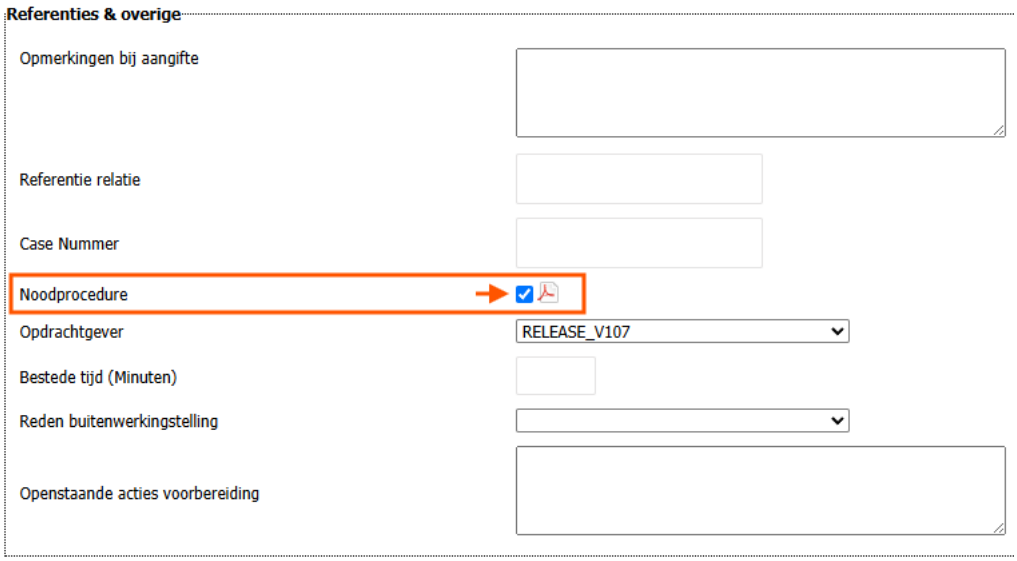
4.3.1 Emergency procedure for excise duty:

If the customs system for EMCS is limited, or not available, this can be traced by the status blocks in the top left corner of the screen, customs can make the emergency procedure available. In MCC this works as follows.

4.3.2 Generating the emergency procedure document:

The declaration must be prepared in a normal manner. The difference in applying the emergency procedure is in the moment of submission of the declaration. On the MCC summary screen, the emergency procedure document can be generated by selecting the check mark behind Emergency procedure.

This will bring up a PDF icon that opens the document when clicked.



The document has a format as determined by Customs. The data is entered as stated in the declaration.

· At the top of the document is the term 'emergency document'.
· An ARC is not available as the declaration has not been submitted electronically.

The relevant declaration in MCC can now be saved. When the malfunction has been resolved, this declaration will be necessary to process the document correctly.

4.3.3 Validating the emergency procedure document:

Customs will authorize the removal of the goods on the basis of the emergency procedure document. The document must be sent as an attachment by e-mail to: douane.dcp.accijns@douane.nl

Customs will send a response to the e-mail address from which the emergency declaration was submitted.

A separate email must be sent for each emergency declaration. Combining multiple emergency declarations in one email is not permitted.

A copy of the emergency document must be kept in your own records. It is possible that customs will request a copy of the emergency document in the event of an inspection.

4.3.4 Clearing the emergency procedure:

After the malfunction has been resolved, the declaration must be cleared. The declaration prepared in MCC is used for this. Mention in this declaration that the shipment was sent with an emergency document. Please note that the LRN in this declaration is the same as the LRN on the emergency document.

The report can now still be submitted. In this case, MCC automatically receives an electronic return message from customs.

For more and up-to-date information, visit the link below to the Customs website.

https://www.belastingdienst.nl/bibliotheek/handboeken/html/boeken/EMCS/noodprocedures.html

4.3.5 MCC outage:

If MCC is limited or unavailable, customs can make the emergency procedure available.

Contact customs:

- Call the National Customs Helpdesk on 088-1566655
- Indicate that the system is not working and request an emergency procedure.

Only after approval from customs can the emergency procedure be used.

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5 Permit holder:

A permit is required from customs to submit declarations. On the customs side, a license number is used for verification, for example to check whether the license number is authorized to submit a declaration for the relevant customs system. For example, a license number also records the locations where physical checks can be carried out, or the authorized sender/consignee for NCTS.

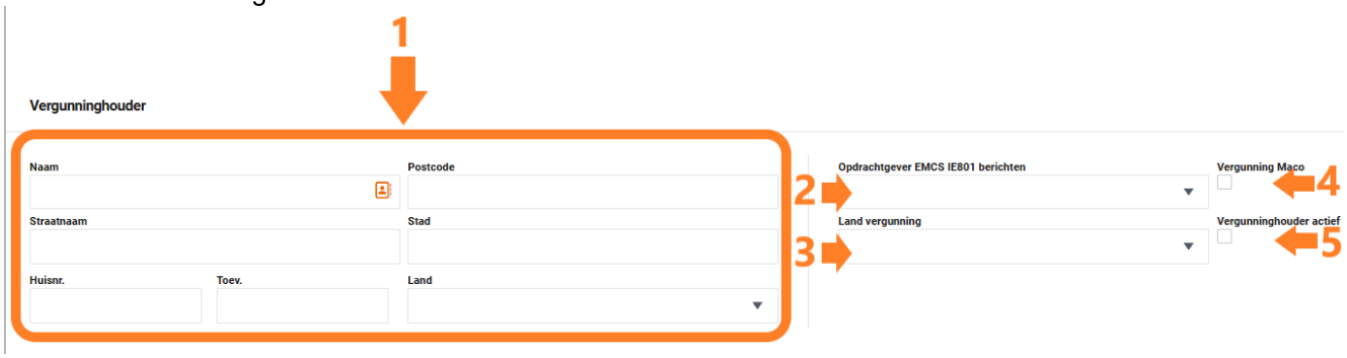
License holder can be found in the menu bar under menu option "Administration"

The permit holder screen consists of 2 parts:

- Permit holder general information
- Tabs for specific customs technical establishment

5.1 License holder general data:

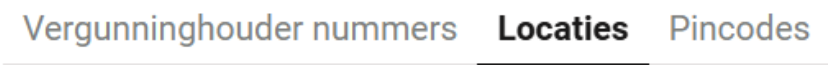
The general data can be found in the upper part of the permit holder screen. This section will always remain visible when switching between the tabs.



1. This block concerns the name and address details associated with the permit.
2. This dropdown has been specifically developed to set under which the incoming IE801 (EMCS) messages for this license should end up in MCC.
3. Country for which the license is valid, you can choose between the Netherlands and Belgium (Belgium is no longer used in MCC)
4. This indicates whether it is a permit managed by SGS Maco. In that case, the declarations for this license will be drawn up by SGS Maco. MCC Customers do not have this check mark enabled, because they prepare their own returns.
5. This indicates whether a license is still active for SGS Maco or the MCC customers. If not checked, the permit cannot be selected in a scenario.

The above general data must first be stored with a new permit holder so that the data becomes available in the database. Only then can the data on the tabs be entered.

More information about the tabs is given below:



5.2 License holder numbers:

The actual permits are set up for the permit holders, which make it possible to submit declarations. For the explanation of the columns, see the text below the print screen. By clicking on lines or the icon at the end of the line, data can be added or modified.

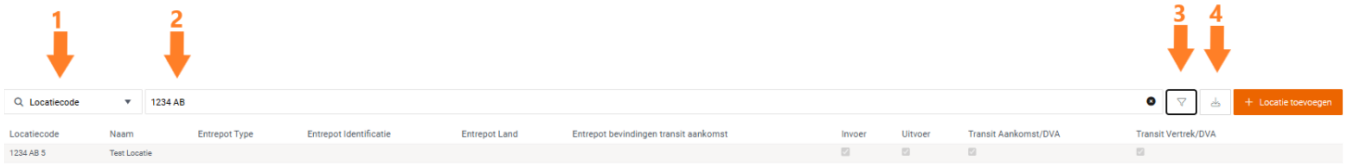
- **System:** A license number may differ per customs system. For each customs system, the license number must be reflected in the declaration. This column lists the systems supported by MCC.
- **Permit holder number:** This is where the actual permit holder number (also known as an EORI number) is entered/displayed.
- **PO Box:** To deliver the correct customs messages to the right place at customs, mailboxes have been set up in the HTG portal of customs (Trade and Transport Gateway) the mailbox is entered/displayed in this field.
- **Declaration sequence number:** This is the counter that indicates the total number of declarations that have been submitted for this permit.
- **GRN:** Specifically, for NCTS declaration, a guarantee must be made for the goods that are transported under the customs transit procedure, should customs duties or other taxes apply to the goods. The GRN number is the identification number for this guarantee.
- **PIN code:** As an extra check on the GRN/surety, a PIN code is also required to use the surety. This is entered/displayed here.
- **License number:** This is the actual license number. These are linked to the license holder number/EORI number.

5.2.1 Locations:

Within the customs systems, locations are recorded on the permit holder for various purposes. Possible purposes for a location are, for example:

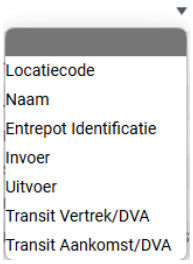
- Authorised Consignee/Consignor (NCTS)
- Entrepots (DMS)
- Location of the goods for physical inspection

On the "Locations" tab you can find a list of all the locations for the permit number.



At the top is a search bar to look up a location in the list, to search in the list the filter bar is used:

1. In the dropdown, select the data field that the user wants to search for:



2. If the data field consists of text and numbers, such as location code, name, etc., then the search text must be entered here. When a checkbox field is selected at the dropdown, this field must be left blank to show the locations for which the relevant checkbox is checked.
3. This button is to bring up the filter result
4. This button is to download the filter result in an Excel list.

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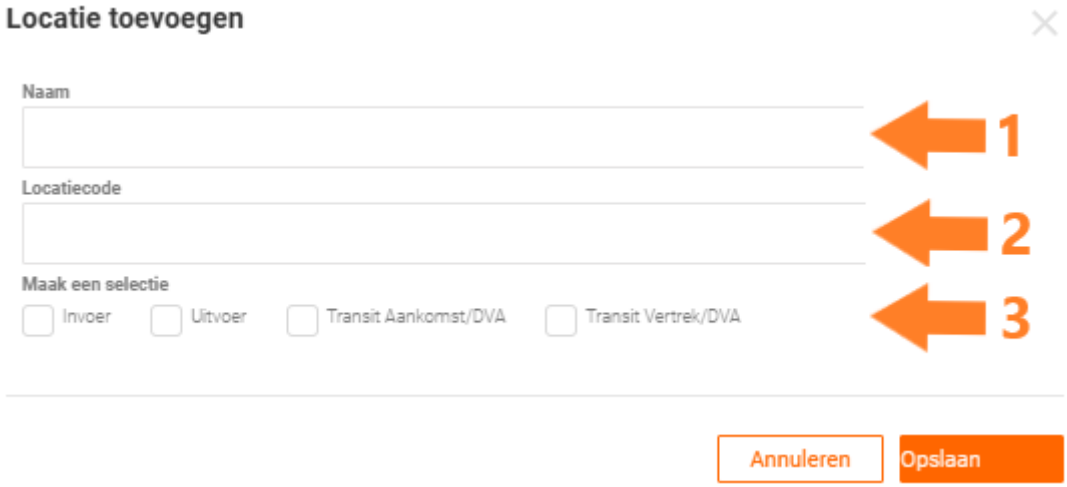
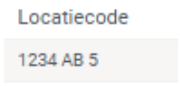
Creating a new location is done by means of the: 

The fields that are filled in when creating the location record in the database are automatically included in the customs message as soon as this location is selected in the message.

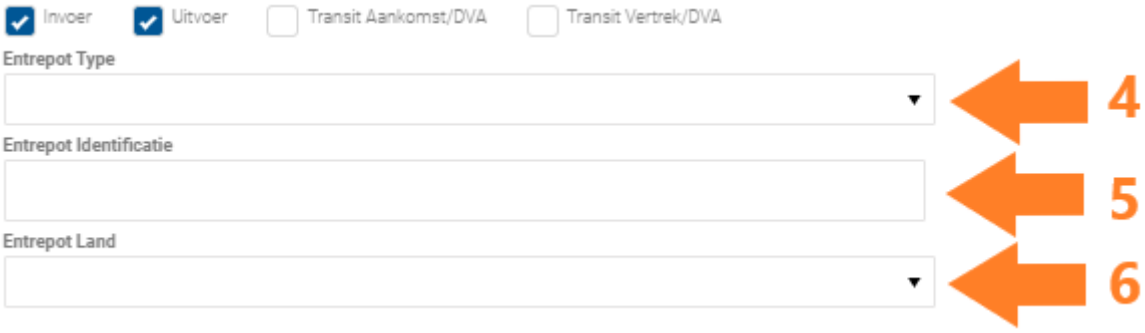


- Name: The name is intended to make it easy to distinguish between different locations within the location list. This name is *not* communicated to customs from MCC.
- Location code: this is the official code associated with the location as known to customs. Customs uses the following format for this: "Postal code house number"



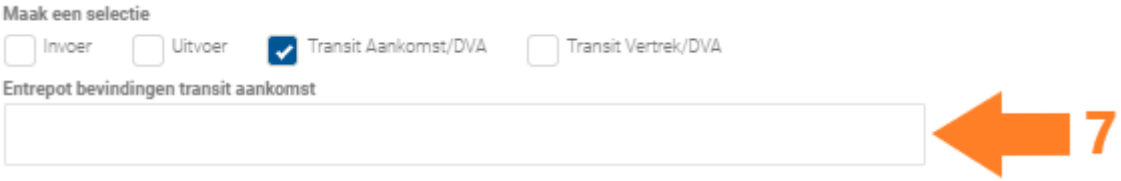
- Select: in this field, the location type must be selected for the new location. This type of location is linked to the type of declaration that can be made via MCC. For example: a location with only the "Input" checkmark activated will not be available for selection in a Transit departure or DMS output.

Selection "Input" and/or "Output":



- Bonded Warehouse Type: Specify the type of bonded warehouse here. This field applies when goods are imported or exported from a bonded warehouse.
- Bonded warehouse identification: To use a bonded warehouse, prior permission must be obtained from customs. Once approved, customs assign a unique identification number to the warehouse. This is the place for recording the bonded warehouse identification number.
- Bonded Warehouse Land: This is the land where the bonded warehouse is located.

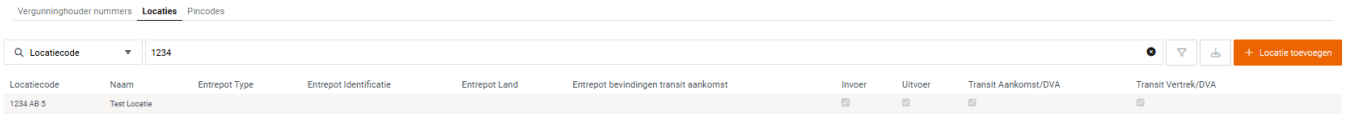
Selection "Transit Arrival/DVA":



- Bonded warehouse findings transit arrival: when cancelling a Transit Arrival, any findings must be reported. Customs uses a standard format for the relevant data field in the message.
  For locations covered by the permit holder's permit, it is possible to pre-configure this field according to the format prescribed by customs.

Selection "Transit Departures/DVA":
Checking the option "Transit Departure/DVA" is only required when the location needs to be selected when creating a Transit Departure declaration.

After creating a location, the other location fields can be completed. See the print screen below:



5.2.2 Pin codes:

This "PIN codes" tab was specifically intended for the design of Belgian declarations. This part is no longer applicable and is no longer used within MCC.

6 Relations in MCC:

A relation in MCC is a party involved in a customs process. Think of roles such as exporter, importer, sender, recipient, carrier or declarant.

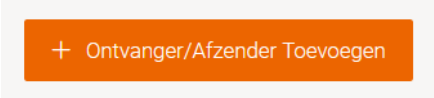
To be able to select a party when filling in a declaration, it must be present as a contact in MCC. Each relation can fulfill multiple roles, depending on the type of mission or process.
Relations are divided based on:

- The country concerned (e.g. the Netherlands or Belgium)
- The type of process (Export, Import, Transit, EMCS)
- The role within that process (e.g. importer, representative)

6.1 Create a new relation:

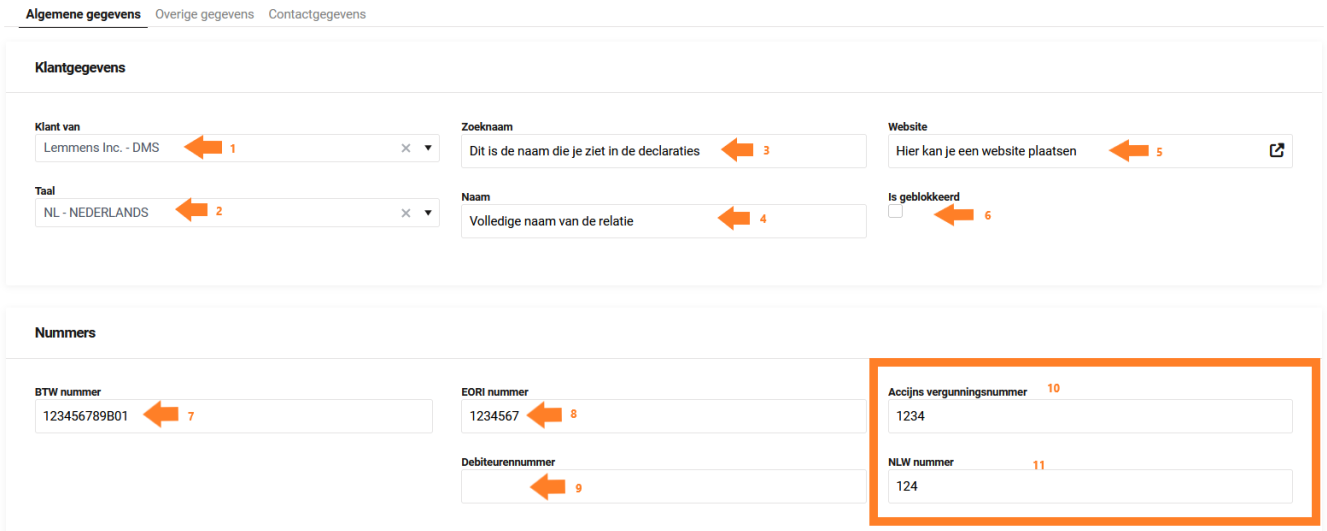
Through this process, a new batch is added to MCC, so that it can be selected in declarations. Here it must also be determined which role(s) the relation fulfils, for example as an exporter, importer or carrier.

Go to the contact screen via the button on the menu bar. Click on the button in the top right corner "+ Add Recipient/Sender" to add a new contact.



6.1.1 General information:

General data about the relation recorded on this table and is divided into different blocks depending on the information to be recorded.



6.1.1.1 Customer:

This first tab captures the basic data:

1. Customer of: determines under which client the contact is created.
2. Language: the working language of the contact, for example for correspondence or internal reference.
3. Search name: clearly recognizable name, this is the name that is shown in the declarations.
4. Name: The full legal or operational name of the party
5. Website: optional... Informative only
6. Has been blocked**:** indicates that a contact may no longer be used.

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6.1.1.2 Numbers:

This block is for recording important identification numbers that are needed for fiscal and customs processes. Not all fields are mandatory, but many are functionally essential:

7. VAT number: the VAT number is a unique identification number assigned by the Tax and Customs Administration to companies that are subject to VAT. The number is mandatory to mention when contacting customers and suppliers and is used to identify the company to the Tax Authorities. In MCC, the VAT number is later used for validation, for example in the case of aritkel23 reverse charge.
8. EORI number: this number is issued by the customs authority in an EU member state and is mandatory for companies that trade internationally, such as exports to countries outside the EU. The EORI number is used for identification and data exchange between businesses and customs authorities within the EU.
9. Debtor number: is automatically assigned by MCC. Manual filling is usually not necessary.
10. Excise license number: is an EU-wide identification number for authorized warehouses, tax warehouses and registered traders. It starts with a country code (e.g. NL) and contains 11 alphanumeric characters. This number is required for the storage and transport of excise goods within the EU.
11. NLW number: (permit 'tax warehouse') is required for the storage and transport of excise goods in the Netherlands. Think of alcohol, tobacco and fuels. This allows periodic excise declarations to be made via MCC. These numbers are only needed if the relation has a role in excise transactions.

6.1.1.3 Type of relation:

Here it is indicated for which process(es) the contact will be used; it is possible to check multiple types at the same time.



The types are structured by country (Netherlands / Belgium) and by process:

- Export
- Import
- Transit
- EMCS
- Remaining

Think of roles such as:
Declarant, Recipient, Importer, Exporter, Carrier, etc.

***Note**: Relations for Belgium and the Netherlands must be created separately. The available contact types per country are shown separately and must be selected manually.*

The chosen contact types determine in which scenario fields (such as "Declarant" or "Recipient") the contact will be visible later. This is done via the "..." button in scenarios (see also Scenario in MCC).

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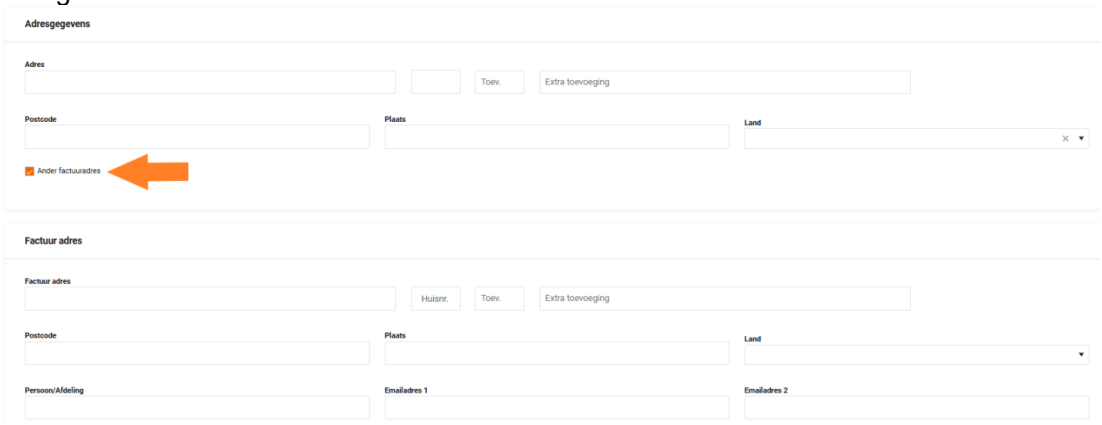
6.1.1.4 Address:

In this block, the name and address details of the contact must be added. The requirements of customs regarding relations are considered in this respect. As an example, the house number. The mandatory fields in the message communication with customs is therefore mandatory when creating a contact. Consider the following fields:

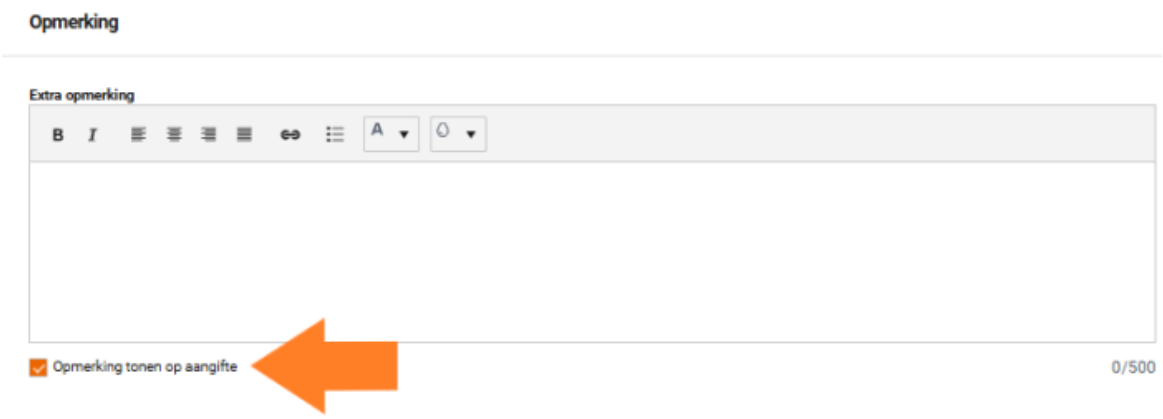
- Address
- House number
- Zip code
- Place
- Land

It is possible that the billing address for the contact is different from the name and address details where the contact is located. In this case, it is possible to enter the data for the specific billing address by ticking the "Other billing address" checkbox.



6.1.1.5 Remark:

Specific comments related to the relation can be entered in this block. It is possible to also display this extra comment field on the summary screen. To do this, check the box "show comment on declaration".



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6.2 To modify the existing relation:

After creating a contact, adjustments may be necessary at a later time. Think of changed contact details, adding new contact types, or linking documents or specific product codes.

To edit a contact, go to Contacts in MCC and click on the icon to edit the relevant contact.

6.2.1 Screen structure:

The edit functionality uses the same contact screen as when creating a contact, with the following tabs:

- General information
- Other information
- Contact details

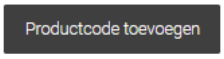
The fields in these tabs are identical to the process for creating a contact. Existing data can be changed or supplemented here.

After a contact is saved for the first time, those extra tabs appear that are only available when editing:

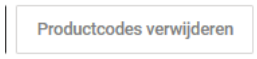
6.2.1.1 Productcodes:

In this tab, you can link product codes that apply specifically to this contact.

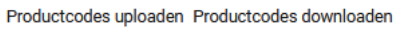
- Click Add Product code to manually enter a new rule



- Use Delete Product code to delete one or more selected lines.



- The Upload Product codes and Download Product codes buttons allow multiple product codes to be uploaded or downloaded at once.



This tab is optional. Instead of managing product codes per contact, you can also choose to do this centrally at the order level.
This must be done via the menu Administration > Product Codes

***Please note that** the maintenance and use of product codes is further explained in the separate chapter 'Product (HS) codes in MCC'*

6.2.1.2 Documents:

Here documents can be linked to a contact. Examples of documents include customer instructions, permits, or reference documents

- Use the green plus icons to add files under:
  - Customer/work instructions
  - Documents

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6.2.2 To block a relation:

Sometimes it is necessary to block relations, for example because it:

- Is no longer actively used
- Is entered incorrectly or incompletely
- Only as a reference may be consulted

A blocked contact can no longer be used in new declarations but remains visible for historical files and search functions. The steps to follow to block a relation are:

1. Go to the relations overview
2. Click on the icon next to the contact to edit it
3. Go to the Basic Data tab
4. Check the 'Has been blocked' box
5. Scroll down and fill in a short explanation in the 'Comments' sheet why the relation is blocked
6. Click Save

When blocking relations, the following points must be observed:

- Without a comment entered, a blocked relation cannot be saved
- And blocked relation:
    - Remains visible in dropdowns (such as Declarant or Recipient)
    - Is recognizable by a lock icon and red text color
    - Can no longer be used to successfully file a declaration.

Note: *Blocking is reversible. It is possible to reactivate the relation by unchecking the 'Has been blocked' box and adjusting or deleting the comment, if this is justified in terms of content.*

6.2.3 Deleting a relation:

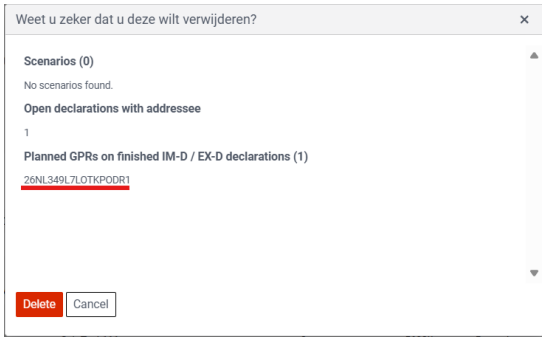
Sometimes users need to perform data clean up in MCC and delete relationships by clicking on the icon next to the relation to be deleted.

If a relation is deleted:

- Open declarations are blocked from being submitted. A remark will be shown in the summary screen if the declaration contains a deleted relation.



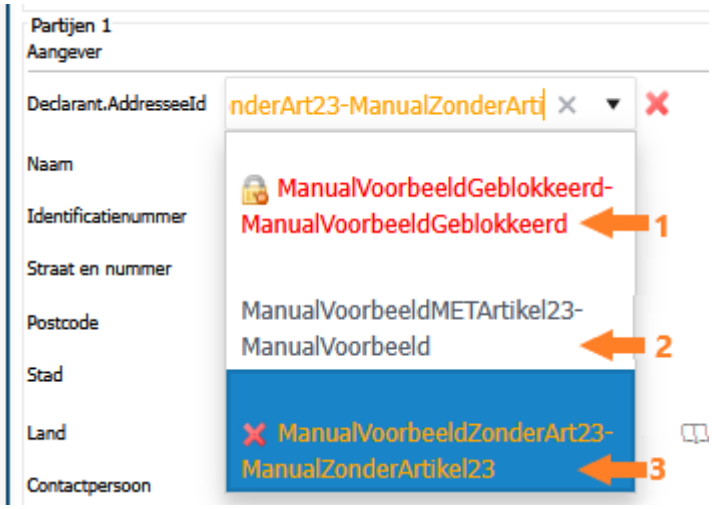
- Scenarios will be emptied out in case relations are pre-set in them.
- Additional declarations are still possible to be sent in.
- GPR is blocked for prepared declarations which are not yet sent to customs IM D/ EX D flow.
- Completed IM D/ EX D declarations with planned GPRs will be displayed when a user attempts to delete the relation. These MRNs are shown in an overview, and an additional warning message will appear before the relation is deleted.



6.2.4 Relation's status in the declaration:

In MCC, relations can have different statuses that affect their availability when creating declarations. This status is visible in dropdown menus such as Declarant, Recipient or Carrier. These visual cues help users avoid mistakes, such as choosing a blocked relation or one without the necessary license.

The status of a contact is visible when selecting a contact in an invoice, for example under Declarant, Importer or Recipient. In addition, the status for blocked contacts is also visible in the contact overview, a lock icon is then shown in front of the name.



1. Blocked relation
   - Appearance: red text color, with a lock icon on the left
   - Meaning: the relation is deactivated (check box 'Is blocked' is checked)
   - Consequence: the relation can still be selected in dropdowns, but:

   Note: *A report in which a blocked contact has been used cannot be submitted, but the contact remains visible for historical use or reference*
2. Relation with Article 23 (active reverse charge mechanism)
   - Appearance: normal black text, without icon
   - Meaning: active Article 23 reverse charge mechanism
   - Consequence: fully usable in all returns, including acquisitions
3. Relation without Article 23
   - Appearance: orange text color, with a red cross on the left
   - Meaning: no active Article 23 permit available
   - Consequence: can lead to problems with processing declarations where Article 23 is required

   Note: *MCC does not give an automatic warning here, control must be performed manually.*

In the default contact overview, blocked relations are not shown. Blocked relations can be viewed by checking the 'Show blocked ones' checkbox. Only then will these relations become visible in the list.

7 Product (HS) codes in MCC:

Product codes in MCC make it possible to store frequently used goods and tariff data (such as customs codes, permits or tax rules) centrally. This speeds up the completion of declarations, prevents errors and increases consistency.

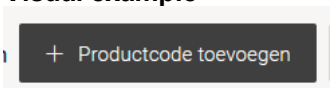
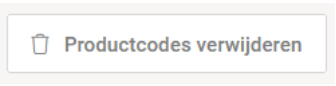
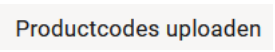
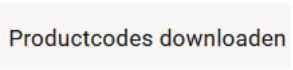
7.1 Location of product codes:

Product codes can be managed in two places in MCC:

1. Administration > Product Codess
   ➔ Available for all declarations within a (sub)client.
2. Contact card > Product codes tab
   ➔ Only visible in declarations for that specific contact

The effect is identical in both cases — only the visibility differs. For both locations, the overview on the screen is identical and contains the components from the table below.

In the overview for product codes there are several buttons at the top. Below is a brief explanation:

Button name	**Function**	**Visual example**
+ Add product code	Open a blank form to manually create a new product code	
Remove product code	Remove one or more selected codes from the list. For multiple: first check the checkboxes of the desired rules	 OR 
Product codes uploaden	Opens a separate screen for uploading multiple product codes via Excel. In that screen can select a file via Browse- Click Import to upload- Download the official template via the green Excel Icon :	
Download product codes	Export an overview of the existing product codes to Excel. This makes it possible to view or reuse the current set of codes.	

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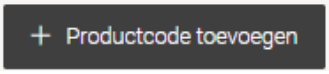
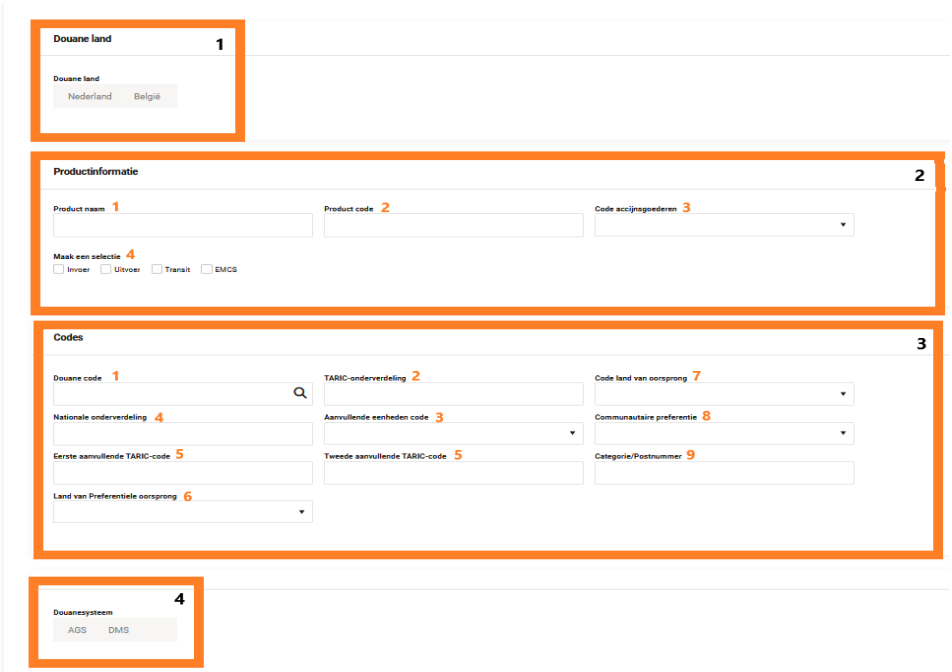
7.2 Create a product code manually:

On the product code overview, the functionality is available to create a product code. To enter the product code data screen, click on the button 

. After this, all data must be entered, see the print screen below and explanation for additional information about the product code screen.

1. Customs territory:



- Select the Netherlands or Belgium:
  Product codes are country-specific: Product codes arranged for NL cannot be viewed in BE declarations and vice versa.

2. Product:
   1. Product name: a short, recognizable description
   2. Product code: internal reference code
   3. Excise Goods Code: Optional, if applicable
   4. Make a selection: check whether the code applies to:
      - Import
      - Export
      - Transit
      - EMCS
3. Codes (HS/TARIC):
   - Customs code (HS): the 8- or 10-digit HS code
   - TARIC subdivision: Supplementary to the customs code
   - Additional subdivision: e.g. KGM for kilograms
   - National subdivision: country-dependent value
   - First/Second Additional TARIC Code: Optional
   - Country of preferential origin: e.g. UN
   - Country of origin code: e.g. CN
   - Community preference: preference code
   - Category/Postal Code: If required for excise/agriculture
4. Custom system:
   Choose DMS (default), AGS is outdated and no longer supported by customs.

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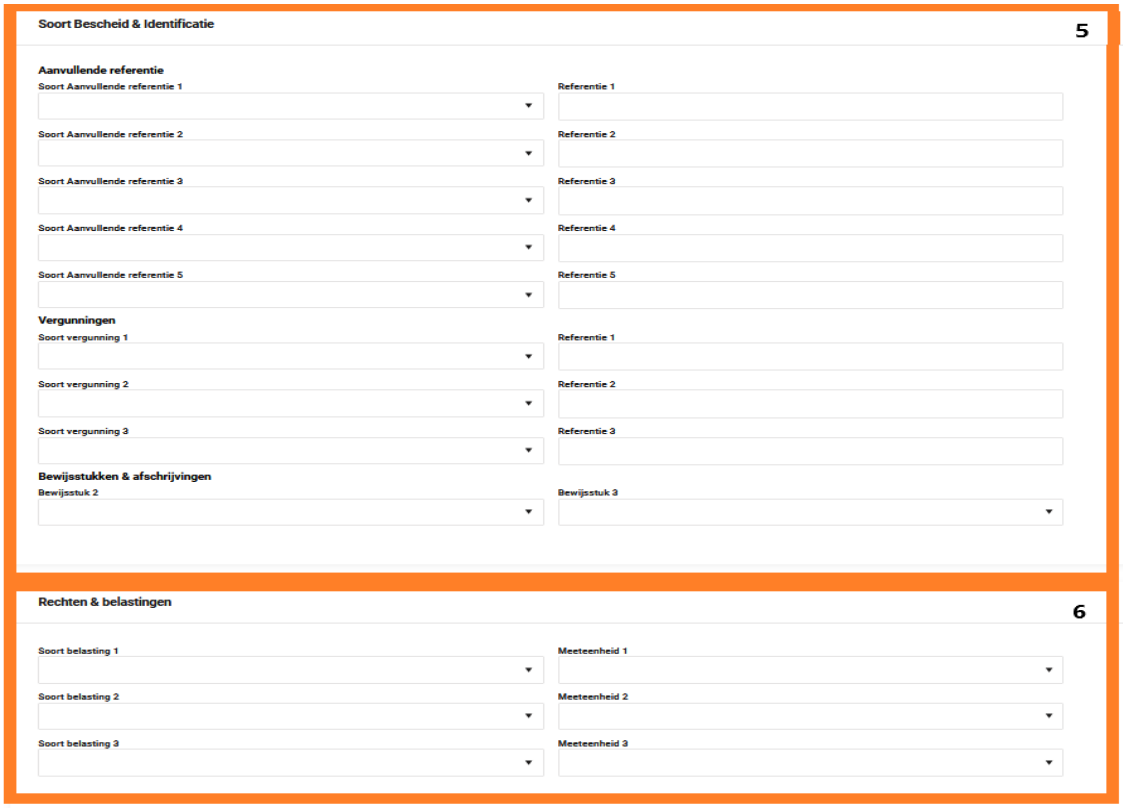


5. Type of document & identification
   - Up to 5 additional references (e.g., Y928)
   - Up to 3 permits (e.g. BTI) with reference fields
   - Up to 3 pieces of evidence (such as C119)
6. Duties & Taxes
   - Up to 3 types of taxes (e.g. consumption tax)
   - A unit of measurement must be specified for each type of load (if necessary)

7.3 Editing existing product codes:

Once a product code has been created, it can be edited later. Think of correcting or updating customs codes, permits, TARIC data or tax settings. Below are the steps to be carried out:

1. Go to Administration > Product Codes (or the *Product Codes* tab within a contact card)
2. Find the desired line in the list
3. Click on the icon at the beginning of the line: This opens the exact same input screen as when creating a product code
4. Customize the necessary data
5. Click Save to save the changes

All fields are customizable, except for:

7. Customs territory (the Netherlands or Belgium):
   This field is fixed after creation and determines, among other things, the availability of the code per country

If a code needs to be changed from NL to BE, or vice versa, a new product code must be created.

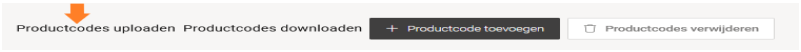
7.4 Uploading product codes via Excel:

Adding multiple product codes at the same time can be done using an Excel template. This is faster than manual entry per piece and helps prevent errors.

You can upload product codes in two places in MCC:

1. Administration > Product Codes
2. Contact card > Product codes tab

The operation is the same as with manual creation of product codes. See Section 9.2 "Manually Creating Product Code" for an explanation of visibility by location.

1. Click Upload Product codes 

2. Click on the green Excel icon in the screen that opens
   With this, it is possible to download the official Excel template
3. Fill in the product codes in the Excel file (see below for an explanation)
4. Save the Excel file
5. Click on Browse and select the completed file
6. Click Import
7. ✅ MCC shows a confirmation of the number of successfully added product codes



The columns in the Excel template correspond in content to the fields in MCC when manually creating a product code (in the case of the DMS customs system).

7.4.1 Filling Excel template:

When entering data in the Excel template, the following points must be considered:

Technically required fields (required for successful upload):

- Customs system → this is always DMS, AGS is no longer used in NL as a customs system
- Product name → clear name of the product

Functionally important fields (not mandatory, but necessary for use in declarations):

- Input, Export, Transit, EMCS: These fields determine the type of declaration for which the product code is available. If everything is left blank, the code is added, but nowhere selectable

Always check which processes the code is intended for, otherwise the code will remain functionally unusable.

Note: *The order of the columns in the template is not the same as the order in the input screen. Some fields that are at the top in MCC (such as customs country or excise code) are placed further back in the Excel file. The Download Product Codes button generates an export file based on a legacy AGS structure. This is not suitable as an upload template. To facilitate this, follow the steps below:*

- *Open a new, empty product code in MCC*
- *Select DMS*
- *Use the screen as a reference when filling in the Excel columns*

This makes it clear exactly what each field is intended for, even if the order is different.

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7.4.1.1 Maximum numbers per column group:

- 3 loads + associated units of measurement
- 3 licenses
- 5 additional references
- 3 supporting documents
- 3 resource codes
- 3 Benchmark Rules

7.4.1.2 Important points of attention:

- Use the exact same values as in MCC dropdowns (e.g., KGM, C119, Y928)
- Leave fields that do not apply **blank**
- Pay attention to correct capitalization, spaces and punctuation marks

7.4.1.3 Example: structure of the Excel template:

Use the screenshots below to understand the structure of the template

Productcode	Omschrijving	Douane code	Taric on	1e aanv Taric code	2e aanv Taric code	Nat ond	Land v oorspr	Aanvullende ee	Lv Pref Oorspr	Comm Pref	Categorie/Postnummer	Aanv ref 1	Aanv ref nr 1	Aanv ref 2	Aanv ref nr 2	Aanv ref 3	Aanv ref nr 3	Aanv ref 4	Aanv ref nr 4	Aanv ref 5	Aanv ref nr 5
1905319900	Instant noed	1905319900	00			00			VN	300		Y928									
6109100010	Katoenen T-s	6109100010	10			00	CN			100		Y900		Y901							

Srt Verg 1	Srt Verg ref 1	Srt Verg 2	Srt Verg ref 2	Srt Verg 3	Srt Verg ref 3	Bewijsst 2	Bewijsst 3	Srt Belasting 1	Meeteenheid 1	Srt Belasting 2	Meeteenheid 2	Srt Belasting 3	Meeteenheid 3	Code accijnsgoederen	Invoer	Uitvoer	Transit	EMCS	Douane land	Douane systeem
C626						C119		A00	KGM						X	X	X	X	NL	DMS
C601						C506		B00							X	X	X	X	NL	DMS

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8 Scenario's in MCC:

A scenario in MCC is a template that allows users to prepare customs declarations. Frequently used data can be pre-filled, which leads to more efficient and error-free work.

A scenario is always required to be able to create a manual declaration in MCC. Without a scenario, no claim can be started. In addition, scenarios are used to capture defaults and logic that fit a specific customer or process flow. This makes the preparation of declarations faster, more consistent and less error-proof.

8.1 Scenario overview in MCC:

In the overview screen of scenarios, a row of icons is displayed at the beginning of each line.



	Naam	Aantal aangiften	Aantal aangiften 12 maanden	Aanmaak datum	Aanmaker	Wijzigingsdatum	Wijziger	Opdrachtgever	Basis sjabloon
	AFMELDEN E-AD	7	0	17-03-2022		17-03-2022			EMCS
	DMS B1 Export	195	11	20-09-2023		26-09-2023			DMS
	DMS Export Buitenwerking stellen	9	1	20-09-2023		23-09-2023			DMS

Each icon represents a specific action:

Icon	Function
	Modify – opens the scenario to modify
	Delete – only visible and possible if the scenario is not yet in use
	Copy – creates a duplicate of the screenplay
	XML Generation – exports the scenario in XML format

8.2 To modify an existing scenario:

An existing scenario can be adjusted if data changes, or an expansion is necessary. Think of changed field settings, extra default values or additional data such as permits. You can also use this function if a scenario needs to be adapted for a specific customer, changed process flow or content correctio, as well as for adding extra field groups (such as supporting documents or permits).

8.2.1 Edit scenario:

In the scenario overview, click on the first icon next to the desired scenario to open it for editing.



	Naam	Aantal aangiften	Aantal aangiften 12 maanden	Aanmaak datum	Aanmaker	Wijzigingsdatum	Wijziger	Opdrachtgever	Basis sjabloon
	01-ScenarioManual	0	0	16-06-2025	Tamara Lemmens	16-06-2025	Tamara Lemmens	Tamara Lemmens	DMS

The screen for customizing a scenario is the same screen as the screen for creating a new scenario. The following components are available:

- Scenario name, license holder, comment field
- Automatic message sending settings
- Required reference fields
- Header and Field Settings Items tabs

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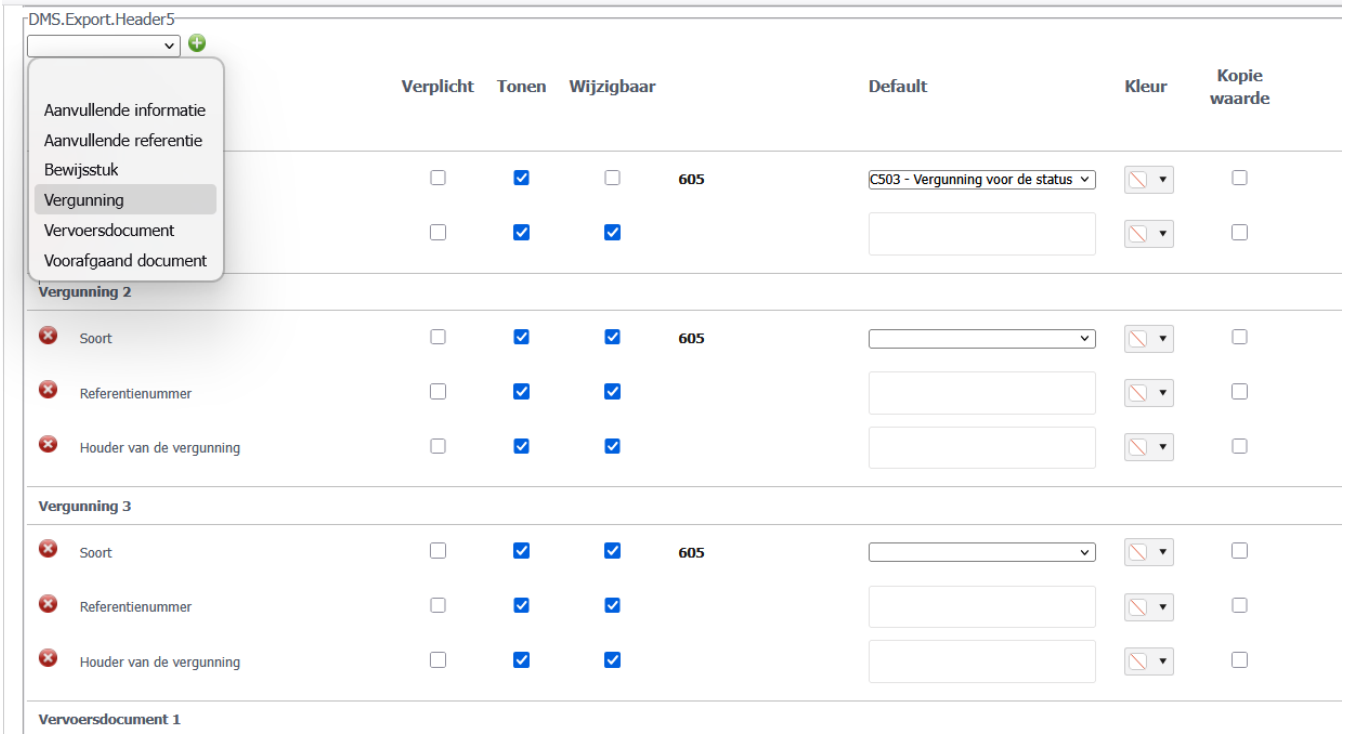
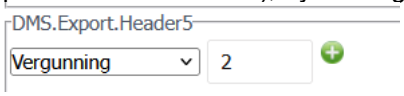
8.2.1.1 To add field groups:

It is possible that specific fields are not in the scenario when customizing. There is functionality in MCC to add these. In each block within the Header or Items tab, there is a dropdown at the top (next to the block title). This allows additional field groups to be added to that specific block.



After choosing a field group, you must indicate how many times this group should be added. (e.g. multiple permits or documents), by clicking on the green + icon, the field groups are added.



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8.2.1.2 *To set field behavior:*

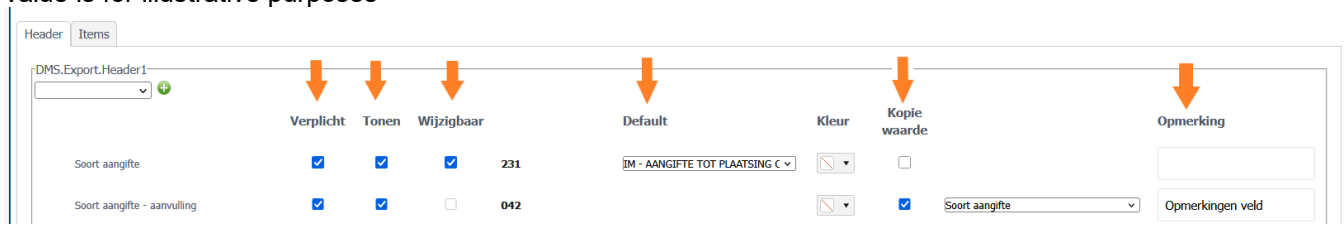
The scenario contains two tabs:

- Header – data that applies to the entire declaration
- Items – data per goods line

In both tabs, each field is set how the field behaves while filling in a declaration. This is customizable per field.

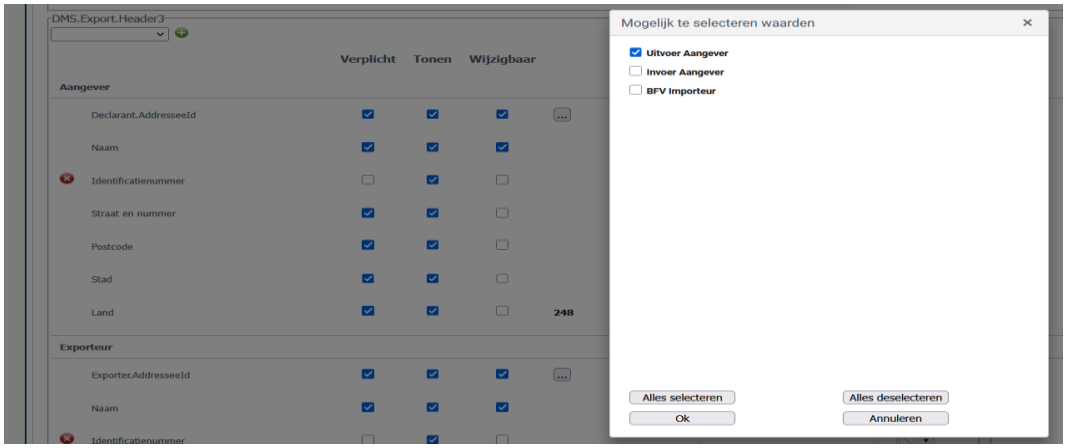
Field option	Meaning
Obligatory	Mandatory completion in the declaration required
Show	Becomes visible in the declaration screen
Changeable	Can be customized by the user
Default	Pre-populated default value
Copy value	Automatically copies the value from another field
Remark	Optional explanation field

See image – example with filled in field settings, including a demonstration of the copy value option. The chosen value is for illustrative purposes



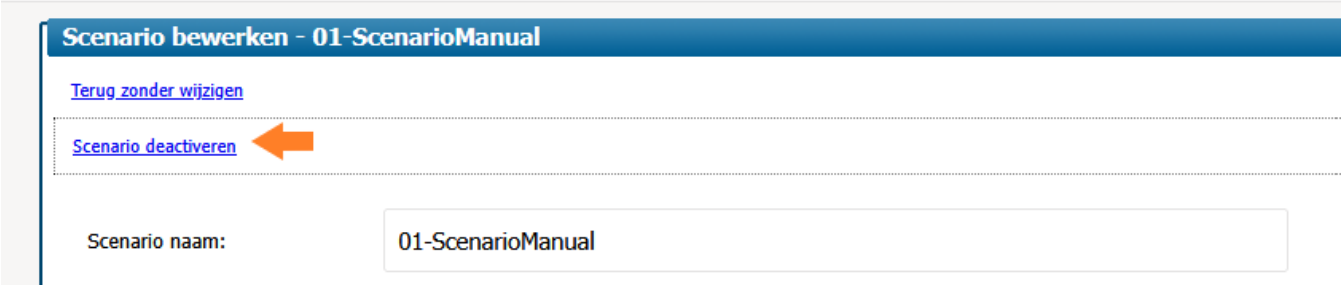
8.2.1.3 *To set scenario filters:*

Some fields (such as Declarant.AddresseeId) have a "..." button visible  . With this button it is possible to limit available choices for that field. This is especially useful for fields that contain a contact, role, or location, for example:
Limit the selection to "Output Declarant", so that users do not see any irrelevant options in the declaration screen. This reduces the chance of errors.



8.2.2 Deactivate scenario:

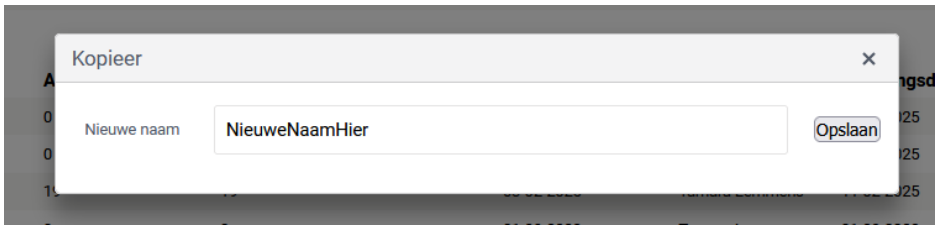
At the top left of the scenario, you will find the button "Deactivate scenario". This will inactivate the scenario. It will be saved but will no longer be available when creating new declarations.



8.3 Copy existing scenario:

By copying an existing scenario, it is possible to quickly create a new variant of an existing scenario without having to reset everything. This is useful when small adjustments to an existing scenario need to be made. Such as another customer, permit or default value.

In the scenario overview, click on the icon next to the desired scenario to make a copy. After clicking, a pop-up appears in which a new, unique name for the scenario must be entered. Use a clear and recognizable name so that the purpose of the scenario is immediately clear. Click Save to create the copy.



The copied scenario opens directly in the familiar scenario screen. See section 2 of this chapter on how to implement the adjustments to a new scenario:

- Adjust the name, permit holder or comments if necessary
- Add additional field groups via the dropdowns
- Set the behavior of fields (required, displayable, editable, copy value)
- Use the "..." button to limit drop-down lists

See Section 10.3 of this chapter "Modifying an Existing Scenario" for an explanation of how to edit scenarios.

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9 Requesting Information:

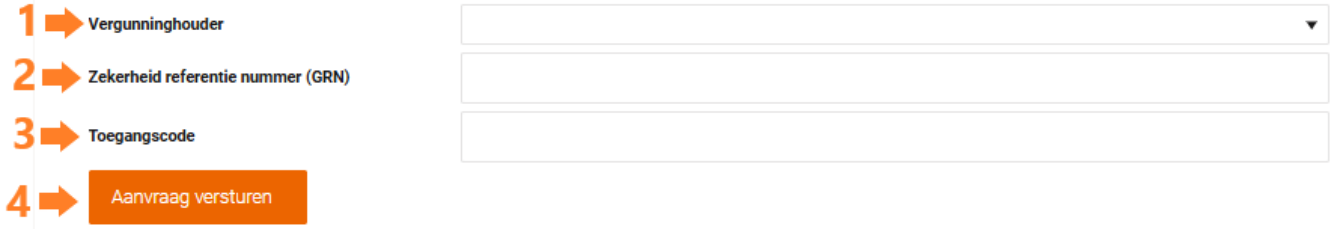
Within MCC, it is possible to request general information via a menu option. This provides the user with insights when performing tasks. The information that can be requested includes:

- Guarantee (NCTS)
- Guarantee
- Business Information
- Exchange Rates
- Links
- Manual
- AGSOGA Report

The sections in this chapter describe these options in more detail.

9.1 Guarantee (NCTS):

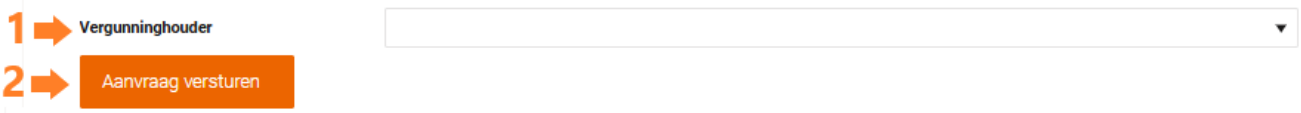
Using the “Guarantee (NCTS)” option, it is possible to request the outstanding guarantee for Transit declarations.



1. **Permit Holder**: Select from the dropdown which permit the NCTS guarantee should be requested for. After selection, past request results are displayed on the screen. Displayed data includes:
   a. Date: Date of the request.
   b. Remaining Guarantee: Guarantee still available for use.
   c. Outgoing Guarantee: Guarantee currently in use at the time of the request.
   d. Requested By: The user who submitted the guarantee request.
2. **Guarantee Reference Number (GRN)**: This is the number of the guarantee. After selecting the permit holder, this number is automatically filled in.
3. **Access Code**: The access code is linked to the guarantee reference number. This combination must be correct to retrieve the guarantee.
4. **Send Request**: After clicking this button, a request for the guarantee is sent to Customs. The response is sent to the email address of the user who submitted the request.

9.2 Guarantee:

To request the outstanding guarantee for DMS declarations, this menu option can be used.



1. **Permit Holder**: Select from the dropdown which permit the DMS guarantee should be requested for.
2. **Send Request**: After clicking this button, a request for the guarantee of the selected permit holder is sent to Customs. The response is sent to the email address of the user who submitted the request.

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9.3 Business Information:

It is possible to request financial information about a client via MCC using the “Business Information” menu. The information retrieved includes:

- Relationship with Declarant: Indicates whether there is a connection between the VAT number and the EORI number.
- Article 23: Indicates whether VAT reverse charge applies to the VAT number.
- Received EORI Number: Displays the EORI number of the requestor.

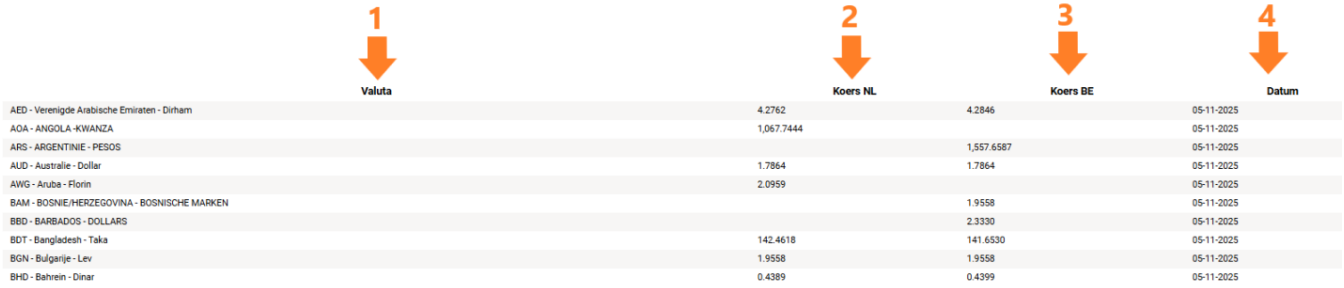
Fields from the screenshot below must be filled in:



1. **Permit Holder**: Select from the dropdown which permit the business information should be requested for.
2. **Fiscal Number**: This is the VAT number to be checked for VAT reverse charge applicability.
3. **EORI Number**: Enter the EORI number of the organization for which the business information is requested.
4. **Country**: Indicate the country where the organization is established.
5. **Send Request**: After clicking this button, a request for the business information of the selected organization is sent to Customs. The response is sent to the email address of the user who submitted the request.

9.4 Exchange Rates:

The exchange rate screen displays the exchange rates automatically loaded from Customs-provided data. The overview shows the following columns:



1. **Currency**: The foreign currency for which the exchange rate applies.
2. **Rate NL**: The rate used by Dutch Customs. €1 equals the value shown in the “Rate NL” column.
3. **Rate BE**: The rate used by Belgian Customs. €1 equals the value shown in the “Rate BE” column.
4. **Date**: The date when the exchange rates were last loaded.

9.5 Links:

On the 'Links' page, various links have been placed that redirect to websites with potentially relevant information for filing declarations in MCC. These include links to websites of, for example:

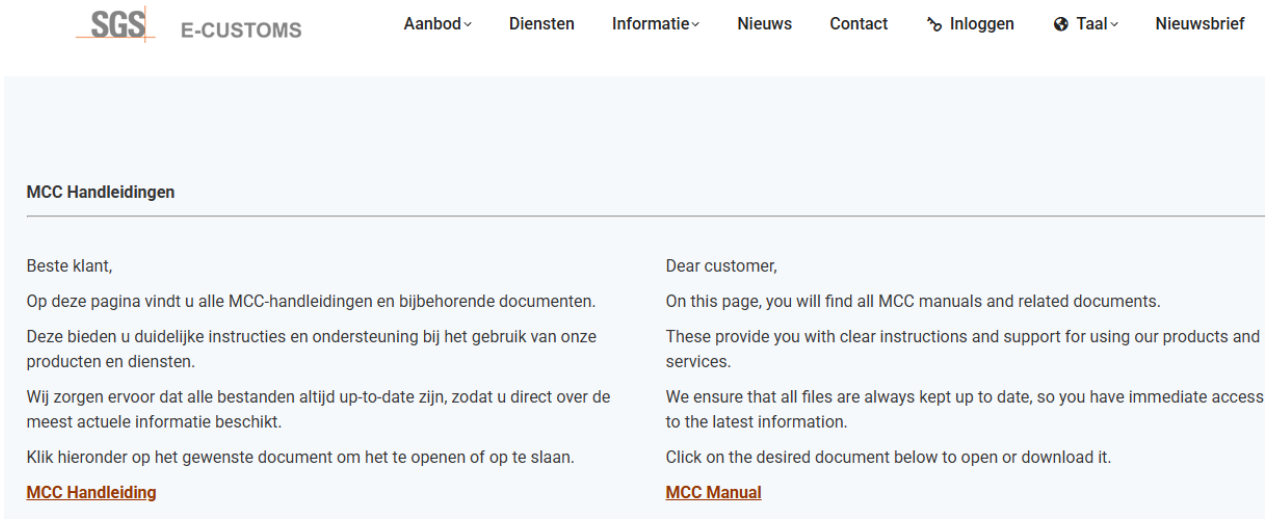
- Dutch Customs
- European Union / European databases
- Port systems
- Port terminals
- General data
- Other customs-related matters

Below is a screenshot of the Links page:

Diversen
Agentschap - Landeninfo
Cargonaut - ECS Melding
Portbase - Login
Productschap - Vee en Vlees
Restitutie Nomenclatuur
Vesseltracker
Zwitserland - Gebruikstarief
Zwitserland - Veelgestelde Vragen
Douane NL
Codeboek Sagitta
Douane Actueel
Douane reactietijden
Douane Serviceberichten
Gebruikstarief / DTV
Handboek Douane
Kantorenlijst Douane
Koerslijsten
Overzicht EU Landen
Europese Databases
BTI Database
Controle EORI Nummers
Controle Europese BTW Nummers
ECICS - Indelen Gevaarlijke Stoffen
Europese Douanekantoren
Tariefcontingengen
Transit MRN Follow-up
Strategische Dual-use Goederen
Controle en export chemische goederen
Exportcontrole Strategische Goederen
Handboek strategische goederen
Terminals
Website APM Terminals
Website ECT
Website Uniport

9.6 Manual:

The “Manual” menu option redirects the user to the SGS Maco website. On this page, the customer manual is available. Through the link, users can choose between a Dutch or English version of the manual.



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