



Customs administration

Electronic Service for Traders

The Customs Administration, in parallel with harmonizing regulations with EU legislation and modernizing the customs information system, also develops electronic services dedicated to the business environment. Customs Administration carries out these activities continuously in order to simplify procedures and increase efficiency and quality in providing services to economic operators, which significantly contributes to creating a more favourable business environment

The Customs Administration has developed modern and efficient Electronic Service for Traders which enables electronic monitoring of charges and payments based on customs debt and bank guarantees and which is available to all interested customs payers.

In order to modernize the Customs Information System and make customs procedures more efficient, an electronic data exchange system was developed in 2006, which enabled the electronic submission of customs declarations and through which the participants in the customs procedure now submit electronically more than 99.8% of customs declarations. With the development of customs procedures, other electronic services were developed, such as TARICG - an integrated customs tariff with a calculation-control module. This database of customs and foreign trade regulations in one place contains information on tariff codes, rates of customs duties, VAT, necessary certificates or permits, enables search by keyword or corresponding tariff code for a certain type of goods, and is available via the link <http://taric.carina.co.me/TariCG/>

With the introduction of the institution of deferred payment of customs debt secured by a bank guarantee, at the end of 2008 a web service – Application Guarantees - was developed, which enabled the users of bank guarantees to monitor the balance and debts under a bank guarantee. The application was upgraded in 2013 to the Electronic Service for Traders that allowed users of bank guarantees to track charges and payments on a customs debt basis in real time.

In accordance with the objectives that we have set in the Business Strategy 2019-2021 of the Customs Administration, the Electronic Business Service was upgraded with new functionality in March this year. Upgraded service now allows all parties involved in the customs procedure, regardless of whether they use bank guarantees or not, to monitor financial obligations arising from the processing of their own declarations in the customs system, to see charges with payment deadlines, as well as to see payments on Customs Administration records in one place in real time. This

practically means that all participants in the customs procedure have the opportunity to electronically monitor, review and print charges and payments on the basis of customs debt for submitted customs declarations. This service was created with the aim to facilitate foreign trade activities of economic operators, as well as the control of own records. Further improvements to this service will be reflected in the upgrade which will include overview of the discharge of declarations, as well as the balance of the customs warehouses owned by the customs taxpayers.

This service is available free of charge to all authorized users and is accessed through the Customs Administration website <http://www.upravacarina.gov.me>. Authorization for access to the system is granted to all interested customs payers who submit to the Customs Administration an application for use of the electronic service, which can be downloaded from the website of the Customs Administration.

The request to use the Electronic Service for Traders can also be submitted electronically through the portal eUprava. The link to access eUprava portal for submitting this request is on the website of the Customs Administration - Electronic Application for Customs Administration Service.

The Electronic Service for Traders provides customs payers with an easy and fast way to keep track of their deadlines for paying customs debt, thus contributing to the continuity of revenue collection. On the other hand, the Customs Administration directs its resources to performing control and other tasks, so the administrative monitoring of deadlines and the submission of requests for collection of customs debt has been significantly reduced. The Electronic Service for Traders is currently used by 400 authorized customs payers. The number of users of this service is indirectly higher, since the authorized users are freight forwarding companies representing a large number of participants in the customs procedure.

In order to further modernize electronic services and digitalize processes and customs procedures, the Customs Administration is continuously working on projects development, using the latest technologies within its service. The new projects will be based on electronic interaction between the Administration and trade and will contribute to the improvement of the business environment and enable economic operators to carry out their business in an efficient and simple manner reducing costs at the same time.