

FAQ

1. *The status of my declaration is “Not sent/not processed”. What should I do?*

- Try re-refreshing the page by pressing F5 or using the re-refresh icon near the address field in your browser.
- If the status doesn't change after you re-refresh the page, contact TIR-EPD support at tirepd@iru.org
- If you send EPD to Belarus, and your consignment(s) contain(s) a big number of goods items and you also have a big number of attached documents (the maximum allowed number of attached documents is 10), the complete message may be too heavy for the customs system to receive it. Please attach some of the documents at the level of goods items.

2. *The status of my declaration is “Sent – Wait for reply” and it does not change for more than 30 min. What should I do?*

- Try re-refreshing the page by pressing F5 or using the re-refresh icon near the address field in your browser.
- If you haven't received an MRN number after 30 minutes and nothing changes after re-refreshing the page, try to re-send your TIR-EPD.
- If the situation doesn't change after you re-refresh the page and re-send your TIR-EPD, contact TIR-EPD support at tirepd@iru.org


3. *I had to correct some information in the EPD sent to Estonia. After I re-sent it, I didn't receive any reply from customs, what might the problem be?*

Estonian customs system allocates only one MRN number per TIR Carnet, thus, exceptionally for Estonia you should make amendments to the EPD which has already been sent. To amend a sent EPD, press the **Amend** option in the drop-down menu of the “**Action**” button in the line corresponding to this EPD.

4. *When filling in the information about the number and the validity of the TIR carnet, the error message is displayed: “Error. Your declaration cannot be saved”. What might the reason be?*

- You might have entered a wrong TIR Carnet number. Please check your TIR Carnet number and try again.
- Make sure there is no other user of your company, who is trying to lodge the information on the same TIR Carnet. The system does not accept the entry of data on the same TIR Carnet from two different users.

5. *I don't see previous EPDs and customs messages, what should I do?*

- Click on the expansion button  to the left from the TIR Carnet number to see the history related to the required TIR Carnet.
- TIR-EPD application stores all the EPDs you have created and submitted during the last year. You can search EPDs by: TIR Carnet number; country where TIR-EPD was

submitted; name and code of customs office where TIR-EPD was submitted; vehicle registration number; pre-declaration reference number; period.

- If you sent more than five versions of EPD for the same TIR Carnet, the application will reflect only the last five. However, once you receive a reply from customs on any of the versions, it will be shown on the Main page in the section “EPDs and customs replies”.
- Contact TIR-EPD support at tirepd@iru.org

6. My EPD was rejected, what is the reason?

The rejection reason is displayed in the “Message history”, which can be accessed:

1. From TIR-EPD Home page, if you click on the hyperlink “**Rejection**” in the section “**EPDs and customs replies**”.
2. From “**View all EPDs**” page, if you click on the hyperlink of the customs office, to which TIR-EPD was sent for a certain TIR Carnet.

If you received one of the following messages:

- Commodity Code is not valid: Please check your TARIC and TN VED codes. Please note that if you send EPD to Bulgaria or Germany, the TARIC code must contain 8 digits. If you are not sure about the chosen code, please use the binocular icon next to the TARIC/ TN VED code field and choose a code, marked with a blue hyperlink.
- Invalid EORI number: One of the indicated EORI numbers (of your company/Consignor/Consignee) is not valid. To check the validity of the EORI number click on the binocular icon next to the EORI field.
- Wrong customs office: the customs office you have chosen isn’t destined for your type of transport operation. Try choosing another customs office.
- Customs system has already processed pre-declaration for this TIR Carnet, which was submitted earlier. You don’t need to send another EPD.
- Time for presenting the goods to customs has expired: If you intend to perform this transport, send your EPD again.

7. I cannot find the necessary customs office in the list, what should I do?

If you are not sure of the customs office name, you can try searching it by the code. In case it is not in the list, you can contact us at tirepd@iru.org: we will recommend you which customs office is to be selected or, if necessary, will update the list of customs offices.

8. Customs officer says that he cannot see my EPD in the Customs system.

- Verify in the EPD application if the status of your EPD is “Confirmation received - go to Customs”.
- Read TIR-EPD alerts to be aware of any technical problems in the Customs system of different countries.
- Contact a responsible person in your association or TIR-EPD support team (tirepd@iru.org) by email and provide all relevant details.

- If no reason was revealed and the driver was sent to the broker, ask him to retain the broker's receipt and report on the situation to your association afterwards. The case will be followed up by the association and the IRU.

9. Customs officer rejects to accept my EPD and sends the driver to the broker.

- Ask your driver to obtain the reason for the rejection from the customs officer.
- If the reason for the rejection is clear, e.g. unsatisfactory goods description, make necessary changes in the EPD and submit it again.
- If the reason is not clear, insist on calling the head of the customs shift.
- Contact a responsible person in your association or TIR-EPD support team (tirepd@iru.org) by email and provide all relevant details.
- If it was not possible to resolve the situation while the driver was at the border-crossing point and he had to use the broker's services, ask him to retain the broker's receipt and report on the situation to your association afterwards. The case will be followed up by the association and the IRU.

10. Customs officer in Estonia says that the data of "Certificate of approval of road vehicle" must be filled.

It was agreed between Estonian Customs and the IRU that since this information is not mandatory for the European Union, the customs officers will keep this field empty and will continue with processing of the EPD.

11. When filling in the EPD for Belarus, an indication of total cost of goods is required by the application, but this data is not indicated in the transport documents.

Belorussian Customs Authorities require that the Holder provide the total cost of all consignments entering the territory of Belarus, even if the cost of goods items is expressed in different currencies and the grand total is not indicated in transport documents.

Now in such cases TIR-EPD application will ask the Holder to select the main currency and to provide the currency rates for it. When this data is entered, the application will sum up different currencies and will represent the total cost in the currency of the Holder's choice.

For example, the total in different currencies is: EUR 34,000
USD 25,000

The Holder decides to choose EUR as the main currency for the grand total, and then indicates the rate: 1 EUR = 1.370 USD. The application calculates the grand total automatically, in this case EUR 52,248.18.

Consignments

Consignment 1
Poland – Belarus

0606 sec cee lat (kjl...)

11111 (111 Italy)

Goods Item	Code	Description	Weight	Value
Goods Item 1	010129 - Altele	Atomizer (123)	2 131 kg.	4 564 (EUR)
Goods Item 2	010129 - sdafasf	Atomizer (123)	2 131 kg.	101 (USD)
Totals:			246	4 262 kg.

+ Add goods item Download template ▾ Import goods items

+ Add another consignment

Rates: **Totals:**

1 EUR = USD

Packages	Weight	Invoice Amount
246	4 262 kg.	(EUR)

12. Can I enter the date of the transport document, which is in the future?

Yes, can indicate the date of an attached document in the future (current date plus 1 month) in those cases when a user wants to prepare and/or submit TIR-EPD in advance, before a transport document, e.g. CMR, is ready.

13. How should I proceed when I send EPD for the Ro-Ro transport from Pendik (Turkey) to Trieste (Italy)?

After receiving MRN from Italian Customs, please use Ro-Ro function, available under the "Actions" button against the EPD sent to Italy on the "View all EPDs page". You can refer to the "Ro-Ro Function Instructions" available on the IRU site in the "Practical Information" section and on the TIR-EPD site in the "Help" section.
