



INF - STANDARDISED EXCHANGE OF INFORMATION FREQUENTLY ASKED QUESTIONS (FAQ)

One of the improvement initiatives for the INF system is to make available a list of frequently asked questions (FAQ) to all its [economic operators and other persons](#), as well as to [customs officers](#). The list of FAQ is based on recurring remarks and questions that we have received during various sessions and trainings with experts in the Project Group sessions, before the start of operations.

The FAQ is meant to be a living document, and will be regularly updated with frequently asked questions and incidents received from the IT Service Desks.

I am an Economic Operator

1. Q: How can I access the INF STP system?

A: First you will need to go to the EU Customs Trader Portal <https://customs.ec.europa.eu/gtp/>. Once you are logged in with your credentials, you can access the INF specific trader portal (STP), which is a module shown in the EU CTP.

2. Q: Who can access the system?

A: Economic Operators, representatives and employees. They all have different roles and this is managed through the UUM&DS system by using the following link: <https://customs.ec.europa.eu/taxud/uumds/admin-ext/>

3. Q: What are the preliminary requirements to access the system and start the creation of an INF?

A: First, you will need to possess a valid EORI number. The credentials to the INF system is managed by your national customs authorities.

Then, you will need to have a valid authorisation for inward or outward processing available. This authorisation has a specific reference number and contains all necessary information (such as identification "CN codes", quantities,...) concerning the goods and processed products. It is also possible to use the INF system when the authorisation is granted in the customs declaration (see question 2 [in the Customs Officer section](#)).

4. Q: What is the difference between the system and the previous INF sheets (INF1, INF2, INF5 and INF9)?

A: The INF sheets could still be used as a paper form in the transitional period between the applicability of the legislation and the system going live. There is no mapping between the paper INF sheets and the INF system, it means the information that was available on the paper sheets are different what is required in the legislation. Some parts are still relevant, but all information that is needed is available in the system. We now only speak about inward and outward processing, and each in two different case (IM/EX) and (EX/IM).

5. Q: When I have obtained an IP/OP authorisation via CDMS, will I have access to the EU Central Trader portal's e-INF section automatically?

A: Access is not automatic, and will need to be provided by your national customs administration.

6. Q: Can I use all browsers to access the INF System?

A: We recommend to use one of the following browsers

- a. Chrome, version 80 and above
 - b. Firefox, version 73 and above
 - c. Microsoft Edge, version 44 and above
- Internet Explorer is no longer supported

7. Q: Will all paper INF documents cease to be valid on 31st May 2020, or are there transitional arrangements in place that mean paper INFs endorsed on/before 31st May 2020, remain valid for the usual duration?

A: The transitional arrangements are in place according to 2016/341. As there is no more relation in the system to the paper based INF1, 2, 5 and 9, the new INF requests will need to be registered electronically as from 1st June. The INF requests initiated before the 1st June shall be treated outside the INF system until their finalisation.

8. Q: How often do we need to enter an INF? Is it with each customs declaration that an INF request needs to be sent?

A: No, in practical terms the frequency of entering an INF request will depend on your business needs and also what has been agreed with your national supervising customs office. If you have a number of declarations on a daily basis, one INF can contain a number of declarations or a timespan for a number of days or weeks.

9. Q: In case I have a technical problem or business related question, to whom should I address this?

A: Please contact your national service desk at https://ec.europa.eu/taxation_customs/sites/taxation/files/contact_information_of_national_service_desk_nsd_for_inf.pdf

I am a Customs Officer

1. Q: How can I access the central INF SP system?

A: Access to the system is handled over CCN2 <https://u2s.prod.ccn2.taxud/inf-ui/loginMS.jsp>

2. Q: Is the system working correctly in the sense, when we validate the INF request, the system automatically generates a new number once we have approved/accepted the INF?

A: As there is an interface for the economic operator (the STP module), and an interface for the customs authorities (the SP module), there is a difference between the INF Request, been made by the trader, and the INF itself that is handled in the different offices. An INF Request number consist of a 2-digit number representing the year, the 2-digit country code, and a sequential number. The INF itself has a more complex structure including the type of INF, (other) sequential number and authorisation number,...

3. Q: How will the system cope with the “Authorisation by Declaration” process?

A: The INF system will allow to create an INF on the base of a customs declaration number instead of an authorisation number, since customs declarations are already used as

authorisations for INFs quite extensively in some member states. However there will be no connection between your national Customs declaration systems and the INF system for the initial release of June 2020.

4. Q: Will customers that have obtained IP/OP authorisation via CDMS have access to the EU Central Trader portal's e-INF section automatically, or will they need to be enrolled?

A: Traders will need to be enrolled as the access is not automatic: economic operators will have to access the EUCTP, authenticating in the UUM&DS system with the credentials and business profile provided by the national customs..

5. Q: Will all paper INF documents cease to be valid on 31st May 2020, or are there transitional arrangements in place that mean paper INFs endorsed on/before 31st May 2020, remain valid for the usual duration?

A: The transitional arrangements are in place according to 2016/341. As there is no more relation in the system to the paper based INF1, 2, 5 and 9, the new INF requests will need to be registered electronically as from 1st June. The INF requests initiated before the 1st June shall be treated outside the INF system until their finalisation.