



Consult the Customs Information Service of Finland

The Customs Information Service gathers, classifies and processes information on customs activities for its clients.

A client can get information on customs related matters From the Customs Information Service .

The most important result is that the client can proceed with on-going work without interruption



Therefore, the client gets:

- correct information
- at right time
- in right form

Who are the clients of the Customs Information Service?



Internal clients:

- Customs districts, the National Board of Customs and the Customs Laboratory

External clients:

- companies
- organisations
- private persons
- interest groups
- other authorities

Customs information products



- Internet, intranet, extranet
- Customs Information Services
 - information on national customs
 - information on motor vehicle clearance
 - information on local customs
- Statistical Information
- Company Service
- Publications, manuals and leaflets
- Databases

The Customs Information Service can be approached by



- telephone
- post/mail
- fax
- e-mail
- we also provide postal/mailing services (adp-list publications...) and clients are also welcome to visit the our service points

<http://www.tulli.fi>



Finnish Customs has served its clients on Internet www pages since 1994

- The www pages consist of around 5000 pages:
 - contact information, on and opening hours of, the customs offices and stations
 - brochures
 - contact information on experts in various fields
 - topical bulletins, instructions on procedures, regulations, legislation, information on amendments to statutes etc.
 - foreign trade statistics and reports
 - forms

National Customs Information



You can consult the national Customs Information for all customs-related matters, such as:

- procedures in different situations
- applicable customs tariff headings
- customs and excise duties
- import and export limitations
- customs forms and how to fill them in

tel. + 358 9 020 391 100

fax + 358 9 020 492 1812

postal address: National Board of Customs, PO Box 512, 00101 Helsinki

service point: Hämeentie 3, 2nd floor, 00530 Helsinki



- You can consult the Statistical Information for various foreign trade related statistics on import and export
- You can order publications on foreign trade
- You can order e.g. country samplings and follow-up formation on tariff headings in the form of an adp-list service
- You can use the library and the reading room services

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Company Service



- Expert analyses are made for companies on request, on issues that are wider than single customs case related ones
- The Company Service can arrange tailor-made training for clients at Customs or the company's own premises
- Consulting the Company Service is subject to a fee

tel. + 358 9 020 492 1831 or 020 492 1835

fax + 358 9 020 492 1840

postal address: National Board of Customs, BO Pox 512, 00101 Helsinki

Publications



- The bulletin "Tullihallituksen tiedotuksia" is published once a week in Finnish and Swedish and containing information on:
 - new regulations, amendments to regulations; decisions and instructions by the National Board of Customs, the Commission's customs-related rulings etc.
- Handbooks, working tariffs, legislation etc.
- "Tullitienviitta" - a general manual
- Customer bulletins on topical issues
- The Customs trade magazine "Tulliviesti" is published quarterly

Other services



Customs participates:

- At fairs and expositions related e.g.
 - information, tax, transport, boating and travel fairs, fairs concerning small and medium-sized companies and local events
- Rates of exchange
 - when calculating the customs value and statistical value, a given rate of exchange has to be applied when exchanging amounts of money given in foreign currency into euro

You can also get information



- from the customs offices
- customs information is given also in the customs districts, mainly on local questions
- from the laboratory
 - information on the analysis services, examinations of the quality of foodstuffs and consumer goods, and on the laboratory examinations carried out in order to determine tariff headings

Special experts

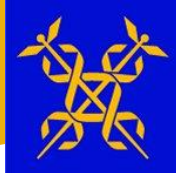


Each customs district has special experts responding to queries in their field of expertise, such as:

- Feoga-contact persons (export control of agricultural products)
- Contact persons for identification of origin (free trade agreements)
- Contact persons for export
- Intrastat contact persons (statistical declarations on internal trade)

The contact information can be found at the [www pages of Finnish Customs](#)

Is the information binding?



- The replies received at the various service points are given by experts, but they are not binding on Finnish Customs
- Binding information on tariff or origin and other preliminary rulings concerning, for example motor vehicle tax, excise duty or VAT collected by Customs, have to be applied for in writing from the National Board of Customs

postal address: National Board of Customs, PO Pox 512, 00101 Helsinki

Useful Internet addresses:



- <http://www.urova.fi/barentscustoms/>
 - contact information on the Norwegian, Swedish, Finnish and Russian customs offices in the Barents region
 - customs regulations of these four countries
- <http://eportti.tietopalvelut.com>
 - updated information on Finnish exports and imports. The Ultika service is subject to a fee. A user contact can be made with TietoEnator Tietopalvelut.