

Customs procedures during the corona pandemic – information services and contact persons

Many goods currently need to be imported or exported quickly because they are urgently needed to combat the corona pandemic. This has led to a high level of inquiries on customs procedures.

1. Information services

The Federal Ministry of Finance and the customs authorities attached to it are providing extensive and publically available **information services**.

<https://www.zoll.de/SharedDocs/Fachmeldungen/Aktuelle-Einzelmeldungen/2020/Coronakrise.html>

2. Contact persons

The responsible contact persons at the customs authorities and their contact details can be found at:

https://www.zoll.de/DE/Service/Dienststellensuche/Dienststellensuche/function/DienststellenSuche_Formular.html?nn=282256&ambit_distance=25&ambit_distance.GROUP=1

Should you have questions relating to an ongoing application for the granting of simplified procedures for the clearance of your delivery or other ongoing procedures, please contact the local **main customs office responsible** for you or the **customs office handling your procedure**.

The responsible main customs offices or customs offices also handle inquiries made by persons who represent the trader in customs procedures (for example tax accountants, lawyers and other persons representing the trader for commercial purposes).

To support the local main customs offices responsible for the trader and/or the customs offices located at the airport/port of entry, the **Central Customs Authority** has established a **corona contact group** which is to serve as an overarching steering and coordinating body for pooling the flow of information related to the spread of coronavirus (COVID-19).

Companies and other economic operators with overarching questions can get in touch with the contact group by email on weekdays right around the clock which will deal with their inquiries swiftly and in a coordinated manner. The address is:

Kontaktgruppe-Corona.gzd@zoll.bund.de