

Instruction for the method of inquiries about advance notice

If you have questions about the contents of advance notices, (i.e. DNL, HLD, DNU and SPD), sent by Japan Customs or if there might be errors on the advance notices which you need to ask Japan Customs to lift, you can contact Japan Customs with the telephone number and email address shown on the advance notices according to following instructions.

(1) Instructions for inquiry by telephone

- Inquiries either only in English or in Japanese are acceptable. Other languages are not acceptable.
- According to the voice guidance, chose language(Japanese or English), then press a number “3” that suits respective advance notices.

N.B. The telephone number on advance notice includes the international access code of Japan, “81”. If you are in Japan, remove the international access code “81” and add “0” to the beginning of the telephone number.

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(2) Instructions for inquiry by email ①

- The email address shown on advance notices is only for inquiries about the contents of advance notices which are issued by Japan Customs after its risk analysis.

If you have questions about NACCS computerized system, you can put questions to following entities depending on the types of filer's connectivity with NACCS.

① Connection via service provider ⇒ to service providers with which you have contract

② Gateway connection using filer's own systems ⇒ to NACCS Center Help Desk

③ Connection using package software provided by NACCS Center
⇒ to NACCS Center Help Desk

In addition, if you have questions about laws and regulations of Japan Customs, you can send your questions to Japan Customs with an inquiry form that can be found in the following URL: <https://www.customs.go.jp/english/quest/index.htm>.

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(2) Instructions for inquiry by email ②

- Inquiries either only in English or in Japanese are acceptable. Other languages are not acceptable.
- The following information has to be written in the subject field of your inquiry email to Japan Customs.
 - ① The advance notice code (i.e. DNL, HLD, DNU or SPD) shown on the advance notice that you received ;
 - ② The number of pending B/L .
- In case you send attachment files, following file forms are acceptable: doc, docx, xls, xlsx, gif, jpeg, pdf.
- If you have settings to receive only specified domain, you need to change your settings to accommodate “customs.go.jp” in order to receive the responses from Japan Customs.
- It might take time to respond by email, therefore, as for matters requiring urgent actions, please contact by telephone.