

Instruction for inquiries about advance notice from Japan Customs

If you have questions about the contents of advance notices, i. e. DNL, HLD, DNU and SPD, sent by Japan Customs, or when there are errors in the advance notices which you like to ask Japan Customs to clear, you can contact Japan Customs with the telephone number and email address shown in the advance notices. When making inquiries, please follow the instructions below.

(1) Instructions for an inquiry by telephone

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

(Note) The telephone number on an advance notice includes the international access code of Japan, “81”. If you are in Japan, ignore/omit the international access code “81” and add “0” to the beginning of the telephone number.

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(2) Instructions for an inquiry by email ①

- The email address shown on advance notices should be used only for the inquiries about the contents of advance notices issued by Japan Customs.

If you have questions about NACCS system, you need to ask questions to the following, depending on the types of filer's connection with NACCS.

- ① Connection via service provider ⇒ to service providers with which you have contract
- ② Gateway connection using filer's own system ⇒ to NACCS Center Help Desk
- ③ Connection using package software provided by NACCS Center
⇒ to NACCS Center Help Desk

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

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(2) Instructions for an inquiry by email ②

- Inquiries are only accepted either in English or in Japanese. Other languages are not acceptable.
- The advance notice code, i.e. DNL, HLD, DNU or SPD, shown on the advance notice that you received, and the number of the pending B/L have to be indicated in the subject/title field of your inquiry email to Japan Customs.
- In case where you send attachment files, the following file forms are acceptable: doc, docx, xls, xlsx, gif, jpeg, pdf.
- If you have e-mail settings to receive messages only from specified/pre-registered domain, you need to change the settings to receive “customs.go.jp” in order to receive the responses (e-mail messages) from Japan Customs.
- As it may take time to respond by emails, if matters require urgent actions/responds, please contact by telephone.