**Customs Processing Guide for Individuals Using *Customs Application Order (CAO)***

Aggregate customs payment limits and rates were established by Resolution No.107 of the EEC Board dated 12.12.2017.

**Instructions:**

- submit a **request for documentation to e-mail:** [alatpo@dhl.com](mailto:tpoala@dhl.com)   **and receive scanned copies of shipping documents and reweight act for imported goods by e-mail;**

- prepare a documentation package consisting of: DHL air waybill, invoice, identity card (original and copy). Hard copies of the documents must be available as well. No copying or print-out facilities are available at customs terminals. The copies of the shipping documents shall be legible. If the e-mailed documents are not readable, please, contact DHL.

**Notes:** Please, note that a customs officer may demand documentary evidence of the cost of the goods (Code "On Customs Regulation in the Republic of Kazakhstan", Clause 350, Sub-Clause 1). Such documentary evidence includes a payment confirmation (till slips, bills, bank statement, E-banking printouts). Furthermore, the customs officer may compare the scanned copies of the shipping documents with the originals provided with the goods.

- visit "Zhetysu" Customs Terminal (hereinafter referred to as the CT) located at: #51 Akhmetov str., Almaty. International Mail / Express Cargo Section (IAA Temporary storage warehouse (hereinafter referred to as TSW) site).

**Notes:** Please, note that you can pick up goods from the TSW at the airport is carried out from 9-00 to 12-00 and from 14-30 to 17-00 from Monday to Friday.The delivery of goods from the warehouse at the airport is carried out from 9-00 to 17-00 from Monday to Friday.Доставка товара со склада в аэропорту осуществляется с 9-00 до 17-00 с понедельника по пятницу.

Issuance of goods from a warehouse at the airport is done from 9:00 to 17:00 from Monday to Friday.

Выдача товара со склада в аэропорту производится с 9:00 до 17:00 с понедельника по пятницу.

Es konnten nicht alle Ergebnisse geladen werden

Erneut versuchen

Neuer Versuch…

Neuer Versuch…

Pick up of goods from the warehouse at the airport, for which confirmation of customs release is provided after 17-00, is carried out on the next business day or the goods are sent for delivery by courier.

- make the aggregate customs payment as calculated by the customs officer. A payment kiosk is available for your convenience (payment by debit cards).

- receive a CAO form filled in by the customs officer and bearing his/her personal seal.

- **hand** **over** the CAO form with a release note to DHL Reception at the TSW for collecting or delivering the goods to a consignee’s address as indicated in the invoice.

**The recipient may enter the TSW on production of:**

**- A personal identity document or a power of attorney issued by the consignee and a copy of recipient's ID card;**

**- Copies of the shipping documents.**