**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:** [tpoguw@dhl.com](mailto:tpoguw@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.

**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 "Auezhai Atyrau" Customs Terminal (hereinafter referred to as the CT) located at: #2/5 Abulkhair Khan str., Airport location.

- 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 officials at the TSW for collecting or delivering the goods to a consignee’s address as indicated in the invoice.

**The recipient may enter the Temporary Storage Warehouse on production of:**

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