**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:** tsetpo@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, documentary evidence of transport costs specifying location of the goods, 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-Astana" Customs Terminal (hereinafter referred to as the CT) located at: #119 Kabanbai Batyr str., Airport location, Nur-Sultan.

- 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 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;**

**- copies of the shipping documents.**