



Available Information Sources

Customs informs private individuals and professionals alike

Whether you are a private individual or a professional, Customs has different sources of information for you:

- ☑ **The Website** www.douane.gouv.fr will give you extensive information on useful regulatory references, statistical data, and contacts, thanks to its special search engine.
- ☑ **The Pro.douane portal** at <https://pro.douane.gouv.fr> provides useful information, facilitates most of your procedures and formalities, and gives you access to an array of e-procedures.
- ☑ **Brochures, leaflets, and fact sheets** with easy-to-understand customs information on a range of subjects are available at customs offices, at trade fairs or events that Customs attends regularly, or on the website www.douane.gouv.fr.
- ☑ **The User Contact Centre** - Infos Douane Service – answers your calls Mondays through Fridays, from 8:30 a.m. to 6:00 p.m. Just call **0 820 02 44 44** (€0.12/min, tax included, reachable from France and from some foreign countries) or send an email to ids@douane.finances.gouv.fr.
- ☑ **The network of Business Advisory Units** set up at each Economic Action Centre (*pôles d'action économique*, PAE) of the Regional Directorates of Customs and Excise inform entrepreneurs, and specifically SMEs, about the implementation of customs rules. The Units provide free advice for the rollout of clearance procedures tailored to your trade operations.

November 2007



MINISTÈRE DU BUDGET
DES COMPTES PUBLICS
ET DE LA FONCTION PUBLIQUE