Intermodal: customs pre-notification process

Border crossings require customs info. The pre-notification feature captures MRNs, PBN/GMR, declaration type and countries for EU-UK transit.

Updated May 20, 2026

Orders that involve border crossings come with customs requirements that must be completed. The pre-notification process can be enabled in the tenant to capture the customs information required for import/export pre-notification, for example when going from the EU to the UK.

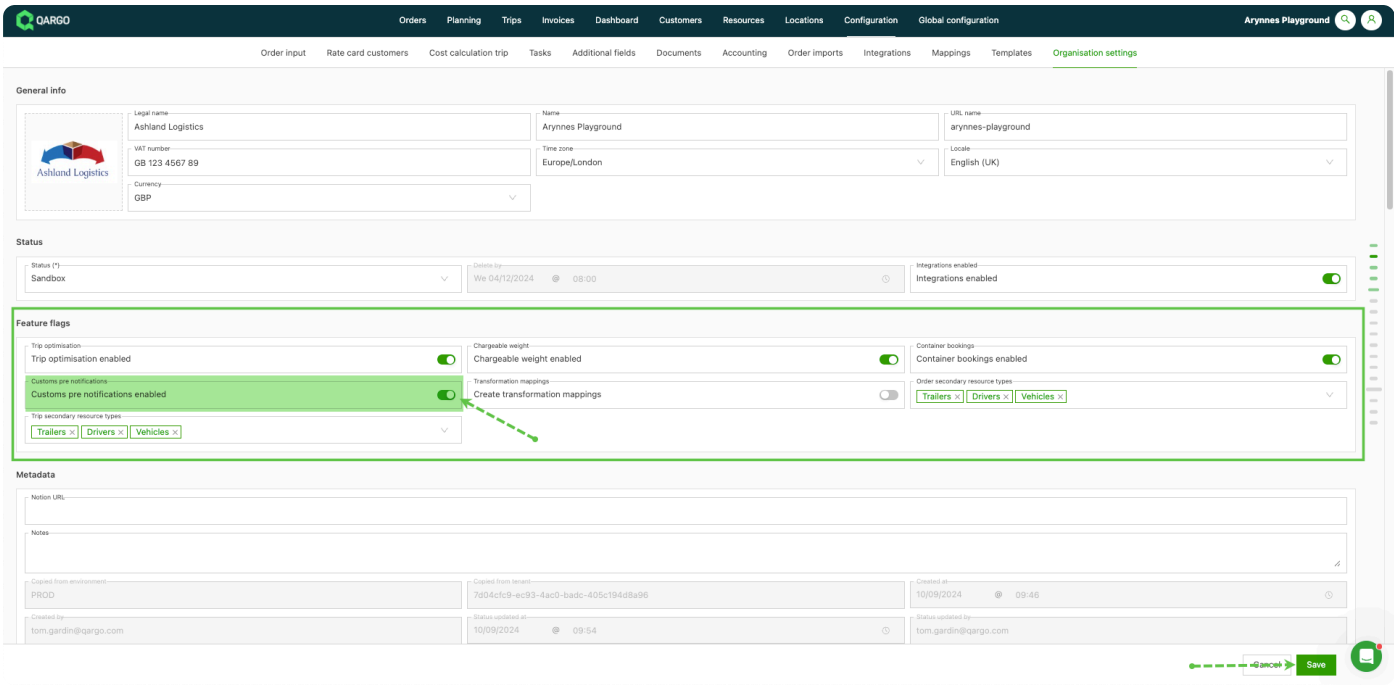
The following information can be captured:

1. The MRNs for customs
2. The PBN/GMR reference number
3. Declaration type (import/export)
4. Origin and destination country

🇬🇧 Great Britain ↔ Northern Ireland
GB and Northern Ireland share the same country code, but shipments between the two still require customs pre-notifications. Qargo detects these crossings automatically using the Northern Ireland postal code prefix (BT). No manual configuration is needed.

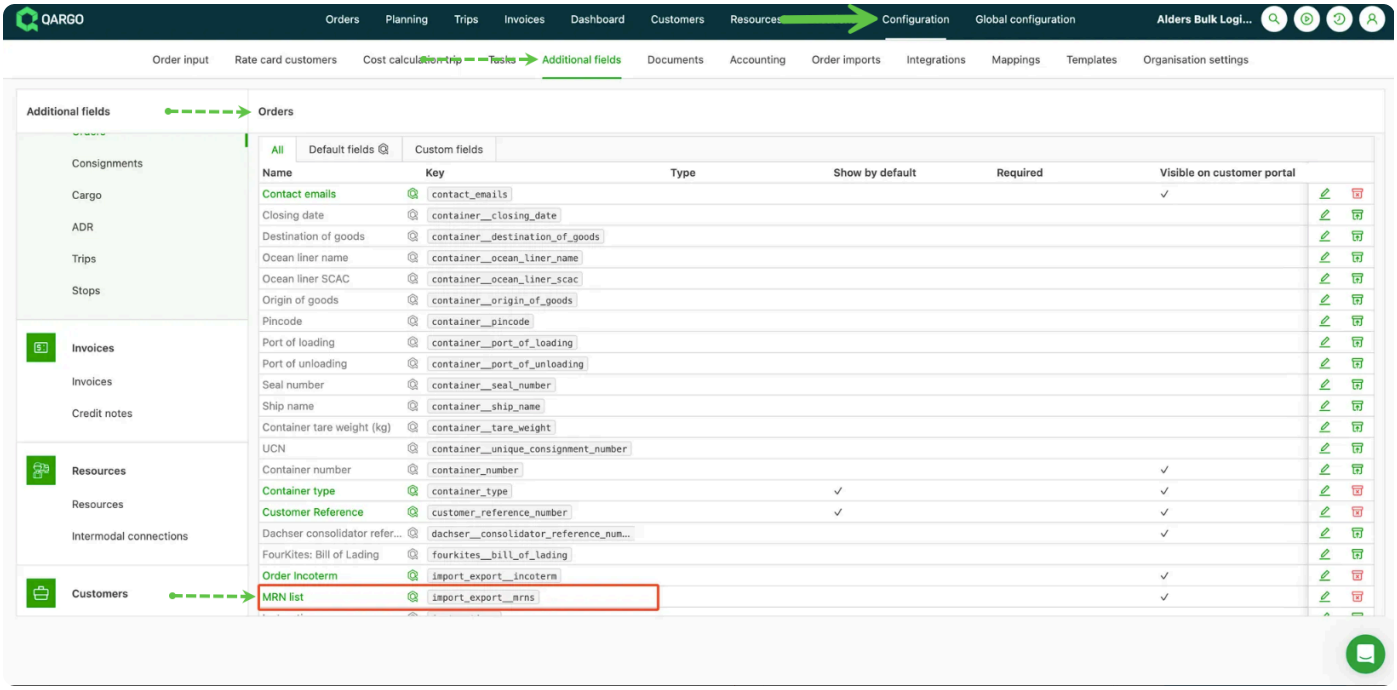
A customs booking is created when one location has a BT postal code and the other does not. This covers both GB → NI (e.g., Liverpool → Belfast) and NI → GB (e.g., Belfast → Glasgow).

Configuration

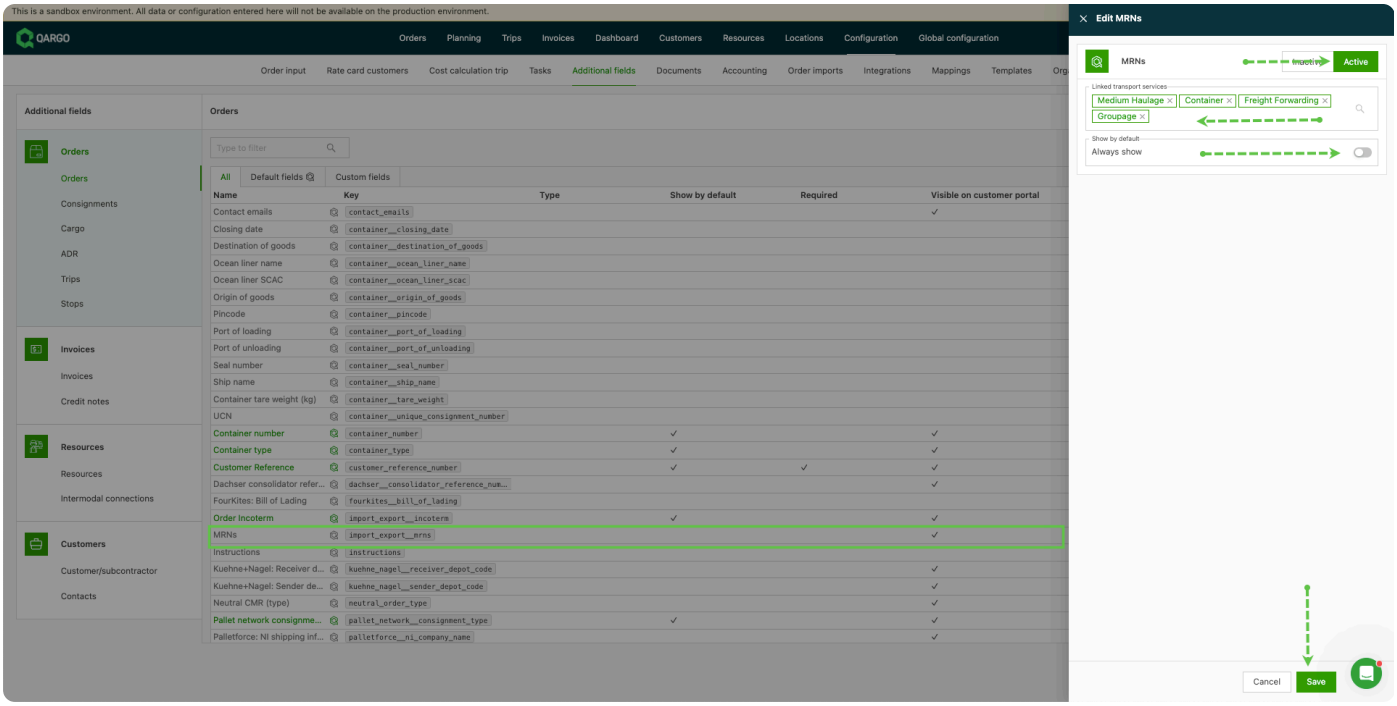


Contact a Qargo account manager for help setting up this feature.

Once the feature is enabled on the tenant, go to **Additional fields**. The MRNs option becomes visible.

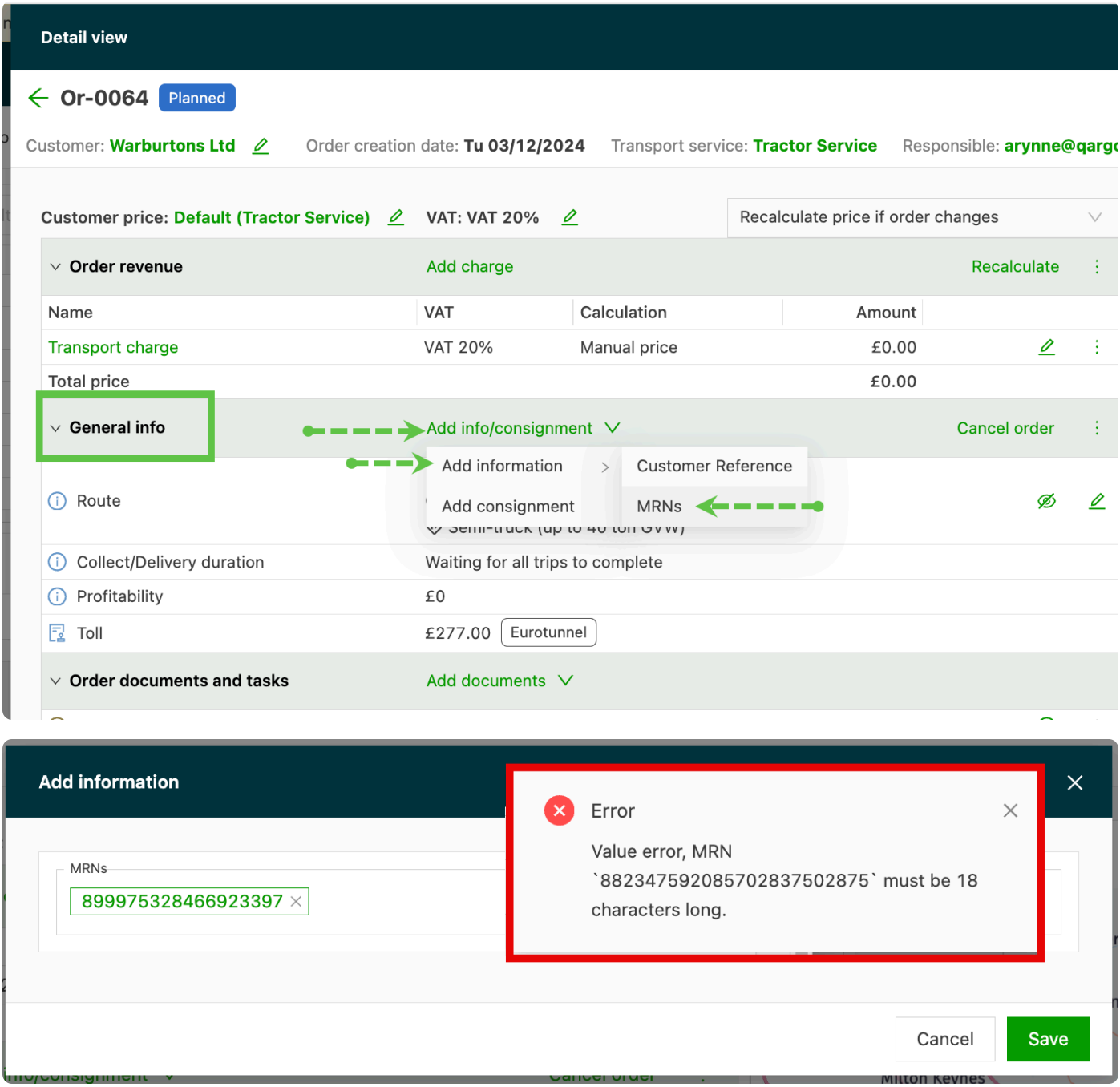


- Click the option and set it to **Active**.
- Add the linked transportation services the reference applies to.
- Set the toggles for **Always show** and **Required** as needed.
- Save the settings.



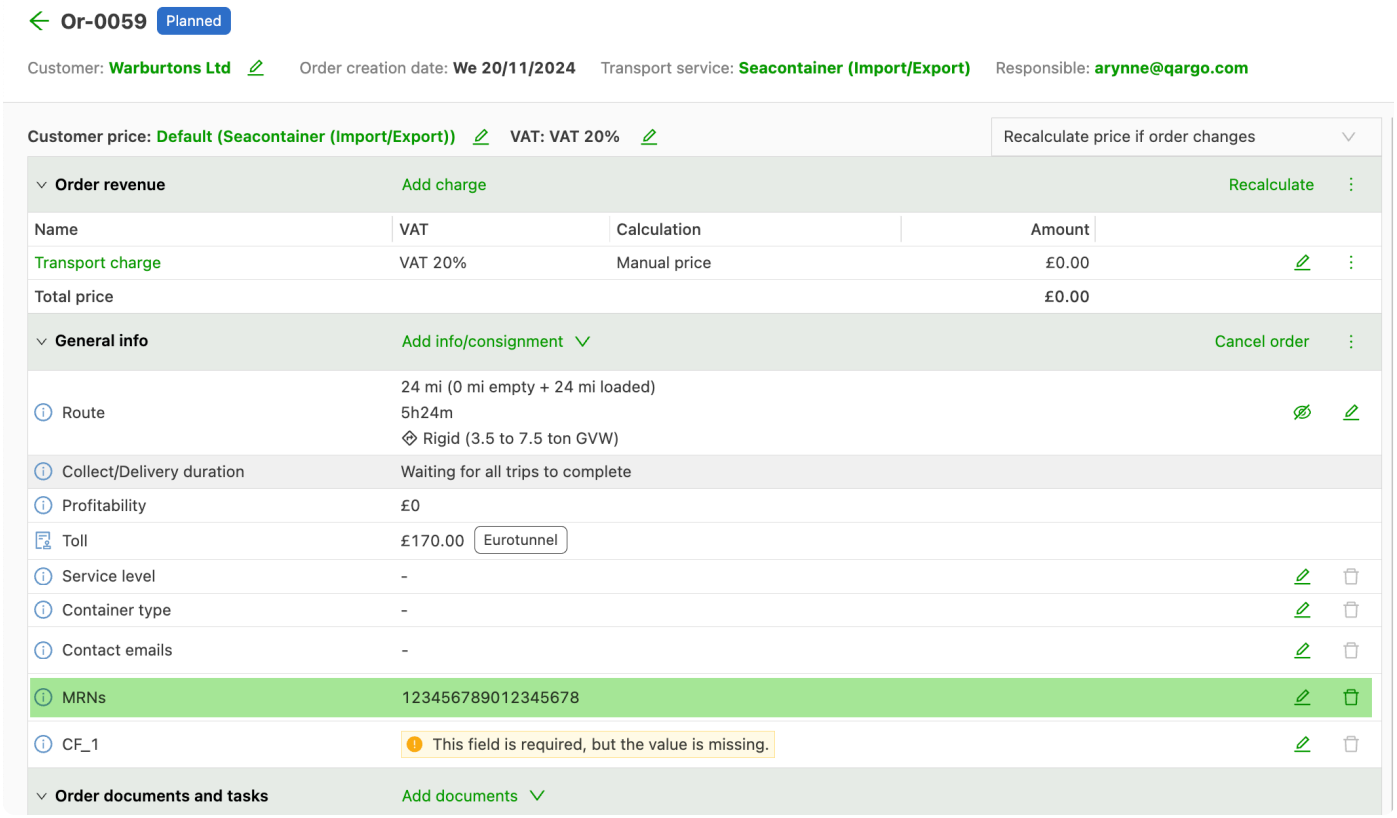
- The option to add the MRN is now available on the order.
- To add it to the order:
  - Go to **General info > Add info/shipment > Add information**.

- Select MRN and enter the number.



If the number entered does not meet the correct criteria, an error is displayed. Check the number and enter it again. If it is correct, it appears in green and can be saved.

- The added MRN references now appear in the order. They are copied into the customs information once the order is planned to a load.



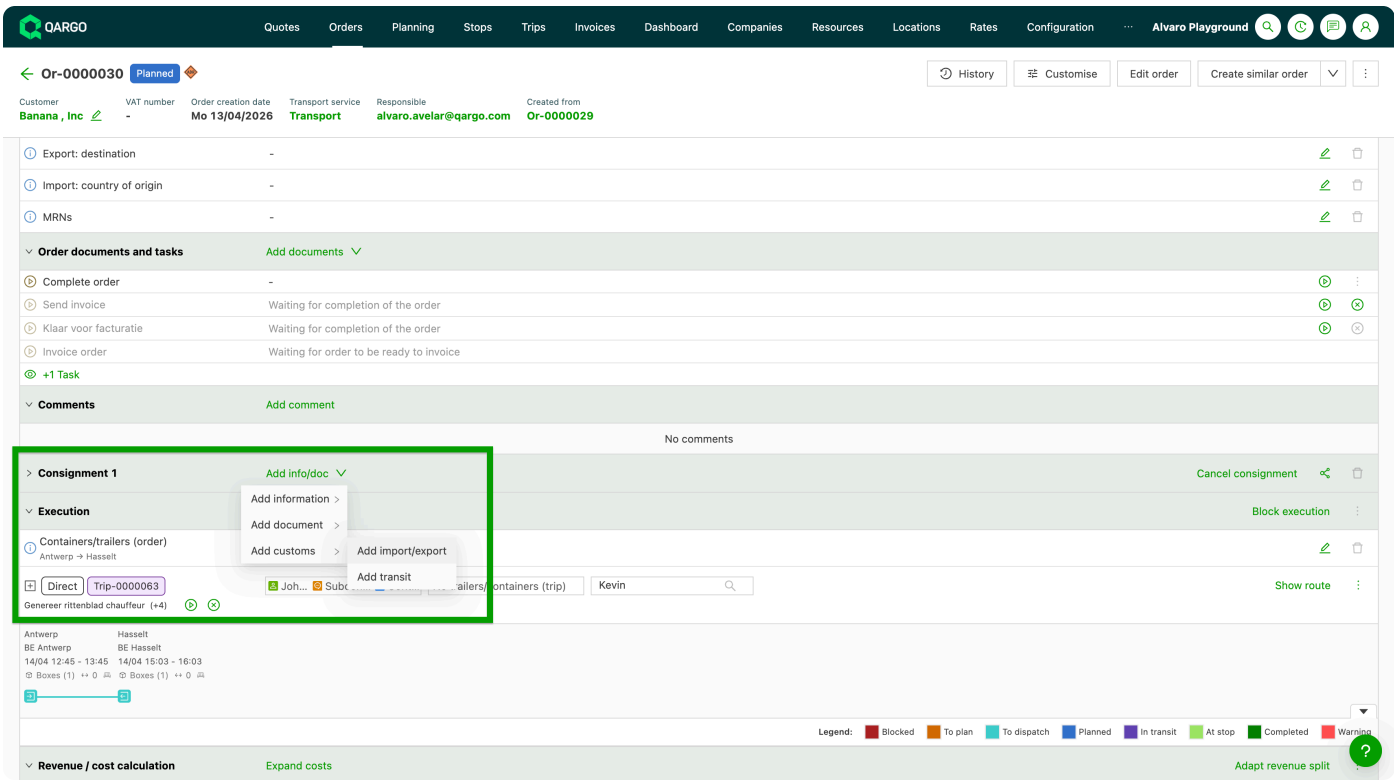
Adding customs information to an order

Shipments now have three dedicated sections for customs data: **Export**, **Import** and **Transit**. Each section holds the reference numbers and document types relevant to that leg of the journey. These fields automatically pre-populate the customs pre-notification on the load when the order is planned.

> 💬 **Activation required:** This feature must be enabled per tenant by a *Qargo admin* before any customs fields become visible. Contact a Qargo account manager or Qargo support to request activation.

To add customs information on an order:

1. Open the order and scroll to the **Shipment** section.
2. Click **Add info/doc > Add customs information**.
3. The customs panel opens with **Export**, **Import** and **Transit** tabs.
4. Fill in the relevant fields under each tab.
5. Click **Save**.



Export fields

Field	Notes
Country	All tenants
Document type	All tenants
Additional border process	All tenants
Export MRN	All tenants
Export DUCR	UK only
Export EXS	All tenants
Export emails	All tenants

Import fields

Field	Notes
Country	All tenants
Document type	All tenants
Additional border process	All tenants
Import MRN	All tenants
Import DUCR	UK only
Import ENS	All tenants
Temporary storage UCN	Belgium only
Temporary storage CRN	Belgium only
Import emails	All tenants

Transit fields

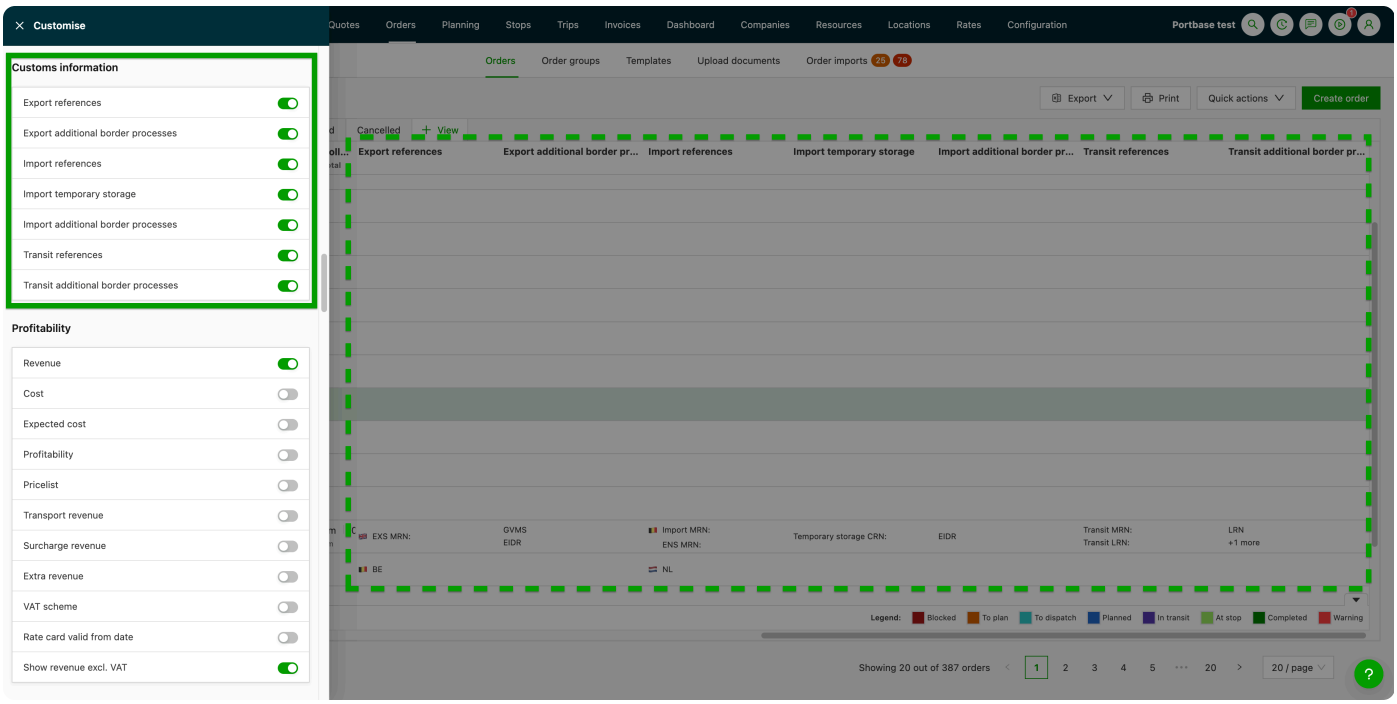
Field	Notes
Document type	e.g., T1, T2
Additional border process	
Transit LRN	Assigned by the trader
Transit MRN	Assigned by customs
Transit start office code	
Transit end office code	
Transit validity date	

Packaged item fields — goods of animal or plant origin

Field	Description
SPS goods flag	Checkbox to mark items as sanitary and phytosanitary goods
SPS reference	Reference number assigned to the SPS certificate
GGB reference	Goods guarantee bond reference number

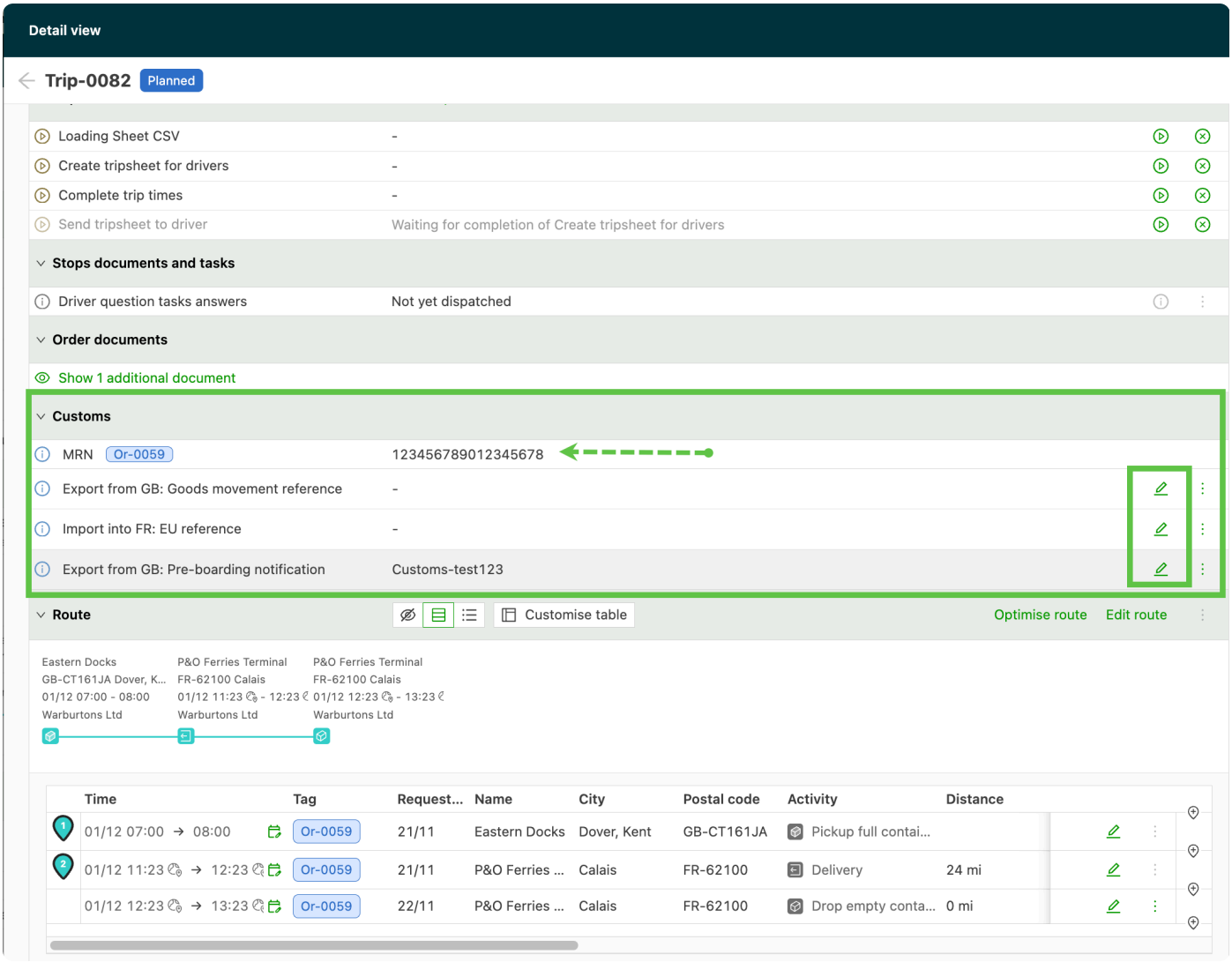
Order list: customs columns

Customs reference data (Export MRN, Import MRN, etc.) can be displayed as columns in the **Order list** for at-a-glance visibility and filtering. Use **Customize columns** to turn them on.

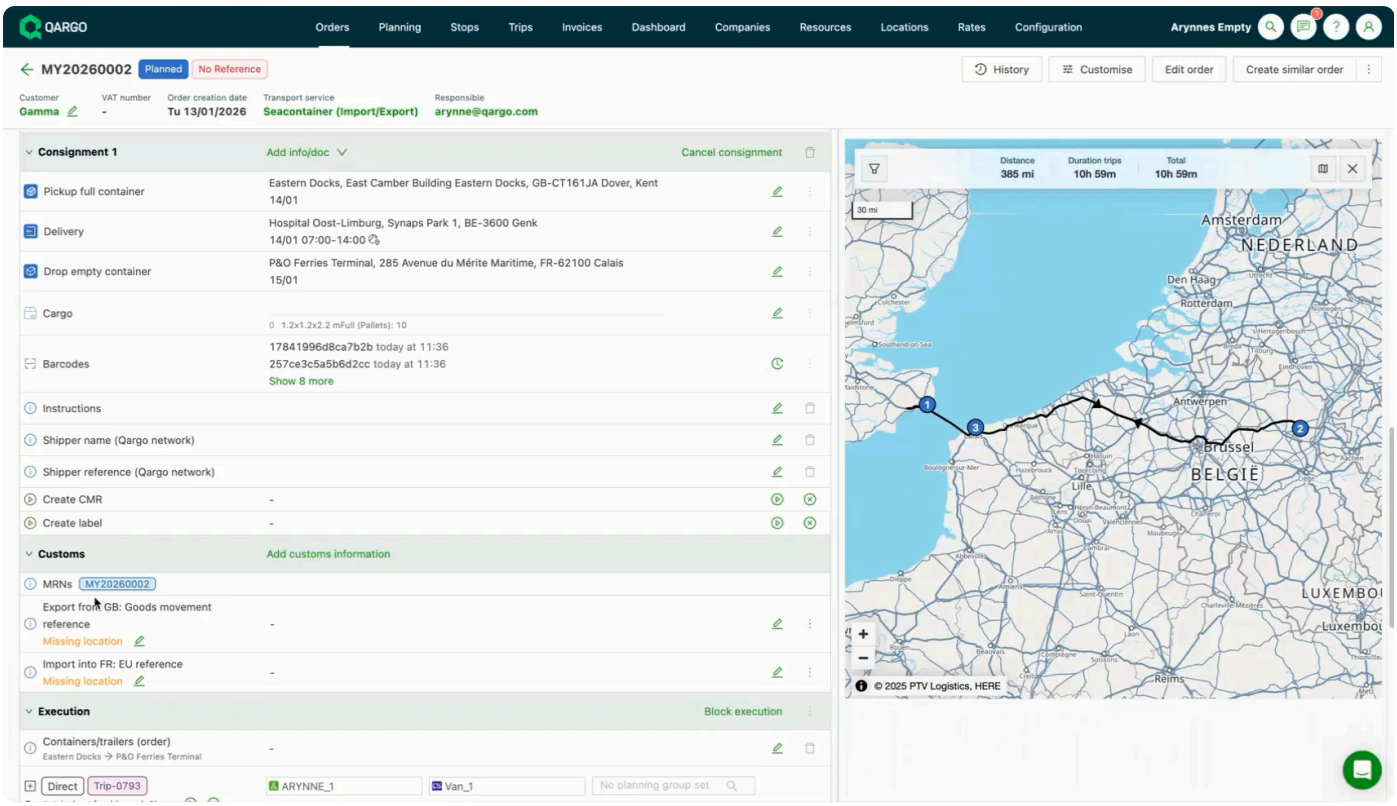


Loads

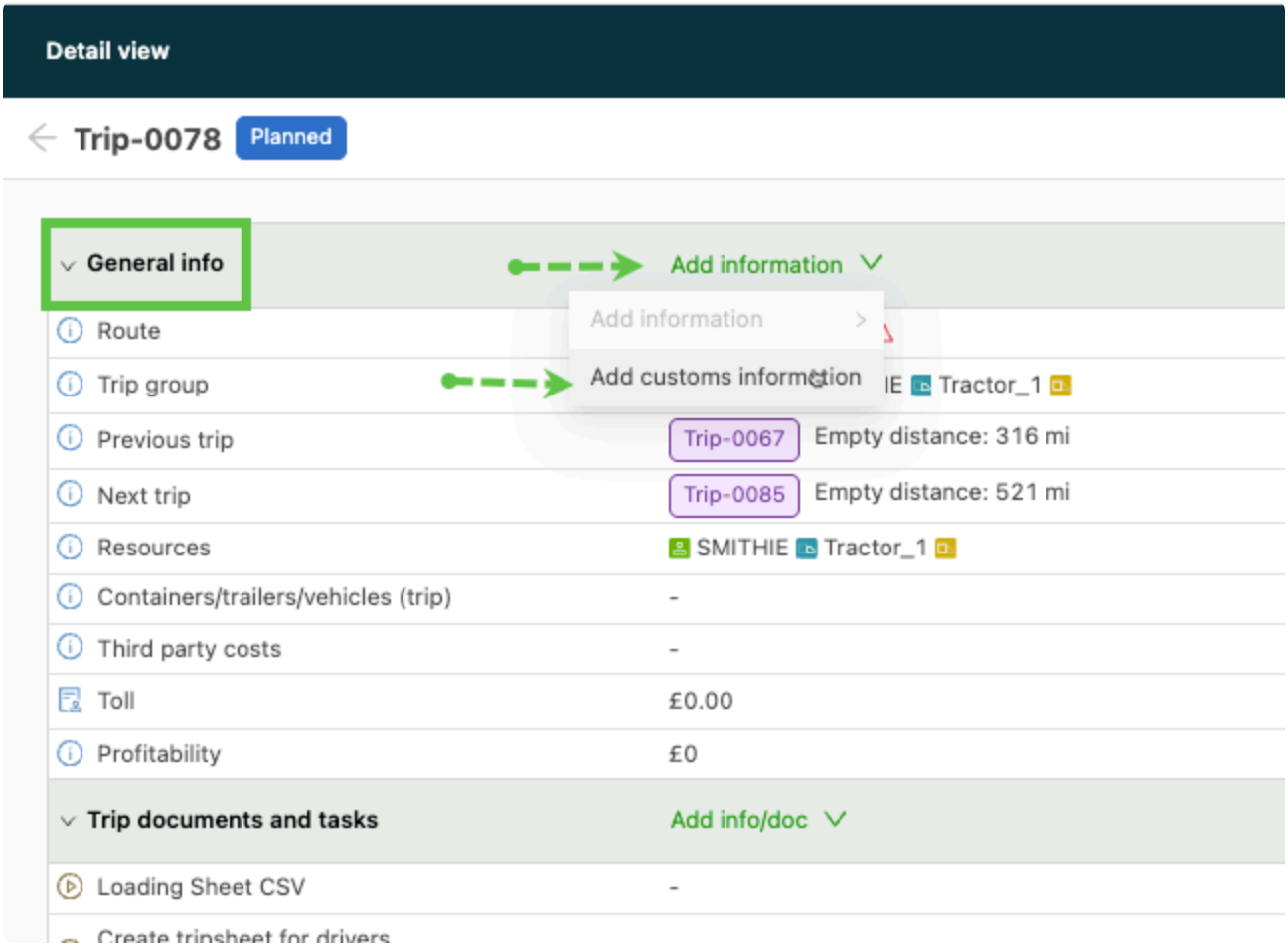
At the load level, when the load crosses a border into a customs territory (i.e., GB–EU), an **Import / Export** customs pre-notification can be created automatically. The customs pre-notification automatically contains the available order information (i.e., MRN) and details of the exit and entry countries. These are identified from the border crossing found on the route.

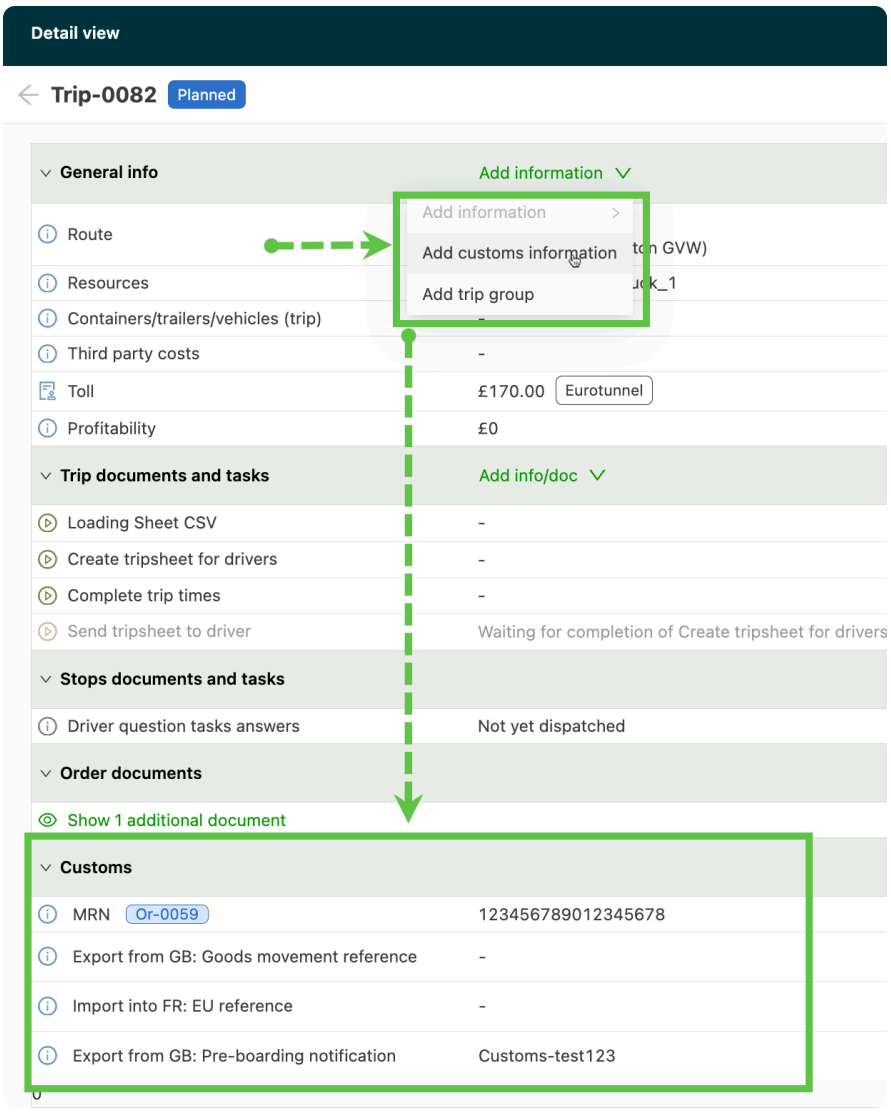


- The customs information can be added to or updated by clicking the edit icon next to the line to update, or by clicking the line itself.
- The system indicates where details are missing.
  - Use the edit icon or click the line to add or modify details.

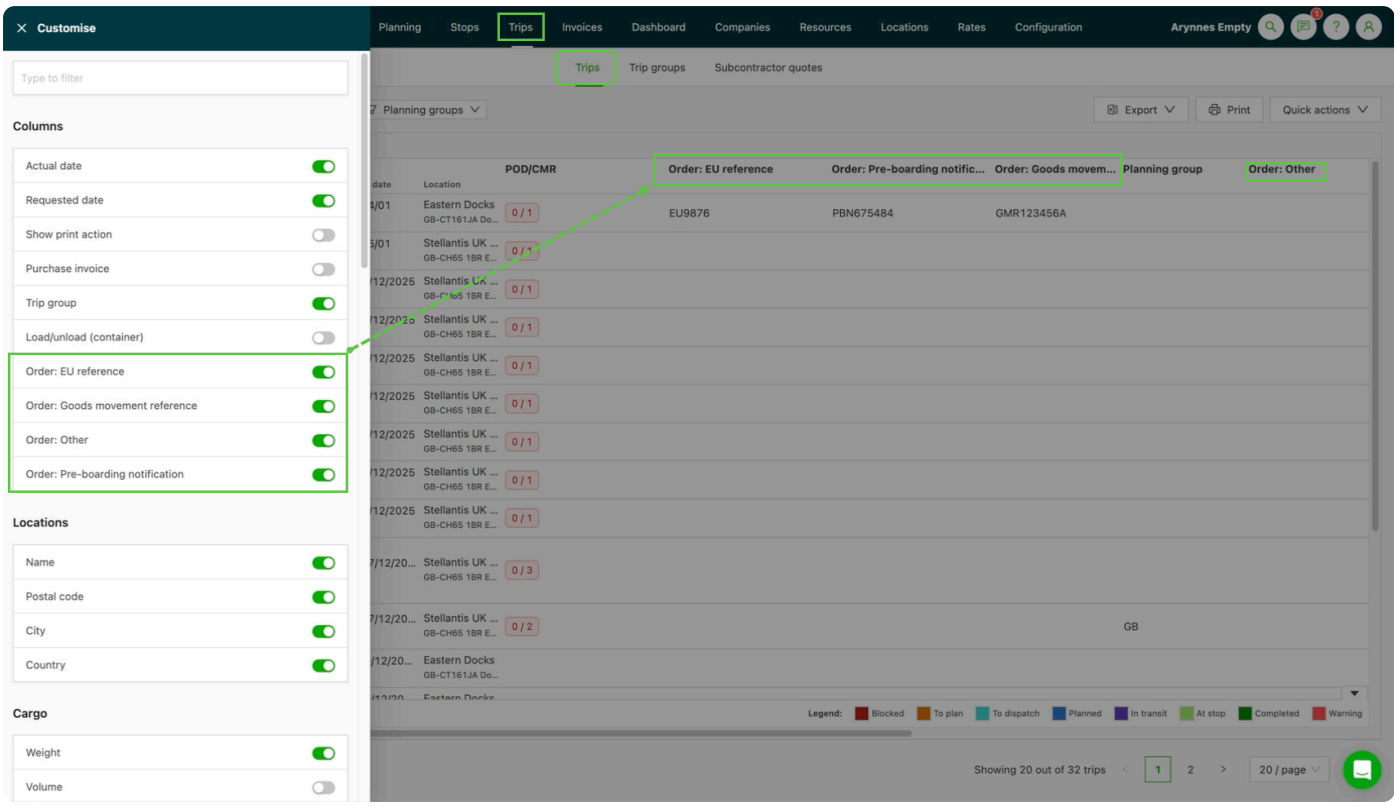


- If the customs information was not created on the load, it can be added manually under **General info > Add information > Add customs information**.
    - Enter the relevant reference numbers and details in the **Add customs information** panel.
    - This information is then copied into the load details, under the **Customs** section.


Detail view
Trip-0078
Planned
General info
Add information
Add information
Add customs information
Route
Trip group
Tractor_1
Previous trip
Trip-0067
Empty distance: 316 mi
Next trip
Trip-0085
Empty distance: 521 mi
Resources
SMITHIE
Tractor_1
Containers/trailers/vehicles (trip)
-
Third party costs
-
Toll
£0.00
Profitability
£0
Trip documents and tasks
Add info/doc
Loading Sheet CSV
-



- Customs details can be viewed in the **Loads** list view.
- Use the customize feature to show the columns in the list.



- When an order with shipment customs fields is planned to a load, the Export MRN, Import MRN, Transit MRN and related fields automatically pre-populate the customs pre-notification, including the border-crossing countries from the route. If both export and import fields are filled in on the order, both sets populate their respective pre-notification sections.