Orders — Shipment customs fields: export, import, and transit overview

Dedicated Export, Import, and Transit customs sections on shipments replace a single shared MRN field. Tenant activation required. Includes UK- and Belgium-specific fields.

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Summary

What is it?

- Shipments in Qargo now have dedicated sections for entering customs information, split by declaration type: *Export*, *Import*, and *Transit*
- Each section holds the relevant reference numbers, document types, and supporting fields for that part of the journey
- For shipments involving goods of animal origin, additional fields are available at the *packaged item* level (*SPS* and *GGB* references)

Why does it matter?

- A cross-border shipment often involves multiple customs declarations: one for leaving the country of departure, one for entering the destination country, and sometimes one or more for transit through other countries
- These declarations are issued by different customs authorities and carry separate reference numbers. Keeping them apart avoids mix-ups and makes it easier to see what has been submitted
- Previously, all MRN references were stored in a single field, which made it difficult to tell export and import references apart on the same shipment

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Terminology

Term	Definition
MRN	Movement Reference Number — a unique identifier assigned by customs authorities to a customs declaration
DUCR	Declarant's Unique Consignment Reference — a UK-specific reference used in import and export declarations
ENS	Entry Summary Declaration — a pre-arrival declaration required for goods entering the EU
EXS	Exit Summary Declaration — a pre-departure declaration required for goods leaving the EU
LRN	Local Reference Number — a trader-assigned reference used in transit declarations (NCTS)
Transit MRN	The MRN assigned to a transit declaration by customs authorities
Temporary storage UCN	Unique Consignment Number used in Belgian temporary storage references
Temporary storage CRN	Customs Reference Number used in Belgian temporary storage references
SPS	Sanitary and Phytosanitary — certification category for goods of animal or plant origin
GGB	Goods Guarantee Bond — a financial guarantee reference for specific cross-border goods
Shipment	A shipment unit within an order, representing one set of goods crossing a border
Feature flag	A configuration switch in Qargo Admin that enables or disables a feature per tenant

Use cases

- Operators managing EU-UK freight that requires separate export and import declarations on the same shipment
- Carriers transporting goods through Belgium who need to record temporary storage *UCN* and *CRN* references
- Freight forwarders using UK-specific customs fields such as *DUCR* (Declarant's Unique Consignment Reference)
- Companies transporting goods of animal origin who need to capture *SPS* and *GGB* references at the packaged item level
- Logistics teams who need to view and filter customs reference data across orders without opening each order individually

Prerequisite

💬 **Activation required** - This feature must be enabled by a *Qargo Admin* before any customs fields become visible. Contact a Qargo Account Manager or Qargo support to request activation.

Export fields

The *Export* section captures outbound customs declaration data:

Field	Description	Availability
Country	Country of the export declaration	All tenants
Document type	Type of export customs document	All tenants
Additional border process	Additional border procedure code	All tenants
Export MRN	Movement Reference Number for the export declaration	All tenants
Export DUCR	Declarant's Unique Consignment Reference	UK only
Export EXS	Exit Summary Declaration reference	All tenants
Export emails	Email addresses linked to the export declaration	All tenants

Import fields

The *Import* section captures inbound customs declaration data:

Field	Description	Availability
Country	Country of the import declaration	All tenants
Document type	Type of import customs document	All tenants
Additional border process	Additional border procedure code	All tenants
Import MRN	Movement Reference Number for the import declaration	All tenants
Import DUCR	Declarant's Unique Consignment Reference	UK only
Import ENS	Entry Summary Declaration reference	All tenants
Temporary storage UCN	Unique Consignment Number for Belgian temporary storage	Belgium only
Temporary storage CRN	Customs Reference Number for Belgian temporary storage	Belgium only
Import emails	Email addresses linked to the import declaration	All tenants

Transit fields

The *Transit* section captures data for transit movements:

Field	Description
Document type	Type of transit document (e.g., T1, T2)
Additional border process	Additional border procedure code
Transit LRN	Local Reference Number assigned by the trader
Transit MRN	Movement Reference Number from the transit declaration
Transit start office code	Customs office code at the point of departure
Transit end office code	Customs office code at the point of destination
Transit validity date	Date until which the transit declaration is valid

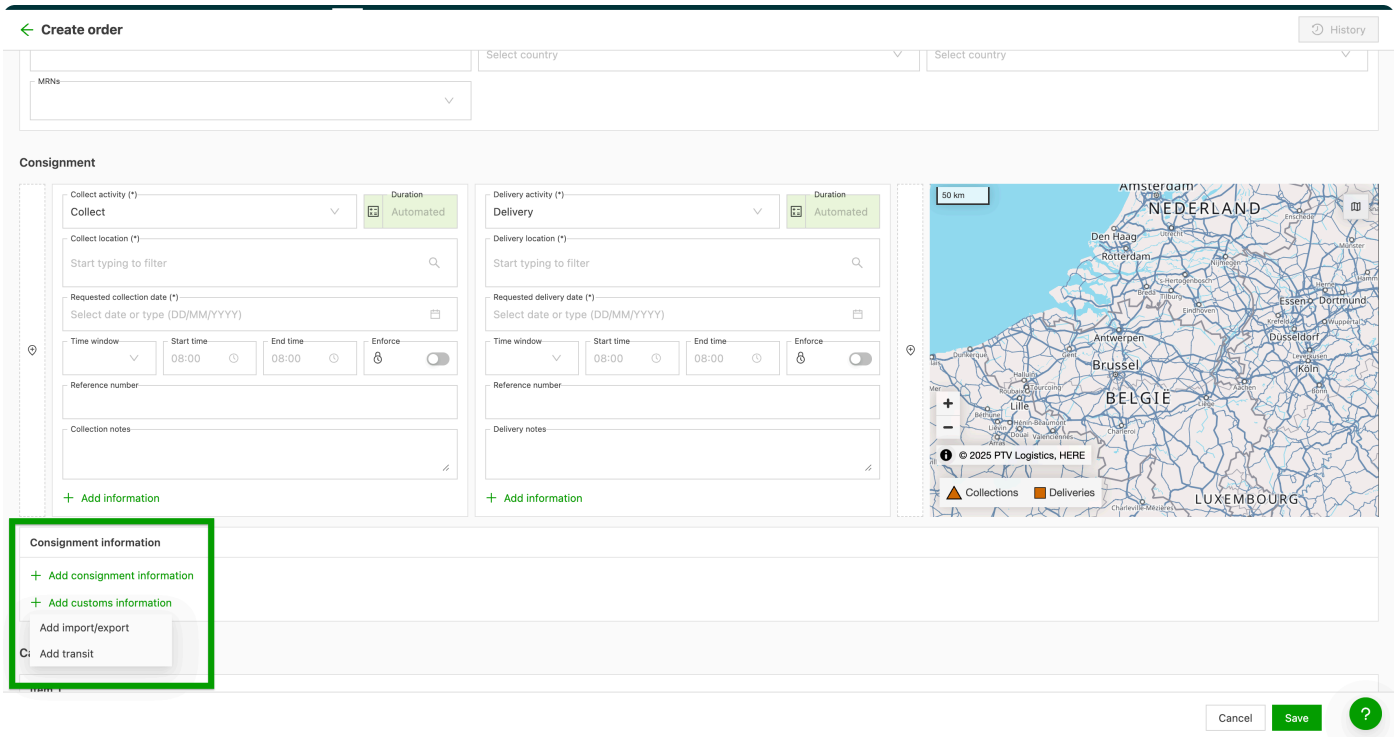
Where the fields appear

Creating orders, order templates, and order import

Customs fields are available during order creation, when saving an order as a template, and when importing orders.

When creating an order:

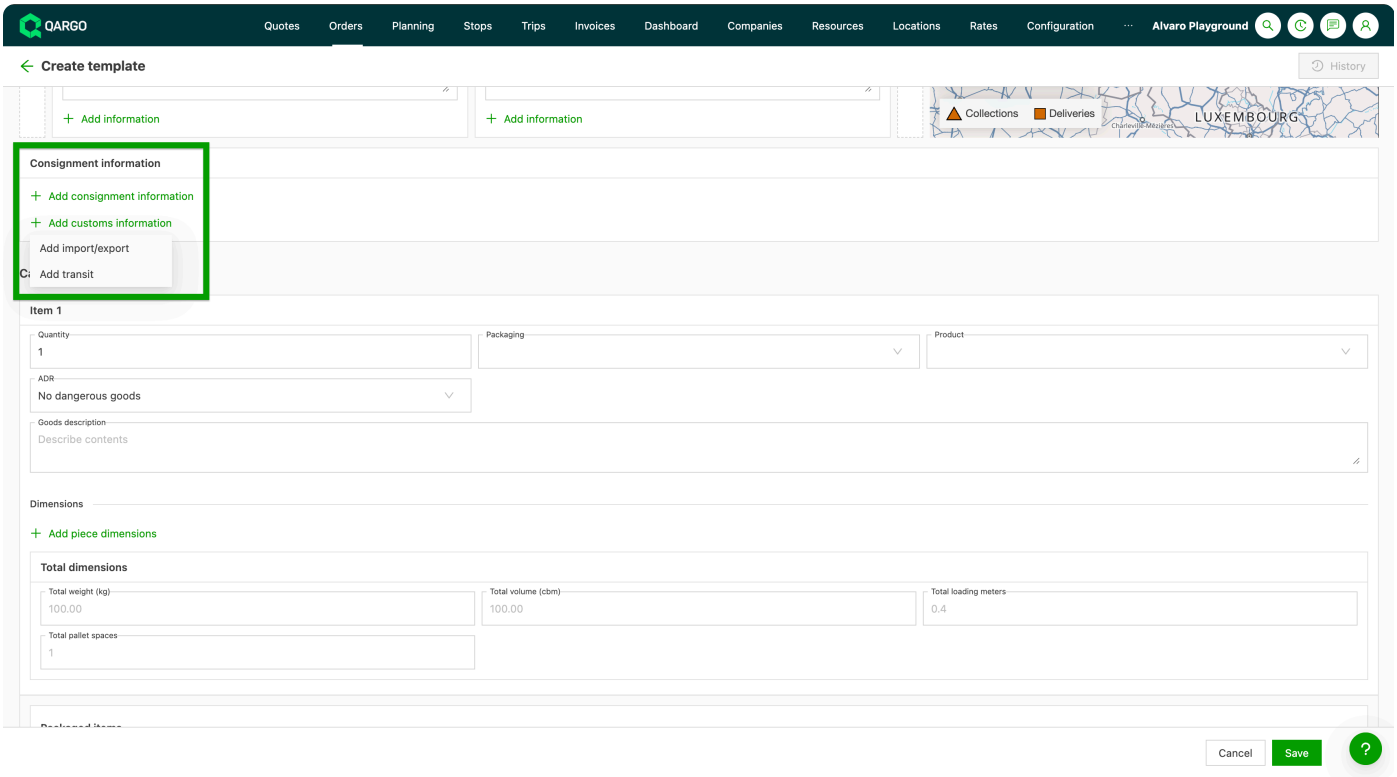
- Navigate to **Orders > Create order**
- Go to **Shipment information** and click **+ Add customs information**
- Import/export and transit information can be added here



When creating an order template:

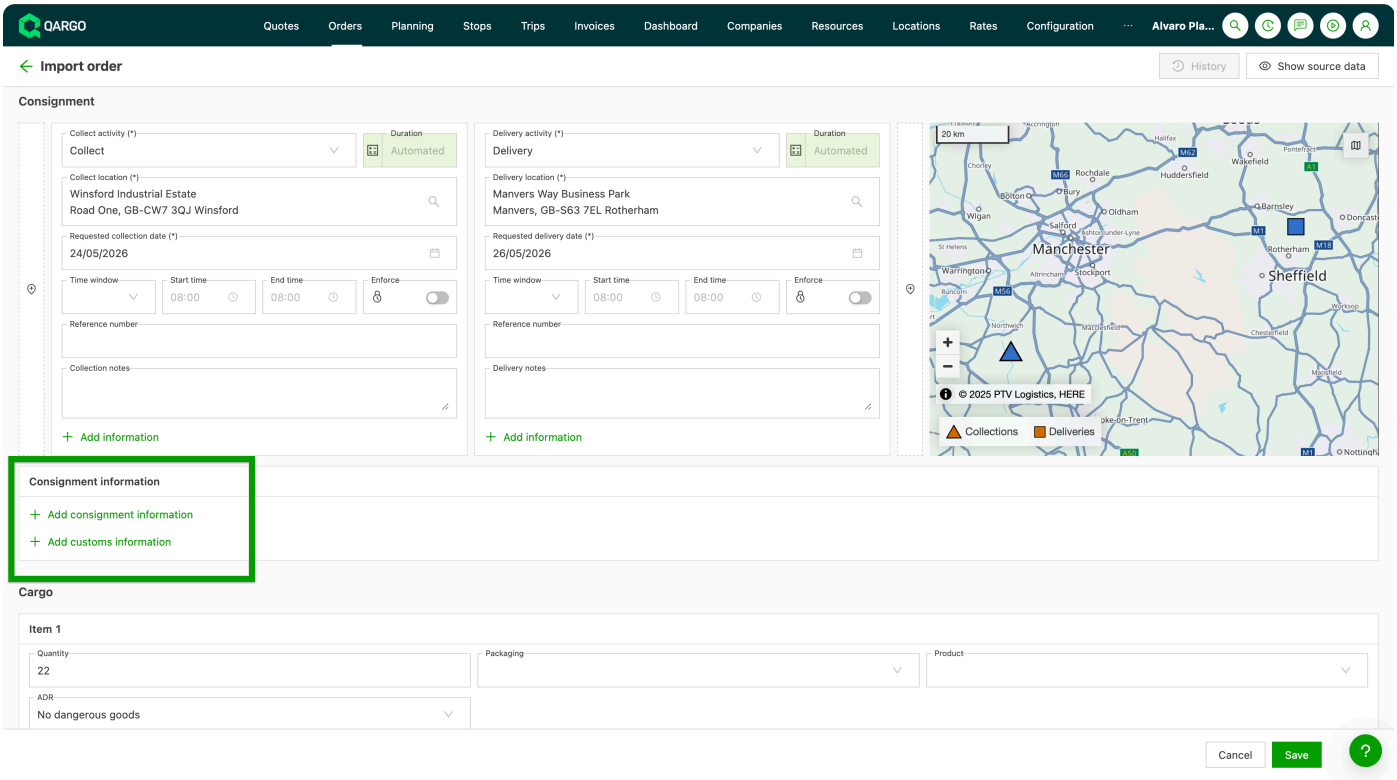
- Navigate to **Orders > Templates**
- Click **Create template**

- Import/export and transit information can be added here



When importing orders:

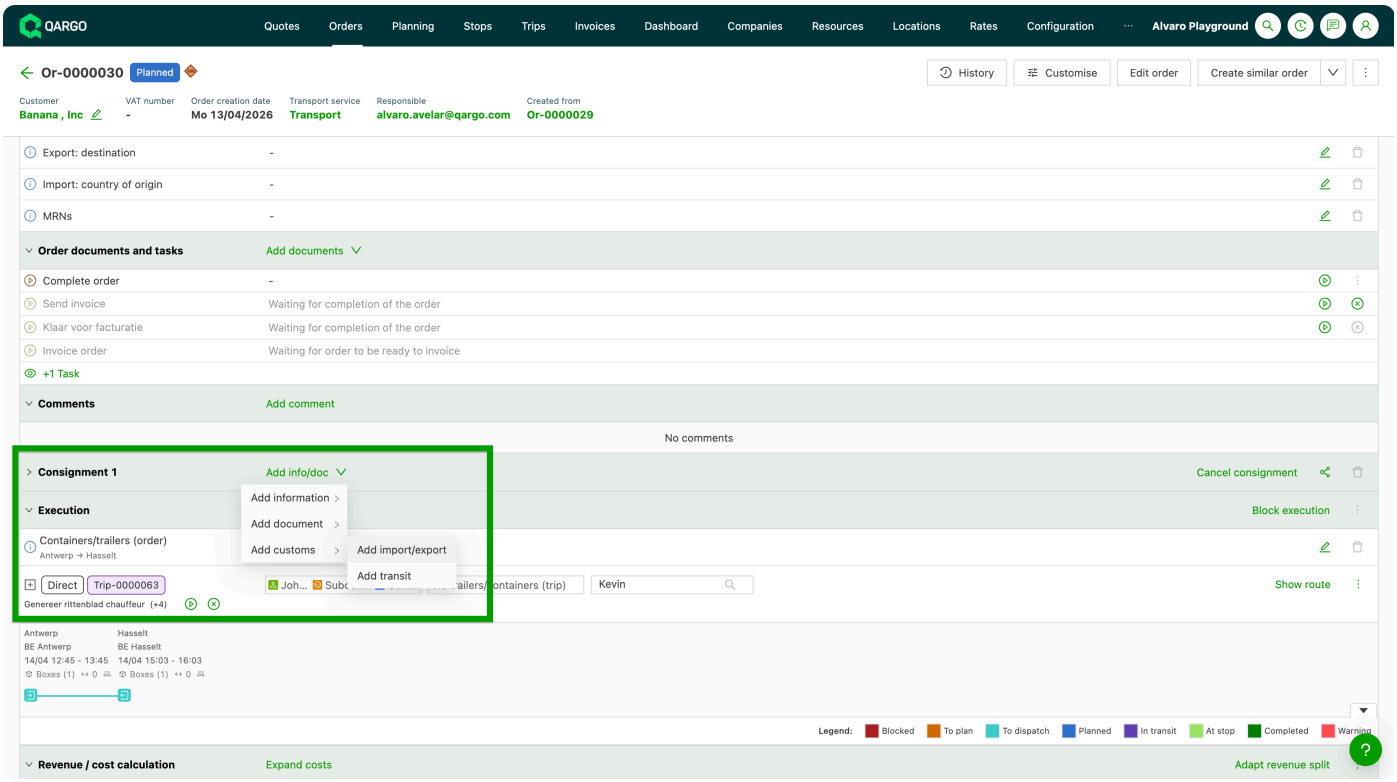
- Navigate to **Orders > Order imports**
- Click **Import from file**
- Import/export and transit information can be added here



Order detail view

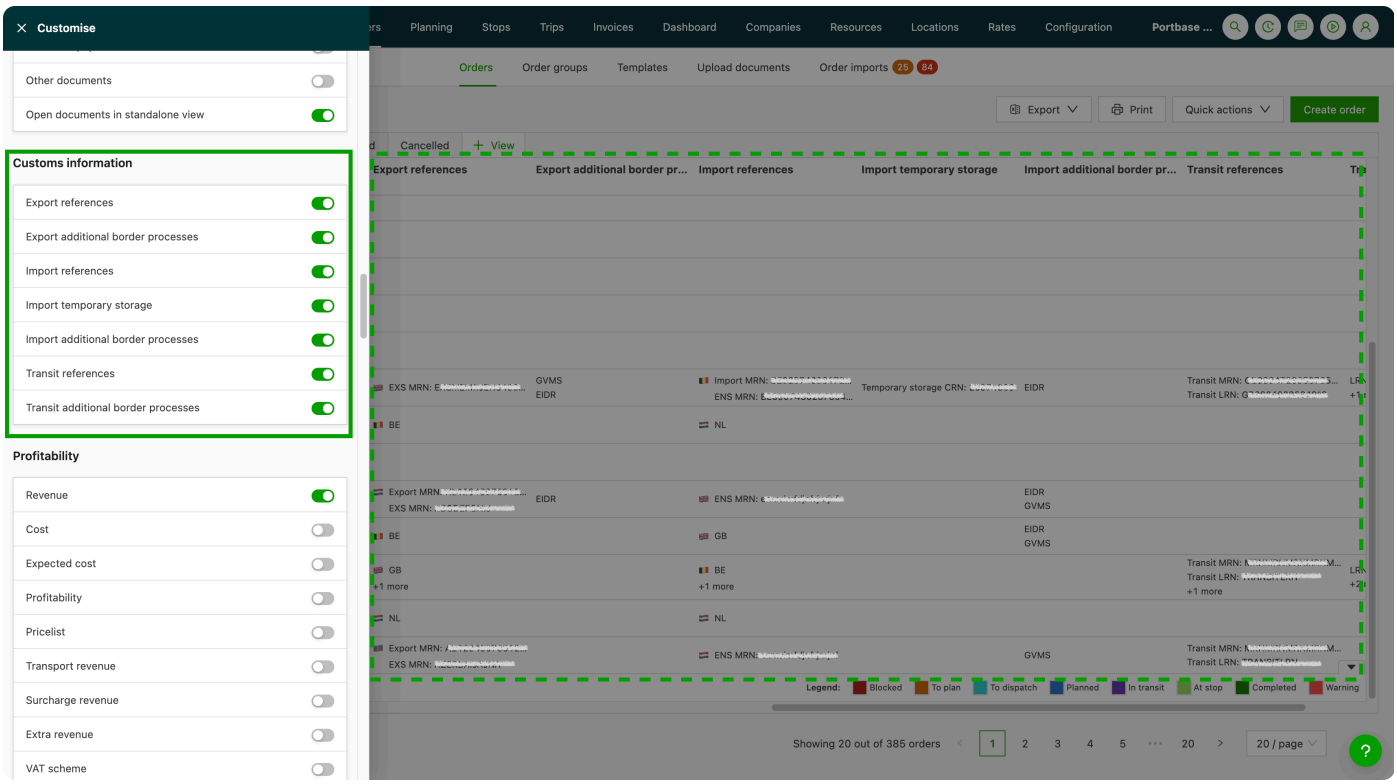
Fields can be filled in or updated on an existing order by opening the shipment section within the order detail view.

- Open an order > scroll to **Shipment**
- Click **Add info/doc**



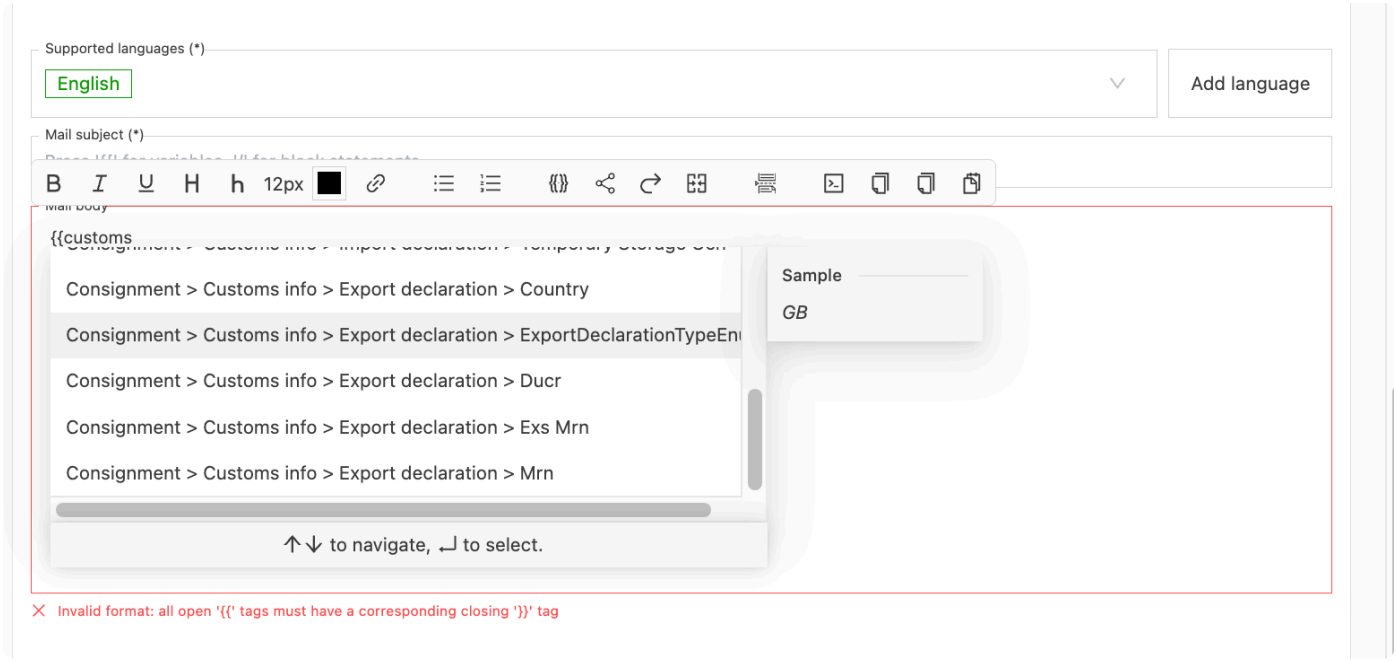
Order list columns

A set of customs columns can be toggled on in the order list to see customs data across orders at a glance. The columns support filtering.



Document templates and contact task email body

The same variables from *Shipment* > *Customs info* can be inserted into document templates and contact task email bodies.



Packaged item fields — goods of animal origin

Extra fields at the *packaged item* level support the transport of goods subject to sanitary controls:

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

Customer portal

Customers with portal access can view and edit customs fields on their shipments:

1. Open an order in the customer portal
2. Select **Edit order**
3. Navigate to the shipment's *Customs* section
4. Update the Export, Import, or Transit fields as needed
5. Save the order

Inline editing of customs fields in the order detail view is not available in the portal; the **Edit order** button must be used. Multiple transit entries cannot be added or edited from the portal (single transit per shipment only).

Customs pre-notifications

The shipment-level customs fields automatically pre-fill the *customs pre-notification* workflow on loads:

- Export MRN, Import MRN, Transit MRN, and related fields pre-populate the pre-notification form when the order is planned to a load
- This reduces manual re-entry when preparing border crossing notifications

For more information on the pre-notification workflow, see *Intermodal - Customs pre-notification process.*

Troubleshooting

Issue	Likely cause	Resolution
Customs section not visible on the shipment	Feature flag not enabled for this tenant	Contact Qargo support to request activation of the shipment customs data model
Only one Export or Import section available	By design: only 1 Export and 1 Import section are supported per shipment	Use the Transit section for additional declarations; multiple transits can be added manually
Multiple transits not available in order import	Not currently supported	Add additional transits manually in the order detail view after import
Customs columns not appearing in Planning, Loads, or Intermodal views	Not supported in those views	Customs columns are only available in the Order list and Order detail views
Customer cannot edit customs fields inline in the portal	By design	Instruct customers to use the **Edit order** button to access and edit customs fields
Export or Import emails not available in contact task templates	Not currently supported	This will be addressed in a future development
Historical MRN data not appearing in the new customs fields	Historical data migration was not included in this release	Existing data remains in the legacy MRN field and will be migrated in a future release