

## Assistance for customs affairs

RTA has good experience with the following forwarding agencies (order of priority):

1. **DHL** (at present TAI and Aero Ice)  
General authorization of RTA (Allgemeingenehmigung) existent  
Letter of attorney existent to speed up the customs process  
  
Contact Persons:
  - Oliver Wallner ([oliver.wallner@dhl.com](mailto:oliver.wallner@dhl.com))
  - Sven Hanlhofer ([Sven.Hanlhofer@dhl.com](mailto:Sven.Hanlhofer@dhl.com))
  - Christian Höfler ([Christian.hoefler@dhl.com](mailto:Christian.hoefler@dhl.com)); Expert for import affairs
  
2. **DVS** (at present Elbit)  
General authorization of RTA (Allgemeingenehmigung) existent  
Letter of attorney existent to speed up the customs process  
  
Contact Person:
  - Martina Pendl Harold ([martina.harold@at.dsv.com](mailto:martina.harold@at.dsv.com))
  
3. Other forwarding agencies:  
**Expeditors** (new and not recommended by RTA)  
**Lagermax** (for U.S. affairs)

The easiest way for import / export of equipment from third party countries:  
Consignment with “**CARNET ATA**”. Nothing has to be declared.

ATTENTION: the CARNET ATA (it's a physical document) must not be lost!

If no CARNET ATA is available, the import has to be done by “**VORMERK – zur Wiederausfuhr bestimmt**”.

This means the equipment will be imported at RTA's EORI Number without import turnover tax. When the equipment will be sent back, this “VORMERK” hat to be deleted by the importing agency.

Therefore it is recommended to retain the same forwarding agency, which has imported the equipment.

In **general: Consumables** can't be imported by “VORMERK”, hence the import turnover tax is mandatory. This is to be avoided as far as possible.

RTA is at your assistance to help with the consumables procurement.

Together with the assignment of the forwarding agency (from the customer), inform also RTA (per e-mail with the assignment in CC – copy, contacts see below):

Particularity:

- the project manager of RTA
- Martina Froböse ([martina.froeobese@rta.eu](mailto:martina.froeobese@rta.eu))

If the equipment will be sent with CARNET ATA, the forwarding agency is getting in contact with RTA, when it is still at Vienna airport, to remake the delivery date / time.

If the equipment will be sent without CARNET ATA, RTA gets feedback from the forwarding agency, what to do, by sending the packing sheets / freight papers:

- Sometimes the forwarding agency needs a written information, that the equipment is no war material. Therefore an e-mail is adequate.
- Import of Consumables is generally to be avoided
- Import of insert tools is no problem and can be done under "VORMERK"
- Sometimes, to speed up the customs clearance, it is necessary to import without "VORMERK"  
For example: even if customs can't set the certificate of identification (Nämlichkeitsfeststellung)  
RTA adopts the cost till € 1.000,00 net value without further written purchase order. Afterwards the amount will be charged in addition to the final invoice to the customer. For higher net value a written purchase order from the customer is statutory.

**Contact person** for further questions or information:

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