

# STATE SYSTEM OF HUMANITARIAN AID

[/customs.help.gov.ua/](https://customs.help.gov.ua/)

## HOW TO SUBMIT AN ELECTRONIC DECLARATION/ NOTIFICATION OF THE IMPORT OF HUMANITARIAN AID



ОФІС ПРЕЗИДЕНТА УКРАЇНИ ukr en

State system of humanitarian aid

**TO SPEED UP CUSTOMS CLEARANCE OF HUMANITARIAN AID, YOU CAN USE ELECTRONIC SERVICES.**

If you have **electronic signature** or use **BankID** or **MobileID**, you can submit **ELECTRONIC DECLARATION** on the list of goods recognized as humanitarian aid

**PROCEED**

If you can't use an electronic signature, BankID or MobileID, you can file **an electronic message to import humanitarian aid** (including for non-residents)


**PROCEED**


**1** Follow the link <https://customs.help.gov.ua/>

**2** Click the "Submit application without electronic signature" button

# IDENTIFICATION OF THE PERSON SUBMITTING THE DECLARATION

**Enter your phone number**

 +380 Phone number

I'm not a robot  reCAPTCHA  
Privacy - Terms

**VERIFY**

By tapping Verify, an SMS may be sent. Message & data rates may apply.

**Verify your phone number**

Enter the 6-digit code we sent to

6-digit code

**CANCEL** **CONTINUE**

Resend code in 0:06

Select a country code and enter your phone number

Check the box

Press the "CONFIRM" button and the indicated number will receive SMS with the code

Enter a 6-digit SMS code that will be sent to the phone number you specified

Press the button

# INSTRUCTIONS FOR COMPLETING THE ELECTRONIC CUSTOMS DECLARATION FORM

The image shows a screenshot of a web form for declaring humanitarian aid. The form is titled "Type of aid \*" and includes several input fields and a button. The header of the form displays the logo of the Office of the President of Ukraine and the text "ОФІС ПРЕЗИДЕНТА УКРАЇНИ". In the top right corner, there are language selection options "ukr" and "en".

Instructional callouts with arrows point to the following elements:

- Select the humanitarian aid category and sub-category from the list:** Points to the "Customs Category" dropdown menu.
- Enter detailed description (if applicable):** Points to the "Description of goods" text area.
- Add the next group of imported humanitarian aid (if any):** Points to the "+ Add product" button.
- Switch between Ukrainian and English versions:** Points to the "ukr en" language selector.
- Specify the weight in kilograms:** Points to the "Weight, kg" input field.

The form fields are:

- Type of aid \***
- Customs Category:** Select customs category
- Category:** Select product category
- Weight, kg:** [Input field]
- Description of goods:** [Text area]
- + Add product** [Button]

# INSTRUCTIONS FOR COMPLETING THE ELECTRONIC CUSTOMS DECLARATION FORM

**Contact information**

Full name of the person who will submit the declaration

Surname \*      Given name \*      Middle name

Surname      Given name      Middle name

**Driver and vehicle details**

Driver Name and Surname \*

Name and Surname

Brand of the vehicle      Licence plate \*      Trailer licence plate

**Sender**

Name \*

Country \*

Address \*

**Consignee**

Name \*

Address \*

Fill in the contact information block

The driver may be the same person who performs the declaration

Vehicle license plate - letters and numbers

Brand of the car - not required

Enter the name of the humanitarian aid sender. *May be an individual or a legal entity (organization)*

Select the country of departure from the list for convenience - *when entering the first letters of the name of the country, the search engine will tighten options*

Enter the address of the sender

Enter the name of the humanitarian aid recipient *May be an individual or a legal entity (organization)*

Enter the address of the recipient

Patronymic name is not required

Trailer license plate (if available)

# INSTRUCTIONS FOR COMPLETING THE ELECTRONIC CUSTOMS DECLARATION FORM

**Customs checkpoint**  
Checkpoint  
Choose customs checkpoint from the list

**Place of unloading of goods**  
Region \*  
Select

Address \*  
 To a warehouse  To an address  
Select a warehouse from the list

Address \*  
 To a warehouse  To an address

Select a custom entry point from the list.  
*If you do not know beforehand, you DO NOT have to choose*

Select an area from the list in which the cargo will be unloaded *for convenience* - when entering the first letters of the area name, the search engine will pull up options

Select a warehouse from the list *if the humanitarian aid is intended for the regional military administration*

In all other cases choose "address"

Enter the address where the unloading will take place  
*may be the same as the recipient's address*

# INSTRUCTIONS FOR COMPLETING THE ELECTRONIC CUSTOMS DECLARATION FORM

Enter the last name and first name of the person submitting the application

*There may be the same person who declares or the driver*

Enter the e-mail address *to which the generated customs declaration and unique code will be sent. You will need them to provide at customs*

Press "send" button

## Contact information of the person submitting the application

Surname \*

Given name \*

Middle name

Phone

Email \*

Send

Patronymic name is not required