



EU e-Learning module

EU Customs Trader Portal for eAEO

Leading for results.
Learning for purpose.

The EU Customs Trader Portal is the single point of access to interact with Authorised Economic Operators (AEO), aiming to harmonise differences in EU customs systems and accesses.

The easy-to-use eLearning course **EU Customs Trader Portal for eAEO** is based on the Union Customs Code and is produced by the European Commission Directorate General for Taxation and Customs (TAXUD) under the Customs 2020 Programme.

Scope

This course guides you through the EU Customs Trader Portal with special attention to the specific functionalities for AEO applications and AEO authorisations.

Upon completion of the course, you will be able to confidently work with the EU Customs Trader Portal and carry out all the traders' actions within the AEO process flow.

The course will remind you of the main AEO related notions; you can skip this part through the course map or use it to refresh your knowledge.

Audience

Traders from Member States that do not use a national Trader Portal and who want to apply for an AEO authorisation or consult their current ones.

Learning Outcomes

By the end of this course, you will understand:

- the basic principles of the use of the EU Customs Trader Portal for eAEO,
- the general functionalities of the portal,
- the benefits of using this portal.

To benefit fully from the course and to achieve the learning outcomes, it is recommended to integrate it in your own training programme and develop a blended learning strategy.



Features

This course is designed to address the needs of the traders in the EU Customs Trader Portal for eAEO after the release in October 2019.

You can experience real examples with “hands-on” activities, real exercises in the system, that can be played during the course. It also contains a full section at the end with all the examples.

Further functionalities of the next releases of the portal will be included in future updates of the eLearning module.

You may interrupt your course at any time. When reopening the course, you can resume where you left off.

Beside the menu, a course map allows you to quickly access to the sections and subsections. The course map is placed in the upper toolbar of the course.

A course summary of the most relevant information is available in a printable format in the course. You can also print any screen of the course with the print option.

Course duration

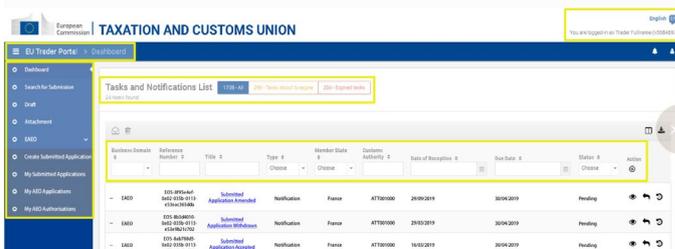
The course takes 1 to 1.5 hours depending on your previous knowledge on the AEO concept.

Available languages

The course is available in English. However, consult the [Customs and Tax EU Learning Portal](#) for the availability of further EU language versions.

Let's get started!

- The eLearning module is publicly available and accessible via the [Customs and Tax EU Learning portal](#) for direct view.
- Registered users can download the course.
- Troubleshoot technical issues and get help by clicking on FAQ or Support.



The screenshot shows the 'EU Trader Portal' dashboard with a 'Tasks and Notifications List' table. The table has columns for Business Details, Reference Number, Title, Type, Member State, Customer ID, Date of Reception, Due Date, and Status. Three rows are visible, all with a 'Pending' status.

Business Details	Reference Number	Title	Type	Member State	Customer ID	Date of Reception	Due Date	Status
EMD	020-0950401-002-000-0010	Application Renewal	Submitted	France	ATT010000	29/09/2019	30/09/2019	Pending
EMD	020-0950401-002-000-0010	Application Withdrawal	Submitted	France	ATT010000	29/09/2019	30/09/2019	Pending
EMD	020-0950401-002-000-0010	Application Accepted	Submitted	France	ATT010000	16/01/2019	30/09/2019	Pending

Find out more

Visit the [Customs and Tax EU Learning Portal \(europa.eu\)](#)

Contact DG TAXUD/E3 Management of Programmes & EU training
taxud-elearning@ec.europa.eu