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Support

Service Desk (questions about the application)

If you have questions, encounter problems or like to suggest improvements in connection with this application, please get in touch with our central service desk, which integrates both the Customs' and the Federal IT Centre's service desks:

Service Desk Zoll

Tel.: 0800 8007-5452 or +49 228 303-26090

Email: servicedesk@zoll.de

The Customs Service Desk is your central contact for problems encountered in using the application (e.g. if you need explanations about certain codes, data input fields, etc.) and will answer your questions Mondays to Fridays from 08.00 to 17.00 hours (except on public holidays).

Outside the business hours of the Customs Service Desk you will be helped by the Federal IT Centre (ITZBund) Service Desk.

Service Desk ITZBund

Tel.: 0800 8007-5451 or +49 22899 680-8480

Email: servicedesk@itzbund.de

For any technical issues (system failure, malfunctions in the exchange of messages, etc.) please also turn to the Federal IT Centre Service Desk.

General questions about customs matters

For inquiries concerning your obligation to cooperate, to give notification, to keep records, and other duties pursuant to the Minimum Wage Act, the Posted Workers Act and the Temporary Employment Act, the compliance with which is monitored by the Customs Administration (Finanzkontrolle Schwarzarbeit, Financial Monitoring Unit to Control Unreported or Illicit Employment), please get in touch with the Central Customs Information Desk (Zentrale Auskunft Zoll). You will find the contact details [here](#).

Accessibility statement

Information on the accessibility of this web portal - pursuant to section 12a BGG (Act on Equal Opportunities for Persons with Disabilities) - as well as all applicable contact details.

This accessibility statement applies to the web pages published by the GZD (Central Customs Authority) under the <https://www.meldeportal-mindestlohn.de> domain.

Fulfilment of compliance requirements

Accessibility requirements are derived from sections 3(1 to 4) and 4 BITV 2.0, which was issued on the basis of section 12d of the Equal Opportunities for Disabled Persons Act (BGG)

The review of compliance with accessibility requirements was based on an assessment carried out between 22 June 2019 and 26 July 2019 by the competent GZD Unit.

Access to the web app

According to the results of the website's review process, in terms of the above-mentioned requirements, accessibility has been implemented with certain limits. The areas of the review listed below were only found to have been fulfilled to a degree designated as "partially fulfilled" or "rather not fulfilled".

Individual HTML structural elements for headings and lists are missing.

Data tables are not structured in a way that fully meets accessibility requirements.

In some cases, the order in which links, form elements and items are accessed with a keyboard is inconsistent.

The website's HTML-Syntax is disorderly to some extent.

The PDF documents provided or accessed via the web app do not fulfil accessibility requirements.

In all other respects, the review of the requirements revealed a degree of compliance designated as "more or less fulfilled" or "fulfilled".

The website is to successively meet accessibility requirements to the furthest possible extent.

Date on which this accessibility statement was published

This statement was published on 8 April 2020.

This statement was last reviewed on 8 April 2020.

Feedback and contact details

You would like to inform us about persistent accessibility issues or ask about the measures implemented to ensure accessibility? Please contact us:

Service Desk Zoll

Phone: 0800 8007-5452 or +49 228 303-26090

(Monday to Friday 8 am - 5 pm, except on statutory holidays)

Fax: +49 22899 680-187584

Email: servicedesk@zoll.de

Arbitration

The Federal Government Commissioner for Matters relating to Persons with Disabilities provides an Arbitration Service pursuant to section 16 BGG. The purpose of the Arbitration Service is to settle disputes that arise between persons with disabilities and federal public authorities.

You can call on the Arbitration Service if you are not satisfied with the answers you receive from the above-mentioned point of contact. This is not about determining a winner or loser. Rather those involved try to resolve the conflict together with the aid of the Arbitration Service, by extrajudicial means. The same applies to associations of people with disabilities that have been recognised by the Federal Ministry of Labour and Social Affairs in accordance with the requirements of section 15(3) BGG.

An arbitration procedure is free of charge. There is no need to call upon legal counsel. You will find all information regarding the arbitration procedure on the [website of the Arbitration Service](#). You can look up how an arbitration procedure works and submit an application to initiate an arbitration procedure there. You can contact the Arbitration Service at the following address:

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bei dem Beauftragten der Bundesregierung für die Belange von Menschen mit
Behinderungen
Mauerstraße 53
10117 Berlin

Phone: +49 (0)30 18 527-2805

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Email: info@schlichtungsstelle-bgg.de

Internet: www.schlichtungsstelle-bgg.de