



**MUITINĖS DEPARTAMENTAS
PRIE LIETUVOS RESPUBLIKOS FINANSŲ MINISTERIJOS
THE CUSTOMS DEPARTMENT UNDER THE MINISTRY OF FINANCE
OF THE REPUBLIC OF LITHUANIA**

**2025 M. GEGUŽĖS 13 D. MUITINĖS PASLAUGŲ PORTALO
„MANO MUITINĖ“ SUKŪRIMO PASLAUGŲ VIEŠOJO PIRKIMO–
PARDAVIMO
SUTARTIS Nr. 11BE-147(2025)**

**MUITINĖS PASLAUGŲ PORTALO „MANO MUITINĖ“
SUKŪRIMAS**

**Muitinės paslaugų portalo „Mano muitinė“ išorinio
naudotojo vadovas (anglų kalba)**

**External User Manual for the Customs Services Portal
“Mano muitinė”**

v1.00



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**NEW GENERATION
LITHUANIA**

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1. Introduction

The purpose of this document is to introduce users to the "Mano muitinė" Customs Services Portal and to enable them to use it independently.

1.1. Purpose of the "Mano muitinė" Customs Services Portal

The "Mano muitinė" Customs Services Portal is intended for:

- Publishing and subscribing to public information related to services provided by the Customs of the Republic of Lithuania, taking into account visitors' needs, devices, language and purpose of visit.
- Ensuring the one-stop-shop principle by providing access to electronic services delivered by the Customs of the Republic of Lithuania and its partners.
- Enabling electronic access to the services provided through the "Mano muitinė" Customs Services Portal.

1.2. Abbreviations and Definitions

This table lists the most important abbreviations used in this document.

Table 1. Terms and abbreviations

Terms / Abbreviations	Description
ARN	Application Reference Number
AUN	Authorisation Reference Number
Chatbot	An AI-based application capable of communicating with the user in natural language.
DI	Artificial Intelligence (<i>AI</i>) – a set of technologies that enable computers to perform tasks that typically require human intelligence.
EORI number	Economic Operators Registration and Identification number assigned to persons carrying out activities regulated by customs legislation, used to identify such persons when performing activities regulated by customs legislation in all European Union Member States
FAQ	Frequently Asked Questions
GRN	Guarantee Registration Number
ID	Identification code
LR	Republic of Lithuania
"Mano muitinė" Portal	"Mano muitinė" Customs Services Portal, a subsystem of the Integrated Customs Information System (MIS)
MLS	Customs Permits System, Integrated MIS Subsystem
MM	Customs Services Portal "Mano muitinė", a subsystem of the Integrated Customs Information System (MIS)
MRP	Customs Clients Registry
RAG	Retrieval-Augmented Generation

2. Getting Started and Ending a Session

To access the "Mano muitinè" Customs Services Portal, open it in your web browser at: www.mano.muitine.lt.

2.1. Home Page

After logging in to the "Mano muitinè" portal, the user is presented with the home page. The following actions can be performed on the home page:

1. Navigate to other sections:

- Private;
- Business;
- Services;
- Systems Unavailability;
- FAQ;
- Knowledge Bank.

2. Search for information across the entire portal using the search function.

3. Open the "Received a parcel from abroad? Declare it yourself!" page.

4. Open the current topic page.

5. Access Knowledge Bank articles for private individuals and businesses.

6. Open the newsletter subscription form.

To navigate to other sections, click the desired section in the top menu (Fig. 1):

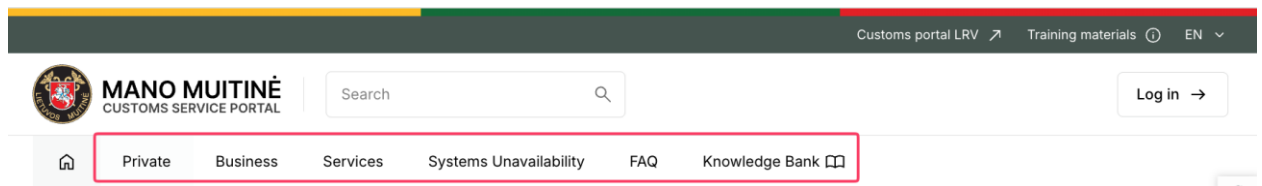


Fig. 1 Section selection

A global search across the portal is performed by entering the desired search phrase in the search field at the top (Fig. 2):

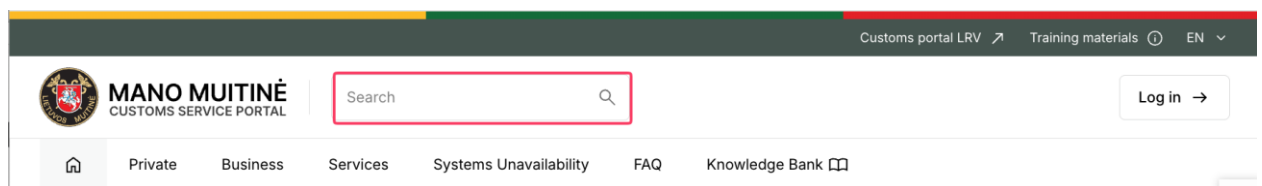


Fig. 2 Section selection

After entering 3 or more characters in the search field, the system will display a quick-search box with links to pages related to the entered characters (phrase) (Fig. 3).

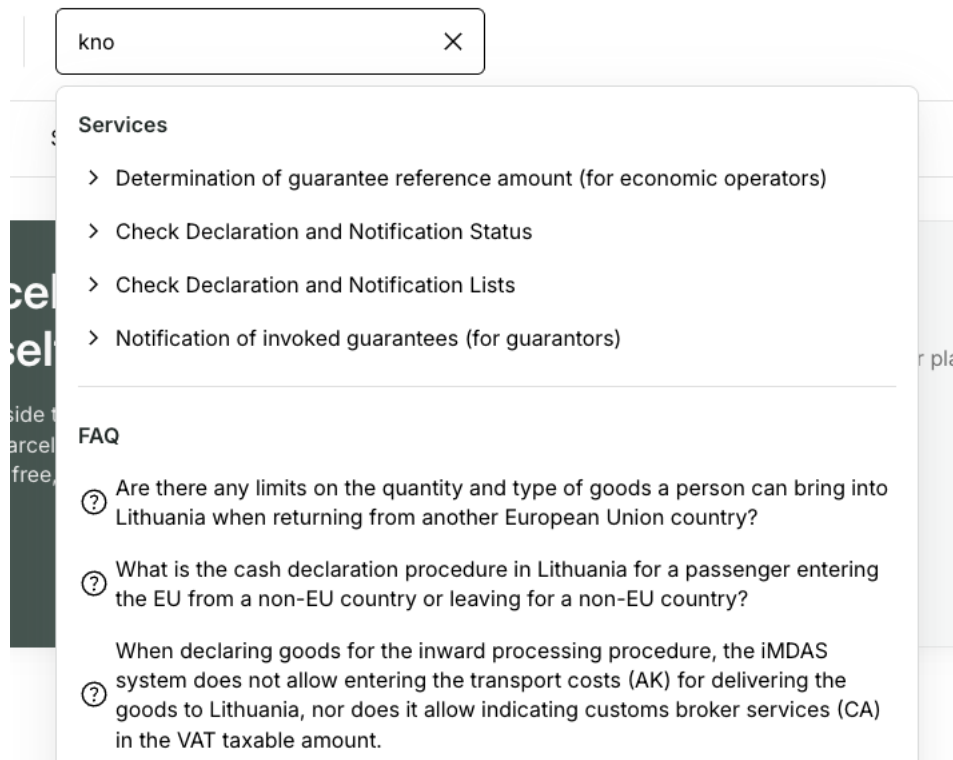



Fig. 3 Global search quick-search box

Once the quick-search box appears in the search field, the search can be continued in several ways:

- To navigate to a specific article, service description, or one of the frequently asked questions, click the selected entry in the list – you will be redirected to the corresponding page;
- To continue the search and view all results matching the search criteria, press the "Enter" key – you will be redirected to the full search results page (see Fig. 4).

Customs portal LRV [↗](#) Training materials [🔊](#) EN [▼](#)



[Log in →](#)

[🏠](#) [Private](#) [Business](#) [Services](#) [Systems Unavailability](#) [FAQ](#) [Knowledge Bank 🗃️](#)

🏠 > Search

Search

BAP ✕ Search

Search area ^

Knowledge Bank

FAQ

Services

Other

Knowledge Bank

[Nuostatos 04-16 11:32 en](#) >

[Excise goods \(alcohol, tobacco, and fuel\)](#) >

FAQ

[Do customs officers have the right to inspect goods on a priority basis, and what are these goods?](#) >

[I have lived in the USA for about 7 years and am preparing to return to Lithuania. I am shipping a container with personal belongings and a car. The car is registered in my wife's name. My wife will only fly back from the USA in 4-6 months. Can I pick up the car before my wife arrives without paying customs duties?](#) >

[What taxes apply to a passenger returning to Lithuania from the USA with goods for personal use worth approximately EUR 580?](#) >

[What is the validity period of the application?](#) >

[Where can I find the application form and other documents regulating customs actions related to the protection of intellectual property?](#) >

Services

[IMDAS BAP SSO login link](#) >

[General user management portal \(BAP\) services](#) >

[Review of tax balance and payment of taxes](#) >

[Applications for customs authorizations](#) >

[Application for Binding Tariff Information \(BTI\)](#) >

[Application for customs action regarding intellectual property rights](#) >

Other

[Sitemap](#) >

Fig. 4 Global search detailed results page

On the search results page, results are grouped by section. It is also possible to filter results by a specific section by selecting it (Fig. 5).

The screenshot shows the Mano Muitinė Customs Service Portal. At the top, there is a navigation bar with the logo and the text "MANO MUITINĖ CUSTOMS SERVICE PORTAL". Below the logo, there are navigation links: Private, Business, Services, Systems Unavailability, FAQ, and Knowledge Bank. A search bar is located below the navigation links, containing the text "BAP" and a "Search" button. To the right of the search bar, there is a "Log in" button. Below the search bar, there is a "Search area" filter panel with the following options: Knowledge Bank, FAQ (selected), Services, and Other. To the right of the filter panel, there is a "FAQ" section with several search results. The first result is "Do customs officers have the right to inspect goods on a priority basis, and what are these goods?". The second result is "I have lived in the USA for about 7 years and am preparing to return to Lithuania. I am shipping a container with personal belongings and a car. The car is registered in my wife's name. My wife will only fly back from the USA in 4-6 months. Can I pick up the car before my wife arrives without paying customs duties?". The third result is "What taxes apply to a passenger returning to Lithuania from the USA with goods for personal use worth approximately EUR 580?". The fourth result is "What is the validity period of the application?". The fifth result is "Where can I find the application form and other documents regulating customs actions related to the protection of intellectual property?".

Fig. 5 Search results filtering

You can continue the search by entering a different phrase in the search field and clicking "Search", after which the results will be updated.

2.2. Received a parcel from abroad? Declare it yourself!

At the top of the "Mano muitinė" portal home page there are two cards – "Received a parcel from abroad? Declare it yourself!" and "Trending topic" (Fig. 6).

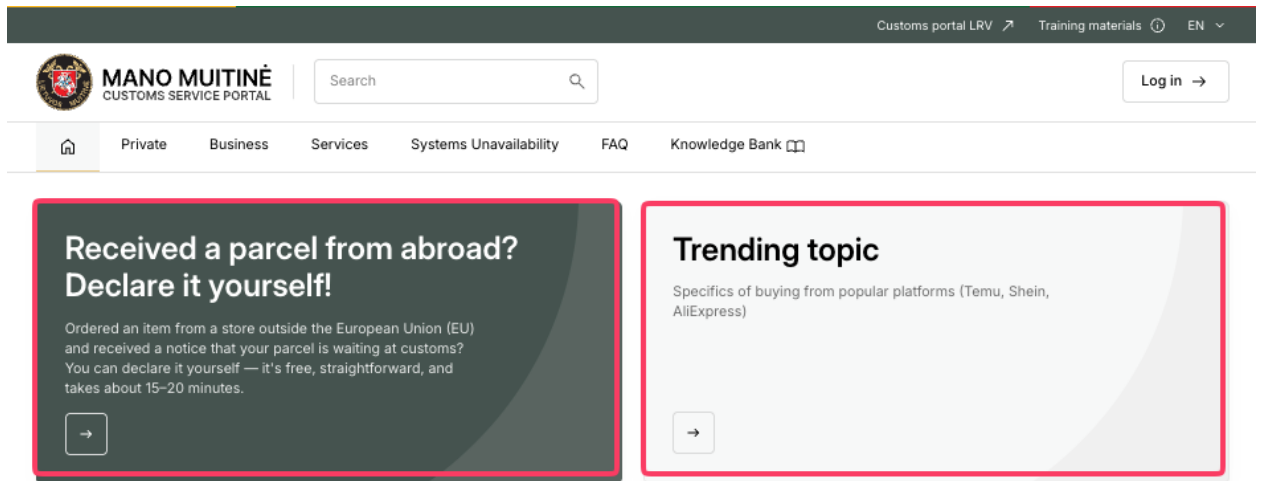


Fig. 6 "Received a parcel from abroad? Declare it yourself!" and "Trending topic" cards

In the "Received a parcel from abroad? Declare it yourself!" section you will find useful information about parcel declaration and links to other pages or external systems (Fig. 7).

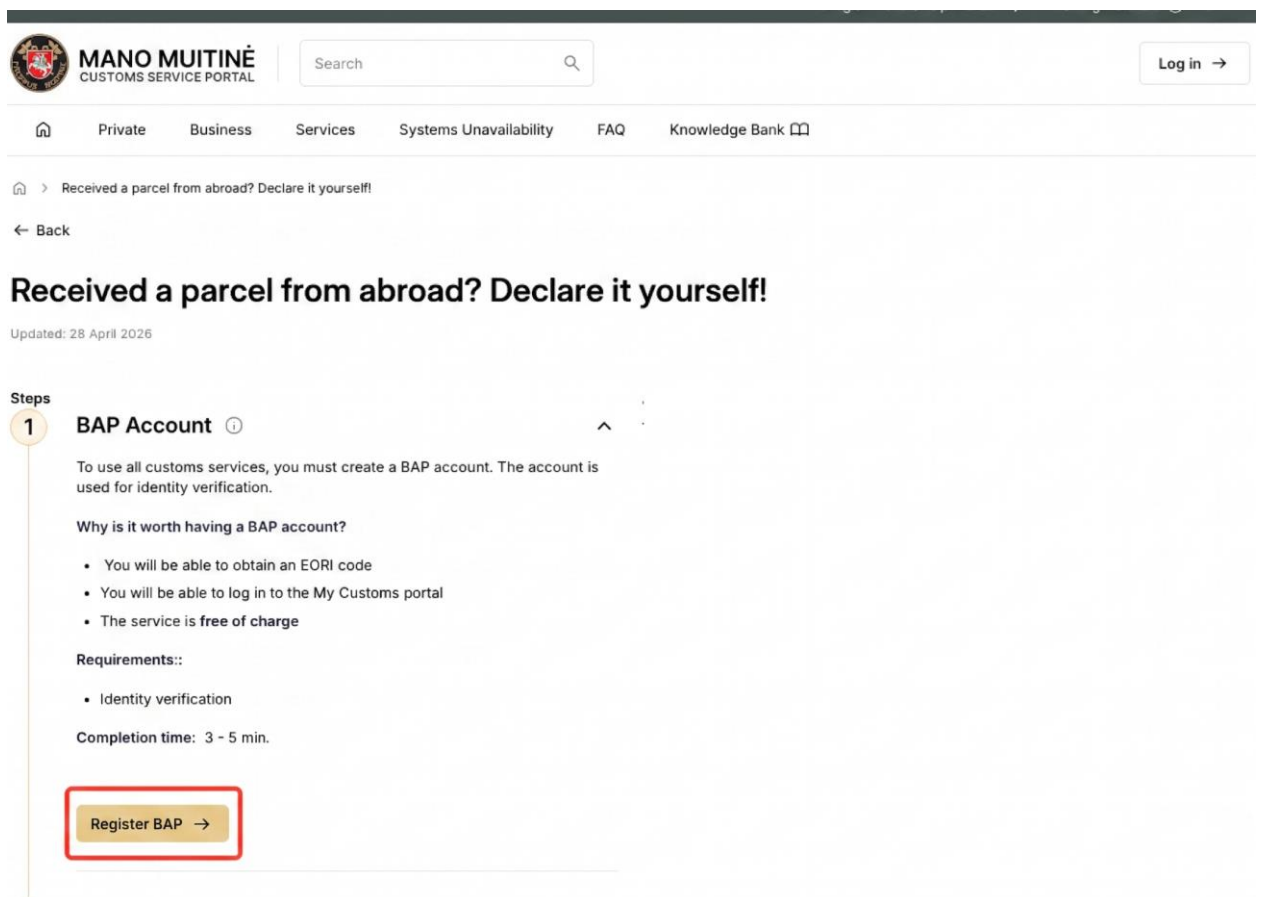


Fig. 7 "Received a parcel from abroad? Declare it yourself!" section

2.3. Selecting Articles

The "Mano muintiné" portal home page features two groups of cards: "For Private Individuals" and "For Business". Each group displays 4 cards from the respective "For Private Individuals" and "For Business" sections of the Knowledge Bank (Fig. 8) and clicking on a card opens the corresponding Knowledge Bank article.

Next to each group there is a [See All] button, which when clicked opens the corresponding "For Private Individuals" or "For Business" section.

Private

See all →

Cultural property

Planning to transport artworks, antique furniture, or other antique items? Find out what permits you need and what restrictions apply to the import and export of cultural property.



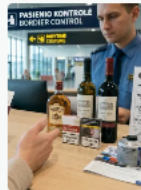
Import and export of cash

If you are carrying EUR 10,000 or more, you must declare it to customs. Find out how to submit a declaration, what documents are required, and what rules apply when sending money by post.



Excise goods (alcohol, tobacco, fuel)

When returning from a non-EU country, you can bring in a limited quantity of alcohol, tobacco, and fuel for personal use duty-free. This article outlines the permitted quantities and key restrictions.



Medicines

Planning to travel with medicines? Find out what quantities can be carried without a prescription, what strict requirements apply to narcotic and psychotropic medicines, and how much of dietary supplements you can carry.



Business

See all →

Temporary Storage

When goods arrive in Lithuania from non-EU countries, they must be placed in temporary storage until you decide which customs procedure to apply to them. This article explains where goods can be stored, for how long, and what permits are required.



Customs warehousing

Have you imported goods but don't have a buyer yet? Want to split a large shipment and sell it to different customers? Customs warehousing allows you to defer tax payments until the goods are sold or otherwise used. This provides financial flexibility and time to plan your next steps.



Intellectual property protection

If you are a trademark, patent, design, or copyright holder, customs can become your ally in the fight against counterfeits. By submitting an application, you will receive information about detained suspicious goods and will be able to initiate their destruction. This helps protect your business, your brand, and consumers.



Product safety (CE)

If you are importing non-food goods (electronics, toys, cosmetics, textiles, etc.) from third countries, you must ensure that they meet EU safety standards. Customs checks whether products are properly labelled and whether the required documentation has been provided. If the requirements are not met, the release of the goods will be suspended.



Fig. 8 "Private" and "Business" cards on the home page

2.4. Subscription

At the bottom of the home page there is a link to the newsletter subscription form, accessible by clicking the "Subscribe" button (Fig. 9).

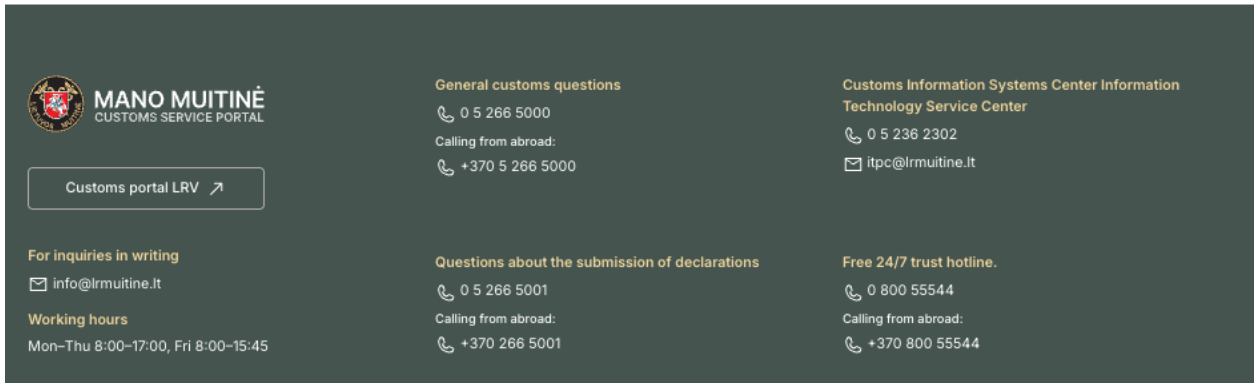
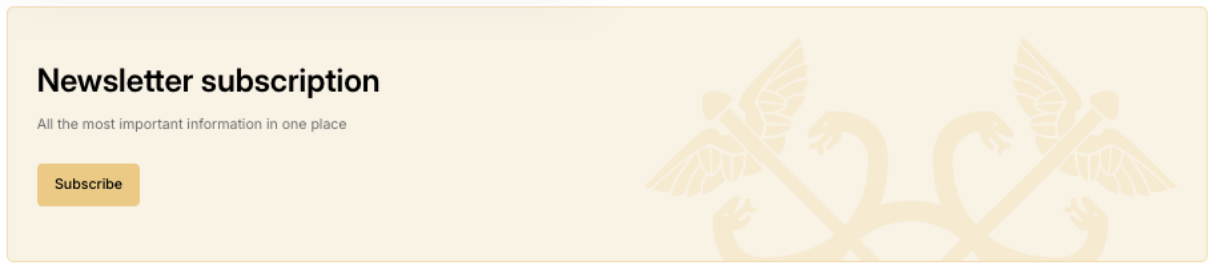


Fig. 9 Subscription form on the home page

2.5. Logging in to the Portal

To log in to the "Mano munitinè" Customs Services Portal and use services available only to logged-in users, follow these steps:

1. Click the [Log In] button.

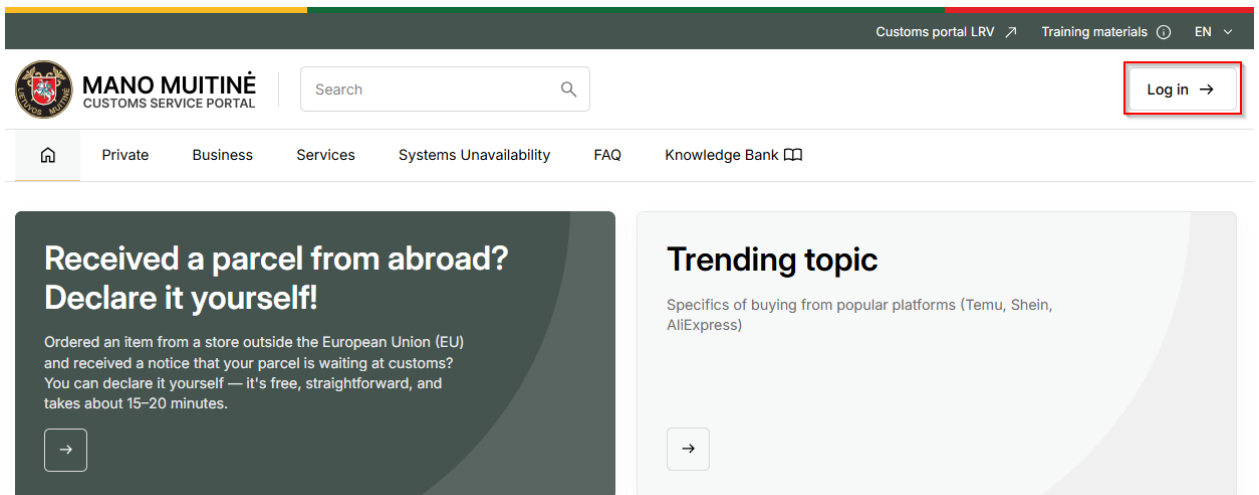


Fig. 10 Navigating to the login window

2. You will be redirected to the Common User Management Portal (BAP), where you should select your login method – via the Electronic Government Gateway or using your certificate.
 - 2.1. If you do not yet have an account, click the [Registration] button and follow the steps in BAP.



Login

Choose login method:

E-Government Gateway

Certificate

For those without an account: [Registration >](#)

If you fail to login, please contact the Customs IT Services Center by +370 5 236 2302
or email ITPC@lmuitine.lt.

Fig. 11 Login methods

3. After successful authentication, you will be redirected back to the portal and will need to review the terms and conditions if you have not yet agreed to them (for more details, see 2.6. Reviewing the Terms and Conditions).
4. If you represent only yourself, you will be redirected back to the portal to the service recipient information window (for more details, see 2.9. Service Recipient Information) and your name will be displayed in the upper right corner.
5. If you represent others in addition to yourself, you will be redirected back to the portal to the account selection window (for more details, see 2.7. Account Selection), where you will continue the mandatory login steps.

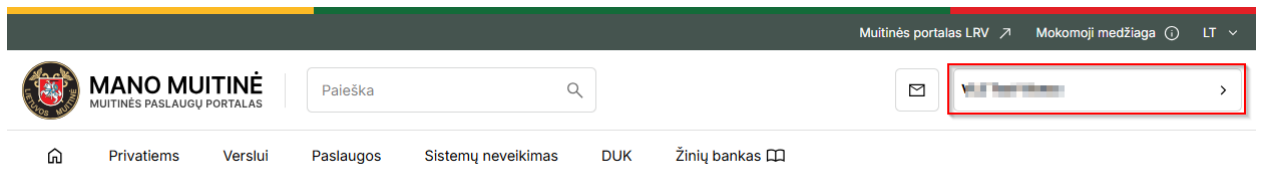


Fig. 12 Logged-in user's name

2.6. Reviewing the Terms and Conditions

If new terms and conditions have been published on the "Mano muitinė" portal, upon logging in to the portal (for more details, see 2.5. Logging in to the Portal), after successful authentication and being redirected to the portal, the terms and conditions documents that must be reviewed will be presented. If you do not agree to the terms and conditions, you will not be able to use the services and features available to logged-in users.

1. To confirm that you agree to the terms and conditions, click the [Agree to the Terms and Conditions] button.
2. To preview an attached file, click the [Download] button next to the corresponding file. The file will be downloaded to your device.

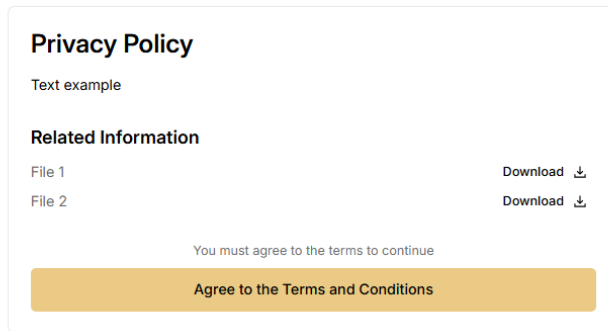


Fig. 13 Terms and conditions review window

2.7. Account Selection

If you represent not only yourself but also other service recipient(s), upon logging in to the "Mano muitiné" portal (for more details, see 2.5. Logging in to the Portal), after successful authentication and being redirected to the portal, a list of accounts assigned to you will be displayed, from which you must select which service recipient's account you wish to use. If you do not select an account, you will not be able to use services available only to logged-in users.

1. To select an account, click on it.
 - 1.1. To find an account, you can use the search function by entering a search phrase in the search field.
2. After successful login, you will be redirected to the service recipient information window (for more details, see 2.9. Service Recipient Information) and the user's or intermediary's name and the name of the selected service recipient to represent will be displayed in the upper right corner.
3. To select a different service recipient, in the upper right corner, next to your name, expand the menu and select "Choose Representative". A list of assigned accounts will be displayed.

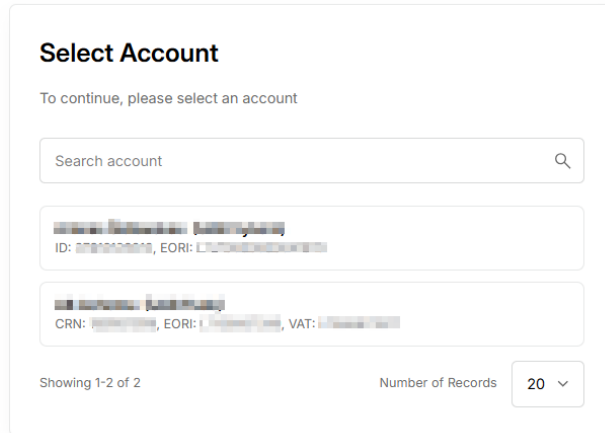
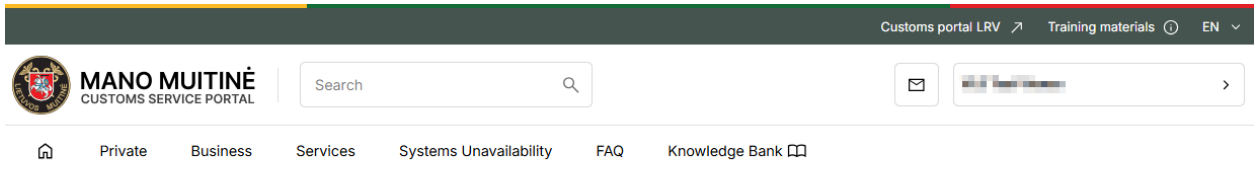


Fig. 14 Account selection window

2.8. User Profile

To view the user profile, follow these steps:

1. In the upper right corner, next to your name and surname, expand the menu and select the "User Profile" item.

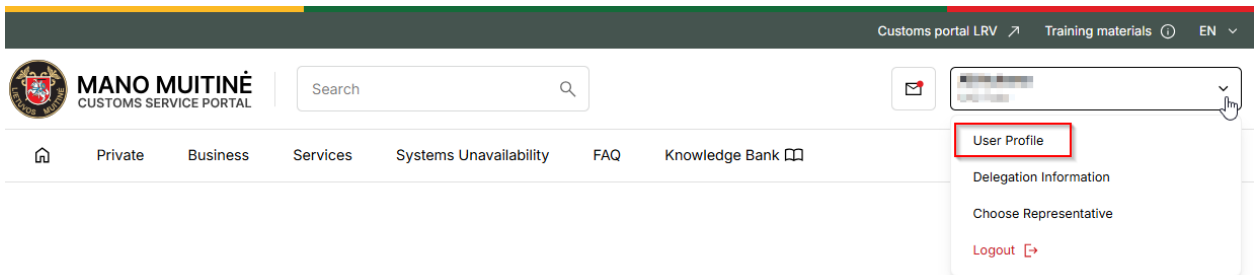


Fig. 15 Navigating to the user profile window

2. In the user profile you can:
 - 2.1. View user information.
 - 2.2. Review consents. This section lists all terms and conditions that have been agreed to (for more details, see 2.6. Reviewing the Terms and Conditions).
 - 2.2.1. To review the terms and conditions again, click on the document title.
 - 2.3. Manage notification settings. Here you can choose whether you wish to be notified by email about new notifications received in the "Mano muintiné" portal.
 - 2.3.1. Select which types of received notifications you wish to be informed about by checking the corresponding checkbox and click the [Save] button.
 - 2.3.2. To stop being notified about a certain type of received notification, uncheck the corresponding checkbox and click the [Save] button.

User Information

First name Last name

Person identifier

E-mail

Consents

Consent name	Document date	Consent version	Consent agreed date
Privacy Policy	2026-04-17	2.4	2026-04-20

Notification Settings

I would like to receive informational emails from BAP to the email address specified in my account (angele.politikaite@lrmuitine.lt) about new messages received in the Customs Services Portal "Mano muitinė":

- Customs Services Portal "Mano muitinė" notifications to the service recipient
- Notifications from other customs information systems

Save

Fig. 16 User information window

2.9. Service Recipient Information

To view the delegation information, follow these steps:

1. In the upper right corner, next to your name and surname, expand the menu and select the "Delegation Information" item.

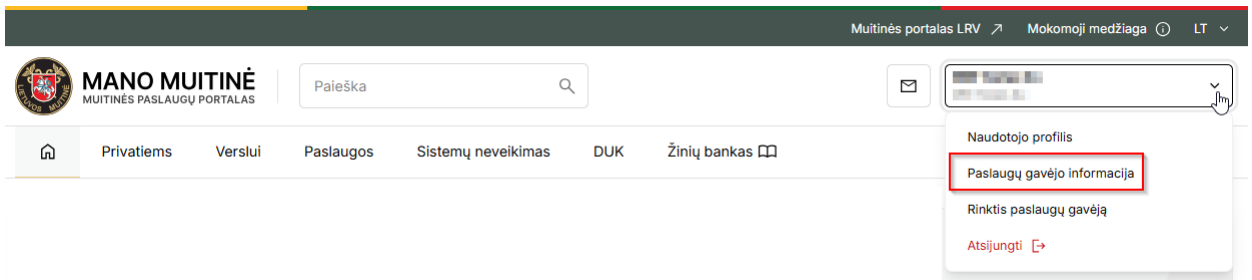


Fig. 17 Navigating to the service recipient information window

2. In this window you can:
 - 2.1. View service recipient information.
 - 2.2. View authorised service recipient information (if you represent an authorised service recipient).
 - 2.3. View your available identification codes.
 - 2.3.1. If you have a VAT number, you can check whether you are required to submit Intrastat reports. Click the [To the Service] button and you will be redirected to the service (for more details, see 3.5.6. Check Intrastat Reporting Obligations).
 - 2.3.2. If you do not have an EORI number, click the [To the Service] button – you will be redirected to the EORI number application service.

Service Recipient Information

Type	Legal
Name	[Redacted]

Authorised Services Recipient

Name	[Redacted]
------	------------

Identification


Company code	[Redacted]
VAT number	[Redacted]
Link to the Intrastat obligation checking service	To the Service
Link to EORI number application service	To the Service

Fig. 18 Service recipient information window

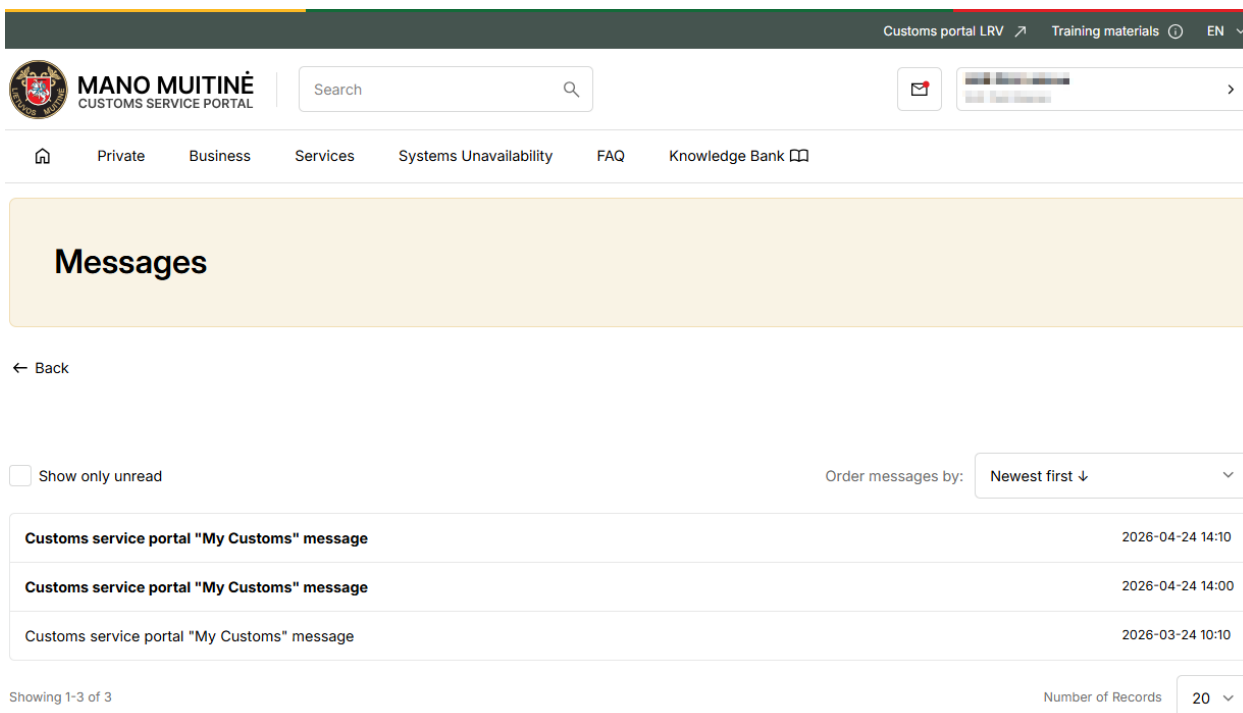
2.10. Messages

To view the list of messages, follow these steps:

1. Click the envelope icon  .

Note: If there are unread messages, a red dot is displayed next to the envelope icon  .

2. The system displays the list of messages.
 - Unread messages are displayed in bold.
 - If no messages have been received yet, the message "No messages found" is displayed.

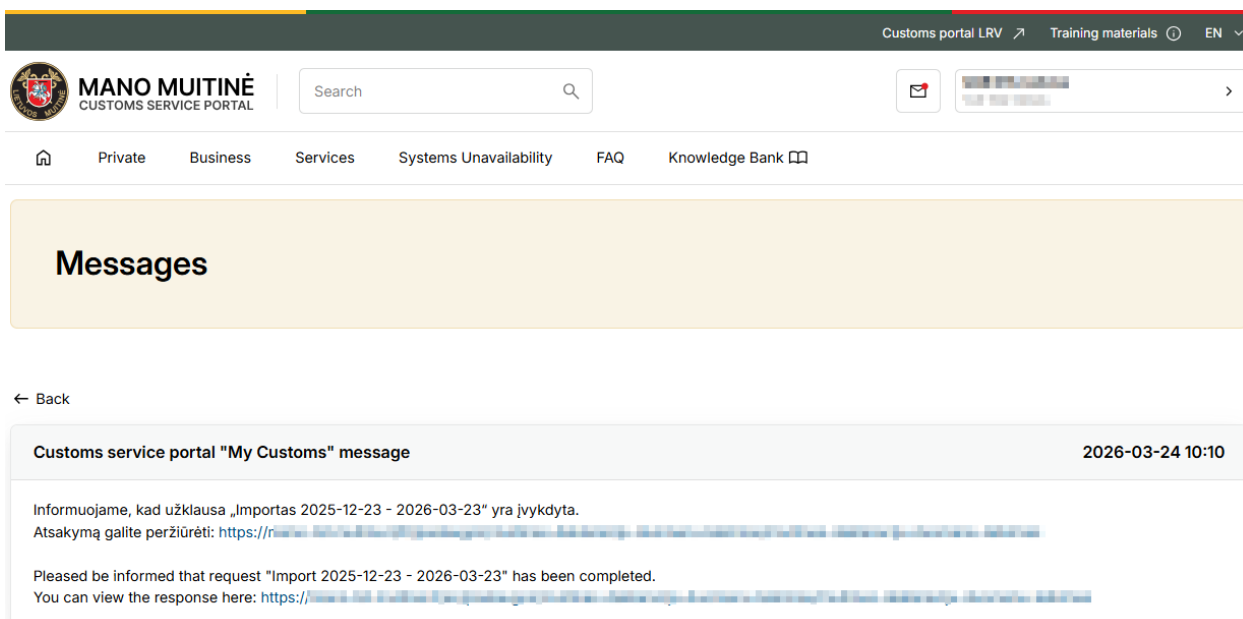


The screenshot shows the 'Messages' section of the Mano Muitinė Customs Service Portal. The header includes the portal logo, a search bar, and navigation links for 'Private', 'Business', 'Services', 'Systems Unavailability', 'FAQ', and 'Knowledge Bank'. The main content area is titled 'Messages' and contains a list of three messages. The first two messages are bolded, indicating they are unread. The third message is not bolded. The list is sorted by 'Newest first' and shows 1-3 of 3 records. A 'Show only unread' checkbox is present, and the number of records is set to 20.

Message Content	Date
Customs service portal "My Customs" message	2026-04-24 14:10
Customs service portal "My Customs" message	2026-04-24 14:00
Customs service portal "My Customs" message	2026-03-24 10:10

Fig. 19 Messages list

3. To read a message, click on it.



The screenshot shows the 'Message preview' section of the Mano Muitinė Customs Service Portal. The header is identical to the previous screenshot. The main content area is titled 'Messages' and contains a single message. The message content is displayed in a light gray box. The message is dated 2026-03-24 10:10. The content of the message is as follows:

Informuojame, kad užklausa „Importas 2025-12-23 - 2026-03-23“ yra įvykdyta.
Atsakymą galite peržiūrėti: <https://...>

Pleased be informed that request "Import 2025-12-23 - 2026-03-23" has been completed.
You can view the response here: <https://...>

Fig. 20 Message preview

2.11. Logging Out

To log out of the "Mano muitinė" portal, follow these steps:

1. Click the [Log Out] button.
2. You will be logged out and redirected to the "Mano muitinė" portal start page.

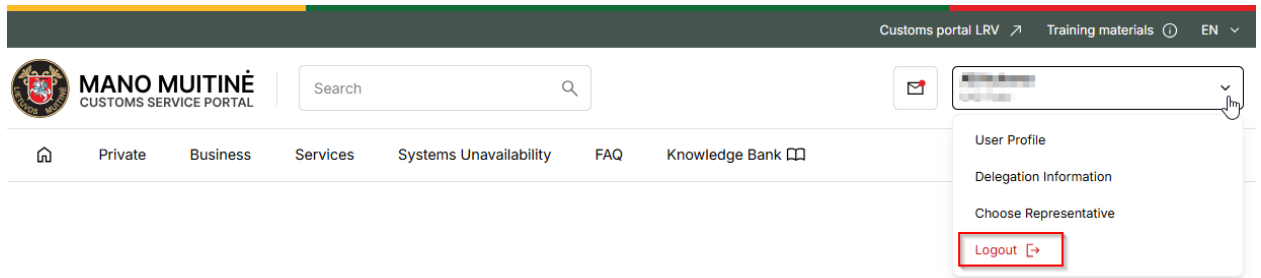


Fig. 21 Log out button

2.12. Language Selection

The "Mano muitinė" portal allows changing the user interface language – you can choose between Lithuanian and English. The portal language is changed in the upper right corner by clicking the language selection button and selecting the desired language.

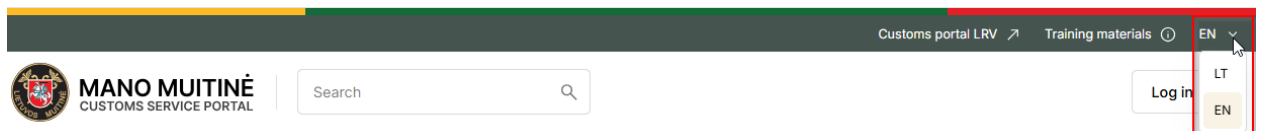


Fig. 22 Language selection

3. "Services" Section

The "Services" section presents a list of services provided by the Lithuanian Customs and partners. This section allows users to find services available on the "My Customs" portal, the Lithuanian Customs information systems, and other external information systems providing customs services. The description provides information about the service and a link to order the service, if it is provided electronically. Services are grouped by service groups and displayed in card format, with a search function available.

3.1. Browsing the "Services" Section

To browse the services, click the "Services" section in the top menu bar of the portal.

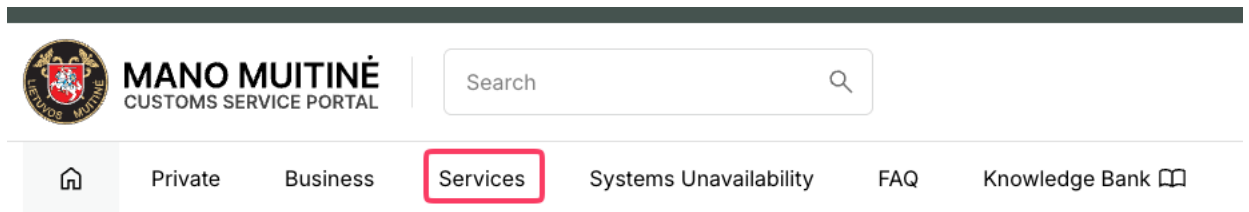


Fig. 23 "Services" Section

In the window that opens, you will see a search field and service description cards grouped by category.

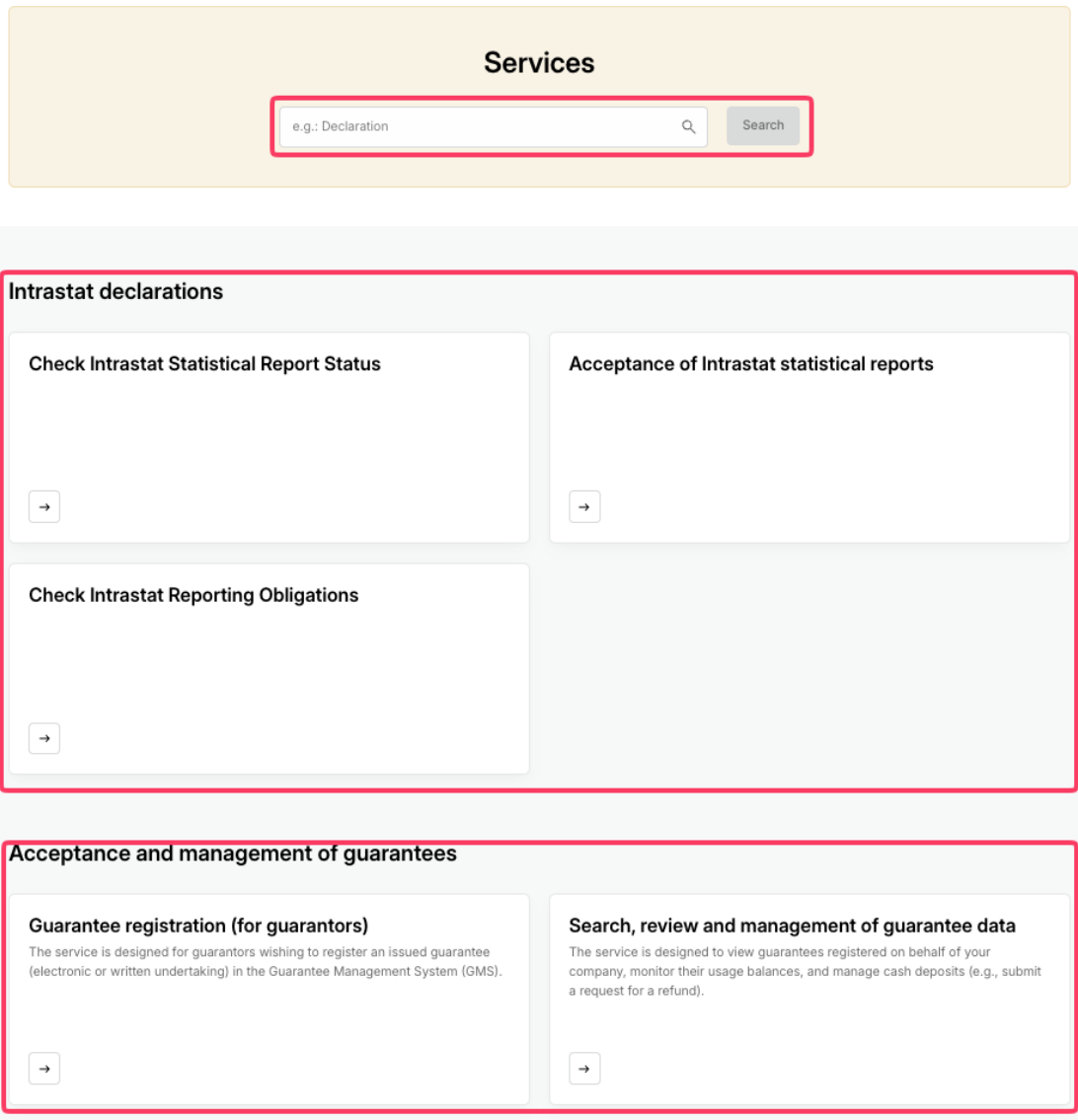


Fig. 24 "Services" Section search and service groups

Clicking on a service description card of interest will open the description page.

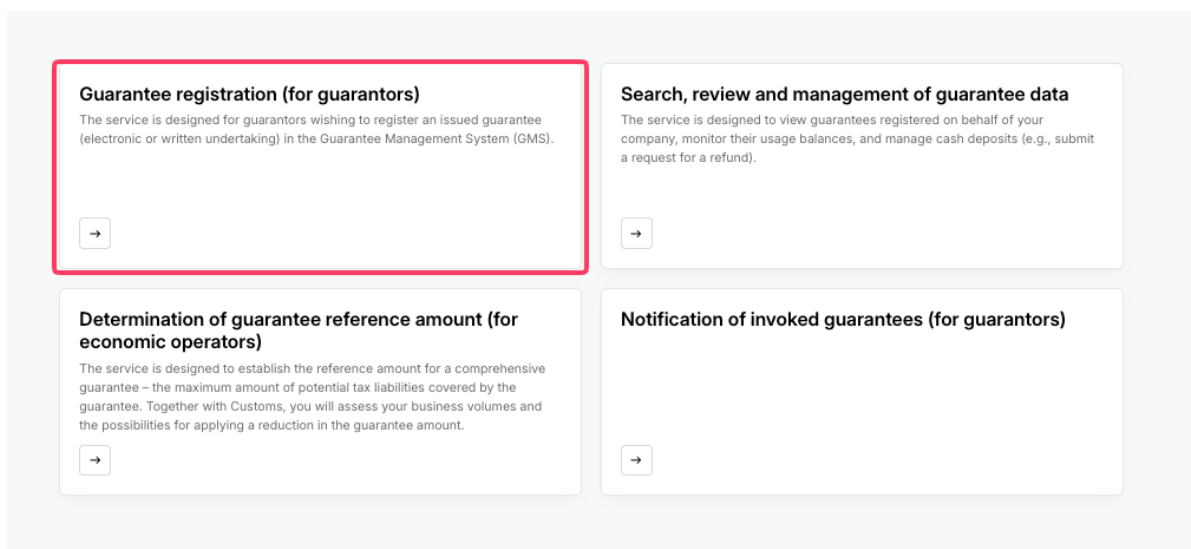


Fig. 25 Service description card

3.2. Service Search

You can find a service of interest in the "Mano muitiné" portal in several ways:

- Enter the desired phrase in the search field in the "Services" section and select the suggested service.

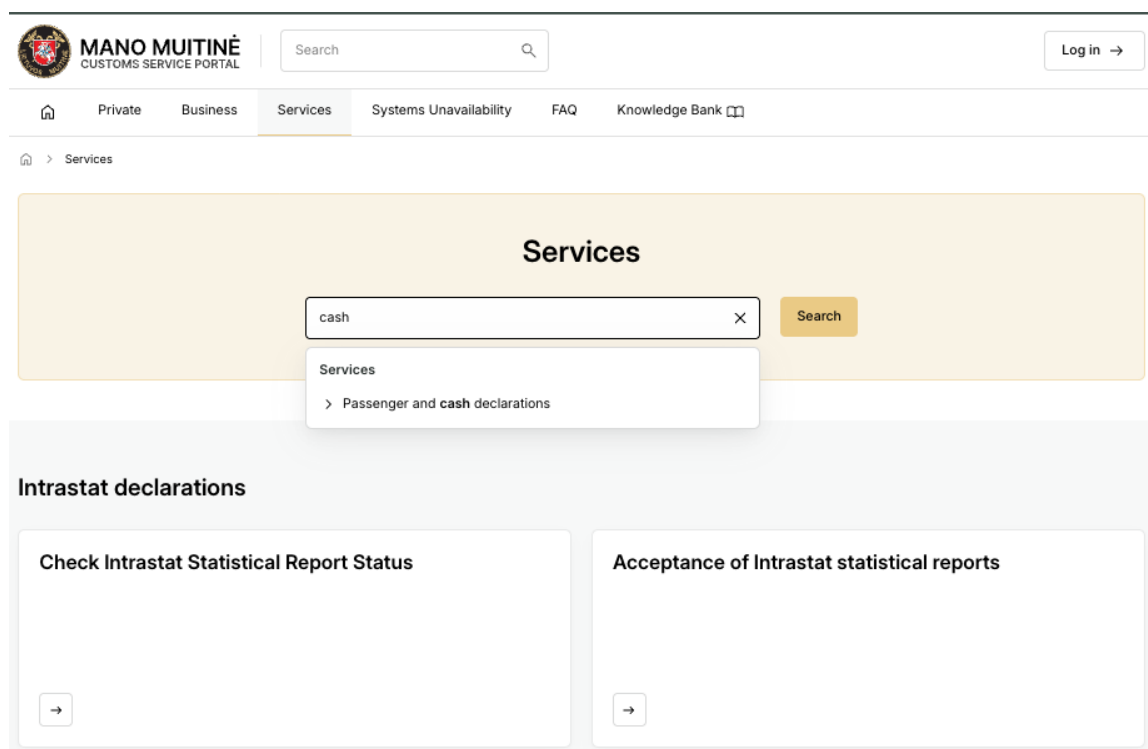


Fig. 26 "Services" Section quick search

- Enter the desired phrase in the search field in the "Services" section and click the [Search] button.

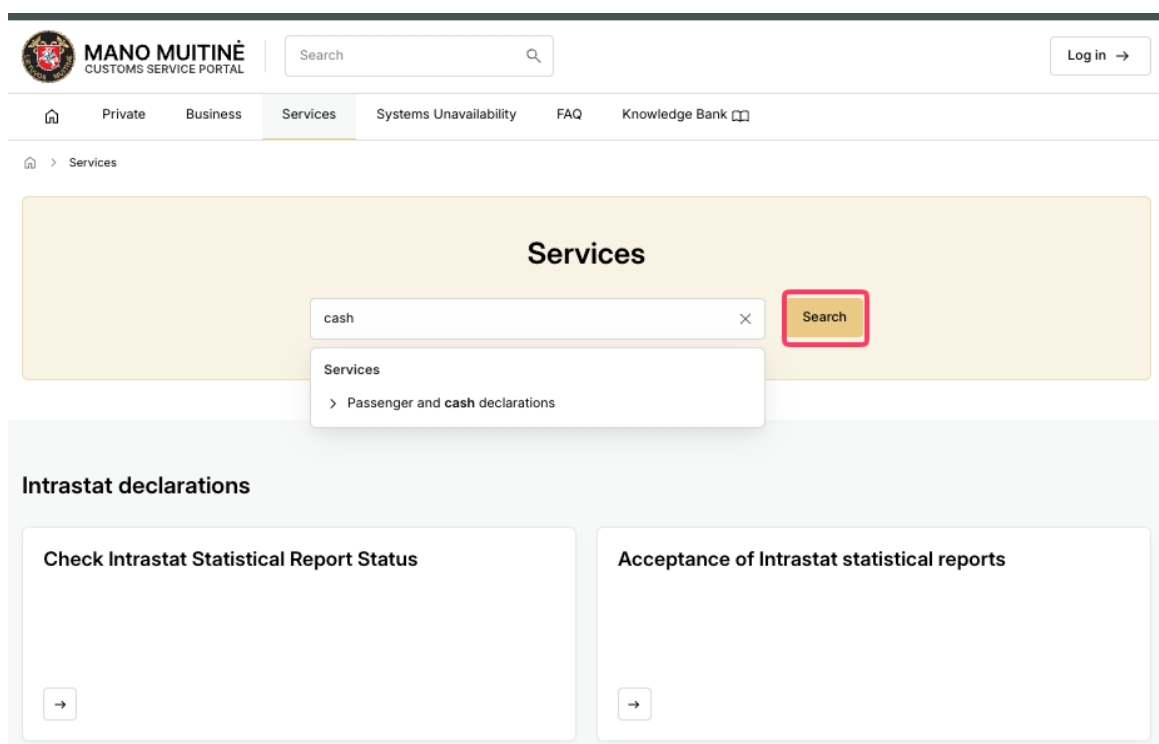


Fig. 27 "Services" Section search

In the search results window that opens, click on the service card. The system will open the service description page.

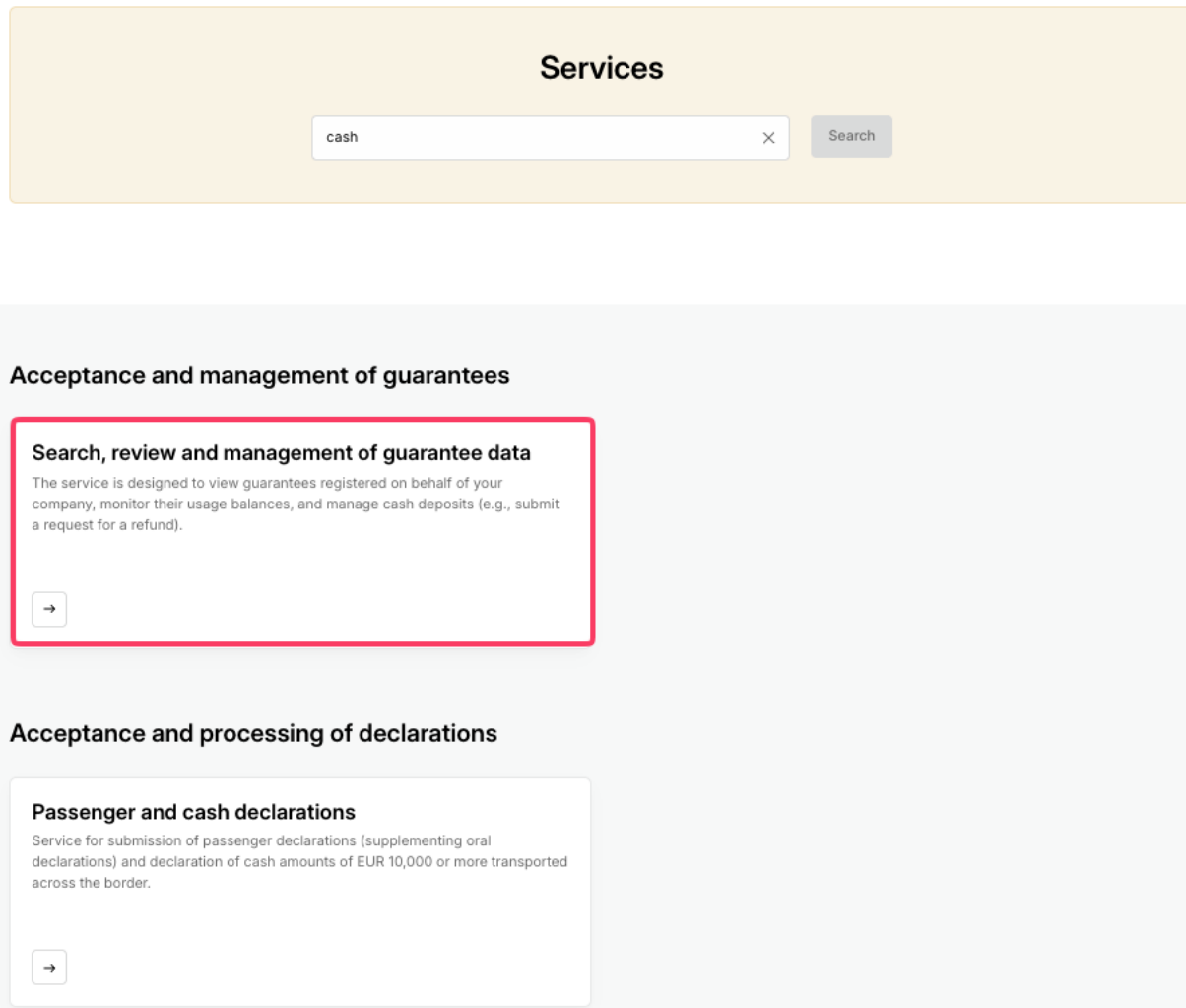


Fig. 28 Service card example

- Via the global search, from any location in the portal where it is visible.

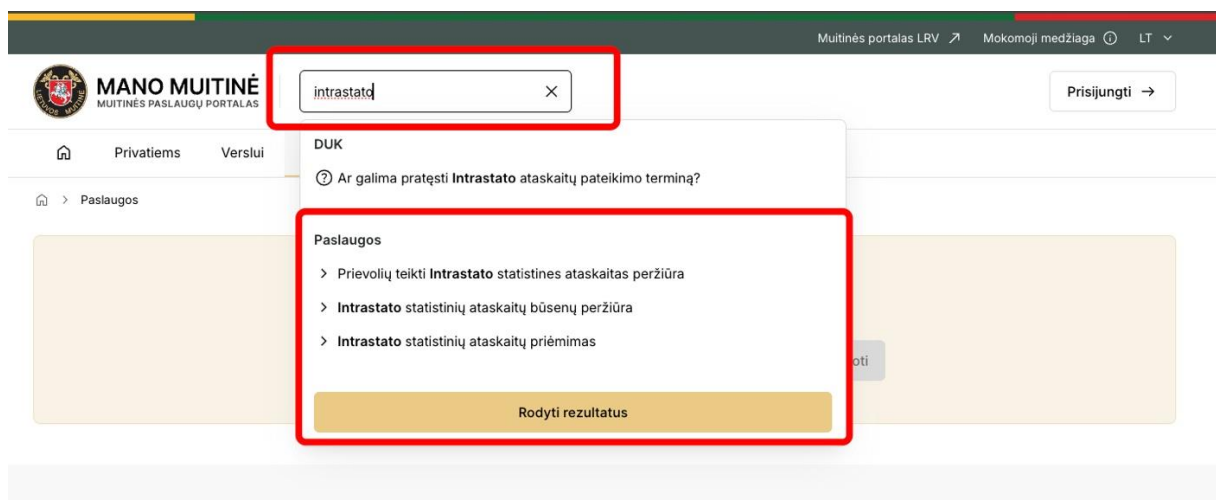


Fig. 29 Service search via global portal search

3.3. Viewing a Service Description

You can access a specific service description from the service cards in the "Services" section or by using the global search. The service description page contains the following information:

- Description;
- Service type;
- PASA code;
- Official service name;
- Documents required to receive the service (conditions);
- Service outcome;
- Service delivery time;
- Service fee;
- Conditions under which the service is not provided electronically;
- Notes;
- Legal acts;
- Additional information table;
- Service order link;
- Related services.

Note: Some service descriptions may contain only basic information, i.e. not all of the above fields will be present.

3.4. Ordering a Service

After reviewing the service description (for more details, see 3.3. Viewing a Service Description) and deciding to use the service provided electronically, click the [Order the Service] button on the service description page. If you have selected a service provided in the "Mano munitinè" portal, the corresponding service request or delivery page will open in the current browser window (tab) (for more details, see 3.5. Services Available in the "Mano munitinè" Portal). In other cases, the relevant service page in another information system or the home page of another information system will open in a new browser tab.

Note: If you are already logged in to the "Mano munitinè" portal and have selected a non-services portal account, you will be redirected to the account selection window (for more details, see 2.7. Account Selection).

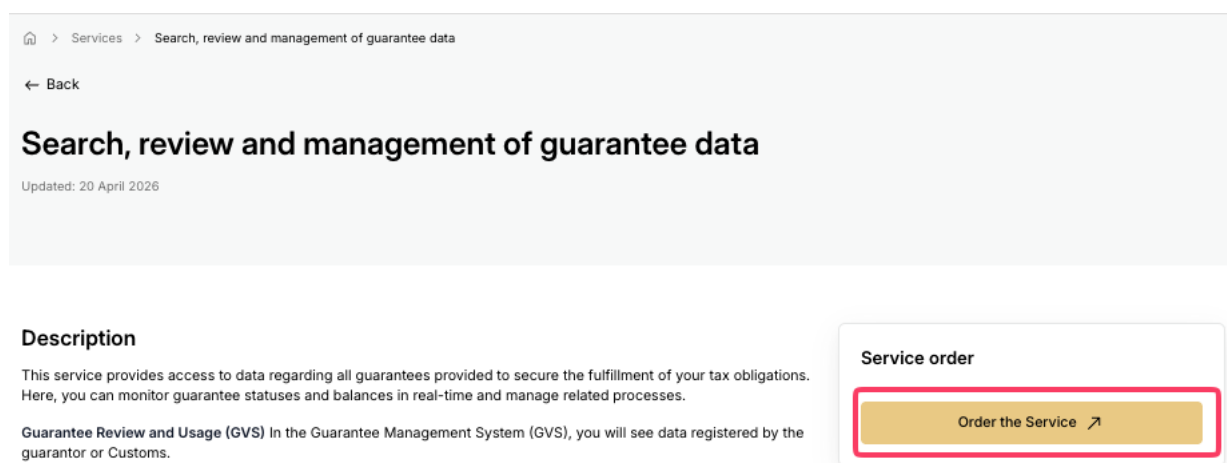


Fig. 30 Service description page fragment example

3.5. Services Available in the "Mano muitiné" Portal

3.5.1. Check Validity of EORI Number in MPR

To check validity of EORI number, follow these steps:

1. Select the "Check Validity of EORI Number in MPR" service (for more details, see 3.4. Ordering a Service).
2. Enter EORI number which you want to verify in the "EORI Number" field.

Query

EORI Number ⓘ

Enter EORI number

Check

Fig. 31 EORI number input field

3. Click the [Check] button.
4. The system displays the search result:
 - a) If the number is found:
 - EORI number status:
 - Valid,
 - Not Valid.
 - Status change date.

Query Parameters

Change Query Parameters ✎

EORI number:

LT

Search Result

EORI number status:

Valid

Status change date:

2009-07-01

Fig. 32 Example of a query response when the number is found

- b) If the number is not found, the message "No results found for the selected query parameters" is displayed.

EORI number:

LT11152

Search Result


 No results found for the selected query parameters

Fig. 33 Example of a query response when the number is not found


5. To check validity of another EORI number, change the query parameters by clicking the [Change query parameters] button and repeat the described sequence of actions starting from Step 2.

3.5.2. Check Validity of Guarantee

To check validity of guarantee, follow these steps:

1. Select the “Check Validity of Guarantee” service (for more details, see 3.4. Ordering a Service).
2. Enter guarantee reference number which you want to check in the “Guarantee Reference Number (GRN)” field.

Query


Guarantee Reference Number (GRN) 

Check

Fig. 34 GRN input field

3. Click the [Check] button.
4. The system displays the search result:
 - a) If the number is found:
 - Guarantee registration status:
 - Valid,
 - Not Valid.
 - Status change date.

Query Parameters

Change Query Parameters 

Checked GRN: 


Search Result

Guarantee registration status: Valid
Status change date: 2025-12-04

Fig. 35 Example of a query response when the number is found

- b) If the number is not found, the message “No results found for the selected query parameters” is displayed.

Query Parameters

Change Query Parameters 

Checked GRN: 25LTD90764

Search Result


 No results found for the selected query parameters

Fig. 36 Example of a query response when the number is not found


- 5. To check validity of another guarantee, change the query parameters by clicking the [Change query parameters] button and repeat the described sequence of actions starting from Step 2.

3.5.3. Check the Status of the Application in MLS

To check the status of the application, follow these steps:

1. Select the “Check the Status of the Application in MLS” service (for more details, see 3.4. Ordering a Service).
2. Enter application reference number which status you want to check in the “Application Reference Number (ARN)” field.

Query


Application Reference Number (ARN) 

Check

Fig. 37 ARN input field

3. Click the [Check] button.
4. The system displays the search result:
 - a) If the number is found:
 - Status of permit application:
 - Accepted,
 - Withdrawn,
 - Favourable,
 - Non-Favourable,
 - The application is no longer investigated.
 - Status change date.

Query Parameters

Change Query Parameters 

Checked ARN: 


Search Result

Status of permit application: Accepted
Status change date: 2025-10-23

Fig. 38 Example of a query response when the number is found

- b) If the number is not found, the message “No results found for the selected query parameters” is displayed.

Query Parameters

Change Query Parameters 

Checked ARN: 

Search Result


 No results found for the selected query parameters

Fig. 39 Example of a query response when the number is not found


5. To check validity of another application, change the query parameters by clicking the [Change query parameters] button and repeat the described sequence of actions starting from Step 2.

3.5.4. Check the Status of the Authorisation in MLS

To check the status of the authorisation, follow these steps:

1. Select the service “Check the Status of the Authorisation in MLS” (for more details, see 3.4. Ordering a Service).
2. Enter the authorisation reference number which status you want to check in the field “Authorisation Reference Number (AUN)”.

Query

Authorisation Reference Number (AUN) 

Enter AUN

Check

Fig. 40 AUN input field

3. Click the [Check] button.
4. The system displays the search result:
 - a) If the number is found:
 - Customs clearance status:
 - Expired,
 - In use,
 - Unused,
 - Used,
 - Favorable decision was canceled,
 - Incomplete,
 - Active,
 - Suspended,
 - Revoked,
 - Annulled.
 - Status change date.

Query Parameters

Change Query Parameters 

Verified AUN:

XXXXXXXXXXXXXXXXXXXX


Search Result


Customs clearance status: Active
Status change date: 2025-11-24

Fig. 41 Example of a query response when the number is found

- b) If the number is not found, the message “No results found for the selected query parameters” is displayed.

Query Parameters

Change Query Parameters 

Verified AUN: 

Search Result


 No results found for the selected query parameters

Fig. 42 Example of a query response when the number is not found


5. If you wish to check the status of another authorisation, change the query parameters by clicking the [Change query parameters] button and repeat the described sequence of actions starting from Step 2.

3.5.5. Check Validity of Customs Broker ID

To check the validity of a customs broker identification number, follow these steps:

1. Select the service "Check Validity of Customs Broker ID" (for more details, see 3.4. Ordering a Service).
2. Enter the customs broker identification number (ID) whose status you want to check in the "Customs broker identification number (ID)" field.

Query

Customs broker identification number (ID) 






Fig. 43 Customs broker identification number (ID) entry window

3. Click the [Check] button.
4. The system displays the search result:
 - a) If the number is found:
 - Identification code status:
 - Valid,
 - Invalid.
 - Status change date.

Query Parameters

Change Query Parameters 

Identification number: 


Search Result

Identification number status: Valid
Status change date: 2025-10-16

Fig. 44 Example of a query response - number found

- b) If the number is not found, the message "No results found for the selected query parameters" is displayed.

Query Parameters

Change Query Parameters 

Identification number: 1234567890

Search Result


 No results found for the selected query parameters

Fig. 45 Query response example - number not found

5. If you want to check another customs broker identification number, change the query parameters by clicking the [New query] button.

3.5.6. Check Intrastat Reporting Obligations

To check whether the service recipient is obligated to submit Intrastat statistical reports, follow these steps:

1. Select the service "Check Intrastat Reporting Obligations" (for more details, see 3.4. Ordering a Service).
2. Click the [Check] button.

Query

VAT number:

Name:

Check

Fig. 46 Query window

3. The system displays the response details – information for the past 24 months:
- a) If there is at least one obligation in any direction:
 - Trade direction:
 - Import,
 - Export.
 - When an obligation exists, its period is indicated.
 - Information that there is no obligation for a particular direction.

Query parameters

VAT number: [REDACTED]
Name: [REDACTED]

Response details

Trade direction	Period	Has obligation
Export	2025-01 - 2026-12	Yes
Import	2025-01 - 2026-12	Yes

Information is provided for the past 24 months.

Fig. 47 Example of a query response - at least one obligation exists

- b) If there are no obligations in either direction, the message "You are not obliged to submit Intrastat statistical reports" is displayed.

Query parameters

VAT number: [REDACTED]
Name: [REDACTED]

Response details

ⓘ You are not obliged to submit Intrastat statistical reports.

Fig. 48 Example of a query response - no obligations

- c) If the service recipient does not have a VAT number, the service cannot be used and the message "The service is provided only if the VAT number is indicated in the BAP" is displayed.

Query

VAT number: -
Name: [REDACTED]

Response details

ⓘ The service is provided only if the VAT number is indicated in the BAP.

Fig. 49 Message when VAT number is not registered in the BAP

3.5.7. Check Intrastat Statistical Report Status

To view the service recipient's Intrastat statistical report statuses, follow these steps:

1. Select the service "Check Intrastat Statistical Report Status" (for more details, see 3.4. Ordering a Service).
2. Click the [Check] button.

Query

VAT number: [REDACTED]

Name: [REDACTED]

Check

Fig. 50 Query window

3. The system displays the response details – information for the past 24 months:
 - a) If there is at least one obligation in any direction, lists are displayed showing:
 - The reporting period for which a report must be submitted.
 - Whether there is an obligation to submit a report.
 - Whether the report for the specified period has been submitted.
 - The registration date of the submitted report.
 - The registration number of the submitted report.

Query parameters

VAT number: [REDACTED]

Name: [REDACTED]

Response details

Import					
Reporting year	Reporting month	Has obligation	Report submitted	Registration date	Registration number
2025	July	Yes	No	-	-
2025	June	Yes	Yes	2026-04-23	[REDACTED]
2025	May	Yes	No	-	-

Information is provided for the past 24 months.

Export					
Reporting year	Reporting month	Has obligation	Report submitted	Registration date	Registration number
2025	July	Yes	No	-	-
2025	June	Yes	No	-	-
2025	May	Yes	No	-	-

Information is provided for the past 24 months.

Fig. 51 Example of a query response - at least one obligation exists

- b) If there are no obligations in either direction, the message "You are not obliged to submit Intrastat statistical reports" is displayed.

Query parameters

VAT number: [REDACTED]
Name: [REDACTED]

Response details

🕒 You are not obliged to submit Intrastat statistical reports.

Fig. 52 Example of a query response - no obligations

- c) If the service recipient does not have a VAT number, the service cannot be used and the message "The service is provided only if the VAT number is indicated in the BAP" is displayed.

Query

VAT number: -
Name: VLS Test Vienas

Response details

🕒 The service is provided only if the VAT number is indicated in the BAP.

Fig. 53 Message when VAT number is not registered in the BAP

3.5.8. Check Declaration and Notification Lists

To check the statuses of declarations and notifications submitted by a service recipient when their numbers are unknown, follow these steps:

1. Select the service "Check Declaration and Notification Lists" (for more details, see 3.4. Ordering a Service).
Note: If the service recipient does not have an EORI number, the service cannot be used and the message "The EORI number is not specified in the service recipient's account, therefore the service cannot be provided" is displayed.
2. Select the query parameters.
 - 1.1. You must select one or more declaration types by checking the corresponding checkbox(es).
 - 1.2. Dates. The selected period may not exceed one month.
3. Click the [Search] button.

Query

EORI number:

Declaration type

Import Export (Re-export) Transit Temporary Storage Notification of Presentation of Goods

Date from

Date to

Fig. 54 Query window

4. The system displays the search results:
 - a) If declarations of the selected type and / or notifications have been submitted during the specified period, a list is displayed.
 - b) If no declarations of the selected type and / or notifications have been submitted during the specified period, the message "No records found for the selected query parameters" is displayed.

Query Parameters

EORI number:

Declaration type:

Import, Transit, Temporary Storage

Period:

2025-12-01 — 2025-12-31

Search Result


Order by:

Import declarations (2)			
LRN	MRN	Status	Status date
<input type="text"/>	<input type="text"/>	Not released	2025-12-20 10:56
<input type="text"/>	<input type="text"/>	Released	2025-12-13 11:12
Transit declarations (1)			
Temporary storage declarations (Records not found)			
No records found for the selected query parameters			

Fig. 55 Example of a query response

- c) If the number of records found exceeds the set limit, the message "The number of records found according to the selected query parameters exceeds the allowed size, please specify the search parameters" is displayed.

Query Parameters

Change Query Parameters 

EORI number: 
Declaration type: Import, Transit
Period: 2024-01-20 — 2024-01-31

Search Result

The number of records found according to the selected query parameters exceeds the allowed size, please specify the search parameters.

Fig. 56 Example of a query response - record limit exceeded

If you want to search using different parameters, change the query parameters by clicking the [Change Query Parameters] button.

3.5.9. Check Declaration and Notification Status

To check the declaration status by declaration number (MRN), follow these steps:

1. Select the service "Check Declaration and Notification Status" (for more details, see 3.4. Ordering a Service).
2. Enter the number of the declaration whose status you want to check in the "MRN" field.

Query

Declaration type

Import Export (Re-export) Transit Temporary Storage Notification of Presentation of Goods


MRN 


Enter declaration number

Search

Fig. 57 Query window

3. Click the [Search] button.
4. The system displays the search result:
 - a) If the declaration is found:
 - Declaration status.
 - Declaration status date.

Query Parameters Change Query Parameters 

Declaration type: Import
MRN: 

Search Result



MRN	Status date	Status
	2025-12-09 09:25	Released

Fig. 58 Example of a query response - declaration found

- b) If the declaration is not found, the message "No results found for the selected query parameters" is displayed.

Query Parameters Change Query Parameters 

Declaration type: Import
MRN: 1234567890

Search Result


 No results found for the selected query parameters

Fig. 59 Query response example - declaration not found

If you want to view another declaration's status, change the query parameters by clicking the [Change Query Parameters] button.


3.5.10. Receipt of Customs Declaration Data

This section describes how to electronically obtain the administrative service "Customs Declaration Data Provision" provided by the Customs of the Republic of Lithuania.

3.5.10.1. Creating a Query

To submit a new query for obtaining declaration data submitted by a service recipient, follow these steps:

- In the query list (for more details, see 3.5.10.2. Viewing the Query List) click the [Create New Query] button.
Note: No more than 5 queries for declaration data of one service recipient per day may be submitted.

Query List Create New Query 





Query	Status	Creation date	
Import, 2026-01-01 — 2026-03-31	Completed	2026-04-27 23:21	   

Fig. 60 Query list

- Select the query parameters.

- 2.1. Specify what type of declaration data you want to receive:
 - Import,
 - Export (Re-export).
- 2.2. Specify the start and end dates of the period for which you want to generate a data file.
 - The selected period may not exceed three months.
 - For import declarations, the date in the "Date from" field may not be earlier than 2024-03-11.
 - For export (re-export) declarations, the date in the "Date from" field may not be earlier than 2023-01-01.
3. Click the [Submit] button.

Query

Importer's EORI number:

Importer's name:

Representative's identification number:

Representative's name:

Declaration type:

Import Export (Re-export)

ⓘ When "Import" is selected, the "Date from" field cannot be earlier than 2024-03-11.

Date from

Date to

Fig. 61 Query window

4. If you do not want to submit the query, click the [Back] button.
5. In the confirmation window, click [Cancel] and you will be returned to the query list.
 - 5.1. If you want to continue, click [Back] and you will be returned to the query creation window.

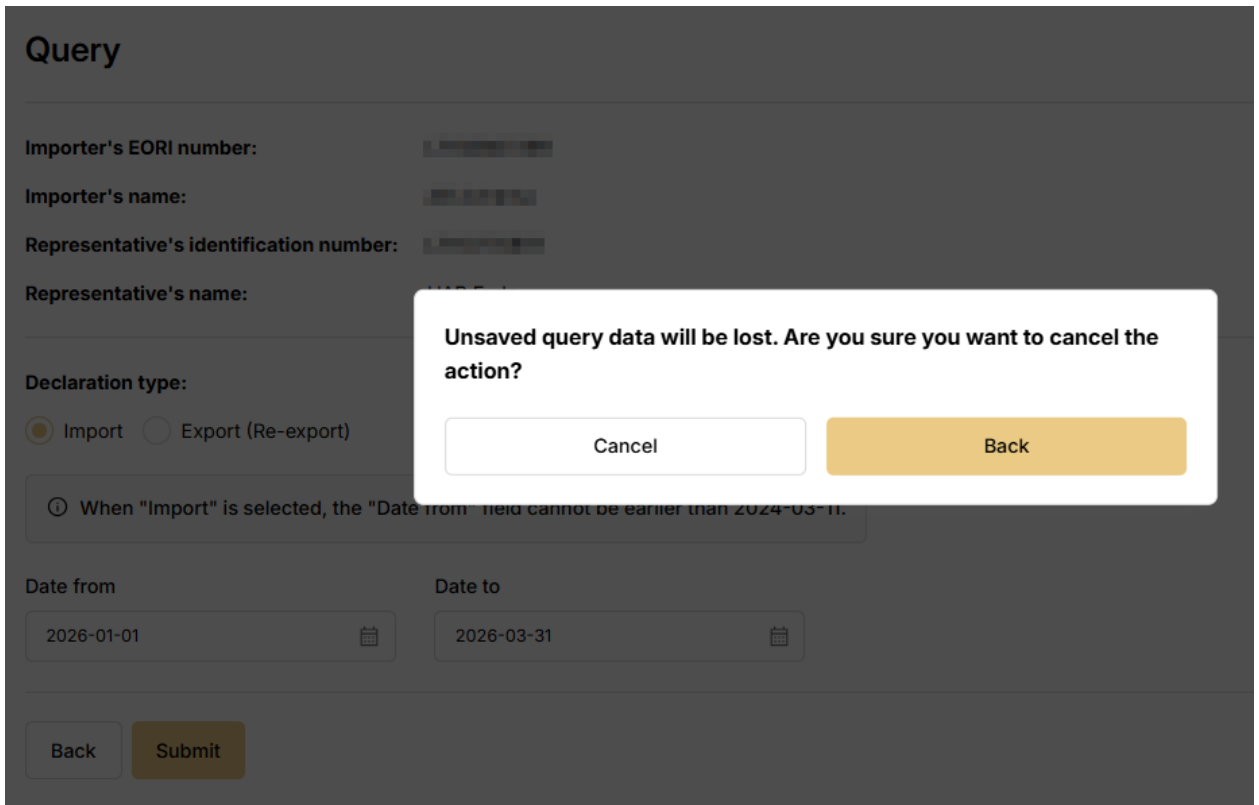


Fig. 62 Request creation cancellation

3.5.10.2. Viewing the Query List

To view the list of submitted queries, follow these steps:

1. Select the service "Receipt of Customs Declaration Data" (for more details, see 3.4. Ordering a Service).
 - a) A list of all submitted queries made within the last 60 days is displayed.
 - If a query has been submitted but not yet processed, it can be edited (for more details, see 3.5.10.3. Editing a Query).
 - If a request is already being processed, no action can be taken on it.
 - If a request has been processed and a data set has been received, the response can be viewed (for more details, see 3.5.10.5. Viewing a Query Response).
 - If a request has been processed but no data set was received, the response can be viewed (for more details, see 3.5.10.5. Viewing a Query Response).
 - If a request has been rejected, the rejection reason can be viewed (for more details, see 3.5.10.5. Viewing a Query Response).
 - b) If no queries have been submitted or no queries have been submitted in the last 60 days, the message "The list is empty - you have not submitted any queries in the last 60 days" is displayed.
 - c) A new query can be created (for more details, see 3.5.10.1. Creating a Query).
 - d) If the service recipient does not have an EORI number, the service cannot be used and the message "The EORI number is not specified in the service recipient's account, therefore the service cannot be provided" is displayed.

Query List

Create New Query 









Query	Status	Creation date	
Import, 2026-01-01 — 2026-03-31	Submitted	2026-04-28 00:17	   
Import, 2025-12-01 — 2025-12-31	Completed	2026-04-23 19:32	   

Fig. 63 Query list


3.5.10.3. Editing a Query

To edit a submitted query, follow these steps:

1. In the query list, click the pencil icon next to the query you want to edit.

Note: Only queries with the status "Submitted" can be edited; in other cases, the icon is inactive.

Query List

Create New Query 









Query	Status	Creation date	
Import, 2026-01-01 — 2026-03-31	Submitted	2026-04-28 00:17	   
Import, 2025-12-01 — 2025-12-31	Completed	2026-04-23 19:32	   

Fig. 64 Query list

2. In the query editing window, update the query.
3. Save the updated query by clicking the [Save] button; the query will be updated.
4. If you want to cancel editing the query, click the [Cancel] button.
5. In the confirmation window, click [Cancel] and you will be returned to the query list; the query will remain unchanged.
 - 5.1. If you want to continue editing, click [Back] and you will be returned to the query editing window.
 - 5.2. If the query status has changed in the meantime, editing is no longer possible and the message "We apologize, we cannot save the query changes because the query has been submitted for processing. Please submit a new query." is displayed.

Query

Importer's EORI number: [REDACTED]
Importer's name: [REDACTED]
Representative's identification number: [REDACTED]
Representative's name: [REDACTED]

Declaration type:

Import Export (Re-export)

i When "Import" is selected, the "Date from" field cannot be earlier than 2024-03-11.

Date from

2026-01-01



Date to

2026-03-31



Back

Submit

Fig. 65 Query editing

3.5.10.4. Deleting a Query

To delete a submitted query, follow these steps:

1. In the query list, click the bin icon next to the query you want to delete.

Note: Only queries with the status "Submitted" can be deleted; in other cases, the icon is inactive.

Query List

Create New Query

Query	Status	Creation date	
Import, 2026-01-01 — 2026-03-31	Submitted	2026-04-28 00:17	
Import, 2025-12-01 — 2025-12-31	Completed	2026-04-23 19:32	

Fig. 66 Query list

2. In the confirmation window, click [Yes, delete].
 - 2.1. If you no longer want to delete the query, click [No].
 - 2.2. If the query status has changed in the meantime, deletion is no longer possible and the message "Sorry, we cannot remove the query because the query has been submitted for processing." is displayed.

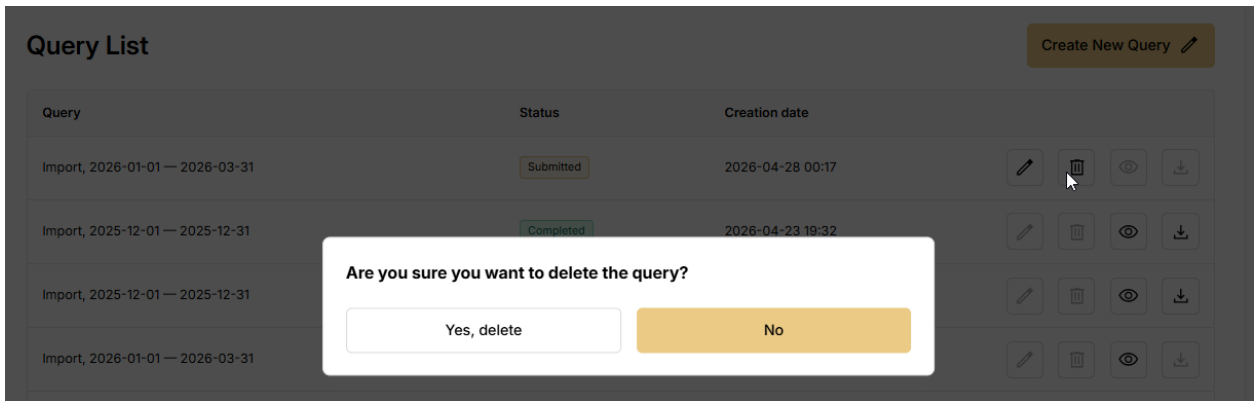


Fig. 67 Query deletion

3.5.10.5. Viewing a Query Response

To view the query results, follow these steps:

1. In the query list, click the eye icon next to the query you want to view.

Note: Only queries with the status "Rejected" or "Completed" can be viewed; in other cases, the icon is inactive.

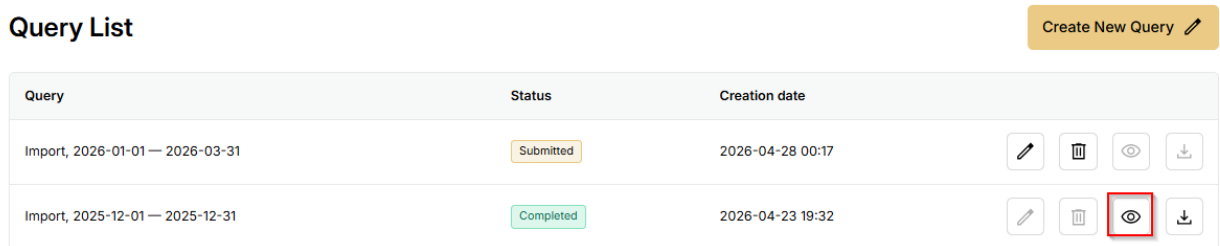


Fig. 68 Query list

2. The system displays the response:
 - a) If data is found, information about the received data set is displayed and it can be downloaded (for more details, see 3.5.10.6. Downloading Declaration Data).
 - b) If no data is found, the message "No data found according to the query parameters." is displayed.
 - c) If the number of records found exceeds the limit, the message "The number of items found based on the query parameters exceeds the allowed limit. Please submit a request using a shorter time period." is displayed.
 - d) If the query is rejected, the rejection reason is displayed.

Query Parameters

Importer's EORI number: [REDACTED]
Importer's name: [REDACTED]
Representative's identification number: [REDACTED]
Representative's name: [REDACTED]
Type: Import
Period: 2025-12-01 — 2025-12-31

Response

Execution date: 2026-04-23 19:40
Number of declarations: 1
Number of goods: 10
File size: 24.43 KB

[Back](#) [Download](#) 

Fig. 69 Query response preview


3.5.10.6. Downloading Declaration Data

To download the generated customs declaration data file, follow these steps:

1. In the query list, click the download icon next to the query whose results you want to download. The file will be downloaded to your device.

Note: If the data file was not generated, the icon is inactive.

Query List

[Create New Query](#) 









Query	Status	Creation date	
Import, 2026-01-01 — 2026-03-31	Submitted	2026-04-28 00:17	   
Import, 2025-12-01 — 2025-12-31	Completed	2026-04-23 19:32	   

Fig. 70 Query list

Or

1. View the query response (for more details, see 3.5.10.5. Viewing a Query Response).
2. Click the [Download] button.

Query Parameters

Importer's EORI number:	[REDACTED]
Importer's name:	[REDACTED]
Representative's identification number:	[REDACTED]
Representative's name:	[REDACTED]
Type:	Import
Period:	2025-12-01 — 2025-12-31

Response

Execution date:	2026-04-23 19:40
Number of declarations:	1
Number of goods:	10
File size:	24.43 KB


[Back](#) [Download](#) 

Fig. 71 Query response preview

4. "Systems Unavailability" Section

"System Unavailability" is a section of the "Mano muitiné" portal that allows users to view information about customs system downtime and planned unavailability.

4.1. Browsing the "Systems Unavailability" Section

To view information systems' unavailability information, click the "Systems Unavailability" section in the top menu bar of the portal.

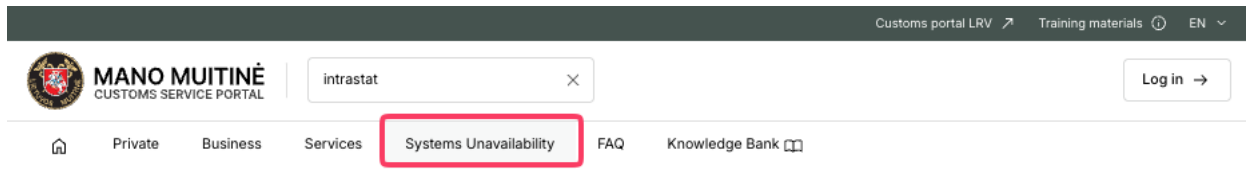


Fig. 72 "Systems Unavailability" Section

A page opens displaying a table with all systems. Each row shows:

- the system name with an information icon ⓘ;
- the status;
- fallback procedure;
- end of the System Unavailability;
- start of the System Unavailability;
- a [>] button to open the system unavailability detail page.

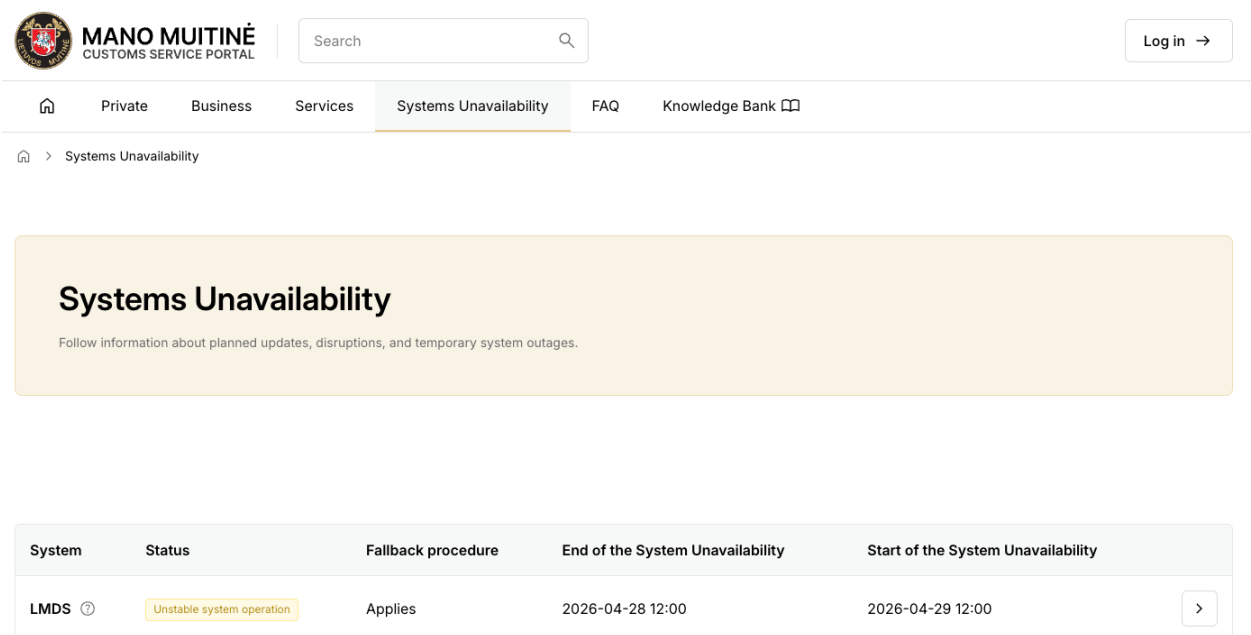
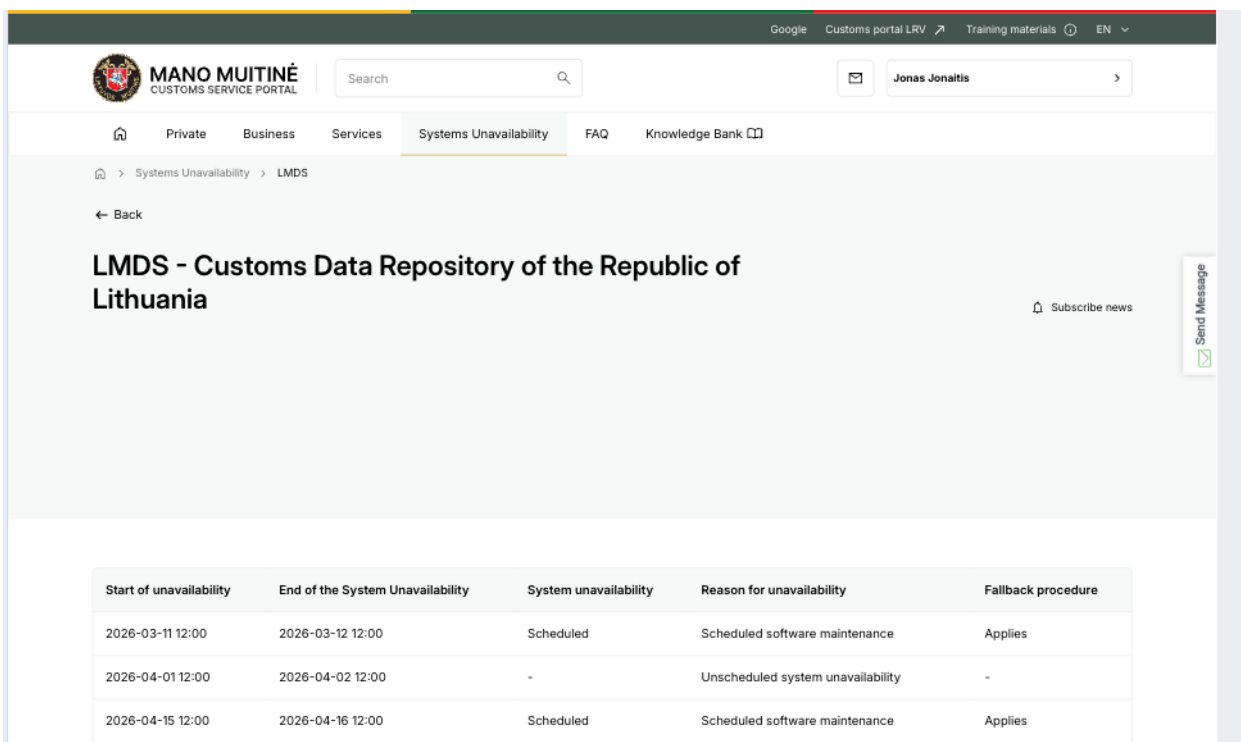


Fig. 73 Systems unavailability list

An information icon ⓘ is displayed next to each system name. Hovering over it or clicking it shows the system description.

4.2. Viewing the System Unavailability Detail Page

To view detailed system unavailability information, click the [>] button next to the desired system row. The system unavailability detail page will open.



The screenshot shows the 'MANO MUITINĖ CUSTOMS SERVICE PORTAL' interface. The user is logged in as 'Jonas Jonaitis'. The navigation menu includes 'Private', 'Business', 'Services', 'Systems Unavailability', 'FAQ', and 'Knowledge Bank'. The current page is 'LMDS - Customs Data Repository of the Republic of Lithuania'. A 'Subscribe news' button is visible on the right. Below the header is a table with the following data:

Start of unavailability	End of the System Unavailability	System unavailability	Reason for unavailability	Fallback procedure
2026-03-11 12:00	2026-03-12 12:00	Scheduled	Scheduled software maintenance	Applies
2026-04-01 12:00	2026-04-02 12:00	-	Unscheduled system unavailability	-
2026-04-15 12:00	2026-04-16 12:00	Scheduled	Scheduled software maintenance	Applies

Fig. 74 System unavailability detail page

The page displays:

- System abbreviation and name.
- A "Subscribe news" button to subscribe to notifications about system unavailability.
- An unavailability history table, which also includes planned unavailability.

5. "FAQ" Section

The "FAQ" section publishes question-and-answer pairs grouped into thematic topics. Each question may belong to one or more topics.

5.1. Browsing the "FAQ" Section

To view the frequently asked questions, click the "FAQ" section in the portal menu bar.

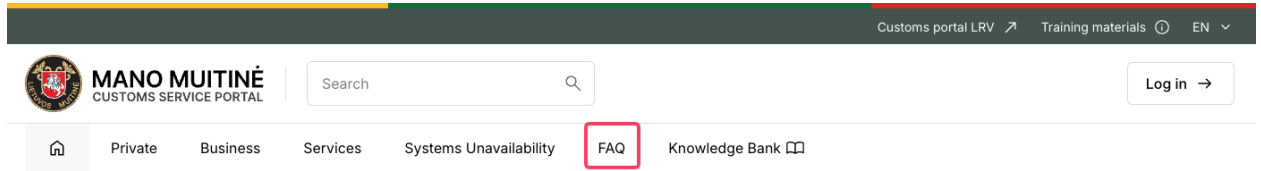


Fig. 75 "FAQ" Section

In the window that opens you will see a search field, topics, questions and answers.

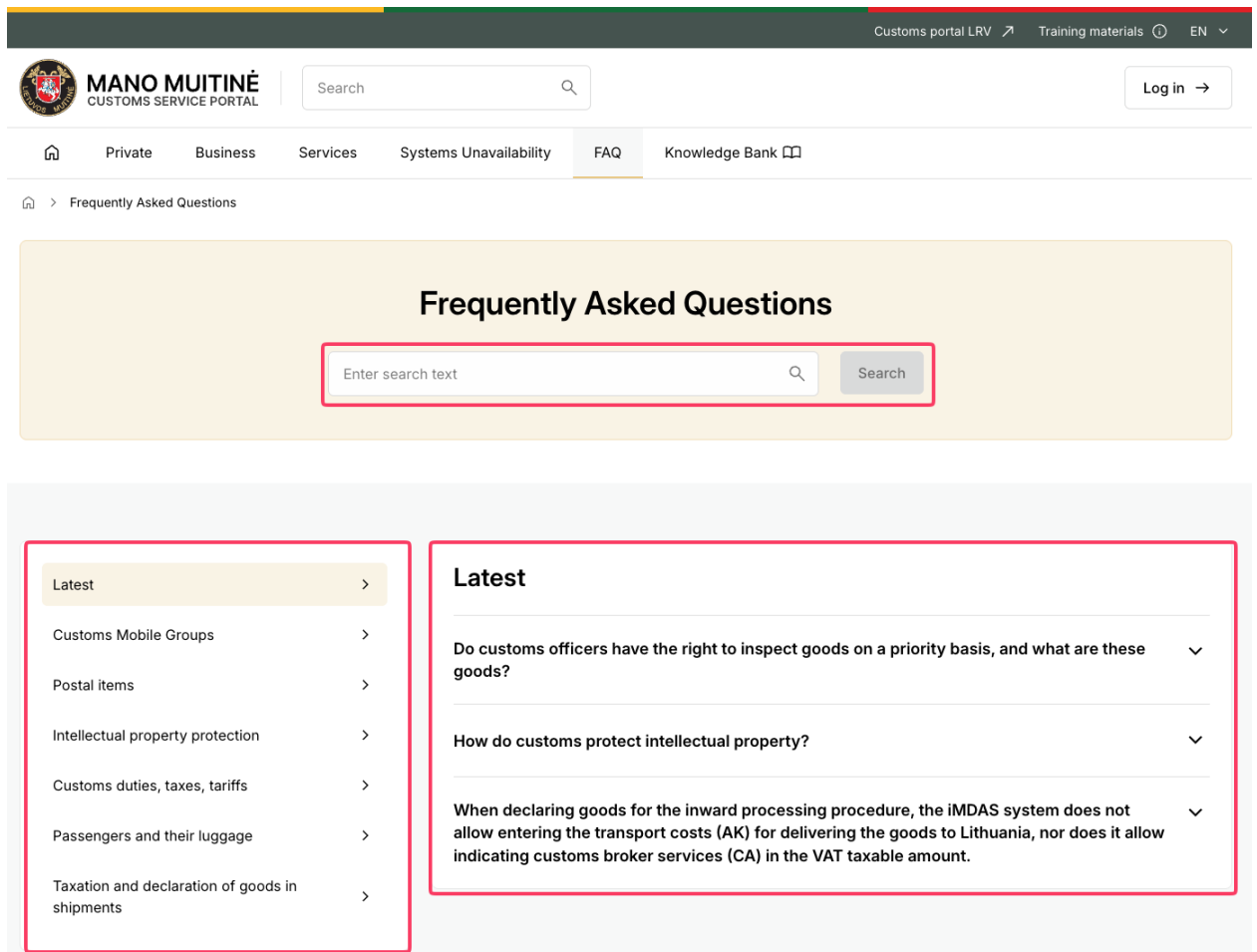


Fig. 76 "FAQ" Section

5.2. Filtering Information by Topic

Frequently asked questions are grouped into thematic topics (e.g. "Import", "For Travelers", etc.) so that information is easier to find. To filter questions by topic:

1. Click on the desired topic name.
2. The question list will refresh – only questions assigned to that topic will be shown.

Note: Only one topic's questions can be viewed at a time.

🏠 > Frequently Asked Questions

Frequently Asked Questions

Enter search text

- Latest >
- Customs Mobile Groups >
- Postal items >
- Intellectual property protection >
- Customs duties, taxes, tariffs >
- Passengers and their luggage >**
- Taxation and declaration of goods in shipments >

Passengers and their luggage

I have lived in the USA for about 7 years and am preparing to return to Lithuania. I am shipping a container with personal belongings and a car. The car is registered in my wife's name. My wife will only fly back from the USA in 4-6 months. Can I pick up the car before my wife arrives without paying customs duties? ✓

Fig. 77 Topic selection

5.3. Viewing Questions and Answers

To view the questions and answers for a selected topic, follow these steps:

1. Click on the question of interest.

Frequently Asked Questions

Enter search text

- Latest >**
- Customs Mobile Groups >
- Postal items >
- Intellectual property protection >
- Customs duties, taxes, tariffs >
- Passengers and their luggage >
- Taxation and declaration of goods in shipments >

Latest

Do customs officers have the right to inspect goods on a priority basis, and what are these goods? ✓

How do customs protect intellectual property? ^

To ensure the smooth and effective protection of intellectual property rights, customs is guided by Regulation (EU) No 608/2013 of the European Parliament and of the Council of 12 June 2013 concerning customs enforcement of intellectual property rights and repealing Council Regulation (EC) No 1383/2003.

In the European Union, customs authorities, while carrying out customs controls, may detain goods suspected of infringing an intellectual property right. Generally, customs takes action after receiving a prior application from the rights holders, but they can also detain such goods without a prior application, thereby giving the rights holders the opportunity to submit one.

When declaring goods for the inward processing procedure, the IMDAS system does not allow entering the transport costs (AK) for delivering the goods to Lithuania, nor does it allow indicating customs broker services (CA) in the VAT taxable amount. ✓

Fig. 78 Question and answer pairs

2. The question will expand and you will see the answer below it.
3. To view another answer, click on another question – it will also expand (the previous question will remain expanded).
4. To collapse an answer, click on the same question again.

5.4. Search

To use the "FAQ" section search, follow these steps:

1. Enter a keyword or phrase in the search field (e.g. "declare").
2. Click the [Search] button.

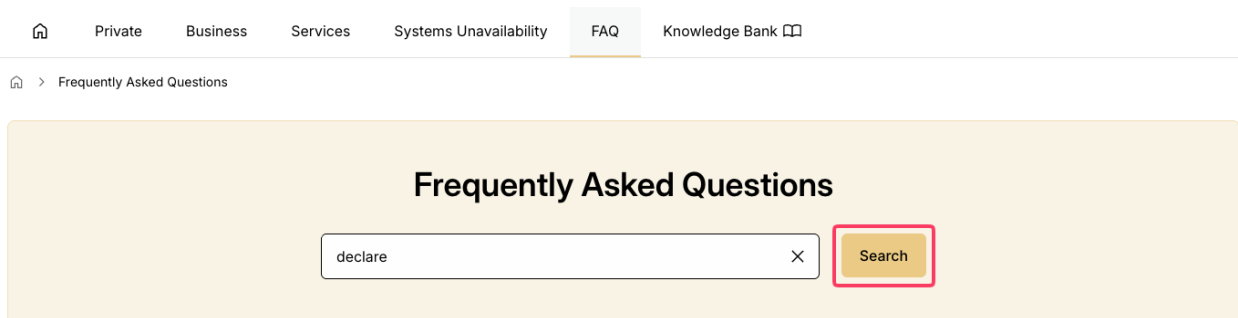


Fig. 79 Search

3. On the page you will see:
 - All question-and-answer pairs in which the entered word was found.
 - Automatically expanded matched questions.
 - The found keyword or phrase highlighted in the text.
 - Only those topics in the left menu where matches were found.
 - The message "No results found" if no results are found for the entered word.

Frequently Asked Questions

 × Search

- Latest >
- Postal items >
- Customs duties, taxes, tariffs >

Latest

When declaring goods for the inward processing procedure, the IMDAS system does not allow entering the transport costs (AK) for delivering the goods to Lithuania, nor does it allow indicating customs broker services (CA) in the VAT taxable amount.

When declaring goods for customs procedures designated by codes "51", "53", and "71", in accordance with Chapter 3 of Annex B to Commission Delegated Regulation (EU) 2015/2446, the additions and deductions data elements (D.E. 14 04 000 000) must not (cannot) be **declared** separately: these data elements are **declared** only in cases of release for free circulation and end-use procedures.

During the declaration of the aforementioned customs procedures (e.g., "4051", "4053", "4071"), all amounts of transaction value elements to be included or not included in the customs value and the VAT taxable value of the goods are **declared** (e.g., AK, if the costs of transport, loading, handling, and insurance of the goods were not included in the invoice value of the goods, CA, etc.). In the case of procedures "51", "53", and "71", a person has the option to **declare** all data by indicating them under "Duty base (A00)" and "VAT base (B00)".

To prevent these data from being automatically recalculated in the system, it is recommended to specify the three-digit procedure code "019 – other cases of non-automatic tax calculation" in the `<additionalProcedures>` data element.

Additionally, please be informed that the website section of the Customs of the Republic of Lithuania "Services / Electronic systems / Customs Declaration Processing System / Data entry" has been updated (including the correlation table in Lithuanian).

https://lrmuitine.lt/mport/failai/verslui/muitines_proceduros/elektronines_sistemas/mdas/duomenu_ivedimas/D_E_14_04_koreliacija_6LT_MDAS.pdf

Postal items

The carrier informed me that my shipment has arrived. What will I need to do to be able to declare the goods myself?

First of all, create an account on the Common User Management Portal (BAP) by logging in through the Electronic Government Gateway. The second step is to obtain an Economic Operator (EORI) code. Once it is granted, you will be able to **declare** your small shipments, i.e. from 0.01 euros to 1 thousand euros, yourself. Detailed information can be found at: For private individuals (lrmuitine.lt).

Fig. 80 Search results

- To narrow the search results, select a specific topic.
- Clicking "x" in the search field will clear the search phrase and display the initial "FAQ" section view.

6. "Knowledge Bank" Section

"Knowledge Bank" is a section of the "Mano muitinė" customs services portal where customs-related information and legal acts are collected, organized and published.

6.1. Browsing the "Knowledge Bank" Section

To view the "Knowledge Bank" section, click "Knowledge Bank" in the portal menu bar.

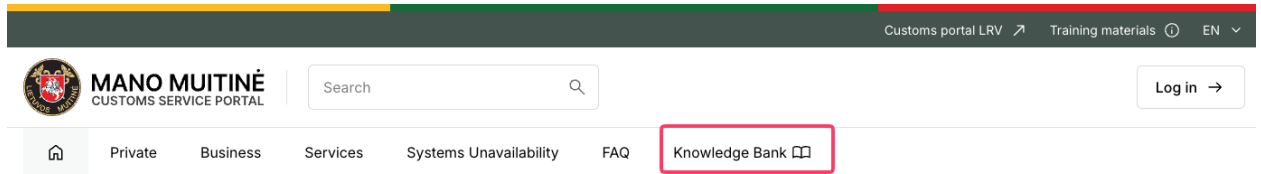


Fig. 81 "Knowledge Bank" Section

In the window that opens you will see search options and links to Knowledge Bank topics, subtopics and subsections.

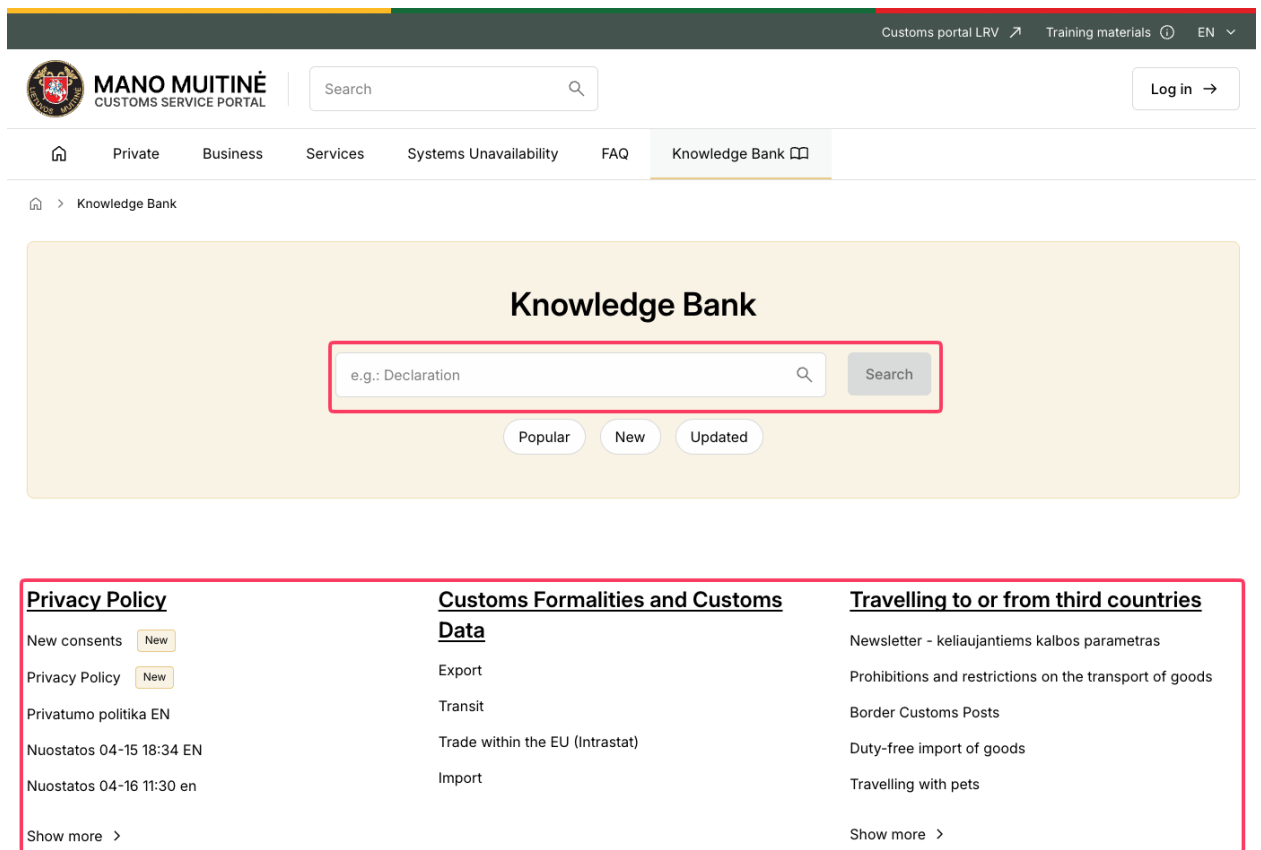


Fig. 82 "Knowledge Bank" Section search field and links

6.2. Viewing Knowledge Bank Content and Articles

Browsing flow:

1. In the "Knowledge Bank" section, select the topic of interest by clicking its name. If a Topic has more than 5 Subtopics, a [Show more] button will be displayed below the listed subtopics.

The screenshot shows the 'Knowledge Bank' interface. At the top, there is a search bar with the placeholder text 'e.g.: Declaration' and a search button. Below the search bar are three filter buttons: 'Popular', 'New', and 'Updated'. The main content area is divided into three columns of topics:

- Privacy Policy** (highlighted with a red box):
 - New consents New
 - Privacy Policy New
 - Privatumo politika EN
 - Nuostatos 04-15 18:34 EN
 - Nuostatos 04-16 11:30 en
 - Show more >
- Customs Formalities and Customs Data** (highlighted with a red box):
 - Export
 - Transit
 - Trade within the EU (Intrastat)
 - Import
- Travelling to or from third countries** (highlighted with a red box):
 - Newsletter - keliuojantiems kalbos parametras
 - Prohibitions and restrictions on the transport of goods
 - Border Customs Posts
 - Duty-free import of goods
 - Travelling with pets
 - Show more >

Fig. 83 Topic selection

2. From the list provided, select the subtopic of interest by clicking its name. If the subtopic has no Subsections – you will open the Subtopic article page.

The screenshot shows the article page for 'Customs Formalities and Customs Data'. The page header includes the logo of 'MANO MUITINĖ CUSTOMS SERVICE PORTAL', a search bar, and a 'Log in' button. The navigation menu includes 'Private', 'Business', 'Services', 'Systems Unavailability', 'FAQ', and 'Knowledge Bank'. The breadcrumb trail is 'Knowledge Bank > Customs Formalities and Customs Data'. A 'Back' button is visible. The main heading is 'Customs Formalities and Customs Data' with a 'Subscribe news' button. The content area lists subtopics:

- **Export**
- **Transit**
- **Trade within the EU (Intrastat)**
- **Import** (highlighted with a red box):
 - Customs Warehousing
 - Temporary Storage

Fig. 84 Subtopic selection

3. If the Subtopic is divided into Subsections, select the Subsection of interest by clicking its name and you will open the Subsection article page.

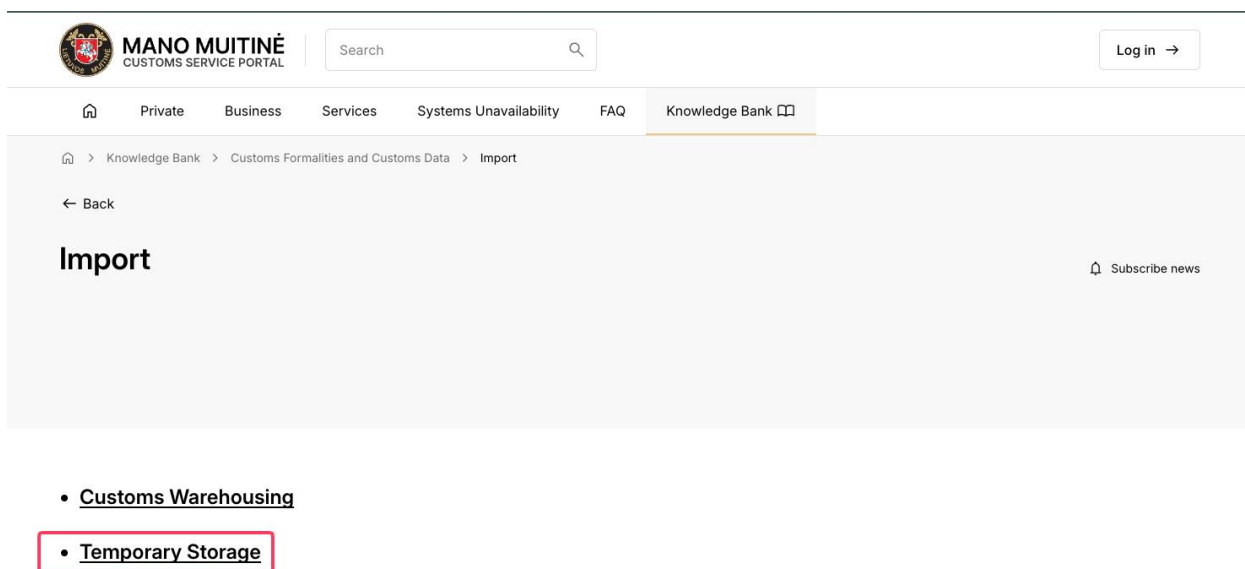


Fig. 85 Subsection selection

6.3. Search

The search at the top of the "Knowledge Bank" section allows you to quickly find the information you need. Search is possible in several ways:

1. Search by keyword.

Enter a keyword or phrase in the search field (e.g. "dec") – the system will automatically display a list of article titles containing the entered text. Click on the desired article title to open it.

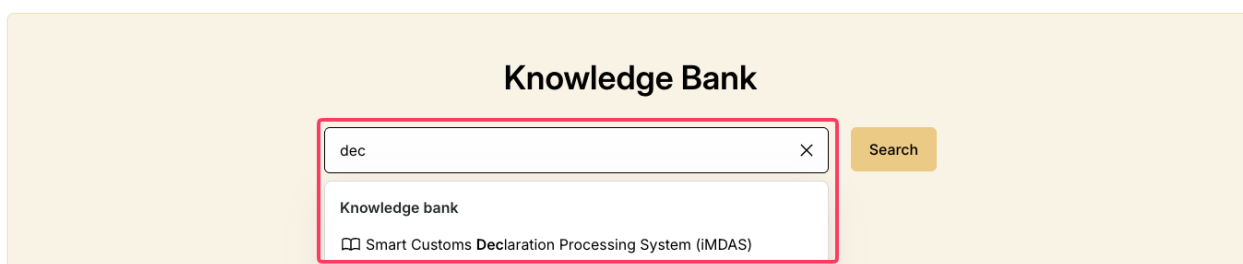


Fig. 86 Quick search by keyword

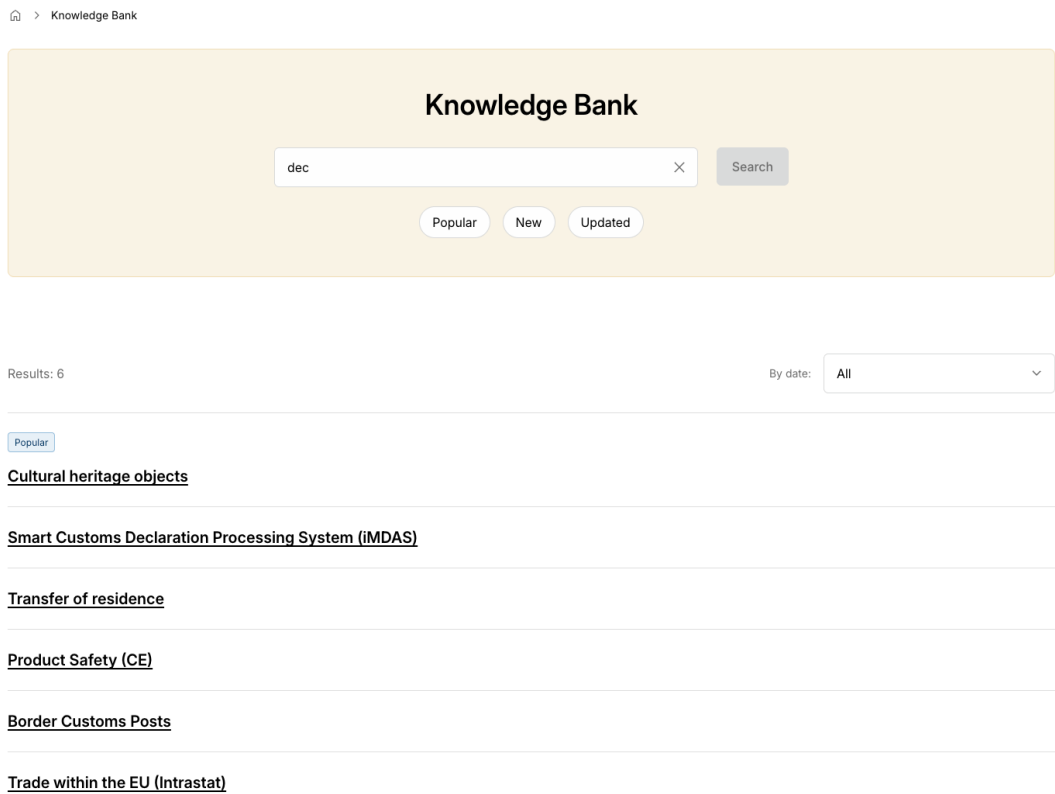


Fig. 87 Search results page

2. Quick search by tags

Knowledge Bank articles may be tagged with labels that help quickly identify the article's status or purpose:

- "New" – a newly published article.
- "Updated" – the article content has been updated.
- "Popular" – the most frequently read article.

The "New", "Updated", "Popular" tags are visible below the search field. Clicking one of them will immediately take you to a filtered list of articles with that tag.

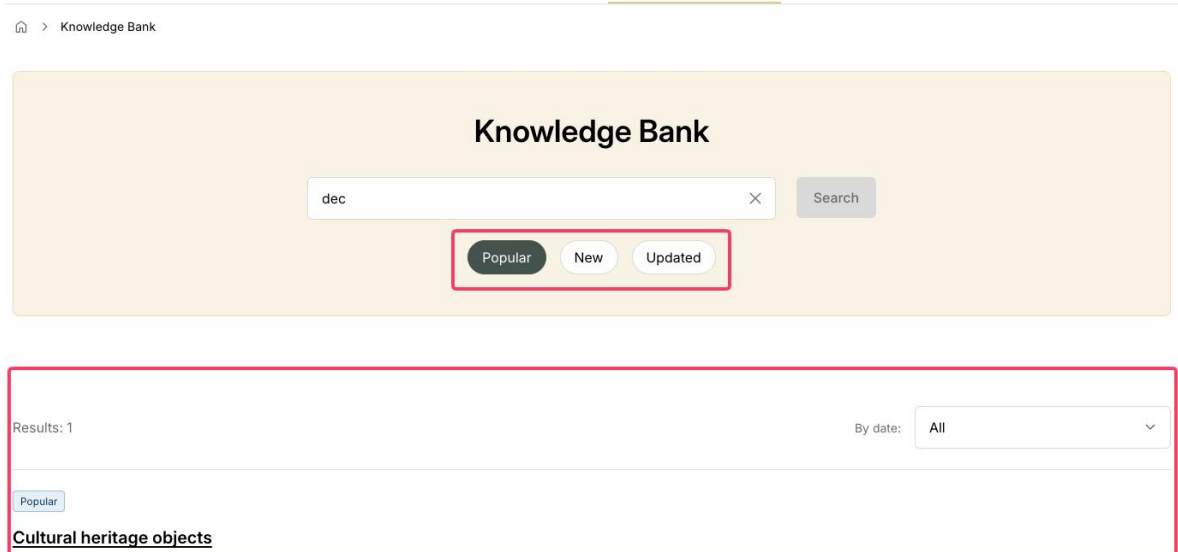


Fig. 88 Search by tags

On the search results page, articles are displayed by publication date - newest first. To narrow the results, use the time period filter.

Available filter values:

- All – all results are shown (default value).
- Last 24 hours – articles published or updated within the last 24 hours from the time of filtering.
- Last week – articles published or updated within the last 7 days from the time of filtering.
- Last month – articles published or updated within the last 30 days from the time of filtering.

After selecting the desired value, the page is automatically refreshed and shows only articles matching the criteria.

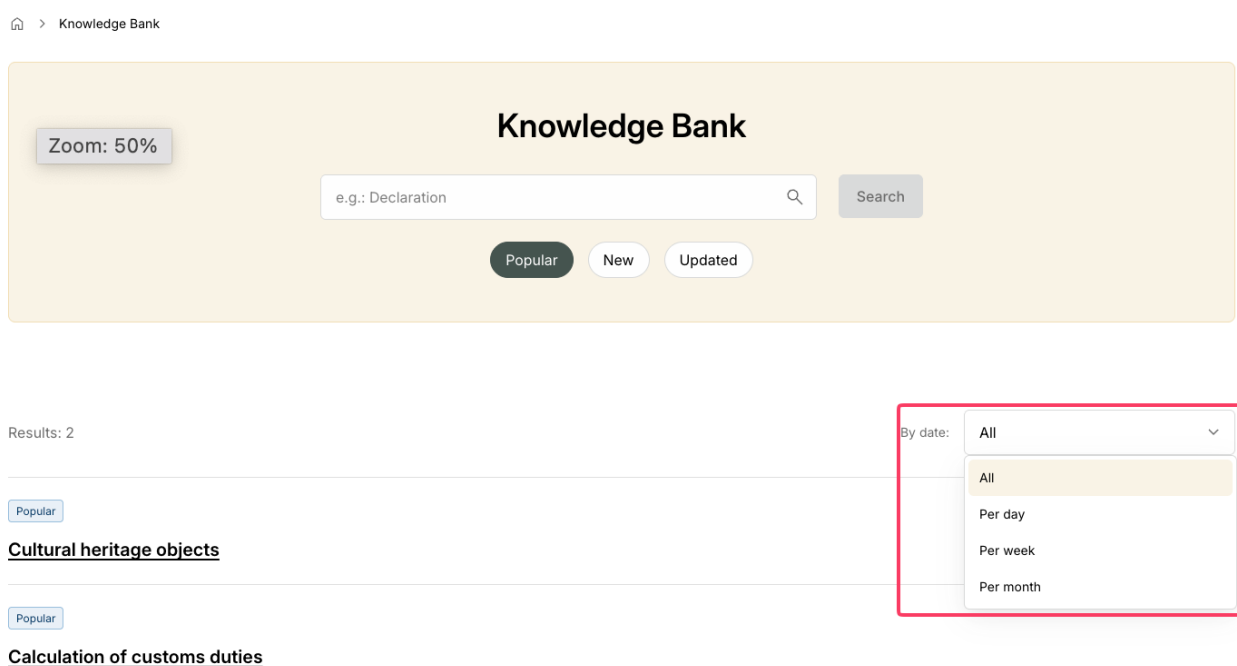


Fig. 89 Search results filtering

6.4. Article Page Elements

After opening an article, you will see the following page elements:

Header section

At the top of the page the navigation path is displayed (e.g. Knowledge Bank > Topic > Subtopic), showing where in the "Knowledge Bank" structure you are. The article title and publication/update date are also shown.

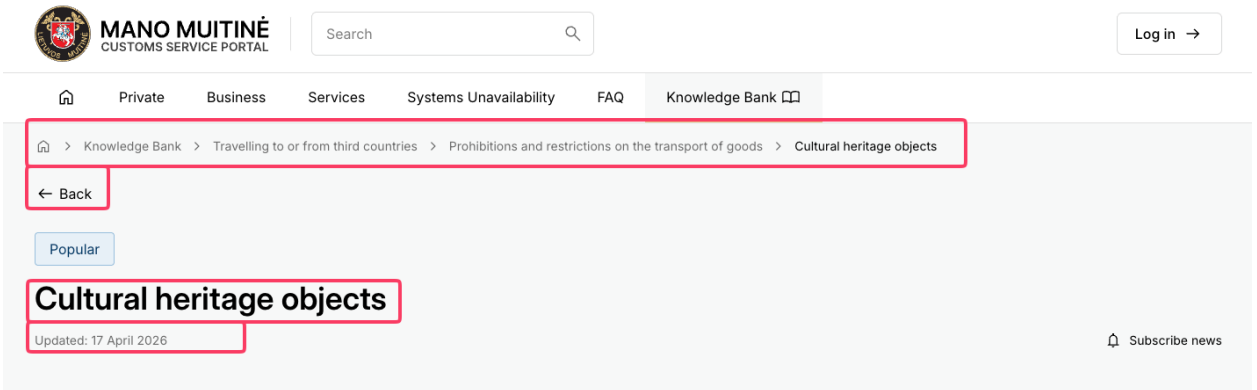


Fig. 90 Header section

Contents

On the right side of the page the article table of contents is displayed – paragraph titles and titles of other articles in the same subtopic or subsection. You can click on a paragraph title to jump directly to it.

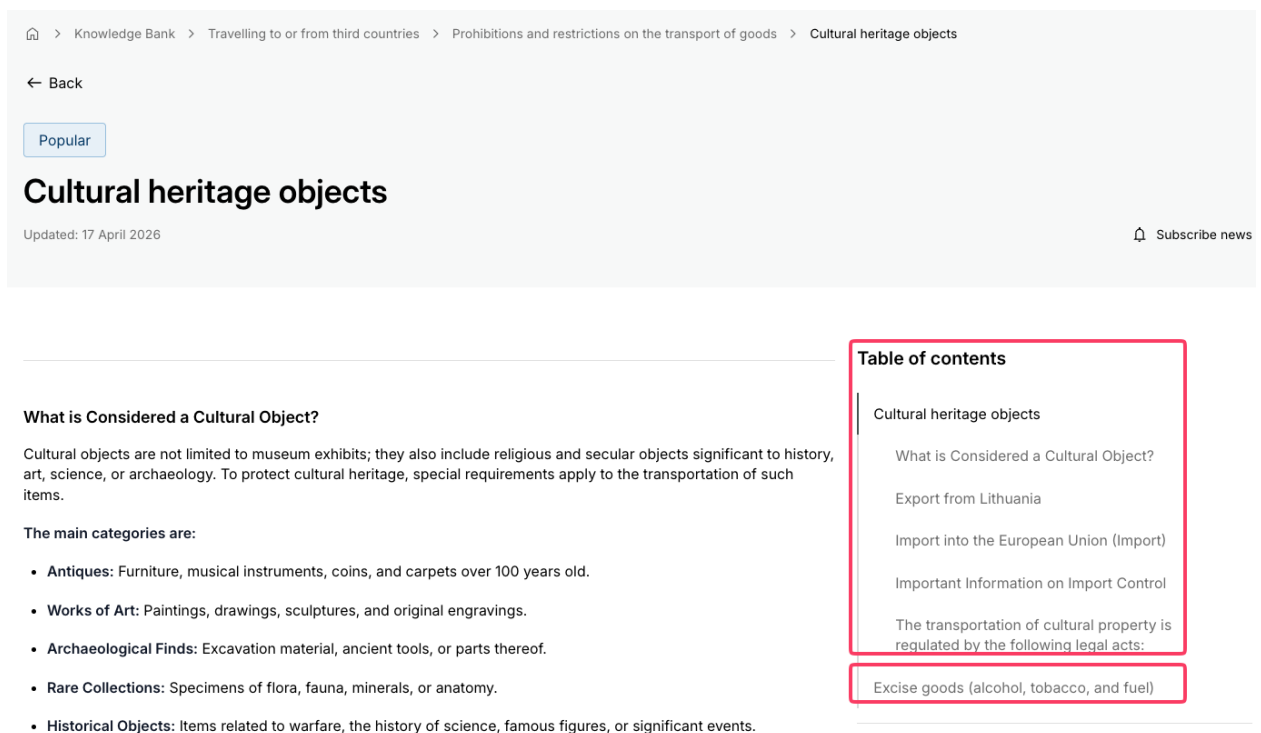


Fig. 91 Article contents

Related services

Below the article contents block on the right side, a list of related services with links to them is provided.

What is Considered a Cultural Object?

Cultural objects are not limited to museum exhibits; they also include religious and secular objects significant to history, art, science, or archaeology. To protect cultural heritage, special requirements apply to the transportation of such items.

The main categories are:

- **Antiques:** Furniture, musical instruments, coins, and carpets over 100 years old.
- **Works of Art:** Paintings, drawings, sculptures, and original engravings.
- **Archaeological Finds:** Excavation material, ancient tools, or parts thereof.
- **Rare Collections:** Specimens of flora, fauna, minerals, or anatomy.
- **Historical Objects:** Items related to warfare, the history of science, famous figures, or significant events.
- **Documents and Books:** Rare manuscripts, incunabula, old books, maps, and archives (including audio, photo, and film).

Table of contents

- Cultural heritage objects
 - What is Considered a Cultural Object?
 - Export from Lithuania
 - Import into the European Union (Import)
 - Important Information on Import Control
 - The transportation of cultural property is regulated by the following legal acts:
 - Excise goods (alcohol, tobacco, and fuel)

Related services

- > Passenger and cash declarations

Fig. 92 Related services

Useful links and related information

At the bottom of the article you will find expandable sections – "Useful links" usually with links to external websites and "Related articles" with links to other Knowledge Bank articles.

Legal framework ▾

Useful links ▲

- [Cash Declaration Form \(Lithuanian\) \(See Annex 1 to Order No. 1B-371\)](#)
- [Cash Declaration Form \(English\) \(See Annex 3 to Order No. 1B-371\)](#)
- [Additional Sheet for the Cash Declaration \(Lithuanian\) \(See Annex 2 to Order No. 1B-371\)](#)
- [Additional Sheet for the Cash Declaration \(English\) \(See Annex 4 to Order No. 1B-371\)](#)

Related articles ▲

- [Conditions for the Carriage of Cash](#)

Border Customs Posts

Duty-free import of goods

Travelling with pets

Related services

- > Passenger and cash declarations

Rate ☆☆☆☆

Your comment 0/500

Fig. 93 Useful links and related articles

6.5. How to Leave a Rating and Comment

After reading an article you can rate its usefulness and leave a comment. Comments left by users are not publicly visible – they are intended for the portal administrator only.

Select a rating and enter a comment, then click the [Submit] button. A notification about the successfully submitted rating will be displayed.

Useful links ^

- [Cash Declaration Form \(Lithuanian\)](#) (See Annex 1 to Order No. 1B-371)
- [Cash Declaration Form \(English\)](#) (See Annex 3 to Order No. 1B-371)
- [Additional Sheet for the Cash Declaration \(Lithuanian\)](#) (See Annex 2 to Order No. 1B-371)
- [Additional Sheet for the Cash Declaration \(English\)](#) (See Annex 4 to Order No. 1B-371)

Related articles ^

- [Conditions for the Carriage of Cash](#)

Related services

> [Passenger and cash declarations](#)

Rate ☆☆☆☆☆

Your comment

0/500

Submit

Fig. 94 "Rate!" Card

7. Newsletter Subscription

Newsletter subscription is a feature of the "Mano muitinè" customs services portal that allows users to subscribe to notifications about new or updated content in the Knowledge Bank and System Downtime sections.

Newsletter subscription is available to both authenticated and unauthenticated users from the following locations in the portal:

1. On the home page and in the "Private" and "Business" sections;
2. In articles in the "Knowledge Bank" section;
3. In the "Systems Unavailability" section when viewing a specific system's unavailability records.

7.1. Subscription Form

At the bottom of the home page a [Subscribe] button is displayed, directing to the subscription order form (Fig. 95).

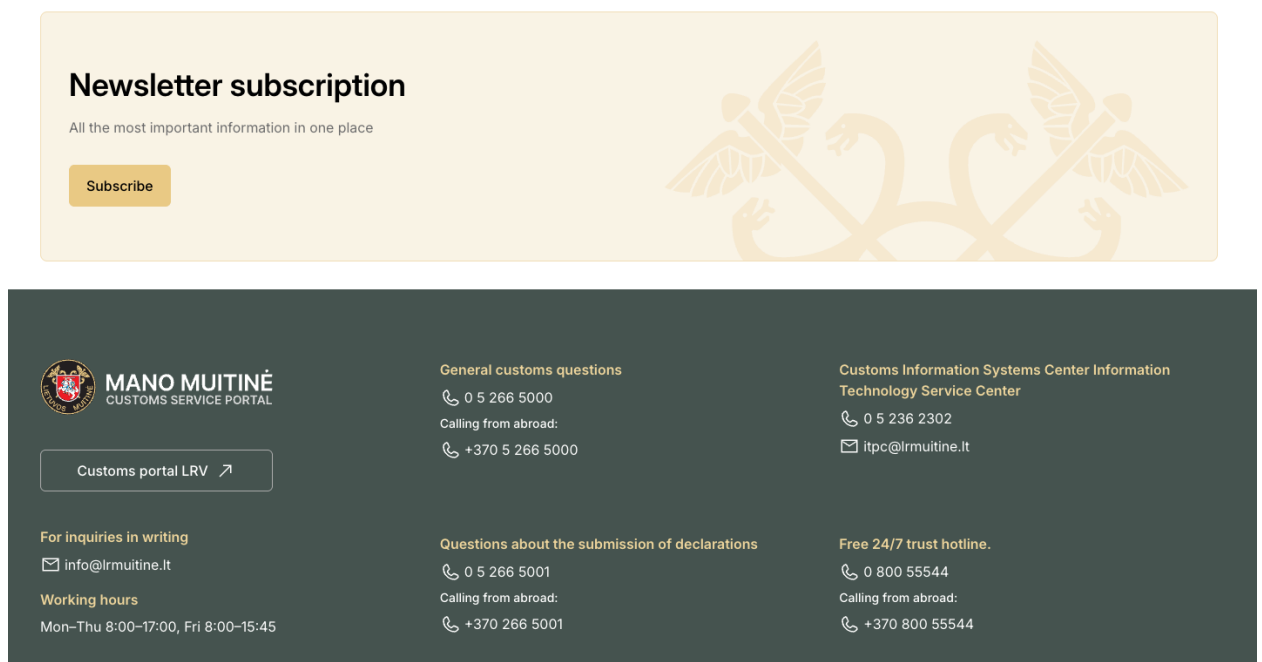


Fig. 95 Subscription form on the home page

The subscription form is displayed empty when accessed via the newsletter block on the home page or via the "Business" and "Private" sections.

Form fields:

Select subscription topic – selected from a list divided into two groups: "Knowledge Bank" and "Systems" (Fig. 96).

The "Knowledge Bank" group displays the list of Knowledge Bank section topics.

The "Systems Unavailability" group displays the list of systems.

Subscription

Be the first to receive news and important information

The screenshot shows a web form titled "Select area and frequency". It contains two dropdown menus. The first dropdown, "Select subscription area", is open and displays a list of topics: "Knowledge bank", "Calculation of duties and taxes", "Customs Formalities and Customs Data", "Privacy Policy", "Prohibitions and restrictions", "Travelling to or from third countries", "Travelling within the EU", "Systems", and "LMDS - Customs Data Repository of the Republic of Lithuania". The "Knowledge bank" and "Systems" items are highlighted with red rectangular boxes. The second dropdown, "Select frequency", is currently closed.

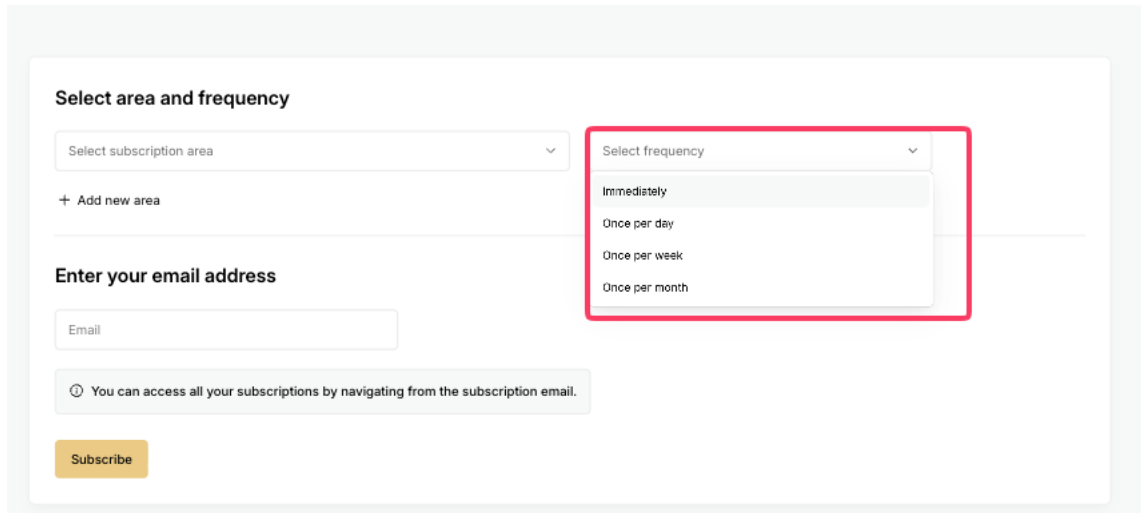
Fig. 96 Subscription topic list

Select frequency – selected from a list (Fig. 97).

- Selecting "Immediately" – a notification is sent as soon as a new entry appears, or an update is made in the selected content.
- Selecting "Once per day" – a notification is sent the next day at 6:00 AM if new entries appeared or updates were made during the day.
- Selecting "Once per week" – a notification is sent every Monday at 6:00 AM if new entries appeared or updates were made during the previous week.
- Selecting "Once per month" – a notification is sent on the first day of the new month at 6:00 AM if new entries appeared or updates were made during the previous month.

Subscription

Be the first to receive news and important information

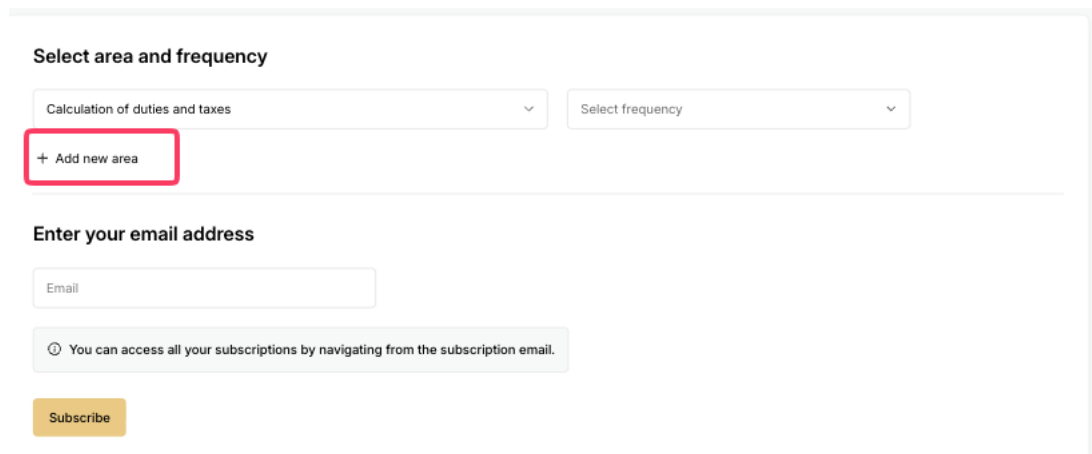


The screenshot shows a subscription form with the following elements:

- Select area and frequency:** A dropdown menu for "Select subscription area" and a dropdown menu for "Select frequency". The "Select frequency" dropdown is open, showing options: "Immediately", "Once per day", "Once per week", and "Once per month".
- + Add new area:** A button to add a new subscription area.
- Enter your email address:** An input field for the email address.
- Help text:** A note stating "You can access all your subscriptions by navigating from the subscription email."
- Subscribe:** A yellow button to submit the form.

Fig. 97 Subscription frequency selection

An additional subscription topic can be added by clicking "+ Add new area" (Fig. 98).



The screenshot shows the same subscription form as Fig. 97, but with the following changes:

- Select area and frequency:** The "Select subscription area" dropdown now shows "Calculation of duties and taxes". The "Select frequency" dropdown is closed.
- + Add new area:** This button is highlighted with a red box.
- Enter your email address:** The input field is empty.
- Help text:** The same note as in Fig. 97.
- Subscribe:** The yellow button is visible.

Fig. 98 Adding an additional subscription topic

An added subscription row can also be removed by clicking the trash can icon (Fig. 99):

The screenshot shows a form titled "Select area and frequency". It contains two rows of dropdown menus. The first row has "Calculation of duties and taxes" and "Select frequency". The second row has "Select subscription area" and "Select frequency". A red box highlights a trash icon to the right of the second "Select frequency" dropdown. Below the dropdowns is a "+ Add new area" link. The form also includes an "Enter your email address" section with an "Email" input field, a help message, and a "Subscribe" button.

Fig. 99 Removing a subscription topic

Email - a field for entering the email address to which the newsletter will be sent.

The screenshot shows the same subscription form as Fig. 99. The "Email" input field in the "Enter your email address" section is highlighted with a red box. The "Calculation of duties and taxes" dropdown is no longer visible, and the "Select frequency" dropdown is now empty.

Fig. 100 Email address field

After filling in the subscription form, click the [Subscribe] button (Fig. 101):

The screenshot shows the subscription form with the "Email" field filled with "vardenis@gmail.com". The "Subscribe" button is highlighted with a red box. The "Calculation of duties and taxes" dropdown is now set to "Immediately".

Fig. 101 Subscribe button

After clicking the [Subscribe] button, any errors will be shown if there are any (Fig. 102):

The screenshot shows a form titled "Select area and frequency" with two dropdown menus. The first dropdown is labeled "Select subscription area" and the second is "Select frequency". Both have a red border and a red error message "Required field" below them. Below the dropdowns is a link "+ Add new area". The form then has a section titled "Enter your email address" with a text input field containing "vard" and a red error message "Enter a valid email address". Below the input field is a grey box with a circular icon and the text "You can access all your subscriptions by navigating from the subscription email." At the bottom is a yellow "Subscribe" button.

Fig. 102 Form error display

If there are no errors in the subscription form, you will receive a notification about the successful subscription order (Fig. 103):

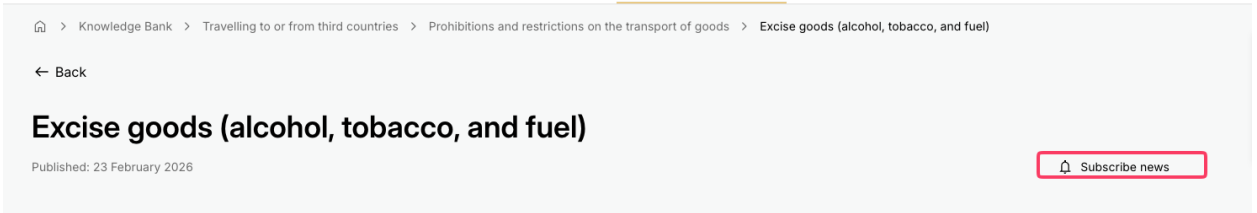
The screenshot shows a notification page. At the top left is a breadcrumb "Subscription". Below it is a yellow banner with the title "Subscription" and the text "Be the first to receive news and important information". Below the banner is a white box with a green checkmark icon, the text "You have successfully subscribed to the newsletter!", and a yellow "Back to home" button.

Fig. 103 Successful subscription notification

7.2. Subscription in the "Knowledge Bank" Section

Subscription in the "Knowledge Bank" section is done by:

- clicking the subscription icon in a specific article (Fig. 104);
- clicking the subscription icon in a specific topic (Fig. 105).



If you are returning from a country outside the EU (e.g., Turkey, the USA, the United Kingdom), you may bring in a certain quantity of excise goods – alcohol, tobacco products, and fuel – without paying customs duties and taxes. The limits depend on the mode of transport and the nature of the trip. These exemptions apply only to personal use, not for trade, and are only available to travellers aged 17 and over.

Prohibition: Goods from Russia and Belarus

It is prohibited to import the following from Russia and Belarus:

- Alcoholic beverages (CN code 2208)
- Tobacco products (CN code 2402)

• Petroleum products (excluding fuel in the standard tanks of the vehicles)

Table of contents

- Excise goods (alcohol, tobacco, and fuel)
 - Prohibition: Goods from Russia and Belarus
 - Tobacco Products
 - Alcoholic Beverages
 - Fuel
 - If You Exceed the Allowed Quantities

Fig. 104 Subscription in a knowledge bank article

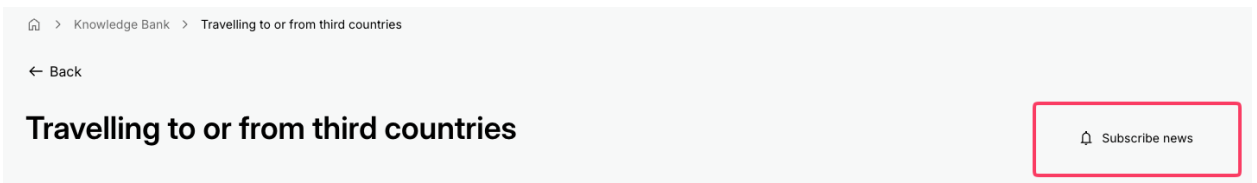


Fig. 105 Subscription in a knowledge bank topic

After clicking the [Subscribe news] button, the system redirects to the subscription order form and automatically fills in the subscription topic field.

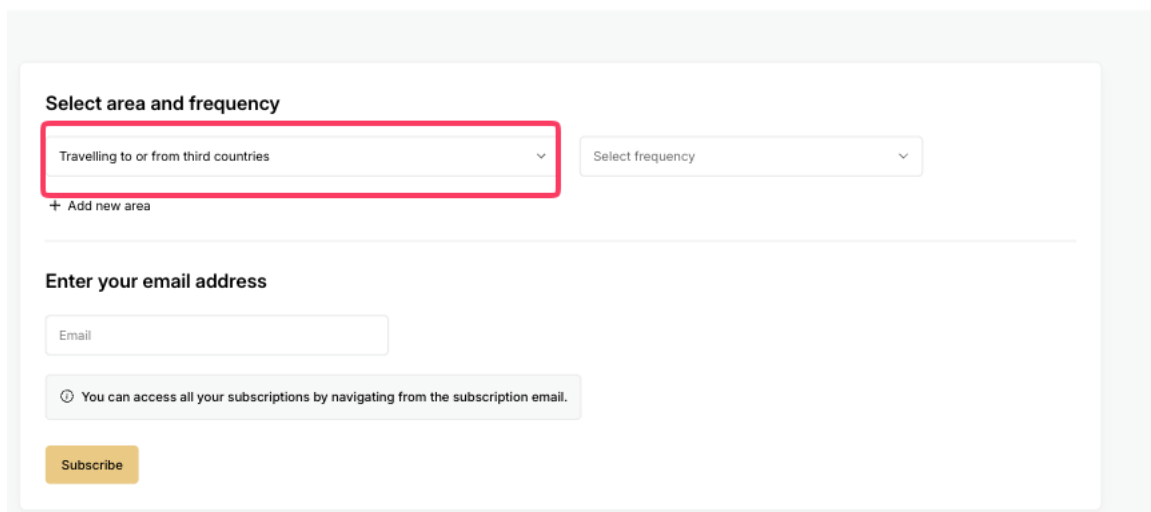
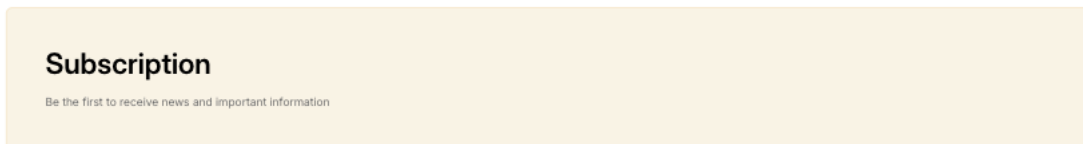
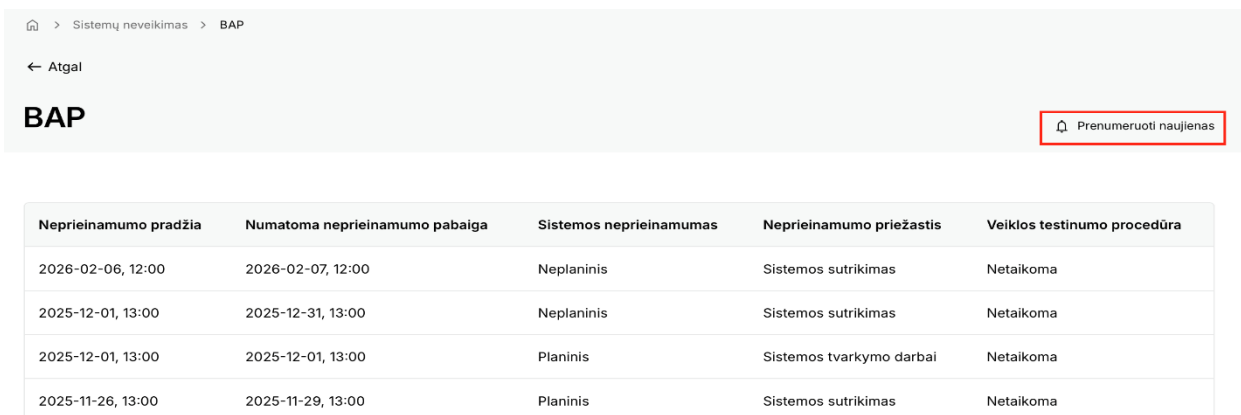


Fig. 106 Subscription form

7.3. Subscription in the "System Unavailability" Section

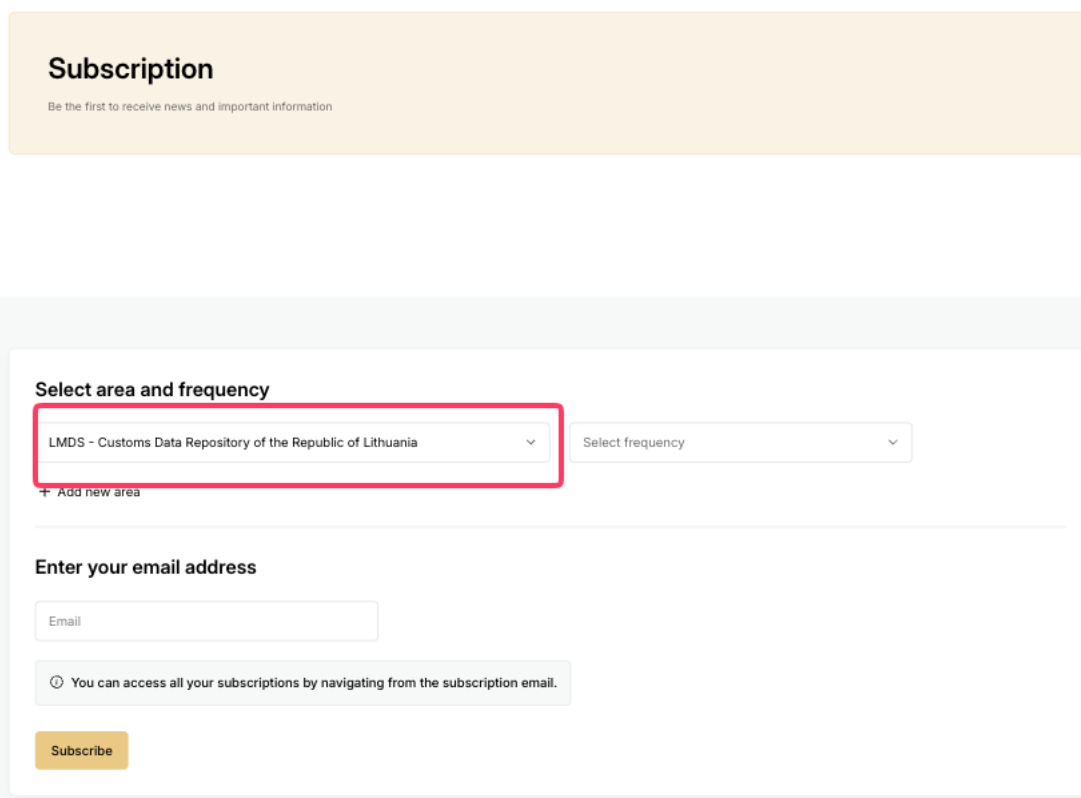
Subscription in the "System Unavailability" section can be ordered on a specific system's unavailability page by clicking the subscription icon (Fig. 107).



The screenshot shows the 'BAP' system unavailability page. At the top, there is a breadcrumb trail: 'Sistemų neveikimas > BAP'. Below it, a back arrow labeled 'Atgal' is visible. The main heading is 'BAP'. In the top right corner, there is a red-bordered button with a bell icon and the text 'Prenumeruoti naujienas'. Below this is a table with the following data:

Neprieinamumo pradžia	Numatoma neprieinamumo pabaiga	Sistemos neprieinamumas	Neprieinamumo priežastis	Veiklos testinimo procedūra
2026-02-06, 12:00	2026-02-07, 12:00	Neplaninis	Sistemos sutrikimas	Netaikoma
2025-12-01, 13:00	2025-12-31, 13:00	Neplaninis	Sistemos sutrikimas	Netaikoma
2025-12-01, 13:00	2025-12-01, 13:00	Planinis	Sistemos tvarkymo darbai	Netaikoma
2025-11-26, 13:00	2025-11-29, 13:00	Planinis	Sistemos sutrikimas	Netaikoma

Fig. 107 Subscription in the "System Unavailability" section



The screenshot shows the 'Subscription' form. The title is 'Subscription' with the subtitle 'Be the first to receive news and important information'. The form is divided into two main sections. The first section is titled 'Select area and frequency' and contains two dropdown menus. The first dropdown menu is highlighted with a red box and contains the text 'LMDS - Customs Data Repository of the Republic of Lithuania'. The second dropdown menu is labeled 'Select frequency'. Below these dropdowns is a link that says '+ Add new area'. The second section is titled 'Enter your email address' and contains an email input field. Below the input field is a note: 'You can access all your subscriptions by navigating from the subscription email.' At the bottom of the form is a yellow 'Subscribe' button.

Fig. 108 Subscription in the section

After clicking the [Subscribe news] button, the system redirects to the subscription order form and automatically fills in the subscription topic field.

7.4. Cancelling a Subscription

Subscriptions are managed and cancelled via a link received by email.

The link opens the filled subscription form with all the user's current subscriptions. In this form you can change the frequency, add new topics or remove existing ones.

After clicking the [Save] button, a successful subscription update notification is displayed. In this form you can also cancel all current subscriptions.

After cancelling subscriptions, a notification about their successful cancellation is displayed.

8. Chatbot

The chatbot is an artificial intelligence (AI)-based assistant integrated into the "Mano muitinè" portal. It helps users quickly find answers to questions related to customs procedures, services and requirements.

The chatbot finds answers by searching through the customs Knowledge Bank and other official information sources available in the portal.

8.1. Launching the Chatbot

The chatbot is accessible from any page of the "Mano muitinè" portal. In the lower right corner of the screen, you will see the chatbot icon with a message image.

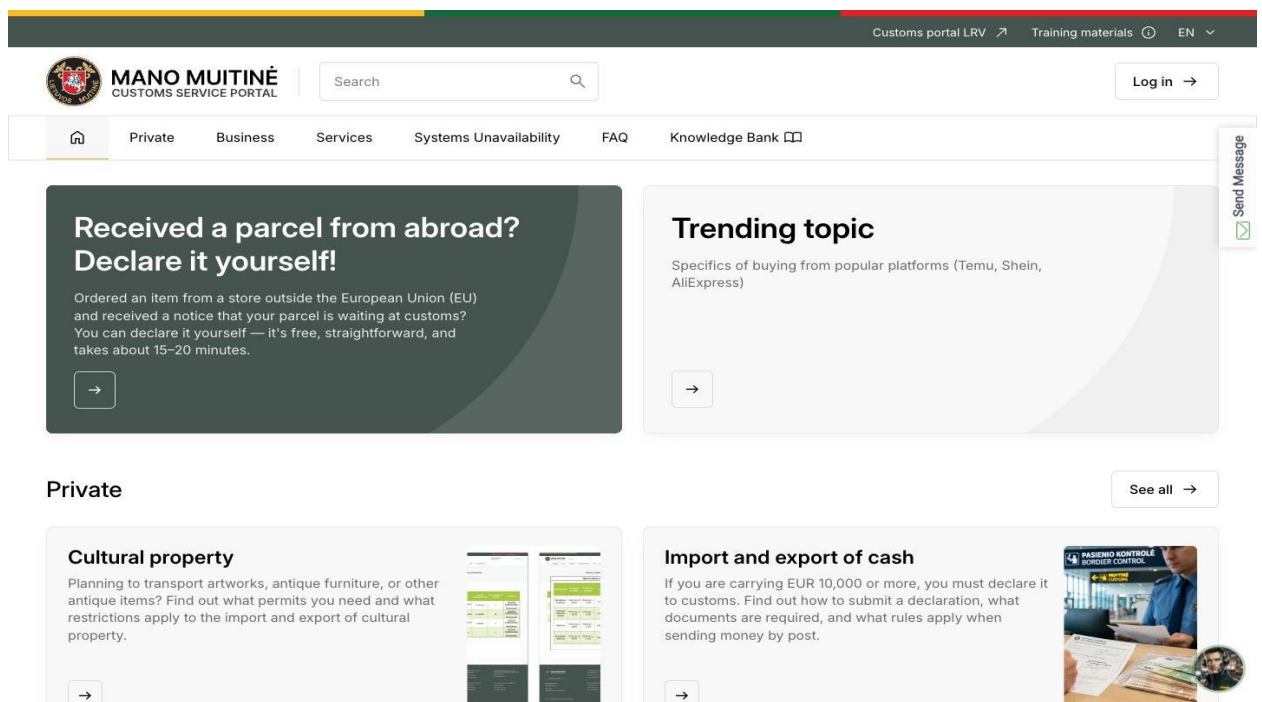


Fig. 109 "Mano muitinè" Portal home page with chatbot icon in the lower right corner

8.2. Opening the Chat Window

To start a conversation with the chatbot, follow these steps:

1. Click the chatbot icon in the lower right corner of the screen.
2. A chat window will open with a greeting message and suggested questions.

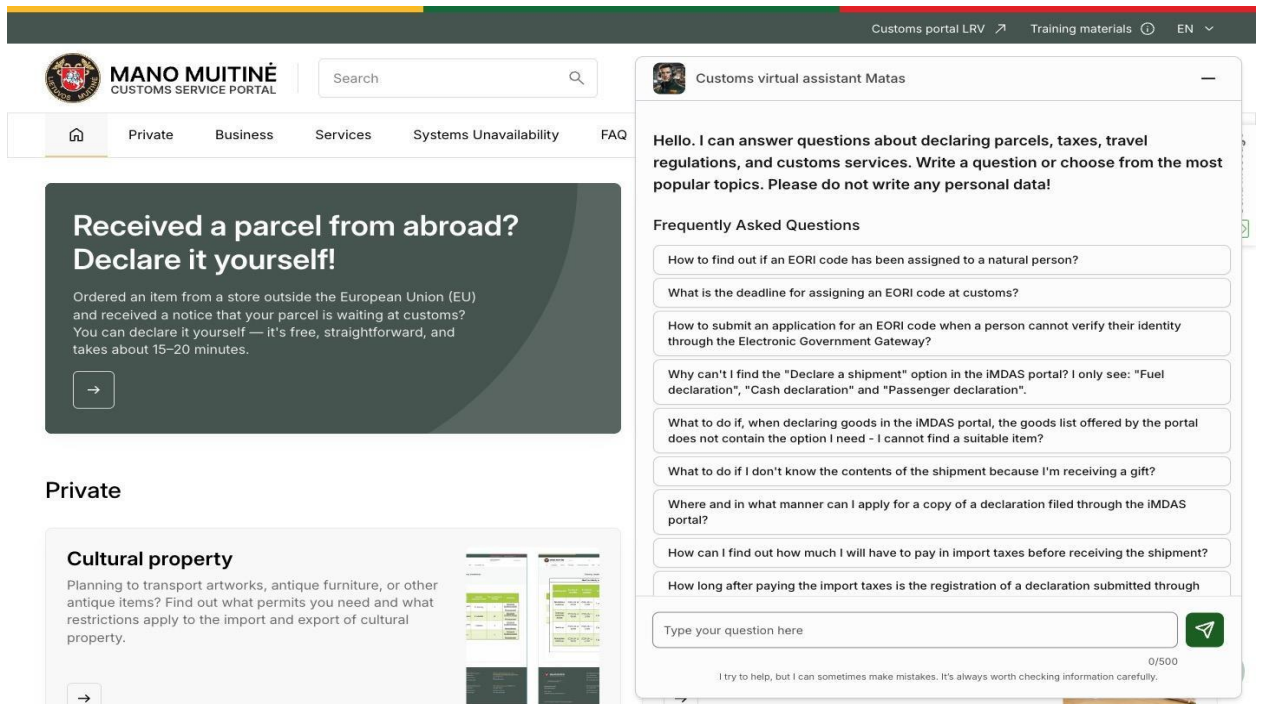


Fig. 110 Chat window with greeting message and frequently asked questions

At the top of the chat window you will see:

- **AI Assistant** – the customs virtual assistant Matas.
- **Minimise button (-)** – allows you to minimise the chat window.
- **More options (...)** – additional options (e.g. start a new conversation).

8.3. Minimising the Chat Window

To minimise the chat window, click the minimise button (-) in the upper right corner of the chat window. The chat window will collapse to the chatbot icon in the lower right corner of the screen.

8.4. Conversation Flow

8.4.1. Suggested questions

After opening the chat window, below the greeting message you will see the "Frequently asked questions" section. These are pre-prepared questions to help you get started quickly:

1. Click on the desired question button.
2. The question will be automatically sent to the chatbot.
3. The chatbot will begin generating a response.

8.4.2. Entering a question by text

You can also ask your own question:

1. In the text field "Write your question" at the bottom of the chat window, enter your question.
2. Click the send button (arrow icon) or press the Enter key.

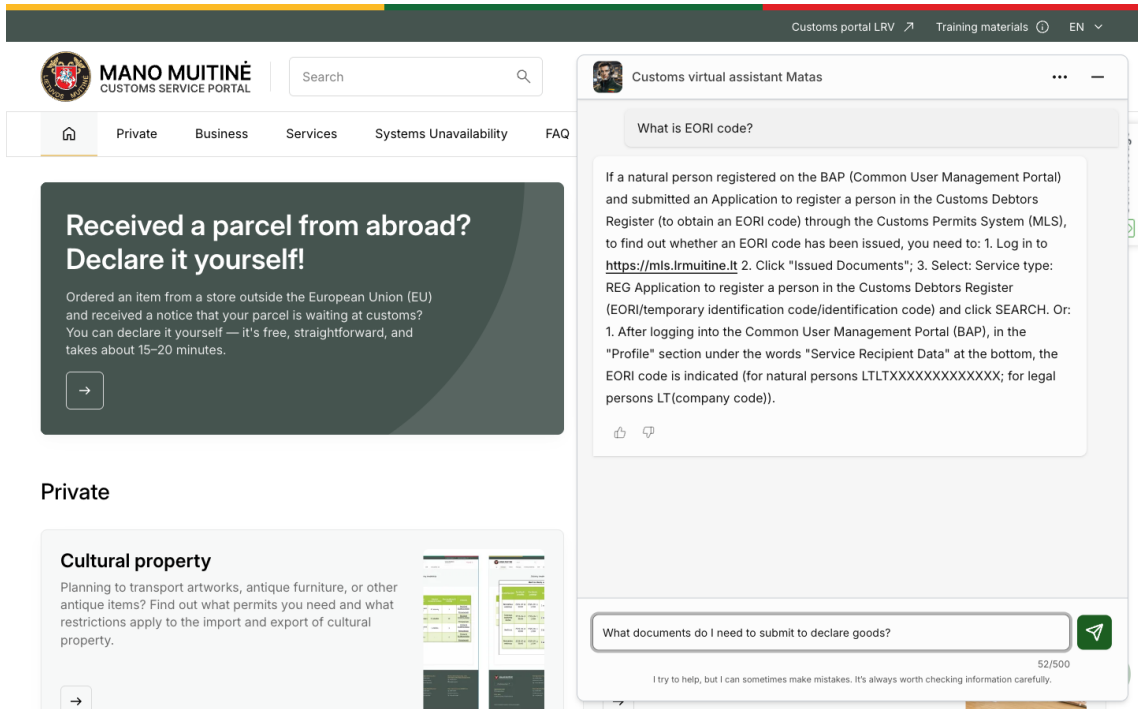


Fig. 111 Entering a question in the chat window text field

Note: The length of a single message is limited. The maximum allowed number of characters is shown below the text field (e.g. "59/2000"). This limit applies to each individual message.

8.4.3. Receiving a Response

After sending a question, the chatbot will begin generating a response. During generation you will see three stages:

- **Analysing query** – the chatbot analyses your question;
- **Searching for information** – the chatbot searches the knowledge base for an answer;
- **Preparing response** – the chatbot generates an answer.

The response is displayed below your message in the chat window. The response may contain links to sources (e.g. customs documents or pages), which you can click to read more.

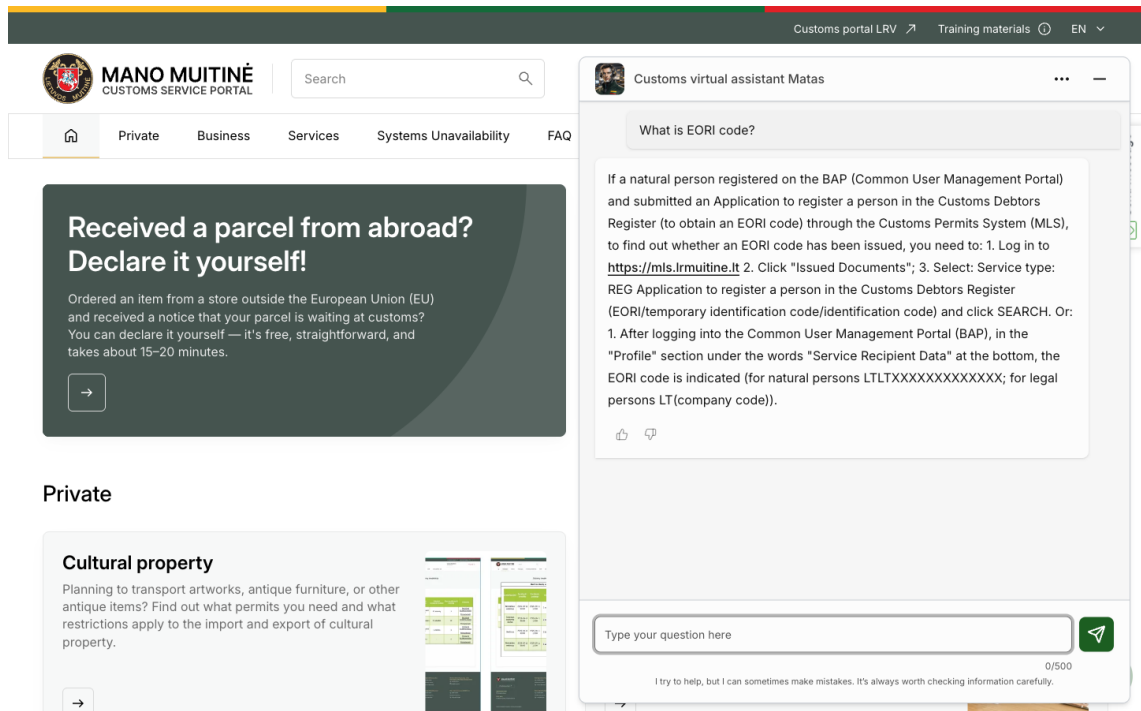


Fig. 112 Question response with source link and feedback buttons

8.4.4. Rating a Response

Below each chatbot response you will see two buttons:

- **Thumbs up** – click if the response was helpful and accurate.
- **Thumbs down** – click if the response was unhelpful or inaccurate.

Feedback helps improve the quality of chatbot responses.

8.4.5. Conversation Context (Memory)

The chatbot remembers previous messages during the same conversation. This means you can ask follow-up questions without repeating the context.

Note: Conversation context is saved only within a single conversation. When a new conversation is started, the previous history is no longer used.

8.5. Ending and Rating the Conversation

8.5.1. Ending the conversation

You can end the conversation in several ways:

- **Tell the chatbot you want to finish** – write a message such as "thank you, I want to end the conversation", "goodbye" or "thanks, that's enough". The chatbot will suggest ending the conversation.
- **Confirm the end** – the chatbot will show the question "Do you want to end the conversation?" with "Yes" and "No" buttons. Click "Yes" to confirm.

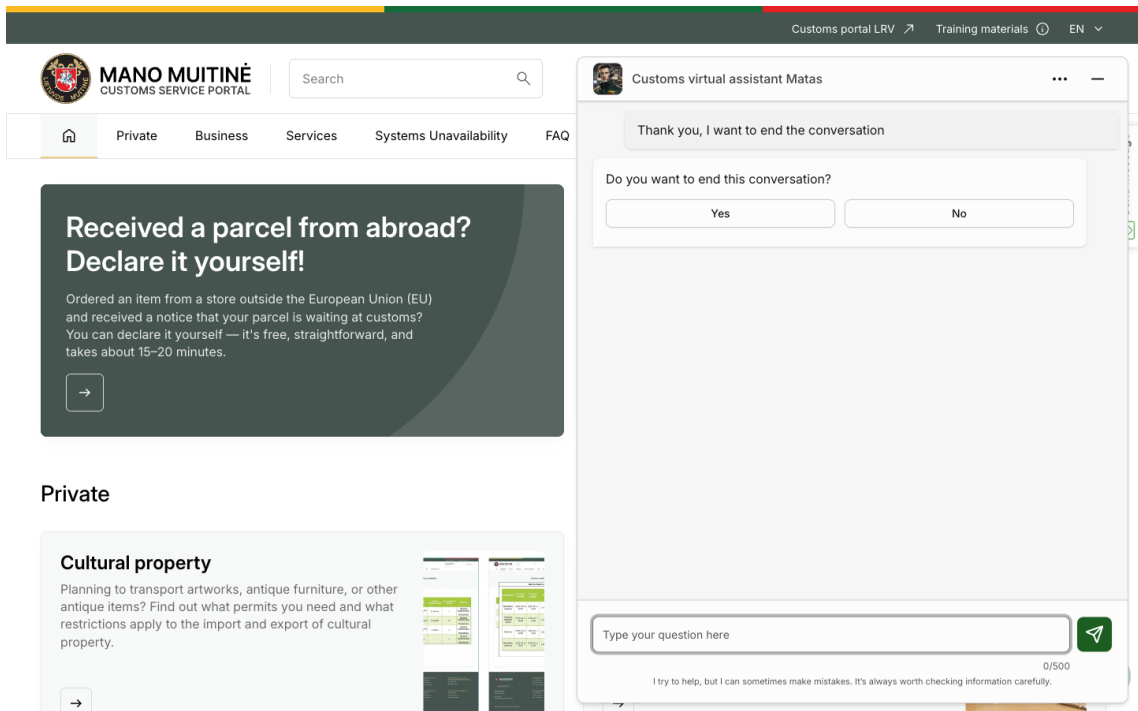


Fig. 113 Conversation end confirmation window with "Yes" and "No" buttons

After ending the conversation, you will see the system message "Your conversation has ended" and the chatbot will say goodbye. At the bottom of the chat window a button to start a new conversation will appear.

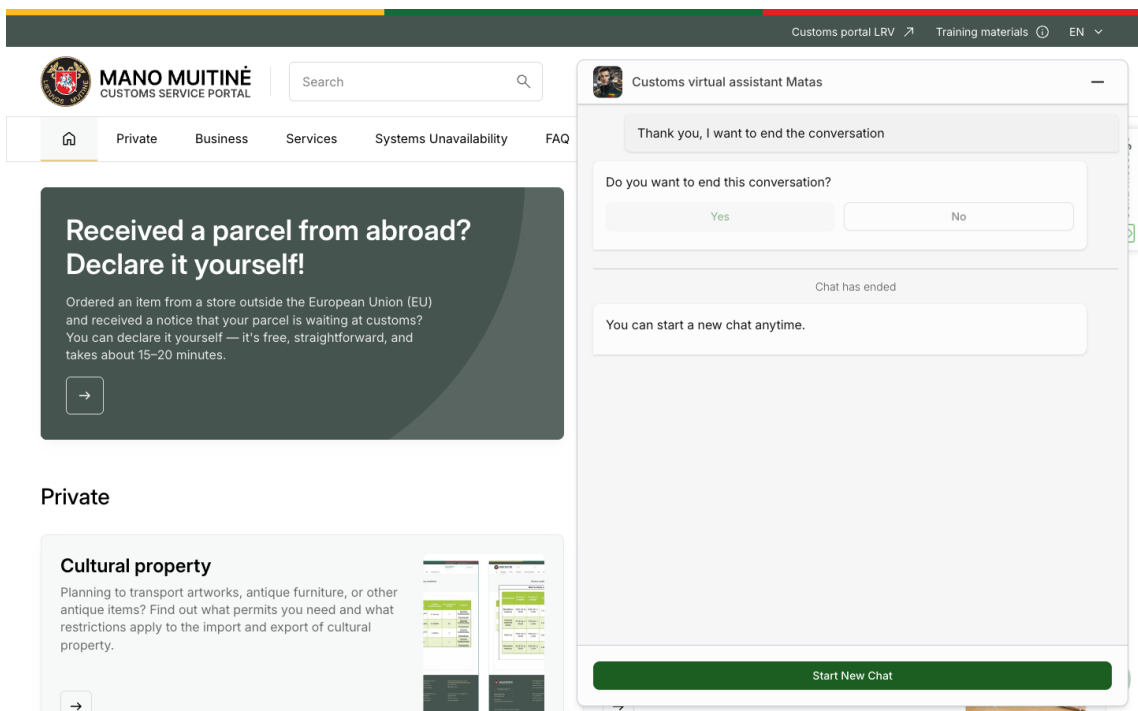


Fig. 114 End of conversation view with system message and option to start a new conversation

8.5.2. Conversation Session Time Limit

The conversation session has time limits. If you do not send any messages for a long period (inactivity period), the session will be automatically terminated and the conversation ended.

8.5.3. Rating the Conversation

After ending the conversation, the system may ask you to rate the conversation quality on a 1-5 star scale. This feature works if enabled by the system administrator.

1. At the end of the conversation a rating form will appear with the question "Was the conversation helpful?".
2. Select the desired rating from 1 to 5 stars.
3. Click the "Share rating" button.
4. The system will thank you with the message "Thank you for your feedback!".

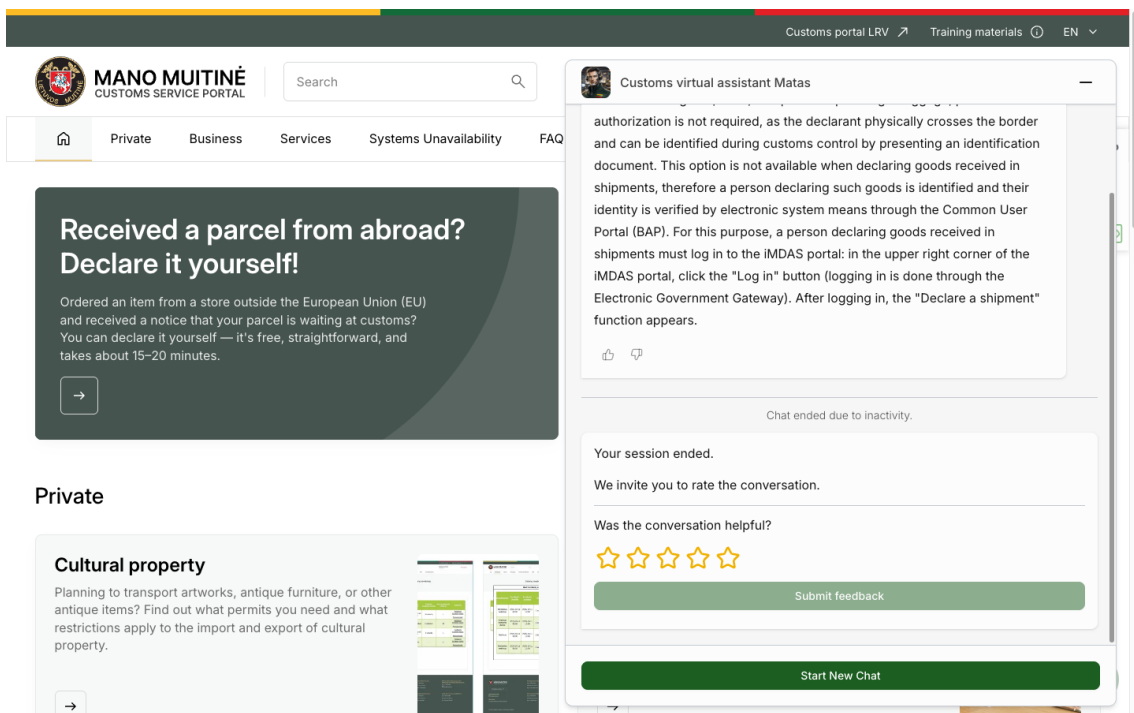


Fig. 115 Conversation rating form with 5-star scale

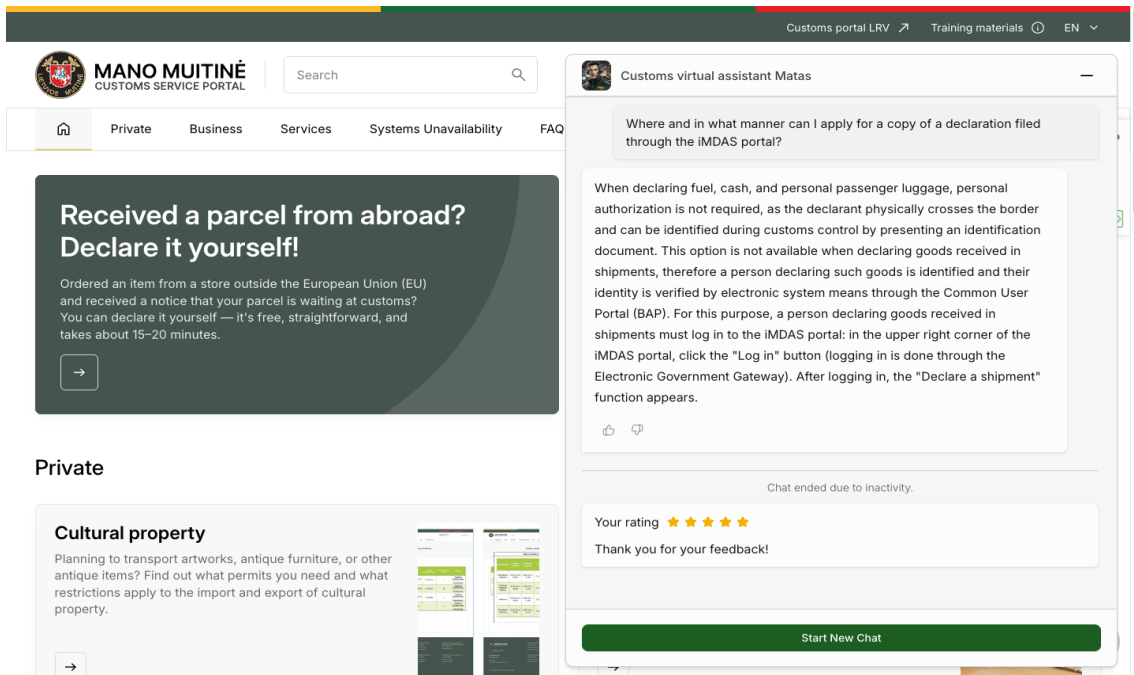


Fig. 116 Submitted conversation rating with thank-you message

Note: You can additionally leave a comment if this option is enabled.

8.6. Additional Features

8.6.1. Starting a New Conversation

To start a new conversation (deleting the current conversation history), follow these steps:

1. Click the three-dot (...) "More options" button at the top of the chat window.
2. In the window that opens, click "Start a new conversation".
3. The chat window will be refreshed with a new greeting message.

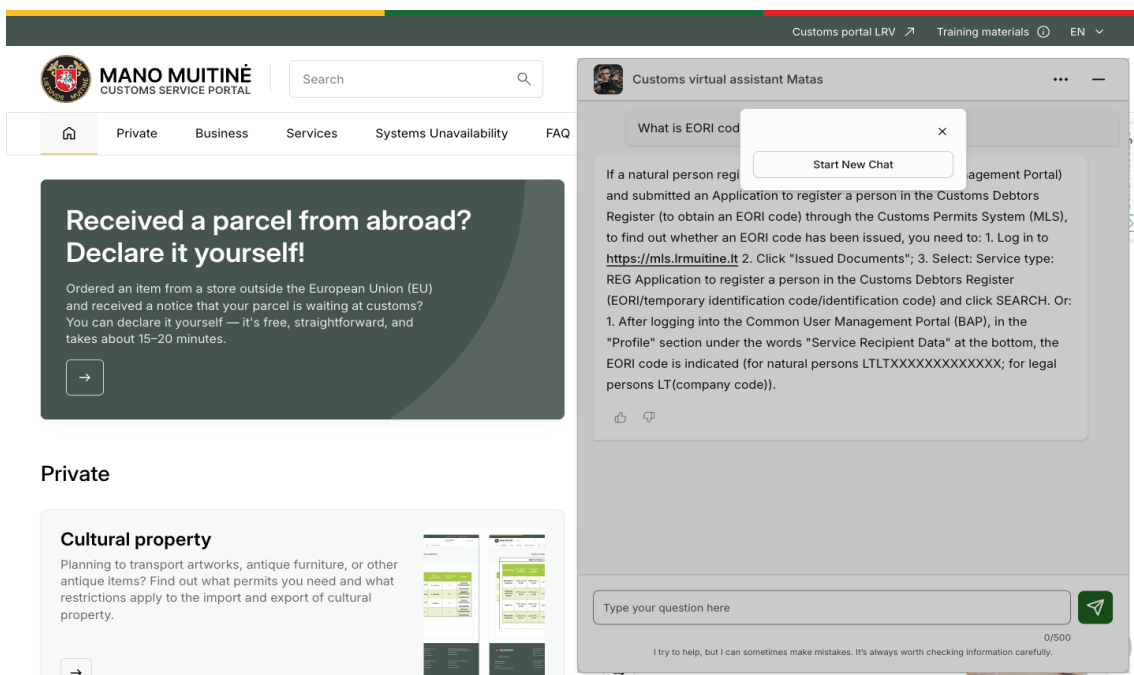


Fig. 117 Options window with option to start a new conversation

8.6.2. Links in responses

Chatbot responses may contain links to sources. The source link is shown below the response text as a clickable link. Click it to open the relevant page or document.

8.6.3. Language setting and suggestion to switch the website language

The chatbot is configured to communicate in Lithuanian. If you write a message in another language (e.g. English), the chatbot will detect this and provide a link to the English version of the portal.

For example, if you write in English "What is EORI code?", the chatbot will respond: "Our AI assistant can speak Lithuanian or English. If you would like assistance in English, please use the English version of the portal."

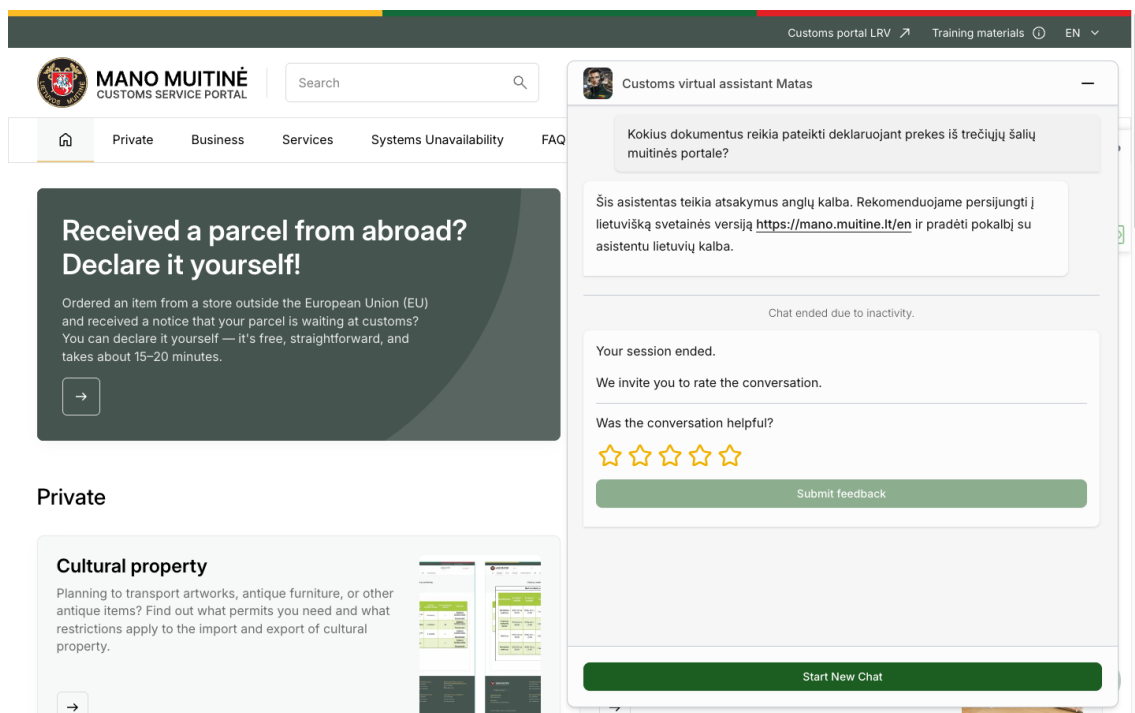


Fig. 118 Chatbot response with link to english portal version when user writes in english

Note: The Lithuanian language setting works automatically. If you want to communicate in English, use the English version of the "Mano muitinė" portal.

8.6.4. Other Use Cases

8.6.4.1. Chatbot did not find an answer

If the chatbot did not find suitable information in the knowledge base, it may respond generally or inform that it does not have enough information to answer accurately.

In this case the chatbot responds with a message such as: "I'm sorry, but I could not find an answer to this question in customs information. Please refine your question or contact customs specialists."

We recommend:

- Rephrasing the question – try asking a more specific question.
- Using more precise keywords.
- Contacting advisors – contact information is provided at the bottom of the "Mano muitinė" portal page.

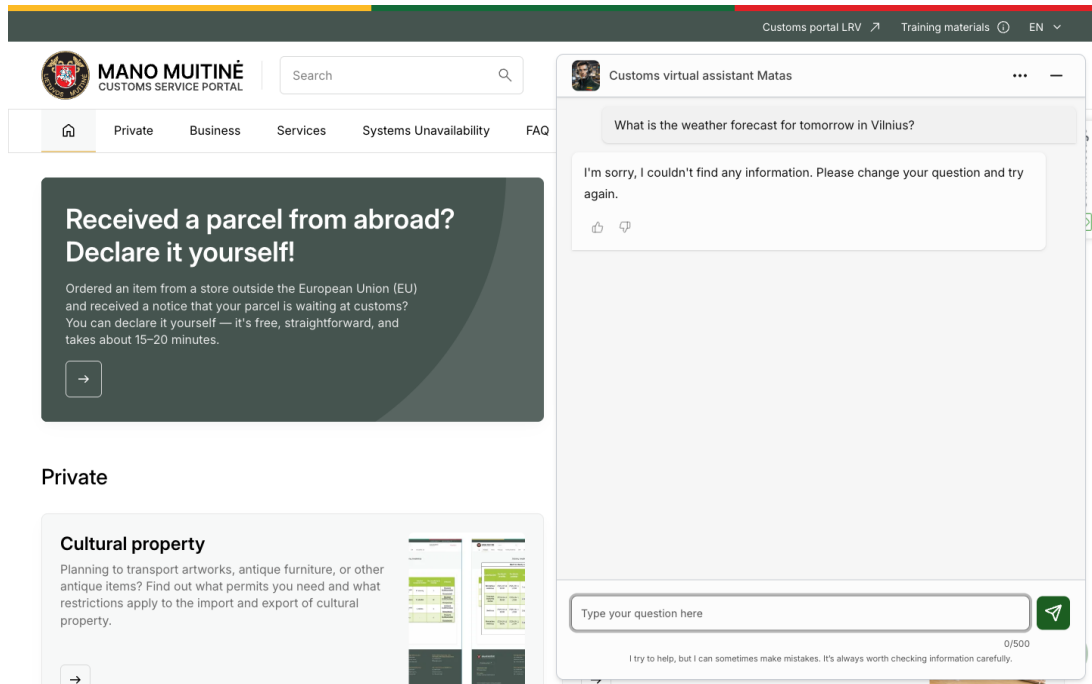


Fig. 119 Chatbot response when information not found in knowledge base

8.6.4.2. Prohibited topics

The chatbot is configured to answer only questions related to customs activities. If you ask a question on a prohibited topic (e.g. personal advice, other areas), the chatbot will politely decline to answer.

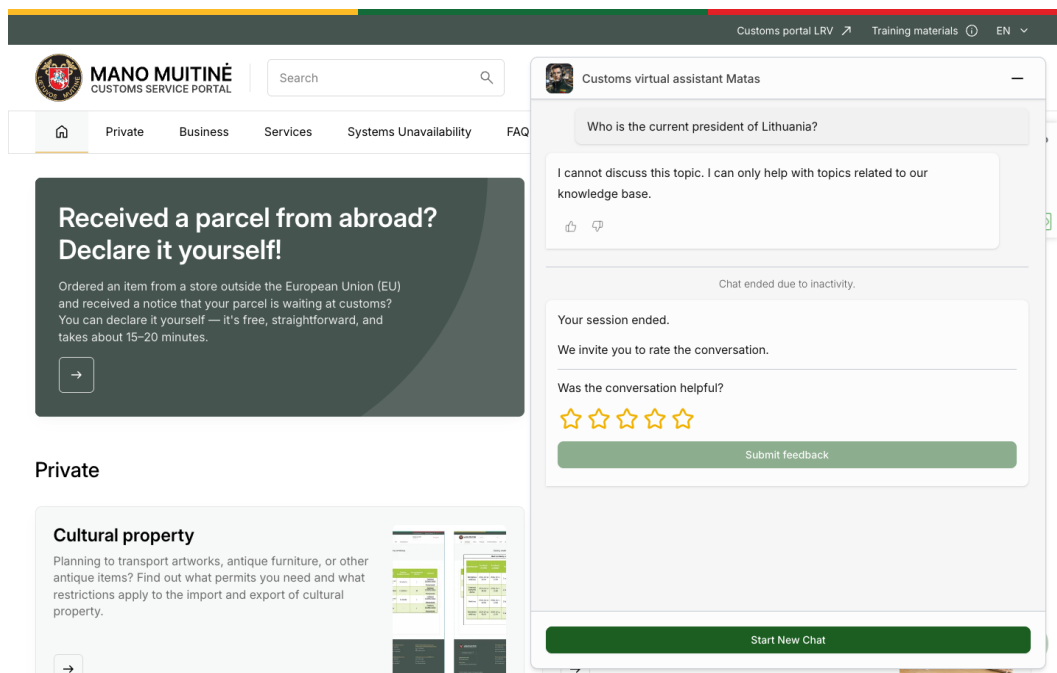


Fig. 120 Chatbot response when a prohibited topic is queried

8.6.4.3. Connection issues

If the internet connection is interrupted during a conversation or a technical error occurs, the chatbot may stop responding. In this case:

- Wait a few seconds and try sending the message again.
- If the problem persists, refresh the page in your browser (press F5).
- Start a new conversation.

8.6.4.4. Stopping Response Generation

While the chatbot is generating a response, the send button is replaced by a stop button. Clicking it allows you to interrupt response generation.

8.7. Frequently Asked Questions

Q: Does the chatbot operate around the clock?

A: Yes. The chatbot operates 24 hours a day, 7 days a week. You can ask questions at any time.

Q: What questions can I ask the chatbot?

A: The chatbot can answer questions related to customs procedures, services, requirements and other topics covered in the "Mano muitinė" portal.

Q: What should I do if the chatbot could not answer my question?

A: If the chatbot did not find suitable information, try rephrasing the question or asking a more specific question. You can also contact customs specialists whose contact information is at the bottom of the portal page.

Q: Does the chatbot remember previous questions?

A: Yes, during a conversation the chatbot remembers previous messages and can use them for context. However, when a new conversation is started, the previous history is no longer available.

Q: Can I write in English?

A: This chatbot is configured to communicate in Lithuanian. If you write in English, the chatbot will provide a link to the English version of the portal.

Q: Are my conversations stored?

A: Yes, conversation data is stored for system administration purposes and used to improve chatbot quality. Conversation data is processed in accordance with the privacy policy.

Q: Can I start a new conversation?

A: Yes. Click the three-dot (...) button at the top of the chat window and select "Start a new conversation". The conversation also automatically ends after a period of inactivity.

Q: What should I do if the chatbot is not working correctly?

A: If you notice a technical problem or inappropriate chatbot behavior, try refreshing the page (F5) and starting a new conversation. If the problem persists, contact the portal administrator.

Q: Are the chatbot's answers correct?

A: The chatbot uses information available in the "Mano muitinê" portal when answering questions, but we always recommend verifying answers with official customs sources or customs specialists for important decisions.