



DIGITOLL – New customs procedure from 15 September 2026

Dear Customer,

We would like to inform you about an important change to Norwegian customs procedures. The Norwegian Customs Authority is introducing Digitoll – a new digital solution where information about goods and transport must be submitted electronically before or no later than at the border crossing. The purpose is to ensure faster and more efficient processing of shipments to Norway.

What does this mean for you?

In general, Digitoll will not have any major practical impact on you, as NTG ROAD A/S and our customs partner, Color Line, will handle the necessary registration and coordination. However, it will become even more important that all shipment information is correct and complete before the goods depart.

- To ensure smooth customs clearance, we need to receive documentation in good time, including:
- Commercial invoice with a detailed goods description
- Correct HS/customs tariff codes
- Information about the consignee, delivery address, weight, packages and other transport details
- Any certificates or permits, where required

Important information regarding your own customs agents

A significant change is that the current arrangement, where goods can be arrival-notified at the border and customs cleared within 10 days, will no longer apply.

If your customer uses their own customs agent in Norway, please inform us as soon as possible of:

- Name of the customs agent
- Contact person and email address
- Telephone number, if available

We will then clarify whether the customs agent in question can handle the Digitoll processes, or whether an alternative solution must be found. If NTG is required to carry out additional customs work due to missing or delayed information, a separate fee may apply.

When do the rules come into effect?

Digitoll becomes mandatory from **15 September 2026**, when transport and customs information must be submitted digitally.

From **1 March 2027**, the requirements will be tightened further, meaning that the customs declaration must be registered no later than at the border crossing.

We are closely monitoring developments and will ensure that your shipments are handled in accordance with the new rules. To avoid unnecessary delays, we kindly ask you to ensure that the required documentation is submitted on time together with your booking.

If you have any questions about Digitoll or how the changes may affect your shipments, you are always welcome to contact us.

Kind regards,
NTG ROAD A/S