

Frequently asked questions

About the Electronic Commercial Movement Declaration (DMCE)

1. What is the Electronic Commercial Movement Declaration (DMCE)?

A= It is the Electronic Commercial Movement Declaration system, which allows companies established in the Colon Free Zone, to carry out their commercial procedures electronically.

2. How many types of Electronic Commercial Movement Declaration does the Colon Free Zone have?

A= In the Colon Free Zone there are four (4) types of Commercial Movement statements that are the following:

- Entry
- Exit
- Transfer
- Write-Off

3. When do we use a DMCE - Entry?

A= The DMCE - Entry is used to declare the entry to the Colon Free Zone of all merchandise from other countries, including that from the National territory of Panama.

4. When do we use a DMCE - Exit?

A= The DMCE-Exit is used in the following scenarios:

- For the export of manufactured goods, in the Colon Free Zone.
- For the Importation of merchandise that is consumed in the territory of National.
- For the re-export of goods from Colon Free Zone under customs control to Dutty Free and Customs Deposits.
- For re-export of goods from the Colon Free Zone to other countries.

5. When do we use a DMCE-Transfer?

A= The DMCE-Transfer is used when a company in the Free Zone transfers goods to another company within the Colon Free Zone.

6. When is a DMCE – Write – Off used?

A= The DMCE - Write-Off, is used to discard merchandise that is expired, defective or in poor condition for commercialization, with the prior authorization of the Colon Free Zone and the participating institutions.

7. Does the Write-Off or Discard process have any cost?

A= The DMCE - Write-Off Form process maintains its cost of fifteen dollars (B / .15.00), however, the Write-Off or Discard service for the Colon Free Zone has no cost.

8. Who uses the DMCE?

A= The DMCE is used by internal users (employees) of the Colon Free Zone, external users that are the companies established in the commercial area and government institutions that according to their functions must have access to it.

9. What are the costs of the DMCE?

A= The costs of the DMCE are as follows:

- Air entries is ten dollars (B / .10.00) per guide plus fifteen dollars (B / .15.00) of the DMCE form.
- Maritime entries are twenty-five dollars (B / .25.00) per procedure plus fifteen dollars (B / .15.00) of the DMCE form.
- The twenty-five dollars land entries (B / .25.00) per procedure plus fifteen dollars (B / .15.00) of the DMCE form.
- Departures, transfers and discards fifteen dollars (B / .15.00) of the DMCE form.

10. How are the amendments made in the DMCE?

A= In the DMCE no corrections are made, however, when the company is required it requires a correction before the DMCE is completed, the user can enter the system and search through its number and make the adjustment it requires.

Once the DMCE is completed, the system does not allow changes.

11. How can the company request its interface with the ZLC in the DMCE system?

A= The company can request its interface with the DMCE system, by letter or by email to supportedmce@zolicol.gob.pa addressed to the Commercial Operations Department of the Colon Free Zone, containing the following information:

- Company name.
- CR Number or Operation Key.
- RUC and verifying digit of the applicant company.
- Email who will be the contact to send the interface key.

12. What are the advantages of the company's system interface to the DMCE?

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- CR Number or Operation Key.
- RUC and verifying digit of the applicant company.
- Email who will be the contact to send the interface key.

13. What attention is given to those DMCEs that have not been completed in the system?

A= DMCEs that were not completed at the entrance and exit doors of the Colon Free Zone are completed by data analysts in the commercial movement office. However, the company must request that they be completed on the same day to avoid delays.

14. What documents must the company present when the DMCE has not been completed?

A= The documents that the company must present are the following:

- The DMCE of entry or exit duly sealed and signed by the verifier.
- The container control card that is generated when entering the commercial area.
- Outside the wall companies must submit the DMCE of entry or exit, no later than the day after the movement of the goods.

15. What are the requirements for DMCE use?

A= The company must submit the following documents to the Commercial Operations Department:

- Letter (Note) requesting access to the system.
- The Department of Commercial Movement must coordinate with the company the date on which it will carry out the training of its collaborators on the use of the DMCE.

Subsequently, the company must ensure that it must meet the specifications of Hardware (Pentium III computer with 256MB RAM onwards) and Software (Windows 98 onwards with Internet Explorer, Google Chrome or Mozilla Firefox browser).

16. How to access the DMCE and log in??

A= To access the DMCE, you have been given access to an account authorized by the Administration of the Colon Free Zone, for the use of it you must enter the internet address:

<http://dmceuat.crimsonlogic-la.com/TFBFTZ/cusLogin/login.cl>

17. What are the password policies in the new DMCE system?

A= Passwords in the new system must be 8 to 12 characters and must comply with the following points:

- Uppercase character from the A to Z.
 - Minuscapse character from the a to z.
 - Number from 0 to 9.
 - Non-numerical character (@,#,\$,%^,&,+.=).
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18. How to change the DMCE of Entry with the wrong Tariff Codes?

A= The Tariff Codes can be corrected by adjusting the DMCE Form with the Adjustment function, provided it is done before the DMCE is completed. In this way the user can keep the correct Tariff Code in their inventory.

19. When is the password locked?

A= The password is locked when the user tries to enter by placing a wrong password more than three (3) times consecutively.

20. How to reset the locked password?

A= The user must send mail to Customer Service at supportedmce@zolicol.gob.pa and request that his password be unlocked by providing access information.

21. What does it mean when the DMCE application displays the following message "Form DMCE12345667, is being blocked by user 123" as for example?

A= This message indicates that the user tries to edit a DMCE Form that is in use by another user and the application displays a Lock message. The possible scenarios in which this message may appear are:

- When the browser is inactive for several minutes, and the DMCE form is edited on the screen of another user of the company.
 - Inappropriate closure of the DMCE application.
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22. How do you proceed when a form is blocked?

A= The user must close the DMCE application appropriately and log in again.

23. How to prevent a DMCE Form from BLOCKING?

A= The user must close the DMCE application appropriately and log in again.

24. How long is the session restored after the DMCE application is unlocked?

A= The session is restored after thirty (30) minutes.

25. In the event of any eventuality with the DMCE, what contingency measures can the company use?

R= The contingency measures are as follows:

- Use of DMCE forms on chemical paper, with prior authorization from the General Management.
Letter detailing the entry of empty or full containers containing the following data:
 - ✓ Name of the Transportation Company.
 - ✓ Name of the company that will carry out the movement of merchandise and its operation code.
 - ✓ Container number, head, size and plate.
 - ✓ Driver Information.