

CTO2018 July 2023

SECTION 8 International Mail PW V5.0

Parcelforce Worldwide

International mail services

Customs requirements

A customs Despatch Pack (CP72) is **required** for all destinations and needs to be correctly completed by the customer.

To avoid delays for the customer, please remember to check the following information has been completed in full on the customs Despatch Pack:

- Full first and last names of sender and recipient
- Post town (in block capitals)
- Number or name of house/flat
- County name
- Name of street
- Postcode/zip code
- Locality name
- Country of destination
- Sender's and recipient's contact telephone number
- Full details of the contents - these should be individually listed
- Mobile phones require an IMEI number listed

Note: Northern Ireland is in the European Union (EU), so customers in Northern Ireland don't need to complete a customs Despatch Pack (CP72) for destinations within the EU, unless it's a **globalexpress** parcel.

Please refer to the image below when checking a customer's customs Despatch Pack (CP72):

1 Always include sender's details in FULL:

Name Address Postcode Telephone

NOT acceptable example: J Bloggs

2 Always include recipient's details in FULL:

Name Address Postcode Telephone

NOT acceptable example: M Smith

3 Always include a clear and detailed description, value and weight of each item e.g.

<input checked="" type="checkbox"/> House Deeds	<input checked="" type="checkbox"/> Documents
<input checked="" type="checkbox"/> Ladies leather jacket	<input checked="" type="checkbox"/> Jacket

4 For documents: Use one of the following descriptions: Business correspondence, Personal correspondence, Financial statements or Legal documents. Alternatively add FULL description of the type of documents.

Always include the item category and value

Each item must be listed and valued individually. If the item is a document tick the 'Documents' box

5 Customer always signs the form here

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Marketplace sellers and the Import One Stop Shop (IOSS)

When processing Royal Mail and Parcelforce services for sellers sending goods to EU countries, you need to complete additional steps.

If the customer has selected 'Merchandise' on the contents section of the CP72, ask them if the item was sold online via an online marketplace such as Amazon, eBay, Etsy or Not on the High Street.

If the item was sold via a marketplace:

- Enter the relevant marketplace name in the House Name, No. or PO Box field
- Enter the rest of the address into the correct fields
- Apply an IOSS sticker (IOSS1) to the front of the item below the Parcelforce label and write on the marketplace IOSS number
- Complete the rest of the transaction as normal

If the item was sold outside of an online marketplace:

- Enter the senders address into the correct fields
- Apply an IOSS sticker (IOSS1) to the front of the item below the postage label and write on the customer's IOSS number
- Complete the rest of the transaction as normal

Note: Please refer to Horizon Help for the latest marketplace sellers that can be accepted in branch and the corresponding JLOSS scheme codes to use on Horizon.

An IOSS sticker needs to be used for any goods being sent into the EU via an online marketplace or if the customer has an IOSS number (except items sent to the EU from Northern Ireland)

Home	Post Mail Items		Tue 03 Aug 21 15:02		Help
History 1	Input address details shown on item, then press Enter.				
F1	Destination Address		Lock		
History	Postcode/Zip		Suspend		
F2	House Name/No. or PO Box [EBAY]		Resume		
Street (Only If No UK Postcode)	Screen-International 0.00				
Town/BFPO Number (Only If No UK Postcode)	Total Due To Customer				
Country [Italy (EU)]	Item	Quantity	Screen-Entry		
	1/1	1	Previous	Print	
	Remove Item	Scroll Up	Scroll Down	Cancel	
	F9	F10	F11	LINE	
	View Full Basket	Receipt	Back Office	Back Space	
	F10	F10	F14	ENTER	
	RECEIPT	Calculate	Logout	ENTER	
	F11	F13	F15	SETTLE	
	Fast Cash PLU	F16			
USERID: TBL-05 BD: 01 SH: 5117 Individual Series Customer					

Remember: Hand all Parcelforce customers a copy of the 'Conditions of Carriage' leaflet and ask them to sign their receipt to confirm they have received it.

The image shows the front cover of the 'Parcelforce Worldwide Conditions of Carriage International Retail Services' booklet. The title is at the top in a large, bold, black font. Below it, the subtitle 'International Retail Services' is written in a smaller, bold, black font. The cover features a white background with a faint, repeating pattern of the Parcelforce logo and the words 'Parcelforce Worldwide'.

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