

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.**
 - ✓ House Deeds
 - ✗ Documents
 - ✓ Ladies leather jacket
 - ✗ 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**

Despatch Pack CP72 Administration of Great Britain
Administration de Grande Bretagne

From: Name and Address of Sender Nom et Adresse d'expéditeur
Mr Joseph Bloggs
146 Marx Road
Coventry
Postcode CV3 4PF Telephone 02476 123456

To: Name and Address of Addressee Nom et Adresse du destinataire
Mr Mark Smith
Holly House
1465 Oakland Avenue, Memphis
Tennessee
Post town and Zip/Postcode CV3 4PF Telephone 901 6351234

Quantity **Detailed description of contents** **US tariff no. (USPS)** **Country of origin** **Weight (kg)** **Unit Value** **Total Value**

1	NEW BUSINESS CORRESPONDENCE	12345	UK	0.5	£30	£30
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Comments: (eg: goods subject to quarantine, sanitary/phytosanitary inspection or other restrictions)

Signature of the Customer **Signature of the Sender**

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Parcelforce Worldwide

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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 IOSS 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)



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.

