

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:

- Name of addressee
- 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 & recipient's contact telephone number
- Full details of the contents - these should be individually listed

Note:

Northern Ireland remains within the customs union, so customers in Northern Ireland don't need to complete a customs Despatch Pack (CP72) for destinations within the EU, unless it's a global **express** or British Forces Post Office (BFPO) parcel over 2kg.

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
- 2 Always include recipient's details in FULL:**
 - ☒ Name
 - ☒ Address
 - ☒ Postcode
 - ☒ Telephone
- 3 Always include a clear and detailed description and value of each item e.g.**
 - ☒ House Deeds
 - ☒ Ladies leather jacket
 - ☒ Documents
 - ☒ Jacket

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 document.
- 4 Always include the item category and value**
If the item is a document tick the 'Documents' box.
- 5 Customer always signs form here**