Parcelforce Worldwide Brexit WDMO User Guide

January 2021

Contents

1) <u>Introduction</u>

The Brexit transition period ended at 11pm GMT on 31 December 2020.

At the end of the transition period, the rules which applied to non-EU imports were extended to EU items. Similarly, the EU now treats UK imports as it does non-EU imports today.

In practical terms, this means the following is required for exports into the EU:

- Customs Declaration form (either a CN23 and/or Commercial Invoice) attached to the outside of parcels
- Electronic customs data is provided
- All goods classified with an 8-digit Tariff Code
- Businesses should provide their EORI number for all exports
- VAT, customs fees and, where applicable, duties may be payable on goods entering the EU from the UK

We have therefore made a series of key changes to our European export services and IT systems to ensure the above information can be provided and to give our account customers the choice and flexibility when deciding how to pay for VAT, fees and any duties.

This guide will walk through the key changes to our Worldwide Delivery Manager Online (WDMO) system.

2) <u>Key changes to prepare for Brexit</u>

Euro Priority services

We have two options available across our Euro Priority and Euro Economy services and have updated WDMO to ensure you can select these options simply and quickly:

Option 1a: You are sending items valued over €22 would like to be invoiced the VAT, fee and, where applicable, any duties (i.e. 'Delivered Duty Paid' or 'DDP')

Option 1b: You are sending items valued under €22 would like to be invoiced the fee (i.e. Low Value 'Delivered Duty Paid' or 'DDP')

Both options will be supported by the following dedicated services:

euro**priority**

euro**priority**^{pack}

Option 2: You want your recipient to pay the VAT, fees and any applicable duties on receipt of the goods (i.e. 'Delivered Duty Unpaid' or 'DDU')

This option will be supported by the following dedicated service:

euro**economy**

Other services

When using a service other than Euro Priority or Euro Economy, there is a slightly different process to follow. These include:

global**express**

This service is only available as a Delivered Duty Unpaid (DDU) option – i.e. your end recipient will pay the VAT, duties and fees on receipt of the goods.

Ireland**express**

In line with <u>Government guidance</u>, the movement of goods from Northern Ireland to Great Britain will continue as it did prior to the end of the transition period. This service will therefore not require customs checks, paperwork or tariffs and is therefore not delivered as Delivery Duty Unpaid (DDU) or Delivered Duty Paid (DDP) service.

3) Creating a European Shipment – Euro Priority services

This is applicable to the following services: euro**priority**, euro**priority**^pack and euro**economy**
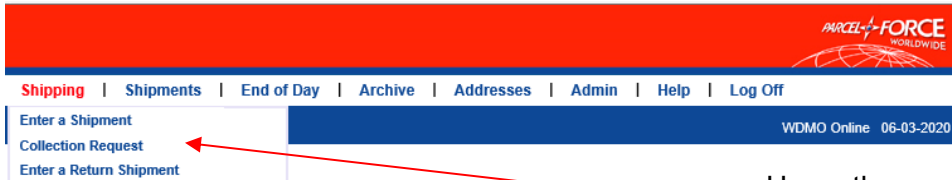
Hover the cursor over 'Shipping', then Select 'Enter a Shipment'

Select a department in **'1. Department Information'**, If you have more than one department set

Complete the usual information within **'2. Address Information'**, including Email Address, Mobile Phone number, Recipient Name, Business Name and full Address

If you are sending to a business in the EU, then include their Economic Operators Registration and Identification number (EORI) within the 'Recipient VAT Number/EORI' section

Finally, add your UK businesses EORI number by ticking 'Yes' here and entering the number in the free text box

PLEASE NOTE: The Economic Operators Registration and Identification System (EORI) was introduced in 2009 and is mandatory for all businesses so that economic operators can be clearly identified. The EORI number serves as a unique identification number in the completion of all customs formalities in Europe (export / import / transit).

From 1st January 2021, **all** UK businesses trading with the EU will need a UK EORI number as it will become a mandatory requirement for customs operations. If you are exporting to businesses in the EU, you may also need to provide importer's EORI number.

More information about EORI numbers can be found here.

Option 1a: You are sending items valued over €22 would like to be invoiced the VAT, fee and, where applicable, any duties (i.e. 'Delivered Duty Paid' or 'DDP')

Next, select euro**priority** or euro**priority**^{pack} from the 'Product' drop down, within **3. Service Options & Parcels**

Select 'Sender pays taxes, duties and fees – in country' from the 'Terms of Delivery' drop down.

Enter any reference numbers you have.

Select a shipping date.

Finally, select whether the parcel

contains 'Documents-only' or is a 'Non-Documents' parcel.

Option 2: You are sending items valued under €22 would like to be invoiced the fee (i.e. Low Value 'Delivered Duty Paid' or 'DDP')

Next, select euro**priority** or euro**priority**pack from the 'Product' drop down, within **3. Service Options & Parcels**

Select 'Sender pays taxes, duties and fees – in country' from the 'Terms of Delivery' drop down.

Enter any reference numbers you have.

Select a shipping date.

Finally, select whether the parcel contains 'Documents-only' or is a 'Non-Documents' parcel.

Option 3: You want your recipient to pay the VAT, duties and fees on receipt of the goods (i.e. 'Delivered Duty Unpaid')

Next, select euro**economy** from the 'Product' drop down, within **3. Service Options & Parcels**

Select 'Recipient pays taxes, duties and fees' from the 'Terms of Delivery' drop down.

Enter any reference numbers you have.

Select a shipping date.

Finally, select whether the parcel contains 'Documents-only' or is a 'Non-Documents' parcel.

Next, enter the number of parcels you are sending in the consignment.

The 'No. of Parcels' will default to 1. Please change if sending more than 1 to this address and the weights are identical to each other.

Enter the weight of the parcels in 'Individual Weight of Parcel(s)' field. It is mandatory for a weight to be entered up to a maximum of 30kg and you will be charged as per your agreed contractual rates. Enter the weight of one parcel only, not the accumulated amount of all parcels, this is possible if there is more than 1 parcel with identical weights.

Press 'Add', the list of the parcels will appear in the consignment parcels box, as shown below.

If you have multiple parcels that are different in weight, please add them individually for example parcel A is 1 parcel at 15kgs, press add and parcel B is 1 parcel at 10kgs, press add. The list of the parcels will appear in the consignment parcels box, as per the below picture.

Press 'Submit' when all parcels are entered, if you need to remove a parcel select the relevant parcel and press 'Remove'.

Select additional compensation, if required, in 'Enhanced Compensation'.

The selection replaces the compensation that is included in your contract, for that product. The rate will be added to your invoice.

Finally, select 'Enter Content Details'.

A new **'Parcel Contents'** popup will now appear.

Select from the 'Purpose of Shipment' drop down what your parcel is intended for, e.g. a gift, sold etc.

Then enter the 'Shipping Costs', this is the amount the recipient is paying for this parcel to be delivered.

Enter a description into 'Content Description', of what is inside the parcel, for example '*men's leather shoes*'.

Enter a country in 'Country of Manufacture', where the items where manufactured.

Enter the 'Units', 'Unit Weight' and 'Unit Value' (choose relevant currency) *

If the item has a declared value of over €22 it will be shipped as a standard DDP export (option 1a above). If the item has a declared value of under €22 it will be shipped as a Low Value DDP export (option 1b above).

NB: You can select the currency under 'Unit value'. If the item's value is declared with a currency other than Euros (€), the latest HMRC exchange rate will be used to convert the invoice to Euros (€).

* These details are on the singular items in each parcel. For example, one parcel weighing 6kg with 3 jumpers inside with a total value of £12 would be filled in as; Units = 3, Units weight = 2kgs and Unit Value = £4. If the weight or value of the units in a parcel is not the same, each unit will need to be entered individually by clicking add after all the relevant step below are finished.

Enter the relevant code in the 'Tariff Code' field – this is a number assigned to each type of product sold internationally.

If you do not know the tariff code, select the hyperlink 'Tariff Code' underlined and this will take you to parcelforce.com/tariffcode

Here, you can search for tariff code and copy and paste into WDMO.

Enter the description of the tariff in 'Tariff description'.

Check all data is accurate and select 'Add'.

The entry will appear on the list of content details, repeat the stages if you need to add more units for that parcel or if individual items in the parcel differ in tariff codes, weight and value. *

*If an entry needs to be amended, select the relevant entry from the list, it will be highlighted in red. The details will populate back in the original fields, make amendments and select save. If you wish to remove an entry, select the relevant entry, it will be highlighted in red and select remove.

Select 'Copy contents to next parcel' If the next parcel has identical contents.

Select 'Copy contents to all remaining parcels' this allows you to copy the content to the remaining parcels if all subsequent parcels, after that one, has identical content.

Select 'Save' when you have finished entering **all** the parcel details. The window will disappear and brought back to the shipping screen.

Within '**4. Customer Notifications'**, tick 'Delivery Notifications' and 'Email Notifications', to ensure your recipients receive notifications.

Add any special instructions, if you have them.

Finally, click on 'Process' when your shipment is complete.

Your Commerical Invoices and/or CN23s and labels will now appear via a pop up

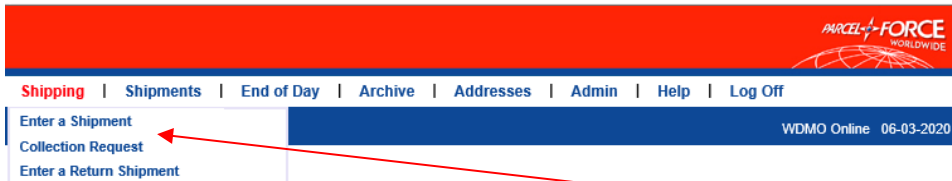**Commercial Invoice**

CN23

Label

Print your name and sign the commercial invoice and customs declaration, where indicated on the documents.

Fold the documents into one document wallet, it does not matter which one is showing through the window, place it beside the label on the parcel. *It is important that you can see the label and one of the documents, in the document wallet, together on the front of the parcel.*

4) **Creating a European Shipment – Non-Euro Priority services**

This is applicable to the following services: global**express** and Ireland**express**:

Hover the cursor over 'Shipping', then Select 'Enter a Shipment'

Select a department in **'1. Department Information'**, If you have more than one department set up

Complete the usual information within **'2. Address Information'**, including Email Address, Mobile Phone number, Recipient Name, Business Name and full Address

If you are sending to a business in the EU, then include their EORI number within the 'Recipient VAT Number/EORI' section

Finally, add your UK businesses EORI number by ticking 'Yes' here and entering the number in the free text box

PLEASE NOTE: The Economic Operators Registration and Identification System (EORI) was introduced in 2009 and is mandatory for all businesses so that economic operators can be clearly identified. The EORI number serves as a unique identification number in the completion of all customs formalities in Europe (export / import / transit).

From 1st January 2021, **all** UK businesses trading with the EU will need a UK iEORI number as it will become a mandatory requirement for customs operations. If you are exporting to businesses in the EU, you may also need to provide importer's EORI number.

More information about EORI numbers can be found here.

Next, select a service, for example global**express** or Ireland**express** from the 'Product' drop down, within **3. Service Options & Parcels**

Enter any reference numbers you have.

Select a shipping date.

Finally, select whether the parcel contains 'Documents-only' is a 'Non-Documents' parcel.

Next, enter the number of parcels you are sending in the consignment.

The 'No. of Parcels' will default to 1. Please change if sending more than 1 to this address and the weights are identical to each other.

Enter the weight of the parcels in 'Individual Weight of Parcel(s)' field. It is mandatory for a weight to be entered up to a maximum of 30kg and you will be charged as per your agreed contractual rates. Enter the weight of one parcel only, not the accumulated amount of all parcels, this is possible if there is more than 1 parcel with identical weights.

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Then enter the 'Shipping Costs', this is the amount the recipient is paying for this parcel to be delivered.

Enter a description into 'Content Description', of what is inside the parcel, for example 'men's shoes'.

Enter a country in 'Country of Manufacture', where the items where manufactured.

Enter the 'Units', 'Unit Weight' and 'Unit Value' (choose relevant currency) *

* These details are on the singular items in each parcel. For example, one parcel weighing 6kg with 3 jumpers inside with a total value of £12 would be filled in as; Units = 3, Units weight = 2kgs and Unit Value = £4. If the weight or value of the units in a parcel is not the same, each unit will need to be entered individually by clicking add after all the relevant step below are finished.

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If you do not know the tariff code, select the hyperlink 'Tariff Code' underlined and this will take you to parcelforce.com/tariffcode

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Enter the description of the tariff in 'Tariff description'.

Check all data is accurate and select 'Add'.

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*If an entry needs to be amended, select the relevant entry from the list, it will be highlighted in red. The details will populate back in the original fields, make amendments and select save. If you wish to remove an entry, select the relevant entry, it will be highlighted in red and select remove.

Select 'Copy contents to next parcel' If the next parcel has identical contents.

Select 'Copy contents to all remaining parcels' this allows you to copy the content to the remaining parcels if all subsequent parcels, after that one, has identical content.

Select 'Save' when you have finished entering **all** the parcel details. The window will disappear and brought back to the shipping screen.

If you are sending a global**express** items, now click on 'Edit Invoice Headers'.

Invoice Header

For All Parcels

Invoice Date	Terms of Delivery	Purchase Order Ref		
9 ▼ Sep ▼ 2020 ▼	DDU/Incoterm 20 ▼		Save	Cancel

Shipper/Exporter Address:

Address Book... 🔍

Address Code

Business Name
TOM & JIT

Sequence Code

Recipient Name

Address
1 CALDECOTTE LAKE BUSINESS PARK
CALDECOTTE LAKE DRIVE
CALDECOTTE

☐ Add to
Address Book ✅

Post Code	Town
MK7 8LE	MILTON KEYNES

Country
United Kingdom ▼

Telephone
07903735595

Fax

VAT Number/EORI
GB 11111111111111

Recipient Address:
(despatched to)

Address Code
test@test.com

Business Name
Mr Test

Sequence Code

Recipient Name
Mr Test

Address
Test Address
Test Address

☐ Add to
Address Book

Post Code	Town
11111	Munich

Country
Germany ▼

Telephone
1234567890

Fax

VAT Number/EORI
GR 111111111111

From the 'Terms of Delivery' drop down, choose 'DDU/Incoterm 20'.

Then click 'Save'.

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4. Customer Notifications

☑ Delivery Notification ❓   ☑ Email Notification ❓

5. Special Instructions

Special Instructions 1

Special Instructions 2

Special Instructions 3

Special Instructions 4

Pend   Reset   Process

Within '**4. Customer Notifications'**, tick 'Delivery Notifications' and 'Email Notifications', to ensure your recipients receive notifications.

Add any special instructions, if you have them.

Finally, click on 'Process' when your shipment is complete.

Your Commerical Invoices and/or CN23s and labels will now appear via a pop up.

Commercial Invoice

CN23

Label

Print your name and sign the commercial invoice, where indicated on the documents.

Fold the documents into one document wallet, it does not matter which one is showing through the window, place it beside the label on the parcel.

It is important that you can see the label and one of the documents, in the document wallet, together on the front of the parcel.

NB: you <u>do not</u> need to print and attach the Commercial Invoices or CN23s when using the Ireland**express** service**.**

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[i] More information on EORI numbers can be found here. You can also register for an EORI number quickly and easily on UK.gov here.