

# Get customs forms right



## Help customers avoid delays and parcels being returned

Now the UK has left the EU there are new rules for posting items abroad. Missing or incomplete customs forms are likely to result in items being delayed or returned. Here is a simple guide to helping your customers get it right.

### 1 When is a customs form needed?

- **Posting from England, Scotland and Wales:** completed customs forms are **mandatory** for all goods and gifts sent
- **Posting from Northern Ireland:** completed customs forms are **mandatory** for all goods and gifts sent to non-EU destinations only

### 2 Choosing the correct customs form

- **CN22B (with barcode):** for Royal Mail International Economy and International Standard – items with a value under £270
- **CN22A (no barcode):** for Royal Mail International tracking and signature services – items with a value under £270
- **CN23:** for items over £270 being sent with Royal Mail

### 3 Check the form is completed correctly

Our obligation is to check customs forms are filled in correctly. Whether a customer completes the form in branch or beforehand, **ONLY** accept items where all relevant details are completed.

**Important: as customs forms are now scanned by machines to interpret the details, it's essential they are completed legibly in BLOCK CAPITALS.**

**CN22B**

International Standard / Economy services

**CUSTOMS DECLARATION** **CN 22**  
Complete in **BLOCK CAPITALS**. May be opened officially  
Further guidance at [royalmail.com/customs](http://royalmail.com/customs) Great Britain

1 Sender's Name **PAULA JAMES**

2 Sender's Address & Postcode **245 HSWAY  
OXFORD  
OX1 8HJ**

3 **Contents**  
Tick all that apply:  Gift,  Documents,  Commercial Sample  
Description of contents: **DVDS POSTERS** Quantity: **2** Weight (kg): **0.7** Value (GBP): **10.00**

4 **4**

5 Total **2** **1.1** **19.00**

6 Commercial items only: if known enter HS tariff no. & origin **852349 GB  
91000 DE**

7 If applicable, VAT reg number **1234567 89**

8 Sign & Date **P. JAMES 18/01/21**

UG453567111GB  
CN22B (Jan 20)

**CN22A**

**CUSTOMS DECLARATION** **CN 22**  
Complete in **BLOCK CAPITALS**. May be opened officially  
Further guidance at [royalmail.com/customs](http://royalmail.com/customs) Great Britain

1 Sender's Name **JOHN SMITH**

2 Sender's Address & Postcode **22 THE STREET  
LONDON  
SE7 2LP**

3 **Contents**  
Tick all that apply:  Gift,  Documents,  Commercial Sample  
Description of contents: **DVDS POSTERS** Quantity: **2** Weight (kg): **0.7** Value (GBP): **10.00**

4 **4**

5 Total **2** **1.1** **19.00**

6 Commercial items only: if known enter HS tariff no. & origin

7 If applicable, VAT reg number

8 Sign & Date **J. SMITH 18/01/21**

CN22A (Jan 20)

- 1 **Sender's details in full:** it is mandatory to include the sender's name, address and postcode
- 2 **Type of contents:** it is mandatory to tick any that apply
- 3 **Contents description:** it is mandatory to include a detailed description of each item enclosed e.g. men's denim jeans (clothing, for example, is not acceptable)
- 4 **Value, quantity and weight:** of each item is mandatory. If there are two or more items of the same type, the weight and value sections should be entered as the combined weight and value of the items
- 5 **Total quantity, weight and value:** is mandatory and should include:
  - the total number of items within the parcel
  - the total weight of the parcel
  - the total value of the contents – should be written in British Pounds (GBP)
- 6 **HS Tariff number is mandatory for businesses sending commercial items:** customers can access a HS free lookup tool at [parcelforce.com/tariffcode](http://parcelforce.com/tariffcode)
- 7 **Business customers must include their GB EORI number or VAT registered number**
- 8 **Customers MUST sign and date the form**

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**CP72**

**Despatch Pack CP72** Administration of Great Britain  
Administration de Grande Bretagne

**From:** Name and Address of Sender *Nom et Adresse d' l'expéditeur*  
MR. JOSEPH BLODGETS  
116 MAPS ROAD,  
COVENTRY  
Postcode *CV3 4PF* 02476 123456  
VAT No / Exporters reference (optional) 1234567 89

**TO:** Name and Address of Addressee *Nom et Adresse du destinataire*  
A barcoded service label must also be affixed to the parcel.  
MR. MARK SMITH  
HOLLY HOUSE  
1165 OAKLAND AVENUE, MEMPHIS  
TENNESSEE  
Post town and Zip/Postcode 38200  
Country USA 901 6351234  
Importers reference (if any) (tax code/VAT No/importer code) (optional)

**PARCEL FORCE WORLDWIDE**  
PFU509 April 06  
**IAQ**

**CN23 Customs Declaration** (Itemised description of all goods contained in the parcel)

Quantity	Detailed description of contents <i>Description détaillée de contenu</i>	HS tariff no. (if known) <i>N° tarifaire de SH</i>	Country of origin of goods <i>Pays d'origine des marchandises</i>	Net wt (kg) <i>Poids net</i>	Unit Value	Total Value
1	NEW BUSINESS CONTRACT	12345	UK	0.5	\$30	\$30
<b>Total Value</b>						<b>\$30</b>

Category of item *Catégorie de l'envoi*  
 Gift *Cadeau*  Commercial sample *Echantillon commercial*  Other *Autre*  
 Document *Document*  Personal goods *Biens de caractère personnel*  Exhibition *Exposition*  
 Invoice number  Licence number(s)  Certificate number(s)  
 Comments: (eg: goods subject to quarantine, sanitary/phytosanitary inspection or other restrictions)  
 Signature of Sender *Signature de l'expéditeur*  
 Signature of Inspecteur

Please report any damage quickly and retain packaging for later inspection. Veuillez déclarer tout incident ou dommage dans les plus brefs délais et conserver l'emballage pour inspection au contrôle.

**Posting from England, Scotland and Wales:** a CP72 Customs Despatch Pack (PFU509) is mandatory for ALL destinations regardless of value of the item.

**Posting from Northern Ireland:** a CP72 Customs Despatch Pack (PFU509) is mandatory for non-EU destinations, unless using **globalExpress** which requires a CP72 Customs Despatch Pack for ALL destinations regardless of value of the item.

- 1 Sender's details in full:** it is mandatory to include the sender's name, address and postcode. **Please include a contact number**
- 2 Business customers must include their GB EORI number or VAT registered number**
- 3 Recipients details in full:** it is mandatory to include the recipient's name, address and postcode. **Please include a contact number**
- 4 Contents description:** it is mandatory to include country of origin and a detailed description of each item enclosed e.g. men's denim jeans (clothing, for example, is not acceptable)  
**For documents, describe as:**
  - Business correspondence
  - Personal correspondence
  - Financial statements
  - Legal documents
 Or add a full description of the document type  
**For mobile phones and other electronic devices:**  
 You MUST include both the serial number and the IMEI number of the device  
**Business customers must include the HS Tariff number**
- 5 Item category and value:** if the item is a document, tick the 'Documents' box. Value type (e.g. \$, £) MUST match that on the invoice and all other documents
- 6 Customer MUST sign the form**