

Required customs documents

International shipments

1. Overview of customs documents for international shipments

It is the responsibility of the sender to check which customs documents are required. The sender must fill them in and sign and stick them on the parcel.

For all international shipments, the following customs documents must be added to the shipment:

Inside fiscal EU

No customs documents are needed

Outside fiscal EU

- Complete the CN23 section/document and attach a copy (for more information see point 2. In practice)
- Always include two copies of the invoice or pro forma invoice
- For shipments with a value of more than € 1,000, you should also add a Single Administrative Document

Countries acceding to the European Union (EU) on 01.01.2021

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, The Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.

Please note

The areas below are not part of the fiscal territory of the EU, so the same customs formalities apply as for 'Outside fiscal EU' shipments:

EU Country	Area
Denemark	Faroe Islands, Greenland
Germany	Helgoland, Büsingen
Spain	Ceuta, Melilla, Canary Islands, Gibraltar, Andorra
France	French overseas territories and departments; also known as DOM, COM & TAAF <ul style="list-style-type: none"> • DOM: "Départements d'outre-mer" (Overseas Departments): Guadeloupe, Martinique, French Guiana, La Réunion, Mayotte • COM: "Collectivité d'outre-mer" (Overseas Departments): French Polynesia, Saint Bartholomew's Island, Saint Martin, Saint Peter and Miquelon, Wallis and Futuna • TAAF: "Terres australes et antarctiques françaises" (The French Southern and Antarctic Territories): Kerguelen, St. Paul Island, Crozet Islands, Adelieland, Scattered Islands
Italy	Livigno, Campione d'Italia, the National waters of Lake Lugano, San Marino (independent state), Vatican City
Finland	Aland Islands
Greece	Mount Athos (Independent State)
Cyprus	Turkish part

2. In practice

2.1. Customs documents - for shipments outside fiscal EU

2.1.1. bpack World Light, bpack World and bpack World Express

Non-contractual customers can obtain a shipping order form at a Post Office or Post Point. On this document, the different fields have to be filled in, including the CN23 part: sender, addressee, HS code, contact details (e-mail address and phone number), postage paid.

For bpack World Light shipments, write the address on your parcel and attach a CN23 document (also available from a Post Office or Post Point).

You can have your parcel stamped at the counter. You can also stamp the parcel yourself in the case of the bpack World (up to 10 kg) and bpack World Light, with the appropriate stamps. You can buy these stamps at a Post Office or Post Point, or order them from our e-shop.

2.1.2. bpack World Business and bpack World Express Pro

Contractual customers can create their shipping orders via 'Shipping Manager'.

The open fields of the CN23 part (quantity, weight in kg, detailed description of the content, value) are entered digitally.

A detailed description of your parcel is always necessary to ensure a smooth export and import.

2.1.3. For all shipments

Always attach the invoice or a "pro forma invoice" of the goods sent in duplicate. Download a [template of a pro forma invoice here](#).

- When the value of the goods in your shipment exceeds € 1,000, you must attach a Single Administrative Document to your shipment in a transparent bag on the back of the parcel. For more information, please contact the FPS Finance at info.douane@minfin.fed.be.
- In case of temporary or re-export of goods, you also need to add a Single Administrative Document.

Tips for completing the CN23 section:



- It is best to complete the shipping notice in English or French as these are the languages recognised in the international postal system.

For shipments outside the EU, fill in the CN23 section completely, correctly and legibly.

A description such as 'clothing' will not be accepted (e.g. 'men's shirts' and 'cotton t-shirts'). Failure to do so may delay the shipment and cause other inconveniences to you or the addressee.

- Customs or other government authorities may physically inspect shipments in the exporting country, the country of transit and/or the country of destination. Incorrect descriptions usually result in a fine or seizure of the shipment.
- In accordance with the applicable postal legislation, the dispatch or transport of certain mail items is prohibited (consult the general terms and conditions of bpost on www.bpost.be).
- Certain goods may be subject to restrictions or limitations. You should enquire about import and export regulations including any additional documents (such as a certificate of origin, health certificate, CITES permit, phytosanitary certificate or licence) that may be required.
- Example:

<u>Detailed description of contents (1)</u>	<u>Quantity (2)</u>	<u>Net weight (in Kg)</u>	<u>Value (5)</u>
Six Nido cans of milk powder	6	4,8 (0,8x6)	60 CHF (10x6)
Four men's long sleeve 100% cotton shirts	4	0,8 (0,2x4)	80 CHF (20x4)
		Total gross weight (4) 5,8 Kg	Total value (6) 140 CHF

2.2. Instructions for all commercial senders to countries outside the fiscal EU

As soon as there is a commercial relationship between the sender and the addressee, there is a commercial shipment.

By a commercial relationship we mean:

- the purchase of a private individual from a company;
- the purchase of a company from a company;
- the purchase of a private individual from a private individual (e.g. via an auction site);
- an exchange (where there is no payment in money, e.g.: collectors).

For commercial shipments, the following details must always be clearly stated:

- A clear description of the shipment:
Always state the contents you are describing in detail, the number, weight and value of the shipment.
- The HS-code (GS-code):
Goods are assigned a commodity code according to the Harmonised System (HS) with worldwide agreed classification rules. This six-digit code must be entered on the CN23 part. **Please refer to our website.**
- The term "Country of origin of goods" refers to the country where the goods originate (e.g. the country of production, manufacture or assembly). Senders of commercial shipments are advised to fill in this information correctly in the CN23 section, as this will allow Customs to process the shipments faster and more accurately.
- Indicate the postage fee paid to bpost for sending the item. State the other taxes separately (e.g. insurance). These amounts are needed to calculate the customs duties in the country of destination.
- If, depending on the destination country, your shipment is accompanied by a certificate, declaration, permit, licence or certificate, state the number on the CN23 section. It is the responsibility of the sender and the addressee to obtain the correct documents. Include these documents, together with the invoice in duplicate, in a transparent bag on the back of the parcel. NEVER pack the documents relating to the shipment (invoice, certificates, statements, shipping note) in the shipment. This makes it easier to check these documents.
- You should attach an invoice in duplicate to all commercial shipments. Indicate its number on the CN23 part of the shipping order.

- Indicate whether customs documents have to be validated before export ("Customs Documents to be validated for Export"). Attach the Single Administrative Document or Export Accompanying Document (EAD/UGD) together with the invoice and other documents in a transparent bag on the back of the parcel.

2.3. Commercial or pro forma invoice?

According to the applicable customs legislation, all shipments of goods or documents to countries outside the fiscal EU must be declared. Therefore, an invoice in duplicate must be added to each shipment. If there is no commercial invoice, you may attach a pro forma invoice in duplicate to the shipment.

To ensure smooth handling of your shipment, we recommend that you draft the invoice in English or French.

The following details must be stated on the invoice:

- Name, address and telephone number of the sender
- VAT taxpayers must provide their VAT number and EORI number
- Name, address, telephone number and, if possible, VAT number of addressee
- The country of origin of the goods. The country of origin is the country where the goods were manufactured, not where they were purchased. The country of origin is normally indicated on the product ("made in"). The declaration of origin can be written as follows: "The exporter of the products covered by this document declares that, except where otherwise clearly indicated, these products originate from <<country>>."
- The full description of the nature of the goods, the number of pieces per good, the total weight and the total value of each good. Do not forget to mention the currency.
- The net weight (Nett) and the gross weight (Gross) of the shipment (the gross weight being the total weight of the shipment including packaging)
- The date and place of sale
- Always print the invoices on your own headed paper

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2.4. VAT taxpayers

In order to prove the export in cases where it is not mandatory to attach a Single Administrative Document, the senders may present an additional copy of the CN23 declaration when delivering their mail items to the Post Office. This copy needs to have the following wording at the top: "Copy for the sender". After inspection, it will be stamped with the date stamp of the issuing office and returned to the sender. This endorsed declaration, together with all other documents proving the authenticity of the export, will constitute proof of the right to exemption from VAT.

Would you like more information?

Business customers can contact their bpost Account Manager or the Service Centre:  02 201 11 11

Private customers can call us at:  022 012345

 www.bpost.be