

# Sending a package internationally?

A guide to posting items to friends and family

from 1st January 2021



# Overview

From 1st January 2021, new and essential worldwide rules for posting items internationally come into effect.

The rules apply to any items (excluding cards, letters and documents) that aren't being sent locally or to the UK.

When sending an item internationally, in addition to providing us with information about your package by attaching a customs form as you do now, you will need to provide this electronically.

The good news is that sending your package information electronically ahead of time avoids delays, additional charges, or items being returned. It can also speed up custom clearance leading to faster delivery times.



# Why do I need to send my information electronically?

- This preadvise international destination postal/ customs authorities that an item is being sent to them.
- Sending information about your package in advance means that customs authorities in the receiving countries can avoid the need to manually check every parcel. This can enable a more efficient customs clearance.

## What are the risks if I send items without electronic pre-advise?

- Items could be returned or destroyed.
- Significant delays.
- Potential additional charges.

## I want to send an international package, what do I do now?

There are two simple ways to send your electronic data to us.

You can:

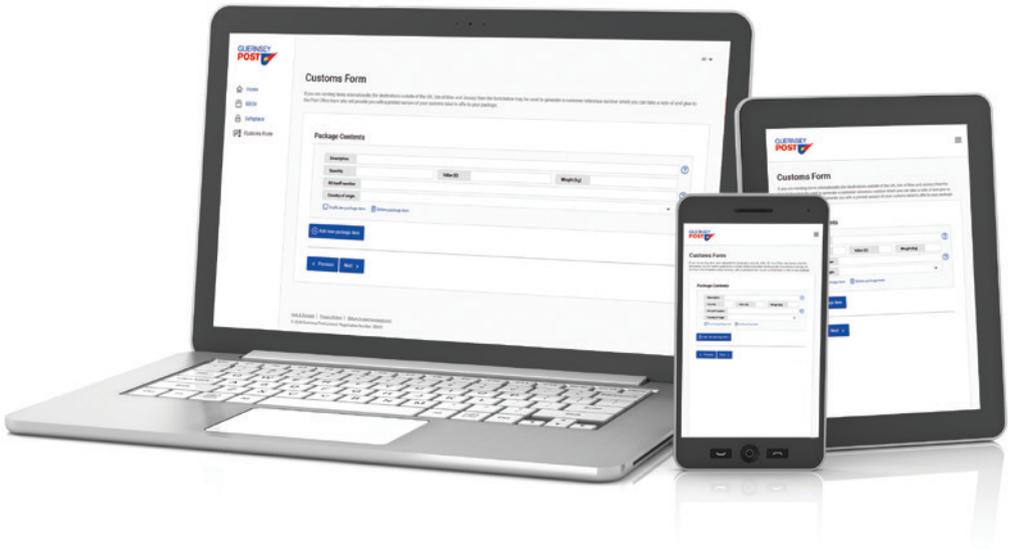
1. Go online.
2. Use a Guernsey Post tablet, available in all Guernsey Post branches.

# Going Online

By visiting [guernseypost.com/electronic-customs-data](http://guernseypost.com/electronic-customs-data) you can complete a simple online customs form which will ask you for information about your package.

You will then be provided with a unique customer reference number. This customer reference number will be emailed to you (*or you can just note it down*).

When purchasing your international postage, please hand your reference number over to one of our Post Office Team. We will then print a sticky label, along with a barcode, for you to attach to your package. There is no need to complete any further customs forms.



# Using a postal tablet at your Post Office branch

If you don't wish to go online to complete your customs information, you can always use one of the postal tablets in our Post Office branches. This then follows the same process as set out on page 3.

## Summary of what you need to do;

1. Go online or complete the customs information for your international package on a postal tablet in branch.
2. Take a note of your customer reference number and hand it to our Post Office team when purchasing your postage.
3. Our Post Office team will provide you with a printed version of your customs label to affix to your package.



## I post a lot of international packages - is there another way?

Yes! Please contact our customer services team on **711720** or email [custserv@guernseypost.com](mailto:custserv@guernseypost.com) for more details on how we can help.

# What will my label look like?

Your printed label will look similar to the example shown below.

					
<b>JS 5883 1030 9GB</b>					
<b>TO</b> Mr XYZ Stairway to Heaven Zeppelin Street Melbourne VIC 3181 Australia					From: Mr ABC, Flat 5, Havelet Road, St Peter Port, GY1 1AA, GUERNSEY
Contact Tel: 01481 256358					
<b>CUSTOMS DECLARATION</b>			<b>CN23</b>		
May be opened officially					
<b>Category of Items: GIFTS</b>					
Description of content	Qty	Net weight (Kg)	Value (£)	Commercial Items Only	
				HS Tariff Number	Country of origin
Men's shirt	1	0.15	20.00	620520	GG
Women's coat	1	0.80	50.00	610220	GG
<i>Postage Fee</i>			<i>Total Gross Weight (Kg)</i>		0.95
<i>Licence</i>			<i>Total Value (£)</i>		70.00
<i>Certificate</i>			<i>Comments</i>		
<i>Invoice</i>					
Office & Date of posting	I certify that the particulars given in this customs declaration are correct and that this item does not contain any dangerous article prohibited by legislation or by postal/customs regulations				
	<b>Date and sender's name:</b> 01/01/2021 Mr ABC				

# Concerned about Data Protection?

Some customers may be concerned about supplying recipient contact details for data protection reasons. All customer data, including telephone numbers and email addresses when provided are managed in accordance to the Guernsey Post Terms and Conditions and Privacy Notice, including the information we share with overseas Posts in order to deliver items and notify recipients.

For further information and updates please visit:

[guernseypost.com/electronic-customs-data](https://guernseypost.com/electronic-customs-data)





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