

Export Manual

For DPD CLASSIC (by road) destinations

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General export information

EORI number

As a result of new European rules, businesses with establishments in Europe will receive an EORI (Economic Operator Registration Identification) number. The EORI number replaces the current tax reference number of a business.

The EORI number consists of the Dutch tax reference number minus the last three digits. For example NL123456789B01 becomes NL123456789.

If the tax reference number consists of less than 9 digits, the EORI number will be supplemented with leading zeros.

EUR.1 certificate

A EUR.1 certificate is applicable for shipment with a value of 6.000 Euro or more with a preferential origin. The certificate allows for a zero or reduced duty levy upon the import of designated goods originating from EFTA or EU countries.

The consignor is responsible for issuing the EUR.1 certificate. It's not possible for DPD to provide this service. It's important that the certificate is stamped by customs. A shipment will be stopped at the border in case there are no stamps on the certificate.

EUR.1 certificaat

Invoice

There should be five original invoices present on a shipment. The invoice has to be issued in either English or German. Invoices that are issued in Dutch are not accepted.

In case a shipment contains more than one parcel the invoices and Electronic Accompanying Documents (EAD, customs documents) should only be put onto the first parcel.

If the invoices and electronic accompanying documents are put onto each parcel within the shipment they will be handled as separate shipments. As a result the consignee will have to pay duties and / or taxes for each parcel within the shipment.

The list below, with required invoice information, covers the general requirements. Please consult the country information in this document for more detailed information.

- The name and complete address of the consignor.
- The name and complete address (incl. phone number) of the consignee.
- A number and date of issue of the invoice.
- PID (Personal ID) or VAT number.*
- EORI number from the consignor.
- A clear description of each item in the shipment.
- A commodity code per item.
- The gross and net weight of the shipment.**
- Mention of amount per item.
- Mention of value per item and a total amount for the total shipment.
- Currency indication.
- Mention of country of origin or declaration of origin.
- The parcel numbers of each parcel within the shipment.

*The mention of the PID number for private consignees or VAT number for business consignees is only applicable for shipments to Norway.

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**The weight is used for issuing export declarations and to calculate the amount duties that have to be paid when importing into Switzerland. If no weight is mentioned on the invoice it could lead to delays. Shipments containing goods that have been repaired are subject to additional rules. It's important that the following information is mentioned on the invoice:

- The value of the product.
- The value of repair work done (amount of hours with tariff per hour).
- The value of the parts that have been used in the repair.

Customs offices

If EAD's are issued an indication has to be given which customs office will be used as a point of passage or exit. Below is a list of customs offices used by DPD. The name of the office is mentioned first followed by the office code.

- Norway
Flensburg Port, DE006132
- Serbia, Bosnia & Croatia
Izpostava Gruskovje, SI007075
- Switzerland
St. Louis Autoroute, FR004050

Incoterms

DPD old						DPD new		
Incoterm 2000	Sender	Freight	Export	Import	Duty	Tax	Receiver	Incoterms® 2010
DDP: Delivered duty paid, incl. Duty and taxes	Sender	<	<	<	<	<	Receiver	DDP
DDP: Delivered duty paid, tax unpaid		<	<	<	<	>		DDP tax unpaid
DDP: Delivered duty paid, excl. duties and taxes		<	<	<	>	>		DAP cleared
DDU: Delivered duty unpaid		<	<	>	>	>		DAP
< Expenses paid by Sender / Exporteur			> Expenses paid by Receiver / Importeur					

The incoterms provide information about the delivery conditions used to deliver a shipment. The standard incoterm used by DPD is DAP (Delivered At Place) Cleared. By using this incoterm the consignor pays the handling charges and the duties and / or taxes are paid by the consignee.

It's important that the final destination is mentioned with the incoterm. Without the final destination mentioned the incoterm will not be considered valid.

In case the consignee refuses to pay these charges they will be charged to the consignor.

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Preferential origin

If the items in a shipment are of preferential origin (EU or EFTA origin) they are applicable for a zero or reduced duty levy upon import.

In order to take advantage of this agreement a declaration of origin has to be mentioned on the invoice.

The below declarations of origin have to be mentioned literally on the invoice. Any deviation will result in a rejection from customs and the consignee will be liable for the full amount of duties.

It's also important that the declarations are not hand-written on the invoice or added on a separate piece of paper. Customs will reject such declarations.

German

Der Ausführer der Waren, auf die sich dieses Handelspapier bezieht, erklärt, daß diese Waren soweit nicht anders angegeben, präferenzbegünstigte EU-ursprungswaren sind.

English

The exporter of the goods, covered by this document, declares that, except where otherwise clearly indicated, these products are of EEC-preferential origin.

Country of origin

In case the items in the shipment don't have a preferential origin, the country of origin should be mentioned. The country of origin is the country where the items have been produced. It's not the country where the goods have been sent from.

For example, if the items are produced in China it should be mentioned on the invoice as "Made in China" or "COO (Country of Origin) China".

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Export within the European Union

Shipments with a destination within the European Union do not have to be accompanied by invoices (a few exceptions apply).

EU Countries

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

There are a few exceptions within the EU which do require an invoice:

Madeira & Azores (Portuguese islands, postal code 9XXXX).

Five original invoices with the phone number of the consignee.

Canary Islands (Spanish islands, postal code 35XXX & 38XXX)

Five original invoices with the phone number of the consignee. It is obligatory to mention the VAT number (business consignee) or ID number (private consignee) on the invoice.

Ceuta & Melilla (Spanish territory in Africa, postal code 51XXX & 52XXX)

Five original invoices with the phone number of the consignee.

Campione D'Italia, Livigno, San Marino & Vatican City (Italy)

Five original invoices with the phone number of the consignee.

Busingen (Germany, postal code 78266)

Five original invoices with the phone number of the consignee.

Helgoland (Germany, postal code 27998)

Five original invoices with the phone number of the consignee.

Mont Athos (Greece)

Five original invoices with the phone number of the consignee.

Åland Eilanden (Finland, Postal code 22XXX)

Five original invoices with the phone number of the consignee.

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Export information Bosnia, Croatia and Serbia

Customs handling

The customs handling for Bosnia, Croatia and Serbia is done in Slovenia.

The customs office of passage / exit is Izpostava Gruskovje, SI007075.

Document shipments

It's not possible to send document shipments through the road service to Croatia, Serbia or Bosnia.

Restrictions

Due to high duties and license requirements it is not recommended to ship the following goods to Bosnia, Croatia and Serbia:

- Animal food
- Plants
- Foodstuff
- Alcoholic drinks

Incoterms

Shipments to Bosnia, Croatia or Serbia can only be sent under the incoterm DAP. Any shipment with another incoterm will be held in Slovenia.

Kosovo

It's not possible to print a label for Kosovo within Delisprint. Parcels for this destination will have to be routed under Serbia (RS).

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Andorra (AD)

Invoice

Five original invoices (pro-forma or commercial) have to be included with the shipment. A zero-value invoice is not allowed. The invoice should contain the following information:

- The name and full address of the consignor.
- The name and full address (incl. phone number) of the consignee.
- A number and date of issue of the invoice.
- EORI number from the consignor.
- A clear description of each item.
- A commodity code per item.
- An amount reference per item.
- A value per item and the total value for the entire shipment.
- Currency information.
- Standard DPD incoterm: DAP cleared. If another incoterm is applicable it has to be clearly mentioned on the invoice. It's mandatory to mention the final destination with each incoterm.

Each shipment to Andorra has to be accompanied by a "Autorizacion de despacho y representación" document which has been filled in by the consignor.

With this document permission is given to the broker to act as a fiscal representative on behalf of the consignor.

Documents

Document shipments up to two kilograms do not need to be accompanied by an invoice. Shipments above this weight have to ship as a parcel with invoice.

Restrictions

It's not allowed to ship the following items to Andorra:

- Antiques
- Furs
- Gambling devices
- Payment cards
- Precious metals

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Bosnia (BA)

Invoice

Five original invoices (pro-forma or commercial) have to be included with the shipment. A zero value invoice is not allowed. The invoice should contain the following information:

- The name and full address of the consignor.
- The name and full address (incl. phone number) of the consignee.
- A number and date of issue of the invoice.
- EORI number from the consignor.
- The parcel numbers of each parcel in the shipment
- A clear description of each item.
- A commodity code per item.
- An amount reference per item.
- A value per item and the total value for the entire shipment.
- Currency information.
- The gross and net weight of the shipment
- Indication of country of origin or declaration of origin
- Incoterm: DAP only. The final destination of the shipment has to be mentioned.
- Shipments with a value of 1.000 Euro or more have to be accompanied by an electronic accompanying document.
- Shipments with a value of 6.000 Euro or more have to be accompanied by an electronic accompanying document and a EUR.1 certificate. This certificate has to be issued by the consignor. DPD does not provide this service.

Supplement pro-forma invoice

- The information on the pro-forma invoice should be the same as the information on a commercial invoice.
- It should be clearly mentioned on the invoice that no payment is required for the shipment.
- A zero-value invoice is not allowed. Each item on the invoice should have a mention of value.
- In case discounts are mentioned on the invoice the contract(s) containing the agreements to these discounts have to be included with the shipment (customs accepts discounts up to 6%). In case the contract(s) can't be included with the shipment a commercial invoice should be used without mention of the discount.

Restrictions

Foodstuffs and alcoholic drinks are strictly regulated. It is not recommended to sent these items

The destinations Montenegro and Kosovo cannot be sent through the DPD CLASSIC (by road) network. Only the DPD Express Service is available for these destinations.

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The Channel Islands (JY, GY)

Invoices

Five original invoices (pro-forma or commercial) in English have to be included with the shipment. A zero value invoice is not allowed.

The invoice should contain the following information:

- The name and full address of the consignor.
- The name and full address (incl. phone number) of the consignee.
- A number and date of issue of the invoice.
- A clear description of each item.
- A commodity code per item.
- The gross and net weight of the shipment.
- An amount reference per item.
- A value per item and the total value for the entire shipment.
- Currency information.
- Indication of country of origin or declaration of origin
- The parcel numbers of each parcel in the shipment

Export accompanying document

An export accompanying document is obligated for each shipment regardless of its value.

Office of exit

The customs office of exit for the Channel Islands is Portsmouth. The customs office number is GB000292.

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Croatia (HR)

Invoice

Five original invoices (pro-forma or commercial) have to be included with the shipment. A zero value invoice is not allowed. The invoice should contain the following information:

- The name and full address of the consignor.
- The name and full address (incl. phone number) of the consignee.
- An issue date of the invoice and invoice number.
- EORI number from the consignor.
- The parcel numbers of each parcel in the shipment
- A clear description of each item.
- A commodity code per item.
- An amount reference per item.
- A value per item and the total value for the entire shipment.
- Currency information.
- The gross and net weight of the shipment
- Indication of country of origin or declaration of origin
- Incoterm: DAP only. The final destination of the shipment has to be mentioned.
- Shipments with a value of 1.000 Euro or more have to be accompanied by an electronic accompanying document.
- Shipments with a value of 6.000 Euro or more have to be accompanied by an electronic accompanying document and a EUR.1 certificate. This certificate has to be issued by the consignor. DPD does not provide this service.

Supplement pro-forma invoice

- The information on the pro-forma invoice should be the same as the information on a commercial invoice.
- It should be clearly mentioned on the invoice that no payment is required for the shipment.
- A zero-value invoice is not allowed. Each item on the invoice should have a mention of value.

Restrictions

It's not possible to ship to private consignees or to ship the following items:

- Aerial maps
- Textile / clothing for private consignees
- Private goods

Documents

Shipments containing airline tickets or magazines should be accompanied by an invoice if there are more than 2 pieces of each item present in the shipment. Shipments containing brochures, catalogues or pictures should be accompanied by an invoice if there are more than 10 pieces of each item in the shipment.

Film / video and audio

On the invoice the following details have to be specified:

- The title, a short description of the content, the length and the reason for import

Delays are to be expected for these kinds of shipments due to customs inspections.

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Leather products

It's only allowed to ship samples of leather goods. The words "samples" and "not for resale" have to be clearly mentioned on the invoice.

Medicines / pharmaceutical products

It's only permitted to send medicines / pharmaceutical products in powder form. Any other form is not permitted.

Spare parts (automotive & medical)

The consignee needs an import license in order to receive these items.

Software

On the invoice must be stated if it is an update or a full program.

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Iceland (IS)

Invoice

Five original invoices (pro-forma or commercial) have to be included with the shipment. A zero value invoice is not allowed. The invoice should contain the following information:

- The name and full address of the consignor.
- The name and full address (incl. phone number) of the consignee.
- An issue date of the invoice and invoice number.
- EORI number from the consignor.
- The parcel numbers of each parcel in the shipment
- A clear description of each item.
- A commodity code per item.
- An amount reference per item.
- A value per item and the total value for the entire shipment.
- Currency information.
- The gross and net weight of the shipment
- Indication of country of origin or declaration of origin
- Standard DPD incoterm: DAP cleared. If another incoterm is applicable is has to be clearly mentioned on the invoice. It's mandatory to mention the final destination with each incoterm.
- Shipments with a value of 1.000 Euro or more have to be accompanied by an electronic accompanying document.
- Shipments with a value of 6.000 Euro or more have to be accompanied by an electronic accompanying document and a EUR.1 certificate. This certificate has to be issued by the consignor. DPD does not provide this service.

Biological products

Biological products can only be sent with a commercial invoice. On the invoice it has to be stated that the items are for testing or scientific purposes.

Printed matter

Shipments containing brochures, books, magazines, manuals, annual reports have to be accompanied by an invoice if the value is 15 Euro or more.

Postal boxes / Private consignees

DPD cannot deliver to postal boxes or private consignees.

Textile samples

Textile samples (semi or final product) have to be made unusable for sale.

Restrictions

Shipments containing the following items cannot be shipped:

- Movies / videos for commercial use
- Medicines for private consignees
- Non-perishable foodstuff
- Private goods
- Tobacco

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Liechtenstein (LI)

Invoice

Five original invoices (pro-forma or commercial) have to be included with the shipment. A zero value invoice is not allowed. The invoice should contain the following information:

- The name and full address of the consignor.
- The name and full address (incl. phone number) of the consignee.
- An issue date of the invoice and invoice number.
- EORI number from the consignor.
- The parcel numbers of each parcel in the shipment
- A clear description of each item.
- A commodity code per item (not obligatory, but recommended).
- An amount reference per item.
- A value per item and the total value for the entire shipment.
- Currency indication.
- The gross and net weight of the shipment
- Indication of country of origin or declaration of origin
- Standard DPD incoterm: DAP cleared. If another incoterm is applicable it has to be clearly mentioned on the invoice. It's mandatory to mention the final destination with each incoterm.
- Shipments with a value of 1.000 Euro or more have to be accompanied by an electronic accompanying document.
- Shipments with a value of 6.000 Euro or more have to be accompanied by an electronic accompanying document and a EUR.1 certificate. This certificate has to be issued by the consignor. DPD does not provide this service.

Alcohol

The consignee needs to be in possession of an import permit for the following shipments:

- Shipments containing wine in bottles of 1 litre or more of which the total shipment weight is 20 kilos or more.
- Shipments containing cognac, whisky, gin or brandy with an alcohol percentage of 75% or more.

Restrictions

It's not possible to ship to private consignees.

Cosmetics, chemicals, medicines & pharmaceutical products

On the invoice it should be mentioned if the items contain antibiotics or alcohol. In case the item contains alcohol the type and percentage must be mentioned.

Data carriers

Shipments containing CD's, DVD's, and USB sticks and so on must have a separate mention of the value of the carrier and the value of the data on the carrier on the invoice.

Printed matters

Shipments containing brochures, newspapers, magazines, annual reports and so on should be accompanied by an invoice if the weight of the shipment is over 1 kilo.

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Films / video and audio

On the invoice the following details have to be specified:

- The title, a short description of the content, the length and reason for import.

An import permit is required for 16 en 35mm movies.

Leather goods

The Latin name of the animal, from which the leather is coming from, has to be mentioned on the invoice.

Medicines / pharmaceutical products

The consignee must be in the possession of an import license.

On the invoice must be mentioned if the items contain antibiotics or alcohol. In case the item contains alcohol the type and percentage must be mentioned.

Postal boxes

DPD cannot deliver to postal boxes.

Software

On the invoice must be stated if it is an update or a full program.

Textile

The following details should be mentioned on the invoice:

- Composition
- Way of manufacturing
- Price per piece of textile

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Norway (NO)

Invoice

Five original invoices (pro-forma or commercial) have to be included with the shipment. A zero value invoice is not allowed. The invoice (printed on company paper) should contain the following information:

- The name and full address of the consignor.
- The name and full address (incl. phone number) of the consignee.
- An issue date of the invoice and invoice number.
- EORI number from the consignor.
- The parcel numbers of each parcel in the shipment
- A clear description of each item.
- A commodity code per item (obligatory for shipments with a value below 1.000 Euro).
- An amount reference per item.
- A value per item and the total value for the entire shipment.
- Currency information.
- The gross and net weight of the shipment
- Indication of country of origin or declaration of origin
- Standard DPD incoterm: DAP cleared. If another incoterm is applicable is has to be clearly mentioned on the invoice. It's mandatory to mention the final destination with each incoterm.
- Shipments with a value of 1.000 Euro or more have to be accompanied by an electronic accompanying document.
- Shipments with a value of 6.000 Euro or more have to be accompanied by an electronic accompanying document and a EUR.1 certificate. This certificate has to be issued by the consignor. DPD does not provide this service.

Export declaration

Since the 1st of October German customs has tightened the rules for shipments to Norway. The total value per delivery address is no longer leading. Instead the total value of all parcels from one sender send on one day has become the guideline. These shipments cannot be customs cleared through the regular channels.

The total value of all parcels from one sender sent to Norway on the same day is now leading.

- If the total value is above 1.000 Euro an SAD will have to be issued for each individual delivery address.
- If the total value is below 1.000 Euro no SAD will have to be issued.

Alcohol, medicines and pharmaceutical products

Shipments containing alcohol, medicines or pharmaceutical items can only be shipped to authorized importers with an import / state license. This is the result of the state monopoly on these items.

VAT & PID number

The PID (Personal ID) number should be mentioned on the invoice when a shipment is destined for a private consignee. The VAT number should be mentioned in case of a corporate consignee.

Printed matters

Shipments containing brochures, newspapers, magazines, annual reports and so on should be accompanied by an invoice if the weight is 10 kilos or more.

Invoice address / Postal Boxes

Only invoice addresses within Norway are accepted. DPD cannot deliver to postal boxes.

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Serbia (RS)

Invoice

Five original invoices (pro-forma or commercial) have to be included with the shipment. A zero value invoice is not allowed. The invoice should contain the following information:

- The name and full address of the consignor.
- The name and full address (incl. phone number) of the consignee.
- An issue date of the invoice and invoice number.
- EORI number from the consignor.
- The parcel numbers of each parcel in the shipment
- A clear description of each item.
- A commodity code per item.
- An amount reference per item.
- A value per item and the total value for the entire shipment.
- Currency indication.
- The gross and net weight of the shipment
- Indication of country of origin or declaration of origin
- Standard DPD incoterm: DAP cleared. If another incoterm is applicable is has to be clearly mentioned on the invoice. It's mandatory to mention the final destination with each incoterm.
- Shipments with a value of 1.000 Euro or more have to be accompanied by an electronic accompanying document.
- Shipments with a value of 6.000 Euro or more have to be accompanied by an electronic accompanying document and a EUR.1 certificate. This certificate has to be issued by the consignor. DPD does not provide this service.

Supplement pro-forma invoice

- The information on the pro-forma invoice should be the same as the information on a commercial invoice.
- It should be clearly mentioned on the invoice that no payment is required for the shipment.
- A zero-value invoice is not allowed. Each item on the invoice should have a mention of value.
- In case discounts are mentioned on the invoice the contracts containing the agreements to these discounts have to be included with the shipment. In case the contract(s) can't be included with the shipment a commercial invoice should be used without mention of the discount.

Restrictions

It's not possible to ship to private consignees or to ship the following items:

- Alcohol
- Chemicals
- Cosmetics
- Jewellery
- Medicines without prescription
- Non-perishable foodstuff
- Political material
- Sample shipments to private consignees
- Stamps
- X-rays

Postal boxes

DPD cannot deliver to postal boxes.

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Switzerland (CH)

Invoice

Five original invoices (pro-forma or commercial) have to be included with the shipment. A zero value invoice is not allowed. The invoice should contain the following information:

- The name and full address of the consignor.
- The name and full address (incl. phone number) of the consignee.
- A stamp and name in block letters are obligatory.
- A signature is obligatory if a declaration of origin is present on the invoice. Without a signature the declaration of origin is not valid and duties will be levied.
- An issue date of the invoice and invoice number.
- EORI number from the consignor.
- The parcel numbers of each parcel in the shipment
- A clear description of each item.
- A commodity code per item.
- An amount reference per item.
- A value per item and the total value for the entire shipment.
- Currency information.
- The gross and net weight of the shipment
- Indication of country of origin or declaration of origin
- Standard DPD incoterm: DAP-cleared. If another incoterm is applicable it has to be clearly mentioned on the invoice. It's mandatory to mention the final destination with each incoterm. It's not possible to send parcels using the incoterm DAP.
- Shipments with a value of 1.000 Euro or more have to be accompanied by an electronic accompanying document.
- Shipments with a value of 6.000 Euro or more have to be accompanied by an electronic accompanying document and a EUR.1 certificate. This certificate has to be issued by the consignor. DPD does not provide this service.
- Shipments with destination Samnaun, postal code 7563, are routed through Austria.

Alcohol

The consignee must be a certified importer. Beer samples are allowed up to a maximum value of 50 Swiss Francs. The percentage of alcohol and the kind of alcohol has to be specified on the invoice.

Software

On the invoice must be stated if it is an update or a full program.

Invoice address

Invoice addresses are only allowed within Switzerland as a result of Swiss fiscal laws. It's not possible to use an invoice address outside of Switzerland.

Films / video and audio

On the invoice the following details have to be specified:

- The title, a short description of the content, the length and reason for import



Leather items

The consignee must be in possession of an import license. The Latin name of the animal, from which the leather is coming from, has to be mentioned on the invoice.

A CITES (Convention on International Trade in Endangered Species of Wild Fauna and Flora) license is obligatory for all species.

Postal boxes

DPD cannot deliver to postal boxes.

Phone number

It's obligatory to mention the phone number of the consignee on the invoice.

Textile samples

The following details should be mentioned on the invoice:

- Composition of the fabric.
- Way of manufacturing (woven or knotted).
- The weight.
- The kind of clothing (men's, women's or children).