

## General Questions

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### **Will recipients have to pay customs charges?**

An Import Entry at country of destination will need to reflect the cost of the import clearance and any VAT or duty applicable upon import.

### **Can we use our own Customs broker?**

Yes. We need to have a copy of the export declaration raised with customs approval to export at the time of collection. This will be required as an upload into Alliance.

### **How does a shipper instruct Palletforce to act as its customs representative?**

This process is called Direct Representation and each consignment needs to be accompanied by this declaration. 4S will not collect an shipments until this is received and stored on file for upcoming shipments

### **How long will it take for Palletforce to approve our shipment for collection?**

We have been advised this will take up to 45 minutes once all the correct information has been provided

### **What happens if a shipment is collected without the correct information?**

It is vital that customers do not send export consignments until they are customs cleared for departure. If a member forwards a pallet that does not have the correct export approval, resulting in the pallet being held at the Burton Super Hub, a storage charge per 24 hours will be applied.

### **Will rates be increased in the new year?**

There are no planned changes to export or import rates from 1 January 2021. However, with late-arriving new Government border and customs systems and the potential delays associated with new ways of working, we will need to keep the situation under review should costs escalate.

### **Can we still book our European shipments via Email / Phone?**

Shipments should be booked on Alliance online booking platform, if you have a 4S credit account please email [info@4sdistribution.co.uk](mailto:info@4sdistribution.co.uk) for account details.

### **Can we still export limited quantity (LQ) goods?**

Yes, but they will require a Dangerous Goods Note to be raised by the shipper to be declared/administered by our partner. There will be a £11 surcharge per shipment for this.

### **What information do we need to provide?**

EORI and VAT number of shipper and consignee, Commodity Code, CPC Code, INCO TERM, product description, County of Origin. A copy of the commercial invoice will also need to be uploaded to alliance

## Transit Times

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### Will transit times increase?

From 1 January 2021, transit time may be affected by several factors:

- Issues with the export declarations from the UK if the correct information is not provided.
- Delays upon clearance at the destination country; this process depends heavily on the importer.
- We currently have no knowledge of what delays we will face at ports post Brexit.

We will, of course, monitor all these situations. We expect initial transit times may be extended by 24 to 48 hours.

## Packaging

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### When sending to Europe or southern Ireland will customers need to use ISPM15 Stamped Pallets?

Yes, ISPM15 pallets will be required for the EU.

From 1 January 2021, shipments which contain wood packing will be subject to the International Wood Packing Regulations, which require timber such as pallets to be treated.

### Are ISPM15 pallets needed for freight GB to NI?

Only if the pallets destination is ultimately Eire will it apply

## Exclusions

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### Are there any exclusions we need to be aware of?

1. Only business-to-business or business-to-consumer shipments are allowed.
2. We will not carry shipments requiring sanitary and phytosanitary control and checks (SPS).
3. All current exclusions are maintained. This includes goods under excise duty, including spirits, wine, beer and tobacco products.

## Clearance Products / INCO Terms

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### What customs clearance products are Palletforce offering?

1. DAP Uncleared – Exporter pays the export clearance only.
2. DAP Cleared - Exporter pays the export clearance and import customs administration in country of destination.
3. FCA – (collect in EU, deliver in UK) - Importer pays the export clearance from EU and import charges into the UK, including any duties and taxes if applicable.

### Why are Inco Terms so important?

International Commercial Terms define the responsibility for charges on freight movements.

They define which liabilities pass between the shipper and consignee.

With currently no border controls on goods in the Customs Union it has been of little importance.

The most common likely export term that will be used for exporting to the EU is DAP (delivered at place) meaning the EU importer pays the UK exporter the cost of goods plus the shipping costs door to door excluding the import clearance and any duty/tax – which is paid by the importer. The transport is arranged by the seller to the buyer's door. Similar definitions apply to importation INCO terms. Please contact us if you have any query relating to these.

## Duty & VAT

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### How does the duty get charged to the consignee in EU?

Upon arrival into our EU Gateway provider, they will contact the consignee to understand their required clearance process. If the importer has their own Customs Deferment Account, the entry will be made against such. If not, under agreement with the consignee, the Deferment Account of our EU Gateway would be used. This service is subject to a fee and funds and will need to be received in advance of the consignment being released for delivery.

## **Alliance customer entry/ booking requirements**

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### **What additional information will be required in Alliance for our European shipments from 1 January?**

As from 1 January 2021, our system Alliance will be upgraded to include an additional page when booking EU shipments. This will have several fields that will be mandatory for our respective gateway to produce the export declaration and to allow the consignment to transit: information such as EORI and VAT number of shipper and consignee, Commodity Code, CPC Code, product description, Country of Origin. A copy of the commercial invoice will also need to be uploaded.

### **Will the drop-down bar for 'country of origin' allow you to list multiple countries in the mandatory field?**

Yes – you can enter multiple countries of origin.

### **What happens when inputting a job where the delivery address is different to the invoice address?**

Alliance will provide a consignee (Importer of Record) and delivery address field if different.

## **Northern Ireland UK Government Trader Support Service**

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Do our customers need to do anything for delivering into Northern Ireland post Brexit?

All customers who ship pallets to Northern Ireland will need to register for the UK Government Trader Support Service (TSS) before January 1<sup>st</sup> 2021 to ensure that shipments moving GB to Northern Ireland can be accepted.

This does not require your shipper to sign a Palletforce Direct Representation form, but EU shipments WILL.

The process is easy to follow and once registered they need to confirm with you their registration number.

<https://www.gov.uk/guidance/trader-support-service>