

Managed HS Classification From Royal Mail International User Guide

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Introduction

Royal Mail International's Managed HS Classification Service provides a managed solution for retailers looking to obtain Harmonised System codes (otherwise known as HS/HSN/Tariff Codes) for their product inventory.

This user guide details how the service works and what is required of you in order to be able to access the products being offered under this service.

Specifically this document provides:

- Details of what the Managed HS Classification service is
- An easy to follow process to help you use the service
- Data requirements for the utilisation of the service
- Information relating to obtaining support for the Managed HS Classification Service



Description of Managed HS Classification

Provided by Royal Mail International



Managed HS Classification

What is it? Managed HS Classification provides, through an offline process, the ‘Harmonised System’ code along with any export and transport Prohibition and Restriction Codes which may apply to each item in your catalogue. The HS Code is one of the pieces of information that must be provided when exporting goods. The export and transport Prohibition and Restriction Codes form the basis of a report detailing the potential prohibitions and restrictions which may apply to items in your catalogue when exporting your items internationally both in terms of customs and carrier (e.g. airline) rules.

Additionally and at no additional cost the service also provides a Universally Unique Identifier ‘UUID’ for each item within your catalogue. This will be used by customers wishing to access our Ecommerce Tools once they launch. For now and for customers not wishing to use our Ecommerce Tools the UUID’s can be ignored, however we recommend you retain the UUID’s on record.

As a managed service, upon receipt of your classification file*, Royal Mail International (in collaboration with it’s third party) will match your product descriptions to the most likely HS Code and provide you with a report for your inventory which can be used to upload/submit the tariff codes to your product database/systems. This file will also include the UUID’s and Prohibition and Restriction Codes referenced above.

Please note:

- Matched codes can only be provided where the product data provided to Royal Mail International meets the classification requirements set out later in this guide. Please see [Appendix I](#) for details.

* Upon receipt of your classification file and subject to the Automatic Matching product formally being set up on your account we will only match SKUs through the Artificial Intelligence (AI) system as per the price(s) set out in Table A of the Managed HS Code Classification Rate Card. SKUs which cannot be matched through AI can optionally be matched through ‘Expert Matching’ as per the unit pricing set out on the Rate Card. We will only conduct ‘Expert Matching’ after notifying you and after acceptance of a quote for the additional work.

Managed HS Classification (Cont'd)

How do you use Managed HS Classification? There is no integration required between your web solution and our systems for the purpose of Managed HS Classification.

Classification is performed 'offline', we only require a Spreadsheet file containing your SKU/Product descriptions for this service in either a Comma Separated Values (CSV) file or in a Tab Separated Values (TSV) format. Please see [Appendix I](#) for details.

How does it work? Upon receipt of your data and confirmation that you have signed up for the Automatic Matching product, your product codes/SKUs and descriptions are passed through an Artificial Intelligence (AI) system which will automatically match your items to the appropriate HS/Prohibition/Restriction and UUID codes.

Upon first submission, SKU's with an insufficient description and therefore not able to be matched through the AI system will be identified and returned to you providing an opportunity to improve or correct the description for resubmission.

If Automatic Matching is not possible for any reason or you do not wish to improve or correct any insufficient product descriptions, we can offer you an Expert Matching product.

The Expert Matching product entails a trained data analyst manually matching SKU's/product IDs to the relevant HS Tariff Code along with any Prohibition and Restriction Codes. Codes will then be appended to matched SKU's.

For Expert Matching a quotation will be provided based on the quantity of SKU's/product IDs to be matched. We will agree charges, by email or in writing, with you before you commit to buy this product.

Managed HS Classification Process



Typical Managed HS Classification Process

1. You contact a member of the Royal Mail Sales Team or your Account Manager.
2. Our sales team engage with you, provide relevant information and establish if you would like to sign up to the Automatic Matching product.
3. We provide you with the necessary documentation and instructions concerning how and where to send your product data.
4. You agree with our sales team in writing that you would like to sign up to the service.
5. Our Sales Team notify the relevant parties that you have signed up for the Automatic Matching product and that once received your data can be classified.
6. Following the user guide we provide, you send your product data to our Customer Solutions Team at APIsupport.and.approvals@royalmail.com.
7. Our Customer Solutions Team works with the necessary parties to analyse your product data and ensure it is fit for classification, they will be in touch if there are any issues. At this stage if appropriate you will be given an opportunity to correct/improve any SKU descriptions not sufficient enough to facilitate automated matching on the first pass.
8. You receive your classified catalogue*
9. You are billed for the classification according to the charges set out in the rate card.

* In the event that a number of SKUs cannot be classified through the Artificial Intelligence system or if you do not wish to take the time to correct product descriptions which are insufficient for Automatic Matching, our sales team will contact you and provide a quote for the Expert Matching (see page 6) of these items. Expert Matching is billed per SKU classified in accordance with the price(s) set out on appropriate Rate Card and will only be conducted upon written acceptance of a quote.

Appendix I: Classification Requirements and Feedback



Classification Requirements

The following section provides a comprehensive specification and data guide for the file required by Royal Mail International for the purposes of Managed HS Classification. It covers the following areas:

- File Format or Type
 - File Size
 - Field Contents
 - Field Form
- Providing the data file with the correct specifications will ensure maximum yield of the automatic classification process reducing the need for manual 'expert matching'.

Classification File Format or Type

- The classification file should be sent to APIsupport.and.approvals@royalmail.com in one of the following formats:
 - Comma Separated Values (CSV) – this is the preferred file type. Any descriptions containing commas should be enclosed in quotation marks like this; “This, is a test”
 - Tab Separated format (TSV) – tab separated format files can also be accepted, this removes the need to have quotation marks around any descriptions with commas.
- NO HEADER ROW – the file should have data in the first row, a header row is not required.
- If saving the data from Excel, then there are a number of options that can be selected, the ideal one is 'Comma Separated Values (CSV)' as highlighted in the graphic overleaf. UTF-8 encoded CSV is also acceptable.

Classification Requirements (Cont'd)



Classification Requirements (Cont'd)

File Size

- While there is no size limit to the file that can be imported into the system, thought should be given to the manageability of the data provided. The recommendation is no more than 5,000 records per file although this is not a strict requirement and rather a guide that ensures ease of manual 'expert matching' review and re-import.
- Should you experience difficulty sending large files through to Royal Mail International via email please contact our Customer Solutions Team at APIm.support.and.approvals@royalmail.com who can advise on alternative solutions.

Field Contents

- Only two fields are required in each file, these are as follows:

Field	Explanation of Value	Example
Client SKU ID	An alphanumeric identifier for the SKU	ABC123-567
SKU Description	Text description of the SKU	Cotton Tee Shirt

Classification Requirements (Cont'd)

Field Format

- There is no fixed format for the fields in the files, however there is one stipulation for Client ID, and also some guidance for the SKU description, below:

Field	Notes
Client SKU ID	The Client SKU ID field should be unique to the SKU description. There is no problem having multiple identical SKUs with the same Client SKU ID, however the same Client SKU ID cannot be used for different SKUs.
SKU Description	The SKU description is basically just text; however, these are some guidelines about what makes a good description. Many companies will have two different product descriptions for the same product: 1. The description used by the procurement department to purchase the commodity from the manufacturer / supplier. This is usually a very exact description as it is used for production and commercial quantity imports.

Field Format (cont'd)

Field	Notes
SKU Description (cont'd)	<p>2. The description used by the sales / marketing department is usually a softer description using words aimed at attracting buyers and getting increased internet 'hits'. For classification purposes the description used by the procurement department is usually the more accurate.</p> <ul style="list-style-type: none">• Succinct – concise descriptions are best; “men’s woven black trousers, 90% cotton, 10% elastane” is a perfect description. Fashion cut black trousers is not.• Unambiguous – “porcelain mug” is a good description as it identifies the commodity and the material. “Mug” alone is less good, as from a duty perspective, the material (porcelain, stoneware, pottery) has an impact on the duty rate charged, so further information would need to be asked from the client to complete this classification.• Accurate – “Girl’s doll and dress set” is a good description whereas “toy” is not.• Generic descriptions such as clothing, electronics and furniture are not acceptable.• Sets such as cosmetic sets, hampers etc., contain multiple products and for classification purposes it is necessary to list the individual contents.

Classification Feedback

For a completed HS Classification either through Automatic Matching or Expert Matching the deliverable you will receive is a report that contains

- Your data set with a standardised description of the product(s) that is (are) part of the merchant's SKU description, and
- The matched 6-digit HS code for each of the classified products, and
- Any matched Prohibition and Restriction codes for each of the classified products, and
- A Universally Unique Identifier (UUID) for each of the classified products.

Please note the format of the data set in the report may vary from the format the data was originally provided in.

Lines which could not be classified will be identifiable as such.

The report containing the HS and other codes appended to each line can then be uploaded by a database administrator to your product database or entered directly into your merchandising system(s).

Please note: Matched HS/Prohibition/Restriction UUID Codes are provided on the basis of your product descriptions, the precision of which depends on the conciseness, unambiguity and accuracy of your product data as described in [Appendix I](#). Royal Mail International and its third party therefore cannot assume responsibility for the quality of the code matches on this basis. **For export items, the responsibility of the HS Code and compliance with any customs/transport prohibitions and restrictions remains with the retailer.**

Appendix II: Support Information



Support Contacts

To Sign Up – Contact your account manager or

Email Sales on InternationalService@RoyalMail.com

For Classification Technical Support – APIm.support.and.approvals@royalmail.com

FAQs

1. **Is Managed HS Classification available to non Royal Mail account customers?** No – Managed HS Classification is available to Royal Mail account customers only.
2. **Will I need to sign a new contract with Royal Mail to use this service?** No – whilst use of the products/service is subject to specific terms and conditions, customer signature will not be required as you agree to be bound by them by signing up to these products/this service.
3. **Will I need to integrate with Royal Mail systems to obtain Managed HS Classification?** No – this is a stand alone solution not requiring IT integration. Customers will only need to provide their data in a spreadsheet either as a CSV or in an approved TSV format. Please refer to pages 9-10 for details.
4. **How long does the classification process take?** The time to complete the classification process can vary by customer: Automatic Matching is typically completed *within 5 working days*, additional manual Expert Matching can however potentially take longer depending on the number of items being passed through the classification process.
5. **Is Expert Matching automatically conducted and then billed without prior approval?** No – Expert Matching will not start until the appropriate quotation has been accepted by the customer.
6. **Is there any data guidance?** Yes – Data requirements are set out in [Appendix I](#).



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