

Important International OBA changes

From 31st January 2022 you must generate orders for International non-personal correspondence items (see Annex 2 for definition), via an approved shipping solution.

We know this has been a busy period for many of our customers, so we are allowing some additional time until we make this change. The change will now take effect from 31st January 2022.

As you'll be aware, customs regulations changed on the 1st January 2021 and, following the additional 1st July 2021 EU VAT changes, greater scrutiny is now being applied to items leaving GB and entering the EU.

It is now a legal requirement for all non-personal correspondence items travelling internationally to be accompanied by complete and accurate electronic customs data as well as a customs declaration (CN22/23*). This is to enable items to be processed through customs in the receiving country and delivered to your customers successfully.

It is not possible to provide the required electronic customer data for International non-personal correspondence items when raising orders manually in OBA.

If you are still using OBA to raise orders manually, this means your data is not compliant with customs regulations and will now be causing customs processing delays as well as an increased likelihood of your items being surcharged or destroyed by customs authorities.

How do I keep exporting?

There are a number of options available to you, so you can continue exporting with the required electronic data and a minimum of hassle.

You can use an approved Royal Mail or Third-Party Shipping Solution. Royal Mail's Click & Drop is our free-to-use system which integrates with OBA and meets International data requirements. Click & Drop creates the information and labels to ship non personal correspondence items overseas, minimising delays, returns or extra charges.

Migrating to Click & Drop is quick and easy. You can find out more, and register for Click & Drop, <https://business.parcel.royalmail.com/>

If you do not feel that Click & Drop is suitable for your business, visit our Shipping Solutions landing page (royalmail.com/business/parcels/shipping-solutions) or contact shippingsupport@royalmail.com to speak to one of our Shipping Systems experts.

It is vital you move to an alternative shipping solution as soon as possible and well before 31st January, so you're ready for the changes and can keep posting internationally without interruption.

Will I still be able to send items if I do not change my shipping solution?

Unless you move to using a shipping solution in time, you will no longer be able to send items of non-personal correspondence from 31st January 2022.

We are here to support you and your business and can help you provide what is required by overseas customs and postal authorities, but this is only possible by using a shipping solution for non-personal correspondence items.

Further support and information

We are here to help you migrate to an approved shipping solution.

For more information about customs changes and data requirements please

visit www.royalmail.com/electronic-customs-data

Annex 1 – International Services no longer available for manual order generation in OBA from 31st January

Product	Description
BF2	HM FORCES SIGNED FOR
BF7	HM FORCES SPECIAL DELIVERY
DE1	INTL BUS PARCELS ZERO SORT HI VOL PRI

Product	Description
MTA	INTL BUS PARCELS TRACKD & SIGND ZONE SRT
MTB	INTL BUS PRCL TRCKD SGND XTR CMP ZNE SRT
MTC	INTL BUS MAIL TRACKED & SIGNED ZONE SORT

DE4	INTL BUSINESS-NPC-UNTRACKED-PKT	MTD	INT BUS MAIL TRCKD & SGND ZN SRT XTR CMP
IE1	INTL BUS PARCELS ZONE SORT PRIORITY	MTE	INTL BUSINESS-NPC-TRKSGN-PKT
IE3	INTL BUS PARCELS ZONE SORT ECONOMY	MTI	INTL BUS MAIL TRACKED ZONE SORT
MB1	INTL BUS PARCELS PRINT DIRECT PRIORITY	MTM	INTL BUS MAIL SIGNED ZONE SORT
MB2	INTL BUS PARCELS PRINT DIRECT STANDARD	OSA	INTERNATIONAL SIGNED ON ACCOUNT
MB3	INTL BUS PARCELS PRINT DIRECT ECONOMY	OSB	INTL SIGNED ON ACCOUNT EXTRA COMP
MP1	INTL BUS PARCELS TRACKED ZONE SORT	OTA	INTERNATIONAL TRACKED ON ACCOUNT
MP4	INTL BUS PARCEL TRACKED XTR CMP ZONE SRT	OTB	INTL TRACKED ON ACCOUNT EXTRA COMP
MP5	INTL BUS PARCELS SIGNED ZONE SORT	OTC	INTERNATIONAL TRACKED & SIGNED ON ACCT
MP6	INTL BUS PARCEL SIGNED XTR CMP ZONE SORT	OTD	INTL TRACKED & SIGNED ON ACCT EXTRA COMP
MP7	INTL BUSINESS-NPC-TRK-PKT	TC3	QM/10 OPTION 1 OVER 500G
MP9	INTL BUSINESS-NPC-SGN-PKT	WE1	INTL BUS PARCELS ZERO SORT PRIORITY

Annex 2 – Definition of Personal and Non- Personal Correspondence

	Definition
Items containing only Personal Correspondence do not require a CN22 or CN23	Items sent and addressed to an individual. Letters, postcards, braille letters, individual invoices/statements. Items such as a university prospectus/brochures/catalogues sent with personalised covering letter addressed to the individual enclosed

<p>Items of Non-Personal Correspondence require a CN22 or CN23, electronic customs data and S10 barcode</p>	<p>Anything that does not fall into the category above and is purchased / sold / gifted / sent free of charge or is a sample - including periodicals, bulk sets of blank forms (such as invoices and statements), stationery, maps, books, posters, tickets to events, gift vouchers, DVDs, CDs (with commercially created films, games, music and software) etc. The CN22 or CN23 must show a value according to customs rules. If there is a transaction value (i.e. goods are bought/sold) then that will normally be the value used - otherwise refer to valuation information on gov.uk</p> <p>Printed items sent as part of a mailing campaign addressed to an individual without a personalised covering letter enclosed or without any personalised text visible through or on the wrapping of the item. Whilst the item may not have been purchased, a value still needs to be declared (i.e. printing/production per item cost). Items cannot be declared as having no commercial value or with a value of zero.</p>
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