

Integration with Hurricane Modular Commerce Software services across International Shipping Solutions FAQs

Who is Hurricane Modular Commerce?

Hurricane Modular Commerce.com is one of our suppliers that supports customers who work with postal operators, online retailers, eCommerce platforms and carriers with their customs declarations.

Hurricane Modular Commerce solutions have been built to provide the ultimate customer browse, check out cost transparency and cross-border delivery experience. Hurricane Modular Commerce checks that the HS* harmonised code and descriptions align. If these entries do not match it will provide suitable clearance information including a valid description or a most likely HS* harmonised 6, 8 and 10-digit export and import codes.

Please visit Hurricane Modular Commerce [website](#) for more information.

What does the Hurricane Modular Commerce Software do?

There are 2 functionalities to the Hurricane Modular Commerce Software that you may interact with on your chosen shipping platform. The first checks on an item by item basis, whether the HS* harmonised code entered matches the product description provided on your items and vice versa. Where it identifies an invalid description or HS* harmonised code it will amend the data to the most likely HS* harmonised code and/or product description based on the data you input. Matched codes can only be provided where the product data provided to Royal Mail meets the classification requirements, please visit our [Help Section](#) to find out more. **It is your responsibility to provide accurate and correct data.**

The second functionality is a compliance function that ensures you are not sending any prohibited or restricted items to sanctioned individuals, locations or entities. Where this functionality works on the platform you will not be permitted to proceed with your declaration.

Are there any examples of how this works?

- If a valid HS* harmonised code and a valid description have been entered, but they do not match, the description will be adjusted to reflect the valid HS* harmonised code:

HS code from Customer	Description of Goods from Customer	HS code after Hurricane check	Description of Goods after Hurricane check
**950300	Hat	**950300	Model Kit

- If the HS* harmonised code and description are both valid, but the description is not detailed enough, the Hurricane Modular Commerce Software will default to the most popular description that matches the HS* harmonised code:

HS code from Customer	Description of Goods from Customer	HS code after Hurricane check	Description of Goods after Hurricane check
**950300	Model	**950300	Model Kit

- If one of the HS* harmonised code and description is not valid, the valid entry will be used to correct the invalid entry:

HS code from Customer	Description of Goods from Customer	HS code after Hurricane check	Description of Goods after Hurricane check
12-4*6	Model Kit	*950300	Model Kit

- If both are invalid, the item label will not be processed rejected:

HS code from Customer	Description of Goods from Customer	HS code after Hurricane check	Description of Goods after Hurricane check
12-4*6	Left blank or ***** etc...	N/A	N/A

**To note that 950300 is the HS code for Model Kits.

Why are Royal Mail making these changes?

On the 1st January 2021 customs regulations changed followed by additional changes on the 1st July 2021 to EU VAT laws. This has led to greater scrutiny being applied to items being sent internationally, and data compliance is now very important. If data is not compliant with customs regulations it will now be causing customs processing delays as well as an increased likelihood of your items being returned, surcharged or destroyed by customs authorities.

What are the benefits of Hurricane Modular Commerce?

Customers currently providing the correct electronic customs data experience fewer delays, fewer returned or destroyed items, and fewer recipient complaints. To ensure our customers get these benefits, Hurricane Modular Commerce software aims to increase compliance and ensure the item description and the HS* Harmonised system code match as closely as possible. This enables efficient customs processing and delivery of your items.

What does this mean for my data?

If you and your business are confident that you meet International shipping requirements, including the correct HS* harmonised system codes and item descriptions, Hurricane Modular Commerce will have a minimal impact as it will just check the data you provide.

However, this is a great tool for businesses who might find this area challenging because the software will ensure you have the HS* harmonised system code that matches your items description and pass through customs efficiently.

Which Hurricane Modular Commerce software will Royal Mail be using on Shipping Platforms?

Royal Mail will use two separate Hurricane Modular Commerce software to check your data. These are 'Zephyr' which will check your HS* harmonised code against the description of goods you provide and 'Aura' which also checks for prohibited/restricted goods and denied parties. We will advise what service you will get through your specific shipping platform. It remains your responsibility to check if items you send are prohibited or subject to restrictions. See our prohibitions and restrictions guide for UK and international mail [A guide for business customers \(royalmail.com\)](https://royalmail.com).

Are the changes made by Hurricane Modular Commerce 100% accurate?

The changes made by Hurricane Modular Commerce are a suggestion of data that matches. As the software is learning all the time it cannot be 100% accurate in circumstances. That is why we encourage you to check your data inputs are accurate and you are comfortable with the data outputs from the system.

For more guidance on how to do so, please visit our [Help Centre](#):

How much will this cost me?

Nothing, this service is completely free through Royal Mail and you don't need to do any development work to take advantage of this.

Can I see what Hurricane Modular Commerce has changed?

Yes, there is an existing suite of reports on your shipping platform. We are developing one to show you what has been changed by Hurricane Modular Commerce (HS* harmonised system code or Item Description).

What do I have to do differently?

Nothing, although you will have the opportunity to OPT OUT if you prefer. This will need to be through your account manager before Hurricane Modular Commerce goes live or through your Customer Admin users. They will have the ability to opt out on the Customer screen under the Maintenance menu. A Customer Admin user is a user within the customer's organisation who has administrator privileges for their customer account. Please see the International Specific Terms of your contract which will advise you of your responsibilities.

Who can I contact if I have any questions?

If you have any questions or require additional support, please [click here](#)' to contact one of our team, or visit our [FAQs page](#) for more details.

If you are a business account customer, you can also contact your account managers for support. If you do not have an account manager, you can contact Royal Mail. please [click here](#)'.

***Harmonised System codes (otherwise known as HS/HSN/Tariff Codes)**