



Royal Mail



Delivery Duties Paid User Guide

Contents

Contents

Delivery Duties Paid overview.....	3
Service availability.....	4
Despatching your items.....	5
Invoicing.....	6
E-invoice summary	8
E-invoice item detail.....	9
Frequently asked questions	10



Delivery Duties Paid overview

Delivery Duties Paid (DDP) is a service whereby duties are handled by Royal Mail and the overseas delivery partner so that the recipient does not incur any additional cost at the doorstep.

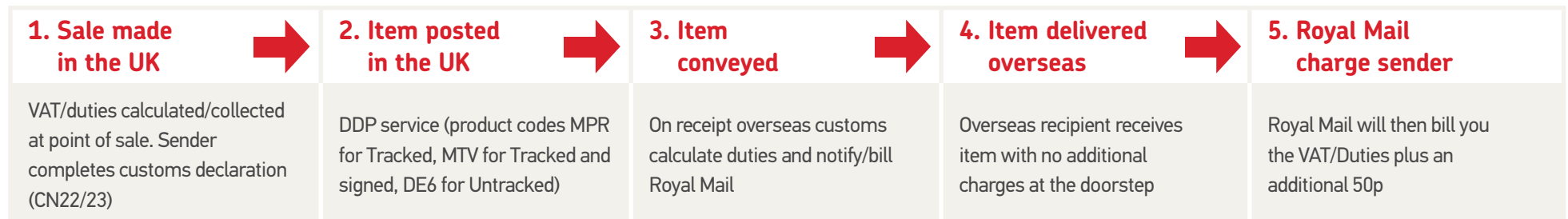
VAT and duties are calculated and collected at point of sale.

Royal Mail convey the items to the overseas delivery partner. Upon arrival overseas any VAT and duties are calculated by the overseas authority and billed to Royal Mail. Royal Mail then pass these on to the sender, including a 50p handling fee per item.

If you are not IOSS registered, DDP can give your customers a duties paid delivery experience.

DDP can be used for both business to consumer and business to business sales. Royal Mail will accept items of any value via DDP but individual country value limits should be checked here: royalmail.com/business/international/guide/delivered-duties-paid-ioos

Royal Mail are not liable for discrepancies in customs charges. Please see Section 8 of T&Cs for more information: royalmail.com/sites/royalmail.com/files/2021-07/specific-terms-for-international-v3--2-July-2021.pdf



Service availability

We offer Tracked and Untracked service availability.

The number of destinations available for DDP is increasing, please see web link for latest updates: royalmail.com/business/international/guide/delivered-duties-paid-ioss

There are two stages to you being able to use DDP services;

- 1 Royal Mail will pre-register you as a DDP user
- 2 Royal Mail will then add the correct product codes to your account to get you started.

DDP product codes	
Tracked	MPR
Untracked	DE6
Tracked & Signed*	MTV

DDP invoicing codes	
Handling fee	CUO
Taxes and Duties	CUE

*Launching soon.

International Tracked Delivery Duties Paid label = MPR

International Tracked		Postage paid GB
Privacy policy: www.royalmail.com/privacy		Royal Mail
F	AIR MAIL PAR AVION	
QA-012 345 6789-24A 24F 24C		
DELIVERY CONFIRMATION		
		
		AA 1234 5678 9AA
Addressee Name Address Line 1 Address Line 2 Address Line 3 Town Post Code COUNTRY		Return Address Address Line 1 Address Line 2 Town POSTCODE GB
Special Instructions 123456789 123456789 Special Instructions		
Customer reference: 12345678901234567 Department reference: 1234567890		

International Untracked Delivery Duties Paid label = DE6

International Priority		Postage on Account GB
Privacy policy: www.royalmail.com/privacy		Royal Mail
AIR MAIL PAR AVION		
QA-012 345 6789-24A 24F 24C		
		
		AA 1234 5678 9AA
Addressee Name Address Line 1 Address Line 2 Address Line 3 Town Post Code COUNTRY		Return Address Address Line 1 Address Line 2 Town POSTCODE GB
Special Instructions 123456789 123456789 Special Instructions		
Customer reference: 12345678901234567 Department reference: 1234567890		

International Tracked & Signed Delivery Duties Paid label = MTV

International Tracked & Signed R		Postage on Account GB
Privacy policy: www.royalmail.com/privacy		Royal Mail
AIR MAIL PAR AVION		
QA-012 345 6789-24A 24F 24C		
		
		AA 1234 5678 9AA
Addressee Name Address Line 1 Address Line 2 Address Line 3 Town Post Code COUNTRY		Return Address Address Line 1 Address Line 2 Town POSTCODE GB
Special Instructions 123456789 123456789 Special Instructions		
Customer reference: 12345678901234567 Department reference: 1234567890		

Despatching your items

Shipping platforms

All DDP items must be sent via an approved shipping solution only.

Please visit help.parcel.royalmail.com/hc/en-gb for more information about our Click and Drop® shipping solution.

To ensure your items are successfully processed via DDP, full and accurate electronic customs data must be included. Without the correct data, items may be delivered DDU (delivery duties unpaid). You must attach a signed commercial invoice to the outside of the item. An example of the commercial invoice can be found on the next page.

Please note, in order to create a label within the shipping solution, you will be asked to provide additional information about customs duty costs.

Sizing and weight

You can send letters, large letters and parcel formats.

Maximum parcel dimensions apply.

Maximum weight: 2kg/5kg*

Sorting your items

DDP & DDU items of the same service type can be mixed in the same bag. E.g. A bag of Tracked items DDU and DDP. A separate bag of Untracked DDU and DDP.

What are the 'Parcels' dimensions?

The length plus the width plus the height must not exceed 900mm and no single dimension may exceed 600mm

For tubular or rolled packages:

- The length plus twice the diameter must not exceed 1040mm but must be at least 170mm
- The greatest single dimension must not exceed 900mm but must be at least 100mm

What are the 'Large Letters' dimensions?

- Over the size of 140mm x 90mm
- Under the size of 381mm x 305mm
- No more than 20mm thick
- Less than 500g in weight.

*Individual item weights

The maximum weight for an individual item is 2kg. However, you can send books and pamphlets, i.e. any papers 'bound' together, up to 5kg. Items between 2kg and 5kg which contain books or pamphlets must be marked 'Printed Papers' in the top left hand corner on the front of the item. You must not include Personal Correspondence with these items.

Weight exceptions to the above:

Ireland – only books can be sent above 2kg up to the limit of 5kg.

Parcels up to 5kg in weight also accepted on our Tracked only service to Cyprus, Ireland and Portugal.

Commercial invoice example

Commercial Invoice

Test Dept 1
XXX CLOSE
GRANGE PARK
Line 3 address
NORTHAMPTON
NNX SXX United
Kingdom
Tel: 0123456789
Fax: 0123456789
Vat/EORI No: Shipper VAT

Date: 01/11/2021
Purchase Order:
Invoice Number: Invoice Num
Invoice Place: NORTHAMPTON
Terms of Delivery: DDP
Purpose of shipment:
Tracking Number:
Parcel ID:
Parcel Number:
Page No:

DESPATCHED TO:
Julien DE
Julien Testing
Address 1
Address 2
Berlin
10825
Germany
Tel: 0123456789
Fax: 0123456789
Vat/EORI No. Recipient VAT

IMPORTER:
Julien DE
Julien Testing
Address 1
Address 2
Berlin
10825
Germany
Tel: 0123456789
Fax: 0123456789
Vat/EORI No. Importer VAT

No.	Units	Item Description	Tariff Code	Country of Manufacture	Unit Weight (Kg)	Currency Declared	Line Value
1		ceramic bowl	091100	United Kingdom	1.01	GBP	14.99 14.99

Total No. of Items: 1
Total Weight: 1.01 Kg
Total Value: GBP 14.99
Shipping Costs: GBP 1.00

I declare all the information contained in this invoice to be true and correct.

Name: _____
Signature: _____
Title: _____

Classified: RMG – Internal

Please note: this is a sample commercial invoice. It is your responsibility to ensure that a commercial invoice is generated for your items.

Invoicing

Registering for e-invoicing

Please register for e-invoicing using this link: invoicing.royalmail.com/rmf/

Once registered you will be able to access two types of documents;

- Invoices
- DDP charges

Invoice breakdown

E-invoicing provides customers with a breakdown of charges. Each country has an individual description reference number and charges.

- 1** Select 'description reference number'
- 2** On the drop down menu select 'DDP Reference'
- 3** Insert description reference number in the search bar.

The first page of the invoice is a summary that shows: line item details, such as item ID and transaction date (date the VAT was raised). Billing will be in two parts; one for postage and one for taxes and duties.

Please note: Invoicing for VAT and handling is separate to postage.

Please see invoice example on next page.



E-invoice summary



SAMPLE INVOICE Item Charge Detail

Export DDP Items

This supplementary document provides a summary, by destination country, of tax, duty and handling fees for the time period set out below.

Week Ending Date
13 June 2021

Page
1 of 1

Customer Name: **Royal Mail**

Customer A/C: **0123456789**

Week Ending: **13 June 2021**

Summary

Destination Country	Description Reference No	Total number of Items	Total of Taxes	Total of Duty	Total of Handling Fee	Total Amount
Germany	DEA123456789	3	£30.19	£0.00	£1.50	£31.69
TOTAL	DEA123456789	3	£30.19	£0.00	£1.50	£31.69

Reference number
on the invoice

Number of parcels by
country cleared in the week

E-invoice detail



SAMPLE INVOICE Item Charge Detail

Export DDP Items

This supplementary document provides item level information of tax, duty and handling fees for the time period set out below.

Week Ending Date
13 June 2021

Page
1 of 1

Customer Name: **Royal Mail**

Customer A/C: **0123456789**

Item level information for DDP items processed by Week
Ending: **13 June 2021**

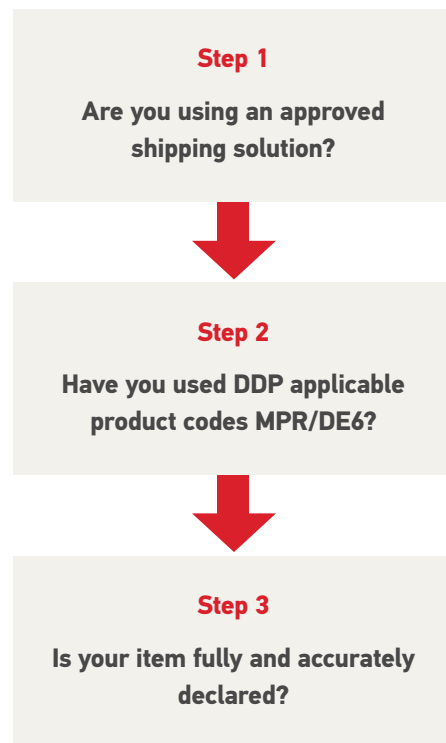
Item ID (Barcode)	Description Reference No	Destination Country	Transaction Date	Actual Tax	Actual Duty	Handling Fee	Total
LG1234566789GB	DEA123456789	Germany	29th May 2021	£17.30	£0.00	£0.50	£17.80
LG1234566789GB	DEA123456789	Germany	04th June 2021	£5.83	£0.00	£0.50	£6.33
LG1234566789GB	DEA123456789	Germany	07th June 2021	£7.06	£0.00	£0.50	£7.56

Royal Mail parcel
number

Despatch from
HWDC date

Frequently asked questions

DDP checklist



What happens to returning items?

Items that need to be returned to the UK will be returned using an equivalent service. You will be able to reverse the VAT payment on your next VAT return. Applying to HMRC for a refund of the UK import VAT (and customs duty, if any) incurred on re-importation will be the responsibility of the sender. If foreign import VAT / customs duty has been incurred on the items when entering the EU, the seller or the recipient will have to apply to the foreign customs authorities for a refund of those charges. Royal Mail has no jurisdiction over this. This also applies to replacement items.

How do I set up DDP?

There are two stages to setting up DDP:

- 1 Royal Mail will manage your pre-registration
- 2 Royal Mail will add the product codes to your account to get you started.

How does VAT/Duties get charged?

Tax and duties will be invoiced once advised to Royal Mail by overseas customs authorities.

What restrictions apply?

The existing International prohibitions and restrictions apply to DDP. No food products can be accepted and DDP cannot be used to send to PO Boxes and equivalent across recipient countries.

Need help calculating costs?

Royal Mail's chosen landed cost API Aura is free to access for Account Customers using International services. Find out more at: royalmail.com/business/international/guide/delivered-duties-paid-ioss

Is there additional country specific information?

Our regularly updated individual Country pages royalmail.com/sending/international/country-guides for specific Country information such as data requirements and addressing.