



# Package Processing & Shipping Center

## International Package Processing Guidelines

### Enter package contents

- Be as specific as possible. International packages must pass Customs checks and failure to properly identify your items can cause additional fees.
- You have the right and responsibility for the items you ship and you may open the package to confirm.
- Many items that you are able to ship within the US are not allowed to be shipped. These rules vary for every country. Visit [www.ups.com/ga/CountryRegs](http://www.ups.com/ga/CountryRegs) for specifics.

### Package Qualifications

- As always, it is highly recommended that the outer container is a corrugated cardboard box. Many customers attempt to avoid increasing the size of the package by adding a box, but often end up paying more for Additional Handling fees due to the shipment not being contained in corrugated cardboard.

### Select a Shipping Method

- International shipping methods are located at the bottom of the list. Ask your customer if they have a preferred shipping method. This is important in determining how fast the package will be delivered and greatly influences the price. Refer to the UPS Rate & Service Guide for general delivery guarantees or simply enter package details until you're presented with all available shipping methods after entering the destination address.

### Declared Value

- Ask your customer how much Declared Value coverage they would like to put on the item. This is not required to match the Customs Value of the item(s). Note: there may be additional Customs fees beyond the declared value cost depending on the destination country.

### Package Weight

- Weigh the package. (Remember to round up. Example – 12.1 lbs = 13 lbs)

### Enter Dimensions of Package

- Measure the package. (Remember to round up. Example – 12.25" = 13")
- Note: the dimensions may increase the billable weight of the package but you will still use the actual weight for Customs forms, later.

### Destination City/Country

- Type the name of the destination city.
- Choose the destination country from the list and press the enter key.
- Choose a postal code range if the destination postal code falls in one of the provided ranges. If not, choose "All Other Points" at the bottom and press the enter key.
- Click the green Finish button.
- Enter the destination postal code.

## Enter Phone Number

- Enter your customer's phone number.

## Shipping Total

- This is simply an estimate based on the information you've entered so far and is subject to change.

## Ship From Address

- Enter your customers address information.
- Press the enter key and complete the Additional Info. These fields are not required.

## Ship To Address

- Enter the destination country information. Be sure your customer provides you with a complete and accurate address.
- Address Validation is not available for international shipments. You may search the address online to verify spelling and/or format.

## Additional Features

- Shipping Methods - You will be presented with the currently selected shipping method and delivery date along with all available alternate shipping methods and their respective delivery dates. Customers most often decide based on price or delivery date.
- Enhanced Features – Some features available for domestic packages may not be available for international packages depending on the destination.
- Press Finish to complete the receipt/label and continue to the international documentation

## International Documentation

- Each of the 3 documents has a "To see if one is required, Click Here" button for detailed information.
- Each of the 3 documents has a "Check here if ... is not required". Be sure to read the requirements before choosing this option.
- Invoice
  - Invoices are required for all packages containing any items besides printed documents. Documents are defined as written, typed, or printed communication of no commercial value.
  - Invoices must contain: Complete name, address, and phone number for both the shipper and recipient, terms of sale, reason for export, item description, number of units, unit value, total purchase price for each item, the number of packages, and the total weight. You will be prompted for all of this information.
  - You may refer to the Commercial Invoice Guide on [www.ups.com](http://www.ups.com) for extreme detail.
  - If applicable, press the **Click to Enter Invoice Info** button.
  - Be sure to complete the Invoice section and any additional information in the **Top Part** tab.
  - Be sure to click the "Bottom Part" tab and verify each line item.
    - Click in the **Tariff Nbr** box to choose the Harmonization/Schedule B code.
    - Choose the Category and Sub-Category.
    - Click **List Items** to select the code. After choosing, click **Use this code**
  - Select print and print at least 3 copies. One original and two copies are required.
    - Place a copy inside the package.
    - Affix 2 copies to the outside of the box using a packing sleeve or clear tape.
    - PEC recommends printing and keeping an additional copy for your records.
  - **Invoices must be signed and dated by the shipper.**
- Certificate of Origin
  - The Certificate of Origin verifies the country the item was manufactured and is required for most

countries when shipping international. Regulations change frequently, so visit [www.ups.com/ga/CountryRegs](http://www.ups.com/ga/CountryRegs) for specifics.

- If applicable, press the **Click to Enter C/O Info** button.
  - Verify that all of the information in the **Top Part** tab is true and correct.
  - Be sure to click the **Bottom Part** tab, verify that the information is correct, and provide any **Marks and Numbers**, if applicable. These are identifying marks and/or numbers physically on the package.
  - Print additional copies and include with any other required documents for the shipment, clearly marked “Export Documents”.
- Shipper’s Export Declaration
- An S.E.D. is required if the value of the package is > \$2,500 or an export license is required. Visit [www.ups.com/ga/CountryRegs](http://www.ups.com/ga/CountryRegs) for specifics.
  - If applicable, press the **Click to Enter SED Info** button.
  - Complete any applicable information in each of the 3 tabs and click **Print**.
  - The print window contains the option to view a detailed guide of the SED form if you have questions about any of the required fields on the SED form. Click **Print Now**.
  - Include 2 originals of the SED form along with any other required documents for the shipment, clearly marked “Export Documents”.

# Support

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When you need help, we're here for you.

## **24 Hour Technical Support**

Because we understand that not everyone keeps the same hours, we provide technical service and support 24/7. Calls placed outside of regular hours are directed to an answering service which then pages a member of our technical support staff. If you have an emergency situation and are unable to process and ship a package you will receive a return call as soon as possible but no longer than 4 hours from your call time. All other calls will be returned on the next business day during regular hours.

We're here to help...

Call toll free: 800.274.4732

*(Monday - Friday 9:00 AM - 6:00 PM Eastern Time)*

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### ***Package Express Centers***

P.O. Box 1178 • Greeneville, TN 37744 • Phone: 800.274.4732 • Fax: 800.570.0683 • [www.packageexpresscenters.com](http://www.packageexpresscenters.com)