To do it right, rely on UPS

From origin to destination, UPS can streamline your international shipping. As a worldwide leader in logistics, UPS’s tools, resources and integrated global network allow for more efficient processing every day. Be confident that your shipments will arrive when they’re needed, wherever they’re needed around the world.

This guide will help simplify your international shipping with information about:

- **International shipping forms** — Why you need them, when you need them, and how to fill them out correctly
- **Technology solutions** — Advanced systems that help make international shipping easier than ever before
- **International services** — A review of the worldwide import and export services you can count on for guaranteed door-to-door delivery and customs clearance
International shipping forms

Governments worldwide require documentation with every international shipment to monitor and regulate the movement of goods across borders. Today’s businesses must navigate these regulations, as well as free trade agreements and varying duty rates. Accurate and complete documentation is critical to keep your shipments moving and avoid costly delays.

UPS can help you determine which forms are required for your specific shipment. You can speed completion by filling out these forms online. And you can reduce data-entry errors by saving the finished forms in your history and reusing them for up to 90 days.

Access our comprehensive library of international forms at ups.com.
Definition and use of a document

Before reviewing all of the supporting forms required for international shipping, there is an important factor to consider. When is it essential to include import or export documentation with a shipment, and when is it not required?

It depends on what you’re shipping. Generally, international shipping forms are not required to ship documents, while they are required for shipping non-documents.

What is a document? A document is generally defined as a written, typed or printed communication of no commercial value. Various countries define the term “document” differently. To view items considered documents for your import country, please refer to the Country Regulations tool on ups.com. If you have questions, call the International Customer Service Center at 1-800-782-7892.
Commercial invoice

A guide to completing your export commercial invoice

The commercial invoice (or pro forma invoice) is the customs document you’ll use most often when shipping outside the U.S. Filling out export documentation can seem daunting if you’re new to it. Incorrect information is the most common cause for customs delays, so getting it right matters.

As one of the world’s largest customs brokers, UPS is known for fast, efficient customs clearance, which is why we’ve created this guide to help you avoid delays. It breaks down the form into easy-to-understand sections. The two main areas to watch out for are:

- Description of goods
- Goods valuation

Always be accurate in your declaration. State as much as you know about the goods being exported. Make sure your documentation clearly communicates the reason for your export.

Don’t worry if you don’t have some of the information at hand like a Harmonized Tariff code or Schedule B number. By choosing UPS, we can help you determine those entries.

Explore this guide and uncover some tips from our top compliance experts.

Our expert brokerage knowledge combined with UPS logistics will help you master exporting.

Find out how to prepare each section of your invoice step-by-step.

**FROM**

Please include full details, including Tax ID, contact name, address with postal code and country, and phone number (very important).

**SHIPMENT DETAILS**

1. Waybill number
   The waybill number is the tracking number shown on your shipping label (automatically generated when you create your shipment in UPS shipping systems). If there is more than one package, this should be the lead, or first, tracking number.

2. Shipment ID
   The shipment ID is the 11-digit version of the tracking number when using UPS technology to complete the invoice (i.e., 1YE595012345678901 becomes Shipment ID E5950123456).

3. Date
   Not necessarily the date that the shipment is handed to UPS. This should be the date the transaction took place in the seller’s records. (The date on the shipping label should show the date the shipment is handed to UPS.)

4. Invoice number
   The invoice number is assigned by the shipper, if applicable.

5. Purchase order number
   Purchase order number is assigned by the shipper, if applicable.

6. Terms of sale (Incoterms)
   Terms of sale (Incoterms) refers to the billing terms on the invoice. The terms state who (seller or buyer) is responsible for paying various costs — shipping, insurance, import tax and duty charges — and clarify the point at which the goods change ownership. See the Incoterms section at the end of this guide for more information.

7. Reason for export
   The shipper will include the reason for export. For example, whether the shipment is a sale, a gift, an item for repair, etc.

**SHIP TO**

Please include full details, including Tax ID, contact name, address with postal code and country, and phone number (very important).

**SOLD-TO INFORMATION**

Please include full details, including Tax ID, contact name, address with postal code and country, and phone number.

**UNITS/U/M**

1. Units
   Units refers to the quantity of the merchandise, i.e., the number of individual items per description type being sent.

2. U/M
   Abbreviation for Units of Measure, whether the items are listed as individual, bundle, roll, etc.
**DESCRIPTION OF GOODS**
This is where you need to provide a detailed description of what items are in the package(s).
The details of the description should include:
- What it is
- What materials it’s made of
- What the item is used for
- What the item’s serial or part number is, if applicable

For example, an accurate description would be: ½ inch diameter carbide steel drill bit for machining metal, part 123-456. The detailed descriptions you provide are used by the destination brokerage department to assess and apply the import country’s duty and tax on the goods being sent.

**HARMONIZED TARIFF CODE OR SCHEDULE B NUMBER**
If available, include this to assist the clearance of your goods. This global system of classification speeds up exports, reduces delays and avoids potential additional fees and charges.

**COUNTRY OF ORIGIN (CO)**
This is the country where the goods were manufactured or assembled, NOT the country they are being shipped from (e.g., if goods manufactured or assembled, NOT the country this is where the goods were produced). This is the country where the goods were produced.

**UNIT VALUE/TOTAL VALUE**

<table>
<thead>
<tr>
<th>1. Unit Value</th>
<th>Unit value is the value of the items individually (e.g., 15 shirts at $10 each, the unit value is $10).</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Total Value</td>
<td>Total unit value is the value of all items combined (e.g., 15 shirts at $10 each have a total value of $150).</td>
</tr>
<tr>
<td>3. Currency</td>
<td>Currency indicates what currency the values are listed in (e.g., USD, GBP, EUR, etc.).</td>
</tr>
</tbody>
</table>

**INVOICE SUB-TOTAL**
Invoice sub-total is the total amount after any discount or rebate.

**DISCOUNT/REBATE**
Discount/Rebate is the discount or rebate given by the shipper.

**INVOICE TOTAL**
Invoice total is the total amount after any discount or rebate.

**INSURANCE**
Insurance is the amount the shipper or receiver pays to cover the cost of replacing the shipment if it is lost or damaged.

**OTHER**
Other is for any other charges placed on the shipment by the shipper (e.g., handling charge).

**TOTAL NUMBER OF PACKAGES**
Total number of packages is the number of packages included in the shipment.

**TOTAL WEIGHT**
Total weight (kg or lbs) is the shipment weight, including packaging.

**UPS Paperless® Invoice** eliminates the need for paper commercial invoices by electronically transmitting the data that UPS uses for customs clearance around the world. This service eliminates the need to print, match and attach commercial invoices to shipments. If you choose not to use UPS Paperless Invoice, you’ll need to provide three copies of your commercial invoice with your shipment: one original and at least two copies. These must be signed. We also recommend you put a copy inside your package (or in one package if you’re sending several).
Helpful tips

• Some importing countries require that the commercial invoice be on company letterhead. UPS gives you the ability to choose between:
  1. Adding your logo to any commercial invoice completed online;
  2. Using an electronic commercial invoice.
• More shipments are held due to an inaccurate description of goods than for any other cause.

The description, along with the country of origin and the Harmonized Tariff code, helps brokers determine how your product should be classified for import control and duties calculation. By providing a full and accurate description, you can reduce the likelihood that your product will be held in customs, and help ensure correct duties will be calculated. It is equally critical that the shipper provide an accurate value on the commercial invoice. This is the selling price to the buyer.
• The destination control statement is a written statement by the exporter indicating that commodities or technical data are licensed by the United States and that diversion contrary to U.S. law is prohibited. It is automatically added for commercial invoices completed at ups.com. UPS recommends that you record the statement below on all international shipment invoices:
  “These commodities, technology or software were exported from the United States in accordance with the Export Administration Regulations. Diversion contrary to law is prohibited.”

UPS International Customer Service Center
1-800-782-7892  ups.com/international
Certificates of Origin

U.S. Certificate of Origin (CO)

• Some countries require a Certificate of Origin only for certain types of goods. To check if the country where you’re shipping requires a Certificate of Origin, please refer to the Country Regulations tool on ups.com or call the UPS International Customer Service Center at 1-800-782-7892.

• You can use this form to authenticate that the country of origin of the merchandise being shipped is the United States. The form can only be used for goods that were produced or manufactured in the U.S.

• Some nations restrict imports from specific countries. Many limit the quantity of goods that are allowed to be imported, or give preference to goods manufactured in certain countries.

TIP: This form requires the authorized signature of the local Chamber of Commerce Secretary and the seal of that organization.

NAFTA Certificate of Origin

• Determine whether your product qualifies for a reduction or elimination of duty under the North American Free Trade Agreement (NAFTA). For information regarding eligibility, contact your local U.S. Customs and Border Protection office. If it qualifies, the NAFTA Certificate of Origin form should be used to receive the benefits of reduced duty. Generally, the importer benefits from the reduction in duty.

• The certificate is required to qualify shipments between the U.S., Canada and Mexico for the reduced or eliminated duty allowed under NAFTA.

• A shipment should be valued at greater than:
  – US$1,000 and be sent to a Mexican destination from Canada or the U.S.
  – CAD$2,500 and be sent to a Canadian destination from Mexico or the U.S.
  – US$2,500 and be sent to a U.S. destination from Canada or Mexico.

TIP: Shipments valued less than those listed previously do not require the NAFTA Certificate of Origin. Instead, include the following statement in the “Declaration Statement” section of the commercial invoice:

“I certify that the goods referenced in this invoice comply with the origin requirements specified for these goods in the North American Free Trade Agreement, and that further processing or assembly outside the territories of the parties has not occurred subsequent to processing or assembly in the NAFTA region.”

• If you ship the same commodity regularly, you can fill out one NAFTA form that provides coverage through one year. Complete the blanket period fields on the NAFTA form and give it to UPS. Once you execute a blanket NAFTA Certificate of Origin, the importer is then entitled to use the certificate to claim NAFTA tariff preference for all products specified on the certificate imported within the coverage period. There is no need to complete a NAFTA Certificate of Origin for each subsequent shipment.

U.S. Electronic Export Information (EEI), formerly known as Shipper’s Export Declaration (SED)

• The EEI is data the U.S. government uses to develop export statistics and controls. It is required for shipping single commodities valued at more than $2,500 or commodities requiring a license or license exemption, regardless of value.

• It is mandatory for export shipments originating in the U.S. and Puerto Rico to all destinations except Canada. Shipments to Canada only require an EEI if the shipment contains licensed commodities, is transiting Canada, or has a license exemption.

• UPS online shipping systems and the international forms application have simplified the Automated Export System (AES) process. Fill out the EEI online, then provide a paper copy to UPS. We can file it electronically, or you can access AESDirect through our online systems, file an EEI electronically with the Census Bureau, and give the AES transaction number to UPS (register at aesdirect.census.gov).

NOTE: The U.S. government requires that all EEIs be filed electronically prior to export. UPS can file electronically on your behalf if we have a Power of Attorney on file for you. To obtain a Power of Attorney form, please visit ups.com or contact International Customer Service at 1-800-782-7892.

TIP: It is mandatory for the EEI data to include the exporter’s nine-digit U.S. Principal Party in Interest (USPPI) tax identification number, also known as the Employer Identification Number (EIN). The USPPI is the person in the U.S. who receives the primary benefit, monetary or otherwise, of the export transaction.

TIP: The EEI requires Schedule B numbers with the description of commodities. These codes are available at the following site: census.gov/foreign-trade/schedules/b/#search.

UPS International Customer Service Center
1-800-782-7892 ups.com/international
UPS technology solutions

Keep your business working as efficiently as your shipping. No matter how your company is organized, no matter where or how many packages you ship, there’s an innovative tool powered by UPS technology that can deliver just what you need to make your day more productive. Our solutions provide a full range of features and flexibility to deliver fast, easy shipment preparation, returns options and 24/7 visibility.

Quantum View Manage®
for Importers
This online visibility tool provides a comprehensive view of your inbound and outbound shipping activity. Multiple users within your organization can quickly and easily view, download and share status information from any computer connected to the Internet.

Quantum View Manage for Importers offers enhanced features specifically for importers to help manage import shipments and compliance. You can access UPS customs brokerage data and clearance document images, facilitate customs clearance, audit entries, archive documents and set email alerts to be notified of duties payments.

UPS Internet Shipping on ups.com
Our global, Internet-based shipping application enables you to prepare and send international and domestic small package and freight shipments using a UPS account number or credit card. The ideal choice for occasional shipping needs, UPS Internet Shipping provides fast, efficient shipping and tracking from any computer with Internet access.

UPS CampusShip®
This Web-based shipping system enables multiple users within an organization to process international and domestic small package and freight shipments and perform other shipping-related tasks from any computer with Internet access. Employees in different locations can easily process and prepare shipping labels from their desktops, while administrators can keep tabs on the entire process with centralized control and visibility.

WorldShip®
Our powerful software is designed for centralized, high-volume shipping environments such as a shipping room or warehouse. You can quickly and accurately process international and domestic small package and freight shipments right from your desktop.

WorldShip can process packages as a stand-alone system, or work with your enterprise system to exchange shipment and order-entry information.

UPS TradeAbility®
Our suite of information-based services helps you manage the movement of goods effectively across international borders. Find Harmonized Tariff codes, landed cost estimates and up-to-date compliance information to more effectively manage your international trade.

UPS Paperless® Invoice
An industry first, UPS Paperless Invoice allows shippers to provide commodity-level detail through electronic data upload to UPS. This service eliminates the need to print, match and attach commercial invoices to shipments. Information is stored electronically, reducing the chance of manual errors when completing customs documents.

UPS International Customer Service Center
1-800-782-7892 ups.com/international
Your guide to UPS services and transportation options

**UPS Express Critical®**
Our fastest shipping service enables customers to send same-day and urgent shipments across the U.S. and to more than 180 countries around the world, typically arriving within 24 hours. Service is available 24 hours a day, 365 days a year.

**UPS Worldwide Express® services**
Send urgent international shipments with guaranteed delivery times in one to three business days, including customs clearance.
- **UPS Worldwide Express Plus®**: Guaranteed delivery by 9:00 a.m. to major business centers in more than 30 countries and territories.
- **UPS Worldwide Express®**: Guaranteed delivery by 10:30 a.m./12:00 p.m. to more than 50 countries and territories.
- **UPS Worldwide Express Freight®**: Guaranteed delivery by end of business day of your palletized shipments to and from more than 35 countries and territories.
- **UPS Worldwide Saver®**: Guaranteed delivery by end of business day to more than 220 countries and territories from the U.S. and Puerto Rico.

**UPS Worldwide Expedited®**
For less urgent shipments, use our guaranteed customs-cleared day-definite delivery service to more than 220 countries and territories from the U.S. within two to five business days.

**UPS® Standard**
Guaranteed ground delivery within two to eight business days to and from the U.S. with coverage of every Canadian province. Coverage also includes all of Mexico, making UPS Standard the industry’s only guaranteed ground package service between Mexico and the U.S.

**UPS Worldwide Express NA1®**
Count on guaranteed overnight delivery by 10:30 a.m. to the U.S. from select European business centers. An early pickup in Europe is required.

**UPS Trade Direct®**
Improve the efficiency of your international shipments by air, ocean or ground transportation. Accelerate speed to market, reduce handling and storage, and save time by consolidating package and freight shipments to your customers at multiple addresses located in a single destination country.

**UPS Worldwide Express Freight®**
Guaranteed delivery by end of business day of your palletized shipments to and from more than 35 countries and territories.

**UPS 3 Day Select® from Canada**
Guaranteed service offered within three business days for shipments originating in Canada to the continental U.S.

**Freight services**
As your business expands globally, your need to send freight shipments can increase. With air, ocean, less-than-truckload (LTL), truckload and critical freight options, UPS can help you determine which freight services best suit your needs.

**UPS Returns®**
The first industry offering that provides businesses with a returns solution to 145 countries and territories, UPS Returns will not only expand the geographic reach of your business, it also will help increase repeat business through a good returns experience for your customers.

**World Ease®**
Consolidate multiple packages into a single shipment to the same country or the European Union. Facilitate customs clearance with one importer of record. This contract service can help companies expand internationally by eliminating warehousing and distribution needs.

**Import services**
Your overseas suppliers can use UPS’s Import Freight Collect, which is billed to you with rates fixed in U.S. dollars, protecting you from currency fluctuations. UPS Import Control® allows you to take charge of service selection by initiating shipments from another country, completing the paperwork yourself.

**UPS International Customer Service Center**
1-800-782-7892 ups.com/international
Incoterms®

A required field on the Commercial Invoice is the Terms of Sale, or Incoterms. Incoterms is an abbreviation for International Commercial Terms. They are a set of rules which define the responsibilities of sellers and buyers for the delivery of goods under sales contracts for domestic and international trade. The most commonly used terms for all modes of transportation are:

- **ExWorks (EXW):** The seller fulfills his obligations by having the goods available for the buyer to pick up at his premises or another named place (i.e., factory, warehouse, etc.). Buyer bears all risks and costs starting when he picks up the products at the seller’s location until the products are delivered to his location. Seller has no obligation to load the goods or clear them for export.

- **Free Carrier (FCA):** The seller delivers the goods export-cleared to the carrier stipulated by the buyer or another party authorized to pick up goods at the seller’s premises or another named place. Buyer assumes all risks and costs associated with delivery of goods to final destination including transportation after delivery to carrier and any customs fees to import the product into a foreign country.

- **Carriage Paid To (CPT):** The seller clears the goods for export and delivers them to the carrier or another person stipulated by the seller at a named place of shipment. Seller is responsible for the transportation costs associated with delivering goods to the named place of destination but is not responsible for procuring insurance.

- **Carriage and Insurance Paid To (CIP):** The seller clears the goods for export and delivers them to the carrier or another person stipulated by the seller at a named place of shipment. Seller is responsible for the transportation costs associated with delivering goods and procuring minimum insurance coverage to the named place of destination.

- **Delivered at Terminal (DAT):** The seller clears the goods for export and bears all risks and costs associated with delivering the goods and unloading them at the terminal at the named port or place of destination. Buyer is responsible for all costs and risks from this point forward including clearing the goods for import at the named country of destination.

- **Delivered at Place (DAP):** The seller clears the goods for export and bears all risks and costs associated with delivering the goods to the named place of destination not unloaded. Buyer is responsible for all costs and customs to import the goods into the named country of destination.

- **Delivered Duty Paid (DDP):** The seller bears all risks and costs associated with delivering the goods to the named place of destination ready for unloading and cleared for import.
Contact your UPS Account Manager to learn more about how logistics can help your international shipping go further.

For detailed information:

Visit ups.com/international or call **1-800-782-7892**.

For guarantee details, service availability and delivery time commitments, visit ups.com®.