Intelligent Shipper

Customs Settings User Guide

Version 1.0

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3. Introduction

The Intelligent Shipper Customs Settings screen allows Customer Administrator users to configure customs information for their customer account. Users can setup pre-registration numbers (importer tax numbers) VAT and EORI numbers for use when creating dutiable shipments, and upload company logo and signature images and set a signature name for use on customs documents.

This manual instructs Customer Administrator users to how to setup pre-registration, VAT and EORI numbers and upload images in the Customs Settings screen.

4. Customs Settings Maintenance

To setup or maintain customs information for your customer account, login to Intelligent Shipper then select Maintenance and Customs Settings.

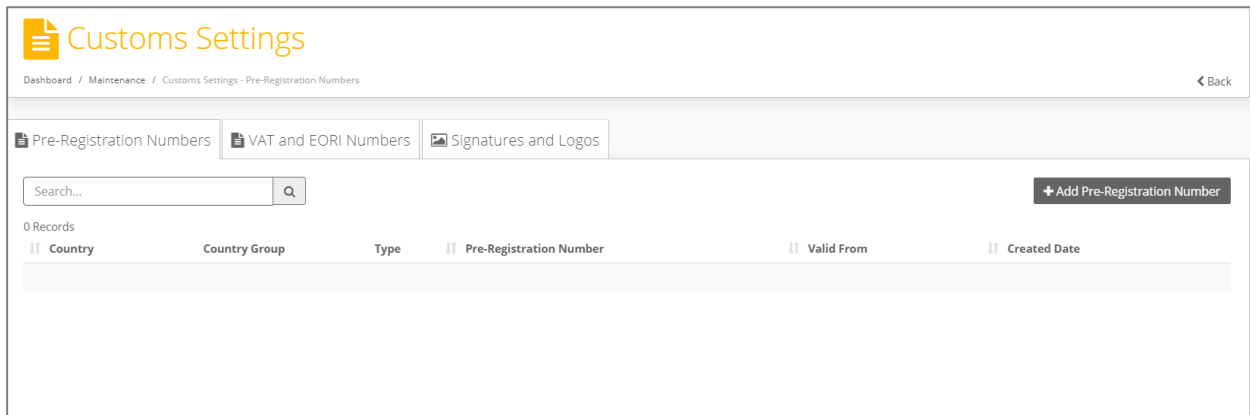The Customs Settings maintenance screen is displayed.

Figure 1 - Customs Settings screen

The screen contains the following tabs:

- Pre-registration Numbers – used to setup pre-registration numbers (importer tax numbers) such as GST, VOEC, OSS etc.
  Note: This tab is not used to setup VAT and EORI numbers.

- VAT and EORI Numbers – used to setup VAT and EORI numbers only. Any other type of tax number must be setup in the Pre-Registration Numbers tab.

- Signatures and Logos – used to upload company logo and signature images for use on customs documentation. If a signature image is upload, a signature name must be set to be displayed on the customs document along with the signature image.

5. Pre-Registration Numbers

Pre-registration Number may also be referred to as Importer Tax Number or Importer Tax ID. Different countries and destinations have different tax schemes, such as Norway's VOEC, Australia's GST and the EU's OSS. When shipping to these destinations, your Pre-Registration Number / Tax Number should be provided.

The Customs Settings screen allows you to setup Pre-Registration Numbers for a particular country or country group or for all countries and groups, so that you can configure the relevant tax numbers for the destinations you ship to. Setting Pre-Registration Numbers in this screen can be used as an alternative to providing Pre-Registration Number on shipment creation.
Note: If Pre-Registration Number is provided on shipment creation via API or Bulk Mailing then it will overwrite the values in the Customs Settings screen.

5.1.Add Pre-Registration Number

To add a Pre-Registration Number, select the Pre-Registration Number tab in the Customs Settings screen and select 'Add Pre-Registration Number'.
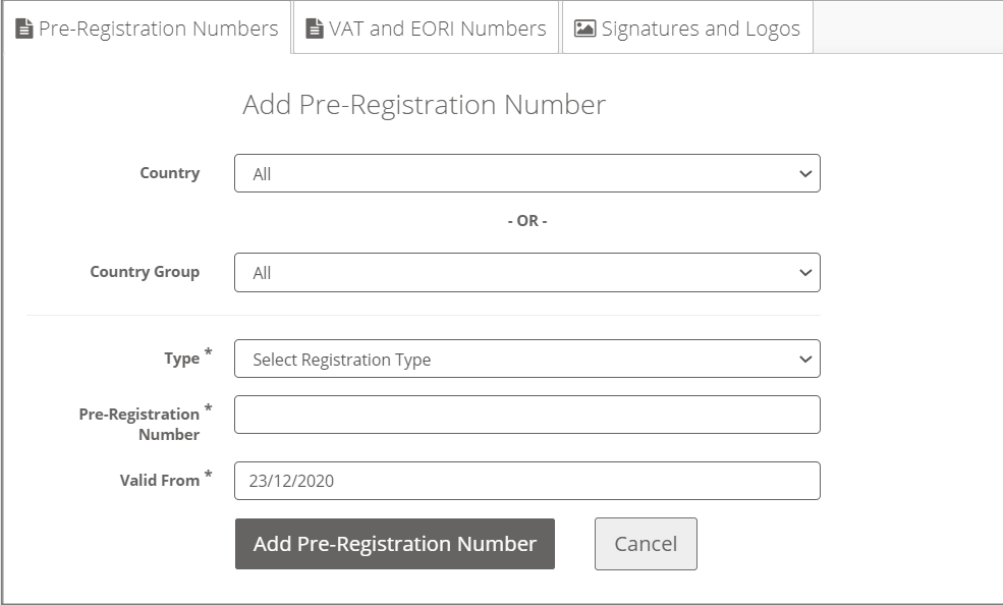

Figure 2 - Add Pre-Registration Number screen

In the Add Pre-Registration Number screen:

1. The Country field contains a list of countries setup in the Countries maintenance screen by your System Administrator and the option 'All'. 'All' will be selected by default. If the Pre-Registration Number relates to a specific country (e.g. a GST number for Australia) then select that country from the list. If the Pre-Registration Number does not relate to a particular country, do not change the country from the default value of 'All'.

2. The Country Group field contains a list of the country groups available in the system (European Union and Rest of World) plus the value 'All'. 'All' will be selected by default. If the Pre-Registration Number relates to a specific country group (e.g. an EU OSS number) then select that country group from the list. If the Pre-Registration Number relates to a specific country, or is a generic number used worldwide, then do not change the country group from the default value of 'All'.

Note: Either a country or country group can be selected, but not both. If either the Country or Country Group field are changed from the default value of 'All', the other field will update to display 'N/A'. If a country is selected, the country group will be populated automatically based on the group that country has been assigned to in the Countries maintenance screen by your System Admin.

3. In the Type field, select one of the following options from the list:

- OSS

- GST

- Other, please specify – if this option is selected, a text field will be displayed for you to enter the Pre-Registration Type.
Note: VAT and EORI numbers cannot be set in this tab. If you enter VAT or EORI in the text field, an error message will be displayed.
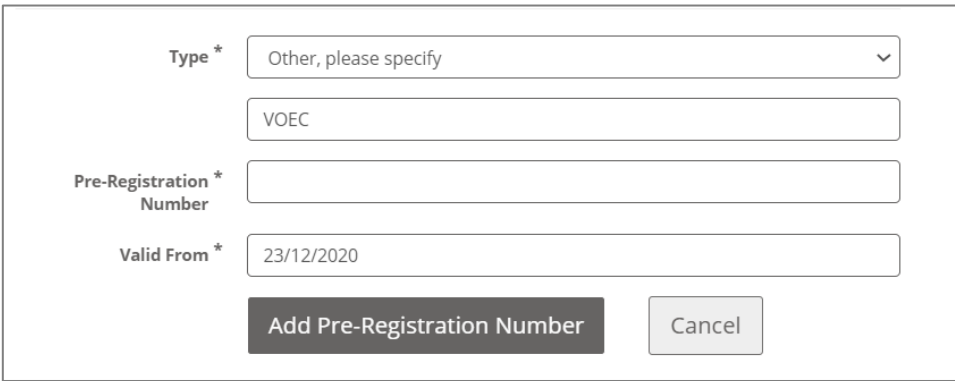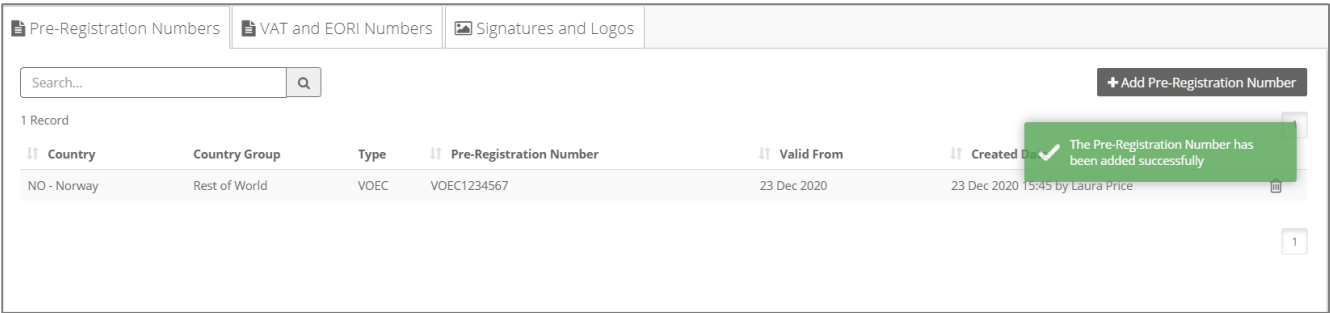

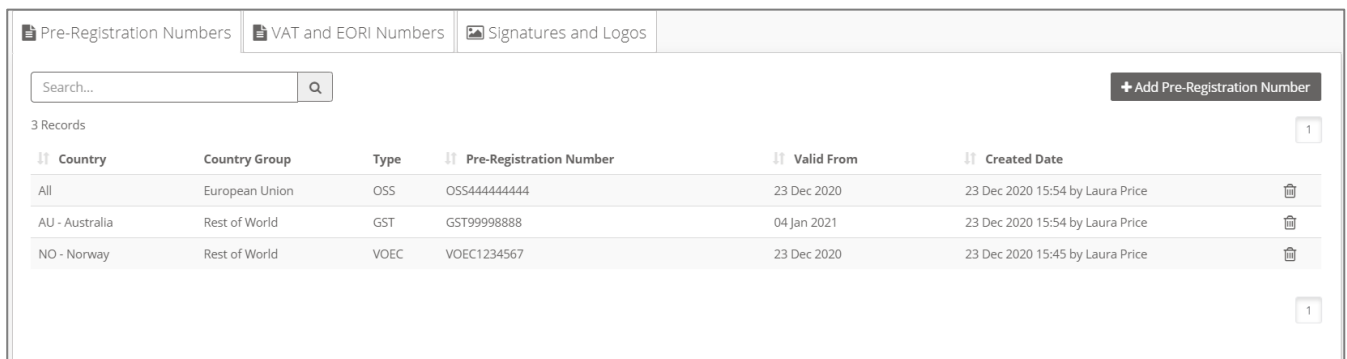*Figure 3 - Pre-Registration Type 'Other'*

4. In the Pre-Registration Number field, enter your Pre-Registration Number (Tax ID) for the country/country group and Type you have selected.

5. The Valid From field sets the date from which the Pre-Registration Number will be used when creating shipments. It defaults to the current date and can be changed to a future date (past dates cannot be selected).

6. Once all fields have been entered, select 'Add Pre-Registration Number'.

7. The Add Pre-Registration Number screen will close, the number that was added will be displayed in the Pre-Registration Numbers list and a confirmation message will be displayed on screen.

Figure 4 - Pre-Registration Number added successfully

8. Repeat steps 1-7 to add other Pre-Registration Numbers as required

9. Once saved, all numbers will be listed in the Pre-Registration Numbers screen

Country	Country Group	Type	Pre-Registration Number	Valid From	Created Date	
All	European Union	OSS	OSS444444444	23 Dec 2020	23 Dec 2020 15:54 by Laura Price	🗑
AU - Australia	Rest of World	GST	GST99998888	04 Jan 2021	23 Dec 2020 15:54 by Laura Price	🗑
NO - Norway	Rest of World	VOEC	VOEC1234567	23 Dec 2020	23 Dec 2020 15:45 by Laura Price	🗑

Figure 5 - Pre-Registration Numbers list

5.1.1. Duplicate Records

It is not possible to create multiple Pre-Registration Numbers per country or country group, including for all countries and all country groups.

If you attempt to create a Pre-Registration for a country or country group that already has a record setup, when you select to add the Pre-Registration Number an error message will be displayed as in the screen shot below and the Pre-Registration Number will not be saved.

Figure 6 - Duplicate Pre-Registration Number error message

5.2. Delete Pre-registration Number

To delete a Pre-Registration Number:
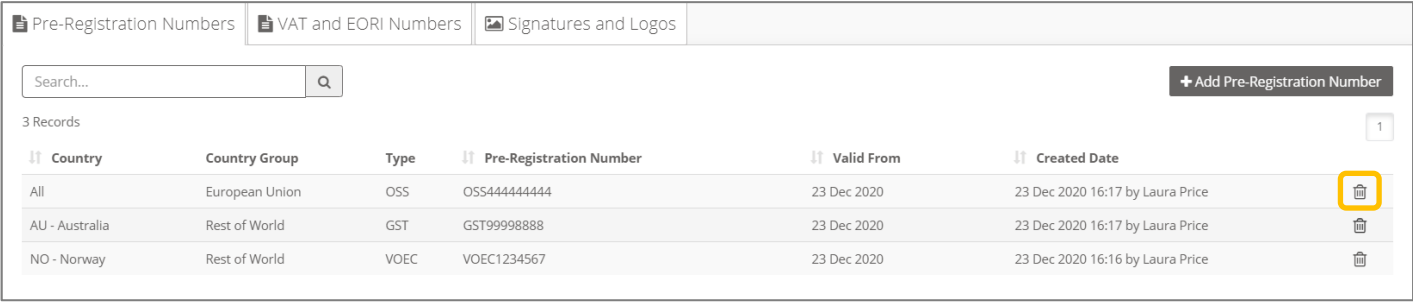1. Select the delete icon for that number in the Pre-Registration Numbers list

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Figure 7 - Delete Pre-Registration Number

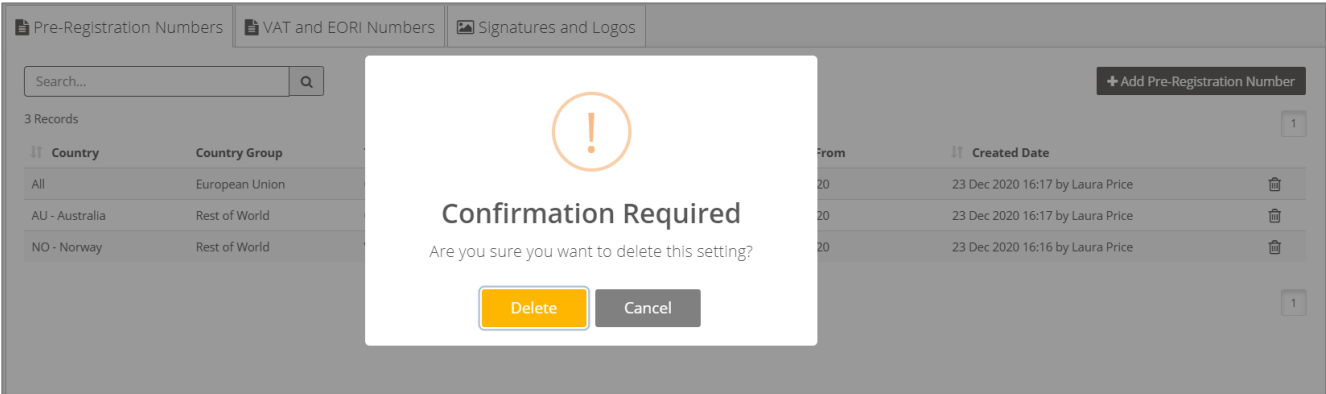2. A Confirmation Required message will be displayed.

Figure 8 - Confirmation Required message

3. To delete the Pre-Registration Number, select the Delete button on the Confirmation Required message.

4. The Pre-Registration number will be deleted. The number will be removed from the Pre-Registration Numbers list and a confirmation message will be displayed.
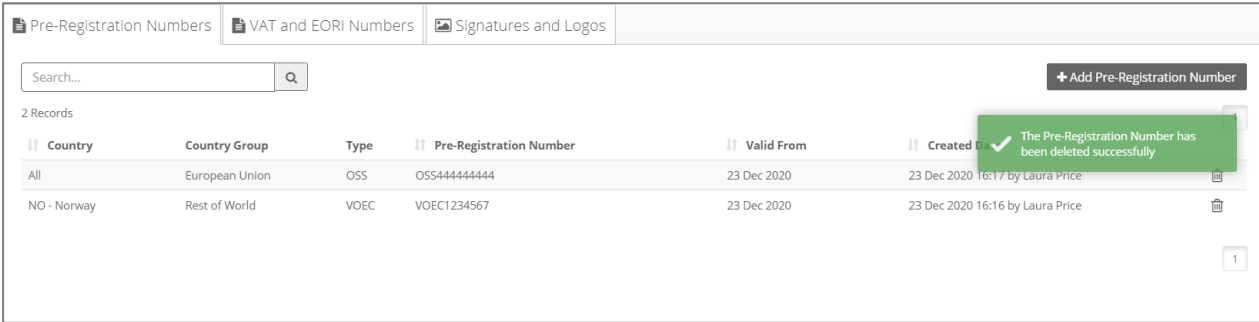

Figure 9 - Pre-Registration Number deleted

Note: A Pre-Registration Number cannot be edited. If any of the Pre-Registration Number details need updating it must be deleted and re-created.

5.3. Using Pre-Registration Number on Shipment Creation

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When a dutiable shipment is created, if a Pre-Registration Number is not provided on shipment creation in either the API Request or Bulk Mailing file then Intelligent Shipper will look in the Customs Settings screen to find a Pre-Registration Number for the shipment destination. For shipments created via the Booking Wizard, the Customs Settings screen will always be used to find a Pre-Registration Number.

The system will carry out the following checks to search for a matching Pre-Registration Number in the Customs Settings screen:

- First, check if a Pre-Registration Number exists for the shipment destination country. If a matching record is found, that will be used.

- If a matching record is not found for the destination country, check if a matching record exists for the shipment destination country group (the country group that has been assigned to the shipment destination country in the Countries screen). If a matching record is found, that will be used.

- If a matching record is not found for the destination country group, check if a record exists for all countries and all country groups. If a record is found, that will be used.

If a Pre-Registration Number is found, this will be sent to the carrier and printed on any CN23 documents generated for the shipment.

6. VAT and EORI Numbers

Depending on the destinations you are shipping to, a VAT and/or EORI number may be needed.

The Customs Settings screen allows you to setup VAT and EORI Numbers for a particular country or country group or for all countries and groups, so that you can configure the numbers for the destinations you ship to. Setting VAT and EORI Numbers in this screen can be used as an alternative to providing the numbers on shipment creation.
Note: If VAT or EORI Number is provided on shipment creation (via API, Bulk Mailing or Booking Wizard) it will overwrite the values in the Customs Settings screen.

6.1. Add VAT/EORI Number

To add a VAT/EORI Number, select the VAT and EORI Numbers tab in the Customs Settings screen and select 'Add VAT/EORI Number'.
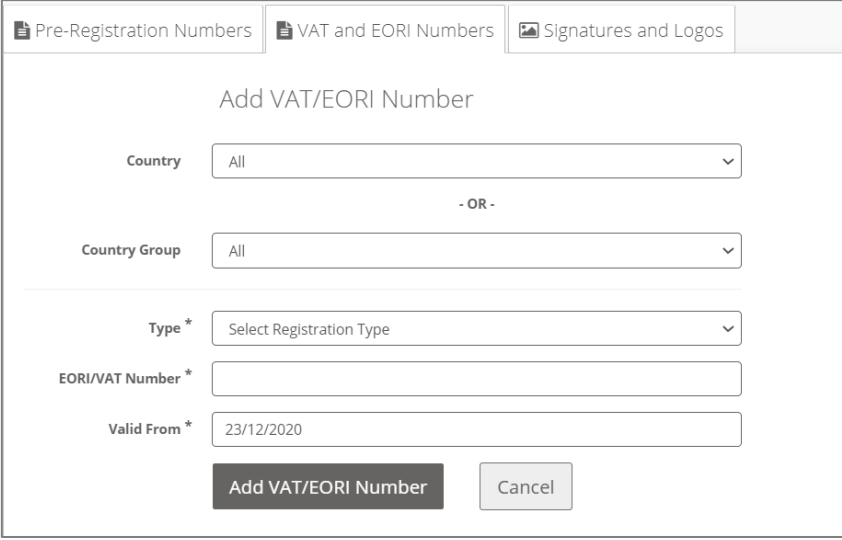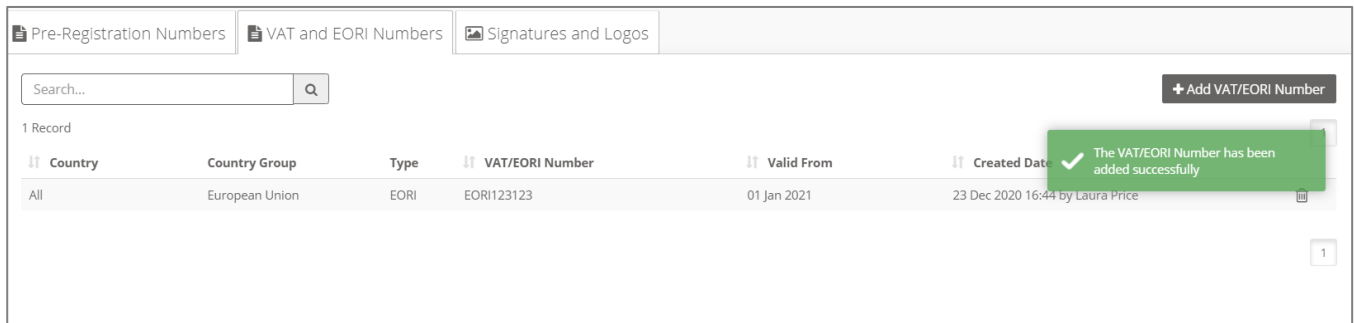
Figure 10 - Add VAT/EORI Number screen

In the Add VAT/EORI Number screen:

1. The Country field contains a list of countries setup in the Countries maintenance screen by your System Administrator and the option 'All'. 'All' will be selected by default. If the VAT/EORI Number relates to a specific country then select that country from the list. If the VAT/EORI Number does not relate to a specific country, do not change the country from the default value of 'All'.

2. The Country Group field contains a list of the country groups available in the system (European Union and Rest of World) plus the value 'All'. 'All' will be selected by default. If the VAT/EORI Number relates to a specific country group (e.g. the European Union only) then select that country group from the list. If the VAT/EORI Number relates to a specific country, or is a generic number used worldwide, then do not change the country group from the default value of 'All'.

   Note: Either a country or country group can be selected, but not both. If either the Country or Country Group field are changed from the default value of 'All', the other field will update to display 'N/A'. If a country is selected, the country group will be populated automatically based on the group that country has been assigned to in the Countries maintenance screen by your System Admin.

3. In the Type field, select one of the following options from the list:

   - VAT
   - EORI

4. In the EORI/VAT Number field, enter your VAT or EORI Number for the country/country group you have selected.

5. The Valid From field sets the date from which the VAT/EORI Number will be used when creating shipments. It defaults to the current date and can be changed to a future date (past dates cannot be selected).

6. Once all fields have been entered, select 'Add VAT/EORI Number'.

7. The Add VAT/EORI Number screen will close, the number that was added will be displayed in the VAT and EORI Numbers list and a confirmation message will be displayed on screen.

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Figure 11 – VAT/EORI Number added successfully

8. Repeat steps 1-7 to add other VAT and EORI Numbers as required.

9. Once saved, all numbers will be listed in the VAT and EORI Numbers screen.

Figure 12 – VAT and EORI Numbers list

6.1.1. Duplicate Records

It is not possible to create multiple VAT or EORI numbers per country or country group, including for all countries and all country groups.
Note: You can create both a VAT and an EORI number to the same destination (e.g. a VAT number for the EU country group and an EORI number for the EU country group) but not two numbers of the same type for the same destination (e.g. two EORI numbers for the EU country group).

If you attempt to create a VAT or EORI number for a country or country group that already has a number of the same type setup, when you select to add the VAT/EORI Number an error message will be displayed as in the screen shot below and the VAT/EORI number will not be saved.

Figure 13 - Duplicate VAT/EORI Number error message

6.2. Delete VAT/EORI Number

To delete a VAT/EORI Number:

5. Select the delete icon for that number in the VAT and EORI Numbers list

Figure 14 - Delete VAT/EORI Number

6. A Confirmation Required message will be displayed.

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Figure 15 - Confirmation Required message

7. To delete the VAT/EORI Number, select the Delete button on the Confirmation Required message.

8. The VAT/EORI number will be deleted. The number will be removed from the VAT and EORI Numbers list and a confirmation message will be displayed.
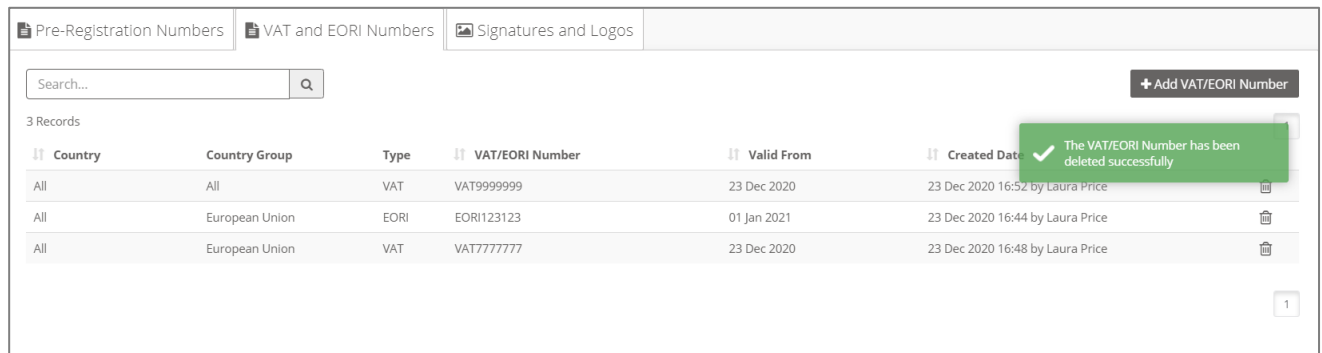
	Country	Country Group	Type	VAT/EORI Number	Valid From	Created Date	
	All	All	VAT	VAT9999999	23 Dec 2020	23 Dec 2020 16:52 by Laura Price	
	All	European Union	EORI	EORI123123	01 Jan 2021	23 Dec 2020 16:44 by Laura Price	
	All	European Union	VAT	VAT7777777	23 Dec 2020	23 Dec 2020 16:48 by Laura Price	

The VAT/EORI Number has been deleted successfully

Figure 16 – VAT/EORI Number deleted

Note: A VAT/EORI Number cannot be edited. If any of the details need updating it must be deleted and re-created.

6.3. Using VAT and EORI Numbers on Shipment Creation

When a dutiable shipment is created, if either VAT or EORI Number is not provided on shipment creation in the API Request or Bulk Mailing file (and Booking Wizard for EORI number only) then Intelligent Shipper will look in the Customs Settings screen to find a number of that type for the shipment destination. For shipments created via the Booking Wizard, the Customs Settings screen will always be used to find a VAT Number.

The system will carry out the following checks to search for a matching VAT/EORI Number in the Customs Settings screen:

- First, check if a VAT/EORI Number exists for the shipment destination country. If a matching record is found, that will be used.

- If a matching record is not found for the destination country, check if a matching record exists for the shipment destination country group (the country group that has been assigned to the shipment destination country in the Countries screen). If a matching record is found, that will be used.

- If a matching record is not found for the destination country group, check if a record exists for all countries and all country groups. If a record is found, that will be used.

Note: The above checks will be done separately for both VAT and EORI numbers.

If a VAT/EORI Number is found, this will be sent to the carrier and printed on any customs documents generated for the shipment.

7. Signatures and Logos

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The Customs Settings screen allows you to upload a company logo and signature image for use on customs documentation, set a signature name to be displayed on the customs document along with the signature image.

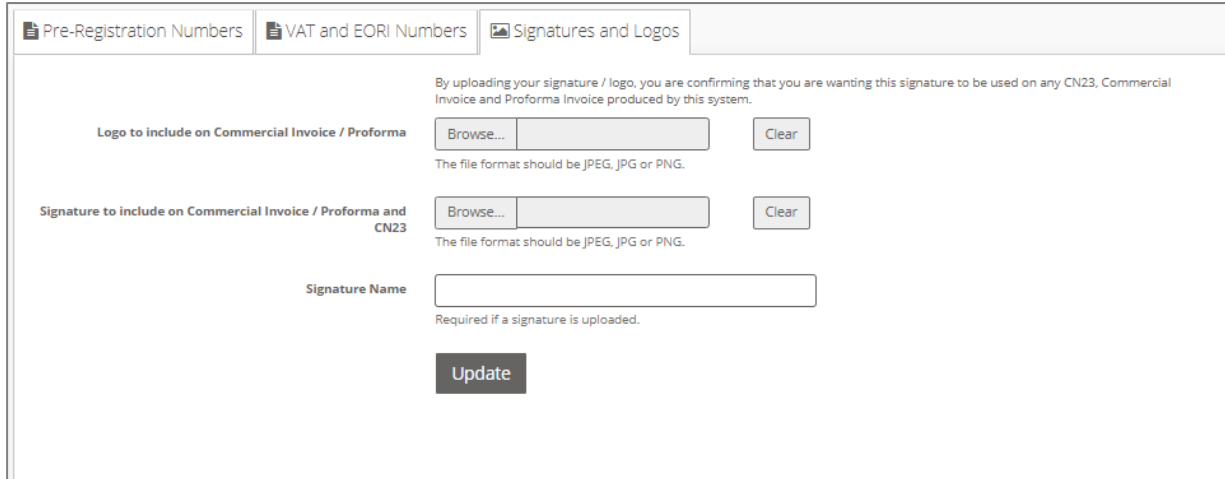To set signatures and logos, select the 'Signature and Logos' tab in the Customs Settings screen.

Figure 17 - Signatures and Logos screen

2.1 Add Signatures and Logos

To add signatures and logos:

1. In the Logo field select the 'Browse' button and select the image you want to upload.

    Note: The image selected must be either JPEG, JPG and PNG and the file size must not exceed 100KB.

2. If the selected image does not meet these criteria an error message will be displayed.
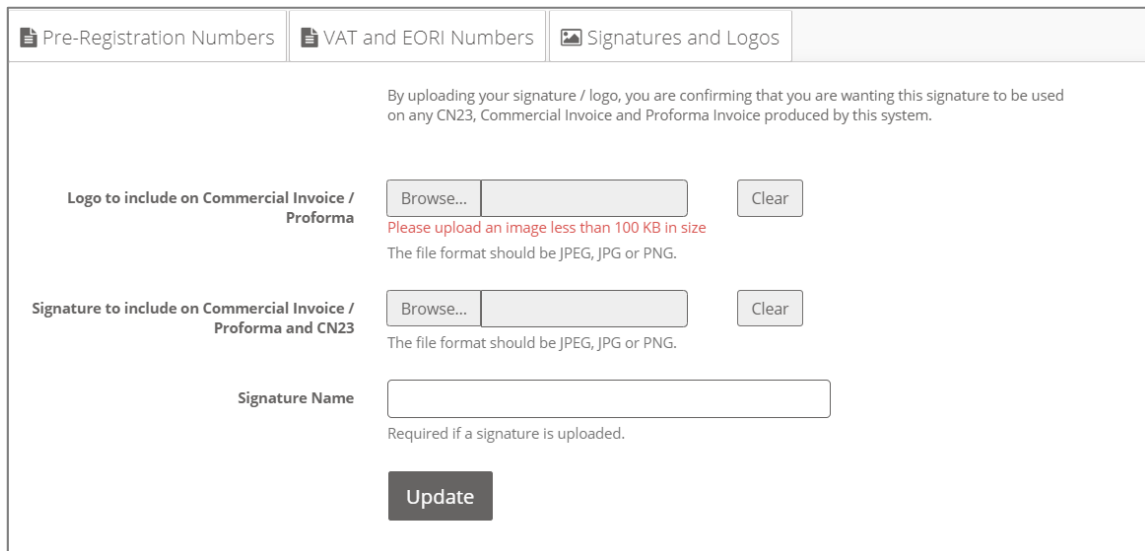
Figure 18 - Error message displayed when invalid file uploaded

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3. When a valid image file is selected, the file name of the image will be displayed in the Logo field and a preview of the image will be displayed next to the field.

Figure 19 - Logo image uploaded successfully

4. In the Signature field select the 'Browse' button and select the image you want to upload.

    Note: The image selected must be either JPEG, JPG and PNG and the file size must not exceed 100KB. If the selected image does not meet these criteria an error message will be displayed.

5. When a valid image file is selected, the file name of the image will be displayed in the Signature field and a preview of the image will be displayed next to the field.

6. In the Signature Name field, enter the name that will be displayed on customs documents along with the signature image.

    Note: If a Signature image has been uploaded then a Signature Name must be entered, else an error message will be displayed when you try to save.

7. Once all images have been uploaded and signature name has been entered, select 'Update'. The values will be saved successfully, and a confirmation message will be displayed.
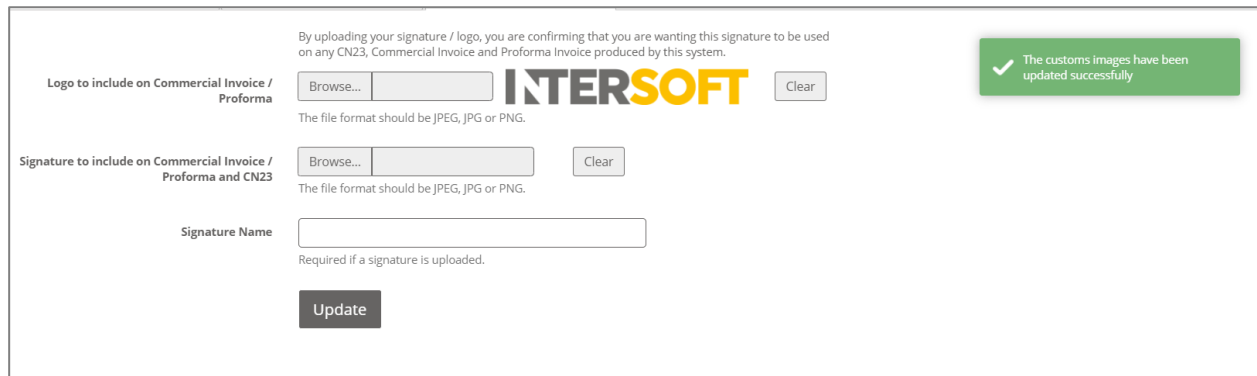
Figure 20 - Signatures and Logos saved

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2.2 Delete Signatures and Logos

To delete the Logo or Signature image, select the 'Clear' button next to that image. The image will be removed and a confirmation message will be displayed.

To delete the signature name, delete the text in the Signature Name field and select 'Update'. **Note:** It will only be possible to delete the Signature Name if the Signature image has been deleted.

Figure 21 - Signature image and Signature Name deleted

2.3 Using Signatures and Logos on Customs Documentation

Once Signatures and Logos have been set, these will be used on customs documents (CN23, Proforma Invoice and Commercial Invoice) generated for your customer account.

The signature image and signature name will be used on CN23, Proforma Invoice and Commercial Invoice customs documents. The logo image will be used on Proforma Invoice and Commercial Invoices only.
For CN23 documents included in with the label image or any type of customs document downloaded from the View Shipment screen, the values set in the Customs Settings screen will always be used.

For Proforma Invoice and Commercial Invoice documents generated via the printDocument API, if signature image or signature name is provided in the API request, then the value sent in the API request will be used. If signature image or signature name are not provided in the API request and exist in the Customs Settings screen, then the value set in the Customs Settings screen will be used.

Company Logo cannot be provided in the printDocument API. A Company Stamp Image can be sent in the printDocumentRequest; this is different to the company logo and if provided will be displayed on the footer of the Proforma Invoice or Commercial Invoice.

For CN23 documents generated via the printDocument API, if signature image is sent in the API request then this will override any signature image set in the Customs Settings screen. Signature name on the CN23 will always be taken from the Customs Settings screen.

See Appendix 2 for example customs documents with logos and signatures included. See the document "Intelligent Shipper API - Multipiece Shipment Bookings" for more information on the printDocument API.

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8. Appendix 1 - Glossary

Term	Definition
VAT Number	A Value Added Tax identification number is an identifier used in many countries, including the EU, for value added tax purpose.
EORI Number	Economic Operators Registration and Identification number. A European Union registration and identification number for businesses which undertake the import or export of goods into or out of the EU.
Pre-Registration Number	Also referred to as Importer Tax Number or Importer Tax ID. Different countries and destinations have different tax schemes, such as Norway's VOEC, Australia's GST and the EU's OSS. When shipping to these destinations, Pre-Registration Number / Tax Number should be provided.
Dutiable Shipment	A shipment that is subject to customs duties and taxes. Any international shipment with a commercial value (shipment type NDX) that is not going from an EU country to an EU country is a dutiable shipment.

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9. Appendix 2 – Customs Document Examples

CN23

2.4 Proforma Invoice

2.5 Commercial Invoice

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Commercial Invoice

Shipper :
testingcustomer
Intersoft Test Account
Blays House
Wick Road
Egham
Surrey
TW20 0HJ
United Kingdom

Phone : 07677445896
Email : testingcustomer@intersoft.co.uk

Recipient :
Receiver name
Receiver company
1 The Street
New York
NY
50120
United States of America

Phone : 01234567890
Email :

Description	Country of origin	HS Code	Unit Net Weight KG	Unit Value GBP	Quantity	Sub-Total GBP
iPhone X	AU		0.200	500.00	2	1000.00
	Totals		0.400			1,000.00

Invoice Number : CI001234567

Waybill Number : EK999381467GB

Total Pieces : 1

Total Weight : 0.400 KG(s)

Terms Of Trade : DDU (Delivery Duty Unpaid)

Hazardous : NO

Reason For Export : Sale of goods

I/We declare that the information of this invoice is true and correct to the best of my/our knowledge and that the contents of this shipment are as stated above.
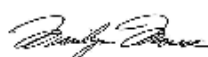
For and on behalf of : Intersoft Test Account

Name : Signature Name

Date : 17 December 2020

Signature :

VAT Number : VAT-7878645645621621

EORI Number : EORI12345

Position :

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