



DHL ECOMMERCE

# INVOICE REQUIREMENTS FOR DUTIABLE SHIPMENTS

See separate leaflet for shipments to the UK

All shipments to countries with customs clearance must include certain documents such as an original invoice. The legal requirements for your invoice are described in this document..

It is important for customs that the invoice is legible. That is why all **invoices should be typed or printed and completed in English**. Handwritten information is not accepted.

In order to help you to create a correct invoice, we have enclosed an example of a commercial invoice on the next page and some explanation on how to complete the different fields. It is important that you always include the full address details for both the shipper as the consignee, but we advise you to also fill out all other fields in detail. This will prevent delays in the customs clearance process.

## CUSTOMS AREAS

With DHL eCommerce you can send dutiable shipments to the following customs areas:

Destination	DHL Europlus International	DHL Europlus Pallet International	DHL Parcel Connect
Italy (Campione d'Italia, Livigno, San Marino, Vatican City)	✓	✗	✗
Liechtenstein	✓	✗	✗
Norway <sup>1</sup>	✓	✓	✗
UK <sup>2</sup>	✓	✗	✓
Switzerland	✓	✓	✗

<sup>1</sup> Incoterm DDP (Delivered Duty Paid) to Norway is not possible via the DHL eCommerce services. For dutiable shipments to Norway, the business recipient will have to pay a formal clearance fee of 283 Kroner / shipment to DHL in Norway. Additional 'multiline entry charges' apply when more than 5 lines are recorded on the customs clearance, e.g. shipments with different commodities (5 or more) or with commodities from different countries of origine.

<sup>2</sup> Specific requirements apply for shipments to the UK. Read more on our [Brexit webpage](#).

\* The documents that should be included are a copy of the label, the original invoice and a copy thereof, other original documents (T-documents, certificates, export documents, etc.).

## HOW TO SUBMIT YOUR PAPERWORK

All documents must be submitted to DHL in two ways:

1. Attach the **original documents\* to the shipment** in a self-adhesive document-enclosed envelope.
2. Supply all customs data to DHL **digitally**. You can do this via our online shipping tool My DHL Portal or with our special customs API (if you are using your own platform to prepare shipments) or you can forward them by e-mail to this address: [europius.customs@dhl.com](mailto:europius.customs@dhl.com).

If you are unable to share the paperwork via digital means, an extra set of documents must be attached to the shipment.

**For pallets via DHL Europlus Pallet International there are additional requirements:**

- **Company stamp and signature on the invoice**  
If you do not have a company stamp, sign the invoice and add the company name and the name and job title of the signatory in capital letters.
- Attach **the invoice in triplicate** to the shipment
- **EUR-1 certificate**  
Shipments are always stopped at the border to check whether you want to submit an EUR-1 certificate. If you do, please include this statement on your invoice:

*"The exporter of the products covered by this document declares that, except where otherwise clearly indicated, these products are of EU preferential origin."*

## Example of a commercial invoice created via My DHL Portal:

When preparing a shipment to a destination with customs clearance, you will see a yellow button at the bottom of the screen, linking to the customs form which will enable you to create a correct invoice and submit your customs paperwork to DHL:

Enter these details for shipments outside the EU and fill in a customs form.

CUSTOMS FORM

If you have filled out all required fields correctly, you will be able to download and print the invoice, together with the shipping label.

COMMERCIAL

<b>From</b>	<b>Name and address of sender</b> JOYCE GRIFT DHL Parcel (Belgium) N.V. SALES & CS CONFERENCE Essenestraat 26 1740 TERNAT Belgium		<b>Additional information</b> Total amount of packages: 1																										
	<b>Contact details of sender</b> Email: JOYCE.GRIFT@DHL.COM Phone No.: 0881234567	<b>Customs reference of sender</b> EORI No.: VAT No.: BE0413850894																											
<b>To</b>	<b>Name and address of addressee</b> DHL Parcel (Switzerland) AG Güterstrasse 107 4133 Pratteln Switzerland																												
	<b>Contact details of addressee</b> Email: Phone No.:	<b>Customs reference of addressee</b> EORI No.: VAT No.: CHE109390707MWST																											
<table border="1" style="width: 100%; border-collapse: collapse; font-size: small;"> <thead> <tr> <th style="width: 40%;">Description of content</th> <th style="width: 10%;">Quantity</th> <th style="width: 10%;">Weight in kg</th> <th style="width: 10%;">Value in EUR</th> <th style="width: 10%;">HS tariff number</th> <th style="width: 10%;">Country of origin</th> </tr> </thead> <tbody> <tr> <td>ski-boots</td> <td style="text-align: center;">2</td> <td style="text-align: center;">1</td> <td style="text-align: right;">200,00</td> <td style="text-align: center;">64021210</td> <td style="text-align: center;">BE</td> </tr> <tr> <td>rucksacks</td> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> <td style="text-align: right;">50,00</td> <td style="text-align: center;">42029291</td> <td style="text-align: center;">BE</td> </tr> <tr> <td><b>Totals</b></td> <td style="text-align: center;"><b>3</b></td> <td style="text-align: center;"><b>2</b></td> <td style="text-align: right;"><b>250,00</b></td> <td></td> <td></td> </tr> </tbody> </table>						Description of content	Quantity	Weight in kg	Value in EUR	HS tariff number	Country of origin	ski-boots	2	1	200,00	64021210	BE	rucksacks	1	1	50,00	42029291	BE	<b>Totals</b>	<b>3</b>	<b>2</b>	<b>250,00</b>		
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<b>Category of item</b> Commercial Goods		<b>Other information</b> License: Certificate: Invoice: 2021/01		<b>Total value</b> 250,00 EUR																									
		<b>Terms of Trade</b> DDP Zürich		<b>Total gross weight</b> 2 kg																									
				<b>Postal charges / Fees</b>																									
<b>Comments</b>			<b>Date and signature of addressee</b>																										
The exporter of the products covered by this document declares that, except where otherwise clearly indicated, these products are of "EU" preferential origin.			<b>Signature</b>																										

At the bottom of the customs form you have the possibility to upload a digital copy of all paperwork for your shipment:

Add any customs documents in PDF

Attachments, or drag your file over here

## INVOICE DATA (MANDATORY)

### SUPPLIER DETAILS

- **Name and full address of the supplier.**  
(We recommend that you use the official company letterhead of the sender.)
- **VAT number of the supplier**
- **EORI number of the supplier**  
(if the shipment value exceeds € 1,000.-)  
EORI stands for “Economic Operators Registration and Identification number”. Any economic operator established in the customs territory of the European Union needs an EORI number for customs purposes.

### RECIPIENT DETAILS

- **Name and full address of the recipient.**  
(The postal code, telephone number and name of the contact person are also often required.)
- **The recipient’s VAT number** (for business recipients) **or ID number** (for consumers)

### SHIPMENT DETAILS

- **Total invoice price**  
The value of the shipment may never be 0 euro.
- **Currency**
- **Unique reference numbers** at sender’s discretion, for example: order number. These should also be included on the additional documents, the label and in the EDI data.
- **Terms of trade** Always mention the [Incoterm](#)® in combination with the place, e.g.. DAP Oslo or DDP Zürich. Only use the English abbreviation, other languages are not accepted.  
Attention: shipping DDP to Norway is not possible via the DHL eCommerce services.
- **Reason for export** (for sale / as a gift / as a sample...)
- **Number of parcels and/or pallets**
- **Weight:** total shipment weight and weight per article
- **Per article:**
  - **a clear and complete description** of the delivered product. Use a specific trade name for the goods description, not just ‘gifts’ or ‘clothes’ but describe each article specifically, e.g. ‘4 cotton T-shirts’. This goods description, should make it possible to classify them in the correct customs tariff by type of goods.
  - **The statistics number (HS code)\***  
The commodity code of the trade tariff, used to classify traded goods on a common basis for customs purposes. The first six digits of the code are global standard, the remaining numbers are country specific.
  - **the amount/number** of the delivered product.
  - **the unit price** excluding VAT.

## INVOICE DATA (RECOMMENDED)

The following data is not mandatory, but including them on the invoice can prevent delays.

- **Invoice number** (ensure that every invoice has a unique and continuous invoice number)
- **Invoice date**
- **EORI number of the recipient**
- **Export Licence No.**  
Export authorisation number, only applicable for so-called ‘dual-use goods’.
- **Payment terms** (for commercial shipments only)
- **Country of origine.**  
The country of origin of the goods is the country where the item was produced, not the country where it was purchased. The country of origin is usually indicated on the product (“made in”).
- **Any discounts**  
if these have not been included in the unit price.
- **Signature and name in capital letters** (or company stamp) **and date of signature.**

## 5 USEFUL TIPS

1. **Use the term ‘invoice’ instead of commercial invoice or proforma invoice.** The reason for this is that proforma invoices are not used or not accepted in a number of countries.
2. **Do not use product coding or general descriptions** such as DA17329, samples, gift, spare parts, clothing or textile. This results in a delay of the shipment, as the content has to be checked in order to classify the goods according to the correct customs tariff. In case of doubt, customs may request specifications and/or contracts.
3. **For gift/sample:** Please specify each individual type of goods and add the following statement at the bottom of the invoice: *Gift shipment/Sample shipment, no commercial value, value for customs purposes only.*
4. **For spareparts:** Specify the types of spare parts and the machinery / devices for which they are intended.
5. **For clothing or textile:** List each individual type of clothing and specify whether it is women’s, men’s or children’s clothing. Also add the composition of the materials that make up the clothing or textile.

**Incorrect or incomplete invoices can cause delays in the customs clearance and delivery process.**

Customers who are unable to apply the above requirements to their invoice will be offered the option to place a handwritten addition on the invoice, which must contain a company stamp and a signature.

\* For the correct statistics number, please contact your supplier. Or use the [Tariff Browser](#) on the website of the Federal Public Service Finance Customs and Excise.