

Dear supplier!

When you are sending goods to Norway in the VOEK scheme, here is what to do:

Mark the consignment with the right

- Name and address of receiver and sender
- Value
- Content
- Purpose («sale of goods» or similar)
- Other information required by Norwegian Customs and your transport provider
- ... **AND the VOEK number**



Why?

Because shipments without VOEK number might be charged with VAT twice, both at sale and at border crossing.

- The consumer will be unhappy, and will claim a refund from the seller (platform/webshop) they shopped in.
- The seller will not be happy with this and might exclude you from their platform.
- The transporter will not be happy with the unhappy customers and might not want your business in the future.

Luckily, you can avoid all this by including the VOEK number on the shipment.

What?

The VOEK number is a unique 7 digit number starting with 2. It is issued by the Norwegian Tax Administration to sellers (e-commerce platforms, online stores etc.).

If you are selling goods through a platform (i.e. eBay, Alibaba, Wish), please include the VOEK number from this platform on the shipment – both on the consignment and in the electronic form you fill out when you book the shipping!

Who?

The VOEK number is needed by

- The transporter, to ensure swift border crossing of the goods and provide correct information to Customs
- Norwegian Customs, to prove that VAT has already been paid on the goods
- The consumer if they need to return the goods (and the goods cross the border once again)

How?

On the next pages we will show you how to mark.

Are you sending by a postal service? (page 1 of 2)

ITMATT is a new format for messages with information about postal items, mandatory from 1.1.21.
To send the goods, do this:

Plan A:

- Provide the seven digit VOEC-number via electronic advance data (M33/ITMATT) when you book the shipment from your local postal service.
- Make sure this information is attached to a UPU standard S-10 barcode on the item. See example:
- ... if this is not possible, see plan B or C on next page

The 7 digit VOEC number (and no other alphanumeric characters or letters) shall be put in the ITMATT field named "sender.identification.reference"



Do your postal service need more information about the new ITMATT format?

Please provide them this information:

Universal Postal Union (UPU) member countries and their designated operators can provide the ITMATT ver. 1.5.0 (both M33-11 and M33-12) with the assigned VOEC-number as the ITMATT reference – "sender.identification.reference". If you use the old ITMATT ver.1.2.1 (M33-8G) the respective field is "item.submitter-party.ID."

Are you sending by a **postal service**? (page 2 of 2)

Plan B, if ITMATT is not possible:

- Use labels CN 22 / 23 and provide the seven digit VOECS-number in the sender's address field. The VOECS-number must be labelled as "Sender's customs reference no", "VOECS no" or "VAT no".
- Ensure there is 2 mm clear space between the VOECS No and the line above.

Plan C (as a safeguard in a transition period. Some postal operators might face difficulties implementing ITMATT correctly, or it might be difficult to automatically read your barcodes due to the characteristics of your packaging/wrapping):

- Combine plan A and plan B. Provide the VEOC-number as described in plan A, and add the VEOC number physically as described in plan B.

CN22		Customs Declaration DOUANE				Designated operator Posten Norge AS - Norway	
FROM	Sender's customs ref. no: VOEC 00xxxxxx				PRIORITY 		
	Email: xxxxxxxx@xxxx.xxx Phone no.: +47 123456789 Name/Company: Per Post AS Street: Storgata 15 A Postal code/City: NO-0161 Oslo Country: NORWAY						
TO	Phone no.: xxxxx xxxxxxxxxx Email: xxxxxxxx@xxxx.xxx Name/Company: John Doe Street: xxxxxxxxxxxxxxxx xxxxxxxxxxxx Postal code/City: Tokyo xxxxxxxx Country: JAPAN						
							
☒ Sale of goods		☐ Document		☐ Commercial Sample			
☐ Returned goods		☐ Gift		☐ Other:			
Description of contents	Qty	Net WGT	Value (NOK)	HS Tariff No.	Country of origin		
Synthetic socks	2	0,100		50 61113020	NO		
Cotton T-shirts	2	0,100		50 61091000	NO		

CUSTOMS DECLARATION				CN 23	
(Designated operator)					
From	Name Business Street Postcode City Country	Tel. No.	No. of item (barcode, if any)	May be opened officially	Important! See instructions on the back
To	Name Business Street Postcode City Country	Tel. No.	Importer/addressee reference (if any) (tax code/VAT No./Importer code) (optional)		
			Importer/addressee fax/e-mail (if known)		
Detailed description of contents (1)		Quantity (2)	Net weight (in kg) (3)	Value (5)	For commercial items only: HS tariff number (7) Country of origin of goods (8)
		Total gross weight (4)	Total value (6)	Postal charges/Fees (9)	
Category of item (10) ☐ Gift ☐ Documents		☐ Commercial sample ☐ Returned goods ☐ Other (please specify): Explanation:		Office of origin/Date of posting	
Comments (11): (e.g.: goods subject to quarantine, sanitary/phytosanitary inspection or other restrictions)				I certify that the particulars given in this customs declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations	
☐ Licence (12) No(s), of licence(s)	☐ Certificate (13) No(s), of certificate(s)	☐ Invoice (14) No. of invoice		Date and sender's signature (15)	

Size 210 x 148 mm

Sending by other transporters?



Are you sending by DHL?

You must enter the VOEK ID number in the EDI message at the time of booking.

When shipping goods to Norwegian B2C receivers, the supplier will need to enter the seven digit VOEK number into the Shippers VAT/Tax ID field in their DHL Express electronic shipping solution.

Supplier may also chose to mark the invoice and waybill with the VOEK ID. This is not mandatory, but we do recommend it. However the most important is in the shipment data.

There are several APIs / Integrated solutions for sending with DHL.
Contact DHL for more information

MyDHL+

Enter seven digit VOEK number in Shippers VAT/Tax ID field as shown below

EasyShip

Enter seven digit VOEK number in Shippers VAT/GST No. field. Shipper VAT will show under tab dutiable option once customer selects a dutiable product

From

Name
First Name and Last Name *

Company

Country/Territory *

Email Address *

Phone Type: Mobile Code: * Phone: *

☐ SMS Enabled

[Add Another](#)

VAT/Tax ID *

EORI Number

☒ Residential Address

[Save as New Contact](#) [Update Contact](#)

[Clear Address](#)

Shipment Details Services Delivery Options Billing Details **Dutiable Options**

Dutiable Information

Harmonized Commodity Code:

Manufacture Country: UNITED STATES OF AMERICA

Type of Export: Permanent

Invoice Number:

Exempt From Dept. Of State Licensing: ☐

Exempt Criteria:

Shipper VAT/GST No.:

Receiver VAT/GST No.:

License Expiry Date: 3/10/2020

Federal Tax ID:

Export License No.:

Exempt claimed under 22CFR Section#:

[Create Customs Documents](#)

Are you sending by Bring?

To ship with Bring requires:

- Electronic customs information per shipment and article in file formats that Bring supports
- That agreed routines for booking, labeling and export are followed
- Approved and agreed upon return process

If you send goods that do not qualify for VEOC, Bring will have to clear the goods to customs for each individual recipient.

Definition VEOC- shipment and customs information:

A shipment from a sender to a recipient that may consist of one or more packages.

In addition to the sender (VEOC-ID) and recipient, the customs authorities require electronic information about the content (article, HS-number, weight and value) for each shipment.



Are you sending by other transporters or couriers?

Provide the seven digit VOEK-number via EDI message (or labelling) as instructed by the shipping carrier.

If the transporter does not say otherwise, the VOEK-number should be in the sender's address field, or similar.

Please contact your transporter for information about how to mark correctly.

This guide will be updated when more transporters provide information about how to provide necessary information to their solutions before sending the goods.

