



A GUIDE TO INTERNATIONAL SHIPPING

Customs around the world require documentation to keep track of all shipments going in and out of the country. Thus, accurate documentation is essential to avoid unnecessary delays in clearance of shipments.

Consignment Note

Every shipment must be attached with a complete and accurate consignment note.

TOP TIP:

1. Ensure receiver's name, address (including postal code) and telephone number is clearly written in Alphanumeric characters on the consignment note.
2. Clearly state dimensions (in centimetres) for Non-documents.

Commercial Invoice

The commercial invoice serves as

declaration of the contents, value and other important details of the shipment. It is also used to monitor flow of shipments across country borders. Tax, duty and expenses may be imposed by customs or any similar authority in respect of the carriage of customers' shipments.

Commercial invoice must be accompanied with all **non-document** international shipments.

Step 1: *How to determine whether my shipment is document or non-document?*

Document simply means paper with no commercial value. However, each country may have different requirements in determining whether a shipment is non-document or document.

As a simple guide, if your shipment falls into

any of the checkbox(es) below, then it is considered to be "non-document" :-

- Shipment weight is above (>) 2 kgs
- Contain material other than paper. Eg. comb bound documents, documents secured with binder clips, calendar, etc.

Step 2: How to prepare commercial invoice?

You may generate your own invoice with your company letterhead. Invoice must include the following details:

- Sender's Signature and/or Company Stamp

- Receiver's Name
- Receiver's Address (including postal code)
- Receiver's Telephone Number
- Description of Shipment (For repair and return shipments, serial number must be clearly stated)
- Reasons for Sending Shipment
- Value and Denoted Currency of Shipment

Alternatively, invoice can be prepared using the sample invoice form. Below is our Easy Step-by-Step Guide to complete each section of the sample invoice form.

[Sample invoice form](#) is available for download under the International Documents section.

EASY STEP-BY-STEP GUIDE TO COMPLETE SAMPLE INVOICE FORM

INVOICE		
CONSIGNMENT NUMBER	1	<input type="text"/>
SENDER NAME :	2	<input type="text"/>
RECEIVER		
NAME :		<input type="text"/>
ADDRESS :	3	<input type="text"/>
POST CODE :		<input type="text"/>
TELEPHONE :		<input type="text"/>
PACKAGE & SHIPMENT DETAILS		
DESCRIPTION OF GOODS : 4		
<small>(eg. Two 100% woven hydrocotton bath towels. Note: For repair & return type shipment, please indicate serial no.)</small>		
NO OF PARCEL(S)	CURRENCY	TOTAL VALUE
<small>(eg. MYR, USD, SGD, INR, etc.)</small>		
5	6	7
REASON FOR SENDING: (TICK ONE)		
COMMERCIAL USE <input type="checkbox"/>	GIFT <input type="checkbox"/>	
PERSONAL USE <input type="checkbox"/>	SAMPLE <input type="checkbox"/>	
REPAIR & RETURN <input type="checkbox"/>	OTHERS (PLEASE SPECIFY) : <input type="text"/>	
I DECLARE THE INFORMATION ON THIS INVOICE IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.		
SIGNED BY SENDER :		

- 1 CONSIGNMENT NOTE NO.**
This is the 10-digit tracking number for your shipment.
- 2 SENDER'S NAME**
Please include Sender's name here.
- 3 SENDER'S NAME**
Details must be in Alphanumeric characters only.
For receiver's name and address written in foreign characters, you are required to provide translation in Alphanumeric characters as an addition.
- 4 DESCRIPTION OF GOODS**
A good description of goods should address the following questions:

What is it? *What is it made of?*
What is the serial no. (if applicable)?

Example of a good description is:

"Two 100% hydrocotton bath towels"

It is important for description to be in detail to ensure duty charges on goods are imposed appropriately.

For repair and return shipments, serial number must be included in the description.

5 NUMBER OF PARCEL(S)

Please include number of parcel(s) for this shipment.

6 CURRENCY

Please include currency that denotes value of shipment listed in the invoice. Eg. MYR, SIN, USD, GBP, INR, etc.

7 TOTAL VALUE

Total value refers to total value of all goods in the shipment combined. For shipments with no transactional value, a value for custom's purposes is required. For example, comb bound legal document does not have

commercial value. However, the value should be at a minimum of MYR 1.

8 SIGNATURE AND DATE

Once the invoice is completed, please ensure information provided is accurate. Sign and date the invoice (For companies, company stamp is required).

Other Documentation

Different countries may have specific custom clearance requirements on certain type of shipments. Please contact our International Department representative at **+603-7787 6617** if you have further enquiries.

Shipments with incomplete and inaccurate documentation may risk delay in shipments arriving at destination.

Customs Handling Charges

Shipments may be subject to customs handling charges. Shipper will be ultimately liable for all charges related to the shipment in the event receiver refuses to settle outstanding customs handling charges.



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