postnord

Online Shipping Tool: creating customs invoice for shipments to Norway

How can I create a customs invoice in Online Shipping Tool?

1. Click on 'Online Shipping Tool' on the home page of the customer portal.
2. Click on "Create shipping labels" on the Online Shipping Tool home page if you creating a shipment in the Online Shipping Tool first. If you are just creating a customs invoice, click on **'Customs Invoices'** from the drop down menu.
3. First select Sender, check that the sender's address is correct.
   If necessary, you can add a new sender if the shipment is leaving from a different address, or you can select an address from the address book. To add a new sender, click on the "New sender"-button.
   You can also edit the details of an existing sender by clicking on 'Edit'.
4. Next, select the recipient of the shipment. You can select an existing address from the address book or create a completely new recipient under 'New recipient'.

Remember to choose **Norway** as the recipient country.

![postnord]

5. Select the **'Shipment'**-type, either parcel or pallet.
6. Next, you can enter the dimensions and weight of the shipment and the number of shipments.

7. When you have entered all the information and are ready for the next section, click on 'Add shipping label'.
8. On the 'Summary' page, you can see the details of the shipment you have created and at this stage you can still edit or delete the shipment you have created or add more items to the same delivery from 'Add labels'.

From the **'Create labels'** button you can print out the labels you have created.

Online Shipping Tool: creating customs invoice for shipments to Norway

postnord

Printing out the label and creating a customs invoice

1. After the summary page, you will see the shipments for which labels have been created. You can print out the labels and also create a customs invoice for the created shipments by clicking on 'Create customs invoice' or 'Create a customs invoice here'.

You can also access the customs invoice section directly from the Online Shipping Tool home page and from the drop-down menu.

Online Shipping Tool: creating customs invoice for shipments to Norway

postnord

2. Click on the 'Create customs invoice' button to select the invoice type for your customs invoice. Select either a commercial invoice or a proforma and select the recipient country (Norway) and currency.

New customs invoice

Type of invoice ⓘ

(Commercial) Proforma

Recipient country & currency
Choose recipient country and currency used in the customs invoice.

Recipient country

🇳🇴 Norway ⌄

Currency

EUR ⌄

Next ⌄

3. The first step is to fill in the sender's details, it must be the same as the one on the label you created. You can select the correct sender address from the drop-down menu or you can manually fill in the required information.

Recipient country & currency
Choose recipient country and currency used in the customs invoice.

Recipient country

🇳🇴 Norway ⌄

Currency

EUR ⌄

Sender   How to fill in ⓘ

🔍 test ⌄

Company name

PN testi

Customer number

20686970 (PostNord Oy) ⌄

Select country

➕ Finland ⌄

Street

Osumakuja 1

Postal code

01530

Area

Vantaa

Contact information

Contact name

PN testi

Country code

➕ +358 ⌄

Mobile phone

+358401234567

Email

pntesti@postnord.com

postnord

4. Next step is to fill in the export information.

Export information

Reason for export

[Select   ⌄]

EORI/VAT No

[   ]

VOEC (optional)

[   ]

Terms of sale

[Select   ⌄]

Invoice number

[   ]

Order number (optional)

[   ]

Fields to be filled in:

- **Reason for export:** a drop-down menu from which you can select the correct option.

- **EORI/VAT No:**
EORI number (Economic Operators Registration and Identification), this is used for customs clearance within the EU. The EORI number identifies the company or trader in the customs authorities' systems.
In Finland, the EORI number is usually FI + business ID (e.g. FI12345678). It is required when a company imports or exports goods outside the EU.

- **VOEC:** for more information click on this link: VAT On E-Commerce - VOEC - The Norwegian Tax Administration

- **Terms of sale:** a drop-down menu from which you can choose the right option. Most used are DDP or DAP, these can be found on the invoice.

- **Invoice number:** also found on the invoice

- **Order number:** optional field, but can be found on the invoice if required

5. Next, you need to fill in the contact details of the buyer (recipient). You can select the correct address of the recipient from the drop-down menu or you can manually fill in the necessary information

Sold to

Specify the recipient who should pay the import fees. If you have several recipients who all should pay import fees, you need to create a customs invoice for each recipient.

Q Search recipients ⌄

Name
Norway consignee

Select country
🇳🇴 Norway ⌄

Street
Testgatan 12

Postal code
2100

Area
Skarnes

Contact information

Contact name
Norway Buyer

Country code
🇳🇴 +47 ⌄

Mobile phone
+4722784849.

Email (optional)

Export information

EORI/VAT or personal number
998877665

Ship to

⬤ Same as above
◯ Use a different address

In the export information field, you can fill in either the consignee's EORI/ALV number or personal identification number, depending on whether the consignee is an private or a company receiver.

6. Once the buyer's (recipient's) contact details have been filled in, the details of each outgoing shipment/item must be filled in.

Fields to be filled in:

- **Description:** a more detailed description of the item is filled in here

- **Origin country:** enter the country of origin of the product in this field

- **Value per item (EUR):** the value of the product/item in euros

- **Weight per item (kg):** yksittäisen tavaran nettopaino

- **Harmonized code:** for further information see:
https://tulli.fi/en/businesses/commodity-codes

- **Quantity:** unit of quantity of the product

7. Once the required information has been filled in, click on 'Add' to add the details of the item to the system. Each item must be filled in separately for the customs invoice. Click on 'Add more' to add the next item information.

Online Shipping Tool: creating customs invoice for shipments to Norway

8. Next, select the shipments that have been created in the Online Shipping Too from the 'Included shipments' section. The correct tracking numbers can be selected from the drop-down menu.

Selected items will appear selected below.

9. **NOTE!** If you have not created shipments in the Online Shipping Tool, but in another system, you can skip the previous step and go straight to the next one.

10. You can also manually enter the tracking numbers of shipments that are created in a another system in this field and add it by clicking on 'Add to invoice'.

11. The last field to be filled in is the 'Freight cost' field.
    If the freight is paid by the seller and it's included in the price of the goods (e.g. DDP, DAP, CIF, etc.).
    Freight costs are included in the customs value and must be itemized on the invoice.
    E.g. on the invoice:
    Goods: € 500
    Freight: €50
    Total: € 550

Freight cost

Specify freight cost that will end up on the invoice.

Freight cost (EUR) (optional)

Additional information

Enter additional information, for example license number (optional)

12. After filling in the Freight cost field and clicking 'Create invoice', you can create and print out the customs invoice.
13. You can print your customs invoice directly or download it as a PDF file.

Create ∨   Shipments   Templates   Recipients   Pick up

Customs invoice created

Your customs invoice #**556622987** was created. For shipments to Norway you are no longer required to include any copies of the customs invoice, it is instead sent digitally.

🖨 Print customs invoice

⊻ Download customs invoice

Customs invoice

Invoice type	Recipient country	Invoice total		
Commercial 556622987	Norway	200 EUR	⊻	🖨

14. The ready-to-print customs invoice looks like this:

FOR TEST ONLY

COMMERCIAL INVOICE

From

Tax ID/VAT No.:	EORI:	Voec:
FI10562517		
Name:		
Testi Oy		
Contact Name:		
PostNord testi		
Address:		
Ansatie 6		
Postal Code/City:		
01740 Vantaa		
Country:		
FI		
Phone:		
+358401234567		

Waybill Number:
00364300432997849971
Date:
2025-04-17

Invoice Number (Reference 1):
12345678
Purchase Order Number (Reference 2):

Terms of Sale:
DAP Cleared
Reason for Export:
1000

Ship To

Name:
NO vastaanottaja Oy
Contact Name:
Norway test
Address:
Testgatan 12

Postal Code/City:
2100 Skarnes
Country:
NO
Phone:
+4741234567

Sold To

Tax ID/VAT No.:   EORI:
987654321
Name:
NO vastaanottaja Oy
Contact Name:
Norway test
Address:
Testgatan 12

Postal Code/City:
2100 Skarnes
Country:
NO
Phone:
+4741234567

Qty	U/M	Description of Goods/Part Number	Harmonized Code	C/O	Unit Value	Total Value	Currency
1	1	Kuvaus testi	01022190	FI	150	150.00	EUR
1	1	Kuvaus testi 2	01019000	FI	200	200.00	EUR

Additional Comments:

Invoice Line Total:	350
Freight:	100
Currency:	EUR
Total Invoice Amount:	450
Total Number of Packages:	2
Total Weight:	40

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

Shipper's Signature / Title   Date

1 / 1

FOR TEST ONLY   **Loading List**

Waybill Number: 00364300432997849971
Invoice Number: 12345678
Item Id:s

00364300432997849988