

## 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'.

Edit recipient

Private

Business

Company name

Norja Vastaanottoja

Attn (optional)

Address line 1

Testgatan 12

Address line 2 (optional)

Select country

Norway

Postal code

2100

Area

Skarnes

Door code (optional)

Contact information (optional)

Keep in mind that certain Postnord services won't be available if contact information is missing

Country code

+47

Mobile phone

+4722784849

Email

norjavastanottoja@test.com

Sharing information

This recipient is shared with everyone in your organisations.

Update recipient in address book

Uncheck if you wish to do a temporary change for this shipment only.

The updates will affect everyone sharing this recipient.

Advanced settings

Add Receiver ID, Sortpos or Search tags.

Cancel

Update recipient

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

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.

## 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'.

Create

Shipments

Templates

Recipients

Pick up

Remember the customs invoice!

Your order #SPKGGHAXFLL2J3VG was confirmed. When shipping parcels outside the EU, including a customs invoice is mandatory. Shipments lacking the necessary documents may incur additional costs. [Read more about customs invoices here.](#)

Print labels

Download labels

Create customs invoice

Shipments with pickup included

To book a pickup go to [book pickup](#) or call to customer service 010 572 8333.

These international shipments require a customs invoice. [Create a customs invoice here.](#)

Service	Recipient address	Reference	Estimated price
Parcel	Norja Vastaanottaja	test	52,05 EUR
00364300432997856580	Testgatan 12 2100 Skarnes Norway		

Book pickup

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

Create

Ship

Create shipping labels

Create return labels

Select service

Shipping labels from file

Customs invoices

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- 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	Currency
 Norway	EUR

Next

- 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	Currency
 Norway	EUR

#### Sender

How to fill in ⓘ

Q test

Company name	Customer number
PN testi	20686970 (PostNord Oy)

Select country	Street
 Finland	Osumakuja 1

Postal code	Area
01530	Vantaa

#### Contact information

Contact name	Country code	Mobile phone
PN testi	+358	+358401234567

Email

pntesti@postnord.com

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

**Export information**

Reason for export

EORI/VAT No

VOEC (optional)

Terms of sale

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

- 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.

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.

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

#### Invoice lines

[How to fill in](#) ⓘ

Description	Origin country
<input type="text"/>	<input type="text" value="+ Finland"/>
Value per item (EUR)	Weight per item (kg)
<input type="text"/>	<input type="text"/>
Harmonized code	Quantity
<input type="text"/>	<input type="text"/>
<input type="button" value="Add"/>	

*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

- 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.

#### Invoice lines

[How to fill in](#) ⓘ

Description				
Test item				
Country	Value/item	Weight/item	HS code	Quantity
FI	100 EUR	10 kg	12345786	1

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

#### Included shipments

Specify the shipments that will be included on this invoice.

Select from shipment list

<input checked="" type="checkbox"/>	Parcel 00364300432997856580	Testgatan 12 2100 Skarnes		✓ Registered
<input type="checkbox"/>	Parcel 00364300432997852643	Testgatan 12 2100 Skarnes		✓ On its way
<input type="checkbox"/>	Parcel 00364300432997849971	Testgatan 12 2100 Skarnes		✓ Registered
<input type="checkbox"/>	Parcel 00364300432997849988	Testgatan 12 2100 Skarnes		✓ Registered
<input type="checkbox"/>	00364300432997844969	Haugerudhagan 115 0673 Oslo		✓ Registered

Selected items will appear selected below.

#### Included shipments

Specify the shipments that will be included on this invoice.

Select from shipment list

Parcel 00364300432997856580	Testgatan 12 2100 Skarnes		✓ Registered
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- 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.
- 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'.

#### Add external shipments

Shipments from other sources can be added by their ID number. The shipment ID you enter here must be a valid shipment ID that exists in PostNord Track & Trace.

Shipment ID

Add to invoice

Use a comma to separate each number if adding more than one shipment ID.



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	Norway	200 EUR	<span>📄</span> <span>📄</span>
556622987			

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

FOR TEST ONLY

COMMERCIAL INVOICE

From

Tax ID/VAT No.: 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 vastaantaja Oy  
Contact Name: Norway test  
Address: Testgatan 12  
Postal Code/City: 2100 Skarries  
Country: NO  
Phone: +4741234567

Sold To

Tax ID/VAT No.: ECR:  
Name: NO vastaantaja Oy  
Contact Name: Norway test  
Address: Testgatan 12  
Postal Code/City: 2100 Skarries  
Country: NO  
Phone: +4741234567

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

Additional Comments:

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.

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

Shipper's Signature / Title

Date

1 / 1

FOR TEST ONLY

Loading List

Waybill Number: 00364300432997849971  
Invoice Number: 12345678  
Item Id:s  
00364300432997849988

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