

Customs Form Completion Procedure

The US Postal Service (USPS) has mandated the use of a new customs form for International mail weighing over 1 lb. All items not carrying the new form will be returned to the department for correction.

Typically, the customs forms will be necessary on larger envelopes and packages. Business size envelopes usually do not require customs forms since their content would rarely exceed 1 lb.

Mail Services cannot complete the form for you, however, we can provide guidance in preparing your shipment. Please contact us at jnbishop@vt.edu or call 231 1249.

Directions to complete customs forms for International mailing.

1. Complete the required information on this form. You must include a weight and a value of your package. You can estimate the weight as long as it exceeds 1 lb. Mail Services will weigh the package to determine the actual weight.
2. Click Next: Select Service
3. The arrow will point to the services available for your item.
4. Choose Service.
5. Click Next, Enter Customs Information.
6. Select Contents Option
7. Contents, select your package contents. You may be required to complete more information in this section based on the contents.
8. Click Comments – Optional
9. The Detailed Description, Item Value, Quantity, Weight Fields.
10. In the export information section, open AES Exemption drop down box. Select the item which best describes this mailing.
11. Click Review and Print
12. Edit Form (if necessary) or select the “finish” button.
13. CUT FORMS TO SIZE. Send with transaction card and package.
14. The Customs Form does not substitute for a package address label. Make sure the To and From address are clearly written in ALL CAPS and English on the front of the package.
15. Record the tracking # for your records.