

- 1) We should continue to follow the current process where possible i.e. collect all duties and taxes along with the clearance fee prior to releasing the item.
- 2) If faced with a customer offering to pay the duties and taxes but not the clearance fee, we should take the relevant payment and release the item, informing the customer that we will be invoicing them for the clearance fee.
- 3) We should take the customers details (verified name and address) along with the parcel number and the clearance fee amount due.
- 4) These details should be e-mailed to [REDACTED] who will arrange for the customer to be invoiced.