

Frequently Asked Questions

In this document we have summarized the answers to the most frequently asked questions about us and our services for you.

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ABOUT EXPORTO

Who is exporto?

exporto offers leading cross-border products for logistics, customs, tax and returns processes within Europe. We combine innovative technology with proven logistics and develop automated solutions for international e-commerce. In European markets, both in- and outside the EU, exporto guarantees the fastest delivery times, the highest customer satisfaction and maximum automation of shipping processes.



200

internationally
successful customers



3.5 m

processed parcels
per year



120

employees
across Europe



6

locations
throughout Europe

Which countries can be delivered with exporto?

exporto currently covers Switzerland (and Liechtenstein), Austria, the United Kingdom (excluding Northern Ireland), Norway, Sweden, Finland, Denmark and from June 2025 Belgium, Luxembourg and the Netherlands.

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INTEGRATION TO MARKETPLACES AND ERP/WMS-SYSTEMS

Can the services of exporto also be applied to marketplaces?

Yes, we currently meet all marketplace SLAs from your shipping warehouse.

Is there already an interface to our ERP / WMS system?

exporto offers interfaces to all common systems, e. g.:

Billbee, exitb, Globalsys, Logsta, Magento, Pixi, PlentyONE, Prowito, Shopify, Shopware5, Shopware6, WeClapp, woocommerce and xentral.

Our ERP / WMS system is not listed – can it still be connected?

Our API can be connected to any system. If necessary, we will be happy to check whether we can set up a custom interface for your system. If this is not the case, we will find an alternative solution – e. g. exchanging files via SFTP.



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TECHNICAL IMPLEMENTATION

Which steps take place during the implementation of exporto?

The implementation includes the registration of the fiscal representation, the technical connection and the setup of all logistical processes. A personal contact person is available for you throughout the entire implementation process.

How long does the implementation take?

The average onboarding process takes around four weeks for Switzerland, Austria, Sweden, Finland and Denmark, around six weeks for the UK and around twelve weeks for Norway.

Do we have to submit our product data to exporto manually or is there an API?

exporto works exclusively through system integrations. For this purpose, we offer a public API through which the data is transmitted to us.

Where can the technical documentation be found?

After the initial consultation has taken place, the relevant technical documents will be provided by exporto.

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CUSTOMS AND TAX

Which customs and tax regulations are relevant when exporting our goods?

When goods are exported to a country outside the EU, they are placed under the export procedure. The export procedure is a customs procedure regulated within the Union Customs Code (UCC). There and in the related Implementing Regulation (IA) and the Delegated Act (DA) you can find, among other things, the most important regulations for the export process.

These European Union regulations are supplemented by the national provisions of foreign trade law. The export procedure is used to monitor the movement of goods with third countries.

What is import sales tax?

Import sales tax is a tax levied on the import of goods from non-EU countries to ensure that imported goods are treated the same as domestic products for tax purposes. Import sales tax is calculated by customs based on the customs declaration, which we prepare for you.

How is import sales tax processed?

The import sales tax is paid via a customs deferment account, which we can set up on request.



What are the advantages of processing import sales tax via exporto?

One advantage of our service is that you receive a VAT number in the target country. This enables you to deduct the import sales tax paid as import tax and claim it fully back in the regular quarterly invoice. This means that no additional expenses are incurred, as the import sales tax is refunded completely.

By registering for sales tax, you are also able to declare and collect the regular VAT on invoices. It is stated in the quarterly report and paid to the relevant tax office. This essentially results in a neutral liquidity effect – even if there may be slight differences between the VAT and the import sales tax due to different transportation costs or customs duties.

What information do we have to provide to exporto after receiving an order?

We already receive all the data relevant for the next steps via our API, such as e. g. item data, prices, customer addresses and, if possible, customs tariff numbers and item weights. Information other than that already provided in the API is not necessary.

How are the labels created?

The labels are generated directly by the respective carrier and transmitted to exporto via an interface. You can then obtain the finished labels from us. Alternatively, you can create the labels yourself using your own franking license.

How does exporto ensure that the correct tariffs are applied to the relevant goods?

The core of the exporto technology is a customs tariff number intelligence, which enriches the customs tariff numbers independently and reliably through the connection to the product catalog and the associated information. The technology has been developed over years and contains millions of data.

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SPECIAL REQUIREMENTS FOR SWITZERLAND

What changes have been made to Swiss customs since 1. January 2024?

Since 1. January 2024, import duties for industrial products do no longer apply in Switzerland. As a result of the abolition of industrial tariffs and the simplification of the customs tariff structure, the Swiss customs tariff was also reduced from 6.172 tariff lines to 4.592 tariff lines.

What advantages do we gain from individual customs clearance in Switzerland – despite the elimination of industrial tariffs?

Individual customs clearance guarantees that packages are processed reliably and quickly – in the event of an inspection, the entire truck is not held up at the border, but individual packages can be inspected by customs.

In addition, individual customs clearance enables returns to be processed much more efficiently: through customs clearance of each individual package, all the necessary item data is already stored in our system. This means that returned goods clearance at customs can be carried out automatically.



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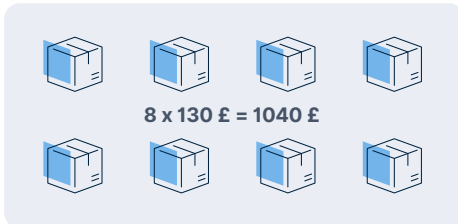
SPECIAL REQUIREMENTS FOR UK

What advantages do we gain from individual customs clearance in UK?

Deliveries to Great Britain up to 135 £ are free of customs duty and import sales tax. As a result of individual customs clearance, they generally remain below the duty-free limit.

Example: 8 parcels each of 130 £ in value

Collective customs clearance:



Invoice:
8 x 130 £ = 1040 £
1.040 £ > 135 £

Import sales tax and customs
duties are charged.

Individual customs clearance:



Invoices:
1 x 130 £ < 135 £
1 x 130 £ < 135 £
1 x 130 £ < 135 £
(...)

Import sales tax and customs
duties are not charged.

If: Customs declaration < 135 £ net

Then: 0 £ Customs and import sales tax = No duties

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SPECIAL REQUIREMENTS FOR NORWAY

What is the VOEC scheme and how does it differ from regular customs clearance?

The VOEC procedure ("VAT On E-Commerce") is a system for collecting Norwegian VAT for goods with a value of **up to 2.999 NOK (around 300 euros)**. VOEC shipments are exempt from the declaration requirement in the Norwegian customs system TVINN and are **duty-free**.

For goods with a higher value or for goods that do not fall under VOEC, regular customs clearance applies. Norwegian import sales tax and, where appropriate, customs duties are levied.

What are the advantages of the VOEC scheme?

The VOEC procedure enables fast and simplified processing, as no registration in the Norwegian customs system is required. The exemption from customs duties for VOEC goods and the direct collection of Norwegian VAT at the time of purchase ensure faster shipping times and transparent costs. As a result, you benefit from clear tax accounting and there are no additional charges for recipients.



Is a customs deferment account required for the Norwegian customs clearance procedure?

A customs deferment account is required for regular customs clearance in order to pay the import sales tax and any customs duties that may apply.

The VOEK procedure does not require a customs deferment account, as the VAT is paid directly via the VOEK system.

What needs to be considered when calculating the value of goods?

The decisive factor is the value of the goods at the time of purchase. Additional costs such as shipping or insurance costs are not taken into account when calculating the limit of 2.999 NOK. However, these additional costs must be included in the calculation of VAT.

What requirements must be fulfilled in order to use the VOEK scheme?

- **Registration:** Retailers must register digitally in the VOEK system via the Norwegian tax authority.
- **Value of goods:** The individual value of an item must not exceed 2.999 NOK (approx. 300 EUR). The exemption limit of 2.999 NOK applies per item, not for the entire shopping cart. Shipping and insurance costs are not taken into account when calculating the value of goods, but are subject to VAT.
- **Direct sales:** Sales must be made in the seller's own name and for their own account. For sales via platforms: VOEK can be used as long as the provider is clearly identifiable and operates under its own name (such as Zalando.no).
- **Exclusions of goods:** VOEK does not apply to certain types of goods, including food, alcohol, tobacco, medicines and products with excise duties.

Whether your company and the goods you sell meet the necessary requirements can be clarified in an individual consultation. If the VOEK scheme is relevant for your company, we will support you with registration and implementation.

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DETAILS ON THE SHIPPING PROCESS

Which carriers does exporto work with?

We work with Swiss Post in Switzerland, with Royal Mail and EVRI in the UK, with PostNord in the Nordic countries and with Post AT in Austria.

How are the labels created?

The labels are generated directly by the respective carrier and transmitted to exporto via an interface. You can then obtain the finished labels from us. Alternatively, you can create the labels yourself using your own franking license.



What are the delivery options and how long does the shipping process take?

Our focus is on guaranteeing delivery to the destination country within a few working days from collection at your warehouse. Delivery times vary depending on the distance to the target market, so that, for example, our delivery times to Austria and Switzerland are two to three working days and to Norway three to five working days. You will receive detailed information on the processes and delivery times for the markets in an individual consultation.

How is the shipping price calculated?

There is a fixed shipping price per package, which is made up of the expected package quantity, the average weight and the return rate.

How can shipments be tracked?

Using our dashboard, all shipments can be tracked using the tracking number of the respective carrier and the necessary information can be accessed at any time.

Are there any restrictions on the type of goods that can be exported?

Yes, special regulations may exist depending on both the type of goods and the respective destination country. For goods such as alcohol, precious metal jewelry or food, before any potential collaboration, we check individually which special regulations need to be taken into account and whether we can support them.

Are there any size or weight restrictions?

We work with the common carriers and accept their restrictions. Basically, we transport parcels up to 30kg, which can be processed in the parcel channel. We will be happy to share more detailed information in a consultation.

Who takes care of the claiming cases?

Our Customer Care Team takes care of all claiming cases.

Is there a customer service team that can be contacted?

Yes, after the onboarding process you can contact our Customer Care Team at any time, who will personally address your short- and long-term concerns.

Do you have further questions?

You are welcome to contact us via our contact form. Click on the button or scan the QR code. We look forward to hearing from you!

[contact us](#)



ex:porto
Borderless E-Commerce