# Twitter Thread by Michael M. ■■■■■■■■■■



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## Public notice from Hannants: UK's biggest model kit & accessories supplier

## "There are still problems with sending parcels to the EU. To date only 3 parcels we sent have been delivered. Some are still in England. Some are in europe. We cannot find out what the problems are but .

suspect it is incorrect paperwork.
We are very sorry but we cannot start taking orders knowing that these problems exist. We are going to have to wait longer before we can re-open for EU orders but we cannot say when that will be. We cannot feed 100s of orders a day into a system

that is not working knowing they may not go anywhere.
Also bizarrely the new Royal Mail system can only accept parcels with 20 items or less in them. More than half the orders we send have more than 21 items in them. Parcelforce can take packages with any quantity of contents.

So somehow our website now needs to be modified so that if customer wants 20 items they see the Royal Mail/Parcelforce postage options but if there are more than 20 items they only get the Parcelforce option. We do not want to start work on that change at the moment.

We are no longer able to reply to emails asking when we will be opening up for EU orders. We are sorry but we do not know and we have no way to find out. Please see the message on the home page for the latest information.
DPD is still a problem and there has been little progress.

Though we have found out that DPD wants to include a companies EORI numbers in their paperwork but the EU no longer recognises the EORI numbers of UK companies even though they have been in use for years and they have removed the website that companies use to find and check them.

Transport companies have been making updates to their systems all year. The idea is that all invoices go thru the internet to the countries postal customs. So they can see the value of the contents and any duty or tax can be calculated automatically. Rather than unpeeling invoice

from the box and and doing it all with a calculator. The problem here is that they cannot get it to work properly yet. These systems are also now having to be modified now with the new rules following the Brexit agreement on Christmas Eve.

Different EU countries seem to have different requirements and it is difficult if not impossible to find out what they all are"

1/ Yes ..to *non* EU 3rd countries. It is a *benefit* that this is not so when a fellow EU member
2/ How many more businesses are in this situation?

and yet the broadcast TV media again tells you nothing over there I suspect?