



2024 Holiday Season
Peak Season Tips



Important Passport **Holiday Dates**

	Priority Delivered Duties Paid (DDP)	Priority Delivered Duties Unpaid (DDU)
Christmas Delivery Cut Off Dates*		
Canada	December 13, 2024	December 6, 2024
United Kingdom	December 13, 2024	December 6, 2024
Europe	December 11, 2024	December 6, 2024
Australia/New Zealand	December 5, 2024	December 2, 2024
All Other Countries	December 5, 2024	December 2, 2024
Other Important Dates		
Passport Code Freeze**	November 15 - December 4, 2024	
Passport Facility Closures	Thanksgiving Day: November 28, 2024 Christmas Day: December 25, 2024	

**Christmas Delivery not guaranteed. Recommended drop dates to Passport facilities. Dates are based off past, current, & projected capacity for peak season.*

***During the code freeze period, internal code changes and new feature releases will be limited. No database changes (e.g., rate logic updates) will be permitted for brands. Please notify us in advance of any planned free shipping promotions or in-cart strategy changes.*



International Holiday Shipping **Best Practices**

Best Practice	Recommendation
Analyze Previous Peak Seasons	Review previous shipping volumes, delivery times and feedback to identify trends and customer pain points
Collaborate with Your Carrier	Clarify cutoff dates Ask about peak shipping surcharges Determine communication and escalation path
Communicate Shipping Deadlines	Clearly communicate shipping deadlines, cutoff dates and estimated delivery times to your customers on your website and social channels
Evaluate International Returns & Exchanges	Review and communicate your return and exchange policies and consider Consider adjusting return policies based on product return rates Passport partners with Loop Returns and Corso for end-customer facing returns and also offers self-serve return labels via Passport Portal
Provide Tracking & Support	Offer easily accessible, accurate and timely tracking updates Provide multiple customer support channels (email, live chat & phone) and promptly address inquiries and concerns
Offer Passport Shipping Protection	Offer shipping protection to reduce lost or stolen package headaches and boost customer trust



Best Practices to Minimize Customs Seizures & Delays

Product Best Practices	
Confirm Product Details	Retail Values SKU Description HS Code Country of Origin Product Weight Current Bundle Breakdowns
Include Customer Details on Labels	Customer Email Customer Phone Number
Declare Retail Values	When sending shipments to influencers or employees, be sure to declare retail values to facilitate smooth customs clearance. Businesses cannot send “gifts” to individuals that don’t have a declared retail value, otherwise those goods will be held up at customs.
Country Specific Best Practices	
Argentina, Brazil, Chile or South Korea	Required: Pass the customer’s tax ID in the Tax ID field for delivered duties paid (DDP) shipments
Indonesia, Israel and South Africa	Recommended: Pass the customer’s tax ID in the Tax ID field for delivered duties paid (DDP) shipments
India	Required: Customers must complete KYC form prior to delivery Recommended: Pass the customer’s tax ID in the Tax ID field for delivered duties paid (DDP) shipments
Canada, Australia & New Zealand	Supplement products cannot exceed a 90-day usage quantity



Stay Informed This Holiday Season

Resource	Benefits for You
Passport Portal	<p>Passport Portal gives you 24/7 access to all of your shipping data, including:</p> <ul style="list-style-type: none">• Sales Volume• Conversion Rate• Performance by Market• Labels Printed• Shipments Delivered• Average Transit Times <p>Plus, Passport Portal also enables you to support your end customers by:</p> <ul style="list-style-type: none">• Generating return labels for delivered shipments• Enrolling in Passport Shipping Protection• Customizing your tracking page
Service Alerts	<p>Every Friday Passport publishes updates about global service interruptions and changes so you can better plan for future shipments. You can access that information at any time on our website or by asking to be added to the email distribution list.</p>
Passport Help Center	<p>Easily find answers to commonly asked questions about shipping internationally with Passport.</p>

The background features a dark blue space-like gradient with a faint, glowing network of white lines and dots forming a globe. The globe is semi-transparent, revealing a satellite-style map of the Americas with city lights in orange and yellow. The overall aesthetic is high-tech and global.

Thank you!

www.passportshipping.com



Passport