



If we have provided you with a tracking number for your order, you can track the parcel on the [Royal Mail Track And Trace System](#).

Once the parcel shows as having arrived in your country, it may then be best to track the parcel using your local postal service as these can often provide more detailed tracking. A list of local service providers is given here. Alternatively, the website [www.trackitonline.ru](http://www.trackitonline.ru) sometimes provides good information.

Australia	<a href="#">Australia Post</a>
Austria	<a href="#">Austrian Post</a>
Belarus	<a href="#">GLS</a>
Belgium	<a href="#">B Post</a>
Bulgaria	<a href="#">GLS</a>
Canada	<a href="#">Canada Post</a>
Canary Islands	<a href="#">Correos</a>
China	<a href="#">China Post</a>
Croatia	<a href="#">Hrvatska Posta</a>
Cyprus	<a href="#">Cyprus Post</a>
Czech Republic	<a href="#">GLS</a>
Denmark	<a href="#">Post Danmark</a>
Estonia	<a href="#">Eesti Post</a>
Finland	<a href="#">Posti</a>
France	<a href="#">La Poste</a>
Germany	<a href="#">Deutsche Post</a>
Greece	<a href="#">GLS</a>
Hong Kong	<a href="#">Hong Kong Post</a>
Hungary	<a href="#">Posta</a>
Ireland	<a href="#">AN Post</a>
Israel	<a href="#">Israel Post</a>
Italy	<a href="#">Poste Italiane</a>
Japan	<a href="#">Japan Post</a>
Latvia	<a href="#">Latvia Post</a>
Lithuania	<a href="#">Lietuvos Post</a>
Luxembourg	<a href="#">P&amp;T</a>
Malaysia	<a href="#">Pos Malaysia</a>
Malta	<a href="#">Malta Post</a>
Netherlands	<a href="#">Post NL</a>
New Zealand	<a href="#">New Zealand Post</a>
Norway	<a href="#">Posten</a>
Philippines	<a href="#">PHLPOST</a>
Poland	<a href="#">Poczta Polska</a>
Portugal	<a href="#">CTT</a>
Romania	<a href="#">GLS</a>
Saudi Post	<a href="#">Saudi Post</a>
Singapore	<a href="#">Singapore Post</a>
Slovakia	<a href="#">GLS</a>
Slovenia	<a href="#">GLS</a>
South Africa	<a href="#">South African Post</a>
South Korea	<a href="#">Korea Post</a>
Spain	<a href="#">Correos</a>
Sweden	<a href="#">Post Nord</a>
Switzerland	<a href="#">Swiss Post</a>
Taiwan	<a href="#">Taiwan Post</a>

Turkey	<a href="#">Turkey Post</a>
United Arab Emirates	<a href="#">Emirates Post</a>
USA	<a href="#">US Postal Service</a>

For parcels dispatched outside of the EU, the parcel will need to be processed by Customs authorities. The tracking will often stop working whilst a parcel is being processed. VOCLA is unable to contact the Customs authorities during this time and these authorities can take a varied length of time to process parcels. Some authorities will request payment of any due taxes before processing the parcel for onward delivery, so there can be a delay whilst the invoice is posted and paid. Once the parcel has been processed, the tracking for that parcel will begin on the website of the local postal service. Therefore, if the tracking on the Royal Mail website shows that a parcel has arrived in your country, but the tracking on the website of the local postal service does not yet show any information, this means that the parcel is being processed by Customs. The parcel is not lost. For International services, orders are not considered to be lost until 25 working days past the expected delivery date.