

Customs requirements for sending air mail containing goods destined to or transited via European Union, Switzerland and Norway from March 1

Hongkong Post announced today (February 16) that, effective from March 1, 2023, the European Union (EU), Switzerland and Norway will implement a new security and safety programme requiring all inbound and transit air mail containing goods to undergo preliminary pre-departure customs assessment at the origin of posting.

At present, senders have already been required to submit electronic customs declarations for mail items containing goods destined to the EU and Switzerland. Starting from March 1, the same requirement is also applicable to mail items containing goods sent to Norway. Under the new programme, the aforesaid overseas customs authorities will conduct a preliminary assessment at the origin of posting prior to the departure of air mail items containing goods sent to or transited via those destinations as listed in the Appendix. Senders are required to provide a local mobile phone number that can receive an SMS, so that if necessary they can receive messages issued by Hongkong Post on any requests by overseas customs authorities related to customs clearance of the mail items and take follow up actions. Senders are reminded that Hongkong Post will not embed hyperlinks in the related SMS requesting any personal information. Members of the public should contact the Hongkong Post enquiry hotline 2921 2222 directly if they have any doubts about an SMS received.

As reminded by the postal administrations of the above destinations, all categories of mail containing goods which do not come with accurate electronic customs information may be subject to delay during customs clearance, or may not be processed and be returned. Senders should provide the return address and a local mobile phone number that can receive an SMS. Items returned without the sender's information will be destroyed without a postage refund.

Hongkong Post has made available various channels, including online platforms (Easy Pre-Customs, EC-Ship, My Speedpost and Post Now), the Hongkong Post mobile App and the kiosk or tablet in all post offices for senders to submit their electronic customs declarations. For details, please refer to Hongkong Post's website (www.hongkongpost.hk/en/other/2020/ecustoms/index.html).