

Starting June 1 electronic customs information required to send mail items to US

Hongkong Post announced today (May 10) that as from June 1, as requested by the Government of the United States (US), all mail items except small and large letters to be sent to US must have electronic customs information submitted in English at the time of posting. Mail items which do not have electronic customs information submitted cannot be sent to the US.

Customers need to provide the English electronic customs data through Hongkong Post's online platform/mobile app Easy PreCustoms (easy-precustoms.hongkongpost.hk/epc/), or other online platforms EC-Ship, My Speedpost, or relevant facilities in post offices. Senders of items without electronic customs information will be requested to supplement the required information or the items will be returned to them. Mail senders need to write return address on the mail items. If there is no return address or the sender cannot be contacted, the item will be destroyed. Postage will not be refunded where return or disposal is caused by these circumstances.

The mails items for which electronic customs data are required cover all mail items except small and large letters, i.e. all Speedpost, air and surface parcels, registered and ordinary packets, e-Express and iMail items. The required customs information includes the sender's information, addressee's information and particulars of contents, which are the same as currently provided in the paper declaration forms.

Hongkong Post encourages the public to use Hongkong Post's Easy PreCustoms online platform as a one-stop service to input data and print out the posting form bearing a barcode, so as to avoid the need to obtain barcode labels from post offices before posting.

For registered and ordinary packets, if the public has not used Easy PreCustoms to provide data and a print posting form bearing a barcode, senders still need to fill in printed customs declaration form and affix a mail barcode label (available in any post office) onto the mail item and then enter the customs information together with the barcode number via the online platforms before posting.