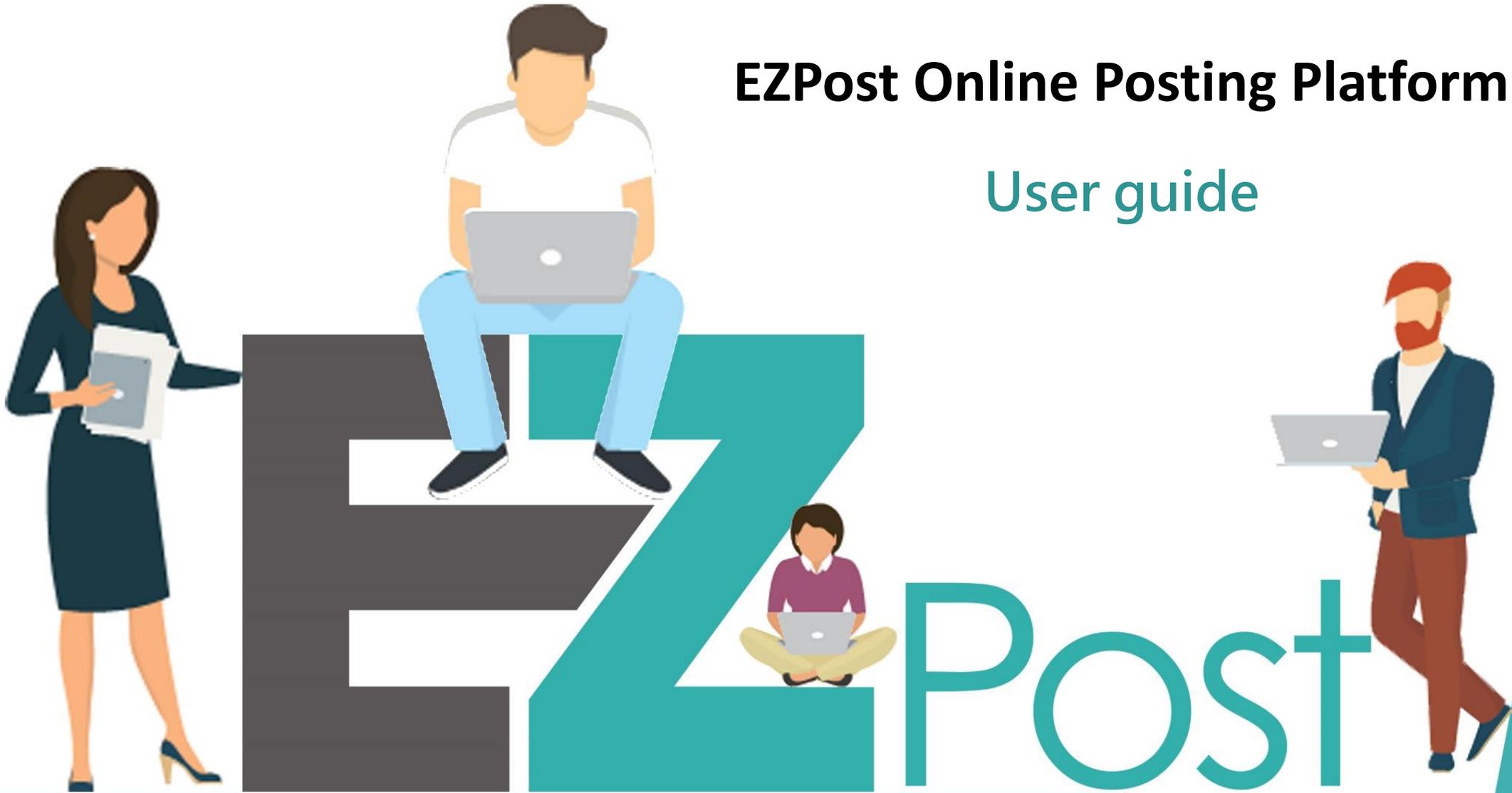


EZPost Online Posting Platform

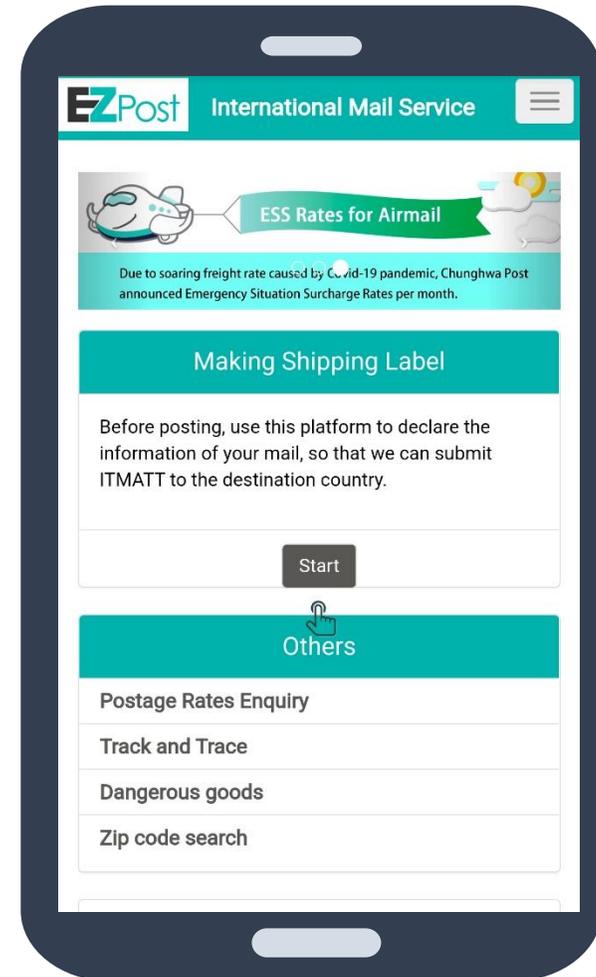
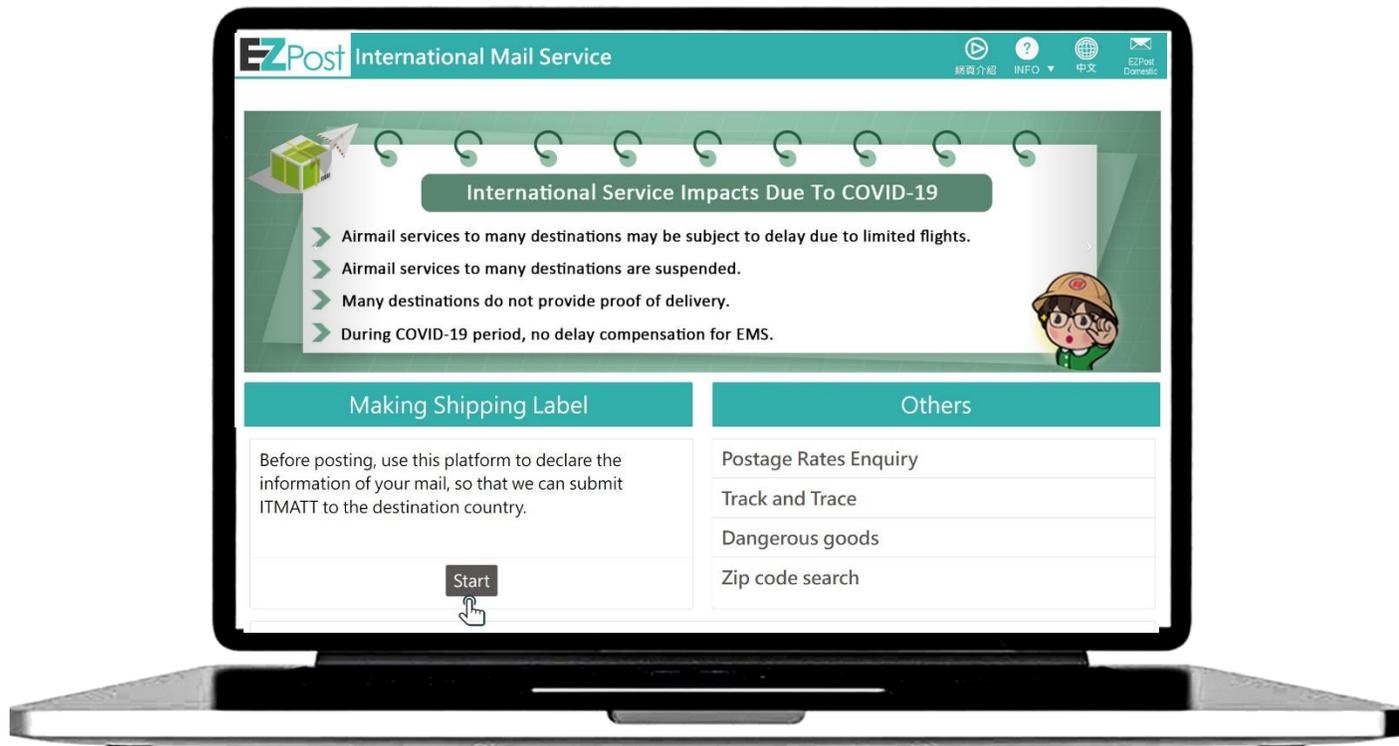
User guide



Introduction

Making Shipping Label

Printing Shipping Label



Introduction/ITMATT

ITMATT Must be Submitted When Sending Mail containing goods Overseas. Before posting, please use the EZPost online posting platform to declare the information of your mail, so that we can submit ITMATT to the destination country.



Ordinary
Packet
(Registered)

ePacket

Parcel

EMS

Introduction

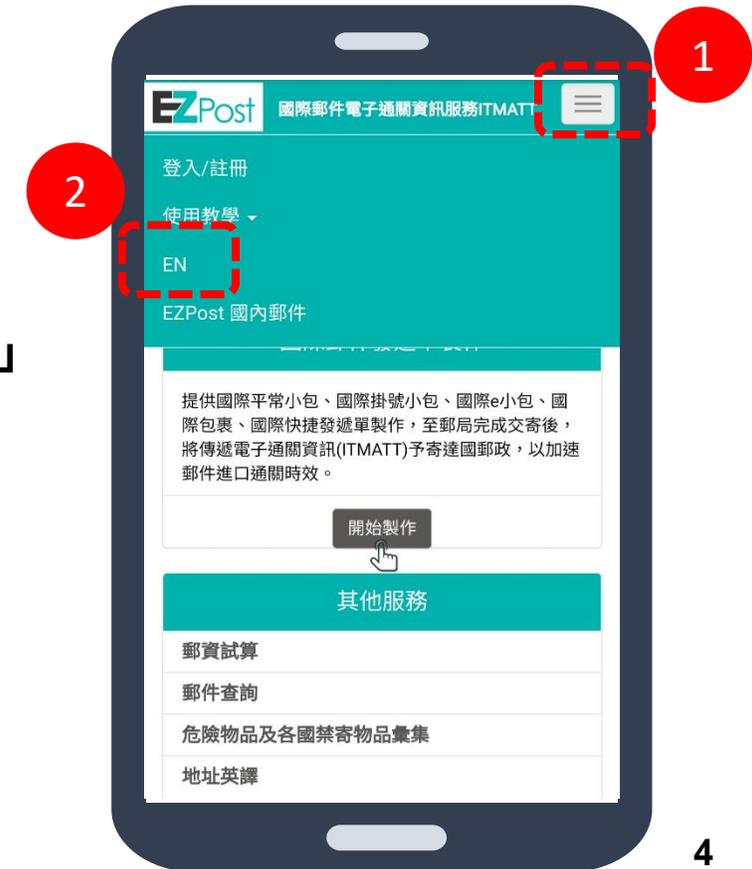
Making Shipping Label

Printing Shipping Label

Introduction/How to Switch to EN Version



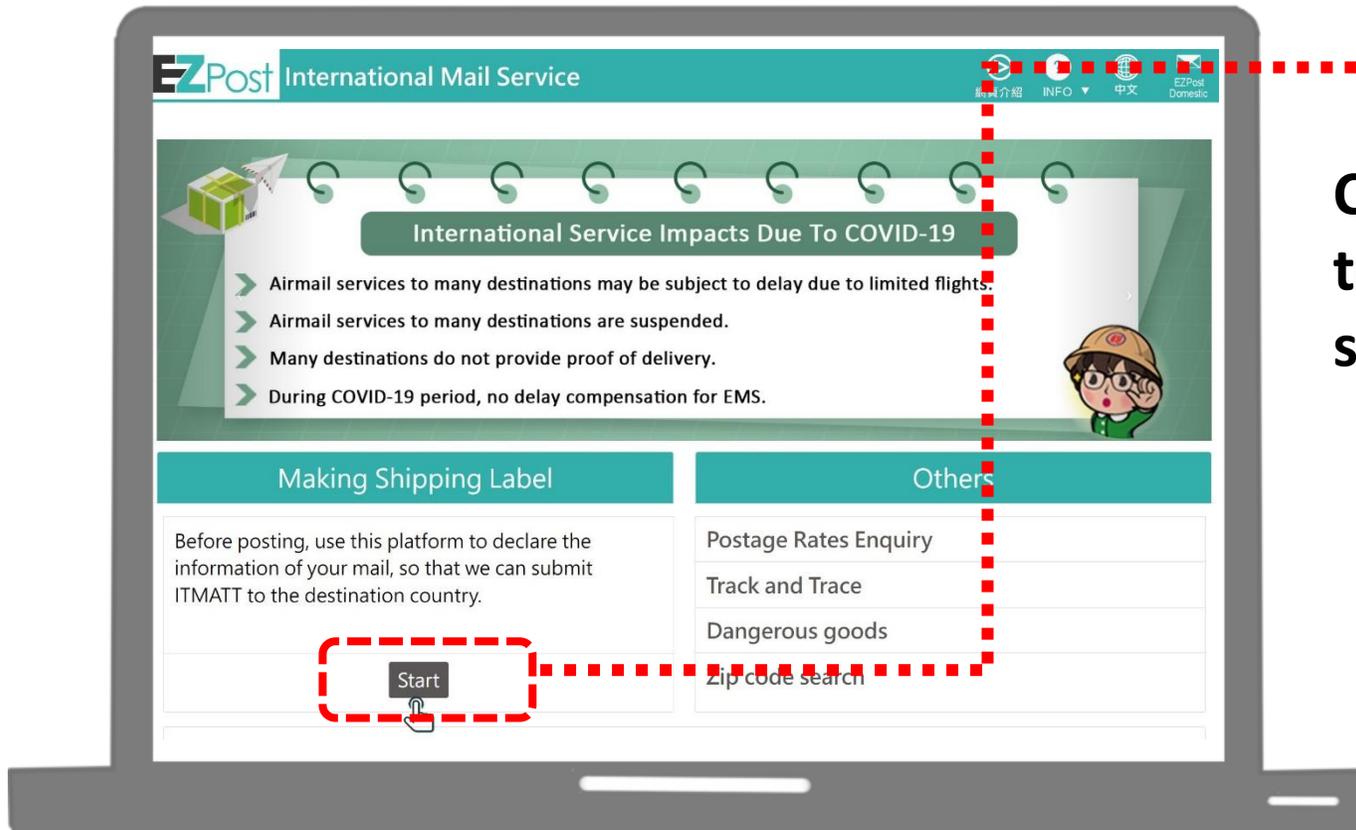
Click on 「EN」
to switch EN
version



Introduction

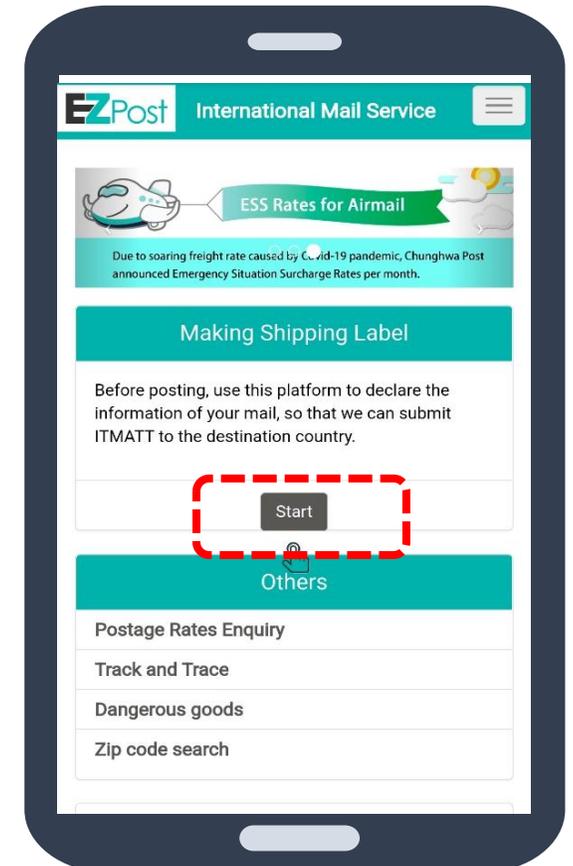
Making Shipping Label

Printing Shipping Label



1

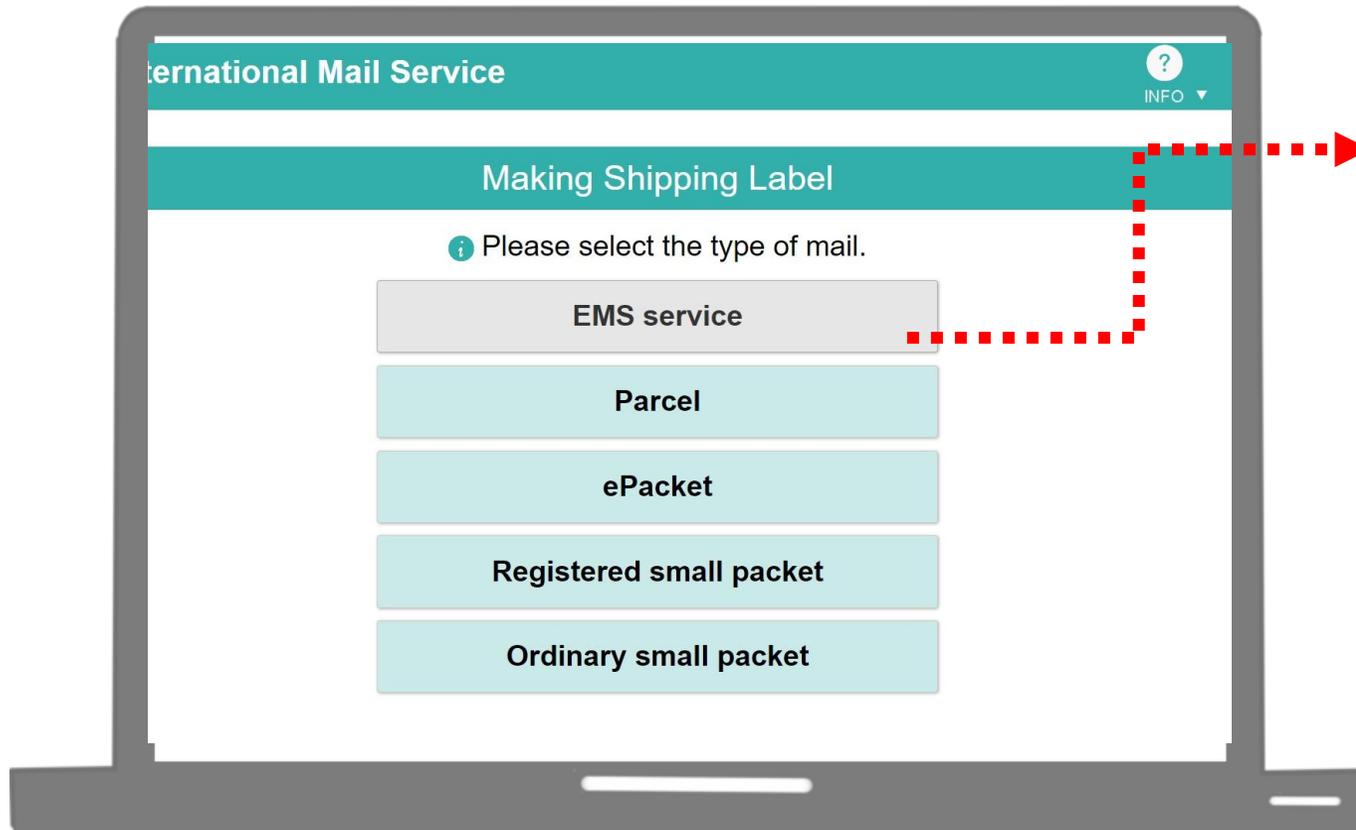
Click on 「Start」
to make your
shipping label



Introduction

Making Shipping Label

Printing Shipping Label

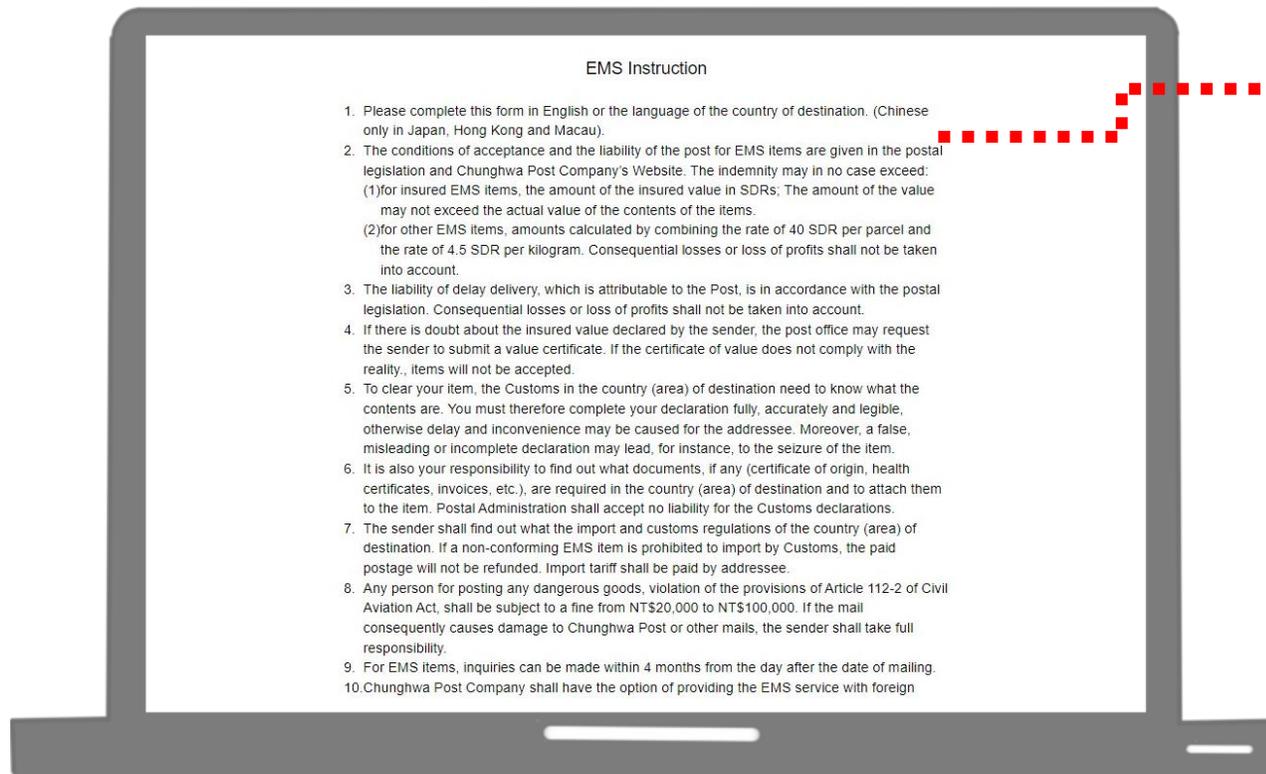


2 Select the 「type of mail」 from this menu

TIP

Due to COVID-19, please see the 「[Airmail services available to these destinations](#)」 before posting.

Making Shipping Label/Sample : EMS



EMS Instruction

1. Please complete this form in English or the language of the country of destination. (Chinese only in Japan, Hong Kong and Macau).
2. The conditions of acceptance and the liability of the post for EMS items are given in the postal legislation and Chunghwa Post Company's Website. The indemnity may in no case exceed:
(1) for insured EMS items, the amount of the insured value in SDRs. The amount of the value may not exceed the actual value of the contents of the items.
(2) for other EMS items, amounts calculated by combining the rate of 40 SDR per parcel and the rate of 4.5 SDR per kilogram. Consequential losses or loss of profits shall not be taken into account.
3. The liability of delay delivery, which is attributable to the Post, is in accordance with the postal legislation. Consequential losses or loss of profits shall not be taken into account.
4. If there is doubt about the insured value declared by the sender, the post office may request the sender to submit a value certificate. If the certificate of value does not comply with the reality, items will not be accepted.
5. To clear your item, the Customs in the country (area) of destination need to know what the contents are. You must therefore complete your declaration fully, accurately and legible, otherwise delay and inconvenience may be caused for the addressee. Moreover, a false, misleading or incomplete declaration may lead, for instance, to the seizure of the item.
6. It is also your responsibility to find out what documents, if any (certificate of origin, health certificates, invoices, etc.), are required in the country (area) of destination and to attach them to the item. Postal Administration shall accept no liability for the Customs declarations.
7. The sender shall find out what the import and customs regulations of the country (area) of destination. If a non-conforming EMS item is prohibited to import by Customs, the paid postage will not be refunded. Import tariff shall be paid by addressee.
8. Any person for posting any dangerous goods, violation of the provisions of Article 112-2 of Civil Aviation Act, shall be subject to a fine from NT\$20,000 to NT\$100,000. If the mail consequently causes damage to Chunghwa Post or other mails, the sender shall take full responsibility.
9. For EMS items, inquiries can be made within 4 months from the day after the date of mailing.
10. Chunghwa Post Company shall have the option of providing the EMS service with foreign

3

Click the checkbox to confirm that you have read the instruction

 I have read and understood the above instruction.

Enter

Introduction

Making Shipping Label

Printing Shipping Label

Making Shipping Label/Sample : EMS

EMS

Remarks :

- 1.Red frame fields are required.
- 2.Please complete this form in English or the language of the country of destination. (Chinese only in Japan, Hong Kong and Macau).
- 3.Please see [EMS service](#) introduction for your reference.
- 4.The size and weight limit, insured or not, or the limit of the EMS depend on the destination country.Please [check](#) or contact post offices before posting.
- 5.Online platforms/sellers having applied for IOSS VAT identification no., please fill in the "VAT No.(Tax ID)" field.
- 6.The countries listed here are those which are currently available for EMS, excluding their territories or outlying islands.
- 7.The declared value exceeds the equivalent of US\$5,000, please complete an export declaration to customs and follow the declaration procedure with Customs.

Mail Type

Please Select Mail Type

Please Select Mail Type

EMS Document

EMS Merchandise

Contract No.

Mail Type

Please Select Mail Type

Contract No.

Contract No.

4

Select EMS Document or EMS Merchandise

TIP

- Red frame fields are required, others are optional.
- Click on magnifier icon to see how to make shipping label
- Contract no. is required when you are Chunghwa post's contract customer.

Introduction

Making Shipping Label

Printing Shipping Label

Making Shipping Label/Sample : EMS

5

Fill in the Sender's address and details

Sender

Sender's Name

Sender's Name

Postcode [*Postcode search](#)

Postcode

Address

Address(For example, floor, No., alley, street, road, dist., etc.)

Address(City/County)

Tel. Number(Mobile Phone Number First for SMS notifying)

Tel. Number

Address

No.55, Sec2, Jinshan S. Rd., Da'an Dist.

Taipei

Tel. Number(Mobile Phone Number First for SMS notifying)

Tel. Number

TIP

- **Tel. No. is optional. For mail delivery smoothly, please fill in Tel. No.**

Introduction

Making Shipping Label

Printing Shipping Label

Making Shipping Label/Sample : EMS

6

Fill in the Addressee's address and details

Address

Addressee's Name

Addressee's Name

Country

Country

Postcode *Please confirm the correct postcode first, If wrong, your mail may be returned by the destination country.

Postcode

Address *Please fill out the addressee 's English address corresponding to the fields below. Do not fill out "city, state, province, region" of the address in the first field of address.

Address(For example, floor, No., alley, street, road, dist., etc.)

Address-City/County

Address-State · Province · Area

Tel. Number

Tel. Number

VAT No.(Tax ID) ⓘ

Address *Please fill out the addressee 's English address corresponding

the first field of address.

Waxensteinstraße 6

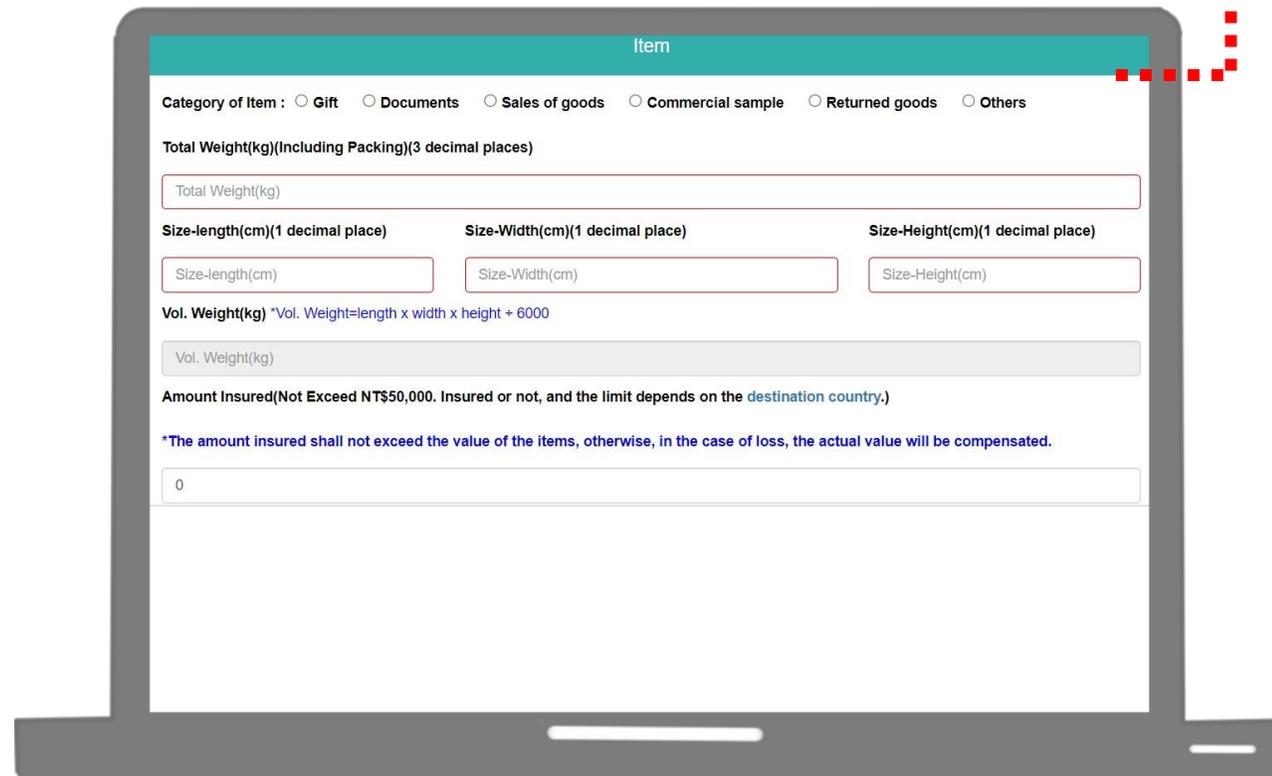
München

Address-State · Province · Area

Tel no. and VAT no. are optional.

Online platforms/sellers having applied for IOSS VAT identification no., please fill in the "VAT No.(Tax ID)" field .

Making Shipping Label/Sample : EMS



Item

Category of Item : Gift Documents Sales of goods Commercial sample Returned goods Others

Total Weight(kg)(Including Packing)(3 decimal places)

Total Weight(kg)

Size-length(cm)(1 decimal place) Size-Width(cm)(1 decimal place) Size-Height(cm)(1 decimal place)

Size-length(cm) Size-Width(cm) Size-Height(cm)

Vol. Weight(kg) *Vol. Weight=length x width x height + 6000

Vol. Weight(kg)

Amount Insured(Not Exceed NT\$50,000. Insured or not, and the limit depends on the [destination country](#).)

*The amount insured shall not exceed the value of the items, otherwise, in the case of loss, the actual value will be compensated.

0

7 Fill in Item details

- ✓ Select 「 Category of Item 」
- ✓ Total Weight : **Number only**. Total weight should be greater than or equal to the sum of the weight of each item.
- ✓ Size : **Number only**
- ✓ Vol. Weight : The system automatically calculates
- ✓ Amount Insured : Optional
Enter the additional amount of amount insured that you would like to purchase for your mail

Introduction

Making Shipping Label

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Item Detail

Currency
TWD(新台幣)

Item1

Content* The following information is important for the Customs of the destination country. Inaccurate declaration may cause your mail to be returned.
Content

Quantity	Unit Price	Content weight(kg)(3 decimal places)	Value
Quantity	Unit Price	Content weight(kg)	Value

HS Tariff Number
HS Tariff Number

Country of Origin [Country code table](#)
TW

Add Item

Please confirm whether the information in each field is correct. After clicking "Enter", it cannot be revised.

Enter Delete

8 Declare contents, quantity, value and etc.

9 Click on 「Enter」 to complete your shipping label

提醒

- Up to 40 items can be filled in.
- Mail to EU countries, it is recommended to fill in HS Tariff No.

Making Shipping Label/Sample : EMS

10 Complete your shipping label

TIP

- Your shipping label is valid for 30 days ◦
- If the information is incorrect, please make the shipping label again. The original one is ignored ◦

Complete. Your tracking number is EG000001598TW. This tracking number is valid for 30 days. Choose one of the following methods to print.

1. Download the dispatch note and commercial invoice, then print with your printer directly.
2. Capture the QR CODE with screenshot or photo shooting, then go to post office with EZPost printer for printing. ([Where is EZPost printer](#))
3. Post office without EZPost printer : Download the dispatch note and commercial invoice in your mobile phone. Then go to post office for assistance.



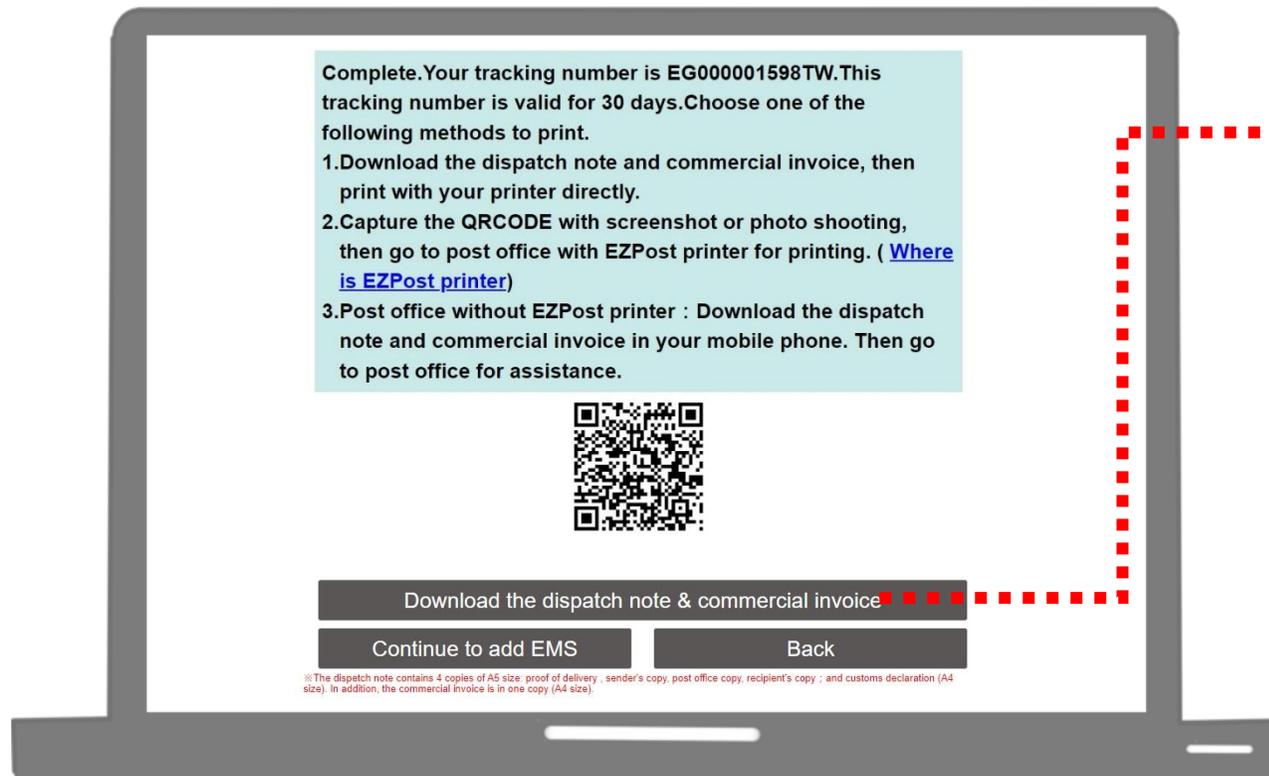
Download the dispatch note & commercial invoice

Continue to add EMS

Back

※ The dispatch note contains 4 copies of A5 size: proof of delivery, sender's copy, post office copy, recipient's copy; and customs declaration (A4 size). In addition, the commercial invoice is in one copy (A4 size).

Printing Shipping Label : Method 1 Print it with your own printer



- 1 Click on 「Download the dispatch note and commercial invoice」 to download your shipping label file
- 2 Open the your shipping label file and print it with your printer

Printing Shipping Label : Method 2 Print it with EZPost Printer

Complete. Your tracking number is EG000001598TW. This tracking number is valid for 30 days. Choose one of the following methods to print.

1. Download the dispatch note and commercial invoice, then print with your printer directly.
2. Capture the QR CODE with screenshot or photo shooting, then go to post office with EZPost printer for printing. ([Where is EZPost printer](#))
3. Post office without EZPost printer : Download the dispatch note and commercial invoice in your mobile phone. Then go to post office for assistance.



Download the dispatch note & commercial invoice

Continue to add EMS

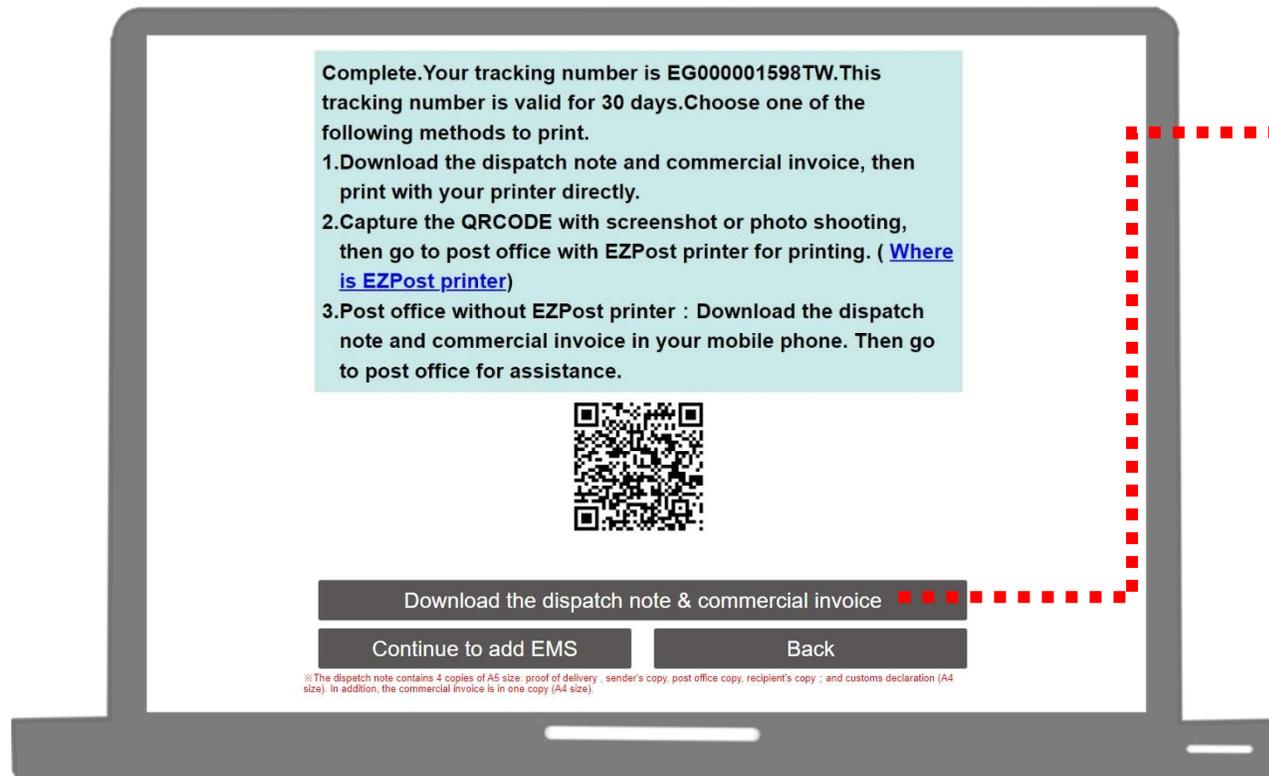
Back

※ The dispatch note contains 4 copies of A5 size: proof of delivery, sender's copy, post office copy, recipient's copy; and customs declaration (A4 size). In addition, the commercial invoice is in one copy (A4 size).

- 1 Capture the QR CODE
- 2 Go to the post office with EZPost printer
- 3 Scan QR CODE or enter tracking no. to print your shipping label



Printing Shipping Label : Method 3 Ask post office for assistance in printing



- 1 Click on 「Download the dispatch note and commercial invoice」 to save your shipping label in your mobile phone
- 2 Ask the post office's email address first and send your shipping label file to the post office's email
- 3 The post office will assist you to print it