Introduction

Making Shipping Label

Printing Shipping Label

International Mail Service

International Service Impacts Due To COVID-19

- Airmail services to many destinations may be subject to delay due to limited flights.
- Airmail services to many destinations are suspended.
- Many destinations do not provide proof of delivery.
- During COVID-19 period, no delay compensation for EMS.

Making Shipping Label

Before posting, use this platform to declare the information of your mail, so that we can submit ITMATT to the destination country.

Start

Common Options
Postage Rates Enquiry
Track and Trace
Dangerous goods
Zip code search

Others

Postage Rates Enquiry
Track and Trace
Dangerous goods
Zip code search
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.
Introduction/How to Switch to EN Version

Click on 「EN」 to switch EN version
Click on 「Start」 to make your shipping label
Select the 「type of mail」 from this menu.

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 Taiwan)

2. The conditions of acceptance and the liability of the Post for EMS items are given in the postal legislation and Changing Post Company’s Vies. In the case of no such provision:
   - (1) for insured EMS items, the amount of the insured value in 500¥R.
   - The amount of the insured value may not exceed the actual value of the contents of the item.
   - (2) for other EMS items, amount calculated by multiplying the rate of 50 ¥R. per parcel and the rate of 0.5 ¥R. per kilogram. Consequential losses or loss of profits shall not be taken into account.

3. The liability 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 of destination need to know what the contents are. You must therefore complete your declaration fully, accurately, and in English.

6. Items for which insurance is claimed or in which the value of the contents is declared must be accompanied by insurance certificates, invoices, etc., that are required in the country of destination.

7. The sender shall find out what the import and customs regulations of the country of destination may insist on. If the item is not declared to the Customs, the payment of postage will not be refunded. Import taxes must be paid by the importer.

8. Any person for paying any hazardous goods, violation of the provisions of Article 112-2 of Civil Aviation Act, shall be subject to a fine from NT$25,000 to NT$100,000. If the mail consequently causes damage to Chung Hua Post or other parties, the sender shall bear full responsibility.

9. For EMS items, inquiries can be made within 4 months from the date of posting. The date of making the following request the sender shall bear full responsibility.

Click the checkbox to confirm that you have read the instruction.
Making Shipping Label/Sample: EMS

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.
Making Shipping Label/Sample: EMS

Fill in the Sender’s address and details

<table>
<thead>
<tr>
<th>Address</th>
<th>No.55, Sec2, Jinshan S. Rd., Da’an Dist.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Taipei</td>
</tr>
</tbody>
</table>

**TIP**
- Tel. No. is optional. For mail delivery smoothly, please fill in Tel. No.
Making Shipping Label/Sample: EMS

6 Fill in the Addressee’s address and details

Address *Please fill out the addressee’s English address corresponding to the first field of address.
Waxensteinstraße 6
München

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

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
Making Shipping Label/Sample: EMS

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.
Click on 「Download the dispatch note and commercial invoice」 to download your shipping label file.

Open the your shipping label file and print it with your printer.
**Printing Shipping Label : Method 2 Print it with EZPost Printer**

1. **Capture the QRCODE**
2. **Go to the post office with EZPost printer**
3. **Scan QRCODE 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.