

DHL EXPRESS

TAIWAN REGULATORY CHANGES

OVERVIEW

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TAIWAN CUSTOMS REGULATORY CHANGES OVERVIEW



As of **July 1st 2022**, the Taiwan Customs Authorities require **pre-registration** and **pre-clearance authentication** for **import shipments to consumers (2C)** in Taiwan.

- This is **mandatory** for **Business-to-Consumer (B2C)** & **Consumer-to-Consumer (C2C)** shipments to Taiwan.
- The only exception are **document shipments**.
- **All private consumers (consignees/importers) of shipments into Taiwan are required to download the EZWAY Customs application & register their mobile phone numbers – this is a one-off process.**
- When goods are ordered, and the DHL Express Waybill to Taiwan is created, the **private consumer in Taiwan will be notified by DHL** (via SMS/e-mail) **and by the EZWAY Customs application to pre-authenticate their shipment against their unique DHL Waybill Number (via the EZWAY application)**. This process **must be done for each import shipment** to allow the Customs Clearance of the goods, and is called **Real Name Authentication (RNA)**.

WHAT DOES THIS MEAN FOR YOU?

- All **private consumers (consignees/importers)** of shipments into Taiwan must undertake the **one-time registration** of their mobile phone numbers through the EZWAY Customs application, and then **pre-authenticate each import shipment once notified by DHL** (via SMS/e-mail) **and via the EZWAY application** to allow the Customs Clearance of the goods.
- Please use the QR code below to download the **EZWAY Customs application** into your smart phone:

Download EZWAY Customs application here:

Android [here](#)

iTunes [here](#)



The Taiwan mobile phone number can be provided in any of the formats below:

- ✓ **+886-9xx-xxx-xxx** (with the +886 country code)
- ✓ **+886-09xx-xxx-xxx** (with the +886 country code, and number starting with a 'zero')
- ✓ **09xx-xxx-xxx** (without the +886 country code, and number starting with a 'zero')

IMPACT:



Without the **EZWAY mobile phone registration** (one-off) & **pre-authentication** (per shipment), your shipment will be:

- **Rejected** during Customs Declaration
- **Held** at the Taipei Gateway and contacted by DHL for RNA process.
- **Returned** to shipper if the receiver does not pre-register and authenticate their shipments **within 7 days of arrival**.
- **Subjected** to Bond Storage charges (for the period that the shipment is held)

HOW CAN YOU AVOID DELAYS?

➤ **Shippers (from Rest of World to Taiwan) shall:**

- ✓ **Pro-actively inform all their Taiwan private consumers** (consignees / importers) of this new regulation.
- ✓ **Provide the Taiwan private consumer's mobile phone number & e-mail address** when creating the shipment with DHL.
- ✓ Provide **complete and accurate Commercial Invoice data electronically** via DHL Express Electronic Shipping Solutions, such as: goods descriptions, itemized values, country of origin, etc.

NOTE:

This requirement will be effective **as of July 1st 2022**. Therefore, in order to avoid potential delays: **take action now**.

- **Taiwan Private Consumers** (consignees/importers): **download the EZWAY** application and register your mobile phone.
- **Shippers** (from Rest of World to Taiwan): pro-actively inform your Taiwan's consumers of this new regulation, and provide the Taiwan's consumer **mobile phone number & e-mail address** when creating the shipment with DHL.

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