TAIWAN REGULATORY CHANGES

OVERVIEW

Last Update: March 29th, 2022

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 <u>one-off</u> 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





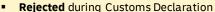
The Taiwan mobile phone number can be provided in any of the formats below:

- √ +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')

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IMPACT:

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



- 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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