


CUSTOMS DECLARATION
FREQUENTLY ASKED QUESTIONS

| No. | Questions/Answers |
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| Q1 | What is Customs Declaration? |
| A1 | <p>Customs Declaration is the <u>item-related information</u> required when posting of goods to international destination as follows:</p> <ul style="list-style-type: none"> - Full name and postal address of the sender - Full name and postal address of the receiver - Gross weight of the item - Value of item with the currency used - Category of item (gift, document, commercial sample, or some other content) - For each distinct type of content of the item must include: <ul style="list-style-type: none"> • Content description • Quantity and unit of measurement • Value • Net weight • HS tariff number • Country of origin of the goods |
| Q2 | Why Customs Declaration is required? |
| A2 | <p>From 1 April 2019, Customs Declaration has been enforced by destination countries for Customs to identify the content and determine the related duty or tax as well as to check for prohibited or restricted item.</p> <p>If the declaration is not provided, insufficient or incorrect, it can lead to delay or even seizure of the goods by Customs.</p> |
| Q3 | How to do Customs Declaration? |
| A3 | <p>The Customs Declaration can be done by completing all the required information in the consignment note according to the type of service used.</p> |
| Q4 | What product requires Custom Declaration? |
| A4 | <ol style="list-style-type: none"> i. Express Mail Service (EMS) ii. International Parcel iii. Paket POSTerus iv. International Small Packet which has been affixed with Tracked or Registered Label v. Flexipack International which has been affixed with Tracked or Registered Label |

| No. | Questions/Answers | | | | | | | | | | | | |
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| Q5 | What are the mandatory information to declare? | | | | | | | | | | | | |
| A5 | <p>There are 14 mandatory information as follows:</p> <ol style="list-style-type: none"> 1. Sender's Name 2. Sender's Address 3. Sender's City 4. Sender's Telephone/Email 5. Sender's Postcode 6. Receiver's Name 7. Receiver's Address 8. Receiver's City 9. Receiver's Country 10. Receiver's Telephone/Email 11. Receiver's Postcode 12. Content Description 13. Content Weight and Quantity 14. Content Value (MYR) | | | | | | | | | | | | |
| Q6 | Is postal code (postcode) compulsory for each posting? | | | | | | | | | | | | |
| A6 | Yes, it is compulsory for country having postal code (postcode). | | | | | | | | | | | | |
| Q7 | What if the sender doesn't know the postal code (postcode)? | | | | | | | | | | | | |
| A7 | It is sender's responsibility to provide the correct postal code (postcode) for the destination country. Address without postal code or incomplete postal code will cause delay in the delivery. | | | | | | | | | | | | |
| Q8 | How to fill out the content description? | | | | | | | | | | | | |
| A8 | <p>The content description must be according to the specific content which resides in the package and all items must be declared.</p> <table border="1" data-bbox="288 1529 1458 1780"> <thead> <tr> <th data-bbox="288 1529 874 1570">The Do's</th> <th data-bbox="874 1529 1458 1570">The Don'ts</th> </tr> </thead> <tbody> <tr> <td data-bbox="288 1570 874 1610">Leather Shoes</td> <td data-bbox="874 1570 1458 1610">Shoes</td> </tr> <tr> <td data-bbox="288 1610 874 1650">Shuttlecock</td> <td data-bbox="874 1610 1458 1650">Sports Equipments</td> </tr> <tr> <td data-bbox="288 1650 874 1691">Dried Foods</td> <td data-bbox="874 1650 1458 1691">Foods</td> </tr> <tr> <td data-bbox="288 1691 874 1731">Books/Pencil</td> <td data-bbox="874 1691 1458 1731">Stationeries</td> </tr> <tr> <td data-bbox="288 1731 874 1771">Necklace/Rings</td> <td data-bbox="874 1731 1458 1771">Accessories</td> </tr> </tbody> </table> | The Do's | The Don'ts | Leather Shoes | Shoes | Shuttlecock | Sports Equipments | Dried Foods | Foods | Books/Pencil | Stationeries | Necklace/Rings | Accessories |
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| Necklace/Rings | Accessories | | | | | | | | | | | | |
| Q9 | What if the sender cannot confirm the item weight? | | | | | | | | | | | | |
| A9 | If the weight of the content is unknown, approximated weight is acceptable. However, the postage will be based on the actual weight measured during posting at the counter. | | | | | | | | | | | | |

| No. | Questions/Answers |
|------------|---|
| Q10 | What if the sender cannot confirm the item value? |
| A10 | It is compulsory for the sender to declare the actual value of the item. The value declared will determine the taxes and duties at the destination country. |
| Q11 | Can the item description be in other languages? |
| A11 | No, the item description must be in English Language only. |
| Q12 | Is the sender allowed to use non-Roman texts when filling in the consignment notes? |
| A12 | <p>The sender are allowed to fill in the names and address columns only using non-Roman texts (e.g. Chinese or Arabic). Other information must be filled with Roman texts. Examples are as shown below:</p>  |
| Q13 | How do customer make inquiry on this Customs Declaration? |
| A13 | <p>a. Customer Service Call Centre at Pos line 1-300-300-300</p> <ul style="list-style-type: none"> i. 8.30 a.m. to 8.00 p.m., Monday to Friday ii. 8.30 a.m. to 5.00 p.m., Saturday (except first Saturday of the month and public holidays) <p>b. Email to care@pos.com.my</p> <p>c. Visit Facebook Facebook.com/PosMalaysiaBerhad</p> <p>d. Visit Twitter Twitter.com/Pos4you</p> <p>e. Visit website www.pos.com.my</p> |