



Parcel Services Overview of Changes

Changes to customs declaration information requirements for shipments to EU countries, effective October 1, 2023

This overview serves as a notice of the changes that affect services you or an authorized user of your Agreement with Canada Post use.

EU customs form declaration requirements

Beginning October 1, 2023, there will be changes to customs declaration form requirements for all customers shipping packages containing goods to European Union (EU) countries.

These changes are a result of new customs regulations enacted by EU transportation and customs authorities. They will be using Electronic Advanced Data (EAD) to make pre-departure approvals, to determine whether EU bound packages can be loaded on an aircraft for transport.

When filling out a customs declaration form, also known as a CN22, CN23 or CP72 form, customers must include accurate and detailed data. Providing false or incomplete information, including listing “N/A” or “0000000000”, may result in the package being rejected by foreign customs authorities.

Information required includes complete and valid sender and recipient information, parcel declaration (reason for export), quantity of each line item, detailed description of goods, declared value of each line item, total declared value of the entire package and net and gross weight of the package.

A detailed description of goods is mandatory. Generic descriptions will no longer be accepted, such as clothes, gifts, or goods. Descriptions should be meaningful, and indicate what the goods are for, their purpose and what they are made of. An acceptable description is “Men’s cotton t-shirts.” Unacceptable descriptions are “Clothing” or “Goods.”

Please refer to the [FAQ about new customs rules for EU shipping](#) for more information.

Please share this information with the appropriate representative within your organization.

Parcel Services effective October 1, 2023 OOC (posted September 15, 2023).
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