Sending goods to the United States

EFFECTIVE 20 JAN 2027

What you need to know to send to the US ahead of 20 January 2027

Quick check: does the new process apply?

- ✓ No change for letters or documents.
- ✓ No change for gifts valued at USD100 or less.
- ! New steps apply to gifts over USD100 and other goods, including sales, returns and other item categories. New steps apply for all business sending.

If you are sending at a Post Office

For in-scope items, prepare your customs information online before you lodge

NOTE: The below steps are not required if sending gifts valued under USD100.

1 Complete the Australia Post customs form

Enter your shipment and customs details in the Online Customs Declaration Form (OCDF).

2 Open the Zonos Customs Compliance form

Use the link from OCDF and provide any additional product or compliance information requested. Information such as the Item Description can be copied and pasted into the Zonos Customs Compliance Form.

3 Copy your Declaration ID

When finished, Zonos will generate a unique Declaration ID.

4 Paste the ID into OCDF and submit

Return to OCDF, enter the Declaration ID exactly as shown, then complete your declaration. Once submitted, present your CRN or QR code at your local post office to complete your lodgement.

If you send using an online business platform

Applies to MyPost Business, Parcel Send, eParcel and API Direct Integrators.

- ✓ There are no technical changes to these sending platforms.
- ✓ Use your existing Zonos Verified Account or register for a free Zonos Verified Account and provide any required additional item information through the Zonos Dashboard.
- i Add information manually, upload a CSV file or use a supported channel integration. More details on what information you need to provide and how you can provide it can be found via your Zonos Dashboard.

Helpful tips

- i Have product details and any requested compliance information ready before you start.
- i Customers sending via the Post Office and Online Customs Declaration Form can also use the free Zonos app (available via the App Store or Google Play) to scan product information and generate the Declaration ID. The Zonos app will require you to create a login with an email address.

Important: Providing complete and accurate customs information helps your item meet US customs entry requirements, minimises customs delays and risks of returns to sender.