



# Cross-border e-commerce in postal items

## Canada's Experience

June 2023



# What contributes to success?



1

Collaboration between  
Postal Operators and  
Customs Authorities

2

Quality Data

3

Aligned Systems &  
Processes





# Collaboration

- Respective mandates
- Engagement on Operational Processes
- Information Sharing





## Quality Data

- Electronic Declarations
- Hard Copy Declarations
- Observations
  - Declared Values
  - Descriptions
  - Nature of Transaction





## Aligned Systems & Processes

- Enable use of EDI to support physical process
- Leverage physical declaration when EDI is missing
- Leveraging Lessons Learned





# Questions?

Thank you



# 7 Tips

## Providing Quality Customs Data

In English or French – Must NOT contain special characters:

1

Provide Sender's full name & address  
(**NOT** 'Marketplace' name)

2

Provide Recipient's full name & mailing address  
(including Province & Postal Code, if applicable)  
& phone number & email address, when available

3

Provide the nature of the shipment  
Is this a: Sale, Returned Goods, Sample, Gift, etc.  
In most circumstances the goods are being sold  
(Commercial transactions **cannot** be declared as a gift.)

4

Provide the net weight of each line item in the  
package, as well as the gross weight of the  
whole package

5

Provide a clear description of all of the  
contents in the package i.e. Men's cotton shirt  
(generic descriptions, such as gift, merchandise and part  
numbers, are **NOT** acceptable)

6

Provide the **true** value of the goods with the  
currency – this **MUST** represent the market  
value or the price paid by the recipient

7

Provide the Country or Origin  
(where the goods were manufactured)



*All information is imperative, however the areas identified  
with a star have been highlighted as containing poor quality  
data by various Customs Authorities*