International Post Corporation

# NZ Post announces temporary changes to some business sending services to Europe

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Due to changes to European Union (EU) customs requirements, NZ Post will temporarily pause some parcel services for businesses sending goods to the EU from 5pm on Thursday 29 October.

The changes only affect commercial parcels. Personal sending is not affected, and people can continue sending gifts or documents to friends and family in Europe as usual.

From 5pm Thursday 29 October, NZ Post will temporarily pause Economy and Courier services for businesses sending to: Austria, Bulgaria, Croatia, Cyprus, Czechia, Finland, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Poland, Romania and Slovenia.

Express services for businesses sending commercial items will also be temporarily paused to all EU destinations.

NZ Post is working hard to finalise a solution to support the new EU customs requirements. However, due to the timing and complexity of the changes, it will not be in place before the new rules take effect.

The temporary pause will allow NZ Post to implement the systems and processes required to meet new EU customs requirements, which includes additional product identification information for business-to-consumer items.

We know this will be inconvenient for some businesses, but we don't want parcels being delayed, returned to sender or, in some cases, unable to enter the EU because they don't meet the new requirements.

Source: NZ Post