

Update for customers sending postal goods to the United States

26-08-2025

Australia Post today announced it will temporarily partially suspend postal sending to the United States (US) and Puerto Rico, effective 26 August 2025, until further notice.

Australia Post has taken this action in response to recent significant changes the US Government has made to customs and import tariff rules for parcels sent to the US. Changes include the US suspending the De Minimis exemption for inbound goods (below USD\$800) and requiring the pre-payment of tariffs prior to an item's arrival in the US.

The temporary suspension will impact Business Contract, MyPost Business and Retail customers sending goods through the postal network. Gifts under USD\$100, letters and documents are unaffected by this change. This response is in-line with action taken by numerous other postal operators globally.

Australia Post is working with Zonos, an authorised US Customs and Border Protection (CBP) third-party provider, to offer a solution that will, once launched, allow services to resume for Business Contract and My Post Business customers. These customers will receive communications from Australia Post on what

they need to do next to be ready for when this solution goes live.

Australia Post Executive General Manager, Parcel, Post & eCommerce Services, Gary Starr said: "Australia Post is focused on providing a reliable and competitive postal service for customers sending parcels internationally. Guidance from CBP has only recently been issued and, like more than 190 other postal providers, we've been working at pace to find a solution.

"We are disappointed we have had to take this action, however, due to the complex and rapidly evolving situation, a temporary partial suspension has been necessary to allow us to develop and implement a workable solution for our customers.

"Australia Post continues to work with US and Australian authorities and international postal partners to resume postal service to the US as a priority."

The temporary partial suspension also includes postal sending to Puerto Rico, as it

is under US Customs territory and has also been impacted by these tariff changes.

Postal goods sent to the US and Puerto Rico lodged on or after 26 August 2025 will not be accepted by Australia Post until further

notice.

Customers seeking an update can check the [Australia Post website](#) or call 13 POST (13 7678).

Source: [Australia Post](#)

