

6108 : Inquiry about postal items status

Recently we have received a lot of inquiries such as “Ordered items are not delivered yet.” or “Customs might hold items for a long time.” etc.

But most of the cases were due to other than the Customs procedures. For example, “Postal items are not arrived at Japan yet.” or “Items are required to take procedures under the law of other government authorities before starting Customs procedures” etc.

So, we would appreciate it if you could check the delivery status of your postal items at first when your items have not arrived.

Postal items are presented to Customs by Japan Post and then Customs procedures will start.

After Japan post present postal items to Customs, Customs conduct inspection or calculation of Customs Duty, etc. Based on the results of these Customs procedures, Customs send notice to addressees such as “Notice of Customs Clearance Procedure for Postal Matters from Abroad” or “Notice of Assessment of Duties and Taxes Postal Matters” if needed.

If you do not receive any notice form Customs, your items might not be ready for Customs procedures. In such cases, please ask Japan Post about your items.

For more information, please see below.

Customs Answer (FAQ)

6101 [Outline of Customs Procedures for International Postal Items](#)