



Shipping to the United States?

Here's what you need to know.

On August 29, 2025, the United States (U.S.) implemented Executive Order 14324 that requires **prepayment** of duties on packages valued under US\$800 entering the U.S.

As a result, customers shipping packages under US\$800 to the U.S. must **prepay duties prior to their parcels crossing the border.**

To support our valued customers, Jamaica Post has implemented a solution to ensure a smooth and compliant shipping experience.

Customers are encouraged to **download the approved Zonos Prepay mobile app** to prepay these duties.

Get set up in 2 simple steps

1. Download the app



**DOWNLOAD
FOR IPHONE**



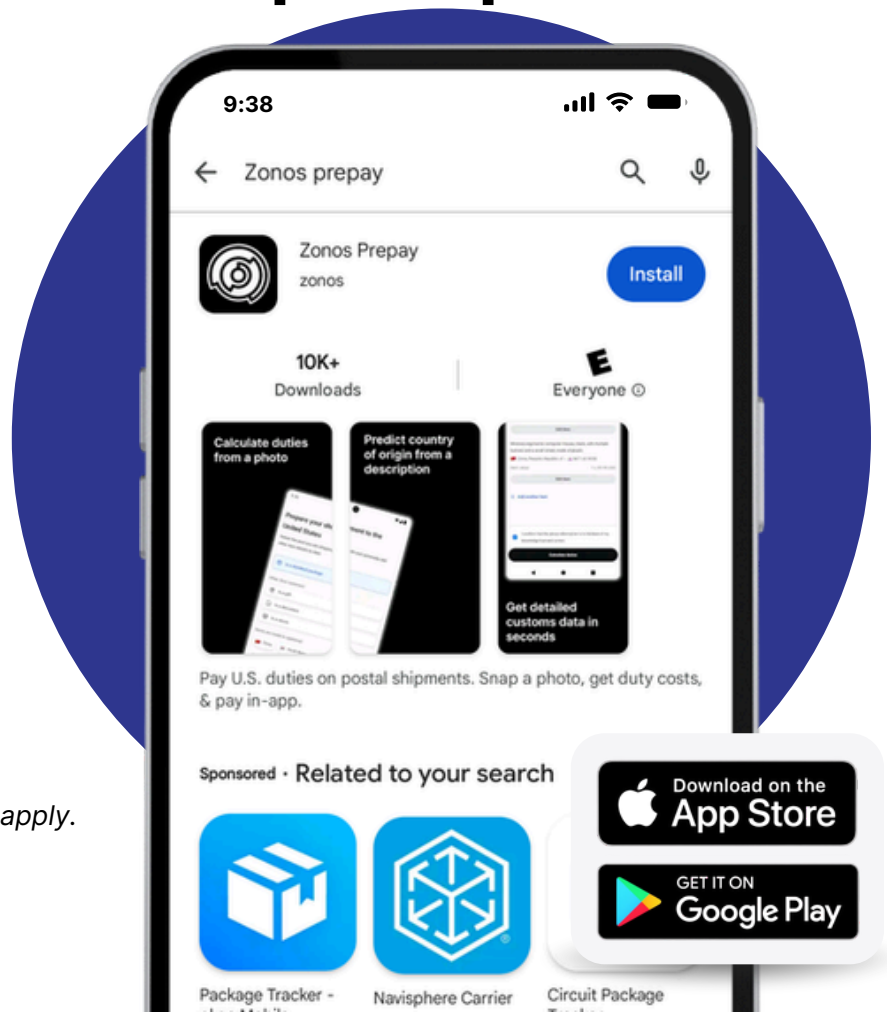
**DOWNLOAD
FOR ANDROID**

2. Create a **free** account

Once installed, click "Create account" to create your free account.

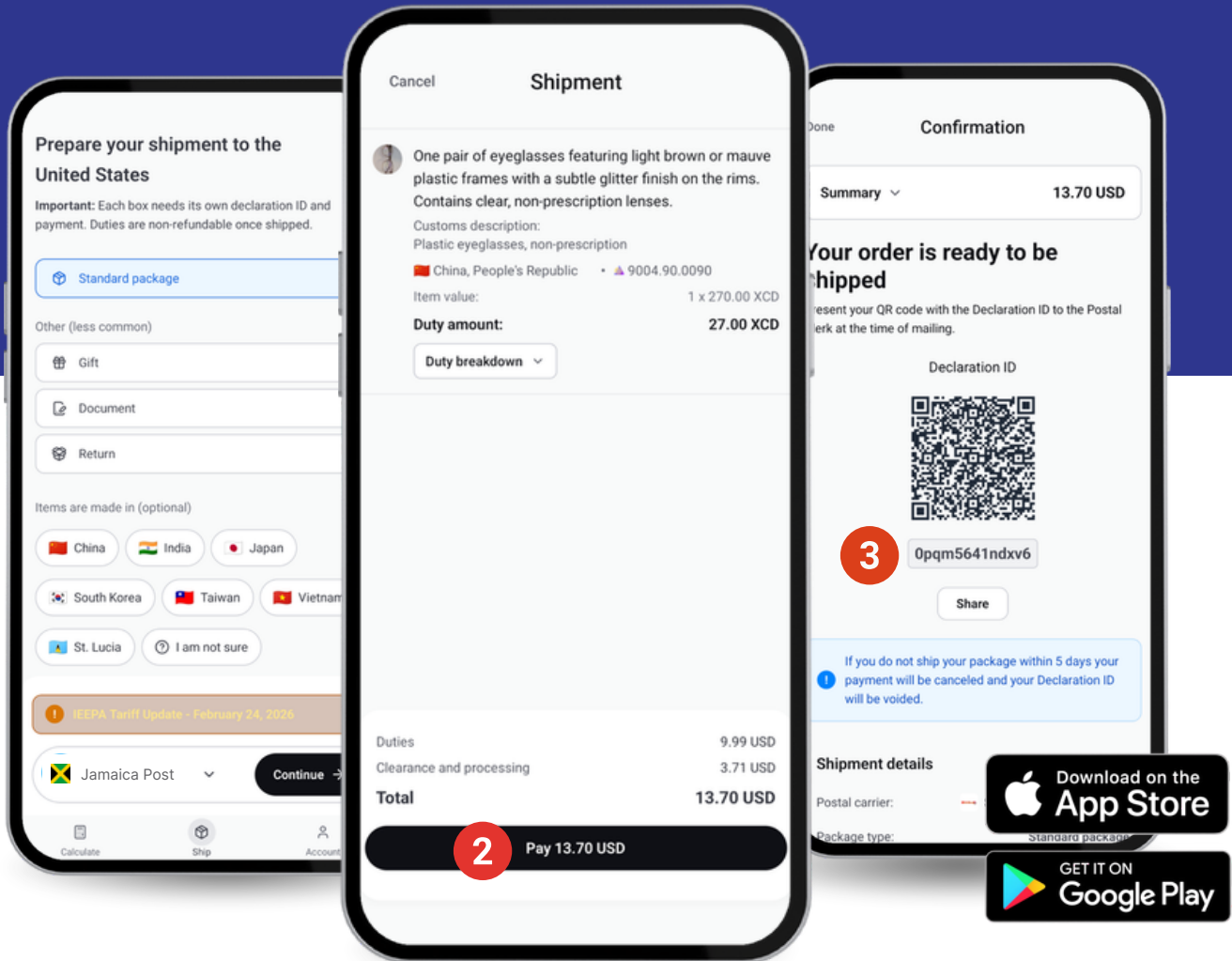
Clearance/processing fees per shipment apply.

Shown in app when prepaying duty cost.





Zonos
Prepay app



Prepay U.S. duties via app

1

Enter shipment info

Select the type of package, then select your post and click "Continue". Then **either** enter customs info manually **or** take a picture to let the app auto-fill info for you.

You can still edit auto-filled info.

Adding a photo (including via manual entry) earns you a **lower processing fee**

2

Pay duties

Get a duty calculation for your shipment and pay instantly in your own local currency.

Click "View item details" to view a breakdown of our calculation.

3

Print label

Show the Declaration ID to the postal counter so they can create your label.

Want to see how it works?
Watch the **how-to video**.



Frequently Asked Questions

When do I need to provide a Declaration ID to the postal clerk?

A Declaration ID is required whenever a U.S.-bound shipping label is created at the postal counter for a package under US\$800. This includes gifts and shipments where the duty is \$0. Use the Prepay app to get a Declaration ID and show it to the clerk when printing your label. Shipments over US\$800 and documents do not need a Declaration ID (do not use the Prepay app for documents or shipments over US\$800).

What if I don't have a Declaration ID?

Without a Declaration ID, the clerk can't accept your U.S.-bound package. Don't worry—you can quickly download and use the Zonos Prepay app right at the post office to get one, then drop off your package.

My Declaration ID won't work. Why?

A Declaration ID may not work if it has expired (IDs expire after 5 days if not linked to a tracking number), was already used, or was canceled. You won't be charged duties or fees for expired or canceled Declaration IDs. Use the Zonos Prepay app to create a new one.

I can't see my QR code. What do I do?

That's alright, show the Declaration ID to the postal clerk and they can manually key in the number for your Declaration ID.

How do I cancel a Declaration ID that has already been linked to a tracking number?

Declaration IDs can only be canceled before linking to a tracking number, or after the tracking number has been voided. Ask the postal clerk to void the label, then create a new Declaration ID and show it to the postal clerk so they can create a new label. Later, contact Zonos support at support@zonos.com to refund the original Declaration ID.

What if I have multiple boxes to ship?

Each box needs its own Declaration ID. When using the Zonos Prepay app, enter the details and complete payment for each box separately (e.g., three boxes = three payments, three Declaration IDs).

Do I have to provide a photo?

No, you do not have to provide a photo, however, the processing fee is \$1 USD lower when you do provide one.

Will I still have to pay when I ship my package?


Yes, postage will still need to be paid to ship out your package. The app only covers the prepayment of duties for your shipment.

Still have questions?

We're here to talk. Here's how to contact us:

 info@jamaicapost.gov.jm

 www.jamaicapost.gov.jm

 (876) 676-6738
(876) 823-6279
(876) 823-6531
(876) 224-4102
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FAQs online

