英語 | # How to use International Mail My Page Service PC version

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Notes before using
-Please input using "half-width alphanumeric characters". Only the address and name fields of the "Recipient" can be entered in Chinese.
-Please have ready a PC, printer and A4-size paper.

> You can select your language setting here (English and Chinese).

1. Registration/Login

① Access the International Mail My Page Service.
The access link is at the website of Japan Post's international mail service.

② Select either **Individual customer** or **Corporate customer**. Then, complete temporary registration following the instructions on the screen. After that, complete final registration following the instructions in the email which will be sent to your email address that you input.

③ Input your email address and password to log in.

④ Click on **Log in**.

> **Forget your password?**
> Click on "Forgot your password ? Click here." and input the necessary information requested.
> **How long is the account usable?**
> The account is usable for 12 months after you complete login at this site.
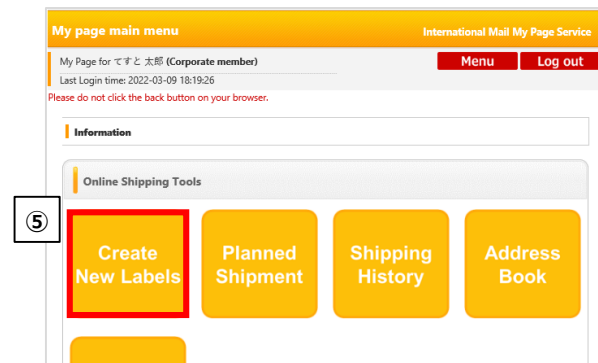> **I have not received the email yet.**
> There is a possibility that the email was recognized as spam. Please check your spam email folder. If you have set filtering, please release the following address. ems-mypage@ml.post.japanpost.jp

2. Selecting the menu

⑤ Click on **Create New Labels**.

3. Sender/Recipient

Registering sender information
⑥ Click on **Enter the sender's address**, and input the information in half-width characters and numbers following the instructions on the screen.
⑦ The information you input is shown here. Then, select the sender from the **Select** column on the left side.
⑧ Click on **Next**.

Registering recipient information
⑨ Click on **Add a recipient's address**, and input the information in half-width characters and numbers following the instructions on the screen.
Please note that you cannot send postal items with shipping labels when you select the wrong country/territory name. In particular, please select "HONG KONG", "MACAO", and "TAIWAN" respectively when you create shipping labels for postal items addressed to Hong Kong, Macao, and Taiwan.
⑩ The information you input is shown here. Then, select the recipient from the **Select** column on the left side.
⑪ Click on **Next**.

  If the sender/recipient addresses and names are to be used only once, you may use the "Directly enter" options at the top (in this case, the entered address and name will not be saved in the address book).

> **Request about inputting postal codes.**
> If the destination country has a postal code system, please input the recipient's postal code as much as possible.
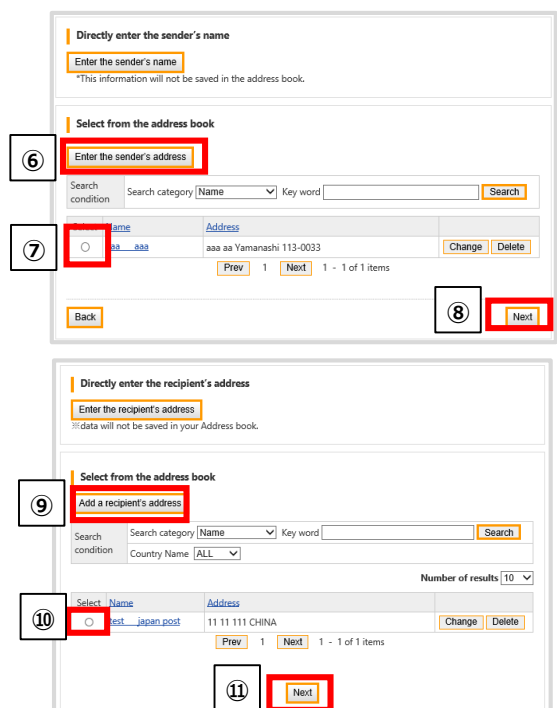
4. Registering shipping service and content details.

Depending on the destination and shipping service, there are options that you cannot select or you cannot see because you do not need to select them.

⑫ Select one option from **Mailing Type**.

⑬ Select one option from **Mailing Method**.
You don't need to select this option for EMS, and ePacket Light.

⑭ Inputting the content details.
Input the **Content name**, **Unit price**, and **Quantity**. Then, click on **Confirm**.
If you have other contents, register each one in the same way.

⑮ Select one option from **Content type** and confirm the **Total value of contents**.

⑯ Agree to the **Confirmation of dangerous goods**.

⑰ Click on **Next**.

About the HS code.
HS codes are code numbers based on the International Convention on the Harmonized Commodity Description and Coding System. For postal items to EU member countries in particular, it is recommended to enter the HS codes for each item, as it is required by the customs authorities of these countries/territories. If this information is not transmitted, or if inaccurate information is provided, the postal items may be delayed or returned.
**About the unit price.**
Even if the value of the contents is unclear, such as for samples and documents, please enter at least one yen for the value, referring to the cost of the materials and paper.
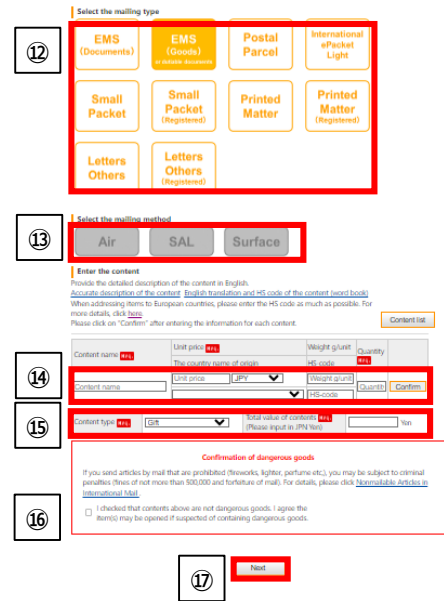
5. Registering shipping information

Depending on the destination and shipping service, there are options that you cannot select or you cannot see because you do not need to select them.

⑱ Input the **Shipping date**. You can select a date up to two weeks later, including today's date. In principle, please send the item on the registered shipping date.

⑲ Input the **Gross Weight**. This information is sent as Electronic Advance Data (EAD). Please input the weight as exactly as possible.

⑳ Select **Commercial Value** or **No Commercial Value**.
Commercial value: This option is for cases where you receive money from the recipient, such as for e-commerce.
No commercial value: This option is for cases where you send the item for personal use or as a sample or for return.

・Select one option from the **Instruction for failed delivery**. This option is only needed for postal parcels.
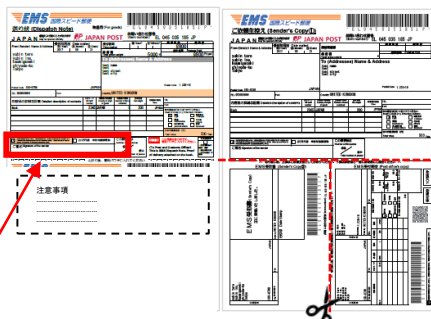
・Click on **Next**.
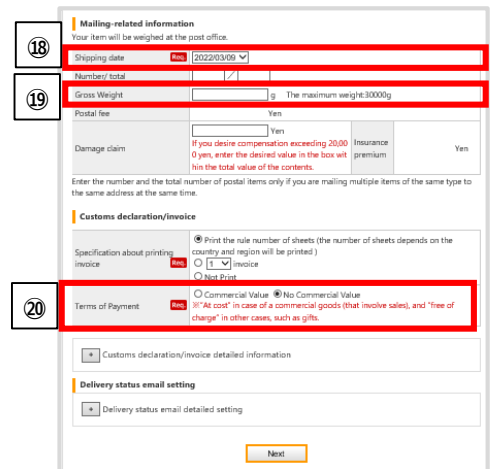
6. Confirmation/Print/Mail

・Check the input information on the confirmation screen. After that, click on **Register shipment** at the bottom of the page.
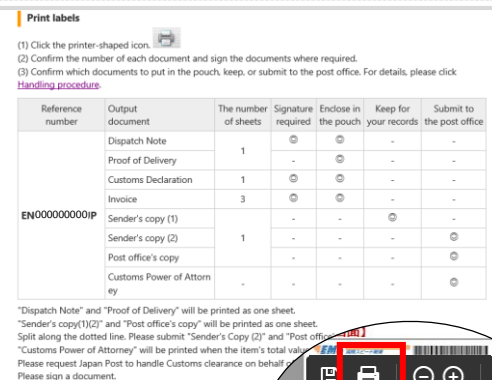・**Notes concerning use** are shown. Agree with the notes and click on **Print after agreeing with the notes**.

㉑ Print displayed label.
Internet Explorer: Hover the mouse over the label and click the printer icon.
Google Chrome: Click printer icon on the right-top of the label.
Mozilla Firefox: Click ">>" button and select "print".
Microsoft Edge: Click "・・・" button and select "print".

㉒ Sign your signature and cut off the label, referring to the instructions on the screen. After that, mail it at a post office service counter or hand it to the collection personnel with the label put in the pouch.

ご署名 Signature of the sender

[customers contents confirmation]

Placing your mouse here displays the print button (Internet Explorer)

Printing problems
If printing does not go well, it may be due to the following problems.
-Using a browser that is not recommended.
-Using unsupported characters/language. (Only English, Simplified Chinese and Traditional Chinese are fully supported.)