



Prepayment of Import Duties, Taxes and Fees Prior to Delivery in Indonesia

Effective immediately, importers need to complete payment for any duties, taxes, and other applicable charges before their import shipment that is released from customs can be delivered.

After the import shipment is released, UPS Indonesia (contact number: +62 857-1411-8311) will send a WhatsApp message to the contact number listed on the recipient's Air Waybill. The message will include detailed information regarding the outstanding duties, taxes and other applicable charges, along with a secure Standard Chartered Bank payment link to complete prepayment.

The recipient must make the payment by the same day. UPS staff will contact recipients who have not made payment via follow-up calls till payment is received.

UPS will deliver the package after receiving the prepayment.

If you have any questions, please do not hesitate to contact us.

- **Local Customer Service Hotline:** 0807-1-877-877
- **UPS Indonesia on WhatsApp:** +62 815-1144-4446
- **Email:** fdcstc@ups.com