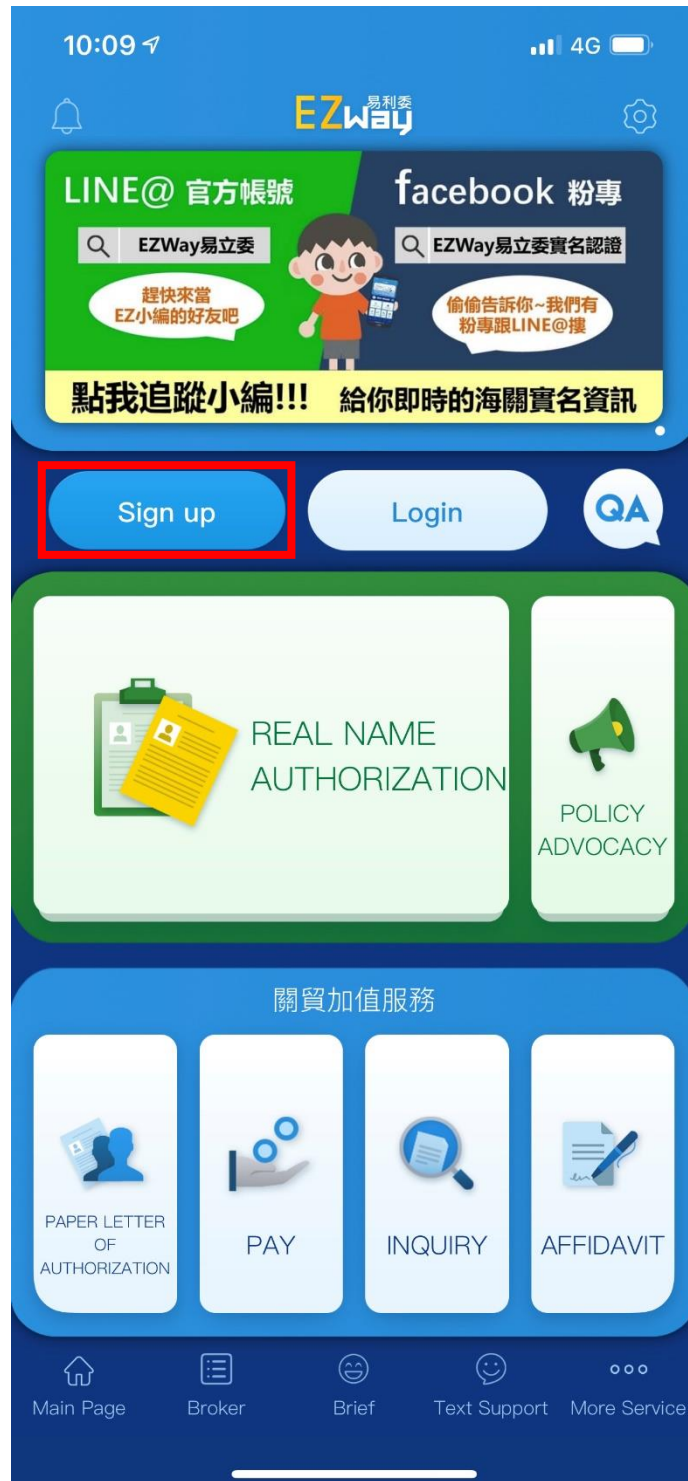


1. Open EZ Way application



2. Click [Sign up]



3. Choose your Nationality and the credentials you have

12:13 4G

← Sign up

# Easy Steps to Get Started

Prepare your Cellphone and ID

Step 1: Take ID Photo (ID Card/Resident Certificate)

Step 2: Complete Basic Info

Step 3: Verify

Nationality

R.O.C Citizen

Not Citizen

Credentials

Resident Certificate

Other Certificate

Start

4. For people of the Mainland China Area, Hong Kong, and Macao who have resident certificate, please choose [China, Hong Kong, Macao] to continue. [Chinese Name] is a required field in application process.

For people of other countries (not China, Hong Kong and Macao area), please choose [Other Country] to continue. [Chinese Name] is an optional field in application process.

12:13 4G

Sign up

### Easy Steps to Get Started

Prepare your Cellphone and ID

Step 1: Take ID Photo (ID Card/Resident Certificate)

Step 2: Complete Basic Info

Step 3: Verify

Nationality

R.O.C Citizen  Not Citizen

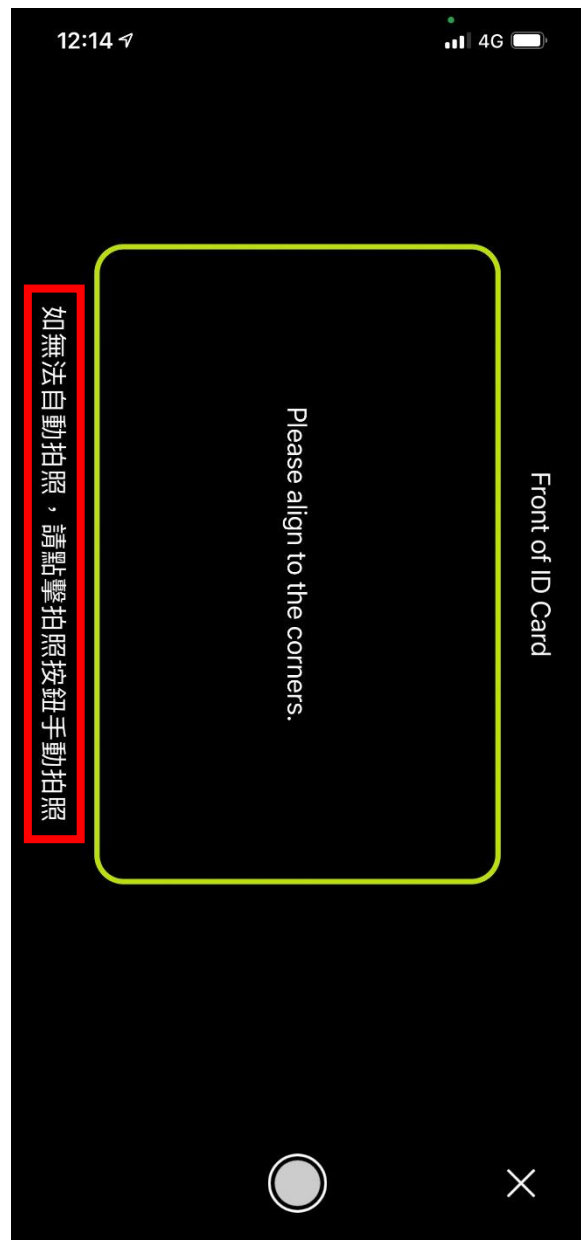
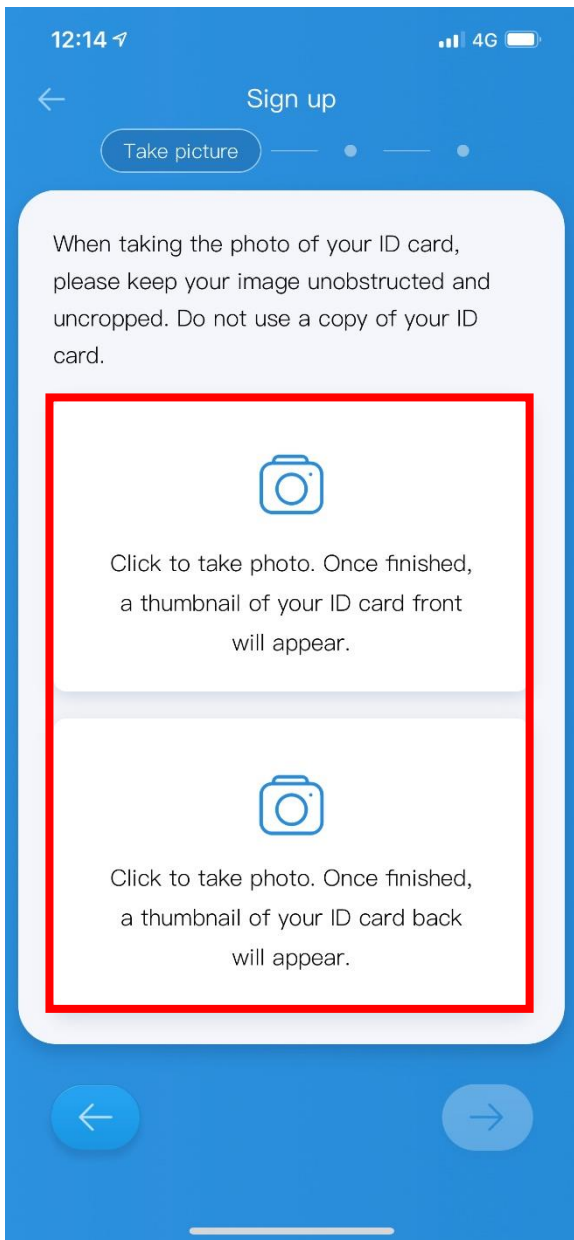
Credentials

Resident Certificate  Other Certificate

China, Hong Kong, Macao  Other Country

Start

## 5. Take photos of both sides of the Resident Certificate





6. On the preview page, click the arrow in lower right corner to continue.



7. Input all fields, and click the arrow in lower right corner to continue.

12:17 4G

← Sign up

✓ Fill in information


Nationality

R.O.C Citizen  Not Citizen

Credentials

Resident Certificate  Other Certificate

China, Hong Kong, Macao  Other Country

English Name (must match the passport) 

TSAI PEI YUAN

The identification result is "TSAI PEI YUAN", if there is any error, please modify in the above fields.

Chinese Name (Not mandatory)


蔡培源

ID Card No.

DC00000003

The identification result is "DC00000003", if there is any error, please modify in the above fields.


Resident Certificate Expiry date


2099-12-31 


12:17 4G

← Sign up

ARC

Password 

Confirm Password 

Contact No. 

Email

ezway@tradevan.com.tw

Address (optional)

Input Address

Please enter your exact ID No. and name. You will need to revalidate your information if the Customs cannot verify your data.

← →

8. Check to agree all terms and conditions, and click the arrow to send verification code through SMS.

12:18 4G

### Sign up

✓ — ✓ — Verify

Please take the photo of the front and back side of your ID card, and verify through SMS verification code

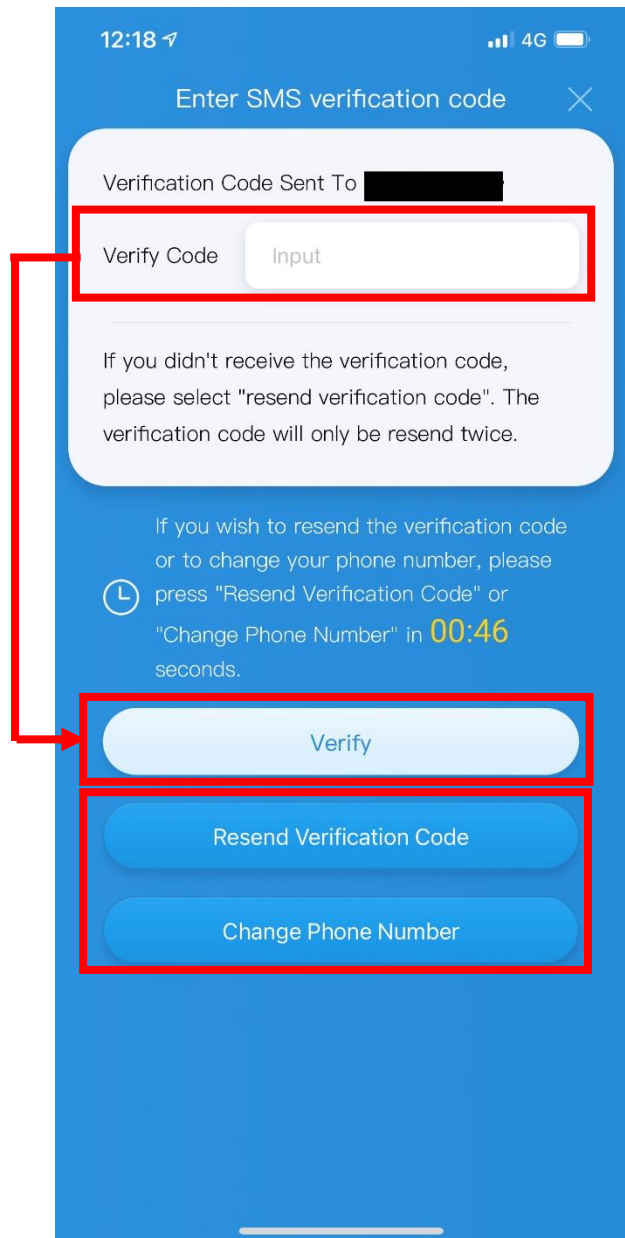
If you cannot receive sms from EZ Way, please confirm if you've installed APP such as WHOSCALL that might blocked sms, or if your phone was set to block sms from unknown numbers. If you still cannot receive the text messages, please confirm with your telecom company whether your number was set to block advertising sms. The numbers used to send sms from EZ Way are: 0911510172, 0954000172, 0911511205, 0954000742 and 0911510694.

- Please be sure that the registered cellphone No, can receive verification code through SMS.
- Agree to upload and save ID card for identity verification and Customs examination.

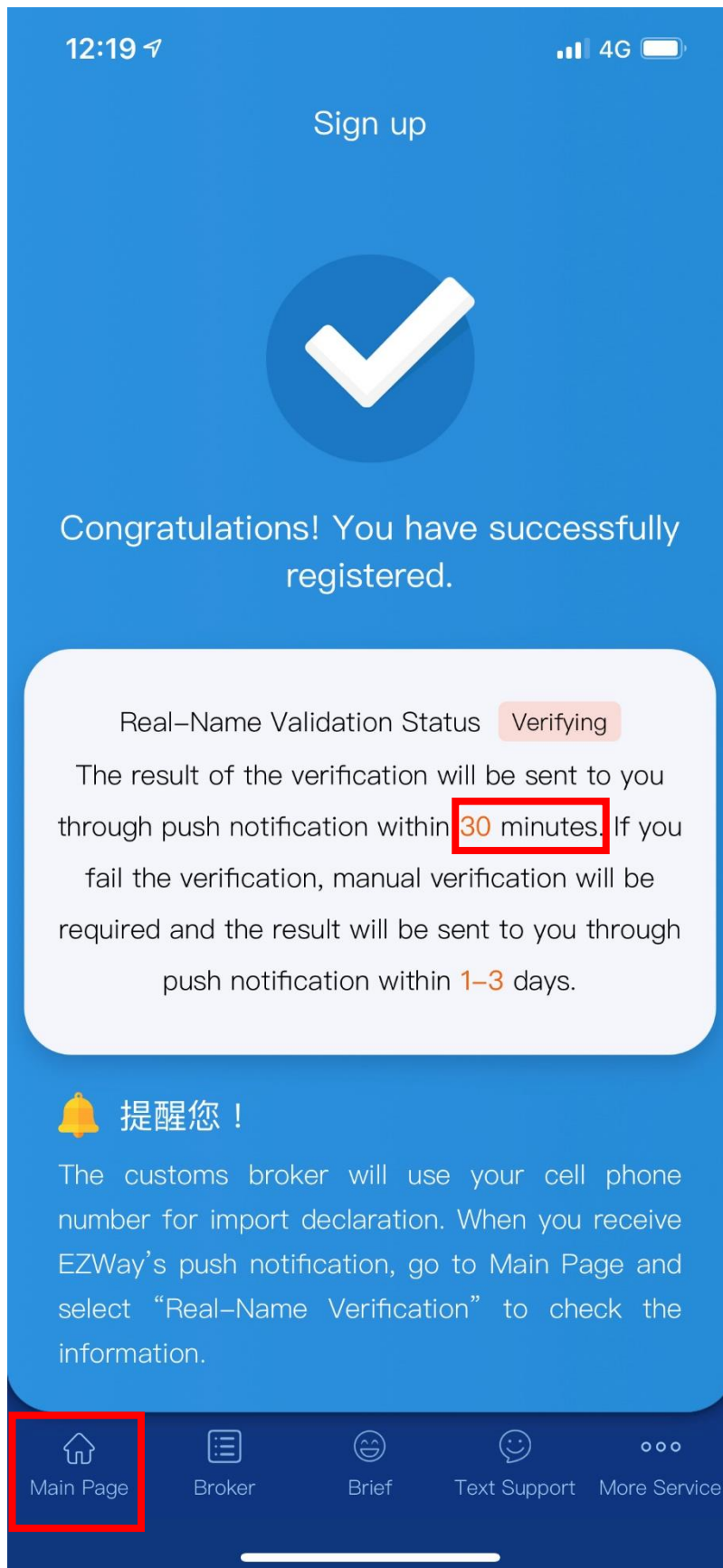
← →

9. Input verification code which received from text message and click [VERIFY].

If you didn't get the text message, please check your phone No. again and make sure the Block SMS settings on your phone or click [Change Phone Number] to revise phone number.



10. You've input the verification code correctly to complete the application. It might need 30 minutes for the Customs Office to review/approve your case. Click [Main page] to go back to the main page of EZ Way.



10. After its approval, you'll get notification through email. Meanwhile, you can see [validated] & [Success] on the main page of EZ Way.

Dear 蔡培源

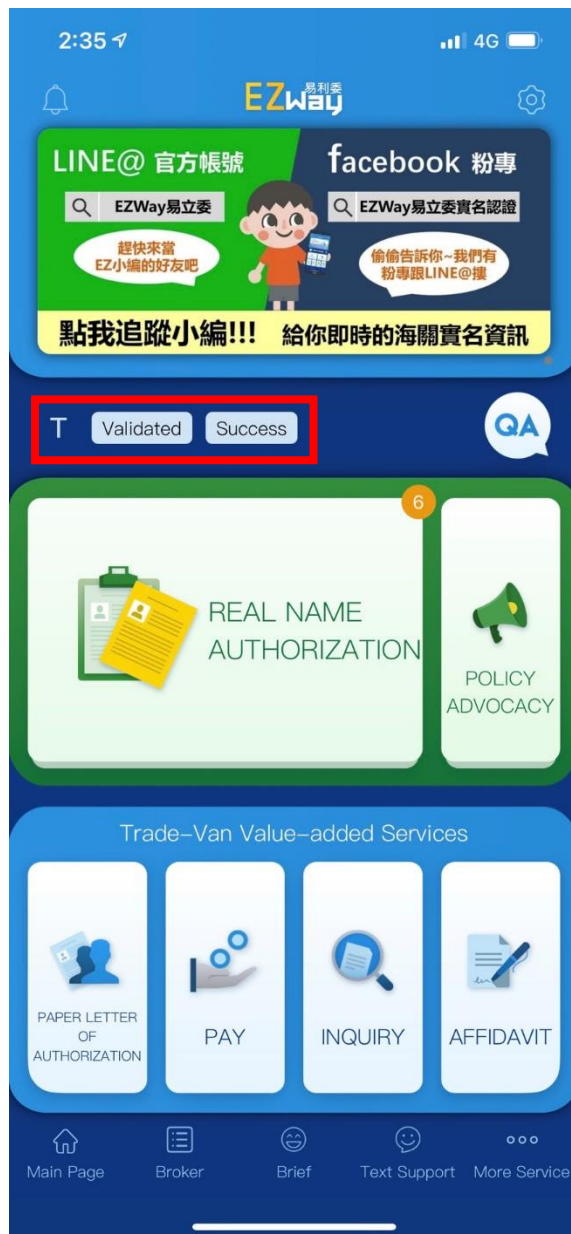
EZWay is provided by **Trade-Van** to simplify Customs clearance procedures. This APP not only makes the Authorization process paperless but also fully comply with the requirements and regulations of Taiwan Customs. By using EZWay, the import and export operations are made easy and speed up the process of ordering goods overseas.

The following is the information of your application:

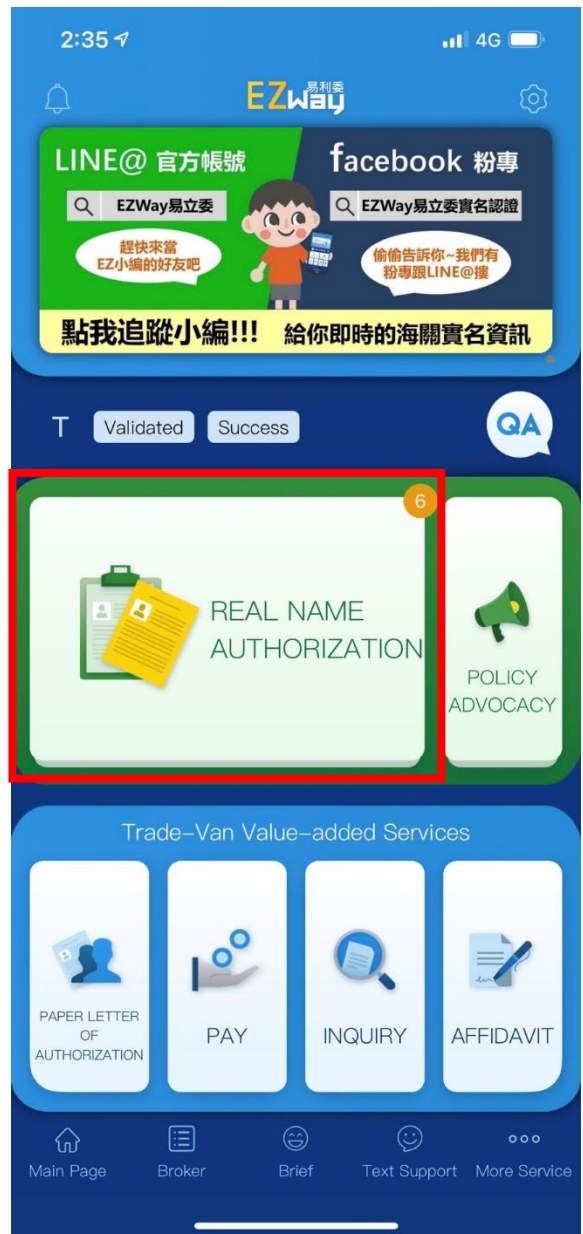
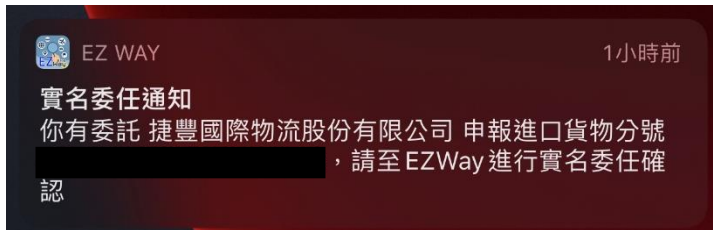
Account: ARC  
ID card number: DC0\*\*\*\*003  
Approved time: 2021.03.30 10:20:00

The result of the verification will be send to you through push notification within **30** minutes. If you fail the verification, manual verification will be required and the result will be send to you through push notification within **1-3** days.

Please note: This mail is sent by the system automatically, please do not reply!  
If you have any questions, please feel free to contact us [via text](#) and we will do our best service.  
Thank you  
via text:  
<https://contact-center.hithot.cc/tradevan/Webhook/>



12. When the parcel arrives at Taiwan, the Customs broker would submit declaration to Customs. After that, you will get push notification from Ez Way. There will be numbers on the upper right of REAL NAME AUTHORIZATION function which indicates how many parcel declaration records wait for your confirmation.



13. In REAL NAME AUTHORIZATION, it shows the declaration records. Click the arrow to see more details...



14. The declared price and goods description can be a clue for you to determine whether this is your parcel or not. Click [Inquire Customs Clearance Procedures] to see its Customs Clearance flow.

The screenshot shows a mobile application interface with a blue background. At the top, the time is 2:36 and the network is 4G. The title is 'Real-Name Validation'. Below the title is a white rounded rectangle containing the following information:

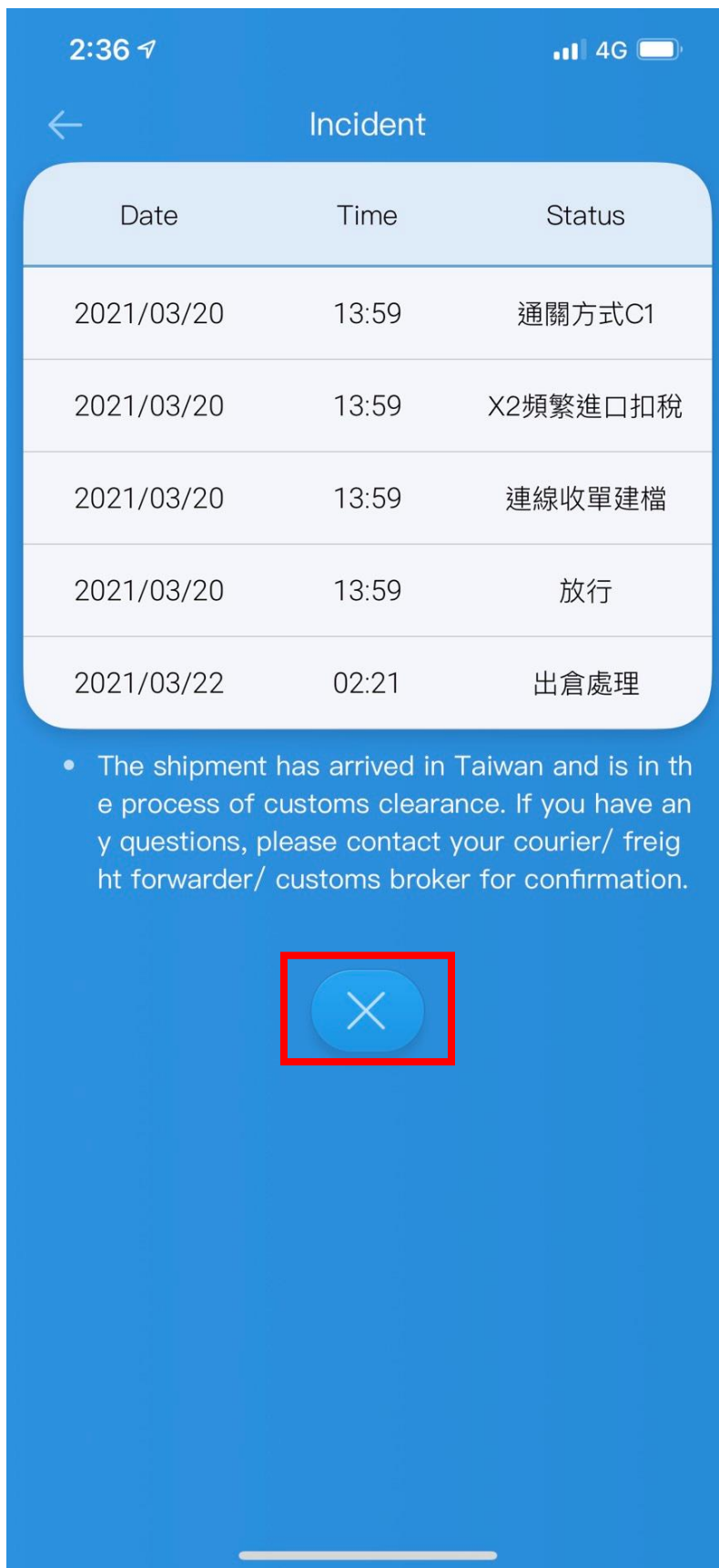
Declaration Date	2021/03/22
Declaration No	[REDACTED]
HAWB No	[REDACTED]
Broker	捷豐國際物流股份有限公司 0225148667
Declared Price	942
Source of goods	Status of Goods [REDACTED]
	OrderNo : [REDACTED]

Below the white rectangle is a section with a dropdown arrow and the text 'Goods description' followed by the number '1'. Underneath this is a list of instructions:

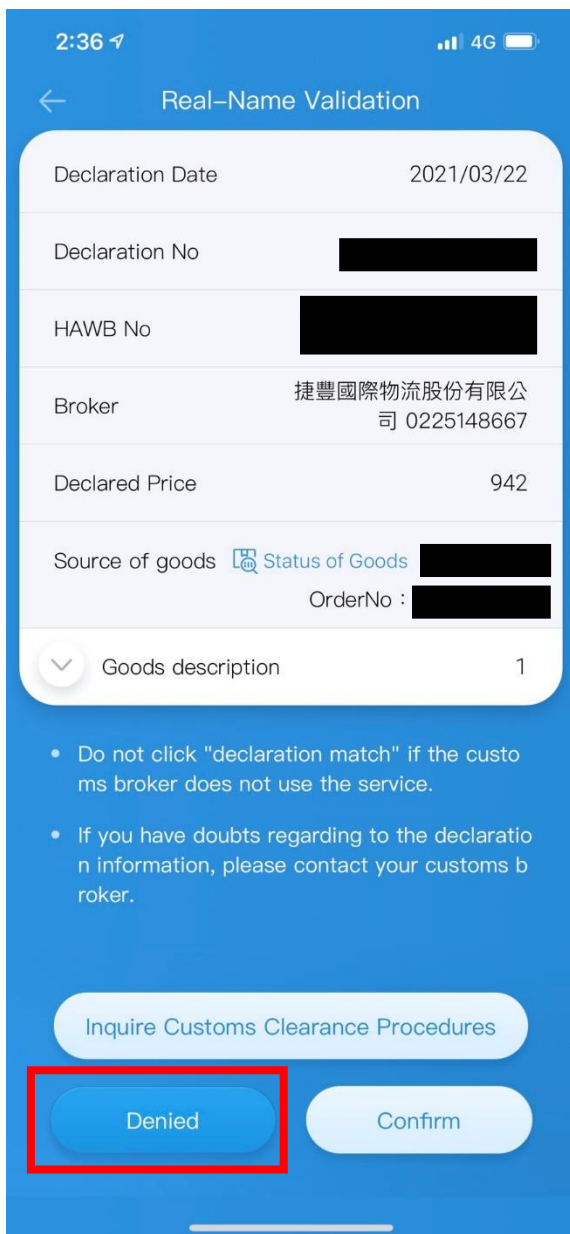
- Do not click "declaration match" if the customs broker does not use the service.
- If you have doubts regarding to the declaration information, please contact your customs broker.

At the bottom, there are three buttons: 'Inquire Customs Clearance Procedures' (highlighted with a red box), 'Denied', and 'Confirm'.

15. The shipment has arrived in Taiwan. If you have any question, please contact courier/ freight forwarder/ customs broker for further help.



16. Click [Denied] reporting to Customs office if there is any false declaration and choose the reason



2:36 4G

Real-Name Validation

Declaration Date 2021/03/22

Declaration No [REDACTED]

HAWB No [REDACTED]

Broker 捷豐國際物流股份有限公司 0225148667

Declared Price 942

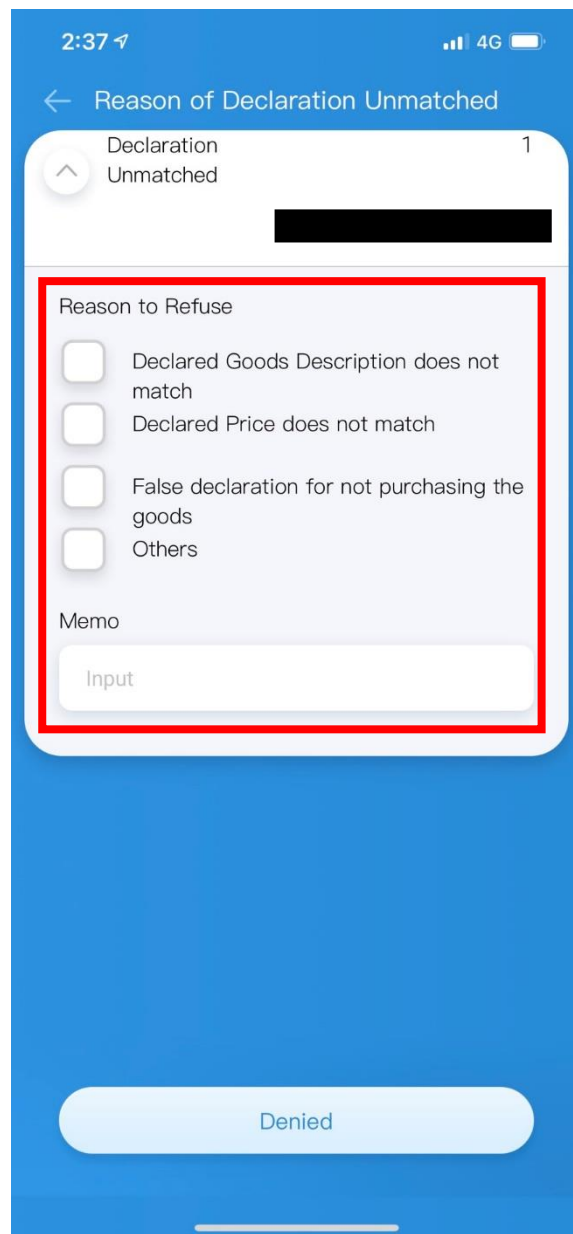
Source of goods Status of Goods [REDACTED]  
OrderNo : [REDACTED]

Goods description 1

- Do not click "declaration match" if the customs broker does not use the service.
- If you have doubts regarding to the declaration information, please contact your customs broker.

Inquire Customs Clearance Procedures

**Denied** Confirm



2:37 4G

Reason of Declaration Unmatched

Declaration Unmatched 1

[REDACTED]

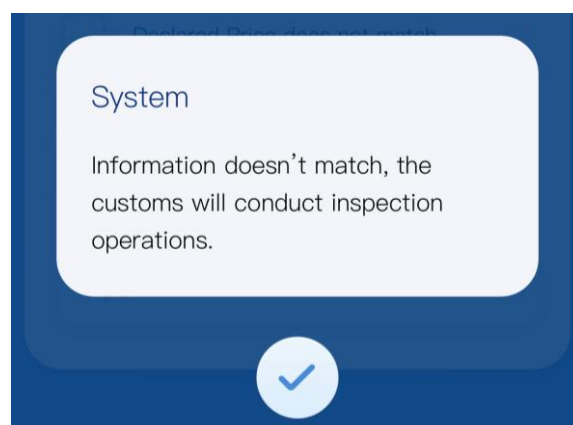
Reason to Refuse

- Declared Goods Description does not match
- Declared Price does not match
- False declaration for not purchasing the goods
- Others

Memo

Input

Denied



System

Information doesn't match, the customs will conduct inspection operations.

2:37 4G

Reason of Declaration Unmatched

Declaration Unmatched 1

Reason to Refuse

- Declared Goods Description does not match
- Declared Price does not match
- False declaration for not purchasing the goods
- Others

Memo

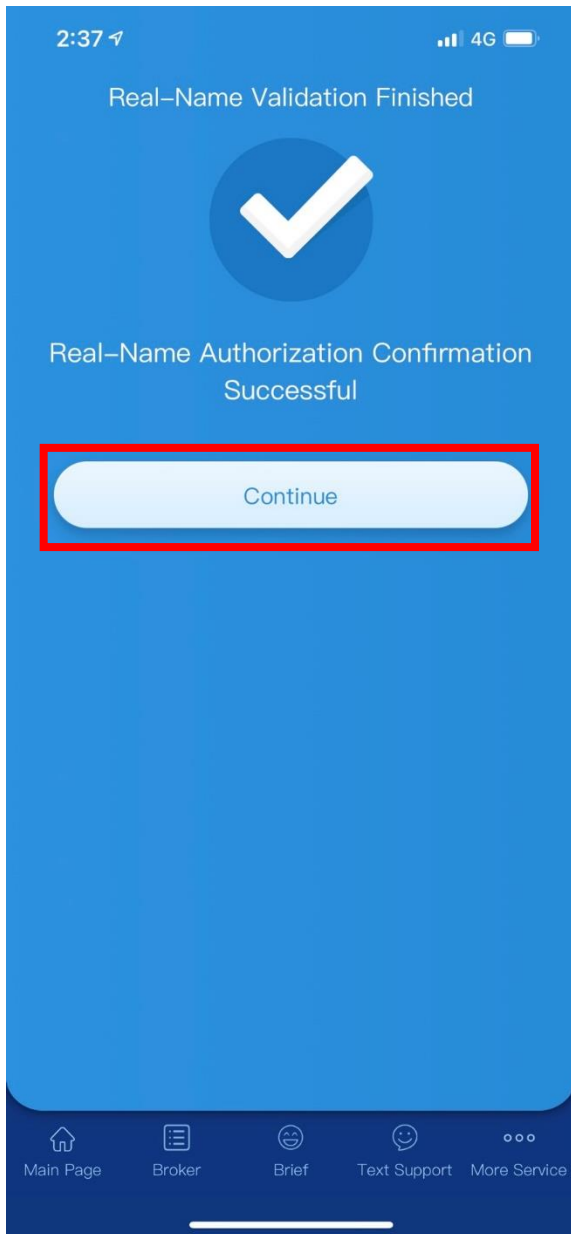
Input

Denied

System

You are reporting HAWB [redacted] as declaration unmatched, is that correct?

17. The status of the record would be changed into Denied from Not Yet Replied.



18. Click the arrow to view Total Tax Amount and Detail.

2:38 4G

Real-Name Validation

Declaration Date 2021/03/22

Declaration No [Redacted]

HAWB No [Redacted]

Broker 捷豐國際物流股份有限公司 0225148667

Declared Price 942

Total Tax Amount [Detail](#) 47  
This has been paid by the courier company.

Source of goods [Status of Goods](#) [Redacted]  
OrderNo : [Redacted]

Goods description 1

- Do not click "declaration match" if the customs broker does not use the service.
- If you have doubts regarding to the declaration

[Inquire Customs Clearance Procedures](#)

Denied Confirm

Serial No. [Redacted]

營業稅 47

This has been paid by the courier company.

Source of goods [Status of Goods](#) [Redacted]  
OrderNo : [Redacted]

Goods description 1

19. Click [Confirm] reporting to Customs office if the context of declaration is correct

2:36 4G

Real-Name Validation

Declaration Date 2021/03/22

Declaration No [REDACTED]

HAWB No [REDACTED]

Broker 捷豐國際物流股份有限公司 0225148667

Declared Price 942

Source of goods [REDACTED] Status of Goods [REDACTED]

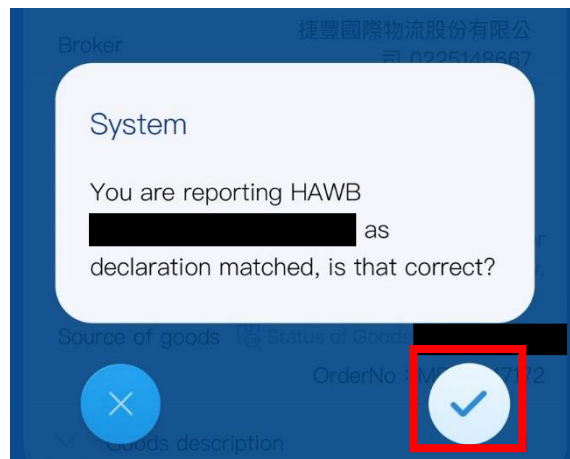
OrderNo [REDACTED]

Goods description 1

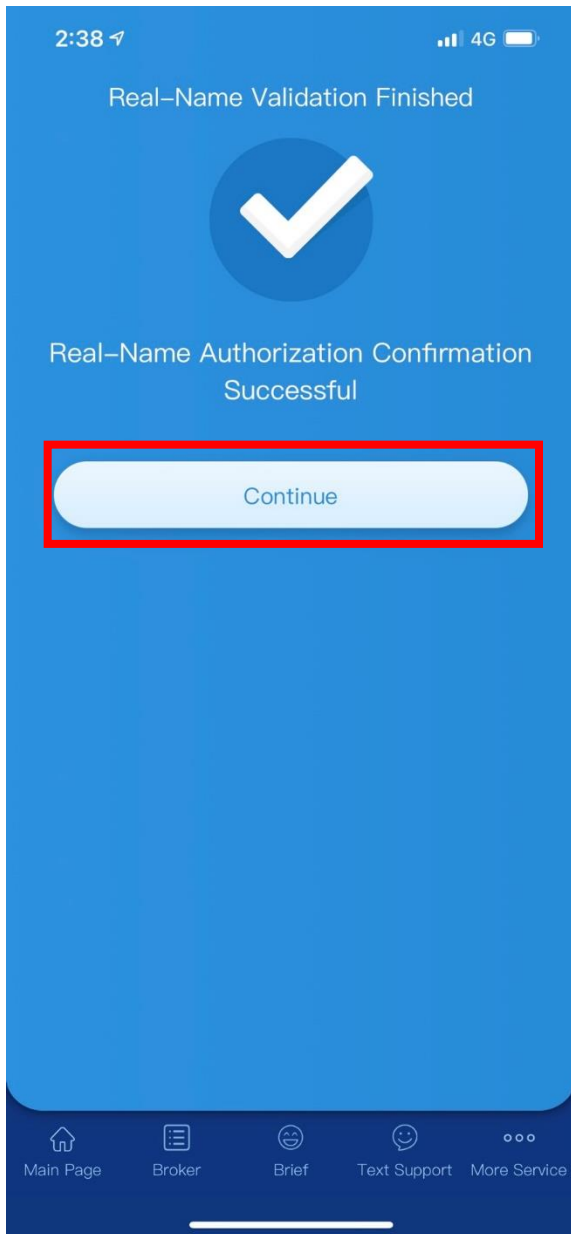
- Do not click "declaration match" if the customs broker does not use the service.
- If you have doubts regarding to the declaration information, please contact your customs broker.

Inquire Customs Clearance Procedures

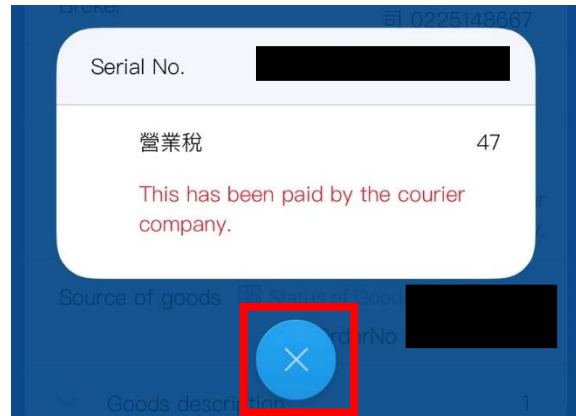
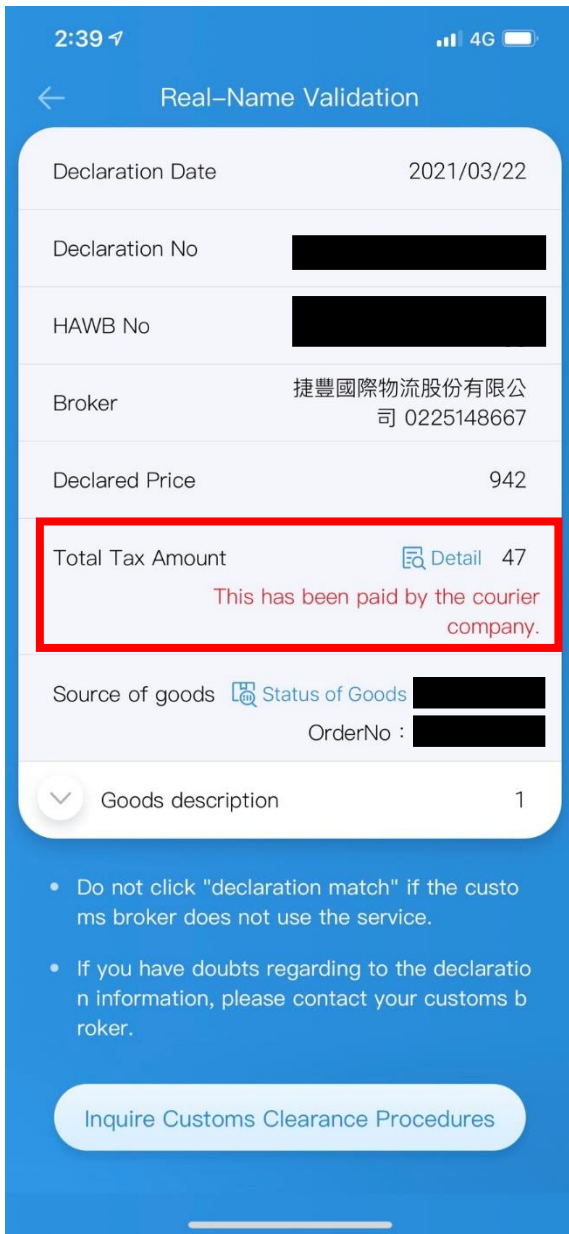
Denied Confirm



20. The status of the record would be changed into Confirm from Not Yet Replied.



21. Click the arrow to view Total Tax Amount and Detail.



Please do not hesitate to contact us through E-MAIL: [ezway@tradevan.com.tw](mailto:ezway@tradevan.com.tw)  
We'll try our best to help you.