

## Important update: ICS2 compliance & upcoming changes

Dear Customer,

As previously communicated in our Import Customs System 2 (ICS2) [Guidelines](#), the European Union (EU) is enforcing even stricter customs regulations. **Starting April 1, 2025, full compliance with Entry Summary Declarations (ENS) will be mandatory, with stricter enforcement.**

To comply with these EU-imposed requirements and to help you avoid disruptions, we are introducing the **No MRN / No Load** policy.

### **No MRN / No Load policy**

Shipments without a valid Movement Reference Number (MRN) -from an ENS filing- cannot enter the EU. Containers lacking an ENS declaration and MRN won't be loaded at origin.

### **Common errors in shipping instructions and how to avoid them**

To ensure smooth processing and compliance with EU Customs, we have identified common errors that cause issues and delays:

#### **Missing or invalid EORI numbers**

- **Issue:** Missing/incorrect EORI numbers cause customs rejections.
- **Solution:** Verify EORI number accuracy via the [EU's validation tool](#).

#### **Incorrect phone number format**

- **Issue:** Non-standard phone numbers with symbols or letters cause processing errors.
- **Solution:** Use only digits and follow the required format.

#### **Unacceptable cargo HS codes and descriptions**

- **Issue:** Non-compliant cargo descriptions or HS codes delay customs clearance.
- **Solution:** Verify them against the latest EU Customs guidelines to prevent rejections.

### **Action required**

To avoid shipment delays or cancellations, please:

1. Submit all required details by the document deadline.
2. Ensure all data is accurate, as errors may prevent MRN issuance, causing delays or cancellations.

We understand these new requirements may be challenging, and we're [here](#) to support you through this transition. For the latest updates, feel free to check our [website](#).

Best regards,



**Diana**

from our Customer Communications Team