



**New regulation in CS Import process: Release requests only for ETA ≤ 2 weeks**

**Dear Customer,**

Starting from April 1, 2025, we are implementing a change in our Customer Service Import (CS Import) process:

**Release requests for shipments with an estimated time of arrival (ETA) more than two weeks in advance will no longer be accepted.**

**Why is this change being implemented?**

As part of the Secure Container Release process, it is not possible to grant releases for shipments with an ETA beyond two weeks. Early requests can result in invalid releases, causing unnecessary workload for both sides.

Please submit release requests only for shipments with an ETA within the next two weeks.

For any questions regarding this topic, please feel free to [contact our team](#), who will guide you based on your individual situation.

Best regards,



**Diana**

from our Customer Communications Team