

User Guide

for US Parcel CPSC

Compliance Requirement



An easier way to handle and ship eBay orders

Process orders from multiple eBay accounts at the same time, saving you valuable time. Simple and friendly user interface that enables you to process, ship and track your packages in a seamless workflow.



CPaSS

- Cross Border
- Parcel
- Shipping
- Solution



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Project Background

What is CPSC Compliance

CPSC (Consumer Product Safety Commission) is an independent U.S. government agency responsible for regulating the safety of consumer products. Starting July 8, 2026, all specific goods shipped to the United States must provide a CPSC compliance certificate at customs clearance.

Important Note: This feature only applies to packages shipped to the U.S. mainland and U.S. territories (including MP/MH/GU/FM/PW/AS/PR/VI).

Who Needs to Use the CPSC Feature

If you sell the following categories of goods to the United States, you need to prepare CPSC compliance information.

Product categories requiring a CPSC certificate:

- Children's toys
- Children's clothing
- Baby products
- Other goods subject to CPSC regulation
- Note: The system will automatically determine whether CPSC information needs to be filled in based on your product category.

Note: If your product is flagged by the system as requiring a CPSC certificate but qualifies for an exemption, once you self-declare the exemption, the system will no longer require you to provide a product certificate (see [\[Exemption Conditions\]](#) for details).

CPSC CoC Preset

After enabling the SpeedPAK service, you can access the SpeedPAK Setting-CPSC Doc menu to maintain Certificates of Compliance (CoC) required for customs clearance with Orange Connex Carrier.

The screenshot shows the 'My account' settings page. The left sidebar contains the following menu items: System setting, eBay account, Carrier, Bring your own account, eBay discount service, Other setting, SKU setting, Picking list, Preference, SpeedPAK Setting (highlighted with a red box), and CPSC Doc (highlighted with a red box). The main content area displays a grid of CoC modules. At the top, there are three tabs: 'Orange Connex (Japan)' (highlighted with a blue box), 'Orange Connex (UAE)', and 'Orange Connex'. Below the tabs is a 'Carrier' dropdown menu and a 'CPSC Name' dropdown menu. The grid contains four modules: two 'Reference PGA' modules and two 'Full PGA' modules. Each module displays a 'CPSC Name', a unique ID, and other details like Certifier ID, Product ID, and Version ID for Reference PGA, and Manufacturer Name and Date for Full PGA.

You can add two different CoC modules:

- Full PGA Message Set
- Reference PGA Message Set

You can also include either a Children's Product Certificate (CPC) or a General Certificate of Conformity (GCC). After saving, you can select the CoC when maintaining SKU presets and arranging packages.

To add a CoC:

1. Click the [Add] button to open the template selection window.
2. Select the appropriate template.

Full PGA Message Set

The Full PGA Message Set includes all required data for regulated products. Use this method when the product is not listed in the CPSC's Product Registry. The following information is mandatory:

- CPSC Name: A descriptive name for this record. This name will be used for selection when arranging packages.

- Manufacturer Information:
 - Manufacturer name
 - Manufacture date
 - Telephone number
 - Address
- Testing Laboratory:
 - Laboratory name
 - Test date
 - Telephone number
 - Address
 - Citation code
 - Applicable consumer product safety rules (select one or more that apply to the certified product)
- CPSC Document: Upload a Certificate of Compliance file. Orange Connex will use this for customs clearance.

Add



Full PGA message set

Reference PGA message set

CPSC Name

Manufacture Information

Name

Tel

Manufacture Date

Dec, 2026



Country or region

Province

City

Postcode

Street

Testing Laboratory

Laboratory Name

Tel

Test Date

April 21, 2026



Country or region

Province

City

Post code

Street

Citation code

CPSC CoC



Drag and drop files

Up to 5MB per file in PDF, PNG and JPEG.

[Browse files](#)

Close

Save

Reference PGA Message Set

The Reference PGA Message Set is a minimal PGA message used to reference existing Certificate of Compliance data from the CPSC's Product Registry. The following information is mandatory:

- CPSC Name: A descriptive name for this record. This name will be used for selection when arranging packages.
- Certifier ID: A unique identifier created by the importer to certify product certificates. This ensures the correct importer is linked to the certificate of compliance filed in the Product Registry.
- Product ID: A unique identifier for the product being certified.
- Version ID: A unique identifier for the specific version of a product certificate in the Product Registry. The Version ID is the only identifier that changes when an existing product certificate is updated.
- CPSC Document: Upload a Certificate of Compliance file. Orange Connex will use this for customs clearance.

The screenshot shows a web form titled "Add" with a close button (X) in the top right corner. At the top, there are two radio buttons: "Full PGA message set" (unselected) and "Reference PGA message set" (selected). Below this are five text input fields labeled "CPSC Name", "Certifier ID", "Product ID", and "Version ID". The "CPSC CoC" field is a file upload area with a dashed border, containing an upload icon, the text "Drag and drop files", "Up to 5MB per file in PDF, PNG and JPEG.", and a "Browse files" link. At the bottom right, there are two buttons: "Close" and "Save".

After Creation:

Once a CPSC record is successfully created, the system generates a CPSC ID to distinguish each record.

Viewing CPSC Records:

CPSC records are displayed as cards and can be searched by maintained information.

- Reference PGA cards display: CPSC Name, CPSC ID, Certifier ID, Product ID, and Version ID
- Full PGA cards display: CPSC Name, CPSC ID, Manufacturer Name, Manufacture Date, Laboratory Name, and Product Test Date

☐ Full PGA 


CPSC Name534
CF387539893787835873

Manufacturer Name
John Doe

Manufacturer Date
Dec, 2025

Laboratory Name
Jane Doe

Product Test Date
April 2, 2026

☐ Reference PGA 

CPSC Name126
CR387539893787835873

Certifier ID
ID91111

Product ID
IC87393

Version ID
v90838743

Detail



Full PGA Message

CPSC Name

CPSC Name534

CPSC ID

CF387539893787835873

Manufacture Information

Name

John Doe

Tel

675654987676

Manufacture Date

Dec, 2025

Country or region

Japan

Province

City

Yamaguchi

Postcode

780-826

Street

Hokkaidokatougunsihorotyouwakkakunneppu

Testing Laboratory

Laboratory Name

Jane Doe

Tel

7439908790

Test Date

April 2, 2026

Country or region

Japan

Province

Ishikawa

City

Wajima Shi

Post code

Street

Isikawakenwazimasimonzenmachitamura24-14, 〒927-2105, Monzemmachi Tamura, Wajima Shi, Ishikawa, 927-2105, Japan

Citation code

4.3.5.2-ASTM F963: Toy Substrate Materials

4.26-ASTM F963: Toys Intended to Be Attached to a Crib or Playpen

CPSC CoC

[CHILDREN'S PRODUCT CERTIFICATE \(CPC\).pdf](#)

Close

Detail ✕

📄 Reference PGA Message

CPSC Name
CPSC Name126

CPSC ID
CR387539893787835873

Certifier ID
ID91111

Product ID
IC87393

Version ID
v90838743

CPSC CoC
[CHILDREN'S PRODUCT CERTIFICATE \(CPC\).pdf](#)

Close

Managing Records:

- **Delete:** Click the [Delete] icon in the upper right corner to remove unused CPSC records.
- **View Details:** Click a card to review the full details of a CPSC record.
- **Download:** Click the [Download] button to download CPSC records.
- **Refresh (Orange Connex HK Limited only):** Click the [Refresh] button to sync CPSC records from eDIS. This will replace all records under OC-HK.

Orange Connex (Japan)
Orange Connex (UAE)
Orange Connex (HK) Limited

▼ CPSC Name

Search

📄 Reference PGA

CPSC Name126

ED387539893787835873

Certifier ID
ID91111

Product ID
IC87393

Version ID
v90838743

SKU

SKU Preset

You can add CPSC information to a SKU. When the SKU is applied to items requiring CPSC compliance, this CPSC information will be automatically included.

On the SKU preset page, you can:

- Select a CPSC record
- Declare the SKU as exempted
- Leave it blank

Note: Even if you have preset CPSC information, you can modify it when arranging packages.

The screenshot shows a form titled "Add" with a close button (X) in the top right corner. The form contains the following fields and options:

- SKU:** A text input field with a character count of 0 / 64.
- Item name for declaration (EN):** A text input field with a character count of 0 / 128. Below it, there is a green note: "Leave this field as blank if you want to apply item title as the value. Part of item title can be cut if it exceeds the carrier limit."
- Unit price:** A numeric input field with "0.00" and a currency dropdown menu set to "USD". Below it, there is a green note: "Leave this field as 0 if you want to apply sold price as the value for different listings."
- Unit weight (kg):** A numeric input field with "0.000".
- Country of origin:** A text input field.
- HS Code:** A text input field.
- Has battery:** A checkbox that is currently unchecked.
- Package size (cm):** Three numeric input fields, each with "0.0", separated by "x" characters. Below them, there is a blue note: "If the package only contains one item, the package size for SKU will be applied."
- CPSC:** A dropdown menu with a downward arrow. Below it, there is a checkbox labeled "My SKU is exempted". Below the checkbox, there is a note: "If you confirm that no certificate is required due to one of the following cases, you need to choose the specific category and condition and check the box 'MY SKU is exempted'."

At the bottom right of the form, there are two buttons: "Close" and "Save". The "Save" button is highlighted in blue.

For exempted SKU:

Provide additional product details as instructed, such as category, condition, material, or fabric weight.

Country of origin:

HS Code:

Has battery:

Package size(cm) x x

If the package only contains one item, the package size for SKU will be applied.

CPSC:

My SKU is exempted

If you confirm that no certificate is required due to one of the following cases, you need to choose the specific category and condition and check the box "My SKU is exempted".

Category	Condition
Toy	<input type="radio"/> Antique <input type="radio"/> Age>13 <input type="radio"/> Vintage
Adult Product	<input type="radio"/> Used <input checked="" type="radio"/> Adult apparel with: <ul style="list-style-type: none"> <input checked="" type="radio"/> Material includes acrylic, modacrylic, nylon, polyamide, olefin, polypropylene, polyester, wool, cashmere, OR polyester <input type="radio"/> Fabric weight ≥ 2.6 oz/yard AND Fabric type is <input type="text"/>

Link SKU with CPSC profile

To link multiple SKU records with one CPSC profile efficiently, use the bulk upload feature.

To upload:

1. Go to the SKU setting page.
2. Click [Upload - Associate SKU & CPSC] to open the upload window.
3. Click [Download Template] to download the template file:
 - The first worksheet contains examples
 - The Reference worksheet provides completion instructions
4. Upload the template by:
 - Dragging and dropping the file into the designated area, OR
 - Clicking to browse and select the file

The screenshot shows the 'SKU Setting' page with a table of SKUs and an 'Upload' window open. The table has columns for SKU, Item name for declaration (EN), Unit Price, Currency, Unit Weight (kg), Package Size (cm), Country of Origin, HS Code, Product Type, CPSC, and CPiSS SKU. The 'CPSC' column for the second row is highlighted with a red box and labeled 'Associate SKU & CPSC'. The 'Upload' window has a 'Download Template' button and a 'Drag and drop file' area with a 'Browse files' link. There are 'Close' and 'Save' buttons at the bottom of the window.

Changes in Shipping Process

Ready to Ship

When SpeedPAK is selected as the carrier and the item requires CPSC compliance, a CPSC section appears in the Item List.

CPSC handling:

- If the SKU has a preset CPSC CoC: The CoC is automatically retrieved and can be modified if needed.
- If no CPSC information is preset: You can fulfill the CoC requirement by:
 - Selecting an existing CoC under the current carrier, OR
 - Creating a new CoC by clicking the button beside the CPSC input box (follows the same process as adding a CoC in the CPSC preset section)
Note: New CoCs are automatically created under the current carrier and will be selected automatically.
- Exemption Option: You can declare the SKU as exempted. However:
 - If the item is brand new, you cannot declare it as a used Adult Product

The screenshot displays the eBay shipping process interface. At the top, there are two address boxes: 'SENDER ADDRESS' and 'SHIPPING ADDRESS'. The shipping address includes a US flag and an 'eBay address' link. To the right is a progress bar with stages: Sold (09-07 11:26), Paid (09-07 11:56), Assign shipping (10-29 19:23), Label, Invoice, and Shipped. Below this is an 'ITEM LIST' table for package No. 3357. The table has columns for ORDER NO., TITLE / ITEM NO., SOLD QTY, ITEM PRICE, FVF, and SHIPPING OPTION / BUYER PAID SHIPPING FEE. The item is 'Zipper Pouch Pencil Mesh Case Clear 227501' with a price of 24.44 USD and a shipping fee of 2.44 USD. Below the table is a form for 'CPSC' compliance. It includes a dropdown for 'CPSC name1', a checkbox for 'My SKU is exempted', and a 'Quote' button. A red box highlights the 'CPSC' section. Below the CPSC section, there is a shipping method selection area with 'eBay SpeedPAK - Ship Via DHL Assign shipping' selected. To the right of this is a 'Package size' section with input fields for Length (1.0), Width (1.0), and Height (1.0) in cm, and Weight (kg) with Packing (0.150) and Net (0.130) weights. A 3D box icon is shown next to the weight fields. At the bottom right, there is a warning icon and text: 'Incorrect information about the size or weight of your package can result in delays and additional charges'.


Detail

SENDER ADDRESS

To edit sender address, please go to 'carrier settings':
 jacqiechang
 address test1
 Czech
 Czech
 Czech 10110

SHIPPING ADDRESS Edit

Aram Ikiliyan227477
 19193 97th Avenue Ct E
 Graham
 WA
 United States 98338-4800
 4252082576
 g***@***.com

 eBay address

Timeline:

- Sold** 09-07 11:26
- Paid** 09-07 11:56
- Assign shipping** 10-29 19:23
- Label
- Invoice
- Shipped

[Remark](#)

ITEM LIST (Package No.: 3357)

SKU	ORDER NO.	TITLE / ITEM NO.	SOLD QTY	ITEM PRICE	FVF	SHIPPING OPTION / BUYER PAID SHIPPING FEE
sku227501	15-04708-227501	Zipper Pouch Pencil Mesh Case Clear 227501 (00000000227501)	1	24.44 USD	2.44 USD	Standard International Free Seller tax ID: IOSS IM2960000742


SKU: sku227501 | Select | ITEM NAME FOR DECLARATION (EN): skudec227501 | QTY: 1 | UNIT PRICE: USD 24.44 | UNIT WEIGHT (kg): 0.130 | COUNTRY OF ORIGIN: Japan | HS CODE: 123456 | HAS BATTERY: Save SKU

CPSC

My SKU is exempted
 If you confirm that no certificate is required due to one of the following cases, you need to choose the specific category and condition and check the box "My SKU is exempted."

Category	Condition
Toy	<input type="radio"/> Antique <input type="radio"/> Age>13 <input type="radio"/> Vintage
Adult Product	<input type="radio"/> Used <input checked="" type="radio"/> Adult apparel with: <ul style="list-style-type: none"> <input type="radio"/> Material includes acrylic, modacrylic, nylon, polyamide, olefin, polypropylene, polyester, wool, cashmere, OR polyester <input checked="" type="radio"/> Fabric weight : 2.6 oz/yard AND Fabric type is <input type="text" value="-Select-"/>

SHIPPING OVERVIEW

 Estimated shipping fee [Quote](#)

111.66 EUR

eBay SpeedPAK - Ship Via DHL [Assign shipping](#)

[Get trackcode](#)

Shipping fee will be charged upon obtaining a tracking number.
Cancellation option available after obtaining the tracking number.

Service Type

Lithium batteries

Incoterms

Package size


Size (cm)

Length: x Width: x Height:

Weight (kg)

Packing: + Net: = Total: [Allocate](#)

Total QTY: 1 Total value: 39.42 USD

 Incorrect information about the size or weight of your package can result in delays and additional charges


Before getting a tracking code:


The system validates CPSC information. If an item requires CPSC compliance but no CoC or exemption information is provided, you will receive an "Invalid CPSC Declaration" notification.

After verification/ getting a tracking code:


Once CPSC information is verified, a waybill is generated and the latest CPSC data is synchronized to Orange Connex.


ITEM LIST (Package No.: 3372)

	ORDER NO. 15-04708-227501	TITLE / ITEM NO. Zipper Pouch Pencil Mesh Case Clear 227501 (0000000227501)	SOLD QTY 1	ITEM PRICE 24.44 USD	FVF 2.44 USD	SHIPPING OPTION / BUYER PAID SHIPPING FEE Standard International Free Seller tax ID: IOSS IM2960000742
SKU sku227501	ITEM NAME FOR DECLARATION (EN) skudec227501		QTY 1	UNIT PRICE USD 24.44	UNIT WEIGHT (kg) 0.130	COUNTRY OF ORIGIN Japan HS CODE 123456
CPSC CPSC for dress (CF387539893787833452)						

	ORDER NO. 15-04708-227477	TITLE / ITEM NO. Zipper Pouch Pencil Mesh Case Clear 227477 (0000000227477)	SOLD QTY 1	ITEM PRICE 39.42 USD	FVF 3.94 USD	SHIPPING OPTION / BUYER PAID SHIPPING FEE Standard International Free Seller tax ID: IOSS IM2960000742						
SKU sku227477	ITEM NAME FOR DECLARATION (EN) skudec227477		QTY 1	UNIT PRICE USD 39.42	UNIT WEIGHT (kg) 0.130	COUNTRY OF ORIGIN Japan HS CODE 123456						
CPSC <input type="checkbox"/> My SKU is exempted If you confirm that no certificate is required due to one of the following cases, you need to choose the specific category and condition and check the box "My SKU is exempted".												
<table border="1"> <thead> <tr> <th>Category</th> <th>Condition</th> </tr> </thead> <tbody> <tr> <td>Toy</td> <td> <input type="radio"/> Antique <input type="radio"/> Age>13 <input type="radio"/> Vintage </td> </tr> <tr> <td>Adult Product</td> <td> <input checked="" type="radio"/> Adult apparel with: <input type="radio"/> Material includes acrylic, modacrylic, nylon, polyamide, olefin, polypropylene, polyester, wool, cashmere, OR polyester <input checked="" type="radio"/> Fabric weight ≥ 2.6 oz/yard AND Fabric type is Chiffon (fiber unknown) </td> </tr> </tbody> </table>							Category	Condition	Toy	<input type="radio"/> Antique <input type="radio"/> Age>13 <input type="radio"/> Vintage	Adult Product	<input checked="" type="radio"/> Adult apparel with: <input type="radio"/> Material includes acrylic, modacrylic, nylon, polyamide, olefin, polypropylene, polyester, wool, cashmere, OR polyester <input checked="" type="radio"/> Fabric weight ≥ 2.6 oz/yard AND Fabric type is Chiffon (fiber unknown)
Category	Condition											
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SHIPPING OVERVIEW

 Estimated shipping fee Quote
111.66 EUR

eBay SpeedPAK - Ship Via DHL
 EX1013069846229DL10020002DON Cancel

Shipping fee will be charged upon obtaining a tracking number.
Cancellation option available after obtaining the tracking number.

Last mile tracking number **1819080970**


Service Type ⓘ

Package size ▼
My Own Package

Size (cm)
Length 1.0 x Width 1.0 x Height 1.0

Weight (kg)
Packing 0.150 + Net 0.130 = Total 0.280 Allocate

Total QTY 1
Total value 39.42 USD



ⓘ Incorrect information about the size or weight of your package can result in delays and additional charges

Update CPSC Information

In transit - CPaSS Shipment

If you need to provide CPSC CoC for a package already arranged to sent to the United States with a tracking code:

1. Open the package detail page
2. Click the [CPSC CoC] button in the Item List area
3. An overlay opens where you can maintain the CPSC CoC
4. Choose one from existing records or create a new one

Note: New CoCs are created under the current shipping carrier (follows the same process as adding a CoC in the CPSC preset section) and can be used for other SKUs

eBay address

ITEM PRICE 42.44 USD	FVF 4.24 USD	SHIPPING OPTION / BUYER PAID SHIPPING FEE Standard International Free Seller tax ID: IOSS IM2960000742		
UNIT PRICE USD ▾ 42.44	UNIT WEIGHT (kg) 0.030	COUNTRY OF ORIGIN Japan	HS CODE 123456	CPSC CoC
ITEM PRICE 18.45 USD	FVF 1.84 USD	SHIPPING OPTION / BUYER PAID SHIPPING FEE Standard International Free Seller tax ID: IOSS IM2960000742		
UNIT PRICE USD ▾	UNIT WEIGHT (kg)	COUNTRY OF ORIGIN	HS CODE	

After saving successfully:

The updated CPSC CoC is synchronized to Orange Connex for customs clearance.

Exemption Conditions

If your product meets any of the following conditions, you are not required to provide a CPSC certificate, but you must proactively declare this on the platform:

Children's toy products:

- Vintage items
- Antiques
- Products intended for ages 13 and above

Second-hand adult products

Adult apparel products:

- Materials including acrylic, modacrylic, nylon, polyamide, olefin, polypropylene, wool, cashmere, or polyester
- Fabric weight ≥ 2.6 oz/yd², and fabric type is any one of the following:
 - ❖ Acetate
 - ❖ Bamboo (rayon type)
 - ❖ Canvas
 - ❖ Cashmere blend (containing non-exempt fibers)
 - ❖ Chiffon (fiber unknown)
 - ❖ Cotton (100%)
 - ❖ Cotton blend (any cotton blend)
 - ❖ Crepe

- ❖ Gauze
- ❖ Georgette
- ❖ Knit
- ❖ Lace (fiber unknown)
- ❖ Linen / Linen fabric
- ❖ Linen blend
- ❖ Mesh / Net
- ❖ Modal
- ❖ Modal blend
- ❖ Nylon/spandex blend
- ❖ Organza
- ❖ Oxford
- ❖ Polyester/rayon blend
- ❖ Polyester/spandex blend
- ❖ Rayon/viscose (100%)
- ❖ Satin (fiber unknown)
- ❖ Silk (all forms, 100% silk)
- ❖ Spandex/elastane (alone)
- ❖ Taffeta (fiber unknown)
- ❖ Twill
- ❖ Voile
- ❖ Wool blend (containing non-exempt fibers)

FAQ

Q1: Does my product require a CPSC certificate?

A: The system will automatically determine this based on your product category. If you see the CPSC information module on the order editing page, your product requires CPSC information. If you confirm that your product qualifies for an exemption, you can self-declare the exemption on the page and select the applicable exemption condition.

Q2: Can I reuse the same CPSC certificate?

A: Yes. Once a certificate is created, you can:

- Bind the same certificate to multiple SKUs
- Select the same certificate across different orders

The system saves all valid certificates so you can retrieve them at any time.

Q3: If I modify CPSC information in an order, will it affect the SKU preset?

A: It will not automatically affect the preset. However, you can click the Save to SKU Preset button to manually save the updated information as the default preset for that SKU.

Q4: I noticed an error in the CPSC information after the shipment label was generated. What should I do?

A: The system does not support editing, but allows adding information under specific conditions.

As long as the package status does not show Delivered and the following conditions are met, you can add CPSC information:

- The product is not within a CPSC category
- No CPSC information has been set for the product yet (no certificate or exemption bound)

Go to the order details page, click the [Add] button, and add the CPSC CoC information. The system will sync it to the customs clearance system in real time.

Q5: I have already set a CPSC preset for my SKU — why wasn't it auto-filled in the order?

A: Please check the following:

- Whether the SKU preset has been saved correctly
- Preset changes only apply to new orders created afterward; existing orders are not affected

Q6: What is the difference between full PGA information and brief PGA index information?

A:

- Full PGA information: Requires complete manufacturer details and third-party lab testing information
- Brief PGA index information: Suitable for simple compliance declarations; only basic information and a certificate number are required

It is recommended to choose the appropriate type based on your product's compliance requirements.

Q9: What is the difference between an exemption and providing a certificate?

A:

- Providing a certificate: Upload the CPSC compliance certificate and related documents to prove the product meets safety standards
- Applying for an exemption: Declare that the product falls under an exempt category; no certificate is required, but the correct exemption type must be selected

Please ensure you choose the correct approach based on your product's actual situation. Incorrect declarations may result in customs clearance delays.

Q9: Where will CPSC information be synced?

A: All CPSC compliance data will be automatically synced to OC and its backend customs clearance system for use in U.S. customs clearance.