

# Changes to International Shipping Labels (CN23)



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To make sending overseas easier and more convenient, from 11 January 2020 we're introducing a new CN23 label printing layout on eParcel.

### Label Print Layout Changes

Question	Answer
What is current state?	Previously when printing consignments containing multiple A5 (CN23) labels to single label countries (eg. US, UK and NZ), the CN23 labels are produced with one CN23 label printed per A4 page (A4-1PP).
What is the change	Now we've added a new label layout option for International eParcel customers. When generating multiple A5 CN23 shipping labels to single label lanes, consignments can be printed in the layout of two single CN23 labels per A4 page (A4-2PP) – therefore taking up the entire space of the A4 page.
Which countries have the new layout enabled?	<ul style="list-style-type: none"><li>• Canada</li><li>• Hong Kong</li><li>• Israel</li><li>• New Zealand</li><li>• Norway</li><li>• Poland</li><li>• Singapore</li><li>• Spain</li><li>• Switzerland</li><li>• United Kingdom</li><li>• United States</li><li>• Vietnam</li></ul>
When is the change happening?	11 January 2020
Which international products does this apply to?	<ul style="list-style-type: none"><li>• International Express (Merchandise and Documents)</li><li>• International Standard (with and without Signature on Delivery)</li><li>• Express Courier International (Merchandise and Documents)</li><li>• Pack and Track International</li><li>• Airmail Parcels &gt;2kg</li></ul>
Which lodgement platforms enable this change?	eParcel WebUI only
Do I need to do anything to enable this change?	<p><b>Yes, to enable this change on eParcel WebUI please see the steps below:</b></p> <ol style="list-style-type: none"><li>1. Login to eParcel</li><li>2. Click on the <i>Administration</i> tab and then select <i>Printer Setup</i></li><li>3. Select the <i>Multi Plain</i> option within the <i>Label Stationary</i> drop-down box for your International products</li><li>4. Click Save</li></ol> <p><b>To continue printing A4-1PP, please see the steps below:</b></p> <ol style="list-style-type: none"><li>1. Login to eParcel</li><li>2. Click on the <i>Administration</i> tab and then select <i>Printer Setup</i></li><li>3. Select the <i>Single Plain</i> option within the <i>Label Stationary</i> drop-down box for your International products</li><li>4. Click Save</li></ol>