

## Emirates Post Group

AEA

Basic Services			CARDIT	Carrier documents international transport – origin post	No
<b>1</b>	<b>Maximum weight limit admitted</b>		RESDIT	Response to a CARDIT – destination post	No
1.1	Surface parcels (kg)	30	<b>6</b>	<b>Home delivery</b>	
1.2	Air (or priority) parcels (kg)	30	6.1	Initial delivery attempt at physical delivery of parcels to addressee	No
<b>2</b>	<b>Maximum size admitted</b>		6.2	If initial delivery attempt unsuccessful, card left for addressee	
2.1	Surface parcels		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	No
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	No	6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	No
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No	6.5	Nature of this governmental or legally binding restriction.	
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes	<b>7</b>	<b>Signature of acceptance</b>	
2.2	Air parcels		7.1	When a parcel is delivered or handed over	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No	7.1.1	a signature of acceptance is obtained	Yes
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No	7.1.2	captured data from an identity card are registered	Yes
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes	7.1.3	another form of evidence of receipt is obtained	No
<b>Supplementary services</b>			7.2	Ordinary parcels	
<b>3</b>	<b>Cumbersome parcels admitted</b>	No	7.2.1	Signature of the addressee or his agent	Yes
<b>Parcels service features</b>			7.2.2	Signature of a de facto agent	No
<b>5</b>	<b>Electronic exchange of information</b>		7.3	Insured parcels	
5.1.1	Use a track and trace system	Yes	7.3.1	Signature of the addressee or his agent	Yes
5.1.2	Mandatory tracking events transmitted		7.3.2	Signature of a de facto agent	No
EMC	Departure from outward office of exchange	Yes	<b>Insured parcel service</b>		
EMD	Arrival at inward office of exchange	Yes	<b>8</b>	<b>Insured surface parcels admitted</b>	<b>Yes</b>
EMH	Attempted/Unsuccessful delivery	Yes	8.1	Maximum insured value for surface parcels (SDR)	4000
EMI	Final delivery	Yes	<b>9</b>	<b>Insured air parcels admitted</b>	<b>Yes</b>
5.1.3	Optional tracking events transmitted		9.1	Maximum insured value for air parcels (SDR)	4000
EMA	Posting/collection	Yes	9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	
EMB	Arrival at outward office of exchange	Yes	<b>10</b>	<b>Marking used for insured parcels</b>	
EME	Held by Customs	Yes	10.1	CP 74 pink label used	Yes
EMF	Out of Customs/Departure from inward office of exchange	Yes	10.2	CP 73 label and pink "insured" label used	No
EMG	Arrival at delivery office	Yes	<b>Cash-on-delivery service for parcel</b>		
EMJ	Arrival at transit office of exchange	Yes	<b>11.1</b>	<b>Acceptance of Cash-on-delivery (COD) service for parcels</b>	
EMK	Departure from transit office of exchange	Yes	11.1.1	outbound COD parcels	No
5.1.4	Dispatch messages transmitted		11.1.2	inbound COD parcels	No
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes	<b>Express delivery service</b>		
RESDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes			
5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes			
5.1.6	Other messages transmitted				
PRECON	Pre-advice of international consignment – origin post	Yes			
RESCON	Response to a PRECON – destination post	Yes			

Date of last update : 06.05.2021

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12	Express parcel delivery service provided	No	Inbound parcels	No	Outbound parcels	No
<b>Parcels with advice of delivery</b>						
13	Admission of advice of delivery for		<b>Supplementary charges - Customs</b>			
13.1	ordinary parcels	Yes	21	<b>Non-dutiable parcels</b>		
13.2	insured parcels	Yes	21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes	
<b>Parcels for delivery free of charges and fees</b>						
14	Parcels for delivery free of charges and fees admitted	No	21.2	Exemption threshold		
<b>Fragile parcel</b>						
15	Fragile parcels admitted	No		Local currency		1000 AED
<b>Consignment service</b>						
16	Consignment service by bilateral agreements provided	No		USD		
<b>Integrated logistics service</b>						
17	integrated logistics service by bilateral agreements provided	Yes		Comments:		
<b>Addresses for bilateral agreements</b>						
18	Contact details of the person responsible for questions concerning bilateral agreements		22	<b>Dutiable parcels</b>		
Name:	Mr Bryan Moulds		22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes	
Function:	Chief International Business Unit Officer		22.2	Amount of fee collected		
Address:	P.O. Box 99999 Dubai UAE			Local currency		15 AED
Tel:	1: (+9714)2303376 2: (+)			USD		
Fax:	(+)			Comments:		
E-mail	bryan.moulds@emiratespost.ae		23	<b>Customs clearance fee collected for all items declared at customs</b>		
<b>Admissible radioactive material and infectious substances</b>						
19	Radioactive materials admitted in			<b>No</b>		
19.1	Air Parcels			Comments:		
		Inbound parcels	No			
		Outbound parcels	No	24	<b>Administration fees collected for parcels subject to export customs clearance</b>	
19.2	Insured parcels			24.1	Amount of the charge collected	
		Inbound parcels	No		Local currency	10 AED
		Outbound parcels	No		USD	
20	Infected substances admitted in				Comments:	
20.1	Air Parcels			Period of charge: up to 30 days, after 30 days item will be returned.		
		Inbound parcels	No	<b>Special charges - Storage</b>		
		Outbound parcels	No	25	<b>Storage charge collected on a parcel when it is kept beyond the prescribed period, or in the event of return to sender/redirection</b>	
20.2	Insured parcels			25.1	Amount of charge per day/per parcel	
<b>Special delivery charges</b>						

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<b>26</b>	<b>Delivery charges collected at the time of delivery in response to the advice of arrival</b>	<b>Yes</b>		<p>To help it improve the quality of the delivery service, the designated operator of the UNITED ARAB EMIRATES, Emirates Post Group, asks the designated operators of other Union member countries to ensure that their customers provide the following address information on all postal items:</p> <p>FULL NAME OF ADDRESSEE:            – BUILDING NAME AND NUMBER            – STREET NAME            – DISTRICT            – EMIRATE            – PO BOX NO.            – ADDRESSEE'S NAME            – MOBILE NUMBER AND E-MAIL</p>
26.1	Amount of charge			
	Local currency		2 AED	
	SDR		0.373	
<b>Special charges – Poste restante</b>				
<b>27</b>	<b>Poste restante service provided</b>	<b>No</b>		
<b>Special provisions - Treatment of parcels wrongly accepted</b>				
<b>28</b>	<b>Parcels returned to sender</b>	<b>Yes</b>		
<b>Delivery areas</b>				
<b>29</b>	<b>Parcels delivered to</b>			
29.1	all addresses	No		
29.2	specific areas only	No		
	Comments:			
<b>Collection</b>				
<b>30</b>	<b>Collection of parcels at post offices provided for</b>			
30.1	all addresses	Yes		
30.2	specific areas only	No		
	Comments:			
	All parcels are collected by customers at the post office.			
<b>Delivery procedures for parcels for which customs duty and taxes are payable</b>				
<b>31</b>	<b>Procedure for parcels for which customs duty is payable</b>			
31.1	Pick up of parcel at the customs office	Yes		
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No		
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No		
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes		
31.5	Other			
<b>Period of retention</b>				
<b>32</b>	<b>Period of retention for parcels</b>			
32.1	Normal period		60 Day(s)	
32.2	Exceptional period			
<b>33</b>	<b>Retention for parcels for which notice could not be sent or addressed to poste restante</b>			
33.1	Normal period		60 Day(s)	
33.2	Exceptional period			
<b>Parcels automatically retained</b>				
<b>34</b>	<b>A list of contact e-mail addresses for accounting and verification notes is temporarily being maintained and published outside the compendia; please refer to International Bureau circular 75/2020. The UPU contact person for any updates to this list is <a href="mailto:jean-marc.coeffic@upu.int">jean-marc.coeffic@upu.int</a>.</b>			
	Office name:	Dubai Exchange Center		
	Name:	Mr Saif Hazeem Al Shamsi		
	Function:	Senior Team Leader		
	Address:	Emirates Post P.O. Box 36662 Dubai		
	Tel:	1: (+9714)2303000 2: (+)		
	Fax:	(+9714)2850948		
	E-Mail:	Dubai.exchange.centre@epg.gov.ae AbuDhabi.exchange.centre@epg.gov.ae		
<b>Requests for withdrawal from the post or alteration, or correction of address</b>				
<b>35</b>	<b>Requests for withdrawal from the post accepted</b>	<b>Yes</b>		
35.1	Central office (in destination country) to which requests must be sent			

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Office name: Emirates Post - Dubai	Office name: Emirates Post - Dubai	
Name: Ms Mira Vijayshi	Name: Ms Mira Vijayshi	
Function: Inquiry Manager	Function: Inquiry Manager	
Address: International Inquiries P.O. Box 99999 Dubai, UAE UAE	Address: International Inquiries P.O. Box 99999 Dubai	
Tel: 1: (+) 2: (+)	Tel: 1: (+) 2: (+)	
Fax: (+9714)3367 305	Fax: (+9714)3367 305	
E-Mail: InternationalInquiry@emiratespost.ae mvijayshi@emiratespost.ae	E-Mail: InternationalInquiry@emiratespost.ae mvijayshi@emiratespost.ae	
Hours of service and days(s) on which the inquiry service is operating		
<b>Special provisions - Force majeure</b>		
<b>36</b>	<b>Liability admitted in cases of force majeure</b>	<b>No</b>
36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	No
36.2	Addressee/sender's reservations admitted at the time of delivery	No
<b>Special provisions - Customs declarations</b>		
<b>37</b>	<b>Number of CN 23 customs declarations required for inbound parcels</b>	<b>2</b>
37.1	Number of CN 23 customs declarations required for parcels in transit	2
37.2	Languages in which CN 23 customs declarations can be completed	English Arabic
<b>Special provisions - Method of dispatching accompanying documents</b>		
<b>38</b>	<b>Documents affixed to the relevant parcels</b>	<b>Yes</b>
38.1	Documents attached to the parcels bill	No
<b>Service to customers</b>		
<b>39</b>	<b>On-line tracking provided</b>	<b>Yes</b>
39.1	Web site address to access information	<a href="https://www.emiratespost.ae">https://www.emiratespost.ae</a>
39.2	Languages in which track and trace information is available	English Arabic
<b>Service to designated operators</b>		
<b>40.</b>	<b>User of the Internet-based Inquiry System (IBIS)</b>	<b>Yes</b>
40.1	Details of office(s) responsible for handling parcel post inquiries	

  

Day	Opening hours 1	Opening hours 2
Monday	07:30-15:30	-
Tuesday	07:30-15:30	-
Wednesday	07:30-15:30	-
Thursday	07:30-15:30	-
Friday	-	-
Saturday	-	-
Sunday	07:30-15:30	-

  

Languages	English Arabic
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National Holidays		
41.1 National holidays		
National holiday in 2020		
Month	Day(s)	National Holidays - Description
January	1	New Year
May	24	Eid Al Fitr
May	25	Eid Al Fitr
May	26	Eid Al Fitr
July	30	Arafat (Haj) Day
July	31	Eid Al Adha
August	1	Eid Al Adha
August	2	Eid Al Adha
August	23	Islamic New Year Day
October	29	Prophet Mohammed's Birthday
December	1	Martyr's Day
December	2	National Day
December	3	National Day

  

National holiday in 2021		
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Month	Day(s)	National Holidays - Description
January	1	New Year
March	11	Israa & Miaraj Night
May	11	Eid Al Fitr
May	12	Eid Al Fitr
May	13	Eid Al Fitr
May	14	Eid Al Fitr
May	15	Eid Al Fitr
July	19	Arafat (Haj) Day
July	20	Eid Al Adha
July	21	Eid Al Adha
July	22	Eid Al Adha
August	9	Islamic New Year Day
October	18	Prophet Mohammed's Birthday
December	1	Martyr's Day
December	2	National Day
December	3	National Day

## Regional Holidays

## 41.2 Regional holidays

Regional holiday in

Month	Day(s)	Regional/Local Holidays – Localities and description
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## Cancellation of fees

## 42 Fees cancelled when they concern

42.1	parcels returned to sender	No
42.2	parcels redirected to a third party	No
42.3	parcels abandoned by the sender	Yes
42.4	parcels lost or destroyed	No
42.5	parcels rifled or damaged	No

## Redirection within the country of destination

43.1	Redirection done without a request from the sender or addressee	No
43.2	Redirection fee charged	No
43.3	Amount of redirection fee (SDR)	
	Comments:	

## Miscellaneous provisions – operation of the parcel service

44.1	Postal parcel services operated by the designated postal operator	Yes
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44.2	Postal parcel services operated by a transport company or companies	No
44.3	Service provided throughout the country	Yes

Postcodes	Localities

## Office(s) of exchange handling parcels

## 45 Details of office(s) of exchange responsible for handling parcel post

Office name: Abu Dhabi Central Office  
 IMPC code: AEAUHA  
 Name: Mr Laith Sami Hajjar Tahboub  
 Function: Executive Director of Operations – Parcels & Express  
 Address: Emirates Post  
 P.O. Box 36662  
 Dubai  
 UAE  
 Tel: 1: (+9714)2303500  
 2: (+)  
 (+9714)2850948  
 Fax: (+9714)2850948  
 E-Mail: laith.tahboub@emiratespost.ae

Hours of service and days(s) on which the OE is operating

## Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	04:00-22:00	-
Tuesday	04:00-22:00	-
Wednesday	04:00-22:00	-
Thursday	04:00-22:00	-
Friday	-	-
Saturday	04:00-22:00	-
Sunday	04:00-22:00	-

Observations/Comments

All parcels are collected by customers from the post office.

Office name: Mail exchange Centre - Dubai  
 IMPC code: AEDXBA  
 Name: Mr Laith Sami Hajjar Tahboub  
 Function: Executive Director of Operations – Parcels & Express  
 Address: Emirates Post  
 P.O. Box 36662  
 Dubai  
 UAE  
 Tel: 1: (+9714)2303500  
 2: (+)  
 (+9714)2850948  
 Fax: (+9714)2850948  
 E-Mail: laith.tahboub@emiratespost.ae

Hours of service and days(s) on which the OE is operating

## Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:00-02:00	-
Tuesday	07:00-02:00	-
Wednesday	07:00-02:00	-
Thursday	07:00-02:00	-
Friday	-	-
Saturday	07:00-02:00	-
Sunday	07:00-02:00	-

## Observations/Comments

All parcels are collected by customers from the post office

**Delivery standards**

46-47 See the annexes.

**Barcode**

48 Barcode sample used on all outward international postal parcels.



**Parcel delivery standards - Air parcel**

OE Name ABU DHABI  
 IMPC Code AEAUHA  
 Tel (+9712)6107230  
 Fax (+9712)6333781  
 Hours of operation Mon, Tue, Wed, Thu, Sat, Sun: 04:00 – 22:00; Fri: closed  
 From the airport of destination to the addressee

Arrival at the airport		Days of delivery by zone					
Day	Time	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Mon	00:00 - 06:00	Wed	Thu	Sat	Mon+1	---	---
Mon	06:01 - 23:59	Thu	Sat	Sun	Tue+1	---	---
Tue	00:00 - 06:00	Thu	Sat	Sun	Tue+1	---	---
Tue	06:01 - 23:59	Sat	Sun	Mon	Wed+1	---	---
Wed	00:00 - 06:00	Sat	Sun	Mon	Wed+1	---	---
Wed	06:01 - 23:59	Sun	Mon	Tue	Thu+1	---	---
Thu	00:00 - 06:00	Sun	Mon	Tue	Thu+1	---	---
Thu	06:01 - 23:59	Mon	Tue	Wed	Sat+1	---	---
Fri	00:00 - 23:59	Mon	Tue	Wed	Sat+1	---	---
Sat	00:00 - 06:00	Mon	Tue	Wed	Sat+1	---	---
Sat	06:01 - 23:59	Tue	Wed	Thu	Sun+1	---	---
Sun	00:00 - 06:00	Tue	Wed	Thu	Sun+1	---	---
Sun	06:01 - 23:59	Wed	Thu	Sat	Mon+1	---	---

Definition of zones

Zone 1:

Postcodes	Cities
101, 102, 103, 106, 107, 111, 112, 124, 911.	Abu Dhabi Central Post Office, Khalifa City Post Office, Hamdan Post Office, Khalidiya Post Office, Al Falah Post Office, Al Nadi Sayahi Post Office, Al Butain Post Office, Abu Dhabi National Exhibitions Post Office, Delivery Centre - Abu Dhabi CPO (Abu Dhabi).

Zone 2:

Postcodes	Cities

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104, 105, 108, 109, 116, 117, 122, 130, 131, 141, 181, 201, 202, 204, 205, 206, 207, 208, 209, 211, 212, 214, 216, 217, 218, 219, 221, 222, 224, 226, 227, 228, 229, 238, 247, 248, 250, 252, 278, 283, 299, 301, 401, 501, 601, 701, 901, 909, 915, 919, 955, 981, 999.	Al Qusais Post Office; Al Ras Post Office; Deira Main Post Office; Al Khor Post Office; Dubai Convention Centre Post Office; The Village Mall Post Office; Dubai Silicon Oasis Post Office; Al Barsha Post Office; TECOM Post Office; Al Mizher Post Office; Dubai South Post Office; DIFC Post Office; Nad Al Hamar Post Office; Al Quoz Fourth Post Office; DAFZA Post Office; Al Muhaisnah Post Office; Al Warqa Post Office; Delivery Centre - Um Ramool (Dubai); Sharjah Central Post Office; Ajman Central Post Office; Umm Al Quwain Central Post Office; Ras Al Khaimah Central Post Office; Al Fujairah Central Post Office; Delivery Centre - Jebel Ali (Dubai); Delivery Centre - Al Quoz (Dubai); Delivery Centre - Deira (Dubai); Delivery Centre - Baniyas (Abu Dhabi); Al Musafah Delivery Center; Delivery Centre - Al Ain CPO (Al Ain); DIRECT DELIVERY.
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## Zone 3:

Postcodes	Cities
115, 120, 121, 148, 176, 231, 233, 302, 303, 304, 305, 307, 308, 309, 311, 316, 320, 372, 402, 403, 404, 505, 602, 603, 604, 605, 606, 607, 608, 609, 615, 702, 703, 704, 706, 707, 961.	Sweihan Post Office; Al Yahar Post Office; Al Wagn Post Office; Al Rahba Post Office; Al Quoa Post Office; Warsan Post Office; Al Badaa Post office; Old Souq Post Office - Sharjah; Al Wahda Post Office; Al Khan Post Office; Al Dhaid Post Office; Khorfakan Post Office; Kalba Post Office; Dibba Al Hisn Post Office; Industrial Area 2 Post Office - Sharjah; Al Madaam Post Office; Al Zahra Post Office; Muwailih Post Office; Al Manama Post Office; Masfoot Post Office; Ajman Industrial Area Post Office; Falaj Al Muala Post Office ; Al Nakheel Post Office ; Al Rams Post Office ; Al Jazirah Al Hamrah Post Office ; Shaam Post Office ; Al Kharran Post Office; Al Uraibi Post Office; RAKEZ Post Office; Sidroh Post Office; Al Minae Post Office; Al Ghurfah Post Office; Masafi Post Office; Diba Al Fujairah Post Office; Al Taweyain Post Office ; Fujairah Port Post Office; Delivery Centre - Nakheel Ras Al Khaima (RAK).

## Zone 4:

Postcodes	Cities
110, 113, 114, 125, 126, 127, 197.	Al Ruwais Post Office, Zayed City Post Office, Tam Centre - Dalma Post Office, Tam Centre - Ghayathi Post Office, Tam Centre - Al Sila Post Office, Tam Centre - Liwa Post Office, Tam Centre - Al Mirfa Post Office.

## Zone 5:

Postcodes	Cities

## Zone 6:

Postcodes	Cities

Arrival at office of exchange:

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**Customs clearance times:** 07:00 - 14:00

Items subject to customs duty: 6 hours

Items not subject to customs duty: 4 hours

**Comments:** The above mentioned times are inclusive of customs clearance times (all parcels are subject to customs clearance)

**Parcel delivery standards - Air parcel**

OE Name DUBAI  
 IMPC Code AEDXBA  
 Tel (+9714)2303500  
 Fax (+9714)2850948  
 Hours of operation Mon, Tue, Wed, Thu, Sat, Sun: 00:01 - 24:00 - (Fri: closed)  
 From the airport of destination to the addressee

Arrival at the airport		Days of delivery by zone					
Day	Time	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Mon	00:00 - 06:00	Wed	Thu	Sat	Mon+1	---	---
Mon	06:01 - 23:59	Thu	Sat	Sun	Tue+1	---	---
Tue	00:00 - 06:00	Thu	Sat	Sun	Tue+1	---	---
Tue	06:01 - 23:59	Sat	Sun	Mon	Wed+1	---	---
Wed	00:00 - 06:00	Sat	Sun	Mon	Wed+1	---	---
Wed	06:01 - 23:59	Sun	Mon	Tue	Thu+1	---	---
Thu	00:00 - 06:00	Sun	Mon	Tue	Thu+1	---	---
Thu	06:01 - 23:59	Mon	Tue	Wed	Sat+1	---	---
Fri	00:00 - 23:59	Mon	Tue	Wed	Sat+1	---	---
Sat	00:00 - 06:00	Mon	Tue	Wed	Sat+1	---	---
Sat	06:01 - 23:59	Tue	Wed	Thu	Sun+1	---	---
Sun	00:00 - 06:00	Tue	Wed	Thu	Sun+1	---	---
Sun	06:01 - 23:59	Wed	Thu	Sat	Mon+1	---	---

Definition of zones

Zone 1:

Postcodes	Cities
201, 202, 204, 205, 206, 207, 209, 211, 216, 217, 219, 221, 222, 224, 227, 229, 247, 248, 252, 278, 283, 299, 915.	Dubai Central Post Office, Union Square Post Office, Hor Al Anz Post Office, Al Jumeirah Post Office, Al Musallah Post Office, Abu Hail Post Office, Al Riqqa Post Office, Al Ramool Post Office, Al Rashidiyah Post Office, Al Qusais Post Office, Deira Main Post Office, Al Khor Post Office, Dubai Convention Centre Post Office, The Village Mall Post Office, Al Barsha Post Office, Al Mizher Post Office, DIFC Post Office, Nad Al Hamar Post Office, DAFZA Post Office, Al Muhaisnah Post Office, Al Warqa Post Office, Delivery Centre - Um Ramool (Dubai), Delivery Centre - Deira (Dubai).

Zone 2:

Postcodes	Cities

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101, 102, 103, 104, 105, 106, 107, 111, 112, 116, 124, 141, 181, 208, 212, 214, 218, 226, 228, 231, 238, 250, 301, 302, 303, 304, 311, 320, 372, 401, 404, 501, 601, 602, 603, 701, 702, 901, 909, 911, 961, 981, 999.	JAFZA Post Office, Al Quoz First Post Office, Naif Post Office, Al Ras Post Office, Dubai Silicon Oasis Post Office, TECOM Post Office, Warsan Post Office, Dubai South Post Office, Al Quoz Fourth Post Office, Sharjah Central Post Office, Old Souq Post Office - Sharjah, Al Wahda Post Office, Al Khan Post Office, Industrial Area 2 Post Office - Sharjah, Al Zahra Post Office, Muwailih Post Office, Ajman Central Post Office, Ajman Industrial Area Post Office, Umm Al Quwain Central Post Office, Ras Al Khaimah Central Post Office, Al Nakheel Post Office , Al Rams Post Office , Al Fujairah Central Post Office, Al Ghurfah Post Office, Delivery Centre - Jebel Ali (Dubai), Delivery Centre - Al Quoz (Dubai), Delivery Centre - Abu Dhabi CPO (Abu Dhabi), Delivery Centre - Nakheel Ras Al Khaima (RAK), Delivery Centre - Al Ain CPO (Al Ain), DIRECT DELIVERY.
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## Zone 3:

Postcodes	Cities
108, 109, 115, 117, 120, 121, 122, 130, 131, 148, 176, 233, 305, 307, 308, 309, 316, 402, 403, 505, 604, 605, 606, 607, 608, 609, 615, 703, 704, 706, 707, 919, 955.	Out Side Cities.

## Zone 4:

Postcodes	Cities
110, 113, 114, 125, 126, 127, 197.	Al Ruwais Post Office, Zayed City Post Office, Tam Centre - Dalma Post Office, Tam Centre - Ghayathi Post Office, Tam Centre - Al Sila Post Office, Tam Centre - Liwa Post Office, Tam Centre - Al Mirfa Post Office.

## Zone 5:

Postcodes	Cities

## Zone 6:

Postcodes	Cities

Arrival at office of exchange:	21
<b>Customs clearance times:</b>	07:00 - 14:00
Items subject to customs duty:	6 hours
Items not subject to customs duty:	4 hours

**Comments:** The above mentioned times are inclusive of customs clearance times (all parcels are subject to customs clearance)

**Parcel delivery standards - Surface parcel**

OE Name ABU DHABI

IMPC Code AEAUHA

Tel (+9712)6107230

Fax (+9712)6333781

Hours of operation Mon, Tue, Wed, Thu, Sat, Sun: 04:00 – 22:00; Fri: closed

From the airport/port/office of exchange of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>					
<b>Day</b>	<b>Time</b>	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>	<b>Zone 4</b>	<b>Zone 5</b>	<b>Zone 6</b>
Mon	00:00 - 06:00	Wed	Thu	Sat	Mon+1	---	---
Mon	06:01 - 23:59	Thu	Sat	Sun	Tue+1	---	---
Tue	00:00 - 06:00	Thu	Sat	Sun	Tue+1	---	---
Tue	06:01 - 23:59	Sat	Sun	Mon	Wed+1	---	---
Wed	00:00 - 06:00	Sat	Sun	Mon	Wed+1	---	---
Wed	06:01 - 23:59	Sun	Mon	Tue	Thu+1	---	---
Thu	00:00 - 06:00	Sun	Mon	Tue	Thu+1	---	---
Thu	06:01 - 23:59	Mon	Tue	Wed	Sat+1	---	---
Fri	00:00 - 23:59	Mon	Tue	Wed	Sat+1	---	---
Sat	00:00 - 06:00	Mon	Tue	Wed	Sat+1	---	---
Sat	06:01 - 23:59	Tue	Wed	Thu	Sun+1	---	---
Sun	00:00 - 06:00	Tue	Wed	Thu	Sun+1	---	---
Sun	06:01 - 23:59	Wed	Thu	Sat	Mon+1	---	---

## Definition of zones

## Zone 1:

Postcodes	Cities
101, 102, 103, 106, 107, 111, 112, 124, 911.	Abu Dhabi Central Post Office, Khalifa City Post Office, Hamdan Post Office, Khalidiya Post Office, Al Falah Post Office, Al Nadi Sayahi Post Office, Al Butain Post Office, Abu Dhabi National Exhibitions Post Office, Delivery Centre - Abu Dhabi CPO (Abu Dhabi).

## Zone 2:

Postcodes	Cities

## Emirates Post Group

AEA

104, 105, 108, 109, 116, 117, 122, 130, 131, 141, 181, 201, 202, 204, 205, 206, 207, 208, 209, 211, 212, 214, 216, 217, 218, 219, 221, 222, 224, 226, 227, 228, 229, 238, 247, 248, 250, 252, 278, 283, 299, 301, 401, 501, 601, 701, 901, 909, 915, 919, 955, 981, 999.	Al Qusais Post Office; Al Ras Post Office; Deira Main Post Office; Al Khor Post Office; Dubai Convention Centre Post Office; The Village Mall Post Office; Dubai Silicon Oasis Post Office; Al Barsha Post Office; TECOM Post Office; Al Mizher Post Office; Dubai South Post Office; DIFC Post Office; Nad Al Hamar Post Office; Al Quoz Fourth Post Office; DAFZA Post Office; Al Muhaisnah Post Office; Al Warqa Post Office; Delivery Centre - Um Ramool (Dubai); Sharjah Central Post Office; Ajman Central Post Office; Umm Al Quwain Central Post Office; Ras Al Khaimah Central Post Office; Al Fujairah Central Post Office; Delivery Centre - Jebel Ali (Dubai); Delivery Centre - Al Quoz (Dubai); Delivery Centre - Deira (Dubai); Delivery Centre - Baniyas (Abu Dhabi); Al Musafah Delivery Center; Delivery Centre - Al Ain CPO (Al Ain); DIRECT DELIVERY.
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## Zone 3:

Postcodes	Cities
115, 120, 121, 148, 176, 231, 233, 302, 303, 304, 305, 307, 308, 309, 311, 316, 320, 372, 402, 403, 404, 505, 602, 603, 604, 605, 606, 607, 608, 609, 615, 702, 703, 704, 706, 707, 961.	Sweihan Post Office; Al Yahar Post Office; Al Wagn Post Office; Al Rahba Post Office; Al Quoa Post Office; Warsan Post Office; Al Badaa Post office; Old Souq Post Office - Sharjah; Al Wahda Post Office; Al Khan Post Office; Al Dhaid Post Office; Khorfakan Post Office; Kalba Post Office; Dibba Al Hisn Post Office; Industrial Area 2 Post Office - Sharjah; Al Madaam Post Office; Al Zahra Post Office; Muwailih Post Office; Al Manama Post Office; Masfoot Post Office; Ajman Industrial Area Post Office; Falaj Al Muala Post Office ; Al Nakheel Post Office ; Al Rams Post Office ; Al Jazirah Al Hamrah Post Office ; Shaam Post Office ; Al Kharran Post Office; Al Uraibi Post Office; RAKEZ Post Office; Sidroh Post Office; Al Minae Post Office; Al Ghurfah Post Office; Masafi Post Office; Diba Al Fujairah Post Office; Al Taweyain Post Office ; Fujairah Port Post Office; Delivery Centre - Nakheel Ras Al Khaima (RAK).

## Zone 4:

Postcodes	Cities
110, 113, 114, 125, 126, 127, 197.	Al Ruwais Post Office, Zayed City Post Office, Tam Centre - Dalma Post Office, Tam Centre - Ghayathi Post Office, Tam Centre - Al Sila Post Office, Tam Centre - Liwa Post Office, Tam Centre - Al Mirfa Post Office.

## Zone 5:

Postcodes	Cities

## Zone 6:

Postcodes	Cities

Arrival at office of exchange:

21

**Customs clearance times:** 07:00 - 14:00

Items subject to customs duty: 6 hours

Items not subject to customs duty: 4 hours

**Comments:** The above mentioned times are inclusive of customs clearance times (all parcels are subject to customs clearance)

**Parcel delivery standards - Surface parcel**

OE Name DUBAI  
 IMPC Code AEDXBA  
 Tel (+9714)2303500  
 Fax (+9714)2850948  
 Hours of operation Mon, Tue, Wed, Thu, Sat, Sun: 07.00 – 02:00 and Fri: closed  
 From the airport/port/office of exchange of destination to the addressee

Arrival at the airport		Days of delivery by zone					
Day	Time	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Mon	00:00 - 06:00	Wed	Thu	Sat	Mon+1	---	---
Mon	06:01 - 23:59	Thu	Sat	Sun	Tue+1	---	---
Tue	00:00 - 06:00	Thu	Sat	Sun	Tue+1	---	---
Tue	06:01 - 23:59	Sat	Sun	Mon	Wed+1	---	---
Wed	00:00 - 06:00	Sat	Sun	Mon	Wed+1	---	---
Wed	06:01 - 23:59	Sun	Mon	Tue	Thu+1	---	---
Thu	00:00 - 06:00	Sun	Mon	Tue	Thu+1	---	---
Thu	06:01 - 23:59	Mon	Tue	Wed	Sat+1	---	---
Fri	00:00 - 23:59	Mon	Tue	Wed	Sat+1	---	---
Sat	00:00 - 06:00	Mon	Tue	Wed	Sat+1	---	---
Sat	06:01 - 23:59	Tue	Wed	Thu	Sun+1	---	---
Sun	00:00 - 06:00	Tue	Wed	Thu	Sun+1	---	---
Sun	06:01 - 23:59	Wed	Thu	Sat	Mon+1	---	---

Definition of zones

Zone 1:

Postcodes	Cities
201, 202, 204, 205, 206, 207, 209, 211, 216, 217, 219, 221, 222, 224, 227, 229, 247, 248, 252, 278, 283, 299, 915.	Dubai Central Post Office, Union Square Post Office, Hor Al Anz Post Office, Al Jumeirah Post Office, Al Musallah Post Office, Abu Hail Post Office, Al Riqqa Post Office, Al Ramool Post Office, Al Rashidiyah Post Office, Al Qusais Post Office, Deira Main Post Office, Al Khor Post Office, Dubai Convention Centre Post Office, The Village Mall Post Office, Al Barsha Post Office, Al Mizher Post Office, DIFC Post Office, Nad Al Hamar Post Office, DAFZA Post Office, Al Muhaisnah Post Office, Al Warqa Post Office, Delivery Centre - Um Ramool (Dubai), Delivery Centre - Deira (Dubai).

Zone 2:

Postcodes	Cities

## Emirates Post Group

AEA

101, 102, 103, 104, 105, 106, 107, 111, 112, 116, 124, 141, 181, 208, 212, 214, 218, 226, 228, 231, 238, 250, 301, 302, 303, 304, 311, 320, 372, 401, 404, 501, 601, 602, 603, 701, 702, 901, 909, 911, 961, 981, 999.	JAFZA Post Office, Al Quoz First Post Office, Naif Post Office, Al Ras Post Office, Dubai Silicon Oasis Post Office, TECOM Post Office, Warsan Post Office, Dubai South Post Office, Al Quoz Fourth Post Office, Sharjah Central Post Office, Old Souq Post Office - Sharjah, Al Wahda Post Office, Al Khan Post Office, Industrial Area 2 Post Office - Sharjah, Al Zahra Post Office, Muwailih Post Office, Ajman Central Post Office, Ajman Industrial Area Post Office, Umm Al Quwain Central Post Office, Ras Al Khaimah Central Post Office, Al Nakheel Post Office , Al Rams Post Office , Al Fujairah Central Post Office, Al Ghurfah Post Office, Delivery Centre - Jebel Ali (Dubai), Delivery Centre - Al Quoz (Dubai), Delivery Centre - Abu Dhabi CPO (Abu Dhabi), Delivery Centre - Nakheel Ras Al Khaima (RAK), Delivery Centre - Al Ain CPO (Al Ain), DIRECT DELIVERY.
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## Zone 3:

Postcodes	Cities
108, 109, 115, 117, 120, 121, 122, 130, 131, 148, 176, 233, 305, 307, 308, 309, 316, 402, 403, 505, 604, 605, 606, 607, 608, 609, 615, 703, 704, 706, 707, 919, 955.	Out Side Cities.

## Zone 4:

Postcodes	Cities
110, 113, 114, 125, 126, 127, 197.	Al Ruwais Post Office, Zayed City Post Office, Tam Centre - Dalma Post Office, Tam Centre - Ghayathi Post Office, Tam Centre - Al Sila Post Office, Tam Centre - Liwa Post Office, Tam Centre - Al Mirfa Post Office.

## Zone 5:

Postcodes	Cities

## Zone 6:

Postcodes	Cities

Arrival at office of exchange:	21
<b>Customs clearance times:</b>	07:00 - 14:00
Items subject to customs duty:	6 hours
Items not subject to customs duty:	4 hours

**Comments:** The above mentioned times are inclusive of customs clearance times (all parcels are subject to customs clearance)

Last validation date: Da V1 01/04/2020