

Basic Services			CARDIT	Carrier documents international transport – origin post	Yes
1	Maximum weight limit admitted		RESDIT	Response to a CARDIT – destination post	Yes
1.1	Surface parcels (kg)	30	6	Home delivery	
1.2	Air (or priority) parcels (kg)	30	6.1	Initial delivery attempt at physical delivery of parcels to addressee	Yes
2	Maximum size admitted		6.2	If initial delivery attempt unsuccessful, card left for addressee	Yes
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)	Yes	6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	
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)	No	7	Signature of acceptance	
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)	Yes	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)	No	7.1.3	another form of evidence of receipt is obtained	No
			7.2	Ordinary parcels	
			7.2.1	Signature of the addressee or his agent	Yes
			7.2.2	Signature of a de facto agent	Yes
			7.3	Insured parcels	
			7.3.1	Signature of the addressee or his agent	No
			7.3.2	Signature of a de facto agent	No
Supplementary services					
3	Cumbersome parcels admitted	No	Insured parcel service		
			8	Insured surface parcels admitted	No
			9	Insured air parcels admitted	No
			10	Marking used for insured parcels	
			10.1	CP 74 pink label used	No
			10.2	CP 73 label and pink "insured" label used	No
Parcels service features					
5	Electronic exchange of information		Cash-on-delivery service for parcel		
5.1.1	Use a track and trace system	Yes	11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
5.1.2	Mandatory tracking events transmitted		11.1.1	outbound COD parcels	No
EMC	Departure from outward office of exchange	Yes	11.1.2	inbound COD parcels	No
EMD	Arrival at inward office of exchange	Yes	Express delivery service		
EMH	Attempted/Unsuccessful delivery	Yes	12	Express parcel delivery service provided	No
EMI	Final delivery	Yes	Parcels with advice of delivery		
5.1.3	Optional tracking events transmitted		13	Admission of advice of delivery for	
EMA	Posting/collection	Yes			
EMB	Arrival at outward office of exchange	No			
EME	Held by Customs	Yes			
EMF	Out of Customs/Departure from inward office of exchange	Yes			
EMG	Arrival at delivery office	No			
EMJ	Arrival at transit office of exchange	Yes			
EMK	Departure from transit office of exchange	Yes			
5.1.4	Dispatch messages transmitted				
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes			
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			

13.1	ordinary parcels	Yes	21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes
13.2	insured parcels	No	21.2	Exemption threshold	
Parcels for delivery free of charges and fees				Local currency	
14	Parcels for delivery free of charges and fees admitted	Yes		USD	30,0
Fragile parcel				Comments:	
15	Fragile parcels admitted	No	22	Dutiable parcels	
Consignment service			22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes
16	Consignment service by bilateral agreements provided	No	22.2	Amount of fee collected	
Integrated logistics service				Local currency	CLP 700
17	integrated logistics service by bilateral agreements provided	No		USD	
Addresses for bilateral agreements				Comments:	
18	Contact details of the person responsible for questions concerning bilateral agreements		23	Customs clearance fee collected for all items declared at customs	No
Name:	Ms Marisol Hernandez dos Santos			Comments:	
Function:	Head of International Relations		24	Administration fees collected for parcels subject to export customs clearance	No
Address:	Exposición 221 piso 5, 9160002 Estación Central, Santiago, Chile			Comments:	
Tel:	1: (+562)29565613 2: (+)		Special charges - Storage		
Fax:	(+)		25	Storage charge collected on a parcel when it is kept beyond the prescribed period, or in the event of return to sender/redirection	Yes
E-mail	marisol.hernandez@correos.cl		25.1	Amount of charge per day/per parcel	
Admissible radioactive material and infectious substances				Local currency	CLP 340
19	Radioactive materials admitted in			SDR	0,381
19.1	Air Parcels		25.2	Period of charge, if not daily	
		Inbound parcels	Special delivery charges		
		Outbound parcels	26	Delivery charges collected at the time of delivery in response to the advice of arrival	No
19.2	Insured parcels		Special charges – Poste restante		
		Inbound parcels	27	Poste restante service provided	Yes
		Outbound parcels	27.1	Amount of charge per parcel	
20	Infected substances admitted in			Local currency	CLP 640
20.1	Air Parcels			SDR	0,716
		Inbound parcels	27.2	Basis for charge if not an amount per parcel	
		Outbound parcels	Special provisions - Treatment of parcels wrongly accepted		
20.2	Insured parcels		28	Parcels returned to sender	Yes
		Inbound parcels	Supplementary charges - Customs		
		Outbound parcels	21	Non-dutiable parcels	
Supplementary charges - Customs					

Delivery areas		
29	Parcels delivered to	
29.1	all addresses	No
29.2	specific areas only	Yes
	Comments:	
Collection		
30	Collection of parcels at post offices provided for	
30.1	all addresses	Yes
30.2	specific areas only	No
	Comments:	
Delivery procedures for parcels for which customs duty and taxes are payable		
31	Procedure for parcels for which customs duty is payable	
31.1	Pick up of parcel at the customs office	No
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	Yes
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes
31.5	Other	
Period of retention		
32	Period of retention for parcels	
32.1	Normal period	30 Day(s)
32.2	Exceptional period	
33	Retention for parcels for which notice could not be sent or addressed to poste restante	
33.1	Normal period	30 Day(s)
33.2	Exceptional period	
Parcels automatically retained		
34	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 jean-marc.coeffic@upu.int.	
Office name: SANTIAGO OFICINA DE CAMBIO POSTAL INTERNACIONAL (OCPI) CP		
Name: Mr ENRIQUE FAUNDEZ BUSTOS		
Function:		
Address: Bulletin de vérification Sr. Enrique Faundez Bustos Empresa de Correos de Chile AEROPUERTO INTERNACIONAL SCL (AMB) DIEGO BARROS ORTIZ S/N, BODEGA SUR PONIENTE (BSP) PUDAHUEL SANTIAGO CHILE		
Tel: 1: (+562)29561305 2: (+)		
Fax: (+)		
E-Mail: boletines.chile@correos.cl		
Requests for withdrawal from the post or alteration, or correction of address		
35	Requests for withdrawal from the post accepted	Yes
35.1	Central office (in destination country) to which requests must be sent	
Office name: Customer Service		
Name: Mr Rodrigo Perez		
Function: Servicio Atencion al Cliente		
Address: Exposición 221 piso 5 CP 9160002, Estación Central, Santiago, Chile		
Tel: 1: (+562)800267736 2: (+562)29560054 (+562)29560031		
Fax: (+562)29560031		
E-Mail: rodrigo.perez@correos.cl		
Special provisions - Force majeure		
36	Liability admitted in cases of force majeure	No
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	Yes
Special provisions - Customs declarations		
37	Number of CN 23 customs declarations required for inbound parcels	1
37.1	Number of CN 23 customs declarations required for parcels in transit	1
37.2	Languages in which CN 23 customs declarations can be completed	English Spanish
Special provisions - Method of dispatching accompanying documents		
38	Documents affixed to the relevant parcels	Yes
38.1	Documents attached to the parcels bill	No

Service to customers		
39	On-line tracking provided	Yes
39.1	Web site address to access information http://www.correos.cl/SitePages/home.aspx	
39.2	Languages in which track and trace information is available Spanish	
Service to designated operators		
40.	User of the Internet-based Inquiry System (IBIS)	Yes
40.1	Details of office(s) responsible for handling parcel post inquiries	
Office name:	Gerencia de Canales	
Name:	Ms Oriana Gutierrez Figueroa	
Function:	Responsable de las Reclamaciones Internacionales	
Address:	Exposición 221 piso 5 9160002 Estación Central, Santiago, Chile	
Tel:	1: (+562)29560303 2: (+562)29561062	
Fax:	(+)	
E-Mail:	reclamaciones.internacionales@correos.cl oriana.gutierrez@correos.cl	
Hours of service and days(s) on which the inquiry service is operating		
Opening Hours (Local)		
Day	Opening hours 1	Opening hours 2
Monday	09:00-17:48	-
Tuesday	09:00-17:48	-
Wednesday	09:00-17:48	-
Thursday	09:00-17:48	-
Friday	09:00-17:48	-
Saturday	-	-
Sunday	-	-
Languages	French English Spanish	
National Holidays		
41.1	National holidays	
National holiday in 2024		
Month	Day(s)	National Holidays - Description
January	1	Año Nuevo
March	29	Viernes Santo
May	1	Día Internacional del Trabajador
May	21	Día de las Glorias Navales
June	20	Día Nacional de los Pueblos Originarios
July	16	Día de la Virgen del Carmen
August	15	Asunción de la Virgen
September	18	Día de la Independencia Nacional
September	19	Día de las Glorias del Ejército
September	20	Additional National Holidays
October	31	Día de las Iglesias Evangélicas y Protestantes
November	1	Día de la Inmaculada Concepción
December	25	Navidad
Regional Holidays		
41.2	Regional holidays	
Regional holiday in 2021		
Month	Day(s)	Regional/Local Holidays – Localities and description
June	7	Assault of Morro de Arica, Arica en Parinacota Province
August	20	Birth of the Father of the Nation, Communes of Chillán and Chillán Viejo
December	31	Bank holiday. Only bank institutions
Regional holiday in 2020		
Month	Day(s)	Regional/Local Holidays – Localities and description
June	7	Battle of Arica - XV Región de Arica y Parinacota
August	20	Nativity of Liberator Bernardo O'Higgins - VIII Región del Bio Bio
Cancellation of fees		
42	Fees cancelled when they concern	
42.1	parcels returned to sender	Yes
42.2	parcels redirected to a third party	Yes
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	Yes
43.3	Amount of redirection fee (SDR)	0,728
Comments: CLP\$ 650		
Miscellaneous provisions – operation of the parcel service		

- 44.1 Postal parcel services operated by the designated postal operator Yes
- 44.2 Postal parcel services operated by a transport company or companies Yes
- 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: SANTIAGO OFICINA DE CAMBIO POSTAL INTERNACIONAL (OCPI) CP

IMPC code: CLSCLE

Name: Mr VICTOR NAVARRO

Function: INTERNATIONAL OPERATIONS MANAGER

Address: AEROPUERTO INTERNACIONAL SCL (AMB)
DIEGO BARROS ORTIZ S/N, BODEGA SUR
PONIENTE (BSP)
PUDAHUEL
SANTIAGO
CHILE

Tel: 1: (+562)29561301
2: (+562)29561307

Fax: (+562)29561329

E-Mail: victor.navarro@correos.cl
maria.victoria@correos.cl

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	00:00-23:59	-
Tuesday	00:00-23:59	-
Wednesday	00:00-23:59	-
Thursday	00:00-23:59	-
Friday	00:00-23:59	-
Saturday	00:00-21:00	-
Sunday	-	-

Observations/Comments

Customs: Monday - Friday = 09:00 to 20:00;
Saturday = 09:00 to 19:00;
Sunday = Close

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 SANTIAGO OCPI CP
 IMPC Code CLSCLE
 Tel (+562)29561307
 Fax (+)
 Hours of operation Mon - Fri: 00:00-23:59; Sat: 00:00-19:00, Sun: Closed

From the airport of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 12:00	Tuesday+1	Wednesday+1	Thursday+1
Monday	12:01 - 23:59	Wednesday+1	Thursday+1	Friday+1
Tuesday	00:00 - 12:00	Wednesday+1	Thursday+1	Friday+1
Tuesday	12:01 - 23:59	Thursday+1	Friday+1	Monday+1
Wednesday	00:00 - 12:00	Thursday+1	Friday+1	Monday+1
Wednesday	12:01 - 23:59	Friday+1	Monday+1	Tuesday+1
Thursday	00:00 - 12:00	Friday+1	Monday+1	Tuesday+1
Thursday	12:01 - 23:59	Monday+1	Tuesday+1	Wednesday+1
Friday	00:00 - 12:00	Monday+1	Tuesday+1	Wednesday+1
Friday	12:01 - 23:59	Tuesday+1	Wednesday+1	Thursday+1
Saturday	00:00 - 23:59	Tuesday+1	Wednesday+1	Thursday+1
Sunday	00:00 - 23:59	Tuesday+1	Wednesday+1	Thursday+1

Definition of zones

Zone 1:

Postcodes	Cities
	Santiago, Cerrillos, Cerro Navia, Conchalí, El Bosque, Estación Central, Huechuraba, Independencia, La Cisterna, La Granja, La Pintana, La Reina, Las Condes, Lo Barnechea, Lo Espejo, Lo Prado, Macul, Maipú, Ñuñoa, Pedro Aguirre Cerda, Peñalolen, Providencia, Pudahuel, Puente Alto, Quilicura, Quinta Normal, Recoleta, Renca, San Bernardo, San Joaquín, San Miguel, San Ramón, Vitacura.

Zone 2:

Postcodes	Cities

	Alhue, Antofagasta, Arica, Buin, Calama, Calera de Tango, Chillan, Colina, Concepción, Copiapó, Coquimbo, Coyhaique, Curacaví, Curicó, El Monte, Iquique, Isla de Maipo, La Calera, La Serena, Lampa, Linares, Los Angeles, Los Villos, María Pinto, Melipilla, Osorno, Padre Hurtado, Paine, Peñaflo, Pirque, Puerto Montt, Punta Arenas, Rancagua, San Antonio, San Felipe, San Fernando, San José de Maipo, San Pedro, Talagante, Talca, Talcahuano, Temuco, Tiltill, Valdivia, Vallenar, Valparaíso, Viña del Mar.
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Zone 3:

Postcodes	Cities
	REST OF COUNTRY

Arrival at office of exchange: 2h 30 min

Customs clearance times: MONDAY TO FRIDAY = 10:00 TO 16:00;
SATURDAY = 09:00 TO 12:00;
SUNDAY = CLOSED

Items subject to customs duty: 48 HORAS

Items not subject to customs duty: 6 HORAS

Comments: Office of exchange: The OE is closed on Public Holidays.
Customs: Customs does not work on Sundays and Public Holidays.
OFICINA DE CAMBIO: NO TRABAJA LOS DIAS FESTIVOS
ADUANA: NO TRABAJA DIAS FESTIVOS NI DOMINGOS

Parcel delivery standards - Surface parcel

OE Name SANTIAGO OCPI CP

IMPC Code CLSCLE

Tel (+562)295613047

Fax (+562)

Hours of operation Mon - Fri: 00:00-23:59; Sat: 00:00-19:00, Sun: 09:00-16:00

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>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 12:00	Tuesday+1	Wednesday+2	Thursday+2
Monday	12:01 - 23:59	Wednesday+1	Thursday+2	Friday+2
Tuesday	00:00 - 12:00	Wednesday+1	Thursday+2	Friday+2
Tuesday	12:01 - 23:59	Thursday+1	Friday+2	Monday+2
Wednesday	00:00 - 12:00	Thursday+1	Friday+2	Monday+2
Wednesday	12:01 - 23:59	Friday+1	Monday+2	Tuesday+2
Thursday	00:00 - 12:00	Friday+1	Monday+2	Tuesday+2
Thursday	12:01 - 23:59	Monday+1	Tuesday+2	Wednesday+2
Friday	00:00 - 12:00	Monday+1	Tuesday+2	Wednesday+2
Friday	12:01 - 23:59	Tuesday+1	Wednesday+2	Thursday+2
Saturday	00:00 - 23:59	Tuesday+1	Wednesday+2	Thursday+2
Sunday	00:00 - 23:59	Tuesday+1	Wednesday+2	Thursday+2

Definition of zones

Zone 1:

Postcodes	Cities
	Santiago, Cerrillos, Cerro Navia, Conchalí, El Bosque, Estación Central, Huechuraba, Independencia, La Cisterna, La Granja, La Pintana, La Reina, Las Condes, Lo Barnechea, Lo Espejo, Lo Prado, Macul, Maipú, Ñuñoa, Pedro Aguirre Cerda, Peñalolen, Providencia, Pudahuel, Puente Alto, Quilicura, Quinta Normal, Recoleta, Renca, San Bernardo, San Joaquín, San Miguel, San Ramón, Vitacura.

Zone 2:

Postcodes	Cities

	Alhue, Antofagasta, Arica, Buin, Calama, Calera de Tango, Chillan, Colina, Concepción, Copiapó, Coquimbo, Coyhaique, Curacaví, Curicó, El Monte, Iquique, Isla de Maipo, La Calera, La Serena, Lampa, Linares, Los Angeles, Los Villos, María Pinto, Melipilla, Osorno, Padre Hurtado, Paine, Peñaflo, Pirque, Puerto Montt, Punta Arenas, Rancagua, San Antonio, San Felipe, San Fernando, San José de Maipo, San Pedro, Talagante, Talca, Talcahuano, Temuco, Tiltil, Valdivia, Vallenar, Valparaíso, Viña del Mar.
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Zone 3:

Postcodes	Cities
	REST OF COUNTRY

Arrival at office of exchange: 2h 30 min

Customs clearance times: MONDAY TO FRIDAY = 10:00 TO 16:00;
SATURDAY = 09:00 TO 12:00;
SUNDAY = CLOSED

Items subject to customs duty: 96 HORAS

Items not subject to customs duty: 6 HORAS

Comments: Office of exchange: The OE is closed on Public Holidays.
Customs: Customs does not work on Sundays and Public Holidays. In zone 1 all days should be +2, meaning two weeks.
OFICINA DE CAMBIO: NO TRABAJA LOS DIAS FESTIVOS
ADUANA: NO TRABAJA DIAS FESTIVOS NI DOMINGOS

Last validation date: GdS V1 01/02/2018