

Basic Services			CARDIT	Carrier documents international transport – origin post	No
1	Maximum weight limit admitted		RESDIT	Response to a CARDIT – destination post	No
1.1	Surface parcels (kg)	20	6	Home delivery	
1.2	Air (or priority) parcels (kg)	20	6.1	Initial delivery attempt at physical delivery of parcels to addressee	No
2	Maximum size admitted		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	Yes
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)	Yes	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)	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)	Yes	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
Supplementary services			7.2	Ordinary parcels	
3	Cumbersome parcels admitted	No	7.2.1	Signature of the addressee or his agent	Yes
Parcels service features			7.2.2	Signature of a de facto agent	No
5	Electronic exchange of information		7.3	Insured parcels	
5.1.1	Use a track and trace system	Yes	7.3.1	Signature of the addressee or his agent	No
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	Insured parcel service		
EMD	Arrival at inward office of exchange	Yes	8	Insured surface parcels admitted	No
EMH	Attempted/Unsuccessful delivery	Yes	9	Insured air parcels admitted	No
EMI	Final delivery	Yes	10	Marking used for insured parcels	
5.1.3	Optional tracking events transmitted		10.1	CP 74 pink label used	No
EMA	Posting/collection	Yes	10.2	CP 73 label and pink “insured” label used	No
EMB	Arrival at outward office of exchange	Yes	Cash-on-delivery service for parcel		
EME	Held by Customs	Yes	11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
EMF	Out of Customs/Departure from inward office of exchange	Yes	11.1.1	outbound COD parcels	No
EMG	Arrival at delivery office	Yes	11.1.2	inbound COD parcels	No
EMJ	Arrival at transit office of exchange	No	Express delivery service		
EMK	Departure from transit office of exchange	No	12	Express parcel delivery service provided	No
5.1.4	Dispatch messages transmitted		Parcels with advice of delivery		
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes	13	Admission of advice of delivery for	
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	No			
RESCON	Response to a PRECON – destination post	No			

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	30
14	Parcels for delivery free of charges and fees admitted	No		USD	30
Fragile parcel				Comments:	
15	Fragile parcels admitted	Yes		EN: If the value of the contents of an item is less than 30 USD, customs duties are not charged; when the value is greater than 30 USD, customs duties are charged. According to internal regulations, the value of the contents of an ordinary parcel may not exceed 200 USD.	
Consignment service				SP: si el valor del contenido de un envío es menor a 30 USD no paga aranceles de aduana. cuando el valor del contenido es mayor a 30 USD si paga aranceles. Por regulación interna, el valor máximo del contenido de una encomienda ordinaria no puede sobrepasar los 200.00 USD.	
16	Consignment service by bilateral agreements provided	No	22	Dutiable parcels	
Integrated logistics service			22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes
17	integrated logistics service by bilateral agreements provided	No	22.2	Amount of fee collected	
Addresses for bilateral agreements				Local currency	50.00
18	Contact details of the person responsible for questions concerning bilateral agreements			USD	
Name:	Mr Julio Antonio Quial Sotolongo			Comments:	
Function:	Director			EN: The value of the contents of an item may not exceed 200 USD.	
Address:	Carretera de Vento Km 3 ½, e/ Línea del Ferrocarril y Camaguey. Cerro. La Habana. Cuba CP13400			SP: el valor máximo del contenido de un envío no puede ser mayor de 200 USD.	
Tel:	1: (+537)6464660 2: (+)		23	Customs clearance fee collected for all items declared at customs	Yes
Fax:	(+)		23.1	Amount of fee collected	
E-mail	director@mci.correos.cu			Local currency	1.30
Admissible radioactive material and infectious substances				USD	
19	Radioactive materials admitted in		24	Administration fees collected for parcels subject to export customs clearance	Yes
19.1	Air Parcels		24.1	Amount of the charge collected	
		Inbound parcels No		Local currency	1.30
		Outbound parcels No		USD	
19.2	Insured parcels			Comments:	
		Inbound parcels No			
		Outbound parcels No			
20	Infected substances admitted in		Special charges - Storage		
20.1	Air Parcels		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
		Inbound parcels No	25.1	Amount of charge per day/per parcel	
		Outbound parcels No		Local currency	0.50
20.2	Insured parcels			SDR	
		Inbound parcels No	25.2	Period of charge, if not daily	
		Outbound parcels No			
Supplementary charges - Customs					
21	Non-dutiable parcels				

<p>Special delivery charges</p> <p>26 Delivery charges collected at the time of delivery in response to the advice of arrival No</p>			<p>EN: When necessary, in an office designated in each province to carry out a physical inspection of the item in the presence of the addressee, the customs inspector and the postal staff.</p> <p>SP: Cuando sea necesario, en una oficina habilitada en cada provincia para realizar la inspección física del envío en presencia del destinatario, el inspector de aduana y personal de Correos.</p>
<p>Special charges – Poste restante</p> <p>27 Poste restante service provided Yes</p>			<p>Period of retention</p> <p>32 Period of retention for parcels</p> <p>32.1 Normal period 1 Month(s)</p> <p>32.2 Exceptional period 2 Month(s)</p> <p>33 Retention for parcels for which notice could not be sent or addressed to poste restante</p> <p>33.1 Normal period 30 Day(s)</p> <p>33.2 Exceptional period 2 Month(s)</p>
27.1	Amount of charge per parcel		
	Local currency		
	SDR		
27.2	Basis for charge if not an amount per parcel		
<p>Special provisions - Treatment of parcels wrongly accepted</p> <p>28 Parcels returned to sender Yes</p>			
<p>Delivery areas</p> <p>29 Parcels delivered to</p>			<p>Parcels automatically retained</p> <p>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.</p>
29.1	all addresses	Yes	
29.2	specific areas only	No	
	Comments:		
<p>Collection</p> <p>30 Collection of parcels at post offices provided for</p>			<p>Office name: Oficina de Cambio Internacional La Habana (CUHAVA - CUHAVB)</p> <p>Name: Mr Darias Cabaña José Manuel</p> <p>Function: Director de Operaciones</p> <p>Address: Carretera de Vento Km 3 ½, entre Línea de Ferrocarril y Camagüey. Municipio Cerro. La Habana. Cuba. CP13400.</p> <p>Tel: 1: (+537)6464637 2: (+)</p> <p>Fax: (+)</p> <p>E-Mail: diroperaciones@mci.correos.cu</p>
30.1	all addresses	Yes	
30.2	specific areas only	No	
	Comments:		
<p>Delivery procedures for parcels for which customs duty and taxes are payable</p> <p>31 Procedure for parcels for which customs duty is payable</p>			<p>Requests for withdrawal from the post or alteration, or correction of address</p> <p>35 Requests for withdrawal from the post accepted Yes</p> <p>35.1 Central office (in destination country) to which requests must be sent</p> <p>Office name: Oficina de Cambio Internacional - CUHAVA or CUHAVB</p> <p>Name: Mr Darias Cabaña José Manuel</p> <p>Function: Director de Operaciones</p> <p>Address: Carretera de Vento Km 3 ½, entre Línea de Ferrocarril y Camagüey. Municipio Cerro. La Habana. Cuba. CP13400.</p> <p>Tel: 1: (+537)6464637 2: (+)</p> <p>Fax: (+)</p> <p>E-Mail: diroperaciones@mci.correos.cu</p>
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	Yes	
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		

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	2
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	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	www.correos.cu/rastreador-de-envios/
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:	Empresa de Mensajería y Cambio Internacional	
Name:	Ms Jimenez Tabio Mileidys	
Function:	Jefe Departamento	
Address:	Carretera de Vento Km 3 ½, entre Línea de Ferrocarril y Camagüey. Municipio Cerro. La Habana. Cuba. CP13400.	
Tel:	1: (+537)6491445 2: (+537)6464691	
Fax:	(+)	
E-Mail:	reclamacion2@mci.correos.cu reclamacion3@mci.correos.cu	
Hours of service and days(s) on which the inquiry service is operating		
Opening Hours (Local)		
Day	Opening hours 1	Opening hours 2
Monday	08:00-12:00	13:00-17:30
Tuesday	08:00-12:00	13:00-17:30
Wednesday	08:00-12:00	13:00-17:30
Thursday	08:00-12:00	13:00-17:30
Friday	08:00-12:00	13:00-16:30
Saturday	-	-
Sunday	-	-
Languages Spanish		
National Holidays		
41.1 National holidays		
National holiday in 2021		
Month	Day(s)	National Holidays - Description
January	1	Victoria de la Revolución Cubana sobre el régimen de Fulgencio Batista en 1959.
January	2	Victoria de la Revolución Cubana sobre el régimen de Fulgencio Batista en 1959.
April	2	Viernes Santo
May	1	Día Internacional de los Trabajadores.
July	25	Víspera de la conmemoración del inicio de la fase armada en la oposición a Batista, con el asalto a los cuarteles Moncada y Carlos Manuel de Céspedes por un grupo liderado por el presidente Fidel Castro en 1953.
July	26	Día de la Rebelión Nacional, asalto a los cuarteles Moncada y Carlos Manuel de Céspedes.
July	27	Conmemoración del inicio de la fase armada en la oposición a Batista, con el asalto a los cuarteles Moncada y Carlos Manuel de Céspedes por un grupo liderado por el presidente Fidel Castro en 1953.
October	10	Comienzo de la lucha armada contra el colonialismo español en 1868.
December	25	Navidad, como gesto ante la visita que realizó el papa Juan Pablo II a Cuba en enero de 1998.
December	31	Fin de Año. Víspera de la conmemoración de la victoria de la Revolución Cubana sobre el régimen de Fulgencio Batista en 1959.
National holiday in 2022		
Month	Day(s)	National Holidays - Description
January	1	Victoria de la Revolución Cubana sobre el régimen de Fulgencio Batista en 1959.
January	2	Extensión de la conmemoración nacional por el triunfo de la Revolución el primero de enero de 1959.
April	15	Viernes Santo.
May	1	Día Internacional de los Trabajadores.

July	25	Víspera de la conmemoración del inicio de la fase armada en la oposición a Batista, con el asalto a los cuarteles Moncada y Carlos Manuel de Céspedes por un grupo liderado por el presidente Fidel Castro en 1953.
July	26	Día de la Rebelión Nacional, asalto a los cuarteles Moncada y Carlos Manuel de Céspedes.
July	27	Conmemoración del inicio de la fase armada en la oposición a Batista, con el asalto a los cuarteles Moncada y Carlos Manuel de Céspedes por un grupo liderado por el presidente Fidel Castro en 1953.
October	10	Comienzo de la lucha armada contra el colonialismo español en 1868.
December	25	Navidad, como gesto ante la visita que realizó el papa Juan Pablo II a Cuba en enero de 1998.
December	31	Fin de Año. Víspera de la conmemoración de la victoria de la Revolución Cubana sobre el régimen de Fulgencio Batista en 1959.

National holiday in 2023

Month	Day(s)	National Holidays - Description
January	1	Victoria de la Revolución Cubana sobre el régimen de Fulgencio Batista en 1959.
January	2	Extensión de la conmemoración nacional por el triunfo de la Revolución el primero de enero de 1959.
January	3	Extensión de la conmemoración nacional por el triunfo de la Revolución el primero de enero de 1959.
April	7	Viernes Santo.
May	1	Día Internacional de los Trabajadores.
July	25	Víspera de la conmemoración del inicio de la fase armada en la oposición a Batista, con el asalto a los cuarteles Moncada y Carlos Manuel de Céspedes por un grupo liderado por el presidente Fidel Castro en 1953.
July	26	Día de la Rebelión Nacional, asalto a los cuarteles Moncada y Carlos Manuel de Céspedes.
July	27	Conmemoración del inicio de la fase armada en la oposición a Batista, con el asalto a los cuarteles Moncada y Carlos Manuel de Céspedes por un grupo liderado por el presidente Fidel Castro en 1953.
October	10	Comienzo de la lucha armada contra el colonialismo español en 1868.
December	25	Navidad, como gesto ante la visita que realizó el papa Juan Pablo II a Cuba en enero de 1998.
December	31	Fin de Año

Regional Holidays**41.2 Regional holidays**

Regional holiday in

Month	Day(s)	Regional/Local Holidays – Localities and description
-------	--------	--

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	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
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: Oficina de Cambio Internacional La Habana
 IMPC code: CUHAVA
 Name: Mr Darias Cabaña, José Manuel
 Function: Director de Operaciones
 Address: Carretera de Vento Km 3½, entre Línea del Ferrocarril y Camagüey. Municipio Cerro. La Habana. Cuba CP13400
 Tel: 1: (+537)6464637
 2: (+)
 Fax: (+)
 E-Mail: dioperaciones@mci.correos.cu

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
-----	-----------------	-----------------

Monday	08:00-12:00	13:00-17:30
Tuesday	08:00-12:00	13:00-17:30
Wednesday	08:00-12:00	13:00-17:30
Thursday	08:00-12:00	13:00-17:30
Friday	08:00-12:00	13:00-17:30
Saturday	08:00-12:00	13:00-17:30
Sunday	-	-

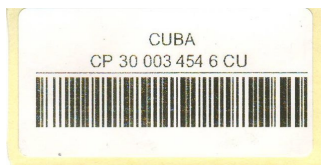
Observations/Comments

Delivery standards

46-47 See the annexes.

Barcode

48 Barcode sample used on all outward international postal parcels.



Parcel delivery standards - Surface parcel

OE Name Oficina de Cambio Internacional La Habana
IMPC Code CUHAVB
Tel (+537)6464660
Fax (+)
Hours of operation 08:00-17:30

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 - 07:00	Monday	Tuesday	Wednesday
Monday	07:01 - 23:59	Tuesday	Wednesday	Thursday
Tuesday	00:00 - 07:00	Tuesday	Wednesday	Thursday
Tuesday	07:01 - 23:59	Wednesday	Thursday	Friday
Wednesday	00:00 - 07:00	Wednesday	Thursday	Friday
Wednesday	07:01 - 23:59	Thursday	Friday	Saturday
Thursday	00:00 - 07:00	Thursday	Friday	Saturday
Thursday	07:01 - 23:59	Friday	Saturday	Monday
Friday	00:00 - 07:00	Friday	Saturday	Monday
Friday	07:01 - 23:59	Saturday	Monday	Tuesday
Saturday	00:00 - 07:00	Saturday	Monday	Tuesday
Saturday	07:01 - 23:59	Monday	Tuesday	Wednesday
Sunday	00:00 - 23:59	Monday	Tuesday	Wednesday

Definition of zones

Zone 1:

Postcodes	Cities
10100 till 19349	La Habana

Zone 2:

Postcodes	Cities
20100 till 20400; 32700; 33800; 40100 till 44740; 50100 till 54840; 60100 till 60200; 65100 till 65400; 70100 till 71300; 75100 till 75549; 80100 till 81149; 85100 till 85700; 90100 till 91948; 95100 till 95449	Pinar del Río; Artemisa; San José de Las Lajas, Matanzas; Santa Clara, Cienfuegos, Sancti Spíritus, Ciego de Ávila, Camaguey, Las Tunas, Holguín, Bayamo, Santiade Cuba, Guantánamo

Zone 3:

Postcodes	Cities
	Other destinations

Arrival at office of exchange: 08:00

Customs clearance times:

Items subject to customs duty: 12 hours

Items not subject to customs duty: 4 hours

Comments:

Parcel delivery standards - Air parcel

OE Name Oficina de Cambio Internacional La Habana

IMPC Code CUHAVA

Tel (+537)6464660

Fax (+)

Hours of operation 08:00-17:30

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 - 07:00	Saturday	Monday	Tuesday
Monday	07:01 - 23:59	Monday	Tuesday	Wednesday
Tuesday	00:00 - 07:00	Monday	Tuesday	Wednesday
Tuesday	07:01 - 23:59	Tuesday	Wednesday	Thursday
Wednesday	00:00 - 07:00	Tuesday	Wednesday	Thursday
Wednesday	07:01 - 23:59	Wednesday	Thursday	Friday
Thursday	00:00 - 07:00	Wednesday	Thursday	Friday
Thursday	07:01 - 23:59	Thursday	Friday	Saturday
Friday	00:00 - 07:00	Thursday	Friday	Saturday
Friday	07:01 - 23:59	Friday	Saturday	Monday
Saturday	00:00 - 07:00	Friday	Saturday	Monday
Saturday	07:01 - 23:59	Saturday	Monday	Tuesday
Sunday	00:00 - 23:59	Saturday	Monday	Tuesday

Definition of zones

Zone 1:

Postcodes	Cities
10100 till 19349	La Habana

Zone 2:

Postcodes	Cities
20100 till 20400; 32700; 33800; 40100 till 44740; 50100 till 54840; 60100 till 60200; 65100 till 65400; 70100 till 71300; 75100 till 75549; 80100 till 81149; 85100 till 85700; 90100 till 91948; 95100 till 95449	Pinar del Río; Artemisa; San José de Las Lajas, Matanzas; Santa Clara, Cienfuegos, Sancti Spíritus, Ciego de Ávila, Camaguey, Las Tunas, Holguín, Bayamo, Santiade Cuba, Guantánamo

Zone 3:

Postcodes	Cities
	Other destinations

Arrival at office of exchange: 08:00

Customs clearance times:

Items subject to customs duty: 12 hours

Items not subject to customs duty: 4 hours

Comments:

Last validation date: 2021-03-31