

Basic Services						
1	Maximum weight limit admitted			PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes
1.1	Surface parcels (kg)	30		RESDER V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes
1.2	Air (or priority) parcels (kg)	30		5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes
2	Maximum size admitted			5.1.6	Other messages transmitted	
2.1	Surface parcels			PRECON	Pre-advice of international consignment – origin post	Yes
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	Yes		RESCON	Response to a PRECON – destination post	Yes
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No		CARDIT	Carrier documents international transport – origin post	Yes
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No		RESBIT	Response to a CARDIT – destination post	Yes
2.2	Air parcels			6	Home delivery	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	Yes		6.1	Initial delivery attempt at physical delivery of parcels to addressee	Yes
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No		6.2	If initial delivery attempt unsuccessful, card left for addressee	Yes
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	Yes
Supplementary services				6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	
3	Cumbersome parcels admitted	Yes		6.5	Nature of this governmental or legally binding restriction.	
4	Maximum size admitted			7	Signature of acceptance	
4.1	Surface parcels			7.1	When a parcel is delivered or handed over	
	Metres for any one dimension	2,4		7.1.1	a signature of acceptance is obtained	Yes
	Metres for length & greatest circumference	3		7.1.2	captured data from an identity card are registered	Yes
4.2	Air parcels			7.1.3	another form of evidence of receipt is obtained	Yes
	Metres for any one dimension	2,4		7.1.4	Nature of this evidence	
	Metres for length & greatest circumference	3			Passport number	
Parcels service features				7.2	Ordinary parcels	
5	Electronic exchange of information			7.2.1	Signature of the addressee or his agent	Yes
5.1.1	Use a track and trace system	Yes		7.2.2	Signature of a de facto agent	Yes
5.1.2	Mandatory tracking events transmitted			7.3	Insured parcels	
EMC	Departure from outward office of exchange	Yes		7.3.1	Signature of the addressee or his agent	Yes
EMD	Arrival at inward office of exchange	Yes		7.3.2	Signature of a de facto agent	Yes
EMH	Attempted/Unsuccessful delivery	Yes		Insured parcel service		
EMI	Final delivery	Yes		8	Insured surface parcels admitted	Yes
5.1.3	Optional tracking events transmitted			8.1	Maximum insured value for surface parcels (SDR)	33780
EMA	Posting/collection	Yes		9	Insured air parcels admitted	Yes
EMB	Arrival at outward office of exchange	No		9.1	Maximum insured value for air parcels (SDR)	4000
EME	Held by Customs	Yes		9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	
EMF	Out of Customs/Departure from inward office of exchange	Yes		10	Marking used for insured parcels	
EMG	Arrival at delivery office	Yes				
EMJ	Arrival at transit office of exchange	Yes				
EMK	Departure from transit office of exchange	Yes				
5.1.4	Dispatch messages transmitted					

10.1	CP 74 pink label used	No	16	Consignment service by bilateral agreements provided	Yes
10.2	CP 73 label and pink "insured" label used	Yes			
Cash-on-delivery service for parcel			Integrated logistics service		
11.1	Acceptance of Cash-on-delivery (COD) service for parcels		17	integrated logistics service by bilateral agreements provided	No
11.1.1	outbound COD parcels	Yes	Addresses for bilateral agreements		
11.1.2	inbound COD parcels	Yes	18	Contact details of the person responsible for questions concerning bilateral agreements	
11.2	Amount charged to the sender for the service (in SDR), in addition to postage charges:		Name:	Mr HURDA Martin	
11.2.1	for ordinary parcels	0,90 SDR	Function:	International Business Director	
11.2.2	for insured parcels	0,90 SDR	Address:	Politických veznu 909/2 225 99 PRAHA 1 CZECH REPUBLIC	
11.3	Additional amount for the delivery of COD parcels	No	Tel:	1: (+420)954302537 2: (+)	
11.3.1	Fixed cost	SDR	Fax:	(+420)	
11.3.2	Value range or the value of the parcel (explanation on how the service charge billed to the addressee is calculated):		E-mail	hurda.martin@cpost.cz	
11.4	Methods of payment accepted upon delivery for the service charge billed to the addressee		Admissible radioactive material and infectious substances		
	Cash : No		19	Radioactive materials admitted in	
	Credit card : No		19.1	Air Parcels	
	Cheque : No				Inbound parcels No
	Payment by mobile phone : No				Outbound parcels No
	Other :		19.2	Insured parcels	
11.5	Methods of payment accepted upon delivery for the value of the COD parcel				Inbound parcels No
	Cash : No				Outbound parcels No
	Money order : No		20	Infected substances admitted in	
	Credit card : No		20.1	Air Parcels	
	Cheque : No				Inbound parcels No
	Payment by mobile phone : No				Outbound parcels No
	Other :		20.2	Insured parcels	
11.6	Maximum value accepted for an inbound COD parcel	SDR			Inbound parcels No
					Outbound parcels No
Express delivery service			Supplementary charges - Customs		
12	Express parcel delivery service provided	No	21	Non-dutiable parcels	
Parcels with advice of delivery			21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes
13	Admission of advice of delivery for		21.2	Exemption threshold	
13.1	ordinary parcels	Yes		Local currency	45 EUR
13.2	insured parcels	Yes		USD	
Parcels for delivery free of charges and fees				Comments:	
14	Parcels for delivery free of charges and fees admitted	No		ONLY FOR GIFT'S CATEGORY	
Fragile parcel			22	Dutiable parcels	
15	Fragile parcels admitted	No	22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes
Consignment service					

22.2	Amount of fee collected		29.1	all addresses	Yes
	Local currency	150	29.2	specific areas only	No
	USD	8.80		Comments:	
	Comments:				
23	Customs clearance fee collected for for all items declared at customs	Yes	Collection		
23.1	Amount of fee collected		30	Collection of parcels at post offices provided for	
	Local currency	120	30.1	all addresses	Yes
	USD	5.19	30.2	specific areas only	No
	Comments:			Comments:	
24	Administration fees collected for parcels subject to export customs clearance	No	Delivery procedures for parcels for which customs duty and taxes are payable		
	Comments:		31	Procedure for parcels for which customs duty is payable	
Special charges - Storage			31.1	Pick up of parcel at the customs office	Yes
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	31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	Yes
25.1	Amount of charge per day/per parcel		31.3	Delivery to the addressee's address after payment of customs duties and taxes	Yes
	Local currency	50	31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes
	SDR	1,61	31.5	Other	
25.2	Period of charge, if not daily			As soon as the addressee receives Advice of Item arrival to the Office of Exchange it is necessary to start communication with Post Office representatives mentioned in Advice. In case the addressee does not follow instructions mentioned in Advice the Post Office is unable to start customs clearance and item/s will be returned to the country of origin (after 20 days).	
Special delivery charges			Period of retention		
26	Delivery charges collected at the time of delivery in response to the advice of arrival	No	32	Period of retention for parcels	
Special charges – Poste restante			32.1	Normal period	20 Day(s)
27	Poste restante service provided	Yes	32.2	Exceptional period	1 Month(s)
27.1	Amount of charge per parcel		33	Retention for parcels for which notice could not be sent or addressed to poste restante	
	Local currency		33.1	Normal period	
	SDR		33.2	Exceptional period	
27.2	Basis for charge if not an amount per parcel		Parcels automatically retained		
Special provisions - Treatment of parcels wrongly accepted			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.	
28	Parcels returned to sender	No			
28.1	If not, parcel delivered to addressee under conditions prescribed by your country legislations	No			
28.2	For parcels wrongly accepted, action taken on a case-by-case basis	Yes			
Delivery areas					
29	Parcels delivered to				

Office name: Office of Exchange PRAHA 120		https://www.postaonline.cz/trackandtrace
Name: Mr		
Function: International Documents Department		39.2 Languages in which track and trace information is available
Address: Plzenska 290/139 220 00 PRAHA 5 CZECH REPUBLIC		English CZECH
Tel: 1: (+420)257019276 2: (+)		
Fax: (+420)257213214		
E-Mail: Intdoc.ozmp@cpost.cz		
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: Czech Post Headquarters		
Name: Ms MIKYSKOVA Stanislava		
Function: Head of International Inquiries		
Address: K Hrušovu 293/2 220 00 PRAHA 10 CZECH REPUBLIC		
Tel: 1: (+420)954400708 2: (+)		
Fax: (+420)		
E-Mail: reklnahrm.ozmp@cpost.cz		
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 French English Czech, Slovak, German	
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	
Office name: Czech Post Headquarters		
Name: Ms MIKYSKOVA Stanislava		
Function: Head of International Inquiries		
Address: POLITICKYCH VEZNU 909/4 225 99 PRAHA 1 CZECH REPUBLIC		
Tel: 1: (+420)954400708 2: (+)		
Fax: (+420)		
E-Mail: reklnahrm.ozmp@cpost.cz		
Hours of service and days(s) on which the inquiry service is operating		
Opening Hours (Local)		
Day	Opening hours 1	Opening hours 2
Monday	07:00-12:00	12:00-15:30
Tuesday	07:00-12:00	12:00-15:30
Wednesday	07:00-12:00	12:00-15:30
Thursday	07:00-12:00	12:00-15:30
Friday	07:00-12:00	12:00-15:30
Saturday	-	-
Sunday	-	-
Languages French English CZECH		
National Holidays		
41.1 National holidays		
National holiday in 2022		
Month	Day(s)	National Holidays - Description
January	1	New Years Day
April	15	Good Friday
April	18	Easter Monday
May	1	Labor Day
May	8	Victory Day
July	5	Saints Cyril and Methodius Day
July	6	Jan Hus Day
September	28	Day of Czech Statehood

October	28	Day of Establishment of Independent Czechoslovakia
November	17	Day of Fight for Freedom and Democracy
December	24	Christmas
December	25	Christmas
December	26	Christmas

National holiday in 2023

Month	Day(s)	National Holidays - Description
January	1	New Years Day
April	7	Good Friday
April	10	Easter Monday
May	1	Labor Day
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July	5	Saints Cyril and Methodius Day
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November	17	Day of Fight for Freedom and Democracy
December	24	Christmas
December	25	Christmas
December	26	Christmas

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	Yes
42.2	parcels redirected to a third party	Yes
42.3	parcels abandoned by the sender	No
42.4	parcels lost or destroyed	Yes
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: PRAHA 120
IMPC code: CZPRGA
Name: Mr KUCERA Ondrej Ing.
Function: Head of Office of Exchange
Address: K Hrušovu 293/2
220 00 PRAHA 10
CZECH REPUBLIC
Tel: 1: (+420)954400878
2: (+)
(+420)
Fax: (+420)
E-Mail: kucera.ondrej.3@cpost.cz

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	06:00-00:00	-
Tuesday	00:00-00:00	-
Wednesday	00:00-00:00	-
Thursday	00:00-00:00	-
Friday	00:00-00:00	-
Saturday	00:00-18:00	-
Sunday	-	-

Observations/Comments

Delivery standards**46-47 See the annexes.****Barcode****48 Barcode sample used on all outward international postal parcels.**

CS 02 384 235 8 CZ



Parcel delivery standards - Air parcel

OE Name PRAHA 120
 IMPC Code CZPRGA
 Tel (+420)954400878
 Fax (+420)
 Hours of operation Monday - Saturday: 00:00-24:00; Saturday 00:00-18:00.

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 - 06:00	Wednesday		
Monday	06:01 - 23:59	Thursday		
Tuesday	00:00 - 06:00	Thursday		
Tuesday	06:01 - 23:59	Friday		
Wednesday	00:00 - 06:00	Friday		
Wednesday	06:01 - 23:59	Monday		
Thursday	00:00 - 23:59	Monday		
Friday	00:00 - 23:59	Tuesday		
Saturday	00:00 - 23:59	Tuesday		
Sunday	00:00 - 23:59	Wednesday		

Definition of zones

Zone 1:

Postcodes	Cities
10000 - 79999, CZPRGA	

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 24 hours

Items not subject to customs duty: 0 hours

Comments:

The OE does not operate on Saturdays, Sundays and public holidays.
For items coming from European Union, one working day should be discounted from the delivery standard presented.

Parcel delivery standards - Surface parcel

OE Name PRAHA 120
 IMPC Code CZPRGA
 Tel (+420)954400878
 Fax (+420)
 Hours of operation Monday - Friday: 00:00-24:00; Saturday 00:00-18:00.
 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 - 06:00	Wednesday		
Monday	06:01 - 23:5	Thursday		
Tuesday	00:00 - 06:00	Thursday		
Tuesday	06:01 - 23:5	Friday		
Wednesday	00:00 - 06:00	Friday		
Wednesday	06:01 - 23:5	Monday		
Thursday	00:00 - 06:00	Monday		
Thursday	06:01 - 23:59	Tuesday	---	---
Friday	00:00 - 06:00	Tuesday		
Friday	06:01 - 23:59	Wednesday	---	---
Saturday	00:00 - 23:5	Wednesday		
Sunday	00:00 - 23:5	Wednesday		

Definition of zones

Zone 1:

Postcodes	Cities
10000 - 79999, CZPRGA	

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 24

Items not subject to customs duty: 0

Comments: No delivery on Saturdays, Sundays and public holidays

Last validation date: DA V3 01/01/2023