

Basic Services						
<b>1</b>	<b>Maximum weight limit admitted</b>			PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes
1.1	Surface parcels (kg)	50		RESDDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes
1.2	Air (or priority) parcels (kg)	50		5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes
<b>2</b>	<b>Maximum size admitted</b>			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)	No		RESCON	Response to a PRECON – destination post	Yes
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes		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		RESDIT	Response to a CARDIT – destination post	Yes
2.2	Air parcels			<b>6</b>	<b>Home delivery</b>	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		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)	Yes		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.	
<b>3</b>	<b>Cumbersome parcels admitted</b>	Yes		6.5	Nature of this governmental or legally binding restriction.	
<b>4</b>	<b>Maximum size admitted</b>			<b>7</b>	<b>Signature of acceptance</b>	
4.1	Surface parcels			7.1	When a parcel is delivered or handed over	
	Metres for any one dimension	1.5		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	No
	Metres for any one dimension	1.5		7.2	Ordinary parcels	
	Metres for length & greatest circumference	3		7.2.1	Signature of the addressee or his agent	Yes
Parcels service features				7.2.2	Signature of a de facto agent	Yes
<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	Yes
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)	1250
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)	1250
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	No
EMF	Out of Customs/Departure from inward office of exchange	Yes				
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					

10.2	CP 73 label and pink "insured" label used	Yes		
<b>Cash-on-delivery service for parcel</b>				
11.1	<b>Acceptance of Cash-on-delivery (COD) service for parcels</b>			
11.1.1	outbound COD parcels	No		
11.1.2	inbound COD parcels	No		
<b>Express delivery service</b>				
12	<b>Express parcel delivery service provided</b>	Yes		
12.1	If yes, parcels delivered by special messenger	Yes		
12.3	Charge collected at time of delivery to addressee	Yes		
12.4	Amount collected per parcel (SDR)	1		
<b>Parcels with advice of delivery</b>				
13	<b>Admission of advice of delivery for</b>			
13.1	ordinary parcels	Yes		
13.2	insured parcels	Yes		
<b>Parcels for delivery free of charges and fees</b>				
14	<b>Parcels for delivery free of charges and fees admitted</b>	No		
<b>Fragile parcel</b>				
15	<b>Fragile parcels admitted</b>	Yes		
<b>Consignment service</b>				
16	<b>Consignment service by bilateral agreements provided</b>	Yes		
<b>Integrated logistics service</b>				
17	<b>integrated logistics service by bilateral agreements provided</b>	Yes		
<b>Addresses for bilateral agreements</b>				
18	<b>Contact details of the person responsible for questions concerning bilateral agreements</b>			
Name:	Ms NERMIN HASSAN MOHAMED			
Function:	Head of Int'l Cooperation Division			
Address:	Egyptian National Post Organization, Post for Investment Building, Cairo Contact Centers Park, Maadi, Cairo, EGYPT			
Tel:	1: (+202) 2: (+202)			
Fax:	(+202)			
E-mail	N_HASSAN@EgyptPost.Org ahamdi@egyptpost.org			
<b>Admissible radioactive material and infectious substances</b>				
19	<b>Radioactive materials admitted in</b>			
19.1	Air Parcels		Inbound parcels	No
			Outbound parcels	No
19.2	Insured parcels		Inbound parcels	No
			Outbound parcels	No
20	<b>Infected substances admitted in</b>			
20.1	Air Parcels		Inbound parcels	No
			Outbound parcels	No
20.2	Insured parcels		Inbound parcels	No
			Outbound parcels	No
<b>Supplementary charges - Customs</b>				
21	<b>Non-dutiable parcels</b>			
21.1	Threshold level below which parcels are free of customs duties and other taxes	No		
	Comments:			
22	<b>Dutiable parcels</b>			
22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes		
22.2	Amount of fee collected			
	Local currency			
	USD			
	Comments:			
23	<b>Customs clearance fee collected for all items declared at customs</b>	Yes		
23.1	Amount of fee collected			
	Local currency			
	USD			
	Comments:			
24	<b>Administration fees collected for parcels subject to export customs clearance</b>	No		
	Comments:			
<b>Special charges - Storage</b>				
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>	Yes		

25.1	Amount of charge per day/per parcel Local currency SDR			<b>Period of retention</b>	
25.2	Period of charge, if not daily			<b>32</b>	<b>Period of retention for parcels</b>
				32.1	Normal period 30 Day(s)
				32.2	Exceptional period
<b>Special delivery charges</b>				<b>33</b>	<b>Retention for parcels for which notice could not be sent or addressed to poste restante</b>
<b>26</b>	<b>Delivery charges collected at the time of delivery in response to the advice of arrival</b>	<b>No</b>		33.1	Normal period 30 Day(s)
				33.2	Exceptional period
<b>Special charges – Poste restante</b>				<b>Parcels automatically retained</b>	
<b>27</b>	<b>Poste restante service provided</b>	<b>Yes</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 jean-marc.coeffic@upu.int.</b>
27.1	Amount of charge per parcel Local currency SDR			Office name:	International Logistic and Exchange Center
27.2	Basis for charge if not an amount per parcel			Name:	Mr Mohamed Tantawy
				Function:	Manager of Export
<b>Special provisions - Treatment of parcels wrongly accepted</b>				Address:	Egypt Post International Logistic and Exchange Center, Cairo International Airport.
<b>28</b>	<b>Parcels returned to sender</b>	<b>Yes</b>		Tel:	1: (+20)109941372 2: (+20)222654697
28.1	Amount of charge per parcel Local currency SDR			Fax:	(+20)222654698
28.2	Basis for charge if not an amount per parcel			E-Mail:	eg_airport_operation@egyptpost.org
<b>Delivery areas</b>				<b>Requests for withdrawal from the post or alteration, or correction of address</b>	
<b>29</b>	<b>Parcels delivered to</b>			<b>35</b>	<b>Requests for withdrawal from the post accepted</b> <b>Yes</b>
29.1	all addresses	Yes		35.1	Central office (in destination country) to which requests must be sent
29.2	specific areas only	No		Office name:	Foreign Inquiries department
	Comments:			Name:	Mr Samir Mohamed Ali
<b>Collection</b>				Function:	Chief of External Inquiries
<b>30</b>	<b>Collection of parcels at post offices provided for</b>			Address:	Muhammad Bek Al-Alfi Street, Orabi, Azbakeya, Cairo.
30.1	all addresses	Yes		Tel:	1: (+2)1002530024 2: (+2)1002530024
30.2	specific areas only	No		Fax:	(+)
	Comments:			E-Mail:	Samir_ali@EgyptPost.Org int-inquiries@egyptpost.org
<b>Delivery procedures for parcels for which customs duty and taxes are payable</b>				<b>Special provisions - Force majeure</b>	
<b>31</b>	<b>Procedure for parcels for which customs duty is payable</b>			<b>36</b>	<b>Liability admitted in cases of force majeure</b> <b>No</b>
31.1	Pick up of parcel at the customs office	Yes		36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	Yes		36.2	Addressee/sender's reservations admitted at the time of delivery
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				

**Special provisions - Customs declarations**

<b>37</b>	<b>Number of CN 23 customs declarations required for inbound parcels</b>	<b>1</b>
37.1	Number of CN 23 customs declarations required for parcels in transit	
37.2	Languages in which CN 23 customs declarations can be completed	
	English	

**Special provisions - Method of dispatching accompanying documents**

<b>38</b>	<b>Documents affixed to the relevant parcels</b>	<b>Yes</b>
38.1	Documents attached to the parcels bill	No

**Service to customers**

<b>39</b>	<b>On-line tracking provided</b>	<b>Yes</b>
39.1	Web site address to access information	
	<a href="http://www.egyptpost.org">http://www.egyptpost.org</a>	
39.2	Languages in which track and trace information is available	
	English	

**Service to designated operators**

<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	

Office name: Foreign Inquiries department  
 Name: Mr Samir Mohamed Ali  
 Function: Chief of External Inquiries  
 Address: Muhammad Bek Al-Alfi Street, Orabi, Azbakeya, Cairo  
 Tel: 1: (+2)1002530024  
 2: (+2)1002530024  
 Fax: (+)  
 E-Mail: Samir\_ali@EgyptPost.Org  
 int-inquiries@egyptpost.org

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

**Opening Hours (Local)**

Day	Opening hours 1	Opening hours 2
Monday	08:00-15:00	-
Tuesday	08:00-15:00	-
Wednesday	08:00-15:00	-
Thursday	08:00-15:00	-
Friday	-	-
Saturday	-	-
Sunday	08:00-15:00	-

Languages English Arabic

Office name: General Department of Parcels  
 Name: Ms Basma Ibrahim Mohamed  
 Function: External Inquiries Officer  
 Address: Ramsis Traffic Centers, Ramsis Square, Cairo, Egypt.  
 Tel: 1: (+02)01143667803  
 2: (+)  
 Fax: (+)  
 E-Mail: int-inquiries@egyptpost.org

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

**Opening Hours (Local)**

Day	Opening hours 1	Opening hours 2
Monday	-	-
Tuesday	-	-
Wednesday	-	-
Thursday	-	-
Friday	-	-
Saturday	-	-
Sunday	-	-

Languages

**National Holidays****41.1 National holidays**

National holiday in 2024

Month	Day(s)	National Holidays - Description
January	7	Coptic Christmas Day
January	25	25th January Revolution / Police Day
April	10	Eid Al Fitr
April	11	Eid Al Fitr
April	12	Eid Al Fitr
April	25	Sinai Liberation Day
May	2	Labour Day
May	6	Easter Day ( Sham El Nessim )
June	15	Arafat (Haj) Day
June	16	Eid Al Adha
June	17	Eid Al Adha
June	18	Eid Al Adha
June	19	Eid Al Adha
June	20	Eid Al Adha
July	4	30th June Revolution Day
July	7	Islamic Hejri New Year

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July	25	23rd July Revolution Day
September	15	Prophet Mohammed Birthday
October	10	6th October Victory/Armed Forces 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	No
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:

According to the weight and the distance

## 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
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## Office(s) of exchange handling parcels

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

Office name: International Logistic and Exchange Center  
 IMPC code: EGCAIB  
 Name: Mr Mahmoud Abd Elhamid Ali Elgohry  
 Function: Director of declaration of customs  
 Address: Egypt Post International Logistic and Exchange Center  
 Cairo International Airport  
 Egypt  
 Tel: 1: (+20)01285245123  
 2: (+)  
 (+20)222654697  
 Fax: (+20)222654697  
 E-Mail: M.elgohry@egyptpost.org  
 mepoep@egyptPost.Org

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	00:00-23:59	-
Sunday	00:00-23:59	-

Observations/Comments

Office name: International Logistic and Exchange Center  
 IMPC code: EGCAIB  
 Name: Mr Samuel Milak  
 Function: Audit Statements Officer  
 Address: Egypt Post International Logistic and Exchange Center  
 Cairo International Airport  
 Egypt  
 Tel: 1: (+02)1126131747  
 2: (+)  
 (+)  
 Fax: (+)  
 E-Mail: Samuel\_milak@EGYPTPOST.org  
 mepoep@EgyptPost.Org

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	00:00-23:59	-
Sunday	00:00-23:59	-

Observations/Comments

**Delivery standards**

46-47 See the annexes.

**Barcode**

48 Barcode sample used on all outward international postal parcels.



CP00053566XEG

**Parcel delivery standards - Air parcel**

OE Name                      Cairo Sorting Centre  
IMPC Code                    EGCAIB  
Tel                              (+202)35351639  
Fax                              (+202)22654698  
Hours of operation        Mon, Tue, Wed, Thu, Sun: 06:00-21:00, Friday and Sat: closed  
From the airport 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 - 11:00	Wed	Thu	Sun	Mon+1	---	---
Mon	11:01 - 23:59	Thu	Sun	Mon+1	Tue+1	---	---
Tue	00:00 - 11:00	Thu	Sun	Mon	Tue+1	---	---
Tue	11:01 - 23:59	Sun	Mon	Tue+1	Wed+1	---	---
Wed	00:00 - 11:00	Sun	Mon	Tue	Wed+1	---	---
Wed	11:01 - 23:59	Mon	Tue	Wed+1	Thu+1	---	---
Thu	00:00 - 11:00	Mon	Tue	Wed	Thu+1	---	---
Thu	11:01 - 23:59	Tue	Wed	Thu+1	Sun+1	---	---
Fri	00:00 - 23:59	Tue	Wed	Thu	Sun+1	---	---
Sat	00:00 - 23:59	Tue	Wed	Thu	Sun+1	---	---
Sun	00:00 - 11:00	Tue	Wed	Thu	Sun+1	---	---
Sun	11:01 - 23:59	Wed	Thu	Sun+1	Mon+1	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	Cairo, Giza.

Zone 2:

Postcodes	Cities
	Alexandria, Qalubia, Gharbia, Menofia, Dakahlia, Ismailia, Suez, Port Said, Fayoum, Bani Sweif.

Zone 3:

Postcodes	Cities
	Behira, Sharkia, Damietta, Kafr Al Sheikh, Menia, Assuit, Luxor, Red Sea.

Zone 4:

Postcodes	Cities
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	Souhag, South of Sinai, Marsa Matrouh, Qena, Aswan, New Valley, North of Sinai.
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## Zone 5:

Postcodes	Cities

## Zone 6:

Postcodes	Cities

Arrival at office of exchange: 11:00

**Customs clearance times:** 24 hrs

Items subject to customs duty: 72 hrs up to 120 hrs

Items not subject to customs duty: 24 hrs

**Comments:**



**Parcel delivery standards - Surface parcel**

OE Name                      Cairo Sorting Centre  
 IMPC Code                    EGCAIB  
 Tel                              (+202)35351639  
 Fax                              (+202)22654698  
 Hours of operation        Mon, Tue, Wed, Thu, Sun: 06:00-21:00, Friday and Sat: 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 - 11:00	Wed	Thu	Sun	Mon+1	---	---
Mon	11:01 - 23:59	Thu	Sun	Mon+1	Tue+1	---	---
Tue	00:00 - 11:00	Thu	Sun	Mon	Tue+1	---	---
Tue	11:01 - 23:59	Sun	Mon	Tue+1	Wed+1	---	---
Wed	00:00 - 11:00	Sun	Mon	Tue	Wed+1	---	---
Wed	11:01 - 23:59	Mon	Tue	Wed+1	Thu+1	---	---
Thu	00:00 - 11:00	Mon	Tue	Wed	Thu+1	---	---
Thu	11:01 - 23:59	Tue	Wed	Thu+1	Sun+1	---	---
Fri	00:00 - 23:59	Tue	Wed	Thu	Sun+1	---	---
Sat	00:00 - 23:59	Tue	Wed	Thu	Sun+1	---	---
Sun	00:00 - 11:00	Tue	Wed	Thu	Sun+1	---	---
Sun	11:01 - 23:59	Wed	Thu	Sun+1	Mon+1	---	---

Definition of zones

Zone 1:

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	Cairo, Giza.

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	Alexandria, Qalubia, Gharbia, Menofia, Dakahlia, Ismailia, Suez, Port Said, Fayoum, Bani Sweif.

Zone 3:

Postcodes	Cities
	Behira, Sharkia, Damietta, Kafr Al Sheikh, Menia, Assuit, Luxor, Red Sea.

Zone 4:

Postcodes	Cities
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	Souhag, South of Sinai, Marsa Matrouh, Qena, Aswan, New Valley, North of Sinai.
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## Zone 5:

Postcodes	Cities

## Zone 6:

Postcodes	Cities

Arrival at office of exchange: 11:00

**Customs clearance times:** 24 hrs

Items subject to customs duty: 72 hrs up to 120 hrs

Items not subject to customs duty: 24 hrs

**Comments:**

Last validation date: Da V2 08/02/2023