

## Ethiopian Postal Service

ETA

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)	31.5	<b>6</b>	<b>Home delivery</b>	
1.2	Air (or priority) parcels (kg)	31.5	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	Yes
			7.1.4	Nature of this evidence	
				There is a delivery book which contains full address and including signature of the addressee	
			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	Yes
			7.3.2	Signature of a de facto agent	No
Supplementary services			Insured parcel service		
<b>3</b>	<b>Cumbersome parcels admitted</b>	No	<b>8</b>	<b>Insured surface parcels admitted</b>	<b>No</b>
			<b>9</b>	<b>Insured air parcels admitted</b>	<b>No</b>
Parcels service features			<b>10</b>	<b>Marking used for insured parcels</b>	
<b>5</b>	<b>Electronic exchange of information</b>		10.1	CP 74 pink label used	No
5.1.1	Use a track and trace system	Yes	10.2	CP 73 label and pink "insured" label used	No
5.1.2	Mandatory tracking events transmitted				
EMC	Departure from outward office of exchange	Yes	Cash-on-delivery service for parcel		
EMD	Arrival at inward office of exchange	Yes	<b>11.1</b>	<b>Acceptance of Cash-on-delivery (COD) service for parcels</b>	
EMH	Attempted/Unsuccessful delivery	Yes	11.1.1	outbound COD parcels	No
EMI	Final delivery	Yes	11.1.2	inbound COD parcels	No
5.1.3	Optional tracking events transmitted				
EMA	Posting/collection	Yes	Express delivery service		
EMB	Arrival at outward office of exchange	Yes	<b>12</b>	<b>Express parcel delivery service provided</b>	<b>Yes</b>
EME	Held by Customs	Yes			
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				
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	No			
RESCON	Response to a PRECON – destination post	No			

Date of last update : 12.11.2020

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12.1	If yes, parcels delivered by special messenger	Yes	20.2	Insured parcels	
12.3	Charge collected at time of delivery to addressee	No			Inbound parcels No Outbound parcels No
<b>Parcels with advice of delivery</b>			<b>Supplementary charges - Customs</b>		
<b>13</b>	<b>Admission of advice of delivery for</b>		<b>21</b>	<b>Non-dutiable parcels</b>	
13.1	ordinary parcels	Yes	21.1	Threshold level below which parcels are free of customs duties and other taxes	No
13.2	insured parcels	Yes		Comments:	
<b>Parcels for delivery free of charges and fees</b>			<b>22</b>	<b>Dutiable parcels</b>	
<b>14</b>	<b>Parcels for delivery free of charges and fees admitted</b>	<b>No</b>	22.1	Customs clearance fee collected for parcels subject to import customs clearance	No
<b>Fragile parcel</b>				Comments:	
<b>15</b>	<b>Fragile parcels admitted</b>	<b>No</b>	<b>23</b>	<b>Customs clearance fee collected for all items declared at customs</b>	<b>No</b>
<b>Consignment service</b>				Comments:	
<b>16</b>	<b>Consignment service by bilateral agreements provided</b>	<b>No</b>	<b>24</b>	<b>Administration fees collected for parcels subject to export customs clearance</b>	<b>No</b>
<b>Integrated logistics service</b>				Comments:	
<b>17</b>	<b>integrated logistics service by bilateral agreements provided</b>	<b>Yes</b>	<b>Special charges - Storage</b>		
<b>Addresses for bilateral agreements</b>			<b>25</b>	<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>	<b>Yes</b>
<b>18</b>	<b>Contact details of the person responsible for questions concerning bilateral agreements</b>		25.1	Amount of charge per day/per parcel	
Name:	Mr Abebe Habtamu Beyene			Local currency	150-200ETB
Function:	chief Officer,Postal Quality and Customer Service Department			SDR	5-7
Address:	P.O,BOX 3445,ADDIS ABABA,ETHIOPIA		25.2	Period of charge, if not daily	After 9 days 0-5kg 25 birr &above5 kg 50 birr local currency
Tel:	1: (+251115545540) 2: (+251988343344)		<b>Special delivery charges</b>		
Fax:	(+25115512999)		<b>26</b>	<b>Delivery charges collected at the time of delivery in response to the advice of arrival</b>	<b>Yes</b>
E-mail	abebealemea@gmail.com dambkamb50@gmail.com		26.1	Amount of charge	
<b>Admissible radioactive material and infectious substances</b>				Local currency	25 birr & 50 birr
<b>19</b>	<b>Radioactive materials admitted in</b>			SDR	1.61
19.1	Air Parcels		<b>Special charges – Poste restante</b>		
		Inbound parcels No	<b>27</b>	<b>Poste restante service provided</b>	<b>No</b>
		Outbound parcels No			
19.2	Insured parcels				
		Inbound parcels No			
		Outbound parcels No			
<b>20</b>	<b>Infected substances admitted in</b>				
20.1	Air Parcels				
		Inbound parcels No			
		Outbound parcels No			

Date of last update : 12.11.2020

Special provisions - Treatment of parcels wrongly accepted		
<b>28</b>	<b>Parcels returned to sender</b>	<b>Yes</b>
Delivery areas		
<b>29</b>	<b>Parcels delivered to</b>	
29.1	all addresses	Yes
29.2	specific areas only	No
	Comments:	
Collection		
<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:	
Delivery procedures for parcels for which customs duty and taxes are payable		
<b>31</b>	<b>Procedure for parcels for which customs duty is payable</b>	
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	
Period of retention		
<b>32</b>	<b>Period of retention for parcels</b>	
32.1	Normal period	45 Day(s)
32.2	Exceptional period	60 Day(s)
<b>33</b>	<b>Retention for parcels for which notice could not be sent or addressed to poste restante</b>	
33.1	Normal period	30 Day(s)
33.2	Exceptional period	60 Day(s)
Parcels automatically retained		
<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>	
Office name:	Ethiopian Postal Service Addis Ababa Parcel Post Process	
Name:	Mr Solomon Tafere	
Function:	Incoming Parcel Division, Officer	
Address:	Addis Ababa, Ethiopian Postal Service po.box 1629	
Tel:	1: (+251115154517) 2: (+251115514001)	
Fax:	(+2511155112999)	
E-Mail:	sol.tafere1997@gmail.com epscustomer2012@gmail.com	
Requests for withdrawal from the post or alteration, or correction of address		
<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	
Office name:	Addis ababa	
Name:	Mr Samuel Batu	
Function:	Parcel post Department, chief Officer	
Address:	Ethiopian Postal Service Enterprise P.o.Box 1629 Addis Abeba, Ethiopia	
Tel:	1: (+251115154517) 2: (+251911226096)	
Fax:	(+251115512999)	
E-Mail:	batus4137@gmail.com batus4137@gmail.com	
Special provisions - Force majeure		
<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
Special provisions - Customs declarations		
<b>37</b>	<b>Number of CN 23 customs declarations required for inbound parcels</b>	<b>3</b>
37.1	Number of CN 23 customs declarations required for parcels in transit	3
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	http://www.ethipostal.com

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39.2 Languages in which track and trace information is available  
English

**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: Ethiopian Postal Service  
Name: Mr Bizuneh Ayano  
Function: customer service  
Address: p.o.Box 1629 Addis Ababa Ethiopia  
Tel: 1: (+251115154517)  
2: (+251911372615)  
Fax: (+251115512999)  
E-Mail: epsparcel@gmail.com  
Buziearsenal@gmail.com

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

**Opening Hours (Local)**

Day	Opening hours 1	Opening hours 2
Monday	09:00-12:00	13:00-17:00
Tuesday	09:00-12:00	13:00-17:00
Wednesday	09:00-12:00	13:00-17:00
Thursday	09:00-13:00	13:00-17:00
Friday	09:00-12:00	13:00-17:00
Saturday	09:00-13:00	-
Sunday	-	-

Languages English

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

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	7	Ethiopian Christmas
January	19	Ethiopian Epiphany
March	2	Victory of Adwa
April	30	Good Friday
May	1	International Labor Day
May	2	Easter Sunday
May	5	Ethiopian patriots day
May	13	Eid Al Fitr (Ramadan)
May	28	Downfall of Dergue regime
July	20	Eid al-Adha

September	11	Ethiopian New year
September	27	Finding of the True Cross / Meskel
November	19	Birthday of the Prophet Mohamed

National holiday in 2020

Month	Day(s)	National Holidays - Description
January	7	ETHIOPIAN CHRISTMAS
January	20	ETHIOPIAN EPIPHANY
March	2	VICTORY OF ADWA
April	17	ETHIOPIAN GOOD FRIDAY
April	19	ETHIOPIAN EASTER
May	1	INTERNATIONAL LABOUR DAY
May	5	ETHIOPIAN PATROITS DAY
May	24	REMEDAN
May	28	DAWNFALL OF DERGUE
July	31	AREFA
September	11	ETHIOPIAN NEWYEAR
September	27	FOUNDING OF TRUE CROSS
October	29	BIRTHDAY OF PROPHET MOHAMMED

**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	Yes
42.4	parcels lost or destroyed	Yes
42.5	parcels rifled or damaged	Yes

**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)	6

Comments:

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**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: ADDIS ABABA  
 IMPC code: ETADDA  
 Name: Mr Bezunh Ayano  
 Function: customer Service  
 Address: P.O.BOX 1629  
 Addis Ababa, Ethiopia  
 Tel: 1: (+251115154517)  
 2: (+251911372615)  
 Fax: (+)  
 E-Mail: epscustomer2012@gmail.com  
 Buziearsenal@gmail.com

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

**Opening Hours (Local)**

Day	Opening hours 1	Opening hours 2
Monday	08:00-18:00	-
Tuesday	08:00-18:00	-
Wednesday	08:00-18:00	-
Thursday	08:00-18:00	-
Friday	08:00-18:00	-
Saturday	08:00-18:00	-
Sunday	10:00-14:00	-

Observations/Comments

**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 Addis Ababa  
IMPC Code ETADDA  
Tel (+251)115 54 55 40  
Fax (+251)115 51 29 99  
Hours of operation Mon - Fri: 06.00–21.00; Sat: 06.00–18.00; Sun: 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 - 13:00	Wed	Thu	Fri	Mon+1	---	---
Mon	13:01 - 23:59	Thu	Fri	Sat	Tue+1	---	---
Tue	00:00 - 13:00	Thu	Fri	Sat	Tue+1	---	---
Tue	13:01 - 23:59	Fri	Sat	Mon	Wed+1	---	---
Wed	00:00 - 13:00	Fri	Sat	Mon	Wed+1	---	---
Wed	13:01 - 23:59	Sat	Mon	Tue	Thu+1	---	---
Thu	00:00 - 13:00	Sat	Mon	Tue	Thu+1	---	---
Thu	13:01 - 23:59	Mon	Tue	Wed	Fri+1	---	---
Fri	00:00 - 13:00	Mon	Tue	Wed	Fri+1	---	---
Fri	13:01 - 23:59	Tue	Wed	Thu	Sat+1	---	---
Sat	00:00 - 13:00	Tue	Wed	Thu	Sat+1	---	---
Sat	13:01 - 23:59	Wed	Thu	Fri	Mon+1	---	---
Sun	00:00 - 23:59	Wed	Thu	Fri	Mon+1	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	AA university, Addis ketema, Africa godana, Arada, Arat kilo, Ayer Tena, Belay zelege, Betel, Bole airport, Denbel, Gerji, Gotera, Gulele, Nefassilkqutre 1, Old airport, Tana.

Zone 2:

Postcodes	Cities
	Akaki kaliti, Ambo, Sendafa, Debrezeit, Mojo, Nazareth, Awash, Asebe teferi, Hirna, Harar, Dire dawa, Asela, Shashemene, Ziway, Awassa, Wolayita, Arbaminch, Hosena, Sebeta, Woliso, Wolkite, Jimma, Agaro, Holeta, Ambo, Guder, Nekemit, Fiche, Gebreguracha, Debremarkos, Finoteselam, Dangela, Bahirdar, Motta, Bichena, Debrebirehan, Kombolcha, Dessie.

Zone 3:

Postcodes	Cities
	Adwa, Assosa, Arbaminch, Asebe Teferi, Assela, Bahirdar, Bako, Bekoji, Butajera, Dessie, Diredawa, Dukem, Denbidolo, Ginchi, Gambella, Gondar, Harar, Hawassa, Jigjiga, Jinka, Mayichew, Mekelle, Metema, Metu, Metehara, Mojo, Moyale, Shire, Shashemene, Woldeya, Woreta, Woliso, Wolita Sodo, Ziway.

## Zone 4:

Postcodes	Cities
	Adigrat, Agaro, Aksum, Arsinegele, Asayita, Balegoba, Bonga, Bati, Bedele, Bichena, Denbidolo, Debretabor, Dilla, Dangela, Debremarkos, Debretsegie, Fugnanebira, Gimbi, Gore, Hirna, Jimma, Jegejiga, Mekaneselem, Mekelle, meki, Mizanteferi, Mychew, Moyale, Negeleborena, Nekemet, Shambu, Yeregachefe, Mehalemeda, Aletawondo, Assosa, Bodeti, Gode, Gambella, Gonder, Humera, Jinka, Kebremengst, Kombolcha, kebridehare, Lalibella, meki, Mizanteferi, Mychew, Moyale, Merti, Motta, Mettu, Mersa, Negeleborena, Nejo, Semera, Shakiso, Shewarobit Sherendeselassie, Tulubolo, Ylrgalem.

## Zone 5:

Postcodes	Cities

## Zone 6:

Postcodes	Cities

Arrival at office of exchange:

**Customs clearance times:**

Items subject to customs duty:	30 min-1hr
Items not subject to customs duty:	10 – 15 MIN

**Comments:**

**Parcel delivery standards - Surface parcel**

OE Name Addis Ababa  
IMPC Code ETADDA  
Tel (+251)115 54 55 40  
Fax (+251)115 51 29 99  
Hours of operation Mon - Fri: 06.00–21.00; Sat: 06.00–18.00; Sun: 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 - 13:00	Wed	Thu	Fri	Mon+1	---	---
Mon	13:01 - 23:59	Thu	Fri	Sat	Tue+1	---	---
Tue	00:00 - 13:00	Thu	Fri	Sat	Tue+1	---	---
Tue	13:01 - 23:59	Fri	Sat	Mon	Wed+1	---	---
Wed	00:00 - 13:00	Fri	Sat	Mon	Wed+1	---	---
Wed	13:01 - 23:59	Sat	Mon	Tue	Thu+1	---	---
Thu	00:00 - 13:00	Sat	Mon	Tue	Thu+1	---	---
Thu	13:01 - 23:59	Mon	Tue	Wed	Fri+1	---	---
Fri	00:00 - 13:00	Mon	Tue	Wed	Fri+1	---	---
Fri	13:01 - 23:59	Tue	Wed	Thu	Sat+1	---	---
Sat	00:00 - 13:00	Tue	Wed	Thu	Sat+1	---	---
Sat	13:01 - 23:59	Wed	Thu	Fri	Mon+1	---	---
Sun	00:00 - 23:59	Wed	Thu	Fri	Mon+1	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	AA university, Addis ketema, Africa godana, Arada, Arat kilo, Ayer Tena, Belay zelege, Betel, Bole airport, Denbel, Gerji, Gotera, Gulele, Nefassilkqtre 1, Old airport, Tana.

Zone 2:

Postcodes	Cities
	Akaki kaliti, Ambo, Sendafa, Debrezeit, Mojo, Nazareth, Awash, Asebe teferi, Hirna, Harar, Dire dawa, Asela, Shashemene, Ziway, Awassa, Wolayita, Arbaminch, Hosena, Sebeta, Woliso, Wolkite, Jimma, Agaro, Holeta, Ambo, Guder, Nekemit, Fiche, Gebreguracha, Debremarkos, Finoteselam, Dangela, Bahirdar, Motta, Bichena, Debrebirehan, Kombolcha, Dessie.

Zone 3:



Postcodes	Cities
	Adwa, Assosa, Arbaminch, Asebe Teferi, Assela, Bahirdar, Bako, Bekoji, Butajera, Dessie, Diredawa, Dukem, Denbidolo, Ginchi, Gambella, Gondar, Harar, Hawassa, Jigjiga, Jinka, Mayichew, Mekelle, Metema, Metu, Metehara, Mojo, Moyale, Shire, Shashemene, Woldeya, Woreta, Woliso, Wolita Sodo, Ziway.

## Zone 4:

Postcodes	Cities
	Adigrat, Agaro, Aksum, Arsinegele, Asayita, Balegoba, Bonga, Bati, Bedele, Bichena, Denbidolo, Debretabor, Dilla, Dangela, Debremarkos, Debretsegie, Fugnanebira, Gimbi, Gore, Hirna, Jimma, Jegejiga, Mekaneselam, Mekelle, meki, Mizanteferi, Mychew, Moyale, Negeleborena, Nekemet, Shambu, Yeregachefe, Mehalemeda, Aletawondo, Assosa, Bodeti, Gode, Gambella, Gonder, Humera, Jinka, Kebremengst, Kombolcha, kebridehare, Lalibella, meki, Mizanteferi, Mychew, Moyale, Merti, Motta, Mettu, Mersa, Negeleborena, Nejo, Semera, Shakiso, Shewarobit Sherendeselassie, Tulubolo, Ylrgalem.

## Zone 5:

Postcodes	Cities

## Zone 6:

Postcodes	Cities

Arrival at office of exchange:

**Customs clearance times:**

Items subject to customs duty: 30 min-1hr  
 Items not subject to customs duty: 10 – 15 MIN

**Comments:**

Last validation date: Da V1 01/11/2019