





29.2	specific areas only	No	Office name:	Coventry International Hub
	Comments:		Name:	Ms VN Officer
			Function:	VN Officer
			Address:	Parcelforce Worldwide Coventry International Hub, Siskin Parkway West Midland Business Park, Coventry, CV3 4PF
			Tel:	1: (+44)2476213389 2: (+)
			Fax:	(+44)2476213326
			E-Mail:	sharon.gilks@parcelforce.co.uk
<b>Collection</b>			<b>Requests for withdrawal from the post or alteration, or correction of address</b>	
<b>30</b>	<b>Collection of parcels at post offices provided for</b>		<b>35</b>	<b>Requests for withdrawal from the post accepted</b>
30.1	all addresses	Yes		<b>No</b>
30.2	specific areas only	No		
	Comments:			
<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>
31.1	Pick up of parcel at the customs office	No	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	No	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	No	<b>Special provisions - Customs declarations</b>	
31.5	Other		<b>37</b>	<b>Number of CN 23 customs declarations required for inbound parcels</b>
	Payment and collection at Parcelforce local delivery depot is available		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
<b>Period of retention</b>			<b>Special provisions - Method of dispatching accompanying documents</b>	
<b>32</b>	<b>Period of retention for parcels</b>		<b>38</b>	<b>Documents affixed to the relevant parcels</b>
32.1	Normal period	21 Day(s)	38.1	Documents attached to the parcels bill
32.2	Exceptional period	21 Day(s)		<b>No</b>
<b>33</b>	<b>Retention for parcels for which notice could not be sent or addressed to poste restante</b>		<b>Service to customers</b>	
33.1	Normal period		<b>39</b>	<b>On-line tracking provided</b>
33.2	Exceptional period		39.1	Web site address to access information
				http://www.parcelforce.com
			39.2	Languages in which track and trace information is available
				English
<b>Parcels automatically retained</b>			<b>Service to designated operators</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>		<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

## Royal Mail Great Britain

GBA

Office name: Parcelforce International Customer Services  
 Name: Mr  
 Function: International Team Leaders  
 Address: International Customer Services, Parcelforce International Hub, Siskin Parkway West, Middlemarch Business Park, Coventry, CV3 4PF  
 Tel: 1: (+44)0800 2802424  
 2: (+)  
 Fax: (+44)02476 213508  
 E-Mail: International.enquiries@parcelforce.co.uk

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

## Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:30-17:30	-
Tuesday	07:30-17:30	-
Wednesday	07:30-17:30	-
Thursday	07:30-17:30	-
Friday	07:30-17:30	-
Saturday	-	-
Sunday	-	-

Languages English

## National Holidays

## 41.1 National holidays

National holiday in 2022

Month	Day(s)	National Holidays - Description
January	1	New Year's Day
January	3	New Year's Day (substitute day)
April	14	Good Friday
April	18	Easter Monday
May	2	Early May bank holiday
June	2	Spring bank holiday
June	3	Platinum Jubilee bank holiday
August	29	Summer bank holiday
December	26	Boxing Day
December	27	Christmas Day (substitute day)

## Regional Holidays

## 41.2 Regional holidays

Regional holiday in 2022

Month	Day(s)	Regional/Local Holidays – Localities and description
January	3	New Year's Day (substitute day)-Scotland

January	4	2nd January (substitute day) - Scotland
March	17	St Patrick's Day (substitute day) - Northern Ireland
July	12	Battle of the Boyne (Orangemen's Day) - Northern Ireland
August	1	August Bank holiday - Scotland
November	30	St Andrews Day - Scotland

## 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	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	Yes
43.3	Amount of redirection fee (SDR)	5.5

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: Coventry International Hub  
 IMPC code: GBCVTA  
 Name: Mr Parcelforce Worldwide  
 Function:  
 Address: Coventry International Hub, Siskin Parkway West, Midland Business Park, Coventry, CV3 4PF, United Kingdom  
 Tel: 1: (+44)2476213361  
 2: (+)  
 Fax: (+44)2476213326  
 E-Mail:

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	00:00-06:00	-
Sunday	19:00-23:59	-

Observations/Comments

**Delivery standards**

46-47 See the annexes.

**Barcode**

48 Barcode sample used on all outward international postal parcels.



CK:110006368GB

**Parcel delivery standards - Air parcel**

OE Name Coventry International Hub

IMPC Code GBCVTA

Tel (+44)2476213361

Fax (+44)2476213326

Hours of operation Mon - Fri: 00.00 - 23.59, Sat: 00.00 - 06.00 and Sun: 19.00 - 23.59

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>
Monday	00:00 - 23:59	Thursday	Friday	Monday+1
Tuesday	00:00 - 23:59	Friday	Monday	Tuesday+1
Wednesday	00:00 - 23:59	Monday	Tuesday	Wednesday+1
Thursday	00:00 - 23:59	Tuesday	Wednesday	Thursday+1
Friday	00:00 - 23:59	Wednesday	Thursday	Friday+1
Saturday	00:00 - 23:59	Thursday	Friday	Monday+1
Sunday	00:00 - 23:59	Thursday	Friday	Saturday+1

## Definition of zones

## Zone 1:

Postcodes	Cities
All except those in zones 2 and 3	

## Zone 2:

Postcodes	Cities

AB30 1, AB31 4, AB31 5, AB31 6, AB33 8, AB34 4, AB34 5, AB35 5, AB36 8, AB37 9, AB38 7, AB38 9, AB41 6, AB41 7, AB41 8, AB41 9, AB42 0, AB42 1, AB42 2, AB42 3, AB42 4, AB42 5, AB43 6, AB43 7, AB43 8, AB43 9, AB44 1, AB45 1, AB45 2, AB45 3, AB51 0, AB51 3, AB51 4, AB51 5, AB51 7, AB51 8, AB52 6, AB53 4, AB53 5, AB53 6, AB53 8, AB54 4, AB54 6, AB54 7, AB54 8, AB55 4, AB55 5, AB55 6, AB56 1, AB56 4, AB56 5, DD1 1, DD1 2, DD1 3, DD1 4, DD1 5, DD1 9, DD10 0, DD10 8, DD10 9, DD11 1, DD11 2, DD11 3, DD11 4, DD11 5, DD2 1, DD2 2, DD2 3, DD2 4, DD2 5, DD3 0, DD3 6, DD3 7, DD3 8, DD3 9, DD4 0, DD4 6, DD4 7, DD4 8, DD4 9, DD5 1, DD5 2, DD5 3, DD5 4, DD6 8, DD6 9, DD7 6, DD7 7, DD8 0, DD8 1, DD8 2, DD8 3, DD8 4, DD8 5, DD9 6, DD9 7, FK17 8, FK18 8, FK19 8, FK2 0, FK20 8, FK21 8, FK8 3, IV1 1, IV1 3, IV1 9, IV10 8, IV11 8, IV12 4, IV12 5, IV13 7, IV14 9, IV15 9, IV16 9, IV17 0, IV18 0, IV19 1, IV2 3, IV2 4, IV2 5, IV2 6, IV2 7, IV20 1, IV21 2, IV22 2, IV23 2, IV24 3, IV25 3, IV26 2, IV27 4, IV28 3, IV3 5, IV3 8, IV30 1, IV30 4, IV30 5, IV30 6, IV30 8, IV30 9, IV31 6, IV32 7, IV36 1, IV36 2, IV36 3, IV4 7, IV40 8, IV41 8, IV42 8, IV43 8, IV44 8, IV45 8, IV46 8, IV47 8, IV48 8, IV49 9, IV51 9, IV55 8, IV56 8, IV6 7, IV63 6, IV63 7, IV7 8, IV8 8, IV9 8, KA27 8, KA28 0, KW1 4, KW1 5, KW10 6, KW11 6, KW12 6, KW13 6, KW14 7, KW14 8, KW15 1, KW15 9, KW2 6, KW3 6, KW5 6, KW6 6, KW7 6, KW8 6, KW9 6, PA20 0, PA20 9, PA21 2, PA22 2, PA22 3, PA23 7, PA23 8, PA24 8, PA25 8, PA26 8, PA27 8, PA28 6, PA29 6, PA30 8, PA31 8, PA31 9, PA32 8, PA33 1, PA34 4, PA34 5, PA35 1, PA36 4, PA37 1, PA38 4, PA41 7, PA42 7, PA43 7, PA44 7, PA45 7, PA46 7, PA47 7, PA48 7, PA49 7, PA60 7, PA61 7, PA62 6, PA63 6, PA64 6, PA65 6, PA66 6, PA67 6, PA68 6, PA69 6, PA70 6, PA71 6, PA72 6, PA73 6, PA74 6, PA75 6, PA76 6, PA77 6, PA78 6, PH1 1, PH1 2, PH1 3, PH1 4, PH1 5, PH10 6, PH10 7, PH11 8, PH12 8, PH13 9, PH14 9, PH15 2, PH16 5, PH17 2, PH18 5, PH19 1, PH2 0, PH2 1, PH2 6, PH2 7, PH2 8, PH2 9, PH20 1, PH21 1, PH22 1, PH23 3, PH24 3, PH25 3, PH26 3, PH3 1, PH30 4, PH31 4, PH32 4, PH33 6, PH33 7, PH34 4, PH35 4, PH36 4, PH37 4, PH38 4, PH39 4, PH4 1, PH40 4, PH41 2, PH41 4, PH42 4, PH43 4, PH44 4, PH49 4, PH5 2, PH50 4, PH6 2, PH7 3, PH7 4, PH8 0, PH9 0, TD15 2, TR1 1, TR1 2, TR1 3, TR1 9, TR10 8, TR10 9, TR11 2, TR11 3, TR11 4, TR11 5, TR12 6, TR12 7, TR13 0, TR13 8, TR13 9, TR14 0, TR14 4, TR14 7, TR14 8, TR14 9, TR15 1, TR15 2, TR15 3, TR16 4, TR16 5, TR16 6, TR17 0, TR18 2, TR18 3, TR18 4, TR18 5, TR18 9, TR19 6, TR19 7, TR2 4, TR2 5, TR20 8, TR20 9, TR21 0, TR22 0, TR23 0, TR24 0, TR25 0, TR26 1, TR26 2, TR26 3, TR27 4, TR27 5, TR27 6, TR3 6, TR3 7, TR4 8, TR4 9, TR5 0, TR6 0, TR7 1, TR7 2, TR7 3, TR8 4, TR8 5, TR9 6, TR93 0, ZE1 0, ZE1 9, KW16 3, KW17 2

## Zone 3:

Postcodes	Cities
HS1 2, HS2 0, HS2 9, HS3 3, HS4 3, HS5 3, HS6 5, HS7 5, HS8 5, HS9 5, ZE2 9, ZE3 9	

Arrival at office of exchange: 00:00 - 23:59

**Customs clearance times:** Items going through customs are usually processed within 24 hours. However, time in customs is not guaranteed and timescales may be longer.

Items subject to customs duty: 1

Items not subject to customs duty: 0

**Comments:**



**Parcel delivery standards - Surface parcel**

OE Name                      Coventry OE  
 IMPC Code                    GBCVTA  
 Tel                              (+44)2476213361  
 Fax                              (+44)2476213326  
 Hours of operation        Mon - Fri: 00.00 - 23.59, Sat: 00.00 - 06.00 and Sun: 19.00 - 23.59  
 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>
Monday	00:00 - 23:59	Friday	Monday+1	Tuesday+1
Tuesday	00:00 - 23:59	Monday	Tuesday+1	Wednesday+1
Wednesday	00:00 - 23:59	Tuesday	Wednesday+1	Thursday+1
Thursday	00:00 - 23:59	Wednesday	Thursday+1	Friday+1
Friday	00:00 - 23:59	Thursday	Friday+1	Monday+1
Saturday	00:00 - 23:59	Friday	Monday+1	Tuesday+1
Sunday	00:00 - 23:59	Friday	Monday+1	Tuesday+1

Definition of zones

Zone 1:

Postcodes	Cities
All postcodes not in zones 2 and 3	

Zone 2:

Postcodes	Cities

AB30 1, AB31 4, AB31 5, AB31 6, AB33 8, AB34  
 4, AB34 5, AB35 5, AB36 8, AB37 9, AB38 7,  
 AB38 9, AB41 6, AB41 7, AB41 8, AB41 9, AB42  
 0, AB42 1, AB42 2, AB42 3, AB42 4, AB42 5,  
 AB43 6, AB43 7, AB43 8, AB43 9, AB44 1, AB45  
 1, AB45 2, AB45 3, AB51 0, AB51 3, AB51 4,  
 AB51 5, AB51 7, AB51 8, AB52 6, AB53 4, AB53  
 5, AB53 6, AB53 8, AB54 4, AB54 6, AB54 7,  
 AB54 8, AB55 4, AB55 5, AB55 6, AB56 1, AB56  
 4, AB56 5, DD1 1, DD1 2, DD1 3, DD1 4, DD1 5,  
 DD1 9, DD10 0, DD10 8, DD10 9, DD11 1, DD11  
 2, DD11 3, DD11 4, DD11 5, DD2 1, DD2 2, DD2  
 3, DD2 4, DD2 5, DD3 0, DD3 6, DD3 7, DD3 8,  
 DD3 9, DD4 0, DD4 6, DD4 7, DD4 8, DD4 9,  
 DD5 1, DD5 2, DD5 3, DD5 4, DD6 8, DD6 9,  
 DD7 6, DD7 7, DD8 0, DD8 1, DD8 2, DD8 3,  
 DD8 4, DD8 5, DD9 6, DD9 7, FK17 8, FK18 8,  
 FK19 8, FK2 0, FK20 8, FK21 8, FK8 3, IV1 1,  
 IV1 3, IV1 9, IV10 8, IV11 8, IV12 4, IV12 5, IV13  
 7, IV14 9, IV15 9, IV16 9, IV17 0, IV18 0, IV19 1,  
 IV2 3, IV2 4, IV2 5, IV2 6, IV2 7, IV20 1, IV21 2,  
 IV22 2, IV23 2, IV24 3, IV25 3, IV26 2, IV27 4,  
 IV28 3, IV3 5, IV3 8, IV30 1, IV30 4, IV30 5, IV30  
 6, IV30 8, IV30 9, IV31 6, IV32 7, IV36 1, IV36 2,  
 IV36 3, IV4 7, IV40 8, IV41 8, IV42 8, IV43 8,  
 IV44 8, IV45 8, IV46 8, IV47 8, IV48 8, IV49 9,  
 IV51 9, IV55 8, IV56 8, IV6 7, IV63 6, IV63 7, IV7  
 8, IV8 8, IV9 8, KA27 8, KA28 0, KW1 4, KW1 5,  
 KW10 6, KW11 6, KW12 6, KW13 6, KW14 7,  
 KW14 8, KW15 1, KW15 9, KW2 6, KW3 6, KW5  
 6, KW6 6, KW7 6, KW8 6, KW9 6, PA20 0, PA20  
 9, PA21 2, PA22 2, PA22 3, PA23 7, PA23 8,  
 PA24 8, PA25 8, PA26 8, PA27 8, PA28 6, PA29  
 6, PA30 8, PA31 8, PA31 9, PA32 8, PA33 1,  
 PA34 4, PA34 5, PA35 1, PA36 4, PA37 1, PA38  
 4, PA41 7, PA42 7, PA43 7, PA44 7, PA45 7,  
 PA46 7, PA47 7, PA48 7, PA49 7, PA60 7, PA61  
 7, PA62 6, PA63 6, PA64 6, PA65 6, PA66 6,  
 PA67 6, PA68 6, PA69 6, PA70 6, PA71 6, PA72  
 6, PA73 6, PA74 6, PA75 6, PA76 6, PA77 6,  
 PA78 6, PH1 1, PH1 2, PH1 3, PH1 4, PH1 5,  
 PH10 6, PH10 7, PH11 8, PH12 8, PH13 9,  
 PH14 9, PH15 2, PH16 5, PH17 2, PH18 5,  
 PH19 1, PH2 0, PH2 1, PH2 6, PH2 7, PH2 8,  
 PH2 9, PH20 1, PH21 1, PH22 1, PH23 3, PH24  
 3, PH25 3, PH26 3, PH3 1, PH30 4, PH31 4,  
 PH32 4, PH33 6, PH33 7, PH34 4, PH35 4,  
 PH36 4, PH37 4, PH38 4, PH39 4, PH4 1, PH40  
 4, PH41 2, PH41 4, PH42 4, PH43 4, PH44 4,  
 PH49 4, PH5 2, PH50 4, PH6 2, PH7 3, PH7 4,  
 PH8 0, PH9 0, TD15 2, TR1 1, TR1 2, TR1 3,  
 TR1 9, TR10 8, TR10 9, TR11 2, TR11 3, TR11  
 4, TR11 5, TR12 6, TR12 7, TR13 0, TR13 8,  
 TR13 9, TR14 0, TR14 4, TR14 7, TR14 8, TR14  
 9, TR15 1, TR15 2, TR15 3, TR16 4, TR16 5,  
 TR16 6, TR17 0, TR18 2, TR18 3, TR18 4, TR18  
 5, TR18 9, TR19 6, TR19 7, TR2 4, TR2 5, TR20  
 8, TR20 9, TR21 0, TR22 0, TR23 0, TR24 0,  
 TR25 0, TR26 1, TR26 2, TR26 3, TR27 4, TR27  
 5, TR27 6, TR3 6, TR3 7, TR4 8, TR4 9, TR5 0,  
 TR6 0, TR7 1, TR7 2, TR7 3, TR8 4, TR8 5, TR9  
 6, TR93 0, ZE1 0, ZE1 9, KW16 3, KW17 2

Zone 3:

Postcodes	Cities
HS1 2, HS2 0, HS2 9, HS3 3, HS4 3, HS5 3, HS6 5, HS7 5, HS8 5, HS9 5, ZE2 9, ZE3 9	

Arrival at office of exchange:

**Customs clearance times:**

Items going through customs are usually processed within 24 hours. However, time in customs is not guaranteed and timescales may be longer.

Items subject to customs duty:

1

Items not subject to customs duty:

0

**Comments:**

Last validation date: 2010-06-14