

Hongkong Post

HKA

Basic Services			CARDIT	Carrier documents international transport – origin post	Yes
1	Maximum weight limit admitted		RESDIT	Response to a CARDIT – destination post	Yes
1.1	Surface parcels (kg)	30	6	Home delivery	
1.2	Air (or priority) parcels (kg)	30	6.1	Initial delivery attempt at physical delivery of parcels to addressee	Yes
2	Maximum size admitted		6.2	If initial delivery attempt unsuccessful, card left for addressee	Yes
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.	
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	Yes
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	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	Insured parcel service		
EMD	Arrival at inward office of exchange	Yes	8	Insured surface parcels admitted	Yes
EMH	Attempted/Unsuccessful delivery	Yes	8.1	Maximum insured value for surface parcels (SDR)	4000
EMI	Final delivery	Yes	9	Insured air parcels admitted	Yes
5.1.3	Optional tracking events transmitted		9.1	Maximum insured value for air parcels (SDR)	4000
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	10	Marking used for insured parcels	
EME	Held by Customs	Yes	10.1	CP 74 pink label used	No
EMF	Out of Customs/Departure from inward office of exchange	Yes	10.2	CP 73 label and pink "insured" label used	Yes
EMG	Arrival at delivery office	Yes	Cash-on-delivery service for parcel		
EMJ	Arrival at transit office of exchange	Yes	11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
EMK	Departure from transit office of exchange	Yes	11.1.1	outbound COD parcels	No
5.1.4	Dispatch messages transmitted		11.1.2	inbound COD parcels	No
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes	Express delivery service		
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	Yes			
RESCON	Response to a PRECON – destination post	Yes			

Date of last update : 31.08.2021

Hongkong Post

HKA

12	Express parcel delivery service provided	No	Inbound parcels No Outbound parcels No
Parcels with advice of delivery			Supplementary charges - Customs
13	Admission of advice of delivery for		21 Non-dutiable parcels
13.1	ordinary parcels	No	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
14	Parcels for delivery free of charges and fees admitted	No	USD
Fragile parcel			Comments:
15	Fragile parcels admitted	No	Where the value of the contents of any postal packet sent abroad or received from abroad is \$4,000 or over, a declaration must be lodged with the Customs & Excise Department. For more information, please visit http://www.customs.gov.hk/
Consignment service			22 Dutiable parcels
16	Consignment service by bilateral agreements provided	Yes	22.1 Customs clearance fee collected for parcels subject to import customs clearance No
Integrated logistics service			Comments:
17	integrated logistics service by bilateral agreements provided	Yes	23 Customs clearance fee collected for all items declared at customs No
Addresses for bilateral agreements			Comments:
18	Contact details of the person responsible for questions concerning bilateral agreements		24 Administration fees collected for parcels subject to export customs clearance No
Name:	Mr Kim Lo		Comments:
Function:	Assistant General Manager (Speedpost)		
Address:	21/F, FWD Financial Centre, 308-320 Des Voeux Road Central, Sheung Wan, Hong Kong, China		
Tel:	1: (+852)29212001 2: (+)		
Fax:	(+852)25414868		
E-mail	kim_wk_lo@hkpo.gov.hk		
Admissible radioactive material and infectious substances			Special charges - Storage
19	Radioactive materials admitted in		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
19.1	Air Parcels	Inbound parcels No Outbound parcels No	25.1 Amount of charge per day/per parcel
19.2	Insured parcels	Inbound parcels No Outbound parcels No	Local currency
20	Infected substances admitted in		SDR
20.1	Air Parcels	Inbound parcels No Outbound parcels No	25.2 Period of charge, if not daily
20.2	Insured parcels		
			Special delivery charges
			26 Delivery charges collected at the time of delivery in response to the advice of arrival No
			Special charges – Poste restante

Date of last update : 31.08.2021

Hongkong Post

HKA

27	Poste restante service provided	Yes		33	Retention for parcels for which notice could not be sent or addressed to poste restante	
27.1	Amount of charge per parcel			33.1	Normal period	2 Month(s)
	Local currency	HK \$2.7/working day, with minimum charge of HK\$22 per parcel		33.2	Exceptional period	
	SDR			Parcels automatically retained		
27.2	Basis for charge if not an amount per parcel			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.	
Special provisions - Treatment of parcels wrongly accepted				Office name:	Air Mail Centre	
28	Parcels returned to sender	Yes		Name:	Mr Tom LAU	
Delivery areas				Function:	Manager (Air Parcel)	
29	Parcels delivered to			Address:	9 Catering Road West, Hong Kong International Airport Hong Kong China	
29.1	all addresses	Yes		Tel:	1: (+852)21802913 2: (+)	
29.2	specific areas only	No		Fax:	(+852)21802492	
	Comments:			E-Mail:	tom_kw_lau@hkpo.gov.hk	
Collection				Requests for withdrawal from the post or alteration, or correction of address		
30	Collection of parcels at post offices provided for			35	Requests for withdrawal from the post accepted	No
30.1	all addresses	Yes		Special provisions - Force majeure		
30.2	specific areas only	No		36	Liability admitted in cases of force majeure	No
	Comments:			36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	No
Delivery procedures for parcels for which customs duty and taxes are payable				36.2	Addressee/sender's reservations admitted at the time of delivery	Yes
31	Procedure for parcels for which customs duty is payable			Special provisions - Customs declarations		
31.1	Pick up of parcel at the customs office	Yes		37	Number of CN 23 customs declarations required for inbound parcels	1
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No		37.1	Number of CN 23 customs declarations required for parcels in transit	
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No		37.2	Languages in which CN 23 customs declarations can be completed	English Chinese
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	No		Special provisions - Method of dispatching accompanying documents		
31.5	Other			38	Documents affixed to the relevant parcels	Yes
Period of retention				38.1	Documents attached to the parcels bill	No
32	Period of retention for parcels			Service to customers		
32.1	Normal period	1 Month(s)				
32.2	Exceptional period					

Date of last update : 31.08.2021

Hongkong Post

HKA

39	On-line tracking provided	Yes	April	2	Good Friday
39.1	Web site address to access information		April	3	The day following Good Friday
	http://www.hongkongpost.hk/en/mail_tracking/index.html		April	5	The day following Ching Ming Festival - As Ching Ming Festival in 2021 falls on a Sunday, the following day will be designated as a general holiday in substitution.
39.2	Languages in which track and trace information is available		April	6	The day following Easter Monday -As the day following Ching Ming Festival and Easter Monday fall on the same day, the next following day that is not itself a general holiday will be observed as an additional general holiday.
	English Chinese		May	1	Labour Day
Service to designated operators			May	19	Birthday of the Buddha
40.	User of the Internet-based Inquiry System (IBIS)	Yes	June	14	Tuen Ng Festival
40.1	Details of office(s) responsible for handling parcel post inquiries		July	1	Hong Kong Special Administrative Region Establishment Day
Office name:	Mail Tracing Office		September	22	The day following the Chinese Mid-Autumn Festival
Name:	Ms LEUNG Alison		October	1	National Day
Function:	Manager(Mail Tracing Office)		October	14	Chung Yeung Festival
Address:	12/F, Community Complex, Kennedy Town, Hong Kong, China		December	25	Christmas Day
Tel:	1: (+852)29212299 2: (+)		December	27	The first weekday after Christmas Day
Fax:	(+852)25430469		National holiday in 2022		
E-Mail:	mto@hkpo.gov.hk		Month	Day(s)	National Holidays - Description
Hours of service and days(s) on which the inquiry service is operating			January	1	The first day of January
Opening Hours (Local)			February	1	Lunar New Year's Day
Day	Opening hours 1	Opening hours 2	February	2	The second day of Lunar New Year
Monday	09:00-19:00	-	February	3	The third day of Lunar New Year
Tuesday	09:00-19:00	-	April	5	Ching Ming Festival
Wednesday	09:00-19:00	-	April	15	Good Friday
Thursday	09:00-19:00	-	April	16	The day following Good Friday
Friday	09:00-19:00	-	April	18	Easter Monday
Saturday	09:00-17:00	-	May	2	The day following Labour Day - As Labour Day in 2022 falls on a Sunday, the following day will be designated as a general holiday in substitution.
Sunday	-	-	May	9	The day following the Birthday of the Buddha - As the Birthday of the Buddha in 2022 falls on a Sunday, the following day will be designated as a general holiday in substitution.
Languages	English Chinese		June	3	Tuen Ng Festival
National Holidays			July	1	Hong Kong Special Administrative Region Establishment Day
41.1 National holidays			National holiday in 2021		
Month	Day(s)	National Holidays - Description			
January	1	The first day of January			
February	12	Lunar New Year's Day			
February	13	The second day of Lunar New Year			
February	15	The fourth day of Lunar New Year - As the third day of Lunar New Year in 2021 falls on a Sunday, the fourth day of Lunar New Year is designated as a general holiday in substitution.			

Date of last update : 31.08.2021

Hongkong Post

HKA

September	12	The second day following the Chinese Mid-Autumn Festival - As the day following the Chinese Mid-Autumn Festival in 2022 falls on a Sunday, the second day following that Festival will be designated as a general holiday in substitution.
October	1	National Day
October	4	Chung Yeung Festival
December	26	The first weekday after Christmas Day
December	27	The second weekday after Christmas Day - As Christmas Day in 2022 falls on a Sunday, the second weekday after Christmas Day will be designated as a general holiday in substitution.

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	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: Hong Kong Air Mail Centre
 IMPC code: HKHKGA
 Name: Mr Superintendent of Post (Speedpost and Parcel)
 Function:
 Address: 9 Catering Road West
 Hong Kong International Airport
 Hong Kong
 China
 Tel: 1: (+852)21802218
 2: (+)
 Fax: (+852)21802498
 E-Mail: amcspeedpost@hkpo.gov.hk

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	00:00-12:00	12:00-23:59
Tuesday	00:00-12:00	12:00-23:59
Wednesday	00:00-12:00	12:00-23:59
Thursday	00:00-12:00	12:00-23:59
Friday	00:00-12:00	12:00-23:59
Saturday	00:00-07:00	-
Sunday	19:30-23:59	-

Observations/Comments

Office name: Hong Kong Outward Parcel Section
 IMPC code: HKHKGH
 Name: Ms Canice KUO
 Function: Manager (Mail Processing / Transport / Surface Mail)
 Address: Outward Parcel Section,
 Hongkong Post ,
 2/F Central Mail Center,
 2 Wang Chin Street,
 Kowloon Bay
 Hong Kong, China
 Tel: 1: (+852)29080206
 2: (+)
 Fax: (+852)29080212
 E-Mail: canice_cp_kuo@hkpo.gov.hk

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:30-18:15	-
Tuesday	08:30-18:15	-
Wednesday	08:30-18:15	-
Thursday	08:30-18:15	-
Friday	08:30-17:30	-
Saturday	-	-

Sunday	-	-
--------	---	---

Observations/Comments

Delivery standards

46-47 See the annexes.

Barcode

48 Barcode sample used on all outward international postal parcels.



CP 794 631 585 HK

Parcel delivery standards - Air parcel

OE Name Hongkong Airmail Centre

IMPC Code HKHKGGA

Tel (+852)21802218

Fax (+852)21802498

Hours of operation Mon - Sat: 09:00 - 17:00

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 - 13:59	Wednesday	Thursday	---
Monday	14:00 - 23:59	Thursday	Friday	---
Tuesday	00:00 - 13:59	Thursday	Friday	---
Tuesday	14:00 - 23:59	Friday	Saturday	---
Wednesday	00:00 - 13:59	Friday	Saturday	---
Wednesday	14:00 - 23:59	Saturday	Monday+1	---
Thursday	00:00 - 13:59	Saturday	Monday+1	---
Thursday	14:00 - 23:59	Monday+1	Tuesday+1	---
Friday	00:00 - 13:59	Monday+1	Tuesday+1	---
Friday	14:00 - 23:59	Tuesday+1	Wednesday+1	---
Saturday	00:00 - 13:59	Tuesday+1	Wednesday+1	---
Saturday	14:00 - 23:59	Wednesday+1	Thursday+1	---
Sunday	00:00 - 13:59	Wednesday+1	Thursday+1	---
Sunday	14:00 - 23:59	Wednesday+1	Thursday+1	---

Definition of zones

Zone 1:

Postcodes	Cities
	All areas in Hong Kong Island, Kowloon and major industrial areas in the New Territories

Zone 2:

Postcodes	Cities
	Residential areas in the New Territories

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 24 hrs*

Items not subject to customs duty: 2 hrs*

Comments:

*subject to actual operation of Hong Kong Customs

Home Delivery is not applicable to Insured Parcel Service

Parcel delivery standards - Surface parcel

OE Name Surface Mail Centre, Hongkong Post

IMPC Code HKHKGH

Tel (+852)23562364

Fax (+852)23638723

Hours of operation Mon - Fri: 0830 -1900

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 - 13:59	Wednesday	Thursday	---
Monday	14:00 - 23:59	Thursday	Friday	---
Tuesday	00:00 - 13:59	Thursday	Friday	---
Tuesday	14:00 - 23:59	Friday	Saturday	---
Wednesday	00:00 - 13:59	Friday	Saturday	---
Wednesday	14:00 - 23:59	Saturday	Monday+1	---
Thursday	00:00 - 13:59	Saturday	Monday+1	---
Thursday	14:00 - 23:59	Monday+1	Tuesday+1	---
Friday	00:00 - 13:59	Monday+1	Tuesday+1	---
Friday	14:00 - 23:59	Tuesday+1	Wednesday+1	---
Saturday	00:00 - 13:59	Tuesday+1	Wednesday+1	---
Saturday	14:00 - 23:59	Wednesday+1	Thursday+1	---
Sunday	00:00 - 13:59	Wednesday+1	Thursday+1	---
Sunday	14:00 - 23:59	Wednesday+1	Thursday+2	---

Definition of zones

Zone 1:

Postcodes	Cities
	All areas in Hong Kong Island, Kowloon and major industrial areas in the New Territories

Zone 2:

Postcodes	Cities
	Residential areas in the New Territories

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 24 hrs*

Items not subject to customs duty: 2 hrs*

Comments:

*subject to actual operation of Hong Kong Customs

Home Delivery is not applicable to Insured Parcel Service

Last validation date: 2017-07-11