

Basic Services			CARDIT	Carrier documents international transport – origin post	No
1	Maximum weight limit admitted		RESDIT	Response to a CARDIT – destination post	No
1.1	Surface parcels (kg)	20	6	Home delivery	
1.2	Air (or priority) parcels (kg)	20	6.1	Initial delivery attempt at physical delivery of parcels to addressee	No
2	Maximum size admitted		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	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.	Yes
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. Articles 5A(a),5A(c),5C of the Postal Law. Section C article 6, appendix B-point 1.4 of the Postal License.	
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	No
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
5	Electronic exchange of information		7.2.2	Signature of a de facto agent	Yes
5.1.1	Use a track and trace system	Yes	7.3	Insured parcels	
5.1.2	Mandatory tracking events transmitted		7.3.1	Signature of the addressee or his agent	
EMC	Departure from outward office of exchange	Yes	7.3.2	Signature of a de facto agent	
EMD	Arrival at inward office of exchange	Yes	Insured parcel service		
EMH	Attempted/Unsuccessful delivery	Yes	8	Insured surface parcels admitted	No
EMI	Final delivery	Yes	9	Insured air parcels admitted	No
5.1.3	Optional tracking events transmitted		10	Marking used for insured parcels	
EMA	Posting/collection	No	10.1	CP 74 pink label used	
EMB	Arrival at outward office of exchange	No	10.2	CP 73 label and pink "insured" label used	
EME	Held by Customs	Yes	Cash-on-delivery service for parcel		
EMF	Out of Customs/Departure from inward office of exchange	Yes	11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
EMG	Arrival at delivery office	No	11.1.1	outbound COD parcels	No
EMJ	Arrival at transit office of exchange	No	11.1.2	inbound COD parcels	No
EMK	Departure from transit office of exchange	No	Express delivery service		
5.1.4	Dispatch messages transmitted		12	Express parcel delivery service provided	Yes
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes	12.1	If yes, parcels delivered by special messenger	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				
5.1.6	Other messages transmitted				
PRECON	Pre-advice of international consignment – origin post	No			
RESCON	Response to a PRECON – destination post	No			

12.3	Charge collected at time of delivery to addressee	No	Inbound parcels	No
			Outbound parcels	No
Parcels with advice of delivery				
13	Admission of advice of delivery for			
13.1	ordinary parcels	Yes		
13.2	insured parcels			
Parcels for delivery free of charges and fees				
14	Parcels for delivery free of charges and fees admitted	No		
Fragile parcel				
15	Fragile parcels admitted	No		
Consignment service				
16	Consignment service by bilateral agreements provided	No		
Integrated logistics service				
17	integrated logistics service by bilateral agreements provided	No		
Addresses for bilateral agreements				
18	Contact details of the person responsible for questions concerning bilateral agreements			
Name:	Mr Guy Rob			
Function:	Deputy Vice President and Director of CEP Division			
Address:	Israel Post Company 21 HaReches Blvd , Modi'in-Maccabim-Re'ut 7178437 Israel			
Tel:	1: (+972)768871488 2: (+)			
Fax:	(+972)768871489			
E-mail:	guyrob@postil.com			
Admissible radioactive material and infectious substances				
19	Radioactive materials admitted in			
19.1	Air Parcels		Inbound parcels	No
			Outbound parcels	No
19.2	Insured parcels		Inbound parcels	No
			Outbound parcels	No
20	Infected substances admitted in			
20.1	Air Parcels		Inbound parcels	No
			Outbound parcels	No
20.2	Insured parcels			
Supplementary charges - Customs				
21	Non-dutiable parcels			
21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes		
21.2	Exemption threshold			
	Local currency			
	USD			75
	Comments:			
22	Dutiable parcels			
22.1	Customs clearance fee collected for parcels subject to import customs clearance	No		
	Comments:			
23	Customs clearance fee collected for for all items declared at customs	No		
	Comments:			
24	Administration fees collected for parcels subject to export customs clearance	No		
	Comments:			
Special charges - Storage				
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		
25.1	Amount of charge per day/per parcel			
	Local currency			9.30
	SDR			1.55
25.2	Period of charge, if not daily			
Special delivery charges				
26	Delivery charges collected at the time of delivery in response to the advice of arrival	No		
Special charges – Poste restante				
27	Poste restante service provided	Yes		
27.1	Amount of charge per parcel			
	Local currency			no charge
	SDR			
27.2	Basis for charge if not an amount per parcel			

Special provisions - Treatment of parcels wrongly accepted		
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	
29.1	all addresses	Yes
29.2	specific areas only	No
	Comments:	
Collection		
30	Collection of parcels at post offices provided for	
30.1	all addresses	Yes
30.2	specific areas only	No
	Comments:	
Delivery procedures for parcels for which customs duty and taxes are payable		
31	Procedure for parcels for which customs duty is payable	
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	No
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	
	For certain items requiring licenses, permits or additional documentation, delivery is at the sorting centre.	
Period of retention		
32	Period of retention for parcels	
32.1	Normal period	1 Month(s)
32.2	Exceptional period	2 Month(s)
33	Retention for parcels for which notice could not be sent or addressed to poste restante	
33.1	Normal period	1 Month(s)
33.2	Exceptional period	
Parcels automatically retained		
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.	
	Office name:	see 45.1
	Name:	Mr
	Function:	
	Address:	
	Tel:	1: (+) 2: (+)
	Fax:	(+)
	E-Mail:	
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:	see 45.1
	Name:	Mr
	Function:	
	Address:	
	Tel:	1: (+) 2: (+)
	Fax:	(+)
	E-Mail:	
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	
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 hebrew, arabic
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 http://www.israelpost.co.il	
39.2	Languages in which track and trace information is available English hebrew	
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:	Customers Relations	
Name:	Ms Varda Yafet	
Function:	Customer Service Manager, International Mail	
Address:	21 HaReches Blvd , 7178437, MODI'IN- MACCABIM-RE'UT , ISRAEL	
Tel:	1: (+972)768873619 2: (+)	
Fax:	(+972)	
E-Mail:	varday@postil.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	08:00-16:00	-
Tuesday	08:00-16:00	-
Wednesday	08:00-16:00	-
Thursday	08:00-16:00	-
Friday	-	-
Saturday	-	-
Sunday	08:00-16:00	-
Languages	French English hebrew	
National Holidays		
41.1	National holidays	
National holiday in 2022		
Month	Day(s)	National Holidays - Description
April	15	Pessah eve
April	16	Pessah
April	17	Chol Hamoed Pessah haf day work No IBIS
April	18	Chol Hamoed Pessah haf day work No IBIS
April	19	Chol Hamoed Pessah haf day work No IBIS
April	20	Chol Hamoed Pessah haf day work No IBIS
April	21	Eve of Shivii shel Pessach
April	22	Shivii shel Pessach
May	4	Eve of Independence day
May	5	Independence day
June	4	Shavuot eve
June	5	Shavuot
September	25	Rosh Hashana eve
September	26	Rosh Hashana
September	27	Rosh Hashana
October	4	Yom Kippur eve
October	5	Yom Kippur
October	9	Succot eve
October	10	Succot
October	11	Chol Hamoed Succot half day No IBIS
October	12	Chol Hamoed Succot half day No IBIS
October	13	Chol Hamoed Succot half day No IBIS
October	14	Chol Hamoed Succot
October	15	Chol Hamoed Succot
October	16	Simhat Tora eve
October	17	Simhat Tora
National holiday in 2021		
Month	Day(s)	National Holidays - Description
March	28	Pessah holiday
March	29	Pessah half day of work (no IBIS)
March	30	Pessah half day of work (no IBIS)
March	31	Pessah half day of work (no IBIS)
April	1	Pessah half day of work (no IBIS)
April	14	eve of independance day - half day of work
April	15	Independence day
May	16	Shavuot eve
May	17	Shavuot
September	6	Rosh Hashana eve
September	7	Rosh hashana
September	8	Rosh Hashana
September	15	Yom Kippur eve
September	16	Yom Kippur

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September	20	Succoth eve
September	21	Succot
September	22	Succot half day work (no IBIS)
September	23	Succot half day work (no IBIS)
September	26	Succot half day work (no IBIS)
September	27	Simhat Torah eve
September	28	Simhat Torah

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	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	Yes
43.3	Amount of redirection fee (SDR)	
	Comments:	
	domestic parcel rates	

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: TEL AVIV YAFO
 IMPC code: ILTLVA
 Name: Mr
 Function:
 Address: Tel Aviv Sorting Centre
 137, Hahagana St.
 61999 TEL AVIV
 ISRAEL
 Tel: 1: (+972)768873253
 2: (+)
 Fax: (+972)768873350
 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	06:00-16:00	-
Tuesday	06:00-16:00	-
Wednesday	06:00-16:00	-
Thursday	06:00-16:00	-
Friday	-	-
Saturday	-	-
Sunday	06:00-16:00	-

Observations/Comments

Office name: HAIFA
 IMPC code: ILHFAA
 Name: Mr
 Function:
 Address: Haifa Sorting Centre
 19, Palyam St.
 31999 HAIFA
 ISRAEL
 Tel: 1: (+972)768874102
 2: (+)
 Fax: (+972)768874140
 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	06:00-15:30	-
Tuesday	06:00-15:30	-
Wednesday	06:00-15:30	-
Thursday	06:00-15:30	-
Friday	-	-
Saturday	-	-
Sunday	06:00-15:30	-

Observations/Comments

Delivery standards

46-47 See the annexes.

Barcode

48 Barcode sample used on all outward international postal parcels.



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Parcel delivery standards - Air parcel

OE Name TEL AVIV YAFO

IMPC Code ILTLVA

Tel (+972)768873253

Fax (+972)768873350

Hours of operation Sun, Mon, Tue, Wed, Thu: 06:00-16:00; Fri and Sat: Closed

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 - 12:00	Thursday	---	---
Monday	12:01 - 23:59	Sunday	---	---
Tuesday	00:00 - 12:00	Sunday	---	---
Tuesday	12:01 - 23:59	Monday	---	---
Wednesday	00:00 - 12:00	Monday	---	---
Wednesday	12:01 - 23:59	Tuesday	---	---
Thursday	00:00 - 12:00	Tuesday	---	---
Thursday	12:01 - 23:59	Wednesday	---	---
Friday	00:00 - 23:59	Wednesday	---	---
Saturday	00:00 - 23:59	Wednesday	---	---
Sunday	00:00 - 12:00	Wednesday	---	---
Sunday	12:01 - 23:59	Thursday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	whole country

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

2-3 hours

Customs clearance times:

Items subject to customs duty:

1 day

Items not subject to customs duty: 4-6 hours

Comments: No operation on Fri, Sat, public holidays and some public holidays eves.

Parcel delivery standards - Air parcel

OE Name HAIFA
 IMPC Code ILHFAA
 Tel (+972)768874102
 Fax (+972)768874140
 Hours of operation Sun, Mon, Tue, Wed, Thu: 06:00-16:00; Fri and Sat: Closed
 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 - 12:00	Thursday	---	---
Monday	12:01 - 23:59	Sunday	---	---
Tuesday	00:00 - 12:00	Sunday	---	---
Tuesday	12:01 - 23:59	Monday	---	---
Wednesday	00:00 - 12:00	Monday	---	---
Wednesday	12:01 - 23:59	Tuesday	---	---
Thursday	00:00 - 12:00	Tuesday	---	---
Thursday	12:01 - 23:59	Wednesday	---	---
Friday	00:00 - 23:59	Wednesday	---	---
Saturday	00:00 - 23:59	Wednesday	---	---
Sunday	00:00 - 12:00	Wednesday	---	---
Sunday	12:01 - 23:59	Thursday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	whole country

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 1-2 days from arrival at port

Customs clearance times:

Items subject to customs duty: 1 day

Items not subject to customs duty: 4-6 hours

Comments: No operations on Fri, Sat, public holidays and some public holidays eves

Parcel delivery standards - Surface parcel

OE Name TEL AVIV YAFO
 IMPC Code ILTLVA
 Tel (+972)768873253
 Fax (+972)768874140
 Hours of operation Sun, Mon, Tue, Wed, Thu: 06:00-16:00; Fri 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>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 12:00	Thursday	---	---
Monday	12:01 - 23:59	Sunday	---	---
Tuesday	00:00 - 12:00	Sunday	---	---
Tuesday	12:01 - 23:59	Monday	---	---
Wednesday	00:00 - 12:00	Monday	---	---
Wednesday	12:01 - 23:59	Tuesday	---	---
Thursday	00:00 - 12:00	Tuesday	---	---
Thursday	12:01 - 23:59	Wednesday	---	---
Friday	00:00 - 23:59	Wednesday	---	---
Saturday	00:00 - 23:59	Wednesday	---	---
Sunday	00:00 - 12:00	Wednesday	---	---
Sunday	12:01 - 23:59	Thursday	---	---

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Postcodes	Cities

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Postcodes	Cities

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Customs clearance times:

Items subject to customs duty: 1 day

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Parcel delivery standards - Surface parcel

OE Name HAIFA
 IMPC Code ILHFAA
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<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 12:00	Thursday	---	---
Monday	12:01 - 23:59	Sunday	---	---
Tuesday	00:00 - 12:00	Sunday	---	---
Tuesday	12:01 - 23:59	Monday	---	---
Wednesday	00:00 - 12:00	Monday	---	---
Wednesday	12:01 - 23:59	Tuesday	---	---
Thursday	00:00 - 12:00	Tuesday	---	---
Thursday	12:01 - 23:59	Wednesday	---	---
Friday	00:00 - 23:59	Wednesday	---	---
Saturday	00:00 - 23:59	Wednesday	---	---
Sunday	00:00 - 12:00	Wednesday	---	---
Sunday	12:01 - 23:59	Thursday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	whole country

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Postcodes	Cities

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Postcodes	Cities

Arrival at office of exchange: 1-2 days from arrival at port

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Items subject to customs duty: 1 day

Items not subject to customs duty: 4-6 hours

Comments: No operations on Fri, Sat, public holidays and some public holidays eves

Last validation date: Da V1 01/09/2018