

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)	20	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)	Yes	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)	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)	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
			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	Yes
Supplementary services					
3	Cumbersome parcels admitted	No			
Parcels service features					
5	Electronic exchange of information				
5.1.1	Use a track and trace system	Yes			
5.1.2	Mandatory tracking events transmitted				
EMC	Departure from outward office of exchange	Yes			
EMD	Arrival at inward office of exchange	Yes			
EMH	Attempted/Unsuccessful delivery	Yes			
EMI	Final delivery	Yes			
5.1.3	Optional tracking events transmitted				
EMA	Posting/collection	Yes			
EMB	Arrival at outward office of exchange	Yes			
EME	Held by Customs	Yes			
EMF	Out of Customs/Departure from inward office of exchange	Yes			
EMG	Arrival at delivery office	No			
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	Yes			
RESCON	Response to a PRECON – destination post	Yes			
			Insured parcel service		
			8	Insured surface parcels admitted	Yes
			8.1	Maximum insured value for surface parcels (SDR)	500
			9	Insured air parcels admitted	Yes
			9.1	Maximum insured value for air parcels (SDR)	500
			9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	500
			10	Marking used for insured parcels	
			10.1	CP 74 pink label used	Yes
			10.2	CP 73 label and pink "insured" label used	No
			Cash-on-delivery service for parcel		
			11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
			11.1.1	outbound COD parcels	No
			11.1.2	inbound COD parcels	No
			Express delivery service		

12	Express parcel delivery service provided	No	Inbound parcels	No
			Outbound parcels	No
Parcels with advice of delivery				
13	Admission of advice of delivery for			
13.1	ordinary parcels	No		
13.2	insured parcels	Yes		
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	Yes		
Consignment service				
16	Consignment service by bilateral agreements provided	No		
Integrated logistics service				
17	integrated logistics service by bilateral agreements provided	Yes		
Addresses for bilateral agreements				
18	Contact details of the person responsible for questions concerning bilateral agreements			
Name:	Mr VATANPARAST, Mohsen			
Function:	Director General of Operations Engineering & Service Leadership			
Address:	North Mofateh St., National Post Company of Iran Postal code: 15879758174			
Tel:	1: (+9821)88528784 2: (+)			
Fax:	(+9821)88528784			
E-mail	mvatan@post.ir			
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	No		
	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 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		5300 Rials	per kg
	SDR		0.2	
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		5300	
	SDR		0.2	
27.2	Basis for charge if not an amount per parcel			
Special provisions - Treatment of parcels wrongly accepted				
28	Parcels returned to sender	Yes		

Delivery areas			Office name:	National Center of Processing & Postal Exchange - Parcel Section
29	Parcels delivered to		Name:	Mr Jaber AZADI
29.1	all addresses	Yes	Function:	Head of Parcel Section
29.2	specific areas only	No	Address:	Parcel Section - National Center of Processing & Postal Exchange Lashgar Crossroad Ave. South Karegar Tehran - IRAN Ave.
	Comments:		Tel:	1: (+9821)66450085 2: (+)
			Fax:	(+9821)66491143
			E-Mail:	mekanizehpost@post.ir
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 Yes
30.1	all addresses	Yes	35.1	Central office (in destination country) to which requests must be sent
30.2	specific areas only	No		
	Comments:			
Delivery procedures for parcels for which customs duty and taxes are payable			Office name:	
31	Procedure for parcels for which customs duty is payable		Name:	Mr Jaber AZADI
31.1	Pick up of parcel at the customs office	Yes	Function:	Head of Parcel Section
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	Yes	Address:	Parcel Section - National Center of Processing & Postal Exchange Lashgar Cross South Karegar Ave. Tehran - IRAN
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No	Tel:	1: (+9821)66450085 2: (+)
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	No	Fax:	(+9821)66491143
31.5	Other		E-Mail:	mekanizehpost@post.ir
Period of retention			Special provisions - Force majeure	
32	Period of retention for parcels		36	Liability admitted in cases of force majeure Yes
32.1	Normal period	1 Month(s)	36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators
32.2	Exceptional period	2 Month(s)	36.2	Addressee/sender's reservations admitted at the time of delivery
33	Retention for parcels for which notice could not be sent or addressed to poste restante		Special provisions - Customs declarations	
33.1	Normal period	1 Month(s)	37	Number of CN 23 customs declarations required for inbound parcels 2
33.2	Exceptional period	2 Month(s)	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 French English
Parcels automatically retained			Special provisions - Method of dispatching accompanying documents	
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.		38	Documents affixed to the relevant parcels Yes
			38.1	Documents attached to the parcels bill

Service to customers**39 On-line tracking provided Yes**

39.1 Web site address to access information
http://tntsearch.post.ir/

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: National Center of Processing & Postal Exchange - Parcel Section

Name: Ms Allahverdi , Elnaz

Function: Expert

Address: Parcel Section - National Processing and exchange center
Lashgar Cross
Ave. South Karegar
Tehran - IRAN
Ave.

Tel: 1: (+9821)66491143

2: (+)

Fax: (+9821)66450085

E-Mail: mekanizehpost@post.ir

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	-	-
Friday	-	-
Saturday	08:00-16:00	-
Sunday	08:00-16:00	-

Languages English Persian

National Holidays**41.1 National holidays**

National holiday in 2020

Month	Day(s)	National Holidays - Description
January	29	Martyrdom of Hazrat Fatima (SA)
February	11	Anniversary of Islamic Revolution Victory
March	8	Birth Anniversary of Imam Ali SA
March	21	Norouz (Iranian New Year)

March	22	Norouz (Iranian New Year)
March	23	Norouz (Iranian New Year)
March	31	Islamic Republic Day
April	1	Nature Day
May	24	FITR Feast
May	25	FITR Feast
June	3	Death Anniversary of Imam Khomeini
June	17	Martyrdom of Imam SADEGH SA
August	8	GHADIR Feast
August	29	TASUA Martyrdom of Imam Hussein SA
August	30	ASHURA Martyrdom of Imam Hussein SA
October	17	Martyrdom of Imam REZA SA
October	25	Martyrdom of Imam Asgari SA
November	3	The Birth of Prophet Mohammad PBUH

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	17	Martyrdom of Hazrat Fatima (SA)
February	10	Anniversary of Islamic Revolution Victory
March	21	Norouz (Iranian New Year)
March	22	Norouz (Iranian New Year)
March	23	Norouz (Iranian New Year)
March	24	Norouz (Iranian New Year)
March	29	Birth Anniversary of imam MAHDI
May	4	Martyrdom of Imam Ali SA
June	5	Anniversary of 15 Khordad Uprising
June	6	Martyrdom of Imam SADEGH SA
July	21	Qorban feast
August	18	TASUA Martyrdom of Imam Hussein SA
September	27	Arbaeen of Martyrdom of Imam Hussein SA
October	5	The Death of Prophet Mohammad PBUH
October	24	The Birth of Prophet Mohammad PBUH

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	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)	1

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: National Center of Processing & Postal Exchange - Parcel Section
 IMPC code: IRTHRA
 Name: Mr Jaber AZADI
 Function: Head of Parcel Section
 Address: Parcel Section - Post Mechanized Center
 Lashgar Cross
 Ave. South Karegar
 Tehran - IRAN
 Ave.
 Tel: 1: (+9821)66450085
 2: (+)
 Fax: (+9821)66491143
 E-Mail: mekanizehpost@post.ir

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-16:00	-
Tuesday	08:00-16:00	-
Wednesday	08:00-16:00	-

Thursday	-	-
Friday	-	-
Saturday	08:00-16:00	-
Sunday	08:00-16:00	-

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 TEHRAN
 IMPC Code IRTHRA
 Tel (+9821)66450802
 Fax (+9821)64552261
 Hours of operation Sat - Thu: 00:00 - 23:59
 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 - 06:00	Wednesday	Thursday	Saturday
Monday	06:01 - 23:59	Thursday	Saturday	Sunday
Tuesday	00:00 - 06:00	Thursday	Saturday	Sunday
Tuesday	06:01 - 23:59	Saturday	Sunday	Monday
Wednesday	00:00 - 06:00	Saturday	Sunday	Monday
Wednesday	06:01 - 23:59	Sunday	Monday	Tuesday
Thursday	00:00 - 06:00	Sunday	Monday	Tuesday
Thursday	06:01 - 23:59	Monday	Tuesday	Wednesday
Friday	00:00 - 23:59	Monday	Tuesday	Wednesday
Saturday	00:00 - 06:00	Monday	Tuesday	Wednesday
Saturday	06:01 - 23:59	Tuesday	Wednesday	Thursday
Sunday	00:00 - 06:00	Tuesday	Wednesday	Thursday
Sunday	06:01 - 23:59	Wednesday	Thursday	Saturday

Definition of zones

Zone 1:

Postcodes	Cities
	Tehran

Zone 2:

Postcodes	Cities
	Isfahan, , Tabriz, Uromieh, Yazd, ,Shahre Kord, Sanandaj,Kermanshah, Ardebil, Rasht, Ghazvin, Zanjan, Sari, Gorgan, Semnan, Qom, Arak, Khoramabad, Hamedan, Karajbandar anzali.

Zone 3:

Postcodes	Cities
	abadan,Birjand, Bojnourd, Booshehr, Ilam, Kerman, Bandar Abbas, Yasooj, Shiraz, Mashhad,Ahvaz, Zahedan.

Arrival at office of exchange: 06:00

Customs clearance times:

Items subject to customs duty: 3 hours

Items not subject to customs duty: 0 hours

Comments:

Parcel delivery standards - Surface parcel

OE Name TEHRAN
 IMPC Code IRTHRA
 Tel (+9821)66450802
 Fax (+9821)64552261
 Hours of operation Sat - Thu: 00:00 - 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>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 06:00	Thursday	Saturday	Monday+1
Monday	06:01 - 23:59	Saturday	Sunday	Tuesday+1
Tuesday	00:00 - 06:00	Saturday	Sunday	Tuesday+1
Tuesday	06:01 - 23:59	Sunday	Monday	Wednesday+1
Wednesday	00:00 - 06:00	Sunday	Monday	Wednesday+1
Wednesday	06:01 - 23:59	Monday	Tuesday	Thursday+1
Thursday	00:00 - 06:00	Monday	Tuesday	Thursday+1
Thursday	06:01 - 23:59	Tuesday	Wednesday	Saturday+1
Friday	00:00 - 23:59	Tuesday	Wednesday	Saturday+1
Saturday	00:00 - 06:00	Tuesday	Wednesday	Saturday+1
Saturday	06:01 - 23:59	Wednesday	Thursday	Sunday+1
Sunday	00:00 - 06:00	Wednesday	Thursday	Sunday+1
Sunday	00:00 - 06:00	Thursday	Saturday	Monday+1

Definition of zones

Zone 1:

Postcodes	Cities
	Tehran

Zone 2:

Postcodes	Cities
	Isfahan, Shiraz, Tabriz, Uromieh, Mashhad, Ahvaz, Yazd, Kerman, Bandar Abbas, Kermanshah, Ardebil, Rasht, Ghazvin, Zanjan, Sari, Gorgan, Semnan, Qom, Arak, Khoramabad, Hamedan, Karajbandar anzali.

Zone 3:

Postcodes	Cities
	abadan, Birjand, Bojnourd, Booshehr, Ilam, Sanandaj, Yasooj, Shahre Kord, Zahedan.

Arrival at office of exchange: 06:00

Customs clearance times:

Items subject to customs duty: 6 hours

Items not subject to customs duty: 3 hours

Comments:

Last validation date: GdS V1 01/02/2018