

Basic Services			CARDIT	Carrier documents international transport – origin post	Yes
<b>1</b>	<b>Maximum weight limit admitted</b>		RESDIT	Response to a CARDIT – destination post	Yes
1.1	Surface parcels (kg)	30	<b>6</b>	<b>Home delivery</b>	
1.2	Air (or priority) parcels (kg)	30	6.1	Initial delivery attempt at physical delivery of parcels to addressee	Yes
<b>2</b>	<b>Maximum size admitted</b>		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	<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)	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
			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					
<b>3</b>	<b>Cumbersome parcels admitted</b>	No	Insured parcel service		
Parcels service features			<b>8</b>	<b>Insured surface parcels admitted</b>	<b>Yes</b>
<b>5</b>	<b>Electronic exchange of information</b>		8.1	Maximum insured value for surface parcels (SDR)	1633,00
5.1.1	Use a track and trace system	Yes	<b>9</b>	<b>Insured air parcels admitted</b>	<b>Yes</b>
5.1.2	Mandatory tracking events transmitted		9.1	Maximum insured value for air parcels (SDR)	1633,00
EMC	Departure from outward office of exchange	Yes	9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	100
EMD	Arrival at inward office of exchange	Yes	<b>10</b>	<b>Marking used for insured parcels</b>	
EMH	Attempted/Unsuccessful delivery	Yes	10.1	CP 74 pink label used	No
EMI	Final delivery	Yes	10.2	CP 73 label and pink "insured" label used	Yes
5.1.3	Optional tracking events transmitted		Cash-on-delivery service for parcel		
EMA	Posting/collection	Yes	<b>11.1</b>	<b>Acceptance of Cash-on-delivery (COD) service for parcels</b>	
EMB	Arrival at outward office of exchange	Yes	11.1.1	outbound COD parcels	Yes
EME	Held by Customs	Yes	11.1.2	inbound COD parcels	Yes
EMF	Out of Customs/Departure from inward office of exchange	Yes	<b>11.2</b>	<b>Amount charged to the sender for the service (in SDR), in addition to postage charges:</b>	
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	Yes			
RESCON	Response to a PRECON – destination post	Yes			

11.2.1	for ordinary parcels	1.83 SDR	Function:	Head of International Business Development
11.2.2	for insured parcels	1.83 SDR	Address:	Viale Europa, 175 00144 Rome Italy
<b>11.3</b>	<b>Additional amount for the delivery of COD parcels</b>	<b>Yes</b>	Tel:	1: (+39)0659586614 2: (+39) 3771602028
11.3.1	Fixed cost	SDR	Fax:	(+39)
11.3.2	Value range or the value of the parcel (explanation on how the service charge billed to the addressee is calculated):		E-mail	VALERIA.TUCCIELLO@POSTEITALIA NE.IT
<b>11.4</b>	<b>Methods of payment accepted upon delivery for the service charge billed to the addressee</b>		<b>Admissible radioactive material and infectious substances</b>	
	Cash : Yes Credit card : Yes Cheque : No Payment by mobile phone : No Other :		<b>19</b>	<b>Radioactive materials admitted in</b>
<b>11.5</b>	Methods of payment accepted upon delivery for the value of the COD parcel		19.1	Air Parcels
	Cash : Yes Money order : No Credit card : Yes Cheque : No Payment by mobile phone : No Other :			Inbound parcels No Outbound parcels No
<b>11.6</b>	Maximum value accepted for an inbound COD parcel	SDR	19.2	Insured parcels
				Inbound parcels No Outbound parcels No
<b>Express delivery service</b>			<b>20</b>	<b>Infected substances admitted in</b>
<b>12</b>	<b>Express parcel delivery service provided</b>	<b>No</b>	20.1	Air Parcels
<b>Parcels with advice of delivery</b>				Inbound parcels No Outbound parcels No
<b>13</b>	<b>Admission of advice of delivery for</b>		20.2	Insured parcels
13.1	ordinary parcels	Yes		Inbound parcels No Outbound parcels No
13.2	insured parcels	Yes	<b>Supplementary charges - Customs</b>	
<b>Parcels for delivery free of charges and fees</b>			<b>21</b>	<b>Non-dutiable parcels</b>
<b>14</b>	<b>Parcels for delivery free of charges and fees admitted</b>	<b>No</b>	21.1	Threshold level below which parcels are free of customs duties and other taxes
<b>Fragile parcel</b>			21.2	Exemption threshold
<b>15</b>	<b>Fragile parcels admitted</b>	<b>Yes</b>		Local currency see comment USD Comments: 45 euros (de client à client) 22 euros (de entreprise à entreprise) 22 euros (de entreprise à client)
<b>Consignment service</b>			<b>22</b>	<b>Dutiable parcels</b>
<b>16</b>	<b>Consignment service by bilateral agreements provided</b>	<b>No</b>	22.1	Customs clearance fee collected for parcels subject to import customs clearance
<b>Integrated logistics service</b>			22.2	Amount of fee collected
<b>17</b>	<b>integrated logistics service by bilateral agreements provided</b>	<b>Yes</b>		Local currency see comment USD Comments: 5,00 EUR C to C for value from 45 EUR up to 1.000 EUR 11,00 EUR for each tariff code related to content of commercial items with value above 22 EUR and from private customers for items with value over 1.000 EUR
<b>Addresses for bilateral agreements</b>				
<b>18</b>	<b>Contact details of the person responsible for questions concerning bilateral agreements</b>			
Name:	Ms TUCCIELLO Valeria			

23	<b>Customs clearance fee collected for all items declared at customs</b>	No	Comments:	
24	<b>Administration fees collected for parcels subject to export customs clearance</b>	No	Comments:	
<b>Special charges - Storage</b>				
25	<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>	No		
<b>Special delivery charges</b>				
26	<b>Delivery charges collected at the time of delivery in response to the advice of arrival</b>	No		
<b>Special charges – Poste restante</b>				
27	<b>Poste restante service provided</b>	Yes		
27.1	Amount of charge per parcel		Local currency	
			SDR	
27.2	Basis for charge if not an amount per parcel			
<b>Special provisions - Treatment of parcels wrongly accepted</b>				
28	<b>Parcels returned to sender</b>	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		
<b>Delivery areas</b>				
29	<b>Parcels delivered to</b>			
29.1	all addresses	Yes		
29.2	specific areas only	No		
	Comments:			
	parcels are delivered by our Courier Service Daughter Company SDA. After a first unsuccessful delivery attempt, parcels are handed over to the nearest post office for pick up by the customer			
<b>Collection</b>				
30	<b>Collection of parcels at post offices provided for</b>			
30.1	all addresses	Yes		
30.2	specific areas only	No		
	Comments:			
				<b>Delivery procedures for parcels for which customs duty and taxes are payable</b>
				<b>31 Procedure for parcels for which customs duty is payable</b>
				31.1 Pick up of parcel at the customs office Yes
				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
				31.4 Note that this applies to parcels handed over to the post office after the first unsuccessful delivery attempt
				<b>Period of retention</b>
				<b>32 Period of retention for parcels</b>
				32.1 Normal period 15 Day(s)
				32.2 Exceptional period 1 Month(s)
				<b>33 Retention for parcels for which notice could not be sent or addressed to poste restante</b>
				33.1 Normal period 15 Day(s)
				33.2 Exceptional period 1 Month(s)
				<b>Parcels automatically retained</b>
				<b>34 Office to which a copy of the CP 78 verification note should be sent</b>
				Office name: MALPENSA LONATE POZZOLO
				Name: Ms Viviana Edit Balbuena
				Function: OPERATIONAL CONTROL AND INTERNATIONAL ACCOUNTING
				Address: Poste Italiane S.p.A. Gateway Malpensa Lonate Pozzolo Via Bassano del Grappa S/N, 21015 LONATE POZZOLO (VA) ITALY
				Tel: 1: (+) 2: (+)
				Fax: (+39)0331301378
				E-Mail: COCIGATEWAY@posteitaliane.it
				<b>Requests for withdrawal from the post or alteration, or correction of address</b>
				<b>35 Requests for withdrawal from the post accepted Yes</b>
				35.1 Central office (in destination country) to which requests must be sent

## POSTE ITALIANE, S.p.A.

ITA

Office name: Customer Service Pacchi di Poste Italiane  
 Name: Ms Francesca Cavallaro - M. Cristina Troisi  
 Function: CS Managers Consumer & Business Market  
 Address: Poste Italiane S.p.A.  
 Chief Operating Office  
 Int'l Customer Service Dpt  
 Viale Europa, 175  
 St. H001 00144 Rome  
 Italy

Tel: 1: (+39)0659582587  
 2: (+39)0659585412  
 Fax: (+39)0659588061  
 E-Mail: csaint\_parcel@posteitaliane.it  
 perroni3@posteitaliane.it

**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	No
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	2
37.1	Number of CN 23 customs declarations required for parcels in transit	2
37.2	Languages in which CN 23 customs declarations can be completed	French English Italian

**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	No
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**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: Customer Service Parcels  
 Name: Ms Francesca Cavallaro - M. Cristina Troisi  
 Function: CS Managers Consumer & Business Market  
 Address: Poste Italiane S.p.A.  
 Chief Operating Office  
 Int'l Customer Service Dpt  
 Viale Europa, 175  
 St H001  
 00144 Rome  
 Italy

Tel: 1: (+39)0659582587  
 2: (+39)0659588812  
 Fax: (+39)0659588061  
 E-Mail: csaint\_parcel@posteitaliane.it  
 perroni3@posteitaliane.it

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

**Opening Hours (Local)**

Day	Opening hours 1	Opening hours 2
Monday	09:00-16:00	-
Tuesday	09:00-16:00	-
Wednesday	09:00-16:00	-
Thursday	09:00-16:00	-
Friday	09:00-16:00	-
Saturday	-	-
Sunday	-	-

Languages French English Italian

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

National holiday in 2018

Month	Day(s)	National Holidays - Description
January	1	New Year
January	6	Epiphany
April	2	Easter Monday
April	25	Liberation day
May	1	Labour day
June	2	Republic day
August	15	Assumption day
November	1	All Saints day
December	8	Immaculate Conception day
December	25	Christmas Day
December	26	Saint Stephan day

National holiday in 2019

Month	Day(s)	National Holidays - Description
January	1	New Year
January	6	Epiphany
April	22	Easter Monday
April	25	Liberation day
May	1	Labour day
June	2	Republic day
August	15	Assumption day
November	1	All Saints Day
December	8	Immaculate Conception day
December	25	Christmas Day
December	26	Saint Stephan day

### Regional Holidays

#### 41.2 Regional holidays

Regional holiday in 2018

Month	Day(s)	Regional/Local Holidays – Localities and description
June	29	No Delivery/Collection in the Rome city area (zip codes 00100...00199); No Customer Service. Head Office closed

Regional holiday in 2019

Month	Day(s)	Regional/Local Holidays – Localities and description
June	29	No Delivery/Collection in the Rome city area (zip codes 00100...00199); No Customer Service. Head Office closed

### 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	Yes
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: MALPENSA LONATE POZZOLO  
 IMPC code: ITMXPA  
 Name: Mr  
 Function:  
 Address: Poste Italiane S.p.A.  
 Gateway Malpensa Lonate Pozzolo  
 Via Bassano del Grappa  
 21015 Lonate Pozzolo VA  
 Italy  
 Tel: 1: (+)  
 2: (+)  
 Fax: (+)  
 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	07:00-12:00	12:00-19:00
Tuesday	07:00-12:00	12:00-19:00
Wednesday	07:00-12:00	12:00-19:00
Thursday	07:00-12:00	12:00-19:00
Friday	07:00-12:00	12:00-19:00
Saturday	07:00-12:00	-
Sunday	-	-

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 Malpensa Lonate Pozzolo  
 IMPC Code ITMXPA  
 Tel (+39)0331662451  
 Fax (+39)0331662447  
 Hours of operation Mon-Fri: 07:00 - 19:00; Sat: 07:00 - 12:00

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 - 10:00	Friday	---	---
Monday	10:01 - 23:59	Monday+1	---	---
Tuesday	00:00 - 10:00	Monday	---	---
Tuesday	10:01 - 23:59	Tuesday+1	---	---
Wednesday	00:00 - 10:00	Tuesday	---	---
Wednesday	10:01 - 23:59	Wednesday+1	---	---
Thursday	00:00 - 10:00	Wednesday	---	---
Thursday	10:01 - 23:59	Thursday+1	---	---
Friday	00:00 - 10:00	Thursday	---	---
Friday	10:01 - 23:59	Friday+1	---	---
Saturday	00:00 - 23:59	Friday	---	---
Sunday	00:00 - 23:59	Friday	---	---

## Definition of zones

## Zone 1:

Postcodes	Cities
00001 - 99999	

## Zone 2:

Postcodes	Cities

## Zone 3:

Postcodes	Cities

Arrival at office of exchange: 18.00

**Customs clearance times:** Monday to Friday 08:00 - 17:00  
 Saturday 08:00-12:00  
 Sunday closed

Items subject to customs duty: 15 days

Items not subject to customs duty: 24 h

**Comments:**

Arrival at OE from EU countries: 3h30m;  
Arrival at OE from non-EU: 5h30m, in bonded mailing.  
Delays can occur during week-end due to customs closing hours from Saturday hrs 12:00 to Monday hrs 8:00;  
Items customs clearance time's varies and depend on provision of correct and appropriate documentation.  
Lacking documents are requested to the addressee.



**Parcel delivery standards - Surface parcel**

OE Name Malpensa Lonate Pozzolo  
 IMPC Code ITMXPA  
 Tel (+39)0331662451  
 Fax (+39)0331662447  
 Hours of operation Mon-Fri: 07:00 - 19:00; Sat: 07:00 - 12:00

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 - 10:00	Friday	---	---
Monday	10:01 - 23:59	Monday+1	---	---
Tuesday	00:00 - 10:00	Monday	---	---
Tuesday	10:01 - 23:59	Tuesday+1	---	---
Wednesday	00:00 - 10:00	Tuesday	---	---
Wednesday	10:01 - 23:59	Wednesday+1	---	---
Thursday	00:00 - 10:00	Wednesday	---	---
Thursday	10:01 - 23:59	Thursday+1	---	---
Friday	00:00 - 10:00	Thursday	---	---
Friday	10:01 - 23:59	Friday+1	---	---
Saturday	00:00 - 23:59	Friday	---	---
Sunday	00:00 - 23:59	Friday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
00001 - 99999	

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

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Items customs clearance time's varies and depend on provision of correct and appropriate documentation.  
Lacking documents are requested to the addressee.

Last validation date: Da V1 01/11/2017