

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	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					
3	Cumbersome parcels admitted	No	Insured parcel service		
Parcels service features			8	Insured surface parcels admitted	Yes
5	Electronic exchange of information		8.1	Maximum insured value for surface parcels (SDR)	1633,00
5.1.1	Use a track and trace system	Yes	9	Insured air parcels admitted	Yes
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	10	Marking used for insured parcels	
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	11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
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	11.2	Amount charged to the sender for the service (in SDR), in addition to postage charges:	
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
11.3	Additional amount for the delivery of COD parcels	Yes	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
11.4	Methods of payment accepted upon delivery for the service charge billed to the addressee		Admissible radioactive material and infectious substances	
	Cash : Yes Credit card : Yes Cheque : No Payment by mobile phone : No Other :		19	Radioactive materials admitted in
11.5	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
11.6	Maximum value accepted for an inbound COD parcel	SDR	19.2	Insured parcels
				Inbound parcels No Outbound parcels No
Express delivery service			20	Infected substances admitted in
12	Express parcel delivery service provided	No	20.1	Air Parcels
Parcels with advice of delivery				Inbound parcels No Outbound parcels No
13	Admission of advice of delivery for		20.2	Insured parcels
13.1	ordinary parcels	Yes		Inbound parcels No Outbound parcels No
13.2	insured parcels	Yes	Supplementary charges - Customs	
Parcels for delivery free of charges and fees			21	Non-dutiable parcels
14	Parcels for delivery free of charges and fees admitted	No	21.1	Threshold level below which parcels are free of customs duties and other taxes
Fragile parcel			21.2	Exemption threshold
15	Fragile parcels admitted	Yes		Local currency see Comments
Consignment service				USD Comments: 45 euros (de client à client)
16	Consignment service by bilateral agreements provided	No	22	Dutiable parcels
Integrated logistics service			22.1	Customs clearance fee collected for parcels subject to import customs clearance
17	integrated logistics service by bilateral agreements provided	Yes	22.2	Amount of fee collected
Addresses for bilateral agreements				Local currency see Comments
18	Contact details of the person responsible for questions concerning bilateral agreements			USD Comments:
Name:	Ms TUCCIELLO VALERIA			

	COMMERCIAL ITEMS RATES - Item value 0,00 to 22,00 ? NO customs duty; YES VAT applicable; € 2,00 Charges and customs clearance fees - Item value 22,01 to 150,00 ? NO customs duty; YES VAT; Charges and customs clearance fees € 5,00; - Item value 150,01 to 1000,00 ? YES customs duty; YES VAT; Charges and customs clearance fees € 5,00; - Item value > 1000,00 ? YES customs duty; YES VAT; Charges and customs clearance fees € 15,00 NOT-COMMERCIAL ITEMS RATES - Item value 0,00 to 45,00 ? NO customs duty; No VAT; NO Charges and customs clearance fees - Item value 45,01 to € 150,00? No customs duties, YES VAT. Charges and customs clearance fees €5,00 - Item value € 150,00 to 1000,00 ? YES customs duty; YES VAT; Charges and customs clearance fees € 5,00; - Item value > 1000,00 ? YES customs duty; YES VAT; Charges and customs clearance fees € 15,00		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	
			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	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	
			Period of retention		
			32	Period of retention for parcels	
			32.1	Normal period	15 Day(s)
			32.2	Exceptional period	1 Month(s)
			33	Retention for parcels for which notice could not be sent or addressed to poste restante	
			33.1	Normal period	15 Day(s)
			33.2	Exceptional period	1 Month(s)
			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.	
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	No			
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				
	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				

POSTE ITALIANE, S.p.A.

ITA

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) 0698688880
 E-Mail: COCIGATEWAY@posteitaliane.it

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: Customer Service Pacchi di Poste Italiane
 Name: Mr Lauri Massimo e Fabio Perroni
 Function: CS Managers Consumer & Business Market
 Address: Poste Italiane S.p.A.
 DTO – Digital Technology Operations
 Int'l Customer Service Dpt
 Viale Europa, 175
 St. H001 00144 Rome
 Italy
 Tel: 1: (+)
 2: (+)
 Fax: (+)
 E-Mail: CSAINT_PARCELS@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

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: Mr Lauri Massimo
 Function: CS Manager
 Address: Poste Italiane S.p.A.
 DTO – Digital Technology Operations
 Int'l Customer Service Dpt
 Viale Europa, 175
 St H001
 00144 Rome
 Italy
 Tel: 1: (+)
 2: (+)
 Fax: (+)
 E-Mail: CSAINT_PARCELS@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 2023

Month	Day(s)	National Holidays - Description
January	1	New Year
January	6	Epiphany
April	9	Easter
April	10	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 Stephen day

National holiday in 2024

Month	Day(s)	National Holidays - Description
January	1	New Year
January	6	Epiphany
March	31	Easter
April	1	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
December	25	Christmas day
December	26	Saint Stephen's day

Regional Holidays**41.2 Regional holidays**

Regional holiday in 2022

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 2024

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 codel: ITMXPA
Name: Ms Cutrupi Domenica Silvia
Function: Director
Address: Poste Italiane S.p.A.
Gateway Malpensa Lonate Pozzolo
Via Bassano del Grappa
21015 Lonate Pozzolo VA
Italy

Tel: 1: (+39)0331662466
2: (+)
(+)
Fax: (+)
E-Mail: domenicas.cutrupi@posteitaliane.it

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)0331662477
 Fax (+39)0698682218
 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>		
Day	Time	Zone 1	Zone 2	Zone 3
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>		
Day	Time	Zone 1	Zone 2	Zone 3
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

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Lacking documents are requested to the addressee.

Last validation date: Da V1 01/11/2017