

CAMBODIA POST

KHA

Basic Services						
1	Maximum weight limit admitted			PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes
1.1	Surface parcels (kg)	30		RESDDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes
1.2	Air (or priority) parcels (kg)	30		5.1.5	Ready to start transmitting data to partners wishing to receive data	No
2	Maximum size admitted			5.1.6	Other messages transmitted	
2.1	Surface parcels			PRECON	Pre-advice of international consignment – origin post	No
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		RESCON	Response to a PRECON – destination post	No
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No		CARDIT	Carrier documents international transport – origin post	No
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes		RESDIT	Response to a CARDIT – destination post	No
2.2	Air parcels			6	Home delivery	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		6.1	Initial delivery attempt at physical delivery of parcels to addressee	Yes
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No		6.2	If initial delivery attempt unsuccessful, card left for addressee	Yes
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	No
Supplementary services				6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	
3	Cumbersome parcels admitted	Yes		6.5	Nature of this governmental or legally binding restriction.	
4	Maximum size admitted			7	Signature of acceptance	
4.1	Surface parcels			7.1	When a parcel is delivered or handed over	
	Metres for any one dimension	1.5		7.1.1	a signature of acceptance is obtained	Yes
	Metres for length & greatest circumference	3		7.1.2	captured data from an identity card are registered	Yes
4.2	Air parcels			7.1.3	another form of evidence of receipt is obtained	Yes
	Metres for any one dimension	1.5		7.1.4	Nature of this evidence	
	Metres for length & greatest circumference	3		7.2	Ordinary parcels	
Parcels service features				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	No
EMC	Departure from outward office of exchange	Yes		7.3.2	Signature of a de facto agent	No
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	Yes		10.1	CP 74 pink label used	No
EMB	Arrival at outward office of exchange	Yes		10.2	CP 73 label and pink “insured” label used	No
EME	Held by Customs	Yes		Cash-on-delivery service for parcel		
EMF	Out of Customs/Departure from inward office of exchange	Yes				
EMG	Arrival at delivery office	No				
EMJ	Arrival at transit office of exchange	No				
EMK	Departure from transit office of exchange	No				
5.1.4	Dispatch messages transmitted					

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Special charges – Poste restante		
27	Poste restante service provided	Yes
27.1	Amount of charge per parcel	
	Local currency	300Riels
	SDR	0.075USD
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	Yes
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	
Period of retention		
32	Period of retention for parcels	
32.1	Normal period	2 Month(s)
32.2	Exceptional period	3 Month(s)
33	Retention for parcels for which notice could not be sent or addressed to poste restante	
33.1	Normal period	2 Month(s)
33.2	Exceptional period	3 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.	
Office name:	Mail and Transportation Department	
Name:	Mr Chhean Mesa	
Function:	Deputy Director	
Address:	Cambodia post Corner street 13&102 Phnom Penh 12000 Cambodia	
Tel:	1: (+855)23724509 2: (+855)15356767	
Fax:	(+855)23427428	
E-Mail:	chheanmesa 34@gmail.com	
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:	Mail and Transportation Department	
Name:	Mr Srun Reaksmeay	
Function:	Deputy chief of Parcel Post Office	
Address:	Cambodia post Corner street 13 &102 Phnom Penh 12000 Cambodia	
Tel:	1: (+855)23724509 2: (+855)92670118	
Fax:	(+855)23427428	
E-Mail:	srunreaksmey@gmail.com srun.raksmey@cambodiapost.post	
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	No
Special provisions - Customs declarations		
37	Number of CN 23 customs declarations required for inbound parcels	1

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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	English
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.cambodiapost.post
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:	International Settlement Relation and Service Quality	
Name:	Ms Soun Thida	
Function:	Deputy Director	
Address:	Cambodia post Corner street 13&102 Phnom Penh 12000 Cambodia	
Tel:	1: (+855)23722509 2: (+855)12572788	
Fax:	(+855)23725544	
E-Mail:	thidasoun@cambodiapost.post inquiry@cambodiapost.com.kh	
Hours of service and days(s) on which the inquiry service is operating		
Opening Hours (Local)		
Day	Opening hours 1	Opening hours 2
Monday	07:30-11:30	14:00-17:00
Tuesday	07:30-11:30	14:00-17:00
Wednesday	07:30-11:30	14:00-17:00
Thursday	07:30-11:30	14:00-17:00
Friday	07:30-11:30	14:00-17:00
Saturday	-	-
Sunday	-	-
Languages	English	
National Holidays		

41.1 National holidays

National holiday in 2023

Month	Day(s)	National Holidays - Description
January	1	International New Year Day
January	7	Victory Day Cover Genocide
March	8	International Women's Day
April	14	Khmer's New Year Day
April	15	Khmer's New Year Day
April	16	Khmer's New Year Day
May	1	International Labor Day
May	4	Visak Bochea Day
May	8	Royal Ploughing Ceremony Day
May	14	King Norodom Sihamoni's Birthday
June	18	Queen Norodom Monineath Sihanouk's Birthday
September	24	Constitution Day
October	13	Pchum Ben Day
October	14	Pchum Ben Day
October	15	Pchum Ben Day
October	15	Memorial Day of king Norodom Sihanouk
October	29	Royal Coronation Ceremony, of King Norodom Sihamoni
November	9	Independence Day
November	26	Water Festival
November	27	Water Festival
November	28	Water Festival

National holiday in 2024

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January	1	International New Year's Day
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April	16	Khmer's New Year Day
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May	14	King Norodom Sihamoni's Birthday
May	22	Visak Bochea Day
May	26	Royal Plowing Ceremony

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June	18	Queen Norodom Monineath Sihanouk's Birthday
September	24	Constitutional Day
October	1	Pchum Ben Day
October	2	Pchum Ben Day
October	3	Pchum Ben Day
October	15	Mourning Day of King Norodom Sihanouk
October	29	Coronation Day, of His Majesty Preah Bat Samdech Preah Boromneath Norodom Sihamoni, King of Cambodia.
November	9	National Independence Day
November	14	Water Festival
November	15	Water Festival
November	16	Water Festival

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	No
42.2	parcels redirected to a third party	No
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)	1USD
		1USD

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
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Office(s) of exchange handling parcels

45 Details of office(s) of exchange responsible for handling parcel post

Office name: phnom penh Exchange office
 IMPC code: KHPNHA
 Name: Mr Srun Raksmeay
 Function: Deputy chief of Parcel Post Office
 Address: Cambodia Post
 Corner street 13&102
 Phnom Penh 12000
 Cambodia
 Tel: 1: (+855)23724509
 2: (+)92670118
 Fax: (+855)23427428
 E-Mail: srunreaksmey@gmail.com
 srun.raksmeay@cambodiapost.post

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:30-11:30	14:00-17:00
Tuesday	07:30-11:30	14:00-17:00
Wednesday	07:30-11:30	14:00-17:00
Thursday	07:30-11:30	14:00-17:00
Friday	07:30-11:30	14:00-17:00
Saturday	-	-
Sunday	-	-

Observations/Comments

Delivery standards

46-47 See the annexes.

Barcode

48 Barcode sample used on all outward international postal parcels.



CP 000 379 019 KH

Parcel delivery standards - Air parcel

OE Name PHNOM PENH

IMPC Code KHPNHA

Tel (+855)23 426061

Fax (+855)23 428030

Hours of operation Mon – Fri : 07:00–17:00; Sat and Sun : closed

From the airport of destination to the addressee

Arrival at the airport		Days of delivery by zone					
Day	Time	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Mon	00:00 - 13:00	Wed	Thu	Fri	Mon+1	---	---
Mon	13:01 - 23:59	Thu	Fri	Mon+1	Tue+1	---	---
Tue	00:00 - 13:00	Thu	Fri	Mon	Tue+1	---	---
Tue	13:01 - 23:59	Fri	Mon	Tue+1	Wed+1	---	---
Wed	00:00 - 13:00	Fri	Mon	Tue	Wed+1	---	---
Wed	13:01 - 23:59	Mon	Tue	Wed+1	Thu+1	---	---
Thu	00:00 - 13:00	Mon	Tue	Wed	Thu+1	---	---
Thu	13:01 - 23:59	Tue	Mer	Thu+1	Fri+1	---	---
Fri	00:00 - 13:00	Tue	Mer	Thu	Fri+1	---	---
Fri	13:01 - 23:59	Wed	Thu	Fri+1	Mon+1	---	---
Sat	00:00 - 23:59	Wed	Thu	Fri	Mon+1	---	---
Sun	00:00 - 23:59	Wed	Thu	Fri	Mon+1	---	---

Definition of zones

Zone 1:

Postcodes	Cities
12000	Phnom Penh

Zone 2:

Postcodes	Cities
01000, 02000, 17000, 03000, 18000, 04000, 15000, 08000, 170000-170120, 200802, 010901, 230200, 250700.	Svay Sisophon, Battambang, Siem Reap, KampongCham, Sihanoukville, K. Chhnang, Pursat, Kandal, Siem Reap, Svay Rieng, Banteay Meanchey, Pailin, Tbong Khmum.

Zone 3:

Postcodes	Cities
09000, 07000, 05000, 06000, 20000, 21000, 14000, 220200.	Koh Kong, Kampot, KampongSpeu, KampongThom, Svay Rieng, Takeo, Prey Veng, Kam Pot.

Zone 4:

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Postcodes	Cities
13000, 10000, 11000, 19000, 16000	Preah Vihear, Kratie, Mondulkiri, Stung Treng, Rattanakiri

Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange: 1 hour

Customs clearance times:

Items subject to customs duty: 3 days

Items not subject to customs duty: 1 hour

Comments:

The OE operates 5 days a week with the exception of public holidays

Parcel delivery standards - Surface parcel

OE Name PHNOM PENH

IMPC Code KHPNHA

Tel (+855)23426061

Fax (+855)23428030

Hours of operation Mon – Fri : 07:00–17:00; Sat and Sun : closed

From the airport/port/office of exchange of destination to the addressee

Arrival at the airport		Days of delivery by zone					
Day	Time	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Mon	00:00 - 13:00	Wed	Thu	Fri	Mon+1	---	---
Mon	13:01 - 23:59	Thu	Fri	Mon+1	Tue+1	---	---
Tue	00:00 - 13:00	Thu	Fri	Mon	Tue+1	---	---
Tue	13:01 - 23:59	Fri	Mon	Tue+1	Wed+1	---	---
Wed	00:00 - 13:00	Fri	Mon	Tue	Wed+1	---	---
Wed	13:01 - 23:59	Mon	Tue	Wed+1	Thu+1	---	---
Thu	00:00 - 13:00	Mon	Tue	Wed	Thu+1	---	---
Thu	13:01 - 23:59	Tue	Mer	Thu+1	Fri+1	---	---
Fri	00:00 - 13:00	Tue	Mer	Thu	Fri+1	---	---
Fri	13:01 - 23:59	Wed	Thu	Fri+1	Mon+1	---	---
Sat	00:00 - 23:59	Wed	Thu	Fri	Mon+1	---	---
Sun	00:00 - 23:59	Wed	Thu	Fri	Mon+1	---	---

Definition of zones

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Postcodes	Cities
12000	Phnom Penh

Zone 2:

Postcodes	Cities
01000, 02000, 17000, 03000, 18000, 04000, 15000, 08000, 170000-170120, 200802, 010901, 230200, 250700.	Svay Sisophon, Battambang, Siem Reap, KampongCham, Sihanoukville, K. Chhnang, Pursat, Kandal, Siem Reap, Svay Rieng, Banteay Meanchey, Pailin, Tbong Khmum.

Zone 3:

Postcodes	Cities
09000, 07000, 05000, 06000, 20000, 21000, 14000, 220200	Koh Kong, Kampot, KampongSpeu, KampongThom, Svay Rieng, Takeo, Prey Veng, Kam Pot.

Zone 4:

Postcodes	Cities

Date of last update : 31.08.2023

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13000, 10000, 11000, 19000, 16000	Preah Vihear, Kratie, Mondulkiri, Stung Treng, Rattanakiri
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Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange: 1 hour

Customs clearance times:

Items subject to customs duty: 3 days

Items not subject to customs duty: 1 hour

Comments:

The OE operates 5 days a week with the exception of public holidays

Last validation date: Da V2 01/12/2019