

Kazpost JSC

KZA

10.2	CP 73 label and pink "insured" label used	No	15	Fragile parcels admitted	Yes
Cash-on-delivery service for parcel			Consignment service		
11.1	Acceptance of Cash-on-delivery (COD) service for parcels		16	Consignment service by bilateral agreements provided	Yes
11.1.1	outbound COD parcels	Yes	Integrated logistics service		
11.1.2	inbound COD parcels	Yes	17	integrated logistics service by bilateral agreements provided	Yes
11.2	Amount charged to the sender for the service (in SDR), in addition to postage charges:		Addresses for bilateral agreements		
11.2.1	for ordinary parcels	SDR	18	Contact details of the person responsible for questions concerning bilateral agreements	
11.2.2	for insured parcels	SDR	Name:	Mr Bagdat Adilov	
11.3	Additional amount for the delivery of COD parcels	No	Function:	Head of international mail directions	
11.3.1	Fixed cost	SDR	Address:	010000, the Republic of Kazakhstan, Nur-Sultan, Beybitshilik str 37.	
11.3.2	Value range or the value of the parcel (explanation on how the service charge billed to the addressee is calculated):		Tel:	1: (+77172)611699, ext. 1227 2: (+)	
11.4	Methods of payment accepted upon delivery for the service charge billed to the addressee		Fax:	(+77172)611687	
	Cash : No		E-mail	adilov.bagdat@kazpost.kz	
	Credit card : No		Admissible radioactive material and infectious substances		
	Cheque : No		19	Radioactive materials admitted in	
	Payment by mobile phone : No		19.1	Air Parcels	
	Other :				Inbound parcels No
11.5	Methods of payment accepted upon delivery for the value of the COD parcel				Outbound parcels No
	Cash : No		19.2	Insured parcels	
	Money order : No				Inbound parcels No
	Credit card : No				Outbound parcels No
	Cheque : No		20	Infected substances admitted in	
	Payment by mobile phone : No		20.1	Air Parcels	
	Other :				Inbound parcels No
11.6	Maximum value accepted for an inbound COD parcel	SDR			Outbound parcels No
Express delivery service			20.2	Insured parcels	
12	Express parcel delivery service provided	Yes			Inbound parcels No
12.1	If yes, parcels delivered by special messenger	Yes			Outbound parcels No
12.3	Charge collected at time of delivery to addressee	Yes	Supplementary charges - Customs		
12.4	Amount collected per parcel (SDR)	1.65	21	Non-dutiable parcels	
Parcels with advice of delivery			21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes
13	Admission of advice of delivery for		21.2	Exemption threshold	
13.1	ordinary parcels	Yes		Local currency	464 760
13.2	insured parcels	Yes		USD	995,2
Parcels for delivery free of charges and fees				Comments:	
14	Parcels for delivery free of charges and fees admitted	No	Fragile parcel		

<p>The threshold for duty-free entry of goods carried by a carrier or in postal items is up to 1,000 euros. At the rate of the National Bank of Kazakhstan - as of October 30, 2022, the US dollar exchange rate is 467 Kazakhstani tenge per 1 US dollar, the euro exchange rate is 464.76 Kazakhstani tenge per 1 euro.</p>			Comments:		
22 Dutiable parcels			Collection		
22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes	30 Collection of parcels at post offices provided for		
22.2	Amount of fee collected		30.1	all addresses	Yes
	Local currency	5000	30.2	specific areas only	No
	USD		Comments:		
	Comments:		Delivery procedures for parcels for which customs duty and taxes are payable		
23 Customs clearance fee collected for for all items declared at customs		No	31 Procedure for parcels for which customs duty is payable		
	Comments:		31.1	Pick up of parcel at the customs office	Yes
24 Administration fees collected for parcels subject to export customs clearance		No	31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No
	Comments:		31.3	Delivery to the addressee's address after payment of customs duties and taxes	No
Special charges - Storage			31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	No
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	31.5	Other	
25.1	Amount of charge per day/per parcel		Period of retention		
	Local currency	300 tenge	32 Period of retention for parcels		
	SDR	0.50	32.1	Normal period	30 Day(s)
25.2	Period of charge, if not daily		32.2	Exceptional period	60 Day(s)
Special delivery charges			33 Retention for parcels for which notice could not be sent or addressed to poste restante		
26 Delivery charges collected at the time of delivery in response to the advice of arrival		No	33.1	Normal period	30 Day(s)
	Comments:		33.2	Exceptional period	60 Day(s)
Special charges – Poste restante			Parcels automatically retained		
27 Poste restante service provided		No	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.		
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	Yes			
Delivery areas					
29 Parcels delivered to					
29.1	all addresses	Yes			
29.2	specific areas only	No			

Kazpost JSC

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<p>Office name: (1) The Informative Logistic Centre "YUG" , the branch of the JSC "Kazpost" / (2) the Informative Logistic Centre "YUG" in Astana / (3) the Informative Logistic Centre "YUG" in Aktobe</p> <p>Name: Mr (1) Imasheva Tleukul/ (2) Kasymov Elzhan/ (3) Tanirbergenov Temirlan</p> <p>Function: (1) Director of the branch / (2) Director of the branch / (3) Director of the branch</p> <p>Address: (1) 050017, Almaty, Ili region, KazTsik village, Berezhinski str. 4/2 ; (2) 010019, Nur-Sultan, Karagandy-Astana highway 45; (3) 030012, Aktobe, Sankibai Batyra Ave. 1.</p> <p>Tel: 1: (+7727/7172/7112)3306010 /+7 (7172)939 797 2: (+)</p> <p>Fax: (+7727/7172/7112)3306060 / +7 (7172)39-29-07</p> <p>E-Mail: post_iloc@kazpost.kz / elzhan.kasymov@kazpost.kz/ aynur.baymukhanova@kazpost.kz</p>	<p>Special provisions - Method of dispatching accompanying documents</p> <table border="1"> <tr> <td>38</td> <td>Documents affixed to the relevant parcels</td> <td>Yes</td> </tr> <tr> <td>38.1</td> <td>Documents attached to the parcels bill</td> <td>No</td> </tr> </table> <p>Service to customers</p> <table border="1"> <tr> <td>39</td> <td>On-line tracking provided</td> <td>Yes</td> </tr> <tr> <td>39.1</td> <td>Web site address to access information https://post.kz/</td> <td></td> </tr> <tr> <td>39.2</td> <td>Languages in which track and trace information is available English Russian, Kazakh</td> <td></td> </tr> </table> <p>Service to designated operators</p> <table border="1"> <tr> <td>40.</td> <td>User of the Internet-based Inquiry System (IBIS)</td> <td>Yes</td> </tr> <tr> <td>40.1</td> <td>Details of office(s) responsible for handling parcel post inquiries</td> <td></td> </tr> </table> <p>Office name:</p> <p>Name: Ms Zhumadilova Rabiga</p> <p>Function: Head of complaint Department</p> <p>Address: Pervomaiskiy Village, Ili region, Berjinskogo 4/2, 050017, Almaty, Kazakhstan</p> <p>Tel: 1: (+7727)2590615 2: (+)</p> <p>Fax: (+7727)</p> <p>E-Mail: r.zhumadilova@kazpost.kz</p> <p>Hours of service and days(s) on which the inquiry service is operating</p> <p>Opening Hours (Local)</p> <table border="1"> <thead> <tr> <th>Day</th> <th>Opening hours 1</th> <th>Opening hours 2</th> </tr> </thead> <tbody> <tr> <td>Monday</td> <td>09:00-13:00</td> <td>14:00-18:00</td> </tr> <tr> <td>Tuesday</td> <td>09:00-13:00</td> <td>14:00-18:00</td> </tr> <tr> <td>Wednesday</td> <td>09:00-13:00</td> <td>14:00-18:00</td> </tr> <tr> <td>Thursday</td> <td>09:00-13:00</td> <td>14:00-18:00</td> </tr> <tr> <td>Friday</td> <td>09:00-13:00</td> <td>14:00-18:00</td> </tr> <tr> <td>Saturday</td> <td>-</td> <td>-</td> </tr> <tr> <td>Sunday</td> <td>-</td> <td>-</td> </tr> </tbody> </table> <p>Languages French Russian</p> <p>National Holidays</p> <p>41.1 National holidays</p> <p>National holiday in 2023</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Day(s)</th> <th>National Holidays - Description</th> </tr> </thead> <tbody> <tr> <td>January</td> <td>1</td> <td>New Year</td> </tr> </tbody> </table>	38	Documents affixed to the relevant parcels	Yes	38.1	Documents attached to the parcels bill	No	39	On-line tracking provided	Yes	39.1	Web site address to access information https://post.kz/		39.2	Languages in which track and trace information is available English Russian, Kazakh		40.	User of the Internet-based Inquiry System (IBIS)	Yes	40.1	Details of office(s) responsible for handling parcel post inquiries		Day	Opening hours 1	Opening hours 2	Monday	09:00-13:00	14:00-18:00	Tuesday	09:00-13:00	14:00-18:00	Wednesday	09:00-13:00	14:00-18:00	Thursday	09:00-13:00	14:00-18:00	Friday	09:00-13:00	14:00-18:00	Saturday	-	-	Sunday	-	-	Month	Day(s)	National Holidays - Description	January	1	New Year
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Date of last update : 13.02.2023

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January	2	New Year
January	3	New Year
January	7	Orthodox Christmas
March	8	International Women's Day
March	21	Nauryz Meyramy (Persian New Year)
March	22	Nauryz Meyramy (Persian New Year)
March	23	Nauryz Meyramy (Persian New Year)
May	1	Feast of Unity of the People of Kazakhstan
May	7	Fatherland Defender's Day
May	8	Fatherland Defender's Day
May	9	Victory Day
July	6	Day of the Capital of Kazakhstan
August	30	Constitution day
October	25	republic day
December	16	Independence Day
December	17	Independence Day
December	18	Independence Day

National holiday in 2022

Month	Day(s)	National Holidays - Description
January	1	New Year
January	2	New Year
January	3	New Year
January	4	New Year
January	7	Orthodox Christmas
March	7	International Women's Day
March	8	International Women's Day
March	21	Nauryz Meyramy (Persian New Year)
March	22	Nauryz Meyramy (Persian New Year)
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May	1	Feast of Unity of the People of Kazakhstan
May	2	Feast of Unity of the People of Kazakhstan
May	7	Fatherland Defender's Day
May	9	Victory Day
May	10	Victory Day
July	6	Day of the Capital of Kazakhstan
July	9	Kurban Ait/Id'ul Adha
July	11	Kurban Ait/Id'ul Adha

August	29	Constitution day
August	30	Constitution day
December	1	Day of the First President of the Republic of Kazakhstan
December	16	Independence Day
January	17	Independence Day
December	19	Independence Day

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	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)	1,38

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	Yes
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

Kazpost JSC

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Office name: The Informative Logistic Centre "YUG" , the branch of the JSC "Kazpost"
 IMPC code: KAZALA
 Name: Ms Imasheva Tleukul
 Function: Director of the branch
 Address: Pervomaiskiy Village, Ili region, Berjinskogo 4/2, 050017, Almaty, Kazakhstan
 Tel: 1: (+7727)3306030
 2: (+)
 Fax: (+7727)3306060
 E-Mail: post_lic@kazpost.kz
 tleukul.imasheva@kazpost.kz

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-13:00	14:00-20:00
Tuesday	08:00-13:00	14:00-20:00
Wednesday	08:00-13:00	14:00-20:00
Thursday	08:00-13:00	14:00-20:00
Friday	08:00-13:00	14:00-20:00
Saturday	08:00-13:00	14:00-20:00
Sunday	08:00-13:00	14:00-20:00

Observations/Comments

Office name: The Informative Logistic Centre "YUG" in Astana , the branch of the JSC "Kazpost"
 IMPC code: KZASTA
 Name: Mr Kasymov Elzhan
 Function: Director of the branch
 Address: Nur-Sultan, Astana-Karagandy highway 45
 Tel: 1: (+77172)611699 ext.1371
 2: (+)
 Fax: (+77172)392907
 E-Mail: elzhan.kasymov@kazpost.kz

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-13:00	14:00-20:00
Tuesday	08:00-13:00	14:00-20:00
Wednesday	08:00-13:00	14:00-20:00
Thursday	08:00-13:00	14:00-20:00
Friday	08:00-13:00	14:00-20:00
Saturday	08:00-13:00	14:00-20:00
Sunday	08:00-13:00	14:00-20:00

Observations/Comments

Office name: Aktobe IMPC
 IMPC code: KZABEA
 Name: Mr Tanirbergen Temirlan
 Function: Director of the branch
 Address: Sankibai Batyra Ave.1, Aktobe 030012, Kazakhstan
 Tel: 1: (+)
 2: (+)
 Fax: (+)
 E-Mail: temirlan.tanirbergenov@kazpost.kz

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-13:00	14:00-20:00
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Sunday	08:00-13:00	14:00-20:00

Observations/Comments

Delivery standards

46-47 See the annexes.

Barcode

48 Barcode sample used on all outward international postal parcels.



CP 515782126 KZ

Parcel delivery standards - Air parcel

OE Name The Information Logistic Centre "YUG", the branch of the JSC "Kazpost" Almaty PCI
3 JSC "Kazpost"

IMPC Code KZALAB

Tel (+7727)3306010, 3306021

Fax (+7727)3306060

Hours of operation Mon - Sun: 00.00 - 24:00

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

Definition of zones

Zone 1:

Postcodes	Cities
050000, 080000, 040000	Almaty, Taraz, Taldykorgan

Zone 2:

Postcodes	Cities
010000, 030000, 130000, 060000, 100000, 120000, 140000, 070000, 090000, 160000, 020000	Nur-Sultan, Aktobe, Aktau, Atyrau, Karaganda, Kzyl-Orda, Pavlodar, Ust-Kamenogorsk, Uralsk, Shymkent, Kokshetau

Zone 3:

Postcodes	Cities
110000, 150000	Kostanay, Petropavl

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Arrival at office of exchange: 3 hours

Customs clearance times:

Items subject to customs duty: 3-10 days

Items not subject to customs duty: 8 hours.

Comments:

Exchange office works 7 days per a week, for exception National holidays;
From Monday to Friday the customs control at exchange office is carried out since 09:00 till 18:00;
on Saturday the customs control at Exchange office is carried out since 09:00 till 13:00, on Sunday the customs control at Exchange office is not carried out. On Sunday and red-letter days the delivery is not carried out.

Parcel delivery standards - Surface parcel

OE Name Info-logistic center "Yug" of JSC "Kazpost" (Almaty PCI-3)

IMPC Code KZALAB

Tel (+727)3306010, 3306021

Fax (+727)3306060

Hours of operation Monday-Sunday from 09.00-20.00

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 - 10:00	Thu	Fri	Sat	Sat	Mon+1	Wed+1
Mon	10:01 - 23:59	Sat	Mon+1	Tue+1	Wed+1	Wed+1	Fri+1
Tue	00:00 - 10:00	Fri	Sat	Mon+1	Mon+1	Mon+1	Thu+1
Tue	10:01 - 23:59	Mon+1	Tue+1	Wed+1	Thu+1	Thu+1	Sat+1
Wed	00:00 - 10:00	Sat	Mon+1	Mon+1	Mon+1	Tue+1	Fri+1
Wed	10:01 - 23:59	Mon+1	Wed+1	Thu+1	Fri+1	Fri+1	Mon+2
Thu	00:00 - 10:00	Mon+1	Mon+1	Tue+1	Tue+1	Wed+1	Sat+1
Thu	10:01 - 23:59	Tue+1	Thu+1	Fri+1	Sat+1	Sat+1	Mon+2
Fri	00:00 - 10:00	Mon+1	Tue+1	Wed+1	Wed+1	Thu+1	Mon+2
Fri	10:01 - 23:59	Wed+1	Fri+1	Sat+1	Mon+2	Mon+2	Tue+2
Sat	00:00 - 10:00	Tue+1	Wed+1	Thu+1	Thu+1	Fri+1	Mon+2
Sat	10:01 - 23:59	Thu+1	Sat+1	Mon+2	Mon+2	Mon+2	Wed+2
Sun	00:00 - 23:59	Tue+1	Wed+1	Thu+1	Thu+1	Fri+1	Mon+2

Definition of zones

Zone 1:

Postcodes	Cities
050000, 040000	Almaty, Taldy-kurgan.

Zone 2:

Postcodes	Cities
080000, 160000	Taraz, Shymkent

Zone 3:

Postcodes	Cities
100000, 120000, 020000, 010000	Karaganda, Kzyl-Orda, Kokshetau, Nur-Sultan

Zone 4:

Postcodes	Cities

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140000, 150000, 070000	Pavlodar, Petropavl, Ust-Kamenogorsk
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Zone 5:

Postcodes	Cities
030000, 110000, 090000, 060000	Aktobe, Kostanay, Uralsk, Atyrau

Zone 6:

Postcodes	Cities
130000	Aktau

Arrival at office of exchange: 3 hours

Customs clearance times:

Items subject to customs duty: 3 - 10 days

Items not subject to customs duty: 8 hours

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Parcel delivery standards - Air parcel

OE Name Info-logistic center "Yug" of JSC "Kazpost" (Astana PCI-3)

IMPC Code KZASTB

Tel (+)

Fax (+)

Hours of operation Monday-Sunday from 09.00-20.00

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 - 10:00	Tue	Thu	Fri	Sat	---	---
Mon	10:01 - 23:59	Wed	Fri	Sat	Mon+1	---	---
Tue	00:00 - 10:00	Wed	Fri	Sat	Mon+1	---	---
Tue	10:01 - 23:59	Thu	Sat	Mon+1	Tue+1	---	---
Wed	00:00 - 10:00	Thu	Sat	Mon+1	Mon+1	---	---
Wed	10:01 - 23:59	Fri	Mon+1	Tue+1	Tue+1	---	---
Thu	00:00 - 10:00	Fri	Mon+1	Mon+1	Tue+1	---	---
Thu	10:01 - 23:59	Sat	Tue+1	Tue+1	Wed+1	---	---
Fri	00:00 - 10:00	Sat	Mon+1	Tue+1	Wed+1	---	---
Fri	10:01 - 23:59	Mon+1	Tue+1	Wed+1	Thu+1	---	---
Sat	00:00 - 10:00	Mon+1	Tue+1	Wed+1	Thu+1	---	---
Sat	10:01 - 23:59	Tue+1	Wed+1	Thu+1	Fri+1	---	---
Sun	00:00 - 23:59	Tue+1	Wed+1	Thu+1	Fri+1	---	---

Definition of zones

Zone 1:

Postcodes	Cities
010000	Nur-Sultan

Zone 2:

Postcodes	Cities
050000, 100000, 020000	Almaty, Karaganda, Kokshetau

Zone 3:

Postcodes	Cities
030000, 130000, 060000, 120000, 110000, 140000, 080000, 070000, 090000, 160000, 040000	Aktobe, Aktau, Atyrau, Kzyl-Orda, Kostanay, Pavlodar, Taraz, Ust-Kamenogorsk, Uralsk, Shymkent, Taldykorgan

Zone 4:

Kazpost JSC

KZA

Postcodes	Cities
150000	Petropavlovsk

Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange: 3 hours

Customs clearance times:

Items subject to customs duty: 3-10 days

Items not subject to customs duty: 8 hours.

Comments:

Exchange office works 7 days per a week, for exception National holidays;
 From Monday to Friday the customs control at exchange office is carried out since 09:00 till 18:00;
 on Saturday the customs control at Exchange office is carried out since 09:00 till 13:00, on Sunday the customs control at Exchange office is not carried out. On Sunday and red-letter days the delivery is not carried out.

Parcel delivery standards - Surface parcel

OE Name Info-logistic center "Yug" of JSC "Kazpost" (Astana PCI-3)

IMPC Code KZASTB

Tel (+)

Fax (+)

Hours of operation Monday-Sunday from 09.00-20.00

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	Zone 4	Zone 5	Zone 6
Mon	00:00 - 10:00	Tue	Thu	Fri	Sat	Mon+1	---
Mon	10:01 - 23:59	Wed	Fri	Sat	Mon+1	Tue+1	---
Tue	00:00 - 10:00	Wed	Fri	Sat	Mon+1	Mon+1	---
Tue	10:01 - 23:59	Thu	Sat	Mon+1	Tue+1	Tue+1	---
Wed	00:00 - 10:00	Thu	Sat	Mon+1	Mon+1	Tue+1	---
Wed	10:01 - 23:59	Fri	Mon+1	Tue+1	Tue+1	Wed+1	---
Thu	00:00 - 10:00	Fri	Mon+1	Mon+1	Tue+1	Wed+1	---
Thu	10:01 - 23:59	Sat	Tue+1	Tue+1	Wed+1	Thu+1	---
Fri	00:00 - 10:00	Sat	Mon+1	Tue+1	Wed+1	Thu+1	---
Fri	10:01 - 23:59	Mon+1	Tue+1	Wed+1	Thu+1	Fri+1	---
Sat	00:00 - 10:00	Mon+1	Tue+1	Wed+1	Thu+1	Fri+1	---
Sat	10:01 - 23:59	Tue+1	Wed+1	Thu+1	Fri+1	Sat+1	---
Sun	00:00 - 23:59	Tue+1	Wed+1	Thu+1	Fri+1	Sat+1	---

Definition of zones

Zone 1:

Postcodes	Cities
010000	Nur-Sultan

Zone 2:

Postcodes	Cities
100000, 140000, 020000	Karaganda, Pavlodar, Koshetau

Zone 3:

Postcodes	Cities
110000, 150000, 030000, 050000, 080000, 040000	Kostanay, Petropavlovsk, Aktobe, Almaty, Taraz, Taldykorgan

Zone 4:

Postcodes	Cities

Date of last update : 13.02.2023

Kazpost JSC

KZA

070000, 090000, 160000	Ust-Kamenogorsk, Uralsk, Shymkent
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Zone 5:

Postcodes	Cities
060000, 130000, 120000	Atyrau, Aktau, Kzyl-Orda

Zone 6:

Postcodes	Cities

Arrival at office of exchange: 3 hours

Customs clearance times:

Items subject to customs duty: 3 - 10 days

Items not subject to customs duty: 8 hours.

Comments:

Exchange office works 7 days per a week, for exception National holidays;
 From Monday to Friday the customs control at exchange office is carried out since 09:00 till 18:00;
 on Saturday the customs control at Exchange office is carried out since 09:00 till 13:00, on Sunday the customs control at Exchange office is not carried out. On Sunday and red-letter days the delivery is not carried out.

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