

Mongol Post

MNA

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	Yes
2	Maximum size admitted			5.1.6	Other messages transmitted	
2.1	Surface parcels			PRECON	Pre-advice of international consignment – origin post	Yes
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		RESCON	Response to a PRECON – destination post	Yes
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes		CARDIT	Carrier documents international transport – origin post	Yes
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No		RESDIT	Response to a CARDIT – destination post	Yes
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)	Yes		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)	No		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	Yes
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			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			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	Yes
EMC	Departure from outward office of exchange	Yes		7.3.2	Signature of a de facto agent	Yes
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	Yes
5.1.3	Optional tracking events transmitted			9.1	Maximum insured value for air parcels (SDR)	700
EMA	Posting/collection	Yes		9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	
EMB	Arrival at outward office of exchange	Yes		10	Marking used for insured parcels	
EME	Held by Customs	Yes		10.1	CP 74 pink label used	No
EMF	Out of Customs/Departure from inward office of exchange	Yes				
EMG	Arrival at delivery office	Yes				
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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10.2	CP 73 label and pink "insured" label used	Yes			Inbound parcels No Outbound parcels 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	19.2	Insured parcels	Inbound parcels No Outbound parcels No
11.1.2	inbound COD parcels	No	20	Infected substances admitted in	
Express delivery service					
12	Express parcel delivery service provided	No	20.1	Air Parcels	Inbound parcels No Outbound parcels No
Parcels with advice of delivery					
13	Admission of advice of delivery for		20.2	Insured parcels	Inbound parcels No Outbound parcels No
13.1	ordinary parcels	Yes	Supplementary charges - Customs		
13.2	insured parcels	Yes	21	Non-dutiable parcels	
Parcels for delivery free of charges and fees					
14	Parcels for delivery free of charges and fees admitted	Yes	21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes
Fragile parcel					
15	Fragile parcels admitted	Yes	21.2	Exemption threshold	
Consignment service					
16	Consignment service by bilateral agreements provided	Yes		Local currency	6599999
Integrated logistics service				USD	aprox. 1940
17	integrated logistics service by bilateral agreements provided	Yes		Comments:	
Addresses for bilateral agreements					
18	Contact details of the person responsible for questions concerning bilateral agreements			All parcels contained electronic and commercial goods are duty payable.	
Name:	Ms SODCHIMEG Battulga			1. The item retained by customs is duty payable.	
Function:	Director, International Mail Department			2. The goods more than 2 pieces of same types are dutiable.	
Address:	Mongol Post POB 1106 Ulaanbaatar 15160 MONGOLIA		22	Dutiable parcels	
Tel:	1: (+976)70078908 2: (+976) 70078908		22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes
Fax:	(+976)70078908		22.2	Amount of fee collected	
E-mail	sodoo@mongolpost.mn int_mail@mongolpost.mn			Local currency	6599999
Admissible radioactive material and infectious substances				USD	aprox. 1940
19	Radioactive materials admitted in			Comments:	
19.1	Air Parcels			1. The notebook within this amount is free of customs duty.	
Parcels for delivery free of charges and fees				2. The gifts and clothing with the amount of up to 1500 USD exempt of customs duty.	
Fragile parcel			23	Customs clearance fee collected for all items declared at customs	No
Consignment service				Comments:	
Integrated logistics service			24	Administration fees collected for parcels subject to export customs clearance	No
Addresses for bilateral agreements				Comments:	
Admissible radioactive material and infectious substances					
19	Radioactive materials admitted in		Special charges - Storage		
19.1	Air Parcels		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

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25.1	Amount of charge per day/per parcel		32.2	Exceptional period	
	Local currency	1000 MNT	33	Retention for parcels for which notice could not be sent or addressed to poste restante	
	SDR	0.20	33.1	Normal period	1 Month(s)
25.2	Period of charge, if not daily	Free within 3 days	33.2	Exceptional period	
Special delivery charges			Parcels automatically retained		
26	Delivery charges collected at the time of delivery in response to the advice of arrival	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 charges – Poste restante			Office name: International Mail Department, Mongol Post		
27	Poste restante service provided	No	Name: Ms SARANGEREL Orsoo		
Special provisions - Treatment of parcels wrongly accepted			Function: Manager, International Mail Services		
28	Parcels returned to sender	Yes	Address: Mongol Post POB 1106 ULAAN BAATAR 15160 MONGOLIA		
Delivery areas			Tel: 1: (+976)70078978 2: (+976)70078908		
29	Parcels delivered to		Fax: (+976)70078978		
29.1	all addresses	Yes	E-Mail: sarangerel@mongolpost.mn sodoo@mongolpost.mn		
29.2	specific areas only	No	Requests for withdrawal from the post or alteration, or correction of address		
	Comments:		35 Requests for withdrawal from the post accepted Yes		
Collection			35.1 Central office (in destination country) to which requests must be sent		
30	Collection of parcels at post offices provided for		Office name: Customer Care Center, Mongol Post		
30.1	all addresses	Yes	Name: Mr		
30.2	specific areas only	No	Function: Manager, Customer Care Center		
	Comments:		Address: Mongol Post POB 1106 ULAAN BAATAR 15160 MONGOLIA		
Delivery procedures for parcels for which customs duty and taxes are payable			Tel: 1: (+976)70078913 2: (+976)70078978		
31	Procedure for parcels for which customs duty is payable		Fax: (+976)70078908		
31.1	Pick up of parcel at the customs office	No	E-Mail: customercare@mongolpost.mn customerservice@mongolpost.mn		
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	Yes	Special provisions - Force majeure		
31.3	Delivery to the addressee's address after payment of customs duties and taxes	Yes	36 Liability admitted in cases of force majeure No		
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes	36.1 Liability admitted for insured parcels on board ships or aircraft used by designated operators No		
31.5	Other		36.2 Addressee/sender's reservations admitted at the time of delivery No		
Period of retention			Special provisions - Customs declarations		
32	Period of retention for parcels				
32.1	Normal period	1 Month(s)			

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37	Number of CN 23 customs declarations required for inbound parcels	3
37.1	Number of CN 23 customs declarations required for parcels in transit	3
37.2	Languages in which CN 23 customs declarations can be completed	English Mongolian
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.mongolpost.mn
39.2	Languages in which track and trace information is available	English Mongolian
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 Care Center, International Mail Department, Mongol Post	
Name:	Ms G.Badamtsetseg	
Function:	Director, Customer Care Center	
Address:	Mongol Post Customer Care Center POB 1106 ULAAN BAATAR 15160 MONGOLIA	
Tel:	1: (+976)70078913 2: (+976)70078913	
Fax:	(+976)70078908	
E-Mail:	badamtsetseg@mongolpost.mn customercare@mongolpost.mn	
Hours of service and days(s) on which the inquiry service is operating		
Opening Hours (Local)		
Day	Opening hours 1	Opening hours 2
Monday	08:00-14:00	14:00-20:00
Tuesday	08:00-14:00	14:00-20:00
Wednesday	08:00-14:00	14:00-20:00
Thursday	08:00-14:00	14:00-20:00
Friday	08:00-14:00	14:00-20:00
Saturday	09:00-15:00	-
Sunday	09:00-15:00	-

Languages	English Russian, Mongolian	
National Holidays		
41.1 National holidays		
National holiday in 2023		
Month	Day(s)	National Holidays - Description
January	1	New Year
February	21	Mongolian New Year "Tsagaan sar"
February	22	Mongolian New Year "Tsagaan sar"
February	23	Mongolian New Year "Tsagaan sar"
March	8	International Womens' Day
June	1	Mothers' and Childrens' Day
June	4	Great Bhudda Day
July	11	National Holidays "NAADAM"
July	12	National Holidays "NAADAM"
July	13	National Holidays "NAADAM"
July	14	National Holidays "NAADAM"
July	15	National Holidays "NAADAM"
November	14	Chinggis Khan's birthday and Day of National Pride
November	26	Day of Independence of People's Republic
December	29	Day of National freedom and Independence of Mongolia
National holiday in 2024		
Month	Day(s)	National Holidays - Description
January	1	New Year
February	10	Mongolian New Year "Tsagaan sar"
February	11	Mongolian New Year "Tsagaan sar"
February	12	Mongolian New Year "Tsagaan sar"
March	8	International Womens' Day
June	1	Mothers' and Childrens' Day
June	4	Great Bhudda Day
July	11	National Holidays "NAADAM"
July	12	National Holidays "NAADAM"
July	12	National Holidays "NAADAM"
July	14	National Holidays "NAADAM"
July	15	National Holidays "NAADAM"
November	14	Chinggis Khan's birthday and Day of National Pride
November	26	Day of Independence of People's Republic

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December	29	Day of National freedom and Independence of Mongolia
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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)	
	Comments:	
	Transit charge+Transportation charge	

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: Ulaanbaatar OE
IMPC code: MNULNA
Name: Ms Solongo Chuluunbaatar
Function: Manager, International Air Mail Center
Address: POB 1106
ULAAN BAATAR 15160
MONGOLIA
Tel: 1: (+976)70078978
2: (+976)70078908
Fax: (+976)70078908
E-Mail: mail_center@mongolpost.mn
int_mail@mongolpost.mn

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-14:00	14:00-21:00
Tuesday	08:00-14:00	14:00-21:00
Wednesday	08:00-14:00	14:00-21:00
Thursday	08:00-14:00	14:00-21:00
Friday	08:00-14:00	14:00-21:00
Saturday	09:00-15:00	-
Sunday	09:00-15:00	-

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 Ulaanbaatar CPO
 IMPC Code MNULNA
 Tel (+976)70078908/70078978
 Fax (+976)70078908/70078978
 Hours of operation Mon - Fri: 08.00–21.00; Sat & Sun 09.00–15.00
 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 - 12:00	Tue	Wed	Thu	Fri	---	---
Mon	12:01 - 23:59	Wed	Thu	Fri	Mon+1	---	---
Tue	00:00 - 12:00	Wed	Thu	Fri	Mon	---	---
Tue	12:01 - 23:59	Thu	Fri	Mon	Tue+1	---	---
Wed	00:00 - 12:00	Thu	Fri	Mon	Tue	---	---
Wed	12:01 - 23:59	Fri	Mon	Tue	Wed+1	---	---
Thu	00:00 - 12:00	Fri	Mon	Tue	Wed	---	---
Thu	12:01 - 23:59	Mon	Tue	Wed	Thu+1	---	---
Fri	00:00 - 12:00	Mon	Tue	Wed	Thu	---	---
Fri	12:01 - 23:59	Tue	Wed	Thu	Fri+1	---	---
Sat	00:00 - 23:59	Tue	Wed	Thu	Fri	---	---
Sun	00:00 - 23:59	Tue	Wed	Thu	Fri	---	---

Definition of zones

Zone 1:

Postcodes	Cities
13XXX: 13301, 13302, 13310, 13343, 13370, 13381; 14XXX: 14010, 14192, 14200, 14201, 14201, 14210, 14250, 14253; 15XXX: 15110, 15120, 15141, 15160, 15160; 16XXX: 16051, 16066, 16081, 16092; 17XXX: 17024, 17032, 17110, 17120; 18XXX: 18010, 18031, 18080, 18220.	ULAANBAATAR, BAYANZURKH DISTRICT, SUKHBAATAR DISTRICT, CHINGELTEI DISTRICT, BAYANGOL DISTRICT, KHAN-UUL DISTRICT, SONGINOKHAIRKHAN DISTRICT.

Zone 2:

Postcodes	Cities
12XXX: 12090, 12330, 12790, 13090, 13110, 17140, 17150, 17170, 18240; 23XXX: 23110; 41XXX: 41100; 42XXX: 42010; 43XXX: 43080; 44XXX: 44100; 45XXX: 45040; 48XXX: 48090; 61XXX: 61020; 62XXX: 62160; 63XXX: 63080; 65XXX: 65130.	BAGANUUR DIST, BAGAKHANGAI DIST, NALAIKH DIST, BAYANZURKH DISTRICT, KHAN-UUL DISTRICT, SONGINOKHAIRKHAN, PROVINCE., KHENTII, TUV, GOVISUMBER, SELENGE, DORNOGOVI, DARKHAN, DUNDGOVI, ORKHON, UBURKHANGAI, BULGAN, ARKHANGAI.

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Zone 3:

Postcodes	Cities
21XXX: 21060; 22XXX: 22070; 46XXX: 46080; 64XXX: 64090; 67XXX: 67120; 81XXX: 81090; 82XXX: 82080; 83XXX: 83120; 84XXX: 84140; 85XXX: 851560.	DORNOD, SUKHBAATAR, UMNUGOVI, BAYANKHONGOR, HUVSGUL, ZAVKHAN, GOVI-ALTAI, BAYAN-ULGII, HOVD, UVS.

Zone 4:

Postcodes	Cities
41020, 41060, 41210, 41130, 41140, 41150, 41160, 41170, 41180, 41190, 41200, 41230, 41240, 41260, 41270, 43030, 43050, 43060, 43130, 43140, 43150, 43160, 43170, 44010, 44020, 44030, 44120, 44130, 45020, 45030, 61010, 62090, 62110, 81030.	TUV SUM, SELENGE SUM, DORNOGOVI SUM, DARKHAN SUM, ORKHON SUM, UBURKHANGAI SUM, ZAVKHAN UVS.

Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 24-72 hours

Items not subject to customs duty: 24 hours

Comments:

Parcel delivery standards - Surface parcel

OE Name Ulaanbaatar CPO
 IMPC Code MNULNA
 Tel (+976)70078908/70078978
 Fax (+976)70078908/70078978
 Hours of operation Mon - Fri: 08.00–21.00; Sat & Sun 09.00–15.00
 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 - 12:00	Tue	Wed	Thu	Fri	---	---
Mon	12:01 - 23:59	Wed	Thu	Fri	Mon+1	---	---
Tue	00:00 - 12:00	Wed	Thu	Fri	Mon	---	---
Tue	12:01 - 23:59	Thu	Fri	Mon	Tue+1	---	---
Wed	00:00 - 12:00	Thu	Fri	Mon	Tue	---	---
Wed	12:01 - 23:59	Fri	Mon	Tue	Wed+1	---	---
Thu	00:00 - 12:00	Fri	Mon	Tue	Wed	---	---
Thu	12:01 - 23:59	Mon	Tue	Wed	Thu+1	---	---
Fri	00:00 - 12:00	Mon	Tue	Wed	Thu	---	---
Fri	12:01 - 23:59	Tue	Wed	Thu	Fri+1	---	---
Sat	00:00 - 23:59	Tue	Wed	Thu	Fri	---	---
Sun	00:00 - 23:59	Tue	Wed	Thu	Fri	---	---

Definition of zones

Zone 1:

Postcodes	Cities
13XXX: 13301, 13302, 13310, 13343, 13370, 13381; 14XXX: 14010, 14192, 14200, 14201, 14201, 14210, 14250, 14253; 15XXX: 15110, 15120, 15141, 15160, 15160; 16XXX: 16051, 16066, 16081, 16092; 17XXX: 17024, 17032, 17110, 17120; 18XXX: 18010, 18031, 18080, 18220.	ULAANBAATAR, BAYANZURKH DISTRICT, SUKHBAATAR DISTRICT, CHINGELTEI DISTRICT, BAYANGOL DISTRICT, KHAN-UUL DISTRICT, SONGINOKHAIRKHAN DISTRICT.

Zone 2:

Postcodes	Cities
12XXX: 12090, 12330, 12790, 13090, 13110, 17140, 17150, 17170, 18240; 23XXX: 23110; 41XXX: 41100; 42XXX: 42010; 43XXX: 43080; 44XXX: 44100; 45XXX: 45040; 48XXX: 48090; 61XXX: 61020; 62XXX: 62160; 63XXX: 63080; 65XXX: 65130.	BAGANUUR DIST, BAGAKHANGAI DIST, NALAIKH DIST, BAYANZURKH DISTRICT, KHAN-UUL DISTRICT, SONGINOKHAIRKHAN, PROVINCE:, KHENTII, TUV, GOVISUMBER, SELENGE, DORNOGOVI, DARKHAN, DUNDGOVI, ORKHON, UBURKHANGAI, BULGAN, ARKhangai.

Zone 3:

Postcodes	Cities
21XXX: 21060; 22XXX: 22070; 46XXX: 46080; 64XXX: 64090; 67XXX: 67120; 81XXX: 81090; 82XXX: 82080; 83XXX: 83120; 84XXX: 84140; 85XXX: 851560.	DORNOD, SUKHBAATAR, UMNUGOVI, BAYANKHONGOR, HUVSGUL, ZAVKHAN, GOVI-ALTAI, BAYAN-ULGII, HOVD, UVS.

Zone 4:

Postcodes	Cities
41020, 41060, 41210, 41130, 41140, 41150, 41160, 41170, 41180, 41190, 41200, 41230, 41240, 41260, 41270, 43030, 43050, 43060, 43130, 43140, 43150, 43160, 43170, 44010, 44020, 44030, 44120, 44130, 45020, 45030, 61010, 62090, 62110, 81030.	TUV SUM, SELENGE SUM, DORNOGOVI SUM, DARKHAN SUM, ORKHON SUM, UBURKHANGAI SUM, ZAVKHAN UVS.

Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 24-72 hours

Items not subject to customs duty: 24 hours

Comments:

Last validation date: Da V1 01/05/2019