

Basic Services			CARDIT	Carrier documents international transport – origin post
<b>1</b>	<b>Maximum weight limit admitted</b>		RESDIT	Response to a CARDIT – destination post
1.1	Surface parcels (kg)	20	<b>6</b>	<b>Home delivery</b>
1.2	Air (or priority) parcels (kg)	20	6.1	Initial delivery attempt at physical delivery of parcels to addressee
<b>2</b>	<b>Maximum size admitted</b>		6.2	If initial delivery attempt unsuccessful, card left for addressee
2.1	Surface parcels		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item
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
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
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
			7.2	Ordinary parcels
			7.2.1	Signature of the addressee or his agent
			7.2.2	Signature of a de facto agent
			7.3	Insured parcels
			7.3.1	Signature of the addressee or his agent
			7.3.2	Signature of a de facto agent
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>5</b>	<b>Electronic exchange of information</b>		8.1	Maximum insured value for surface parcels (SDR)
5.1.1	Use a track and trace system	Yes	<b>9</b>	<b>Insured air parcels admitted</b>
5.1.2	Mandatory tracking events transmitted		9.1	Maximum insured value for air parcels (SDR)
EMC	Departure from outward office of exchange	Yes	9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied
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
EMI	Final delivery	Yes	10.2	CP 73 label and pink "insured" label used
5.1.3	Optional tracking events transmitted		Cash-on-delivery service for parcel	
EMA	Posting/collection		<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
EME	Held by Customs	Yes	11.1.2	inbound COD parcels
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			
EMK	Departure from transit office of exchange			
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			

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## NAA

11.2.1	for ordinary parcels	SDR	Function:	Manager Mail Services, Postal Operations
11.2.2	for insured parcels	SDR	Address:	P.O. Box 287, WINDHOEK
<b>11.3</b>	<b>Additional amount for the delivery of COD parcels</b>		Tel:	1: (+26461)2013004 2: (+26461) 2013007
11.3.1	Fixed cost	SDR	Fax:	(+26461)309144
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	clemntdu@nampost.com.na
<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 : No Credit card : No 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 : No Money order : No Credit card : No 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
				Inbound parcels No Outbound parcels No
<b>Parcels with advice of delivery</b>			20.2	Insured parcels
<b>13</b>	<b>Admission of advice of delivery for</b>			Inbound parcels No Outbound parcels No
13.1	ordinary parcels	Yes	<b>Supplementary charges - Customs</b>	
13.2	insured parcels	Yes	<b>21</b>	<b>Non-dutiable parcels</b>
<b>Parcels for delivery free of charges and fees</b>			21.1	Threshold level below which parcels are free of customs duties and other taxes Yes
<b>14</b>	<b>Parcels for delivery free of charges and fees admitted</b>	<b>No</b>	21.2	Exemption threshold
<b>Fragile parcel</b>				Local currency 800-00 N\$ USD 105
<b>15</b>	<b>Fragile parcels admitted</b>	<b>No</b>		Comments:
<b>Consignment service</b>				Gifts up to a maximum of N\$ 800-00 annually per family. Commercial items with no no commercial value less than 100-00 Non-commercial = exempted free Then types of imports = Donations and other commercial trade samples - any value
<b>16</b>	<b>Consignment service by bilateral agreements provided</b>	<b>Yes</b>	<b>22</b>	<b>Dutiable parcels</b>
<b>Integrated logistics service</b>			22.1	Customs clearance fee collected for parcels subject to import customs clearance Yes
<b>17</b>	<b>integrated logistics service by bilateral agreements provided</b>	<b>Yes</b>	22.2	Amount of fee collected
<b>Addresses for bilateral agreements</b>				Local currency 34.00 N\$ USD 4.53
<b>18</b>	<b>Contact details of the person responsible for questions concerning bilateral agreements</b>			Comments:
Name:	Mr Clement Dunaiski		<b>23</b>	<b>Customs clearance fee collected for all items declared at customs Yes</b>

Date of last update : 04.10.2021

23.1	Amount of fee collected		
	Local currency	N\$34-00	
	USD	4.53	
	Comments:		
<b>24</b>	<b>Administration fees collected for parcels subject to export customs clearance</b>	<b>No</b>	
	Comments:		
<b>Special charges - Storage</b>			
<b>25</b>	<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>	<b>Yes</b>	
25.1	Amount of charge per day/per parcel		
	Local currency	5.30	
	SDR		
25.2	Period of charge, if not daily		
<b>Special delivery charges</b>			
<b>26</b>	<b>Delivery charges collected at the time of delivery in response to the advice of arrival</b>	<b>No</b>	
<b>Special charges – Poste restante</b>			
<b>27</b>	<b>Poste restante service provided</b>	<b>Yes</b>	
27.1	Amount of charge per parcel		
	Local currency	0	
	SDR	0	
27.2	Basis for charge if not an amount per parcel		
<b>Special provisions - Treatment of parcels wrongly accepted</b>			
<b>28</b>	<b>Parcels returned to sender</b>	<b>Yes</b>	
<b>Delivery areas</b>			
<b>29</b>	<b>Parcels delivered to</b>		
29.1	all addresses	Yes	
29.2	specific areas only	No	
	Comments:		
	100% P.O. Box delivery except for domestic parcels accepted by Nampost Courier		
<b>Collection</b>			
<b>30</b>	<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</b>	<b>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	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		
<b>Period of retention</b>			
<b>32</b>	<b>Period of retention for parcels</b>		
32.1	Normal period		30 Day(s)
32.2	Exceptional period		
<b>33</b>	<b>Retention for parcels for which notice could not be sent or addressed to poste restante</b>		
33.1	Normal period		30 Day(s)
33.2	Exceptional period		
<b>Parcels automatically retained</b>			
<b>34</b>	<b>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 <a href="mailto:jean-marc.coeffic@upu.int">jean-marc.coeffic@upu.int</a>.</b>		
Office name:	Parcel Depot Operations		
Name:	Ms Helena Matti		
Function:	Supervisor		
Address:	P.O. Box 287, Windhoek,		
Tel:	1: (+26461)2013177 2: (+26461)2013026		
Fax:	(+26461)225702		
E-Mail:	ParcelDepotOperations@nampost.com.na HelenaMa@nampost.com.na		
<b>Requests for withdrawal from the post or alteration, or correction of address</b>			
<b>35</b>	<b>Requests for withdrawal from the post accepted</b>	<b>Yes</b>	
35.1	Central office (in destination country) to which requests must be sent		

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## NAA

Office name: International Division  
 Name: Ms Urapua Tjingaete  
 Function: International Mail Officer  
 Address: P.O. Box 287, Windhoek  
 Tel: 1: (+26461)2013206  
 2: (+26461)2013042  
 Fax: (+26461)2013049  
 E-Mail: urapatj@nampost.com.na

**Special provisions - Force majeure**

<b>36</b>	<b>Liability admitted in cases of force majeure</b>	<b>No</b>
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**

<b>37</b>	<b>Number of CN 23 customs declarations required for inbound parcels</b>	<b>2</b>
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	English

**Special provisions - Method of dispatching accompanying documents**

<b>38</b>	<b>Documents affixed to the relevant parcels</b>	<b>Yes</b>
38.1	Documents attached to the parcels bill	No

**Service to customers**

<b>39</b>	<b>On-line tracking provided</b>	<b>Yes</b>
39.1	Web site address to access information	<a href="http://www.nampost.com.na">http://www.nampost.com.na</a>
39.2	Languages in which track and trace information is available	English

**Service to designated operators**

<b>40.</b>	<b>User of the Internet-based Inquiry System (IBIS)</b>	<b>Yes</b>
40.1	Details of office(s) responsible for handling parcel post inquiries	

Office name: Enquiry Division  
 Name: Ms Volente Losper  
 Function: Enquiry Clerk: Customer Care  
 Address: P.O. Box 287, Windhoek  
 Tel: 1: (+26461)2013042  
 2: (+26461)2013069  
 Fax: (+26461)2013049  
 E-Mail: VolenteLo@nampost.com.na  
 urapatj@nampost.com.na

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

**Opening Hours (Local)**

Day	Opening hours 1	Opening hours 2
Monday	07:30-16:30	-
Tuesday	07:30-16:30	-
Wednesday	07:30-16:30	-
Thursday	07:30-16:30	-
Friday	07:30-16:30	-
Saturday	-	-
Sunday	-	-

Languages English

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

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	1	New Year's Day
March	22	Independence Day
April	2	Good Friday
April	5	Easter Monday
May	4	Cassinga Day
May	13	Ascension Day
May	25	Africa Day
August	26	Heroes Day
December	10	Human Right Day and International Women's Day
December	25	Christmas Day
December	27	Family Day

National holiday in 2022

Month	Day(s)	National Holidays - Description
January	1	New Year's Day
March	21	Independence Day
April	15	Good Friday

## Namibia Post Ltd

NAA

April	18	Easter Monday
May	2	Workers Day
May	4	Cassinga Day
May	25	Africa Day
May	26	Ascension Day
August	26	Heroes Day
December	10	Human Right Day and International Women's Day
December	25	Christmas Day
December	26	Family 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)	

Comments:

Namibia = N\$ 88-60  
R.S.A = N\$136-10

## 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

Office name: WINDHOEK  
IMPC code: NAWDHA  
Name: Mr Claasen Jan  
Function: Manager, Mail Distribution  
Address: P.O. Box 287, Windhoek,  
Tel: 1: (+26461)2013117  
2: (+)  
Fax: (+26461)225702  
E-Mail: jancl@nampost.com.na

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

## Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-16:30	-
Tuesday	08:00-16:30	-
Wednesday	08:00-16:30	-
Thursday	08:00-16:30	-
Friday	08:00-16:30	-
Saturday	08:00-12:00	-
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 WINDHOEK  
 IMPC Code NAWDHA  
 Tel (+26461)2013116  
 Fax (+26461)2013116  
 Hours of operation Mon - Fri: 08:00-16:30; Sat: 08:00-12:00  
 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>	<b>Zone 4</b>	<b>Zone 5</b>	<b>Zone 6</b>
Mon	00:00 - 09:00	Tue	Wed	Thu	Fri	Mon+1	---
Mon	09:01 - 23:59	Wed	Thu	Fri	Mon+1	Tue+1	---
Tue	00:00 - 09:00	Wed	Thu	Fri	Mon	Tue+1	---
Tue	09:01 - 23:59	Thu	Fri	Mon	Tue+1	Wed+1	---
Wed	00:00 - 09:00	Thu	Fri	Mon	Tue	Wed+1	---
Wed	09:01 - 23:59	Fri	Mon	Tue	Wed+1	Thu+1	---
Thu	00:00 - 09:00	Fri	Mon	Tue	Wed	Thu+1	---
Thu	09:01 - 23:59	Mon	Tue	Wed	Thu+1	Fri+1	---
Fri	00:00 - 09:00	Mon	Tue	Wed	Thu	Fri+1	---
Fri	09:01 - 23:59	Tue	Wed	Thu	Fri+1	Mon+1	---
Sat	00:00 - 23:59	Tue	Wed	Thu	Fri	Mon+1	---
Sun	00:00 - 23:59	Tue	Wed	Thu	Fri	Mon+1	---

## Definition of zones

## Zone 1:

Postcodes	Cities
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	Ausspanplatz Bachbrecht Eros Katutura Khomasdal Klein Windhoek Pionierspark Olympia Marua Park Pelican Square Soweto Wanaheda University of Namibia Otjomise Khomas Groove Kleine Kuppe Rocky Crest Aus Valley Okuriangava
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## Zone 2:

Postcodes	Cities
	Arandis Gobabis Grootfontein Hosea Kutako Airport Keetmanshoop Karibib Karasburg Luderitz Mariental Okahandja Oshakati Oranjemund Omaruru Ondangwa Outjo Otavi Otjiwarongo Rehoboth Rundu Rosh Pinah Swakopmund Tsumeb Usakos Windhoek Airport Walvisbay

## Zone 3:

Postcodes	Cities

	Aranos Aus Aussenkehr Bethanien Divundu Eenhana Grunau HentiesBay Kalkfeld kalkrand Mayuni Noordoewer Ohangwena Okakarara Oluno Ombalantu Outapi Omuthyia Onandjokwe Onawa Ondobe Ongwediva Onayena Oshikango Nkurenkuru Oshikuku Oshvelo Ruacana Stampriet Narraville Kuisebmond Mondesa Vineta
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## Zone 4:

Postcodes	Cities
	Okongo Ongandjera Oshihole Uuwaluudhi Opuwa Tallusmanus Omitara Onyaanya Omutelle

## Zone 5:

Postcodes	Cities



	Ariamsvlei Chinicimani Gibeon Khorixas Leonardsville Maltahohe Okombahe Omumgwelume Onandjamba Onankali Tses Warmbad Witvlei Aroab Bukalo Fransfontein Gochas Helmeringhausen Hochfeld Kamanjab Klein Aub Koes Okaukeujo Okamatapati Otjiene Tsumkwe Uis Dordabis Tsintsabis
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## Zone 6:

Postcodes	Cities

Arrival at office of exchange:	14:00
<b>Customs clearance times:</b>	08H00-16H30
Items subject to customs duty:	12 hours
Items not subject to customs duty:	24 hours
<b>Comments:</b>	08H00-16H30

**Parcel delivery standards - Surface parcel**

OE Name WINDHOEK

IMPC Code NAWDHA

Tel (+26461)2013116

Fax (+26461)2013116

Hours of operation Mon - Fri: 08:00-16:30; Sat: 08:00-12:00

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>	<b>Zone 4</b>	<b>Zone 5</b>	<b>Zone 6</b>
Mon	00:00 - 09:00	Tue	Wed	Thu	Fri	Mon+1	---
Mon	09:01 - 23:59	Wed	Thu	Fri	Mon+1	Tue+1	---
Tue	00:00 - 09:00	Wed	Thu	Fri	Mon	Tue+1	---
Tue	09:01 - 23:59	Thu	Fri	Mon	Tue+1	Wed+1	---
Wed	00:00 - 09:00	Thu	Fri	Mon	Tue	Wed+1	---
Wed	09:01 - 23:59	Fri	Mon	Tue	Wed+1	Thu+1	---
Thu	00:00 - 09:00	Fri	Mon	Tue	Wed	Thu+1	---
Thu	09:01 - 23:59	Mon	Tue	Wed	Thu+1	Fri+1	---
Fri	00:00 - 09:00	Mon	Tue	Wed	Thu	Fri+1	---
Fri	09:01 - 23:59	Tue	Wed	Thu	Fri+1	Mon+1	---
Sat	00:00 - 23:59	Tue	Wed	Thu	Fri	Mon+1	---
Sun	00:00 - 23:59	Tue	Wed	Thu	Fri	Mon+1	---

## Definition of zones

## Zone 1:

Postcodes	Cities
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	Ausspanplatz Bachbrecht Eros Katutura Khomasdal Klein Windhoek Pionierspark Olympia Marua Park Pelican Square Soweto Wanaheda University of Namibia Otjomise Khomas Groove Kleine Kuppe Rocky Crest Aus Valley Okuriangava
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Postcodes	Cities
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## Zone 3:

Postcodes	Cities

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## Zone 4:

Postcodes	Cities
	Okongo Ongandjera Oshihole Uuwaluudhi Opuwa Tallusmanus Omitara Onyaanya Omutelle

## Zone 5:

Postcodes	Cities

	Ariamsvlei Chinicimani Gibeon Khorixas Leonardsville Maltahohe Okombahe Omumgwelume Onandjamba Onankali Tses Warmbad Witvlei Aroab Bukalo Fransfontein Gochas Helmeringhausen Hochfeld Kamanjab Klein Aub Koes Okaukeujo Okamatapati Otjiene Tsumkwe Uis Dordabis Tsintsabis
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## Zone 6:

Postcodes	Cities

Arrival at office of exchange:	14:00
<b>Customs clearance times:</b>	08H00-16H30
Items subject to customs duty:	12 hours
Items not subject to customs duty:	24 hours

**Comments:**

Last validation date: GdS V1 01/06/18