

Norway Post

NOA

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	No
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
Supplementary services			7.2	Ordinary parcels	
3	Cumbersome parcels admitted	No	7.2.1	Signature of the addressee or his agent	Yes
Parcels service features			7.2.2	Signature of a de facto agent	Yes
5	Electronic exchange of information		7.3	Insured parcels	
5.1.1	Use a track and trace system	Yes	7.3.1	Signature of the addressee or his agent	No
5.1.2	Mandatory tracking events transmitted		7.3.2	Signature of a de facto agent	No
EMC	Departure from outward office of exchange	Yes	Insured parcel service		
EMD	Arrival at inward office of exchange	Yes	8	Insured surface parcels admitted	No
EMH	Attempted/Unsuccessful delivery	Yes	9	Insured air parcels admitted	No
EMI	Final delivery	Yes	10	Marking used for insured parcels	
5.1.3	Optional tracking events transmitted		10.1	CP 74 pink label used	
EMA	Posting/collection	Yes	10.2	CP 73 label and pink "insured" label used	
EMB	Arrival at outward office of exchange	Yes	Cash-on-delivery service for parcel		
EME	Held by Customs	Yes	11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
EMF	Out of Customs/Departure from inward office of exchange	Yes	11.1.1	outbound COD parcels	No
EMG	Arrival at delivery office	Yes	11.1.2	inbound COD parcels	No
EMJ	Arrival at transit office of exchange	Yes	Express delivery service		
EMK	Departure from transit office of exchange	Yes	12	Express parcel delivery service provided	No
5.1.4	Dispatch messages transmitted		Parcels with advice of delivery		
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes	13	Admission of advice of delivery for	
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				
5.1.6	Other messages transmitted				
PRECON	Pre-advice of international consignment – origin post	Yes			
RESCON	Response to a PRECON – destination post	Yes			

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13.1	ordinary parcels	No		
13.2	insured parcels	No		
Parcels for delivery free of charges and fees				
14	Parcels for delivery free of charges and fees admitted	No		
Fragile parcel				
15	Fragile parcels admitted	No		
Consignment service				
16	Consignment service by bilateral agreements provided	Yes		
Integrated logistics service				
17	integrated logistics service by bilateral agreements provided	Yes		
Addresses for bilateral agreements				
18	Contact details of the person responsible for questions concerning bilateral agreements			
Name:	Mr Venberget Nils			
Function:	Responsible UPU matters			
Address:	Posten Norge AS Logistics Business Development Post Box 1500 Sentrum NO - 0001 Oslo			
Tel:	1: (+47)90055323 2: (+)			
Fax:	(+47)23149001			
E-mail	nils.venberget@bring.com			
Admissible radioactive material and infectious substances				
19	Radioactive materials admitted in			
19.1	Air Parcels			
		Inbound parcels	No	
		Outbound parcels	No	
19.2	Insured parcels			
		Inbound parcels	No	
		Outbound parcels	No	
20	Infected substances admitted in			
20.1	Air Parcels			
		Inbound parcels	No	
		Outbound parcels	No	
20.2	Insured parcels			
		Inbound parcels	No	
		Outbound parcels	No	
Supplementary charges - Customs				
21	Non-dutiable parcels			
21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes		
21.2	Exemption threshold			
	Local currency		NOK 350,-	
	USD			
	Comments:			
	NOK 350,- including freight and insurance for commercial items. NOK 1000,- for gifts (must be C2C)			
22	Dutiable parcels			
22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes		
22.2	Amount of fee collected			
	Local currency			
	USD			
	Comments:			
	See current price list at posten.no or bring.no			
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	No		
Special provisions - Treatment of parcels wrongly accepted				
28	Parcels returned to sender	Yes		
Delivery areas				
29	Parcels delivered to			
29.1	all addresses	Yes		
29.2	specific areas only	No		
	Comments:			

Collection			Requests for withdrawal from the post or alteration, or correction of address		
30	Collection of parcels at post offices provided for		35	Requests for withdrawal from the post accepted	Yes
30.1	all addresses	Yes	35.1	Central office (in destination country) to which requests must be sent	
30.2	specific areas only	No		Office name: Posten Norge AS	
	Comments:			Name: Mr	
				Function: Posten and Bring Customer Service Kristiansand	
				Address: Kjølita, 4630 Kristiansand	
				Tel: 1: (+47)38179595	
				2: (+)	
				Fax: (+47)	
				E-Mail: Reklamasjon.Kristiansand@bring.com	
Delivery procedures for parcels for which customs duty and taxes are payable			Special provisions - Force majeure		
31	Procedure for parcels for which customs duty is payable		36	Liability admitted in cases of force majeure	No
31.1	Pick up of parcel at the customs office	No	36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	No
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No	36.2	Addressee/sender's reservations admitted 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	Special provisions - Customs declarations		
31.5	Other		37	Number of CN 23 customs declarations required for inbound parcels	1
			37.1	Number of CN 23 customs declarations required for parcels in transit	
			37.2	Languages in which CN 23 customs declarations can be completed	
				English Swedish, Danish, Norwegian	
Period of retention			Special provisions - Method of dispatching accompanying documents		
32	Period of retention for parcels		38	Documents affixed to the relevant parcels	Yes
32.1	Normal period	14 Day(s)	38.1	Documents attached to the parcels bill	No
32.2	Exceptional period				
33	Retention for parcels for which notice could not be sent or addressed to poste restante		Service to customers		
33.1	Normal period	14 Day(s)	39	On-line tracking provided	Yes
33.2	Exceptional period		39.1	Web site address to access information	
				http://www.posten.no or http://www.bring.no	
			39.2	Languages in which track and trace information is available	
				English Norwegian	
Parcels automatically retained			Service to designated operators		
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.		40.	User of the Internet-based Inquiry System (IBIS)	Yes
			40.1	Details of office(s) responsible for handling parcel post inquiries	
Office name:	Posten Norge AS, Oslo Parcel Centre				
Name:	Mr				
Function:	Kartkontroll				
Address:	NO - 0001 Oslo Norway				
Tel:	1: (+) 2: (+)				
Fax:	(+47)23149353				
E-Mail:	Pgo.Utland.OE.CP78@posten.no				

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Office name: Posten Norge AS
 Name: Mr
 Function: Posten and Bring Customer Service Kristiansand
 Address: Kjøita, 4630 Kristiansand
 Tel: 1: (+47)38179595
 2: (+)
 (+47)
 Fax: (+47)
 E-Mail: Reklamasjon.Kristiansand@bring.com
 Parcel.Inquiry@posten.no

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:30-12:00	12:00-15:30
Tuesday	07:30-12:00	12:00-15:30
Wednesday	07:30-12:00	12:00-15:30
Thursday	07:30-12:00	12:00-15:30
Friday	07:30-12:00	12:00-15:30
Saturday	-	-
Sunday	-	-

Languages English Norwegian, Swedish, Danish

National Holidays

41.1 National holidays

National holiday in 2020

Month	Day(s)	National Holidays - Description
January	1	New Years Day
April	9	Maundy Thursday
April	10	Good Friday
April	13	Easter Monday
May	1	Labour Day
May	17	Constitution Day
May	21	Ascension Day
June	1	Whit Monday
December	25	Christmas day

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	1	New Year's Day
April	1	Maundy
April	2	Good Friday
April	4	Easter Sunday
April	5	Easter Monday

May	1	International Workers' Day
May	13	Ascension Day
May	17	Constitution Day
May	23	Whit Monday
May	24	Whit Monday
December	25	Christmas Day
December	26	Boxing 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	Yes
42.2	parcels redirected to a third party	Yes
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)	11
Comments:		
Redirection charge in SDR is approximate. Fee is NOK 100,-		

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

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Office name: Posten Norge AS
 IMPC code: NOOSLB
 Name: Mr
 Function: Oslo Parcel Centre
 Address: NO - 0001 Oslo
 Norway
 Tel: 1: (+47)23147700
 2: (+)
 Fax: (+47)23147780
 E-Mail:

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	00:00-20:00	22:00-23:59
Tuesday	00:00-20:00	22:00-23:59
Wednesday	00:00-20:00	22:00-23:59
Thursday	00:00-20:00	22:00-23:59
Friday	00:00-20:00	22:00-23:59
Saturday	-	-
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 Norway Post Parcel
 IMPC Code NOOSLB
 Tel (+47)21316260
 Fax (+)
 Hours of operation Monday - Friday: 06:00-21.00, Sat - Sun: Closed
 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	Zone 4	Zone 5	Zone 6
Mon	00:00 - 18:00	Wed	Thu	Fri	Mon+1	---	---
Mon	18:01 - 23:59	Thu	Fri	Mon+1	Tue+1	---	---
Tue	00:00 - 18:00	Thu	Fri	Mon	Tue+1	---	---
Tue	18:01 - 23:59	Fri	Mon	Tue+1	Wed+1	---	---
Wed	00:00 - 18:00	Fri	Mon	Tue	Wed+1	---	---
Wed	18:01 - 23:59	Mon	Tue	Wed+1	Thu+1	---	---
Thu	00:00 - 18:00	Mon	Tue	Wed	Thu+1	---	---
Thu	18:01 - 23:59	Tue	Wed	Thu+1	Fri+1	---	---
Fri	00:00 - 18:00	Tue	Wed	Thu	Fri+1	---	---
Fri	18:01 - 23:59	Wed	Thu	Fri	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
0001 - 3999	0000 - 0014

Zone 2:

Postcodes	Cities
4000 - 7999	1500 - 7999

Zone 3:

Postcodes	Cities
8000 - 9169, 9180 - 9499	8000 - 8999

Zone 4:

Postcodes	Cities
9500 - 9999, 9170 - 9179	9000 - 9999

Date of last update : 12.11.2020

Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange: 15:30

Customs clearance times:

Items subject to customs duty: 1 hours

Items not subject to customs duty: 1 hours

Comments:

Les normes de distribution sont basées sur une distribution de 2 hrs après l'arrivée de l'avion. La dernière navette arrive de l'aéroport: 18:15-18:45. La BE travail 6 jours par semaine, à l'exception des jours fériés.

Parcel delivery standards - Surface parcel

OE Name Norway Post Parcel
 IMPC Code NOOSLB
 Tel (+47)21316260
 Fax (+)
 Hours of operation Monday - Friday: 06:00-21.00, Sat - Sun: Closed
 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 - 18:00	Wed	Thu	Fri	Mon+1	---	---
Mon	18:01 - 23:59	Thu	Fri	Mon+1	Tue+1	---	---
Tue	00:00 - 18:00	Thu	Fri	Mon	Tue+1	---	---
Tue	18:01 - 23:59	Fri	Mon	Tue+1	Wed+1	---	---
Wed	00:00 - 18:00	Fri	Mon	Tue	Wed+1	---	---
Wed	18:01 - 23:59	Mon	Tue	Wed+1	Thu+1	---	---
Thu	00:00 - 18:00	Mon	Tue	Wed	Thu+1	---	---
Thu	13:01 - 23:59	Tue	Wed	Thu+1	Fri+1	---	---
Fri	00:00 - 18:00	Tue	Wed	Thu	Fri+1	---	---
Fri	18:01 - 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
0001 - 3999	

Zone 2:

Postcodes	Cities
4000 - 7999	

Zone 3:

Postcodes	Cities
8000 - 9169, 9180 - 9499	

Zone 4:

Postcodes	Cities
9500 - 9999, 9170 - 9179	

Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange: 15:30

Customs clearance times:

Items subject to customs duty: 24 hours

Items not subject to customs duty: 24 hours

Comments:

The OE does not operate on Saturdays and Sundays or Norwegian public holidays

Last validation date: Da V1 08/11/2017