

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	Yes
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	No
Parcels service features			7.2.2	Signature of a de facto agent	No
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	Yes
5.1.2	Mandatory tracking events transmitted		7.3.2	Signature of a de facto agent	Yes
EMC	Departure from outward office of exchange	Yes	Insured parcel service		
EMD	Arrival at inward office of exchange	Yes	8	Insured surface parcels admitted	Yes
EMH	Attempted/Unsuccessful delivery	Yes	8.1	Maximum insured value for surface parcels (SDR)	800.00
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)	800.00
EMA	Posting/collection	Yes	9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	800.00
EMB	Arrival at outward office of exchange	No	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	10.2	CP 73 label and pink "insured" label used	No
EMG	Arrival at delivery office	No	Cash-on-delivery service for parcel		
EMJ	Arrival at transit office of exchange	No	11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
EMK	Departure from transit office of exchange	No	11.1.1	outbound COD parcels	No
5.1.4	Dispatch messages transmitted		11.1.2	inbound COD parcels	No
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes	Express delivery service		
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	Yes			

12	Express parcel delivery service provided	No	Inbound parcels	No
			Outbound parcels	No
Parcels with advice of delivery				
13	Admission of advice of delivery for			
13.1	ordinary parcels	Yes		
13.2	insured parcels	Yes		
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:	Ms Quintero, Maira			
Function:	International Commercial Specialist			
Address:	Private Bag 39990 Wellington Mail Centre Lower Hutt 5045 NEW ZEALAND			
Tel:	1: (+6422)5112896 2: (+)			
Fax:	(+)			
E-mail	maira.quintero@nzpost.co.nz			
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			
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		400 NZD	
	USD		275	
	Comments:			
	21.2: 275 USD Value of content			
22	Dutiable parcels			
22.1	Customs clearance fee collected for parcels subject to import customs clearance	No		
	Comments:			
23	Customs clearance fee collected for 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	Yes		
27.1	Amount of charge per parcel			
	Local currency		7.00	
	SDR		3.50	
27.2	Basis for charge if not an amount per parcel			per week
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		

NEW ZEALAND POST LIMITED

NZA

28.2	For parcels wrongly accepted, action taken on a case-by-case basis	Yes	Office name: International Mail Service Centre
			Name: Ms Marwick, Dale
			Function: VN Administration
			Address: Private Bag 92178 Auckland
			Tel: 1: (+649)2567248 2: (+)
			Fax: (+)
			E-Mail: vn_admin@nzpost.co.nz
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	Yes	
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	No	
31.5	Other		
Period of retention			
32	Period of retention for parcels		
32.1	Normal period	1 Month(s)	
32.2	Exceptional period	6 Week(s)	
33	Retention for parcels for which notice could not be sent or addressed to poste restante		
33.1	Normal period	1 Month(s)	
33.2	Exceptional period	6 Week(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.		
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: Customer Service Centre (CSC)			
Name: Mr Henry, Ricky			
Function: Contact Center Manager			
Address: Private Bag 208038 New Zealand Post International Highbrook Auckland 2161 New Zealand			
Tel: 1: (+649)9770104 2: (+)			
Fax: (+)			
E-Mail: international@nzpost.co.nz			
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	Yes	
36.2	Addressee/sender's reservations admitted at the time of delivery	Yes	
Special provisions - Customs declarations			
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	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	No	

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: New Zealand Post Customer Service Centre

Name: Mr Henry, Ricky

Function: Contact Centre Manager

Address: Private Bag 208038
New Zealand Post International
Highbrook
Auckland 2161
New Zealand

Tel: 1: (+649)9770104

2: (+)

Fax: (+)

E-Mail: international@nzpost.co.nz
CN08@nzpost.co.nz

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-18:00	-
Tuesday	08:00-18:00	-
Wednesday	08:00-18:00	-
Thursday	08:00-18:00	-
Friday	08:00-18:00	-
Saturday	08:00-12:00	-
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
January	2	Day after New Year's Day
January	4	Day after New Year's Day
February	1	Auckland Anniversary Day
February	6	Waitangi Day
February	8	Waitangi Day
April	2	Good Friday
April	5	Easter Monday
April	26	Anzac Day
June	7	Queen's Birthday

October	25	Labour Day
December	25	Christmas Day
December	27	Christmas Day
December	28	Boxing Day

National holiday in 2022

Month	Day(s)	National Holidays - Description
January	1	New Year's Day
January	3	New Year's Day Observed
January	4	Day after New Year's Day
January	31	Auckland Anniversary
February	7	Waitangi Day Observed
April	15	Good Friday
April	18	Easter Monday
April	25	Anzac Day
June	6	Queen's Birthday
June	24	Matariki
October	24	Labour Day
December	25	Christmas Day
December	26	Boxing Day
December	27	Christmas Day Observed

Regional Holidays**41.2 Regional holidays**

Regional holiday in 2021

Month	Day(s)	Regional/Local Holidays – Localities and description
January	25	Wellington Anniversary Day
February	1	Nelson Anniversary Day
February	1	Buller Anniversary Day
February	1	Northland Anniversary Day
March	8	Taranaki Anniversary Day
March	22	Otago Anniversary Day
April	6	Southland Anniversary Day
September	27	Canterbury (South) Anniversary Day
October	22	Hawke's Bay Anniversary Day
November	1	Marlborough Anniversary Day
November	12	Canterbury Anniversary Day
November	29	Westland Anniversary Day
November	29	Chatham Islands Anniversary Day

Regional holiday in 2022

Month	Day(s)	Regional/Local Holidays – Localities and description
January	24	Wellington Anniversary
January	31	Nelson Anniversary
March	14	Taranaki Anniversary
March	21	Otago Anniversary
April	19	Southland Anniversary
September	26	Canterbury South Anniversary
October	21	Hawke's Bay Anniversary
October	31	Marlborough Anniversary
November	11	Canterbury Anniversary
November	28	Chatham Islands Anniversary
November	28	Westland Anniversary

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	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	No
43.3	Amount of redirection fee (SDR)	
	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

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

Office name: Auckland International Mail Service Centre

IMPC code: NZAKLA

Name: Ms Marwick Dale

Function: Service Performance Analyst

Address: Postal Address:
Private Bag 92178
Auckland 1142
New ZealandPhysical address:
9 Laurence Stevens Drive
Mangere, Auckland 2022

Tel: 1: (+649)2567243

2: (+)

Fax: (+649)2567253

E-Mail: dale.marwick@nzpost.co.nz

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-	-17:00
Tuesday	00:00-	-17:00
Wednesday	00:00-	-17:00
Thursday	00:00-	-17:00
Friday	00:00-	-17:00
Saturday	00:00-	-13:00
Sunday	-	-

Observations/Comments

Note that the hours indicated above are the hours IMSC is open but are not necessarily processing hours. Also, the phone and fax are only manned during administrative hours, which are 19:30 - 04:30 (GMT) monday - friday.

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 Auckland International Mail Centre
 IMPC Code NZAKLA
 Tel (+649)2567420
 Fax (+649)2567253
 Hours of operation Mon, Tues, Wed, Thur, Fri: 06:00-21:00; Sat: Closed; 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
Monday	00:00 - 13:00	Tuesday	Wednesday	Thursday
Monday	13:01 - 23:59	Wednesday	Thursday	Friday
Tuesday	00:00 - 13:00	Wednesday	Thursday	Friday
Tuesday	13:01 - 23:59	Thursday	Friday	Monday
Wednesday	00:00 - 13:00	Thursday	Friday	Monday
Wednesday	13:01 - 23:59	Friday	Monday	Tuesday
Thursday	00:00 - 13:00	Friday	Monday	Tuesday
Thursday	13:01 - 23:59	Monday	Monday	Tuesday
Friday	00:00 - 23:59	Monday	Monday	Tuesday
Saturday	00:00 - 23:59	Monday	Tuesday	Wednesday
Sunday	00:00 - 09:30	Monday	Tuesday	Wednesday
Sunday	09:31 - 23:59	Tuesday	Wednesday	Thursday

Definition of zones

Zone 1:

Postcodes	Cities
	Auckland

Zone 2:

Postcodes	Cities
	Rest of New Zealand major town and cities

Zone 3:

Postcodes	Cities
	Rural and remote areas

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: Typically 24 hrs but outside the control of NZ post

Items not subject to customs duty:

Typically 1 hour

Comments:

No Sunday delivery

Parcel delivery standards - Surface parcel

OE Name Auckland International Mail Centre
 IMPC Code NZAKLA
 Tel (+649)2567420
 Fax (+649)2567253
 Hours of operation Mon, Tues, Wed, Thur, Fri: 06:00-21:00; Sat: Closed; 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
Monday	00:00 - 13:00	Tuesday	Wednesday	Thursday
Monday	13:01 - 23:59	Wednesday	Thursday	Friday
Tuesday	00:00 - 13:00	Wednesday	Thursday	Friday
Tuesday	13:01 - 23:59	Thursday	Friday	Monday
Wednesday	00:00 - 13:00	Thursday	Friday	Monday
Wednesday	13:01 - 23:59	Friday	Monday	Tuesday
Thursday	00:00 - 13:00	Friday	Monday	Tuesday
Thursday	13:01 - 23:59	Monday	Monday	Tuesday
Friday	00:00 - 23:59	Monday	Monday	Tuesday
Saturday	00:00 - 23:59	Monday	Tuesday	Wednesday
Sunday	00:00 - 09:30	Monday	Tuesday	Wednesday
Sunday	09:31 - 23:59	Tuesday	Wednesday	Thursday

Definition of zones

Zone 1:

Postcodes	Cities
	Auckland

Zone 2:

Postcodes	Cities
	Rest of New Zealand major town and cities

Zone 3:

Postcodes	Cities
	Rural and remote areas

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: Typically 24 hrs but outside the control of NZ post

Items not subject to customs duty:

Typically 1 hour

Comments:

No Sunday delivery

Last validation date: Da V2 01/07/2019