

Palestine Post

PSA *

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	Yes
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	No
EMA	Posting/collection	Yes	10.2	CP 73 label and pink "insured" label used	No
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	No	Express delivery service		
EMK	Departure from transit office of exchange	No	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	Yes			
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	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	Yes		
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 TEMEIZA IMAD			
Function:	International Focal point			
Address:	General Administration of Palestine Post Ministry of Communications and Information Technology Ramallah P.O. Box 674 P6100005 Ramallah and Al Bireh PALESTINE			
Tel:	1: (+970)22409441 2: (+970) 22409443			
Fax:	(+970)22409446			
E-mail	focalpoint@palpost.ps			
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		225 ILS	
	USD		75	
	Comments:			
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		12 ILS	
	USD		2.5	
	Comments:			
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	Yes		
25.1	Amount of charge per day/per parcel			
	Local currency		3	
	SDR		0.50	
25.2	Period of charge, if not daily			After the 10th day up to 40 days
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		

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Delivery areas			Office name: Parcel Section		
29	Parcels delivered to		Name:	Mr Naser Shawakhah	
29.1	all addresses	Yes	Function:	Parcel Head Section	
29.2	specific areas only	No	Address:	Palestine post Sorting Center Al-Bireh Ramallah	
	Comments:		Tel:	1: (+972)2-2409442 2: (+)	
			Fax:	(+970)2-2310621	
			E-Mail:	naser@palpost.ps	
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			
	Comments:				
Delivery procedures for parcels for which customs duty and taxes are payable			Office name: Postal Movement Department		
31	Procedure for parcels for which customs duty is payable		Name:	Mr Ramadan ghezawi	
31.1	Pick up of parcel at the customs office	No	Function:	Director Of Postal operation dept.	
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	Yes	Address:	General Administration of Palestine Post Ministry of Communications and Information Technology Ramallah and Al-Bireh P6100154 P.O. Box 674 PALESTINE	
31.3	Delivery to the addressee's address after payment of customs duties and taxes	Yes	Tel:	1: (+970)22409442 2: (+)	
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes	Fax:	(+970)22409446	
31.5	Other		E-Mail:	focalpoint@palpost.ps palpost@palpost.ps	
Period of retention			Special provisions - Force majeure		
32	Period of retention for parcels		36	Liability admitted in cases of force majeure	Yes
32.1	Normal period	30 Day(s)	36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	Yes
32.2	Exceptional period		36.2	Addressee/sender's reservations admitted at the time of delivery	No
33	Retention for parcels for which notice could not be sent or addressed to poste restante		Special provisions - Customs declarations		
33.1	Normal period	40 Day(s)	37	Number of CN 23 customs declarations required for inbound parcels	1
33.2	Exceptional period		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 French English Arabic	
Parcels automatically retained			Special provisions - Method of dispatching accompanying documents		
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.		38	Documents affixed to the relevant parcels	No
			38.1	Documents attached to the parcels bill	Yes

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Service to customers**39 On-line tracking provided Yes**

39.1 Web site address to access information
<http://ptt.ptc.post/ptt.web/Search.aspx?style=1&Token=C6D3BAC9-7895-49BF-9B1D-7FA23C62F7A9>

39.2 Languages in which track and trace information is available
 English Arabic

Service to designated operators**40. User of the Internet-based Inquiry System (IBIS) No**

40.1 Details of office(s) responsible for handling parcel post inquiries

Office name: Office of Exchange
 Name: Mr Shawakha Nasser
 Function: OE Director
 Address: Amman St.
 Jericho
 PALESTINE
 Tel: 1: (+972)2310621
 2: (+)
 (+970)22409446
 Fax: (+970)22409446
 E-Mail: naser@palpost.ps
 palpost@palpost.ps

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

Opening Hours (Local)

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

Languages English Arabic

National Holidays**41.1 National holidays**

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	1	New Year's Day
January	7	Christmas (East)
March	27	Eastern
March	11	Al Esra' Wal Ma'raj
May	1	Labor Day

May	12	Eid Al Fitr 1
May	13	Eid Al Fitr 2
May	14	Eid Al Fitr 3
May	15	Eid Al Fitr 4
July	19	Eid Al Adha 1
July	20	Eid Al Adha 2
July	21	Eid Al Adha 3
July	22	Eid Al Adha 4
July	23	Eid Al Adha 5
August	9	New Hijri Year
November	15	Palestine independence Day
October	18	Mawled Al Nabaei
December	25	Christmas

Regional Holidays**41.2 Regional holidays**

Regional holiday in

Month	Day(s)	Regional/Local Holidays – Localities and description

Cancellation of fees**42 Fees cancelled when they concern**

42.1	parcels returned to sender	Yes
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

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

Office name: Ramallah International Mail Center
 IMPC code: PSRMHA
 Name: Mr naser shawakha
 Function: OE Manager
 Address: General Administration of Palestine Post
 Ministry of Communications and Information
 Technology
 Ramallah P.O. Box 674
 Ramallah and Al-Bireh P6100154
 PALESTINE
 Tel: 1: (+970)22409441
 2: (+970)5922233431
 Fax: (+970)22409446
 E-Mail: Palpost@palpost.ps
 Focalpoint@palpost.ps

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

Opening Hours (Local)

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

Observations/Comments

Delivery standards

46-47 See the annexes.

Barcode

48 Barcode sample used on all outward international postal parcels.



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Parcel delivery standards - Air parcel

OE Name Ramallah International Mail Center
 IMPC Code PSRMHA
 Tel (+970)22409441
 Fax (+970)22409446
 Hours of operation Sun to Thu: 08:00 - 15:00; Fridays and Saturdays 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 - 23:59	Tuesday	Wednesday	Thursday
Tuesday	00:00 - 23:59	Wednesday	Thursday	Sunday
Wednesday	00:00 - 23:59	Thursday	Sunday	Monday
Thursday	00:00 - 23:59	Sunday	Monday	Tuesday
Friday	00:00 - 23:59	Monday	Tuesday	Wednesday
Saturday	00:00 - 23:59	Monday	Tuesday	Wednesday
Sunday	00:00 - 23:59	Tuesday	Wednesday	Thursday

Definition of zones

Zone 1:

Postcodes	Cities
P600, P601, P602, P603, P604, P605, P606, P607, P608, P609, P610, P611, P612, P613, P614, P615, P616, P617, P618, P619, P620, P622, P623, P624, P625, P626, P626, P627, P628, P629, P630, P631, P632, P633, P634, P636, P637, P638, P639, P640, P641, P642, P643, P644, P645, P646, P647, P648, P649, P650, P651, P652, P653, P654, P655, P657, P660, P661, P662, P663, P663, P664, P664, P664, P665, P666, P667, P668, P669, P670, P672, P673, P674, P675, P676, P677, P678, P679, P680, P681, P682, P683, P684, P685, P685, P686, P687, P688, P689, P689, P690, P692, P693, P694, P696, P698, P699, P382, P383, P384, P385, P386, P387, P388, P390, P391, P392, P392, P393, P394, P395, P396, P397, P398, P398, P399.	Ramallah/ Al Bireh, Salfit.

Zone 2:

Postcodes	Cities

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P400, P401, P402, P403, P404, P405, P406, P407, P408, P409, P410, P411, P412, P413, P414, P415, P416, P417, P418, P419, P420, P421, P422, P423, P424, P425, P426, P427, P428, P429, P430, P431, P432, P433, P434, P435, P438, P438, P438, P438, P439, P440, P441, P442, P443, P443, P444, P445, P446, P447, P448, P448, P449, P450, P451, P452, P453, P454P455, , P456, P457, P458, P459, P460, P463, P464, P466, P467, P468, P469, P470, P471, P473, P475, P477, P479, P480, P480, P481, P481, P483, P484, P485, P486, P487, P488, P489, P490, P493, P494, P495, P496, P498, P499, P300, P301, P302, P304, P305, P306, P307, P308, P309, P310, P311, P313, P314, P315, P316, P317, P318, P319, P320, P321, P322, P324, P325, P326, P327, P328, P329, P330, P332, P333, P334, P336, P336, P337, P338, P339, P340, P342, P343, P344, P345, P346, P347, P348, P349, P350, P200, P201, P202, P203, P204, P205, P206, P207, P208, P209, P210, P211, P212, P213, P214, P215, P216, P217, P218, P219, P220, P221, P222, P223, P226, P227, P228, P229, P230, P231, P232, P233, P234, P235, P236, P237, P238, P239, P240, P241, P243, P244, P245, P246, P247, P248, P249, P250, P251, P252, P253, P254, P255, P256, P257, P258, P259, P260, P261, P262, P263, P264, P265, P266, P267, P268, P269, P270, P271, P272, P275, P276, P278, P279, P280, P281, P282, P283, P284, P285, P286, P287, P288, P289, P290, P291, P293, P295, P296, P297, P298, P299, P500, P501, P502, P503, P504, P506, P507, P508, P509, P509, P509, P510, P514, P516, P517, P519, P520, P521, P522, P524, P525, P526, P527, P528, P529, P530, P533, P534, P536, P536, P536, P537, P540	Nablus, Tulkarem, Qalqilya, Jenin, Tubas.
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Zone 3:

Postcodes	Cities
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P100, P101, P102, P103, P104, P107, P108, P109, P110, P111, P112, P113, P113, P114, P115, P116, P117, P118, P119, P119, P120, P121, P122, P122, P123, P124, P125, P126, P127, P128, P128, P129, P130, P130, P131, P133, P134, P135, P137, P139, P140, P144, P144, P145, P146, P147, P148, P148, P149, P149, P150, P151, P152, P153, P154, P156, P157, P158, P159, P160, P161, P161, P161, P162, P163, P164, P165, P167, P169, P170, P172, P172, P173, P174, P175, P176, P178, P179, P180, P181, P182, P183, P183, P183, P184, P186, P186, P187, P187, P188, P189, P190, P193, P193, P193, P193, P194, P194, P194, P194, P195, P195, P197, P198, P198, P199, P700, P701, P702, P703, P704, P705, P706, P707, P708, P709, P710, P711, P712, P713, P714, P715, P716, P717, P718, P719, P719, P720, P721, P722, P724, P725, P726, P727, P728, P728, P729, P730, P730, P730, P732, P733, P733, P733, P734, P734, P734, P737, P737, P737, P737, P737, P739, P739, P739, P739, P739, P739, P739, P739, P739, P739, P739, P739, P739, P740, P741, P742, P743, P744, P745, P746, P746, P748, P748, P750, P751, P751, P752, P753, P755, P756, P758, P758, P759, P760, P760, P761, P762, P763, P764, P766, P767, P767, P768, P768, P768, P769, P769, P769, P770, P771, P772, P773, P774, P774, P774, P774, P775, P775, P775, P775, P776, P776, P776, P776, P777, P777, P778, P778, P778, P778, P779, P780, P781, P782, P783, P785, P785, P785, P785, P786, P787, P788, P790, P791, P792, P793, P794, P795, P796, P796, P796, P797, P797, P797, P797, P550, P555, P555, P555, P560, P565, P570, P573, P573, P576, P578, P579, P580, P581, P582, P583, P584, P585, P586, P587, P588, P589, P590, P590	Jerusalem, Bethlehem, Hebron, Jericho.
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Arrival at office of exchange: 15 hours

Customs clearance times:

Items subject to customs duty: 30 minutes

Items not subject to customs duty: 2 days

Comments:

Parcel delivery standards - Surface parcel

OE Name Ramallah International Mail Center
 IMPC Code PSRMHA
 Tel (+970)22409441
 Fax (+970)22409446
 Hours of operation Sun to Thu: 08:00 - 15:00; Fridays and Saturdays 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 - 23:59	Tuesday	Wednesday	Thursday
Tuesday	00:00 - 23:59	Wednesday	Thursday	Sunday
Wednesday	00:00 - 23:59	Thursday	Sunday	Monday
Thursday	00:00 - 23:59	Sunday	Monday	Tuesday
Friday	00:00 - 23:59	Monday	Tuesday	Wednesday
Saturday	00:00 - 23:59	Monday	Tuesday	Wednesday
Sunday	00:00 - 23:59	Tuesday	Wednesday	Thursday

Definition of zones

Zone 1:

Postcodes	Cities
P600, P601, P602, P603, P604, P605, P606, P607, P608, P609, P610, P611, P612, P613, P614, P615, P616, P617, P618, P619, P620, P622, P623, P624, P625, P626, P626, P627, P628, P629, P630, P631, P632, P633, P634, P636, P637, P638, P639, P640, P641, P642, P643, P644, P645, P646, P647, P648, P649, P650, P651, P652, P653, P654, P655, P657, P660, P661, P662, P663, P663, P664, P664, P664, P665, P666, P667, P668, P669, P670, P672, P673, P674, P675, P676, P677, P678, P679, P680, P681, P682, P683, P684, P685, P685, P686, P687, P688, P689, P689, P690, P692, P693, P694, P696, P698, P699. P382, P383, P384, P385, P386, P387, P388, P390, P391, P392, P392, P393, P394, P395, P396, P397, P398, P398, P399.	Ramallah/Al Bireh, Salfit.

Zone 2:

Postcodes	Cities

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Zone 3:

Postcodes	Cities
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Palestine Post

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P100, P101, P102, P103, P104, P107, P108, P109, P110, P111, P112, P113, P113, P114, P115, P116, P117, P118, P119, P119, P120, P121, P122, P122, P123, P124, P125, P126, P127, P128, P128, P129, P130, P130, P131, P133, P134, P135, P137, P139, P140, P144, P144, P145, P146, P147, P148, P148, P149, P149, P150, P151, P152, P153, P154, P156, P157, P158, P159, P160, P161, P161, P161, P162, P163, P164, P165, P167, P169, P170, P172, P172, P173, P174, P175, P176, P178, P179, P180, P181, P182, P183, P183, P183, P184, P186, P186, P187, P187, P188, P189, P190, P193, P193, P193, P193, P194, P194, P194, P194, P195, P195, P197, P198, P198, P199, P700, P701, P702, P703, P704, P705, P706, P707, P708, P709, P710, P711, P712, P713, P714, P715, P716, P717, P718, P719, P719, P720, P721, P722, P724, P725, P726, P727, P728, P728, P729, P730, P730, P730, P732, P733, P733, P733, P734, P734, P734, P737, P737, P737, P737, P737, P739, P739, P739, P739, P739, P739, P739, P739, P739, P739, P739, P739, P740, P741, P742, P743, P744, P745, P746, P746, P748, P748, P750, P751, P751, P752, P753, P755, P756, P758, P758, P759, P760, P760, P761, P762, P763, P764, P766, P767, P767, P768, P768, P768, P769, P769, P769, P770, P771, P772, P773, P774, P774, P774, P774, P775, P775, P775, P775, P776, P776, P776, P776, P777, P777, P778, P778, P778, P778, P779, P780, P781, P782, P783, P785, P785, P785, P785, P786, P787, P788, P790, P791, P792, P793, P794, P795, P796, P796, P796, P797, P797, P797, P797, P550, P555, P555, P555, P560, P565, P570, P573, P573, P576, P578, P579, P580, P581, P582, P583, P584, P585, P586, P587, P588, P589, P590, P590	Jerusalem. Bethlehem, Hebron, Jericho.
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Arrival at office of exchange: 15 hours

Customs clearance times:

Items subject to customs duty: 30 minutes

Items not subject to customs duty: 2 days

Comments:

Last validation date: DA V1 01/04/2021