

Basic Services			CARDIT	Carrier documents international transport – origin post	Yes
<b>1</b>	<b>Maximum weight limit admitted</b>		RESDIT	Response to a CARDIT – destination post	Yes
1.1	Surface parcels (kg)	30	<b>6</b>	<b>Home delivery</b>	
1.2	Air (or priority) parcels (kg)	30	6.1	Initial delivery attempt at physical delivery of parcels to addressee	Yes
<b>2</b>	<b>Maximum size admitted</b>		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	<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	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
<b>Supplementary services</b>			7.2	Ordinary parcels	
<b>3</b>	<b>Cumbersome parcels admitted</b>	No	7.2.1	Signature of the addressee or his agent	Yes
<b>Parcels service features</b>			7.2.2	Signature of a de facto agent	Yes
<b>5</b>	<b>Electronic exchange of information</b>		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	<b>Insured parcel service</b>		
EMD	Arrival at inward office of exchange	Yes	<b>8</b>	<b>Insured surface parcels admitted</b>	<b>No</b>
EMH	Attempted/Unsuccessful delivery	Yes	<b>9</b>	<b>Insured air parcels admitted</b>	<b>No</b>
EMI	Final delivery	Yes	<b>10</b>	<b>Marking used for insured parcels</b>	
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	<b>Cash-on-delivery service for parcel</b>		
EME	Held by Customs	Yes	<b>11.1</b>	<b>Acceptance of Cash-on-delivery (COD) service for parcels</b>	
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	<b>Express delivery service</b>		
EMK	Departure from transit office of exchange	Yes	<b>12</b>	<b>Express parcel delivery service provided</b>	<b>Yes</b>
5.1.4	Dispatch messages transmitted		12.1	If yes, parcels delivered by special messenger	Yes
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes	12.3	Charge collected at time of delivery to addressee	No
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			

		Inbound parcels	No
		Outbound parcels	No
<b>Parcels with advice of delivery</b>			
<b>13</b>	<b>Admission of advice of delivery for</b>		
13.1	ordinary parcels	Yes	
13.2	insured parcels	No	
<b>Parcels for delivery free of charges and fees</b>			
<b>14</b>	<b>Parcels for delivery free of charges and fees admitted</b>	<b>No</b>	
<b>Fragile parcel</b>			
<b>15</b>	<b>Fragile parcels admitted</b>	<b>Yes</b>	
<b>Consignment service</b>			
<b>16</b>	<b>Consignment service by bilateral agreements provided</b>	<b>Yes</b>	
<b>Integrated logistics service</b>			
<b>17</b>	<b>integrated logistics service by bilateral agreements provided</b>	<b>Yes</b>	
<b>Addresses for bilateral agreements</b>			
<b>18</b>	<b>Contact details of the person responsible for questions concerning bilateral agreements</b>		
Name:	Ms Aisha AIObaidli		
Function:	Senior Specialist International Relations		
Address:	Qatar Postal Services Company Al Dafna, Corniche P.O. BOX 22228 Doha Qatar		
Tel:	1: (+974)44464503 2: (+974) 66669640		
Fax:	(+)		
E-mail	intl-relations@qatarposts.com aisha@qatarposts.com		
<b>Admissible radioactive material and infectious substances</b>			
<b>19</b>	<b>Radioactive materials admitted in</b>		
19.1	Air Parcels	Inbound parcels	No
		Outbound parcels	No
19.2	Insured parcels	Inbound parcels	No
		Outbound parcels	No
<b>20</b>	<b>Infected substances admitted in</b>		
20.1	Air Parcels	Inbound parcels	No
		Outbound parcels	No
20.2	Insured parcels		
<b>Supplementary charges - Customs</b>			
<b>21</b>	<b>Non-dutiable parcels</b>		
21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes	
21.2	Exemption threshold		
	Local currency		3000 QR
	USD		
	Comments:		
	For individuals, threshold is QR.3000/- For companies and Traders threshold is QR.1000/-		
<b>22</b>	<b>Dutiable parcels</b>		
22.1	Customs clearance fee collected for parcels subject to import customs clearance	No	
	Comments:		
<b>23</b>	<b>Customs clearance fee collected for all items declared at customs</b>	<b>Yes</b>	
23.1	Amount of fee collected		
	Local currency		
	USD		
	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		
	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>No</b>	
<b>Special provisions - Treatment of parcels wrongly accepted</b>			

<b>28</b>	<b>Parcels returned to sender</b>	<b>Yes</b>	Office name: DOHA
<b>Delivery areas</b>			Name: Mr Abdullah Shawani
<b>29</b>	<b>Parcels delivered to</b>		Function: Head of Airport Operation
29.1	all addresses	Yes	Address: Qatar Post Parcel Section P.O. BOX 45554
29.2	specific areas only	No	Tel: 1: (+974)44621111 2: (+)
	Comments:		Fax: (+974)44627788
			E-Mail: aalshahwani@qatarposts.com
<b>Collection</b>			<b>Requests for withdrawal from the post or alteration, or correction of address</b>
<b>30</b>	<b>Collection of parcels at post offices provided for</b>		<b>35</b> <b>Requests for withdrawal from the post accepted</b> <b>No</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>Special provisions - Force majeure</b>
<b>31</b>	<b>Procedure for parcels for which customs duty is payable</b>		<b>36</b> <b>Liability admitted in cases of force majeure</b> <b>No</b>
31.1	Pick up of parcel at the customs office	Yes	36.1 Liability admitted for insured parcels on board ships or aircraft used by designated operators
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
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	No	
31.5	Other		
<b>Period of retention</b>			<b>Special provisions - Customs declarations</b>
<b>32</b>	<b>Period of retention for parcels</b>		<b>37</b> <b>Number of CN 23 customs declarations required for inbound parcels</b> <b>2</b>
32.1	Normal period	30 Day(s)	37.1 Number of CN 23 customs declarations required for parcels in transit <b>2</b>
32.2	Exceptional period	30 Day(s)	37.2 Languages in which CN 23 customs declarations can be completed English Arabic
<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	30 Day(s)	
<b>Parcels automatically retained</b>			<b>Special provisions - Method of dispatching accompanying documents</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 jean-marc.coeffic@upu.int.</b>		<b>38</b> <b>Documents affixed to the relevant parcels</b> <b>Yes</b>
			38.1 Documents attached to the parcels bill <b>No</b>
			<b>Service to customers</b>
			<b>39</b> <b>On-line tracking provided</b> <b>Yes</b>
			39.1 Web site address to access information <a href="http://www.qpost.com.qa">http://www.qpost.com.qa</a>
			39.2 Languages in which track and trace information is available English Arabic
			<b>Service to designated operators</b>
			<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

## Qatar Postal Services Company

QAA

Office name: Inquiry Section  
 Name: Ms Fatima Hussain  
 Function: Head of customer service and inquiry  
 Address: Qatar Postal Services Company  
 Al Dafna , Corniche  
 P.O. BOX 20037  
 Doha  
 Qatar  
 Tel: 1: (+974)44464000  
 2: (+974)44464472  
 Fax: (+974)44833447  
 E-Mail: fhussain@qatarposts.com  
 enquiry@qatarposts.com

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

**Opening Hours (Local)**

Day	Opening hours 1	Opening hours 2
Monday	07:30-15:00	-
Tuesday	07:30-15:00	-
Wednesday	07:30-15:00	-
Thursday	07:30-15:00	-
Friday	-	-
Saturday	08:00-12:00	14:00-17:00
Sunday	07:30-15:00	-

Languages English Arabic

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

National holiday in 2022

Month	Day(s)	National Holidays - Description
February	8	National Sports Day (Every 2nd Tuesday in February in every year)
May	1	Eid Al Fitr Holiday
May	2	Eid Al Fitr Holiday
May	3	Eid Al Fitr Holiday
May	4	Eid Al Fitr Holiday
May	5	Eid Al Fitr Holiday
July	8	Arafa
July	9	Eid Al Adha Holiday
July	10	Eid Al Adha Holiday
July	11	Eid Al Adha Holiday
July	12	Eid Al Adha Holiday
July	13	Eid Al Adha Holiday
July	14	Eid Al Adha Holiday
December	18	National 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	No
42.3	parcels abandoned by the sender	Yes
42.4	parcels lost or destroyed	Yes
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	No
43.3	Amount of redirection fee (SDR)	

Comments:

Domestics tariffs applies

**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: Qatar Postal Services Company  
 IMPC code: J1CQAA  
 Name: Mr Abdullah Al Shawani  
 Function: Head of Express & Courier  
 Address: Qatar Post Parcel Section  
 P.O. BOX 45554  
 Doha  
 Qatar  
 Tel: 1: (+974)44621111  
 2: (+)  
 (+974)44627788  
 Fax: (+974)44627788  
 E-Mail: aalshwani@qatarposts.com  
 akhamees@qatarposts.com

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

**Opening Hours (Local)**

Day	Opening hours 1	Opening hours 2
Monday	07:00-21:00	-
Tuesday	07:00-21:00	-
Wednesday	07:00-21:00	-
Thursday	07:00-21:00	-
Friday	-	-
Saturday	08:00-12:00	14:00-15:00
Sunday	07:00-21:00	-

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 DOHA  
 IMPC Code QADOHA  
 Tel (+974)44464374, 44464472, 44627777  
 Fax (+)  
 Hours of operation Sun, Mon, Tues, Weds, Thurs, Sat – 09.00 AM-12.00, PM; Fri-Closed  
 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>
Monday	00:00 - 07:00	Wednesday	Saturday	Sunday
Monday	07:01 - 23:59	Thursday	Sunday	Monday+1
Tuesday	00:00 - 07:00	Thursday	Sunday	Monday
Tuesday	07:01 - 23:59	Saturday	Monday	Tuesday+1
Wednesday	00:00 - 07:00	Saturday	Monday	Tuesday
Wednesday	07:01 - 23:59	Sunday	Tuesday	Wednesday+1
Thursday	00:00 - 07:00	Sunday	Tuesday	Wednesday
Thursday	07:01 - 23:59	Monday	Wednesday	Thursday+1
Friday	00:00 - 23:59	Monday	Wednesday	Thursday
Saturday	00:00 - 07:00	Monday	Wednesday	Thursday
Saturday	07:01 - 23:59	Tuesday	Thursday	Saturday+1
Sunday	00:00 - 07:00	Tuesday	Thursday	Saturday
Sunday	07:01 - 23:59	Wednesday	Saturday	Sunday+1

## Definition of zones

## Zone 1:

Postcodes	Cities
	Doha, Najma, New Mansoura , TEYSEER, LULU , MIRGAB

## Zone 2:

Postcodes	Cities
	AL KHARTIYAT, SOUQ AL ALI, NORTH KHALIFA, AI RAYYAN, AI Muntazah, AL WAKRA, INDUSTRIAL AREA, QATAR FOUNDATION, KHAZAZ, Merad Branch, AI Thameed, Umm Al Seneem South, AI Thumama North, AI Thumama South, Mansoura.

## Zone 3:

Postcodes	Cities

	Al Khor, AL AZIZYA, MESAID, DUKHAN, Al Shamal, UMM BAAB, SHAHANIYA, EZDAN , UM SALAL ALI, QATAR UNIVERSITY GHUWAIRIYA, JUMALIYA, Woqod-Al Daayeen, Woqod-Al Sheehaniya, Woqod-Gharafa, Woqod-Hilal, Woqod-Industrial Area, Woqod-Muaither Easet, Woqod-Muaither South, Woqod-North University, Woqod-Rawdat Rasheed, Woqod-RayyanWoqod-Umm Salal.
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Arrival at office of exchange: 06:45

**Customs clearance times:**

Items subject to customs duty: 24 hours

Items not subject to customs duty: 8 hours

**Comments:**

**Parcel delivery standards - Surface parcel**

OE Name DOHA  
 IMPC Code QADOHA  
 Tel (+974)44464374, 44464472, 44627777  
 Fax (+)  
 Hours of operation Sun, Mon, Tues, Weds, Thurs, Sat – 09.00 AM-12.00, PM; Fri-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>		
<b>Day</b>	<b>Time</b>	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>
Monday	00:00 - 07:00	Wednesday	Saturday	Sunday
Monday	07:01 - 23:59	Thursday	Sunday	Monday+1
Tuesday	00:00 - 07:00	Thursday	Sunday	Monday
Tuesday	07:01 - 23:59	Saturday	Monday	Tuesday+1
Wednesday	00:00 - 07:00	Saturday	Monday	Tuesday
Wednesday	07:01 - 23:59	Sunday	Tuesday	Wednesday+1
Thursday	00:00 - 07:00	Sunday	Tuesday	Wednesday
Thursday	07:01 - 23:59	Sunday	Wednesday	Thursday+1
Friday	00:00 - 23:59	Monday	Wednesday	Thursday
Saturday	00:00 - 07:00	Monday	Wednesday	Thursday
Saturday	07:01 - 23:59	Tuesday	Thursday	Saturday+1
Sunday	00:00 - 07:00	Tuesday	Thursday	Saturday
Sunday	07:01 - 23:59	Wednesday	Friday	Sunday+1

## Definition of zones

## Zone 1:

Postcodes	Cities
	Doha, Najma, New Mansoura , TEYSEER, LULU , MIRGAB

## Zone 2:

Postcodes	Cities
	AL KHARTIYAT, SOUQ AL ALI, NORTH KHALIFA, AI RAYYAN, AI Muntazah, AL WAKRA, INDUSTRIAL AREA, QATAR FOUNDATION, KHAZAZ, Merad Branch, Al Thameed, Umm Al Seneem South, Al Thumama North, Al Thumama South, Mansoura.

## Zone 3:

Postcodes	Cities



	Al Khor, AL AZIZYA, MESAID, DUKHAN, Al Shamal, UMM BAAB, SHAHANIYA, EZDAN , UM SALAL ALI, QATAR UNIVERSITY GHUWAIRIYA, JUMALIYA, Woqod-Al Daayeen, Woqod-Al Sheehaniya, Woqod-Gharafa, Woqod-Hilal, Woqod-Industrial Area, Woqod-Muaither Easet, Woqod-Muaither South, Woqod-North University, Woqod-Rawdat Rasheed, Woqod-RayyanWoqod-Umm Salal.
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Arrival at office of exchange: 2 hours

**Customs clearance times:**

Items subject to customs duty:

Items not subject to customs duty: 24 hours

**Comments:**

Items subject to customs duty:  
Customs clearance depends upon the response of the addressee to the notice sent by the customs authorities which is not in the control of the designated operator.

Last validation date: Da V1 01/06/2019