

Eswatini Posts and Telecommunications Corp.

SZA

(EPTC)

Basic Services						
1	Maximum weight limit admitted			PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes
1.1	Surface parcels (kg)	30		RESDDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes
1.2	Air (or priority) parcels (kg)	20		5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes
2	Maximum size admitted			5.1.6	Other messages transmitted	
2.1	Surface parcels			PRECON	Pre-advice of international consignment – origin post	Yes
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		RESCON	Response to a PRECON – destination post	Yes
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No		CARDIT	Carrier documents international transport – origin post	Yes
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes		RESDIT	Response to a CARDIT – destination post	Yes
2.2	Air parcels			6	Home delivery	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		6.1	Initial delivery attempt at physical delivery of parcels to addressee	No
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No		6.2	If initial delivery attempt unsuccessful, card left for addressee	
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	No
Supplementary services				6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	Yes
3	Cumbersome parcels admitted	Yes		6.5	Nature of this governmental or legally binding restriction. With reference to 6.4 The restriction is neither governmental or legally binding but it is not implementable due to cost implications.	
4	Maximum size admitted			7	Signature of acceptance	
4.1	Surface parcels			7.1	When a parcel is delivered or handed over	
	Metres for any one dimension	2		7.1.1	a signature of acceptance is obtained	Yes
	Metres for length & greatest circumference	3		7.1.2	captured data from an identity card are registered	Yes
4.2	Air parcels			7.1.3	another form of evidence of receipt is obtained	Yes
	Metres for any one dimension	1.05		7.1.4	Nature of this evidence Passport or Driver's licence	
	Metres for length & greatest circumference	2		7.2	Ordinary parcels	
Parcels service features				7.2.1	Signature of the addressee or his agent	Yes
5	Electronic exchange of information			7.2.2	Signature of a de facto agent	Yes
5.1.1	Use a track and trace system	Yes		7.3	Insured parcels	
5.1.2	Mandatory tracking events transmitted			7.3.1	Signature of the addressee or his agent	Yes
EMC	Departure from outward office of exchange	Yes		7.3.2	Signature of a de facto agent	Yes
EMD	Arrival at inward office of exchange	Yes		Insured parcel service		
EMH	Attempted/Unsuccessful delivery	Yes		8	Insured surface parcels admitted	Yes
EMI	Final delivery	Yes		8.1	Maximum insured value for surface parcels (SDR)	145.45
5.1.3	Optional tracking events transmitted			9	Insured air parcels admitted	Yes
EMA	Posting/collection	Yes		9.1	Maximum insured value for air parcels (SDR)	133.49
EMB	Arrival at outward office of exchange	Yes		9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	
EME	Held by Customs	Yes				
EMF	Out of Customs/Departure from inward office of exchange	Yes				
EMG	Arrival at delivery office	Yes				
EMJ	Arrival at transit office of exchange	Yes				
EMK	Departure from transit office of exchange	Yes				
5.1.4	Dispatch messages transmitted					

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10	Marking used for insured parcels			Fragile parcel	
10.1	CP 74 pink label used	Yes		15	Fragile parcels admitted Yes
10.2	CP 73 label and pink "insured" label used	No			
				Consignment service	
	Cash-on-delivery service for parcel			16	Consignment service by bilateral agreements provided No
11.1	Acceptance of Cash-on-delivery (COD) service for parcels				
11.1.1	outbound COD parcels	No		Integrated logistics service	
11.1.2	inbound COD parcels	Yes		17	integrated logistics service by bilateral agreements provided Yes
11.2	Amount charged to the sender for the service (in SDR), in addition to postage charges:				
11.2.1	for ordinary parcels	SDR		Addresses for bilateral agreements	
11.2.2	for insured parcels	SDR		18	Contact details of the person responsible for questions concerning bilateral agreements
11.3	Additional amount for the delivery of COD parcels	Yes		Name:	Mr Mbongiseni Nkambule
11.3.1	Fixed cost	1.33 SDR		Function:	General Manager ESWATINIPOST
11.3.2	Value range or the value of the parcel (explanation on how the service charge billed to the addressee is calculated):			Address:	P.O. Box 125 Mbabane Eswatini
11.4	Methods of payment accepted upon delivery for the service charge billed to the addressee			Tel:	1: (+268)24052495 2: (+268) 76026566
	Cash : Yes			Fax:	(+268)24052001
	Credit card : No			E-mail	mbongisenin@sptc.co.sz
	Cheque : No				
	Payment by mobile phone : No			Admissible radioactive material and infectious substances	
	Other :			19	Radioactive materials admitted in
11.5	Methods of payment accepted upon delivery for the value of the COD parcel			19.1	Air Parcels
	Cash : Yes				Inbound parcels No
	Money order : No				Outbound parcels No
	Credit card : No			19.2	Insured parcels
	Cheque : No				Inbound parcels No
	Payment by mobile phone : No				Outbound parcels No
	Other :			20	Infected substances admitted in
11.6	Maximum value accepted for an inbound COD parcel	SDR		20.1	Air Parcels
					Inbound parcels No
					Outbound parcels No
				20.2	Insured parcels
					Inbound parcels No
					Outbound parcels No
	Express delivery service				
12	Express parcel delivery service provided	Yes		Supplementary charges - Customs	
12.1	If yes, parcels delivered by special messenger	Yes		21	Non-dutiable parcels
12.3	Charge collected at time of delivery to addressee	No		21.1	Threshold level below which parcels are free of customs duties and other taxes
				21.2	Exemption threshold
					Local currency E 100
					USD 10
					Comments:
	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			

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The exemption threshold is determined by Customs Department.			Collection		
22	Dutiable parcels		30	Collection of parcels at post offices provided for	
22.1	Customs clearance fee collected for parcels subject to import customs clearance	No	30.1	all addresses	Yes
	Comments:		30.2	specific areas only	No
				Comments:	
23	Customs clearance fee collected for for all items declared at customs	No	Delivery procedures for parcels for which customs duty and taxes are payable		
	Comments:		31	Procedure for parcels for which customs duty is payable	
24	Administration fees collected for parcels subject to export customs clearance	No	31.1	Pick up of parcel at the customs office	No
	Comments:		31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No
Special charges - Storage			31.3	Delivery to the addressee's address after payment of customs duties and taxes	No
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	31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes
25.1	Amount of charge per day/per parcel		31.5	Other	
	Local currency	E 2.30	Period of retention		
	SDR	.1	32	Period of retention for parcels	
25.2	Period of charge, if not daily		32.1	Normal period	30 Day(s)
Special delivery charges			32.2	Exceptional period	15 Day(s)
26	Delivery charges collected at the time of delivery in response to the advice of arrival	No	33	Retention for parcels for which notice could not be sent or addressed to poste restante	
Special charges – Poste restante			33.1	Normal period	4 Week(s)
27	Poste restante service provided	Yes	33.2	Exceptional period	0,5 Month (s)
27.1	Amount of charge per parcel		Parcels automatically retained		
	Local currency	0	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.	
	SDR		Office name:	Returned Letter Office	
27.2	Basis for charge if not an amount per parcel		Name:	Mr Mduzuzi Kunene	
Special provisions - Treatment of parcels wrongly accepted			Function:	RLO Officer	
28	Parcels returned to sender	Yes	Address:	P.O. Box 125 Mbabane ESWATINI	
Delivery areas			Tel:	1: (+268)24052180 2: (+268) (+268)24052470	
29	Parcels delivered to		Fax:	(268)24052470	
29.1	all addresses	Yes	E-Mail:	mduduzik@sptc.co.sz	
29.2	specific areas only	No			
	Comments:				
	Delivery is only to post boxes by postal staff				

Eswatini Posts and Telecommunications Corp.

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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: General Manager ESWATINIPOST
 Name: Mr Mbongiseni Nkambule
 Function: General Manager ESWATINIPOST
 Address: P.O. BOX 125
 MBABANE
 H100
 Eswatini
 Tel: 1: (+268)24052495
 2: (+268)76026566
 Fax: (+268)24052001
 E-Mail: mbongisenin@sptc.co.sz

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 No

36.2 Addressee/sender's reservations admitted at the time of delivery No

Special provisions - Customs declarations**37 Number of CN 23 customs declarations required for inbound parcels 2**

37.1 Number of CN 23 customs declarations required for parcels in transit No transit

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 Yes**39.1 Web site address to access information
<http://www.sptc.co.sz/swazipost/tracking/index.php>39.2 Languages in which track and trace information is available
English**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: RETURNED LETTER AND INQUIRIES OFFICE

Name: Mr MDUDUZI KUNENE

Function: RLO OFFICER

Address: P.O. BOX 125
Mbabane
H100
ESWATINITel: 1: (+268)24052180
2: (+268)76545052

Fax: (+268)24042610

E-Mail: mduduzik@sptc.co.sz

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-16:45	-
Tuesday	08:00-16:45	-
Wednesday	08:00-16:45	-
Thursday	08:00-16:45	-
Friday	08:00-16:30	-
Saturday	-	-
Sunday	-	-

Languages English

National Holidays**41.1 National holidays**

National holiday in 2022

Month	Day(s)	National Holidays - Description
January	1	New Year's Day
April	15	Good Friday
April	18	Easter Monday
April	19	King Mswati III's Birthday
April	25	National Flag Day
May	1	Labour Day
May	26	Ascension Day
July	22	King Sobhuza's Birthday
August	29	Reed Dance (August/Sept TBA=To be announced)
September	6	Somhlolo Day/Independence Day
December	25	Christmas Day
December	26	Boxing Day
December	28	Incwala Ceremony (December/Jan TBA=To be announced)

National holiday in 2023

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Month	Day(s)	National Holidays - Description
January	1	New Year's Day
April	7	Good Friday
April	10	Easter Monday
April	19	King Mswati III's Birthday
April	25	National Flag Day
May	1	Labour Day
May	18	Ascension Day
July	22	King Sobhuza's Birthday
September	4	Umhlanga/Reed Dance (BA=To be announced)
September	6	Somhlolo Day/Independence Day
December	25	Christmas Day
December	26	Boxing Day
December	28	Incwala Ceremony (BA=To be announced)

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	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)	

Comments:

Facturé au tarif colis pour cette destination.

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: MANZINI CENTRAL SORTING OFFICE

IMPC code: SZMTSA

Name: Ms NHLABATSI DESIRE

Function: SUPERVISOR

Address: CENTRAL SORTING OFFICE
Manzini M200
ESWATINI

Tel: 1: (+268)2405 2538

2: (+268)2505 2355

Fax: (+268)2505 5300

E-Mail: desire@sptc.co.sz
centralsort@sptc.co.sz

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-13:00	14:00-16:00
Tuesday	08:00-13:00	14:00-16:00
Wednesday	08:00-13:00	14:00-16:00
Thursday	08:00-13:00	14:00-16:00
Friday	08:00-13:00	14:00-16:00
Saturday	08:00-11:30	-
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 MANZINI
 IMPC Code SZMTSA
 Tel (+268)24052538
 Fax (+268)25055300
 Hours of operation Lun-ven: 08:00 - 16:00, Sam: 08:00 - 11:30, Dim: Fermé

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 - 07:30	Tuesday	Thursday	---
Monday	07:31 - 23:59	Wednesday	Friday	---
Tuesday	00:00 - 07:30	Wednesday	Friday	---
Tuesday	07:31 - 23:59	Thursday	Monday	---
Wednesday	00:00 - 07:30	Thursday	Monday	---
Wednesday	07:31 - 23:59	Friday	Tuesday	---
Thursday	00:00 - 07:30	Friday	Tuesday	---
Thursday	07:31 - 23:59	Monday	Wednesday	---
Friday	00:00 - 07:30	Monday	Wednesday	---
Friday	07:31 - 23:59	Tuesday	Thursday	---
Saturday	00:00 - 23:59	Tuesday	Thursday	---
Sunday	00:00 - 23:59	Tuesday	Thursday	---

Definition of zones

Zone 1:

Postcodes	Cities
H100, H108, M200, M202, H106, L300, L309, S400.	Mbabane, Piggs Peak, Manzini, Matsapha, Ezulwini, Siteki, Mhlume, Nhlanguano.

Zone 2:

Postcodes	Cities
H101, H102, H103, H104, H105, H107, H114, H115, H116, H124, H125, H126, M201, M204, M205, M206, M209, M211, M213, M214, M216, M219, M220, M223, S401, S409, S410, S414, S413, S415, L301, L303, L307, L308, L310, L311, L312, L313, L315.	Swazi Plaza, Sandla, Eveni, Motshane, Ngwenya, Lobamba, Entfonjeni, Mhlambanyatsi, Bhunya, Mahlanya, Ebuhleni, The Gables, Kwaluseni, Malkerns, Luyengo, Mankayane, Luve, Sithobela, Mzimpofu, Siphofaneni, Sidvokodvo, St George Barracks, Mliba, The Hub, Hlatikhulu, Hluti, Lavumisa, Dumako, Gege, Sigwe, Simunye, Lomahasha, Mpaka, Tshaneni, Vuvulane, Big Bend, Matata, Nsoko, Mpholonjeni.

Zone 3:

Postcodes	Cities

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Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 0.29

Items not subject to customs duty: 0.08

Comments:

Parcel delivery standards - Surface parcel

OE Name MANZINI
 IMPC Code SZMTSA
 Tel (+268)24052538
 Fax (+268)25055300
 Hours of operation Lun-ven: 08:00 - 16:00, Sam: 08:00 - 11:30, Dim: Fermé
 From the airport/port/office of exchange of destination to the addressee

Arrival at the airport		Days of delivery by zone		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 07:30	Tuesday	Thursday	---
Monday	07:31 - 23:59	Wednesday	Friday	---
Tuesday	00:00 - 07:30	Wednesday	Friday	---
Tuesday	07:31 - 23:59	Thursday	Monday	---
Wednesday	00:00 - 07:30	Thursday	Monday	---
Wednesday	07:31 - 23:59	Friday	Tuesday	---
Thursday	00:00 - 07:30	Friday	Tuesday	---
Thursday	07:31 - 23:59	Monday	Wednesday	---
Friday	00:00 - 07:30	Monday	Wednesday	---
Friday	07:31 - 23:59	Tuesday	Thursday	---
Saturday	00:00 - 23:59	Tuesday	Thursday	---
Sunday	00:00 - 23:59	Tuesday	Thursday	---

Definition of zones

Zone 1:

Postcodes	Cities
H100, H108, M200, M202, H106, L300, L309, S400.	Mbabane, Piggs Peak, Manzini, Matsapha, Ezulwini, Siteki, Mhlume, Nhlangano.

Zone 2:

Postcodes	Cities
H101, H102, H103, H104, H105, H107, H114, H115, H116, H124, H125, H126, M201, M204, M205, M206, M209, M211, M213, M214, M216, M219, M220, M223, S401, S409, S410, S414, S413, S415, L301, L303, L307, L308, L310, L311, L312, L313, L315.	Swazi Plaza, Sandla, Eveni, Motshane, Ngwenya, Lobamba, Entfonjeni, Mhlambanyatsi, Bhunya, Mahlanya, Ebuhleni, The Gables, Kwaluseni, Malkerns, Luyengo, Mankayane, Luve, Sithobela, Mzimpofu, Siphofaneni, Sidvokodvo, St George Barracks, Mliba, The Hub, Hlatikhulu, Hluti, Lavumisa, Dumako, Gege, Sigwe, Simunye, Lomahasha, Mpaka, Tshaneni, Vuvulane, Big Bend, Matata, Nsoko, Mpholonjeni.

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times: 1 to 2 days

Items subject to customs duty: 0.29

Items not subject to customs duty: 0.08

Comments:

Last validation date: Da V1 01/09/2019