

Basic Services			CARDIT	Carrier documents international transport – origin post	No
1	Maximum weight limit admitted		RESDIT	Response to a CARDIT – destination post	No
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	No
2	Maximum size admitted		6.2	If initial delivery attempt unsuccessful, card left for addressee	
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)	Yes	6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	No
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No	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)	Yes	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)	No	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	Yes
			7.1.4	Nature of this evidence	
				Power of attorney.	
			7.2	Ordinary parcels	
			7.2.1	Signature of the addressee or his agent	Yes
			7.2.2	Signature of a de facto agent	Yes
			7.3	Insured parcels	
			7.3.1	Signature of the addressee or his agent	Yes
			7.3.2	Signature of a de facto agent	Yes
Supplementary services					
3	Cumbersome parcels admitted	No	Insured parcel service		
Parcels service features			8	Insured surface parcels admitted	No
5	Electronic exchange of information		9	Insured air parcels admitted	No
5.1.1	Use a track and trace system	Yes	10	Marking used for insured parcels	
5.1.2	Mandatory tracking events transmitted		10.1	CP 74 pink label used	No
EMC	Departure from outward office of exchange	Yes	10.2	CP 73 label and pink "insured" label used	No
EMD	Arrival at inward office of exchange	Yes	Cash-on-delivery service for parcel		
EMH	Attempted/Unsuccessful delivery	Yes	11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
EMI	Final delivery	Yes	11.1.1	outbound COD parcels	No
5.1.3	Optional tracking events transmitted		11.1.2	inbound COD parcels	No
EMA	Posting/collection	Yes	Express delivery service		
EMB	Arrival at outward office of exchange	Yes	12	Express parcel delivery service provided	No
EME	Held by Customs	Yes			
EMF	Out of Customs/Departure from inward office of exchange	Yes			
EMG	Arrival at delivery office	No			
EMJ	Arrival at transit office of exchange	No			
EMK	Departure from transit office of exchange	No			
5.1.4	Dispatch messages transmitted				
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes			
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	No			
RESCON	Response to a PRECON – destination post	No			

Parcels with advice of delivery			Supplementary charges - Customs		
13	Admission of advice of delivery for		21	Non-dutiable parcels	
13.1	ordinary parcels	Yes	21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes
13.2	insured parcels	Yes	21.2	Exemption threshold	
				Local currency	
				USD	1000
				Comments:	
Parcels for delivery free of charges and fees			22	Dutiable parcels	
14	Parcels for delivery free of charges and fees admitted	Yes	22.1	Customs clearance fee collected for parcels subject to import customs clearance	No
				Comments:	
Fragile parcel			23	Customs clearance fee collected for all items declared at customs	Yes
15	Fragile parcels admitted	No	23.1	Amount of fee collected	
				Local currency	K30.00
				USD	
				Comments:	
Consignment service			24	Administration fees collected for parcels subject to export customs clearance	No
16	Consignment service by bilateral agreements provided	No		Comments:	
Integrated logistics service			Special charges - Storage		
17	integrated logistics service by bilateral agreements provided	Yes	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	
				SDR	0.37
			25.2	Period of charge, if not daily	
Addresses for bilateral agreements			Special delivery charges		
18	Contact details of the person responsible for questions concerning bilateral agreements		26	Delivery charges collected at the time of delivery in response to the advice of arrival	Yes
Name:	Mr CHEWE PUTA		26.1	Amount of charge	
Function:	Director Of Operations			Local currency	K30.00
Address:	Zambia Postal Services Corporation, HQ P.O BOX 71845 Ndola. ZAMBIA			SDR	
Tel:	1: (+260)974583888 2: (+)				
Fax:	(+260)2126120095				
E-mail	cheweputa@zampost.com.zm				
Admissible radioactive material and infectious substances			Special charges – Poste restante		
19	Radioactive materials admitted in		27	Poste restante service provided	Yes
19.1	Air Parcels		27.1	Amount of charge per parcel	
		Inbound parcels No		Local currency	
		Outbound parcels No		SDR	
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			

27.2	Basis for charge if not an amount per parcel			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.
Special provisions - Treatment of parcels wrongly accepted					
28	Parcels returned to sender		Yes		
Delivery areas					
29	Parcels delivered to				
29.1	all addresses		No	Office name:	Airport Sorting Office
29.2	specific areas only		No	Name:	Ms MERCY KABANDAMA
	Comments:			Function:	Assistant Manager International Mails
				Address:	Airport Sorting Office ZAMPOST LUSAKA ZAMBIA
				Tel:	1: (+260)976348677 2: (+)
				Fax:	(+)
				E-Mail:	mertheke@gmail.com
Collection					
30	Collection of parcels at post offices provided for			Requests for withdrawal from the post or alteration, or correction of address	
30.1	all addresses		Yes	35	Requests for withdrawal from the post accepted
30.2	specific areas only		No	35.1	Central office (in destination country) to which requests must be sent
	Comments:				
Delivery procedures for parcels for which customs duty and taxes are payable					
31	Procedure for parcels for which customs duty is payable			Office name:	AIRPORT SORTING OFFICE
31.1	Pick up of parcel at the customs office		Yes	Name:	Ms KATUTA MWANZA
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery		Yes	Function:	MANAGER INTERNATIONAL MAILS
31.3	Delivery to the addressee's address after payment of customs duties and taxes		No	Address:	AIRPORT SORTING OFFICE - LUSAKA, ZAMBIA
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes		Yes	Tel:	1: (+260)0977830918 2: (+)
31.5	Other			Fax:	(+)
				E-Mail:	katutam@zampost.com.zm
Period of retention					
32	Period of retention for parcels			Special provisions - Force majeure	
32.1	Normal period		1 Month(s)	36	Liability admitted in cases of force majeure
32.2	Exceptional period		2 Month(s)	36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators
33	Retention for parcels for which notice could not be sent or addressed to poste restante			36.2	Addressee/sender's reservations admitted at the time of delivery
33.1	Normal period		1 Day(s)		
33.2	Exceptional period		2 Day(s)	Special provisions - Customs declarations	
Parcels automatically retained					
				37	Number of CN 23 customs declarations required for inbound parcels
				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
				Special provisions - Method of dispatching accompanying documents	
				38	Documents affixed to the relevant parcels
				38.1	Documents attached to the parcels bill

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:	AIRPORT SORTING OFFICE	
Name:	Mr MERCY KABANDAMA	
Function:	ASSISTANT MANAGER INTERNATIONAL MAILS	
Address:	AIRPORT SORTING OFFICE - LUSAKA, ZAMBIA	
Tel:	1: (+260)976348677 2: (+)	
Fax:	(+)	
E-Mail:	mertheke@gmail.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	08:00-12:30	14:00-16:30
Tuesday	08:00-12:30	14:00-16:30
Wednesday	08:00-12:30	14:00-16:30
Thursday	08:00-12:30	14:00-16:30
Friday	08:00-12:30	14:00-16:30
Saturday	08:00-13:00	-
Sunday	-	-
Languages	English	
National Holidays		
41.1	National holidays	
National holiday in 2022		
Month	Day(s)	National Holidays - Description
January	1	NEW YEAR
March	8	INTERNATIONAL WOMEN'S DAY
March	12	YOUTH DAY
April	15	GOOD FRIDAY
April	16	HOLY SATURDAY
April	18	EASTER MONDAY
April	28	KENNETH KAUNDA DAY
May	2	DAY OFF FOR LABOUR DAY
May	25	AFRICA FREEDOM DAY
July	4	HEROES' DAY

July	5	UNITY DAY
August	1	FARMERS' DAY
October	18	PRAYER DAY
October	24	INDEPENDENCE DAY
December	26	DAY OFF FOR CHRISTMAS DAY

National holiday in 2023

Month	Day(s)	National Holidays - Description
January	1	NEW YEAR
March	8	WOMEN'S DAY
March	13	YOUTH DAY
April	7	GOOD FRIDAY
April	10	EASTER MONDAY
April	28	KENNETH KAUNDA DAY
May	1	LABOUR DAY
May	25	AFRICAN FREEDOM DAY
July	3	HEROES DAY
July	4	UNITY DAY
August	7	FARMERS DAY
October	18	NATIONAL PRAYER DAY
October	24	INDEPENDENCE DAY
December	25	CHRISTMAS DAY

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	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	Yes
43.3	Amount of redirection fee (SDR)	

Comments:

THE CHARGE WILL DEPEND ON THE LOCATION OF THE NEXT DELIVERY OFFICE.

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: LUSAKA
 IMPC code: ZMLUNA
 Name: Mr KATUTA MWANZA
 Function: Manager International Mails
 Address: Airport Sorting Office - Lusaka, Zambia
 Tel: 1: (+260)977830918
 2: (+)
 Fax: (+)
 E-Mail: katutam@zampost.com.zm

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-12:30	14:00-16:30
Tuesday	08:00-12:30	14:00-16:30
Wednesday	08:00-12:30	14:00-16:30
Thursday	08:00-12:30	14:00-16:30
Friday	08:00-12:30	14:00-16:30
Saturday	08:00-13:00	-
Sunday	-	-

Observations/Comments

Office name: KABWE - SURFACE MAIL
 IMPC code: ZMQKEA
 Name: Mr TRYSON LUNGU
 Function: AREA MANAGER
 Address: KABWE POST OFFICE
 KABWE
 ZAMBIA
 Tel: 1: (+260)215223584
 2: (+)
 Fax: (+260)215223584
 E-Mail: lungut@zampost.com.zm

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-12:30	14:00-16:30
Tuesday	08:00-12:30	14:00-16:30
Wednesday	08:00-12:30	14:00-16:30
Thursday	08:00-12:30	14:00-16:30
Friday	08:00-12:30	14:00-16:30
Saturday	08:00-13:00	-
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 LUSAKA - OFFICE OF EXCHANGE
 IMPC Code ZMLUNA
 Tel (+260)212613275
 Fax (+260)212613275
 Hours of operation Mon - Fri: 06.00–21.00; Sat: 06.00–18.00; Sun: closed
 From the airport of destination to the addressee

Arrival at the airport		Days of delivery by zone					
Day	Time	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Mon	00:00 - 10:30	Thu	Fri	Mon+1	Tue+1	---	---
Mon	10:31 - 23:59	Fri	Mon+1	Tue+1	Wed+1	---	---
Tue	00:00 - 10:30	Fri	Mon	Tue+1	Wed+1	---	---
Tue	10:31 - 23:59	Mon	Tue+1	Wed+1	Thu+1	---	---
Wed	00:00 - 10:30	Mon	Tue	Wed+1	Thu+1	---	---
Wed	10:31 - 23:59	Tue	Wed+1	Thu+1	Fri+1	---	---
Thu	00:00 - 10:30	Tue	Wed	Thu+1	Fri+1	---	---
Thu	10:31 - 23:59	Wed	Thu+1	Fri+1	Mon+1	---	---
Fri	00:00 - 10:30	Wed	Thu	Fri+1	Mon+1	---	---
Fri	10:31 - 23:59	Thu	Fri+1	Mon+1	Tue+1	---	---
Sat	00:00 - 23:59	Thu	Fri	Mon+1	Tue+1	---	---
Sun	00:00 - 23:59	Thu	Fri	Mon+1	Tue+1	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	AIRPORT KK, FREEDOMWAY, EMS LUSAKA, KENNETH KAUNDA AIRPORT, LUMUMBA BAG CONTROL, LUSAKA AIR, LUSAKA - AEROPORT SORTING OFFICE.

Zone 2:

Postcodes	Cities
	CASTLE, CHADWICK, CHAWAMA, CHELSTONE, CHILENJE, GARDEN, KALINGALINGA, CHILANGA, CHONGWE, KAFUE, LILAYI, MATERO, NAT. ASSEMBLY, NORTHMEAD, RIDGEWAY, UNZA, UTH, WOODLANDS.

Zone 3:

Postcodes	Cities

	CHIPATA, CHOMA, KITWE, LIVINGSTONE, BUCHI, BUNTUNGWA, BUTONDO, BUYANTANSHI, BWANGALO, COPPERBELT UNIVERSITY, CHILILABOMBWE, CHAMBOLI, CHAMBESHI, CHIWALA, CHIBULUMA, CHINDWINI, CHIMESE, CHIFUBU, CHIMWEMWE, CHIBOMBO, CHIRUNDU, CHISEKESI, CHIWEMPALA, CHINGOLA, DAMBWA, EDINBURGH, FALLSPARK, FRINGILA, LIVINGSTONE AIRPORT, HEAD OFFICE, ITAWA, JACARANDA, KALULUSHI, KANSENSHI, KANYONYO, KAPIRI MPOSHI, KASANDA, KASUMBALESA, KALOMO, KONKOLA, KASAMA, LUBUTO, LUANSHYA, MAIN MASALA, MASALA, MAZABUKA, MONGU, MANSA, MONZE, MUMBWA, MUFULIRA, NABOYE, NAMALUNDU, NCHANGA, NDOLA CENTRAL HOSPITAL, NDEKE, NDOLA - AIRMAIL, KABWE - SURFACE MAIL, ROAN, SIAVONGA, SKYWAYS.
--	--

Zone 4:

Postcodes	Cities
	CHADIZA, CHIKAKANTA, CHAVUMA, CHITIMUKULU, CHILUBI, CHAMA, CHINSALI, GWEMBE, IKELENGE, ISOKA, ITIMPI, ITEZHI TEZHI, JUMBE, KABOMPO, KALABO, KAPUMBU, KAMUCHANGA, KANCHELE, KANONA, KANSUSWA, KAPUTA, KASEMPA, KATANDANO, KATETE, KAWAMBWA, KAZEMBE, KAZIMULE, KAZUNGULA, KAOMA, KATETE STORES, KWACHA, LIMULUNGA, LUAMPA, LUANGWA, LUBENGELE, LUMBWE, LUENA, LUKONA, LUKULU, LUKWESA, LUMWANA, LUNDAZI, LUWINGU, MAAMBA, MAGOYE, MALOLE, MANYINGA, MARAMBA, MARTINDALE, MASAITI, MFUWE, MIKOMFWA, MINDOLO, MKUSHI, MPANTAMATU, MPIKA, MPONGWE, MPOROKOSO, MPULUNGU, MUFUMBWE, MUL UNIVERSITY, MUNUNGA, MUSHOTA, MUYOMBE, MWANDI, MWENSE, MWINILUNGA, NAKAMBALA, NAKONDE, NAMWALA, NCHELENGE, NEGANEGA, NGUNGU, PEMBA, PETAUKE, SENANGA, SENGA HILL, SAMFYA, SHANGOMBO, SINAZEZE, SOLWEZI, SERENJE, TAZARA, TRADE FAIR, TUG ARGAN, TWAPIA, WUSAKILE, ZAMBEZI, ZIMBA.

Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 72 hours

Items not subject to customs duty: 48 hours

Comments:

Parcel delivery standards - Surface parcel

OE Name LUSAKA - OFFICE OF EXCHANGE
 IMPC Code ZMLUNA
 Tel (+260)212613275
 Fax (+260)212613275
 Hours of operation Mon - Fri: 06.00–21.00; Sat: 06.00–18.00; 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 - 10:30	Thu	Fri	Mon+1	Tue+1	---	---
Mon	10:31 - 23:59	Fri	Mon+1	Tue+1	Wed+1	---	---
Tue	00:00 - 10:30	Fri	Mon	Tue+1	Wed+1	---	---
Tue	10:31 - 23:59	Mon	Tue+1	Wed+1	Thu+1	---	---
Wed	00:00 - 10:30	Mon	Tue	Wed+1	Thu+1	---	---
Wed	10:31 - 23:59	Tue	Wed+1	Thu+1	Fri+1	---	---
Thu	00:00 - 10:30	Tue	Wed	Thu+1	Fri+1	---	---
Thu	10:31 - 23:59	Wed	Thu+1	Fri+1	Mon+1	---	---
Fri	00:00 - 10:30	Wed	Thu	Fri+1	Mon+1	---	---
Fri	10:31 - 23:59	Thu	Fri+1	Mon+1	Tue+1	---	---
Sat	00:00 - 23:59	Thu	Fri	Mon+1	Tue+1	---	---
Sun	00:00 - 23:59	Thu	Fri	Mon+1	Tue+1	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	AIRPORT KK, FREEDOMWAY, EMS LUSAKA, KENNETH KAUNDA AIRPORT, LUMUMBA BAG CONTROL, LUSAKA AIR, LUSAKA - AEROPORT SORTING OFFICE.

Zone 2:

Postcodes	Cities
	CASTLE, CHADWICK, CHAWAMA, CHELSTONE, CHILENJE, GARDEN, KALINGALINGA, CHILANGA, CHONGWE, KAFUE, LILAYI, MATERO, NAT. ASSEMBLY, NORTHMEAD, RIDGEWAY, UNZA, UTH, WOODLANDS.

Zone 3:

Postcodes	Cities

	CHIPATA, CHOMA, KITWE, LIVINGSTONE, BUCHI, BUNTUNGWA, BUTONDO, BUYANTANSHI, BWANGALO, COPPERBELT UNIVERSITY, CHILILABOMBWE, CHAMBOLI, CHAMBESHI, CHIWALA, CHIBULUMA, CHINDWINI, CHIMESE, CHIFUBU, CHIMWEMWE, CHIBOMBO, CHIRUNDU, CHISEKESI, CHIWEMPALA, CHINGOLA, DAMBWA, EDINBURGH, FALLSPARK, FRINGILA, LIVINGSTONE AIRPORT, HEAD OFFICE, ITAWA, JACARANDA, KALULUSHI, KANSENSHI, KANYONYO, KAPIRI MPOSHI, KASANDA, KASUMBALESA, KALOMO, KONKOLA, KASAMA, LUBUTO, LUANSHYA, MAIN MASALA, MASALA, MAZABUKA, MONGU, MANSA, MONZE, MUMBWA, MUFULIRA, NABOYE, NAMALUNDU, NCHANGA, NDOLA CENTRAL HOSPITAL, NDEKE, NDOLA - AIRMAIL, KABWE - SURFACE MAIL, ROAN, SIAVONGA, SKYWAYS.
--	--

Zone 4:

Postcodes	Cities
	CHADIZA, CHIKAKANTA, CHAVUMA, CHITIMUKULU, CHILUBI, CHAMA, CHINSALI, GWEMBE, IKELENGE, ISOKA, ITIMPI, ITEZHI TEZHI, JUMBE, KABOMPO, KALABO, KAPUMBU, KAMUCHANGA, KANCHELE, KANONA, KANSUSWA, KAPUTA, KASEMPA, KATANDANO, KATETE, KAWAMBWA, KAZEMBE, KAZIMULE, KAZUNGULA, KAOMA, KATETE STORES, KWACHA, LIMULUNGA, LUAMPA, LUANGWA, LUBENGELE, LUMBWE, LUENA, LUKONA, LUKULU, LUKWESA, LUMWANA, LUNDAZI, LUWINGU, MAAMBA, MAGOYE, MALOLE, MANYINGA, MARAMBA, MARTINDALE, MASAITI, MFUWE, MIKOMFWA, MINDOLO, MKUSHI, MPANTAMATU, MPIKA, MPONGWE, MPOROKOSO, MPULUNGU, MUFUMBWE, MUL UNIVERSITY, MUNUNGA, MUSHOTA, MUYOMBE, MWANDI, MWENSE, MWINILUNGA, NAKAMBALA, NAKONDE, NAMWALA, NCHELENGE, NEGANEGA, NGUNGU, PEMBA, PETAUKE, SENANGA, SENGA HILL, SAMFYA, SHANGOMBO, SINAZEZE, SOLWEZI, SERENJE, TAZARA, TRADE FAIR, TUG ARGAN, TWAPIA, WUSAKILE, ZAMBEZI, ZIMBA.

Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 72 hours

Items not subject to customs duty: 48 hours

Comments:

Last validation date: V1 01/10/2019