

Currency : Hongkong Dollar (HKD)

**Basic services****Mail classification system (Conv., art. 17.4; Regs., art. 17-101)**

1	Based on speed of treatment of items (Regs., art. 17-101.2):	No
1.1	Priority and non-priority items may weigh up to 5 kilogrammes. Whether admitted or not:	No
2	Based on contents of items:	Yes
2.1	Letters and small packets weighing up to 5 kilogrammes (Regs., art. 17-103.2.1). Whether admitted or not (dispatch and receipt):	No
2.2	Printed papers weighing up to 5 kilogrammes (Regs., art. 17-103.2.2). Whether admitted or not for dispatch (obligatory for receipt):	No
3	Classification of post items to the letters according to their size (Conv., art. 17, art. 17-102.2)	Yes

**Optional supplementary services****4 Insured items (Conv., art. 18.2.1; Regs., 18-001.1)**

4.1	Whether admitted or not (dispatch and receipt):	Yes
4.2	Whether admitted or not (receipt only):	No
4.3	Declaration of value. Maximum sum	
4.3.1	surface routes:	4000 SDR
4.3.2	air routes:	4000 SDR
4.3.3	Labels. CN 06 label or two labels (CN 04 and pink "Valeur déclarée" (insured) label) used:	CN 06 label
4.4	Offices participating in the service:	
4.5	Services used:	
4.5.1	air services (IATA airline code):	
4.5.2	sea services (names of shipping companies):	
4.6	Office of exchange to which a duplicate CN 24 formal report must be sent (Regs., art.17-138.11):	
	Office Name :	Hongkong Post Mail Tracing Office
	Office Code :	
	Address :	12/F, Kennedy Town Community Complex Kennedy Town Hong Kong China
	Phone :	(+852) 2921 2211
	Fax :	(+852) 2868 4723
	E-mail 1 :	mto@hkpo.gov.hk
	E-mail 2:	

**5 Cash-on-delivery (COD) items (Conv., art. 18.2.2 Regs. arts. 18-002.1, 18-002.2)**

5.1	Whether admitted or not (dispatch and receipt):	No
5.2	Whether admitted or not (receipt only):	No
5.3	Amount of the rate applied in addition to the postage charges applicable to COD items	
5.3.1	ordinary items:	SDR

5.3.2	registered items:	SDR
5.3.3	insured items:	SDR
5.4	Charges on COD items	
5.4.1	Levied on the sender of the item:	-
5.4.2	Levied on the addressee of the item:	-
5.4.3	Do you apply a special charge for delivering cash-on-delivery items in the destination country	-
5.4.4	If you answer yes, how much is this charge	SDR
5.4.5	Do you require cash-on-delivery items to be sealed	-
<b>6</b>	<b>Express items (Conv., art. 18.2.3, 18-102)</b>	
6.1	Whether admitted or not (dispatch and receipt):	No
6.2	Limited to priority items:	No
6.3	Item itself or an advice of arrival delivered by express in the case of an insured item:	-
6.4	Other information	
<b>7</b>	<b>Delivery to the addressee in person (Conv., art. 18.2.4, 18-103)</b>	
7.1	Admitted for registered and insured items (If admitted according to question 4):	No
7.2	Admitted <u>only</u> if registered and insured items are received with an advice of delivery :	No
7.3	Indication to appear on items sent to your administration :	
<b>8</b>	<b>Items for delivery free of charges and fees (Conv., art. 18.2.5; Regs., art. 18-004)</b>	
8.1	Ordinary, registered and insured items. Whether admitted or not:	No
8.2	Registered and insured items only. Whether admitted or not:	No
8.3	Merchandise return service	No
<b>9</b>	<b>International business reply service (IBRS)</b>	
9.1	International business reply service (IBRS) (Conv., art.18.3.1; Regs., art. 18-104)	Yes
9.2	Operated on a reciprocal basis (Regs., Conv. 18.3.1, Regs., 18-104.2.3)	-
9.3	Items weighting from 50g to 2000g on a reciprocal basis (Regs., art. 18-104.3.3)	No
9.4	If more than 50g but less than 2000g, please specify the upper weight limit	g
9.5	Items excluded from IBRS with certain contents other than the ones specified in Conv., art. 18 (Conv., art. 18; Regs., art. 18-104.3.4)	-
9.5.1	If yes, please specify:	
9.6	Open to bilaterally agreement to any further extensions of the service (Regs., art. 18-104.3.5)?	-
<b>10</b>	<b>International reply coupons (Conv., art. 18.3.2; Regs., art. 18-108 and 18-106.1). Whether sold or not (Regs., art. RL 146.1):</b>	Yes
<b>11</b>	<b>Radioactive materials (Conv., art. 19.3; Regs., arts. 19.3.3)</b>	
11.1	Whether admitted or not (dispatch and receipt):	No
11.2	Whether admitted or not (receipt only):	No

<b>12</b>	<b>Requests for withdrawal from the post, alteration or correction of address (Conv., art. 5; Regs., art. 19-210.5.4)</b>	
12.1	Whether admitted or not:	No
12.2	Office to which requests must be sent: (Regs., art. RL 152.3.4):	
	Office Name :	
	Office Code :	
	Address :	
	Phone :	
	Fax :	
	E-mail 1 :	
	E-mail 2 :	
<b>13</b>	<b>Exempt patient specimens (human or animal) (Conv., art.19-003.2.3;Regs., arts. 19-004)</b>	
13.1	Whether admitted or not (dispatch and receipt):	No
13.2	Whether admitted or not (receipt only):	No
<b>14</b>	<b>Category B Infectious Substances (UN 3373) (Conv., art.19-003.2.1; Regs., arts. 19-001.1.2, 19-003.2.2, 19-003.2.6)</b>	
14.1	Whether admitted or not (dispatch and receipt):	No
14.2	Whether admitted or not (receipt only):	No
<b>15</b>	<b>Literature for the blind (Regs., art. 17-107.5)</b>	
15.1	Sound recordings sent by a blind person to any addressee. Whether admitted or not as literature for the blind:	No
15.2	Sound recordings sent to a blind person by any sender. Whether admitted or not as literature for the blind:	No
<b>16</b>	<b>Combination in one item of articles on which different charges are payable (Regs., art. 15-101.4).</b>	No
	Whether authorized or not:	
<b>Other information</b>		
<b>17</b>	<b>Small packets exceeding 500 g (Conv., art. 15; Regs., art. 15-102.1).</b> Delivery charge on domestic items applicable to international items:	0 SDR
<b>18</b>	<b>Registered items. Liability (Conv., art. 22.2)</b>	
18.1	Whether accepted or non in cases of <i>force majeure</i> (Regs., art. 22-001.2):	No
18.2	Equivalent of the 30 SDR indemnity per item (Regs., art. 22-001.2.1.1):	320 HKD
18.3	Equivalent of the indemnity for each M bag – maximum 150 SDR (Regs., art. 22-001.2.1.1):	
<b>19</b>	<b>Insured items. Liability (Conv., art. 18.2)</b>	
19.1	Whether accepted or not in cases of <i>force majeure</i> (Regs., art. 22-001.2):	No
19.2	Whether admitted or not on board ships and aircraft used by the administrations (Regs., art. 25-004.4):	Yes
<b>20</b>	<b>« This section is no longer valid »</b>	

<b>21</b>	<b>Registered items in closed envelopes containing the articles mentioned in article (Conv., art.19.6).</b> Whether admitted or not:	Yes
<b>22</b>	<b>Methods of denoting prepayment (Regs., arts. 06-001)</b>	
22.1	Prepayment of postage indicated by means of impressions made by a printing press or other printing or stamping process. Whether admitted or not:	Yes
22.2	Indication used to denote prepayment:	Postage paid
22.3	Can prepayment be denoted by an indication that full postage has been prepaid, for example: "Taxe perçue" (Postage paid)? Whether admitted or not:	Yes
22.4	If so, indicate the indication(s) adopted:	Postage paid
<b>23</b>	<b>Suspected fraudulent use of postage stamps, etc. (Regs., art. 06-004)</b>	
23.1	Is the prescribed procedure permitted by internal legislation:	Yes
23.2	Office to which advices on suspected fraudulent use must be sent:	
	Office Name : Mainland and International Relations Team	
	Office Code :	
	Address : 21/F, FWD Financial Centre 308-320 Des Voeux Road Central Sheung Wan Hong Kong China	
	Phone : (+852) 2921 2112	
	Fax : (+852) 2541 4868	
	E-mail 1 : mir_team@hkpo.gov.hk	
	E-mail 2:	
<b>24</b>	<b>Registered items (Regs., arts. 17-121 and 18-101)</b>	
24.1	Replacement of the prescribed CN 04 label by a framed label on which only the letter "R" has been printed:	No
24.2	Replacement by a stamp impression or strip:	No
24.3	CN 33 special lists. Whether always required or not:	Yes
24.4	Bulk entry. Whether accepted or not:	Yes
24.5	Bulk entry in all cases:	No
24.6	Bulk entry only within the framework of a bilateral agreement:	Yes
<b>25</b>	<b>Procedures for delivering registered and insured items (Regs., arts. 18-001, 18-101)</b>	
25.1	Handed over against the signature of the addressee or of a duly authorized agent	
25.1.1	Registered items:	Yes
25.1.2	« This section is no longer valid »	
25.1.3	Insured items:	Yes
25.2	Whether handed over against the signature of a <i>de facto</i> agent (member of the addressee's family, hotel porter, janitor, etc.)	
25.2.1	Registered items:	Yes
25.2.2	« This section is no longer valid »	
25.2.3	Insured items:	Yes

25.3	Number of attempted deliveries for registered and insured items	
25.3.1	Registered items	1
25.3.2	« This section is no longer valid »	
25.3.3	Insured items	0
25.4	Retention period for registered and insured items once a card has been left after several failed delivery attempts	
25.4.1	Registered items	14 working Day(s) - Month(s)
25.4.2	« This section is no longer valid »	
25.4.3	Insured items	14 working Day(s) - Month(s)
<b>26</b>	<b>« This section is no longer valid »</b>	
<b>27</b>	<b>Advice of delivery (CN 07 form) (Regs., art. 18-003)</b>	
27.1	Whether signed by the addressee (or his representative):	Yes
27.2	Whether signed by the official of the office of destination:	No
<b>28</b>	<b>Letter-post items retained or addressed poste restante (Regs., art. 19-104.5.3). Period of retention:</b>	- Day(s) 1 Month (s)
<b>29</b>	<b>Inquiries (Regs., art. 21-001 and art. 21-002.1.5). Offices to which inquiries must be sent regarding (CN 08 form) (Regs., art. RL 154.2.5):</b>	
29.1	Ordinary items:  Office Name : Hongkong Post Mail Tracing Office Office Code :  Address : 12/F, Kennedy Town Community Complex Kennedy Town Hong Kong China  Phone : (+852) 2921 2211 Fax : (+852) 2868 4723 E-mail 1 : mto@hkpo.gov.hk E-mail 2 :	
29.2	Registered items or insured items:	See 29.1
29.3	Cash-on-delivery (COD) items:  Office Name : Office Code :  Address :  Phone :  Fax :  E-mail 1 : E-mail 2 :	

29.4	Electronic CN 08 form (Regs., art. 21-002) Whether admitted or not:	Yes
<b>30</b>	<b>Items subject to customs control (Regs., art. 20-001)</b>	
30.1	Number of CN 23 customs declarations needed when the contents exceed 300 SDR in value:	1
30.2	Languages in which the CN 22 label and CN 23 customs declarations may be filled in:	English, Chinese
30.3	M bags (Regs., art. 20-001.2.9)	
30.3.1	Whether the address label of special bags of printed papers requires a CN 22 label:	
30.3.1.1	in all cases (whether items have to be submitted to customs control or not):	No
30.3.1.2	only when items have to be submitted to customs control:	No
30.3.2	Any CN 23 customs declaration required, as well as any other accompanying papers, should be attached:	
30.3.2.1	to the outside of the bag:	No
30.3.2.2	to one of the items contained in the bag:	Yes
<b>31</b>	<b>Empty bags (Regs., art. 17-139)</b>	
31.1	Office of exchange appointed for reception of empty bags in long-distance services:	
	Office Name : Hong Kong Air Mail Centre HKHKGA	
	Office Code :	
	Address : Air and EMS bags: Hong Kong Air Mail Centre HKHKGA 9 Catering Road West Hong Kong International Airport Hong Kong, China	
	Phone : (+852) 2180 2201	
	Fax : (+852) 2180 2491	
	E-mail 1 : sp-als-amc@hkpo.gov.hk (for Air and EMS bags)	
	E-mail 2 : sp-smo-imd@hkpo.gov.hk	
	Office Name : Hong Kong Surface Mail Centre HKHKGH	
	Address : Surface bags: Hong Kong Surface Mail Centre HKHKGH 10/F, Block 2, Goodman Tuen Mun Distribution Centre, 3A Hung Cheung Road, Tuen Mun, Hong Kong, China	
	Phone : (+852) 2356 2364	
	Fax : (+852) 2363 8723	
	E-mail 1 : mo_smo@hkpo.gov.hk	
	E-mail 2 :	
31.2	Average value in SDR of bags used by offices of exchange (Regs., art. 17-139 and 17-144.9):	SDR
<b>32</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>	

Office Name : International Mail Accounts Section

Address : Financial Services Division  
3/F, Hongkong Post Headquarters,  
2 Connaught Place, Central,  
Hong Kong, China

Phone : (+852) 2921 2252 (transit charges) / (+852) 2921 2253 (terminal dues)

Fax : (+852) 2104 7300

E-mail 1 : fsd@hkpo.gov.hk (transit charges)

E-mail 2 : sp-ima-s@hkpo.gov.hk (terminal dues)

**33 Office(s) of exchange responsible for handling letter post (Regs., art. 17-114.4)**

Office Name : Hong Kong Air Mail Centre HKHKGA (Inward/outward air letter post)

Office Code :

Address : Hong Kong Air Mail Centre HKHKGA,  
9 Catering Road West  
Hong Kong International Airport  
Hong Kong, China

Phone : (+852) 2180 2201

Fax : (+852) 2180 2491

E-mail 1 : sp-als-amc@hkpo.gov.hk

E-mail 2:

**33 Office(s) of exchange responsible for handling letter post (Regs., art. 17-114.4)**

Office Name : Hong Kong Surface Mail Centre HKHKGH (Inward/outward surface letter post)

Office Code :

Address : 10/F., Block 2 Goodman Tuen Mun Distribution Centre  
3A Hung Cheong Road Tuen Mun NT  
Hong Kong, China

Phone : (+852) 2356 2364

Fax : (+852) 2363 8723

E-mail 1 : sp-smo-imd@hkpo.gov.hk

E-mail 2:

**Mails conveyed by sea**

**34 Surface letter-post mails**

34.1 Name of port(s) of arrival: HONG KONG

34.2 Name and address of the exchange office of destination to which advance CN 37 delivery bills should be sent:

Office Name : Hong Kong Surface Mail Centre HKHKGH

Office Code :

Address : 10/F., Block 2 Goodman Tuen Mun Distribution Centre  
3A Hung Cheong Road Tuen Mun NT  
Hong Kong, China

Phone : (+852) 2356 2364

Fax : (+852) 2363 8723

E-mail 1 : sp-smo-imd@hkpo.gov.hk

E-mail 2:

**35 Surface parcel mails (See Parcel Post Compendium)****Service to customers**

<b>36</b>	<b>On-line tracking provided</b>	Yes
36.1	Web site address to access information <a href="http://www.hongkongpost.hk/en/mail_tracking/index.html">http://www.hongkongpost.hk/en/mail_tracking/index.html</a>	
36.2	Languages in which track and trace information is available English Chinese	
36.3	Contact point :	
36.3.1	For partner designated operators Phone : (+852) 2921 6347 Fax : (+852) 2851 6062 E-mail : <a href="mailto:mto@hkpo.gov.hk">mto@hkpo.gov.hk</a>	
36.3.2	For customers Phone : (+852) 2921 2211 Fax : (+852) 2868 4723 E-mail : <a href="mailto:mto@hkpo.gov.hk">mto@hkpo.gov.hk</a>	

**National Holidays**

37.1	National holidays available on parcel post compendium <a href="https://parcel.upu.org/Published%20Documents/Parcel_Compndium_HK_HKA_EN.pdf">https://parcel.upu.org/Published%20Documents/Parcel_Compndium_HK_HKA_EN.pdf</a>
37.2	Parcel post compendium <a href="https://parcel.upu.org">https://parcel.upu.org</a>

**Delivery standards****38 See the annexes.****Other information**

<b>39</b>	<b>Airmail</b>	
39.1	Are dues payable for air conveyance of airmails in transit between two airports in your country fixed in the form of a single price?	No
39.2	Subject to the agreement of the administrations receiving these mails at the airports of their countries, does your administration send surface mail by air with reduced priority (S.A.L.)? See also table D – Details concerning the S.A.L. service published in CN 68: <a href="http://www.upu.int/en/activites/transport/publications.html">http://www.upu.int/en/activites/transport/publications.html</a>	No
39.3	If so, are reduced air surcharges collected for S.A.L. mail?	-
39.4	As an administration of dispatch, have you opted for individual entry of each bag on the CN 38 or CN 41 delivery bill?	Yes
39.5	Subject to prior agreement, do you authorize administrations to use your airmail bags for making up mails addressed to you?	Yes
39.6	For bags of S.A.L. mail, is use made of CN 35 labels bearing in bold characters the words "S.A.L. surface par avion" (S.A.L. surface airlifted) instead of CN 36 labels?	No



**Hongkong Post****HKA****Letter delivery standards - Air letter**

OE Name Hong Kong Air Mail Centre  
 IMPC Code HKHKGA  
 Tel (+852)21802201  
 Fax (+852)21802491  
 Hours of operation Mon-Fri: 00:00-23:59, Sat: 00:00-21:00 and Sun: 22:00-23:59

**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 - 15:00	Wednesday	---	---
Monday	15:01 - 23:59	Thursday	---	---
Tuesday	00:00 - 15:00	Thursday	---	---
Tuesday	15:01 - 23:59	Friday	---	---
Wednesday	00:00 - 15:00	Friday	---	---
Wednesday	15:01 - 23:59	Saturday	---	---
Thursday	00:00 - 15:00	Saturday	---	---
Thursday	15:01 - 23:59	Monday	---	---
Friday	00:00 - 15:00	Monday	---	---
Friday	15:01 - 23:59	Tuesday	---	---
Saturday	00:00 - 15:00	Tuesday	---	---
Saturday	15:01 - 23:59	Wednesday	---	---
Sunday	00:00 - 15:00	Wednesday	---	---
Sunday	15:01 - 23:59	Wednesday	---	---

## Definition of zones

## Zone 1:

Postcodes	Cities
	All

## Zone 2:

Postcodes	Cities

## Zone 3:

Postcodes	Cities

Arrival at office of exchange:

**Customs clearance times:**

Typically 24 hours but outside the control of Hongkong Post.

Items subject to customs duty:

Items not subject to customs duty:

**Comments:**

**Letter Post Compendium Online - Annexes**

**HK - Hong Kong, China**

**Hongkong Post**

**HKA**

**Letter delivery standards - Surface letter**

OE Name Hong Kong Surface Mail Centre

IMPC Code HKHKGH

Tel (+852)23562364

Fax (+852)23638723

Hours of operation Mon-Fri: 0830-1900

**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 - 15:00	Wednesday	---	---
Monday	15:01 - 23:59	Thursday	---	---
Tuesday	00:00 - 15:00	Thursday	---	---
Tuesday	15:01 - 23:59	Friday	---	---
Wednesday	00:00 - 15:00	Friday	---	---
Wednesday	15:01 - 23:59	Saturday	---	---
Thursday	00:00 - 15:00	Saturday	---	---
Thursday	15:01 - 23:59	Monday	---	---
Friday	00:00 - 15:00	Monday	---	---
Friday	15:01 - 23:59	Tuesday	---	---
Saturday	00:00 - 15:00	Tuesday	---	---
Saturday	15:01 - 23:59	Wednesday	---	---
Sunday	00:00 - 15:00	Wednesday	---	---
Sunday	15:01 - 23:59	Wednesday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	All

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

**Customs clearance times:**

Items subject to customs duty:

Items not subject to customs duty:

**Comments:**