

Currency : New Zealand Dollar

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):	Yes
1.1	Priority and non-priority items may weigh up to 5 kilogrammes. Whether admitted or not:	No
2	Based on contents of items:	No
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):	No
4.2	Whether admitted or not (receipt only):	Yes
4.3	Declaration of value. Maximum sum	
4.3.1	surface routes:	130 SDR
4.3.2	air routes:	130 SDR
4.3.3	Labels. CN 06 label or two labels (CN 04 and pink "Valeur déclarée" (insured) label) used:	-
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 : International Mail Service Centre

Office Code : NZAKLA

Address : Private Bag 91278
Victoria St. West
Auckland 1142
New Zealand

Phone : +64 9 2567247

Fax : +64 9 2567253

E-mail 1 : Stuart.Dunn@nzpost.co.nz

E-mail 2:

Office Name : CHG ETOE NZA NZ POST

Address :

Phone :

Fax :

E-mail 1 : sgoperations@nzpost.co.nz

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:	No
5.4.2	Levied on the addressee of the item:	No
5.4.3	Do you apply a special charge for delivering cash-on-delivery items in the destination country	No
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	-
6	Express items (Conv., art. 18.2.3, 18-102)	
6.1	Whether admitted or not (dispatch and receipt):	No
6.2	Limited to priority items:	Yes
6.3	Item itself or an advice of arrival delivered by express in the case of an insured item:	-
6.4	Other information	
7	Delivery to the addressee in person (Conv., art. 18.2.4, 18-103)	
7.1	Admitted for registered and insured items (If admitted according to question 4):	Yes
7.2	Admitted <u>only</u> if registered and insured items are received with an advice of delivery :	Yes
7.3	Indication to appear on items sent to your administration :	
8	Items for delivery free of charges and fees (Conv., art. 18.2.5; Regs., art. 18-004)	
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
9	International business reply service (IBRS)	
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)	Yes
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)	No
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)?	Yes
10	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):	No

11	Radioactive materials (Conv., art. 19.3; Regs., arts. 19.3.3)	
11.1	Whether admitted or not (dispatch and receipt):	No
11.2	Whether admitted or not (receipt only):	No
12	Requests for withdrawal from the post, alteration or correction of address (Conv., art. 5; Regs., art. 19-210.5.4)	
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 :	
13	Exempt patient specimens (human or animal) (Conv., art.19-003.2.3;Regs., arts. 19-004)	
13.1	Whether admitted or not (dispatch and receipt):	Yes
13.2	Whether admitted or not (receipt only):	Yes
14	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)	
14.1	Whether admitted or not (dispatch and receipt):	No
14.2	Whether admitted or not (receipt only):	No
15	Literature for the blind (Regs., art. 17-107.5)	
15.1	Sound recordings sent by a blind person to any addressee. Whether admitted or not as literature for the blind:	Yes
15.2	Sound recordings sent to a blind person by any sender. Whether admitted or not as literature for the blind:	Yes
16	Combination in one item of articles on which different charges are payable (Regs., art. 15-101.4).	No
	Whether authorized or not:	
Other information		
17	Small packets exceeding 500 g (Conv., art. 15; Regs., art. 15-102.1). Delivery charge on domestic items applicable to international items:	None SDR
18	Registered items. Liability (Conv., art. 22.2)	
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):	
18.3	Equivalent of the indemnity for each M bag – maximum 150 SDR (Regs., art. 22-001.2.1.1):	
19	Insured items. Liability (Conv., art. 18.2)	

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):	No
20	Remuneration for returned undeliverable letter-post items	
20.1	Collection of the remuneration provided for in paragraphs 2 and 3 of article 30-122 of the Convention Regulations	Yes
20.2	Indicate year from which the remuneration in 20.1 will apply (please note questions 20.1 and 20.2 shall be completed by no later than 31 October prior to the year from which those rates should apply)	2022
21	Registered items in closed envelopes containing the articles mentioned in article (Conv., art.19.6). Whether admitted or not:	No
22	Methods of denoting prepayment (Regs., arts. 06-001)	
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:	
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:	
23	Suspected fraudulent use of postage stamps, etc. (Regs., art. 06-004)	
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 : International Mail Service Centre	
	Office Code : NZAKLA	
	Address : Private Bag 92178 Victoria St. West Auckland 1142 New Zealand	
	Phone : +64 9 256 7240	
	Fax : +64 9 256 7253	
	E-mail 1 : Brooke.Richardson@nzpost.co.nz	
	E-mail 2:	
	Office Name : CHG ETOE NZA NZ POST	
	Address :	
	Phone :	
	Fax :	
	E-mail 1 : sgoperations@nzpost.co.nz	
	E-mail 2 :	
24	Registered items (Regs., arts. 17-121 and 18-101)	
24.1	Replacement of the prescribed CN 04 label by a framed label on which only the letter "R" has been printed:	Yes
24.2	Replacement by a stamp impression or strip:	Yes
24.3	CN 33 special lists. Whether always required or not:	No
24.4	Bulk entry. Whether accepted or not:	Yes
24.5	Bulk entry in all cases:	Yes
24.6	Bulk entry only within the framework of a bilateral agreement:	No

25	Procedures for delivering registered and insured items (Regs., arts. 18-001, 18-101)	
25.1	Handed over against the signature of the addressee or of a duly authorized agent	
25.1.1	Registered items:	No
25.1.2	« This section is no longer valid »	
25.1.3	Insured items:	No
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	One
25.3.2	« This section is no longer valid »	
25.3.3	Insured items	One
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	21 Day(s) - Month(s)
25.4.2	« This section is no longer valid »	
25.4.3	Insured items	21 Day(s) - Month(s)
26	« This section is no longer valid »	
27	Advice of delivery (CN 07 form) (Regs., art. 18-003)	
27.1	Whether signed by the addressee (or his representative):	Yes
27.2	Whether signed by the official of the office of destination:	No
28	Letter-post items retained or addressed poste restante (Regs., art. 19-104.5.3). Period of retention:	60 Day(s) 2 Month(s)
29	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):	
29.1	Ordinary items: Office Name : Customer Care Centre Office Code : Address : Private Bag 208038 New Zealand Post International Highbrook Auckland 2161 New Zealand Phone : +64 9 977 0104 Fax : E-mail 1 : international@nzpost.co.nz E-mail 2 : CN08@nzpost.co.nz	
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
30 Items subject to customs control (Regs., art. 20-001)		
30.1	Number of CN 23 customs declarations needed when the contents exceed 300 SDR in value:	One
30.2	Languages in which the CN 22 label and CN 23 customs declarations may be filled in:	English only
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):	Yes
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:	Yes
30.3.2.2	to one of the items contained in the bag:	No
31 Empty bags (Regs., art. 17-139)		
31.1	Office of exchange appointed for reception of empty bags in long-distance services: Office Name : International Mail Service Centre Office Code : NZAKLA Address : Postal address: Private Bag 92178 Victoria St. West Auckland 1142 New Zealand Physical address: 9 Laurence Stevens Drive Mangere, Auckland 2022 New Zealand Phone : +64 9 256 7277 Fax : +64 9 256 7278 E-mail 1 : Chris.McLean@nzpost.co.nz E-mail 2:	

Office Name : CHG ETOE NZA NZ POST

Address :

Phone :

Fax :

E-mail 1 : sgoperations@nzpost.co.nz

E-mail 2 :

31.2 Average value in SDR of bags used by offices of exchange (Regs., art. 17-139 and 17-144.9): 0.64 SDR

32 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.

CN 54, CN 54bis, CN 54ter, CN 56, CN 56bis, CN 57, CN 58, CN 61, CN 62, CN 62bis, CN 63, CN 64

Office Name : New Zealand Post Corporate Office

Address : Private Bag 39990
Wellington Mail Centre
Lower Hutt 5045
New Zealand

Phone : 64 4 496 4174

Fax :

E-mail 1 : internationalmailfinance@nzpost.co.nz

E-mail 2:

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CN 43,

Office Name : International Mail Service Centre (NZAKLA)

Address : Private Bag 92178
Auckland 1142
New Zealand

Phone : 64 9 256 7248

Fax :

E-mail 1 : vn_admin@nzpost.co.nz

E-mail 2:

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CN 43,

Office Name : AUCKLAND D (Outbound only) NZAKLD

Address : Private Bag 92178
Auckland 1142
New Zealand

Phone : 64 9 256 7248

Fax :

E-mail 1 : vn_admin@nzpost.co.nz

E-mail 2:

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CN 43,

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CN 43,

Office Name : CHG ETOE NZA NZ POST (accepted via email only)

Address :

Phone :

Fax :

E-mail 1 : intservices@nzpost.co.nz

E-mail 2:

- 32 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.**

CN 43,

Office Name : CBR ETOE NZA NZ POST (accepted via email only)

Address :

Phone :

Fax :

E-mail 1 : intservices@nzpost.co.nz

E-mail 2:

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

Office Name : International Mail Service Centre

Office Code : NZAKLA

Address : Postal address:
Private Bag 92178
Auckland 1142
New Zealand

Physical address:
9 Laurence Stevens Drive
Manukau, Auckland 2022
New Zealand

Phone : 64 9 9256 7240

Fax : 64 9 9256 7253

E-mail 1 : Stuart.Dunn@nzpost.co.nz

E-mail 2: dale.marwick@nzpost.co.nz

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

Office Name : AUCKLAND D (Outbound only)
 Office Code : NZAKLD
 Address : Private Bag 92178
 Auckland 1142
 New Zealand
 Phone : 64 9 256 7253
 Fax :
 E-mail 1 : dale.marwick@nzpost.co.nz
 E-mail 2:

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

Office Name : AUCKLAND E (Outbound only)
 Office Code : NZAKLE
 Address : Private Bag 92178
 Auckland 1142
 New Zealand
 Phone : 64 9 256 7253
 Fax :
 E-mail 1 : dale.marwick@nzpost.co.nz
 E-mail 2:

Mails conveyed by sea**34 Surface letter-post mails**

34.1 Name of port(s) of arrival:

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

Office Name :

Office Code :

Address :

Phone :

Fax :

E-mail 1 :

E-mail 2:

35 Surface parcel mails (See Parcel Post Compendium)**Service to customers****36 On-line tracking provided**

Yes

36.1 Web site address to access information

<http://www.nzpost.co.nz/tools/tracking>

36.2 Languages in which track and trace information is available

English

36.3 Contact point :

36.3.1 For partner designated operators

Phone : +6499770104
 Fax :
 E-mail : international@nzpost.co.nz

36.3.2 For customers

Phone : +649977 0104
 Fax :
 E-mail : international@nzpost.co.nz (it is preferable that a customer online enquiry form is completed through the following link:
<https://support.nzpost.co.nz/app/enquiry-form>)

National Holidays

- 37.1 National holidays available on parcel post compendium
https://parcel.upu.org/Published%20Documents/Parcel_Compndium_NZ_NZA_EN.pdf
- 37.2 Parcel post compendium
<https://parcel.upu.org>

Delivery standards

- 38 See the annexes.

Other information

- 39 **Airmail**
- 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: <http://www.upu.int/en/activites/transport/publications.html> 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? No
- 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? -

Letter Post Compendium Online - Annexes

NZ - New Zealand

NEW ZEALAND POST LIMITED

NZA

Letter delivery standards - Air letter

OE Name International Mail Service Centre
 IMPC Code NZAKLA
 Tel (+64 9)256 7240
 Fax (+64 9)256 7253
 Hours of operation 24 hours as required

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

Definition of zones

Zone 1:

Postcodes	Cities
All Postcodes	

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Typically 24 hours but outside the control of New Zealand Post.

Items subject to customs duty:

Items not subject to customs duty:

Comments:

Letter Post Compendium Online - Annexes

NZ - New Zealand

NEW ZEALAND POST LIMITED

NZA

Letter delivery standards - Surface letter

OE Name International Mail Service Centre
 IMPC Code NZAKLA
 Tel (+64 9)256 7240
 Fax (+64 9)256 7253
 Hours of operation 24 hours as required

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

Definition of zones

Zone 1:

Postcodes	Cities
All Postcodes	

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Typically 24 hours but outside the control of New Zealand Post.

Items subject to customs duty:

Items not subject to customs duty:

Comments: