

Currency : Kwacha

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):	Yes
2.2	Printed papers weighing up to 5 kilogrammes (Regs., art. 17-103.2.2). Whether admitted or not for dispatch (obligatory for receipt):	Yes
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):	Yes
4.3	Declaration of value. Maximum sum	
4.3.1	surface routes:	30 SDR
4.3.2	air routes:	30 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:	All offices
4.5	Services used:	
4.5.1	air services (IATA airline code):	ET, EMIRATES
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 :	AIRPORT SORTING CENTRE 2
	Office Code :	ZMLUNA
	Address :	Lusaka Main Post office Lusaka Zambia
	Phone :	+260 211 224 598
	Fax :	+260 211 224 598
	E-mail 1 :	ckaliwanda@zampost.com.zm
	E-mail 2:	

Office Name : AIRPORT SORTING OFFICE
 Address : KENNETH KAUNDA INTERNATIONAL AIRPORT
 LUSAKA ZAMBIA
 Phone : +260 977 830 918
 Fax :
 E-mail 1 : katutamwanza@gmail.com
 E-mail 2 :

Office Name : AIRPORT SORTING OFFICE
 Address : KENNETH KAUNDA INTERNATIONAL AIRPORT. LUSAKA ZAMBIA
 Phone : +260 0977240596
 Fax :
 E-mail 1 : dianakasongo110@gmail.com
 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:	N/A SDR
5.3.2	registered items:	N/A SDR
5.3.3	insured items:	N/A 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):	Yes
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:	Item delivered
6.4	Other information	RECEIVES AND DISPATCHES TO SELECTED COUNTRIES

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 :	EMS

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:	Yes
8.2	Registered and insured items only. Whether admitted or not:	Yes
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)	Yes
9.4	If more than 50g but less than 2000g, please specify the upper weight limit	LESS THAN 2000 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)?	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):	Yes
11.2	Whether admitted or not (receipt only):	Yes
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:	Yes
12.2	Office to which requests must be sent: (Regs., art. RL 152.3.4):	
	Office Name : Zambia Postal Services Corporation	
	Office Code :	
	Address : Director Operations P.O. Box 71845 Ndola Zambia	
	Phone : +260 212 620 095	
	Fax : +260 974 583 888	
	E-mail 1 : cheweputa@zampost.com.zm	
	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):	No
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):	Yes
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). Whether authorized or not:	Yes
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:	1.69 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):	775.00 ZMW
18.3	Equivalent of the indemnity for each M bag – maximum 150 SDR (Regs., art. 22-001.2.1.1):	4115.00 ZMK
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):	Yes
19.2	Whether admitted or not on board ships and aircraft used by the administrations (Regs., art. 25-004.4):	Yes
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)	2023
21	Registered items in closed envelopes containing the articles mentioned in article (Conv., art.19.6). Whether admitted or not:	Yes
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:	Postage Paid
23	Suspected fraudulent use of postage stamps, etc. (Regs., art. 06-004)	
23.1	Is the prescribed procedure permitted by internal legislation:	No
23.2	Office to which advices on suspected fraudulent use must be sent:	

Office Name : Zambia Postal Services Corporation
 Office Code :
 Address : Director Director Operations
 P.O. Box 71845
 Ndola
 Zambia
 Phone : +260 212 620 095
 Fax : +260 768 110 806
 E-mail 1 : mwilab@zampost.com.zm
 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:	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

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:	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 duly authorized agent (member of the addressee's family, hotel porter, janitor, etc.)	
25.2.1	Registered items:	Yes
25.2.2	Address : Postmaster, « This section is no longer valid » Lusaka Post Office	
25.2.3	Insured items: Corner Cairo road/Church roads Lusaka Zambia	Yes
25.3	Number of attempted deliveries for registered and insured items	
25.3.1	Phone : +260 211 235 344 Registered items	NO
25.3.2	Fax : +260 211 220 325 « This section is no longer valid »	
25.3.3	E-mail 1 : ckaliwanda@zampost.com.zm Insured items	NO
25.4	E-mail 2: 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) 1 Month(s)
25.4.2	« This section is no longer valid »	
25.4.3	Insured items	21 Day(s) 1 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
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27.2	Whether signed by the official of the office of destination:	Yes
28	Letter-post items retained or addressed poste restante (Regs., art. 19-104.5.3). Period of retention:	21 Day(s) - 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 : Zambia Postal Services Corporation	
	Office Code :	
	Address : Postmaster Lusaka Post Office Corner Cairo road/Church road Lusaka Zambia	
	Phone : +260.211.235.344	
	Fax : +260.212 614 831	
	E-mail 1 : ckaliwanda@zampost.com.zm	
	E-mail 2 :	
29.2	Registered items or insured items:	
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:	3
30.2	Languages in which the CN 22 label and CN 23 customs declarations may be filled in:	English
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:	Yes
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

31 Empty bags (Regs., art. 17-139)

31.1 Office of exchange appointed for reception of empty bags in long-distance services:

Office Name : Lusaka Post office

Office Code :

Address : Corner Cairo/Church roads
Lusaka
Zambia

Phone : +260 211 224 598

Fax : +260 211 220 325

E-mail 1 : mwilab@zampost.com.zm

E-mail 2:

31.2 Average value in SDR of bags used by offices of exchange (Regs., art. 17-139 and 17-144.9): 10 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 56, CN 57, CN 58, CN 61, CN 62, CN 63, CN 64

Office Name : International Relations

Address : Lusaka Main Post Office
2ND FLOOR , Cairo Road
Lusaka ZAMBIA
Zambia

Phone : +260.955 450 937

Fax : +

E-mail 1 : lungue@zampost.com.zm

E-mail 2: eblungu@yahoo.com

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

Office Name : Lusaka International Mail Office

Office Code : ZMLUNA

Address : Lusaka International Mail Office
Lusaka International Airport
Lusaka
Zambia

Phone : +260 211 953 512 382

Fax :

E-mail 1 : mercykabandama@yahoo.com

E-mail 2:

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

34.1 Name of port(s) of arrival: KABWE

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

Office Name : Zambia Postal Services Corporation
 Office Code :
 Address : Kabwe Post Office
 Kabwe
 Zambia
 Phone : +260 215 223 584
 Fax :
 E-mail 1 : cheweputa@gmail.com
 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.zampost.com.zm>

36.2 Languages in which track and trace information is available

English

36.3 Contact point :

36.3.1 For partner designated operators

Phone : +260 212 620 095 / +260 212 095 5 908 595

Fax : +260 212 614 831

E-mail : cheweputa@zampost.com.zm

36.3.2 For customers

Phone : +260 212 611 222

Fax : +260 212 614 831

E-mail : customercare@zampost.com.zm

National Holidays

37.1 National holidays available on parcel post compendium

https://parcel.upu.org/Published%20Documents/Parcel_Compndium_ZM_ZMA_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: Yes
<http://www.upu.int/en/activites/transport/publications.html>

39.3	If so, are reduced air surcharges collected for S.A.L. mail?	Yes
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

Letter Post Compendium Online - Annexes

ZM - Zambia

Zambia Postal Services Corporation

ZMA

Letter delivery standards - Air letter

OE Name LUSAKA INTERNATIONAL MAILS OFFICE
 IMPC Code ZMLUNA
 Tel (+260)212 613275
 Fax (+260)212 613275
 Hours of operation Mon-Fri: 08:00 - 12:30 and 14:00 - 16:00, Sat - Sun: 08:00 - 13:00. 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
Monday	00:00 - 07:30	Monday	Tuesday	Wednesday
Monday	07:31 - 23:59	Tuesday	Wednesday	Thursday
Tuesday	00:00 - 07:30	Tuesday	Wednesday	Thursday
Tuesday	07:31 - 23:59	Wednesday	Thursday	Friday
Wednesday	00:00 - 07:30	Wednesday	Thursday	Friday
Wednesday	07:31 - 23:59	Thursday	Friday	Monday
Thursday	00:00 - 07:30	Thursday	Friday	Monday
Thursday	07:31 - 23:59	Friday	Monday	Tuesday
Friday	00:00 - 07:30	Friday	Monday	Tuesday
Friday	07:31 - 23:59	Monday	Tuesday	Wednesday
Saturday	00:00 - 23:59	Monday	Tuesday	Wednesday
Sunday	00:00 - 23:59	Monday	Tuesday	Wednesday

Definition of zones

Zone 1:

Postcodes	Cities
	KABWE

Zone 2:

Postcodes	Cities
	PROVINCIAL TOWNS

Zone 3:

Postcodes	Cities
	RURAL TOWNS / REST OF COUNTRY

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 24HRS

Items not subject to customs duty: 2HRS

Comments:

Letter Post Compendium Online - Annexes

ZM - Zambia

Zambia Postal Services Corporation

ZMA

Letter delivery standards - Surface letter

OE Name KABWE - SURFACE MAIL

IMPC Code ZMQKEA

Tel (+260)215 223 584

Fax (+260)215 223 584

Hours of operation Mon -Fri: 08:00 - 12:30 and 14:00 - 16:00, Sat 08:00 - 13:00, The office is closed on Sundays.

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

Definition of zones

Zone 1:

Postcodes	Cities
	KABWE

Zone 2:

Postcodes	Cities
	PROVINCIAL TOWNS

Zone 3:

Postcodes	Cities
	RURAL TOWNS / REST OF COUNTRY

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 72HRS

Items not subject to customs duty: 48HRS

Comments: