

### Presenting a Range of Global Options for your International Business Mailing

India Post offers a range of international mail services for today's competitive business environment. With four diversified services you can balance the speed and cost priorities of international deliveries of business documents and parcels, to maximise savings.

International Relations of India Post.

India Post's active participation in the international postal activities of UPU and APPU has enabled it to maintain quality service with its partners at economical rates.

### Universal Postal Union (UPU)

India is a member of the UPU, a specialized agency of the United Nations with 190 member countries. UPU serves as a vital link amongst member nations to continuously upgrade international postal services.



### Asian Pacific Postal Union Bureau

APPU-Bureau is a restricted Union, affiliated to the UPU. With a membership of 29 countries, including India, it has been formed with the objective of promoting cooperation in postal services among member countries. These international relations through UPU and APPU provide your business with wider global coverage.

### Value Added International Business Mail Services

We offer the following value added services at the International Business Mail Centre, Foreign Post, Chennai-600001.

- Pick service for regular business customers.
- Pre-mailing activities for letter post items at Business Post Centre, Anna road, Chennai-600002.
- Packing service for Parcels at **PACK**Post centres.
- Management of all export paper work including Customs documentation.
- Track & trace and follow up activities.

### PACKPost for Total Packaging Solutions

We can provide attractive total packaging solutions for international business parcels at our **PACK**Post centres in Chennai. The services offered at **PACK**Post include sale of packing boxes, cushioning and filling materials, advice on addressing and proper completion of customs documents, and professional and cost effective packing.



### Sailing Schedule

Foreign Post Chennai has regular dispatch of containers with Singapore and Sri Lanka. The details of sailing time can be obtained through press release in the news paper / web site (www.tamilnadupost.nic.in) and also directly from Foreign Post Customer Service Centre, Chennai-600001. (Tel-25240962 / 68).

### Type of International Mail Options

International mail can be classified into letter-type post, parcel post, and EMS Speed Post. Choose the type of service most suitable for your needs.

- There are five varieties of letter-post items: letters (including aerogrammes), postcards, printed matter, small packets and literature for the blind.
- Letter-post items and parcel post can be sent by Surface mail, Surface Air Lifted (SAL) or Airmail which vary in rate and transit speed. Write or use stickers to indicate SURFACE / SAL / AIRMAIL. These stickers or marks can also be affixed for you at the **PACK**Post centre upon request.



EMS Speed Post is the premium service for all time sensitive mail up to 35 kgs. End to end track and trace is provided to all major destinations. Avail round the clock booking at three major centers at Anna Road HPO, Speed Post Concentration Centre [SPCC], St. Thomas Mount HPO and Chennai Sorting Office near Chennai Central Railway Station.



Air mail is not a time bound service like EMS, but is faster the SAL. Maximum weight limit is 25 kgs which varies for each country also for each category of mail.

### SAL

Surface Air Lifted (SAL) mail is conveyed by air with reduced priority to the country of destination where it is forwarded by appropriate surface route. SAL is faster than Surface Mail yet cheaper than air mail. SAL mail can be booked from all post offices where surface parcels are booked at present. SAL service is available for 23 countries worldwide. Maximum weight limit is 30 kgs. The limit varies for each country.

### SURFACE

Surface mail is conveyed by sea or land routes and offers economical service which is not time service.

### Weight Limits

Parcels	20 Kg /30 kg Size - length not to exceed 1.05 m. Circumference not to exceed 2 m.
Bulk Bag	30 Kg

### Probable date of Delivery

EMS (doc)	4 days
Air letters	5 to 7 days
Air parcels	10 to 15 days
SAL parcels	15 to 30 days
Surface parcels	1 to 2 months

### Disclaimer

There are no specific delivery standards and dates are subject to delays caused by Customs and other agencies' examination, wanting or incomplete documents, off loading by air lines and weather conditions.

### Special Charges Levied On International Mail

Service	Rate
Customs charge on export of parcels (except Bhutan/Nepal)	Rs. 20
Customs charge on import parcels released with customs duty	Rs. 100
Letter items released with customs duty	Rs. 30

### Speedy Customs Clearance

India Post has provided facility to the Postal Appraising Department (PAD) of Indian Customs which functions at Foreign Post to undertake scrutiny of international postal items. India Post has installed X-ray scanning machines for quick Customs clearance at Foreign Post Sea Complex and Foreign Post Air Complex.



### Limit of Import without Customs Duty

Electronic goods up to the value of Rs. 2000 and gift articles up to Rs. 10,000 can be received by post free of customs duty.

### Reassessment of Customs Duty

If the Customs duty charged is felt to be higher, do not take delivery of the parcel. Please ask the Postmaster to return it to Foreign Post, Chennai 600001 for re-assessment by the Customs.

You may also write to Dy. Commissioner, Postal Appraising Dept., Chennai 600001 for all Parcels and Surface / SAL letters and Dy. Commissioner, Postal Appraising Dept., Chennai 600027 for all Air and EMS Speed Post items.

### Speed Up your Parcel - The FAQs

#### How can delay be eliminated?

- Ensure that your article is not prohibited for postal carriage by India Post or export from India. Also ensure that your article is admissible for import in the country of destination.
- Certain items are subject to import/export control and must be accompanied by valid documents. Please check which document (Certificate of Origin, Invoice, Medical Certificate, and Import Licence) is required by the destination country.
- Duly complete Customs Declarations in CN 22 or CN 23. State detailed description and number of contents. Indicate separately different kinds of goods. State the value of each item separately Rupees.
- Postal Parcels must be accompanied by a dispatch note CP 71.

- Pack properly with strong carton boxes; provide complete address of sender and addressee.

- Wherever required paste appropriate Cautionary Labels (Fragile, Keep Dry, Handle with Care etc.)



- Be aware that in case of non-delivery of parcel and when the item is returned to country of origin according to the sender's instruction, the sender is obliged to pay the return and other charges.

You can avail professional advice on all the above from our **PACK**Post centres in Chennai.

### What are the Documentation Requirements? For Letters

- Customs declaration CN 22 should be attached to each item which requires customs clearance in the dispatching & destination country.
- If the value of contents exceeds 300 SDR or the equivalent currency of the country of dispatch CN 23 should be completed.
- The contents of the item should be shown in detail on the above document.
- The indication 'Printed Papers [including books and Registered News paper]', 'Small Packet' and 'Literature for the blind' should be made on the top of the address side.
- The word AIR / SURFACE / SAL is to be clearly indicated on top of the address side of article according to the service.

### For Parcels

- Each parcel should be accompanied with a duly filled in dispatch note CP71 along with customs declaration note CP72 prescribed by the Postal authority.
- The contents of the parcel should be shown in detail on the above documents.

### What are the various restrictions?

- Customs Act prohibits import and export of certain goods.
- Senders and addressees in India are advised to ascertain the details of such restrictions from the web site of Indian Customs.
- Import and Export of many goods is allowed with valid licenses and permits issued by the competent authority.
- Export of narcotics is prohibited under the Customs Act.
- Export of Coir and coir products is regulated by the Coir Board.
- Export of coffee and tea is regulated by Coffee Board and Tea Board.
- Export of antique items need the clearance from Archaeological Department of the Ministry of Education.
- Special permission of Reserve Bank of India is required to bring or send into India from any place in foreign country any coin or currency notes issued by Govt. of India.

### What are the General Prohibited Items?

- Explosives, flammable or radio active materials noxious and other dangerous and filthy items.
- Opium, Morphine, cocaine and other Narcotics.
- Articles the importation of or circulation of which is prohibited in the country of destination.
- Articles which by their nature of their packing may expose officials / general public to danger / or soil or damage items postal equipment.
- Coins, bank notes currencies, gold and silver articles and precious stones and jewellery.
- Live animals except bees, leeches and silk worms.
- Immoral or obscene articles.
- Insertion of any letters or correspondence in parcels.
- Antique materials (Subject to Archaeology Department clearance).

### How can I properly 'Fill, Pack and Post'?

Please remember that international parcels will be subjected to various rigors of transit like multiple loading and unloading while traveling over thousands of km using all modes of transport, manual and automatic sorting and examination by Customs and other agencies.

Here are some general packaging guidelines that will help you prepare your package for shipping

- Use a rigid box or **PACK**Post box with flaps intact.
- Fill the box with adequate **PACK**Post cushioning material (1 layer or 2 layers) like bubble wrap, packing peanuts, wood wool or shredded paper.
- Use strong tape designed for shipping. Tape the box with 2 layers of tape on the bottom. Reinforced, cross weave or water proof tapes can be used to provide stronger packing.
- Make sure that the address label has clear, complete delivery and return information.
- Place a duplicate address label inside the package.
- Silica Gel - Removes humidity in sealed packages. Prevents corrosion, condensation, rusting and fungal growth. It is ideal for all electronic equipments, leather goods and when items are stored for a period of time. It is recommended that you use a minimum of 5 grams of Silica Gel per cubic foot (0.28m3), making sure that your package is as airtight as possible.

### How do I Ship Fragile Items?

Fragile objects like electronics, glass, ceramics, and artwork will require special packaging for safe handling. Packages containing these and similar items may require added cushioning or a double box

- Write **FRAGILE** on the box in more than one spot.
- Please be sure that you wrap each item separately. Fragile articles need both suitable separation from each other and clearance from the corners and sides of the box.

- Each item should be surrounded by at least two inches (5 cm) of cushioning and be placed at least two inches (5 cm) away from the walls of the box. This will protect your items from product-against-product damage and shield them from the shock and vibration that can be conducted from the exterior of the box to its contents in transit.
- Bubble wrap (air cellular cushioning) is ideal for surface protection & cushioning of fragile items during the shipping process.
- Place the item in a box with other cushioning material inside it such as Styrofoam Peanuts.
- Make sure that the item is surrounded on all sides by packing material and that the box is completely full.
- Place more peanuts to the top of the box. Do not make the packing too tight.

Use **PACK**Post packing boxes and filling materials. Please visit **PACK**Post Centres for professional packing services.

### Do's

- Affix customs declaration with full particulars of the contents and also furnish your instructions regarding treatment of parcels in case of non delivery to the addressee.
- Furnish complete / correct addressee / sender particulars in black letters.
- Affix correct postage.
- Use **PACK** Post boxes and pack the fragile items with proper cushioning using bubble wrap, Styrofoam Peanuts, foam sheets, shredded paper.
- Furnish the phone numbers / e-mail of the sender / addressee on the parcel.
- Furnish proper indications and labels for medicine / fragile items. Insurance is mandatory for coin, bullion, platinum, precious stones, currency notes & articles gold / silver.
- Please remember, insured value shall not exceed the real value of the contents of the article insured.
- Registration is compulsory for any insured letter mail article and all foreign parcels.
- Perishable item may be adequately packed.

Don'ts
Don't send dangerous goods.
Don't pack the parcel in a loose manner.
Don't send the liquid items with improper packing.
Don't send important documents / jewels / precious stones without proper insurance.
Don't send perishable goods (food items) by surface dispatch.
Don't send sharp items with improper packing which may injure the persons handling the parcel / cause damage to other articles.



### Enquiries

**International Parcels, SAL & Surface letter mail**  
International Business Mail Service Centre, Foreign Post Building,  
Chennai-600001. Tel: 25240962 / 0968

**All Air Letter Mail**  
Sr. Superintendent RMS, Chennai-600045. Tel: 2236 8595  
Speed Post Business Office, Greams Road. Tel: 2829 0258  
Business Post Centre, Anna Road. Tel: 2852 1892

**Customs**  
Seal & SAL - Customs, Postal Appraising Dept., 11nd Floor,  
Foreign Post Sea Complex, Chennai-600001. Tel: 22340008  
AIR - Customs, Postal Appraising Dept. [AIR], 11nd Floor,  
Foreign Post Air Complex, Meenambakkam,  
Chennai-600027. Tel: 25254225.

Web site [www.indiapost.gov.in](http://www.indiapost.gov.in) / [www.tamilnadupost.nic.in](http://www.tamilnadupost.nic.in)

भारतीय डाक  
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# Go global with India Post

International Business Mail Services

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