

भारतीय डाक
डाक सेवा-जन सेवा



India Post
Dak Sewa-Jan Sewa

The Operator's Playbook: Mastering International Mail

A Comprehensive Guide to UPU Standards,
Customs Compliance, and Global Tariffs.

The Legal Architecture



Key Takeaway: An article must be legally acceptable in the origin, transit, and destination countries. A failure in any pillar halts the journey.





Mindset Shift: Domestic vs. International Mail



Domestic

International



Regulation

National Laws only.

UPU + Bilateral Agreements.



Customs

No customs checks.

**Mandatory Customs Declarations
(CN22/CN23) & EAD.**



Delivery Chain

Direct end-to-end control
by India Post.

Multi-country handover; last-mile
relies on foreign postal operators.



Liability

Standard compensation.

Strictly limited government liability (no
compensation for force majeure,
improper packing, or prohibited items
seized by foreign customs).





The Product Portfolio



Letter Mail.

Includes letters, printed papers, aerogrammes, M-Bags (up to 30kg). Standard weight limit: 2 kg. Non-trackable unless registered.



International Parcels.

For merchandise. Sent via Air, SAL (Surface Airlifted), or Surface. Maximum gross weight: 20 kg. Subject to rigorous customs.



EMS (Speed Post International).

The premium tier. Fastest, time-bound delivery (approx. 3–7 days). Track & trace enabled. Max weight usually up to 35 kg.



ITPS (International Tracked Packet Service).

E-commerce optimised. Tracked service with revised, reduced rates. Standard limit 2 kg (Note: Limit expanded to 5 kg for the USA).



2026 Rationalisation: Ordinary/Registered Small Packets discontinued for goods. ITPS is now the primary alternative for small commercial exports!





The Operational Journey



Booking.

Verification of weight, size, prohibitions. Capture of Electronic Advance Data (EAD) & KYC.



FPO Sorting.

Segregation by destination country. Bagging at the Foreign Post Office.



Export Customs.

Mandatory screening. CN22/23 validation. Detection of restricted items.



Air Dispatch.

Handover to airlines and global logistics partners.



Import & Last-Mile.

Clearance by destination country customs; final delivery by foreign postal authority.





Mandatory Sender KYC & Certifications

Non-Commercial (Individuals)

- ✓ Self-attested ID Proof (Aadhaar, Voter ID, Passport)

Commercial (DNK/Exporters)

- ✓ Import Export Certificate (IEC)
- ✓ GST Certificate & Letter of Undertaking
- ✓ Bank Authorised Dealer (AD) Code
- ✓ Commercial Invoice / PBE-1 or PBE-2

Product-Specific NOCs



Pharma: ADC Certificate



Food: FSSAI



Gems/Jewellery:

Govt. Approved Valuer Certificate



Plants: Phytosanitary Certificate (PSC)





Tariff Structure & Zonal Mapping



The 5 Postal Zones

Zone 1: SAARC Nations

Zone 2: Rest of Asia

Zone 3: Europe

Zone 4: The Americas

Zone 5: Africa & Rest of the World

Pricing Equation

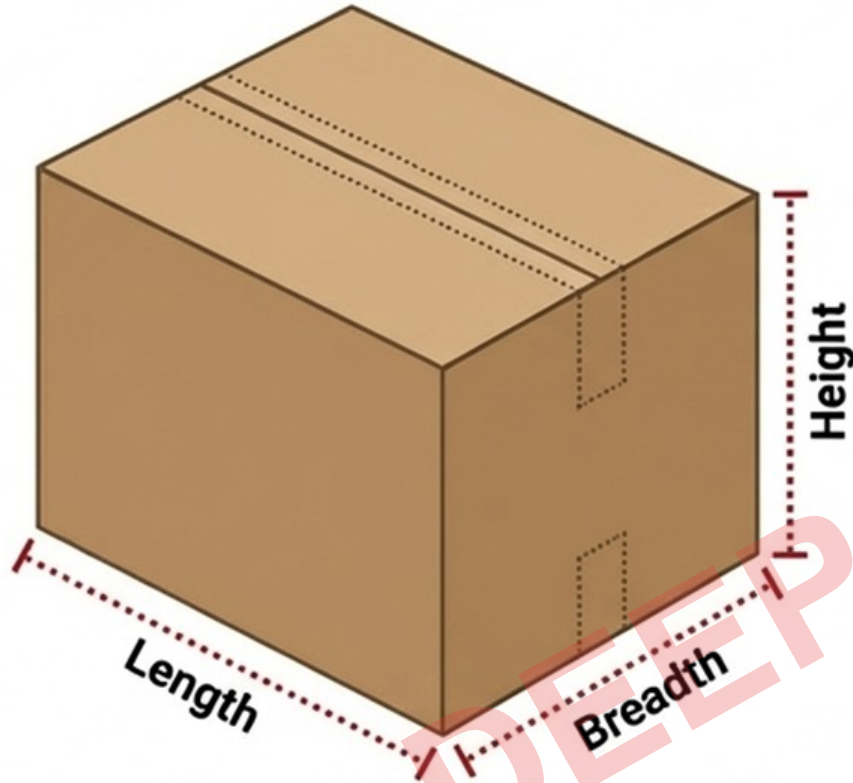


Operational Note:

Postage must be strictly prepaid (Stamps, Franking, or Digital).



The Volumetric Weight Principle



The Concept:

Aircraft have limited space. Bulky, lightweight items take up room that could hold heavier, denser mail.

$$\text{Volumetric Weight (kg)} = \frac{\text{Length} \times \text{Breadth} \times \text{Height (cm)}}{5000}$$

The Golden Rule: The Post Office charges the higher of the Actual Weight or the Volumetric Weight.

Actionable Tip for Staff: Always accurately measure box dimensions for international parcels to prevent severe revenue leakage.

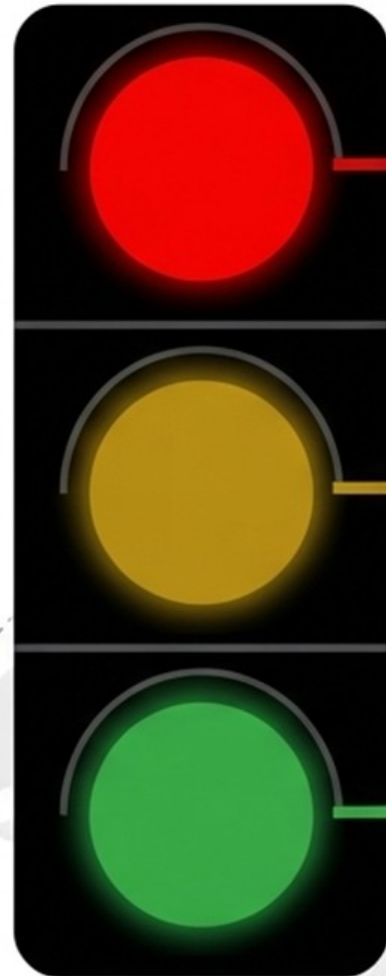


Security Compliance: The Traffic Light System

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Red (Stop) - Universally Prohibited

Narcotics, explosives, ammunition, obscene material, counterfeit currency.

Action: Seizure and potential legal action.

Yellow (Yield) - Restricted / Conditional

Lithium batteries (strict air restrictions), prescription medicines (NOC required), precious metals/jewellery (must be insured), perishables.

Action: Verify documentation and destination rules before booking.

Green (Go) - Standard Mail

Standard documents, books, general merchandise, approved e-commerce goods.

Action: Standard booking procedure.





Exceptions: Demurrage & Undelivered Items

The Demurrage Clock



- **Applies to:** Inward items >500g and Poste Restante (held at post office) parcels.
- **Rule:** If uncollected within 7 days of arrival, Demurrage Charges apply starting from the 8th day.



Interception Rights

Authorised officers may legally detain, open, or destroy articles for security threats or legal non-compliance.



The Interconnected Compliance Web



The Bottom Line

Absolute precision is required at Point of Booking. A failure at any single node results in interception, demurrage, or destruction. You are not just booking a parcel; you are clearing an international border.



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Thank You.

Precision in Booking. Excellence in Global Delivery.

www.indiapost.gov.in | Track & Trace Facility Available Globally