



## Frequently Asked Questions

### A. Track & Trace

#### 1. Which barcodes can be recognised by the Track & Trace system;

- i. The Track & Trace system recognizes barcodes for registered, EMS items, parcels and EPG parcels which have the following form:

**XY00000000ZZ**

Where **X** is a letter of the English alphabet which denotes the item category, Y is a letter of the English alphabet that is part of the barcode and **ZZ** are letters of the English alphabet that denote the country of origin.

The barcodes that are recognized by the Track & Trace systems are the ones below:

R: registered items

C: parcels

CE: parcels EPG

E: EMS items

For example, the barcode **RC109323211GR** refers to a registered item with origin from Greece.

- ii. Barcodes starting with «U», cannot be tracked, as they merely denote that the item contains merchandise. In case that a specific «U» barcoded item is subject to customs control, then it can be traced.
- iii. QuickPost items bear a 10-digit barcode 1234567890, whereas the local courier PostExpress have different types of alphanumeric barcodes.

#### 2. I have entered my barcode in the Track & Trace system but I did not get a result.

Please check whether:

- The barcode is correct.
- The barcode belongs to the above categories.
- The barcode was entered using English letters, without spaces in between.

#### 3. I enter a barcode for an outbound item but the last event I see is at the Office of Exchange in Larnaka. What happened?

- The item probably has not arrived to its destination, so the barcode has not been scanned yet. Therefore, there is no event in the Track & Trace.
- It has reached the destination, the barcode has been scanned in the postal operator's Track & Trace system. You can search in the destination country's system or through global website such as <https://www.17track.net/en> etc.

#### 4. I do not see any new tracking events and it seems that my item is stuck. What can I do?

If you wish to initiate an inquiry about your item, please fill in the relevant form from our website at <https://www.cypruspost.post/en/postal-item-inquiry-form>



**5. If there is a long delay and the item I sent has not reached its destination, what can I do?**

During peak periods and especially during the holiday season, there are delays. Please check our website regularly for any updates.

In any other cases, you can fill in an inquiry form as described above in order to initiate an investigation.

Please note that various e-commerce website provide an estimated arrival date of the item to the destination country, which is not based on the actual tracking events of the item. The official track & trace history is provided through our Track & Trace system on our website.

**6. What do the track and trace entries mean?**

Letter Post						Options -
Time	Country	Location	Event	Next Office	Extra Information	
4/11/2018 14:37	Cyprus	LEFKOSIA D.P.O. 1901	Item is in the delivery process (πρόσ/ Το αντικείμενο είναι σε διαδικασία παράδοσης)	LARNACA D.P.O. COUNTER 6900		

- Time: the date and time of the tracking event
- Country: the country that the item is located
- Location: the processing point where the item is located (e.g. Post Office, Sorting Center, Office of Exchange etc.)
- Event: the tracking event
- Next Office: refers to the next processing point where the item will be sent. Please note that the item IS NOT there yet.
- Extra Information: this is a very important column where you can find additional information related to the tracking event, as it can be seen below:

20/12/2018 09:03	Cyprus	LEFKOSIA B.O.6 1910 - LYKAVITOS	Item not delivered (please see next column)/ Το αντικείμενο δεν έχει παραδοθεί (βλέπε έκτακτη στήλη)		<p><b>Λόγος:</b> No delivery service, for this product/service, to the specified <b>Μέτρο:</b> Addressee advised to pick up the item/ Ο παραλήπτης έχει ειδοποιηθεί για να παραλάβει το αντικείμενο Υπογράφηκε από: 2018R/37121 P</p>	
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If the Tracking System shows the above entry in the "Extra Information" column, after the elapse of reasonable time for the item to be processed and be ready for collection, you can collect it yourself, without a notification. If somebody else will pick up the item on your behalf, you should provide a written authorisation.

**7. I have entered the tracking number given to me by the sender, but I see in the Track & Trace system that the item has been delivered to another person.**

Please contact the sender and reconfirm that you have the correct tracking number. If the number is correct, please contact us through the contact form on the website in order to investigate the matter.

**8. I have a tracking number for a German parcel which is in the form 123456789123 and I do not get any result in the Track & Trace system.**

This type of barcode is for internal use by Deutsche Post. In order to track it, the barcode should be of the form CX123456789DE. You can get the corresponding recognisable



barcode at <https://nolp.dhl.de>. Please enter the number and you will then get a barcode of the form CX123456789DE which can be used in our Track & Trace system.

**9. I have a tracking number that is not recognized by the Track & Trace system of Cyprus Post. It can only be used in the track & trace system of the sending post or from the e-commerce website. What should I do?**

Some countries do use barcodes based on the international standards as described above. You can refer to international tracking sites such as <https://www.17track.net> or similar where this barcode can be recognized.

**10. Can I initiate an inquiry for a postal item that does not bear a barcode?**

No, non-barcode items cannot be traced in the Track & Trace system and therefore an inquiry cannot be initiated.

An inquiry can be initiated only for barcoded items during a specified period that ranges from 3 months after the day of posting for EMS items up to 6 months for parcels and registered items.

## **B. Prohibitions**

**1. What kind of goods can I send by post?**

Cyprus Post does not undertake the handling and transportation of items contained in the UPU List of Prohibited Items valid at the time, such as: radioactive materials, infectious substances, sensitive biological substances, explosives, flammable substances, corrosive material, narcotics, compressed gas and any other article whose transportation is prohibited by the International Air Transport Association (IATA) and the International Civil Aviation Organisation (ICAO). Cyprus Post has the right to check the item using any method or means, including the opening of the package in order to prevent the transportation of prohibited goods.

You should also note that every destination country has its own rules regarding the importation of goods. If in doubt, please ask the Service Agent at the Post Office.

**2. Can I send money in the post?**

It is now allowed to send money in the post. In case that the bank notes or coins are collectible items and they are no longer in use, they can be sent by registered mail provided that such items are accepted in the destination country. Cyprus Post can send money, regardless of amount, in a fast and secured way, through MoneyGram to 200 countries with more than 300.000 service points.

**3. Can I send food in the post?**

Food can be sent in the post, according to the current regulations and the legislation in the destination country. However, in case the food is altered or destroyed, no compensation is provided.

**4. In which cases do I need to fill in a Customs Declaration?**

A Customs Declaration CN22/CN23 needs to be filled for all items, except correspondence mail, whose destination is a country outside the European Union. It is the sender's responsibility to describe precisely and clearly the contents of the item and to state its true value.



## C. Sending postal items

### 1. How can I find out the postages to send an item?

There is a user friendly postal fee calculator on our website. You can use this tool to calculate the cost to send an item, by selecting the required service. In addition, under "Forms-Tender", in the "Publications", you will find the full pricelist of Cyprus Post.

### 2. I do not know which Cyprus Post service to use to send my item. What can I do?

The postal fee calculator can suggest the available service, after you enter the item's characteristics (e.g. weight, dimensions and destination). The calculator will determine the postages for all applicable services. You can find more information about our services in the section "Services-Products".

For the Russian Federation, QuickPost international courier service can be used to send items containing goods whose recipients are legal persons.

### 3. What do I need to know about the item's packaging?

The sender should apply due diligence and will be responsible for the safe, adequate and sturdy packaging of the items to be dispatched. The sender is solely responsible for compensating persons or for other items that have been destroyed or that have incurred damage as a result of not complying with the above requirement.

Carton boxes of various sizes as well as bubble envelopes are available for sale from all Post Offices. You can find details by clicking <https://www.cypruspost.post/el/eidi-siskeuasias>.

### 4. Address details

The sender is obliged to fully complete the address details on the Accompanying Carriage Voucher or on the item itself, depending on the service used, personally and to describe clearly and completely the content of the parcel to be dispatched, including its actual value.

On each item, the sender's full address should be included so that in case of non-delivery, the item to be returned to the sender.

In certain countries, EMS items cannot be sent if the recipient's address is a P.O. Box. You can get more information from the Service Agent at the Post Office.

## D. Receiving postal items

### 1. I have not yet received a notification for the arrival of a registered item. Can I collect my item?

If the Tracking System shows the following entry in the "Extra Information" column, after the elapse of reasonable time for the item to be processed and be ready for collection, you can collect it yourself, without a notification. If somebody else will pick up the item on your behalf, you should provide a written authorisation.



20/12/2018 09:03	Cyprus	LEFKOSIA B.O.6 1910 - LYKAVITOS	Item not delivered (please see next column)/ Το αντικείμενο δεν έχει παραδοθεί (βλ.επ. δευτερεύσ. στήλη)	Λόγος: No delivery service, for this product/service, to the specified Μέτρο: Addressee advised to pick up the item/ Ο παραλήπτης έχει ειδοποιηθεί για να παραλάβει το αντικείμενο Υπογράφημα από: 2018R/37121 P
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In the above case, the written notification might reach you after you collect the item, therefore, you should note the number so that you do not look for the same item again.

## 2. What do I need in order to collect an item?

To collect an item, the addressee or an authorised person must present a valid and official photo ID document (identity card, passport, driving licence etc).

### Can somebody else collect an item on my behalf?

Yes. You need to provide this person with a written authorization on the back of the printed notification. If you receive SMS notifications, simply forward the SMS to this person. In this case, you need no other authorization. The person who will collect the item on your behalf should present a valid and official photo ID document (identity card, passport, driving licence etc).

## 3. The notification for the arrival of a postal item indicates that I should present a proof of purchase. What should I do?

The specific item is subject to customs examination. Therefore, you should present a proof of purchase to verify the actual cost of purchase, which is required during the examination of the item by a Customs Officer. Such proof might be the invoice from the online store, the charge on your credit/debit card etc. The applicable import duties, taxes and the VAT are imposed by the competent Customs Authorities of the Republic of Cyprus and in case an amount is payable, an additional “presentation to customs fee” is levied, as per the current official pricelist of Cyprus Post.

## 4. I want to collect an item which is subject to customs examination but I want to do so from my local Post Office. Can I do that?

At the moment, you can do so from the Post Offices in the following table:

Lefkosia District	Lemesos District	Larnaka District	Ammochostos District	Pafos District
Dali	Agros	Athienou	Agia Napa	Pegeia
Kakopetria		Airport	Avgorou	Polis
Kokkinotrimithia		Aradippou	Liopetri	
Tseri		Kiti	Paralimni	
		Lefkara		
		Xylotypou		
		Xylofagou		
		Ormideia		

You should visit your local Post Office if included in the list, present the notification for the arrival of the item to the Service Agent and submit the proof of purchase.

The item can be collected at the local Post Office after 72 hours following the identification process described and paying the relevant duties, taxes and charges.

**5. I have made an online purchase from a website located in the European Union. However, I have received a notification that my item is subject to customs examination. Why is that?**

Many online shops have storage hubs also outside the European Union. Therefore, even if the online shop is located in the European Union, the item is subject to customs examination and possibly the payment of duties, taxes and charges, if it has been sent from a country outside the EU.

**6. I have received a notification for the arrival of an item with origin from a European Union country, however, the item is subject to customs examination. Why?**

The item originated from a country outside the European Union and has arrived in Cyprus after being posted in a European Union country. At the first entry in the EU, taxes and duties were not paid, therefore, these may be imposed in Cyprus.

**7. Is registered mail delivered at home?**

No, there is either a printed or SMS notification for the arrival of the item and the item can be collected at the local Post Office, unless it is subject to customs examination, in which case it can be collected at the District Parcel Post Office.

**8. For how many days is a postal item available to be collected?**

You can collect an item within 30 days after the issue of the notification for its arrival. When this time elapses, the item is returned to the sender or in the case of parcels, the instructions given by the sender are implemented.

**9. I reside in the occupied areas of Cyprus. How can I collect my postal items?**

All postal items, except those which are subject to customs examination, are handed over on a regular basis to the United Nations (UNFICYP), in order to be forwarded to the addressees.

All items which are subject to customs examination (e.g. items containing goods originating from countries outside the European Union), can be collected by the addressee or by an authorised person from the Lefkosia District Parcel Post Office at 100, Prodromou street, 2063 Strovolos. The addressee or the authorised person must present a valid and official proof of ID.

## **E. Compensation**

**1. In which cases am I entitled to a compensation?**

A compensation is provided to the sender, in case of loss, theft, partial or total damage to the item. The amount depends on the service used. Regular mail items as well as barcoded items beginning with "U" or "L" are not entitled to compensation. The



compensation is paid to the sender provided that a [postal item inquiry](#) has been submitted and the claim is justified.

The sender can waive the compensation right in favour of the recipient after contacting the relevant department of the sending postal operator.

## **2. In which cases I am not entitled to a compensation?**

There is no compensation for regular non barcoded mail items or for barcoded items whose barcode begins with "U" or "L".

For all other postal services, there is no compensation in the following cases:

- for delay in the delivery of the item
- for loss or damage caused due to the fault of the sender or recipient
- for loss or damage which is the result of improper packaging or caused to the item itself due to its nature (for example perishable foods or items that do not present any damage externally but present problems during their operation etc)
- for reasons due to force majeure or in cases of unexpected and exceptional events (delays in scheduled flights, security measures etc)
- for any direct or indirect loss, consequential damage, loss of income or profits, loss of purchase or use, breach of contract etc, whether caused by the service or not, to the customer or third parties
- for false, insufficient or incorrect statement on the Accompanying Carriage Voucher
- when the relevant application has not been submitted within the time specified
- for items that have been confiscated or they have been returned to the sender after a ruling by any competent Authority (eg. Customs).

## **3. I have found out that the contents of the item is damaged or destroyed. What should I do?**

In case there is damage on the packing of the item, then you should examine the content during the collection of the item. In case that there is damage of the contents provided that compensation is offered as part of the terms of the specific service used, you should ask the Service Agent to fill in a damage report so that it is forwarded to the respective postal operator. The same procedure is followed in case the damage is observed within three (3) working days from the collection of the item.

## **F. Other Information**

### **1. What are the working hours of the Post Offices?**

The Post Offices are open for the public from 8.00 am until 3.00 pm, Monday to Friday.

### **2. In case I need telephone assistance, which number should I call?**

Cyprus Post operates a call center on a 24/7 basis. The free number is 8000 2000. If calling from overseas, please use +35722310100.

### **3. I want to send an item in the fastest possible way. Which Cyprus Post's services can I use?**

You can use our local courier PostExpress service (in cooperation with Kronos Express), whereas for overseas courier service you can use our premium courier QuickPost service, operated in cooperation with DHL Cyprus. It offers a time definite delivery to the main cities of over 190 countries worldwide. In addition, a pre-9.00 and a pre-12.00 service is offered to selected destinations.

**4. I want to get services of other government departments. Can I do that at the Post Office?**

Cyprus Post operates Citizen Centers (KE.PO.), at the District Post Offices as well as the Post Offices of Agros and Kakopetria. They offer the same services as the Citizen Service Centers (KEP). Among others, they offer services of the Road Transport Department, the Civil Registry and Migration Department (passports, identity cards etc), and others. Working hours are 8.00 am until 3.00 pm, Monday to Friday.

In order to avoid any inconvenience, please make sure that you have all necessary documents required in order to receive the desired service.