Guide to Postal Services
Effective from 1st July 2015
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Dear Customer,

Welcome to your Guide to Postal Services. In this booklet we have outlined all you need to know about posting letters, large envelopes, packets and parcels.

We have also included a helpful chart that will allow you to determine at a glance which service you need at any given time. All you need to do is decide which suits you best and we’ll deliver!

Need to know more?

For further information visit anpost.ie or contact our Customer Services team on 01 705 7600.

For information on specific Business Services visit anpost.ie/business or contact our Business Desk on 01 705 7600.
# Guide to Postal Services

Any of these items, any of these ways

<table>
<thead>
<tr>
<th>Whats important to you?</th>
<th>Service</th>
<th>Available Nationally (inc. NI)</th>
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<tbody>
<tr>
<td>Cost</td>
<td>Standard(^1)</td>
<td>✓</td>
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<tr>
<td>Security</td>
<td>Registered(^1)</td>
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<td>Speed</td>
<td>Express(^2)</td>
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<td>Speed (with Signature and Insurance)</td>
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<tr>
<td>International</td>
<td>Express International(^2)</td>
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<tr>
<td>Urgency</td>
<td>International Courier Service(^2)</td>
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\(^1\)Parcel Services only

\(^2\)Services are provided subject to terms and conditions. For further information visit [anpost.ie](http://anpost.ie) or call into your Post Office.

\(^\ast\)Restricted items such as cash, jewellery, prohibited items and other items not covered by insurance.

\(^\ast\ast\)Signature will be available online for up to a month after delivery.

\(^\ast\ast\ast\)Delivery to selected destinations only. For further information visit [anpost.ie](http://anpost.ie) or call into your Post Office.
<table>
<thead>
<tr>
<th>Available Worldwide</th>
<th>Insurance*</th>
<th>Track &amp; Trace</th>
<th>Signature on delivery</th>
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Post Mail Sizes

Letter/Postcard

No larger than C5 (holds an A4 sheet of standard paper folded), weighing no more than 100g. Heavier or larger items may be classed as a large envelope, packet or parcel. The minimum sized envelope that can be used is 90mm x 140mm (WxH). Any item below this size needs to be inserted into an envelope of at least these dimensions to meet regulations. Failure to do so may result in the item being charged at a parcel rate.

*Postaim Mail: Maximum depth is 7mm

Large Envelope

The Large Envelope rate of postage caters for flat items, such as an A4 sheet of standard paper, no larger than the maximum dimensions shown and weighing no more than 500g. Heavier or larger items may be classed as a packet or parcel.

Packet

Weighing no more than 2kg and within the dimensions shown. Heavier or larger items will be classed as a parcel.

Maximum Dimensions:

Tube – Length plus twice the diameter, no greater than 1,040mm – no one dimension exceeding 900mm.

Other – Length plus width plus depth, no more than 900mm with no dimension exceeding 600mm.

Parcel

Weighing no more than 20kg and within the dimensions shown. Large items with a light overall weight will be charged according to their dimensional weight due to the cost of transporting light but sizable items. Calculate the dimensional weight and compare this to its physical weight. The greater weight of the two is used to work out the price.

Calculate the dimensional weight:

\[
\frac{(L \times W \times D)}{6,000}
\]

L = Length in centimetres

W = Width in centimetres

D = Depth in centimetres

Maximum dimensions:

Length: 1.5 metres

Length + Girth: 3 metres

To calculate Girth: 
2 x (Depth + Width)
Labels for our core Postal Services

Whether your concern is speed, security or cost, we have the right service for you. With An Post you can send your items by:

**Standard Post Parcels**
- delivery to all of Ireland and worldwide
- you can track your delivery online for items sent within Ireland and up to the point of export from Ireland for international deliveries

**Registered Post**
- secure delivery for the mailing of valuable items (cash excluded) both nationally and internationally
- priority handling
- insurance and a signature
- you can track your delivery online for items sent within Ireland and up to the point of export from Ireland for international deliveries

**Express Post**
- guaranteed next day delivery within the Republic of Ireland only
- Track and Trace

**Express International**
- send mail up to 2kg overseas
- online tracking available

**International courier***
- Track and Trace
- signature on delivery
- proof of delivery
- insurance up to €350
Tracking your item

Track & Trace is a web-based service available on anpost.ie that allows you check the status of a barcoded item sent through the post. The following services can be tracked:

• Standard Post (parcels in Republic of Ireland only)
• Registered Post*
• Express Post with signature
• International Courier
• Express International*

Please note: With the exception of the International Courier Service, availability of information on items sent internationally is determined by the quality of information provided by the receiving postal administration. Tracking is not available to every country and further information is not guaranteed through An Post’s Track and Trace tool.

How do I use Track & Trace?
• Click on the Track Your Item tool on anpost.ie/track
• Enter the Track & Trace ID number from your receipt or customer reference number from the postage label into the space on the barcode and press “Enter”.
• The status of your item will then be shown.
• Further details can be obtained by clicking on the track and trace ID on the result page.

What do I do if the tracking system does not recognise my number?

Please ensure that you have a valid Track & Trace ID number. Each An Post Track & Trace ID is 13 characters long starting with two letters (e.g. RL), followed by nine numbers, and ending with the two letters IE. For example, a tracking number will look like this: RL 123 456 789 IE.

If your tracking number is still not working on our Track Your Item tool, please contact Customer Services on CallSave 01 705 7600.

For items delivered in the Republic of Ireland the recipient’s signature is available online provided it has been sent on a signature service.

* Track & Trace only available up to the point of export from Ireland.
Insurance Cover for Your Mail Items

It is important to declare the value of the items you are posting as items sent by the following services receive insurance cover based on the declared value at the time of posting:

<table>
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<tr>
<th>Registered Post to:</th>
<th>€320</th>
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<tbody>
<tr>
<td>Ireland, Northern Ireland &amp; Great Britain</td>
<td></td>
</tr>
<tr>
<td>Europe</td>
<td>€150</td>
</tr>
<tr>
<td>Outside Europe</td>
<td>€100 for Parcels €35 for letters</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>Express Post (with signature &amp; insurance):</th>
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<tbody>
<tr>
<td>Within the Republic of Ireland</td>
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</table>

<table>
<thead>
<tr>
<th>International Courier Post to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Selected International Destinations</td>
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</tbody>
</table>

For more information on international delivery times and service availability please see anpost.ie

Insurance Restrictions

Insurance cover is not available for parcels and items to certain destinations.

- Jewellery sent using Registered Post can only be insured up to a maximum weight of 2kg in the Republic of Ireland.
- Documents, passports, ceramics, glass, cash, coin, works of art, antiques, collectibles & other exceptionally fragile items cannot be insured.

Further information on these and other restrictions is available by visiting anpost.ie or by contacting Customer Services on 01 705 7600.

Additional Insurance

You can purchase additional insurance for Registered Post items within the Republic of Ireland up to a maximum of €2,000.

<table>
<thead>
<tr>
<th>Additional Fee</th>
<th>Compensation Limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>€4.50</td>
<td>€1,500</td>
</tr>
<tr>
<td>€5.50</td>
<td>€2,000</td>
</tr>
</tbody>
</table>
Insurance Requirements
To validate your full service insurance cover, you are required to declare the value of the contents at the time of posting. Where no value is declared a maximum of €25.39 is payable. The insurance cover offered by An Post services is provided solely to replace any item damaged or lost in transit directly as a result of our handling. This does not include consequential loss or damages caused by inadequate packaging.

Sending Money by Post
We recommend that you avoid sending money by post as cash and coin are not insurable to any destination. An Post offers a range of services to transfer money, including Western Union, Postal Money Orders and Sterling Drafts.

General Conditions
Loss, Damage or Delay – what do I do?
Keep your transaction receipt (or certificate of posting, where applicable) in a safe place as claims cannot be processed without it. As well as proof of posting, your receipt also contains the item number and date of posting. Remember inquiries must be made within one month from receipt of an item.
- 3 months from posting of mail within Ireland or
- 6 months from the date of posting an international mail item.

Enquiries and concerns about registered items can be made by writing to:
An Post
Customer Services
GPO
O’Connell Street Lower
Dublin 1
or by calling 01 705 7600 or by completing the Missing, Delayed or Damaged form (M58). (This form must be completed by the sender). Please note that enquiries regarding items posted to or from other countries may take some time resolve.

Compensation
Compensation is available on Standard Post, Express Post, Registered Post, Express Post with signature and insurance, and International Courier Service. In the event that your registered item is not received by the addressee or substantially damaged, An Post will compensate you subject to the relevant An Post terms and conditions. An Post must be satisfied that the loss or damage occurred in the post, as compensation is not payable through a cause outside the control of An Post.

1. When registering an item ensure to declare its replacement value as compensation rates are related to the declared value at the time of posting and registration fee paid. Where no value is declared a maximum of €25.39 is payable.

2. An Post reserves the right to return the contents of a registered item instead of paying compensation. Compensation paid will not exceed the replacement value of the article lost or of damages sustained.

3. Compensation is not paid for any consequential loss damage or injury arising from the loss, delay, non-delivery or mis-delivery of Registered Post.

4. Compensation cover varies by country of destination. More information can be found on page 7.
Claims
When claiming in respect of insured services, you must complete an official enquiry form (M58, available to complete or download online) and send it to:

An Post
Customer Services
GPO
O’Connell St Lower
Freepost
Dublin 1

Make sure to include:
• a statement of the amount claimed (in euro)
• a copy of your receipt and/or certificate of posting
• a copy of the original purchase invoice/receipt of contents

In the event of damage:
• a copy of the damage report received from An Post at the time of delivery
• a copy of a written statement from the addressee confirming the damage caused to the contents.

Please note, An Post reserve the right to request the damaged item & associated packaging for inspection.

Claims must be made within 1 month of receipt of an item
- 3 months from posting of mail within Ireland and
- 6 months from the date of posting or international items posting of international items.
For a copy of the M58 form visit anpost.ie, contact Customer Services on 01 705 7600 or call into your local Post Office.

All services are provided subject to terms and conditions. For further information visit anpost.ie/claims or visit your local Post Office.
Mail Services

Standard Post
Standard Post from An Post is ideal for customers who want reliability at an affordable price. We can deliver any item - from postcards to parcels - all over Ireland and to more than 200 countries worldwide at a very cost-effective price. Simply attach the relevant postage to your letter/postcard, large envelope, packet or parcel and we’ll do the rest.

Express Post
Need an item delivered in the Republic of Ireland with guaranteed next day delivery? Express Post is a reliable, fast and cost-effective alternative way to get your item delivered on time, every time. We guarantee next working day delivery in the Republic of Ireland or your money back. Express Post promises speedy delivery for less. We will deliver your item on the next working day. You can track your items progress online and, for an additional fee of €2, a signature will be obtained on delivery and insurance cover up to €350 in the Republic of Ireland will be included.

Registered Post National
Sending valuable items? Need proof your delivery got there? Registered Post provides secure delivery. It allows you to track your delivery and provides you with a signature online for deliveries in Ireland. Your post will get priority handling and is insured† too, giving you peace of mind from the moment you hand over your item.

Registered Post International
Sending valuable items internationally? Registered Post International service allows you to send items to over 200 destinations worldwide using a cost-effective delivery service with a signature on delivery*. Your post will get secure handling and is insured† too, giving you peace of mind from the moment you hand over your item.

*An Post track Registered Post International up to dispatch from the Republic of Ireland. Online tracking is not available to every country. Registered Post International receives secure handling and is signed for on delivery.
†The value of an item must be declared at the time of posting. Insurance levels vary depending on the delivery destination, and may be subject to content limitations. For Insurance and Compensation details, see pages 6–7.
International Courier Service
Delivered by An Post and DHL Express, our International Courier Service is a time certain guaranteed worldwide service for documents and parcels. The International Courier Service offers a unique guarantee, delivery within the published transit times or your money back. This guarantee does not apply where delays occur as a result of customs intervention or force majeure events. The International Courier Service is available at selected Post Offices only.

A full list of offices can be found on anpost.ie/internationalcourier

MailMinder
MailMinder is a convenient service from An Post that looks after your post by simply suspending delivery to your home during the specified time you’re away - be that in Ireland or abroad! With MailMinder, your post is taken care of and you have one less thing to worry about.

For further information about application forms or terms and conditions, call into your local Post Office, visit anpost.ie/mailminder or contact Customer Services on 01 705 7600.

Redirection
Are you moving home or relocating your business?

We want to make life as easy as possible for you at this busy time. An Post can redirect your mail from your existing address to a new address.

For further information about Redirection service application forms or terms and conditions, call into your local Post Office, visit anpost.ie/redirection or contact Customer Services on 01 705 7600.

Literature and Articles for the Blind
An Post offers a special service whereby letters or packets which contain literature/articles for use by blind people are transmissible free of charge within Ireland and also internationally. These articles should be marked “Articles for the Blind” and customers should note that certain conditions apply. For conditions and more information visit anpost.ie/articlesfortheblind

Poste Restante
Poste Restante is a service from An Post which allows visitors to a town to have their mail posted to the local Post Office for collection using a ‘Poste Restante’ address. This service is provided free of charge.

Customers should note that they can avail of this service for up to three months.

Sending Books Abroad
Special rates for posting books are available. Terms and Conditions apply, visit anpost.ie/books for more information.

Certificate of Posting
A Certificate of Posting is available Free of Charge at all Post Offices when posting any postal packet.

Pak Safe
Pak Safe is a secure delivery service to the UK. Ideal for high value items such as jewellery, tickets passports, visas etc. Contact 01 705 7600 for more information.
Other Services from An Post

Passport Express

Need a passport quickly? Avoid the delays and get your new passport in 10 working days* at over 1,100 Post Offices nationwide. For further information, call into your local Post Office, visit anpost.ie/passport or contact Customer Services on 01 705 7600.

*10 working days excludes weekends and bank holidays. Subject to a fully completed application.

Sterling and Dollars at the Post Office

You can now buy Dollars and Sterling from selected Post Offices. For a full list of participating Post Offices as well as daily exchange rates and exchange calculator, please see anpost.ie/sterlinganddollars.

Bill Payment

Bill Payment is An Post’s free bill payment service. You can pay a variety of bills free of charge at your local Post Office including gas, telephone, cable, electricity, TV and Local Authority Payments.

For further information about Billpay you can call into your local Post Office, visit anpost.ie/billpay or contact our Customer Services team on 01 705 7600.

PostFX™ Currency Cards

The PostFX™ Prepaid MasterCard Currency Card is designed to help you stay in control of your spending and save money. Load a card in Sterling or US, Australia or Canadian Dollars and use it to buy goods and services and withdraw worldwide, wherever you see the Mastercard Acceptance Mark. Visit anpost.ie/postfx for more information.
Western Union
Need to send money quickly? Send money safely and quickly with Western Union in minutes or next day service to over 212,000 agents in 190 countries worldwide. Visit anpost.ie/westernunion for more information.

Banking at the Post Office
Missed the bank? Try the Post Office. AIB customers can avail of a wide range of AIB services including the lodgement and withdrawal of cash and payment of AIB credit card bills. Allied Irish Banks, P.L.C. is regulated by the Central Bank of Ireland.

Mobile Phone Top Up
Need credit for your mobile? Buying an international calling card? Giving someone a gift? Stay connected by topping up your mobile or buying a prepaid international calling card. You can buy call credit for prepaid mobile phones at your local Post Office. If you need to make international calls, An Post offers a range of prepaid calling cards for you to choose from.

ReturnMyShopping.ie
ReturnMyShopping allows large online retailers to include delivery with customer’s purchases. Users can drop-off their item at a Post Office or have it collected from their home. Once payment is made online, the customer prints a label and attaches it to the item. The item is sent by Express Post return, with the return information pre-advised by the retailer. For terms and conditions see www.returnmyshopping.ie
An Post is Ireland’s postal delivery network for your business. We provide innovative mail delivery and mail management solutions across all business sizes and industry sectors. We offer a range of business services, created to meet the changing needs of businesses operating in the challenging Irish marketplace. We also provide information on how to market your products and services through the medium of Direct Mail. For more information on how An Post can help drive your business, contact the Business Desk on CallSave 01 705 7600 or visit anpost.ie/business.

**PostAim**
Want to contact your customers directly? Need to do it cost effectively? Try PostAim - a special discounted service for direct mailing.

**Publicity Post**
Do you want to get your message to a wider audience? Publicity Post will get it there. Target specific areas with unaddressed leaflets delivered with the regular postal delivery.

**Freepost and Business Reply Mail**
Want to get your customers to respond to you quickly? Try our range of Business Response Services. We can speed up your bill payments, get new orders and collect information.
And because you pay the postage, your customers will find it much easier to respond.

**Publication Services**
Do you publish newspapers or periodicals? Do you mail to numerous readers nationwide? Make sure you sign up to our Publication Services to reduce your distribution costs and encourage customer subscriptions.

**Business Collection Service**
Business customers can have their mail collected directly from their premises.

**PO Box**
A PO Box can be rented at certain Delivery Service Units around Ireland. This facility provides a convenient and secure way for you to receive your mail.
Admailer

With admailer.ie you can send a high quality A5 addressed postcard to every household and/or business in your desired target area. That’s just 3 easy steps to start growing your business.

*includes data, print and postage and is exclusive of VAT.

Other Services

An Post also offer an additional range of postal and delivery services.

- PO Box Delivery
- PO Box Forward
- Vanity PO Box
- Private Bag
- Caller Service

For more information on our Business Services please contact the Business Desk on 01 705 7600 or Business.Desk@anpost.ie
You put a lot of thought and care into writing a letter, so why not do the same for your envelope? By following these guidelines you will be helping us improve the service we provide to you.

**Signed, sealed and delivered**

A sealed envelope adds extra security to your post. Sealing your envelope will help ensure that your letter is delivered intact and on time.

Stamps (or Meter frank) should be placed in the top right hand corner. Always use a return address. On the rare occasion that we cannot deliver your letter (for example, if the address is incorrect), including a return address in the top left hand corner of the envelope will ensure that your undeliverable item can be returned to you unopened and more quickly, saving you time and money.

**Get it right**

A full and complete postal address will get your letter to its destination in the shortest possible time. For example, when writing to a Dublin address remember to include the Postal District Number (e.g. Dublin 3). Do not include any punctuation marks in the address.

**Business Mailing**

A more comprehensive set of mail preparation guidelines for business customers – entitled ‘Speed Up Your Post’ – is available on our website [anpost.ie/speedupyourpost](http://anpost.ie/speedupyourpost)

**Posting and acceptance of undersized mail items**

The minimum sized item that can be accepted is 90mm x 140mm (w+l). Any item below this size needs to be inserted into an envelope of at least these dimensions to meet regulations. Failure to do so may result in the item being charged at a parcel rate.
The right way to post your parcel

In addition there are some things you should know when you’re posting parcels.

- **Meter frank or stamps** should be placed in the top right-hand corner.
- **Complete, correct & legible address.** It must include a full postal/zip code where applicable.
- **Please note that a PO Box is an insufficient address for any signature service.**
- **Parcels will be machine processed on their largest, most stable side (the base); therefore affix service label to the centre of the opposite side (the top).**
- **For international parcels or items with a value (over €300), to non EU destinations the CP72 form should be completed accurately and attached to your item. All other items should have a CN22. (These are available from your local Post Office.)**
- **Attach appropriate labelling ie Fragile / Do Not Bend / Heavy for parcels greater than 5kg.**
- An Aviation Security Declaration must be affixed to any parcel or packet sent within EU. (Northern Ireland excluded)
General tips on packing and wrapping

- Use padded envelopes for oddly shaped items, for example keys
- Make sure a return address is included on the top left hand corner of all your mail
- To minimise damage, make sure that fragile items don’t touch each other or the sides of the carton
- Use plenty of protective packing material, such as bubble wrap or polystyrene chips, crushed paper etc. to protect the items
- Fill all spaces so that the contents of the package don’t move. Use an outer carton suitable for the weight of the contents
- Use Fragile and/or Do Not Bend stickers where appropriate, but don’t rely on them to protect inadequately packed goods
- Use strong tape (e.g. vinyl or nylon) along the length of all openings and edges
- If metal paper fasteners or staples are being used, flatten any sharp ends and cover them with tape
- For parcels heavier than 5kg please use a HEAVY label and include the weight
- Where possible use original packaging from time of purchase of the goods
1. A completed Customs Declaration form CP72 is essential for all international parcels or items with a value over €300 to non-EU destinations. For all other items, a CN22 is required.  
(See page 26 for more information on customs and security documentation.)

2. All customs information must be in English.

3. Full export documentation, including two signed commercial invoices are also required for all items containing merchandise addressed to all destinations outside the European Union. Pro-forma invoices may be used instead of commercial invoices for items containing gifts or samples.

4. Each invoice (commercial or pro-forma) must be signed and dated in blue pen. Invoices should be placed in an envelope marked "Customs Invoices" and affixed to the outside of the item.

5. An Aviation Security Declaration must be affixed to any parcel or packet sent within the EU (Northern Ireland excluded).

Customs Clearance Fees (Imports into Ireland)

A fee of 1% of the value, with a minimum charge of €10 per packet and parcel, is charged by An Post for customs clearance of parcels imported from countries outside the European Union. This fee is in addition to any duty or VAT payable. Items coming from destinations outside the EU may be subject to delay due to customs examination. Shipments with inadequate or inaccurate documentation are liable to be delayed or possibly returned to sender.
The following guidelines will help you to better understand US customs regulations.

**Non-Commercial Shipments**

The duty free limit on bona fide (unsolicited) gifts is $100. On non-commercial shipments (e.g. trade samples, tourist mailings, books, etc.) the duty free limit is $200.

**Maximum value per shipment**

- The maximum value of any shipment/parcel that may be cleared by US Customs under mail entry is $2,000 (except for restricted articles whose maximum value is $250).
- All gift parcels in excess of $100 and non-commercial shipments in excess of $200 will be liable to duty at the appropriate rate plus a customs clearance fee ($5) and a Post Office handling fee ($5.50).
- The maximum value of any parcel containing restricted goods that may be cleared by the US customs mail clearance process is $250.
- Parcels in excess of $2,000 (or $250 in the case of ‘restricted’ articles) require the recipients to arrange their own formal Customs clearance or to obtain the assistance of a Customs agent.

**Restricted Articles**

Many types of goods (e.g. textiles, flowers, footwear, fur, gloves, handbags, headwear, leather articles, luggage, millinery ornaments, pillows, hides, rubber or plastic articles, toys, games, sports equipment etc.) are liable to US import quotas and the shipper should ensure that the goods are permitted entry into the USA prior to posting.

For a complete listing please contact Client Information, Enterprise Ireland on + 353 1 727 2000.

**Textile shipments to the USA**

Gifts, textiles or articles being posted home by tourists will be cleared by the US customs subject to the shipment value not exceeding $250.

**Country of Origin**

Every article (except books imported by or for any library) capable of being stamped, branded or labelled at the time of manufacture without suffering damage, must be conspicuously and indelibly stamped or labelled in English with the country of origin, in addition to the container or package being stamped or labelled.
Food Shipments to the USA
Under regulations introduced by the United States Food & Drug Administration, shipments containing food (including vitamins and nutritional supplements) must be preceded by Prior Notice of Shipment. Prior Notice can be submitted and a Prior Notice Confirmation Number obtained via the Internet at: www.access.fda.gov/index.html#prior
This number must be included in the Customs Declaration form CP72 (see page 26). Articles of food which are non-commercially prepared by an individual in their own residence and sent to another individual as a non-commercial gift are exempt. Shipments containing food for which a Prior Notice Confirmation Number is not entered on the customs declaration will be returned to sender, or if no return address is included destroyed. For more information please contact the FDA website at: www.access.fda.gov

Food Shipments to destinations other than USA
Under regulations a full description of the items to be shipped is required. It is not sufficient to solely state 'gift' or sample.

Websites of major Public Postal Operators in English:
UK – www.royalmail.com
Germany – www.dpdhl.com
USA – www.usps.com
Australia – www.auspost.com
New Zealand – www.nzpost.co.nz
Canada – www.canadapost.ca

EU Public Postal Operators:
www.ec.europa.eu

UPU Public Postal Operators:
www.upu.int
The safety of our customers and employees requires that restrictions or prohibitions apply to the sending of certain items because of their potentially hazardous nature.

**How will you know if a substance is prohibited?**

If the item you wish to have transported falls into any of the following categories (see across) you must consider any potential negative impact on recipients and An Post employees.

It is An Post policy to facilitate customers where possible. However, your safety, the recipient’s safety and the safety of our people is paramount. It may be possible to carry items which would otherwise be prohibited provided:

(a) You fully comply with our special requirements

(b) You meet any insurance requirements fully

(c) You indemnify An Post against all claims which may be made against you

(d) An Post has agreed in writing to carry such items

The listed examples should be used as a non-exhaustive guide only. If in doubt please call Customer Services on **01 705 7600.** To assist a prompt response, please furnish us with the following information: volume to be carried, Safety Data Sheet, packaging and any other relevant information.

Please note the posting of diagnostic samples is prohibited.

Organic or biological materials likely to perish in transit are prohibited.

Please remember that size & weight restrictions also apply see page 4.

**Think before you send. If in doubt – check.**
Toxic or Very Toxic
May cause serious or extremely serious health risks or death, e.g. pathogenic material, asbestos, weed killers, solvents, poison, insecticides.

Corrosive
Can cause chemical burns, e.g. bleach, acids, alkalis, car batteries, caustic soda.

Flammable Liquids & Solids (highly or extremely):
E.g. solvents, petroleum products, gases, glue, fire lighters, varnish, industrial alcohol.

Explosive
May explode if subject to heat, shock or friction, e.g. flares, fireworks, igniters, blasting caps, ammunition, primers, potassium nitrate, gas cylinders.

Oxidising
When in contact with some other substances can start a fire or make a fire worse, e.g. peroxides, fibreglass repair kits, bromates, chlorates.

Harmful or Irritant
Can cause health risk or irritation, e.g. dyes, oil based paint.

Radioactive
E.g. medical tracers, radioisotopes, equipment containing radioactive sources.

Liquids
Any liquid likely to cause injury or damage following leakage.
International Prohibited Items
Standard Postal/Postal Services

For security and legal reasons, items which fall into any of the categories below are prohibited from International Mail services:

**Full list of prohibited items:**
- Acetone
- Aerosols (of any kind including saline solution, cosmetics)
- Aluminium Chloride
- Antiques
- Arsenic
- Asbestos
- Batteries including lithium-ion batteries (individually or as part of an electronic device)
- Benzene
- Beryllium
- Blasting Caps
- Bromates
- Bullion
- Butane
- Calcium Carbide
- Carbon Dioxide
- Caustic Soda
- Cellulose
- Chlorates
- Chlorine
- Cleaning Fluids
- Corrosive Fluids
- Corrosive Paint Remover
- Corrosive substances (including acids and batteries)
- Cyanide
- Drugs and Pharmaceutical products
- Dry Ice (Solid Carbon Dioxide)
- Ethane
- Explosive substances (including fireworks, gas cylinders, ammunition or crackers)
- Firearms & Replica Firearms (including toys)
- Fire Extinguishers
- Fissile Material (Uranium 235 etc.)
- Flammable substances (including matches, lighters)
- Flares
- Fluorine
- Fuses
- Gasoline
- Hazardous or combustible material (as defined in the regulations of the International Air Transport Association (IATA))
- Human remains including ashes
- Hydrochloric Acid
- Hydrogen
- Igniters
- Illegal Narcotics
- Industrial Diamonds
- Infectious substances (including medical samples, biological samples or serums)
- Ivory
- Lighter Fuel
- Liquids (of any kind including water, alcohol, gels, creams, aftershaves and perfumes)
- Luggage
- Magnetised Material
- Matches
- Mercury
- Mercury Salts
- Metallic Magnesium
- Methane
- Mustard Gas
- Neon
- Nitrates
- Nitrobenzene
- Nitrocellulose Film
- Nitrogen
- Nitrogen Dioxide
- Nitroglycerine
- Nitric Acid
- Paint Remover
- Paint Thinner
- Paraffin
- Pathogenic Material
- Perchlorates
- Perishable items
- Permanganates
- Peroxides
- Petroleum
- Phosphorous
- Pornography
- Potassium
- Propane
- Radioactive Waste Material (Uranium or Thorium Ores etc.)
- Rat Poison
- Selenide
- Serum
- Sodiums
- Sodium Hydride
- Solvents
- Sulphuric Acid
- Toner & Ink Cartridges (separately packed or in printers)
- Vaccines
- Works of art
- Zinc Powder

*Additional items may be prohibited/restricted from “Courier Services” - For more information call Customer Services on 01 705 7600. Full details available at anpost.ie/prohibiteditems*
## Restricted Items
### National Mails Services

<table>
<thead>
<tr>
<th>Restricted Items</th>
<th>Standard</th>
<th>Express</th>
<th>Registered</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Accepted</td>
<td>Accepted</td>
<td>Accepted</td>
</tr>
<tr>
<td>Cash and Coin</td>
<td>x</td>
<td>x</td>
<td>✓</td>
</tr>
<tr>
<td>Jewellery and all precious metals in Registered Packets &lt;2kg</td>
<td>x</td>
<td>x</td>
<td>✓</td>
</tr>
<tr>
<td>Cheques / Bank Drafts / Sterling Drafts</td>
<td>✓*</td>
<td>x</td>
<td>✓</td>
</tr>
<tr>
<td>All other vouchers with Monetary Value (excluding postage stamps)</td>
<td>x</td>
<td>x</td>
<td>✓</td>
</tr>
<tr>
<td>Passports in Registered Packets &lt;2kg</td>
<td>x</td>
<td>x</td>
<td>✓</td>
</tr>
<tr>
<td>Ceramics / Glass</td>
<td>x</td>
<td>x</td>
<td>✓</td>
</tr>
<tr>
<td>Fragile Items – must be marked Fragile with Care</td>
<td>x</td>
<td>x</td>
<td>✓</td>
</tr>
<tr>
<td>Works of Art including antiques &amp; collectable</td>
<td>x</td>
<td>x</td>
<td>✓</td>
</tr>
</tbody>
</table>

- *Accepted at senders risk
- Only Registered Post can be used for the items listed on the restricted list above, with the exception of acceptance of Cheques / Bank Drafts / Sterling Drafts, which are accepted at the senders risk.

## Restricted Items
### International Mails Services

<table>
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<td>Accepted</td>
</tr>
<tr>
<td>Cash and Coin</td>
<td>x</td>
<td>x</td>
<td>✓</td>
</tr>
<tr>
<td>Jewellery and all precious metals (subject to export or local import restrictions)</td>
<td>x</td>
<td>x</td>
<td>✓</td>
</tr>
<tr>
<td>Cheques / Bank Drafts / Sterling Drafts</td>
<td>x</td>
<td>x</td>
<td>✓</td>
</tr>
<tr>
<td>All other vouchers with Monetary Value (Excluding Postage Stamps)</td>
<td>x</td>
<td>x</td>
<td>✓</td>
</tr>
<tr>
<td>Passports</td>
<td>x</td>
<td>x</td>
<td>✓</td>
</tr>
<tr>
<td>Ceramics / Glass</td>
<td>x</td>
<td>x</td>
<td>✓</td>
</tr>
<tr>
<td>Fragile Items – must be marked Fragile with Care</td>
<td>x</td>
<td>x</td>
<td>✓</td>
</tr>
<tr>
<td>Works of Art including antiques &amp; collectable</td>
<td>x</td>
<td>x</td>
<td>✓</td>
</tr>
</tbody>
</table>

- *Accepted up to 2kg
- Only Registered Post can be used for the items listed on the restricted list above, with the exception of acceptance of Cheques / Bank Drafts / Sterling Drafts, which are accepted at the senders risk.
Customs and Security Documentation

Form name: Aviation Security Declaration
When to be used: All packets and parcels to EU destinations except Northern Ireland regardless of the value.

Form name: CP 72
When to be used: All parcels to non EU destinations and packets to non EU destinations where the value of the contents exceed €300.00.

Form name: CN 22
When to be used: All packets to non EU destinations where the value is less than €300.00.
Discounts and incentives
An Post offers a number of discounts and incentives to customers sending post in significant volumes. These are possible because of work-sharing arrangements which reduce costs for all concerned. Contact Customer Services on 01 705 7600.

For further information:
Visit: anpost.ie
Call
Customer Services: 01 705 76 00
Business Desk: 1850 26 23 62 or call: 01-705 86 00
Write to: An Post Customer Services Ground Floor GPO O’Connell Street Lower Freepost Dublin 1
Call into: your local Post Office and ask for details.

Email: Customer.Services@anpost.ie or Business.Desk@anpost.ie