SERVICES GUIDE
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His Highness Sheikh
KHALIFA BIN ZAYED AL NAHYAN
President of United Arab Emirates

His Highness Sheikh
MOHAMMED BIN RASHID AL MAKTOUM
Vice President and Prime Minister of the
UAE and Ruler of Dubai
Emirates Post Group has been making earnest efforts to raise the bar on its services, in line with our strategic goal of boosting performance by keeping pace with developments in technology. The end result of all this will be improved customer satisfaction.

Over the past few years, the group has achieved significant success and growth due to the tireless efforts of the management and employees. Such achievements have strengthened our position as a strong modern Federal organization that follows high international standards. But we believe the best days are ahead of us.

We attach great importance to establishing ties with business partners from both private and public sector organizations. Over the past few years, we have signed partnership deals with new clients and partners. One example of this is the leasing of surplus spaces in our post offices to outside companies to launch services that complement our existing services.

In the days ahead, we will continue to deliver highest levels of customer satisfaction in the field of posts, courier, remittances, corporate services and other related areas.

The UAE as a whole is poised to make remarkable strides economically and strengthen its position globally in the next few years. Emirates Post Group shares this determination and drive, and we will continue to be guided by our leaders so that we can map our growth.

We thank all our customers, partners and associates for believing in us. We assure you that Emirates Post Group will always go an extra mile to meet the commitment made to you, and deliver services that will exceed your expectations.

Fahad Eisa Al Hosani
Acting CEO, Emirates Post Group
EMIRATES POST GROUP
Emirates Post Group manages the long-term and medium-term planning of its postal operational division and subsidiaries, which consist of Wall Street Exchange Center and Electronic Documents Centre.

The Emirates Post Group constantly seeks to provide postal services and solutions that match the latest trends in global postal services, with a focus on making post offices one-stop shops that offer multiple services through a network of over 115 post offices, driven by the goal of constantly raising customer satisfaction and adhering to principles of corporate social responsibility.

The Group offers quality services under postal and non-postal categories. In Postal services, it provides personalized mailing solutions, local and international Express Mail, domestic and international courier services, money transfer (Instant Cash service and UPU’s International Financial System).

In non-postal services, the Group offers vital community services in partnership with government agencies and private sector companies. The portfolio includes Government services, utility bill payment services, financial services, travel services.

The Group also offers corporates a unique service of Marketing Solutions, which include Advertising through Post and Promotional Stamps.

GOVERNMENT VISION
To be one of the best countries in the world by 2021

EPG VISION
Leadership and creativity at the local and international levels in the fields of postal, logistic, and financial services.

EPG MISSION
Based on strong and sophisticated infrastructure, and through qualified workforce and supportive leaders, we will provide a bouquet of postal, logistic and specialized financial services according to the best standards of quality, excellence, creativity and innovation in order to keep our customers happy.

STRATEGIC GOALS
1. Ensure the sustainability and development of the financial resources.
2. Provide high quality services and benefits to the customers by adopting innovative ways.
3. Develop the human resources and increase their institutional loyalty.

CORE VALUES
1. Customer Service
2. Quality and Excellence
3. Flexibility
4. Teamwork
5. Take Responsibility
6. Accountability
7. Loyalty
8. Honesty

OUR STRATEGY
Emirates Post Group provides P.O. Box service for its individual and corporate clients for an annual rent payable between 1 December and 31 January (regardless of the box rental date). If the rental fees are not paid during the stipulated period, late payment charges shall apply depending on the box type.

CORPORATE P.O. BOX SERVICE

Corporate P.O. Box services are now fast, efficient and reliable, with an exciting range of value-added bundles that are best suited for companies.

Emirates Post Group provides P.O. Box rental service on an annual basis. The annual P.O. Box rental fees should be paid between 1st December and 31st January. A penalty of AED 500 will be charged from 1st February for late payment. Additional AED 10 will be charged for every month from March 1st. A fine of AED 200 will be charged for each returned cheque, in addition to the late payment fines mentioned above, where the full amount due should be paid in cash. Emirates Post Group has the right to suspend the service if the subscription is not renewed, as per the Terms and Conditions.

Corporate P.O. Box service is provided according to the following bundles and categories:

1- P.O. BOX LIGHT

Service Features:
- Annual P.O. Box rental.
- "eShaar" notification.

Service Fee:
The annual fee for this service is AED 750.

Additional Fees:
- AED 70 for new P.O. Box registration.
- AED 750 for each additional trade license (fill up an additional form– Tejari Box).

How to apply/renew:
- Duly fill the Corporate application form ‘signed & stamped’.
- Copy of a valid Trade license.
- Copies of all additional companies trade licenses for Tejari Box Service.
- Valid National ID Card of the authorized person.

2- P.O. BOX STANDARD

Service Features:
- Annual P.O. Box rental.
- 1 Mail Bag.
- "eShaar" notification.

Service Fee:
The annual fee for this service is AED 1,750

Additional Fees:
- AED 70 for new P.O. Box registration.
- AED 750 for each additional trade license (fill up an additional form– Tejari Box).

How to apply/renew:
- Duly fill up the Corporate application form ‘signed & stamped’.
- Copy of a valid trade license.
- Copies of all additional companies trade licenses for Tejari Box Service.
- Valid National ID Card of the authorized person.

3- EZIMAIL BRONZE

Service Features:
- Annual P.O. Box rental.
- 1 Mail bag.
- "eShaar" SMS notification.

Additional Fees:
- AED 70 for new P.O. Box registration.
- AED 750 for each additional trade license (fill up an additional form– Tejari Box).

How to apply/renew:
- Duly fill the Corporate application form ‘signed & stamped’.
- Copy of a valid Trade license.
- Copies of all additional companies trade licenses for Tejari Box Service.
- Valid National ID Card of the authorized person.
**Weekly mail pickup & delivery.**

The annual fee for this service is AED 3,500.

**Additional Fees:**
- AED 70 for new P.O. Box registration.
- AED 750 for each additional trade license (fill up an additional form – Tejari Box).

How to apply/renew:
- Duly fill the Corporate application form (signed & stamped).
- Valid copy of Trade license.
- Copies of all additional companies trade licenses for Tejari Box Service.
- Valid National ID Card of authorized person.

**Service Features:**
- 3 times a week mail pickup and delivery.
- "eShaar" notification.
- 1 Mail Bag.
- Annual P.O Box rental.
- Service Features:
- Annual P.O Box rental.
- "eShaar" notification.
- 6 times a week mail pickup and delivery.
- Service fee:
The annual fee for this service is AED 12,000.

**Additional Fees:**
- AED 70 for new P.O. Box registration.
- AED 750 for each additional trade license (fill up an additional form – Tejari Box).

How to apply/renew:
- Duly fill the Corporate application form (signed & stamped).
- Valid copy of Trade license.
- Copies of all additional companies trade licenses for Tejari Box Service.
- Valid National ID Card of authorized person.

**Service Features:**
- 6 times a week mail pickup and delivery.
- "eShaar" notification.
- 1 Mail Bag.
- Annual P.O Box rental.
- Service Features:
- Annual P.O Box rental.
- "eShaar" notification.
- 6 times a week mail pickup and delivery.
- Service fee:
The annual fee for this service is AED 12,000.

**Additional Fees:**
- AED 70 for new P.O. Box registration.
- AED 750 for each additional trade license (fill up an additional form – Tejari Box).

How to apply/renew:
- Duly fill the Corporate application form (signed & stamped).
- Valid copy of Trade license.
- Copies of all additional companies trade licenses for Tejari Box Service.
- Valid National ID Card of the authorized person.

**Service Features:**
- Annual P.O Box rental.
- "eShaar" notification.
- 6 times a week mail pickup and delivery.
- Service fee:
The annual fee for this service is AED 6,000.

**Additional Fees:**
- AED 70 for new P.O. Box registration.
- AED 750 for each additional trade licenses (fill up an additional form – Tejari Box).

How to apply/renew:
- Duly fill the Corporate application form (signed & stamped).
- Valid copy of Trade license.
- Copies of all additional companies trade licenses for Tejari Box Service.
- Valid National ID Card of authorized person.

**Service Features:**
- Annual P.O Box rental.
- "eShaar" notification.
- 50% discount on Domestic Unaddressed Mail up to 40K units.
- 12 Domestic Courier Coupons.
- 50% discount on Domestic Unaddressed Mail up to 40K units.

**Service Features:**
- Annual P.O Box rental.
- "eShaar" notification.
- 6 times a week mail pickup and delivery.
- Service fee:
The annual fee for this service is AED 12,000.

**Additional Fees:**
- AED 70 for new P.O. Box registration.
- AED 750 for each additional trade license (fill up an additional form – Tejari Box).

How to apply/renew:
- Duly fill the Corporate application form signed & stamped.
- Valid copy of Trade license.
- Copies of all additional companies trade licenses for Tejari Box Service.
- Valid National ID Card of the authorized person.

**Service Features:**
- Annual P.O Box rental.
- "eShaar" notification.
- 6 times a week mail pickup and delivery.
- Service fee:
The annual fee for this service is AED 750.

**Additional Fees:**
- AED 70 for new P.O. Box registration.
- AED 750 for each additional trade license (fill up an additional form – Tejari Box).

How to apply/renew:
- Duly fill up the Corporate application form signed & stamped.
- Valid copy of the Trade license.
- Copies of all additional companies trade licenses for Tejari Box Service.
- Valid National ID Card of the authorized person.

**Service Features:**
- Annual P.O Box rental.
- "eShaar" notification.
- 50% discount on Domestic Unaddressed Mail up to 40K units.
- 12 Domestic Courier Coupons.
- 50% discount on Domestic Unaddressed Mail up to 40K units.

**Service Features:**
- Annual P.O Box rental.
- "eShaar" notification.
- 6 times a week mail pickup and delivery.
- Service fee:
The annual fee for this service is AED 12,000.

**Additional Fees:**
- AED 70 for new P.O. Box registration.
- AED 750 for each additional trade license (fill up an additional form – Tejari Box).

How to apply/renew:
- Duly fill up the Corporate application form signed & stamped.
- Valid copy of the Trade license.
- Copies of all additional companies trade licenses for Tejari Box Service.
- Valid National ID Card of the authorized person.

**Service Features:**
- Annual P.O Box rental.
- "eShaar" notification.
- 6 times a week mail pickup and delivery.
- Service fee:
The annual fee for this service is AED 12,000.

**Additional Fees:**
- AED 70 for new P.O. Box registration.
- AED 750 for each additional trade license (fill up an additional form – Tejari Box).

How to apply/renew:
- Duly fill up the Corporate application form signed & stamped.
- Valid copy of the Trade license.
- Copies of all additional companies trade licenses for Tejari Box Service.
- Valid National ID Card of the authorized person.

**Service Features:**
- Annual P.O Box rental.
- "eShaar" notification.
- 6 times a week mail pickup and delivery.
- Service fee:
The annual fee for this service is AED 12,000.

**Additional Fees:**
- AED 70 for new P.O. Box registration.
- AED 750 for each additional trade license (fill up an additional form – Tejari Box).

How to apply/renew:
- Duly fill up the Corporate application form signed & stamped.
- Valid copy of the Trade license.
- Copies of all additional companies trade licenses for Tejari Box Service.
- Valid National ID Card of the authorized person.

**Service Features:**
- Annual P.O Box rental.
- "eShaar" notification.
- 6 times a week mail pickup and delivery.
- Service fee:
The annual fee for this service is AED 12,000.

**Additional Fees:**
- AED 70 for new P.O. Box registration.
- AED 750 for each additional trade license (fill up an additional form – Tejari Box).

How to apply/renew:
- Duly fill up the Corporate application form signed & stamped.
- Valid copy of the Trade license.
- Copies of all additional companies trade licenses for Tejari Box Service.
- Valid National ID Card of the authorized person.

**Service Features:**
- Annual P.O Box rental.
- "eShaar" notification.
- 6 times a week mail pickup and delivery.
- Service fee:
The annual fee for this service is AED 12,000.

**Additional Fees:**
- AED 70 for new P.O. Box registration.
- AED 750 for each additional trade license (fill up an additional form – Tejari Box).

How to apply/renew:
- Duly fill up the Corporate application form signed & stamped.
- Valid copy of the Trade license.
- Copies of all additional companies trade licenses for Tejari Box Service.
- Valid National ID Card of the authorized person.

**Service Features:**
- Annual P.O Box rental.
- "eShaar" notification.
- 6 times a week mail pickup and delivery.
- Service fee:
The annual fee for this service is AED 12,000.

**Additional Fees:**
- AED 70 for new P.O. Box registration.
- AED 750 for each additional trade license (fill up an additional form – Tejari Box).

How to apply/renew:
- Duly fill up the Corporate application form signed & stamped.
- Valid copy of the Trade license.
- Copies of all additional companies trade licenses for Tejari Box Service.
- Valid National ID Card of the authorized person.

**Service Features:**
- Annual P.O Box rental.
- "eShaar" notification.
- 6 times a week mail pickup and delivery.
- Service fee:
The annual fee for this service is AED 12,000.

**Additional Fees:**
- AED 70 for new P.O. Box registration.
- AED 750 for each additional trade license (fill up an additional form – Tejari Box).

How to apply/renew:
- Duly fill up the Corporate application form signed & stamped.
- Valid copy of the Trade license.
- Copies of all additional companies trade licenses for Tejari Box Service.
- Valid National ID Card of the authorized person.

**Service Features:**
- Annual P.O Box rental.
- "eShaar" notification.
- 6 times a week mail pickup and delivery.
- Service fee:
The annual fee for this service is AED 12,000.

**Additional Fees:**
- AED 70 for new P.O. Box registration.
- AED 750 for each additional trade license (fill up an additional form – Tejari Box).

How to apply/renew:
- Duly fill up the Corporate application form signed & stamped.
- Valid copy of the Trade license.
- Copies of all additional companies trade licenses for Tejari Box Service.
- Valid National ID Card of the authorized person.

**Service Features:**
- Annual P.O Box rental.
- "eShaar" notification.
- 6 times a week mail pickup and delivery.
- Service fee:
The annual fee for this service is AED 12,000.

**Additional Fees:**
- AED 70 for new P.O. Box registration.
- AED 750 for each additional trade license (fill up an additional form – Tejari Box).

How to apply/renew:
- Duly fill up the Corporate application form signed & stamped.
- Valid copy of the Trade license.
- Copies of all additional companies trade licenses for Tejari Box Service.
- Valid National ID Card of the authorized person.
• Provide a valid National ID card of the agent.

Service Fee:
The fee for this service is AED 100 for corporate.

NAME CHANGE (SUPPLEMENTARY SERVICE):
A customer renting the post box may apply for changing the name to another person or transfer the post box to a company or vice versa, as per the following rules:
• From company to company:
  1. Dully fill ‘P.O. Box Miscellaneous Services Form’
  2. Dully fill ‘P.O. Box subscription form’
  3. Copies of both trade licenses
  4. No objection letter from the old company to the new
  The fee for this service is AED 100

• From Corporate to personal
  1. Trade license cancellation from Economic Department or another P.O.Box must be rented for the company.
  2. Dully fill ‘P.O. Box Miscellaneous Services Form’
  3. Dully fill ‘P.O. Box subscription form’
  4. From personal to corporate
  1. Dully fill ‘P.O. Box Miscellaneous Services Form’
  2. Dully fill ‘P.O. Box subscription form’
  3. Copy of a valid ID
  The fee for this service depends on the chosen box bundle.

BOX CANCELLATION (SUPPLEMENTARY SERVICE FOR BOTH BOXES SERVICES TYPES):
In the event of a customer’s desire not to benefit from the box is entitled to cancel the box in order to avoid any subsequent financial implications required documents:
  1. Fill ‘P.O. Box Miscellaneous Services Form’
  2. A copy of the cancellation of trade license issued by the Department of Economic Development the conditions:
  1. The payment of all amounts owed by the box
  2. The presence of the tenant personally or the agent authorized.

INDIVIDUAL P.O. BOX BUNDLES (SERVICE CATEGORY):
The P.O. Box Bundles are designed for customers’ convenience in choosing how to receive their mail with value added benefits.
Emirates Post Group provides P.O. Box rental service on an annual basis until the end of December. Annual P.O. Box rental fees should be paid between 1st December and 31st January. A penalty of AED 100 will be charged from 1st February for late payment. Additional AED 10 will be charged for each month starting March 1st.
A line of AED 200 will be charged for each returned cheque, in addition to the late payment fines mentioned above, where the full amount due should be paid in cash.
Emirates Post Group has the right to suspend the service if the subscription is not renewed on time, as per applicable Terms and Conditions.
To be eligible to rent a P.O. Box, a customer must be a resident of the UAE.

SERVICE FEATURES:
• Delivering and receiving mail through a private post box installed in front of the villa.
• Accessing the P.O. Box Online (Automatically Sorted Mail).
• “eShaar” notification.
• Retaining the P.O. Box number even in case of moving to another villa.
• Locate P.O. Box through GPS Service

Annual Fee:
For annual renting:
• Receiving/sending mail 3 times a week is AED 750.
• Receiving/sending mail 6 times a week is AED 1,250.

Additional Fees:
• AED 70 for new P.O. Box registration.
• AED 70 for new P.O. Box registration.
How to apply/renew:
• Dully fill the Individual application form.
• Valid passport copy and residence visa page for non-UAE nationals.
• Valid National ID card.

• Copy of ownership proof or no objection letter should be submitted.
• Two passport photos (for new subscriptions).

2. MY BUILDING
Delivery of Mail through post boxes installed within residential buildings:
Service Features:
• Delivering Mail within residential buildings.
• Accessing the P.O. Box Online (Automatically sorted Mail).
• “eShaar” notification.

Annual Fee:
The annual fee for this service is AED 450.

Additional Fees:
• AED 70 for new P.O. Box registration.
• Valid passport copy and residence visa page for non-UAE nationals.
How to apply/renew:
• AED 70 for new P.O. Box registration.

Additional Fees:
The annual fee for this service is AED 250.

Annual Fee:
• “eShaar” notification.
• Accessing the P.O. Box Online (Automatically sorted Mail).
• Delivering mail through P.O. Box shelters located in residential and commercial areas.

Service Features:
• Delivering mail through P.O. Box shelters located in residential & commercial areas.
• Accessing the P.O. Box Online (Automatically sorted Mail).

LOCK REPLACEMENT (SUPPLEMENTARY SERVICE):
Individual and corporate customers may apply for changing the box lock on payment of AED 100.

Required Documents:
1. Dully fill ‘P.O. Box Miscellaneous Services Form’
2. A proof of name change issued by the concerned authority.
3. One of the documents required in case of changing the name of the person who rented the post box:
   1. Dully fill ‘P.O. Box Miscellaneous Services Form’
   2. A proof of name change issued by the concerned authority.

NAME CHANGE (SUPPLEMENTARY SERVICE):
A customer renting the post box may apply for changing the name to another person or transfer the post box to a company or vice versa, as per the following rules:
• The required documents: In case of changing the name of the person who rented the post box:
  1. Dully fill ‘P.O. Box Miscellaneous Services Form’
  2. A proof of name change issued by the concerned authority.
• The required documents: In case of transferring the post box from personal to corporate:
  4. Copy of valid ID
  5. Dully fill ‘P.O. Box Miscellaneous Services Form’
  6. An authorization given by the person who is renting the post box to another person to receive incoming postal items, such as parcels and registered mail, from the counters at the post office.

MAIL BAG (SUPPLEMENTARY SERVICE):
Customers who receive large quantities of mail exceeding the capacity of their private post boxes have the option of renting a Mail Bag.

Service Features:
Easy and quick delivery of postal items.

RECEIVING MAIL THROUGH PUBLIC P.O. BOX (SERVICE CATEGORY)
The Public P.O. Box is aimed at providing a UAE address to people who don’t have individual post boxes. For a small fee, people can have a mailing address in the UAE, the charges for the service range from AED 1 to AED 3 per piece depending on the type of mail and weight. The Public P.O. Box service allows people to give these P.O. Box numbers to their friends and relatives. When a person expects mail, he can go to the registered mail counter at the respective post office and ask the customer service agent to check if there is any mail.

One can then collect the mail after paying the specified fee. It is also advisable for the sender to write the contact number of the recipient. To get the Public P.O. Box number please visit the nearest post office or our website: www.epg.gov.ae
Letter Post

Local and International Letter Post Service (Main Service)
A letter is defined as a written, typed or printed communication, usually sealed in an envelope, sent by post from one party to another. Letters can be of a personal, legal or business nature, or printed material.

Size & Weight Limitations for any given letterpost item:
- Maximum weight: 2kg.
- Maximum limits: 900 mm (total length + width + thickness)
- Maximum length: 600 mm.
- Minimum size: 90 mm x 140 mm

Registered Mail (Service Category):
On the sender's request, a signature will be obtained from the addressee as proof of delivery. This service is available locally and internationally. Registered mail need to be collected from the post office.

Service Features:
- Ability to track and trace.
- Receiving proof of delivery.
- Assured delivery to intended addressee.

Service Fees:
- AED 4 per domestic postal item (per mail item over and above the applicable postal charges).
- AED 6 per international postal item (per mail item over and above the applicable postal charges).

Insured Mail (Service Category)
The postal insurance service allows the sender to insure valuable items such as letters and parcels to cover loss or damage in whole or in part. Insured mail needs to be collected from the post office.

Service Features:
- Added peace of mind while sending valuable or important items by post.
- Insurance is available to more than 175 countries.

Express Distribution (Complementary Service)
It is a value-addition to the registered mail service to grant the parcel the priority in sorting.

Conditions:
1. Maximum weight: 2 Kgs
2. The package is compliant with the packaging conditions
3. The package is free from prohibited materials

Acknowledgment of Receipt Notification (Complementary Service)
This service authorizes the post office to get the recipient’s signature which confirms the receipt of the sent items; this notification will then be forwarded to the sender.

Service Fees: AED 2

Khulaif Express (Service Category)
This service targets businesses and individuals for sending and receiving express insured shipments to and from GCC countries.

Express Mail (Service Category)

Required Documents: 1. Signed service receipt

Conditions:
1. Compliance with packaging conditions
2. The shipment should contain no prohibited items
3. The maximum weight as per the destination should not be exceeded

Service Fees: According to weight and destination

Express Mail Service "EMS" (Service Category)
(EMS) is the quick and efficient way to send and receive urgent business documents and general items deemed 'top priority'. Express Mail delivers locally and internationally to more than 200 countries around the world.

Size & Weight Limitations:
- Size and weight limits vary from country to country.

Khaliji Express (Service Category)
but in general, the sum of the length and the greatest circumference must not exceed 3 meters.

- In most countries a maximum weight limit of 30 Kgs (per item) applies; however, some countries only accept items weighing 10-15-20 kg.

**Service Features:**

- All Express Mail items are insured (free of charge) against delay, loss or damage.
- Free e-SHare and mail inquiry service.
- Track and trace service.
- Proof of delivery.

**Service Fees:**

- Rates vary depending on weight and destination of the postal item.
- The same charges apply within any given emirate and between the Emirates.

**Service Conditions:**

The insurance scheme does not cover items that are lost, damaged or delayed due to force majeure or due to the fault or negligence of the sender.

How companies can subscribe to the Post-Paid Express Mail Service:

- The same charges apply within any given emirate and between the Emirates.
- Postal fees will vary according to weight and destination.

**Service Features:**

- Providing quick mail distribution service while saving time and effort.
- In some cases, bulk discounts may apply.

**Postal Services:**

- Place their letters in the pre-paid envelope provided. The ‘Postage Paid’ facility is available to corporates that place their letters in the pre-paid envelope provided.
- A company signatory must sign the form when the contract is signed.
- Payment is only required for the replies received through the post box.
- A company signatory must present the original trade license to Emirates Post when applying.

**Business Reply (for Companies Only)**

- A company signatory must sign the request form.

**Sealing Permits (For Companies Only)**

For a nominal annual fee, ‘Postage Paid’ subscribers can also take advantage of the ‘Sealing Permit’ service, which allows printed papers to be sealed by special permission from Emirates Post Group.

**How to apply:**

- Fill the “Business Services Subscription form”.
- Provide a copy of the company’s trade license and a P.O. Box in the same name is required.
- Passport copy of the owner or the local sponsor.
- A company signatory must present the original trade license to Emirates Post when applying.

**Service Features:**

- The service allows mail to be sent with confidentiality.
- The annual subscription fee is AED 200, payable when the contract is signed.

**FRANKING MACHINES (FOR INDIVIDUALS AND COMPANIES)**

**For Companies:**

- Allowing postage stamps by hand is a laborious and time-consuming task; Emirates Post’s Franking Machine Service offers companies a fast and efficient alternative. Upon Emirates Post approval, a permit number will be given to the applicant to purchase a franking machine from any of the registered dealers. Mail is then simply fed into the franking machine which automatically prints the value of the postage paid on the top right-hand corner. All postage charges subsequently incurred can then be deducted from the total amount deposited.

**Service Conditions:**

- Obtaining a permit to purchase a franking machine from one of the dealers authorized by Emirates Post Service Features:
  - Maximizes the efficiency of the subscribing company’s outgoing mail as postage values are worldwide.
  - No stipulations are made with regard to the minimum number of replies.
  - It is cost-effective, especially on large volume mailings.
  - Payment is only required for the replies received through the post box.
  - This service works well with the Unaddressed Mail marketing solutions.

**How to apply:**

- Fill the “Business Services Subscription form”.
- Provide a copy of the company’s trade license and a P.O. Box in the same name is required.
- Passport copy of the owner or the local sponsor.
- A company signatory must present the original trade license to Emirates Post when applying.

**Service Features:**

- 50 Fils for each returned local response.
- AED 1.25 for each returned international response.

**In addition to an annual fee of AED 500, subscribers pay:**

- AED 1.25 per character for the replies received.
- AED 1.25 per character for the replies received.

**When it matters:**

- A company signatory must also present the original trade license to Emirates Post when applying.

**Sealing Permits (for Companies Only)**

- A company signatory must present the request form.

**Present Original Trade License when applying.**

- A company signatory must sign the request form.

**Sealing Permits (For Companies Only)**

For a nominal annual fee, ‘Postage Paid’ subscribers can also take advantage of the ‘Sealing Permit’ service, which allows printed papers to be sealed by special permission from Emirates Post Group.

**How to apply:**

- Fill the “Business Services Subscription form”.
- Provide a copy of the company’s trade license and a P.O. Box in the same name is required.
- Passport copy of the owner or the local sponsor.
- A company signatory must present the original trade license to Emirates Post when applying.

**Service Features:**

- The service allows mail to be sent with confidentiality.
- The annual subscription fee is AED 200, payable when the contract is signed.

**BUSINESS REPLY (FOR COMPANIES ONLY)**

A company can offer its customers the opportunity to reply to its correspondence, free of charge, respondents simply place their letters in the prepaid envelope provided. The maximum weight should not exceed 50 grams.

**Service Fees:**

- In addition to an annual fee of AED 500, subscribers pay:
  - AED 1.25 for each returned international response.
  - 50 Fils for each returned local response.

**Service Features:**

- Customers are encouraged to respond as there is no cost to them.
- Flexible payment options.
- Local and international service spans 91 countries worldwide.

**No stipulations are made with regard to the minimum number of replies.**

**It is cost-effective, especially on large volume mailings.**

**Payment is only required for the replies received through the post box.**

**This service works well with the Unaddressed Mail marketing solutions.**

**How to apply:**

- Fill the “Business Services Subscription form”.
- Provide a copy of the company’s trade license and a P.O. Box in the same name is required.
- Passport copy of the owner or the local sponsor.
- A company signatory must present the original trade license to Emirates Post when applying.

**Service Features:**

- 50 Fils for each returned local response.
- AED 1.25 for each returned international response.

**In addition to an annual fee of AED 500, subscribers pay:**

- AED 1.25 per character for the replies received.
- AED 1.25 per character for the replies received.

**When it matters:**

- A company signatory must also present the original trade license to Emirates Post when applying.
PARCELS SERVICES

automatically printed on mail:
• Stacks of stamps no longer need to be kept.
• Franking can be used to pay for all local and international mail.
• An advertising message or logo can be printed alongside the franked impression.

Service Fees:
Average cost of franking machine is AED 5,000.
Minimum deposit towards postage costs incurred is AED 1,000.

How to apply / Top Up:
• Send an official letter to Emirates Post requesting for the service.
• Buying the machine from one of the Authorized Dealers.
• Fill up the “Business Services Subscription form”.
• Bringing the machine to any central post office for top-up of AED 1,000.

Authorized Dealers:
• Abba Electronics: P.O.Box 44500 - Dubai - Tel: 04-3554222
• Al Abbas Trading Co.: P.O.Box 527 - Dubai - Tel: 04-3528888
• Khan Brothers: P.O.Box S211 - Dubai - Tel: 04-2076299
• Oxford Office Equipment: P.O.Box 56430 Dubai Tel: 04-2270880
• International Empire Traders: P.O.Box 131284 - Dubai - Tel: 04-2270122

For Individuals:
Individuals sending large volumes of personal mail items can visit one of the main post offices in UAE to obtain the service after payment of prescribed fees.

Service Conditions:
• Proper packaging.
• Clear address of the receiver and sender with telephone number, if possible.

Service Fees:
It varies as per weight and destination.

PARCELS (MAIN SERVICE)
Customers wishing to send parcels in UAE or internationally can benefit from this service at a competitive rate, as well as track and trace system to confirm delivery.

SENDING ORDINARY PARCELS (SERVICE CATEGORY): This service is available for corporate and individual customers
Service Features:
• Rates are very reasonable.
• Payment facilities for contract holders.
• Large volumes can be sent.
How to apply (For Companies Only):
• Fill out the commercial services application form.
• A Copy of the company’s Trade License and a P.O. Box number under the same name.
• A company signatory must also present the valid original Trade License when applying.
• Each shipment must contain at least five parcels.

Service Fees:
Postal Parcel charges vary depending on the weight, volume and destination.
Parcel senders can make post-dated payments.
Dimension & Weight limitations:
• Dimensions of the parcel should not exceed 1.5 meters.
• The maximum length and greatest circumference should not exceed 3 meters.
• Maximum weight for international deliveries is 30 kg.
• Maximum weight within the U.A.E is 20 kg.

Type of parcels:
• Local Parcel: Delivery at the Post Office in the U.A.E.
• Airmail Parcel: Parcel to be sent by air.
• Surface Parcel: Surface air lifted (SAL)
There are some administrations that do not pay compensation for UNINSURED (ordinary) parcels lost, rifled or damaged whilst in their care. For more information about these countries please visit our website: www.epg.gov.ae

INSURED Parcels
The postal insurance service allows the sender to insure valuable items, such as letters and parcels, to cover loss or damage in whole or in part, which may happen to the insured item. The insured mail should be collected from the post office.

EXPRESS DISTRIBUTION (COMPLEMENTARY SERVICE)
It is a value addition to the ordinary or insured parcel service to notify the sender that the parcel has been received by the addressee.

Required Documents: Receipt for a registered postal item

Service Conditions:
- Maximum weight: 2 Kgs.
- The package is compliant with the packaging conditions
- The package is free from prohibited materials

Service Fees:
AED 10

ACKNOWLEDGMENT OF RECEIPT NOTIFICATION (COMPLEMENTARY SERVICE)
This service authorizes the post office to get the recipient’s signature which confirms the receipt of the sent items; this notification will be then forwarded to the sender.

Service Fees:
AED 2

COURIER SERVICES

Couriers Services (Main Service)
Empost provides quality courier services across both domestic and international markets, at competitive rates. Empost’s products are offered across two business lines:

DOMESTIC COURIER - INDIVIDUAL (SERVICE CATEGORY)
This service is available as follows:

A) PRIORITY SERVICE
Through this service, documents or packages are collected and delivered on the same day anywhere in the UAE with a dedicated car or motorbike courier, from origin to destination without stopover. Availability is subject to delivery cutoff time schedule in each area (zone). Priority service is available for credit or cash customers throughout the business days. Special rates are applicable, based on areas within the Emirate.

B) LOCAL COURIER SERVICE “WITHIN CITY LIMITS”
Documents and Packages are collected and delivered within 48 hours across UAE within the city limits.

C) REMOTE AREA COURIER SERVICE
Documents and Packages are collected and delivered anywhere in UAE including remote areas with limited access. Delivery will be done in 48 hours or as mutually agreed with the customer.

D) PREPAID COUPON SERVICES
For customers’ convenience, Empost offers prepaid coupon service to its valued customers, allowing them to send their consignments using prepaid Airway Bills.
for domestic deliveries across UAE. Customers can drop their consignments at dedicated Empost offices located across UAE or contact the Call Center to make a booking to collect their consignments from a specific address. The prepaid Airway Bills are valid for one year from the date of purchase and are non-refundable.

**E) EZIMAIL SERVICES**

EziMail is one of the prime solutions within our wide range of services, delivering mails and packages from your corporate mailbox straight to your preferred location on-time with extra care and absolute confidentiality on a daily basis. EziMail Service covers the delivery of the following:

- Ordinary postal items
- Registered mails and Labor Documents
- Small Packages

In addition to the above, we can collect all your outgoing postage stamped mails (secretary’s front desk mail) and process them directly into the postal mail stream.

**Required Documents:**
1. Fill the service request form
2. Invoice for non-document materials (In the case of sending non-paper materials)
3. Identity Card

**Service Fees:**
The fees start from AED 15 and vary depending on destination and weight.

**DOMESTIC COURIER - GOVERNMENT (SERVICE CATEGORY)**

A specialized courier service that delivers highly sensitive and confidential government documents, licenses, certificate or reports to individuals, private companies and or public sector. Some of these highly sensitive and confidential documents are:

- Passports
- Visas
- Health cards
- Medical reports
- Health Fitness cards
- Birth certificate, etc.
- Trade licenses

**Required Documents:**
1. Fill the details of the addressee according to the address at which the customer wants the transaction to be delivered (Name/Address/Mobile number)
2. Conditions for Transaction delivery: Present the service receipt upon receiving the transaction

**Service Fees:**
The fees start from AED 15 and vary depending on destination and weight.

**INTERNATIONAL COURIER “PREMIUM” (SERVICE CATEGORY)**

Through its vast international express courier service network, Empost offers integrated solutions to meet the globally increasing demand for express courier needs. We deliver all kinds of urgent and important documents and packages within 72 hours, to over 200 destinations worldwide.

- Express Documents
- Express Non Documents
- Inbound Express

**Required Documents:**
1. Fill the service request form
2. Invoice for non-document materials (in the case of sending non-paper materials)
3. Identity Card
4. Account number for the postpaid customers

**MAILROOM MANAGEMENT SERVICES (SERVICE CATEGORY)**

Empost specializes in providing solutions and in managing all the administrative support services related to the entire cycle of outsourced business requirements including the delivery of the processed document(s) by the concerned entity. The service also offers tailor-made mail document management solutions to large business sectors such as Government, Banks, and Financial and Corporate institutions through a single comprehensive source providing a total solution for incoming and outgoing mails as well as inter-department documents within the premises or externally between branches.

The service fees start from AED 14 and vary depending on destination and weight.
INTERNATIONAL AND LOCAL MONEY TRANSFER (MAIN SERVICE)

Emirates Post Group offers its clients different options in terms of money transfer worldwide as follows:

ORDINARY POSTAL MONEY ORDER (SERVICE CATEGORY)

This service is provided through the Universal Postal Union network. This is a very easy and efficient way to anyone in the world who has access to a post office.

How to apply:

• Fill the service request form at the post office.
• Pay the amount specified in U.A.E Dirhams.
• Collect the receipt.

This service is provided in the following countries:

- Jordan
- Sudan
- Syria
- Phillipines
- Thailand
- Kuwait
- Maldives
- Turkey
- Morocco
- India
- Tunisia
- Yemen
- Pakistan
- Sri Lanka
- Bangladesh
- Qatar
- Malaysia
- Egypt

Service Fees:

- AED 3 per transaction plus 0.5% of the remitted value, up to a maximum of AED 10.

Service Features:

• Money is paid in the local currency.
• Money can be sent quickly and reliably.
• Charges are minimal.
• The service covers regions where money transfer services are not available.

The maximum amount that can be transferred depends on the rules of the receiver country.

EXPRESS MONEY TRANSFER (IFS) (SERVICE CATEGORY)

It is one of the fastest ways to send money to selected countries, powered by UPU’s secure International Financial System (IFS).

How to apply:

• Fill the service request form at the post office.
• Pay the amount specified in U.A.E Dirhams.
• Collect the receipt.
• The maximum amount that can be transferred depends on the rules of the receiver country.

This service is available for:

- India
- Jordan
- Morocco
- Tunisia

Service Fees:

- India: AED 11
- Jordan: AED 15
- Morocco: AED 20
- Tunisia: AED 30

Service Features:

• Money is sent faster than ordinary money transfer.
• Charges are minimal.
• The service covers regions where money transfer services are not available.

WESTERN UNION (SERVICE CATEGORY)

It provides fast, reliable and convenient ways to send money around the world. The Money transfer and payment services are available through a network covering 200 countries.

Types of service available:

• Money transfer to individuals.
• Money transfer to corporates (QUICK PAY)
• Money transfer to bank accounts in many countries.
• Money transfer to mobile phone in the recipient country for some countries.
• Crediting loyalty card ‘Reload’. Through this service all the client data and previous transactions are updated and the customer will be able to credit his account for future transfer.
How to apply:
• Fill the service request form at the post office.
• Pay the amount specified in U.A.E Dirhams.
• Collect the receipt.

Service Features:
• The service is available through a network of more than 200 countries. Customers can receive the transfer at any money transfer office using the MTCN number.
• Use of the Golden Card to get discounts and to collect points.

**APPLY FOR WESTERN UNION GOLD CARD (COMPLEMENTARY SERVICE)**
A value-addition to the Western Union money transfer service enables the customer to collect redeemable points.

**Required Documents:**
1- Subscription Form
2- Copy of National ID

**INSTANT CASH (SERVICE CATEGORY)**
Instant Cash Global Money Transfer Service offers fast-track money transfer facilities in the UAE. This service is provided by Wall Street Exchange Center, a wholly owned subsidiary of EPG. The service enables you to send and receive money to many countries worldwide in minutes.

How to apply:
1- Fill the service request form at the post office.
2- Pay the amount specified in U.A.E Dirhams.
3- Give the ICTC number to the receiver.

Instant Cash Global Money Transfer service offers best exchange rates and most competitive charges, with speed, convenience, and reliability.

Service Features:
• Receiving FREE INSTANT CASH Loyalty Card.
• Customer information saved on the card for easy use next time.
• Service is available in many countries.
GOVERNMENT SERVICES

- Medium (12cm x 20cm): 75 fils.
- Large (15cm x 29cm): AED 1.

Parcel Boxes
- Size 1 (10 x 17.5 x 25cm): AED 1.50.
- Size 2 (12 x 25 x 40cm): AED 2.00.
- Size 3 (15 x 25 x 40cm): AED 3.00.
- Size 4 (20 x 30 x 50cm): AED 3.50.
- Size 5 - Medium (25 kg): AED 10.
- Size 6 - Large (30 kg): AED 15.

Service Features:
- Availability of suitable packaging when posting bulky items.
- Protection of parcels en route, assuring less likelihood of damage to postal items.

AEROGRAMME (SERVICE CATEGORY)
An aerogramme is a single sheet of writing paper that can be folded and glued to form an envelope. No contents may be enclosed in an aerogramme:
1. Maximum size: 110 mm x 220 mm
2. Minimum size: 90 mm x 140 mm

Pricing:
AED 2 per aerogramme, to anywhere in the world.

Service Feature:
The most cost-effective way to send a letter without enclosures to anywhere in the world.

SALE OF INTERNATIONAL COUPON (SERVICE CATEGORY)
A service, through which the coupon value may be replaced by postage stamps, represents the minimum value to send an ordinary mail letter to one of the UPU member countries. All the UPU member states are committed to replace but not to sell the INTERNATIONAL COUPON.

Conditions:
1. It can’t be replaced in the country of origin.

LOCAL GOVERNMENT SERVICES (MAIN SERVICE)
Emirates Post Group cooperate with various ministries and government entities in all the emirates to provide its services at the counters in the group, including:
Utility bill payments of:
ABU DHABI DISTRIBUTION COMPANY (SERVICE CATEGORY)
Residents of Abu Dhabi can pay utility bills of Abu Dhabi Distribution Company (a subsidiary of Abu Dhabi Electricity and Water Authority) at any of Emirates Post Offices.

AL Ain DISTRIBUTION COMPANY (SERVICE CATEGORY)
Residents of Al Ain can pay the utility bills of Al Ain Distribution Company (a subsidiary of Abu Dhabi Electricity and Water Authority) at any of Emirates Post Offices.

DUBAI ELECTRICITY & WATER AUTHORITY (SERVICE CATEGORY)
Customers can pay their electricity and water bills at all post offices, for only AED 2 service fee.

SHARJAH ELECTRICITY & WATER AUTHORITY (SERVICE CATEGORY)
This service allows customers to pay their water, electricity and gas bills at any post office, for only AED 2 service fee.

FEDERAL ELECTRICITY & WATER AUTHORITY (SERVICE CATEGORY)
Customers from Ajman, Um Al Quwain, Ras Al Khaimah and Al Fujairah enjoy a convenient way to pay their bills and fines at any post office, for only AED 2 service fee.
SAHHAH MUNICIPALITY’S PREPAID PARKING CARDS (SERVICE CATEGORY)

Prepaid parking cards can be purchased at any post office in the denominations of:
- AED 50
- AED 30
- AED 100

PURCHASE TENANCY CONTRACTS
- DEPARTMENT OF MUNICIPALITY AND PLANNING – THE LICENSE

This service enables Emirates post customer to purchase tenancy contract of the Department of Municipality and Planning - Aman in the post offices with all its categories (commercial, residential, investment).

RTA’S PREPAID PARKING CARDS (SERVICE CATEGORY)

Pre-Paid Parking Cards are now available at all post offices across the UAE in the following denominations:
- AED 100
- AED 50
- AED 30

RTA’S SALIK RECHARGE CARDS (SERVICE CATEGORY)

Salik Recharge Cards are now available at all post offices across the UAE in the following denominations:
- AED 50
- AED 100
- AED 200

Customers can get NOL Cards for the value of AED 20 at any Emirates Post Office.

DUBAI DEPARTMENT OF ECONOMIC DEVELOPMENT

NOL is a smart card that enables you to pay for the use of various RTA transport modes:
- Water Buses.
- Buses.
- Dubai Metro.
- Other Services for
INDIVIDUALS AND CORPORATES

Booking Flights and Collection of Airfare (Service Category)

Booking flights and collection of airfare service is provided by Emirates Post offices network, where the post office has become an authorized sales agent for the following airlines:
- FlyDubai
- Air Arabia

How to apply:
- Pay AED 15 service charges per transaction.
- Pay the Dubai Department of Economic Development fees.
- Pay AED 15 service charges per transaction.

Emirates Post in cooperation with Automobile and Touring Club enables international driving permits to be issued in any of Emirates Post offices.

INTERNATIONAL DRIVING LICENSES (SERVICE CATEGORY)

Customers can book, change and issue their ticket at the post office or by calling the Customer Call Centre.
- Pay the value of the ticket.
- Service Fees:
  - AED 15 for printing and modifying a previous booking per person.
  - AED 50 for booking and issuing a ticket per person.

AIR ARABIA

How to apply:
- Customers can book their ticket at the post office or through the Call Centre.
- Pay the value of the ticket.
- Service Fees:
  - AED 10 for printing or modifying a previous booking.
  - AED 30 for booking and issuing a ticket within GCC per passenger.
  - AED 50 for booking and issuing a ticket for destinations beyond GCC per passenger.

INTERNATIONAL DRIVING LICENSES (SERVICE CATEGORY)

Emirates Post in cooperation with Automobile and Touring Club enables international driving permits to be issued in any of Emirates Post offices.

How to apply:
- Fill the application extract international driver’s license.
- Provide a copy of a valid passport.
- Provide a copy of a valid driver’s license and issued from within the State.
- Provide two passport photos.
- Personal presence of the owner of the license for the signing of the license.
- Service fee: AED 140 per license.

NATIONAL BONDS (SERVICE CATEGORY)

Emirates Post Group has a strategic alliance with National Bonds Corporation, under which customers can purchase National Bonds savings certificates from any of Emirates Post offices across the UAE.

How to apply:
- New or repeat purchases are in cash only.
- Certificates will be issued instantly.
- Instant redemption is not available, however customer redemption request will be sent to National Bonds Head office for processing.

PAYMENT OF TELEPHONE BILLS (ETISALAT & DU) (SERVICE CATEGORY)

Customers of Emirates Post can pay the bills of Etisalat & Du at any of Emirates Post offices throughout the UAE.

APPLY FOR ETISALAT’S PREPAID CARDS “WASEL” (SERVICE CATEGORY)

Customers can easily buy Wasel cards as follows:
- Fill Wasel card application form
- Present copy of passport and residence visa (if any)

APPLYING FOR DU PREPAID SIM CARDS (PAY AS YOU GO) (SERVICE CATEGORY)

- Fill the prepaid application form.
SPECIAL SERVICES PROVIDED TO THE COMPANIES THROUGH EPG HEAD OFFICE RENTING SPACES

Companies wishing to take advantage of the expanded network of more than 117 post offices can rent a space to sell their products and services in post office premises, under different segments, such as:

- Banks and Money Exchange Houses
- Advertising
- Business Centers
- Coffee Shops
- Other businesses (subject to approval)

Service Features:

- Advantage of strategic post-office locations.
- Easy accessibility.
- Exposure to company’s products and services to a captive audience.
- Large footfall as customers flock to post offices to avail of multiple services under one roof.

Annual Rentals:
The rentals will vary according to the:
- Size of the rented space
- Location of the Post Office.

Contact and Booking:
- Potential renters can contact the Customer Call Center:
  Contact: +971 600 5 9999
  Email: customercare@emiratespost.com
  P.O. Box 122222 Dubai, UAE

ADVERTISING BY UNADDRESSED MAIL

Advertising by mail provides direct access to all personal and business P.O. Boxes in U.A.E. An extremely cost-effective and flexible mass advertising medium, it is an important element in today’s marketing mix. Advertising by Post is effective both as a standalone medium, or in conjunction with Emirates Post’s Business Reply Service. Service Features:

- Reaching customers in specific geographic and demographic areas.
- Helps maintain regular contact with target audience at a reasonable cost.
- Offers access to hundreds of business and personal P.O. Boxes.
- Suitable for the delivery of all types of advertising materials including cards, brochures, tabloids, samples, catalogues, etc.
- Combining this service with “Business Reply” helps to view the response rates easily. Also provides the company with the customer data that can be used in building a customer data base.

Note: Emirates Post will make every effort to ensure that all material is delivered in the manner requested and within the timeframe specified.

Service Conditions:

- Items for distribution should not be addressed.
- Obtain permission from the Dubai Economic Department and Dubai Sharjah.

Service Rates:

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<thead>
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<th>Quantity Discount</th>
<th>Rate</th>
<th>Price Per 1000 items</th>
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<td>Above 40,000</td>
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THE ISSUANCE OF LICENSES TO CONDUCT POSTAL ACTIVITIES

Emirates Post Group is the main organizer for the conduct of postal services activities in the UAE of each of the following:

1. Transport of documents
2. Letter post
3. Parcels

Emirates Post Group grants private sector companies to transfer documents, letters and packages domestically and internationally, and works to organize and supervise its operations including the cancellation of their licenses. Conditions for obtaining a license

1. Applicant must be a UAE national, whether the owner or partner or an agent or guarantor
2. Submission of the application to the Licensing Department or through the website of the group
3. Fill the following forms:
   - License application form
   - Approve an initial pledge
4. Attach the following documents:
   - A copy of the family book for Emiratis and partners, if any.
   - A copy of a valid passport of the Emirati and partners, if any.

Conditions for obtaining a license

1. Applicant must be a UAE national, whether the owner or partner or an agent or guarantor
2. Submission of the application to the Licensing Department or through the website of the group
3. Fill the following forms:
   - License application form
   - Approve an initial pledge
4. Attach the following documents:
   - A copy of a valid passport of the Emirati and partners, if any.
   - A copy of the family book for Emiratis
   - A copy of valid trade license (in the case of a commercial establishment list)
   - A copy of a valid corresponding register
   - A copy of the book trade name (in the case of a new facility)
   - A copy of the company memorandum of association (if any)
   - A copy of the lease contract (if any)

Service fees: 100,000
Promotional Stamps

Emirates Post offers a unique opportunity to public and private organizations in the UAE to have special stamps issued as a promotional tool. This service provides an innovative channel for companies and public corporations to commemorate a special occasion or promote a particular project/message through special stamps issued by Emirates Post. The service can help in enhancing the local and international profile of the organization.

The following options are available:
1. Stamps in one denomination (AED 200,000):
   - 6 Sheets of stamps.
   - 20 envelopes - First Day Covers (stamps).
   - 500 Leaflets.
   - Amendment or addition by agreement between the parties.
2. Stamps in one to two denominations (AED 300,000):
   - 6 Sheets of stamps.
   - 20 envelopes - First Day Covers (stamps).
   - 500 Leaflets.
   - 2 Stamp frames.
   - Amendment or addition by agreement between the parties.
3. Stamps in three or four denominations (AED 350,000):
   - 8 Sheets of stamps.
   - 20 envelopes - First Day Covers (stamps).
   - 20 envelopes - First Day Covers (Souvenir sheet).
   - 1000 Leaflets.
   - 4 Stamp frames.
   - 10 Souvenir Sheets.
   - Amendment or addition by agreement between the parties.

Service Features:
- High visibility at local, regional and international levels.
- An innovative and effective marketing tool.
- Preserving for posterity the memory of the occasion.
- Extra mileage for the issuing company in the local and international market.
- A means to commemorate important events in the country.

The package under Promotional Stamps includes:
- Stamps (sheets): 25,000 stamps of each denomination.
- Souvenir Sheets: 5000.
- Leaflets: 3000.
- Stamp First Day Cover: 1000.
- Souvenir sheet First Day Cover: 5000.
- First Day Cancellation: 2.
- Stamp frame.

Technical Details of the stamps:
1. Size:
   - These are the most suitable sizes for printing stamps, however the size can be altered to suit the applicant’s specific requirements in coordination with Emirates Post Group:
     - 30 x 40mm.
     - 40 x 30mm.
     - 40 x 40mm.
   - The measurement are decided based on the geometric shapes agreed by the parties.
2. Design:
   - The design of the proposed stamps will either be provided by the applicant or created by Emirates Post on behalf of the applicant, under mutual consent of both parties.

Value Added Advantages of the Issue:
- Stamps will be included in Linder Album (commemorative rare stamps of the UAE from 1973).
- Media Coverage in local newspapers in the UAE.
- Display at domestic and international philately exhibitions.
- Inclusion in Michel and Stanley Gibbons stamp catalogues with other issues of the UAE.
- Featured on the website of Emirates Post.
- The stamps will be marketed to member philatelist in and outside the UAE.
- The stamps will be included in the year-pack of UAE stamps.

Conditions for issuing Promotional Stamps:
- It is exclusive to government and semi government organizations and UAE-registered private companies.
- Stamp issues are subject to the approval of the Emirates Post Group.
SUBJECTS selected should comply with Emirates Post policies and guidelines.

ADDRESSING STANDARD IN UAE

This is the standard format to be used when writing corporate address.

1. For sending letters, registered mail and parcels:
   To,
   Title & Name
   Company Name
   Department Name
   P.O. Box
   Emirate - UAE
   Telephone number

2. For sending Express Mail:
   To,
   Title & Name
   Company Name
   Department Name
   P.O. Box
   Physical Address (Building Name, Street Name, Flat number)
   Emirate - UAE
   Telephone number

This is the standard format to be used when writing individual address.

1. For sending letters, registered mail and parcels:
   To,
   Title & Name
   P.O. Box
   Emirate - UAE

2. For sending Express Mail:
   To,
   Title & Name
   P.O. Box
   Physical Address (Building Name, Street Name, Flat number)
   Emirate - UAE
   Telephone number

PROHIBITED ITEMS

Things that are by their nature hazardous to personnel or can damage the other postal letter items or impeding the implementation of postal services. It is subject to the rules of the sending and destination country.

1. Arms, ammunition and parts thereof - Aerosol.
2. Transmitters and radio receivers except as authorized by law.
3. Fertilizers.
4. Toxic substances.
5. Political publications.
6. Gold jewelry, platinum, precious stones and silver, unless sent by insured mail.
7. Dispatches and parcels in violation of the prescribed packaging conditions.
8. Lighters full of gas (empty lighters are acceptable).
11. Live animals of all kinds.
12. Drugs and materials that have a psychological impact.
13. Publications that contain indecent pictures.
14. Polished, bleached, manufactured or counterfeited pearl.
15. Flammable films, celluloid or materials manufactured from celluloid.
16. Flammable, explosive or other hazardous material.
17. Roots-grain – plants and their parts unless accompanied by a health certificate.
18. Medical drugs unless accompanied by import license.
19. Alcoholic beverages.
20. Offensive publications pursuant to legitimate, law and traditional custom.

Dispatches and parcels in violation of the prescribed packaging conditions that can be a danger to postal workers, or may contaminate or damage the other letters and parcels or postal equipment.
THE EPG WEBSITE PROVIDES DIFFERENT SERVICES THAT ENABLE CUSTOMERS TO AVALI OF THE REQUIRED SERVICES WITH EASE.

SUBSCRIBE AND RENEW P.O. BOXES' SUBSCRIPTION
It is easy to subscribe and renew a P.O. Box online for Individual and Corporate customers.
- Individual customers: My Home, My Building, My Zone and My Box.
- Corporate customers: Ezimail Gold, Ezimail Silver, Ezimail Bronze, P.O. Box Standard and P.O. Box Light.

TRACK AND TRACE
Customers can track their shipments (those with barcode or airwaybill number) by just putting the airwaybill number online. They can get instant information on the status of the shipment.

RATE CALCULATOR
It is easy to find out the mailing tariffs online by just putting the weight of the article or document along with the destination to get instant tariff.

EMPOST E-SERVICES www.empost.gov.ae
Empost offers their valued customers a wide variety of e-Services such as booking, tracking, rate calculation, viewing and printing of statement and invoices.

TRACK SHIPMENT
Customers can track and trace consignments online by using their Airway Bill Number. Multiple tracking of consignments can also be done by entering all the Airway Bill (coupon) numbers.

RATE CALCULATOR
The rate calculator provides you with charges for a particular delivery based on the consignment type, weight or volume.

NEW BOOKINGS
Customers of Empost can book consignments online by using a simple and user-friendly booking form. This facility is available for both credit and cash customers anytime anywhere with online Airway Bills (coupons) printing function for credit base customers.

MY BOOKINGS
Customers can retrieve and view the booking details as well as update the preferred pick up/delivery date and time of the consignment, subject to operational schedule.

ACCOUNT STATUS REPORT
As part of efforts to make transactions easier, customers can view and print statement of accounts, invoices and receipts by logging on to the website.

TRANSACTION REGISTER
Customers can search all their transactions with Empost online by entering a specified date range.

RECEIPT REGISTER
Customers can view all their payment details online through receipt register.

CUSTOMER PROFILE
Customers may update their company profile, address and contact details through the Empost website.
CONTACT US

For more information, immediate assistance or to provide us with your feedback, please contact us through our dedicated Customer Call Center:

POSTAL SERVICES
Call Centre: +971 600 5 99999
Fax No.: +971 4 3340333
P.O. Box 122222 Dubai, UAE
Email: custservice@epg.gov.ae
www.epg.gov.ae
Call Centre working hours:
Saturday to Thursday (07:00 am – 09:00 pm)

COURIER SERVICES
Call Centre: +971 600 5 65555
P.O. Box 32200, Dubai, UAE
Email: info@empost.gov.ae
www.empost.gov.ae
Call Centre working hours:
Saturday to Thursday (07:00 am – 09:00 pm)