

Dear User,

Below you will find detailed information about the guidelines for receiving and addressing mailings at post offices.

PROCEDURE FOR RECEIVING MAILINGS

For the shipment of which mailings can a mailbox be used?

- Postcards up to 120 x 235 mm in size, as well as standard and unregistered letters up to 165 x 245 mm in size, are placed in the mailbox for the shipment to their destination address.

What types of letters should be sent through post offices?

- Regular mailings that are too large to fit into a mailbox, regular mailings stamped by a legal entity's marking machine, and all types of registered mail and money orders must be submitted to the Post Office for dispatch.

Can military personnel send the mailings without leaving their military base?

- Mailings of the military conscripts are submitted for shipment by approved military unit representatives to the postal facility that provides service to such military personnel.

Can prisoners send mailings without leaving their penitentiary facility?

- Mailings of the persons serving their sentences in penitentiary facilities are submitted for shipment by authorized representatives of the penitentiary facilities to the postal facility that provides service to such facilities.

What types of mailings are not accepted for shipment at post offices?

- Mailings with inscriptions and marks not intended for formalization on the address side, as well as the mailings with untidy packaging, failing to meet applicable requirements are not accepted for shipment and returned to the sender. Such mailings taken out from mailboxes, as well as mailings whose costs have not been paid or have been paid in part, are returned to the return address at the first stage of the shipment processing. The cause for the return is stated in the reference that is attached to these mailings, and the reference is confirmed by the postal worker's signature and the calendar stamp. When the sender's address is missing from a mailing, the postal communication operator temporarily stores the mailing by adding it to non-distributed mailings.

What is the appropriate method for submitting costly or valuable mailings to the post office?

- A mailing's declared value cannot be more than the actual value of its contents. In the event that a mailing containing documents is lost, the declared value should not be greater than the potential expenses required for the restoration of such documents.
- Also, the declared value of the international mailing may not exceed the sum established by the "*Guidance*".

Can I send several valuable items in a parcel?

- Domestic letters and domestic parcels with a declared value shipped with attached list of their contents (noted as "List attached") should be submitted to the postal official in the open form.
- The sender should fill a standard list form when these mailings are received for shipment. The postal official is required to sign both copies and verify with a date stamp that the contents of the mailing match the list. A note "List attached" is written on the mailing and on accompanying form. One copy of the list is placed into the mailing, while the second list is given to the sender. The postal official notes down the number of the mailing on the copy given to the sender.

How to know if the letter was delivered?

- A notice form must be completed by the sender and sent with a registered mailing when it is shipped as a registered mailing with delivery notification. The notice form must specify the address (the sender's address or another person's address) to which the notice should be sent once the mailing is delivered.

What is the procedure for the receipt of court notices?

- Court notices are accepted only as registered letters with delivery notification. The sender notes on the registered letter containing the court notice: "Court notice. Registered letter with delivery notification".

Is it possible that the addressee (recipient) will pay for the mailing, rather than the sender?

- The sender fills out a form of money transfer for each mailing submitted for shipment with the note "Subject to payment". In this case "Subject to payment" money transfer, the name, surname and postal address of the addressee must correspond to the name, surname and postal address of the sender. The amount specified by the sender in the payment condition must not exceed the declared value of the mailing.
- Mailings subject to payment are not received for shipment if sent by a natural person to the addresses of a legal person.

May a mailing in the closed form be submitted to postal official?

- Domestic and international parcels, letters with a declared value, small packages, and express shipment mailings containing goods, sent by natural persons should be submitted in the open form.

— Domestic and international parcels, letters with a declared value, small packages, and express shipment mailings containing goods, sent by legal persons may be submitted for shipment in the open or closed form. Mailings submitted for shipment in a sealed state must be affixed with the stamp of the legal entity or sealed in the prescribed manner or processed with an adhesive tape with the sender's logo (trademark) on it. However, the mailings submitted in a sealed state can be checked by the postal official by opening them in a selective manner. In this case, if a forbidden item is found in a mailing, all mailings are returned to the sender or relevant actions taken in accordance with postal service rules.

How is the packaging of a mailing organized?

— Mailings submitted for shipment in the open form are packaged by the postal official for an additional fee based on the postal operator's additional service tariffs, and an adhesive tape with the postal operator's emblem (trademark) is applied on the mailing.

What are the requirements for delivering multiple shipments or money transfers as a group?

- In case of mailings and money transfers sent in groups, their list is made by the sender. The postal operator determines how many copies of the lists are needed and whether they must be submitted electronically if the quantity of mailings grouped by the same type, category, and sending method exceeds five pieces.
- The list is signed by the sender and, if the sender is a legal entity, confirmed by affixing with relevant corporate stamp.
- With group shipments, the sender is given a receipt based on a list of mailings and money transfers accepted for shipping. At the same time, the postal official returns one copy of the list to the sender by signing the receipt and affixing the date stamp.

- The duties of weighing the mailing shipped as a group, affixing postage stamps on them, calculating the tariffs for them as well as for group money transfers, making special notes on them should be fulfilled by the sender. These services may be provided by a postal official at the sender's request subject to an additional fee paid in accordance with the additional service tariffs defined by the postal operator.

Who fills out the customs declaration?

- When sending international letters, international parcels, small packages, “M” sacks and express mailings with a declared value, customs declarations are filled out by the sender in accordance with the customs legislation and with the number of copies determined by the destination country as per the “Guidance”. The postal operator informs the sender about how to properly fill out the customs declaration.

Can a mailing be delivered directly to the recipient at home or at work?

- Mailing may be delivered to the sender's address (home, workplace, etc.) upon request, and they may be accepted by paying an additional fee established in line with the additional service tariffs established by the postal operator. The postal official issues a receipt to the sender if the postal services are provided at the house.

PROCEDURE FOR ADDRESSING THE MAILINGS

Who should write down the address?

- The sender writes both the addressee's and sender's address on the mailing and on the delivery notice form. These services may be provided by a postal official at the sender's request subject to the

payment of relevant fee for additional service.

May the address be short?

- The mailing address must be accurate and complete. Using shortened names and signs that don't pertain to the address is not permitted.

Where is the address written?

- The address of the addressee is written in the lower right corner of the address side of the mailing without leaving any space between lines or letters in the words.
- The address of the sender is written in the upper left of the address side of the mailing.
- In case of the use of mailing labels, the name, surname, and postal address of the sender and addressee are indicated on the special field in accompanying address and money transfer form.

What is the language and sequence of the address?

- The address information of the addressee is written in Azerbaijani on domestic mailings in the following order:

For natural persons – the last name, first name, patronymic of the addressee; for legal entities-the full name of the enterprise, office, Department or organization, along with the name, surname of the recipient. Only the name and surname of the addressee can be indicated on ordinary or registered postcards, letters and postal wrappers (except for mailings noted “Poste Restante”). The mailings shipped to the settlements lacking street and house numbers must indicate the full name, surname, and patronymic of the recipient.

- Name of the street, number of the building and apartment; name of the settlement: postal code; name of the region; name of the Autonomous Republic (for the mailings sent to Nakhichevan AR) If a mailing is addressed to a city, the postal code is written before the name of the city.

Is it possible to ship mailings directly to a post office (or a post office box)?

— Direct mailing of both domestic and international mailings to a post office and post office box is available if noted "POSTE RESTANTE" or "POST OFFICE" and subject to the following conditions:

In case a domestic or international mailing is sent as Poste Restante, i.e. addressed directly to the post office or post office box, the following information is indicated after writing down the surname, name and patronymic of the addressee:

1. Notes "Poste Restante" if the post office is selected and "post office box" if the post office box is selected;
2. name of the settlement, region;
3. the name of the postal object in the destination location;
4. Zip code;
5. Destination country (for international mailings)

In case of "Poste Restante" mailings, the name, surname, and patronymic number of the addressee on the mailing may be substituted with the ID card number of the addressee.

Should I write the address by hand or by the printing method?

— On mailings, address information should be clearly written using a ballpoint pen or ink (no red, yellow, or green colors) or typed. A handwritten or printed address card can be pasted on a mailing.

In which language should I write the address on an international mailing?

— The name, surname and postal address of the recipient on international mailings are written using Latin letters and Arabic numerals. The recipient's address must be accurate and complete. When the postal address is written in the language of the destination country, the settlement and country name are repeated in Azerbaijani (capital letters) under the same.

- The name, surname and postal address of the sender are written in Azerbaijani language or using Latin letters and Arabic numerals. When the postal address is written in Azerbaijani, the settlement and country name are repeated in Latin letters (capital letters) under the same.

Will a mailing be accepted if no address is specified?

- Registered mailings and money transfers are not accepted for shipment unless the sender's address is provided.

Should information regarding the value of a valuable mailing be specified?

- The declared value of mailings should be indicated in Manats, in whole numbers. The sum of the declared value and payment condition is indicated both in figures and in words.

What should we do if delivering the parcel to the recipient by hand is not possible?

- The sender should write the instruction on the accompanying address form on what to do with the parcel if it becomes impossible to deliver it to the recipient. On international mailings, this instruction should be also on special adhesive label on the parcel.

Can I send a parcel to several persons (addressees)?

- The sender may send the same parcel to several recipients residing at the same address (Except for shipments addressed as "Poste Restante" or addressed to a post office box). In such case the mailing shall be handed to one of the addressees.

Who should provide information on the recipient's mailing address?

- The postal officials have no obligation to clarify the receiver cipient's and sender's postal addresses.