



# CUSTOMER SERVICE CHARTER

**THE VISION :** To be innovative , trusted postal, logistics and payment service provider  
**THE MISSION :** To provide the government and private sector with end to end, reliable, seamless, universal Postal and Courier services  
**CORE VALUES :** Integrity, Professionalism, Teamwork, Stewardship, and Customer First.

PRODUCT/SERVICE		DELIVERY STANDARDS		CUSTOMER OBLIGATION	
<b>MAILS</b>					
<b>Letters</b>					
Mail posted at an office for delivery in same office		j+0 ( same day)		<div>Address the letter including;</div> <div>Name.....Peter Other Box Number.....23456 Post code.....00100 Post Office .....Nairobi GPO ( For international items include country of destination ) Include telephone number of sender/receipient</div> <div>Pay stamp value at the counter and affix postage stamp</div>	
Intra town (CBD)		j+1 ( 1 day)			
Intertown ( Major towns)		j+2 ( 2 days)			
Posted in urban areas for delivery in rural areas		j+4 ( 4 days)			
Posted for delivery in hardship areas		j+6 ( 6 days)			
Inter major world cities		j+ 5 ( 5 days)			
Surface Airlifted items (SAL)		As per Airmail Schedule			
Sale of stamps ( 1-10 pieces)		1 minute			
Sale of bulk stamps		3 minutes			
<b>Postcards</b>		As per Letter Service above			
<b>Direct Mail Marketing Advertising (Flyers &amp; Brochures)</b>					
As per Letter Service above		As per Letter Service above		<div>Print flyers and brochures Pack in bundles according to Post Offices Present to counter Officer for payment</div>	
<b>Literature for the blind</b>					
No Postage fee		As per Letter Service above		<div>Name.....Peter Other Box Number.....23456 Post code.....00100 Post Office .....Nairobi GPO ( For international items include country of destination ) Include telephone number of sender/receipient</div>	
<b>Rental Boxes</b>					
Cartegory - Individual, Corporate, Stand - Alone and Special Corporate (Homes for destitutes, children and elderly)		Within two days		<div>Fill in Application Form (P31) Attach copy of Certificate of incorporation ( For Corporate Box) Attach copy of identity card (For Individual Box) Present to counter officer for payment Pay through cash, cheque, RTGS or mobile money : Mpesa paybill No. 506500 and entering the account number - box number followed by the post office code as 34567 - 00100</div>	
<b>Box/Bag Renewal</b>					
All categories of users		Annually			
<b>Posta Dispatch</b>					
Pick up Service / Messengerial Sevices / Mail Room Management		As per signed contracts		<div>Properly address ( Name, Box number, Postcode and telephone number ) Present to counter officer for weighing Enter into agreement with PCK Make payment</div>	
<b>MPost</b>					
MPost ( Posta Mkononi )		As per mail letters standard except for outgoing international mail; Registration is instant; Instant SMS notification.		<div>To register for a box, a customer is required to have an active telephone line. Dial *631# and follow the following steps :- (i) Dial *631# and select option 1 (register your number to Mpost) (ii) Enter your ID Number. (iii) Enter your Full Names. (iv) Enter your prefered postal code. (v) You will receive a payment prompt or instructions to complete payment. To link the Mpost account to the physical Box, Dial *631# and select option 4. for more information visit: <a href="https://posta.co.ke/posta/m-post/">https://posta.co.ke/posta/m-post/</a></div>	
<b>e-Njiwa</b>					
Virtual Individual Box		Instant upon completion of payment ( No keys required since it is a virtual box )		<div>Customer visits : <a href="https://posta.co.ke/posta/e-njiwa/">https://posta.co.ke/posta/e-njiwa/</a> Fills the required mandatory details on the form provided " Apply individual " Makes payment once prompted via Mpesa.</div>	
Virtual Corporate Box		Instant upon completion of payment ( No keys required since it is a virtual box )		<div>Customer visits : <a href="https://posta.co.ke/posta/e-njiwa/">https://posta.co.ke/posta/e-njiwa/</a> Fills the required mandatory details on the form provided " Apply Corporate " Makes payment once prompted via Mpesa.</div>	
<b>Express Mail Service (EMS)</b>					
EMS Same Day		Delivery between 8 a.m. to 5 p.m.		<div>Geographically address item; Name of the recipient, Street name ,Estate / building name, House / floor &amp; room number, TELEPHONE OF ADDRESSEE / RECIPIENT Present and Pack at EMS Center/counter Make payment Obtain track and trace number</div>	
EMS Overnight (Next Day Delivery )		Next day delivery by 11 a.m.			
EMS Overnight (To hardship Areas)		Delivery to be done within 2 to 4 days.			
EMS International ( To international destinations )		Transit time 2 to 5 days depending on destination			
<b>Posta Parcel Services</b>					
International Air Parcel		5 to 13 days depending on destination		<div>Present for packaging at PCK Properly address ( Name, Box number, Postcode, Telephone Number, Email Address ). Present to counter Officer for weighing Make payment</div>	
International Surface Parcel		1 week to 3 months subject to container consolidation period			
<b>Clearing and Forwarding Service</b>					
Air Freight ( Import by Air )		2 Days		<div>i) The customer shall inform PCK, the expected arrival date and time of consignments. ii) The customer shall provide PCK with all necessary documents one(1) week before arrival of the Shipment(This covers both Sea and Air freight) iii) The customer shall ensure that all consignments are well packed and addressed correctly with telephone contacts. iv) The customer shall be responsible for all Taxes, Duties, Fees, Fines and other Impositions as may be levied under the laws of Kenya; or as may be negotiated. v) The customer shall expedite any other mutually agreed third party payments. vi) The customer shall pay the Corporation for the services rendered as per the rates set out in the Agreement with the customer.</div>	
Sea Freight ( Import by Sea )		4 Days			
<b>PAYMENT SERVICES</b>					
<b>Financial Services</b>					
Money Order		Acceptance 3 minutes	Payment - same day	<div>Fill in application form ( Send/receive) Present to counter Officer Pay the right commission Obtain receipt/ transaction number Enter into agreement with PCK where applicable</div>	
Postapay (Electronic Funds Transfer)		Acceptance 5 minutes	Payment - same day		
<b>Agency Services</b>					
Utility Payments		3 minutes		<div>Present necessary documents for payment where applicable Enter into agreement with PCK where applicable</div>	
Payment of Salary (payroll)		5 minutes			
Disbursements & Collection of Funds		3 minutes			
Agency Banking ( POSTA PESA)		3 minutes			
Telcos Services - Airtel money, Mpesa, Tkash etc.		3 minutes			