

PASSPORT COLLECTION/ DELIVERY PROCEDURE

Step 1:

You will receive an SMS notification from the Department of Immigration and tracking details from Posta



Step 2:

Contact our call centre on:

Tel/WhatsApp: 0719072600,
Tel/Message 0782735247/0782735202
Email: info@posta.co.ke



Step 3:

Our contact Centre will request the following information:

- Full Name -as it appears on ID or Passport:
- National ID/ Passport Number:
- Tracking Number:
- E-Citizen reference Number:
- Telephone Number:

- Birth Certificate Number -in case of a minor:

For collection from the Post Office within Nairobi and environs will be charged at KES.180 For Door-to-Door delivery within Nairobi/environs and up country towns, charges will vary depending on location. (Our contact center team will advise and provide appropriate charge)

Step 4:

Make payment before collection/delivery as instructed below:

Payment details: Paybill no. 5161863
Account no. (PP followed by ID/ passport number e.g. PP12345678) Amount.



Step 5:

Forward the Mpesa transaction details to Info@posta.co.ke for the delivery process to commence.

**Kindly note all deliveries will be done within 48hrs.
Customers MUST give their details as above before visiting the post office to avoid inconveniences"**