

1. Mail delivery standards and performance

PARAMETER	DELIVERY STANDARD	% TARGET	October 2022	November 2022	December 2022
Percentage of mail delivered locally within 24hours after posting (before cut off time – 3pm) along the Mbabane-Manzini corridor	J + 1	95	62,3%	83,90%	89,57%
Percentage of all mail delivered to the rest of country (Domestic mail)	J + 2	95	100%	85,71%	100%
Incoming/Inbound International Mail	J + 8	85	96,1%	97,05%	93,53%

**J stands for the day of Posting or presentation of an article at the receiving counter*

2. End to end standard for International Parcel and Letter Post items from Swaziland to Major Partners - Capital to Capital

	Air Parcel (days)	Surface Parcel (days)	Priority Letter Post (days)	Non priority Letter Post (days)
South Africa (Johannesburg)	6 - 9	5 - 9	6 - 11	5 - 11
Great Britain (London)	6 - 7	24 - 28	6 - 11	6 - 11
USA(New York)	6 - 13	24 - 28	6 - 15	6 - 15
Switzerland (Zurich)	6 - 11	24 - 28	6 - 21	6 - 21
Germany(Frankfurt)	6 - 8	24 - 28	6 - 10	6 - 10
Other International Countries	6 - 10	20 - 25	6 - 14	6 - 14

3. Addressing standard

The address should include in all case

1. Name of addressee
2. In the case of a private box or bag form of address, the name of the actual renter if the addressee is not the renter
3. One of the following , as appropriate The Post Office Box number, or Private Bag, or c/o Post Office
4. Name of the post office of delivery in Block capital
5. Post code for that particular Post Office
6. ESWATINI in Block capitals

Sample of Address

Mrs. S. Dlamini
P.O. Box 125
MANZINI
M200
ESWATINI

Mr. Z. Dube
Private Bag 125
MBABANE
H100
ESWATINI

4. Compensation to Postal Items

Compensation to Postal Items		
Type of Postage	Indemnity	Compensation Amount
Registered Item	loss	30 SDR
	Theft	30 SDR
	Total damage	30 SDR
Ordinary Parcel	loss	40 SDR per KG
	Theft	40 SDR per KG
	Total damage	40 SDR per KG
Insured Items	Compensated for the insured value in SDR	

NB: The Indemnity compensation is in line with UPU Standard found in Articles RL159 for Letters and RC 154 Parcels

5. Instructions to completing customs declaration forms

5.1 CN23 Customs Declaration Form for Parcels

The CN23 Customs Declaration Form is completed by the customer when posting Parcel Post items. It is also used when posting Letter Post items worth SDR 300 (approximately E6 112.29) or more in value. A copy of the CN 23 should be attached to each international outgoing parcel. The CN23 form should be completed in full giving the following details:

- Full name and address of the sender
- Full name and address of recipient
- Telephone numbers of the sender and recipient
- Email addresses of the sender and addressee if available

5.2 CN22 Customs Declaration Form for letters

The CN22 is completed by the customer when posting letter post items including small packets whose value is less than 300 SDR (approximately E6 112.29). A copy of CN22 should be attached to a small packet or letter post item. The following information should be included on the CN22

- Detailed description, quantity and weight of contents
- Value of contents