INTERNATIONAL TRACKED PACKET SERVICE

ITPS Awareness Campaign

& Product Feature Training

01 – 31 August 2026 | Department of Posts, India — Kerala Circle

Campaign roll-out plan, plus everything counter staff need to know about ITPS features, rates and compliant booking

Online sessions conducted from WCTC, Circle Office, Thiruvananthapuram

Ref: PRCL/100-20/2026/IMB-Part(1)

How This Deck Is Used — Two Sessions, One Deck

Trainer's map: which sections to present in each class

MORNING · 2 Hours

Sub Divisional Heads

- ✓ Campaign objective, targets & 4-phase timeline
- ✓ ITPS product overview, features, rates, discounts, compensation
- ✓ Phase-wise actions (I–IV) at a glance
- ✓ Roles, reporting line & the 02.09.2026 deadline
- ✓ High-level awareness of US/EU customs changes (headline only)

Focus: oversight & monitoring, not hands-on booking

AFTERNOON · 3 Hours

MEs & Trainers

- ✓ Full morning content, at pace (fast recap)
- ✓ Retail vs DNK booking, export benefits via DNK
- ✓ Booking data quality: CN22/23, labels, descriptions
- ✓ USA & EU OMs in full — step-by-step, SOP, Annexure-B, DDP/DAP, authorization channels, Annexure-A
- ✓ Addendum obligations & booking office checklist

Focus: hands-on booking, compliance & customer-facing detail

Why This Campaign

Circular No. PRCL/100-20/2026/IMB-Part(1) · Issued by Office of the CPMG, Kerala Circle

!

Limited Booking Base

Only a small number of Post Offices are actively booking ITPS articles today — leaving significant scope for growth.

✈

Onam Season Demand

International mail demand rises sharply during Onam, creating a natural window to reach NRI-linked households.

↑

Market Penetration

A structured, phase-wise push can widen the customer base across the general public and business segments.

Target Customer Segments: General public with relatives abroad • Exporters • MSMEs • Handicraft units • Other prospective business customers

Minimum Targets — August 2026

Prescribed minimum ITPS article counts by level, for the full campaign period

500	100	30	10
Division	Sub Division	Head Office	Sub Office
ITPS articles (minimum)	ITPS articles (minimum)	ITPS articles (minimum)	ITPS articles (minimum)

★

Marketing Executives (ME)

Activate at least two business customers, each booking a minimum of 50 ITPS articles.

Note: These are minimum floors — units are encouraged to exceed them wherever feasible.

Four Phases, One Month

The campaign runs 01.08.2026 to 31.08.2026 in four structured phases

I	II	III	IV
01 – 08 Aug	10 – 14 Aug	17 – 22 Aug	24 – 31 Aug
Capacity Building	**Public & Business Outreach**	**ITPS Maha Login Week**	**Review & Handholding**
Training & awareness sessions	Publicity & customer identification	Focused booking drive	Performance review & support

PART OF PHASE I — CAPACITY BUILDING

ITPS Product Feature Training

What every counter and delivery staff member needs to know: product profile, weight & rate slabs, discounts, compensation, and booking data quality.

Source: Capacity Building Workshop on International Business & DNK Operations — IR & GB Division, Dak Bhawan

What is ITPS?

International Tracked Packet Service — product snapshot

Cheapest tracked service

₹

The most economical international product that still offers tracking

Built for e-commerce

Most suitable for e-commerce shipments and small B2C parcels

Delivery scan available

✓

Delivery event is scanned and visible to sender and addressee

Weight slab: 50 gm

⚖

Postage calculated in 50 gm weight slabs

135 destinations

Currently available for 135 countries/territories

Compensation up to ₹1,000

₹

Payable on loss or missing delivery scan, subject to conditions

Most preferred destinations: Australia • Canada • Japan • UK • USA • France • Russia • UAE

ITPS vs Other International Products

How ITPS compares with EMS, Air Parcel and Registered Letter Post

Feature	EMS	Air Parcel	Regd. Letter Post	ITPS
Max weight	35 kg	20 kg	2 kg	5 kg*
Tracking	Yes	Yes	Yes (not all countries)	Yes
Volume discount	Yes	No	No	Yes
Free pick-up	Yes	No	No	Yes
Coverage	106 countries	219 destinations	219 destinations	135 countries
Weight slab	250 gm	250 gm	20 gm	50 gm
Item prefix	E	C	R	LP

**5 kg for select countries (see next slide); 2 kg for the rest of ITPS destinations.*

ITPS — Weight & Dimension Limits

Two weight bands apply depending on destination country

5

5 kg limit — select countries

Aruba, Belarus, Bhutan, Bulgaria, Chile, China, Curacao, Dominican Republic, Egypt, Estonia, Gibraltar, Hong Kong, Jersey, Kazakhstan, Lithuania, Malaysia, Mexico, Morocco, Myanmar, Oman, Philippines, Singapore, Solomon Islands, Thailand, Tuvalu, UAE, Uruguay, Vietnam & Zimbabwe

2

2 kg limit — all other destinations

For every ITPS destination not listed on the left, the maximum weight is 2 kg per article.

MAXIMUM DIMENSIONS

Length: 60 cm max

Length + Width + Height: 90 cm

ITPS Indicative Rates

First 50 gm and each additional 50 gm, by destination (₹)

Country	First 50 gm	Additional 50 gm
USA	400	35
Canada	340	40
Australia	395	45
France	335	30
Germany	245	25
Russia	245	30
Great Britain	200	25
UAE	185	15
Singapore	185	15
Thailand	185	10

Rates are indicative and subject to revision — always confirm current rates on the DNK / Self Service Portal before quoting customers.

ITPS Discount Structure

Revised by OM: 71-14/2022-CF-DOP dated 3rd September 2024

Monthly Revenue (₹)	Discount (%)	+ via DNK Portal (%)
Up to 25,000	0	2
25,001 – 1,00,000	4	2
1,00,001 – 2,00,000	6	2
2,00,001 – 5,00,000	9	2
5,00,001 – 20,00,000	12	2
20,00,001 – 40,00,000	14	2
40,00,001 – 75,00,000	16	2
75,00,001 & above	18	2

An additional 2% discount applies on ITPS for all DNK-registered customers, on top of the revenue-slab discount.

ITPS Compensation

₹

Up to ₹1,000

Restricted to ₹1,000 or the actual declared value of the lost/damaged contents, whichever is less. Payable on loss or damage, or when there is no EMH/EMI delivery scan at destination once 30 days have lapsed from booking (excluding time in customs at origin and destination). The sender's declared value is final.

Exporter can claim compensation only if the article is not delivered within 30 days.

Sanction & Payment Process

- Sanctioned by the FPO in-charge if headed by a PS Group B officer or above
- Otherwise sanctioned by the Head of Division
- Payment is made by the booking office
- If the article is later traced and delivered, the sender must refund the compensation paid
- Booking office obtains a signed declaration from the sender before payment, and retains it

KNOW WHEN TO RECOMMEND ITPS

ITPS Competitive Positioning

How ITPS pricing compares with International Speed Post (EMS) and International Air Parcel — and the break-even weight at which each becomes the cheaper choice

Source: Comparative Analysis — ITPS vs Speed Post & Air Parcel (internal reference, India Post tariff pages & Gazette of India Table VI)

ITPS vs Speed Post vs Air Parcel — Tariff Structure

The slab size is the single biggest driver of the price gap at low weights

Parameter	ITPS	Speed Post (EMS)	Air Parcel
Base slab	First 50 g	First 250 g	First 250 g
Additional slab	Every 50 g (or part)	Every 250 g (or part)	Every 250 g (or part)
Rate categories	Single (merchandise-type)	Separate Document & Merchandise	Single postage rate
Taxes	Excl. GST; 18% extra	Excl. taxes; levied extra	As per Gazette notification
Countries covered	135	106 (108 rows)	219
Typical use	Small, low-value tracked packets	Priority docs & merchandise	Larger/heavier parcels, economy air

Why ITPS wins at low weight: even the smallest Speed Post/Air Parcel booking is charged as if it weighs 250g, while ITPS can charge as little as its 50g rate. As weight rises, ITPS's smaller slab compounds charges faster and the price gap narrows, then inverts.

Break-even Weight — ITPS vs Speed Post

Capped at ITPS's real maximum bookable weight — 2 kg for most destinations, 5 kg for the select list

Across 89 common destinations

16

destinations have a genuine break-even within ITPS's bookable range

73

destinations — ITPS stays cheaper throughout its entire bookable range

1.15–4.75 kg

range of the 16 genuine break-even points

73 + 16 = 89 — every common destination accounted for

Country	ITPS cap	Outcome
Iraq / Mongolia	2 kg	Speed Post cheaper above 1.15 kg
Afghanistan / Jordan / Tanzania	2 kg	Speed Post cheaper above 1.90 kg
Botswana / Eritrea / Iran / Tunisia	2 kg	Break-even right at the 2 kg cap
Egypt / Vietnam	5 kg	Speed Post cheaper above 4.75 kg
Bangladesh / Nepal	2 kg	ITPS cheaper throughout (cap reached first)
Germany / United Kingdom / USA	2 kg	ITPS cheaper throughout (cap reached first)
Bhutan	5 kg	ITPS cheaper throughout — even at the 5 kg cap

Below break-even (or where ITPS never reaches it within its own cap), ITPS is cheaper. Above it, Speed Post is cheaper and faster.

Break-even Weight — ITPS vs Air Parcel

Capped at ITPS's real maximum bookable weight — 2 kg for most destinations, 5 kg for the select list

Across 135 ITPS destinations

45

destinations have a genuine break-even within ITPS's bookable range

90

destinations — ITPS stays cheaper throughout its entire bookable range

650 g–4.75 kg

range of the 45 genuine break-even points

90 + 45 = 135 — every ITPS destination accounted for

Country	ITPS cap	Outcome
Ethiopia / Iraq	2 kg	Air Parcel cheaper above 650 g (lowest)
Qatar	2 kg	Air Parcel cheaper above 1.15 kg
Switzerland	2 kg	Break-even right at the 2 kg cap
Dominican Republic	5 kg	Air Parcel cheaper above 1.50 kg
United Arab Emirates	5 kg	Air Parcel cheaper above 4.50 kg
Bulgaria	5 kg	Air Parcel cheaper above 4.75 kg (near cap)
Germany / Japan	2 kg	ITPS cheaper throughout (cap reached first)
Malaysia	5 kg	ITPS cheaper throughout — even at the 5 kg cap

Below break-even (or where ITPS never reaches it within its own cap), ITPS is cheaper. Above it, Air Parcel is cheaper.

Which Product to Recommend — Counter Takeaway

ITPS's own weight cap (2 kg or 5 kg) changes the picture significantly

⚖ ITPS's own weight cap matters most

ITPS can only be booked up to 2 kg (most destinations) or 5 kg (the select list) — so any break-even figure beyond that cap is moot: ITPS simply can't be booked that heavy.

✓ ITPS wins outright for most destinations

For 73 of 89 Speed Post destinations, and 90 of 135 Air Parcel destinations, ITPS remains cheaper across its entire bookable weight range.

→ A real break-even exists for a minority

Only 16 (vs Speed Post) and 45 (vs Air Parcel) destinations have a genuine switchover point reachable within ITPS's own cap — typically under 2 kg, occasionally up to ~4.75 kg.

Practical rule for the counter

Check the destination's ITPS weight cap first. If the shipment is within that cap, ITPS is very likely still the cheaper choice — verify against the reference table only for the minority of destinations with a real break-even.

This is a tariff-only comparison — Speed Post is also generally faster (priority service). Weigh cost against transit-time needs when advising a customer.

Booking Right, First Time

Data quality is the single most preventable cause of delay, return or extra customs duty

Golden Rules at the Counter

- ✓ Use only Harmonized labels for CN22/CN23
- ✓ Avoid handwritten barcodes — prevents return of shipment
- ✓ Avoid handwritten descriptions on CN22/CN23
- ✓ Affix the CN22 label whole — never tear it apart
- ✓ Label and barcode must be clear, legible and scannable
- ✓ Collect KYC (Aadhaar/Voter ID/Passport) for retail customers booking goods

Describe Contents Properly

Generic descriptions delay customs clearance. Be specific:

✗ "Clothes" → ✓ "3 cotton T-shirts, men's, medium"

✗ "Gift" → ✓ "Handcrafted wooden photo frame"

✗ "Electronic item" → ✓ "Wireless Bluetooth earphones, model X200"

✗ "Samples" → ✓ "3 non-returnable textile fabric swatches"

Retail Booking vs DNK Booking

Two booking routes for ITPS and other export shipments — know which to recommend

Retail (Counter) Booking

- For walk-in, personal or occasional commercial shipments at Post Office / IBC counters
- KYC (Aadhaar / Voter ID / Passport) collected at every booking of goods; retained 18 months
- Commercial exports need manual PBE (PBE-I/II) filed in duplicate with Customs at FPO/SFPO
- Customer manually fills CN22/CN23; counter PA checks data quality before booking
- Best suited for first-time senders and small, infrequent exporters

DNK (Dak Ghar Niryat Kendra) Booking

- ✓ One-time registration & KYC on the Self Service / DNK Portal (IEC, GSTIN, AD Code, LUT)
- ✓ Self-booking with system-generated label, barcode and invoice
- ✓ Electronic PBE (PBE-III/IV) — automated; no FPO visit needed for PBE filing
- ✓ Faceless customs clearance (LEO); online payments and wallet system
- ✓ Extra 2% discount on ITPS (1% on EMS) for all DNK customers, on top of slab discount

Supporting Agencies for Licenses & NOC — Commercial Goods

Certificate/NOC required from the concerned issuing authority before booking these commercial product categories

#	Product	Issuing Authority for Certificate/NOC
1	Pharma Product	No Objection Certificate from Assistant Drug Control (ADC)
2	Food Product	Food Safety and Standards Authority of India (FSSAI)
3	Process Food Product	Agricultural & Processed Food Products Export Development Authority (APEDA)
4	Marine Product	Marine Products Export Development Authority (MPEDA)
5	Gems / Jewellery / Precious stones	Valuation Certificate from any Govt.-approved Valuer
6	Old Coins / Stamps	Certificate from ASI (Archaeological Survey of India)
7	Tobacco	Certificate from Tobacco Board
8	Chemical / Dyes	Chemical Analysis Report (MSDS) — non-dangerous & non-hazardous certificate
9	Horticulture / Plant Product	Phytosanitary Certificate (PSC)
10	Spices	Spices Board of India

This is separate from the AYUSH medicine exemption (personal-use AYUSH drugs no longer require NOC — see the AYUSH advisory slides later in this deck). These commercial-goods categories still require the certificate/NOC shown before booking.

Export Benefits Available through DNK

Financial incentives exporters can claim when booking commercial shipments via DNK

IGST Refund

Paid on GST Portal after dispatch and refunded once PBE and GST return data match at ICEGATE. With LUT, exporter pays no IGST upfront.

Duty Drawback

Refund of customs duty paid on imported raw materials used to manufacture the exported goods. Refunded in cash; not allowed below ₹50.

RoDTEP

Refunds hidden, otherwise-unrefunded taxes (electricity duty, mandi tax, fuel tax etc). Refunded as a transferable e-script, valid 24 months.

RoSCTL

Rebate of state & central taxes on textile/garment exports (HS Chapters 61, 62 & 63 only). Also refunded as e-script.

Also: No CHA required to file PBE • Exporters must keep records for 5 years • e-script pays only Basic/Additional Customs Duty, not IGST, cess or penalty

USA-BOUND SHIPMENTS — WHAT CHANGED

USA — Revised Customs Requirements

OM No. DA-40/2/2025-DA-DOP dated 22.07.2026 — effective for all US-bound bookings from 23.07.2026, paragraph by paragraph

USA OM — Background & Legal Basis

OM para 1 — why this changed and what CBP issued

1. US Customs and Border Protection (CBP) issued Interim Final Rules dated 24.06.2026, formally codifying the indefinite suspension of the USD 800 de minimis exemption for international mail shipments.
2. Together with this, CBP issued Updated Global Guidance for International Mail on 06.07.2026, prescribing the operational framework for customs clearance of postal merchandise.
3. The revised framework, effective 24.07.2026, introduces a new Postal Informal Entry Process for eligible postal merchandise, while making ALL international mail merchandise liable to customs duties and mandatory customs entry requirements.
4. As a consequence, the customs compliance requirements applicable to postal merchandise entering the United States have undergone substantial revision — covered paragraph by paragraph in the slides that follow.

USA OM — Mandatory HTSUS Classification

OM para 3(a) — tariff-based assessment replaces the earlier flat-duty methodology

What the OM Requires

- Under the revised CBP framework, postal merchandise valued up to USD 2,500 may continue to be cleared under the Postal Informal Entry Process
- Customs entry may now be filed only by an eligible entry filer acting through a duly authorised CBP-licensed US Customs Broker
- The earlier temporary flat-duty methodology is replaced with a tariff-based customs assessment system
- Customs duties are determined based on the applicable 10-digit Harmonized Tariff Schedule of the United States (HTSUS) classification and the declared customs value of each shipment
- Complete and accurate tariff classification, product description and customs data have become mandatory for customs entry filing

Interim Timeline

23 Jul 2026

New rules apply to all US-bound bookings

Up to 26 Jul 2026

Interim: customer declares 8-digit ITC(HS) Code; DoP converts it to HTSUS solely for CBP filing

27 Jul 2026

Booking system enables mandatory capture of the 10-digit HTSUS Code directly

The sender remains solely responsible for the correctness of the tariff classification and must furnish the Annexure-A undertaking before booking.

USA OM — Additional Customs Information Required

OM para 3(b) — in addition to the existing customs declaration, wherever applicable

1. Detailed description of goods
2. Country of Origin
3. Special Program Indicator (SPI)
4. Country of Melt and Pour
5. Primary Country of Smelt
6. Secondary Country of Smelt
7. Country of Cast
8. Partner Government Agency (PGA) information, including Product Registration Number or other
9. Any other information prescribed by US Customs and Border Protection

The metal/melt fields mainly apply to steel and metal-derivative products — most everyday postal shipments won't need them, but check when the goods are metal-based.

USA OM — Customs Entry Filing & Maximum Value

OM para 3(c) & 3(d)

Customs Entry Filing

- DoP has arranged customs entry filing through a CBP-licensed Customs Broker in accordance with the revised US customs regulations
- Customs entry is prepared and filed based on information furnished by the sender at the time of booking
- DoP relies on the customs information and declarations furnished by the sender for entry filing and is NOT responsible for consequences arising from inaccurate, incomplete or misleading information provided by the sender

Maximum Value

USD 2,500

Only postal merchandise having an FOB value not exceeding USD 2,500 shall be accepted under the Postal Informal Entry Process.

Shipments above this value, or falling outside informal entry eligibility, need a different customs procedure

USA OM — Type-13 Informal Entry

OM para 3(e) — effective 22.10.2026, four categories are no longer eligible for standard Informal Entry

1 PGA-regulated merchandise

Goods subject to Partner Government Agency (PGA) requirements — e.g. FDA, USDA — needing another agency's clearance besides CBP.

2 Chapter 98 exemption claims

Merchandise claiming duty exemption under Chapter 98 of the HTSUS (e.g. returned US goods, personal effects, certain donations).

3 Chapter 98/99 duty claims

Merchandise subject to duties under Chapter 98 or Chapter 99 of the HTSUS (Chapter 99 covers temporary/special additional tariffs).

4 FTA preference claims

Merchandise claiming preferential treatment under any Free Trade Agreement (FTA).

All 4 categories must, from 22.10.2026, be processed only through Type-13 Informal Entry, in accordance with CBP procedures — exporters must ensure all regulatory approvals, licences and registration numbers are furnished at booking.

USA OM — Responsibility of Sender or Customer

OM para 3(f) — the sender/customer remains solely responsible for the accuracy of:

1. Description of goods
2. Tariff classification
3. Declared value
4. Country of Origin
5. Customs declarations
6. Supporting documents
7. All other information furnished for customs purposes

Any reassessment of customs duties, interest, penalties, fines or other liability imposed by US Customs authorities arising out of incorrect declaration, under-valuation, misclassification or non-compliance shall be recoverable from the sender or customer. Where an aggregator/e-platform presents shipments to the Post Office, that aggregator/e-platform is responsible for any customs duties, penalties or other liability arising from data/declarations made by its sellers.

USA OM — Booking Office Duties & Compliance

OM para 4–7 — what every booking office must verify, and how this OM relates to earlier instructions

Before Accepting Any US-Bound Article (para 4)

- ✓ (a) Accurate capture of customs info: detailed description, quantity, declared value, weight, Country of Origin
- ✓ (b) Complete consignee particulars: full postal address, postal code, mobile number, email address
- ✓ (c) Proper completion of CN22/CN23 and affixation of prescribed labels
- ✓ (d) Collection of applicable duties under DDP as determined by the booking system
- ✓ (e) Collection of the Annexure-A undertaking from every sender until HTSUS functionality is fully implemented
- ✓ (f) Verification that commercial export consignments carry the Postal Bill of Export (PBE) and other export documentation

Dissemination & Continuation

Para 5

Heads of Circles must ensure these revised requirements are widely disseminated among exporters, MSMEs, ODOP producers, e-commerce sellers, contractual customers, DNKs, Business Development Units and all booking offices.

Para 6

Except as modified by this OM, all other terms of the Department's earlier OM dated 13.10.2025 on DDP services for US-bound merchandise continue in force.

Para 7

These instructions took immediate effect and apply to all postal merchandise (including gifts/personal shipments) accepted for booking to the US on or after 23.07.2026.

EU OM — Background: Suspension & Threshold Change

OM No. DA-22/2/2026-IR-DOP — para 1–2

1. In continuation of this Directorate's earlier OM dated 25.06.2026, international postal services to EU countries were suspended consequent upon implementation of the EU's revised customs framework, effective 01.07.2026.

2. The European Union has introduced a revised customs framework abolishing the customs duty exemption threshold of EUR 150 for commercial imports. Consequently, all commercial consignments imported into EU countries are now liable to applicable customs duties, taxes, handling fees, surcharges and other regulatory requirements prescribed by the destination country.

3. Documents and bona fide gifts (personal consignments) up to a value of EUR 45 continue to remain exempt from customs duties and taxes, subject to applicable conditions.

4. It has now been decided to resume acceptance and booking of international postal articles destined to EU member countries with effect from 14.07.2026, subject to the conditions specified in the OM and its enclosed SOP.

EU OM — Introduction of PDDP Service

OM para 3 — Postal Delivery Duty Paid (PDDP)

Why PDDP Was Introduced

In order to ensure compliance with the revised EU customs framework and facilitate seamless customs clearance and delivery, the Department of Posts has introduced the Postal Delivery Duty Paid (PDDP) service.

How It Works

Under this arrangement, applicable customs duties, import taxes, handling charges and surcharges shall be collected from the sender at the time of booking and subsequently remitted to the destination postal administration/customs authorities through the prescribed settlement mechanism.

In Plain Terms

- Sender pays the duty/tax upfront at the counter
- DoP forwards that money to the destination country's customs/postal operator
- Addressee receives the parcel without being asked for any payment at delivery
- This is the postal equivalent of what couriers call “landed cost” pricing

EU OM — Resumption Categories & Exceptions

OM para 4–5 — what resumed on 14.07.2026, and what didn't

Resumed with effect from 14.07.2026

(i) **IOSS commercial shipments**

to all EU countries EXCEPT Germany, Denmark, Austria and Sweden

(ii) **Non-IOSS commercial shipments**

to EU countries, per country-specific conditions in Annexure-B

(iii) **Personal (non-commercial) consignments**

including gifts and documents, as per applicable EU customs regulations

Still Suspended (para 5)

Germany, Denmark, Austria, Sweden

IOSS commercial shipments to these four countries remain suspended until further orders.

Why: these countries require appointment of approved third-party declarant/customs representation services for IOSS customs processing. DoP has initiated selection and onboarding of such providers; further instructions will follow separately.

EU OM — What's in the Enclosures

OM para 7 — the operational detail sits in these four documents

SOP

Standard Operating Procedure for Processing of International Mail Items Destined to European Union Countries under the Revised EU Customs Framework — the master operational document covering booking, duty collection, remittance and reconciliation.

Annexure-A

Customer Customs Authorization Form — the undertaking every sender signs before a dutiable EU shipment is booked.

Annexure-B

Country-wise DDP/DAP Availability and Service Conditions — tells the booking system (and staff) which service is available for which EU country.

Addendums

Separate addendums for contractual customers (BNPL/Advance accounts) and for aggregators/e-platforms/e-marketplaces, governing how each collects and manages Annexure-A at scale.

The slides that follow walk through the SOP's booking procedure, Annexure-A, Annexure-B and the addendum obligations one at a time.

EU Shipment Categories & Duty Treatment

SOP Section 4 — know which category a shipment falls into before booking

Category	Customs Duty	VAT	Mode
IOSS Commercial (B2C)	Applicable	Already paid via IOSS — not collected	DDP (mandatory in DE/AT/DK/SE)
Non-IOSS Commercial (B2C)	Applicable	Applicable	DDP or DAP — DDP preferred
Personal / Gift ≤ EUR 45	Exempt	Exempt	DAP only
Personal / Gift > EUR 45	Dutiable	Dutiable	DAP only
Documents	Exempt	Exempt	—
Commercial Samples	Dutiable (treated as goods)	Applicable	DDP or DAP

Duty & VAT formula: Customs duty is EUR 3 per HS Code / Country-of-Origin line item. Import VAT = (CIF value + Customs Duty) × VAT rate (typically 17–27%, destination-dependent). Exporters must declare CIF/invoice value accurately and are liable for additional duty if under-valued.

DDP vs DAP — Who Pays What

SOP Sections 4.4 & 4.5 — recommend DDP wherever both options are available

DDP — Delivery Duty Paid (recommended)

- ✓ Sender bears customs duty, import tax/VAT, handling fees, surcharges and import formalities
- ✓ Addressee pays nothing at delivery
- ✓ All charges settled at origin, at time of booking
- ✓ Faster clearance — no waiting for addressee to settle dues at destination

DAP — Delivered at Place

- ○ Sender pays postage only
- ○ Addressee pays customs duty, import tax/VAT and destination handling charges before delivery
- ○ Destination post may add extra handling charges for collecting dues
- ○ Usually slower — delivery waits until addressee settles dues; charges are typically higher than DDP

Customer Customs Authorization — By Channel

SOP Section 5.1 — Annexure-A authorization is mandatory for every EU commercial shipment, collected differently by channel

DNK / Self-Service Portal

Authorization accepted electronically on the portal before booking. Customer must keep profile updated by accepting the form and terms before booking to EU.

Contractual (Advance/BNPL)

Customer signs the Addendum with Annexure-A. Nodal office uploads it in APT 2.0 against the contract. APT will not allow EU DDP booking until linked. Records kept 10 years.

Aggregators / e-Platforms

Nodal Circle executes the Addendum with the aggregator. Aggregator itself must collect Annexure-A from every registered seller before that seller can book. Records kept ≥ 10 years.

Non-Contractual (Manual PBE)

At IBC/counter co-located with FPO/SFPO: supervisor or booking staff collects signed Annexure-A before booking. Kept in records ≥ 10 years; produced during inspection.

SOP Booking Procedure — Step by Step

SOP Section 7 — what happens at each stage of booking an EU-bound shipment

1	Choose the booking channel	Self-Service Portal, DNK Portal, Post Office, Branch Post Office, or IBC. Commercial exports requiring PBE follow the electronic or manual PBE route as applicable.
2	Booking office verifies data	Customs data: correct HS code, description, Country of Origin, declared value. Address data: complete address, PIN/ZIP, mobile & email for both sender and addressee. CN22/CN23 completed and signed; harmonized label affixed.
3	System selects DDP/DAP	The booking system auto-determines availability by destination country per Annexure-B. Where both are available, advise the customer to choose DDP to avoid destination handling charges.
4	System calculates total payable	Postage + GST + VAS, plus destination charges: Customs Duty + VAT (if applicable) + Handling Fee + DAP charges (if opted) + Surcharge. DoP levies no extra fee of its own to keep the service competitive.
5	Payment is collected	Cash, online payment, Advance Deposit Wallet, or BNPL/Contract account. Booking completes only after the total payable amount is fully realized.

Duty Remittance, Reconciliation & Liability

SOP Sections 10–12

Collection → Remittance → Reconciliation

- DoP collects applicable customs duty, tax, handling fee and surcharge from the customer at booking, under DDP
- Collected amounts are remitted to destination customs authorities and postal operators via the IPC settlement mechanism
- If destination customs assesses higher duty/tax than collected, the differential is recovered from the sender — via Advance Wallet, BNPL account, or direct recovery
- The DAA/Accounts section reconciles collections against destination-country assessments and tracks refunds/adjustments

Customer Liability

- Misdeclaration of contents
- Incorrect valuation or HS classification
- Concealment of facts
- Destination customs penalties

Returned shipments: duty/tax already remitted is not refunded; RPD charges apply. Loss/damage follows existing international mail compensation rules.

Annexure-B — DDP/DAP Availability Snapshot

Sample of key EU markets; full country list is in Annexure-B of the SOP

Country	Surcharge (≤ / > threshold)	PDDP IOSS	PDDP Non-IOSS	DAP IOSS	DAP Non-IOSS
Germany	€0.5 / €2	NO	NO	NO	YES (till 31 Aug)
France	€1 / €1	YES	YES	NO	YES
Belgium	€1 / €5	YES	YES	YES	YES
Netherlands	€1 / €5	YES	YES	YES	YES
Italy	€7.5 / €15	YES	NO	YES	YES
Spain	€0.5 / N/A	YES	YES	Till 26 Oct	Till 26 Oct
Sweden	€10 / —	NO	NO	Till 31 Oct	Till 31 Oct
Denmark	DKK10 / DKK10	NO	NO	NO	Till €150

"NO" means the destination is not yet system-ready for that service — DoP will notify separately once available. DAP may carry additional destination handling charges.

Addendum Obligations — Aggregators & Bulk Customers

Both addendums attach the Standard Customer Customs Authorization (Annexure-A) and govern its use

Aggregators / e-Platforms

- Must collect the unmodified Annexure-A from every registered seller before that seller can book
- Cannot alter, abbreviate or substitute any provision of the authorization without DoP's written approval
- Solely responsible for accuracy of seller-supplied information and resulting customs liabilities
- Records retained for not less than 10 years; provided to DoP on request
- DoP may suspend API access if authorizations are missing or records can't be produced
- Indemnifies DoP against losses from seller misdeclaration or absent authorization

Bulk (Contractual) Customers

- ✓ Annexure-A used for each shipment booked at the Post Office counter or DNK Portal
- ✓ Liable for its own misdeclaration or under-declaration
- ✓ Must indemnify DoP against losses arising from its own misdeclaration
- ✓ Must fully cooperate with DoP, customs authorities and auditors on any verification
- ✓ Signed addendum kept in physical/APT 2.0 records and produced when required

Annexure-A — What the Customer Actually Signs

The Customer Customs Authorization / Undertaking attached to both the US and EU OMs — know it before asking a customer to sign it

1

Declares that contents, value, HS Code and category of the shipment are true and correct

2

Authorizes DoP to convert the declared ITC(HS) Code to the corresponding HTSUS code for US customs filing, based entirely on the sender's own information

3

Sender accepts full responsibility and liability for the correctness of that conversion, the tariff classification, and any resulting duty, tax, interest or penalty

4

Sender acknowledges that duty is assessed by HTSUS classification and declared value, not the old flat-duty method

5

Sender acknowledges that customs duty once paid is non-refundable — even on Return to Sender, loss, or damage

6

Sender agrees to pay any additional duty intimated by DoP within 7 days, or face possible legal action/penalties

7

Sender provides mobile number, email and postal address for all duty-related communication

Never book a US or EU commercial/dutiable shipment without this signed, unmodified authorization on file.

EU OM — Compliance, Dissemination & Outreach

OM para 12–13

Bring This to Everyone's Notice (para 12)

The enclosed SOP, instructions and annexures must be brought to the notice of all concerned officials, booking offices, DNKs, IBCs, FPOs, SFPOs, National Sorting Hubs and Parcel Hubs in each Circle for strict adherence.

Any non-compliance will result in imposition of penalty, rejection, possible loss of shipments, apart from giving rise to customer complaints.

Awareness & Outreach (para 13)

All Heads of Circles shall undertake extensive awareness and outreach activities regarding the revised EU customs requirements and availability of DDP services through India Post, among:

- Exporters
- MSMEs
- e-commerce sellers
- ODOP producers
- Contractual customers
- Other stakeholders

This campaign's ITPS awareness push is exactly this kind of outreach — the two efforts reinforce each other.

Booking Office Checklist — USA & EU Shipments

Confirm every point below before accepting a US or EU-bound article

- ✓ Accurate customs data: detailed description of goods, HS/HTSUS code, quantity, weight, Country of Origin, declared value
- ✓ Complete addressee details: full postal address, PIN/ZIP code, mobile number and email address
- ✓ CN22/CN23 properly completed, with prescribed labels generated and affixed
- ✓ Applicable duties, taxes, handling fees and surcharges collected as determined by the booking system (DDP/PDDP)
- ✓ Signed customer undertaking / customs authorization (Annexure-A) collected and retained on file
- ✓ For commercial exports: Postal Bill of Export and supporting documentation verified before booking

No commercial shipment to the USA or EU may be booked without the completed customer undertaking / authorization on file.

KNOW BEFORE YOU BOOK

Current Service Advisories

Middle East destination status, and AYUSH medicine acceptance without NOC — two current directives every booking office needs to know

Refs: DA-19/25/2024-DA-DOP (22.07.2026) • T-11011/8/2021-DCC-Part(3) (20.04.2026) • DA-19/11/2026-DA-DOP (21.07.2026)

Middle East — Public Notice Overview

No. DA-19/25/2024-DA-DOP dated 22.07.2026 — in continuation of Public Notice dated 29.04.2026

1. International mail booking to certain Middle East destinations was temporarily suspended earlier due to a force majeure situation disrupting air connectivity.
2. The situation has since improved and alternative transit arrangements have been established for a number of these destinations.
3. Postal services to the countries listed in Annexure-A are resumed with immediate effect — customers may still experience delays beyond normal service standards.
4. Due to the continuing geopolitical situation, air connectivity and/or transit arrangements have not been restored for the countries listed in Annexure-B — booking to these destinations remains suspended until further notice.
5. The situation is being monitored continuously; services to suspended destinations will resume as suitable flight connectivity and transit arrangements are restored.

Annexure-A — Services Resumed (39 Destinations)

Resumed with immediate effect — most carry Letter, Parcel & ITPS; three also carry EMS

Afghanistan
Angola
Azerbaijan
Bahamas
Bahrain*
Bermuda
Bolivia
Botswana
Burundi
Cameroon
Cape Verde
Chad
Cuba
Dem. Rep. of Congo†

Djibouti
Dominican Rep.
Ecuador
El Salvador
Equatorial Guinea
Eritrea
Eswatini
Gabon
Guinea
Guyana
Kyrgyzstan
Lesotho
Mali

Mauritania
Mongolia
Mozambique
Niger
Panama (Rep.)
Rwanda†
Suriname
Tajikistan
Trinidad & Tobago
Turkmenistan
Uzbekistan
Venezuela

Bahrain*: Letter, Parcel, ITPS and EMS. Dem. Rep. of Congo† / Rwanda†: Letter, Parcel and EMS. All other listed countries: Letter and Parcel (+ ITPS where noted — see full Annexure-A).

Annexure-B — Booking Remains Suspended

10 destinations — until further notice, pending restoration of air connectivity/transit arrangements

- Guatemala
- Honduras
- Iran
- Iraq
- Israel
- Kiribati
- Kuwait
- Lebanon
- Nicaragua
- Palestine

Booking to these destinations is not accepted at any counter, DNK or IBC until this notice is revised.

Recall & Refund — Articles Already Booked to Annexure-B Countries

For articles not yet dispatched from India

✍ Customer applies in writing

Customer submits a written application to the booking Post Office requesting recall of the article.

↩ Refund of postage

Postage paid can be refunded, provided no other liability is accepted by the Department of Posts for the recall.

Applies only within India

This facility applies only to articles still lying in India that have not yet been transmitted abroad.

Office of Exchange articles

Articles already at the Office of Exchange may be returned to the booking office upon receipt of a recall request through the prescribed channel.

No liability beyond the postage refund is accepted by the Department for recalled articles under this facility.

BOOKING AYUSH MEDICINES ABROAD

AYUSH Medicine Booking

No Objection Certificate (NOC) is no longer required for personal-use AYUSH medicine shipments — here's what counter staff need to check instead

Source: Ministry of AYUSH Advisory T-11011/8/2021-DCC-Part(3) (20.04.2026); DoP letter DA-19/11/2026-DA-DOP (21.07.2026)

AYUSH Advisory — Why This Was Raised

Advisory No. T-11011/8/2021-DCC-Part(3) dated 20.04.2026 — para 1–2

1. A representation was received from the State Licensing Authority, Karnataka, in the Ministry of AYUSH, stating that the postal department was seeking a No Objection Certificate (NOC) before sending medicines abroad for personal use.

2. Individuals were requesting NOC from the AYUSH department to send medicines to their children or relatives abroad.

3. AYUSH treatment plans require consistent use of specific medicines over time for chronic diseases. Interruptions in treatment due to lack of access to medicine can undermine the effectiveness of the therapy.

4. Allowing AYUSH drugs licensed under Section 3(a) and 3(h) of the Drugs and Cosmetics Act, 1940 to be sent abroad ensures individuals can continue their prescribed regimen without breaks — crucial for managing chronic conditions or maintaining long-term health.

AYUSH Advisory — Consultation & the Directive

Advisory para 3–4

Consultation (para 3)

The matter was discussed in the Ministry of AYUSH in consultation with the Ayurvedic, Siddha and Unani Drugs Technical Advisory Board (ASUDTAB) before this directive was issued.

Circulation (para 4)

It was requested that this advisory be circulated amongst all field officers in respective organisations — which is how it reached the Department of Posts and, from there, all CPMGs.

The Directive (para 4)

All concerned are directed to allow shipment of AYUSH drugs licensed under Sections 3(a) and 3(h) of the Drugs and Cosmetics Act, 1940 to abroad for personal use — on the basis of a valid prescription of a registered AYUSH practitioner — without insisting on NOC from the concerned licensing authority.

AYUSH — How This Reached Booking Offices

DoP letter No. DA-19/11/2026-DA-DOP dated 21.07.2026 — para 1–2

1. The Department of Posts forwarded a copy of the Ministry of AYUSH's Advisory No. T-11011/8/2021-DCC-Part(3) dated 20.04.2026 to all CPMGs.

2. The Ministry of AYUSH clarified that AYUSH medicines licensed under Sections 3(a) and 3(h) of the Drugs and Cosmetics Act, 1940 may be sent abroad through post for personal use, on the basis of a valid prescription issued by a registered AYUSH practitioner — without insisting upon an NOC from the concerned State AYUSH Licensing Authority.

3. All concerned field units — including Foreign Post Offices (FPOs), International Business Centres (IBCs), Dak Ghar Niryat Kendras (DNKs), Mail Offices and other booking offices handling international mail — are requested to ensure NOC is not insisted upon, subject to the conditions on the following slide.

AYUSH Medicines — Booking Conditions Checklist

DoP letter para 3 — what to verify at the counter, and how to comply

1

Covered under the Drugs and Cosmetics Act, 1940

The medicine must be an AYUSH drug licensed under Section 3(a) or 3(h) of the Act, as referred to in the Ministry of AYUSH Advisory.

2

Valid prescription produced

The sender must produce a valid prescription issued by a registered AYUSH practitioner — this replaces the NOC requirement entirely.

3

All other requirements still apply

Applicable postal, customs, aviation security, and destination-country import requirements must still be complied with — this exemption covers NOC only.

Do NOT insist on NOC. This applies at every booking office handling international mail. The contents of this communication (letter para 4) must be brought to the notice of all concerned officers; copies also go to CEPT Mysuru and all FPOs, who must inform their Customs officials.

PHASE I

Capacity Building

01 – 08 August 2026

Key Actions

- ✓ Online training on 03.08.2026 via WCTC Trainer — forenoon session for Sub Divisional Heads, afternoon session for Marketing Executives
- ✓ Sub Division-wise product awareness sessions for departmental and GDS officials, including delivery staff
- ✓ Divisional Trainers and Marketing Executives engaged as resource persons
- ✓ ITPS information leaflets/pamphlets printed and distributed to all Post Offices

Compliance on Sub Division-wise awareness sessions due to Circle Office by 07.08.2026

PHASE II

Public & Business Outreach

10 – 14 August 2026

Key Actions

- ✓ Extensive publicity of ITPS among the general public
- ✓ Publicity material distributed via Postmen during delivery, prioritising customers with relatives abroad
- ✓ Identification of export-oriented firms, MSMEs, handicraft units and other prospective business customers
- ✓ Awareness programmes at Post Offices and at prospective business customers' premises, wherever feasible

III

PHASE III

ITPS Maha Login Week

17 – 22 August 2026

Key Actions

✓ Focused drive to maximise ITPS bookings across all identified offices and business customers

✓ Active participation of all offices and Marketing Executives in achieving prescribed targets

This is the peak booking push of the campaign — every office and ME is expected to convert outreach into bookings

IV

PHASE IV

Review & Handholding

24 – 31 August 2026

Key Actions

- ✓ Review booking performance of all offices and identify under-performing units
- ✓ Provide hand-holding support and on-site guidance to improve ITPS bookings
- ✓ Monitor progress against targets and initiate corrective measures wherever required

Roles & Reporting

Who Does What

- **Divisional Heads:**

  Closely monitor campaign implementation within their Divisions; ensure active participation of all offices and MEs

- **Regional Offices:**

  Review Division-wise progress at regular intervals; extend guidance for effective implementation

- **HQ Region Divisions:**

  Furnish their consolidated report directly to Circle Office

- **WCTC Trainer:**

  Conduct the 03.08.2026 online training session (forenoon: Sub Divisional Heads; afternoon: MEs)

Consolidated Report

Regional Offices submit a consolidated report on implementation and target achievement for the Divisions under their jurisdiction.

DEADLINE

02.09.2026

Report to be submitted to Circle Office

Highest Priority, Full Participation

All units are requested to accord highest priority to the ITPS Awareness Campaign and ensure effective implementation to strengthen the International Mail Business of Kerala Circle.

4	31	500+
Phases	Days	Target per Division

Sankar N S | Assistant Director (Parcel)
Office of the Chief Postmaster General, Kerala Circle

Ref: PRCL/100-20/2026/IMB-Part(1)