

FOLD

5. Compare your needs with Postal/courier company capabilities:

It is good to take as much time as required to ensure you make the best decision possible.

6. Make your selection:

Establishing a relationship with a courier company or companies is only the first step in the process of ensuring ongoing success. In engaging the service provider, always bear in mind the terms and conditions of provision of the service. It is recommended that individuals and organizations entering long-term relationships should sign a Service Level Agreement with the service provider in order to get value for money and ensure service delivery standards are agreed upon.

4. Identify possible postal/courier service providers:

Some of the ways of identifying postal/courier companies operating in Kenya include the Yellow Pages and other business directories as well as the CA website, which lists those companies that are licensed and are compliant with all regulatory requirements.

It is important to note that doing business with a licensed service provider carries a greater assurance that you will receive better services and lower risks. This also gives you the assurance that they have put in place appropriate mechanisms to provide quality services and have complaint resolution mechanisms in place.

5. Compare your needs with Postal/courier company capabilities:

It is good to take as much time as required to ensure you make the best decision possible.

6. Make your selection:

Establishing a relationship with a courier company or companies is only the first step in the process of ensuring ongoing success. In engaging the service provider, always bear in mind the terms and conditions of provision of the service. It is recommended that individuals and organizations entering long-term relationships should sign a Service Level Agreement with the service provider in order to get value for money and ensure service delivery standards are agreed upon.



Quality of service obligations of postal and courier operators

Service Type	Service Category	Standard /target
Speed of service (the transit time between when a mail piece has been posted and the postage cancelled or recorded at the originating office to when the piece arrives at the destination office or delivered to the customer).	National (within an urban area) National (from one urban area to another) Special areas**	J* + 0 (minimum of 80% of mail articles to be delivered within the standard) J* + 1 (minimum of 80% of mail articles to be delivered within the standard) J* + 4 (minimum of 80% of mail articles to be delivered within the standard) J* + 5 (minimum of 80% of mail articles to be delivered within the standard)
Number of postal/ courier article loss incidences reported per month.	International (applies to incoming mail) Local and International	<1% of total articles
Number of incidences reported on damage to postal/courier articles per month.	Local and International	<1% of total articles
Complaint Handling (time taken to make written formal response to a registered complaint or inquiry)	Local mail International mail	Response provided to client in a maximum of 3 working days. Response provided to client in a maximum of 5 working days.
Minimum weekday availability of services during business hours.	Local and International	Between 8 a.m. and 1 p.m. and between 2p.m. and 5 p.m.

* J means the day of posting.

** Special areas means areas with adverse climatic, infrastructural and

FOLD

Need to Know More?

For further information on the topic or any other aspect of the mobile service operations offered in the market, please contact us on:



Head Office

CA Centre, Waiyaki Way, P.O. Box 14448, Nairobi 00800
Mobile: 0703042000,
Complaints: chukuahatua@ca.go.ke
Talk to us : pea@ca.go.ke
020-445 5555, 0714 455 555, 0737 455 555

CA Western Regional Office

1st Floor KVDA Plaza
P.O. Box 2346
Eldoret 30100
Mobile: 0703042105
Email: wro@ca.go.ke

Central Regional Office

Ground Floor, Advocates Plaza
P.O Box 134
Nyeri 10100
Mobile : 0703042181
Email : cero@ca.go.ke

CA Coast Regional Office

3rd Floor, NSSF Building
P.O. Box 8041
Mombasa 80100
Mobile: 0703042152
Email: cro@ca.go.ke

Nyanza Regional Office

2nd Floor Lake Basin Mall,
P.O Box 2016
Kisumu 40100
Mobile: 0703042130
Email: nro@ca.go.ke

Disclaimer: While every effort has been made to ensure that the information included in this document is accurate, it is intended ONLY as a guideline towards providing information that would enable consumers make better decisions in the use and purchase of mobile/internet services and should not be regarded as (or used in lieu of) legal advice. The Communications Authority of Kenya (CA) will not therefore accept any liability for the consequences of the actions taken or decisions made upon the information offered.

Acknowledgements: This brochure was developed as part of the Consumer Education Outreach Programme of the Communications Authority of Kenya.

FOLD



www.ca.go.ke

**POSTAL
COURIER
SERVICE
OPTIONS**



FOLD

FOLD

FOLD



Introduction

This document provides general advisory information on the available postal and courier services in Kenya. It is aimed at providing information on the types of postal/courier services in the market with the aim of enabling consumers to make informed decisions on the purchase and use of postal/courier services.

Postal/Courier Service

A postal/courier service enables the sending and receipt of letters, parcels and other postal articles. These services, in most cases, are provided by either a postal or courier service provider.

A postal courier service is a publicly available service through which postal articles, mainly consisting of parcels, are transmitted from a sender to a recipient, by means of a network of outlets that do not employ the use of letterboxes. Postal courier services are characterized by enhanced speed, security, tracking, signature, specialization and personalization of services.

A postal service provider is one that facilitates the provision of postal services from designated outlets/post offices that enable one to purchase and affix stamps to the postal article, receive delivered items through post office letter boxes and private bags that are located at post offices or in residential areas.

In Kenya, the provision of reserved postal services is exclusive to the Postal Corporation of Kenya. This reservation is restricted to the following services:

- Acceptance and delivery of postal articles weighing up to 350 grams, on a cost-oriented basis;
- Provision of private letterboxes and bags; and
- Printing and issuance of postage stamps.

Most postal courier services are provided to consumers at a premium due to the inclusion of the foregoing features in service provision.

The Kenya Information and Communications Act, CAP 411A, requires that postal courier service providers charge at least five (5) times the public operator rate for postal articles and letters weighing 350 grams or less.

Different courier services operate on various territorial scales ranging from specific towns or cities to regional, national and global destinations.

License Type	Scope of License
Public Postal Operator	This is the license issued to the Postal Corporation of Kenya which is the designated Public Postal Licensee.
International Postal/Courier Operator	This licence permits the holder to operate both domestic and international postal courier networks.
National Postal/Courier Operator	This licence permits the holder to operate a courier network across the whole country.

The Communications Authority of Kenya (CA) issues licenses to postal and courier operators permitting them to operate in Kenya. The various license categories available to prospective investors are listed:

Conditions for Delivery and Receipt of Postal Articles

In Kenya, a postal article is deemed to have been posted through a postal services operator if it is deposited into a posting box or handed over to an employee or agent of the operator who is authorized to receive it.

Likewise, a postal article is deemed to have been delivered to the addressee, if it is delivered into the private letter box of the addressee, leaving it at the addressee's house or office, or with the addressee's employee, agent or other person authorized to receive it.

Where the addressee is a guest or is resident at a hotel, hostel or lodging, it is left with the proprietor or manager thereof or with his agent.

Postal and Courier Services Available in Kenya

- Buying and selling of stamps: This service enables consumers to purchase postage stamps that facilitate payment for the charges required for the transmittal of postal articles through public postal networks.
- Sending/receiving of normal, registered/insured postal articles (letters parcels etc.): This service enables consumers to submit articles for delivery and to also collect /receive articles sent to them.
- Direct mail marketing services: This service enables organizations and businesses to distribute communication materials e.g. fliers, brochures, catalogues, statements etc. to specific customers of the postal service and normally distributed to them by inserting this information into their mailboxes. Currently this service can only be, and is, provided by the Postal Corporation of Kenya.
- Postal financial services: This service enables consumers to send and receive money through the network of postal outlets countrywide.
- Electronic and hybrid mail services: This service is provided to consumers by use of a combination of electronic and classical mailing methods.
- Distribution of publications: This is a service that enables one to send and receive publications such as newspapers, magazines, and journals through the network of the postal and courier service provider.
- Agency services: This service enables the postal service provider to use their outlets to facilitate payment and receipt of taxes, council fees, utility bills, running of errands, etc.

The postal and courier industry has now developed and provides a diversified range of services with a view to meeting customers' needs. These services include:

- Vehicle/motorbike run: Where the courier operator provides a vehicle to their clients to carry out errands and deliver and send messages.
- Dedicated internal courier messenger: This is a relatively new service in the market where a courier service operator is contracted to provide dedicated courier services by stationing one of their

employees at the customer's premises with all the requisite transport required for the provision of courier services to the client Mailroom services: This service can be provided on site or off site. It enables the postal courier service provider to provide services such as automation of mail room services, mailroom pick-up and delivery, x-ray of mailroom postal articles, manual/automated sorting, and the tracking of interoffice correspondence.

Some service providers have extended their service offering to include operation of help desk/customer service counters, compilation of statistical data and reporting functions, development and maintenance of standard mail room operating procedures, development and maintenance of research/lookup directories for misaddressed mail, dispatch and local mail room courier services, development and improvement of organizations' management and process of correspondence, logistics, warehousing, invoice management, document management, Information distribution, etc.

Service Options for Persons with Disabilities (PwDs)

Everyone should have access to postal and courier services to enable them benefit from efficient, affordable and secure communication services at reasonable prices regardless of their physical condition. In this regard, all postal and courier service providers are required to facilitate access to services and opportunities by Persons with Disabilities.

Under Section 41 of the Persons with Disabilities Act, 2003, Persons with Disabilities are eligible for exemption from paying charges levied for postal services. The Act stipulates that any person or institution that is registered by the National Council for Persons with Disabilities could be recommended for exemption from charges relating to:

- Printed and recorded literature, articles, equipment and other devices for use by persons with disabilities which are sent by mail within and outside Kenya; and
- Aids and orthopedic devices for persons with disabilities sent, by mail, for repair outside Kenya.

Selecting an Appropriate Postal and Courier Service

Consumers are advised to obtain postal/courier services from providers who are licensed by the Authority and are compliant with regard to their license

conditions. A list of registered and compliant postal/courier operators can be obtained from www.ca.go.ke or by contacting the Authority.

Factors to Consider when Choosing a Service Provider

Depending on the type of service desired, consumers need to consider the following factors when choosing a postal or courier service provider.

1. **Determine your overall goals with regard to sending and delivery of mail and other postal articles.**
2. **Decide how courier services will fit into your overall supply chain strategy. The courier services are best suited when:**
 - Speed of delivery is important.
 - Average order size is small.
 - Average value of order is (relatively) high.
 - Information requirements are high.
 - Door-to-door delivery is required.

- Risk associated with non-delivery is high.
- Docking facilities/ equipment for large vehicles are not available.
- Creating a premium image is important.

3. Identify your specific postal/courier needs:

Before contacting any postal/courier companies, it is best to formulate a clear understanding in your own mind of what specific capabilities you require from the service provider you will use such as:



Geographic coverage	Package handling and care
Features of service options	Value added service
Delivery speed	Range of services
Security	Accessibility of organization and its services
Variety of products and services	Price/Tariffs
Delivery reliability visibility	Tracking/shipment
Flexibility in pricing	Confidentiality

4. Identify possible postal/courier service providers:

Some of the ways of identifying postal/courier companies operating in Kenya include the Yellow Pages and other business directories as well as the CA website, which lists those companies that are licensed and are compliant with all regulatory requirements.

It is important to note that doing business with a licensed service provider carries a greater assurance that you will receive better services and lower risks. This also gives you the assurance that they have put in place appropriate mechanisms to provide quality services and have complaint resolution mechanisms in place.