

FOLD

FOLD

FOLD

FOLD

**Introduction**

This advisory document is intended to assist users of postal and courier services in the preparation and packaging of postal articles so as to ensure their safe delivery through the postal/ courier networks.

**Packaging**

Postal articles come in various shapes and sizes and it is important for consumers to identify appropriate packaging with enough room and cushioning, strength and firmness to hold postal articles.

The Kenya Information and Communications Act, 1998 CAP 411A, considers postal articles that are not appropriately packaged as prohibited articles especially if they contain sharp items that are not properly shielded to prevent injury to any other person or damage to other postal article in the course of its transmission by post.

Based on the size, weight and shape of the postal article, one may use various types of packaging materials from envelopes (for letters, documents, etc.) to boxes and receptacles.

**Where to find appropriate packaging materials.**

You can purchase boxes of various sizes at most supermarkets and other retail outlets. You may also want to find out which license provides packaging materials at no additional cost or at a fee through the consumer's link of their websites, some of which can be accessed by consumers from the CA website at [www.ca.go.ke](http://www.ca.go.ke)

It is advisable to use packaging materials that have not previously been used to mail other postal articles. Where the use of such packaging materials is unavoidable, the user must cover up the initial address information on the box/receptacle.

**Packaging your postal articles**

**Cushioning**

Place the cushioning all around your article(s) using old newspapers, foam or shredded paper, among other materials. Once the box/receptacle has been closed it should be shaken to see if the cushioning is sufficient. Shifting of items within the box / package indicates the need for more cushioning.

**Mailing Fragile Items**

If you can find foamed plastic or padding, use it to protect your items, placing the cushioning inside hollow items as well. Mark the package "Fragile" or mark "Perishable" on packages that contain food or other items that can spoil. Careful packaging is the best way to safeguard your valuable items against damage.

**Mailing Heavy Items**

If you are mailing a very heavy or very dense item, start with a sturdy box, pack the contents securely with a strong material for bracing to prevent shifting, and tape all the edges with reinforced tape. Be sure to observe the weight limitations in force.

**Sealing**

Appropriately seal your postal article by using clear or brown packaging tape, reinforced packing tape, or paper tape. Do not use cord, string, twine, masking or cellophane tape to seal your postal article. Placing a strip of clear packaging tape over your label will help prevent the address from smearing or or easily coming off.

Where mailing is via international courier or postal mail service, users are required to declare the contents of their postal articles and the postal/ courier operator may choose to verify the items that have been packaged. It is thus advisable to have the items packed at the postal/courier outlet where the article is presented for posting.

**Addressing**

The delivery address should ideally be printed or typed in such a way that it is parallel to the longest side of the package and should be sufficiently large to be legible at arm's length. Do not use commas/periods in the address and ensure correct usage of postcodes, which may be obtained from postmasters or from the PCK website at [www.posta.co.ke](http://www.posta.co.ke).

Users must also determine whether or not the item they wish to send is prohibited by inquiring from the postmaster or visiting operator's websites. The Authority has also provided some information on the appropriate use of postal addresses which is available through the consumer's link at [www.ca.go.ke](http://www.ca.go.ke).

The return address should ideally be printed or typed in the upper left corner on the same side of the package as the delivery address. Placing an extra address label with the delivery and return addresses inside the package will ensure that the item can be delivered in case the outside label becomes damaged or falls off. In the event that a packaging material is reused, all previous labels and markings should be totally removed or obliterated with a black marker.

**Postage**

Ensure that sufficient postage is affixed to your postal article to avoid delays or non-delivery. The postal/courier service provider will decline to accept and mail your postal articles in the absence of such payments. If your items weighs 350 grammes or less, and you have affixed the correct postage, you can drop it to into post office letter box or postal outlet. You may alternatively deliver your postal article to your preferred postal/ courier service provider depending on your requirements.



**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](mailto:chukuahatua@ca.go.ke)  
Talk to us : [pea@ca.go.ke](mailto: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](mailto:wro@ca.go.ke)

**Central Regional Office**

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

CA/PEA/CEP/ENG/B/14/2020



**TIPS ON  
PACKAGING  
POSTAL  
ARTICLES**

