

Appendix N1

Approved by Order № 27865 of
the General Director of “Georgian Post” LTD,
dated 22.09.2023

Rules for shipping an overland parcels to Georgia by “Georgian Post”

1. Scope of Activities

1.1. This document describes the terms for sending overland parcels to Georgia by "Georgian Post." The document is intended for everyone who ensures the implementation of operations related to the delivery of overland parcels to Georgia and the consultation of the customer.

2. Characteristics of the overland parcels shipped to Georgia

2.1. Overland parcels for shipping to Georgia are a type of parcel that are received by agents of "Georgian Post" LTD in Greece, Italy, Spain, France, Germany, Switzerland, Poland, Austria, Czechia, Belgium, Slovakia, the Netherlands, England, Lietuva, Latvia, Estonia, Ireland, and Israel through their own offices (hereinafter generally referred to as "Agents" or "Agent") and pick-up points, ensure their transportation to Georgia, and transfer them to "Georgian Post" for delivery to the addressee.

2.2. "Agents" may only receive overland parcels through their own offices and pick-up points if they have received "Georgian Post" LTD's prior written consent to the existence of such offices and pick-up points.

2.3. The cost of sending an overland parcel is calculated by multiplying the actual weight by the tariff set by the "agent" for 1 kg of postal item of the same category. When sending an overland parcel weighing up to 1 kg, the sender pays a fixed tariff for 1 kg.

2.4. Overland parcels are shipped to Georgia:

- From Greece, Italy, Spain, France, Germany, Switzerland, Poland, Austria, Czechia, Belgium, Slovakia, Netherlands, Lietuva, Latvia, Estonia – **on Monday**.
- From England – **on Sunday**.
- **From Ireland – on Friday**
- **From Israel - once every two weeks, the shipping day is not predetermined.**

2.5. Overland parcels undelivered to the addressee are not returned to the sender.

2.6. Overland parcels will not be insured.

2.7. The sender does not have the right to send by overland parcel those items and goods, the shipment of which is prohibited by the legislation of the sender, transit, and recipient countries. Also, it is prohibited to send the following items by overland parcel:

- Fragile items (including TV, dishes, etc.);

2.8. The following information will be placed on the external surface of the overland parcel package:

- Overland parcel identification code (bar code);
- Identity of the sender of the overland parcel; country and city of residence of the sender; and also his contact number;

- Identity of the addressee of the overland parcel; his/her exact address (in the case of post-demand conditions, instead of the address, indicate the number and address of the "Georgian Post" Service Center); also the addressee's mobile phone number.
 - Overland parcel weight;
- 2.9. The sender is responsible for properly packing the postal item. The postal item must be packed in such a way that its contents are not damaged during transportation, and such packaging must not damage other postal items during transportation or cause problems for those who will process, transport, or store postal items.
- 2.10. The sender and addressee of the overland parcels are entitled to use the following additional services:
- Delivery of the parcel to the recipient's address;
 - Providing information (a certificate) about postal services;
 - Readdressing of the parcel;

3. Accepting the overland parcels for shipment to Georgia

- 3.1. The "Agent" Office accepts the overland parcels for shipment to Georgia from the following sources:
- 3.1.1. directly from the sender, who himself/herself ensures delivery of the overland parcel to the "agent" office;
 - 3.1.2. From intermediary/collector companies that collect the overland parcels destined for shipment to Georgia in various European countries and deliver them to the "agents" offices;
 - 3.1.3. After registering the postal item in the program, an SMS will be sent to the addressee's number containing the information that the postal item has been sent to his name, its code, and the corresponding delivery time.
- 3.2. An overland parcel accepted for shipment is registered in the "Woodoo Post Overland" program and assigned an identification code (barcode).
- 3.3. When registering an overland parcel, the following information must be entered in the "Woodoo Post Overland" program:
- Sending country and city;

Remark: Since responsibility for the overland parcels begins only after they are transferred to the "agent" office, this field always indicates not the country/city where the intermediary/collector companies received the postal item from the sender, but the country/city corresponding to the specific "agency" office that accepted the overland parcel for shipment to Georgia.

- Sender's first name and surname, and contact mobile phone number;

- Addressee's first name, surname and contact mobile phone number
- Recipient's address;
- Parcel total weight;
- Description of parcel's contents;
- Value of parcel's contents;

3.4. In the Woodoo Post Overland program, registration is carried out by:

3.4.1. "Agent" office operator, if:

- Overland parcels are accepted from the sender directly through such offices.
- Overland parcels are accepted from intermediary companies/collectors who do not work in the "Woodoo Post Overland" program themselves and provide information about the overland parcel to be shipped to Georgia to the "Agent" office electronically.

3.4.2. Intermediary companies/collectors who have access to the "Woodoo Post Overland" program and register postal items themselves.

3.5. Intermediary/collection companies that do not register the postal item in the "Woodoo Post Overland" program send email notifications in advance to the office of "Agent" about the overland parcels to be shipped to Georgia. The given information must contain the complete data specified in clause 3.3.

3.6. Offices of "agents" only accept undamaged overland packages. Parcel that does not show any damage upon external inspection is considered flawless. If the parcel's packaging is damaged upon delivery, it is necessary to draw up a written statement signed by a representative of the "agent" on the one hand and a representative of the intermediary/collector company on the other. A damaged parcel will not be accepted by the office of "agent". Accordingly, if such a parcel is already registered in the program, it should be removed from the program.

3.7. The offices of "Agents" accept overland parcels from the intermediary/collector company based on the register. The office representative compares the data (quantity, weight, and size) of the parcels entered in the register with those actually presented. If the data in the register matches the actual parcels presented, a transfer and acceptance certificate is drawn up, which is signed by the "agent" on the one hand and a representative of the intermediary/collector company on the other. A register and the origin of the transfer and acceptance certificate of parcels are kept in the office of the relevant "agent" for seven months.

3.8. If the data in the register compiled by the intermediary/collector company does not match the actual data of the parcels, it is necessary to make corrections to the register and draw up an acceptance certificate accordingly.

3.9. The office of "Agent" does not accept from the "intermediary/collector company":

- damaged and unaccountable parcel;
- A parcel that does not have a register attached to it;
- a parcel that does not have complete information about the addressee;
- A package that does not include a description of contents, value and weight.

4. Transportation of the overland parcel accepted for shipment to Georgia and its handover to the addressee

- 4.1. “Georgian Post” transports an overland parcels to Georgia.
- 4.2. The period for transporting an overland parcel to Georgia and transferring it to “Georgian Post” service centers and contractors' offices is no more than **5-8 working days** after its dispatch.
- 4.3. The period for transporting of parcel sent from **Israel** to Georgia and transferring it to “Georgian Post” service centers and contractors' offices is no more than **17-21 calendar days** after its dispatch.
- 4.4. The period for transporting of parcel sent from **Ireland** to Georgia and transferring it to “Georgian Post” service centers and contractors' offices is no more than **13-19 calendar days** after its dispatch
- 4.5. Handover of the overland parcel to the addressee is carried out at service centers and contractors' offices corresponding to the recipient's address/zip code on the postal item. At the same time, “Georgian Post” LTD has the right to change the parcel delivery point and send it to another service center or contractor’s office in the same region/district/area.
- 4.6. After receiving the overland parcel at the service center/contractor’s office, a corresponding SMS is sent to the recipient’s mobile phone number. The message contains information about where the recipient can receive the parcel.
- 4.7. If the sender does not indicate the recipient’s mobile phone number or the SMS cannot be sent to the number specified by him/her, and also if the address of the "Georgian Post" service center is indicated as the recipient’s address, the overland parcel will be considered sent "on demand," which means that an additional notification will not be sent to the addressee through “Georgian Post” about the availability of an overland parcel in his name.
- 4.8. The deadline for sending an SMS to the addressee is **no later than one business day** after receipt of the overland parcel by the “Georgian Post” service center/contractor office in Georgia;
- 4.9. The addressee, his/her authorized person, or an adult who has presented both his and the addressee's identification document and the parcel code has the right to pick up the overland parcel from the service center/office of the contractor within 30 (thirty) calendar days after its receipt.
- 4.10. Handover of the overland parcel is carried out after signing in the proper manner as a proof of receipt of the postal item.
- 4.11. The overland parcel, which the addressee refuses to accept, as well as an overland parcel, the delivery period of which has expired, is transferred to the State. In addition, an undelivered parcel containing a perishable product may be destroyed by “Georgian Post” without regard to the 30-day period.

5. Additional Services

5.1. Parcel delivery to the recipient's address

- 5.1.1. "Georgian Post" allows the customer to use an additional service and, in exchange for paying the established fee, request delivery of an overland parcel to an address in Georgia in order to hand it over to the addressee.
- 5.1.2. This service can be used by both the sender and the recipient;
- 5.1.3. If the sender orders the overland parcel delivery service to an address, he/she must pay for both the service and transportation costs. In this case, the overland parcel will be marked with a "Delivery to Location" sticker.
- 5.1.4. In Georgia, ordering a "Parcel Delivery to the address Service" is carried out in accordance with the rules defined in the "Delivery service to the address" document.

Remark:

- The additional service "Parcel Delivery to the recipient's address" is not provided if the weight of the overland parcel exceeds 20 kg or the parcel is subject to mandatory customs declaration. However, in this case, the cost of the service paid by the sender is not refundable.
- If the parcel is located at the contractor's office and the recipient wishes to deliver it to the address, he/she cannot use the additional service of "Georgian Post" LTD, "Parcel Delivery to the recipient's address." This service will be implemented on an individual basis, by agreement between the contractor's office and the addressee.

5.2. Rules for providing information (a certificate) about postal services:

- 5.2.1. "Providing information (a certificate) about postal services" means providing the customer (on the basis of written powers of attorney, his legal representative, as well as the person directly delivering the postal item) based on a written request with information in the same form about the sent/delivered postal item.
- 5.2.2. The sender who is interested in the specified service receives it under the terms outlined in the document "Rules for providing information (a certificate) about postal services."

Remark: If the parcel is located at the contractor's office, the addressee has the right to request information about the postal service at the Georgian Post Service Centers via email at services@gpost.ge and on the website www.gpost.ge in digital services by registering a notification request.

5.3. Readdressing of the parcel

- 5.3.1. Both the sender and the recipient (only in case of a change of address) are able to use the readdressing service (change of address and/or name, surname) of an overland parcel.
- 5.3.2. Readdressing of the postal item is carried out in accordance with the regulation of "Georgian Post" LTD, "Rule for Readdressing the Parcel".

Remark: If the parcel is located at the contractor's office, the addressee cannot use the additional service "Readdressing the parcel". This service will be implemented on an individual basis, by agreement between the contractor's office and the addressee.

6. Liability and value of damages to be compensated

6.1. Liability of "agents"

- 6.1.1. "Agent" is responsible for sorting parcels shipped to Georgia, loading the parcels onto the truck, and sealing the vehicle.
- 6.1.2. When loading into vehicles, responsibility for damage to the parcel and the obligation to compensate for damage rests with the "Agent".
- 6.1.3. Parcels loaded onto a truck must be accompanied by the following export documents:
 - Manifesto (a manifesto can be created in the "Woodoo Post Overland" program);
 - CMR bill of lading;
 - TIR-CARNET;
- 6.1.4. "Agents" when delivering parcels to Georgia are responsible for completing customs procedures and paying all other taxes when leaving the European border.
- 6.1.5. The scope of responsibility of "agents" to the customer is determined by the "User Guide" and is identical to the scope of responsibility established for "Georgian Post".
- 6.1.6. Both "Georgian Post" and the "Agent" can provide compensation for damages in favor of the customer, depending on whose fault the customer suffered damage.

6.2. Liability of "Georgian Post"

- 6.2.1. "Georgian Post" assumes material responsibility for damage caused by the loss or damage of an overland parcel due to its fault. However, the package is considered damaged only if the integrity of its outer packaging is damaged.

- 6.2.2. The postal item is considered lost if this fact is confirmed by the “Agent” or it was not possible to obtain the information about the overland parcel within thirty (30) calendar days after its sending.
- 6.2.3. "Georgian Post" is not responsible for any decision made by the customs authority regarding the shipments subject to customs control.
- 6.2.4. The liability of “Georgian Post” is also excluded:
- In the event of force majeure circumstances;
 - In the case when “Georgian Post” is unable to register postal items due to the destruction of official documents as a result of force majeure circumstances;
 - If the loss of the postal item, the absence or damage to its contents is caused by the fault or negligence of the sender or the nature of the contents;
 - For overland parcels that contain items prohibited for sending;
 - For overland parcels, sending of which is allowed only under special conditions (for example, if the postal item must be packed in a certain way), if such a condition is not met.
 - Based on applicable legislation, in the event of detention, destruction, or confiscation of the overland parcel by state authorities;
 - If the sender acts in bad faith in order to receive the refund;
 - If the customer made a complaint about the condition of the postal item after its transfer and left the territory of “Georgian Post”;
 - Upon a claim by the addressee related to the loss or damage of the postal item, if the parcel was delivered without complaint to an authorized person or a person who presented an identity document of the addressee;
 - If the postal item has external damage, although such damage did not result in damage to its content;
 - If the postal item is externally intact, but the content is completely or partially damaged;
 - If the customer has not addressed with the reclamation to “Georgian Post” within the next 2 (two) months from the date of sending the overland parcel;
- 6.2.5. Consideration of reclamations and making decisions regarding compensation for damages is carried out by “Georgian Post” LTD, in accordance with the norms of Article 65 of Chapter IX of the “User Guide” and the rule “Submission and consideration of reclamation.”

7. Rule for registration of an overland parcel in “Woodoo Post Overland” program

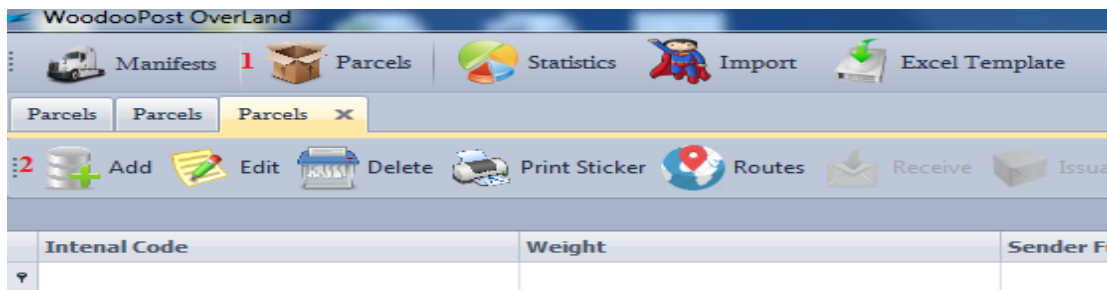
- 7.1. Knowledge of the procedure for processing an overland parcels in the “Woodoo Post Overland” program is mandatory for all operators of “agent” offices, representatives of intermediary/collection companies carrying out operations related to the clearance of the overland parcels.

7.2. Registration of an overland parcel for shipment to Georgia in the “Woodoo Post Overland” program is carried out in two ways:

- When the postal items are registered separately, one by one.
- When simultaneously registering several (tens/hundreds) postal items.

7.3. The registration of an individual postal item in the "Woodoo Post Overland" program is carried out as follows:

Figure #1



- (1) To register a parcel, you need to select a field - “Parcels”
- (2) To add parcel, click the button - “Add”

When you click the “Add” button, a window will open (see Figure # 2), where you can enter information about the package and register it.

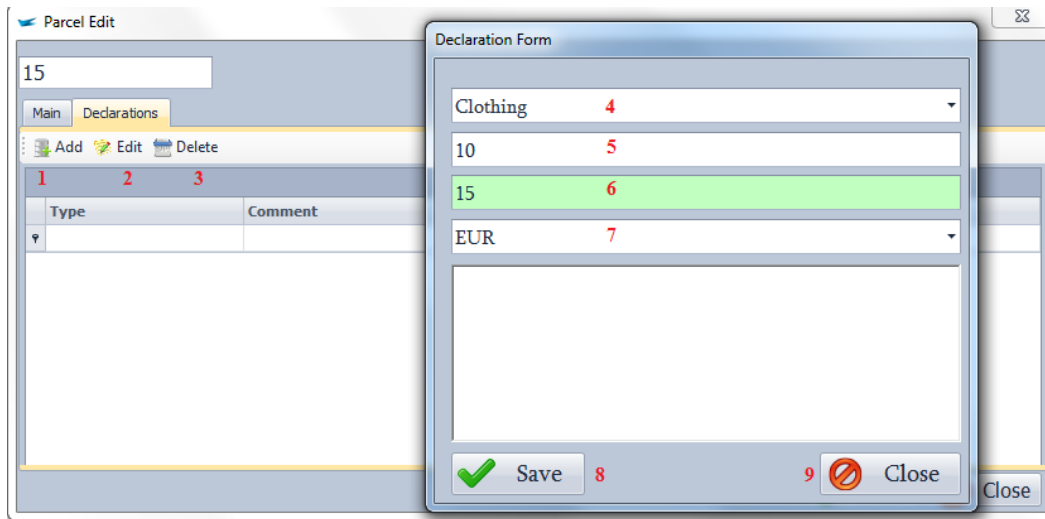
Figure # 2 shows an example of a parcel being registered by an operator in the “Woodoo Post Overland” program.

Figure #2

- (1) Enter the weight of the parcel- „15“
- (2) By clicking the button, you can enter the necessary information to process the parcel.
- (3) Select from the drop down list - „**Juridical**“, if the sender is an individual, select „**Physical**“
- (4) Enter the name of the sending organization - “**Achaia Clauss**”
- (5) The field is filled out automatically by the program
- (6) The field is filled out automatically by the program
- (7) Enter the address of the sending organization - „**Via Alessandria 82**“
- (8) Enter the phone number of the sending organization - „**+39 06 4424 0621**“
- (9) Select from the drop down list the addressee - „**Physical**“, if addressee is legal entity, select - „**Juridical**“
- (10) Enter the name of addressee -
- (11) Enter the surname of addressee -
- (12) The “transit” column is not indicated.
- (13) The column “Delivery to address” is indicated if the sender wishes to use the service of delivering the parcel to the address, and he will also pay a commission for delivering the parcel to the address along with the commission for sending the postal item. If such a column is marked, the postal item is automatically assigned the “Delivery” status.
- (14) The field is filled out automatically by the program
- (15) Select the city in which the addressee wants to receive the parcel - “**Tbilisi**”
- (16) Enter the address of addressee - “**Ilia Chavchavadze street N:15**”
- (17) Enter the mobile phone number of addressee - “**595 55 55 55**”
- (18) Indicate the number of the “Georgian Post” service center from which the addressee can pick up the parcel - “**0179 Tbilisi Postal Office**”
- (19) To save the data entered during registration, click the button - “**Save**”
- (20) To close the window click the button - „**Close**“, If you press the button, the program will not remember the data you entered and will be deleted automatically.
- (21) The window will appear by clicking the button (see figure #3), where you can declare the contents of a parcel for shipment to Georgia.

Remark: Without a declaration, you will not be able to complete the parcel registration process in the program.

Figure #3



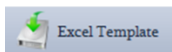
- (1) To add a declaration to the parcel, click the button - **“Add”**
- (2) By clicking the button, you can edit the information about the parcel declared in the program
- (3) By clicking the button, the declared parcel added to the program will be deleted
- (4) From drop down list select the parcel’s content - „Clothing”
- (5) Enter the number of items in the parcel - „10“
- (6) Enter the unit price - **“15”**
- (7) From drop down list select the corresponding currency - **“EUR”**
- (8) To save the declaration, click the button - **“Save”**
- (9) To close the window click the button - **„Close”**, If you press the button, the program will not remember the data you entered and will be deleted automatically.

7.4. After registering and declaring parcels in the program, the operator of the “Agent” office is required to print a sticker from “Woodoo Post Overland” by pressing the button shown in the picture and stick it to the parcel (see **Figure #4**).

Figure #4

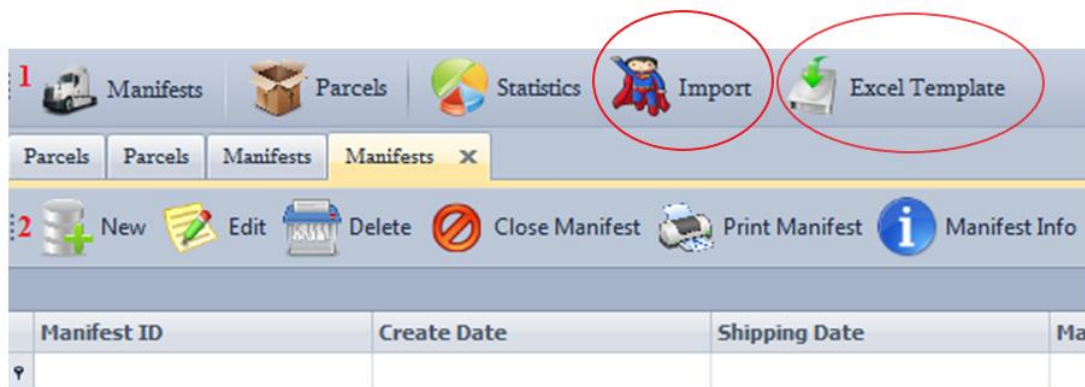
The screenshot shows the 'WoodooPost OverLand' application window. The 'Print Sticker' button in the top toolbar is highlighted with a red rectangle. Below the toolbar, a form displays shipping details for a parcel with internal code GP0001912595, weight 15 kg, and sender Achaia Clauss. The main area shows a shipping label with a barcode, the text 'Geo Post Test', 'Tbilisi', and 'GP0001912595'. The label includes fields for Shipper (Achaia Clauss, Athens, Greece), Consignee (Giorgi Doborjginidze, 59555555), and a table with columns: Description, Quantity, Total Price, and Currency. The table contains one row: Clothing, 10, 15, EUR. At the bottom of the label, it says '0179 Tbilisi Postal Office'.

7.5. Simultaneous registration of several (tens/hundreds) of parcels is carried out through an Excel file built into the program, to download which the operator of agents' office must click a button



(see Figure #5)

Figure #5



7.6. The downloaded Excel file contains the required fields for registration of the parcel. (see Figure #6)

Figure #6

#	შტრიხ-კოდი / штрих-код	გამგზავნის სახელი / Имя	გამგზავნის გვარი / Фамилия	გამგზავნის ტელეფონი / Телефон	მიმღები ქალაქი / Город	მიმღების მისამართი / Адрес	წონა (კგ) / Вес (кг)	შეფასება / Оценочна я Сумма	მიმღების სახელი / Имя	მიმღების გვარი / Фамилия	მიმღების ტელეფონი / Телефон	გადახდილია / Оплачено	გადაუხდილია / Не Оплачено	დაზღვევა / Страховка	სახლში მიტანა / Доставка	საფოსტო სერვის ცენტრი / Офис Доставки	დეკლარირება / Декларирование
3	1																
4	2																Auto Parts
5	3																Books
6	4																Carpet & Rugs
7	5																Clothing
8	6																Cosmetics
9	7																Different consumer produ
10	8																Diplomatic
11																	Electronics

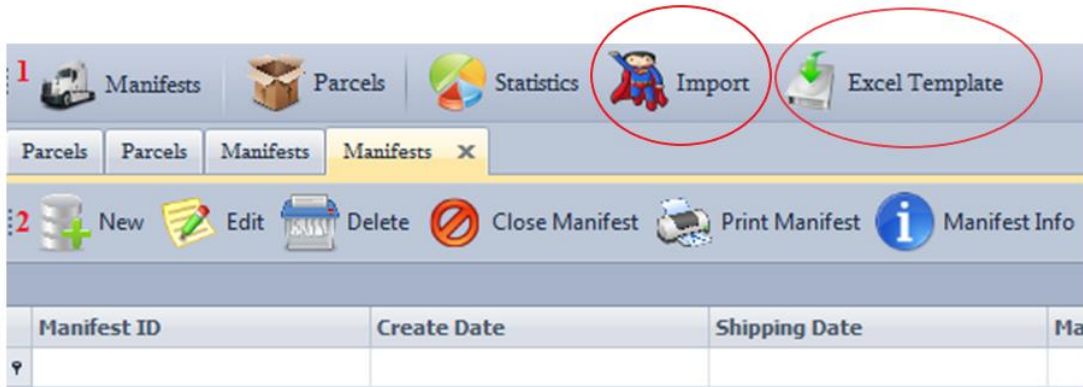
➤ Necessary fields that must be filled in to register the postal item:

- Sender's name;
- Sender's surname;
- Sender's phone number;
- Receiving city;
- Recipient's address;
- Weight;
- Evaluation - content value;
- Recipient's name;
- Recipient's last name;
- Recipient's phone number;
- Home delivery - where you need to select the appropriate value from the drop-down list - yes, no;
- Postal service center - according to the recipient's address, the appropriate service center of "Georgian Post" LTD should be indicated, which will be selected from the drop-down list;
- Declare - select the type of content from the drop-down list as necessary, if several different types of items are combined in the postal item, in this case will be selected - Different consumer products.

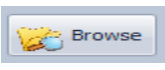
7.7. After filling in the mentioned file, it is necessary to save the Excel file to the computer and import

accordingly by clicking the button  (see Figure #7)

Figure #7



7.8. After pressing the mentioned button, a window appears from which the file is uploaded, for this you

need to press the button  and attach the saved Excel file, and then, with the button

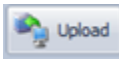
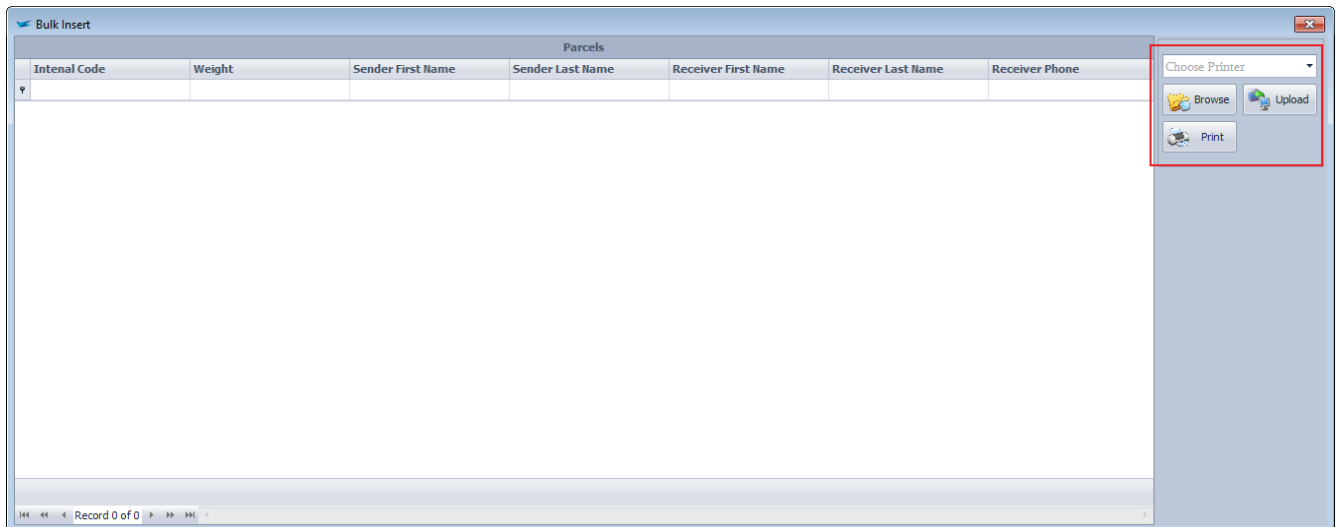
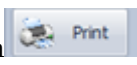
, finally upload it to the program. (see Figure #8)

Figure #8

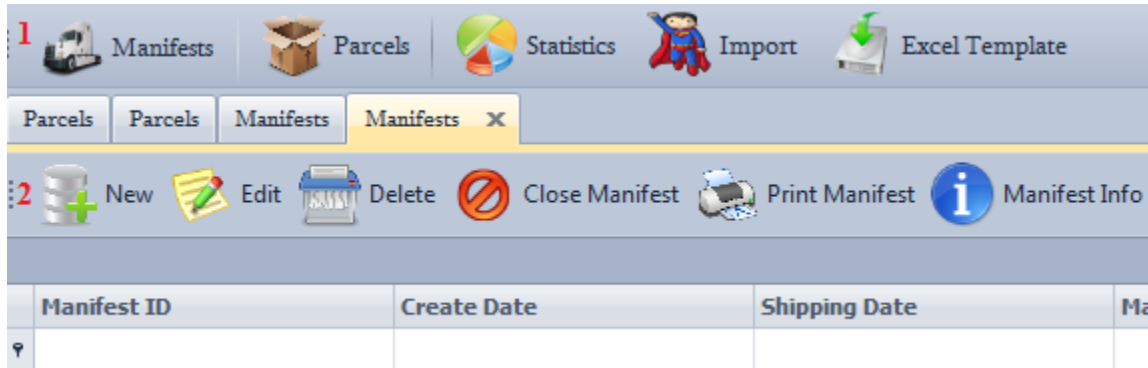


7.9. After this, the agent's office operator will print the postal items labels using a button , and all labels will be printed according to the amount of the postal items entered into the Excel file.

8. After completing the registration and declaration of parcels in the program, the operator of the Agent's office is required to draw up a manifest in the "Woodoo Post Overland" program and indicate the details of both the driver and the vehicle.

For an example of creating a manifest see **Figure #9** and **Figure #10**

Figure #9



- (1) To create the manifest click the button - "Manifests"
- (2) To create new manifest click the button - „New"

When you click the "New" button, a window will open in which the operator needs to enter the driver and vehicle data (see **Figure #10**)

Figure #10

The screenshot shows a 'New Manifest' form with the following fields and controls:

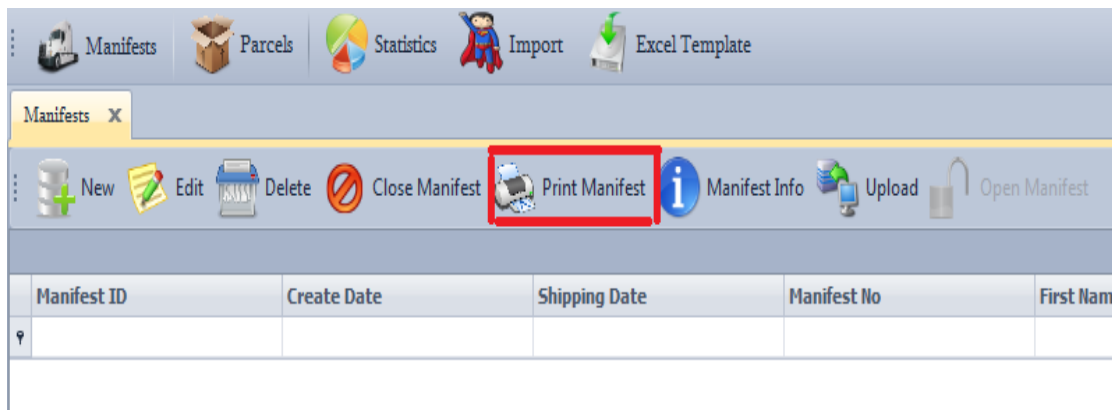
- Driver First Name (labeled with red '1')
- Driver Last Name (labeled with red '2')
- Driver Personal No (labeled with red '3')
- Driver Phone (labeled with red '4')
- Transport No (labeled with red '5')
- CMR No (labeled with red '6')
- A dropdown menu with 'Tbilisi' selected.
- At the bottom, there are two buttons: 'Save' (labeled with red '7' and a green checkmark icon) and 'Close' (labeled with red '8' and a red 'X' icon).

- (1) Enter the name of the vehicle's driver that transports the parcels to Georgia

- (2) Enter the surname of the vehicle's driver
- (3) Enter the personal number of the vehicle's driver
- (4) Enter the mobile phone number of the vehicle's driver
- (5) Enter the state registration number of the vehicle
- (6) Enter CMR registration number
- (7) By clicking the **"Save"** button, your entered data can be saved.
- (8) To close the window click the button - **"Close"**, If you press the button, the program will not remember the data you entered and will be deleted automatically.

9. After creating the manifest, the operator prints the manifest to attach to the parcel from the "Woodoo Post Overland" program through the button shown in Figure 11.

Figure #11



8. Final provisions

- 8.1. If any provision of this document is annulled despite the basis for annulment, this will not cause the annulment of the entire document. In this case, the remaining provisions of the document are valid without the annulled provision.
- 8.2. The Article headings of this document are provided to facilitate the use of the text of the document and shall not be taken into account to define, modify or interpret any of the provisions of this document.

Appendix #1

N.	City	Contractor's office address	Phone number	Working hours
1.	Tbilisi	Building A, I block, III array, Varketili	+995 599 62 36 36	Every day – from 09:00 to 19:00 hrs.
2.	Tbilisi	1, Dimitri Gulia street, Ortachala	+995 596 229 992	Every day – from 10:00 to 18:00 hrs.
3.	Tbilisi	Building 7, 6th micro district, Gldani	+995 555 496 789	Monday-Friday: from 09:00 to 19:00 hrs. Saturday and Sunday: from 10:00 to 16:00 hrs.
4	Tbilisi	8, Giorgi Brtskinvale street, Didi Digomi	+995 599 738 884	Monday-Friday: from 09:00 to 19:00 hrs. Saturday and Sunday: from 09:00 to 16:00 hrs.
5.	Batumi	23, 26th May street	+995 555 127 122;	Monday-Friday: from 09:00 to 19:00 hrs. Saturday: from 10:00 to 16:00 hrs. Sunday: day off
6.	Rustavi	Bostan Kalaki street (in vicinity of school N1)	+995 599 456 464;	Every day – from 09:00 to 19:00 hrs.
7.	Khashuri	10, imereti street	+995 596 800 009;	Monday-Friday: from 10:00 to 18:00 hrs. Saturday: from 10:00 to 16:00 hrs. Sunday: from 11:00 to 18:00 hrs.
8.	Kutaisi	32, Ilia Chavchavadze street	+995 555 424 204;	Monday-Friday: from 09:00 to 18:00 hrs. Saturday and Sunday: from 10:00 to 17:00 hrs.
9.	Telavi	19, Giorgi Saakadze street	+955 599 877 377	Monday-Friday: from 10:00 to 18:00 hrs. Saturday and Sunday: from 10:00 to 17:00 hrs.
10.	Sagarejo	242, Shota Rustaveli street	+995 579 330 609 +995 598 672 227;	Monday-Friday: from 09:00 to 18:00 hrs. Saturday and Sunday: from 10:00 to 17:00 hrs.
11.	Gori	83, Shota Rustaveli street	+995 555 600 560;	Every day – from 09:00 to 19:00 hrs.
12.	Zugdidi	3, Merab Kostava street	+995 555 214	Monday-Friday: from 10:00 to 19:00 hrs. Saturday and Sunday: from 10:00 to 17:00

			114;	hrs.
13.	Zestaphoni	1, Staroslavski street	+995 593 398 721;	Every day – from 09:00 to 18:00 hrs.

