



السادة الكرام تشير سودابوست انها تقوم على توسيع خدماتها وتحديثها وزيادة مزاياها ومنافذها في كل مرة.. تسهيلا وتقريبا للخدمات اليكم .. لتابعة ذلك و اتاحة الفرصة لكم لمعرفة الجديد، يمكن الاتصال بهواتف خدمة العملاء :

Honorable Gentlemen

Sudapost is constantly expanding and modernizing its services and increasing its advantages and outlets to facilitate services and bring them closer to you. To find out more about us, our services and receive news contact our Customers Service at, or visit our website.

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www.sudapost.com



Sudapost Headquarters -Bashir Elnefedi Street

Letter from the Post Master

At a time when postal activities have globally exceeded the limits of classicism and witnessed an unprecedented prosperity, Sudapost has taken upon itself the challenge to reform the postal service reality in Sudan, which has for various reasons stood at a standstill for a long period of time without making any progress. Mail, which no longer is a mere charge on a stamp or postmark has become an inevitable part of life, an essential means to communicate and measurement of a nation's development and civilization, as well as a symbol of its sovereignty and its pursuit for growth and prosperity.

Sudapost has therefore arrived at a time of the Sudanese nation's lifetime which has proven to be our nation's most prosperous political, economic and cultural climate and with urgent global demands required by Sudan's international obligations, in particular those towards official postal systems that necessitate the adoption of a comprehensive postal reform.

For this, the will of a conscious, responsible Sudanese leadership and the longings and aspirations of the Sudanese people have come together in a capable, young institution. We at the Administration of Sudapost are of the firm belief that the postal reform calls for a determination and will that the achievement of our objectives demands rapid, continuous adaptation with the modern developments to ensure a quick implementation of a well functioning postal service.

Inspired by the long history of postal service in the Sudan, the administration of Sudan is taking its first steps towards developing the quality of the postal sector and aspires with determination and confidence to reach all heights of the current and future postal service through bright achievements.

Sudapost is approaching you with our services .. with the minds and mettle of your sons and daughters working in the Sudan's postal sector... the expertise of fathers and mothers who are holders of leadership legacy and achievement in the progress of postal service ... Successors and predecessors ... hand in hand we are looking forward to the future of Sudanese postal service.

Sudapost, Post Master



Sudapost: when a Dream is Realized...

Inception and Development:

With the rising of the sun of Monday, June the 27th 2009, and by virtue of the Council of Ministers' decree No. (4) year 2009, Sudan witnessed a new era of postal service with the establishment of the Sudanese Postal Services Co. Ltd.

Who we are:

A Sudanese establishment with legal entity, Sudapost was chosen as a key national operator of postal services in the Sudan to succeed the National Post and Telegraph Corporation. Sudapost represents Sudan in the membership of UNIPF; within which Sudan assumes important positions in its galleries, we also represent Sudan in the membership of the Arab Permanent Postal Commission of the League of the Arab States and the African Postal Union. In addition to posing itself as a national operator and provider of professional postal services in the Sudan that is concerned with providing and promoting the postal service industry. Accordingly, the mandates and purposes of Sudapost vary and extend for all types and levels of postal service whether it be postal, government, financial, logistical, technical, social, cultural, investment, economical, traditional or innovative. Sudapost is owned by the Sudanese Social Security Association through the Social Security Investment Organ.

Our trademarks: Our Identity and Logo:

(The SUDAPOST trade-mark)

Our trademark consists of a combination of our visions, aspirations and Sudapost anticipated role within a single, rich and diversified national identity that makes the logo articulate its title, attractive and simulate the nature of our brownness and the greenness of our future ... together intensifying our symbolism that directly indicates the course of specialization and postal service.

The introductory logo is in itself a trademark in an abstract design combining the harmony of letter drawing, its special context and the character of color, producing the creation of the international Sudanese artist and calligraphist Tag Alsir Alhassan.

SUDAPOST is your Mail



Our Objectives:

- Reformation and recovery of the postal environment in Sudan by motivating the sustainability of the development of the postal services that are of the most efficient quality and lowest cost in order to meet the needs of postal communication.
- Provision and facilitation of the comprehensive postal services currently in place as well as raising the operational efficiency by reactivating the internal and external networks for the entire postal services.
- Consolidation and promotion of solutions and systems that meet the variable and rapidly growing needs.
- Preparing the postal environment to secure an active technical cooperation and adaptation of telecommunication and information as a pillar for productive and innovative diversification as well as decent competition in the internal and external postal contexts.
- Adaptations of postal criteria in accordance with common international and regional systems, also synthesizing them.
- Building the capacities of the postman via ambitious plans for training and qualitative and quantitative development in order to raise functional and performance efficiencies and skills as well as enriching management systems and functional structures.
- Supporting the state's efforts to develop the information community by adopting postal network as pivotal pillar and strategic gateway to activate and expand government and electronic trade services and disseminating digital culture by bridging its gaps.
- Provision of postal service in an industrial and investment manner with commercial and profit dimensions.

Our Values:

- Our loyalty to serve the nation and its citizen, not in the interest of the brand alone.
- We support our services with our values, which we inspire from the needs of our environment and understanding of our social responsibilities.
- We are certain that in our diversity lay our awareness about abundance and richness.
- Good conduct and ethics of service are the keys to success.

Our Vision and Aspirations:

- Sudapost is a dream which our reality is pursuing.
- Sudapost will always strive for renewal and development.
- In Sudapost, our will comes together for the sake of Sudan.
- A vision that is inspired by its past, copes with the reality of the status quo and confidently ready for the future.



Sudan Postal Services:

Regular Mail Service:

(write to me)

It is one of the most cost-effective means of communication among individuals. It includes (postcards, publications, booklets, newspapers, small parcels upto 3 kilos of weight). Currently, and with Sudapost, the service enjoys fixed price and advanced performance. It is provided through all Sudapost offices across the Sudan and abroad.



Registered Mail Service:

With a guarantee of additional simple fees and at the request of the sender the signature of the addressee and his delivery confirmation can be obtained. Sudapost guarantees non exposure of mail material, thereby ensuring no damage or loss.





Express Mail Service: (EMS)

It is not just an express mail, but we at Sudapost can guarantee with confidence that it is the quickest among the other service providers.

Our agreements with and commitments to the international, regional and Arab Official Unions and bodies as a national operator of the postal service in the Sudan gives us a competitive advantage. Sending your express mail via us will quickly reach the destination you choose without passing through HUBS which delays the speed of others and increase the price and cost. So, avail yourself of this service when there is a need to send urgent mailing material and posts. Sudapost also delivers parcels and documents through this service within an enclosed time frame. In this service, all correspondences are insured with Sudapost processing all customs and export procedures at competitive prices and facilitating payments made to contracting parties. Sudapost is committed to the criteria that the UPU has for mail delivery.





**Mail Packages Service:
Parcel Service**

Whatever your needs are for sending various items, postal parcels through Sudapost shall respond to your needs. Parcels are an effective method for the exchange of materials and objects inside and outside the Sudan. The parcels come in various sizes and weigh more than 3 kilos. Evermore Sudapost have exceeded the known weight, to other sizes of parcels. Sudapost also provides you with the advantage of tracking your postage electronically, thereby knowing time of arrival and delivery of the parcels. The advantages provided by express mail also apply to the parcels.



Postal Boxes Service:

Sudapost provides its customers whether it be individuals, entities or corporations with normal or private Post Office Boxes located in places of residence or the location of the companies across the Sudan. The subscribing customer in this service receives their mail easily during all days of and all hours of the week.



The Post Office Saving Service:

Sudapost offers Post Office Saving Accounts. This is a new postal service which encourages citizens to invest, especially those who lack the investment culture. This opens the door for new participators in the economic landscape in the Sudan. In addition, this attracts small savers because of the safety, trust worthiness and flexibility this service offers. The Post Office Saving Account can be opened with the utmost ease and with any sum of money. Depositing and drawing, is done through any of our offices quickly and easily, starting from an amount of 10 pounds.





Packages and Parcels following up Service:

Now with Sudapost services you can track your postal message in all its forms; knowing the time of transport and arrival through the electronic site www.sudapost.com, or by telephone enquiry by contacting our Customer Service number 0183227678 or 0183247678. You can also visit the nearest Sudapost office all you need is your Postal Tracking Number.



Mail Delivery Service:

To facilitate a more effective postal service to our citizens, Sudapost offers the service of delivery of postal materials of various types (ordinary mail, registered mail and parcels) to houses against a fee. The service also allows contact with the mail man, to receive it and send it to the sender.



Advertisement Post Service:

A service provided by Sudapost for all corporations and companies to reach the largest segment of their customers and subscribers through Post Office Boxes across all parts of the Sudan. This is a means of advertisement which suits all information activities (catalogues, cards, booklets, models, forms and private newspapers), with the guarantee of delivery at a low cost.



The Postal Money Transfer:

All the postal centers and Post Offices of Sudapost across all parts of the Sudan offer the Postal Money Transfer Service, through which cash amounts of money are transferred and exchanged easily, immediately and effectively by using a central electronic network. This is a low cost service.

Money transfers can be made by individuals to other individual exchanged from one party to another, or government money transfers sent by individuals to government service entities for paying their service fees. This is done ethically in full safety and security through the central modern electronic system for the immediate transfers. This service is available 24 hours a day through Sudapost Offices.

Now, the Central Bank of Sudan has granted Sudan Post a license for the activation of external postal Money Transfer service from and to all countries in the World.



Pension Payment Service:

As a part of our contribution we have developed a pension service that benefits our society. Through a well controlled technological postal system we are able to provide pensions payment operations via our post offices across all parts of the Sudan.



Electricity:

Sudapost provides the purchase of electricity to citizens by an advanced payment system from all our offices across all parts of the Sudan. This service is available 24 hours a day.



Postal Agencies Service:

This service allows investors and the owners of commercial entities to sell various postal materials and provide a large number of postal services which are offered by Sudapost to a large number of individuals during working hours. This service serves their needs for postal services by going to the nearest postal agency from their place of work.





International Reply Coupon Service:

This is a certificate for exchange in all the states of the International Postal Union in lieu of post stamps. It represents the value of the clearance of the messages sent abroad. The International Office of the International Postal Union issues them.



Stamp Collectors Service:

Postal stamps have a special importance, not only because they are the easiest way for the clearing of messages but because despite their small size are considered a rooming national emblem of the nation that issues them. Therefore Sudapost has provided for those interested in the collection of stamps, to receive special services to assist in the development of their hobby of stamp collection by helping individuals acquire stamps, memorial cards and special edition issues. It is also worth mentioning that Sudapost since its establishment in February 2010 and up until November 2010 have issued special edition stamps for the Merowe Dam, the Sudanese Unity and a seventy-year stamp for Radio Omdurman.



SUDAPOST Logistic Service:

The logistics services project is one of our strategic projects within the expansionist policy of Sudapost. It is considered complementary to the group of services offered by Sudapost for requirements of transportation warehousing, shipping, handling and clearance. This is done through an integrated management system, which allows the tracking and control of all types of goods of-all volumes through the Logistics Services Section. Thus, Sudapost offers transport and warehousing from and to all parts of the Sudan. The establishment of this Section came as a response to the growing needs and requirements of sending and receiving mail items of large sizes which exceed the normal size of mailing. At the same time it services the in-coming mail with its various sizes (containers etc) regardless of volume and weight for regular trips to and from cities around the Sudan by land, sea and air. This may entail hiring aircrafts and ships for the transportation and delivery of the postal articles.



Postal Address Code Service:

For the first time and in a pioneering partnership with TEK Directory Co., Sudapost launched its Comprehensive Postal Address Project. The main goal of this project is for each building to have an address and a postal code. Also each house, establishment or trade centre shall have a number and a specified

postal address which facilitates offering services to all citizens quickly and easily. Sudapost aspires to strongly implement this system on the pretext that the Postal addresses are a measurement standard. This shall be done through the provision of the Postal Code for the geographical classifications, population intensity, the urban areas and the geographical boundaries and factors, etc. These are then formed within specified and correct postal addresses through the development of a geographical information system (6).

- **SUDAPOST Custom Station:**

Sudapost is proud to be the only company in the Sudan which has customs stations in its offices. It has an approval from the Customs Administration for a Customs Station located at the H.Q.S. of Sudan Post (Bashir Al-Nifaidi Street- Al-Siteen), with similar stations in New Halfa, Port Sudan, Nyala, Gineina and Juba. The Postal Customs Offices enhances the performance of the post, saving time and effort for customs clearance, inspection and transport - allowing us to complete all of these procedures in only a few hours from the arrival of the postal until it is delivered to its final destination.

- **SUDAPOST Medicines and Medical Supplies Transportation Service:**

Sudapost has succeeded through the sales and marketing department to conclude a contract with the Sudanese Medical Supplies Cooperation for the transport of medicine and drugs to all towns and cities across the Sudan, with high efficiency and adhering to a specific time table. This makes Sudapost one of the most successful companies which transport medicine and drugs in the Sudan. This is an incentive for the medical companies and pharmacies to benefit from the services of Sudapost.

بريد السودان
SUDAPOST



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مشروع نقل الدواء

- **SUDAPOST Office for Comprehensive Penetration and Technical Literacy:**

Sudapost's partnership with the National Center for Information has resulted in the comprehensive Penetration Project which aims to combat technological illiteracy by optimizing the usage of the computer, thereby speeding up the development of local communities by providing services related to the maintenance of computers and Information technology (IT). We also organize specialized training sessions in collaboration with official institutions, civil society organizations and international organizations. The project targets youth women groups, civil service officials, universities students, secondary and basic education students. We are able to do this through coordination with the Sudan open University, the Ministry of Education and Instruction the Civil Society Organizations, the Localities and Administration Units and several other related sectors.

- **SUDAPOST Micro Finance Project:
(white hand)**

The Central Bank of Sudan through the Micro-financing Unit considers Sudapost as one of Sudan's Micro-financing institutions. Sudapost thereby play a positive role in bringing about a micro-financing culture in remote areas of the Sudan for the following reasons:

First: The network of our branches in towns and rural areas is considered as a channels which will reach the whole public.

Second: The officials at Sudapost are distinguished with maturity and good treatment of their customers. This is in accordance with the banking procedural methodology.

Third: There are some banking services that have been performed by Sudapost for a long time such as transfers, the saving book and payment of pensions. These services are normal activates that Sudapost is accustomed to offer in a modern way through highly advanced technological methods, with its simplicity and public-oriented ways.

