



# TURKISH POST SERVICE STANDARDS

(MARKED SERVICES ARE PROVIDED IN THIS WORKPLACE)



ITEM NO	MARK	NAME OF THE SERVICE	DOCUMENTS REQUESTED	SERVICE COMPLETION TIME (AT LATEST)
1		Domestic Remittance Acceptance Domestic Remittance Payment	1-Valid Identification Document, Blue Card 2-T.R. Identity Number / Tax Identification Number 3-Domestic Money Order / Postal Check Instruction 4-Power of Attorney if the attorney will carry out the transaction 1-Valid Identification Document, Blue Card 2-T.R. Identity Number / Tax Identification Number 3-Power of Attorney if payment will be made to the attorney	2 Minutes 2 Minutes
2		International Money Transfer Acceptance (Western Union / Global A.S. / MoneyGram) International Money Transfer Payment (Western Union / Global A.S. / MoneyGram)	<b>For Western Union;</b> 1-Valid Identity Card 2-T.R. Identity Number 3-Western Union Money Transfer Acceptance / Payment Form <b>For MoneyGram;</b> 1-MoneyGram Money Transfer Acceptance 2-Valid Identity Card 3-T.R. Identity Number <b>For Global AS;</b> 1-Valid Identity Card 2-T.R. Identity Number 3-Global AS Money Transfer Acceptance <b>For Western Union;</b> 1-Valid Identity Card 2-T.R. Identity Number 3-Western Union Money Transfer Acceptance / Payment Form <b>For MoneyGram;</b> 1-MoneyGram Money Transfer Payment Form 2-Geçerli Kimlik Belgesi 3-T.C. Kimlik Numarası <b>For Global AS;</b> 1-Valid Identity Card 2-T.R. Identity Number 3-Global AS Money Transfer / Payment Form	5 Minutes 3 Minutes
3		Opening a Postal Check Account Updating the Postal Check Account Depositing to the Postal Check Account Transferring Money to a Postal Check Account Payment to the Postal Check Account Closing the Postal Check Account Postal Check Card Activation (Prepaid PttCard Activation)	<b>For Natural Persons;</b> 1-Valid Identity Card 2-Guardianship Certificate to Open an Account on Behalf of an Incapacitated Person 3-Account Opening Form and Postal Check Account Opening Agreement <b>For Legal Persons;</b> For legal Entities, Companies, Cooperatives Registered in the Trade Registry, 1-Copy of Chamber of Commerce Registration 2-Tax Registration Certificate 3-E-Tax Registration Certificate 4-Notary Certified Signatory Circular of the person authorized to represent the company 5-Notary Certified Power of Attorney if the attorney makes the application <b>For Associations;</b> 1-Statutes of the Association and Letter including the Registry Number issued by the Provincial Directorate of Associations 2-Notary Certified Signatory Circular of the person authorized to represent the association 3-Notary Certified Power of Attorney if the attorney makes the application <b>For Foundations;</b> 1-Articles of Foundation 2-Letter including the Registry Number issued by the General Directorate for Foundations 2-Notary Certified Signatory Circular of the person authorized to represent the foundation 3-Notary Certified Power of Attorney if the attorney makes the application <b>For Trade Unions and Confederations;</b> 1-Statutes of the Organization 2-Letter Based on the Registry issued by the Regional Directorates for Labor of the Ministry of Labor and Social Security 3-Notary Certified Signatory Circular of the person authorized to represent 4-Notary Certified Power of Attorney if the attorney makes the application <b>For Political Parties;</b> 1-Party Constitution 2-Notary Certified Signatory Circular of the person authorized to represent the party 3-Notary Certified Power of Attorney if the attorney makes the application <b>Institutions Without Legal Entity; Management of Apartment/Office Buildings;</b> 1-Notary Certified Minute Book which includes information regarding the institution 2-Notary Certified Minute Book which includes information regarding the authorization status 3-Notary Certified Power of Attorney if the attorney makes the application <b>For Business Partnerships;</b> 1-Notary Certified Articles of Partnership 2-Notary Certified Signatory Circular of the person authorized to represent the partnership 3-Notary Certified Power of Attorney if the attorney makes the application	10 Minutes 3 Minutes 2 Minutes 1 Minutes 2 Minutes 1 Minutes 2 Minutes
4		UPT Acceptance UPT Payment	1-Valid Identification Document 2-T.R. Identity Number 3-Credit Card Number/Account Number/Personal Credit Number/BAN 4-Money Transfer Form 1-Valid Identification Document 2-T.R. Identity Number 3-Reference Number	5 Minutes 3 Minutes
5		PTT EFT/FAST	1-T.R. Identity Number/Tax Identification Number 2-PTT EFT/FAST Form 3-Valid Identity Card, Blue Card	2 Minutes
6		Mobile Remittance Payment	1-Valid Identification Document 2-Verification Code 3-GSM Number/Account Number	2 Minutes
7		Bank Collection Transactions	1-Valid Identification Document 2-T.R. Identity Number 3-Credit Card Number/Account Number/Personal Credit Number/BAN 4-Mobile Number for Security Verification	2 Minutes
8		Collection of Electricity / Water / Natural Gas / Telephone / Internet / Other Bills	1-Subscriber No. / Service No. / Customer No. / GSM No. / ID No. / Tax No. / Account No. / Tracking No. / Company Code / Installation No. / Meter Card / Tax No. / Registry No. / Declaration No. / Contract No. / T.R. Identity Number / Inquiry No.	1 Minutes
9		Security Deposit Refund Payments/Quality Compensation Payments	1-T.R. Identity Number / Tax No. / Authorization Document / Contract No. / Registry No. / Passport No. / Foreign ID No. / Installation No. / Account No.	2 Minutes
10		Municipal Tax Collections	Valid Identification Document / Subscriber No. / Registry No. / Declaration No. / Document No. / Tax No. / T.R. Identity Number	2 Minutes
11		Natural Gas and Water Sales	1-Subscriber Number 2-Subscriber Card	1 Minutes
12		Calling Card/Game Code Sales	GSM No./Card No./Reference No.	1 Minutes
13		Pttcell Transactions	1-Valid Identification Document 2-Subscription Agreement 3-MERNIS (KPS) Address Printout	7 Minutes
14		Virtual TL/Mobile Lira/Pttcell Balance Loading	GSM Number	1 Minutes
15		e-Government Gateway Password Services (SIM Card Unlocking, Phone Verification with ID, Disabling Two-Factor Authentication, e-Government Password Issuance)	1-Valid Identification Document / Blue Card / GSM Number / T.R. Identity Number / Driver's License / National ID Card / Passport <b>For Turkish Citizens Aged 15 and Over;</b> Valid Identification Document / Temporary Identity Document Issued by the Civil Registry Office <b>For Foreign Nationals with IDs Numbered Starting with 98 and 99;</b> Residence Permit / Temporary Protection Permit / International Protection Certificate / Stateless Person Identification Document / Foreign Mission Personnel ID Card / Foreign Representative Office Personal ID Card / Work Permit / Turkish Card / Work Permit Exemption Certificate / Document Showing Work Permit Exemption / Turkish Card Holder Relative Card	2 Minutes
16		Revenue Administration Tax Collections (Motor Vehicle Tax / Traffic Administrative Fines / Road Transport Fines / Restructured Taxes / Driver's License Fees / Other Taxes)	1-Valid Identification Document / License Plate No. / Barcode No. / Notification Date of the Fine / Date of the Fine / Notifying Authority / Fine Report / Full Name / Address / Relevant Restructuring Law / Document No. / Phone Number / Tax No. / T.R. Identity Number	2 Minutes
17		Social Security Institution Payment / Social Security Institution Collection	1-Valid Identification Document / Subscriber No. / Service No. / Customer No. / Contract No. / Workplace Registry No. / T.R. Identity Number / Tax No. / Expense Reference No. / Accounting Office Institution Code / Institution Registry No. / Enforcement Office UYAP No. / Withholding Registry No. / Restructuring Reference No. / Original Power of Attorney if a Representative is Appointed by the Right Holder / Original Court Decision if a Guardian is Appointed by the Court for the Right Holder	2 Minutes
18		Ministry of Family and Social Services and Social Assistance Payment Transactions (Allowances under Law No. 2022, Regular Cash Assistance Payments for Needy Soldiers' Families, Regular Cash Social Assistance Payments for Widowed Women, Birth Assistance Payments, Assistance Payments for Orphans and Soldiers' Children, Social Assistance Payments, Conditional Cash Transfers, Chronic Illness Assistance, Turkey Family Support Program, Electricity Consumption Support, Natural Gas Consumption Support)	1-Valid Identification Document 2-T.R. Identity Number 3-Original Power of Attorney if a Representative is Appointed by the Right Holder 4-Original Court Decision if a Guardian is Appointed by the Court for the Right Holder / Social PttCard Number	2 Minutes
19		Social PttCard Activation/Update	1-Valid Identification Document / Original Power of Attorney if a Representative is Appointed by the Right Holder / Original Court Decision if a Guardian is Appointed by the Court for the Right Holder	2 Minutes
20		ASAL Account Activation	1-Valid Identification Document 2-Account Opening Form	2 Minutes
21		PTT Insurance Transactions (DASK - Turkish Catastrophe Insurance Pool-Traffic, Motor Insurance and Other Policy Transactions)	1-Valid Identification Document 2-T.R. Identity Number 3-Vehide Registration Information 4-Residential Property Information (for DASK and Home Contents Insurance) 5-Title Deed Information (for DASK)	3 Minutes
22		Foreign Currency Cash Buying/Selling Transaction	1-Full Name 2-T.R. Identity Number / Tax ID No. / Foreign ID No. / Blue Card No. / Fingerprint/LSID / Passport No. 3-Residence Certificate	2 Minutes
23		Intermediating the Credit Transactions	1-Valid Identity Card 2-Credit Application Form 3-Banking Services Agreement and Consumer Loan Agreement 4-Credit Conditions and Repayment Plan 5-Letter of Commitment for Retirees Not to Transfer Their Salary	5 Minutes for Application Processing + 5 Minutes for Loan Disbursement Processing
24		Pre-Application Transactions for Subscriptions	1-Full Name 2-Phone Number / Date of Birth / T.R. Identity Number	1 Minutes
25		PttBank Internet Banking Application and Password Transactions	<b>For Natural Persons;</b> 1-Valid Identity Card, Blue Card 2-Form and Commitment for PttBank Internet Banking Application <b>For Legal Persons, Companies, Cooperatives Registered in the Trade Registry;</b> 1-Chamber of Commerce Activity Certificate issued by the Chamber of Commerce 2-Tax Registration Certificate 3-E-Tax Registration Certificate 4-Notary Certified Signatory Circular of the person authorized to represent the company 5-Notary Certified Power of Attorney if the attorney makes the application is not made by the person authorized to represent, but by the person authorized by this person 6-Valid Identity Document of the Person Authorized to Represent the Legal Entity if the application is not made by the person authorized to represent, but by the person authorized by this person 5-Valid Identity Document of the Person Authorized to Represent the Association <b>For Foundations;</b> 1-Articles of Foundation 2-Letter including the Registry Number issued by the General Directorate for Foundations 3-Notary Certified Signatory Circular of the person authorized to represent the foundation 4-Notary Certified Power of Attorney if the application is not made by the person authorized to represent, but by the person authorized by this person 5-Valid Identity Document of the Person Authorized to Represent the Institutional Unit and Confederation <b>For Political Parties;</b> 1-Party Constitution 2-Notary Certified Signatory Circular of the person authorized to represent the party 3-Notary Certified Power of Attorney if the application is not made by the person authorized to represent, but by the person authorized by this person 4-Valid Identity Document of the Person Authorized to Represent the Party <b>Institutions Without Legal Entity; Management of Apartment/Office Buildings;</b> 1-Notary Certified Minute Book which includes information regarding the institution 2-Notary Certified Minute Book which includes information regarding the authorization status 3-Notary Certified Power of Attorney if the application is not made by the person authorized to represent, but by the person authorized by this person 4-Valid Identity Document of the Person Authorized to Represent the Institution <b>For Business Partnerships;</b> 1-Notary Certified Articles of Partnership 2-Notary Certified Signatory Circular of the person authorized to represent the partnership 3-Notary Certified Power of Attorney if the application is not made by the person authorized to represent, but by the person authorized by this person 4-Valid Identity Document of the Person Authorized to Represent the Partnership <b>For Public Enterprises;</b> 1-Notarially Sealed Official Letter showing authorization status and specimen signatures of officials 2-For all legal entities, Valid Identity Card of the authorized persons) 3-Form and Commitment for PttBank Internet Banking Application	4 Minutes
26		PTT Artisan Card Application	1-Valid Identity Card, Blue Card 2-MERNIS Address Confirmation Document 3-Certificate of Guardianship to open an account on behalf of a restricted person 4-Account Opening Form and Postal Check Account Opening Agreement	13 Minutes
27		Corporate PttCard Identification and Update	1-Valid Identity Card 2-Form and Commitment for Corporate PttCard Application 3-Company Authorization Certificate	5 Minutes
28		PTTCard Password/Closure/Renewal Transactions	1-Valid Identity Card 2-PTTCard	2 Minutes
29		Prepaid Card Sales, Money Loading, Money Withdrawal	1-Valid Identity Card 2-Mobile Phone Number 3-Pre-Paid Card Number/Account Number/Barcode Number	1 Minutes
30		Account Opening Services for Contracted Banks	1-Valid Identity Card 2-T.R. Identity Number 3-Mobile Number for Security Verification 4-Banking Services Agreement 5-Account Opening Agreement Forms	10 Minutes
31		HGS Sales HGS Balance Loading HGS Cancellation / Refund / Update / Correction	<b>For Personal Sales;</b> 1-Valid Identity Card 2-Vehide License or Photocopy <b>For Corporate Sales;</b> 1-Tax Number Declaration / Certificate of Representation 2-Vehide License or Photocopy 1- License Plate / Product Number 1-Valid Identity Card 2-Mobile Number 3-License Plate 4-Automatic Payment Instruction Information Update Form	5 Minutes 3 Minutes 2 Minutes
32		Türkiye Card Balance Loading Schemaless Türkiye Card Product Sales	Card Number No document required	1 Minutes 1 Minutes

ITEM NO	MARK	NAME OF THE SERVICE	DOCUMENTS REQUESTED	SERVICE COMPLETION TIME (AT LATEST)
33		PTT POS Merchant Application	1-Valid Identity Card 2-Tax Certificate 3-Notary Approved Ordinary Partnership Agreement, Ordinary Partnership 4-Commercial Registry Gazette or Merchant/ Chamber Registration 5-Notary Certified Statement of Signature 6-If the Person Signing the Agreement is Not One of the Partners, He/Her Authorization Certificate and Signatory Circular 7-Postal Check Account Opening Agreement 8-Member Business Agreement 9-Customer Information Form 10-Bank Risk Report 11-PCP (Interactive Postal Check) Form 12-Certificate of Activity / Certificate of Liability	25 Minutes
34		Application for PTT Smart Artisan	1-Valid Identity Card 2-Tax Certificate 3-Notary Approved Ordinary Partnership Agreement if Ordinary Partnership 4-Commercial Registry Gazette or Merchant/ Chamber Registration 5-Notary Certified Statement of Signature 6-BAN 7-Bank Risk Report 8-Certificate of Activity / Certificate of Liability 9-Platform Address	15 Minutes
35		Acceptance of Unregistered Mail Items (Letter / Post Card / Greeting Card / Bulk Items) Delivery of Unregistered Mail Items	1-Manifest depending on the use of a Franking Machine 2-Dispatch Register for unregistered items of public institutions 3-Receipt 4-Posting List for bulk acceptance No document required	2 Minutes Depending on Transportation Time; 85% D+3
36		Acceptance of Registered Mail Items (Letter / Bulk Items) Delivery of Registered Mail Items	1-For Registered Mail: Posting Register 2-For Registered Mail (With Return Receipt): Posting Register together with the Address of Delivery Card 3-For Bulk Mail: Dispatch Register, Posting List, for Return Receipt Bulk Mail Dispatch Register, Posting List together with the Address of Delivery Card 4-For Bulk Acceptance: Manifest depending on the use of a Franking Machine 1-Valid Identity Card 2-T.R. Identity Number	3 Minutes Depending on Whether the Acceptance and Delivery Locations Are within Metropolitan Municipalities and Whether They Are City Centers or Districts, including Postal Items Originating from or Destined to Exceptional Locations (such as villages, military units, prisons with restricted access, hospitals, etc., and PTT Offices)
37		Acceptance of Legal Notification Delivery of Legal Notification	1-Notification Documents to be Issued by the Authority Authorized to Issue Notification Documents 2-Posting List No documents are required, and identity verification is carried out.	5 Minutes Delivery of the Legal Notification to the Recipient without any Additional Service is carried out within 5 Business Days (D+5) at the Latest if within the Same Provincial Delivery Area, and within 5 Business Days (D+5) at the Latest if it is within a Different Provincial Delivery Area. It is essential that the "Fast Notification" is delivered within 1 day (D+1) at the latest within the provincial borders, within 2 days (D+2) at the latest after acceptance between the provinces. It is subject to rural delivery, it is carried out with the first rural delivery program, regardless of these periods.
38		Acceptance of Telegraph (Normal, Urgent, etc.) Delivery of Telegraph (Normal, Urgent, etc.) Telegraph Inquiry	1-Valid Identity Card 2-Telegraph Text Valid Identity Card 1-Telegraph Barcode Number 2-Letter of Authority for Third Person / Written Permission of Sender and Receiver	10 Minutes 3 Minutes 3 Minutes
39		Acceptance of Tele-Post (Fax) Delivery of Tele-Post (Fax)	1-Document Acceptance Form 2-Tele-Post Acceptance Form Valid Identity Card	4 Minutes 1 Day
40		Acceptance of EMS Courier and Registered Items Issue of Advice of Receipt Document (Electronic) Delivery of EMS Courier and Registered Items	<b>For APS Courier;</b> 1-Valid Identification Document 2-T.R. Identity Number 3-Sender Address Declaration <b>For Registered Mail;</b> 1-Posting Receipt 2-For Registered Mail with Advice of Delivery: Posting Register together with the Address of Delivery Card 3-For Bulk Mail: Dispatch Register, Posting List, for Advice of Delivery Bulk Mail Dispatch Register, Posting List <b>For Bulk Acceptance;</b> 1-Bulk Mail Posting List / Electronic file containing the full name and address details of the sender and recipient No Documents Required Valid Identity Card	3 Minutes 3 Minutes 3 Minutes
41		Acceptance of Specialized Courier Items Delivery of Specialized Courier Items	Electronic Document Including Sender's and Receiver's Address Information Valid Identity Card	3 Minutes Depending on Whether the Acceptance and Delivery Locations Are within Metropolitan Municipalities and Whether They Are City Centers or Districts, including Postal Items Originating from or Destined to Exceptional Locations (such as villages, military units, prisons with restricted access, hospitals, etc., and PTT Offices)
42		Acceptance of Parcel Post Delivery of Parcel Post	1-Valid Identity Document 2-Receipt of Courier <b>For Acceptance of Bulk Items;</b> 1-Posting List for Bulk Items /Electronic Document Including Sender's and Receiver's name and address Information Valid Identification Document, Recipient's Full Name or Contactless Delivery Code	8 Minutes 8 Minutes
43		Acceptance of Outbound International Items	<b>For Turkey;</b> 1-Turkey Shipping Form 2-Invoice regarding the Item Content, if any <b>For EMS;</b> 1-EMS Shipping Form 2-Invoice regarding the Item Content, if any <b>For Parcel;</b> 1-Parcel Shipping Form 2-Invoice regarding the Item Content, if any <b>For Small Packet;</b> 1-Receipt 2-Invoice regarding the Item Content, if any	10 Minutes
44		Opening of a Registered Electronic Mail Service Account	<b>For Real Persons;</b> 1-Valid Identification Document 2-Online Pre-Application Number (If the applicant has appointed a proxy, Power of Attorney (If the application is made on behalf of a legal incapacitated person, Guardianship Certificate (For minors, Parental Consent Document)) <b>For Legal Entities;</b> 1-Valid Identification Document 2-Original Trade Registry Certificate or Activity Certificate obtained from Trade Registry Office, including the entity MERSIS Number 3-Authorized Signatory Circular and the supporting document (original 4-Online Pre-Application Number) if the applicant has been appointed as a proxy by the legal representative of the company, Power of Attorney, Appointed as an authorized person, PTT Legal Entity Authorization Document signed by the company's legal representative and stamped with the company seal <b>For Other Legal Entities (For Foundations Applications);</b> 1-Foundations Deed 2-Circular indicating the Foundation Registry Number 3-Receipt for opening a KEP account signed by the authorized foundation representative 4-Authorized Signatory Circular and its supporting document (original 4-copy will be taken upon presentation of the original 5-Tax ID Number 6-Valid Identification Document 7-Online Pre-Application Number 8-For Internet Applications; 1-Articles of Association 2-Circular indicating the number of the association's authorized representative 3-Authorized Signatory Circular and its supporting document (original 4-copy will be taken upon presentation of the original 5-Tax ID Number 6-Valid Identification Document 7-Online Pre-Application Number 8-For Chamber Applications; 1-Articles of Association 2-Circular indicating the number of the association's authorized representative 3-Authorized Signatory Circular and its supporting document (original 4-copy will be taken upon presentation of the original 5-Tax ID Number 6-Valid Identification Document 7-Online Pre-Application Number 8-For Chamber Applications; 1-Articles of Association 2-Circular indicating the number of the association's authorized representative 3-Authorized Signatory Circular and its supporting document (original 4-copy will be taken upon presentation of the original 5-Tax ID Number 6-Valid Identification Document 7-Online Pre-Application Number 8-For Chamber Applications; 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