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MZUZI POSTCODE ADDRESS SYSTEM  
USER MANUAL V1

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# 1 Introduction

Welcome to Mzuzi Postcode (MP), the easy-to-use postcode system that helps you to use the Mzuzi Postcode Address System. This guide will help you get started with the Mzuzi Postcode system and provide you with all the information you need to make the most of its features.

This User Manual (UM) provides the information necessary for all the users to effectively use the Mzuzi Postcode Address System (MPAS).

## 1.1 Overview

The Mzuzi Postcode address system is a postcode system designed to help people in the 7 East African Community (EAC) countries, to identify the location of a particular address easily and accurately. The system assigns a unique postcode to each property, business, organisation, and government entities in the Mzuzi EAC region, allowing for faster and more efficient delivery of goods and services. The purpose of the Mzuzi Postcode system is to streamline the process of identifying and organizing postcode addresses, making it easier for businesses, individuals, organisations, and governments to deliver goods and services efficiently.

## 2 Getting Started

To use Mzuzi Postcode, you will need to do this by visiting the Mzuzi Postcode website and following the user instructions provided in this user manual. You can also create an account through the account registration process on this website. Either way, these allow you to full access, and use of Mzuzi Postcode system web version features available to you.

## 3 Using Mzuzi Postcode

### 3.1 Caution and Warnings

1. The system only works when connected to internet.
2. Only registered postcode addresses can be searched.

3. The system is configured to display a maximum list of 20 postcode options per search.
4. At the moment, users can only search for addresses in EAC region using the Mzuzi Postcode Website and the Mzuzi Postcode App.

To use Mzuzi Postcode, simply go to.

- 1 The Mzuzi website
- 2 On the website go to products
- 3 Then open the Mzuzi postcode page.
- 4 Then Find a Registered Address.
- 5 Then use **SEARCH BOX** to search for any address following the steps below.

### 3.2 Step One

Start by typing a postcode or any part of an address and results will start appearing. For example, when you type in,

1. K1 in the search box, addresses in Kampala CBD1, and K2, K3, or K4 for addresses in Kampala CBD 2, CBD3, or CBD4 respectively will start showing.
2. Kampala addresses with a Kampala element in them.
3. Nairobi for Mzuzi registered addresses in Nairobi City Kenya.
4. Kigali for registered addresses in Kigali City Rwanda
5. Bujumbura for registered addresses in Bujumbura City Burundi
6. Dodoma for addresses in Dodoma City in Tanzania.
7. Kinshasa for registered addresses in Kinshasa City in the DRC.
8. Juba for registered addresses in Juba City South Sudan.

9. You can type in the name of the address/business/building for instance, International Hospital Kampala (Uganda), Sonko Mjinga (Burundi), Vision Pharma (DRC), Hilton Nairobi (Kenya), The Governors Residence (Rwanda), African Bureau (South Sudan), or Dodoma Municipal Council(Tanzania). This gives you those address, and any other addresses associated with them.
10. Or the name of the city or district, registered addresses in that city/district will appear, you can then select the desired address, to view the address location.

### 3.3 Step 2

The more information you provide, the more you will narrow your search. See below.

1. K1U will list addresses in Kampala CBD1, K2U will list addresses in Kampala CBD 2, and K6U will list the addresses in Kololo.
2. K10D will list that address in Kinshasa.
3. K5R 2KG will give you that address in Kigali.
4. B4B will list addresses in Bujumbura CBD2.
5. E1K will list addresses in Eldoret Kenya.
6. D7T 7MA will give you that address in Dodoma.
7. J6S will list address in Juba South Sudan.

You can then scroll through the results to select the address you need. The steps in 2, apply to any of the **Districts/Cities** in each of the 7 countries.

### 3.4 Step 3

Type in the starting initial or the first two initials of any of the districts in any of the countries. For Instance,

No	Search Initial(s)	City or Municipality	District	Country
1	B	Mbarara or Bujumbura	Bukoba	Uganda/Burundi/Tanzania
	Al		Alebtong	Uganda

2	BZ		Bihunvuza	Burundi
	CA		Cankuzo/Cataractes	Burundi/DRC
3	HB		Homa Bay/ Buhingwe	Kenya/ Tanzania
	KAC		Kakamenga Central	Kenya
4	A	Arusha	Arua	Tanzania/Uganda
	DM	Dodoma		Tanzania
5	BG		Bugesera/Bugiri	Rwanda/Uganda
	NT		Nyagatare/ Ntungamo	Rwanda/Uganda
6	BV	Bukavu		DRC
	IT		Ituri/ Ifakara Town	DRC/ Tanzania
7	AK		Akabo	South Sudan
	BS	Bor South	Bungoma South	South Sudan / Kenya

**OR** just type the city or district name i.e., Hoima, Lira, Kisoro, Rakai, Iganga, Nakapilipilit-Uganda, or Awerial-South Sudan, Bugoma South- Kenya, Nyamagabe-Rwanda, Bagamoyo-Tanzania, Buganda-Burundi, and or Bas-Fleuve district-DRC.

You can then scroll through the results to select the address you need. The steps above apply to all the cities and districts of each in each of the 7 countries of EAC. **NOTE:** Only registered address can be searched.

### 3.5 Step 4

The quickest way is to type in the full postcode if you know it. In this case,

No.	List of addresses	Country
1	A1U 2HR, KB1U 10KK, SR7U 17MR, AC1U 15LR, or NT5U 51JKM	Uganda
2	J6S 7NS	South Sudan
3	K5R 2KG, MZ2R 2MK	Rwanda
4	D7T 7MA or KS7T 27KH	Tanzania
5	E1K 17PR, N1K 2CW	Kenya
6	K10D 2LS	DRC
7	B4B 3AS	Burundi

## 4 Search for Business Addresses

Users can also search for business addresses in the same way. If the company or business name is known to you (for example, 'Mzuzi Group Limited' 'Mulago Hospital', 'Sonko Mjingo' (Burundi), 'Vision Pharma' (DRC), 'Hilton Nairobi' (Kenya), 'Five Volcanoes' (Rwanda), 'African Bureau' (South Sudan), or 'Dodoma Municipal Council'(Tanzania). ...etc.). Just type in the entity's name and scroll through the address options listed to select the postcode/address of interest. This will give you addresses or whatever business/company name of interest you are searching for.

## 5 Search for a Building Name

Some properties or business use '**ALIAS**' names. However, every property still has a thoroughfare address, even if it is not commonly used. You can use the building name (for example, 'Twed Towers', 'Workers House', 'Makerere Senate Building', and 'Crested Towers' to search for an address. This will give the address of the building and all the addresses associated with that particular building, commonly called a **Delivery Point**. Also, when you type in the Search Box 'Crested Towers, or Hannington Road ', and or 'K5U 19HR ' you will get the same result.

## 6 How to view address location or locations

1. Once you select the needed address, the location of address should show on the map of the area.
2. When you enter the postcode and hit enter or search, the location should show on the map of the location.
3. The address location is indicated by the 'Red Marker' with a Mzuzi logo pointing to the location.
4. You can zoom in/out using the ('+ or – signs') for better results of the location or address of interest.
5. The address location can be viewed both using the 'Google maps', and 'Google satellite' view. Whatever the user desires.
6. Note though that only address locations already covered by 'Google Street view' can be viewed through 'street view'. Those not yet mapped on Google Street view can only be viewed in the Map, Satellite or Terrain modes.
7. You can have a feel-good view by zooming in/out for a total tour of the address location surroundings.
8. On the Mzuzi Postcode App, users can select the **Start Navigation** for route directions to the address location.

Mzuzi Postcode offers a range of other features to help you search, view, and manage your address. These include the ability to search for addresses by postcode, entity name, business name, thoroughfare, area location name, district, and the city name.

**To know all you need to know about the Mzuzi Postcode address system, please visit our FAQs on this website.**

**Q:** How accurate is Mzuzi Postcode?

**A:** Mzuzi Postcode is very accurate and up to date. Our system is regularly updated to ensure that it provides the correct postcode information.

**Q:** Can I use Mzuzi Postcode for international addresses?

**A:** No, Mzuzi Postcode is currently only available for addresses in Mzuzi EAC region.

**Q:** How do I update my Postcode Address?

**A:** To update your Postcode address, simply contact our customer care team. We will then be updated with the legal current location data and will update your address.

## 7 Conclusion

We hope this user guide has provided all the information you need to use Mzuzi Postcode effectively. If you have any further questions or need assistance, please do not hesitate to contact our customer support team. Thank you for using Mzuzi Postcode!