

Post Aruba NV

AWA

Basic Services			CARDIT	Carrier documents international transport – origin post	Yes
1	Maximum weight limit admitted		RESDIT	Response to a CARDIT – destination post	Yes
1.1	Surface parcels (kg)		6	Home delivery	
1.2	Air (or priority) parcels (kg)	20	6.1	Initial delivery attempt at physical delivery of parcels to addressee	Yes
2	Maximum size admitted		6.2	If initial delivery attempt unsuccessful, card left for addressee	Yes
2.1	Surface parcels		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	No
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	No	6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No	6.5	Nature of this governmental or legally binding restriction.	
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	7	Signature of acceptance	
2.2	Air parcels		7.1	When a parcel is delivered or handed over	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No	7.1.1	a signature of acceptance is obtained	Yes
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No	7.1.2	captured data from an identity card are registered	Yes
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	7.1.3	another form of evidence of receipt is obtained	No
			7.2	Ordinary parcels	
			7.2.1	Signature of the addressee or his agent	No
			7.2.2	Signature of a de facto agent	No
			7.3	Insured parcels	
			7.3.1	Signature of the addressee or his agent	No
			7.3.2	Signature of a de facto agent	No
Supplementary services					
3	Cumbersome parcels admitted	No			
Parcels service features					
5	Electronic exchange of information				
5.1.1	Use a track and trace system	Yes			
5.1.2	Mandatory tracking events transmitted				
EMC	Departure from outward office of exchange	Yes			
EMD	Arrival at inward office of exchange	Yes			
EMH	Attempted/Unsuccessful delivery	Yes			
EMI	Final delivery	Yes			
5.1.3	Optional tracking events transmitted				
EMA	Posting/collection	Yes			
EMB	Arrival at outward office of exchange	Yes			
EME	Held by Customs	Yes			
EMF	Out of Customs/Departure from inward office of exchange	Yes			
EMG	Arrival at delivery office	Yes			
EMJ	Arrival at transit office of exchange	No			
EMK	Departure from transit office of exchange	No			
5.1.4	Dispatch messages transmitted				
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes			
RESDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes			
5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes			
5.1.6	Other messages transmitted				
PRECON	Pre-advice of international consignment – origin post	Yes			
RESCON	Response to a PRECON – destination post	Yes			
			Insured parcel service		
			8	Insured surface parcels admitted	No
			9	Insured air parcels admitted	No
			10	Marking used for insured parcels	
			10.1	CP 74 pink label used	No
			10.2	CP 73 label and pink “insured” label used	No
			Cash-on-delivery service for parcel		
			11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
			11.1.1	outbound COD parcels	No
			11.1.2	inbound COD parcels	No
			Express delivery service		
			12	Express parcel delivery service provided	No
			Parcels with advice of delivery		
			13	Admission of advice of delivery for	

Post Aruba NV

AWA

13.1	ordinary parcels	Yes	21.1	Threshold level below which parcels are free of customs duties and other taxes	No
13.2	insured parcels	No		Comments:	
Parcels for delivery free of charges and fees			22 Dutiable parcels		
14	Parcels for delivery free of charges and fees admitted	No	22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes
Fragile parcel			22.2	Amount of fee collected	
15	Fragile parcels admitted	Yes		Local currency	Awg 10.00
Consignment service				USD	6
16	Consignment service by bilateral agreements provided	No		Comments:	
Integrated logistics service			23 Customs clearance fee collected for all items declared at customs		Yes
17	integrated logistics service by bilateral agreements provided	No	23.1	Amount of fee collected	
Addresses for bilateral agreements				Local currency	Awg 10
18	Contact details of the person responsible for questions concerning bilateral agreements			USD	6
	Name: Ms GOMES, ESTHER			Comments:	
	Function: International Relations Associate		24 Administration fees collected for parcels subject to export customs clearance		No
	Address: Juan Irausquin Plein 9			Comments:	
	Tel: 1: (+297)5287678 2: (+)		Special charges - Storage		
	Fax: (+)		25 Storage charge collected on a parcel when it is kept beyond the prescribed period, or in the event of return to sender/redirection		Yes
	E-mail: esthergomes@postaruba.com		25.1	Amount of charge per day/per parcel	
Admissible radioactive material and infectious substances				Local currency	
19	Radioactive materials admitted in			SDR	
19.1	Air Parcels		25.2	Period of charge, if not daily	after two weeks 7.94 SDR after 3 weeks 15.89
		Inbound parcels No	Special delivery charges		
		Outbound parcels No	26 Delivery charges collected at the time of delivery in response to the advice of arrival		No
19.2	Insured parcels		Special charges – Poste restante		
		Inbound parcels No	27 Poste restante service provided		Yes
		Outbound parcels No	27.1	Amount of charge per parcel	
20 Infected substances admitted in				Local currency	no charge
20.1	Air Parcels			SDR	
		Inbound parcels No	27.2	Basis for charge if not an amount per parcel	
		Outbound parcels No	Supplementary charges - Customs		
20.2	Insured parcels		21 Non-dutiable parcels		
		Inbound parcels No			
		Outbound parcels No			

Special provisions - Treatment of parcels wrongly accepted		
28	Parcels returned to sender	Yes
Delivery areas		
29	Parcels delivered to	
29.1	all addresses	No
29.2	specific areas only	No
	Comments:	
Collection		
30	Collection of parcels at post offices provided for	
30.1	all addresses	Yes
30.2	specific areas only	No
	Comments:	
Delivery procedures for parcels for which customs duty and taxes are payable		
31	Procedure for parcels for which customs duty is payable	
31.1	Pick up of parcel at the customs office	No
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes
31.5	Other	
Period of retention		
32	Period of retention for parcels	
32.1	Normal period	1 Month(s)
32.2	Exceptional period	
33	Retention for parcels for which notice could not be sent or addressed to poste restante	
33.1	Normal period	1 Month(s)
33.2	Exceptional period	
Parcels automatically retained		
34	A list of contact e-mail addresses for accounting and verification notes is temporarily being maintained and published outside the compendia; please refer to International Bureau circular 75/2020. The UPU contact person for any updates to this list is jean-marc.coeffic@upu.int.	
	Office name:	General Post Office
	Name:	Ms Brokke, Monique
	Function:	Transport Planner
	Address:	J.E. Irausquin Plaza # 9 Oranjestad, Aruba
	Tel:	1: (+297)5287658 2: (+) (+297)5287602
	Fax:	(+297)5287602
	E-Mail:	moniquebrokke@postaruba.com
Requests for withdrawal from the post or alteration, or correction of address		
35	Requests for withdrawal from the post accepted	Yes
35.1	Central office (in destination country) to which requests must be sent	
	Office name:	General Post Office
	Name:	Mr Farro, Jonathan
	Function:	Postal Security
	Address:	J.E Irausquin plein # 9 Oranjestad, Aruba
	Tel:	1: (+297)5287667 2: (+)
	Fax:	(+297)5287602
	E-Mail:	jonathanfarro@postaruba.com
Special provisions - Force majeure		
36	Liability admitted in cases of force majeure	No
36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	No
36.2	Addressee/sender's reservations admitted at the time of delivery	No
Special provisions - Customs declarations		
37	Number of CN 23 customs declarations required for inbound parcels	1
37.1	Number of CN 23 customs declarations required for parcels in transit	1
37.2	Languages in which CN 23 customs declarations can be completed	English Dutch
Special provisions - Method of dispatching accompanying documents		
38	Documents affixed to the relevant parcels	Yes
38.1	Documents attached to the parcels bill	No

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AWA

Service to customers**39 On-line tracking provided Yes**

39.1 Web site address to access information

<https://www.postaruba.com>

39.2 Languages in which track and trace information is available

English

Service to designated operators**40. User of the Internet-based Inquiry System (IBIS) Yes**

40.1 Details of office(s) responsible for handling parcel post inquiries

Office name: Post Aruba

Name: Ms de Cuba, Jane & Granadillo, Melody

Function: Customer Service

Address: J.E. Irausquin APlain # 9
Oranjestad, Aruba

Tel: 1: (+297)5287637

2: (+297)5287635

Fax: (+297)5287603

E-Mail: customerservice@postaruba.com

Hours of service and days(s) on which the inquiry service is operating

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:30-16:30	-
Tuesday	07:30-16:30	-
Wednesday	07:30-16:30	-
Thursday	07:30-16:30	-
Friday	07:30-16:30	-
Saturday	-	-
Sunday	-	-

Languages English Spanish

National Holidays**41.1 National holidays**

National holiday in 2020

Month	Day(s)	National Holidays - Description
January	1	New Years Day
January	25	National Betico Day
February	24	National Carnival Monday
March	18	National Flag Day
April	10	Good Friday

April	13	Easter Monday
April	27	King's Day
May	1	Labor day
May	21	Ascension day
December	25	Christmas Day
December	26	Boxing Day

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	1	New Years Day
January	25	National Betico Day
February	15	National Carnival Monday
March	18	National Flag Day
April	2	Good Friday
April	5	Easter Monday
April	27	King's Day
May	1	Labor day
May	13	Ascension day
December	25	Christmas Day
December	26	Boxing Day

Regional Holidays**41.2 Regional holidays**

Regional holiday in 2020

Month	Day(s)	Regional/Local Holidays – Localities and description
January	2	
January	3	
May	22	
December	24	
December	31	

Regional holiday in 2021

Month	Day(s)	Regional/Local Holidays – Localities and description
January	4	ATV Day
March	19	ATV Day
April	26	ATV Day
May	14	ATV Day
December	24	ATV Day

December	31	ATV Day
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Cancellation of fees

42 Fees cancelled when they concern

42.1	parcels returned to sender	Yes
42.2	parcels redirected to a third party	Yes
42.3	parcels abandoned by the sender	No
42.4	parcels lost or destroyed	No
42.5	parcels rifled or damaged	No

Redirection within the country of destination

43.1	Redirection done without a request from the sender or addressee	Yes
43.2	Redirection fee charged	No
43.3	Amount of redirection fee (SDR)	
Comments:		

Miscellaneous provisions – operation of the parcel service

44.1	Postal parcel services operated by the designated postal operator	Yes
44.2	Postal parcel services operated by a transport company or companies	No
44.3	Service provided throughout the country	Yes

Postcodes	Localities

Office(s) of exchange handling parcels

45 Details of office(s) of exchange responsible for handling parcel post

Office name: ORANJESTAD-ARUBA
 IMPC code: AWAUAA
 Name: Ms Brokke, Monique
 Function: Transport Planner
 Address: J.E Irausquin Plein # 9
 Oranjestad, Aruba
 Tel: 1: (+297)5287658
 2: (+)
 Fax: (+297)5287602
 E-Mail: moniquebrokke@postaruba.com

Hours of service and days(s) on which the OE is operating

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:30-16:30	-
Tuesday	07:30-16:30	-
Wednesday	07:30-16:30	-
Thursday	07:30-16:30	-

Friday	07:30-16:30	-
Saturday	-	-
Sunday	-	-

Observations/Comments

Delivery standards

46-47 See the annexes.

Barcode

48 Barcode sample used on all outward international postal parcels.



Parcel delivery standards - Air parcel

OE Name ORANJESTAD
 IMPC Code AWAUAA
 Tel (+297)5287678
 Fax (+297)5287678
 Hours of operation Lun - ven: 07:30-16:30/ Sam + Dim: fermé
 From the airport of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 12:00	Thursday	---	---
Monday	12:01 - 23:59	Friday	---	---
Tuesday	00:00 - 12:00	Friday	---	---
Tuesday	12:01 - 23:59	Monday	---	---
Wednesday	00:00 - 12:00	Monday	---	---
Wednesday	12:01 - 23:59	Tuesday	---	---
Thursday	00:00 - 12:00	Tuesday	---	---
Thursday	12:01 - 23:59	Wednesday	---	---
Friday	00:00 - 12:00	Wednesday	---	---
Friday	12:01 - 23:59	Thursday	---	---
Saturday	00:00 - 23:59	Thursday	---	---
Sunday	00:00 - 23:59	Thursday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	Whole country

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 24 hours

Customs clearance times:

Items subject to customs duty: 30 min

Items not subject to customs duty: 15 min

Comments:

Parcel delivery standards - Surface parcel

OE Name ORANJESTAD-ARUBA
 IMPC Code AWAUAA
 Tel (+297)5287678
 Fax (+297)5287678
 Hours of operation Lun - ven: 07:30-16:30/ Sam + Dim: fermé

From the airport/port/office of exchange of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 12:00	Thursday	---	---
Monday	12:01 - 23:59	Friday	---	---
Tuesday	00:00 - 12:00	Friday	---	---
Tuesday	12:01 - 23:59	Monday	---	---
Wednesday	00:00 - 12:00	Monday	---	---
Wednesday	12:01 - 23:59	Tuesday	---	---
Thursday	00:00 - 12:00	Tuesday	---	---
Thursday	12:01 - 23:59	Wednesday	---	---
Friday	00:00 - 12:00	Wednesday	---	---
Friday	12:01 - 23:59	Thursday	---	---
Saturday	00:00 - 23:59	Thursday	---	---
Sunday	00:00 - 23:59	Thursday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	Whole country

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 72 hours

Customs clearance times:

Items subject to customs duty: 30 min

Items not subject to customs duty: 15 min

Comments:

Last validation date: Da V1 01/03/2019