

Basic Services			CARDIT	Carrier documents international transport – origin post	No
1	Maximum weight limit admitted		RESDIT	Response to a CARDIT – destination post	No
1.1	Surface parcels (kg)	30	6	Home delivery	
1.2	Air (or priority) parcels (kg)	30	6.1	Initial delivery attempt at physical delivery of parcels to addressee	No
2	Maximum size admitted		6.2	If initial delivery attempt unsuccessful, card left for addressee	
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.	Yes
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes	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		The Examination is carried out after the declaration of goods has been accepted and duties has been collected. Goods for examination must be produced by the importer or importer's agent at prescribed places during normal working hour. The examination is carried out in the presence of the importer or the importer agents. She/he will be responsible for opening, weighting, sorting and marking of goods and all other necessary operations as directed by Customer Officer. - Info from Brunei Royal Custom (http://www.mof.gov.bn/English/RCE/CustomsMatters/Pages/default.aspx) Note - Postmaster General as well as government public servants are not allowed to become an agent - Brunei Royal Custom Act.	
2.2	Air parcels				
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No			
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes			
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No			
Supplementary services					
3	Cumbersome parcels admitted	No			
Parcels service features					
5	Electronic exchange of information		7	Signature of acceptance	
5.1.1	Use a track and trace system	Yes	7.1	When a parcel is delivered or handed over	
5.1.2	Mandatory tracking events transmitted		7.1.1	a signature of acceptance is obtained	Yes
EMC	Departure from outward office of exchange	Yes	7.1.2	captured data from an identity card are registered	Yes
EMD	Arrival at inward office of exchange	Yes	7.1.3	another form of evidence of receipt is obtained	No
EMH	Attempted/Unsuccessful delivery	Yes	7.2	Ordinary parcels	
EMI	Final delivery	Yes	7.2.1	Signature of the addressee or his agent	Yes
5.1.3	Optional tracking events transmitted		7.2.2	Signature of a de facto agent	No
EMA	Posting/collection	Yes	7.3	Insured parcels	
EMB	Arrival at outward office of exchange	Yes	7.3.1	Signature of the addressee or his agent	Yes
EME	Held by Customs	Yes	7.3.2	Signature of a de facto agent	No
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	No			
RESCON	Response to a PRECON – destination post	No			
			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	Yes
			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	20.1	Air Parcels	Inbound parcels No Outbound parcels No
Express delivery service					
12	Express parcel delivery service provided	No	20.2	Insured parcels	Inbound parcels No Outbound parcels
Parcels with advice of delivery			Supplementary charges - Customs		
13	Admission of advice of delivery for		21	Non-dutiable parcels	
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	Yes		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	No
Fragile parcel				Comments:	
15	Fragile parcels admitted	No	23	Customs clearance fee collected for all items declared at customs	No
Consignment service				Comments:	
16	Consignment service by bilateral agreements provided	No	24	Administration fees collected for parcels subject to export customs clearance	No
Integrated logistics service				Comments:	
17	integrated logistics service by bilateral agreements provided	No	Special charges - Storage		
Addresses for bilateral agreements			25	Storage charge collected on a parcel when it is kept beyond the prescribed period, or in the event of return to sender/redirection	No
18	Contact details of the person responsible for questions concerning bilateral agreements		Special delivery charges		
Name:	Ms Hj Muhammad Nudin Mauludnah		26	Delivery charges collected at the time of delivery in response to the advice of arrival	No
Function:	CONTROLLER OF POSTS		Special charges – Poste restante		
Address:	POSTAL SERVICES DEPARTMENT, GENERAL POST OFFICE BANDAR SERI BEGAWAN BS8611 BRUNEI DARUSSALAM		27	Poste restante service provided	Yes
Tel:	1: (+) 2: (+)		27.1	Amount of charge per parcel	
Fax:	(+673)2220949			Local currency	
E-mail:	mauludnah.nudin@post.gov.bn			SDR	
Admissible radioactive material and infectious substances			27.2	Basis for charge if not an amount per parcel	
19	Radioactive materials admitted in		Special provisions - Treatment of parcels wrongly accepted		
19.1	Air Parcels		28	Parcels returned to sender	Yes
		Inbound parcels No Outbound parcels No			
19.2	Insured parcels				
		Inbound parcels No Outbound parcels No			
20	Infected substances admitted in				

Delivery areas			Office name: INQUIRY UNIT		
29	Parcels delivered to		Name:	Mr	
29.1	all addresses	Yes	Function:	CHIEF SUPERINTENDENT OF POSTS	
29.2	specific areas only	No	Address:	MAIL PROCESSING CENTRE, OLD AIRPORT ROAD BERAKAS BB3510 BRUNEI DARUSSALAM	
	Comments:		Tel:	1: (+673)2380481 2: (+673)8711002	
			Fax:	(+673)2381782	
			E-Mail:	cscpost@post.gov.bn	
Collection			Requests for withdrawal from the post or alteration, or correction of address		
30	Collection of parcels at post offices provided for		35	Requests for withdrawal from the post accepted	Yes
30.1	all addresses	Yes	35.1	Central office (in destination country) to which requests must be sent	
30.2	specific areas only	No			
	Comments:				
Delivery procedures for parcels for which customs duty and taxes are payable			Office name: INQUIRY UNIT		
31	Procedure for parcels for which customs duty is payable		Name:	Mr	
31.1	Pick up of parcel at the customs office	Yes	Function:	CHIEF SUPERINTENDENT OF POSTS	
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No	Address:	MAIL PROCESSING CENTRE OLD AIRPORT ROAD BERAKAS BB3510 BRUNEI DARUSSALAM	
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No	Tel:	1: (+673)2380481 2: (+673)8711002	
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes	Fax:	(+673)2381782	
31.5	Other		E-Mail:	cscpost@post.gov.bn	
	OVER THE COUNTER AT LOCAL POST OFFICES THAT HAS CUSTOMS OFFICIALS AND CUSTOMER MAKE IMMEDIATE PAYMENT OF DUTIES & TAXES				
Period of retention			Special provisions - Force majeure		
32	Period of retention for parcels		36	Liability admitted in cases of force majeure	No
32.1	Normal period	30 Day(s)	36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	No
32.2	Exceptional period	60 Day(s)	36.2	Addressee/sender's reservations admitted at the time of delivery	No
33	Retention for parcels for which notice could not be sent or addressed to poste restante		Special provisions - Customs declarations		
33.1	Normal period	30 Day(s)	37	Number of CN 23 customs declarations required for inbound parcels	1
33.2	Exceptional period	60 Day(s)	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
Parcels automatically retained			Special provisions - Method of dispatching accompanying documents		
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.		38	Documents affixed to the relevant parcels	Yes
			38.1	Documents attached to the parcels bill	No
Service to customers			39	On-line tracking provided	Yes

- 39.1 Web site address to access information
http://www.post.gov.bn
- 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: Customer Service Centre
Name: Ms Hj Awang Besar, Hj Rashidah
Function: CHIEF SUPERINTENDENT OF POSTS
Address: MAIL PROCESSING CENTRE
OLD AIRPORT ROAD
BERAKAS BB3510
BRUNEI DARUSSALAM
Tel: 1: (+673)2380481
2: (+)
Fax: (+673)2381782
E-Mail: cscpost@post.gov.bn

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-12:00	14:00-16:30
Tuesday	08:00-12:00	14:00-16:30
Wednesday	08:00-12:00	14:00-16:30
Thursday	08:00-12:00	14:00-16:30
Friday	-	-
Saturday	08:00-12:00	14:00-16:30
Sunday	-	-

Languages English Malay

National Holidays**41.1 National holidays**

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	2	New Year 2021
February	13	Chinese New Year
February	23	National Day
March	11	Isra Mikraj
April	13	1st Ramadhan
April	29	Nuzul Al Quran
May	13	Eid Mubarak (Aidil Fitri)

May	14	EidMubarak (Aidil Fitri)
May	15	Eid Mubarak (Aidil Fitri)
May	16	Eid Mubarak (Aidil Fitri)
May	17	Eid Mubarak (Aidil Fitri)
May	31	Royal Brunei Armed Forces Day
July	15	His Majesty The Sultan Birthday
July	20	Aidil Adha
August	10	Islamic New Year Hijrah
October	19	Prophet Mohammad Birthday
December	25	Christmas Day

National holiday in 2022

Month	Day(s)	National Holidays - Description
January	1	New Year
February	1	Chinese New year
February	23	National Day
February	28	Isra Mikraj
April	4	First Ramadhan
April	19	Nuzul Al Quran
May	2	Aidil Fitri
May	3	Aidil Fitri
May	4	Aidil Fitri
May	31	Royal Brunei Armed Forces
July	9	Aidil Adha
July	16	His Majesty Birthday
July	30	New Hijrah 1444
October	8	Prophet Muhammad Birthday
December	25	Christmas Day

Regional Holidays**41.2 Regional holidays**

Regional holiday in

Month	Day(s)	Regional/Local Holidays – Localities and description
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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	Yes
42.4	parcels lost or destroyed	Yes

42.5 parcels rifled or damaged Yes

Redirection within the country of destination

43.1 Redirection done without a request from the sender or addressee No

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: MAIL PROCESSING CENTRE (MPC)

IMPC code: BNBWNA

Name: Mr HAJI IBRAHIM, HAJI SHAHRIN

Function: CONTROLLER OF POSTS

Address: BRUNEI POSTAL SERVICES, GENERAL POST OFFICE
BANDAR SERI BEGAWAN BS8611
BRUNEI DARUSSALAM

Tel: 1: (+673)2220429

2: (+)

Fax: (+673)2220585

E-Mail: hjshahrin.ibrahim@post.gov.bn

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-16:30	-
Tuesday	08:00-16:30	-
Wednesday	08:00-16:30	-
Thursday	08:00-16:30	-
Friday	-	-
Saturday	08:00-16:30	-
Sunday	-	-

Observations/Comments

O.E Operates - Monday - Thursday & Saturday : 0900am - 10.30pm
(Parcel) operates : Mon- Thursday & Saturday (08:00 - 12.15), (13:30-16:30)**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 MAIL PROCESSING CENTRE (MPC)
 IMPC Code BNBWNA
 Tel (+673)2382888
 Fax (+673)2383823
 Hours of operation Monday-Friday: 07:45-12.15, Saturday:13.30 - 16.30.

From the airport of destination to the addressee

Arrival at the airport		Days of delivery by zone		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 10:00	Wednesday	Thursday	---
Monday	10:01 - 23:59	Thursday	Saturday	---
Tuesday	00:00 - 10:00	Thursday	Saturday	---
Tuesday	10:01 - 23:59	Saturday	Monday	---
Wednesday	00:00 - 10:00	Saturday	Monday	---
Wednesday	10:01 - 23:59	Monday	Tuesday	---
Thursday	00:00 - 10:00	Monday	Tuesday	---
Thursday	10:01 - 23:59	Tuesday	Wednesday	---
Friday	00:00 - 23:59	Tuesday	Wednesday	---
Saturday	00:00 - 10:00	Tuesday	Wednesday	---
Saturday	10:01 - 23:59	Wednesday	Thursday	---
Sunday	00:00 - 23:59	Wednesday	Thursday	---

Definition of zones

Zone 1:

Postcodes	Cities
BAXXXX; BSXXXX; BAXXXX; BBXXXX; BCXXXX; BDXXXX; BEXXXX; BFXXXX; BGXXXX; BHXXXX; BJXXXX; BKXXXX; BLXXXX; BMXXXX; BNXXXX; BPXXXX; BRXXXX; BTXXXX; BUXXXX.	BRUNEI MUARA DISTRICT

Zone 2:

Postcodes	Cities
KAXXXX; KBXXXX; KCXXXX; KDXXXX; KEXXXX; KFXXXX; KGXXXX; KHXXXX; TAXXXX; TBXXXX; TCXXXX; TDXXXX; TEXXXX; TFXXXX; TGXXXX; THXXXX; PAXXXX; PBXXXX; PCXXXX; PDXXXX; PEXXXX.	TUTONG DISTRICT ; KUALA BELAIT DISTRICT; TEMBURONG DISTRICT.

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

09:30

Customs clearance times:

Customs Counter opened 08:00 - 15:00. All items are subject to customs clearance.

Items subject to customs duty:

Items not subject to customs duty:

Comments:

O.E (Parcel) operates 5 days a week with exception of Friday, Sunday and Public Holidays

Parcel delivery standards - Surface parcel

OE Name MAIL PROCESSING CENTRE (MPC)
 IMPC Code BNBWNA
 Tel (+673)2382888
 Fax (+673)2383823
 Hours of operation Monday-Friday: 07:45-12:15, Saturday:13:30 - 16:30.
 From the airport/port/office of exchange of destination to the addressee

Arrival at the airport		Days of delivery by zone		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 10:00	Saturday	Monday+1	---
Monday	10:01 - 23:59	Monday+1	Tuesday+1	---
Tuesday	00:00 - 10:00	Monday	Tuesday+1	---
Tuesday	10:01 - 23:59	Tuesday+1	Wednesday+1	---
Wednesday	00:00 - 10:00	Tuesday	Wednesday+1	---
Wednesday	10:01 - 23:59	Wednesday+1	Thursday+1	---
Thursday	00:00 - 10:00	Wednesday	Thursday+1	---
Thursday	10:01 - 23:59	Thursday+1	Saturday+1	---
Friday	00:00 - 23:59	Thursday	Saturday+1	---
Saturday	00:00 - 10:00	Thursday	Saturday+1	---
Saturday	10:01 - 23:59	Saturday+1	Monday+1	---
Sunday	00:00 - 23:59	Saturday	Monday+1	---

Definition of zones

Zone 1:

Postcodes	Cities
BAXXXX; BSXXXX; BAXXXX; BBXXXX; BCXXXX; BDXXXX; BEXXXX; BFXXXX; BGXXXX; BHXXXX; BJXXXX; BKXXXX; BLXXXX; BMXXXX; BNXXXX; BPXXXX; BRXXXX; BTXXXX; BUXXXX.	Brunei Muara

Zone 2:

Postcodes	Cities
KAXXXX; KBXXXX; KCXXXX; KDXXXX; KEXXXX; KFXXXX; KGXXXX; KHXXXX; TAXXXX; TBXXXX; TCXXXX; TDXXXX; TEXXXX; TFXXXX; TGXXXX; THXXXX; PAXXXX; PBXXXX; PCXXXX; PDXXXX; PEXXXX.	TUTONG; KUALA BELAIT; TEMBURONG.

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

09:30

Customs clearance times:

Customs Counter opened 08:00 - 15:00. All items are subject to customs clearance.

Items subject to customs duty:

Items not subject to customs duty:

Comments:

O.E (Parcel) operates 5 days a week with exception of Friday, Sunday and Public Holidays

Last validation date: Da V1 01/12/2017