

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)	0.00	6	Home delivery	
1.2	Air (or priority) parcels (kg)	30.0	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.	No
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	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)	Yes	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
Supplementary services			7.2	Ordinary parcels	
3	Cumbersome parcels admitted	No	7.2.1	Signature of the addressee or his agent	Yes
Parcels service features			7.2.2	Signature of a de facto agent	No
5	Electronic exchange of information		7.3	Insured parcels	
5.1.1	Use a track and trace system	Yes	7.3.1	Signature of the addressee or his agent	No
5.1.2	Mandatory tracking events transmitted		7.3.2	Signature of a de facto agent	No
EMC	Departure from outward office of exchange	Yes	Insured parcel service		
EMD	Arrival at inward office of exchange	Yes	8	Insured surface parcels admitted	No
EMH	Attempted/Unsuccessful delivery	Yes	9	Insured air parcels admitted	No
EMI	Final delivery	Yes	10	Marking used for insured parcels	
5.1.3	Optional tracking events transmitted		10.1	CP 74 pink label used	No
EMA	Posting/collection	Yes	10.2	CP 73 label and pink "insured" label used	No
EMB	Arrival at outward office of exchange	Yes	Cash-on-delivery service for parcel		
EME	Held by Customs	Yes	11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
EMF	Out of Customs/Departure from inward office of exchange	Yes	11.1.1	outbound COD parcels	No
EMG	Arrival at delivery office	Yes	11.1.2	inbound COD parcels	No
EMJ	Arrival at transit office of exchange	No	Express delivery service		
EMK	Departure from transit office of exchange	No	12	Express parcel delivery service provided	No
5.1.4	Dispatch messages transmitted		Parcels with advice of delivery		
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes	13	Admission of advice of delivery for	
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			

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	No
Fragile parcel			Comments:		
15	Fragile parcels admitted	No	23	Customs clearance fee collected for all items declared at customs	Yes
Consignment service			23.1	Amount of fee collected	
16	Consignment service by bilateral agreements provided	Yes		Local currency	7.50
Integrated logistics service				USD	4.25
17	integrated logistics service by bilateral agreements provided	Yes	Comments:		
Addresses for bilateral agreements			24	Administration fees collected for parcels subject to export customs clearance	No
18	Contact details of the person responsible for questions concerning bilateral agreements		Comments:		
Name:	Ms Niviela Sambo				
Function:	Director Operations				
Address:	C Post International Plasa Wilson "Papa" Godett # 1, Willemstad, Curacao N.A.				
Tel:	1: (+5999)4331114 2: (+)				
Fax:	(+5999)4650385				
E-mail	nsambo@cpostint.com				
Admissible radioactive material and infectious substances			Special charges - Storage		
19	Radioactive materials admitted in		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
19.1	Air Parcels		25.1	Amount of charge per day/per parcel	
		Inbound parcels		Local currency	
		Outbound parcels		SDR	
19.2	Insured parcels		25.2	Period of charge, if not daily	1st week SDR 4.25 2nd week SDR 8.50 3rd week (or more) SDR 17.00
		Inbound parcels			
		Outbound parcels			
20	Infected substances admitted in		Special delivery charges		
20.1	Air Parcels		26	Delivery charges collected at the time of delivery in response to the advice of arrival	No
		Inbound parcels	Special charges – Poste restante		
		Outbound parcels	27	Poste restante service provided	No
20.2	Insured parcels		Special provisions - Treatment of parcels wrongly accepted		
		Inbound parcels	28	Parcels returned to sender	Yes
		Outbound parcels	Delivery areas		
Supplementary charges - Customs			29	Parcels delivered to	
21	Non-dutiable parcels		29.1	all addresses	No

29.2	specific areas only	No	Office name: C Post International Name: Mr Ludson Floranus Function: Manager Transportation, Parcels & Express Address: Schottegatweg Noord 32 Willemstad, Curacao Tel: 1: (+5999)4331318 2: (+) Fax: (+5999)7376006 E-Mail: lfloranus@cpostint.com
	Comments: We do not deliver		
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	30 Day(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	30 Day(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.		
			Requests for withdrawal from the post or alteration, or correction of address
35	Requests for withdrawal from the post accepted	No	
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 Spanish 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	
Service to customers			
39	On-line tracking provided	Yes	
39.1	Web site address to access information http://www.cpostinternational.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		

Cpost International N.V.

CWA

Office name: C Post International
 Name: Ms Customer Service Department
 Function:
 Address: Schottegatweg Noord 32
 Willemstad, Curacao
 Tel: 1: (+5999)4331342
 2: (+)
 Fax: (+5999)7376898
 E-Mail: customerservice@cpostint.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	07:30-17:00	-
Tuesday	07:30-17:00	-
Wednesday	07:30-17:00	-
Thursday	07:30-17:00	-
Friday	07:30-16:30	-
Saturday	-	-
Sunday	-	-

Languages English Spanish Dutch

National Holidays**41.1 National holidays**

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	1	New Year
February	15	Day after Carnival
April	2	Good Friday
April	5	Day after Easter
May	1	Labor Day
May	13	Ascension Day
May	14	Day after Ascension
July	2	Flag Day
October	10	Curacao Day
December	25	Christmas Day
December	26	Day after Christmas

Regional Holidays**41.2 Regional holidays**

Regional holiday in

Month	Day(s)	Regional/Local Holidays – Localities and description

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: Curacao CPost International
 IMPC code: CWCURA
 Name: Mr Richard Hason
 Function: Manager Operations
 Address: Schottegatweg Noord 32
 Willemstad, Curacao
 Tel: 1: (+5999)4331311
 2: (+5999)4331151
 Fax: (+5999)4650385
 E-Mail: rhanson@cpostint.com

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:30-12:00	13:30-17:00
Tuesday	07:30-12:00	13:30-17:00
Wednesday	07:30-12:00	13:30-17:00
Thursday	07:30-12:00	13:30-17:00
Friday	07:30-12:00	13:30-16:30
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 Willemstad Curacao
 IMPC Code CWCURA
 Tel (+5999)433-1341 or 433-1318
 Fax (+5999)737-6006
 Hours of operation Mon, Tues, Wed, Thur, Fri: 07.30-17.00; Sat, Sun: closed
 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 - 07:00	Thursday	---	---
Monday	07:01 - 23:59	Friday	---	---
Tuesday	00:00 - 07:00	Friday	---	---
Tuesday	07:01 - 23:59	Monday	---	---
Wednesday	00:00 - 07:00	Monday	---	---
Wednesday	07:01 - 23:59	Tuesday	---	---
Thursday	00:00 - 07:00	Tuesday	---	---
Thursday	07:01 - 23:59	Wednesday	---	---
Friday	00:00 - 07:00	Wednesday	---	---
Friday	07:01 - 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: 2 hours

Customs clearance times: Mon-Fri 11.00-16.00

Items subject to customs duty: 3 hours

Items not subject to customs duty: 3 hours

Comments:

Parcel delivery standards - Surface parcel

OE Name Willemstad Curacao
 IMPC Code CWCURA
 Tel (+5999)433-1341 or 433-1318
 Fax (+5999)737-6006
 Hours of operation Mon, Tues, Wed, Thur, Fri: 07.30-17.00; Sat, Sun: closed
 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 - 07:00	Friday	---	---
Monday	07:01 - 23:59	Friday	---	---
Tuesday	00:00 - 07:00	Friday	---	---
Tuesday	07:01 - 23:59	Monday	---	---
Wednesday	00:00 - 07:00	Monday	---	---
Wednesday	07:01 - 23:59	Tuesday	---	---
Thursday	00:00 - 07:00	Tuesday	---	---
Thursday	07:01 - 23:59	Wednesday	---	---
Friday	00:00 - 07:00	Wednesday	---	---
Friday	07:01 - 23:59	Thursday	---	---
Saturday	00:00 - 23:59	Thursday	---	---
Sunday	00:00 - 23:59	Thursday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	Whole country

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Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 2 hours

Customs clearance times: Mon-Fri 11.00-16.00

Items subject to customs duty: 3 hours

Items not subject to customs duty: 3 hours

Comments:

Last validation date: Da V1 01/11/2018