

## Dominica Postal Service

## DMA

Basic Services						
<b>1</b>	<b>Maximum weight limit admitted</b>			PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes
1.1	Surface parcels (kg)			RESDDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes
1.2	Air (or priority) parcels (kg)	22		5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes
<b>2</b>	<b>Maximum size admitted</b>			5.1.6	Other messages transmitted	
2.1	Surface parcels			PRECON	Pre-advice of international consignment – origin post	Yes
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		RESCON	Response to a PRECON – destination post	Yes
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No		CARDIT	Carrier documents international transport – origin post	No
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No		RESDIT	Response to a CARDIT – destination post	No
2.2	Air parcels			<b>6</b>	<b>Home delivery</b>	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		6.1	Initial delivery attempt at physical delivery of parcels to addressee	No
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No		6.2	If initial delivery attempt unsuccessful, card left for addressee	
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	No
Supplementary services				6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	Yes
<b>3</b>	<b>Cumbersome parcels admitted</b>	Yes		6.5	Nature of this governmental or legally binding restriction.  Our administration do not offer physical delivery of dutiable parcels yet, therefore all parcels have to be opened in the presence of the customer and customs at the post office for assessment by customs.	
<b>4</b>	<b>Maximum size admitted</b>			<b>7</b>	<b>Signature of acceptance</b>	
4.1	Surface parcels			7.1	When a parcel is delivered or handed over	
	Metres for any one dimension	1.5		7.1.1	a signature of acceptance is obtained	Yes
	Metres for length & greatest circumference	4.5		7.1.2	captured data from an identity card are registered	Yes
4.2	Air parcels			7.1.3	another form of evidence of receipt is obtained	No
	Metres for any one dimension	1.5		7.2	Ordinary parcels	
	Metres for length & greatest circumference	4.5		7.2.1	Signature of the addressee or his agent	No
Parcels service features				7.2.2	Signature of a de facto agent	No
<b>5</b>	<b>Electronic exchange of information</b>			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		<b>Insured parcel service</b>		
EMD	Arrival at inward office of exchange	Yes		<b>8</b>	<b>Insured surface parcels admitted</b>	<b>No</b>
EMH	Attempted/Unsuccessful delivery	Yes		<b>9</b>	<b>Insured air parcels admitted</b>	<b>No</b>
EMI	Final delivery	Yes		<b>10</b>	<b>Marking used for insured parcels</b>	
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		<b>Cash-on-delivery service for parcel</b>		
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	Yes				
EMK	Departure from transit office of exchange	Yes				
5.1.4	Dispatch messages transmitted					



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27.2	Basis for charge if not an amount per parcel			<b>34</b>	<b>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.</b>
<b>Special provisions - Treatment of parcels wrongly accepted</b>					
<b>28</b>	<b>Parcels returned to sender</b>	<b>No</b>		Office name:	General Post Office
28.1	If not, parcel delivered to addressee under conditions prescribed by your country legislations	Yes		Name:	Ms Andre Cynthia
<b>Delivery areas</b>					
<b>29</b>	<b>Parcels delivered to</b>			Function:	Executive Officer
29.1	all addresses	No		Address:	General Post Office Dame Eugenia Charles Boulevard Bay Front, Roseau Commonwealth of Dominica
29.2	specific areas only	Yes		Tel:	1: (+1767)2665226 2: (+1767)2665209
	Comments:			Fax:	(+1767)4482897
				E-Mail:	gpo@dominica.gov.dm
<b>Collection</b>					
<b>30</b>	<b>Collection of parcels at post offices provided for</b>			<b>Requests for withdrawal from the post or alteration, or correction of address</b>	
30.1	all addresses	No		<b>35</b>	<b>Requests for withdrawal from the post accepted</b> <b>Yes</b>
30.2	specific areas only	Yes		35.1	Central office (in destination country) to which requests must be sent
	Comments:			Office name:	General Post Office
<b>Delivery procedures for parcels for which customs duty and taxes are payable</b>					
<b>31</b>	<b>Procedure for parcels for which customs duty is payable</b>			Name:	Ms Averil Moses
31.1	Pick up of parcel at the customs office	No		Function:	Executive Officer
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	Yes		Address:	General Post Office Dame Eugenia Charles Boulevard Roseau Commonwealth of Dominica
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No		Tel:	1: (+1767)2665226 2: (+1767)2665209
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes		Fax:	(+1767)4482897
31.5	Other			E-Mail:	gpo@dominica.gov.dm eoparcelpost@dominica.gov.dm
	Dans quelques bureau de poste spécifique avec le paiement immédiat des droits de douane.			<b>Special provisions - Force majeure</b>	
<b>Period of retention</b>					
<b>32</b>	<b>Period of retention for parcels</b>			<b>36</b>	<b>Liability admitted in cases of force majeure</b> <b>No</b>
32.1	Normal period	28 Day(s)		36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators
32.2	Exceptional period	42 Day(s)		36.2	Addressee/sender's reservations admitted at the time of delivery
<b>33</b>	<b>Retention for parcels for which notice could not be sent or addressed to poste restante</b>			<b>Special provisions - Customs declarations</b>	
33.1	Normal period	28 Day(s)		<b>37</b>	<b>Number of CN 23 customs declarations required for inbound parcels</b> <b>3</b>
33.2	Exceptional period	56 Day(s)		37.1	Number of CN 23 customs declarations required for parcels in transit
<b>Parcels automatically retained</b>					
				37.2	Languages in which CN 23 customs declarations can be completed
					English
<b>Special provisions - Method of dispatching accompanying documents</b>					

Date of last update : 15.11.2021

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<b>38</b>	<b>Documents affixed to the relevant parcels</b>	<b>No</b>
38.1	Documents attached to the parcels bill	Yes
<b>Service to customers</b>		
<b>39</b>	<b>On-line tracking provided</b>	<b>No</b>
<b>Service to designated operators</b>		
<b>40.</b>	<b>User of the Internet-based Inquiry System (IBIS)</b>	<b>No</b>
40.1	Details of office(s) responsible for handling parcel post inquiries	
Office name:	General Post Office	
Name:	Ms Averil Moses	
Function:	Executive Officer	
Address:	General Post Office Dame Eugenia Charles Boulevard Bay Front, Roseau Commonwealth of Dominica	
Tel:	1: (+1767)2665226 2: (+1767)2665209	
Fax:	(+1767)4482897	
E-Mail:	gpo@dominica.gov.dm eoparcelpost@dominica.gov.dm	
Hours of service and days(s) on which the inquiry service is operating		
<b>Opening Hours (Local)</b>		
<b>Day</b>	<b>Opening hours 1</b>	<b>Opening hours 2</b>
Monday	08:00-13:00	14:00-17:00
Tuesday	08:00-13:00	14:00-16:00
Wednesday	08:00-13:00	14:00-16:00
Thursday	08:00-13:00	14:00-16:00
Friday	08:00-13:00	14:00-16:00
Saturday	-	-
Sunday	-	-
Languages	English	
<b>National Holidays</b>		
<b>41.1</b>	<b>National holidays</b>	
National holiday in 2022		
<b>Month</b>	<b>Day(s)</b>	<b>National Holidays - Description</b>
January	1	New Year's Day
February	28	Carnival Monday
March	1	Carnival Tuesday
April	15	Good Friday
April	18	Easter Monday
May	2	May Day/ Labour Day

June	6	Pentecost Monday/ Whit Monday
August	1	August Monday
November	3	Independence/ National Day
November	4	National Day of Community Service
December	25	Christmas Day
December	26	Boxing Day
December	27	Christmas Holiday

**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	No
44.4	Areas of the country where the parcel service is NOT provided	

Postcodes	Localities
	Portsmouth and Marigot

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

## Dominica Postal Service

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Office name: DOMINICA GENERAL POST OFFICE ROSEAU  
 IMPC code: DMDOMB  
 Name: Ms DINNARD, Jacqueline  
 Function: Supervisor Operations  
 Address: General Post Office  
 Dame Eugenia Charles Boulevard  
 Bay Front, Roseau  
 Commonwealth of Dominica  
 Tel: 1: (+1767)2665231  
 2: (+1767)2665209  
 Fax: (+1767)4482897  
 E-Mail: gpo@dominica.gov.dm

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

**Opening Hours (Local)**

Day	Opening hours 1	Opening hours 2
Monday	08:00-13:00	14:00-17:00
Tuesday	08:00-13:00	14:00-16:00
Wednesday	08:00-13:00	14:00-16:00
Thursday	08:00-13:00	14:00-16:00
Friday	08:00-13:00	14:00-16:00
Saturday	-	-
Sunday	-	-

Observations/Comments

**Delivery standards**

46-47 See the annexes.

**Barcode**

48 Barcode sample used on all outward international postal parcels.





Items not subject to customs duty: 1 day

**Comments:** Customs services are available on specific days and limited times.

**Parcel delivery standards - Surface parcel**

OE Name DOMINICA GENERAL POST OFFICE ROSEAU  
 IMPC Code DMDOMB  
 Tel (+1767)2665226  
 Fax (+1767)4482897  
 Hours of operation Mon: 08:00-17:00, Tues - Fri: 08.00–16.00; Sat and 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>		
<b>Day</b>	<b>Time</b>	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>
Monday	00:00 - 09:00	Monday	Monday	Tuesday
Monday	09:01 - 23:59	Tuesday	Wednesday	Wednesday
Tuesday	00:00 - 09:00	Tuesday	Wednesday	Wednesday
Tuesday	09:01 - 23:59	Wednesday	Wednesday	Thursday
Wednesday	00:00 - 09:00	Wednesday	Wednesday	Thursday
Wednesday	09:01 - 23:59	Thursday	Friday	Friday
Thursday	00:00 - 09:00	Thursday	Friday	Friday
Thursday	09:01 - 23:59	Friday	Friday	Monday
Friday	00:00 - 09:00	Friday	Friday	Monday
Friday	09:01 - 23:59	Monday	Monday	Tuesday
Saturday	00:00 - 23:59	Monday	Monday	Tuesday
Sunday	00:00 - 23:59	Monday	Monday	Tuesday

## Definition of zones

## Zone 1:

Postcodes	Cities
	Roseau

## Zone 2:

Postcodes	Cities
	PORTSMOUTH

## Zone 3:

Postcodes	Cities
	MARIGOT

Arrival at office of exchange: 13:00

**Customs clearance times:**

Items subject to customs duty: 10 days



Items not subject to customs duty: 1 day

**Comments:**

Last validation date: Da V1 01/10/2021