

Jersey Post Ltd

JEA

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	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	Yes
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)	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	No
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	Yes
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	Yes
5.1.2	Mandatory tracking events transmitted		7.3.2	Signature of a de facto agent	Yes
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	Yes	Express delivery service		
EMK	Departure from transit office of exchange	Yes	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	No	Supplementary charges - Customs	
13.2	insured parcels	No	21	Non-dutiable parcels
Parcels for delivery free of charges and fees			21.1	Threshold level below which parcels are free of customs duties and other taxes
14	Parcels for delivery free of charges and fees admitted	No	21.2	Exemption threshold
Fragile parcel				Local currency
15	Fragile parcels admitted	No		USD
Consignment service				Comments:
16	Consignment service by bilateral agreements provided	Yes		The level for gift items is £40 and £15 for all other items
Integrated logistics service			22	Dutiable parcels
17	integrated logistics service by bilateral agreements provided	Yes	22.1	Customs clearance fee collected for parcels subject to import customs clearance
Addresses for bilateral agreements			22.2	Amount of fee collected
18	Contact details of the person responsible for questions concerning bilateral agreements			Local currency
Name:	Ms Hayward Tracy			USD
Function:	Associate Director, International Service Delivery & Partnership			Comments:
Address:	International Department Postal Headquarters, St. Saviour, Jersey, JE1 1AA		23	Customs clearance fee collected for all items declared at customs
Tel:	1: (+44 7463)525775 2: (+)			No
Fax:	(+)			Comments:
E-mail	Tracy.Hayward@jerseypost.com		24	Administration fees collected for parcels subject to export customs clearance
Admissible radioactive material and infectious substances				No
				Comments:
19	Radioactive materials admitted in		Special charges - Storage	
19.1	Air Parcels		25	Storage charge collected on a parcel when it is kept beyond the prescribed period, or in the event of return to sender/redirection
	Inbound parcels	No		No
	Outbound parcels	No	Special delivery charges	
19.2	Insured parcels		26	Delivery charges collected at the time of delivery in response to the advice of arrival
	Inbound parcels	No		No
	Outbound parcels	No	Special charges – Poste restante	
20	Infected substances admitted in		27	Poste restante service provided
20.1	Air Parcels			No
	Inbound parcels	No	Special provisions - Treatment of parcels wrongly accepted	
	Outbound parcels	No	28	Parcels returned to sender
20.2	Insured parcels			Yes
	Inbound parcels	No	Delivery areas	
	Outbound parcels	No	29	Parcels delivered to
			29.1	all addresses
			29.2	specific areas only
				Comments:

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 No
30.1	all addresses	Yes		Special provisions - Force majeure	
30.2	specific areas only	No		36	Liability admitted in cases of force majeure No
	Comments:			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
Delivery procedures for parcels for which customs duty and taxes are payable				Special provisions - Customs declarations	
31	Procedure for parcels for which customs duty is payable			37	Number of CN 23 customs declarations required for inbound parcels 3
31.1	Pick up of parcel at the customs office	No		37.1	Number of CN 23 customs declarations required for parcels in transit 1
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No		37.2	Languages in which CN 23 customs declarations can be completed
31.3	Delivery to the addressee's address after payment of customs duties and taxes	Yes		Special provisions - Method of dispatching accompanying documents	
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	No		38	Documents affixed to the relevant parcels Yes
31.5	Other			38.1	Documents attached to the parcels bill No
Period of retention				Service to customers	
32	Period of retention for parcels			39	On-line tracking provided Yes
32.1	Normal period	21 Day(s)		39.1	Web site address to access information http://www.JerseyPost.com
32.2	Exceptional period	21 Day(s)		39.2	Languages in which track and trace information is available English
33	Retention for parcels for which notice could not be sent or addressed to poste restante			Service to designated operators	
33.1	Normal period			40.	User of the Internet-based Inquiry System (IBIS) Yes
33.2	Exceptional period			40.1	Details of office(s) responsible for handling parcel post inquiries
Parcels automatically retained				Office name: Customer Care Department	
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.			Name: Ms Customer Care Team	
	Office name:			Function: Customer Care Team	
	Name: Mr			Address: Postal Headquarters Jersey JE1 1AA	
	Function:			Tel: 1: (+44 1534) 616616 2: (+)	
	Address:			Fax: (+44 1534)871629	
	Tel: 1: (+)			E-Mail: Customercare@JerseyPost.com	
	2: (+)				
	Fax: (+)				
	E-Mail:				

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:30-17:30	-
Tuesday	08:30-17:30	-
Wednesday	09:00-17:30	-
Thursday	08:30-17:30	-
Friday	08:30-17:30	-
Saturday	09:00-13:00	-
Sunday	-	-

Languages English

National Holidays**41.1 National holidays**

National holiday in 2022

Month	Day(s)	National Holidays - Description
January	3	New Year's Day (substitute day)
April	15	Good Friday
April	18	Easter Monday
May	2	Early May Bank Holiday
May	9	Liberation Day
June	2	Spring Bank Holiday
June	3	Queens Platinum Jubilee
August	29	Summer Bank Holiday
September	19	Funeral of Her Majesty Queen Elizabeth II
December	26	Boxing Day
December	27	Christmas Day (substitute day)

National holiday in 2023

Month	Day(s)	National Holidays - Description
January	2	New Year's Day (substitute day)
April	7	Good Friday
April	10	Easter Monday
May	1	Early May Bank Holiday
May	8	Coronation of King Charles III
May	9	Liberation Day
May	29	Spring Bank Holiday
August	28	Summer Bank Holiday
December	25	Christmas Day
December	26	Boxing 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	No
42.2	parcels redirected to a third party	No
42.3	parcels abandoned by the sender	No
42.4	parcels lost or destroyed	Yes
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	No
43.2	Redirection fee charged	Yes
43.3	Amount of redirection fee (SDR)	5.5

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: Jersey B
 IMPC code: JEJERB
 Name: Mr Jersey Post
 Function:
 Address: Postal Headquarters
 Jersey
 JE1 1AA
 Tel: 1: (+)
 2: (+)
 Fax: (+)
 E-Mail: Postalsettlements@Jerseypost.com

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	00:00-23:59	-
Tuesday	00:00-23:59	-
Wednesday	00:00-23:59	-
Thursday	00:00-23:59	-
Friday	00:00-23:59	-
Saturday	00:00-12:00	-
Sunday	-	-

Observations/Comments

Delivery standards

46-47 See the annexes.

Barcode

48 Barcode sample used on all outward international postal parcels.



CK110006368JE

Parcel delivery standards - Air parcel

OE Name Jersey B
 IMPC Code JEJERB
 Tel (+44)1534 616517
 Fax (+44)1534 630145
 Hours of operation 06:00 to 17:00

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 - 23:59	Tuesday	---	---
Tuesday	00:00 - 23:59	Wednesday	---	---
Wednesday	00:00 - 23:59	Thursday	---	---
Thursday	00:00 - 23:59	Friday	---	---
Friday	00:00 - 23:59	Monday	---	---
Saturday	00:00 - 23:59	Tuesday	---	---
Sunday	00:00 - 23:59	Tuesday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
All Jersey	

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times: Same day/next day
 Items subject to customs duty: items over £135.00
 Items not subject to customs duty: items under £135.00

Comments:

Parcel delivery standards - Surface parcel

OE Name Jersey B
 IMPC Code JEJERB
 Tel (+44)1534 616517
 Fax (+44)1534 630145
 Hours of operation 06:00 to 17:00

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 - 23:59	Tuesday	---	---
Tuesday	00:00 - 23:59	Wednesday	---	---
Wednesday	00:00 - 23:59	Thursday	---	---
Thursday	00:00 - 23:59	Friday	---	---
Friday	00:00 - 23:59	Monday	---	---
Saturday	00:00 - 23:59	Tuesday	---	---
Sunday	00:00 - 23:59	Tuesday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
All Jersey	

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times: Same day/next day
 Items subject to customs duty: items over £135.00
 Items not subject to customs duty: items under £135.00

Comments:

Last validation date: 2021-05-27