

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)	30		RESDDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes
1.2	Air (or priority) parcels (kg)	30		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)	Yes		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	Yes
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	Yes
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	Yes
<b>Supplementary services</b>				6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	
<b>3</b>	<b>Cumbersome parcels admitted</b>	Yes		6.5	Nature of this governmental or legally binding restriction.	
<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	1.50		7.1.1	a signature of acceptance is obtained	Yes
	Metres for length & greatest circumference	3.0		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	1.05		7.2	Ordinary parcels	
	Metres for length & greatest circumference	2.0		7.2.1	Signature of the addressee or his agent	Yes
<b>Parcels service features</b>				7.2.2	Signature of a de facto agent	Yes
<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		<b>11.1</b>	<b>Acceptance of Cash-on-delivery (COD) service for parcels</b>	
EMF	Out of Customs/Departure from inward office of exchange	Yes		11.1.1	outbound COD parcels	No
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					

11.1.2	inbound COD parcels	No			
<b>Express delivery service</b>					
<b>12</b>	<b>Express parcel delivery service provided</b>	<b>Yes</b>			
12.1	If yes, parcels delivered by special messenger	No			
12.2	If not, advice of delivery provided to addressee	No			
12.3	Charge collected at time of delivery to addressee	Yes			
12.4	Amount collected per parcel (SDR)	1.5			
<b>Parcels with advice of delivery</b>					
<b>13</b>	<b>Admission of advice of delivery for</b>				
13.1	ordinary parcels	Yes			
13.2	insured parcels	No			
<b>Parcels for delivery free of charges and fees</b>					
<b>14</b>	<b>Parcels for delivery free of charges and fees admitted</b>	<b>No</b>			
<b>Fragile parcel</b>					
<b>15</b>	<b>Fragile parcels admitted</b>	<b>No</b>			
<b>Consignment service</b>					
<b>16</b>	<b>Consignment service by bilateral agreements provided</b>	<b>Yes</b>			
<b>Integrated logistics service</b>					
<b>17</b>	<b>integrated logistics service by bilateral agreements provided</b>	<b>No</b>			
<b>Addresses for bilateral agreements</b>					
<b>18</b>	<b>Contact details of the person responsible for questions concerning bilateral agreements</b>				
Name:	Mr MR. Sengphachanh SIVILAY				
Function:	Deputy Director of Business Development and Cooperation				
Address:	Entreprise des Postes Lao Lane Xang Avenue 01000 Vientiane, Lao PDR				
Tel:	1: (+856)21213232 2: (+856) 52615678				
Fax:	(+856)21212779				
E-mail	sengphachanh.s@laopost.com.la info@laopost.com.la				
<b>Admissible radioactive material and infectious substances</b>					
<b>19</b>	<b>Radioactive materials admitted in</b>				
19.1	Air Parcels				
		Inbound parcels	Yes		
		Outbound parcels	Yes		
19.2	Insured parcels				
		Inbound parcels	No		
		Outbound parcels	No		
<b>20</b>	<b>Infected substances admitted in</b>				
20.1	Air Parcels				
		Inbound parcels	No		
		Outbound parcels	No		
20.2	Insured parcels				
		Inbound parcels	No		
		Outbound parcels	No		
<b>Supplementary charges - Customs</b>					
<b>21</b>	<b>Non-dutiable parcels</b>				
21.1	Threshold level below which parcels are free of customs duties and other taxes	No			
	Comments:				
<b>22</b>	<b>Dutiable parcels</b>				
22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes			
22.2	Amount of fee collected				
	Local currency				
	USD				
	Comments:				
	Refer to import customs Article				
<b>23</b>	<b>Customs clearance fee collected for all items declared at customs</b>	<b>No</b>			
	Comments:				
<b>24</b>	<b>Administration fees collected for parcels subject to export customs clearance</b>	<b>Yes</b>			
24.1	Amount of the charge collected				
	Local currency				30,000 kip
	USD				3.2
	Comments:				
<b>Special charges - Storage</b>					
<b>25</b>	<b>Storage charge collected on a parcel when it is kept beyond the prescribed period, or in the event of return to sender/redirection</b>	<b>Yes</b>			
25.1	Amount of charge per day/per parcel				
	Local currency				1000 kip
	SDR				0.06

25.2	Period of charge, if not daily	Within 7 days, no storage charge		<b>Period of retention</b>	
<b>Special delivery charges</b>				<b>32</b>	<b>Period of retention for parcels</b>
26	Delivery charges collected at the time of delivery in response to the advice of arrival	No		32.1	Normal period 1 Month(s)
<b>Special charges – Poste restante</b>				32.2	Exceptional period 2 Month(s)
27	Poste restante service provided	Yes		<b>33</b>	<b>Retention for parcels for which notice could not be sent or addressed to poste restante</b>
27.1	Amount of charge per parcel			33.1	Normal period 1 Month(s)
	Local currency	15,000 kip		33.2	Exceptional period 3 Month(s)
	SDR	0.9		<b>Parcels automatically retained</b>	
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>				Office name:	Vientiane Exchange Office
28	Parcels returned to sender	Yes		Name:	Mr Bounthavy MAHAVONG
<b>Delivery areas</b>				Function:	Manager assistance of Vientiane Exchange Office
29	Parcels delivered to			Address:	ENTREPRISE DES POSTES LAO LANEXANG AVENUE 01000 VIENTIANE LAO PDR
29.1	all addresses	No		Tel:	1: (+856)21255304 2: (+)
29.2	specific areas only	Yes		Fax:	(+856)21212779
	Comments:			E-Mail:	laopost_mailprocessing@yahoo.com laoposts@laotel.com
<b>Collection</b>				<b>Requests for withdrawal from the post or alteration, or correction of address</b>	
30	Collection of parcels at post offices provided for			<b>35</b>	<b>Requests for withdrawal from the post accepted Yes</b>
30.1	all addresses	No		35.1	Central office (in destination country) to which requests must be sent
30.2	specific areas only	Yes		Office name:	Vientiane Exchange Office
	Comments:			Name:	Ms Vienglayvanh KEOSEEDA
<b>Delivery procedures for parcels for which customs duty and taxes are payable</b>				Function:	Manager of Vientiane Exchange Office
31	Procedure for parcels for which customs duty is payable			Address:	ENTREPRISE DES POSTES LAO LANEXANG AVENUE 01000 VIENTIANE LAO PDR
31.1	Pick up of parcel at the customs office	No		Tel:	1: (+856)21255305 2: (+856)22231122
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	Yes		Fax:	(+856)21212779
31.3	Delivery to the addressee's address after payment of customs duties and taxes	Yes		E-Mail:	Vienglayvanh@laopost.com.la info@laopost.com.la
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	No		<b>Special provisions - Force majeure</b>	
31.5	Other			<b>36</b>	<b>Liability admitted in cases of force majeure No</b>
				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 Yes

Special provisions - Customs declarations			Month	Day(s)	National Holidays - Description
<b>37</b>	<b>Number of CN 23 customs declarations required for inbound parcels</b>	<b>3</b>	January	1	The International New Year's day
37.1	Number of CN 23 customs declarations required for parcels in transit	4	March	8	Women's day
37.2	Languages in which CN 23 customs declarations can be completed French English		April	14	Lao New Year's day
			April	15	Lao New Year's day
			April	16	Lao New Year's day
			May	1	International Labour's day
			July	20	Lao woman's day
			December	2	Lao National's day
Special provisions - Method of dispatching accompanying documents			Regional Holidays		
<b>38</b>	<b>Documents affixed to the relevant parcels</b>	<b>Yes</b>	<b>41.2 Regional holidays</b>		
38.1	Documents attached to the parcels bill	No	Regional holiday in		
Service to customers			Month	Day(s)	Regional/Local Holidays – Localities and description
<b>39</b>	<b>On-line tracking provided</b>	<b>No</b>			
Service to designated operators			Cancellation of fees		
<b>40.</b>	<b>User of the Internet-based Inquiry System (IBIS)</b>	<b>Yes</b>	<b>42</b>	<b>Fees cancelled when they concern</b>	
40.1	Details of office(s) responsible for handling parcel post inquiries		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	No
			42.5	parcels rifled or damaged	No
Office name:	Postal Service Division		Redirection within the country of destination		
Name:	Mr Monh PHIASAKHA		43.1	Redirection done without a request from the sender or addressee	Yes
Function:	Assistance		43.2	Redirection fee charged	Yes
Address:	LAO POST CO.,LTD LANEXANG AVENUE 01000 VIENTIANE LAO PDR		43.3	Amount of redirection fee (SDR)	3
Tel:	1: (+856)21212353 2: (+)		Comments:		
Fax:	(+856)21212779		Miscellaneous provisions – operation of the parcel service		
E-Mail:	laopost_operation@yahoo.com		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
Hours of service and days(s) on which the inquiry service is operating			Postcodes	Localities	
<b>Opening Hours (Local)</b>					
<b>Day</b>	<b>Opening hours 1</b>	<b>Opening hours 2</b>			
Monday	-	-			
Tuesday	08:30-11:30	13:30-16:30			
Wednesday	08:30-11:30	13:30-16:30			
Thursday	08:30-11:30	13:30-16:30			
Friday	08:00-12:00	13:00-17:00			
Saturday	-	-			
Sunday	-	-			
Languages	English		Office(s) of exchange handling parcels		
National Holidays			<b>45</b>	<b>Details of office(s) of exchange responsible for handling parcel post</b>	
<b>41.1 National holidays</b>					
National holiday in 2023					

Office name: Vientiane Office of Exchange (VOE)  
 IMPC code: LAVTEA  
 Name: Ms Vienglayvanh KEOSIDA  
 Function: Manager of OE  
 Address: Vientiane Office of Exchange  
 Lanexang Avenue 01000  
 Vientiane Lao PDR  
 Tel: 1: (+85621)214843  
 2: (+856)22231122  
 Fax: (+85621)212779  
 E-Mail: Vienglayvanh@laopost.com  
 info@laopost.com.la

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

**Opening Hours (Local)**

Day	Opening hours 1	Opening hours 2
Monday	08:30-11:30	13:30-16:30
Tuesday	08:30-11:30	13:30-16:30
Wednesday	08:30-11:30	13:30-16:30
Thursday	08:30-11:30	13:30-16:30
Friday	08:30-11:30	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 VIENTIANE OFFICE OF EXCHANGE

IMPC Code LAVTEA

Tel (+856)21 212 353

Fax (+856)21 212 779

Hours of operation Mon, Tues, Wed, Thur, Fri: 08.00–17.00; Sat: 06.00–18.00; 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	Zone 4	Zone 5	Zone 6
Mon	00:00 - 09:00	Wed	Thu	Mon+1	Tue+1	---	---
Mon	09:01 - 23:59	Thu	Fri	Tue+1	Wed+1	---	---
Tue	00:00 - 09:00	Thu	Fri	Tue+1	Wed+1	---	---
Tue	09:01 - 23:59	Fri	Mon	Wed+1	Thu+1	---	---
Wed	00:00 - 09:00	Fri	Mon	Wed+1	Thu+1	---	---
Wed	09:01 - 23:59	Mon	Tue	Thu+1	Fri+1	---	---
Thu	00:00 - 09:00	Mon	Tue	Thu+1	Fri+1	---	---
Thu	09:01 - 23:59	Tue	Wed	Fri+1	Mon+1	---	---
Fri	00:00 - 09:00	Tue	Wed	Fri+1	Mon+1	---	---
Fri	09:01 - 23:59	Wed	Thu	Mon+1	Tue+1	---	---
Sat	00:00 - 23:59	Wed	Thu	Mon+1	Tue+1	---	---
Sun	00:00 - 23:59	Wed	Thu	Mon+1	Tue+1	---	---

## Definition of zones

## Zone 1:

Postcodes	Cities
01000, 01010, 01030, 01070, 01080, 01110, 01120, 01140, 01160, 01170, 01180, 01200, 01210.	GPO, Sikhay, Chinaimo, Thagone, Dongdok, Thadeua, Banhome, Nasaitong, Xayseths, Donenoun, Thanaleng, pakngum, Xangkhou.

## Zone 2:

Postcodes	Cities
03000, 04000, 05000, 06000, 07000, 08000, 09000, 10000, 11000, 12000, 13000, 16000.	Luangnamtha, Oudomxay, Bokeo, Luangprabang, Houaphan, Xayabouly, Xiengkhouang, VientianeProvince, Bolikhamxay, Khammouane, Savannakhet, Champasack.

## Zone 3:

Postcodes	Cities

## ENTREPRISE DES POSTES LAO

LAA

02000, 14000, 15000, 17000, 13030, 11010, 13060, 12030, 11040, 09020, 06130, 16110, 06010, 06020, 06030, 06040, 06050, 06060, 06070, 06080, 06100, 06090, 06110, 09100, 09010, 09030, 09040, 09050, 09060, 09070, 09080, 11050, 09090, 12010, 16020, 10050, 08010, 06140, 12020, 10120, 13020, 04060, 11020, 16080, 08020, 16050, 10140, 16060, 10060, 12070, 13050, 13080, 11030, 11060.	Phongsaly, Saravane, Sekong, Attapeu, Atsapheungthong, Bolikhan, Chanphon, Hinboun, Khangkhai Khamkeuth school, Kiewachan, M chomphet, M xiengnhern, M narn, M park ou, M num bark, M ngoy, M park xaeng, M phonxay, M meungkhai, M phoukhoun, M viengkham, M chomphet, M thatom, M kham, M khoun, M nonghad, M phaxay, M num ngum, M nongpet, M aok, M viengthong, M phou kood.
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## Zone 4:

Postcodes	Cities
04040, 03050, 02060, 15030, 08050, 04050, 15020, 08030, 14050, 14060, 03040, 07040, 07070, 07050, 07060, 07010, 07020, 07030, 02040, 02010, 14070, 04020, 08100, 05030, 05040, 02030, 17020, 03010, 15010, 05010, 03030, 14040, 17010, 08060.	Beang, Boten, Bountai, Daceheum, Hongsa, Houne, Kaleum, Keanthao, Kongsedon, Lao ngame, Long, M houameuang, M add, M samtay, M sob bao, M xiengkhor, M viengthong, M viengxay, Mai, Meuang khua, Nakhonepheng, Namor, Nampui, Paktha, Phaoudom, Samphanh, Sanamexay, Sing, Thateng, Thonpheuang, Viengphoukha, Wapy, Xaysetha, Xienghone.

## Zone 5:

Postcodes	Cities

## Zone 6:

Postcodes	Cities

Arrival at office of exchange:	9.45
<b>Customs clearance times:</b>	10.30
Items subject to customs duty:	0.5 hrs
Items not subject to customs duty:	0.2 hrs

**Comments:**

**Parcel delivery standards - Surface parcel**

OE Name VIENTIANE OFFICE OF EXCHANGE

IMPC Code LAVTEA

Tel (+856)21 212 353

Fax (+856)21 212 779

Hours of operation Mon, Tues, Wed, Thur, Fri: 08.00–17.00; Sat: 06.00–18.00; 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>	<b>Zone 4</b>	<b>Zone 5</b>	<b>Zone 6</b>
Mon	00:00 - 09:00	Wed	Thu	Mon+1	Tue+1	---	---
Mon	09:01 - 23:59	Thu	Fri	Tue+1	Wed+1	---	---
Tue	00:00 - 09:00	Thu	Fri	Tue+1	Wed+1	---	---
Tue	09:01 - 23:59	Fri	Mon	Wed+1	Thu+1	---	---
Wed	00:00 - 09:00	Fri	Mon	Wed+1	Thu+1	---	---
Wed	09:01 - 23:59	Mon	Tue	Thu+1	Fri+1	---	---
Thu	00:00 - 09:00	Mon	Tue	Thu+1	Fri+1	---	---
Thu	09:01 - 23:59	Tue	Wed	Fri+1	Mon+1	---	---
Fri	00:00 - 09:00	Tue	Wed	Fri+1	Mon+1	---	---
Fri	09:01 - 23:59	Wed	Thu	Mon+1	Tue+1	---	---
Sat	00:00 - 23:59	Wed	Thu	Mon+1	Tue+1	---	---
Sun	00:00 - 23:59	Wed	Thu	Mon+1	Tue+1	---	---

## Definition of zones

## Zone 1:

Postcodes	Cities
01000, 01010, 01030, 01070, 01080, 01110, 01120, 01140, 01160, 01170, 01180, 01200, 01210.	GPO, Sikhay, Chinaimo, Thagone, Dongdok, Thadeua, Banhome, Nasaithong, Xayseths, Donenoun, Thanaleng, pakngum, Xangkhou.

## Zone 2:

Postcodes	Cities
03000, 04000, 05000, 06000, 07000, 08000, 09000, 10000, 11000, 12000, 13000, 16000.	Luangnamtha, Oudomxay, Bokeo, Luangprabang, Houaphan, Xayabouly, Xiengkhouang, VientianeProvince, Bolikhamxay, Khammouane, Savannakhet, Champasack.

## Zone 3:

Postcodes	Cities



## ENTREPRISE DES POSTES LAO

LAA

02000, 14000, 15000, 17000, 13030, 11010, 13060, 12030, 11040, 09020, 06130, 16110, 06010, 06020, 06030, 06040, 06050, 06060, 06070, 06080, 06100, 06090, 06110, 09100, 09010, 09030, 09040, 09050, 09060, 09070, 09080, 11050, 09090, 12010, 16020, 10050, 08010, 06140, 12020, 10120, 13020, 04060, 11020, 16080, 08020, 16050, 10140, 16060, 10060, 12070, 13050, 13080, 11030, 11060.	Phongsaly, Saravane, Sekong, Attapeu, Atsapheungthong, Bolikhan, Chanphon, Hinboun, Khangkhai Khamkeuth school, Kiewachan, M chomphet, M xiengnhern, M narn, M park ou, M num bark, M ngoy, M park xaeng, M phonxay, M meungkhai, M phoukhoun, M viengkham, M chomphet, M thatom, M kham, M khoun, M nonghad, M phaxay, M num ngum, M nongpet, M aok, M viengthong, M phou kood.
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## Zone 4:

Postcodes	Cities
04040, 03050, 02060, 15030, 08050, 04050, 15020, 08030, 14050, 14060, 03040, 07040, 07070, 07050, 07060, 07010, 07020, 07030, 02040, 02010, 14070, 04020, 08100, 05030, 05040, 02030, 17020, 03010, 15010, 05010, 03030, 14040, 17010, 08060.	Beang, Boten, Bountai, Daceheum, Hongsa, Houne, Kaleum, Keanthao, Kongsedon, Lao ngame, Long, M houameuang, M add, M samtay, M sob bao, M xiengkhor, M viengthong, M viengxay, Mai, Meuang khua, Nakhonepheng, Namor, Nampui, Paktha, Phaoudom, Samphanh, Sanamexay, Sing, Thateng, Thonpheuang, Viengphoukha, Wapy, Xaysetha, Xienghone.

## Zone 5:

Postcodes	Cities

## Zone 6:

Postcodes	Cities

Arrival at office of exchange:	9.45
<b>Customs clearance times:</b>	10.30
Items subject to customs duty:	0.5 hrs
Items not subject to customs duty:	0.2 hrs

**Comments:**

Last validation date: Da V1 01/07/2020