

Basic Services						
1	Maximum weight limit admitted			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	No
2	Maximum size admitted			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	No
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			6	Home delivery	
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
Supplementary services				6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	
3	Cumbersome parcels admitted	Yes		6.5	Nature of this governmental or legally binding restriction.	
4	Maximum size admitted			7	Signature of acceptance	
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
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	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	
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			
Express delivery service					
12	Express parcel delivery service provided	Yes			
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			
Parcels with advice of delivery					
13	Admission of advice of delivery for				
13.1	ordinary parcels	Yes			
13.2	insured parcels	No			
Parcels for delivery free of charges and fees					
14	Parcels for delivery free of charges and fees admitted	No			
Fragile parcel					
15	Fragile parcels admitted	No			
Consignment service					
16	Consignment service by bilateral agreements provided	Yes			
Integrated logistics service					
17	integrated logistics service by bilateral agreements provided	No			
Addresses for bilateral agreements					
18	Contact details of the person responsible for questions concerning bilateral agreements				
Name:	Mr MR. Bounchanh SENAMOUNTY				
Function:	Deputy Director of Postal Operations Division				
Address:	Entreprise des Postes Lao Lane Xang Avenue 01000 Vientiane, Lao PDR				
Tel:	1: (+856)21213232 2: (+)				
Fax:	(+856)21212779				
E-mail	bounsena@yahoo.com laoposts@laotel.com				
Admissible radioactive material and infectious substances					
19	Radioactive materials admitted in				
19.1	Air Parcels				
		Inbound parcels	Yes		
		Outbound parcels	Yes		
19.2	Insured parcels				
		Inbound parcels	No		
		Outbound parcels	No		
20	Infected substances admitted in				
20.1	Air Parcels				
		Inbound parcels	No		
		Outbound parcels	No		
20.2	Insured parcels				
		Inbound parcels	No		
		Outbound parcels	No		
Supplementary charges - Customs					
21	Non-dutiable parcels				
21.1	Threshold level below which parcels are free of customs duties and other taxes	No			
	Comments:				
22	Dutiable parcels				
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 Acticle				
23	Customs clearance fee collected for all items declared at customs	No			
	Comments:				
24	Administration fees collected for parcels subject to export customs clearance	Yes			
24.1	Amount of the charge collected				
	Local currency			25,000 kip	
	USD			3.2	
	Comments:				
Special charges - Storage					
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			
25.1	Amount of charge per day/per parcel				
	Local currency			500 kip	
	SDR			0.03	

25.2	Period of charge, if not daily	Within 7 days, no storage charge		Period of retention	
Special delivery charges				32	Period of retention for parcels
26	Delivery charges collected at the time of delivery in response to the advice of arrival	No		32.1	Normal period 1 Month(s)
Special charges – Poste restante				32.2	Exceptional period 2 Month(s)
27	Poste restante service provided	Yes		33	Retention for parcels for which notice could not be sent or addressed to poste restante
27.1	Amount of charge per parcel			33.1	Normal period 1 Month(s)
	Local currency	10,000 kip		33.2	Exceptional period 3 Month(s)
	SDR	0.62		Parcels automatically retained	
27.2	Basis for charge if not an amount per parcel			34	Office to which a copy of the CP 78 verification note should be sent
Special provisions - Treatment of parcels wrongly accepted				Office name:	Vientiane Exchange Office
28	Parcels returned to sender	Yes		Name:	Mr Bounthavy MAHAVONG
Delivery areas				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
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	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:	Mr Bounthavy MAHAVONG
Delivery procedures for parcels for which customs duty and taxes are payable				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)21255304 2: (+)
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:	laopost_mailprocessing@yahoo.com laoposts@laotel.com
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	No		Special provisions - Force majeure	
31.5	Other			36	Liability admitted in cases of force majeure No
Special provisions - Customs declarations				36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators No
37	Number of CN 23 customs declarations required for inbound parcels	3		36.2	Addressee/sender's reservations admitted at the time of delivery Yes

37.1	Number of CN 23 customs declarations required for parcels in transit	4
37.2	Languages in which CN 23 customs declarations can be completed	French English
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	No
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:	Postal Operations Division	
Name:	Ms Phengphanh PHASAVATH	
Function:	Assistance	
Address:	ENTREPRISE DES POSTES LAO LANEXANG AVENUE 01000 VIENTIANE LAO PDR	
Tel:	1: (+856)21212353 2: (+)	
Fax:	(+856)21212779	
E-Mail:	laopost_operation@yahoo.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	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	08:00-12:00	13:00-17:00
Saturday	-	-
Sunday	-	-

Languages English

National Holidays**41.1 National holidays**

National holiday in 2016

Month	Day(s)	National Holidays - Description
January	1	The International New Year's day

March	8	Women's day
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
December	2	Lao National's 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	No
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	Yes
43.2	Redirection fee charged	Yes
43.3	Amount of redirection fee (SDR)	3

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: Vientiane Office of Exchange (VOE)
 IMPC code: LAVTEA
 Name: Mr Boualy CHANRADSNICHONE
 Function: Manager of OE
 Address: Vientiane Office of Exchange
 Lanexang Avenue 01000
 Vientiane Lao PDR
 Tel: 1: (+85621)214843
 2: (+)
 Fax: (+85621)212779
 E-Mail: laopost_mailprocessing@yahoo.com
 laoposts@laotel.com

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)21214843

Fax (+856)21212779

Hours of operation Mon - Fri: 08.00-17.00

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

Definition of zones

Zone 1:

Postcodes	Cities
01000, 01010, 01030, 01120, 01140, 01160, 01170.	Chanthabouly, Sikhottabong, Sisattanak, Hatxaifong, Naxaythong, Xaysettha, Xaythany.

Zone 2:

Postcodes	Cities
03000, 04000, 05000, 06000, 07000, 08000, 09000, 10000, 11000, 12000, 13000.	Louangnamtha, Oudomxay, Bokeo, Luangprabang, Houaphanh, Xayabouly, Xiengkhouang, Vientiane Province, Bolikhamxay, Khammouane, Savannakhet.

Zone 3:

Postcodes	Cities
02000, 14000, 15000, 17000.	Phongsaly, Saravane, Sekong, Attapeu.

Arrival at office of exchange: 09:45

Customs clearance times: 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)21214843

Fax (+856)21212779

Hours of operation Mon - Fri: 08.00-17.00

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

Definition of zones

Zone 1:

Postcodes	Cities
01000, 01010, 01030, 01120, 01140, 01160, 01170.	Chanthabouly, Sikhottabong, Sisattanak, Hatxaifong, Naxaythong, Xaysettha, Xaythany.

Zone 2:

Postcodes	Cities
03000, 04000, 05000, 06000, 07000, 08000, 09000, 10000, 11000, 12000, 13000.	Louangnamtha, Oudomxay, Bokeo, Luangprabang, Houaphanh, Xayabouly, Xiengkhouang, Vientiane Province, Bolikhamxay, Khammouane, Savannakhet.

Zone 3:

Postcodes	Cities
02000, 14000, 15000, 17000.	Phongsaly, Saravane, Sekong, Attapeu.

Arrival at office of exchange: 09:45

Customs clearance times: 10:30

Items subject to customs duty: 0,5 hrs

Items not subject to customs duty: 0,2 hrs

Comments:

Last validation date: 2010-06-22