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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	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	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.	Yes
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No	6.5	Nature of this governmental or legally binding restriction. art. 103, 104, 105, 108 and 109 stated in the "Organization of administrative and financial assets at the General Directorate of Post and Telegraph", National Decree#126 issued on 12/6/1959 (translated authenticated copy submitted to UPU)	
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes	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)	No	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)	Yes	7.1.3	another form of evidence of receipt is obtained	Yes
Supplementary services			7.1.4	Nature of this evidence	
3	Cumbersome parcels admitted	No	7.2	Ordinary parcels	
Parcels service features			7.2.1	Signature of the addressee or his agent	No
5	Electronic exchange of information		7.2.2	Signature of a de facto agent	No
5.1.1	Use a track and trace system	Yes	7.3	Insured parcels	
5.1.2	Mandatory tracking events transmitted		7.3.1	Signature of the addressee or his agent	No
EMC	Departure from outward office of exchange	Yes	7.3.2	Signature of a de facto agent	No
EMD	Arrival at inward office of exchange	Yes	Insured parcel service		
EMH	Attempted/Unsuccessful delivery	Yes	8	Insured surface parcels admitted	No
EMI	Final delivery	Yes	9	Insured air parcels admitted	No
5.1.3	Optional tracking events transmitted		10	Marking used for insured parcels	
EMA	Posting/collection	No	10.1	CP 74 pink label used	No
EMB	Arrival at outward office of exchange	No	10.2	CP 73 label and pink "insured" label used	No
EME	Held by Customs	Yes	Cash-on-delivery service for parcel		
EMF	Out of Customs/Departure from inward office of exchange	Yes	11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
EMG	Arrival at delivery office	No	11.1.1	outbound COD parcels	No
EMJ	Arrival at transit office of exchange	No	11.1.2	inbound COD parcels	No
EMK	Departure from transit office of exchange	No	Express delivery service		
5.1.4	Dispatch messages transmitted				
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes			
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	No			
RESCON	Response to a PRECON – destination post	No			

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12	Express parcel delivery service provided	Yes	20	Infected substances admitted in	
12.1	If yes, parcels delivered by special messenger	Yes	20.1	Air Parcels	Inbound parcels No Outbound parcels No
12.3	Charge collected at time of delivery to addressee	Yes	20.2	Insured parcels	Inbound parcels No Outbound parcels No
12.4	Amount collected per parcel (SDR)	1.6			
Parcels with advice of delivery			Supplementary charges - Customs		
13	Admission of advice of delivery for		21	Non-dutiable parcels	
13.1	ordinary parcels	No	21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes
13.2	insured parcels	No	21.2	Exemption threshold	
Parcels for delivery free of charges and fees				Local currency	200 000 LBP
14	Parcels for delivery free of charges and fees admitted	No		USD	133
Fragile parcel				Comments:	
15	Fragile parcels admitted	Yes		for C to C items identified as "gift"	
Consignment service			22	Dutiable parcels	
16	Consignment service by bilateral agreements provided	No	22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes
Integrated logistics service			22.2	Amount of fee collected	
17	integrated logistics service by bilateral agreements provided	Yes		Local currency	9900 LBP
Addresses for bilateral agreements				USD	6
18	Contact details of the person responsible for questions concerning bilateral agreements			Comments:	
Name:	Ms Dayana Nourallah		23	Customs clearance fee collected for all items declared at customs	No
Function:	Quality and International Affairs Manager			Comments:	
Address:	Beirut Sorting Center Rafic Hariri International Airport Baabda 1000, Beirut Lebanon		24	Administration fees collected for parcels subject to export customs clearance	Yes
Tel:	1: (+9611)625081 2: (+)		24.1	Amount of the charge collected	
Fax:	(+9611)625091			Local currency	1650 LBP
E-mail	intl_affairs@libanpost.com dayana.nourallah@libanpost.com			USD	1.1
Admissible radioactive material and infectious substances				Comments:	
19	Radioactive materials admitted in			Includes VAT.	
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	Yes
		Inbound parcels No Outbound parcels No	25.1	Amount of charge per day/per parcel	
19.2	Insured parcels			Local currency	
		Inbound parcels No Outbound parcels No		SDR	
Special charges - Storage					

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25.2	Period of charge, if not daily	100 LBP per day starting the 7th day from reception, up to 9000 LBP for the dutiable parcels and 17500 LBP for the retained parcels. (excluding VAT)	Parcels are available at the nearest Post Office from the consignee address where after being notified, he can pick up his parcels and settle all the duties and charges. Same for the retained parcels at the Customs premises within the Main sorting center.
Special delivery charges			Delivery procedures for parcels for which customs duty and taxes are payable
26	Delivery charges collected at the time of delivery in response to the advice of arrival	No	31 Procedure for parcels for which customs duty is payable
Special charges – Poste restante			31.1 Pick up of parcel at the customs office Yes
27	Poste restante service provided	Yes	31.2 Addressee's address with collection of customs duties and taxes at the time of delivery No
27.1	Amount of charge per parcel		31.3 Delivery to the addressee's address after payment of customs duties and taxes No
	Local currency	1750 LBP	31.4 Over the counter at the local post office with immediate payment of customs duties and taxes Yes
	SDR	1.2	31.5 Other
27.2	Basis for charge if not an amount per parcel		In case of parcel retention at the customs office at the main sorting center, the addressee come and submit all the required or missing documents, before settling his duties and obtaining the parcel. The point 31.3 available upon request. Otherwise, dutiable parcels are deposited at the nearest postal counter from the mentioned address and the client come, settle his dues and pick up the item.
Special provisions - Treatment of parcels wrongly accepted			Period of retention
28	Parcels returned to sender	Yes	32 Period of retention for parcels
Delivery areas			32.1 Normal period 1 Month(s)
29	Parcels delivered to		32.2 Exceptional period 2 Month(s)
29.1	all addresses	No	33 Retention for parcels for which notice could not be sent or addressed to poste restante
29.2	specific areas only	No	33.1 Normal period 1 Month(s)
	Comments:		33.2 Exceptional period 2 Month(s)
	LibanPost do not perform delivery to addresses due to legislative regulation. Parcels are deposited at the nearest postal counter from the consignee address or retained by Customs at the main sorting center. A first "traceable" notice is delivered to the addressee to inform of a parcel arrival or retention. If the parcel was not picked up within 6 days from the 1st notice, a second notice is prepared to the addressee intention and sent by registered mail for information concerning the parcel existence. If not picked up, parcel is RTS after around 30 days from its reception.		Parcels automatically retained
Collection			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.
30	Collection of parcels at post offices provided for		
30.1	all addresses	Yes	
30.2	specific areas only	No	
	Comments:		

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Office name: International Affairs department	39.1	Web site address to access information http://www.libanpost.com
Name: Mr	39.2	Languages in which track and trace information is available English
Function: International Verification Notes and Inquiries Section		
Address: Beirut Sorting Center Rafic Hariri International Airport Baabda 1000, Beirut Lebanon		
Tel: 1: (+9611)625081 2: (+)		
Fax: (+9611)625091		
E-Mail: intl_inquiries@libanpost.com		
Requests for withdrawal from the post or alteration, or correction of address		
35	Requests for withdrawal from the post accepted	Yes
35.1	Central office (in destination country) to which requests must be sent	
Office name: International Affairs department		
Name: Mr		
Function:		
Address: Beirut Sorting Center Rafic Hariri International Airport Baabda 1000, Beirut Lebanon		
Tel: 1: (+9611)625081 2: (+)		
Fax: (+9611)625091		
E-Mail: intl_inquiries@libanpost.com		
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	
36.2	Addressee/sender's reservations admitted at the time of delivery	
Special provisions - Customs declarations		
37	Number of CN 23 customs declarations required for inbound parcels	2
37.1	Number of CN 23 customs declarations required for parcels in transit	
37.2	Languages in which CN 23 customs declarations can be completed French English Arabic	
Special provisions - Method of dispatching accompanying documents		
38	Documents affixed to the relevant parcels	Yes
38.1	Documents attached to the parcels bill	
Service to customers		
39	On-line tracking provided	Yes
Office name: Beirut Sorting Center		
Name: Mr		
Function:		
Address: LibanPost Rafic Hariri International Airport Baabda 1000 Lebanon		
Tel: 1: (+961)1629629 2: (+961)1629629		
Fax: (+961)1625091		
E-Mail: customercare@libanpost.com intl_inquiries@libanpost.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	08:00-17:00	-
Tuesday	08:00-17:00	-
Wednesday	08:00-17:00	-
Thursday	08:00-17:00	-
Friday	08:00-17:00	-
Saturday	08:00-12:00	-
Sunday	-	-
Languages French English Arabic		
National Holidays		
41.1 National holidays		
National holiday in 2020		
Month	Day(s)	National Holidays - Description
January	1	New Year
January	6	Armenian Orthodox Christmas
February	10	Saint Maron day - adjusted from 9 to 10 as per government decision
February	14	Memorial Day
March	25	Feast of the annunciation
April	10	Good Friday
April	13	Easter Monday

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April	17	Good Friday (Eastern Church)
April	20	Easter Monday (Eastern Church)
May	1	Labor Day
May	25	Resistance and liberation day and Eid al Fitr (End of Ramadan)
May	26	Eid al Fitr (End of Ramadan)
July	31	Eid Al Adha
August	1	Eid Al Adha
August	15	Assumption of Mary
August	20	Islamic New Year
August	29	Ashoura
October	29	Birthday of Prophet Muhammad
November	22	Independence day
November	23	Independence day
December	25	Christmas

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	1	New Year
January	6	Armenian Orthodox Christmas
February	9	St. Maron Day
February	14	Memorial Day
March	25	Feast of Annunciation
April	2	Good Friday
April	5	Easter Monday
April	30	Good Friday (Eastern Church)
May	1	Labor Day
May	3	Easter Monday(Eastern Church)
May	9	Resistance and Liberation Day
May	13	Eid el Fitr (Ramadan)
May	14	Eid el Fitr (Ramadan)
July	20	Eid el Adha
July	21	Eid el Adha
August	9	Islamic New Year
August	15	Assumption of Mary
August	18	Ashoura
October	18	Birthday of Prophet Mohamed
November	22	Independence Day
December	25	Christmas 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	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	Yes
43.3	Amount of redirection fee (SDR)	1.31

Comments:

per trip: 2 USD (3000 LBP);
monthly: 14.6 USD (22000 LBP).**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: Beirut Sorting Center
 IMPC code: LBBEYA
 Name: Mr
 Function: Operations Support
 Address: Beirut Sorting Center
 Rafic Hariri International Airport
 Baabda 1000, Beirut
 Lebanon
 Tel: 1: (+9611)625081
 2: (+)
 Fax: (+9611)625091
 E-Mail: operation_support@libanpost.com
 intl_affairs@libanpost.com

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

Opening Hours (Local)

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Day	Opening hours 1	Opening hours 2
Monday	08:00-17:00	17:00-02:00
Tuesday	08:00-17:00	17:00-02:00
Wednesday	08:00-17:00	17:00-02:00
Thursday	08:00-17:00	17:00-02:00
Friday	08:00-17:00	17:00-02:00
Saturday	08:00-14:00	14:00-22:00
Sunday	-	-

Observations/Comments

Parcels dispatches (in and out) are dealt with from 8:00 to 14:00 - Monday to Saturday.

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 Beirut Sorting Center
 IMPC Code LBBEYA
 Tel (+9611)625081
 Fax (+9611)625091
 Hours of operation Mon, Tues, Wed, Thur.: 08.00–17.00; Fri and Sat: 08.00–14.00; 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
Monday	00:00 - 17:00	Thursday	---	
Monday	17:01 - 23:59	Friday	---	---
Tuesday	00:00 - 17:00	Friday	---	
Tuesday	17:01 - 23:59	Monday	---	---
Wednesday	00:00 - 17:00	Monday	---	
Wednesday	17:01 - 23:59	Tuesday	---	
Thursday	00:00 - 17:00	Tuesday	---	
Thursday	17:01 - 23:59	Wednesday	---	
Friday	00:00 - 17:00	Wednesday	---	
Friday	17:01 - 23:59	Thursday	---	
Saturday	00:00 - 23:59	Thursday	---	
Sunday	00:00 - 23:59	Thursday	---	

Definition of zones

Zone 1:

Postcodes	Cities
All zones	

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 17:00

Customs clearance times: 2 days / + depending on customs workload.

Items subject to customs duty: 2 days

Items not subject to customs duty: 2 days

Comments:

Parcels are received and customs cleared at the Office of Exchange; then they are transported to the nearest postal counters from the addresses. First Notices are distributed to the addressees to inform them about the parcels arrival. Second notices are prepared and distributed starting the 7th day from clearance. Parcels are kept for 30 days in the network before returning to sender.

Parcel delivery standards - Surface parcel

OE Name Beirut Sorting Center
 IMPC Code LBBEYA
 Tel (+9611)625081
 Fax (+9611)625091
 Hours of operation Mon, Tues, Wed, Thur.: 08.00–17.00; Fri and Sat: 08.00–14.00; 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>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 17:00	Thursday	---	---
Monday	17:01 - 23:59	Friday	---	---
Tuesday	00:00 - 17:00	Friday	---	---
Tuesday	17:01 - 23:59	Monday	---	---
Wednesday	00:00 - 17:00	Monday	---	---
Wednesday	17:01 - 23:59	Tuesday	---	---
Thursday	00:00 - 17:00	Tuesday	---	---
Thursday	17:01 - 23:59	Wednesday	---	---
Friday	00:00 - 17:00	Wednesday	---	---
Friday	17:01 - 23:59	Thursday	---	---
Saturday	00:00 - 23:59	Thursday	---	---
Sunday	00:00 - 23:59	Thursday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
All zones	

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 17:00

Customs clearance times: 2 days

Items subject to customs duty: 2 days

Items not subject to customs duty:

Comments:

Parcels are received and customs cleared at the Office of Exchange; then they are transported to the nearest postal counters from the addresses. First Notices are distributed to the addressees to inform them about the parcels arrival. Second notices are prepared and distributed starting the 7th day from clearance. Parcels are kept for 30 days in the network before returning to sender.

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