

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)	20	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)	Yes	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)	No	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)	Yes	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)	No	7.1.3	another form of evidence of receipt is obtained	Yes
			7.1.4	Nature of this evidence	
				Passport	
			7.2	Ordinary parcels	
			7.2.1	Signature of the addressee or his agent	Yes
			7.2.2	Signature of a de facto agent	No
			7.3	Insured parcels	
			7.3.1	Signature of the addressee or his agent	Yes
			7.3.2	Signature of a de facto agent	No
Supplementary services			Insured parcel service		
3	Cumbersome parcels admitted	No	8	Insured surface parcels admitted	No
			9	Insured air parcels admitted	No
Parcels service features			10	Marking used for insured parcels	
5	Electronic exchange of information		10.1	CP 74 pink label used	No
5.1.1	Use a track and trace system	Yes	10.2	CP 73 label and pink "insured" label used	No
5.1.2	Mandatory tracking events transmitted				
EMC	Departure from outward office of exchange	Yes			
EMD	Arrival at inward office of exchange	Yes			
EMH	Attempted/Unsuccessful delivery	Yes			
EMI	Final delivery	Yes			
5.1.3	Optional tracking events transmitted				
EMA	Posting/collection	Yes			
EMB	Arrival at outward office of exchange	Yes			
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				
PREDES V 2.0	Pre-advice of international dispatch information - origin post	No			
RESDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	No			
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			
			Cash-on-delivery service for parcel		
			11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
			11.1.1	outbound COD parcels	
			11.1.2	inbound COD parcels	No
			Express delivery service		
			12	Express parcel delivery service provided	No

Parcels with advice of delivery		
13	Admission of advice of delivery for	
13.1	ordinary parcels	Yes
13.2	insured parcels	Yes
Parcels for delivery free of charges and fees		
14	Parcels for delivery free of charges and fees admitted	Yes
Fragile parcel		
15	Fragile parcels admitted	Yes
Consignment service		
16	Consignment service by bilateral agreements provided	No
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 Thomas, Paul W.	
Function:	Director General of Posts, R.L.	
Address:	Ministry of Posts & Telecommunications G.P.O. Central Complex Carey & McDonald Streets 1000 Monrovia 10, Liberia	
Tel:	1: (+231)886534274 2: (+231) 077534274	
Fax:	(+0)0	
E-mail	directorgeneral.libpost@yahoo.com	
Admissible radioactive material and infectious substances		
19	Radioactive materials admitted in	
19.1	Air Parcels	
	Inbound parcels	No
	Outbound parcels	No
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:	
	Customs duties and fees are subject to the Government of Liberia's Customs Regulations	
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:	
	Customs duties and fees are subject to the Government of Liberia's Customs Regulations	
23	Customs clearance fee collected for all items declared at customs	Yes
23.1	Amount of fee collected	
	Local currency	
	USD	
	Comments:	
	Customs duties and fees are subject to the Government of Liberia's Customs Regulations	
24	Administration fees collected for parcels subject to export customs clearance	No
	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	No
Special delivery charges		
26	Delivery charges collected at the time of delivery in response to the advice of arrival	No
Special charges – Poste restante		
27	Poste restante service provided	Yes
27.1	Amount of charge per parcel	
	Local currency	
	SDR	
27.2	Basis for charge if not an amount per parcel	free of charge
Special provisions - Treatment of parcels wrongly accepted		
28	Parcels returned to sender	Yes

Delivery areas			Office name: Monrovia Postal Exchange
29	Parcels delivered to		Name: Ms Mulbah, Angeline M.
29.1	all addresses	No	Function: Head Postmistress
29.2	specific areas only	Yes	Address: Ministry of Posts & Telecommunications G.P.O. Central Complex Carey & McDonald Streets 1000 Monrovia 10, Liberia
	Comments:		Tel: 1: (+231)886554593 2: (+) (+)
	parcels are delivered to registered subscribers (Business entities and Institutions)		Fax: (+)
			E-Mail: angiemulbah@yahoo.com
Collection			Requests for withdrawal from the post or alteration, or correction of address
30	Collection of parcels at post offices provided for		35
30.1	all addresses	Yes	Requests for withdrawal from the post accepted
30.2	specific areas only	No	No
	Comments:		
			Special provisions - Force majeure
			36
			Liability admitted in cases of force majeure
			Yes
			36.1
			Liability admitted for insured parcels on board ships or aircraft used by designated operators
			Yes
			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
31.1	Pick up of parcel at the customs office	No	Number of CN 23 customs declarations required for inbound parcels
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No	3
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No	37.1
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes	Number of CN 23 customs declarations required for parcels in transit
31.5	Other		3
			37.2
			Languages in which CN 23 customs declarations can be completed
			English
Period of retention			Special provisions - Method of dispatching accompanying documents
32	Period of retention for parcels		38
32.1	Normal period	3 Week(s)	Documents affixed to the relevant parcels
32.2	Exceptional period	1 Month(s)	Yes
33	Retention for parcels for which notice could not be sent or addressed to poste restante		38.1
33.1	Normal period	5 Week(s)	Documents attached to the parcels bill
33.2	Exceptional period	2 Month(s)	No
			Service to customers
			39
			On-line tracking provided
			Yes
			39.1
			Web site address to access information
			http://globaltracktrace.ptc.post/gtt.web/
			39.2
			Languages in which track and trace information is available
			English
Parcels automatically retained			Service to designated operators
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.		40.
			User of the Internet-based Inquiry System (IBIS)
			Yes
			40.1
			Details of office(s) responsible for handling parcel post inquiries

Ministry of Posts Liberia

LRA

Office name: Quality of Service
 Name: Mr Diggs, Bennie B.
 Function: Coordinator
 Address: Ministry of Posts & Telecommunications
 G.P.O. Central Complex
 Carey & McDonald Streets
 1000 Monrovia 10, Liberia
 Tel: 1: (+231)775936900
 2: (+231)
 (+0)0
 Fax: (+0)0
 E-Mail: qos@mopt.gov.lr

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-16:00	-
Tuesday	08:00-16:00	-
Wednesday	08:00-16:00	-
Thursday	08:00-16:00	-
Friday	08:00-16:00	-
Saturday	08:00-12:00	-
Sunday	-	-

Languages English

National Holidays

41.1 National holidays

National holiday in 2022

Month	Day(s)	National Holidays - Description
January	1	New Year's Day
February	11	Armed Forces Day
March	9	Decoration Day
March	15	J.J Roberts' Birthday
May	14	Unification Day
July	26	Independence Day
August	24	National Flag Day
November	4	Thanksgiving Day
November	29	William V. S. Tubman's Birthday
December	25	Christmas Day

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	1	New Year Day
February	11	Armed forces Day
March	9	Decoration

March	15	J. J. Roberts Birthday
April	8	Fast and Prayer Day
May	14	Unification Day
July	26	Independence Day
August	24	Flag Day
November	3	Thanksgiving day
November	29	W.V.S. Tubman Birthday
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	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	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	No
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

Office(s) of exchange handling parcels

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

Ministry of Posts Liberia

LRA

Office name: Monrovia Postal Exchange
 IMPC code: LRMLWA
 Name: Mr Johnson, Daniel K.
 Function: Head Postmaster
 Address: Ministry of Posts & Telecommunications
 G.P.O. Central Complex
 Carey & McDonald Streets
 1000 Monrovia 10, Liberia
 Tel: 1: (+231)777430918
 2: (+)
 Fax: (+)
 E-Mail:

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	09:00-16:00	-
Tuesday	09:00-16:00	-
Wednesday	09:00-16:00	-
Thursday	09:00-16:00	-
Friday	09:00-16:00	-
Saturday	09:00-12:00	-
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 General Post Office
IMPC Code LRMLWA
Tel (+231)775936900
Fax (+)
Hours of operation Mon - Fri: 09.00–16.00; Sat: 09.00–13.30; 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 - 23:59	Tuesday	Wednesday	Friday
Tuesday	00:00 - 23:59	Wednesday	Thursday	Saturday
Wednesday	00:00 - 23:59	Thursday	Friday	Monday
Thursday	00:00 - 23:59	Friday	Saturday	Tuesday
Friday	00:00 - 23:59	Saturday	Monday	Wednesday
Saturday	00:00 - 23:59	Monday	Tuesday	Thursday
Sunday	00:00 - 23:59	Monday	Tuesday	Thursday

Definition of zones

Zone 1:

Postcodes	Cities
4000	Buchanan, Monrovia.

Zone 2:

Postcodes	Cities
3000	Gbarnga

Zone 3:

Postcodes	Cities
2000	Tubmanburg

Arrival at office of exchange: 09:00

Customs clearance times: 09:10
Items subject to customs duty: 120 hours
Items not subject to customs duty: 72 hours

Comments: According to Liberia Customs Regulations, all parcels are subject to customs clearance

Parcel delivery standards - Surface parcel

OE Name General Post Office
IMPC Code LRMLWA
Tel (+231)775936900
Fax (+)
Hours of operation Mon - Fri: 09.00–16.00; Sat: 09.00–13.30; 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 - 23:59	Tuesday	Wednesday	Friday
Tuesday	00:00 - 23:59	Wednesday	Thursday	Saturday
Wednesday	00:00 - 23:59	Thursday	Friday	Monday
Thursday	00:00 - 23:59	Friday	Saturday	Tuesday
Friday	00:00 - 23:59	Saturday	Monday	Wednesday
Saturday	00:00 - 23:59	Monday	Tuesday	Thursday
Sunday	00:00 - 23:59	Monday	Tuesday	Thursday

Definition of zones

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Last validation date: DA V1 01/08/2021