

Post Office, Montserrat

MSA

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)	20	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	No
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.	No
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	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	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	No	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	
EMA	Posting/collection	No	10.2	CP 73 label and pink "insured" label used	
EMB	Arrival at outward office of exchange	No	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	No	Express delivery service		
EMK	Departure from transit office of exchange	No	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	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	Yes			
RESCON	Response to a PRECON – destination post	No			

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13.1	ordinary parcels	Yes	21.1	Threshold level below which parcels are free of customs duties and other taxes	No
13.2	insured parcels	No		Comments:	
Parcels for delivery free of charges and fees			22 Dutiable parcels		
14	Parcels for delivery free of charges and fees admitted	No	22.1	Customs clearance fee collected for parcels subject to import customs clearance	No
Fragile parcel				Comments:	
15	Fragile parcels admitted	No	23	Customs clearance fee collected for all items declared at customs	No
Consignment service				Comments:	
16	Consignment service by bilateral agreements provided	No	24	Administration fees collected for parcels subject to export customs clearance	No
Integrated logistics service				Comments:	
17	integrated logistics service by bilateral agreements provided	No	Special charges - Storage		
Addresses for bilateral agreements			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
18	Contact details of the person responsible for questions concerning bilateral agreements		25.1	Amount of charge per day/per parcel	
Name:	Ms MULCARE, NYOTA N C			Local currency	1.50
Function:	DIRECTOR POSTAL SERVICES			SDR	0.39
Address:	MONTERRAT POSTAL SERVICES, GOVERNMENT HEADQUARTERS, BRADE'S, MSR1110, MONTERRAT		25.2	Period of charge, if not daily	
Tel:	1: (+664)4912457 2: (+664) 4912566		Special delivery charges		
Fax:	(+)		26	Delivery charges collected at the time of delivery in response to the advice of arrival	Yes
E-mail	mulcaren@gov.ms gpomail@gov.ms		26.1	Amount of charge	
Admissible radioactive material and infectious substances				Local currency	5.00
19	Radioactive materials admitted in			SDR	1.30
19.1	Air Parcels		Special charges – Poste restante		
		Inbound parcels No	27	Poste restante service provided	Yes
		Outbound parcels No	27.1	Amount of charge per parcel	
19.2	Insured parcels			Local currency	15.00
		Inbound parcels No		SDR	3.90
		Outbound parcels No	27.2	Basis for charge if not an amount per parcel	Per month charge for the service
20	Infected substances admitted in		Special provisions - Treatment of parcels wrongly accepted		
20.1	Air Parcels		28	Parcels returned to sender	Yes
		Inbound parcels No	Delivery areas		
		Outbound parcels No	29	Parcels delivered to	
20.2	Insured parcels		Supplementary charges - Customs		
		Inbound parcels No	21	Non-dutiable parcels	
		Outbound parcels No			

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29.1	all addresses	No	Office name: Name: Mr Function: Address: Tel: 1: (+) 2: (+) Fax: (+) E-Mail:
29.2	specific areas only	No	
Comments:			
Collection			
30	Collection of parcels at post offices provided for		
30.1	all addresses	Yes	Requests for withdrawal from the post or alteration, or correction of address
30.2	specific areas only	No	
Comments:			
Delivery procedures for parcels for which customs duty and taxes are payable			
31	Procedure for parcels for which customs duty is payable		
31.1	Pick up of parcel at the customs office	No	35 Requests for withdrawal from the post accepted Yes
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No	
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No	
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes	
31.5	Other		
Period of retention			
32	Period of retention for parcels		
32.1	Normal period	21 Day(s)	Office name: MONTERRAT POSTAL SERVICES Name: Ms MULCARE, NYOTA N C Function: DIRECTOR POSTAL SERVICES Address: MONTERRAT POSTAL SERVICES, GOVERNMENT HEADQUARTERS, BRADE'S, MSR1110, MONTERRAT Tel: 1: (+664)4912457 2: (+664)4912566 Fax: (+) E-Mail: mulcaren@gov.ms gpomail@gov.ms
32.2	Exceptional period	2 Month(s)	
33	Retention for parcels for which notice could not be sent or addressed to poste restante		
33.1	Normal period	21 Day(s)	Special provisions - Force majeure
33.2	Exceptional period	2 Month(s)	
Parcels automatically retained			
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.		
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	No	Special provisions - Customs declarations
36.2	Addressee/sender's reservations admitted at the time of delivery	No	
37 Number of CN 23 customs declarations required for inbound parcels 1			
37.1	Number of CN 23 customs declarations required for parcels in transit	1	Special provisions - Method of dispatching accompanying documents
37.2	Languages in which CN 23 customs declarations can be completed	English	
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			

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40. User of the Internet-based Inquiry System (IBIS) Yes

40.1 Details of office(s) responsible for handling parcel post inquiries

Office name: MONTERRAT POSTAL SERVICES
 Name: Ms MULCARE, NYOTA N C
 Function: DIRECTOR POSTAL SERVICES
 Address: MONTERRAT POSTAL SERVICES,
 GOVERNMENT HEADQUARTERS, BRADE'S,
 MSR1110, MONTERRAT
 Tel: 1: (+664)4912457
 2: (+664)4912566
 Fax: (+)
 E-Mail: mulcaren@gov.ms
 gpomail@gov.ms

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	-	-
Sunday	-	-

Languages English

National Holidays**41.1 National holidays**

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	1	NEW YEAR'S DAY
March	17	ST PATRICK'S DAY
April	2	GOOD FRIDAY
April	5	EASTER MONDAY
May	3	LABOUR DAY
May	24	WHIT MONDAY
June	14	QUEEN BIRTHDAY CELEBRATION
August	2	EMANCIPATION DAY (AUGUST MONDAY)
December	27	IN LIEU OF CHRISTMAS DAY (25 DECEMBER 2021) WHICH FALLS ON A SATURDAY
December	28	IN LIEU OF BOXING DAY (26 DECEMBER 2021) WHICH FALLS ON A SUNDAY
December	31	FESTIVAL 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	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: MONTERRAT POSTAL SERVICES
 IMPC code: MSMNIB
 Name: Ms MULCARE, NYOTA N C
 Function: DIRECTOR POSTAL SERVICES
 Address: MONTERRAT POSTAL SERVICES,
 GOVERNMENT HEADQUARTERS, BRADE'S,
 MSR1110, MONTERRAT
 Tel: 1: (+664)4912457
 2: (+664)4912566
 Fax: (+)
 E-Mail: mulcaren@gov.ms
 gpomail@gov.ms

Hours of service and days(s) on which the OE 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	-	-
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 Montserrat Postal Services
IMPC Code MSMNIB
Tel (+664)491-2457 / 2566
Fax (+)
Hours of operation Mon - Fri: 08:00–16:00; Sat & 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 - 09:00	Wednesday	---	---
Monday	09:01 - 23:59	Thursday	---	---
Tuesday	00:00 - 09:00	Thursday	---	---
Tuesday	09:01 - 23:59	Friday	---	---
Wednesday	00:00 - 09:00	Friday	---	---
Wednesday	09:01 - 23:59	Monday	---	---
Thursday	00:00 - 09:00	Monday	---	---
Thursday	09:01 - 23:59	Tuesday	---	---
Friday	00:00 - 09:00	Tuesday	---	---
Friday	09:01 - 23:59	Wednesday	---	---
Saturday	00:00 - 23:59	Wednesday	---	---
Sunday	00:00 - 23:59	Wednesday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
MSR1110, MSR1120, MSR1250, MSR1230, MSR1210, MSR1310, MSR1330, MSR1350.	All

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty:	72 hrs
Items not subject to customs duty:	3 days

Comments:

Parcel delivery standards - Surface parcel

OE Name Montserrat Postal Services
 IMPC Code MSMNIB
 Tel (+664)491-2457 / 2566
 Fax (+)
 Hours of operation Mon - Fri: 08:00–16:00; Sat & 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 - 09:00	Wednesday	---	---
Monday	09:01 - 23:59	Thursday	---	---
Tuesday	00:00 - 09:00	Thursday	---	---
Tuesday	09:01 - 23:59	Friday	---	---
Wednesday	00:00 - 09:00	Friday	---	---
Wednesday	09:01 - 23:59	Monday	---	---
Thursday	00:00 - 09:00	Monday	---	---
Thursday	09:01 - 23:59	Tuesday	---	---
Friday	00:00 - 09:00	Tuesday	---	---
Friday	09:01 - 23:59	Wednesday	---	---
Saturday	00:00 - 23:59	Wednesday	---	---
Sunday	00:00 - 23:59	Wednesday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
MSR1110, MSR1120, MSR1250, MSR1230, MSR1210, MSR1310, MSR1330, MSR1350.	All

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty:	72hrs
Items not subject to customs duty:	3 days

Comments:

Last validation date: Da V1 01/11/2020