

Montserrat Postal Services

MSA

Basic Services					
1	Maximum weight limit admitted		CARDIT	Carrier documents international transport – origin post	No
1.1	Surface parcels (kg)	20	RESDIT	Response to a CARDIT – destination post	No
1.2	Air (or priority) parcels (kg)	20	6	Home delivery	
2	Maximum size admitted		6.1	Initial delivery attempt at physical delivery of parcels to addressee	No
2.1	Surface parcels		6.2	If initial delivery attempt unsuccessful, card left for addressee	
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	Yes	6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	No
2.1.2	1.5m x 1.5m x 1.5m (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.	No
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	6.5	Nature of this governmental or legally binding restriction.	
2.2	Air parcels		7	Signature of acceptance	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	Yes	7.1	When a parcel is delivered or handed over	
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No	7.1.1	a signature of acceptance is obtained	Yes
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	7.1.2	captured data from an identity card are registered	No
Supplementary services			7.1.3	another form of evidence of receipt is obtained	No
3	Cumbersome parcels admitted	No	7.2	Ordinary parcels	
Parcels service features			7.2.1	Signature of the addressee or his agent	Yes
5	Electronic exchange of information		7.2.2	Signature of a de facto agent	Yes
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	No	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	Yes	10.1	CP 74 pink label used	
EMB	Arrival at outward office of exchange	Yes	10.2	CP 73 label and pink "insured" label used	
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	Yes	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		12	Express parcel delivery service provided	No
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes	Parcels with advice of delivery		
RESDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	No	13	Admission of advice of delivery for	
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		35 Requests for withdrawal from the post accepted Yes
31.1	Pick up of parcel at the customs office	No	35.1 Central office (in destination country) to which requests must be sent
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No	Office name: MONTERRAT POSTAL SERVICES
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No	Name: Ms MULCARE, NYOTA N C
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes	Function: DIRECTOR POSTAL SERVICES
31.5	Other		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
Special provisions - Force majeure			
36	Liability admitted in cases of 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	No	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	No	36.2 Addressee/sender's reservations admitted at the time of delivery No
Special provisions - Customs declarations			
37	Number of CN 23 customs declarations required for inbound parcels		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	37.1 Number of CN 23 customs declarations required for parcels in transit 1
37.2	Languages in which CN 23 customs declarations can be completed	English	37.2 Languages in which CN 23 customs declarations can be completed English
Special provisions - Method of dispatching accompanying documents			
38	Documents affixed to the relevant parcels		38 Documents affixed to the relevant parcels Yes
38.1	Documents attached to the parcels bill	No	38.1 Documents attached to the parcels bill No
Service to customers			
39	On-line tracking provided		39 On-line tracking provided No
Service to designated operators			
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.		

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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 2024

Month	Day(s)	National Holidays - Description
January	1	NEW YEARS DAY
January	2	IN LIEU OF (31 DECEMBER 23) WHICH FALLS ON A SUNDAY
March	17	ST PATRICKS DAY
March	29	GOOD FRIDAY
April	1	EASTER MONDAY
May	6	LABOUR DAY
May	20	WHIT MONDAY
June	10	KINGS BIRTHDAY CELEBRATION (Date to be determined)
July	10	NATIONAL DAY OF PRAYER AND THANKSGIVING
August	5	EMANCIPATION DAY
December	25	CHRISTMAS DAY
December	26	BOXING DAY

December	31	FESTIVAL DAY
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National holiday in 2025

Month	Day(s)	National Holidays - Description
January	1	NEW YEARS 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**

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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