


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	
2	Maximum size admitted			5.1.6	Other messages transmitted	
2.1	Surface parcels			PRECON	Pre-advice of international consignment – origin post	No
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)	No		CARDIT	Carrier documents international transport – origin post	No
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes		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	2.00		7.1.1	a signature of acceptance is obtained	Yes
	Metres for length & greatest circumference	3.60		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	Yes
	Metres for any one dimension	2.00		7.1.4	Nature of this evidence	
	Metres for length & greatest circumference	3.6			Passaport	
Parcels service features				7.2	Ordinary parcels	
5	Electronic exchange of information			7.2.1	Signature of the addressee or his agent	Yes
5.1.1	Use a track and trace system	Yes		7.2.2	Signature of a de facto agent	Yes
5.1.2	Mandatory tracking events transmitted			7.3	Insured parcels	
EMC	Departure from outward office of exchange	Yes		7.3.1	Signature of the addressee or his agent	Yes
EMD	Arrival at inward office of exchange	Yes		7.3.2	Signature of a de facto agent	Yes
EMH	Attempted/Unsuccessful delivery	Yes		Insured parcel service		
EMI	Final delivery	Yes		8	Insured surface parcels admitted	No
5.1.3	Optional tracking events transmitted			9	Insured air parcels admitted	No
EMA	Posting/collection	Yes		10	Marking used for insured parcels	
EMB	Arrival at outward office of exchange	Yes		10.1	CP 74 pink label used	No
EME	Held by Customs	Yes		10.2	CP 73 label and pink "insured" label used	No
EMF	Out of Customs/Departure from inward office of exchange	Yes		Cash-on-delivery service for parcel		
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					

11.1	Acceptance of Cash-on-delivery (COD) service for parcels					Inbound parcels	No
11.1.1	outbound COD parcels					Outbound parcels	No
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	Yes					
12.3	Charge collected at time of delivery to addressee	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	Yes					
Addresses for bilateral agreements							
18	Contact details of the person responsible for questions concerning bilateral agreements						
Name:	Ms Carmen Scerri Lautier						
Function:	Legal Affairs Officer						
Address:	MaltaPost p.l.c. 305, Triq Hal-Qormi, MARSA MTP 1001 MALTA						
Tel:	1: (+356)25961269 2: (+356) 25961268						
Fax:	(+356)21226223						
E-mail	legal@maltapost.com						
Admissible radioactive material and infectious substances							
19	Radioactive materials admitted in						
19.1	Air Parcels						
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:						
	No threshold for non dutiable parcels coming from EU countries						
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	€15					
	USD						
	Comments:						
	Threshold for parcels coming from non EU countries - €23						
23	Customs clearance fee collected for all items declared at customs	No					
	Comments:						
	Customs clearance fee is collected only for items cleared by MaltaPost on behalf of customers						
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	0	
	SDR	0	
27.2	Basis for charge if not an amount per parcel		
Special provisions - Treatment of parcels wrongly accepted			
28	Parcels returned to sender	Yes	
Delivery areas			
29	Parcels delivered to		
29.1	all addresses	Yes	
29.2	specific areas only	No	
	Comments:		
Collection			
30	Collection of parcels at post offices provided for		
30.1	all addresses	Yes	
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	Yes	
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	Yes	
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		
	Provide customs clearance at a charge of €15 and free delivery		
Period of retention			
32	Period of retention for parcels		
32.1	Normal period	3 Month(s)	
32.2	Exceptional period		
33	Retention for parcels for which notice could not be sent or addressed to poste restante		
33.1	Normal period	2/3 Month (s)	
33.2	Exceptional period		
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.		
Office name:	Parcel & Courier Section		
Name:	Mr Marston Fabian		
Function:	Head Parcel & Courier		
Address:	MaltaPost p.l.c. 305, Triq Hal-Qormi, MARSA MTP 1001 MALTA		
Tel:	1: (+356)25961595 2: (+356)25961596		
Fax:	(+356)21241636		
E-Mail:	fmarston@maltapost.com czammit@maltapost.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:	Customer Care		
Name:	Mr Barbara Andre		
Function:	Head Customer Care		
Address:	MaltaPost p.l.c. 305, Triq Hal-Qormi, MARSA MTP 1001 MALTA		
Tel:	1: (+356)21224421 2: (+356)21224421		
Fax:	(+356)21242052		
E-Mail:	info@maltapost.com abarbara@maltapost.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	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	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			Month	Day(s)	National Holidays - Description
Special provisions - Method of dispatching accompanying documents			January	1	National Holiday
38	Documents affixed to the relevant parcels	Yes	January	2	Postal Holiday
38.1	Documents attached to the parcels bill	No	February	10	National Holiday
Service to customers			March	19	National Holiday
39	On-line tracking provided	Yes	March	31	National Holiday
39.1	Web site address to access information http://www.maltapost.com		April	7	National Holiday
39.2	Languages in which track and trace information is available English		May	1	National Holiday
Service to designated operators			June	7	National Holiday
40.	User of the Internet-based Inquiry System (IBIS)	Yes	June	29	National Holiday
40.1	Details of office(s) responsible for handling parcel post inquiries		August	15	National Holiday
Office name:	Customer Care		September	8	National Holiday
Name:	Mr Barbara Andre		September	21	National Holiday
Function:	Head Customer Care		December	8	National Holiday
Address:	MaltaPost p.l.c. 305, Triq Hal-Qormi, MARSA MTP 1001 MALTA		December	13	National Holiday
Tel:	1: (+356)21224421 2: (+356)21224421		December	25	National Holiday
Fax:	(+356)21242052		December	26	Postal Holiday
E-Mail:	abarbara@maltapost.com info@maltapost.com		National holiday in 2024		
Hours of service and days(s) on which the inquiry service is operating			Month	Day(s)	National Holidays - Description
Opening Hours (Local)			January	1	National
Day	Opening hours 1	Opening hours 2	January	2	Postal
Monday	07:30-16:00	-	February	10	National
Tuesday	07:30-16:00	-	March	19	National
Wednesday	07:30-16:00	-	March	29	National
Thursday	07:30-16:00	-	March	31	National
Friday	07:30-16:00	-	May	1	National
Saturday	-	-	June	7	National
Sunday	-	-	June	29	National
Languages	English	Maltese	August	15	National
National Holidays			September	8	National
41.1	National holidays		September	21	National
National holiday in 2023			December	8	National
			December	13	National
			December	24	Postal
			December	25	National
			December	26	Postal
			December	31	Postal

Regional Holidays			Opening Hours (Local)		
41.2 Regional holidays			Day	Opening hours 1	Opening hours 2
Regional holiday in			Monday	06:30-20:00	-
Month	Day(s)	Regional/Local Holidays – Localities and description	Tuesday	06:30-20:00	-
			Wednesday	06:30-20:00	-
			Thursday	06:30-20:00	-
			Friday	06:30-20:00	-
			Saturday	-	-
			Sunday	-	-
Cancellation of fees			Observations/Comments		
42 Fees cancelled when they concern			IMPC code MTMARA is used for inbound and outbound mail. IMPC code MTMARB is used only with Royal Mail by bilateral agreement		
42.1	parcels returned to sender	No			
42.2	parcels redirected to a third party	No			
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			Delivery standards		
43.1 Redirection done without a request from the sender or addressee			46-47 See the annexes.		
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)	3.95			
	Comments:				
	Redirection to P.O. Box 19.75 SDR				
Miscellaneous provisions – operation of the parcel service			Barcode		
44.1	Postal parcel services operated by the designated postal operator	Yes	48 Barcode sample used on all outward international postal parcels.		
44.2	Postal parcel services operated by a transport company or companies	No			
44.3	Service provided throughout the country	Yes			
Postcodes					
Localities			CP370173139MT		
Office(s) of exchange handling parcels					
45 Details of office(s) of exchange responsible for handling parcel post					
Office name:	Valletta				
IMPC code:	MTMARA				
Name:	Mr Marston Fabian				
Function:	Head Parcel & Courier				
Address:	MaltaPost p.l.c. 305, Triq Hal-Qormi, MARS MTP 1001 MALTA				
Tel:	1: (+356)25961595 2: (+356)25961596				
Fax:	(++356)				
E-Mail:	fmarston@maltapost.com czammit@maltapost.com				
Hours of service and days(s) on which the OE is operating					

Parcel delivery standards - Air parcel

OE Name Valletta
 IMPC Code MTMARA
 Tel (+356)21 242795 / 21 241636
 Fax (+356)21 242795 / 21 241636
 Hours of operation Mon to Fri 06:30 to 19:30, Sat 06.30 to 14.00 (partial operations), 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 - 13:00	Tuesday	---	---
Monday	13:01 - 23:59	Wednesday	---	---
Tuesday	00:00 - 13:00	Wednesday	---	---
Tuesday	13:01 - 23:59	Thursday	---	---
Wednesday	00:00 - 13:00	Thursday	---	---
Wednesday	13:01 - 23:59	Friday	---	---
Thursday	00:00 - 13:00	Friday	---	---
Thursday	13:01 - 23:59	Monday	---	---
Friday	00:00 - 13:00	Monday	---	---
Friday	13:01 - 23:59	Tuesday	---	---
Saturday	00:00 - 23:59	Tuesday	---	---
Sunday	00:00 - 23:59	Tuesday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
Whole country	Whole country

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 48 hours

Items not subject to customs duty: 24 hours

Comments:

Parcel delivery standards - Surface parcel

OE Name Valletta
 IMPC Code MTMARA
 Tel (+356)21 242795 / 21 241636
 Fax (+356)21 242795 / 21 241636
 Hours of operation Mon to Fri 06:30 to 19:30, Sat 06.30 to 14.00 (partial operations), 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 - 13:00	Thursday	---	---
Monday	13:01 - 23:59	Friday	---	---
Tuesday	00:00 - 13:00	Friday	---	---
Tuesday	13:01 - 23:59	Monday	---	---
Wednesday	00:00 - 13:00	Monday	---	---
Wednesday	13:01 - 23:59	Tuesday	---	---
Thursday	00:00 - 13:00	Tuesday	---	---
Thursday	13:01 - 23:59	Wednesday	---	---
Friday	00:00 - 13:00	Wednesday	---	---
Friday	13:01 - 23:59	Thursday	---	---
Saturday	00:00 - 23:59	Thursday	---	---
Sunday	00:00 - 23:59	Thursday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
Whole country	Whole country

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 4 days

Items not subject to customs duty: 72 hours

Comments:

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