

Basic Services			CARDIT	Carrier documents international transport – origin post	Yes
1	Maximum weight limit admitted		RESDIT	Response to a CARDIT – destination post	Yes
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	Yes
2	Maximum size admitted		6.2	If initial delivery attempt unsuccessful, card left for addressee	Yes
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)	No	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)	Yes	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)	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)	Yes	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	Yes
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	Yes	9	Insured air parcels admitted	Yes
EMI	Final delivery	Yes	9.1	Maximum insured value for air parcels (SDR)	2019
5.1.3	Optional tracking events transmitted		9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	0
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	Yes
EMF	Out of Customs/Departure from inward office of exchange	Yes	Cash-on-delivery service for parcel		
EMG	Arrival at delivery office	Yes	11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
EMJ	Arrival at transit office of exchange	Yes	11.1.1	outbound COD parcels	No
EMK	Departure from transit office of exchange	Yes	11.1.2	inbound COD parcels	No
5.1.4	Dispatch messages transmitted		Express delivery service		
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes	12	Express parcel delivery service provided	No
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	Yes			
RESCON	Response to a PRECON – destination post	Yes			

Parcels with advice of delivery			Supplementary charges - Customs		
13	Admission of advice of delivery for		21	Non-dutiable parcels	
13.1	ordinary parcels	Yes	21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes
13.2	insured parcels	Yes	21.2	Exemption threshold	
				Local currency	3000
				USD	
				Comments:	
				Threshold for merchandise is 3000 XPF.	
				Threshold for gifts is 30050 XPF.	
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	Yes
Fragile parcel			22.2	Amount of fee collected	
15	Fragile parcels admitted	No		Local currency	450
				USD	
				Comments:	
Consignment service			23	Customs clearance fee collected for all items declared at customs	No
16	Consignment service by bilateral agreements provided	No		Comments:	
Integrated logistics service			24	Administration fees collected for parcels subject to export customs clearance	No
17	integrated logistics service by bilateral agreements provided	No		Comments:	
Addresses for bilateral agreements			Special charges - Storage		
18	Contact details of the person responsible for questions concerning 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
Name:	Ms BLANC-MATHEY Isabelle		25.1	Amount of charge per day/per parcel	
Function:	Directrice du Postal			Local currency	200
Address:	2 Rue Monchovet 98841 Nouméa Cedex Nouvelle-Calédonie			SDR	
Tel:	1: (+687)267979 2: (+)		25.2	Period of charge, if not daily	
Fax:	(+)				
E-mail	administratif.financier.postal@opt.nc				
Admissible radioactive material and infectious substances			Special delivery charges		
19	Radioactive materials admitted in		26	Delivery charges collected at the time of delivery in response to the advice of arrival	No
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		Special charges – Poste restante		
20.1	Air Parcels		27	Poste restante service provided	Yes
		Inbound parcels No	27.1	Amount of charge per parcel	
		Outbound parcels No		Local currency	230
20.2	Insured parcels			SDR	
		Inbound parcels No			
		Outbound parcels No			

27.2	Basis for charge if not an amount per parcel			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.		
Special provisions - Treatment of parcels wrongly accepted							
28	Parcels returned to sender		Yes				
Delivery areas							
29	Parcels delivered to						
29.1	all addresses		No	Office name:	NCNOUA		
29.2	specific areas only		No	Name:	Ms CHALIER Caroline		
	Comments:			Function:	Chef de Centre		
Collection							
30	Collection of parcels at post offices provided for			Address:	15 Rue Fernand Forest 98808 Nouméa Cedex Nouvelle-Calédonie		
30.1	all addresses		Yes	Tel:	1: (+687)268627 2: (+)		
30.2	specific areas only		No	Fax:	(+687)277191		
	Comments:			E-Mail:	opt-agencectp-responsables@opt.nc		
Delivery procedures for parcels for which customs duty and taxes are payable							
31	Procedure for parcels for which customs duty is payable			Requests for withdrawal from the post or alteration, or correction of address			
31.1	Pick up of parcel at the customs office		Yes	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	35.1	Central office (in destination country) to which requests must be sent		
31.3	Delivery to the addressee's address after payment of customs duties and taxes		Yes	Office name:	Service Clientèle		
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes		Yes	Name:	Ms Béatrice HUC		
31.5	Other			Function:	Chef agence commerciale et relation client		
Period of retention							
32	Period of retention for parcels			Address:	98841 Nouméa Cedex		
32.1	Normal period		1 Month(s)	Tel:	1: (+687)268364 2: (+)		
32.2	Exceptional period			Fax:	(+)		
33	Retention for parcels for which notice could not be sent or addressed to poste restante			E-Mail:	1000@opt.nc		
33.1	Normal period		1 Month(s)	Special provisions - Force majeure			
33.2	Exceptional period			36	Liability admitted in cases of force majeure		No
Parcels automatically retained							
				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		Yes
				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 French		
				Special provisions - Method of dispatching accompanying documents			
				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 Yes**

39.1 Web site address to access information

http://www.opt.nc

39.2 Languages in which track and trace information is available

French

Service to designated operators**40. User of the Internet-based Inquiry System (IBIS) Yes**

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

Office name: Service Clientèle

Name: Ms Béatrice HUC

Function: Chef agence commerciale et relation client

Address: 98841 Nouméa cedex

Tel: 1: (+687)268364

2: (+)

Fax: (+687)

E-Mail: 1000@opt.nc

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:30-16:00	-
Tuesday	07:30-16:00	-
Wednesday	07:30-16:00	-
Thursday	07:30-16:00	-
Friday	07:30-16:00	-
Saturday	-	-
Sunday	-	-

Languages French English

National Holidays**41.1 National holidays**

National holiday in 2023

Month	Day(s)	National Holidays - Description
January	1	Jour de l'An
April	10	Lundi de Pâques
May	1	Fête du Travail
May	8	Victoire 1945
May	18	Ascension

May	19	Pont de l'Ascension
May	29	Lundi de Pentecôte
July	14	Fête nationale
August	14	Pont de l'Assomption
August	15	Assomption
September	24	Fête de la Citoyenneté
November	1	Toussaint
November	11	Armistice 1918
December	25	Noël

National holiday in 2024

Month	Day(s)	National Holidays - Description
January	1	Jour de l'An
April	1	Lundi de Pâques
May	1	Fête du Travail
May	8	Fête de la Victoire 1945
May	9	Ascension
May	10	Pont de l'Ascension
May	20	Lundi de Pentecôte
July	14	Fête Nationale
August	15	Assomption
August	16	Pont de l'Assomption
September	23	Pont du 24 septembre
September	24	Fête de la Citoyenneté
November	1	Toussaint
November	11	Armistice 1918
December	25	Noël

Regional Holidays**41.2 Regional holidays**

Regional holiday in 2020

Month	Day(s)	Regional/Local Holidays – Localities and description
May	22	Pont de l'Ascension
May	23	Pont de l'Ascension
July	13	Pont Fête Nationale
September	25	Pont du 24 septembre
September	26	Pont du 24 septembre

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	No
43.3	Amount of redirection fee (SDR)	

Comments:
The price to prepayment of postage is missing.

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	Yes
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: Nouméa CTP
 IMPC code: NCNOUA
 Name: Ms CHALIER Caroline
 Function: Chef de Centre
 Address: 15 rue Fernand Forest
 98808 Nouméa Cedex
 Nouvelle-Calédonie
 Tel: 1: (+687)268628
 2: (+)
 Fax: (+687)277191
 E-Mail: opt-agencectp-responsables@opt.nc

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:30-16:00	-
Tuesday	07:30-16:00	-
Wednesday	07:30-16:00	-
Thursday	07:30-16:00	-
Friday	07:30-16:00	-
Saturday	-	-

Sunday	-	-
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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 NOUMEA BE

IMPC Code NCNOUA

Tel (+687)268627

Fax (+687)277191

Hours of operation du lundi au vendredi, de 07 h 30 à 16 h 00; fermé le samedi et le dimanche.

From the airport of destination to the addressee

Arrival at the airport		Days of delivery by zone					
Day	Time	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Mon	00:00 - 06:00	Wed	Thu	Fri	Fri	---	---
Mon	06:01 - 23:59	Thu	Fri	Mon+1	Fri	---	---
Tue	00:00 - 06:00	Thu	Fri	Mon	Fri	---	---
Tue	06:01 - 23:59	Fri	Mon	Tue+1	Mon	---	---
Wed	00:00 - 06:00	Fri	Mon	Tue	Mon	---	---
Wed	06:01 - 23:59	Mon	Tue	Wed+1	Wed+1	---	---
Thu	00:00 - 06:00	Mon	Tue	Wed	Wed	---	---
Thu	06:01 - 23:59	Tue	Mer	Thu+1	Wed	---	---
Fri	00:00 - 06:00	Tue	Mer	Thu	Wed	---	---
Fri	06:01 - 23:59	Wed	Thu	Fri+1	Fri+1	---	---
Sat	00:00 - 23:59	Wed	Thu	Fri	Fri	---	---
Sun	00:00 - 23:59	Wed	Thu	Fri	Fri	---	---

Definition of zones

Zone 1:

Postcodes	Cities
98808, 98844, 98848, 98849, 98851, 98852.	Nouméa

Zone 2:

Postcodes	Cities
98800, 98843, 98845-98846-98847-98853, 98863-98865, 98801-98862, 98807-98857, 98897, 98806- 98866, 98895, 98802-98803-98804, 98805-98855, 98865, 98841- 98899, 98812, 98870, 98835, 98830, 98836, 98837-98839, 98814, 98815, 98816-98838, 98817, 98859, 98860, 98850, 98880, 98881, 98819, 98882, 98809, 98810, 98874, 98875, 98876, 98889, 98890, 98840, 98822, 98823, 98825, 98827-98877, 98828- 98878, 98831, 98832, 98833, 98820-98884-98885.	NOUMEA, FANC, Nouméa-AP, Nouméa Ducos centre, Nouméa Ducos Logicoop, Nouméa-Sud, Nouméa N'Gea, Nouméa Rivière Salée, Nouméa Belle-vie, Nouméa Magenta, Nouméa Vallée du tir, BOULOUPARIS, BOURAIL, DUMBEA, Dumbéa Koutio, Dumbéa Mairie, Dumbéa Panda, FAYAOUE, HIENGHENE, HOUAILOU, KAALA GOMEN, KONE, KOUMAC, LA FOA, Farino, Moindou, Sarramea, MONT DORE, Pont des Français, Plum, La Coulée, PAITA, TONTOUTA, POINDIMIE, PONERIHOUEN, POUEMBOUT, POYA, TADINE, TOUHO VAO, VOH, WE.

Zone 3:

Date of last update : 29.03.2024

OPT - Nouvelle Calédonie

NCA

Postcodes	Cities
98811, 98813, 98818, 98883, 98821, 98824, 98826, 98829.	BELEP , CANALA, KOUAOUA, Ouaco, OUEGOA, POUÉBO, POUM, THIO.

Zone 4:

Postcodes	Cities
98834	YATE

Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange:

2 jours maximum

Customs clearance times:

Envois passibles de droits de douane: 53 % des colis en IMPORT en NC – délai de dédouanement : 2 jours maximum :

? 98% des colis taxés le sont en taxation forfaitaire : délai de dédouanement de 2 jours maximum

? 2% des colis taxés le sont en taxation détaillée (avec établissement d'une DAU) : délai de dédouanement d'une semaine

Envois non passibles de droits de douane: 47 % des colis en IMPORT en NC – délai de dédouanement : 4h

Items subject to customs duty:

2 - 7 jours maximum

Items not subject to customs duty:

4 heures

Comments:

Parcel delivery standards - Surface parcel

OE Name NOUMEA BE

IMPC Code NCNOUA

Tel (+687)268627

Fax (+687)277191

Hours of operation lundi au vendredi, de 07 h 30 à 16 h 00; fermé le samedi et le dimanche

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	Monday+1	Tuesday+1	Wednesday+1
Tuesday	00:00 - 23:59	Tuesday+1	Wednesday+1	Wednesday+1
Wednesday	00:00 - 23:59	Wednesday+1	Thursday+1	Friday+1
Thursday	00:00 - 23:59	Thursday+1	Friday+1	Friday+1
Friday	00:00 - 23:59	Friday+1	Monday+2	Monday+1
Saturday	00:00 - 23:59	Monday+1	Tuesday+2	Wednesday+1
Sunday	00:00 - 23:59	Monday+1	Tuesday+2	Wednesday+1

Definition of zones

Zone 1:

Postcodes	Cities
98808, 98844, 98848, 98849, 98851, 98852, 98800, 98843, 98845-98846-98847-98853, 98863-98865, 98801-98862, 98807-98857, 98897, 98806-98866, 98895, 98802-98803-98804, 98805-98855, 98865, 98841- 98899.	NOUMEA, FANC, Nouméa-AP, Nouméa Ducos centre, Nouméa Ducos Logicoop, Nouméa-Sud, Nouméa N'Gea, Nouméa Rivière Salée, Nouméa Belle-vie, Nouméa Magenta, Nouméa Vallée du tir.

Zone 2:

Postcodes	Cities
98812, 98870, 98835, 98830, 98836, 98837-98839, 98814, 98815, 98816, 98838, 98817, 98859, 98860, 98850, 98880, 98881, 98819, 98882, 98809, 98810, 98874, 98875, 98876, 98889, 98890, 98840, 98822, 98823, 98825, 98827, 98877, 98828, 98878, 98831, 98832, 98833, 98820, 98884, 98885, 98811, 98813, 98818, 98883, 98821, 98824, 98826, 98829.	BOULOUPARIS, BOURAIL, DUMBEA, Dumbéa Koutio, Dumbéa Mairie, Dumbéa Panda, FAYAOUE, HIENGHENE, HOUAILOU, KAALA GOMEN, KONE, KOUMAC, LA FOA, Farino, Moindou, Sarramea, MONT DORE, Boulari, Pont des Français, Plum, La Coulée, PAITA, TONTOUTA, POINDIMIE, PONERIHOUEN, POUEMBOU, POYA, TADINE, TOUHO, VAO, VOH, WE, BELEP, CANALA, KOUAOUA, Ouaco, OUEGOA, POUEBO, POUM, THIO.

Zone 3:

Postcodes	Cities
98834	YATE

Arrival at office of exchange:

4 jours maximum

Customs clearance times:

Envois passibles de droits de douane: 53 % des colis en
IMPORT en NC – délai de dédouanement pour les colis de
surface : 4 jours maximum :

? 98% des colis taxés le sont en taxation forfaitaire : délai
de dédouanement de 4 jours maximum

? 2% des colis taxés le sont en taxation détaillée (avec
établissement d'une DAU) : délai de dédouanement d'une
dizaine de jours

Envois non passibles de droits de douane: 47 % des colis
en IMPORT en NC – délai de dédouanement : 8h

Items subject to customs duty:

4 -10 jours maximum

Items not subject to customs duty:

8 heures

Comments:

Last validation date: Da V1 01/03/2019