

| 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 | 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) | 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) | Yes | 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) | 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) | Yes | 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 | Yes | 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 | No |
| EMA | Posting/collection | Yes | 10.2 | CP 73 label and pink "insured" label used | No |
| EMB | Arrival at outward office of exchange | Yes | 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 | |
| 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 | 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 | | | |

| | | | | |
|-------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|------------------|-----|----------|
| 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 | No | | |
| 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 Jeff Henz HANUARA | | | |
| Function: | Director of Operations | | | |
| Address: | Solomon Islands Postal Corporation P.O. Box 1930 Honiara SOLOMON ISLANDS | | | |
| Tel: | 1: (+677)21822 2: (+677) 21821 | | | |
| Fax: | (+677)20440 | | | |
| E-mail | jeff.hanuara@solomonpost.com.sb Rees.Lagusu@solomonpost.com.sb | | | |
| 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: | | | |
| 22 | Dutiable parcels | | | |
| 22.1 | Customs clearance fee collected for parcels subject to import customs clearance | No | | |
| | Comments: | | | |
| 23 | Customs clearance fee collected for all items declared at customs | No | | |
| | Comments: | | | |
| 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 | | | |
| 25.1 | Amount of charge per day/per parcel | | | |
| | Local currency | | SBD | 30.00 |
| | SDR | | | 0.250 |
| 25.2 | Period of charge, if not daily | | | per week |
| 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 | No | | |
| Special provisions - Treatment of parcels wrongly accepted | | | | |
| 28 | Parcels returned to sender | Yes | | |
| Delivery areas | | | | |
| 29 | Parcels delivered to | | | |
| 29.1 | all addresses | No | | |
| 29.2 | specific areas only | Yes | | |
| | Comments: | | | |
| Collection | | | | |

Solomon Islands Postal Corporation

SBA

| | | | | | | |
|--------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--|--------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|------------|
| 30 | Collection of parcels at post offices provided for | | | 35 | Requests for withdrawal from the post accepted | No |
| 30.1 | all addresses | Yes | | | | |
| 30.2 | specific areas only | No | | | | |
| | Comments: | | | | | |
| Delivery procedures for parcels for which customs duty and taxes are payable | | | | Special provisions - Force majeure | | |
| 31 | Procedure for parcels for which customs duty is payable | | | 36 | Liability admitted in cases of force majeure | No |
| 31.1 | Pick up of parcel at the customs office | Yes | | 36.1 | Liability admitted for insured parcels on board ships or aircraft used by designated operators | No |
| 31.2 | Addressee's address with collection of customs duties and taxes at the time of delivery | Yes | | 36.2 | Addressee/sender's reservations admitted 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 | | Special provisions - Customs declarations | | |
| 31.5 | Other | | | 37 | Number of CN 23 customs declarations required for inbound parcels | 1 |
| Period of retention | | | | 37.1 | Number of CN 23 customs declarations required for parcels in transit | |
| 32 | Period of retention for parcels | | | 37.2 | Languages in which CN 23 customs declarations can be completed | English |
| 32.1 | Normal period | 2 Month(s) | | Special provisions - Method of dispatching accompanying documents | | |
| 32.2 | Exceptional period | 3 Month(s) | | 38 | Documents affixed to the relevant parcels | No |
| 33 | Retention for parcels for which notice could not be sent or addressed to poste restante | | | 38.1 | Documents attached to the parcels bill | Yes |
| 33.1 | Normal period | 2 Month(s) | | Service to customers | | |
| 33.2 | Exceptional period | 3 Month(s) | | 39 | On-line tracking provided | Yes |
| Parcels automatically retained | | | | 39.1 | Web site address to access information | |
| 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. | | | | http://www.solomonpost.com.sb | |
| Office name: | Solomon Islands Postal Corporation | | | 39.2 | Languages in which track and trace information is available | English |
| Name: | Mr Begnal Meleha | | | Service to designated operators | | |
| Function: | Manger Office of Exchange | | | 40. | User of the Internet-based Inquiry System (IBIS) | Yes |
| Address: | Solomon Islands Postal Corporation P.O. Box 1930 Honiara SOLOMON ISLANDS | | | 40.1 | Details of office(s) responsible for handling parcel post inquiries | |
| Tel: | 1: (+677)21822 2: (+677)20440 | | | Office name: | Solomon Islands Postal Corporation | |
| Fax: | (+677)20440 | | | Name: | Mr Rees.Lagusu | |
| E-Mail: | Jeff.Hanuara@solomonpost.com.sb Begnal.Meleha@solomonpost.com.sb | | | Function: | Customer Officer | |
| Requests for withdrawal from the post or alteration, or correction of address | | | | Address: | P.O. Box 1930 Honiara SOLOMON ISLANDS | |
| | | | | Tel: | 1: (+677)22129 2: (+677)22129 | |
| | | | | Fax: | (+677)20440 | |
| | | | | E-Mail: | Rees.Lagusu@solomonpost.com.sb | |
| | | | | Hours of service and days(s) on which the inquiry service is operating | | |
| | | | | Opening Hours (Local) | | |

Date of last update : 21.08.2023

| Day | Opening hours 1 | Opening hours 2 |
|-----------|-----------------|-----------------|
| Monday | 08:30-12:00 | 13:00-16:30 |
| Tuesday | 08:30-12:00 | 13:00-16:30 |
| Wednesday | 08:30-12:00 | 13:00-16:30 |
| Thursday | 08:30-12:00 | 13:00-16:30 |
| Friday | 08:30-12:00 | 13:00-16:30 |
| Saturday | - | - |
| Sunday | - | - |

Languages English

National Holidays

41.1 National holidays

National holiday in 2019

| Month | Day(s) | National Holidays - Description |
|----------|--------|---------------------------------------------------------------------|
| January | 1 | New Year |
| April | 19 | Good Friday |
| April | 20 | Holy Saturday |
| April | 22 | Easter Monday |
| June | 10 | White Monday |
| June | 8 | Queen Birthday (Friday 7th June to be observed as Public Holiday) |
| July | 7 | Sunday 7th (Monday 8th July to be observed as public Holiday) |
| December | 25 | Christmas Day |
| December | 26 | National Day of thanksgiving |

National holiday in 2020

| Month | Day(s) | National Holidays - Description |
|----------|--------|---------------------------------|
| January | 1 | new year |
| April | 10 | good friday |
| April | 11 | Holy saturday |
| April | 13 | Easter Monday |
| June | 1 | white monday |
| June | 12 | queens birthday |
| July | 7 | independence day |
| December | 25 | christmas day |
| December | 26 | Natinal day of Thanksgiving |

Regional Holidays

41.2 Regional holidays

Regional holiday in 2020

| Month | Day(s) | Regional/Local Holidays – Localities and description |
|----------|--------|------------------------------------------------------|
| February | 25 | Choseul Province Day |
| June | 2 | Isabel Province Day |
| June | 8 | Temotu Province Day |
| June | 29 | Central province Day |
| July | 20 | Rennell and Bellona Province Day |
| August | 1 | Guadalcanal Province Day |
| August | 3 | Makira _ Ulawa Province Day |
| August | 15 | Malaita Province Day |
| December | 7 | Western province Day |

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 | 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:

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

Solomon Islands Postal Corporation

SBA

Office name: HONIARA
 IMPC code: SBHIRA
 Name: Mr Begnal Meleha
 Function: Manager Office of Exchange
 Address: Solomon Islandas Postal Corporation
 P.O. Box 1930
 Honiara
 SOLOMON ISLANDS
 Tel: 1: (+677)21822
 2: (+)
 Fax: (+677)20440
 E-Mail: begnal.meleha@solomonpost.com.sb

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

Opening Hours (Local)

| Day | Opening hours 1 | Opening hours 2 |
|-----------|-----------------|-----------------|
| Monday | 08:30-16:30 | - |
| Tuesday | 08:30-16:30 | - |
| Wednesday | 08:30-16:30 | - |
| Thursday | 08:30-16:30 | - |
| Friday | 08:30-16:30 | - |
| 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 HONIARA

IMPC Code SBHIRA

Tel (+677)21822

Fax (+677)20440

Hours of operation Mon, Tues, Wed, Thur, Fri: 08.30–16.30; Sat and 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 - 08:29 | Tuesday | Thursday | Friday |
| Monday | 08:30 - 23:59 | Wednesday | Friday | Monday+1 |
| Tuesday | 00:00 - 08:29 | Wednesday | Friday | Monday |
| Tuesday | 08:30 - 23:59 | Thursday | Monday | Tuesday+1 |
| Wednesday | 00:00 - 08:29 | Thursday | Monday | Tuesday |
| Wednesday | 08:30 - 23:59 | Friday | Tuesday | Wednesday+1 |
| Thursday | 00:00 - 08:29 | Friday | Tuesday | Wednesday |
| Thursday | 08:30 - 23:59 | Monday | Wednesday | Thursday+1 |
| Friday | 00:00 - 08:29 | Monday | Wednesday | Thursday |
| Friday | 08:30 - 23:59 | Tuesday | Thursday | Friday+1 |
| Saturday | 00:00 - 23:59 | Tuesday | Thursday | Friday |
| Sunday | 00:00 - 23:59 | Tuesday | Thursday | Friday |

Definition of zones

Zone 1:

| Postcodes | Cities |
|-----------|----------------------------|
| | Honiara, Panatina, Tulagi. |

Zone 2:

| Postcodes | Cities |
|-----------|--------------------|
| | Auki, Munda, Gizo. |

Zone 3:

| Postcodes | Cities |
|-----------|------------------------------|
| | Lata, Kirakira, Buala, Taro. |

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 1 day

Items not subject to customs duty: 2 hours

Comments:

Parcel delivery standards - Surface parcel

OE Name HONIARA

IMPC Code SBHIRA

Tel (+677)21822

Fax (+677)20440

Hours of operation Mon, Tues, Wed, Thur, Fri: 08.30–16.30; Sat and 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 - 08:00 | Tuesday | Thursday | Friday |
| Monday | 08:01 - 23:59 | Wednesday | Friday | Monday+1 |
| Tuesday | 00:00 - 08:00 | Wednesday | Friday | Monday |
| Tuesday | 08:01 - 23:59 | Thursday | Monday | Tuesday+1 |
| Wednesday | 00:00 - 08:00 | Thursday | Monday | Tuesday |
| Wednesday | 08:01 - 23:59 | Friday | Tuesday | Wednesday+1 |
| Thursday | 00:00 - 08:00 | Friday | Tuesday | Wednesday |
| Thursday | 08:01 - 23:59 | Monday | Wednesday | Thursday+1 |
| Friday | 00:00 - 08:00 | Monday | Wednesday | Thursday |
| Friday | 08:01 - 23:59 | Tuesday | Thursday | Friday+1 |
| Saturday | 00:00 - 23:59 | Tuesday | Thursday | Friday |
| Sunday | 00:00 - 23:59 | Tuesday | Thursday | Friday |

Definition of zones

Zone 1:

| Postcodes | Cities |
|-----------|----------------------------|
| | Honiara, Panatina, Tulagi. |

Zone 2:

| Postcodes | Cities |
|-----------|--------------------|
| | Auki, Munda, Gizo. |

Zone 3:

| Postcodes | Cities |
|-----------|------------------------------|
| | Lata, Kirakira, Buala, Taro. |

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 1 day

Items not subject to customs duty: 2 hours

Comments:

Last validation date: Da V1 01/12/2020