

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	
Parcels for delivery free of charges and fees				Local currency	SRD 2,149.00
14	Parcels for delivery free of charges and fees admitted	No		USD	100
Fragile parcel				Comments:	
15	Fragile parcels admitted	Yes	22	Dutiable parcels	
Consignment service			22.1	Customs clearance fee collected for parcels subject to import customs clearance	No
16	Consignment service by bilateral agreements provided	Yes		Comments:	
Integrated logistics service			23	Customs clearance fee collected for all items declared at customs	No
17	integrated logistics service by bilateral agreements provided	Yes		Comments:	
Addresses for bilateral agreements			24	Administration fees collected for parcels subject to export customs clearance	No
18	Contact details of the person responsible for questions concerning bilateral agreements			Comments:	
Name:	Ms Defares Fauziah		Special charges - Storage		
Function:	Project Manager		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
Address:	Kerkplein no.1 PARAMARIBO SURINAME		Special delivery charges		
Tel:	1: (+597)477524 2: (+)		26	Delivery charges collected at the time of delivery in response to the advice of arrival	No
Fax:	(+597)421242		Special charges – Poste restante		
E-mail	fauziah.defares@surpost.com		27	Poste restante service provided	No
Admissible radioactive material and infectious substances			Special provisions - Treatment of parcels wrongly accepted		
19	Radioactive materials admitted in		28	Parcels returned to sender	Yes
19.1	Air Parcels		Delivery areas		
		Inbound parcels	29	Parcels delivered to	
		Outbound parcels	29.1	all addresses	Yes
19.2	Insured parcels		29.2	specific areas only	No
		Inbound parcels		Comments:	
		Outbound parcels	Collection		
20	Infected substances admitted in		30	Collection of parcels at post offices provided for	
20.1	Air Parcels		Supplementary charges - Customs		
		Inbound parcels	21	Non-dutiable parcels	
		Outbound parcels			
20.2	Insured parcels				
		Inbound parcels			
		Outbound parcels			

30.1	all addresses	Yes	35.1	Central office (in destination country) to which requests must be sent	
30.2	specific areas only	No			
	Comments:				
Delivery procedures for parcels for which customs duty and taxes are payable			Office name:	Customer Service	
31	Procedure for parcels for which customs duty is payable		Name:	Ms Janice Wolff	
31.1	Pick up of parcel at the customs office	Yes	Function:	Coordinator Customer Service	
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	Yes	Address:	Vulcanusstraat 98 PARAMARIBO SURINAME	
31.3	Delivery to the addressee's address after payment of customs duties and taxes	Yes	Tel:	1: (+597)8602254 2: (+597)401729	
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes	Fax:	(+597)421242	
31.5	Other		E-Mail:	customerservices@surpost.com	
Period of retention			Special provisions - Force majeure		
32	Period of retention for parcels		36	Liability admitted in cases of force majeure	Yes
32.1	Normal period	6 Month(s)	36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	No
32.2	Exceptional period	12 Month(s)	36.2	Addressee/sender's reservations admitted at the time of delivery	No
33	Retention for parcels for which notice could not be sent or addressed to poste restante		Special provisions - Customs declarations		
33.1	Normal period	6 Month(s)	37	Number of CN 23 customs declarations required for inbound parcels	3
33.2	Exceptional period	12 Month(s)	37.1	Number of CN 23 customs declarations required for parcels in transit	3
Parcels automatically retained			37.2	Languages in which CN 23 customs declarations can be completed	English
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 - Method of dispatching accompanying documents		
Office name:	BUSINESS UNIT MAIL		38	Documents affixed to the relevant parcels	No
Name:	Ms Selita Hoft-Monsanto		38.1	Documents attached to the parcels bill	Yes
Function:	FINANCIAL DIRECTOR		Service to customers		
Address:	KERKPLEIN no.1 PARAMARIBO SURINAME		39	On-line tracking provided	Yes
Tel:	1: (+597)477524 2: (+)		39.1	Web site address to access information	http://www.surpost.com
Fax:	(+597)421242		39.2	Languages in which track and trace information is available	English
E-Mail:	selita.hoft@surpost.com		Service to designated operators		
Requests for withdrawal from the post or alteration, or correction of address			40.	User of the Internet-based Inquiry System (IBIS)	Yes
35	Requests for withdrawal from the post accepted	Yes	40.1	Details of office(s) responsible for handling parcel post inquiries	

Office name: Customer Service
 Name: Ms Janice Wolff
 Function: COORDINATOR CUSTOMER SERVICE
 Address: VULCANUSSTRAAT 9
 PARAMARIBO
 SURINAME
 Tel: 1: (+597)8602254
 2: (+597)401729
 Fax: (+597)421242
 E-Mail: customerservices@surpost.com

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:30-14:30	-
Tuesday	07:30-14:30	-
Wednesday	07:30-14:30	-
Thursday	07:30-14:30	-
Friday	07:30-14:00	-
Saturday	-	-
Sunday	-	-

Languages English Dutch

National Holidays**41.1 National holidays**

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	1	New Year
February	12	Chinees New Year
February	25	Revolution Day
March	29	Holi Phagwa
April	2	Good Friday
April	4	Easter Day
April	5	Easter Day
May	1	Labour Day
May	13	Idul Fitre
July	1	Emancipation Day
July	20	Idul Adha
August	9	Indigenous People Day
October	10	Marroon Day
November	4	Divali
November	25	Independence Day
December	25	First day of Christmas

December	26	Second day of Christmas
----------	----	-------------------------

National holiday in 2022

Month	Day(s)	National Holidays - Description
January	1	NEW YEAR
February	1	CHINESE NEW YEAR
February	25	REVOLUTION DAY
March	18	HOLI PHAGWA
April	15	GOOD FRIDAY
April	17	EASTERN DAY
April	18	EASTER DAY
May	1	LABOUR DAY
May	2	IDUL FITRE
July	1	EMANCIPATION DAY
July	9	IDUL ADHA
August	9	Indigenous People Day
October	10	Marroon Day
October	24	DIVALI
November	25	INDEPENDENCE DAY
December	25	FIRST DAY OF CHRISTMAS
December	26	Second day of Christmas

Regional Holidays**41.2 Regional holidays**

Regional holiday in

Month	Day(s)	Regional/Local Holidays – Localities and description
-------	--------	--

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	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 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: BU PARCELS & FREIGHT
 IMPC code: SRPBMB
 Name: Ms Gillian Atmopawiro
 Function: Parcels and Freight Import/Export
 Address: VULCANUSSTRAAT, 98
 PANAMARIBO
 SURINAME
 Tel: 1: (+597)8554230
 2: (+597)401729
 Fax: (+597)421242
 E-Mail: gillian.atmopawiro@surpost.com

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-13:00	-
Tuesday	08:00-13:00	-
Wednesday	08:00-13:00	-
Thursday	08:00-13:00	-
Friday	08:00-13:00	-
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 BU PARCELS & FREIGHT
 IMPC Code SRPBMB
 Tel (+597)401729
 Fax (+597)421242
 Hours of operation Mon-Fri: 08:00 - 12:00
 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 - 23:59	Wednesday	Monday+1	Monday+2
Tuesday	00:00 - 23:59	Thursday	Tuesday+1	Tuesday+2
Wednesday	00:00 - 23:59	Friday	Wednesday+1	Wednesday+2
Thursday	00:00 - 23:59	Monday	Thursday+1	Thursday+2
Friday	00:00 - 23:59	Tuesday	Friday+1	Friday+2
Saturday	00:00 - 23:59	Wednesday	Monday+1	Monday+2
Sunday	00:00 - 23:59	Wednesday	Monday+1	Monday+2

Definition of zones

Zone 1:

Postcodes	Cities
	Paramaribo, Wanica, Commewijne

Zone 2:

Postcodes	Cities
	Saramacca, Coronie, Nickerie

Zone 3:

Postcodes	Cities
	Moengo, Albina, Brokopondo, Sipaliwini

Arrival at office of exchange: Wednesday and Monday

Customs clearance times:

Items subject to customs duty: 24 hours
 Items not subject to customs duty: 30 minutes

Comments:

Parcel delivery standards - Surface parcel

OE Name BU PARCELS & FREIGHT
IMPC Code SRPBMB
Tel (+597)401729
Fax (+597)421242
Hours of operation Mon-Fri: 08:00 - 12:00

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

Definition of zones

Zone 1:

Postcodes	Cities
	Paramaribo, Wanica, Commewijne

Zone 2:

Postcodes	Cities
	Saramacca, Coronie, Nickerie

Zone 3:

Postcodes	Cities
	Moengo, Albina, Brokopondo, Sipaliwini

Arrival at office of exchange: Wednesday and Monday

Customs clearance times:

Items subject to customs duty: 24 hours
Items not subject to customs duty: 30 minutes

Comments:

Last validation date: 2019-10-10