

Basic Services						
1	Maximum weight limit admitted			CARDIT	Carrier documents international transport – origin post	Yes
1.1	Surface parcels (kg)			RESDIT	Response to a CARDIT – destination post	Yes
1.2	Air (or priority) parcels (kg)	30		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)	No		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	Yes
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.	Yes
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes		6.5	Nature of this governmental or legally binding restriction.	
2.2	Air parcels				Tax related	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		7	Signature of acceptance	
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No		7.1	When a parcel is delivered or handed over	
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes		7.1.1	a signature of acceptance is obtained	Yes
				7.1.2	captured data from an identity card are registered	Yes
Supplementary services				7.1.3	another form of evidence of receipt is obtained	Yes
3	Cumbersome parcels admitted	No		7.1.4	Nature of this evidence	
					Passport, driver's license	
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				
EMI	Final delivery	Yes		Insured parcel service		
5.1.3	Optional tracking events transmitted			8	Insured surface parcels admitted	No
EMA	Posting/collection	Yes		9	Insured air parcels admitted	No
EMB	Arrival at outward office of exchange	Yes		10	Marking used for insured parcels	
EME	Held by Customs	Yes		10.1	CP 74 pink label used	No
EMF	Out of Customs/Departure from inward office of exchange	Yes		10.2	CP 73 label and pink "insured" label used	No
EMG	Arrival at delivery office	Yes				
EMJ	Arrival at transit office of exchange	Yes		Cash-on-delivery service for parcel		
EMK	Departure from transit office of exchange	Yes		11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
5.1.4	Dispatch messages transmitted			11.1.1	outbound COD parcels	No
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes		11.1.2	inbound COD parcels	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		Express delivery service		
5.1.6	Other messages transmitted			12	Express parcel delivery service provided	No
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	No
13.2	insured parcels	Yes		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
				Comments:	
Fragile parcel			23	Customs clearance fee collected for all items declared at customs	No
15	Fragile parcels admitted	Yes		Comments:	
Consignment service			24	Administration fees collected for parcels subject to export customs clearance	No
16	Consignment service by bilateral agreements provided	No		Comments:	
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:	Ms Defares Fauziah				
Function:	Project Manager				
Address:	Kerkplein no.1 PARAMARIBO SURINAME				
Tel:	1: (+597)477524 2: (+597) 472255				
Fax:	(+597)421242				
E-mail	fauziah.defares@surpost.com dirsec@surpost.com				
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			
			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	Yes
			25.1	Amount of charge per day/per parcel	
				Local currency	SRD 19.00
				SDR	0.38
			25.2	Period of charge, if not daily	
			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	No
				Comments:	
				On request with payment	

Collection			Requests for withdrawal from the post or alteration, or correction of address		
30	Collection of parcels at post offices provided for		35	Requests for withdrawal from the post accepted	Yes
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			Special provisions - Force majeure		
31	Procedure for parcels for which customs duty is payable		36	Liability admitted in cases of force majeure	Yes
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	Yes			
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	3
			37.1	Number of CN 23 customs declarations required for parcels in transit	3
			37.2	Languages in which CN 23 customs declarations can be completed	English
Period of retention			Special provisions - Method of dispatching accompanying documents		
32	Period of retention for parcels		38	Documents affixed to the relevant parcels	Yes
32.1	Normal period	6 Month(s)	38.1	Documents attached to the parcels bill	No
32.2	Exceptional period	12 Month(s)			
33	Retention for parcels for which notice could not be sent or addressed to poste restante		Service to customers		
33.1	Normal period	6 Month(s)	39	On-line tracking provided	Yes
33.2	Exceptional period	12 Month(s)	39.1	Web site address to access information	http://www.surpost.com
			39.2	Languages in which track and trace information is available	English
Parcels automatically retained			Service to designated operators		
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.		40.	User of the Internet-based Inquiry System (IBIS)	Yes
Office name:	BUSINESS UNIT MAIL		40.1	Details of office(s) responsible for handling parcel post inquiries	
Name:	Ms Selita Hoft-Monsanto				
Function:	FINANCIAL DIRECTOR				
Address:	KERKPLEIN no.1 PARAMARIBO SURINAME				
Tel:	1: (+597)477524 2: (+)				
Fax:	(+597)421242				
E-Mail:	selita.hoft@surpost.com				

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: customerservice@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 2023

Month	Day(s)	National Holidays - Description
January	1	NEW YEAR
January	22	CHINESE NEW YEAR
March	7	HOLI PHAGWA
April	7	GOOD FRIDAY
April	10	EASTERN DAY
April	21	EASTER DAY
May	1	LABOUR DAY
April	21	IDUL FITRE
July	1	EMANCIPATION DAY
June	28	IDUL ADHA
August	9	Indigenous People Day
October	10	Maroon Day
November	12	DIVALI
November	25	INDEPENDENCE DAY
December	25	FIRST DAY OF CHRISTMAS
December	26	Second day of Christmas

December	31	New Year's Eve
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National holiday in 2024

Month	Day(s)	National Holidays - Description
January	1	New Year
February	10	Chinese New Year
March	25	Holi Phagwa
March	29	Good Friday
March	31	Easter Sunday
April	1	Easter Monday
April	10	Id Al Fitre
May	1	Labor Day
June	17	Id Al Adha
July	1	Emancipation Day
August	9	Indigenous People Day
October	10	Maroon Day
October	31	Divali
November	25	Independence Day
December	25	First Day of Christmas
December	26	Second Day of Christmas
December	31	New Year's Eve

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	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
 PARAMARIBO
 SURINAME
 Tel: 1: (+)
 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 PARAMARIBO BU MAIL AND DELIVERY
IMPC Code SRPBMB
Tel (+597)401729
Fax (+597)421232
Hours of operation Mon - Fri: 08.00–12.00; 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 - 13:00	Wednesday	Thursday	Friday
Monday	13:01 - 23:59	Thursday	Thursday+1	Friday+1
Tuesday	00:00 - 13:00	Thursday	Thursday	Friday
Tuesday	13:01 - 23:59	Friday	Thursday+1	Friday+1
Wednesday	00:00 - 13:00	Friday	Thursday	Friday
Wednesday	13:01 - 23:59	Monday	Thursday+1	Friday+1
Thursday	00:00 - 13:00	Monday	Thursday+1	Friday
Thursday	13:01 - 23:59	Tuesday	Thursday+2	Friday+1
Friday	00:00 - 13:00	Tuesday	Thursday	Friday+1
Friday	13:01 - 23:59	Wednesday	Thursday+1	Friday+2
Saturday	00:00 - 23:59	Wednesday	Thursday	Friday
Sunday	00:00 - 23:59	Wednesday	Thursday	Friday

Definition of zones

Zone 1:

Postcodes	Cities
	LAND VAN DIJK, LATOUR, ZORG EN HOOP, FLORA, COMMEWIJNE, PBM, PARAMARIBO CENTRUM, KWATTA, ELISABETHS' HOF

Zone 2:

Postcodes	Cities
	LELYDORP, Onverwacht, PARA, Zanderij, Wanica

Zone 3:

Postcodes	Cities
	SARAMACCA, CORONIE, NICKERIE, WAGENINGEN, MAROWIJNE

Arrival at office of exchange: Tuesday

Customs clearance times:

Items subject to customs duty: 24 hours

Items not subject to customs duty: 30 Min.

Comments:

Parcel delivery standards - Surface parcel

OE Name PARAMARIBO BU MAIL AND DELIVERY

IMPC Code SRPBMB

Tel (+597)401729

Fax (+597)421232

Hours of operation Mon - Fri: 08.00–12.00; 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 - 13:00	Wednesday	Thursday	Friday
Monday	13:01 - 23:59	Thursday	Thursday+1	Friday+1
Tuesday	00:00 - 13:00	Thursday	Thursday	Friday
Tuesday	13:01 - 23:59	Friday	Thursday+1	Friday+1
Wednesday	00:00 - 13:00	Friday	Thursday	Friday
Wednesday	13:01 - 23:59	Monday	Thursday+1	Friday+1
Thursday	00:00 - 13:00	Monday	Thursday+1	Friday
Thursday	13:01 - 23:59	Tuesday	Thursday+2	Friday+1
Friday	00:00 - 13:00	Tuesday	Thursday	Friday+1
Friday	13:01 - 23:59	Wednesday	Thursday+1	Friday+2
Saturday	00:00 - 23:59	Wednesday	Thursday	Friday
Sunday	00:00 - 23:59	Wednesday	Thursday	Friday

Definition of zones

Zone 1:

Postcodes	Cities
	LAND VAN DIJK, LATOUR, ZORG EN HOOP, FLORA, COMMEWIJNE, PBM, PARAMARIBO CENTRUM, KWATTA, ELISABETHS' HOF

Zone 2:

Postcodes	Cities
	LELYDORP, Onverwacht, PARA, Zanderij, Wanica

Zone 3:

Postcodes	Cities
	SARAMACCA, CORONIE, NICKERIE, WAGENINGEN, MAROWIJNE

Arrival at office of exchange: Tuesday

Customs clearance times:

Items subject to customs duty:	24 hours
Items not subject to customs duty:	30 Min.

Comments:

Last validation date: DA V1 01/03/2022