

Postal Services Sint Maarten (PSS)

SXA

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)	30	6	Home delivery	
1.2	Air (or priority) parcels (kg)	30	6.1	Initial delivery attempt at physical delivery of parcels to addressee	No
2	Maximum size admitted		6.2	If initial delivery attempt unsuccessful, card left for addressee	
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.	No
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	Yes
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	Yes
			7.1.4	Nature of this evidence	
			7.2	Ordinary parcels	
Supplementary services			7.2.1	Signature of the addressee or his agent	Yes
3	Cumbersome parcels admitted	No	7.2.2	Signature of a de facto agent	Yes
			7.3	Insured parcels	
			7.3.1	Signature of the addressee or his agent	Yes
			7.3.2	Signature of a de facto agent	No
Parcels service features			Insured parcel service		
5	Electronic exchange of information		8	Insured surface parcels admitted	No
5.1.1	Use a track and trace system	Yes	9	Insured air parcels admitted	No
5.1.2	Mandatory tracking events transmitted		10	Marking used for insured parcels	
EMC	Departure from outward office of exchange	Yes	10.1	CP 74 pink label used	No
EMD	Arrival at inward office of exchange	Yes	10.2	CP 73 label and pink "insured" label used	No
EMH	Attempted/Unsuccessful delivery	Yes			
EMI	Final delivery	Yes	Cash-on-delivery service for parcel		
5.1.3	Optional tracking events transmitted		11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
EMA	Posting/collection	Yes	11.1.1	outbound COD parcels	
EMB	Arrival at outward office of exchange	Yes	11.1.2	inbound COD parcels	No
EME	Held by Customs	Yes	Express delivery service		
EMF	Out of Customs/Departure from inward office of exchange	Yes	12	Express parcel delivery service provided	No
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				
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes			
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			

Date of last update : 04.01.2021

Parcels with advice of delivery			Outbound parcels No		
13	Admission of advice of delivery for				
13.1	ordinary parcels	Yes			
13.2	insured parcels	No			
Parcels for delivery free of charges and fees			Supplementary charges - Customs		
14	Parcels for delivery free of charges and fees admitted	No	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:	
Fragile parcel			23	Customs clearance fee collected for all items declared at customs	Yes
15	Fragile parcels admitted	No	23.1	Amount of fee collected	
				Local currency	8.00 NAF
				USD	4.50
				Comments:	
Consignment service			24	Administration fees collected for parcels subject to export customs clearance	No
16	Consignment service by bilateral agreements provided	Yes		Comments:	
Integrated logistics service			Special charges - Storage		
17	integrated logistics service by bilateral agreements provided	Yes	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	8.00
				SDR	4.50
			25.2	Period of charge, if not daily	1st Week NAF 8.00 2nd Week Naf 16.00 Up to one Month Naf 24.00 After 1 Month Naf 40.00
Addresses for bilateral agreements			Special delivery charges		
18	Contact details of the person responsible for questions concerning bilateral agreements		26	Delivery charges collected at the time of delivery in response to the advice of arrival	Yes
Name:	Ms Gumbs, Marinka		26.1	Amount of charge	
Function:	Managing Director			Local currency	Naf 18.00
Address:	Postal Services St Maarten NV Soualuiga Boulevard # 6 Pond Island, Philipsburg St Maarten Dutch Caribbean			SDR	6.95
Tel:	1: (+1721)5423968 2: (+1721) 5422289				
Fax:	(+)				
E-mail	Mgumbs@pssnv.sx sbuncamper@pssnv.sx				
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

Special charges – Poste restante			Parcels automatically retained		
27	Poste restante service provided	Yes	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.	
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			Office name:	Postal Services St Maarten NV	
28	Parcels returned to sender	Yes	Name:	Mr Richardson Denicio	
			Function:	Managing Director	
Delivery areas			Address:	N. Debrot Street 2 Philipsburg St Maarten Dutch Caribbean	
29	Parcels delivered to		Tel:	1: (+1721)5422289 2: (+) (+1721)5423308	
29.1	all addresses	Yes	Fax:	(1721)5423308	
29.2	specific areas only	No	E-Mail:	info@pssnv.com	
	Comments:				
	We do not provide home delivery for parcels.		Requests for withdrawal from the post or alteration, or correction of address		
Collection			35	Requests for withdrawal from the post accepted	No
30	Collection of parcels at post offices provided for		Special provisions - Force majeure		
30.1	all addresses	Yes	36	Liability admitted in cases of force majeure	No
30.2	specific areas only	No	36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	No
	Comments:		36.2	Addressee/sender's reservations admitted at the time of delivery	No
Delivery procedures for parcels for which customs duty and taxes are payable			Special provisions - Customs declarations		
31	Procedure for parcels for which customs duty is payable		37	Number of CN 23 customs declarations required for inbound parcels	1
31.1	Pick up of parcel at the customs office	No	37.1	Number of CN 23 customs declarations required for parcels in transit	1
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No	37.2	Languages in which CN 23 customs declarations can be completed	English
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No	Special provisions - Method of dispatching accompanying documents		
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes	38	Documents affixed to the relevant parcels	Yes
31.5	Other		38.1	Documents attached to the parcels bill	No
Period of retention			Service to customers		
32	Period of retention for parcels		39	On-line tracking provided	No
32.1	Normal period	30 Day(s)	Service to designated operators		
32.2	Exceptional period		40.	User of the Internet-based Inquiry System (IBIS)	No
33	Retention for parcels for which notice could not be sent or addressed to poste restante				
33.1	Normal period	30 Day(s)			
33.2	Exceptional period				

Postal Services Sint Maarten (PSS)

SXA

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

Office name: St Maarten NV
 Name: Mr Buncamper Stephen
 Function: Admin-Counter Clerk / Int. Supervisor
 Address: Postal Services Sint Maarten N.V.
 Soualuga Boulevard #6
 Pond Island, Philipsburg
 St. Maarten
 Tel: 1: (+1721)5423968
 2: (+1721)5422289
 Fax: (+)
 E-Mail: info@pssnv.sx

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:30-12:00	13:30-17:00
Tuesday	07:30-12:00	13:30-17:00
Wednesday	07:30-12:00	13:30-17:00
Thursday	07:30-12:00	13:30-17:00
Friday	07:30-12:00	13:30-16:30
Saturday	-	-
Sunday	-	-

Languages English

National Holidays**41.1 National holidays**

National holiday in 2020

Month	Day(s)	National Holidays - Description
January	1	New Years Day
April	10	Good Friday
April	12	Easter Day
April	13	Easter Monday
April	27	Kings Day
April	30	Carnival day
May	1	Labour day
May	10	Ascension day
May	21	Ascension Day
July	1	Emancipation day
October	8	Constitution day
November	11	Sint Maarten's day
December	25	Christmas day
December	26	Boxing Day

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	No
42.5	parcels rifled or damaged	No

Redirection within the country of destination

43.1	Redirection done without a request from the sender or addressee	Yes
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**

Office name: Postal Services St. Maarten NV
 IMPC code: SXSXMA
 Name: Mr Richardson Denicio
 Function: Managing Director
 Address: N. Debrot Street 2
 Philipsburg
 St Maarten
 Dutch Caribbean
 Tel: 1: (+1721)5422289
 2: (+)
 Fax: (+1721)5423308
 E-Mail: info@pssnv.com

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:30-12:00	01:30-17:00
Tuesday	07:30-12:00	01:30-17:00
Wednesday	07:30-12:00	01:30-17:00
Thursday	07:30-12:00	01:30-17:00
Friday	07:30-12:00	01:30-16:30
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 Postal Services St Maarten NV
 IMPC Code SXSXMA
 Tel (+1721)5423968
 Fax (+)
 Hours of operation Mon - Fri: 07:30 - 17:00; 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 - 11:00	Tuesday	---	---
Monday	11:01 - 23:59	Wednesday	---	---
Tuesday	00:00 - 11:00	Wednesday	---	---
Tuesday	11:01 - 23:59	Thursday	---	---
Wednesday	00:00 - 11:00	Thursday	---	---
Wednesday	11:01 - 23:59	Friday	---	---
Thursday	00:00 - 11:00	Friday	---	---
Thursday	11:01 - 23:59	Monday	---	---
Friday	00:00 - 11:00	Monday	---	---
Friday	11:01 - 23:59	Tuesday	---	---
Saturday	00:00 - 23:59	Tuesday	---	---
Sunday	00:00 - 23:59	Tuesday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	The whole country

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 2 hours

Customs clearance times:

Items subject to customs duty: 2 hours

Items not subject to customs duty: 0,5 hours

Comments:

Parcel delivery standards - Surface parcel

OE Name Postal Services St Maarten NV
 IMPC Code SXSXMA
 Tel (+1721)5423968
 Fax (+)
 Hours of operation Mon - Fri: 07:30 - 17:00; 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 - 11:00	Tuesday	---	---
Monday	11:01 - 23:59	Wednesday	---	---
Tuesday	00:00 - 11:00	Wednesday	---	---
Tuesday	11:01 - 23:59	Thursday	---	---
Wednesday	00:00 - 11:00	Thursday	---	---
Wednesday	11:01 - 23:59	Friday	---	---
Thursday	00:00 - 11:00	Friday	---	---
Thursday	11:01 - 23:59	Monday	---	---
Friday	00:00 - 11:00	Monday	---	---
Friday	11:01 - 23:59	Tuesday	---	---
Saturday	00:00 - 23:59	Tuesday	---	---
Sunday	00:00 - 23:59	Tuesday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	The whole country.

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 2 hours

Customs clearance times:

Items subject to customs duty: 2 hours

Items not subject to customs duty: 0,5 hours

Comments:

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