

Basic Services						
1	Maximum weight limit admitted			PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes
1.1	Surface parcels (kg)	30		RESDDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes
1.2	Air (or priority) parcels (kg)	30		5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes
2	Maximum size admitted			5.1.6	Other messages transmitted	
2.1	Surface parcels			PRECON	Pre-advice of international consignment – origin post	Yes
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	Yes		RESCON	Response to a PRECON – destination post	Yes
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No		CARDIT	Carrier documents international transport – origin post	Yes
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No		RESDIT	Response to a CARDIT – destination post	Yes
2.2	Air parcels			6	Home delivery	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	Yes		6.1	Initial delivery attempt at physical delivery of parcels to addressee	No
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No		6.2	If initial delivery attempt unsuccessful, card left for addressee	
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	No
Supplementary services				6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	No
3	Cumbersome parcels admitted	Yes		6.5	Nature of this governmental or legally binding restriction.	
4	Maximum size admitted			7	Signature of acceptance	
4.1	Surface parcels			7.1	When a parcel is delivered or handed over	
	Metres for any one dimension	3		7.1.1	a signature of acceptance is obtained	Yes
	Metres for length & greatest circumference			7.1.2	captured data from an identity card are registered	Yes
4.2	Air parcels			7.1.3	another form of evidence of receipt is obtained	No
	Metres for any one dimension	3		7.2	Ordinary parcels	
	Metres for length & greatest circumference			7.2.1	Signature of the addressee or his agent	Yes
Parcels service features				7.2.2	Signature of a de facto agent	No
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	Yes
EMH	Attempted/Unsuccessful delivery	Yes		8.1	Maximum insured value for surface parcels (SDR)	1000
EMI	Final delivery	Yes		9	Insured air parcels admitted	Yes
5.1.3	Optional tracking events transmitted			9.1	Maximum insured value for air parcels (SDR)	1000
EMA	Posting/collection	Yes		9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	
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				
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					

Local currency	200		
SDR	0.26		
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	Yes	
27.1	Amount of charge per parcel		
	Local currency	500 XOF	
	SDR		
27.2	Basis for charge if not an amount per parcel		
Special provisions - Treatment of parcels wrongly accepted			
28	Parcels returned to sender	No	
28.1	If not, parcel delivered to addressee under conditions prescribed by your country legislations	Yes	
Delivery areas			
29	Parcels delivered to		
29.1	all addresses	No	
29.2	specific areas only	Yes	
	Comments:		
Collection			
30	Collection of parcels at post offices provided for		
30.1	all addresses	Yes	
30.2	specific areas only	No	
	Comments:		
Delivery procedures for parcels for which customs duty and taxes are payable			
31	Procedure for parcels for which customs duty is payable		
31.1	Pick up of parcel at the customs office	Yes	
31.2	Addressee's address with collection of customs duties and taxes 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	
31.5	Other		
Period of retention			
32	Period of retention for parcels		
32.1	Normal period	30 Day(s)	
32.2	Exceptional period	60 Day(s)	
33	Retention for parcels for which notice could not be sent or addressed to poste restante		
33.1	Normal period	60 Day(s)	
33.2	Exceptional period	60 Day(s)	
Parcels automatically retained			
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.		
Office name:	Centre National de Tri Postal		
Name:	Mr SOGBEY Kudjo Elémawusi		
Function:	Chef Division		
Address:	Société des Postes du Togo Centre National de Tri Postal 1180 Avenue de la Libération 01 BP 2626 Lomé 01 TOGO		
Tel:	1: (+228)22227766 2: (+)		
Fax:	(+228)22211208		
E-Mail:	cntp@laposte.tg kudjo.sogbey@laposte.tg		
Requests for withdrawal from the post or alteration, or correction of address			
35	Requests for withdrawal from the post accepted	Yes	
35.1	Central office (in destination country) to which requests must be sent		
Office name:	Centre National de Tri Postal		
Name:	Mr EDJAMTOLI Komlan		
Function:	Chef Division		
Address:	Société des Postes du Togo Centre National de Tri Postal 1180 Avenue de la Libération 01 BP 2626 Lomé 01 TOGO		
Tel:	1: (+228)22227766 2: (+228)90034888		
Fax:	(+228)22211208		
E-Mail:	cntp@laposte.tg komlan.edjamtoli@laposte.tg		
Special provisions - Force majeure			
36	Liability admitted in cases of force majeure	No	

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 English
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.laposte.tg/
39.2	Languages in which track and trace information is available	English
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:	Division de la Qualité de Service et de la Planification	
Name:	Ms AKUE Akouvi	
Function:	Chef Division	
Address:	Société des Postes du Togo Division de la Qualité de Service et de la Planification 1180 Avenue de la Libération 01 BP 2626 Lomé 01 TOGO	
Tel:	1: (+228)90302626 2: (+228)90147554	
Fax:	(+228)22211208	
E-Mail:	service_client@laposte.tg sav@laposte.tg	
Hours of service and days(s) on which the inquiry service is operating		
Opening Hours (Local)		
Day	Opening hours 1	Opening hours 2
Monday	07:00-12:00	14:30-17:30
Tuesday	07:00-12:00	14:30-17:30

Wednesday	07:00-12:00	14:30-17:30
Thursday	07:00-12:00	14:30-17:30
Friday	07:00-12:00	14:30-17:30
Saturday	-	-
Sunday	-	-

Languages French English

National Holidays

41.1 National holidays

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	1	Jour de l'An
April	4	Pâques
April	5	Lundi de Pâques
April	27	Fête de l'Indépendance
May	1	Fête du travail
May	13	Ascension / Ramadan (Aïd el-Fitr)
May	23	Pentecôte
May	24	Lundi de Pentecôte
June	21	Fête des martyrs
July	20	Tabaski (Aïd el-Kébir)
August	15	Assomption
November	1	Toussaint
December	25	Noël

National holiday in 2022

Month	Day(s)	National Holidays - Description
January	1	jour de l'an
April	17	Pâques
April	18	Lundi de Pâques
April	27	Fête de l'indépendance
May	1	fête du travail
May	2	Ramadan (Aïd el-Fitr)
May	26	Ascension
June	6	Lundi de pentecôte
June	21	Fête des martyrs
July	9	Tabaski (Aïd el-Kébir)
August	15	Assomption
November	1	Toussaint

December	25	Noël
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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	Yes
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	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: LOME CNTP
 IMPC code: TGLFWA
 Name: Mr EDJAMTOLI Komlan
 Function: Chef Centre
 Address: Société des Postes du Togo
 Centre National de Tri Postal
 1180 Avenue de la libération
 01 BP 2626 Lomé 01
 TOGO
 Tel: 1: (+228)90034888
 2: (+)
 (+228)22211208
 Fax: (+228)22211208
 E-Mail: cntp@laposte.tg
 komlan.edjamtoli@laposte.tg

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:00-17:30	-
Tuesday	07:00-17:30	-
Wednesday	07:00-17:30	-
Thursday	07:00-17:30	-
Friday	07:00-17:30	-
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 LOME CNTP
IMPC Code TGLFWA
Tel (+228)22227766
Fax (+228)22211208
Hours of operation Lun - ven: 7h00-17h30
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 - 15:00	Wed	Thu	Fri	Mon+1	---	---
Mon	15:01 - 23:59	Thu	Fri	Mon+1	Mon+1	---	---
Tue	00:00 - 15:00	Thu	Fri	Mon	Tue+1	---	---
Tue	15:01 - 23:59	Fri	Mon	Tue+1	Tue+1	---	---
Wed	00:00 - 15:00	Fri	Mon	Tue	Wed+1	---	---
Wed	15:01 - 23:59	Mon	Tue	Wed+1	Wed+1	---	---
Thu	00:00 - 15:00	Mon	Tue	Wed	Thu+1	---	---
Thu	15:01 - 23:59	Tue	Mer	Thu+1	Thu+1	---	---
Fri	00:00 - 15:00	Tue	Mer	Thu	Fri+1	---	---
Fri	15:01 - 23:59	Wed	Thu	Fri+1	Fri+1	---	---
Sat	00:00 - 23:59	Wed	Thu	Fri	Mon+1	---	---
Sun	00:00 - 23:59	Wed	Thu	Fri	Mon+1	---	---

Definition of zones

Zone 1:

Postcodes	Cities
TGLAAT, TGLADI, TGLAER, TGLAGA, TGLAGB, TGLAGZ, TGLAKO, TGLAMA, TGLAPE, TGLAVE, TGLAVI, TGLBEE, TGLCEN, TGLCIT, TGLDJK, TGLDOU, TGLFIO, TGLGBO, TGLHEZ, TGLKEGU, TGLKLIK, TGLNYE, TGLPHI, TGLPOR, TGLTOK, TGLWUI.	Lomé

Zone 2:

Postcodes	Cities
TGAGBO, TGAGOU, TGANEH, TGANIE, TGATAK, TGBLIT, TGKEVE, TGKPAL, TGLBAG, TGNOTS, TGPAGA, TGTSE.	AGBODRAFO, AGOU, ANEHO, ANIE, ATAKPAME, BLITTA, KEVE, KPALIME, LOME BAGUIDA, NOTSE, PAGALA, TSEVIE.

Zone 3:

Postcodes	Cities

TGAFAG, TGAHEP, TGAKLA, TGANFO, TGBAFI, TGBARK, TGBOMB, TGDPGA, TGHAHO, TGKANT, TGKARA, TGKART, TGKPAN, TGMANG, TGNIAM, TGPYAA, TGSOKO, TGSOTO, TGTABL, TGVOGA.	AFAGNAN, AHEPE, AKLAKOU, ANFOIN, BAFILO, BARKOUASSI, BOMBOUAKA, DAPAONG, HAHOTOE, KANTE, KARA, KARA STADE, KPANGALAM, MANGO, NIAMTOUGOU, PYA, SOKODE, SOTOUBOUA, TABLIGBO, VOGAN.
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Zone 4:

Postcodes	Cities
TGADET, TGADJE, TGAGBE, TGAGBN, TGAMLA, TGBADO, TGBASS, TGCINK, TGDANY, TGELAV, TGGLEI, TGGUER, TGKABO, TGKALI, TGKETA, TGKOUG, TGKPELE, TGMADO, TGPGDA, TGTCHA, TGTOHO.	KPELE-ADETA, ADJENGRE, AGBELOUVE, AGBONOU, AMLAME, BADOU, BASSAR, CINKASSE, DANYI APEYEME, ELAVAGNON, GLEI, GUERIN-KOUKA, KABOU, KABOLI, KETAO, KOUGNOHOU, KPELE-ELE, MANDOURI, PAGOUA, TCHAMBA, TOHOUN et Autres villes ou localités.

Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange: 15:00

Customs clearance times:

Items subject to customs duty: 24 hrs

Items not subject to customs duty: 06 hrs

Comments:

Parcel delivery standards - Surface parcel

OE Name LOME CNTP
IMPC Code TGLFWA
Tel (+228)22227766
Fax (+228)22211208
Hours of operation Lun - ven: 7h00-17h30

From the airport/port/office of exchange 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 - 15:00	Wed	Thu	Fri	Mon+1	---	---
Mon	15:01 - 23:59	Thu	Fri	Mon+1	Tue+1	---	---
Tue	00:00 - 15:00	Thu	Fri	Mon	Tue+1	---	---
Tue	15:01 - 23:59	Fri	Mon	Tue+1	Wed+1	---	---
Wed	00:00 - 15:00	Fri	Mon	Tue	Wed+1	---	---
Wed	15:01 - 23:59	Mon	Tue	Wed+1	Thu+1	---	---
Thu	00:00 - 15:00	Mon	Tue	Wed	Thu+1	---	---
Thu	15:01 - 23:59	Tue	Mer	Thu+1	Fri+1	---	---
Fri	00:00 - 15:00	Tue	Mer	Thu	Fri+1	---	---
Fri	15:01 - 23:59	Wed	Thu	Fri+1	Mon+1	---	---
Sat	00:00 - 23:59	Wed	Thu	Fri	Mon+1	---	---
Sun	00:00 - 23:59	Wed	Thu	Fri	Mon+1	---	---

Definition of zones

Zone 1:

Postcodes	Cities
TGLAAT, TGLADI, TGLAER, TGLAGA, TGLAGB, TGLAGZ, TGLAKO, TGLAMA, TGLAPE, TGLAVE, TGLAVI, TGLBEE, TGLCEN, TGLCIT, TGLDJK, TGLDOU, TGLFIO, TGLGBO, TGLHEZ, TGLKEGU, TGLKLIK, TGLNYE, TGLPHI, TGLPOR, TGLTOK, TGLWUI.	LOME

Zone 2:

Postcodes	Cities
TGAGBO, TGAGOU, TGANEH, TGANIE, TGATAK, TGBLIT, TGKEVE, TGKPAL, TGLBAG, TGNOTS, TGPAGA, TGTSE.	AGBODRAFO, AGOU, ANEHO, ANIE, ATAKPAME, BLITTA, KEVE, KPALIME, LOME BAGUIDA, NOTSE, PAGALA, TSEVIE.

Zone 3:

Postcodes	Cities

TGAFAG, TGAHEP, TGAKLA, TGANFO, TGBAFI, TGBARK, TGBOMB, TGDPGA, TGHAHO, TGKANT, TGKARA, TGKART, TGKPAN, TGMANG, TGNIAM, TGPYAA, TGSOKO, TGSOTO, TGTABL, TGVOGA.	AFAGNAN, AHEPE, AKLAKOU, ANFOIN, BAFILO, BARKOUASSI, BOMBOUAKA, DAPAONG, HAHOTOE, KANTE, KARA, KARA STADE, KPANGALAM, MANGO, NIAMTOUGOU, PYA, SOKODE, SOTOUBOUA, TABLIGBO, VOGAN.
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Zone 4:

Postcodes	Cities
TGADET, TGADJE, TGAGBE, TGAGBN, TGAMLA, TGBADO, TGBASS, TGCINK, TGDANY, TGELAV, TGGLEI, TGGUER, TGKABO, TGKALI, TGKETA, TGKOUG, TGKPELE, TGMADO, TGPGDA, TGTCHA, TGTOHO.	KPELE-ADETA, ADJENGRE, AGBELOUVE, AGBONOU, AMLAME, BADOU, BASSAR, CINKASSE, DANYI APEYEME, ELAVAGNON, GLEI, GUERIN-KOUKA, KABOU, KABOLI, KETAO, KOUGNOHOU, KPELE-ELE, MANDOURI, PAGOUA, TCHAMBA, TOHOUN et Autres villes ou localités.

Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange: 15:30

Customs clearance times:

Items subject to customs duty: 24 hrs

Items not subject to customs duty: 06 hrs

Comments:

Last validation date: Da V1 01/12/2017