

TRINIDAD-TOBAGO POSTAL CORPORATION

TTA

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	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)	Yes	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)	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)	Yes	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)	No	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	Yes
5.1.2	Mandatory tracking events transmitted		7.3.2	Signature of a de facto agent	Yes
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	No
EMG	Arrival at delivery office	No	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			

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13.1	ordinary parcels	No	21.1	Threshold level below which parcels are free of customs duties and other taxes	No
13.2	insured parcels	No		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
Fragile parcel				Comments:	
15	Fragile parcels admitted	Yes	23	Customs clearance fee collected for all items declared at customs	No
Consignment service				Comments:	
16	Consignment service by bilateral agreements provided	No	24	Administration fees collected for parcels subject to export customs clearance	No
Integrated logistics service				Comments:	
17	integrated logistics service by bilateral agreements provided	No	Special charges - Storage		
Addresses for bilateral agreements			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
18	Contact details of the person responsible for questions concerning bilateral agreements		25.1	Amount of charge per day/per parcel	
Name:	Mr Alexis, George			Local currency	\$7.00
Function:	General Manager Operations			SDR	
Address:	Trinidad and Tobago Postal Corporation, 240-250 Golden Grove Road, Piarcó, Trinidad & Tobago		25.2	Period of charge, if not daily	
Tel:	1: (+1868)6695361 2: (+)		Special delivery charges		
Fax:	(+1868)6695374		26	Delivery charges collected at the time of delivery in response to the advice of arrival	No
E-mail	george.alexis@ttpost.net		Special charges – Poste restante		
Admissible radioactive material and infectious substances			27	Poste restante service provided	Yes
19	Radioactive materials admitted in		27.1	Amount of charge per parcel	
19.1	Air Parcels			Local currency	\$0.00
		Inbound parcels		SDR	
		Outbound parcels	27.2	Basis for charge if not an amount per parcel	
19.2	Insured parcels		Special provisions - Treatment of parcels wrongly accepted		
		Inbound parcels	28	Parcels returned to sender	No
		Outbound parcels	28.1	If not, parcel delivered to addressee under conditions prescribed by your country legislations	Yes
20	Infected substances admitted in		Delivery areas		
20.1	Air Parcels		29	Parcels delivered to	
		Inbound parcels	29.1	all addresses	No
		Outbound parcels	Supplementary charges - Customs		
20.2	Insured parcels		21	Non-dutiable parcels	
		Inbound parcels			
		Outbound parcels			

29.2	specific areas only	No	
	Comments:		
	Parcel notification is left at customer's address for customer to pick up parcel at post office.		
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	No	
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	20 Day(s)	
32.2	Exceptional period		
33	Retention for parcels for which notice could not be sent or addressed to poste restante		
33.1	Normal period	20 Day(s)	
33.2	Exceptional period		
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: International			
Name: Ms Ramkhelawan Deomatie			
Function: International Accounts Supervisor (Ag.)			
Address: National Mail Centre International Department 240-250 GOLDEN GROVE ROAD PIARCO Trinidad and Tobago			
Tel: 1: (+1868)6695361 2: (+1868)6695362			
Fax: (+1868)6695374			
E-Mail: deomatie.ramkhelawan@ttpost.net			
Requests for withdrawal from the post or alteration, or correction of address			
35	Requests for withdrawal from the post accepted	No	
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	No	
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		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	No	
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		

TRINIDAD-TOBAGO POSTAL CORPORATION

TTA

Office name: Customer Service
 Name: Ms Boodoosingh Renee
 Function: Team Leader
 Address: National Mail Centre
 240-250 Golden Grove Road
 Piarco
 Trinidad & Tobago
 Tel: 1: (+1868)6695361
 2: (+)
 Fax: (+1868)6697432
 E-Mail: renee.boodoosingh@ttpost.net

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

Opening Hours (Local)

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

Languages English

National Holidays**41.1 National holidays**

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	1	New Year's Day
March	30	Spiritual Baptist Liberation Day
April	2	Good Friday
April	5	Easter Monday
May	13	Eid-ul-Fitr
May	31	Indian Arrival Day (observed)
June	3	Corpus Christi
August	2	Emancipation Day (observed)
August	31	Independence Day
September	24	Republic Day
November	4	Divali (TBC)
December	27	Boxing Day (observed)

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	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	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**

Office name: NATIONAL MAIL CENTRE
 IMPC code: TTPOSA
 Name: Ms Mohammed Saied
 Function: Processing Manager
 Address: 240-250 National Mail Centre, Golden Grove Road, Piarco, Trinidad & Tobago
 Tel: 1: (+1868)6695361
 2: (+)
 Fax: (+1868)6695395
 E-Mail: saied.mohammed@ttpost.net

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-16:00	-
Tuesday	08:00-16:00	-
Wednesday	08:00-16:00	-
Thursday	08:00-16:00	-

Friday	08:00-16:00	-
Saturday	-	-
Sunday	-	-

Observations/Comments

Delivery standards

46-47 See the annexes.

Barcode

48 Barcode sample used on all outward international postal parcels.



CP 000094762 TT

Parcel delivery standards - Air parcel

OE Name NATIONAL MAIL CENTRE
 IMPC Code TTPOSA
 Tel (+1868)6695361
 Fax (+1868)6695395
 Hours of operation 0600-2200

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 - 20:00	Friday	---	---
Monday	20:01 - 23:59	Monday+1	---	---
Tuesday	00:00 - 20:00	Monday	---	---
Tuesday	20:01 - 23:59	Tuesday+1	---	---
Wednesday	00:00 - 20:00	Tuesday	---	---
Wednesday	20:01 - 23:59	Wednesday+1	---	---
Thursday	00:00 - 20:00	Wednesday	---	---
Thursday	20:01 - 23:59	Thursday+1	---	---
Friday	00:00 - 20:00	Thursday	---	---
Friday	20:01 - 23:59	Friday+1	---	---
Saturday	00:00 - 23:59	Friday	---	---
Sunday	00:00 - 23:59	Friday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	The whole country

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 24 hours

Items not subject to customs duty: 24 hours

Comments: The OE operates five days a week with the exception of Public Holidays

Parcel delivery standards - Surface parcel

OE Name NATIONAL MAIL CENTRE
 IMPC Code TTPOSA
 Tel (+1868)6695361
 Fax (+1868)6695395

Hours of operation

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 - 20:00	Friday	Thursday	---
Monday	20:01 - 23:59	Monday+1	---	---
Tuesday	00:00 - 20:00	Monday	Friday	---
Tuesday	20:01 - 23:59	Tuesday+1	---	---
Wednesday	00:00 - 20:00	Tuesday	Monday	---
Wednesday	20:01 - 23:59	Wednesday+1	---	---
Thursday	00:00 - 20:00	Wednesday	Tuesday	---
Thursday	20:01 - 23:59	Thursday+1	---	---
Friday	00:00 - 20:00	Thursday	Wednesday	---
Friday	20:01 - 23:59	Friday+1	---	---
Saturday	00:00 - 23:59	Friday	Thursday	---
Sunday	00:00 - 23:59	Friday	Thursday	---

Definition of zones

Zone 1:

Postcodes	Cities
	The whole country

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 24 hours

Items not subject to customs duty: 8 hours

Comments: The OE operates five days a week with the exception of Public Holidays

Last validation date: Da V1 01/03/2019