

Basic Services			CARDIT	Carrier documents international transport – origin post	Yes
1	Maximum weight limit admitted		RESDIT	Response to a CARDIT – destination post	Yes
1.1	Surface parcels (kg)	25	6	Home delivery	
1.2	Air (or priority) parcels (kg)	25	6.1	Initial delivery attempt at physical delivery of parcels to addressee	Yes
2	Maximum size admitted		6.2	If initial delivery attempt unsuccessful, card left for addressee	No
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.	
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)	Yes	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)	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)	Yes	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	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	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	Yes	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			

13.1	ordinary parcels	Yes	Supplementary charges - Customs	
13.2	insured parcels	No	21	Non-dutiable parcels
Parcels for delivery free of charges and fees			21.1	Threshold level below which parcels are free of customs duties and other taxes
14	Parcels for delivery free of charges and fees admitted	Yes	21.2	Exemption threshold
Fragile parcel				Local currency
15	Fragile parcels admitted	No		VT10,000
Consignment service				USD
16	Consignment service by bilateral agreements provided	No		100
Integrated logistics service				Comments:
17	integrated logistics service by bilateral agreements provided	No		Le montant du bien ne dépassant pas plus de VT10,000.
Addresses for bilateral agreements			22	Dutiable parcels
18	Contact details of the person responsible for questions concerning bilateral agreements		22.1	Customs clearance fee collected for parcels subject to import customs clearance
Name:	Mr LIUNAMEL, Andrew			No
Function:	Manager Mail Operations			Comments:
Address:	Vanuatu Post Limitd GPO Box 43, Teouma St, Champagne Estate, PORT VILA REPUBLIC OF VANUATU VANUATU			Frais de dédouanement
Tel:	1: (+678)22000 2: (+)		23	Customs clearance fee collected for all items declared at customs
Fax:	(+)			No
E-mail	mailops@vanuatupost.vu ceo@vanuatupost.vu			Comments:
Admissible radioactive material and infectious substances				Only dutiable items are subject to clearance fees. Custom clearance are completed by a third party.
19	Radioactive materials admitted in		24	Administration fees collected for parcels subject to export customs clearance
19.1	Air Parcels			No
		Inbound parcels		Comments:
		Outbound parcels		
19.2	Insured parcels			
		Inbound parcels		
		Outbound parcels		
20	Infected substances admitted in		Special charges - Storage	
20.1	Air Parcels		25	Storage charge collected on a parcel when it is kept beyond the prescribed period, or in the event of return to sender/redirection
		Inbound parcels		Yes
		Outbound parcels		
20.2	Insured parcels		25.1	Amount of charge per day/per parcel
		Inbound parcels		Local currency
		Outbound parcels		500
				SDR
				3.1
			25.2	Period of charge, if not daily
Special delivery charges			Special charges – Poste restante	
26	Delivery charges collected at the time of delivery in response to the advice of arrival		27	Poste restante service provided
				Yes
			27.1	Amount of charge per parcel
				Local currency
				1,150
				SDR
				7
			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	No		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.
28.2	For parcels wrongly accepted, action taken on a case-by-case basis	No			
Delivery areas					
29	Parcels delivered to				
29.1	all addresses	No			Office name: Vanuatu Post Limited
29.2	specific areas only	Yes			Name: Mr BEN, Kaltila
	Comments: Only to known addressees				Function: Team Leader, Mail Operations
Collection					Address: Vanuatu Post Limited GPO Box 43 PORT VILA REPUBLIC OF VANUATU VANUATU
30	Collection of parcels at post offices provided for				Tel: 1: (+678)22000 2: (+)
30.1	all addresses	Yes			Fax: (+678)23900
30.2	specific areas only	No			E-Mail: spvmail@vanuatupost.vu
	Comments: Tous les destinataires connus				
Delivery procedures for parcels for which customs duty and taxes are payable					
31	Procedure for parcels for which customs duty is payable				Requests for withdrawal from the post or alteration, or correction of address
31.1	Pick up of parcel at the customs office	Yes			35
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No			Requests for withdrawal from the post accepted
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No			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				Special provisions - Force majeure
32.1	Normal period	1 Month(s)			36
32.2	Exceptional period	2 Month(s)			Liability admitted in cases of force majeure
33	Retention for parcels for which notice could not be sent or addressed to poste restante				36.1
33.1	Normal period	2 Month(s)			Liability admitted for insured parcels on board ships or aircraft used by designated operators
33.2	Exceptional period				36.2
					Addressee/sender's reservations admitted at the time of delivery
Parcels automatically retained					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
					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
					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.vanuatupost.vu
					39.2
					Languages in which track and trace information is available
					English

Vanuatu Post Limited

VUA

Service to designated operators			October	5	Constitution Day
40. User of the Internet-based Inquiry System (IBIS) Yes			November	29	Unity Day
40.1 Details of office(s) responsible for handling parcel post inquiries			December	25	Christmas Day
Office name: Vanuatu Post Limited			December	26	Family Day
Name: Ms TAYLOR, Rose			National holiday in 2022		
Function: Customer Service Inquiry Officer			Month	Day(s)	National Holidays - Description
Address: Vanuatu Post Limited GPO Box 43, Teouma St, Champagne Estate, PORT VILA REPUBLIC OF VANUATU VANUATU			January	1	New Year
Tel: 1: (+678)22000 2: (+)			February	21	Lini Day
Fax: (+678)23900			March	5	Chiefs Day
E-Mail: custservice@vanuatupost.vu service2@vanuatupost.vu			April	15	Good Friday
Hours of service and days(s) on which the inquiry service is operating			April	18	Easter Monday
Opening Hours (Local)			May	2	Labour Day
Day	Opening hours 1	Opening hours 2	May	26	Ascension Day
Monday	08:00-17:00	-	July	25	Children's Day
Tuesday	08:00-17:00	-	July	30	Independence Day
Wednesday	08:00-17:00	-	August	15	Assumption Day
Thursday	08:00-17:00	-	October	5	Constitution Day
Friday	08:00-17:00	-	November	29	Unity Day
Saturday	-	-	December	26	Family Day
Sunday	-	-	December	27	Public Holiday
Languages French English			Regional Holidays		
National Holidays			41.2 Regional holidays		
41.1 National holidays			Regional holiday in		
National holiday in 2023			Month	Day(s)	Regional/Local Holidays – Localities and description
Month	Day(s)	National Holidays - Description	Cancellation of fees		
January	2	New Year Celebration	42 Fees cancelled when they concern		
February	21	Fr. W. H. Lini Day	42.1	parcels returned to sender	Yes
March	6	Chiefs Day Celebration	42.2	parcels redirected to a third party	Yes
April	7	Good Friday	42.3	parcels abandoned by the sender	Yes
April	10	Easter Monday	42.4	parcels lost or destroyed	Yes
May	1	Labour Day	42.5	parcels rifled or damaged	Yes
May	18	Ascension Day	Redirection within the country of destination		
July	24	Childrens Day	43.1	Redirection done without a request from the sender or addressee	No
July	30	Independence Day Celebration	43.2	Redirection fee charged	No
August	15	Assumption Day	43.3	Amount of redirection fee (SDR)	
			Comments:		

Date of last update : 16.01.2023

48

Barcode sample used on all outward international postal parcels.

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	No
44.4	Areas of the country where the parcel service is NOT provided	

Postcodes	Localities
	All outer islands apart from these towns, namely Port Vila, Island of Efate, Lenakel, Island of Tanna, Lakatoro, Island of Makekula, Luganville, Island of Santo, Lolowai, Island of Ambae

Office(s) of exchange handling parcels**45 Details of office(s) of exchange responsible for handling parcel post**

Office name: Port Vila Office of Exchange
 IMPC code: VUVLIA
 Name: Mr BEN, Kaltila
 Function: Team Leader, Mail Operations
 Address: Vanuatu Post Limited,
 GPO Box 43, Teouma St, Champagne Estate,
 PORT VILA
 REPUBLIC OF VANUATU
 VANUATU
 Tel: 1: (+678)22000
 2: (+)
 Fax: (+678)23900
 E-Mail: spvmail@vanuatupost.vu
 sidorl@vanuatupost.vu

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-17:00	-
Tuesday	08:00-17:00	-
Wednesday	08:00-17:00	-
Thursday	08:00-17:00	-
Friday	08:00-17:00	-
Saturday	-	-
Sunday	-	-

Observations/Comments

Delivery standards

46-47 See the annexes.

Barcode

Parcel delivery standards - Air parcel

OE Name PORT VILA OFFICE OF EXCHANGE
 IMPC Code VUVLIA
 Tel (+678)22000
 Fax (+678)23900
 Hours of operation Mon, Tues, Wed, Thur, Fri: 08.00–17.00; Sat: closed; 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 - 07:30	Tuesday	Friday	Tuesday+1
Monday	07:31 - 23:59	Wednesday	Monday+1	Wednesday+1
Tuesday	00:00 - 07:30	Wednesday	Monday	Wednesday+1
Tuesday	07:31 - 23:59	Thursday	Tuesday+1	Thursday+1
Wednesday	00:00 - 07:30	Thursday	Tuesday	Thursday+1
Wednesday	07:31 - 23:59	Friday	Wednesday+1	Friday+1
Thursday	00:00 - 07:30	Friday	Wednesday	Friday+1
Thursday	07:31 - 23:59	Monday	Thursday+1	Monday+1
Friday	00:00 - 07:30	Monday	Thursday	Monday+1
Friday	07:31 - 23:59	Tuesday	Friday+1	Tuesday+1
Saturday	00:00 - 23:59	Tuesday	Friday	Tuesday+1
Sunday	00:00 - 23:59	Tuesday	Friday	Tuesday+1

Definition of zones

Zone 1:

Postcodes	Cities
	Port Vila - Island of Efate

Zone 2:

Postcodes	Cities
	Luganville - Island of Espiritu Santo

Zone 3:

Postcodes	Cities
	Lenakel - Island of Tanna, Lakatoro - Island of Malekula, Lolowai - Island of Ambae, NDUINDUI

Arrival at office of exchange: 2 Hours

Customs clearance times:

Items subject to customs duty: 20 Hours

Items not subject to customs duty: 6 hours

Comments:

Items subject to tax/customs charges must be collected. Actual delivery time will vary with the collection time. The time specified indicates that the items should either be awaiting collection (for items where customs duty and charges are to be collected) or an attempted delivery/delivery will have been made for cleared items. There are no deliveries on Saturdays, Sundays or Public Holidays.

Parcel delivery standards - Surface parcel

OE Name PORT VILA OFFICE OF EXCHANGE
 IMPC Code VUVLIA
 Tel (+678)22000
 Fax (+678)23900
 Hours of operation Mon, Tues, Wed, Thur, Fri: 08.00–17.00; Sat: closed; 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 -	Tuesday	Friday	Tuesday+1
Monday	- 23:59	Wednesday	Monday+1	Wednesday+1
Tuesday	00:00 -	Wednesday	Monday	Wednesday+1
Tuesday	- 23:59	Thursday	Tuesday+1	Thursday+1
Wednesday	00:00 -	Thursday	Tuesday	Thursday+1
Wednesday	- 23:59	Friday	Wednesday+1	Friday+1
Thursday	00:00 -	Friday	Wednesday	Friday+1
Thursday	- 23:59	Monday	Thursday+1	Monday+1
Friday	00:00 -	Monday	Thursday	Monday+1
Friday	- 23:59	Tuesday	Friday+1	Tuesday+1
Saturday	00:00 - 23:59	Tuesday	Friday	Tuesday+1
Sunday	00:00 - 23:59	Tuesday	Friday	Tuesday+1

Definition of zones

Zone 1:

Postcodes	Cities
	Port Vila - Island of Efate

Zone 2:

Postcodes	Cities
	Luganville - Island of Santo

Zone 3:

Postcodes	Cities
	Lenakel - Island of Tanna, Lakatoro - Island of Malekula, Lolowai - Island of Ambae, NDUINDUI

Arrival at office of exchange: 2 Hours

Customs clearance times:

Items subject to customs duty: 20 Hours

Items not subject to customs duty: 6 Hours

Comments:

Items subject to tax/customs charges must be collected. Actual delivery time will vary with the collection time. The time specified indicates that the items should either be awaiting collection (for items where customs duty and charges are to be collected) or an attempted delivery/delivery will have been made for cleared items. There are no deliveries on Saturdays, Sundays or Public Holidays.

Last validation date: Da V1 01/03/2019