

Currency : VATU

Basic services**Mail classification system (Conv., art. 17.4; Regs., art. 17-101)**

1	Based on speed of treatment of items (Regs., art. 17-101.2):	Yes
1.1	Priority and non-priority items may weigh up to 5 kilogrammes. Whether admitted or not:	No
2	Based on contents of items:	No
2.1	Letters and small packets weighing up to 5 kilogrammes (Regs., art. 17-103.2.1). Whether admitted or not (dispatch and receipt):	No
2.2	Printed papers weighing up to 5 kilogrammes (Regs., art. 17-103.2.2). Whether admitted or not for dispatch (obligatory for receipt):	No
3	Classification of post items to the letters according to their size (Conv., art. 17, art. 17-102.2)	Yes

Optional supplementary services**4 Insured items (Conv., art. 18.2.1; Regs., 18-001.1)**

4.1	Whether admitted or not (dispatch and receipt):	No
4.2	Whether admitted or not (receipt only):	No
4.3	Declaration of value. Maximum sum	
4.3.1	surface routes:	No limits
4.3.2	air routes:	No limits
4.3.3	Labels. CN 06 label or two labels (CN 04 and pink "Valeur déclarée" (insured) label) used:	CN 04 and pink 'Valeur déclarée' (insured) label
4.4	Offices participating in the service:	-
4.5	Services used:	
4.5.1	air services (IATA airline code):	NF (Air Vanuatu) QF (Qantas) FJ (Fiji Airways)
4.5.2	sea services (names of shipping companies):	N / A
4.6	Office of exchange to which a duplicate CN 24 formal report must be sent (Regs., art.17-138.11):	
	Office Name :	Port Vila Office of Exchange
	Office Code :	VUVLIA
	Address :	GPO Box 43, TEOUMA ST, CHAMPAGNE ESTATE PORT VILA, EFATE REPUBLIC OF VANUATU
	Phone :	(+678) 35200
	Fax :	
	E-mail 1 :	spvmail@vanuatupost.vu
	E-mail 2:	sidorl@vanuatupost.vu

5 Cash-on-delivery (COD) items (Conv., art. 18.2.2 Regs. arts. 18-002.1, 18-002.2)

5.1	Whether admitted or not (dispatch and receipt):	No
5.2	Whether admitted or not (receipt only):	No

5.3	Amount of the rate applied in addition to the postage charges applicable to COD items	
5.3.1	ordinary items:	SDR
5.3.2	registered items:	SDR
5.3.3	insured items:	SDR
5.4	Charges on COD items	
5.4.1	Levied on the sender of the item:	-
5.4.2	Levied on the addressee of the item:	-
5.4.3	Do you apply a special charge for delivering cash-on-delivery items in the destination country	-
5.4.4	If you answer yes, how much is this charge	SDR
5.4.5	Do you require cash-on-delivery items to be sealed	-
6	Express items (Conv., art. 18.2.3, 18-102)	
6.1	Whether admitted or not (dispatch and receipt):	Yes
6.2	Limited to priority items:	Yes
6.3	Item itself or an advice of arrival delivered by express in the case of an insured item:	Item delivered
6.4	Other information	
7	Delivery to the addressee in person (Conv., art. 18.2.4, 18-103)	
7.1	Admitted for registered and insured items (If admitted according to question 4):	No
7.2	Admitted <u>only</u> if registered and insured items are received with an advice of delivery :	Yes
7.3	Indication to appear on items sent to your administration :	"For delivery to the addressee in person"
8	Items for delivery free of charges and fees (Conv., art. 18.2.5; Regs., art. 18-004)	
8.1	Ordinary, registered and insured items. Whether admitted or not:	No
8.2	Registered and insured items only. Whether admitted or not:	No
8.3	Merchandise return service	No
9	International business reply service (IBRS)	
9.1	International business reply service (IBRS) (Conv., art.18.3.1; Regs., art. 18-104)	No
9.2	Operated on a reciprocal basis (Regs., Conv. 18.3.1, Regs., 18-104.2.3)	No
9.3	Items weighting from 50g to 2000g on a reciprocal basis (Regs., art. 18-104.3.3)	No
9.4	If more than 50g but less than 2000g, please specify the upper weight limit	g
9.5	Items excluded from IBRS with certain contents other than the ones specified in Conv., art. 18 (Conv., art. 18; Regs., art. 18-104.3.4)	-
9.5.1	If yes, please specify:	
9.6	Open to bilaterally agreement to any further extensions of the service (Regs., art. 18-104.3.5)?	No
10	International reply coupons (Conv., art. 18.3.2; Regs., art. 18-108 and 18-106.1). Whether sold or not (Regs., art. RL 146.1):	No
11	Radioactive materials (Conv., art. 19.3; Regs., arts. 19.3.3)	
11.1	Whether admitted or not (dispatch and receipt):	No

11.2	Whether admitted or not (receipt only):	-
12	Requests for withdrawal from the post, alteration or correction of address (Conv., art. 5; Regs., art. 19-210.5.4)	
12.1	Whether admitted or not:	No
12.2	Office to which requests must be sent: (Regs., art. RL 152.3.4):	
	Office Name :	
	Office Code :	
	Address :	
	Phone :	
	Fax :	
	E-mail 1 :	
	E-mail 2 :	
13	Exempt patient specimens (human or animal) (Conv., art.19-003.2.3;Regs., arts. 19-004)	
13.1	Whether admitted or not (dispatch and receipt):	Yes
13.2	Whether admitted or not (receipt only):	-
14	Category B Infectious Substances (UN 3373) (Conv., art.19-003.2.1; Regs., arts. 19-001.1.2, 19-003.2.2, 19-003.2.6)	
14.1	Whether admitted or not (dispatch and receipt):	No
14.2	Whether admitted or not (receipt only):	-
15	Literature for the blind (Regs., art. 17-107.5)	
15.1	Sound recordings sent by a blind person to any addressee. Whether admitted or not as literature for the blind:	Yes
15.2	Sound recordings sent to a blind person by any sender. Whether admitted or not as literature for the blind:	Yes
16	Combination in one item of articles on which different charges are payable (Regs., art. 15-101.4).	No
	Whether authorized or not:	
Other information		
17	Small packets exceeding 500 g (Conv., art. 15; Regs., art. 15-102.1). Delivery charge on domestic items applicable to international items:	SDR
18	Registered items. Liability (Conv., art. 22.2)	
18.1	Whether accepted or non in cases of <i>force majeure</i> (Regs., art. 22-001.2):	No
18.2	Equivalent of the 30 SDR indemnity per item (Regs., art. 22-001.2.1.1):	
18.3	Equivalent of the indemnity for each M bag – maximum 150 SDR (Regs., art. 22-001.2.1.1):	
19	Insured items. Liability (Conv., art. 18.2)	
19.1	Whether accepted or not in cases of <i>force majeure</i> (Regs., art. 22-001.2):	No
19.2	Whether admitted or not on board ships and aircraft used by the administrations (Regs., art. 25-004.4):	-

20	Remuneration for returned undeliverable letter-post items	
20.1	Collection of the remuneration provided for in paragraphs 2 and 3 of article 30-122 of the Convention Regulations	No
20.2	Indicate year from which the remuneration in 20.1 will apply (please note questions 20.1 and 20.2 shall be completed by no later than 31 October prior to the year from which those rates should apply)	
21	Registered items in closed envelopes containing the articles mentioned in article (Conv., art.19.6). Whether admitted or not:	No
22	Methods of denoting prepayment (Regs., arts. 06-001)	
22.1	Prepayment of postage indicated by means of impressions made by a printing press or other printing or stamping process. Whether admitted or not:	Yes
22.2	Indication used to denote prepayment:	"Postage Paid - Vanuatu"
22.3	Can prepayment be denoted by an indication that full postage has been prepaid, for example: "Taxe perçue" (Postage paid)? Whether admitted or not:	Yes
22.4	If so, indicate the indication(s) adopted:	"Postage Paid"
23	Suspected fraudulent use of postage stamps, etc. (Regs., art. 06-004)	
23.1	Is the prescribed procedure permitted by internal legislation:	-
23.2	Office to which advices on suspected fraudulent use must be sent:	
	Office Name : Vanuatu Post Limited	
	Office Code :	
	Address : Manager Corporate Services GPO Box 43 PORT VILA, EFATE REPUBLIC OF VANUATU	
	Phone : (+678) 35200	
	Fax :	
	E-mail 1 : MCS@vanuatupost.vu	
	E-mail 2: mailops@vanuatupost.vu	
24	Registered items (Regs., arts. 17-121 and 18-101)	
24.1	Replacement of the prescribed CN 04 label by a framed label on which only the letter "R" has been printed:	No
24.2	Replacement by a stamp impression or strip:	No
24.3	CN 33 special lists. Whether always required or not:	Yes
24.4	Bulk entry. Whether accepted or not:	No
24.5	Bulk entry in all cases:	No
24.6	Bulk entry only within the framework of a bilateral agreement:	No
25	Procedures for delivering registered and insured items (Regs., arts. 18-001, 18-101)	
25.1	Handed over against the signature of the addressee or of a duly authorized agent	
25.1.1	Registered items:	Yes
25.1.2	« This section is no longer valid »	
25.1.3	Insured items:	Yes

25.2	Whether handed over against the signature of a <i>de facto</i> agent (member of the addressee's family, hotel porter, janitor, etc.)	
25.2.1	Registered items:	Yes
25.2.2	« This section is no longer valid »	
25.2.3	Insured items:	Yes
25.3	Number of attempted deliveries for registered and insured items	
25.3.1	Registered items	1
25.3.2	« This section is no longer valid »	
25.3.3	Insured items	1
25.4	Retention period for registered and insured items once a card has been left after several failed delivery attempts	
25.4.1	Registered items	- Day(s) 1 Month (s)
25.4.2	« This section is no longer valid »	
25.4.3	Insured items	- Day(s) 1 Month (s)
26	« This section is no longer valid »	
27	Advice of delivery (CN 07 form) (Regs., art. 18-003)	
27.1	Whether signed by the addressee (or his representative):	Yes
27.2	Whether signed by the official of the office of destination:	No
28	Letter-post items retained or addressed poste restante (Regs., art. 19-104.5.3). Period of retention:	- Day(s) 1 Month (s)
29	Inquiries (Regs., art. 21-001 and art. 21-002.1.5). Offices to which inquiries must be sent regarding (CN 08 form) (Regs., art. RL 154.2.5):	
29.1	Ordinary items: Office Name : Vanuatu Post Limited Office Code : Address : GPO Box 43, TEOUMA ST, CHAMPAGNE ESTATE, PORT VILA, EFATE REPUBLIC OF VANUATU Phone : (+678) 35200 Fax : E-mail 1 : custservice@vanuatupost.vu E-mail 2 : spvmail@vanuatupost.vu	
29.2	Registered items or insured items:	See 29.1
29.3	Cash-on-delivery (COD) items:	

Office Name :

Office Code :

Address :

Phone :

Fax :

E-mail 1 :

E-mail 2:

29.4 Electronic CN 08 form (Regs., art. 21-002) Whether admitted or not: No

30 Items subject to customs control (Regs., art. 20-001)

30.1 Number of CN 23 customs declarations needed when the contents exceed 300 SDR in value: 1

30.2 Languages in which the CN 22 label and CN 23 customs declarations may be filled in: English

30.3 M bags (Regs., art. 20-001.2.9)

30.3.1 Whether the address label of special bags of printed papers requires a CN 22 label:

30.3.1.1 in all cases (whether items have to be submitted to customs control or not): Yes

30.3.1.2 only when items have to be submitted to customs control: -

30.3.2 Any CN 23 customs declaration required, as well as any other accompanying papers, should be attached:

30.3.2.1 to the outside of the bag: Yes

30.3.2.2 to one of the items contained in the bag: -

31 Empty bags (Regs., art. 17-139)

31.1 Office of exchange appointed for reception of empty bags in long-distance services:

Office Name : Port Vila Office of Exchange

Office Code : VUVLIA

Address : GPO Box 43, TEOUMA ST, CHAMPAGNE ESTATE,
PORT VILA, EFATE
REPUBLIC OF VANUATU

Phone : (+678) 35200

Fax :

E-mail 1 : spvmail@vanuatupost.vu

E-mail 2: sidor1@vanuatupost.vu

31.2 Average value in SDR of bags used by offices of exchange (Regs., art. 17-139 and 17-144.9): 10 SDR

32 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 :	Vanuatu Post
Address :	GPO Box 43 PORT VILA, EFATE REPUBLIC OF VANUATU
Phone :	(+678) 35200
Fax :	(+678) 23900
E-mail 1 :	intlacct@vanuatupost.vu
E-mail 2 :	MCS@vanuatupost.vu

33 Office(s) of exchange responsible for handling letter post (Regs., art. 17-114.4)

Office Name :	Port Vila Office of Exchange
Office Code :	VUVLIA
Address :	GPO Box 43, TEOUMA ST, CHAMPAGNE ESTATE, PORT VILA, EFATE REPUBLIC VANUATU
Phone :	(+678) 35200
Fax :	
E-mail 1 :	spvmail@vanuatupost.vu
E-mail 2 :	sidori@vanuatupost.vu

Mails conveyed by sea**34 Surface letter-post mails**

- 34.1 Name of port(s) of arrival: Port Vila
- 34.2 Name and address of the exchange office of destination to which advance CN 37 delivery bills should be sent:
- | | |
|---------------|--|
| Office Name : | Port Vila Office of Exchange |
| Office Code : | VUVLIA |
| Address : | GPO Box 43, TEOUMA ST, CHAMPAGNE ESTATE,
PORT VILA, VANUATU |
| Phone : | 00 678 35200 |
| Fax : | |
| E-mail 1 : | mailops@vanuatupost.vu |
| E-mail 2 : | spvmail@vanuatupost.vu |

35 Surface parcel mails (See Parcel Post Compendium)**Service to customers**

- 36 On-line tracking provided** Yes
- 36.1 Web site address to access information
http://www.vanuatupost.vu
- 36.2 Languages in which track and trace information is available
English
- 36.3 Contact point :
- 36.3.1 For partner designated operators

Phone : (+678) 35200
 Fax :
 E-mail : custservice@vanuatupost.vu

36.3.2 For customers

Phone : (+678) 35200
 Fax :
 E-mail : custservice@vanuatupost.vu

National Holidays

37.1 National holidays available on parcel post compendium

https://parcel.upu.org/Published%20Documents/Parcel_Compndium_VU_VUA_EN.pdf

37.2 Parcel post compendium

<https://parcel.upu.org>

Delivery standards

38 See the annexes.

Other information

39 Airmail

- | | | |
|------|---|-----|
| 39.1 | Are dues payable for air conveyance of airmails in transit between two airports in your country fixed in the form of a single price? | No |
| 39.2 | Subject to the agreement of the administrations receiving these mails at the airports of their countries, does your administration send surface mail by air with reduced priority (S.A.L.)? See also table D – Details concerning the S.A.L service published in CN 68: http://www.upu.int/en/activites/transport/publications.html | No |
| 39.3 | If so, are reduced air surcharges collected for S.A.L. mail? | No |
| 39.4 | As an administration of dispatch, have you opted for individual entry of each bag on the CN 38 or CN 41 delivery bill? | Yes |
| 39.5 | Subject to prior agreement, do you authorize administrations to use your airmail bags for making up mails addressed to you? | No |
| 39.6 | For bags of S.A.L. mail, is use made of CN 35 labels bearing in bold characters the words "S.A.L. surface par avion" (S.A.L. surface airlifted) instead of CN 36 labels? | Yes |

Letter Post Compendium Online - Annexes

VU - Vanuatu

Vanuatu Post Limited

VUA

Letter delivery standards - Air letter

OE Name PORT VILA
 IMPC Code VUVLIA
 Tel (+678)22000
 Fax (+)
 Hours of operation Mon - Fri: 08:00 - 17:00

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
Monday	00:00 - 07:29	Monday	Thursday	Monday+1
Monday	07:30 - 23:59	Tuesday	Friday	Tuesday+1
Tuesday	00:00 - 07:29	Tuesday	Friday	Tuesday+1
Tuesday	07:30 - 23:59	Wednesday	Monday	Wednesday+1
Wednesday	00:00 - 07:29	Wednesday	Monday	Wednesday+1
Wednesday	07:30 - 23:59	Thursday	Tuesday	Thursday+1
Thursday	00:00 - 07:29	Thursday	Tuesday	Thursday+1
Thursday	07:30 - 23:59	Friday	Wednesday+1	Friday+1
Friday	00:00 - 07:29	Friday	Wednesday	Friday+1
Friday	07:30 - 23:59	Monday	Thursday	Monday+1
Saturday	00:00 - 23:59	Monday	Thursday	Monday+1
Sunday	00:00 - 23:59	Monday	Thursday	Monday+1

Definition of zones

Zone 1:

Postcodes	Cities
Efate	Port Vila

Zone 2:

Postcodes	Cities
Espiritu Santo	Luganville

Zone 3:

Postcodes	Cities
Tanna, Malekula, Ambae.	Lenakel, Lakatoro, Lolowai.

Arrival at office of exchange: 08:00

Customs clearance times:

Items subject to customs duty: 2 hours

Items not subject to customs duty: 1 hour

Comments:

Delivery to Boxes
 Non Priority Mail Delivery Standard is the same as above
 No Delivery of Saturday, Sunday and Public Holidays

Letter Post Compendium Online - Annexes

VU - Vanuatu

Vanuatu Post Limited

VUA

Letter delivery standards - Surface letter

OE Name PORT VILA
 IMPC Code VUVLIA
 Tel (+678)22000
 Fax (+)
 Hours of operation Mon - Fri: 08:00 - 17:00

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
Monday	00:00 - 07:29	Monday	Thursday	Monday+1
Monday	07:30 - 23:59	Tuesday	Friday	Tuesday+1
Tuesday	00:00 - 07:29	Tuesday	Friday	Tuesday+1
Tuesday	07:30 - 23:59	Wednesday	Monday	Wednesday+1
Wednesday	00:00 - 07:29	Wednesday	Monday	Wednesday+1
Wednesday	07:30 - 23:59	Thursday	Tuesday	Thursday+1
Thursday	00:00 - 07:29	Thursday	Tuesday	Thursday+1
Thursday	07:30 - 23:59	Friday	Wednesday	Friday+1
Friday	00:00 - 07:29	Friday	Wednesday	Friday+1
Friday	07:30 - 23:59	Monday	Thursday	Monday+1
Saturday	00:00 - 23:59	Monday	Thursday	Monday+1
Sunday	00:00 - 23:59	Monday	Thursday	Monday+1

Definition of zones

Zone 1:

Postcodes	Cities
Efate	Port vila

Zone 2:

Postcodes	Cities
Espiritu Santo	Luganville

Zone 3:

Postcodes	Cities
Tanna, Malekula, Ambae.	Lenakel, Lakatoro, Lolowai.

Arrival at office of exchange: 08:00

Customs clearance times:

Items subject to customs duty: 2 hours

Items not subject to customs duty: 1 hour

Comments:

Delivery to Boxes
Non Priority Mail Delivery Standard is the same as above
No Delivery of Saturday, Sunday and Public Holidays