



## Import protocol – Mail

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Stanley  
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## Introduction

This protocol covers the general process for all mail coming into the Islands.

## Mail types

Letter mail arrives via the MOD flight, and LATAM, as well as by sea (the SAAS boat). Mail can be sent through the postal system or via DHL.

Most post is received by the Falkland Islands Post Office.

Some post comes via DHL, which is received by the Chamber of Commerce.

All post, apart from letters and postcards should have a declaration attached describing its contents.

## Pre-Arrival

Inform Customs of any imports you are aware of that have an import permit attached and the nature of the import so they are aware of imports of biosecurity concern when they do their postal searches.

## Arrival

Customs carry out unannounced postal searches throughout the year.

If they find any packages with declarations which may be a biosecurity concern they will bring them up for inspection. Always call the consignee before you open the package in case they wish to be present.

Customs also open any packages without declarations and may bring up opened packages for Biosecurity Checks.

For any restricted import, ensure all the relevant paperwork is in place before releasing.

For any prohibited goods, seize and complete a 'Notice of Seizure/Retention' – forms available from Customs. The consignee is informed of the action taken and the reasons for it and told they are able to appeal. The white copy is given to the consignee, yellow copy to biosecurity and the pink to Customs.

The yellow copy of all seized/retained goods is to be kept in the Biosecurity Office.

The seized/retained items are to be bagged up in a yellow biosecurity bag and incinerated. They may be stored in the freezer until a suitable time to incinerate them.