

General Mailing Instruction

Papua New Guinea 

2021 Guide

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Quick Guide

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Intro

It can be intimidating to mail a package internationally! There's a form to fill out, and you're never sure which option to choose or what kind of container to put it in. Your local post office should be able to help you with this. But if you need some extra help, we have Papua New Guinea specific tips here.

Picking a Mail Courier

Which is better

DHL

Most reliable! But also most expensive. Please note that mail theft is not uncommon. Items of high importance or valuables should be sent through DHL or arranged to be hand carried by a missionary traveling back to Papua New Guinea. Find a location [Near You](#).

USPS

Three types of services are available at USPS: Express, Priority and First Class. Each claim a different speed of delivery. However, in Papua New Guinea, that rate cannot be guaranteed, so you can plan on all packages taking 3 weeks on average and sometimes longer even if you pay to get it here quicker. (Due to COVID USPS has been effected, check with your missionary to see if USPS is a valid option at the time you are shipping) Find a location [Near You](#).

Third Party

If you need another option check into third-party Couriers, some missionaries have had good luck with companies like [Shipito](#). (Reference Shipito Mailing Guide) Just remember to work with a reputable company. You can also ask your missionary about Martin Snook in Cairns for more details.

Cost

Things to consider

You can plan on the cost being greater than the actual value of what you are sending! Senders oftentimes struggled with the expense of sending small seemingly insignificant items like a missionary's favorite candy or books, or small toys for the kids. But as a missionary, it is meaningful to receive a thoughtful item from home. So, though the cost will seem excessive, it will mean a lot.

One way to keep the cost down is make sure your package is 4 lbs. or less with the longest dimension 24 inches or less and the total of the length, height and depth combined 36 inches or less. The cost is based on the weight of the item. Save yourself a bit and remove packaging or boxes, but cut out and include the label with your item. If you are sending something heavy, it may be better to go with a Flat Rate Box. Depending on your post office, they may be willing to help you choose what way of shipping will be the most economical based on the weight and size of your items. Tape your package with packing tape or duct tape very thoroughly.

Letters

You can send a letter in an envelope that is not less than $5 \frac{1}{3}$ inches by $3 \frac{1}{2}$ inches or not more than $11 \frac{1}{2}$ by $6 \frac{1}{8}$ in or $\frac{1}{4}$ in thick. You can include photos, recipes, artwork and an encouraging message in a letter as long as it weighs less than 1 oz. An international stamp is \$1.15 and it can be mailed from your mailbox.

Items You Should Not Send

- Meat products like beef jerky
- Garden seeds
- Aerosol cans
- Things that are expensive, fragile or irreplaceable
- Electronics
- Checks or cash
- Clothes and shoes
- Paint ball or air-soft guns

A complete list of International Shipping Regulations can be found [Here](#)

Consider the Following

Important tips

Do not be deceptive on your customs forms:

- You can jeopardize the organization's good standing in the eyes of the government, and create more hassle for others shipping items to missionaries. Be as generic and general as possible. Instead of writing "shampoo, conditioner, lotion" write "personal hygiene items." Make sure the customs official can know everything that is in your package without having to open it. On your customs form you can select "gift," "humanitarian donation" and/or "other" and write in "for missionary use only." The missionary may be charged random customs fees especially on items of high value.

Keep your tracking number:

- This is very important. If the package is assessed a customs fee, the post office may not contact the recipient to let them know. It is up to the recipient to contact the post office if they realize their package has arrived in the country but they have not received it. If you want the item you are shipping to be a surprise, check the [USPS.com](https://www.usps.com) website with the tracking number on your receipt. If it seems to take longer than 2 weeks after the package has arrived in the country for your missionary to receive it, you will need to send them the tracking information so that they can contact the post office and find out what the customs fee is. If it is not a surprise, send the missionary the tracking number so they can track it. Make sure you keep receipts and anything that would show the value of what you've sent so that if the postal system in Papua New Guinea determines that the missionary needs to pay a fee, they have proof of the original cost.

Things to keep in mind:

- It will often take a month or more for a package to arrive. Packages may be handled roughly, and rats may get into them. Therefore, please tape shut the lid of any lotions, creams or liquids and put all foods, anything that smells, and anything that could melt or leak inside sealed plastic bags. Chocolate will melt, but still tastes good. It is also recommended that you send commercially packaged items vs. homemade items like soaps or candles because they will be less likely to be inspected for drugs. Please note that mail theft is not uncommon. Items of high importance or valuables should be sent through a courier service such as DHL or arranged to be hand carried by a fellow missionary traveling back to Papua New Guinea.

Addressing

Locations

Your missionary will have one of following address. If you are unable to identify which region your missionary serves in, address the package to the Highlands/Madang Address.

If you are using DHL use the DHL address regardless of your missionary location.

General Courier

Highlands/Madang Use:

Your Missionary's Name
C/O New Tribes Mission
PO Box 1079
Goroka, EHP 441
Papua New Guinea

Eastern Area (Islands) Use:

Your Missionary's Name
C/O NTM Hoskins Centre
PO Box 367
Kimbe, WNB 622
Papua New Guinea

Western Area (Sepik) Use:

Your Missionary's Name
C/O New Tribes Mission
PO Box 625
Wewak. ESP 531
Papua New Guinea

DHL

Your Missionary's Name
C/O New Tribes Mission
Lapilo, Okuk Highway
Goroka, EHP 411
Papua New Guinea

Questions?

Contact

If you have any question you can direct them to communications@ntmpng.org or to your missionary.