

**POST AND TELECOMMUNICATIONS DEPARTMENT**  
**INQUIRY FOR REGISTERED OR TRACKED LETTER, PARCEL AND EMS ITEM**  
(Please complete Form using BLOCK LETTERS)

NAME OF SENDER: ..... SENDER'S TRN: .....  
(Mr., Mrs., Miss, Ms.)

SENDER'S ADDRESS: .....

E-MAIL ADDRESS: ..... CONTACT NO.: .....

NAME OF ADDRESSEE: .....

ADDRESSEE'S ADDRESS: .....

..... CONTACT NO.: .....

BARCODE OR  
REGISTRATION NO.: ..... DATE OF MAILING: .....  
Y/M/D E.g. 2025 Jan 01

POST OFFICE/AGENCY OF MAILING: .....

METHOD OF MAILING:  Registered  Express  Tracked  Local  International

ITEM:  Letter  Parcel  Small Packet  Print Matter

REASON FOR INQUIRY:  Damaged  Delayed  Undelivered  Contents missing

Unexplained return of item  Other: .....

CONTENT(S) OF ITEM: .....

DECLARED VALUE: .....

If item found:  Return to sender at sender's expense, or  Deliver to addressee.

..... Date: .....  
Signature of Sender Y/M/D E.g. 2025 Feb 28

<b>FOR OFFICIAL USE ONLY:</b>		P.O. Date Stamp Here:
P.O. Dispatch Date: .....	Page/Bill Number:.....	<div style="border: 1px solid black; width: 150px; height: 100px; margin: 0 auto;"></div>
Line Number: .....	.....	
Postmaster's Signature		

Please Turn Over

Please note the policy regarding INQUIRY FOR REGISTERED OR TRACKED LETTER, PARCEL AND EMS ITEM listed below:

1. All inquiries for Registered and Tracked mail items are to be submitted to Jamaica Post two (2) to five (5) months after posting, in order to be processed. However, if an inquiry is required for a local / domestic mail item that was posted for more than six (6) months using the referenced local / domestic services, an additional cost will be incurred.
2. All inquiries for Express Mail Service (EMS) items are to be submitted to Jamaica Post no less than two (2) weeks and no more than eight (8) weeks after posting, in order to be processed. Please note that Jamaica Post is unable to process inquiries for EMS items posted for more than eight (8) weeks.
3. In order to process inquiries with minimum delays, customers are required to ensure that this Inquiry form is completed accurately, the information is legible and valid, including the address for the addressee.
4. The CERTIFICATE OF POSTING OF A REGISTERED ARTICLE (Registration Slip or Tracked Delivery Slip), RECEIPT, VALID IDENTIFICATION (Voters Identification, Passport, or Drivers Licence) and TAX REGISTRATION NUMBER (TRN) will be required for finalization of your inquiry.
5. Your CERTIFICATE OF POSTING OF A REGISTERED ARTICLE is the only valid document to support your inquiry.

Completed INQUIRY FOR REGISTERED OR TRACKED LETTER, PARCEL AND EMS ITEMS form may be e-mailed to: [Info@JamaicaPost.Gov.JM](mailto:Info@JamaicaPost.Gov.JM) or the completed form may be submitted at any post office islandwide.

Our Customer Service numbers are:

876-823-6279

876-224-4102

876-224-4136

876-823-6531

You may contact us Mondays to Thursdays from 8:30AM to 5:00PM and on Fridays from 8:30AM to 4:00PM.

Our address is:

Post and Telecommunications Department

Customer Service Unit

6 – 10 South Camp Road

Kingston CSO

Jamaica, W.I.