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PRESS RELEASE

Jamaica Post Upgrades to Full International Postal System and Customs Declaration System as Part of its Digital Transformation

Kingston, Jamaica, August 4, 2026 – The Post and Telecommunications Department (Jamaica Post) is pleased to announce that it began upgrading two of its major mail processing programmes, the International Postal System (IPS.Post) and Customs Declaration System (CDS.Post), from the limited versions to the full versions, on August 1, 2026. The IPS and CDS are the Universal Postal Union's (UPU) official platforms for managing international mail operations.

As a result, all international mail, including Letters, Parcels and Express Mail Service (EMS) items, will now be processed using the full versions of both IPS and CDS. Together, these systems automate the processing of inbound and outbound international mail, and facilitate the electronic exchange of customs declaration information. These systems will enable faster, more efficient processing of mail items, improve mail tracking and visibility, as well as enhance secure exchange of data with international postal partners, airlines and customs authorities.

IPS was launched by the UPU in 1996 as the first global end-to-end mail management system. The programme facilitates communication about the status of mail items among postal operators in 192 member countries within the UPU's network. Track-and-trace of postal items is another key feature of the platform, which is done by facilitating the exchange of UPU electronic data interchange (EDI) messages. Through the ongoing development of the platform, IPS also offer added benefits to postal administrations such as performance reporting and pay-for-performance, as well as analytics reporting on industry trends.

The full-scale version of IPS will continue to provide the features of the limited version, along with other new functionalities, including unlimited end-user capacity and IPS Cloud, which is hosted and maintained by the UPU and requires fewer resources from the operator. Additionally, the platform is kept current with the most up-to-date postal standards and regulations at no additional cost to operators. This benefit will ensure that the postal service is able to share and generate compliant data more efficiently within a short period after any changes in regulations or improvements to UPU standards.

The upgrade to the updated version of IPS will ultimately benefit end-users through improved customer service supported by faster processing and more accurate tracking information. There will also be increased business opportunities for Micro, Small and Medium-sized Enterprises (MSMEs), e-commerce businesses and other corporate customers through improved international shipping capabilities and a more streamlined, reliable and efficient postal service that is technology-driven.

Customers may track their packages directly by visiting www.jamaicapost.gov.jm/track-and-trace or contact the Customer Service Centre at 876- 676-6738, 876-224-4136, 876-224-4102, or email info@jamaicapost.gov.jm for assistance.

Similarly, CDS, which was developed by the UPU, enables the streamlining and automation of international customs declarations, supporting faster communication between postal operators and border protection authorities. The upgrades to this platform support customs processes through an interoperable system that meets international standards.

With the integration of the updated version of CDS, the postal service will be more e-commerce-ready with faster and compliant processes. Additionally, there will be reduced delays, optimised mail flows, enhanced security, and faster processing times of mail items, leading to more satisfied customers.

Customers may continue to submit declarations directly through CDS using the Electronic Advance Data (EAD) Customs Declaration App available for both iOS and Android devices, or they may use the CDS kiosk via the web, accessible at www.jamaicapost.gov.jm.

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Together, the improved systems will deliver several important benefits, including:

- Unlimited end-user capacity, replacing the current IPS.Post.
- Improved real-time tracking and visibility of international mail.
- Greater control and management of Jamaica Post's operational data.
- Enhanced electronic data exchange with key stakeholders, including border protection agencies, airlines and international postal operators.
- Increased business opportunities for Micro, Small and Medium-sized Enterprises (MSMEs), e-commerce businesses and other corporate customers through improved international shipping capabilities.
- Enhanced system security, reliability and overall performance.
- Greater operational efficiency through increased automation of postal processes.
- Improved customer service supported by faster processing and more accurate tracking information.
- A modern technology platform that supports the future growth and continued digital transformation of Jamaica Post.

The implementation of the upgraded systems represents a significant milestone in the modernisation of Jamaica Post's international postal operations and will strengthen its ability to provide faster, more secure and more efficient services to customers, while maintaining compliance with UPU standards and international postal regulations.

To further support this initiative, Jamaica Post will be launching its new, more intuitive customer-focused website in the third quarter of the 2026/2027 financial year. The website will boast modern features that support e-commerce and a seamless yet functional layout that facilitates ease of use. This forms part of the broader transformation strategy aimed at improving service delivery, expanding digital capabilities and strengthening Jamaica's participation in the global postal network.

During the transition period, customers may experience temporary disruption in service. Jamaica Post therefore asks for the patience and understanding of its customers and stakeholders while these important enhancements are being implemented.

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