



Frequently Asked Questions

Parcel Collection Notifications

Vodafone has updated its parcel notification process to align with international standards. Going forward parcels can be tracked anytime using our online tracker <https://www.vodafone.co.ck/postal>

The tracker gives you real-time updates, including:

- Arrival of your parcel in Rarotonga
- Movement through customs clearance
- Confirmation when it's ready for pick-up

We will no longer send text messages when parcels are ready for collection.

How do I know if my item has arrived?

You can track your parcel using our online tool:

[Vodafone Postal Tracking](#)

“Arrival at inward office of exchange” → Your item has arrived at our office.

“Item presented to import Customs” → Your item requires clearance through Customs before collection.

What if I don't have a tracking number?

Please contact your sender to obtain the tracking number. While we have a database of customer items that have already arrived in the country we are unable to track items without a tracking number. The format for tracking is XX123456789XX.

How long does Vodafone hold items before returning them to the sender?

International standard: **2 weeks**

Vodafone Cook Islands: **1 month** (temporary extension while we transition to international standards).

Is there a storage fee for holding parcels?

Currently, we do **not** charge storage fees. However, this may change in the future.



How do I know if I need to pay Customs clearance fees?

Your tracking information will indicate if Customs clearance is required.

Will Vodafone call me or put a notice in my PO Box when parcels arrive?

No. We no longer provide phone calls or physical notices. The online tracking from [Vodafone Postal Tracking](#) to check the status of your parcels.

What happens if I don't collect my parcel?

Unclaimed parcels are held for **1 month**. After that, they are returned to the sender.

Can someone else collect on my behalf?

Yes. Parcels can be released to another person as long as a **signature** is provided at collection.

Do you deliver parcels to my home or business address?

EMS (Express Mail Service): Yes, delivery can be arranged if a delivery address and phone number are provided. We'll call you to arrange delivery within 2 working days

Other services: Delivery may be available, but additional fees may apply.