

Basic Services						
1	Maximum weight limit admitted			PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes
1.1	Surface parcels (kg)	30		RESDDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes
1.2	Air (or priority) parcels (kg)	30		5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes
2	Maximum size admitted			5.1.6	Other messages transmitted	
2.1	Surface parcels			PRECON	Pre-advice of international consignment – origin post	Yes
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	Yes		RESCON	Response to a PRECON – destination post	Yes
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No		CARDIT	Carrier documents international transport – origin post	Yes
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No		RESDIT	Response to a CARDIT – destination post	Yes
2.2	Air parcels			6	Home delivery	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	Yes		6.1	Initial delivery attempt at physical delivery of parcels to addressee	No
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No		6.2	If initial delivery attempt unsuccessful, card left for addressee	
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	No
Supplementary services				6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	
3	Cumbersome parcels admitted	Yes		6.5	Nature of this governmental or legally binding restriction.	
4	Maximum size admitted			7	Signature of acceptance	
4.1	Surface parcels			7.1	When a parcel is delivered or handed over	
	Metres for any one dimension	2		7.1.1	a signature of acceptance is obtained	Yes
	Metres for length & greatest circumference	3		7.1.2	captured data from an identity card are registered	Yes
4.2	Air parcels			7.1.3	another form of evidence of receipt is obtained	No
	Metres for any one dimension	2		7.2	Ordinary parcels	
	Metres for length & greatest circumference	3		7.2.1	Signature of the addressee or his agent	Yes
				7.2.2	Signature of a de facto agent	No
Parcels service features				7.3	Insured parcels	
5	Electronic exchange of information			7.3.1	Signature of the addressee or his agent	Yes
5.1.1	Use a track and trace system	Yes		7.3.2	Signature of a de facto agent	No
5.1.2	Mandatory tracking events transmitted			Insured parcel service		
EMC	Departure from outward office of exchange	Yes		8	Insured surface parcels admitted	Yes
EMD	Arrival at inward office of exchange	Yes		8.1	Maximum insured value for surface parcels (SDR)	667
EMH	Attempted/Unsuccessful delivery	Yes		9	Insured air parcels admitted	Yes
EMI	Final delivery	Yes		9.1	Maximum insured value for air parcels (SDR)	667
5.1.3	Optional tracking events transmitted			9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	0
EMA	Posting/collection	Yes		10	Marking used for insured parcels	
EMB	Arrival at outward office of exchange	Yes		10.1	CP 74 pink label used	No
EME	Held by Customs	Yes				
EMF	Out of Customs/Departure from inward office of exchange	Yes				
EMG	Arrival at delivery office	Yes				
EMJ	Arrival at transit office of exchange	Yes				
EMK	Departure from transit office of exchange	Yes				
5.1.4	Dispatch messages transmitted					

10.2	CP 73 label and pink "insured" label used	Yes	16	Consignment service by bilateral agreements provided	No
Cash-on-delivery service for parcel			Integrated logistics service		
11.1	Acceptance of Cash-on-delivery (COD) service for parcels		17	integrated logistics service by bilateral agreements provided	Yes
11.1.1	outbound COD parcels	No	Addresses for bilateral agreements		
11.1.2	inbound COD parcels	Yes	18	Contact details of the person responsible for questions concerning bilateral agreements	
11.2	Amount charged to the sender for the service (in SDR), in addition to postage charges:		Name:	Mr NOUFOU OUIBGA	
11.2.1	for ordinary parcels	SDR	Function:	DIRECTEUR DU COURRIER	
11.2.2	for insured parcels	SDR	Address:	01 BP 6000 OUAGADOUGOU	
11.3	Additional amount for the delivery of COD parcels	No	Tel:	1: (+00226)70261661 2: (+)	
11.3.1	Fixed cost	SDR	Fax:	(+)	
11.3.2	Value range or the value of the parcel (explanation on how the service charge billed to the addressee is calculated):		E-mail	noufououibga@yahoo.fr	
11.4	Methods of payment accepted upon delivery for the service charge billed to the addressee		Admissible radioactive material and infectious substances		
	Cash : No		19	Radioactive materials admitted in	
	Credit card : No		19.1	Air Parcels	
	Cheque : No				Inbound parcels No
	Payment by mobile phone : No				Outbound parcels No
	Other :		19.2	Insured parcels	
11.5	Methods of payment accepted upon delivery for the value of the COD parcel				Inbound parcels No
	Cash : No				Outbound parcels No
	Money order : No		20	Infected substances admitted in	
	Credit card : No		20.1	Air Parcels	
	Cheque : No				Inbound parcels No
	Payment by mobile phone : No				Outbound parcels No
	Other :		20.2	Insured parcels	
11.6	Maximum value accepted for an inbound COD parcel	SDR			Inbound parcels No
					Outbound parcels No
Express delivery service					Inbound parcels No
12	Express parcel delivery service provided	No			Outbound parcels No
Parcels with advice of delivery			Supplementary charges - Customs		
13	Admission of advice of delivery for		21	Non-dutiable parcels	
13.1	ordinary parcels	Yes	21.1	Threshold level below which parcels are free of customs duties and other taxes	No
13.2	insured parcels	Yes		Comments:	
Parcels for delivery free of charges and fees			22	Dutiable parcels	
14	Parcels for delivery free of charges and fees admitted	Yes	22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes
Fragile parcel			22.2	Amount of fee collected	
15	Fragile parcels admitted	Yes		Local currency	375 FCA
Consignment service				USD	
				Comments:	

23	Customs clearance fee collected for all items declared at customs	No	30.1	all addresses	Yes
	Comments:		30.2	specific areas only	No
				Comments:	
24	Administration fees collected for parcels subject to export customs clearance	Yes	Delivery procedures for parcels for which customs duty and taxes are payable		
24.1	Amount of the charge collected		31	Procedure for parcels for which customs duty is payable	
	Local currency	375 FCA	31.1	Pick up of parcel at the customs office	Yes
	USD		31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No
	Comments:		31.3	Delivery to the addressee's address after payment of customs duties and taxes	No
Special charges - Storage			31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes
25	Storage charge collected on a parcel when it is kept beyond the prescribed period, or in the event of return to sender/redirection	Yes	31.5	Other	
25.1	Amount of charge per day/per parcel		Period of retention		
	Local currency		32	Period of retention for parcels	
	SDR		32.1	Normal period	15 Day(s)
25.2	Period of charge, if not daily	1semaine	32.2	Exceptional period	30 Day(s)
Special delivery charges			33	Retention for parcels for which notice could not be sent or addressed to poste restante	
26	Delivery charges collected at the time of delivery in response to the advice of arrival	No	33.1	Normal period	30 Day(s)
Special charges – Poste restante			33.2	Exceptional period	60 Day(s)
27	Poste restante service provided	Yes	Parcels automatically retained		
27.1	Amount of charge per parcel		34	A list of contact e-mail addresses for accounting and verification notes is temporarily being maintained and published outside the compendia; please refer to International Bureau circular 75/2020. The UPU contact person for any updates to this list is jean-marc.coeffic@upu.int.	
	Local currency	500FCFA	Office name:	DIRECTION DU COURRIER	
	SDR		Name:	Mr OUIBGA NOUFOU	
27.2	Basis for charge if not an amount per parcel		Function:	DIRECTEUR	
Special provisions - Treatment of parcels wrongly accepted			Address:	01 BP 6000 OUAGADOUGOU	
28	Parcels returned to sender	Yes	Tel:	1: (+226)70261661 2: (+)	
Delivery areas			Fax:	(+)	
29	Parcels delivered to		E-Mail:	noufouuibga@yahoo.fr	
29.1	all addresses	No	Requests for withdrawal from the post or alteration, or correction of address		
29.2	specific areas only	Yes	35	Requests for withdrawal from the post accepted	Yes
	Comments:		35.1	Central office (in destination country) to which requests must be sent	
Collection					
30	Collection of parcels at post offices provided for				

Office name: CENTRE DES COLIS POSTAUX	Office name: DIRECTION DU COURRIER	
Name: Mr NONGUIERMA RAPHAEL	Name: Mr OUIBGA NOUFOU	
Function: CHEF DE CENTRE DES COLIS POSTAUX	Function: DIRECTEUR	
Address: 01 BP 6000 OUAGADOUGOU	Address: SONAPOST 01 BP 6000 OUAGADOUGOU	
Tel: 1: (+226)50333057 2: (+226)70730823	Tel: 1: (+226)70261661 2: (+)	
Fax: (+)	Fax: (+)	
E-Mail: nraphael5@yahoo.fr	E-Mail: noufouuibga@yahoo.fr	
Special provisions - Force majeure		
36 Liability admitted in cases of force majeure	No	
36.1 Liability admitted for insured parcels on board ships or aircraft used by designated operators	Yes	
36.2 Addressee/sender's reservations admitted at the time of delivery	Yes	
Special provisions - Customs declarations		
37 Number of CN 23 customs declarations required for inbound parcels	1	
37.1 Number of CN 23 customs declarations required for parcels in transit	1	
37.2 Languages in which CN 23 customs declarations can be completed	French	
Special provisions - Method of dispatching accompanying documents		
38 Documents affixed to the relevant parcels	Yes	
38.1 Documents attached to the parcels bill	No	
Service to customers		
39 On-line tracking provided	Yes	
39.1 Web site address to access information	http://globaltracktrace.ptc.post/gtt.web/	
39.2 Languages in which track and trace information is available	French English	
Service to designated operators		
40. User of the Internet-based Inquiry System (IBIS)	No	
40.1 Details of office(s) responsible for handling parcel post inquiries		
Hours of service and days(s) on which the inquiry service is operating		
Opening Hours (Local)		
Day	Opening hours 1	Opening hours 2
Monday	07:00-12:30	15:00-17:30
Tuesday	07:00-12:30	15:00-17:30
Wednesday	07:00-12:30	15:00-17:30
Thursday	07:00-12:30	15:00-17:30
Friday	07:00-12:30	15:00-17:30
Saturday	-	-
Sunday	-	-
Languages		French
National Holidays		
41.1 National holidays		
National holiday in 2020		
Month	Day(s)	National Holidays - Description
January	1	jour de l'an
January	3	soulèvement populaire
March	8	journée de la femme
April	21	lundi de pâques
May	1	fête du travail
May	24	ramadan
May	30	ascension
July	31	tabaski
August	5	accession à l'indépendance
August	15	assomption
October	30	mouloud
October	31	insurrection populaire
November	1	toussaint
December	11	proclamation de la république
December	25	noël
Regional Holidays		

41.2 Regional holidays

Regional holiday in

Month	Day(s)	Regional/Local Holidays – Localities and description

Cancellation of fees**42 Fees cancelled when they concern**

42.1	parcels returned to sender	No
42.2	parcels redirected to a third party	No
42.3	parcels abandoned by the sender	Yes
42.4	parcels lost or destroyed	Yes
42.5	parcels rifled or damaged	Yes

Redirection within the country of destination

43.1	Redirection done without a request from the sender or addressee	No
43.2	Redirection fee charged	Yes
43.3	Amount of redirection fee (SDR)	0,67

Comments:

Miscellaneous provisions – operation of the parcel service

44.1	Postal parcel services operated by the designated postal operator	Yes
44.2	Postal parcel services operated by a transport company or companies	No
44.3	Service provided throughout the country	Yes

Postcodes	Localities

Office(s) of exchange handling parcels**45 Details of office(s) of exchange responsible for handling parcel post**

Office name: OUAGADOUDOU COLIS POSTAUX
 IMPC code: BFOUAC
 Name: Mr NONGUIERMA RAPHAEL
 Function: CHEF DE CENTRE DES COLIS POSTAUX
 Address: SONAPOST
 01 BP 6000 OUAGADOUGOU
 Tel: 1: (+226)50333057
 2: (+)
 Fax: (+)
 E-Mail: nraphael5@yahoo.fr

Hours of service and days(s) on which the OE is operating

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:00-12:30	13:00-15:30
Tuesday	07:00-12:30	13:00-15:30

Wednesday	07:00-12:30	13:00-15:30
Thursday	07:00-12:30	13:00-15:30
Friday	07:00-12:30	13:30-16:00
Saturday	-	-
Sunday	-	-

Observations/Comments

Delivery standards**46-47 See the annexes.****Barcode****48 Barcode sample used on all outward international postal parcels.**

Parcel delivery standards - Air parcel

OE Name OUAGADOUGOU COLIS POSTAUX
IMPC Code BFOUAC
Tel (+226)50333057
Fax (+)
Hours of operation Lundi - vendredi: 07:00 - 12:30 et 15:00 - 17:30; fermé les samedis et dimanches
From the airport of destination to the addressee

Arrival at the airport		Days of delivery by zone					
Day	Time	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Mon	00:00 - 09:30	Mon	Tue	Wed	Thu	---	---
Mon	09:31 - 23:59	Tue	Wed	Thu	Fri	---	---
Tue	00:00 - 09:30	Tue	Wed	Thu	Fri	---	---
Tue	09:31 - 23:59	Wed	Thu	Fri	Mon	---	---
Wed	00:00 - 09:30	Wed	Thu	Fri	Mon	---	---
Wed	09:31 - 23:59	Thu	Fri	Mon	Tue	---	---
Thu	00:00 - 09:30	Thu	Fri	Mon	Tue	---	---
Thu	09:31 - 23:59	Fri	Mon	Tue	Wed	---	---
Fri	00:00 - 09:30	Fri	Mon	Tue	Wed	---	---
Fri	09:31 - 23:59	Mon	Tue	Wed	Thu	---	---
Sat	00:00 - 23:59	Mon	Tue	Wed	Thu	---	---
Sun	00:00 - 23:59	Mon	Tue	Wed	Thu	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	Ouagadougou

Zone 2:

Postcodes	Cities
	Bobo-Dioulasso, Koudougou, Ouahigouya, Fada N'Gourma, Tenkodogo, Banfora, Kaya, Dédougou, Koupéla, Dori, Gaoua, Manga, Ziniaré

Zone 3:

Postcodes	Cities
	Boulsa, Zorgho, Yako, Gourcy, Po, Boromo, Houndé, Diébougou, Kongoussi, Tougan, Nouna, Léo,

Zone 4:

Postcodes	Cities
	Batié, Bogandé, Béguédo, Djibo, Dano, Diapaga, Garango, Niangoloko, Kombissiri, korsimoro, Cinkansé, Bittou, Boussé

Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange:

09:30

Customs clearance times:

Items subject to customs duty:

30 minutes

Items not subject to customs duty:

10 minutes

Comments:

Parcel delivery standards - Surface parcel

OE Name OUAGADOUGOU COLIS POSTAUX
IMPC Code BFOUAC
Tel (+226)50333057
Fax (+)
Hours of operation Lundi - vendredi: 07:00 - 12:30 et 15:00 - 17:30; fermé les samedis et dimanches
From the airport/port/office of exchange of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>					
Day	Time	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Mon	00:00 - 09:30	Mon	Tue	Wed	Thu	---	---
Mon	09:31 - 23:59	Tue	Wed	Thu	Fri	---	---
Tue	00:00 - 09:30	Tue	Wed	Thu	Fri	---	---
Tue	09:31 - 23:59	Wed	Thu	Fri	Mon	---	---
Wed	00:00 - 09:30	Wed	Thu	Fri	Mon	---	---
Wed	09:31 - 23:59	Thu	Fri	Mon	Tue	---	---
Thu	00:00 - 09:30	Thu	Fri	Mon	Tue	---	---
Thu	09:31 - 23:59	Fri	Mon	Tue	Wed	---	---
Fri	00:00 - 09:30	Fri	Mon	Tue	Wed	---	---
Fri	09:31 - 23:59	Mon	Tue	Wed	Thu	---	---
Sat	00:00 - 23:59	Mon	Tue	Wed	Thu	---	---
Sun	00:00 - 23:59	Mon	Tue	Wed	Thu	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	Ouagadougou

Zone 2:

Postcodes	Cities
	Bobo-Dioulasso, Koudougou, Ouahigouya, Fada N'Gourma, Tenkodogo, Banfora, Kaya, Dédougou, Koupéla, Dori, Gaoua, Manga, Ziniaré

Zone 3:

Postcodes	Cities
	Boulsa, Zorgho, Yako, Gourcy, Po, Boromo, Houndé, Diébougou, Kongoussi, Tougan, Nouna, Léo,

Zone 4:

Postcodes	Cities

Date of last update : 15.09.2020

	Batié, Bogandé, Béguédo, Djibo, Dano, Diapaga, Garango, Niangoloko, Kombissiri, korsimoro, Cinkansé, Bittou, Boussé
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Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange: 09:30

Customs clearance times:

Items subject to customs duty: 30 minutes

Items not subject to customs duty: 10 minutes

Comments:

Last validation date: GdS V1 01/01/2019