

La Poste du Bénin SA

BJA

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	Yes
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	Yes
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	3		7.1.1	a signature of acceptance is obtained	Yes
	Metres for length & greatest circumference			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	Yes
	Metres for any one dimension	3		7.1.4	Nature of this evidence	
	Metres for length & greatest circumference				la procuration .	
Parcels service features				7.2	Ordinary parcels	
5	Electronic exchange of information			7.2.1	Signature of the addressee or his agent	Yes
5.1.1	Use a track and trace system	Yes		7.2.2	Signature of a de facto agent	No
5.1.2	Mandatory tracking events transmitted			7.3	Insured parcels	
EMC	Departure from outward office of exchange	Yes		7.3.1	Signature of the addressee or his agent	Yes
EMD	Arrival at inward office of exchange	Yes		7.3.2	Signature of a de facto agent	No
EMH	Attempted/Unsuccessful delivery	Yes		Insured parcel service		
EMI	Final delivery	Yes		8	Insured surface parcels admitted	Yes
5.1.3	Optional tracking events transmitted			8.1	Maximum insured value for surface parcels (SDR)	600
EMA	Posting/collection	Yes		9	Insured air parcels admitted	Yes
EMB	Arrival at outward office of exchange	Yes		9.1	Maximum insured value for air parcels (SDR)	600
EME	Held by Customs	Yes		9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	
EMF	Out of Customs/Departure from inward office of exchange	Yes		10	Marking used for insured parcels	
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					

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10.1	CP 74 pink label used	Yes			Outbound parcels	No
10.2	CP 73 label and pink "insured" label used	No			Inbound parcels	No
					Outbound parcels	No
Cash-on-delivery service for parcel						
11.1	Acceptance of Cash-on-delivery (COD) service for parcels					
11.1.1	outbound COD parcels	No			Inbound parcels	No
11.1.2	inbound COD parcels	No			Outbound parcels	No
Express delivery service						
12	Express parcel delivery service provided	No			Inbound parcels	No
					Outbound parcels	No
Parcels with advice of delivery						
13	Admission of advice of delivery for					
13.1	ordinary parcels	Yes				
13.2	insured parcels	Yes				
Parcels for delivery free of charges and fees						
14	Parcels for delivery free of charges and fees admitted	No				
Fragile parcel						
15	Fragile parcels admitted	Yes				
Consignment service						
16	Consignment service by bilateral agreements provided	No				
Integrated logistics service						
17	integrated logistics service by bilateral agreements provided	No				
Addresses for bilateral agreements						
18	Contact details of the person responsible for questions concerning bilateral agreements					
Name:	Mr Ismaël Bio BAGNAN					
Function:	Directeur de l'Exploitation Commerciale					
Address:	01 BP8080 Cotonou République du Bénin					
Tel:	1: (+229)21327171 2: (+229) 96952877					
Fax:	(+229)2132713					
E-mail	ismaelbagnan@yahoo.fr					
Admissible radioactive material and infectious substances						
19	Radioactive materials admitted in					
19.1	Air Parcels				Inbound parcels	No
					Outbound parcels	No
19.2	Insured parcels				Inbound parcels	No
					Outbound parcels	No
20	Infected substances admitted in					
20.1	Air Parcels				Inbound parcels	No
					Outbound parcels	No
20.2	Insured parcels				Inbound parcels	No
					Outbound parcels	No
Supplementary charges - Customs						
21	Non-dutiable parcels					
21.1	Threshold level below which parcels are free of customs duties and other taxes	No				
	Comments:					
	Le seuil des droits de douane est fonction de la nature des articles contenus dans le colis.					
22	Dutiable parcels					
22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes				
22.2	Amount of fee collected					
	Local currency				1000	
	USD				1,28	
	Comments:					
23	Customs clearance fee collected for all items declared at customs	No				
	Comments:					
24	Administration fees collected for parcels subject to export customs clearance	No				
	Comments:					
Special charges - Storage						
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				
25.1	Amount of charge per day/per parcel					
	Local currency				200 frCFA/j	
					après 6ème jour	
	SDR				0,26	
25.2	Period of charge, if not daily					
Special delivery charges						

26	Delivery charges collected at the time of delivery in response to the advice of arrival	Yes	
26.1	Amount of charge		
	Local currency	1250	
	SDR	1,52	
Special charges – Poste restante			
27	Poste restante service provided	Yes	
27.1	Amount of charge per parcel		
	Local currency	500	
	SDR	0,64	
27.2	Basis for charge if not an amount per parcel		
Special provisions - Treatment of parcels wrongly accepted			
28	Parcels returned to sender	Yes	
Delivery areas			
29	Parcels delivered to		
29.1	all addresses	No	
29.2	specific areas only	No	
	Comments:		
	Seuls les avis sont distribués par les facteurs à toutes les adresses. Les colis étant livrés uniquement aux guichets.		
Collection			
30	Collection of parcels at post offices provided for		
30.1	all addresses	Yes	
30.2	specific areas only	No	
	Comments:		
Delivery procedures for parcels for which customs duty and taxes are payable			
31	Procedure for parcels for which customs duty is payable		
31.1	Pick up of parcel at the customs office	Yes	
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No	
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No	
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes	
31.5	Other		
	Le 31.1 est valable pour Cotonou où seul le Centre de tri postal livre les colis. Le 31.4 est valable pour tous les autres bureaux du pays.		
Period of retention			
32	Period of retention for parcels		
32.1	Normal period		30 Day(s)
32.2	Exceptional period		45 Day(s)
33	Retention for parcels for which notice could not be sent or addressed to poste restante		
33.1	Normal period		15 Day(s)
33.2	Exceptional period		30 Day(s)
Parcels automatically retained			
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.		
Office name:	Section Contrôle Qualité et Sécurité Postale		
Name:	Mr ADOMOU Eric		
Function:	Chef Cellule Qualité		
Address:	01 BP8080 Cotonou République du Bénin		
Tel:	1: (+229)21302267 2: (+229)21308517		
Fax:	(+) (+229)21308517		
E-Mail:	eridyms@gmail.com eridyms@laposte.bj		
Requests for withdrawal from the post or alteration, or correction of address			
35	Requests for withdrawal from the post accepted	Yes	
35.1	Central office (in destination country) to which requests must be sent		
Office name:	CENTRE DE TRI POSTAL		
Name:	Mr ADOMOU Eric		
Function:	Chef Section Management Qualité et Sécurité Postale		
Address:	01 BP8080 Cotonou République du Bénin		
Tel:	1: (+229)21302267 2: (+229)67814999		
Fax:	(+229)21308517		
E-Mail:	reclamation@laposte.bj eadomou@laposte.bj		
Special provisions - Force majeure			
36	Liability admitted in cases of force majeure	Yes	
36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	No	
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	0
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://courrier.laposte.bj/IPSWebTracking/
39.2	Languages in which track and trace information is available	English
Service to designated operators		
40.	User of the Internet-based Inquiry System (IBIS)	Yes
40.1	Details of office(s) responsible for handling parcel post inquiries	
Office name:	Section Management de Qualité et Sécurité Postale	
Name:	Mr ADOMOU Eric	
Function:	Chef Section Management Qualité et Sécurité Postale	
Address:	LA POSTE DU BENIN SA Section Management de Qualité et Sécurité Postale 01 BP8080 Cotonou République du Bénin	
Tel:	1: (+229)21302267 2: (+229)67814999	
Fax:	(+229)21308517	
E-Mail:	reclamation@laposte.bj eridyms@laposte.bj	
Hours of service and days(s) on which the inquiry service is operating		
Opening Hours (Local)		
Day	Opening hours 1	Opening hours 2
Monday	08:00-12:30	15:00-18:30
Tuesday	08:00-12:30	15:00-18:30
Wednesday	08:00-12:30	15:00-18:30
Thursday	08:00-12:30	15:00-18:30
Friday	08:00-12:30	15:00-18:30
Saturday	-	-
Sunday	-	-
Languages	French English	

National Holidays**41.1 National holidays**

National holiday in 2023

Month	Day(s)	National Holidays - Description
January	1	JOUR DE L'AN
January	10	FETE DU VODOUN
April	10	LUNDI DE Pâques
April	21	RAMADAN Aïd el-Fitr
May	1	FETE DU TRAVAIL
May	18	ASCENSION
May	29	LUNDI DE PENTECOTE
June	28	TABASKI
July	28	Aïd al-Kebir
August	1	FETE DE L'INDEPENDANCE
August	15	ASOMPTION
September	27	Al Mawlid
November	1	TOUSSAINT
December	25	NOEL

National holiday in 2024

Month	Day(s)	National Holidays - Description
January	1	JOUR DE L'AN
January	10	FETE DU VODOUN
April	1	LUNDI DE Pâques
April	10	RAMADAN Aïd el-Fitr
May	1	FETE DU TRAVAIL
May	9	ASCENSION
May	20	LUNDI DE PENTECOTE
June	16	Aïd al-Kebir
August	1	FETE DE L'INDEPENDANCE
August	15	ASOMPTION
September	16	Al Mawlid
November	1	TOUSSAINT
December	25	NOEL

Regional Holidays**41.2 Regional holidays**

Regional holiday in 2023

Month	Day(s)	Regional/Local Holidays – Localities and description
January	10	FÊTE DU VODOUN
May	1	FETE DU TRAVAIL
August	1	FÊTE DE L'INDEPENDANCE
August	15	FÊTE DE L'IGNAME

Regional holiday in 2024

Month	Day(s)	Regional/Local Holidays – Localities and description
January	10	FÊTE DU VODOUN
May	1	FETE DU TRAVAIL
August	1	FÊTE DE L'INDEPENDANCE
August	15	FÊTE DE L'IGNAME

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

42.1	parcels returned to sender	Yes
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)	

Comments:

Le montant de réexpédition dépend du poids du colis.

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: Centre de Tri Postal
 IMPC code: BJCOOA
 Name: Ms LOGBO ALEX
 Function: Chef Département CCM
 Address: 01 BP 8080 Cotonou République du Bénin
 Tel: 1: (+229)21302404
 2: (+229)96170247
 Fax: (+229)21308517
 E-Mail: reclamation@laposte.bj
 banboris1@gmail.com

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-18:30	-
Tuesday	08:00-18:30	-
Wednesday	08:00-18:30	-
Thursday	08:00-18:30	-
Friday	08:00-18:30	-
Saturday	-	-
Sunday	-	-

Observations/Comments

Les guichets sont ouvert de 08h à 17h sans interruption

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 Centre de Tri Postal

IMPC Code BJCOOA

Tel (+229)21302404

Fax (+229)21317959

Hours of operation lundi au vendredi, de 08 h 00 à 20 h 00; le samedi, de 08 h 00 à 12 h 00; fermé le dimanche.

From the airport 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 - 23:59	Tue	Mer	Thu	Fri	---	---
Tue	00:00 - 23:59	Wed	Thu	Fri	Mon	---	---
Wed	00:00 - 23:59	Thu	Fri	Mon	Tue	---	---
Thu	00:00 - 23:59	Fri	Mon	Tue	Wed	---	---
Fri	00:00 - 23:59	Mon	Tue	Wed	Thu	---	---
Sat	00:00 - 23:59	Tue	Mer	Thu	Fri	---	---
Sun	00:00 - 23:59	Tue	Mer	Thu	Fri	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	COTONOU , CALAVI

Zone 2:

Postcodes	Cities
	PORTO-NOVO , PARAKOU , BOHICON , ABOMEY , NATITINGOU , DJOUGOU SAVALOU , DASSA-ZOUME

Zone 3:

Postcodes	Cities
	LOKOSSA , COME , TANGUIETA , POBE , OUIDAH , KANDI , DOGBO , MALANVILLE , AGOUE , GRAND-POPO

Zone 4:

Postcodes	Cities
	OUAKE , BANIKOARA , BEMBEREKE

Zone 5:

Postcodes	Cities

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Zone 6:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 15 min

Items not subject to customs duty: 10 min

Comments:

La Douane est installée au CTP et est ouverte du Lundi au vendredi de 8H 00 à 17H 30 en continu

Parcel delivery standards - Surface parcel

OE Name Centre de Tri Postal

IMPC Code BJCOOA

Tel (+229)21302404

Fax (+229)21317959

Hours of operation lundi au vendredi, de 08 h 00 à 20 h 00; le samedi, de 08 h 00 à 12 h 00; fermé le dimanche.

From the airport/port/office of exchange 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 - 23:59	Tue	Mer	Thu	Fri	---	---
Tue	00:00 - 23:59	Wed	Thu	Fri	Mon	---	---
Wed	00:00 - 23:59	Thu	Fri	Mon	Tue	---	---
Thu	00:00 - 23:59	Fri	Mon	Tue	Wed	---	---
Fri	00:00 - 23:59	Mon	Tue	Wed	Thu	---	---
Sat	00:00 - 23:59	Tue	Mer	Thu	Fri	---	---
Sun	00:00 - 23:59	Tue	Mer	Thu	Fri	---	---

Definition of zones

Zone 1:

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Postcodes	Cities
	PORTO-NOVO , PARAKOU , BOHICON , ABOMEY , NATITINGOU , DJOUGOU SAVALOU , DASSA-ZOUME

Zone 3:

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Zone 4:

Postcodes	Cities
	OUAKE , BANIKOARA , BEMBEREKE

Zone 5:

Postcodes	Cities

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Zone 6:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 15 min

Items not subject to customs duty: 10 min

Comments:

Last validation date: DA V2 01/12/2019