

Cameron Postal Services – CAMPOST

CMA

Basic Services			CARDIT	Carrier documents international transport – origin post	No
1	Maximum weight limit admitted		RESDIT	Response to a CARDIT – destination post	No
1.1	Surface parcels (kg)	30	6	Home delivery	
1.2	Air (or priority) parcels (kg)	30	6.1	Initial delivery attempt at physical delivery of parcels to addressee	No
2	Maximum size admitted		6.2	If initial delivery attempt unsuccessful, card left for addressee	
2.1	Surface parcels		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	No
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	Yes	6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	No
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No	6.5	Nature of this governmental or legally binding restriction.	
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	7	Signature of acceptance	
2.2	Air parcels		7.1	When a parcel is delivered or handed over	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	Yes	7.1.1	a signature of acceptance is obtained	Yes
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No	7.1.2	captured data from an identity card are registered	Yes
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	7.1.3	another form of evidence of receipt is obtained	Yes
			7.1.4	Nature of this evidence notarised power of attorney.	
			7.2	Ordinary parcels	
			7.2.1	Signature of the addressee or his agent	Yes
			7.2.2	Signature of a de facto agent	No
			7.3	Insured parcels	
			7.3.1	Signature of the addressee or his agent	Yes
			7.3.2	Signature of a de facto agent	No
Supplementary services			Insured parcel service		
3	Cumbersome parcels admitted	No	8	Insured surface parcels admitted	Yes
			8.1	Maximum insured value for surface parcels (SDR)	
			9	Insured air parcels admitted	Yes
			9.1	Maximum insured value for air parcels (SDR)	
			9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	
			10	Marking used for insured parcels	
			10.1	CP 74 pink label used	No
			10.2	CP 73 label and pink "insured" label used	Yes
Parcels service features			Cash-on-delivery service for parcel		
5	Electronic exchange of information		11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
5.1.1	Use a track and trace system	Yes	11.1.1	outbound COD parcels	No
5.1.2	Mandatory tracking events transmitted		11.1.2	inbound COD parcels	Yes
EMC	Departure from outward office of exchange	Yes			
EMD	Arrival at inward office of exchange	Yes			
EMH	Attempted/Unsuccessful delivery	Yes			
EMI	Final delivery	Yes			
5.1.3	Optional tracking events transmitted				
EMA	Posting/collection	Yes			
EMB	Arrival at outward office of exchange	Yes			
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				
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes			
RESDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes			
5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes			
5.1.6	Other messages transmitted				
PRECON	Pre-advice of international consignment – origin post	Yes			
RESCON	Response to a PRECON – destination post	Yes			

11.2	Amount charged to the sender for the service (in SDR), in addition to postage charges:		Integrated logistics service	
11.2.1	for ordinary parcels	SDR	17	integrated logistics service by bilateral agreements provided Yes
11.2.2	for insured parcels	SDR		
11.3	Additional amount for the delivery of COD parcels	No	Addresses for bilateral agreements	
11.3.1	Fixed cost	SDR	18	Contact details of the person responsible for questions concerning bilateral agreements
11.3.2	Value range or the value of the parcel (explanation on how the service charge billed to the addressee is calculated):		Name:	Mr DJANZE MAMELEM FRANCIS
11.4	Methods of payment accepted upon delivery for the service charge billed to the addressee		Function:	CHEF DU POLE PRODUCTION COURRIER ET COLIS
	Cash : No		Address:	CAMEROON POSTAL SERVICES DIRECTION GENERALE BP 14 411 YAOUNDE - CAMEROUN
	Credit card : No		Tel:	1: (+237)2 22 50 72 15 2: (+237) 6 91 14 50 72
	Cheque : No		Fax:	(+237)
	Payment by mobile phone : No		E-mail	francis.djanze@campost.cm francisdjanze@yahoo.fr
	Other :			
11.5	Methods of payment accepted upon delivery for the value of the COD parcel		Admissible radioactive material and infectious substances	
	Cash : No		19	Radioactive materials admitted in
	Money order : No		19.1	Air Parcels
	Credit card : No			Inbound parcels No
	Cheque : No			Outbound parcels No
	Payment by mobile phone : No		19.2	Insured parcels
	Other :			Inbound parcels No
11.6	Maximum value accepted for an inbound COD parcel	SDR		Outbound parcels No
Express delivery service			20	Infected substances admitted in
12	Express parcel delivery service provided	Yes	20.1	Air Parcels
12.1	If yes, parcels delivered by special messenger	No		Inbound parcels Yes
12.2	If not, advice of delivery provided to addressee	Yes		Outbound parcels Yes
12.3	Charge collected at time of delivery to addressee	Yes	20.2	Insured parcels
12.4	Amount collected per parcel (SDR)			Inbound parcels Yes
				Outbound parcels Yes
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
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
			22.2	Amount of fee collected
Fragile parcel				Local currency 1200 FCFA
15	Fragile parcels admitted	Yes		USD
Consignment service				Comments:
16	Consignment service by bilateral agreements provided	Yes		

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23	Customs clearance fee collected for for all items declared at customs	No		30.2	specific areas only	Yes	
	Comments:				Comments:		
					Bureaux se trouvant hors zone douanière		
24	Administration fees collected for parcels subject to export customs clearance	No		Delivery procedures for parcels for which customs duty and taxes are payable			
	Comments:			31	Procedure for parcels for which customs duty is payable		
				31.1	Pick up of parcel at the customs office	No	
				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		
Special charges - Storage				Period of retention			
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		32	Period of retention for parcels		
25.1	Amount of charge per day/per parcel			32.1	Normal period	1 Month(s)	
	Local currency	200FCFA		32.2	Exceptional period	2 Month(s)	
	SDR	0,257		33	Retention for parcels for which notice could not be sent or addressed to poste restante		
25.2	Period of charge, if not daily			33.1	Normal period	1 Month(s)	
				33.2	Exceptional period	2 Month(s)	
Special delivery charges				Parcels automatically retained			
26	Delivery charges collected at the time of delivery in response to the advice of arrival	Yes		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.		
26.1	Amount of charge			Office name:	Centre des Colis Postaux de Douala		
	Local currency	2000 FCFA		Name:	Mr NEBA SHU MICHAEL		
	SDR	2,57		Function:	CHEF CENTRE DES COLIS POSTAUX DOUALA		
Special charges – Poste restante				Address:	CAMEROON POSTAL SERVICES (CAMPOST) CAMEROUN		
27	Poste restante service provided	Yes		Tel:	1: (+237)2 22 50 75 87 2: (+237)677767555		
27.1	Amount of charge per parcel			Fax:	(+)		
	Local currency	200 FCFA		E-Mail:	neba_michael@yahoo.com		
	SDR	0,257		Requests for withdrawal from the post or alteration, or correction of address			
27.2	Basis for charge if not an amount per parcel			35	Requests for withdrawal from the post accepted	Yes	
Special provisions - Treatment of parcels wrongly accepted				35.1	Central office (in destination country) to which requests must be sent		
28	Parcels returned to sender	Yes		Collection			
Delivery areas				30	Collection of parcels at post offices provided for		
29	Parcels delivered to			30.1	all addresses	No	
29.1	all addresses	No		Collection			
29.2	specific areas only	Yes		30	Collection of parcels at post offices provided for		
	Comments:			30.1	all addresses	No	
	Ministères			Collection			

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Office name:	Plateforme industrielle courrier colis Yaoundé / Centre des colis postaux de Douala		Office name:	Service de la Qualité de Service	
Name:	Mr DOOH EKOLLO RAYMOND (Yaoundé) / NEBA SHU Michael (Douala)		Name:	Mr ATEBA AMOGO FRANCK PATRICK	
Function:	Chefs des deux Centres		Function:	Chef de service	
Address:	CAMEROON POSTAL SERVICES (CAMPOST) CAMEROUN		Address:	DIRECTION GENERALE CAMEROON POSTAL SERVICES (CAMPOST) BP 14 411 YAOUNDE - CAMEROUN	
Tel:	1: (+237)22222903 (YAO) / 233428950 (DLA) 2: (+)		Tel:	1: (+237)222507000 2: (+237)222507220	
Fax:	(+)		Fax:	(+237)222507241	
E-Mail:	rdoohello@yahoo.fr michaelsuhneba2005@gmail.com		E-Mail:	patrick.ateba@gmail.com souleymanelawane98@gmail.com	
Special provisions - Force majeure			Hours of service and days(s) on which the inquiry service is operating		
36	Liability admitted in cases of force majeure	No	Opening Hours (Local)		
36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	Yes	Day	Opening hours 1	Opening hours 2
36.2	Addressee/sender's reservations admitted at the time of delivery	Yes	Monday	07:30-15:30	-
Special provisions - Customs declarations			Tuesday	07:30-15:30	-
37	Number of CN 23 customs declarations required for inbound parcels	1	Wednesday	07:30-15:30	-
37.1	Number of CN 23 customs declarations required for parcels in transit	1	Thursday	07:30-15:30	-
37.2	Languages in which CN 23 customs declarations can be completed		Friday	07:30-15:30	-
	French English		Saturday	-	-
			Sunday	-	-
Special provisions - Method of dispatching accompanying documents			Languages French English		
38	Documents affixed to the relevant parcels	Yes	Office name:	Centre des colis postaux de Douala	
38.1	Documents attached to the parcels bill	No	Name:	Mr NEBA SHU Michael	
Service to customers			Function:	Chef de centre	
39	On-line tracking provided	Yes	Address:	CAMEROON POSTAL SERVICES (CAMPOST) CAMEROUN	
39.1	Web site address to access information		Tel:	1: (+237)222507000 2: (+237)222507587	
39.2	Languages in which track and trace information is available		Fax:	(+237)	
	French		E-Mail:	michaelsuhneba2005@gmail.com patrick.ateba@gmail.com	
Service to designated operators			Hours of service and days(s) on which the inquiry service is operating		
40.	User of the Internet-based Inquiry System (IBIS)	Yes	Opening Hours (Local)		
40.1	Details of office(s) responsible for handling parcel post inquiries		Day	Opening hours 1	Opening hours 2
			Monday	07:30-15:30	-
			Tuesday	07:30-15:30	-
			Wednesday	07:30-15:30	-
			Thursday	07:30-15:30	-
			Friday	07:30-15:30	-
			Saturday	-	-
			Sunday	-	-
			Languages French English		

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Office name: PLATEFORME INDUSTRIELLE COURRIER ET COLIS
 Name: Mr DOOH EKOLLO RAYMOND
 Function: Chef de CENTRE
 Address: CAMEROON POSTAL SERVICES (CAMPOST)
 YAOUNDE - CAMEROUN
 Tel: 1: (+237)222507000
 2: (+237)222507472
 Fax: (+237)
 E-Mail: rdoohkollo@yahoo.fr
 patrick.ateba@gmail.com

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:30-15:30	-
Tuesday	07:30-15:30	-
Wednesday	07:30-15:30	-
Thursday	07:30-15:30	-
Friday	07:30-15:30	-
Saturday	-	-
Sunday	-	-

Languages French English

National Holidays

41.1 National holidays

National holiday in 2022

Month	Day(s)	National Holidays - Description
January	1	Jour de l'An
February	11	Fête de la Jeunesse
April	15	Vendredi Saint
May	1	Fête du travail
May	2	Fête du travail Djouldé Soumaé
May	20	Fête Nationale
May	26	Ascension
July	9	Tabaski
August	15	Assomption
December	25	Noel
December	26	Noel

National holiday in 2023

Month	Day(s)	National Holidays - Description
January	2	Jour de l'An
February	11	Fête de la Jeunesse

April	7	Vendredi Saint
April	22	Aïd el-Fitr
May	1	Fête du Travail
May	18	Ascension
May	20	Fête Nationale
June	28	Aïd al-Adha
August	15	Assomption
December	25	Jour de Noël

Regional Holidays

41.2 Regional holidays

Regional holiday in

Month	Day(s)	Regional/Local Holidays – Localities and description
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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)	0,578

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

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Office name: DOUALA CPX
 IMPC code: CMDLAB
 Name: Mr NEBA MICHAEL
 Function: Chef du centre des colis postaux de Douala
 Address: CAMEROON POSTAL SERVICES (CAMPOST)
 CAMEROUN
 Tel: 1: (+237)2 22 50 75 87
 2: (+237)6 77 76 75 55
 Fax: (+)
 E-Mail: michaelsuhneba2005@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	07:30-15:30	-
Tuesday	07:30-15:30	-
Wednesday	07:30-15:30	-
Thursday	07:30-15:30	-
Friday	07:30-15:30	-
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 CENTRE DES COLIS POSTAUX DE DOUALA

IMPC Code CMDLAB

Tel (+237)233428950

Fax (+)

Hours of operation Monday - Friday: 07:30–17:00

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	Zone 7	Zone 8	Zone 9
Mon	00:00 - 11:00	Mon	Tue	Wed	Thu	Fri	Mon+1	Tue+1	Wed+1	---
Mon	11:01 - 23:59	Tue	Wed	Thu	Fri	Mon+1	Tue+1	Wed+1	Thu+1	---
Tue	00:00 - 11:00	Tue	Wed	Thu	Fri	Mon	Tue+1	Wed+1	Thu+1	---
Tue	11:01 - 23:59	Wed	Thu	Fri	Mon	Tue+1	Wed+1	Thu+1	Fri+1	---
Wed	00:00 - 11:00	Wed	Thu	Fri	Mon	Tue	Wed+1	Thu+1	Fri+1	---
Wed	11:01 - 23:59	Thu	Fri	Mon	Tue	Wed+1	Thu+1	Fri+1	Mon+1	---
Thu	00:00 - 11:00	Thu	Fri	Mon	Tue	Wed	Thu+1	Fri+1	Mon+1	---
Thu	11:01 - 23:59	Fri	Mon	Tue	Wed	Thu+1	Fri+1	Mon+1	Tue+1	---
Fri	00:00 - 11:00	Fri	Mon	Tue	Wed	Thu	Fri+1	Mon+1	Tue+1	---
Fri	11:01 - 23:59	Mon	Tue	Wed	Thu	Fri+1	Mon+1	Tue+1	Wed+1	---
Sat	00:00 - 23:59	Mon	Tue	Wed	Thu	Fri	Mon+1	Tue+1	Wed+1	---
Sun	00:00 - 23:59	Mon	Tue	Wed	Thu	Fri	Mon+1	Tue+1	Wed+1	---

Definition of zones

Zone 1:

Postcodes	Cities
	Buéa, Douala, Limbe, Tiko, Buéa-université, Buéa-moliko

Zone 2:

Postcodes	Cities
	Edéa, Pouma, Yaoundé CPX

Zone 3:

Postcodes	Cities
	Ebolowa, Kribi, Kumba, Ngaoundéré, Ngaoundéré-université, Mbalmayo

Zone 4:

Postcodes	Cities

	Abong-Mbang, Akonolinga, Ayos, Bafia, Bafoussam, Baham, Bandjoun, Bangangté, Bertoua, Dimako, Doumé, Makenene, Nanga-Eboko, Ngaoundal, Nkongsamba, Obala, Sangmelima, Soa, Ndikinimeki, Ombessa , Awae
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Zone 5:

Postcodes	Cities
	Akono, Bamenda-mankon , Eseka, Garoua, Mfou, Ngoumou, Mbouda, Dshang, Bamenda-nkwen, Bamenda-up station

Zone 6:

Postcodes	Cities
	Bafang, Bambili, Banyo, Batouri, Belabo, Betare-Oya, Foumban, Garoua-Boulai, Kousseri, Maroua, Mbankomo, Meiganga, Moloundou, Tibati, Yokadouma, Fombot

Zone 7:

Postcodes	Cities
	Ambam, EkondoTiti, Kye-Ossi, Lomié , Mbandjock, Kaélé, Mora, Mamfe

Zone 8:

Postcodes	Cities
	Bafut, Bali, Bankim, Batchenga, Batibo, Figuil, Fundong, Jakiri, Kumbo, Lagdo, Mbengwi, Messamena, Meyomessala, Monatélé, Njinikom, Nguélémendouka, Guider, Sa'a, Widikum, Wum, Zoetélé, Santa, Nkambe

Zone 9

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty:	1 h
Items not subject to customs duty:	15 min

Comments:

Parcel delivery standards - Surface parcel

OE Name CENTRE DES COLIS POSTAUX DE DOUALA
IMPC Code CMDLAB
Tel (+237)233428950
Fax (+)
Hours of operation Monday - Friday: 07:30–17:00
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	Zone 7	Zone 8	Zone 9
Mon	00:00 - 11:00	Mon	Tue	Wed	Thu	Fri	Mon+1	Tue+1	Wed+1	---
Mon	11:01 - 23:59	Tue	Wed	Thu	Fri	Mon+1	Tue+1	Wed+1	Thu+1	---
Tue	00:00 - 11:00	Tue	Wed	Thu	Fri	Mon	Tue+1	Wed+1	Thu+1	---
Tue	11:01 - 23:59	Wed	Thu	Fri	Mon	Tue+1	Wed+1	Thu+1	Fri+1	---
Wed	00:00 - 11:00	Wed	Thu	Fri	Mon	Tue	Wed+1	Thu+1	Fri+1	---
Wed	11:01 - 23:59	Thu	Fri	Mon	Tue	Wed+1	Thu+1	Fri+1	Mon+1	---
Thu	00:00 - 11:00	Thu	Fri	Mon	Tue	Wed	Thu+1	Fri+1	Mon+1	---
Thu	11:01 - 23:59	Fri	Mon	Tue	Wed	Thu+1	Fri+1	Mon+1	Tue+1	---
Fri	00:00 - 11:00	Fri	Mon	Tue	Wed	Thu	Fri+1	Mon+1	Tue+1	---
Fri	11:01 - 23:59	Mon	Tue	Wed	Thu	Fri+1	Mon+1	Tue+1	Wed+1	---
Sat	00:00 - 23:59	Mon	Tue	Wed	Thu	Fri	Mon+1	Tue+1	Wed+1	---
Sun	00:00 - 23:59	Mon	Tue	Wed	Thu	Fri	Mon+1	Tue+1	Wed+1	---

Definition of zones

Zone 1:

Postcodes	Cities
	Buéa, Douala, Limbe, Tiko, Buéa-université, Buéa-moliko

Zone 2:

Postcodes	Cities
	Edéa, Pouma, Yaoundé CPX

Zone 3:

Postcodes	Cities
	Ebolowa, Kribi, Kumba, Ngaoundéré, Ngaoundéré-université, Mbalmayo

Zone 4:

Postcodes	Cities

	Abong-Mbang, Akonolinga, Ayos, Bafia, Bafoussam, Baham, Bandjoun, Bangangté, Bertoua, Dimako, Doumé, Makenene, Nanga-Eboko, Ngaoundal, Nkongsamba, Obala, Sangmelima, Soa, Ndikinimeki, Ombessa , Awae
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Zone 5:

Postcodes	Cities
	Akono, Bamenda-mankon , Eseka, Garoua, Mfou, Ngoumou, Mbouda, Dshang, Bamenda-nkwen, Bamenda-up station

Zone 6:

Postcodes	Cities
	Bafang, Bambili, Banyo, Batouri, Belabo, Betare-Oya, Foumban, Garoua-Boulai, Kousseri, Maroua, Mbankomo, Meiganga, Moloundou, Tibati, Yokadouma, Fombot

Zone 7:

Postcodes	Cities
	Ambam, EkondoTiti, Kye-Ossi, Lomié , Mbandjock, Kaélé, Mora, Mamfe

Zone 8:

Postcodes	Cities
	Bafut, Bali, Bankim, Batchenga, Batibo, Figuil, Fundong, Jakiri, Kumbo, Lagdo, Mbengwi, Messamena, Meyomessala, Monatélé, Njinikom, Nguélémendouka, Guider, Sa'a, Widikum, Wum, Zoetélé, Santa, Nkambe

Zone 9

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty:	1 h
Items not subject to customs duty:	15 min

Comments:

Last validation date: Da V1 20/08/2018