

BARID AL-MAGRIB, Maroc

MAA

Basic Services			CARDIT	Carrier documents international transport – origin post	Yes
1	Maximum weight limit admitted		RESDIT	Response to a CARDIT – destination post	Yes
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	Yes
2	Maximum size admitted		6.2	If initial delivery attempt unsuccessful, card left for addressee	Yes
2.1	Surface parcels		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	Yes
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.	
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	No
			7.2	Ordinary parcels	
			7.2.1	Signature of the addressee or his agent	Yes
			7.2.2	Signature of a de facto agent	Yes
			7.3	Insured parcels	
			7.3.1	Signature of the addressee or his agent	Yes
			7.3.2	Signature of a de facto agent	Yes
Supplementary services					
3	Cumbersome parcels admitted	No	Insured parcel service		
Parcels service features			8	Insured surface parcels admitted	No
5	Electronic exchange of information		9	Insured air parcels admitted	Yes
5.1.1	Use a track and trace system	Yes	9.1	Maximum insured value for air parcels (SDR)	3842
5.1.2	Mandatory tracking events transmitted		9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	3842
EMC	Departure from outward office of exchange	Yes	10	Marking used for insured parcels	
EMD	Arrival at inward office of exchange	Yes	10.1	CP 74 pink label used	Yes
EMH	Attempted/Unsuccessful delivery	Yes	10.2	CP 73 label and pink "insured" label used	No
EMI	Final delivery	Yes	Cash-on-delivery service for parcel		
5.1.3	Optional tracking events transmitted		11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
EMA	Posting/collection	No	11.1.1	outbound COD parcels	No
EMB	Arrival at outward office of exchange	Yes	11.1.2	inbound COD parcels	No
EME	Held by Customs	Yes	Express delivery service		
EMF	Out of Customs/Departure from inward office of exchange	Yes	12	Express parcel delivery service provided	No
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			

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	Yes
13.2	insured parcels	Yes	21.2	Exemption threshold	
Local currency				1250 MAD	
USD				125	
Parcels for delivery free of charges and fees			Comments:		
14	Parcels for delivery free of charges and fees admitted	Yes	La douane peut appliquer les droits douane sur les envois dont la valeur est inférieure au seuil de 1250 MAD		
Fragile parcel			22	Dutiable parcels	
15	Fragile parcels admitted	No	22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes
Consignment service			22.2	Amount of fee collected	
16	Consignment service by bilateral agreements provided	No	Local currency		
Integrated logistics service				45.60 MAD	
17	integrated logistics service by bilateral agreements provided	Yes	USD		
Addresses for bilateral agreements				5	
18	Contact details of the person responsible for questions concerning bilateral agreements		Comments:		
Name:	Mr BENSALAH Yassine		23	Customs clearance fee collected for all items declared at customs	No
Function:	CHEF DE DIVISION OPERATIONS INTERNATIONALES		Comments:		
Address:	Avenue My Ismail Siège de Barid Al Maghrib Rabat 10000 Maroc		24	Administration fees collected for parcels subject to export customs clearance	No
Tel:	1: (+212)0537212230 2: (+)		Comments:		
Fax:	(+)		Special charges - Storage		
E-mail	y.bensalah@poste.ma		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
Admissible radioactive material and infectious substances			25.1	Amount of charge per day/per parcel	
19	Radioactive materials admitted in		Local currency		
19.1	Air Parcels			12 MAD	
		Inbound parcels	No	SDR	0.87
		Outbound parcels	No	25.2	Period of charge, if not daily
19.2	Insured parcels		Apartir du 6eme jour du 1er avis		
		Inbound parcels	No	Special delivery charges	
		Outbound parcels	No	26	Delivery charges collected at the time of delivery in response to the advice of arrival
20	Infected substances admitted in		No		
20.1	Air Parcels		Special charges – Poste restante		
		Inbound parcels	No	27	Poste restante service provided
		Outbound parcels	No	Yes	
20.2	Insured parcels		27.1	Amount of charge per parcel	
		Inbound parcels	No	Local currency	
		Outbound parcels	No	SDR	

27.2	Basis for charge if not an amount per parcel	Service gratuit			
Special provisions - Treatment of parcels wrongly accepted					
28	Parcels returned to sender	Yes			
Delivery areas					
29	Parcels delivered to				
29.1	all addresses	Yes			
29.2	specific areas only	No			
	Comments:				
	Tout les envois sont remis à distribution, sauf pour les zones non couverte par la distribution à domicile, dans ce cas les colis sont mis en instance dans le bureau de poste le plus proche du destinataire				
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	No			
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	Yes			
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				
	Distribution des colis à domicile ou au bureau de poste le plus proche du destinataire				
Period of retention					
32	Period of retention for parcels				
32.1	Normal period	45 Day(s)			
32.2	Exceptional period	60 Day(s)			
33	Retention for parcels for which notice could not be sent or addressed to poste restante				
33.1	Normal period	45 Day(s)			
33.2	Exceptional period	60 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:	Centre National de Dédouanement Postal "Casablanca"			
	Name:	Mr SALAMA ABDILAH			
	Function:	Chef de Centre			
	Address:	Zone Industrielle Aerepôle Nouaceur "Casablanca"			
	Tel:	1: (+212)0522339125 2: (+212)0522339126			
	Fax:	(+212)0522339139			
	E-Mail:	a.salama@poste.ma y.bensalah@poste.ma			
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 National de Dédouanement Postal "Casablanca"			
	Name:	Mr MAHDAR Abdelhadi			
	Function:	Chef de Centre			
	Address:	Zone Industrielle Aerepôle Nouaceur "Casablanca"			
	Tel:	1: (+212)0522339125 2: (+212)0522339126			
	Fax:	(+212)0522339139			
	E-Mail:	A.MAHDAR@poste.ma			
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	2			
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 English Spanish Arabic
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			Day	Opening hours 1	Opening hours 2
39	On-line tracking provided	Yes	Monday	09:00-16:00	-
39.1	Web site address to access information		Tuesday	09:00-16:00	-
	http://www.poste.ma/suivi		Wednesday	09:00-16:00	-
39.2	Languages in which track and trace information is available		Thursday	09:00-16:00	-
	French		Friday	09:00-16:00	-
			Saturday	-	-
			Sunday	-	-
Service to designated operators			Languages French		
40.	User of the Internet-based Inquiry System (IBIS)	Yes	National Holidays		
40.1	Details of office(s) responsible for handling parcel post inquiries		41.1 National holidays		
Office name: Centre National de Dédouanement Postal			National holiday in 2021		
Name: Ms AMARIR Khadija			Month	Day(s)	National Holidays - Description
Function: Chargée de Traitement des Réclamations des Colis Postaux			January	1	Jour de l'an
Address: Zone Industrielle Aérepôle Nouaceur "Casablanca"			January	11	Fête Nationale
Tel: 1: (+212)0522339125			May	1	Fête de Travail
2: (+212)0522339126			May	13	Aid Al Fitr (Fête religieuse)
Fax: (+212)0522339139			May	14	Aid Al Fitr (Fête religieuse)
E-Mail: k.amarir@poste.ma			July	20	Aid Al Adha (Fête religieuse)
cndp@poste.ma			July	21	Aid Al Adha (Fête religieuse)
Hours of service and days(s) on which the inquiry service is operating			July	30	Fête du Trône
Opening Hours (Local)			August	10	Premier Moharram (Fête religieuse)
Day	Opening hours 1	Opening hours 2	August	14	Anniversaire de la récupération de Oued Eddahab Fête Nationale
Monday	09:00-16:00	-	August	20	Anniversaire de la révolution du Roi et du peuple (Fête Nationale)
Tuesday	09:00-16:00	-	August	21	Fête de la jeunesse (Fête Nationale)
Wednesday	09:00-16:00	-	October	19	Aid al Mawlid Annabawi (Fête religieuse)
Thursday	09:00-16:00	-	October	20	Aid al Mawlid Annabawi (Fête religieuse)
Friday	09:00-16:00	-	November	6	Marche Verte (Fête Nationale)
Saturday	-	-	November	18	Fête d'indépendance (Fête Nationale)
Sunday	-	-	National holiday in 2022		
Languages French Arabic			Month	Day(s)	National Holidays - Description
Office name: Centre National de Dédouanement Postal			January	1	Jour de l'an
Name: Ms MABROUK Leïa			January	11	Fête Nationale : Manifeste de l'indépendance
Function: Chargée de Traitement des Réclamations des Colis Postaux			May	1	Fête de Travail
Address: Zone Industrielle Aerepôle Nouaceur "Casablanca"			May	2	AID AL FITR
Tel: 1: (+212)0522339125			May	3	AID AL FITR
2: (+212)0522339126			July	9	AID AL ADHA
Fax: (+212)0522339139					
E-Mail: L.MABROUK@poste.ma					
A.MAHDAR@poste.ma					
Hours of service and days(s) on which the inquiry service is operating					
Opening Hours (Local)					

July	10	AID AL ADHA
July	29	Premier Moharem
July	30	Fête de trône
August	14	Journée de Oued Ed-Dahab
August	20	Révolution du Roi et du peuple (Fête Nationale)
August	21	Fête de la jeunesse (Fête Nationale)
October	9	Mawlid Nabawi (Fête Religieuse)
October	10	Mawlid Nabawi (Fête Religieuse)
November	6	Marche Verte (Fête Nationale)
November	18	Fête de L'indépendance (Fête Nationale)

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	No
42.5	parcels rifled or damaged	No

Redirection within the country of destination

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

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: Centre National de Dédouanement Postal
 IMPC codel: MACASC
 Name: Mr MAHDAR Abdelhadi
 Function: Chef de Centre
 Address: Zone Industrielle Aerepôle Nouaceur "Casablanca"
 Tel: 1: (+212)0522339125
 2: (+212)0522339126
 Fax: (+212)0522339139
 E-Mail: A.MAHDAR@poste.ma

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	09:00-16:00	-
Tuesday	09:00-16:00	-
Wednesday	09:00-16:00	-
Thursday	09:00-16:00	-
Friday	09:00-16:00	-
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 Casablanca Centre National de Dédouanement Postal

IMPC Code MACASC

Tel (+212)05 223 391 26

Fax (+212)05 223 391 39

Hours of operation du lundi au vendredi, de 09 h 00 à 16 h 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
Mon	00:00 - 09:00	Thu	Fri	Mon+1	Tue+1	---	---
Mon	09:01 - 23:59	Fri	Mon+1	Tue+1	Wed+1	---	---
Tue	00:00 - 09:00	Fri	Mon	Tue+1	Wed+1	---	---
Tue	09:01 - 23:59	Mon	Tue+1	Wed+1	Thu+1	---	---
Wed	00:00 - 09:00	Mon	Tue	Wed+1	Thu+1	---	---
Wed	09:01 - 23:59	Tue	Wed+1	Thu+1	Fri+1	---	---
Thu	00:00 - 09:00	Tue	Mer	Thu+1	Fri+1	---	---
Thu	09:01 - 23:59	Wed	Thu+1	Fri+1	Mon+1	---	---
Fri	00:00 - 09:00	Wed	Thu	Fri+1	Mon+1	---	---
Fri	09:01 - 23:59	Thu	Fri+1	Mon+1	Tue+1	---	---
Sat	00:00 - 23:59	Thu	Fri	Mon+1	Tue+1	---	---
Sun	00:00 - 23:59	Thu	Fri	Mon+1	Tue+1	---	---

Definition of zones

Zone 1:

Postcodes	Cities
28014, 30013, 40072, 50053, 60045, 10056, 11015, 14062, 24015, 26042, 90042.	CASABLANCA, MOHAMMEDIA, FES, MARRAKECH, MEKNES, OUJDA, RABAT, SALE, KENITRA, EL JADIDA, SETTAT, TANGER.

Zone 2:

Postcodes	Cities
80034, 44006, 45013, 46012, 93035, 62006.	AGADIR, ESSAOUIRA, OUARZAZATE, SAFI, TETOUAN, NADOR.

Zone 3:

Postcodes	Cities
73000, 70032.	Dakhla, LAAYOUNE.

Zone 4:

Postcodes	Cities
Reste du Pays	Reste du Pays

Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 24h

Items not subject to customs duty: 12h

Comments:

Parcel delivery standards - Surface parcel

OE Name Casablanca Centre National de Dédouanement Postal

IMPC Code MACASC

Tel (+212)05 223 391 26

Fax (+212)05 223 391 39

Hours of operation du lundi au vendredi, de 09 h 00 à 16 h 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
Mon	00:00 - 09:00	Thu	Fri	Mon+1	Tue+1	---	---
Mon	09:01 - 23:59	Fri	Mon+1	Tue+1	Wed+1	---	---
Tue	00:00 - 09:00	Fri	Mon	Tue+1	Wed+1	---	---
Tue	09:01 - 23:59	Mon	Tue+1	Wed+1	Thu+1	---	---
Wed	00:00 - 09:00	Mon	Tue	Wed+1	Thu+1	---	---
Wed	09:01 - 23:59	Tue	Wed+1	Thu+1	Fri+1	---	---
Thu	00:00 - 09:00	Tue	Mer	Thu+1	Fri+1	---	---
Thu	09:01 - 23:59	Wed	Thu+1	Fri+1	Mon+1	---	---
Fri	00:00 - 09:00	Wed	Thu	Fri+1	Mon+1	---	---
Fri	09:01 - 23:59	Thu	Fri+1	Mon+1	Tue+1	---	---
Sat	00:00 - 23:59	Thu	Fri	Mon+1	Tue+1	---	---
Sun	00:00 - 23:59	Thu	Fri	Mon+1	Tue+1	---	---

Definition of zones

Zone 1:

Postcodes	Cities
28014, 30013, 40072, 50053, 60045, 10056, 11015, 14062, 24015, 26042, 90042.	CASABLANCA, MOHAMMEDIA, FES, MARRAKECH, MEKNES, OUJDA, RABAT, SALE, KENITRA, EL JADIDA, SETTAT, TANGER.

Zone 2:

Postcodes	Cities
80034, 44006, 45013, 46012, 93035, 62006.	AGADIR, ESSAOUIRA, OUARZAZATE, SAFI, TETOUAN, NADOR.

Zone 3:

Postcodes	Cities
73000, 70032.	Dakhla, LAAYOUNE.

Zone 4:

Postcodes	Cities

Date of last update : 15.11.2021

Reste du Pays	Reste du Pays
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Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 24h

Items not subject to customs duty: 12h

Comments:

Last validation date: Da V2 01/07/2020