

Poste Maroc

MAA

Basic Services						
1	Maximum weight limit admitted			CARDIT	Carrier documents international transport – origin post	Yes
1.1	Surface parcels (kg)	30		RESDIT	Response to a CARDIT – destination post	Yes
1.2	Air (or priority) parcels (kg)	30		6	Home delivery	
2	Maximum size admitted			6.1	Initial delivery attempt at physical delivery of parcels to addressee	Yes
2.1	Surface parcels			6.2	If initial delivery attempt unsuccessful, card left for addressee	Yes
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	Yes
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No		6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes		6.5	Nature of this governmental or legally binding restriction.	
2.2	Air parcels			7	Signature of acceptance	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		7.1	When a parcel is delivered or handed over	
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No		7.1.1	a signature of acceptance is obtained	Yes
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes		7.1.2	captured data from an identity card are registered	Yes
				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				
Parcels service features						
5	Electronic exchange of information					
5.1.1	Use a track and trace system	Yes				
5.1.2	Mandatory tracking events transmitted					
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				
Insured parcel service						
8	Insured surface parcels admitted	No				
9	Insured air parcels admitted	Yes				
9.1	Maximum insured value for air parcels (SDR)	3842				
9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	3842				
10	Marking used for insured parcels					
10.1	CP 74 pink label used	Yes				
10.2	CP 73 label and pink “insured” label used	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				
11.1.2	inbound COD parcels	No				
Express delivery service						
12	Express parcel delivery service provided	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	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			Pour les colis e-commerce, ils sont taxés à partir du premier dirham d'achat		
15	Fragile parcels admitted	No	22	Dutiable parcels	
Consignment service			22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes
16	Consignment service by bilateral agreements provided	No	22.2	Amount of fee collected	
Integrated logistics service				Local currency	45.60 MAD
17	integrated logistics service by bilateral agreements provided	Yes		USD	5
Addresses for bilateral agreements			Comments:		
18	Contact details of the person responsible for questions concerning bilateral agreements		23	Customs clearance fee collected for all items declared at customs	No
Name:	Mr BENSALAH Yassine		Comments:		
Function:	CHEF DE DIVISION OPERATIONS INTERNATIONALES		24	Administration fees collected for parcels subject to export customs clearance	No
Address:	Avenue My Ismail Siège de Barid Al Maghrib Rabat 10000 Maroc		Comments:		
Tel:	1: (+212)0537212230 2: (+212) 646122445		Special charges - Storage		
Fax:	(+)		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
E-mail	y.bensalah@poste.ma		25.1	Amount of charge per day/per parcel	
Admissible radioactive material and infectious substances				Local currency	12 MAD
19	Radioactive materials admitted in			SDR	0.87
19.1	Air Parcels		25.2	Period of charge, if not daily	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	No
19.2	Insured parcels		Special charges – Poste restante		
	Inbound parcels	No	27	Poste restante service provided	Yes
	Outbound parcels	No	27.1	Amount of charge per parcel	
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			

Local currency SDR			33.2	Exceptional period	60 Day(s)
27.2	Basis for charge if not an amount per parcel	Service gratuit pendant les six premiers jours	Parcels automatically retained		
Special provisions - Treatment of parcels wrongly accepted			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.	
28	Parcels returned to sender	Yes	Office name: Centre National de Dédouanement Postal "Casablanca"		
Delivery areas			Name: Mr SALAMA ABDILAH		
29	Parcels delivered to		Function: Chef de Centre		
29.1	all addresses	Yes	Address: Zone Industrielle Aerepôle Nouaceur "Casablanca"		
29.2	specific areas only	No	Tel: 1: (+212)0522339125 2: (+212)0522339126		
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			Fax: (+212)0522339139		
Collection			E-Mail: a.salama@poste.ma y.bensalah@poste.ma		
30	Collection of parcels at post offices provided for		Requests for withdrawal from the post or alteration, or correction of address		
30.1	all addresses	Yes	35	Requests for withdrawal from the post accepted	Yes
30.2	specific areas only	No	35.1	Central office (in destination country) to which requests must be sent	
Comments:			Office name: Centre National de Dédouanement Postal "Casablanca"		
Delivery procedures for parcels for which customs duty and taxes are payable			Name: Mr MAHDAR Abdelhadi		
31	Procedure for parcels for which customs duty is payable		Function: Chef de Centre		
31.1	Pick up of parcel at the customs office	No	Address: Zone Industrielle Aerepôle Nouaceur "Casablanca"		
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	Yes	Tel: 1: (+212)0522339125 2: (+212)0522339126		
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No	Fax: (+212)0522339139		
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes	E-Mail: A.MAHDAR@poste.ma		
31.5	Other		Special provisions - Force majeure		
Distribution des colis à domicile ou au bureau de poste le plus proche du destinataire			36	Liability admitted in cases of force majeure	No
Period of retention			36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	
32	Period of retention for parcels		36.2	Addressee/sender's reservations admitted at the time of delivery	
32.1	Normal period	45 Day(s)	Special provisions - Customs declarations		
32.2	Exceptional period	60 Day(s)	37	Number of CN 23 customs declarations required for inbound parcels	2
33	Retention for parcels for which notice could not be sent or addressed to poste restante		37.1	Number of CN 23 customs declarations required for parcels in transit	
33.1	Normal period	45 Day(s)	37.2	Languages in which CN 23 customs declarations can be completed French English Spanish Arabic	

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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 www.poste.ma puis onglet suivez un envoi	
39.2	Languages in which track and trace information is available French Arab	

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: Centre National de Dédouanement Postal
 Name: Ms GANNABI Youssef
 Function: Chargée de Traitement des Réclamations des Colis Postaux
 Address: Zone Industrielle Aérepôle Nouaceur "Casablanca"
 Tel: 1: (+212)0522339125
 2: (+212)0522339126
 Fax: (+212)0522339139
 E-Mail: Y.GANNABI@poste.ma
 cndp@poste.ma

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

Languages French English Arabic

Office name: Centre National de Dédouanement Postal
 Name: Ms MABROUK Leia
 Function: Chargée de Traitement des Réclamations des Colis Postaux
 Address: Zone Industrielle Aerepôle Nouaceur "Casablanca"
 Tel: 1: (+212)0522339125
 2: (+212)0522339126
 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)

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	-	-

Languages French Arabic

National Holidays**41.1 National holidays**

National holiday in 2022

Month	Day(s)	National Holidays - Description
January	1	Jour de l'an
January	11	Fête Nationale : Manifeste de l'indépendance
May	1	Fête de Travail
May	2	AID AL FITR
May	3	AID AL FITR
July	9	AID AL ADHA
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)

National holiday in 2023

Month	Day(s)	National Holidays - Description
January	1	Jour de l'an
January	11	Fête Nationale : Manifeste de l'indépendance
April	20	Fête religieuse AID AL FITR

April	21	Fête religieuse AID AL FITR
April	22	Aid I-Fitr
April	23	Aid I-Fitr
April	24	Aid I-Fitr
May	1	Fête de Travail
June	29	Fête religieuse Aid Al Adha
June	30	Fête religieuse Aid Al Adha
July	19	Jour de l'an hégire (Premier moharam)
July	30	Fête de trône
August	14	Fête Nationale (Anniversaire récupération oued ed dahab)
August	20	Fête Nationale (Révolution du Roi & du Peuple)
August	21	Fête de la Jeunesse
September	28	Fête Religieuse (Mawlid Nabawi)
September	29	Fête Religieuse (Mawlid Nabawi)
November	6	Anniversaire de la marche verte
November	18	Fête de l'indépendance

National holiday in 2024

Month	Day(s)	National Holidays - Description
January	1	Jour de l'an
January	11	Fête Nationale : Manifeste de l'indépendance
April	8	Fête religieuse AID AL FITR
April	9	Fête religieuse AID AL FITR
May	1	Fête de Travail
June	17	Fête religieuse Aid Al Adha
June	18	Fête religieuse Aid Al Adha
July	1	Jour de l'an hégire (Premier moharam)
July	30	Fête de trône
August	14	Fête Nationale (Anniversaire récupération oued ed dahab)
August	20	Fête Nationale (Révolution du Roi & du Peuple)
August	21	Fête de la Jeunesse
September	16	Fête Religieuse (Mawlid Nabawi)
September	17	Fête Religieuse (Mawlid Nabawi)
November	6	Anniversaire de la marche verte
November	18	Fête de l'indépendance

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 code: 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

<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 - 09:00	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:

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Postcodes	Cities
Reste du Pays	Reste du Pays

Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange: 13h00

Customs clearance times:

Items subject to customs duty: 72h

Items not subject to customs duty: 24h

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 : 18.08.2023

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Reste du Pays	Reste du Pays
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Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange: 13:00

Customs clearance times:

Items subject to customs duty: 72h

Items not subject to customs duty: 24h

Comments:

Last validation date: Da V2 01/07/2020