

Basic Services						
<b>1</b>	<b>Maximum weight limit admitted</b>			PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes
1.1	Surface parcels (kg)	20		RESDDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes
1.2	Air (or priority) parcels (kg)	20		5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes
<b>2</b>	<b>Maximum size admitted</b>			5.1.6	Other messages transmitted	
2.1	Surface parcels			PRECON	Pre-advice of international consignment – origin post	No
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		RESCON	Response to a PRECON – destination post	No
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes		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			<b>6</b>	<b>Home delivery</b>	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		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)	Yes		6.2	If initial delivery attempt unsuccessful, card left for addressee	Yes
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.	
<b>3</b>	<b>Cumbersome parcels admitted</b>	Yes		6.5	Nature of this governmental or legally binding restriction.	
<b>4</b>	<b>Maximum size admitted</b>			<b>7</b>	<b>Signature of acceptance</b>	
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	1,5		7.2	Ordinary parcels	
	Metres for length & greatest circumference	3		7.2.1	Signature of the addressee or his agent	Yes
Parcels service features				7.2.2	Signature of a de facto agent	No
<b>5</b>	<b>Electronic exchange of information</b>			7.3	Insured parcels	
5.1.1	Use a track and trace system	Yes		7.3.1	Signature of the addressee or his agent	Yes
5.1.2	Mandatory tracking events transmitted			7.3.2	Signature of a de facto agent	No
EMC	Departure from outward office of exchange	Yes		<b>Insured parcel service</b>		
EMD	Arrival at inward office of exchange	Yes		<b>8</b>	<b>Insured surface parcels admitted</b>	<b>Yes</b>
EMH	Attempted/Unsuccessful delivery	Yes		8.1	Maximum insured value for surface parcels (SDR)	2000
EMI	Final delivery	Yes		<b>9</b>	<b>Insured air parcels admitted</b>	<b>Yes</b>
5.1.3	Optional tracking events transmitted			9.1	Maximum insured value for air parcels (SDR)	2000
EMA	Posting/collection	Yes		9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	2000
EMB	Arrival at outward office of exchange	Yes		<b>10</b>	<b>Marking used for insured parcels</b>	
EME	Held by Customs	Yes		10.1	CP 74 pink label used	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	No	<b>16</b>	<b>Consignment service by bilateral agreements provided</b>	<b>Yes</b>
<b>Cash-on-delivery service for parcel</b>			<b>Integrated logistics service</b>		
<b>11.1</b>	<b>Acceptance of Cash-on-delivery (COD) service for parcels</b>		<b>17</b>	<b>integrated logistics service by bilateral agreements provided</b>	<b>Yes</b>
11.1.1	outbound COD parcels	Yes	<b>Addresses for bilateral agreements</b>		
11.1.2	inbound COD parcels	Yes	<b>18</b>	<b>Contact details of the person responsible for questions concerning bilateral agreements</b>	
<b>11.2</b>	<b>Amount charged to the sender for the service (in SDR), in addition to postage charges:</b>		Name:	Ms Svetlana TOMA	
11.2.1	for ordinary parcels	SDR	Function:	Chief of Postal Operations Department	
11.2.2	for insured parcels	0 SDR	Address:	Entreprise d'Etat "Posta Moldovei" bd. Stefan cel Mare, 134 MD-2012, Chisinau, MOLDOVA	
<b>11.3</b>	<b>Additional amount for the delivery of COD parcels</b>	<b>No</b>	Tel:	1: (+37322)271744 2: (+373) 79924002	
11.3.1	Fixed cost	SDR	Fax:	(+37322)271089	
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	svetlana.toma@posta.md	
<b>11.4</b>	<b>Methods of payment accepted upon delivery for the service charge billed to the addressee</b>		<b>Admissible radioactive material and infectious substances</b>		
	Cash : No		<b>19</b>	<b>Radioactive materials admitted in</b>	
	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	
<b>11.5</b>	<b>Methods of payment accepted upon delivery for the value of the COD parcel</b>				Inbound parcels No
	Cash : No				Outbound parcels No
	Money order : No		<b>20</b>	<b>Infected substances admitted in</b>	
	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	
<b>11.6</b>	<b>Maximum value accepted for an inbound COD parcel</b>	845 SDR			Inbound parcels No
					Outbound parcels No
<b>Express delivery service</b>			<b>Supplementary charges - Customs</b>		
<b>12</b>	<b>Express parcel delivery service provided</b>	<b>No</b>	<b>21</b>	<b>Non-dutiable parcels</b>	
<b>Parcels with advice of delivery</b>			21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes
<b>13</b>	<b>Admission of advice of delivery for</b>		21.2	Exemption threshold	
13.1	ordinary parcels	Yes		Local currency	8768.86 MDL
13.2	insured parcels	Yes		USD	497.57
<b>Parcels for delivery free of charges and fees</b>				Comments:	
<b>14</b>	<b>Parcels for delivery free of charges and fees admitted</b>	<b>No</b>		Goods from Customer to Customer for Air Parcels - 430 EURO	
<b>Fragile parcel</b>			<b>22</b>	<b>Dutiable parcels</b>	
<b>15</b>	<b>Fragile parcels admitted</b>	<b>Yes</b>			
<b>Consignment service</b>					

22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes	Comments:
22.2	Amount of fee collected Local currency USD Comments:		
<b>23</b>	<b>Customs clearance fee collected for all items declared at customs</b>	<b>No</b>	
	Comments:		
<b>24</b>	<b>Administration fees collected for parcels subject to export customs clearance</b>	<b>No</b>	
	Comments:		
<b>Special charges - Storage</b>			
<b>25</b>	<b>Storage charge collected on a parcel when it is kept beyond the prescribed period, or in the event of return to sender/redirection</b>	<b>Yes</b>	
25.1	Amount of charge per day/per parcel Local currency SDR	2.00 MDL 0,08	
25.2	Period of charge, if not daily		
<b>Special delivery charges</b>			
<b>26</b>	<b>Delivery charges collected at the time of delivery in response to the advice of arrival</b>	<b>Yes</b>	
26.1	Amount of charge Local currency SDR		
<b>Special charges – Poste restante</b>			
<b>27</b>	<b>Poste restante service provided</b>	<b>Yes</b>	
27.1	Amount of charge per parcel Local currency SDR	0 0	
27.2	Basis for charge if not an amount per parcel		
<b>Special provisions - Treatment of parcels wrongly accepted</b>			
<b>28</b>	<b>Parcels returned to sender</b>	<b>Yes</b>	
<b>Delivery areas</b>			
<b>29</b>	<b>Parcels delivered to</b>		
29.1	all addresses	Yes	
29.2	specific areas only	No	
			<b>Collection</b>
			<b>30 Collection of parcels at post offices provided for</b>
			30.1 all addresses Yes
			30.2 specific areas only No
			Comments:
			<b>Delivery procedures for parcels for which customs duty and taxes are payable</b>
			<b>31 Procedure for parcels for which customs duty is payable</b>
			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 Yes
			31.4 Over the counter at the local post office with immediate payment of customs duties and taxes Yes
			31.5 Other
			<b>Period of retention</b>
			<b>32 Period of retention for parcels</b>
			32.1 Normal period 30 Day(s)
			32.2 Exceptional period 60 Day(s)
			<b>33 Retention for parcels for which notice could not be sent or addressed to poste restante</b>
			33.1 Normal period 30 Day(s)
			33.2 Exceptional period 60 Day(s)
			<b>Parcels automatically retained</b>
			<b>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.</b>

## Entreprise d'Etat "Posta Moldovei"

MDA

Office name: S.E. "Posta Moldovei"	39.2	Languages in which track and trace information is available English Romanian, Russian
Name: Ms Elena CROITOR		
Function: Director of Mail Processing and Transportation Centre (MPTC)		
Address: Piata Garii, 3 MD-2000, Chisinau, MOLDOVA		
Tel: 1: (+37322)272328 2: (+)		
Fax: (+37322)271089		
E-Mail: inbound.vn.mda@iposta.md sri@posta.md		
<b>Requests for withdrawal from the post or alteration, or correction of address</b>		
<b>35</b>	<b>Requests for withdrawal from the post accepted</b>	<b>Yes</b>
35.1	Central office (in destination country) to which requests must be sent	
Office name: S.E. "Posta Moldovei"	Office name: S.E. "Posta Moldovei"	
Name: Mr Igor Ciobanu	Name: Mr Igor CIOBANU	
Function: Head of Claims and Inquiries Service	Function: Head of Claims and Inquiries	
Address: Piata Garii, 3 MD-2000, Chisinau, MOLDOVA	Address: Piata Garii, 3 MD-2000, Chisinau, MOLDOVA	
Tel: 1: (+37322)922943 2: (+)	Tel: 1: (+37322)922943 2: (+37322)546533	
Fax: (+37322)271089	Fax: (+37322)271089	
E-Mail: reclamatii@posta.md igor.ciobanu@posta.md	E-Mail: reclamatii@posta.md igor.ciobanu@posta.md	
<b>Special provisions - Force majeure</b>		
<b>36</b>	<b>Liability admitted in cases of force majeure</b>	<b>No</b>
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
<b>Special provisions - Customs declarations</b>		
<b>37</b>	<b>Number of CN 23 customs declarations required for inbound parcels</b>	<b>3</b>
37.1	Number of CN 23 customs declarations required for parcels in transit	4
37.2	Languages in which CN 23 customs declarations can be completed French English Roumanian, Russian	
<b>Special provisions - Method of dispatching accompanying documents</b>		
<b>38</b>	<b>Documents affixed to the relevant parcels</b>	<b>Yes</b>
38.1	Documents attached to the parcels bill	No
<b>Service to customers</b>		
<b>39</b>	<b>On-line tracking provided</b>	<b>Yes</b>
39.1	Web site address to access information <a href="http://www.posta.md">http://www.posta.md</a>	
<b>Service to designated operators</b>		
<b>40.</b>	<b>User of the Internet-based Inquiry System (IBIS)</b>	<b>Yes</b>
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		
<b>Opening Hours (Local)</b>		
<b>Day</b>	<b>Opening hours 1</b>	<b>Opening hours 2</b>
Monday	08:00-12:00	13:00-17:00
Tuesday	08:00-12:00	13:00-17:00
Wednesday	08:00-12:00	13:00-17:00
Thursday	08:00-12:00	13:00-17:00
Friday	08:00-12:00	13:00-17:00
Saturday	-	-
Sunday	-	-
Languages	French English Roumanian Russian	
<b>National Holidays</b>		
<b>41.1 National holidays</b>		
National holiday in 2022		
<b>Month</b>	<b>Day(s)</b>	<b>National Holidays - Description</b>
January	1	New Year
January	7	Christmas
January	8	Christmas
March	8	Women's Day
April	24	Easter
April	25	Easter
May	1	Labor Day
May	2	Parent's Day
May	9	Victory Day

August	27	Republic of Moldova Independence Day
August	31	National Language Day
December	25	Christmas

National holiday in 2023

Month	Day(s)	National Holidays - Description
January	1	New Year
January	7	Christmas
January	8	Christmas
March	8	Women's Day
April	16	Easter
April	17	Easter
April	24	Parent's Day
May	1	Labor Day
May	9	Victory Day
August	27	Republic of Moldova Independence Day
August	31	National Language Day
December	25	Christmas

**Regional Holidays****41.2 Regional holidays**

Regional holiday in 2021

Month	Day(s)	Regional/Local Holidays – Localities and description
October	14	Chisinau City Day

**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	No
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)	1,24

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: S.E. "Posta Moldovei"  
 IMPC code: MDKIVA  
 Name: Mr Ion Rangu  
 Function: Chief of National Transit Centre  
 Address: Piata Garii, 3  
 MD-2000, Chisinau, MOLDOVA  
 Tel: 1: (+37322)272328  
 2: (+373)78824038  
 (+37322)272328  
 Fax: (+37322)272328  
 E-Mail: ion.rangu@posta.md  
 acameracptp@posta.md

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

**Opening Hours (Local)**

Day	Opening hours 1	Opening hours 2
Monday	08:00-12:00	13:00-17:00
Tuesday	08:00-12:00	13:00-17:00
Wednesday	08:00-12:00	13:00-17:00
Thursday	08:00-12:00	13:00-17:00
Friday	08:00-12:00	13:00-17:00
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 CHISINAU  
 IMPC Code MDKIVA  
 Tel (+37322)251227  
 Fax (+37322)224290  
 Hours of operation Mon-Fri: 08:00-12:00 and 13:00-17:00

From the airport of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
<b>Day</b>	<b>Time</b>	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>
Monday	00:00 - 08:00	Wednesday	Thursday	Friday
Monday	08:01 - 23:59	Thursday	Friday	Monday+1
Tuesday	00:00 - 08:00	Thursday	Friday	Monday
Tuesday	08:01 - 23:59	Friday	Monday	Tuesday+1
Wednesday	00:00 - 08:00	Friday	Monday	Tuesday
Wednesday	08:01 - 23:59	Monday	Tuesday	Wednesday+1
Thursday	00:00 - 08:00	Monday	Tuesday	Wednesday
Thursday	08:01 - 23:59	Tuesday	Wednesday	Thursday+1
Friday	00:00 - 08:00	Tuesday	Wednesday	Thursday
Friday	08:01 - 23:59	Wednesday	Thursday	Friday+1
Saturday	00:00 - 23:59	Wednesday	Thursday	Friday
Sunday	00:00 - 23:59	Wednesday	Thursday	Friday

## Definition of zones

## Zone 1:

Postcodes	Cities
MDKIVA MD2000 – MD2099.	

## Zone 2:

Postcodes	Cities

## Entreprise d'Etat "Posta Moldovei"

MDA

MD3000 – MD3099; MD3100 – MD3199; MD3400 – MD3499; MD3500 – MD3599; MD3600 – MD3699; MD3700 – MD3799; MD3800 – MD3899; MD3900 – MD3999; MD4100 – MD4199; MD4200 – MD4299; MD4300 – MD4399; MD4400 – MD4499; MD4571 – MD4599; MD4600 – MD4699; MD4700 – MD4799; MD4800 – MD4899; MD4900 – MD4999; MD5000 – MD5099; MD5100 – MD5199; MD5200 – MD5299; MD5300 – MD5399; MD5400 – MD5499; MD5600 – MD5699; MD5800 – MD5899; MD5900 – MD5999; MD6100 – MD6199; MD6200 – MD6299; MD6300 – MD6399; MD6400 – MD6499; MD6500 – MD6599; MD6641 – MD6699; MD6700 – MD6799; MD6800 – MD6899; MD7100 – MD7199; MD7200 – MD7299; MD7300 – MD7399; MD7400 – MD7499; MD7700 – MD7799.	
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## Zone 3:

Postcodes	Cities
MD3200 – MD3299; MD3300 – MD3399; MD4000 – MD4099; MD4500 – MD4570; MD5500 – MD5599; MD5700 – MD5799; MD6600 – MD6640.	

Arrival at office of exchange: 15:00

**Customs clearance times:**

Items subject to customs duty: 48 heures

Items not subject to customs duty: 2 heures

**Comments:**

**Parcel delivery standards - Surface parcel**

OE Name CHISINAU  
 IMPC Code MDKIVA  
 Tel (+37322)251227  
 Fax (+37322)224290  
 Hours of operation Mon-Fri: 08:00-12:00 and 13:00-17:00

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>		
<b>Day</b>	<b>Time</b>	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>
Monday	00:00 - 08:00	Wednesday	Thursday	Friday
Monday	08:01 - 23:59	Thursday	Friday	Monday+1
Tuesday	00:00 - 08:00	Thursday	Friday	Monday
Tuesday	08:01 - 23:59	Friday	Monday	Tuesday+1
Wednesday	00:00 - 08:00	Friday	Monday	Tuesday
Wednesday	08:01 - 23:59	Monday	Tuesday	Wednesday+1
Thursday	00:00 - 08:00	Monday	Tuesday	Wednesday
Thursday	08:01 - 23:59	Tuesday	Wednesday	Thursday+1
Friday	00:00 - 08:00	Tuesday	Wednesday	Thursday
Friday	08:01 - 23:59	Wednesday	Thursday	Friday+1
Saturday	00:00 - 08:00	Wednesday	Thursday	Friday
Sunday	00:00 - 08:00	Wednesday	Thursday	Friday

## Definition of zones

## Zone 1:

Postcodes	Cities
MDKIVA MD2000 – MD2099.	

## Zone 2:

Postcodes	Cities



## Entreprise d'Etat "Posta Moldovei"

MDA

MD3000 – MD3099; MD3100 – MD3199; MD3400 – MD3499; MD3500 – MD3599; MD3600 – MD3699; MD3700 – MD3799; MD3800 – MD3899; MD3900 – MD3999; MD4100 – MD4199; MD4200 – MD4299; MD4300 – MD4399; MD4400 – MD4499; MD4571 – MD4599; MD4600 – MD4699; MD4700 – MD4799; MD4800 – MD4899; MD4900 – MD4999; MD5000 – MD5099; MD5100 – MD5199; MD5200 – MD5299; MD5300 – MD5399; MD5400 – MD5499; MD5600 – MD5699; MD5800 – MD5899; MD5900 – MD5999; MD6100 – MD6199; MD6200 – MD6299; MD6300 – MD6399; MD6400 – MD6499; MD6500 – MD6599; MD6641 – MD6699; MD6700 – MD6799; MD6800 – MD6899; MD7100 – MD7199; MD7200 – MD7299; MD7300 – MD7399; MD7400 – MD7499; MD7700 – MD7799.
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## Zone 3:

Postcodes	Cities
MD3200 – MD3299; MD3300 – MD3399; MD4000 – MD4099; MD4500 – MD4570; MD5500 – MD5599; MD5700 – MD5799; MD6600 – MD6640.	

Arrival at office of exchange: 15:00

**Customs clearance times:**

Items subject to customs duty: 72 heures

Items not subject to customs duty: 2 heures

**Comments:**

Last validation date: GdS V1 01/02/2018