

La Poste du Mali

MLA

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	
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)	No		RESCON	Response to a PRECON – destination post	Yes
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			6	Home delivery	
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	No
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	
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	No
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	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	No
4.2	Air parcels			7.1.3	another form of evidence of receipt is obtained	No
	Metres for any one dimension	2		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	Yes
5	Electronic exchange of information			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	Yes
EMC	Departure from outward office of exchange	Yes		Insured parcel service		
EMD	Arrival at inward office of exchange	Yes		8	Insured surface parcels admitted	Yes
EMH	Attempted/Unsuccessful delivery	Yes		8.1	Maximum insured value for surface parcels (SDR)	631.3367
EMI	Final delivery	Yes		9	Insured air parcels admitted	Yes
5.1.3	Optional tracking events transmitted			9.1	Maximum insured value for air parcels (SDR)	631.3367
EMA	Posting/collection	Yes		9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	
EMB	Arrival at outward office of exchange	Yes		10	Marking used for insured parcels	
EME	Held by Customs	Yes		10.1	CP 74 pink label used	No
EMF	Out of Customs/Departure from inward office of exchange	Yes				
EMG	Arrival at delivery office	Yes				
EMJ	Arrival at transit office of exchange	No				
EMK	Departure from transit office of exchange	No				
5.1.4	Dispatch messages transmitted					

10.2	CP 73 label and pink "insured" label used	No	16	Consignment service by bilateral agreements provided	No
Cash-on-delivery service for parcel			Integrated logistics service		
11.1	Acceptance of Cash-on-delivery (COD) service for parcels		17	integrated logistics service by bilateral agreements provided	No
11.1.1	outbound COD parcels		Addresses for bilateral agreements		
11.1.2	inbound COD parcels	Yes	18	Contact details of the person responsible for questions concerning bilateral agreements	
11.2	Amount charged to the sender for the service (in SDR), in addition to postage charges:		Name:	Mr SOULEYMANE FOMBA	
11.2.1	for ordinary parcels	SDR	Function:	DIRECTEUR POSTE MASSAGERIE	
11.2.2	for insured parcels	SDR	Address:	BAMAKO DARSALAM AVENUE DE LA LIBERTE RUE 473	
11.3	Additional amount for the delivery of COD parcels		Tel:	1: (+223)66806757 2: (+223) 20226184	
11.3.1	Fixed cost	SDR	Fax:	(+)	
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	souleymane.fomba@laposte.ml colis@laposte.ml	
11.4	Methods of payment accepted upon delivery for the service charge billed to the addressee		Admissible radioactive material and infectious substances		
	Cash : No		19	Radioactive materials admitted in	
	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	
11.5	Methods of payment accepted upon delivery for the value of the COD parcel				Inbound parcels No
	Cash : No				Outbound parcels No
	Money order : No		20	Infected substances admitted in	
	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	
11.6	Maximum value accepted for an inbound COD parcel	SDR			Inbound parcels No
					Outbound parcels No
Express delivery service					Inbound parcels No
12	Express parcel delivery service provided	No			Outbound parcels 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	
Parcels for delivery free of charges and fees				Local currency	- 75000FCFA
14	Parcels for delivery free of charges and fees admitted	Yes		USD	
Fragile parcel				Comments:	
15	Fragile parcels admitted	Yes	22	Dutiable parcels	
Consignment service			22.1	Customs clearance fee collected for parcels subject to import customs clearance	No

35	Requests for withdrawal from the post accepted	Yes	Office name: BAMA KO COLIS POSTAUX																																													
35.1	Central office (in destination country) to which requests must be sent		Name: Mr housseini MAIGA																																													
			Function: Contrôleur des postes																																													
			Address: Direction Générale																																													
			Bamako Darsalam Avenue de la liberté (Route de Koulouba) Porte 473																																													
			Tel: 1: (+223)79064021																																													
			2: (+)20227352																																													
			Fax: (+223)20225345																																													
			E-Mail: reclamations@laposte.ml																																													
			colis@laposte.ml																																													
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	<table border="1"> <thead> <tr> <th>Day</th> <th>Opening hours 1</th> <th>Opening hours 2</th> </tr> </thead> <tbody> <tr> <td>Monday</td> <td>07:30-12:30</td> <td>13:00-16:00</td> </tr> <tr> <td>Tuesday</td> <td>07:30-12:30</td> <td>13:00-16:00</td> </tr> <tr> <td>Wednesday</td> <td>07:30-12:30</td> <td>13:00-16:00</td> </tr> <tr> <td>Thursday</td> <td>07:30-12:30</td> <td>13:00-16:00</td> </tr> <tr> <td>Friday</td> <td>07:30-12:30</td> <td>14:30-17:30</td> </tr> <tr> <td>Saturday</td> <td>-</td> <td>-</td> </tr> <tr> <td>Sunday</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Day	Opening hours 1	Opening hours 2	Monday	07:30-12:30	13:00-16:00	Tuesday	07:30-12:30	13:00-16:00	Wednesday	07:30-12:30	13:00-16:00	Thursday	07:30-12:30	13:00-16:00	Friday	07:30-12:30	14:30-17:30	Saturday	-	-	Sunday	-	-																					
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36.2	Addressee/sender's reservations admitted at the time of delivery	Yes																																														
Special provisions - Customs declarations			Languages French																																													
37	Number of CN 23 customs declarations required for inbound parcels	2	National Holidays																																													
37.1	Number of CN 23 customs declarations required for parcels in transit	2	41.1 National holidays																																													
37.2	Languages in which CN 23 customs declarations can be completed		National holiday in 2019																																													
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Special provisions - Method of dispatching accompanying documents			National holiday in 2020																																													
38	Documents affixed to the relevant parcels	No																																														
38.1	Documents attached to the parcels bill	Yes																																														
Service to customers																																																
39	On-line tracking provided	Yes																																														
39.1	Web site address to access information																																															
	http://globaltracktrace.ptc.post/gtt.web/																																															
39.2	Languages in which track and trace information is available																																															
	French 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																																															

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January	20	Fête de l'Armée
March	26	Journée des Martyrs
April	13	Lundi de Pâques
May	1	Fête du Travail
May	24	Fête de fin du Ramadan
May	25	Fête de l'Afrique
July	31	Fête de la Tabaski
August	20	Nouvel an Musulman
August	28	Achoura
September	22	Fête de l'Indépendance
October	29	Maouloud
November	5	Baptême du Prophète
December	25	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	No
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	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: BAMAKO COLIS POSTAUX
 IMPC code: MLBKOA
 Name: Ms Caroline MAIGA
 Function: Chef de Centre des Colis Postaux
 Address: BAMAKO DARSALAM AVENUE DE LA LIBERTE (ROUTE DE KOULOUBA) PORTE 473
 Tel: 1: (+223)63255323
 2: (+223)20227352
 Fax: (+223)20225345
 E-Mail: caroline.maiga@laposte.ml
 colis@laposte.ml

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:30-12:30	13:00-16:00
Tuesday	07:30-12:30	13:00-16:00
Wednesday	07:30-12:30	13:00-16:00
Thursday	07:30-12:30	13:00-16:00
Friday	07:30-12:30	14:30-17:30
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 BAMA KO COLIS
 IMPC Code MLBKOA
 Tel (+223)63 25 53 23 / 20 22 73 52
 Fax (+223)20 22 53 45
 Hours of operation lun - ven: 07:30 à 16:00; sam et dim: fermés
 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 - 10:00	Tue	Wed	Mon+1	Fri+1	---	---
Mon	10:01 - 23:59	Wed	Thu	Tue+1	Mon+2	---	---
Tue	00:00 - 10:00	Wed	Thu	Tue+1	Mon+1	---	---
Tue	10:01 - 23:59	Thu	Fri	Wed+1	Tue+2	---	---
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Sat	00:00 - 23:59	Tue	Wed	Mon+1	Fri+1	---	---
Sun	00:00 - 23:59	Tue	Wed	Mon+1	Fri+1	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	Bamako, Kati.

Zone 2:

Postcodes	Cities
	Baguineda, Bla, Bougouni, Fana, Kayes, Koulikoro, Sikasso, Mopti, Ouélessebougou, San, Ségou, Sevaré, Sofara, Tominian.

Zone 3:

Postcodes	Cities
	Bafoulabé, Ballé, Banamba, Bandiagara, Bankass, Baraouéli, Diabali, Diamou, Diéma, Djénne, Dioïla, Diro, Douentza, Kangaré, Kersignané, Gao, Kadiolo, Kangaba, Manantali, Kéniéba, Tombouctou, Lany, Macina, Mahina, Markala, Nara, Narena, Niono, Nioro, Siby, Tafacirga, Tènenkou, Touba, Yanfolila, Yélimané, Yorosso, Zégoua.

Zone 4:

Postcodes	Cities
	Dire, Gourma –Rharous, Hombori, Kidal, Kignan, Tessalite, Youwarou, Niafouké, Ménaka, Bourem, Goundam.

Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange: 10:00

Customs clearance times:

Items subject to customs duty: 10 à 15 min

Items not subject to customs duty: 2 à 3 min

Comments:

Parcel delivery standards - Surface parcel

OE Name BAMA KO COLIS
 IMPC Code MLBKOA
 Tel (+223)63 25 53 23 / 20 22 73 52
 Fax (+223)20 22 53 45
 Hours of operation lun - ven: 07:30 à 16:00; sam et dim: fermés
 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 - 10:00	Tue	Wed	Mon+1	Fri+1	---	---
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Last validation date: Da V1 01/11/2020