

Basic Services			CARDIT	Carrier documents international transport – origin post
1	Maximum weight limit admitted		RESDIT	Response to a CARDIT – destination post
1.1	Surface parcels (kg)	31.5	6	Home delivery
1.2	Air (or priority) parcels (kg)	31.5	6.1	Initial delivery attempt at physical delivery of parcels to addressee
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
2.1.1	2m x 2m x 2m (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.
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes	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)	No	7.1.1	a signature of acceptance is obtained
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes	7.1.2	captured data from an identity card are registered
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
			7.2	Ordinary parcels
			7.2.1	Signature of the addressee or his agent
			7.2.2	Signature of a de facto agent
			7.3	Insured parcels
			7.3.1	Signature of the addressee or his agent
			7.3.2	Signature of a de facto agent
Supplementary services				
3	Cumbersome parcels admitted	No	Insured parcel service	
			8	Insured surface parcels admitted
			8.1	Maximum insured value for surface parcels (SDR)
			9	Insured air parcels admitted
			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
Parcels service features			10	Marking used for insured parcels
5	Electronic exchange of information		10.1	CP 74 pink label used
5.1.1	Use a track and trace system	Yes	10.2	CP 73 label and pink "insured" label used
5.1.2	Mandatory tracking events transmitted		Cash-on-delivery service for parcel	
EMC	Departure from outward office of exchange		11.1	Acceptance of Cash-on-delivery (COD) service for parcels
EMD	Arrival at inward office of exchange		11.1.1	outbound COD parcels
EMH	Attempted/Unsuccessful delivery		11.1.2	inbound COD parcels
EMI	Final delivery		Express delivery service	
5.1.3	Optional tracking events transmitted			
EMA	Posting/collection			
EMB	Arrival at outward office of exchange			
EME	Held by Customs			
EMF	Out of Customs/Departure from inward office of exchange			
EMG	Arrival at delivery office			
EMJ	Arrival at transit office of exchange			
EMK	Departure from transit office of exchange			
5.1.4	Dispatch messages transmitted			
PREDES V 2.0	Pre-advice of international dispatch information - origin post			
RESDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post			
5.1.5	Ready to start transmitting data to partners wishing to receive data			
5.1.6	Other messages transmitted			
PRECON	Pre-advice of international consignment – origin post			
RESCON	Response to a PRECON – destination post			

12	Express parcel delivery service provided	Yes	20	Infected substances admitted in	
12.1	If yes, parcels delivered by special messenger	Yes	20.1	Air Parcels	
12.3	Charge collected at time of delivery to addressee	Yes			Inbound parcels No Outbound parcels No
12.4	Amount collected per parcel (SDR)	1.68	20.2	Insured parcels	
					Inbound parcels 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	No
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	No	22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes
Fragile parcel			22.2	Amount of fee collected	
15	Fragile parcels admitted	No		Local currency	37 MOP
Consignment service				USD	
16	Consignment service by bilateral agreements provided	No		Comments:	
Integrated logistics service			23	Customs clearance fee collected for all items declared at customs	Yes
17	integrated logistics service by bilateral agreements provided	No	23.1	Amount of fee collected	
Addresses for bilateral agreements				Local currency	37 MOP
18	Contact details of the person responsible for questions concerning bilateral agreements			USD	
	Name: Ms Chiang, Chao Meng (Maggie)			Comments:	
	Function: Department Head (Electronic Services)		24	Administration fees collected for parcels subject to export customs clearance	Yes
	Address: Direcção dos Serviços de Correios e Telecomunicações Estrada de Dona Maria II, n.º11 a 11-D Edifício dos Correios, 12.º andar, MACAO, CHINA		24.1	Amount of the charge collected	
	Tel: 1: (+853)28717629 2: (+)			Local currency	37 MOP
	Fax: (+853)28717523			USD	
	E-mail: maggie@ctt.gov.mo			Comments:	
Admissible radioactive material and infectious substances			Special charges - Storage		
19	Radioactive materials admitted in		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
19.1	Air Parcels		25.1	Amount of charge per day/per parcel	
		Inbound parcels No		Local currency	4 MOP
		Outbound parcels No		SDR	
19.2	Insured parcels		25.2	Period of charge, if not daily	
		Inbound parcels No			
		Outbound parcels No	Special delivery charges		

Macao Post and Telecommunications Bureau

MOA

Office name: Macao Post and Telecommunications Bureau-EMS and Parcel Area
 Name: Mr Lei Wai Man, Simon
 Function: Senior Manager (EMS and Parcel)
 Address: Largo do Senado, Macau
 Tel: 1: (+853) 28373625
 2: (+)
 Fax: (+853)83968532
 E-Mail: simonlei@ctt.gov.mo

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	No
36.2	Addressee/sender's reservations admitted at the time of delivery	No

Special provisions - Customs declarations

37	Number of CN 23 customs declarations required for inbound parcels	1
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 English Chinese or Portuguese	

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	No
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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: Macao Post and Telecommunications Bureau-EMS and Parcel Area
 Name: Mr Lei Wai Man, Simon
 Function: Senior Manager (EMS and Parcel)
 Address: Largo do Senado, Macau
 Tel: 1: (+853)28373625
 2: (+)
 Fax: (+853)83968532
 E-Mail: simonlei@ctt.gov.mo

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	09:00-13:00	13:00-18:00
Tuesday	09:00-13:00	13:00-18:00
Wednesday	09:00-13:00	13:00-18:00
Thursday	09:00-13:00	13:00-18:00
Friday	09:00-13:00	13:00-18:00
Saturday	09:00-13:00	-
Sunday	-	-

Languages English Chinese (cantonese & mandarin) or Portuguese

National Holidays

41.1 National holidays

National holiday in 2022

Month	Day(s)	National Holidays - Description
January	1	New Year's Day
January	3	Compensatory rest day for New Year's Day
January	31	Lunar New Year's Eve (Afternoon)
February	1	Lunar New Year's Day
February	2	The second day of the Lunar New year
February	3	The third day of the Lunar New Year
April	5	Cheng Ming Festival
April	15	Good Friday
April	16	The day before Easter
April	18	Compensatory rest day for the day before Easter
May	1	Labour Day
May	2	Compensatory rest day for Labour Day
May	8	The Buddha's Birthday (Feast of Buddha)
May	9	Compensatory rest day for the Buddha's Birthday (Feast of Buddha)
June	3	Tung Ng Festival (Dragon Boat Festival)
September	11	The day following Chong Chao (Mid-Autumn) Festival
September	12	Compensatory rest day for the day following Chong Chao (Mid-Autumn) Festival
October	1	National Day of the People's Republic of China
October	2	The day following National Day of the People's Republic of China
October	3	Compensatory rest day for National Day of the People's Republic of China

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October	4	Chong Yeung Festival (Festival of Ancestors)
October	5	Compensatory rest day for the day following National Day of the People's Republic of China
November	2	All Soul's Day
December	8	Feast of Immaculate Conception
December	20	Macao S. A. R. Establishment Day
December	22	Winter Solstice
December	24	Christmas Eve
December	25	Christmas Day
December	26	Compensatory rest day for Christmas Eve
December	27	Compensatory rest day for Christmas Day

National holiday in 2023

Month	Day(s)	National Holidays - Description
January	1	New Year's Day
January	2	Compensatory rest day for New Year's Day
January	22	Lunar New Year's Day
January	23	The second day of the Lunar New year
January	24	The third day of the Lunar New Year
January	25	Compensatory rest day for Lunar New Year's Day
April	5	Cheng Ming Festival
April	7	Good Friday
April	8	The day before Easter
April	10	Compensatory rest day for the Day before Easter
May	1	Labour Day
May	26	The Buddha's Birthday (Feast of Buddha)
June	22	Tung Ng Festival (Dragon Boat Festival)
September	30	The Day following Chong Chao (Mid-Autumn) Festival
October	1	National Day of the People's Republic of China
October	2	The Day following National Day of the People's Republic of China
October	3	Compensatory rest day for the Day following Chong Chao (Mid-Autumn) Festival
October	4	Compensatory rest day for National Day of the People's Republic of China
October	23	Chong Yeung Festival (Festival of Ancestors)
November	2	All Soul's Day
December	8	Feast of Immaculate Conception

December	20	Macao S.A.R. Establishment Day
December	22	Winter Solstice
December	24	Christmas Eve
December	25	Christmas Day
December	26	Compensatory rest day for Christmas Eve

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	No
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	Yes
43.3	Amount of redirection fee (SDR)	2

Comments:

Miscellaneous provisions – operation of the parcel service

44.1	Postal parcel services operated by the designated postal operator	
44.2	Postal parcel services operated by a transport company or companies	No
44.3	Service provided throughout the country	Yes

Postcodes	Localities
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Office(s) of exchange handling parcels

45 Details of office(s) of exchange responsible for handling parcel post

Macao Post and Telecommunications Bureau

MOA

Office name: MACAU CP
 IMPC code: MOMFMB
 Name: Mr Lei Wai Man, Simon
 Function: Senior Manager (EMS and Parcel)
 Address: Largo do Senado, Macau
 Tel: 1: (+853)28373625
 2: (+)
 Fax: (+853)83968532
 E-Mail: simonlei@ctt.gov.mo

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	09:00-13:00	13:00-18:00
Tuesday	09:00-13:00	13:00-18:00
Wednesday	09:00-13:00	13:00-18:00
Thursday	09:00-13:00	13:00-18:00
Friday	09:00-13:00	13:00-18:00
Saturday	09:00-13:00	-
Sunday	-	-

Observations/Comments

Delivery standards

46-47 See the annexes.

Barcode

48 Barcode sample used on all outward international postal parcels.



Customs clearance times:	Average customs clearance time is two hours provided that all documents needed by the Customs are completed with all information required by Customs.
Items subject to customs duty:	2 hrs to about 1 week (subject to the nature of postal items)
Items not subject to customs duty:	-
Comments:	The OE operates 5.5 days a week with the exception of public holidays.

Parcel delivery standards - Surface parcel

OE Name MACAU CP
 IMPC Code MOMFMB
 Tel (+853)83968523
 Fax (+853)83968532
 Hours of operation Monday-Friday: 0900-1800; Saturday: 0900-1300; Sunday: Closed
 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>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 23:59	Wednesday	---	---
Tuesday	00:00 - 23:59	Thursday	---	---
Wednesday	00:00 - 23:59	Friday	---	---
Thursday	00:00 - 23:59	Saturday	---	---
Friday	00:00 - 23:59	Monday	---	---
Saturday	00:00 - 23:59	Tuesday	---	---
Sunday	00:00 - 23:59	Tuesday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	Macau (including 2 islands)

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 1 hour

Customs clearance times: Average customs clearance time is two hours provided that all documents needed by the Customs are completed with all information required by Customs.

Items subject to customs duty: 2 hrs to about 1 week (subject to the nature of postal items)

Items not subject to customs duty: -

Comments: The OE operates 5.5 days a week with the exception of public holidays.

Last validation date: V1 DA 01/09/2019