Basic Services		CARDIT	Carrier documents international		
1	Maximum weight limit admitted		RESDIT	transport – origin post  Response to a CARDIT – destination	
1.1	Surface parcels (kg)	31.5	RESULT	post	
1.2	Air (or priority) parcels (kg)	31.5	6	Home delivery	
2	Maximum size admitted		6.1	Initial delivery attempt at physical delivery of parcels to addressee	No
2.1	Surface parcels		6.2	If initial delivery attempt unsuccessful,	
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	No	6.3	card left for addressee  Addressee has option of paying taxes or	No
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes		duties and taking physical delivery of the item	
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	6.4	There are governmental or legally binding restrictions mean that there are	No
2.2	Air parcels			certain limitations in implementing home delivery.	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No	6.5	Nature of this governmental or legally binding restriction.	
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes			
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	7	Signature of acceptance	
	(or 2111 length & greatest circumierence)		7.1	When a parcel is delivered or handed over	
Suppleme	ntary services		7.1.1	a signature of acceptance is obtained	Yes
3	Cumbersome parcels admitted	No	7.1.2	captured data from an identity card are registered	Yes
Parcels se	ervice features		7.1.3	another form of evidence of receipt is obtained	No
5	Electronic exchange of information		7.2	Ordinary parcels	
5.1.1	Use a track and trace system	Yes	7.2.1	Signature of the addressee or his agent	Yes
5.1.2	Mandatory tracking events transmitted	. 55	7.2.2	Signature of a de facto agent	No
EMC	Departure from outward office of		7.3	Insured parcels	
	exchange		7.3.1	Signature of the addressee or his agent	Yes
EMD	Arrival at inward office of exchange		7.3.2	Signature of a de facto agent	No
EMH	Attempted/Unsuccessful delivery				
EMI	Final delivery		Insured pa	arcel service	
5.1.3	Optional tracking events transmitted		8	Insured surface parcels admitted	Yes
EMA	Posting/collection		8.1	Maximum insured value for surface	2,807
EMB	Arrival at outward office of exchange		9	parcels (SDR) Insured air parcels admitted	Yes
EME EMF	Held by Customs Out of Customs/Departure from inward		9.1	Maximum insured value for air parcels	2,807
	office of exchange		9.2	(SDR) Maximum insured value when the	
EMG	Arrival at delivery office		"-	provisions of the Parcel Post	
EMJ	Arrival at transit office of exchange		10	Regulations are not applied  Marking used for insured parcels	
EMK	Departure from transit office of exchange		10.1	CP 74 pink label used	No
5.1.4	Dispatch messages transmitted		10.1	CP 73 label and pink "insured" label	No
PREDES V 2.0	Pre-advice of international dispatch information - origin post		10.2	used	140
RESDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post		Cash-on-delivery service for parcel		
5.1.5	Ready to start transmitting data to partners wishing to receive data		11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
5.1.6	Other messages transmitted		11.1.1	outbound COD parcels	No
PRECON	Pre-advice of international consignment – origin post		11.1.2	inbound COD parcels	No
RESCON	Response to a PRECON – destination				
post		Express delivery service			

12	Express parcel delivery service provided	Yes	20	Infected substances admitted in	
12.1	If yes, parcels delivered by special	Yes	20.1	Air Parcels	No
12.3	messenger Charge collected at time of delivery to	Yes		Inbound parcels	
12.0	addressee	103	20.2	Outbound parcels Insured parcels	INO
12.4	Amount collected per parcel (SDR)	1.68	20.2	Inbound parcels	No
				Outbound parcels	
Parcels wi	th advice of delivery			Outbound parcois	110
13	Admission of advice of delivery for		Supplemen	ntary charges - Customs	
13.1	ordinary parcels	Yes	21	Non-dutiable parcels	
13.2	insured parcels	Yes	21.1	Threshold level below which parcels are	No
				free of customs duties and other taxes	
	r delivery free of charges and fees			Comments:	
14	Parcels for delivery free of charges and fees admitted	No			
			22	Dutiable parcels	
Fragile pa	rcel		22.1	Customs clearance fee collected for parcels subject to import customs	Yes
15	Fragile parcels admitted	No		clearance	
			22.2	Amount of fee collected	
Consignm	ent service			Local currency	37 MOP
16	Consignment service by bilateral agreements provided	No		USD	
	agreements provided			Comments:	
Integrated	logistics service				
17	integrated logistics service by	No	23	Customs clearance fee collected for	Yes
	bilateral agreements provided		23.1	for all items declared at customs  Amount of fee collected	
			20.1	Local currency	37 MOP
Addresses for bilateral agreements			USD	oo.	
18	Contact details of the person responsing questions concerning bilateral agreements			Comments:	
Name:	Ms Chiang, Chao Meng (Maggie)		24	Administration fees collected for	Yes
Function:	Department Head (Electronic Services)			parcels subject to export customs	100
Address:	Direcção dos Serviços de Correios e Telecomunicações		24.1	Clearance Amount of the charge collected	
	Estrada de Dona Maria II, n.º11 a 11-D			Local currency	37 MOP
	Edifício dos Correios, 12.º andar, MACAO, CHINA			USD	
Tel:	1: (+853)28717629			Comments:	
Fax:	2: (+) (+853)28717523				
E-mail	maggie@ctt.gov.mo				
	50 0		Special ch	arges - Storage	
			25	Storage charge collected on a parcel	Yes
	e radioactive material and infectious su	pstances		when it is kept beyond the prescribed period, or in the event of return to	
19	Radioactive materials admitted in			sender/redirection	
19.1	Air Parcels	No	25.1	Amount of charge per day/per parcel	
	Inbound parcels Outbound parcels			Local currency	4 MOP
19.2	Insured parcels	INU		SDR	
13.2	Inbound parcels	. No	25.2	Period of charge, if not daily	
	Outbound parcels				
	Outbound parcers		Special del	livery charges	

macac :	ost and refeconfindingations by				IOA
26	Delivery charges collected at the time of delivery in response to the advice of arrival	Yes	31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	
26.1	Amount of charge		31.3	Delivery to the addressee's address	
	Local currency	20MOP- 50MOP		after payment of customs duties and taxes	
	SDR	SOMOP	31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes
Special ch	arges – Poste restante		31.5	Other	
_				Customers apply and pay taxes to the rel	ated
27	Poste restante service provided	Yes		government departments before picking u	
27.1	Amount of charge per parcel			parcels at Macao Post	
	Local currency	1MOP			
	SDR	0.08	Period of re	etention	
27.2	Basis for charge if not an amount per parcel	per piece	32	Period of retention for parcels	00 D (-)
	parcer		32.1	Normal period	20 Day(s)
Consider	Treatment of manage		32.2	Exceptional period	
	ovisions - Treatment of parcels wrongly		33	Retention for parcels for which notice could not be sent or addressed to	
28	Parcels returned to sender	No		poste restante	
28.1	If not, parcel delivered to addressee under conditions prescribed by your	No	33.1	Normal period	20 Day(s)
	country legislations		33.2	Exceptional period	
28.2	For parcels wrongly accepted, action	Yes			
	taken on a case-by-case basis		Parcels au	tomatically retained	
Delivery a	****		34	A list of contact e-mail addresses for	
				accounting and verification notes is	
29	Parcels delivered to			temporarily being maintained and published outside the compendia;	
29.1	all addresses	Yes		please refer to International Bureau	
29.2	specific areas only  Comments:	No		circular 75/2020. The UPU contact person for any updates to this list is jean-marc.coeffic@upu.int.	
				jean-marc.coeme@upu.mt.	
	Delivery service will be provided upon rec following charges:	luest with the	Office name: Macao Post and Telecommunicat		Bureau -
	Local Currency < 5 kgs 20MOP			EMS and Parcel Area	
	> 5 – 10 kgs 30MOP		Name:	Mr Lei Wai Man, Simon	
	> 10 - 15 kgs 40MOP > 15 - 20 kgs 50MOP		Function:	Senior Manager (EMS and Parcel)	
	> 13 20 kg3 30WO1		Address:	Largo do Senado, Macau	
O-ll			Tel:	1: (+853) 28373625 2: (+)	
Collection			Fax:	(+853)83968532	
30	Collection of parcels at post offices provided for		E-Mail:	simonlei@ctt.gov.mo	
30.1	all addresses	Yes			
30.2	specific areas only	No	Requests for withdrawal from the post or alteration, or correction of address		
	Comments:		35	Requests for withdrawal from the	Yes
	Collection will be provided upon request following charges:	with the	35.1	post accepted Central office (in destination country) to	
	Local Currency < 5 kgs 20MOP		33.1	which requests must be sent	
	> 5 – 10 kgs 30MOP				
	> 10 - 15 kgs 40MOP > 15 - 20 kgs 50MOP				
Delivery p	rocedures for parcels for which customs	s duty and			
31	Procedure for parcels for which				
	customs duty is payable				
31.1	Pick up of parcel at the customs office				
			•		

Office name: Macao Post and Telecommunications Bureau-

**EMS** and Parcel Area Name: Mr Lei Wai Man, Simon

Senior Manager (EMS and Parcel) Function:

Address: Largo do Senado, Macau Tel: 1: (+853) 28373625

2: (+)

Fax: (+853)83968532 F-Mail: simonlei@ctt.gov.mo

#### Special provisions - Force majeure

36	Liability admitted in cases of force	No
	majeure	

36.1 Liability admitted for insured parcels on No

board ships or aircraft used by

designated operators

36.2 Addressee/sender's reservations No

admitted at the time of delivery

#### Special provisions - Customs declarations

37	Number of CN 23 customs		
	declarations required for inbound		
	narcels		

37.1 Number of CN 23 customs declarations required for parcels in transit

Languages in which CN 23 customs

declarations can be completed

English Chinese or Portuguese

# Special provisions - Method of dispatching accompanying

38	Documents affixed to the relevant	Yes
	parcels	

38.1 Documents attached to the parcels bill No

#### Service to customers

37.2

39 On-line tracking provided No

#### Service to designated operators

User of the Internet-based Inquiry 40. Yes System (IBIS)

40.1 Details of office(s) responsible for

handling parcel post inquiries

Macao Post and Telecommunications Bureau-Office name:

EMS and Parcel Area Mr Lei Wai Man, Simon

Name: Function: Senior Manager (EMS and Parcel)

Address: Largo do Senado, Macau

Tel: 1: (+853)28373625

2: (+)

(+853)83968532 Fax: E-Mail: simonlei@ctt.gov.mo

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

operating

Date of last update: 11.10.2022

)	penin	a Ho	urs (I	Local)
9	PCIIIII	9110	uisti	_ocai,

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)

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

# **Parcel Post Compendium Online**

## MO - Macao, China

# **Macao Post and Telecommunications Bureau**

# MOA

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

#### **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

I	Postcodes	Localities
l		

# Office(s) of exchange handling parcels

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

# **Macao Post and Telecommunications Bureau**

Office name: MACAU CP
IMPC codel: 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.



# Parcel Post Compendium Online - Annexes Macao Post and Telecommunications Bureau

#### Parcel delivery standards - Air 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 of destination to the addressee

Arrival at the airport		Days of delivery by zone		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 12:00	Tuesday		
Monday	12:01 - 23:59	Wednesday		
Tuesday	00:00 - 12:00	Wednesday		
Tuesday	12:01 - 23:59	Thursday		
Wednesday	00:00 - 12:00	Thursday		
Wednesday	12:01 - 23:59	Friday		
Thursday	00:00 - 12:00	Friday		
Thursday	12:01 - 23:59	Saturday		
Friday	00:00 - 12:00	Saturday		
Friday	12:01 - 23:59	Monday		
Saturday	00:00 - 14:00	Monday		
Saturday	14:01 - 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

# Parcel Post Compendium Online - Annexes

MO - Macao, China

**Macao Post and Telecommunications Bureau** 

**MOA** 

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.

MOA

# 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

Arrival at the airport			Days of delivery by zone		
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 doucments 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