

Servicio Postal Mexicano

MXA

Basic Services			CARDIT	Carrier documents international transport – origin post	Yes
1	Maximum weight limit admitted		RESDIT	Response to a CARDIT – destination post	No
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	Yes
2	Maximum size admitted		6.2	If initial delivery attempt unsuccessful, card left for addressee	Yes
2.1	Surface parcels		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	No
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	Yes
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	Yes
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	Yes
Supplementary services			7.1.4	Nature of this evidence	
3	Cumbersome parcels admitted	No		Legally accepted identification ID.	
Parcels service features			7.2	Ordinary parcels	
5	Electronic exchange of information		7.2.1	Signature of the addressee or his agent	Yes
5.1.1	Use a track and trace system	Yes	7.2.2	Signature of a de facto agent	Yes
5.1.2	Mandatory tracking events transmitted		7.3	Insured parcels	
EMC	Departure from outward office of exchange	Yes	7.3.1	Signature of the addressee or his agent	Yes
EMD	Arrival at inward office of exchange	Yes	7.3.2	Signature of a de facto agent	Yes
EMH	Attempted/Unsuccessful delivery	Yes	Insured parcel service		
EMI	Final delivery	Yes	8	Insured surface parcels admitted	No
5.1.3	Optional tracking events transmitted		9	Insured air parcels admitted	No
EMA	Posting/collection	Yes	10	Marking used for insured parcels	
EMB	Arrival at outward office of exchange	Yes	10.1	CP 74 pink label used	No
EME	Held by Customs	Yes	10.2	CP 73 label and pink "insured" label used	No
EMF	Out of Customs/Departure from inward office of exchange	Yes	Cash-on-delivery service for parcel		
EMG	Arrival at delivery office	Yes	11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
EMJ	Arrival at transit office of exchange	No	11.1.1	outbound COD parcels	
EMK	Departure from transit office of exchange	No	11.1.2	inbound COD parcels	No
5.1.4	Dispatch messages transmitted		Express delivery service		
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes	12	Express parcel delivery service provided	No
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			

Date of last update : 22.12.2021

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Parcels with advice of delivery			Outbound parcels No		
13	Admission of advice of delivery for				
13.1	ordinary parcels	No			
13.2	insured parcels	No			
Parcels for delivery free of charges and fees			Supplementary charges - Customs		
14	Parcels for delivery free of charges and fees admitted	Yes	21	Non-dutiable parcels	
			21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes
			21.2	Exemption threshold	
				Local currency	1000
				USD	50
				Comments:	
				For the list or forbidden contents please refer IB circular 124, date July 5th, 2019.	
Fragile parcel			22	Dutiable parcels	
15	Fragile parcels admitted	No	22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes
			22.2	Amount of fee collected	
				Local currency	46
				USD	2.30
				Comments:	
Consignment service			23	Customs clearance fee collected for all items declared at customs	No
16	Consignment service by bilateral agreements provided	No	Comments:		
Integrated logistics service			24	Administration fees collected for parcels subject to export customs clearance	Yes
17	integrated logistics service by bilateral agreements provided	No	24.1	Amount of the charge collected	
				Local currency	14
				USD	1.09
				Comments:	
				This fee only applies when the parcel has export taxes	
Addresses for bilateral agreements			Special charges - Storage		
18	Contact details of the person responsible for questions concerning bilateral agreements		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
Name:	Mr GONZALEZ ARIZMENDI GERARDO JESUS		25.1	Amount of charge per day/per parcel	
Function:	DEPUTY DIRECTOR, INTERNATIONAL AFFAIRS			Local currency	5
Address:	Vicente García Torres 235 El Rosedal 04330 Coyoacán, CDMX.			SDR	0.20
Tel:	1: (+5255)51304109 2: (+5255) 51304100 EXT. 15270		25.2	Period of charge, if not daily	
Fax:	(+)		Special delivery charges		
E-mail	gerardo.gonzalez@correosdemexico.gob.mx karuiz@correosdemexico.gob.mx		26	Delivery charges collected at the time of delivery in response to the advice of arrival	No
Admissible radioactive material and infectious substances			Special charges - Poste restante		
19	Radioactive materials admitted in		27	Poste restante service provided	Yes
19.1	Air Parcels				
		Inbound parcels No			
		Outbound parcels No			
19.2	Insured parcels				
		Inbound parcels No			
		Outbound parcels No			
20	Infected substances admitted in				
20.1	Air Parcels				
		Inbound parcels No			
		Outbound parcels No			
20.2	Insured parcels				
		Inbound parcels No			

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27.1	Amount of charge per parcel				
	Local currency		0		
	SDR		0		
27.2	Basis for charge if not an amount per parcel				
Special provisions - Treatment of parcels wrongly accepted					
28	Parcels returned to sender		Yes		
Delivery areas					
29	Parcels delivered to				
29.1	all addresses		No		
29.2	specific areas only		Yes		
	Comments:				
	Only the parcels with weight up to 3 kg are delivered at the addressee's address				
Collection					
30	Collection of parcels at post offices provided for				
30.1	all addresses		Yes		
30.2	specific areas only		No		
	Comments:				
Delivery procedures for parcels for which customs duty and taxes are payable					
31	Procedure for parcels for which customs duty is payable				
31.1	Pick up of parcel at the customs office		Yes		
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		No		
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes		Yes		
31.5	Other				
	If the parcel value is superior to 1,000 USD, the customs clearance has to be through a customs broker.				
Period of retention					
32	Period of retention for parcels				
32.1	Normal period		10 Day(s)		
32.2	Exceptional period		60 Day(s)		
33	Retention for parcels for which notice could not be sent or addressed to poste restante				
33.1	Normal period		15 Day(s)		
33.2	Exceptional period		2 Month(s)		
Parcels automatically retained					
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.				
Office name:	GERENCIA ADMINISTRATIVA DE OFICINAS DE CAMBIO				
Name:	Mr MARTÍNEZ MARTÍNEZ SUSANA				
Function:	GERENTE ADMINISTRATIVO DE OFICINAS DE CAMBIO				
Address:	AVE. CAPITAN PILOTO AVIADOR CARLOS LEON S/N ZONA FEDERAL DEL A.I.C.M., PISO 1 PEÑON DE LOS BAÑOS 15622, VENUSTIANO CARRANZA, CDMX. MEXICO				
Tel:	1: (+5255)51304100 EXT. 55000 2: (+)				
Fax:	(+)				
E-Mail:	sumartinez@correosdemexico.gob.mx mexe_boletines@correosdemexico.gob.mx				
Requests for withdrawal from the post or alteration, or correction of address					
35	Requests for withdrawal from the post accepted		Yes		
35.1	Central office (in destination country) to which requests must be sent				
Office name:	SUBDIRECCION DE OFICINAS DE CAMBIO				
Name:	Mr ALEJANDRO MATEO PEÑA				
Function:	SUBDIRECTOR DE OFICINAS DE CAMBIO				
Address:	AVE. CAPITAN PILOTO AVIADOR CARLOS LEON S/N ZONA FEDERAL DEL A.I.C.M., PISO 1 PEÑON DE LOS BAÑOS 15622, VENUSTIANO CARRANZA, CDMX. MEXICO				
Tel:	1: (+5255)513330700 EXT. 550008 2: (+5255)513330700 EXT 55007				
Fax:	(+)				
E-Mail:	amateo@correosdemexico.gob.mx				
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		

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37.1	Number of CN 23 customs declarations required for parcels in transit	2
37.2	Languages in which CN 23 customs declarations can be completed	French English Spanish
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	https://www.correosdemexico.gob.mx/SSLServicios/SeguimientoEnvio/Seguimiento.aspx
39.2	Languages in which track and trace information is available	Spanish
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:	SUBDIRECCIÓN DE ATENCIÓN A CLIENTES	
Name:	Mr DANIEL MONROY CASTRO	
Function:	SUBDIRECTOR DE ATENCIÓN A CLIENTES	
Address:	COAHUILA 5 ROMA NORTE 06703 CUAUHTEMOC, CDMX	
Tel:	1: (+5255)53368900 EXT. 35264 2: (+)	
Fax:	(+)	
E-Mail:	dmonroy@correosdemexico.gob.mx amreyes@correosdemexico.gob.mx	
Hours of service and days(s) on which the inquiry service is operating		
Opening Hours (Local)		
Day	Opening hours 1	Opening hours 2
Monday	08:00-15:00	16:00-19:00
Tuesday	08:00-15:00	16:00-18:30
Wednesday	08:00-15:00	16:00-18:30
Thursday	08:00-15:00	16:00-18:30
Friday	08:00-15:00	16:00-18:30
Saturday	-	-
Sunday	-	-
Languages	English Spanish	
National Holidays		
41.1 National holidays		
National holiday in 2022		
Month	Day(s)	National Holidays - Description
January	1	New Year
February	7	Creation of Mexican Constitution 1917
March	21	Benito Juárez Birthday
April	13	Holly Days
April	14	Holly Days
April	15	Holly Days
September	16	Independence Day
November	12	Postmen and Postal employees celebration day in Mexico
November	21	Anniversary of Mexican Revolution
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	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	Yes
43.3	Amount of redirection fee (SDR)	0.77
Comments:		
This fee applies besides the transport costs		
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	

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Office(s) of exchange handling parcels			Wednesday	07:00-15:30	15:30-23:00
45 Details of office(s) of exchange responsible for handling parcel post			Thursday	07:00-15:30	15:30-23:00
Office name: MEXICO AEREO			Friday	07:00-15:30	15:30-23:00
IMPC code: MXMEXD			Saturday	07:00-15:30	-
Name: Mr MATEO PEÑA ALEJANDRO			Sunday	-	-
Function: DEPUTY DIRECTOR, OPERATIONS OFFICES OF EXCHANGE			Observations/Comments		
Address: AVE. CAPITAN PILOTO AVIADOR CARLOS LEON S/N ZONA FEDERAL DEL A.I.C.M., 15622 Mexico, D. F. MEXICO			CUSTOMS PROCESS IN MEXICO CITY: MONDAY TO FRIDAY FROM 09:00 TO 21:00 HRS, AND SATURDAY AND SUNDAY FROM 09:00 TO 15:00 HRS		
Tel: 1: (+5255)51330700 EXT 55008 2: (+5255)51330700 EXT 55007			Office name: MEXICO EMS		
Fax: (+)			IMPC code: MXMEXE		
E-Mail: amateo@correosdemexico.gob.mx sumartinez@correosdemexico.gob.mx			Name: Mr LUGO TREJO LUIS ANGEL		
Hours of service and days(s) on which the OE is operating			Function: Gerente del Centro de Despachos Aéreos Benito Juárez		
Opening Hours (Local)			Address: AVE. CAPITAN PILOTO AVIADOR CARLOS LEON S/N ZONA FEDERAL DEL A.I.C.M., 5622 MEXICO, D.F. MEXICO		
Day	Opening hours 1	Opening hours 2	Tel: 1: (+)51304100 EXT 55005 2: (+)		
Monday	07:00-15:30	15:30-23:00	Fax: (+)		
Tuesday	07:00-15:30	15:30-23:00	E-Mail: llugo@correosdemexico.gob.mx sumartinez@correosdemexico.gob.mx		
Wednesday	07:00-15:30	15:30-23:00	Hours of service and days(s) on which the OE is operating		
Thursday	07:00-15:30	15:30-23:00	Opening Hours (Local)		
Friday	07:00-15:30	15:30-23:00	Day	Opening hours 1	Opening hours 2
Saturday	07:00-15:30	-	Monday	07:00-15:30	15:30-23:00
Sunday	-	-	Tuesday	07:00-15:30	15:30-23:00
Observations/Comments			Wednesday	07:00-15:30	15:30-23:00
CUSTOMS PROCESS IN MEXICO CITY: MONDAY TO FRIDAY FROM 09:00 TO 21:00 HRS, AND SATURDAY AND SUNDAY FROM 09:00 TO 15:00 HRS			Thursday	07:00-15:30	15:30-23:00
Office name: MEXICO SAL			Friday	07:00-15:30	15:30-23:00
IMPC code: MXMEXB			Saturday	07:00-15:30	-
Name: Mr MATEO PEÑA ALEJANDRO			Sunday	-	-
Function: DEPUTY DIRECTOR, OPERATIONS OFFICES OF EXCHANGE			Observations/Comments		
Address: AVE. CAPITAN PILOTO AVIADOR CARLOS LEON S/N ZONA FEDERAL DEL A.I.C.M., 5622 MEXICO, D.F. MEXICO			Office name: MONTERREY NL		
Tel: 1: (+5255)51330700 EXT 55068 2: (+)			IMPC code: MXMTYA		
Fax: (+)			Name: Mr PEREZ LOPEZ MARTHA ANGELICA		
E-Mail: amateo@correosdemexico.gob.mx sumartinez@correosdemexico.gob.mx			Function: Director Regional Norte		
Hours of service and days(s) on which the OE is operating			Address: Ocampo Número 500 Centro 64000 Monterrey, Nuevo León.		
Opening Hours (Local)			Tel: 1: (+52 818) 3447156 2: (+)		
Day	Opening hours 1	Opening hours 2	Fax: (+)		
Monday	07:00-15:30	15:30-23:00	E-Mail: maperez@correosdemexico.gob.mx hihernandez@correosdemexico.gob.mx		
Tuesday	07:00-15:30	15:30-23:00			

Date of last update : 22.12.2021

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:00-15:30	15:30-23:00
Tuesday	07:00-15:30	15:30-23:00
Wednesday	07:00-15:30	15:30-23:00
Thursday	07:00-15:30	15:30-23:00
Friday	07:00-15:30	15:30-23:00
Saturday	07:00-15:30	-
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 MEXICO AEREO

IMPC Code MXMEXD

Tel (+52)5551330702

Fax (+52)5551330703

Hours of operation 07:00 TO 23:00

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 - 14:00	Thu	Fri	Mon+1	Wed+1	---	---
Mon	14:01 - 23:59	Fri	Mon+1	Tue+1	Thu+1	---	---
Tue	00:00 - 14:00	Fri	Mon+1	Tue+1	Thu+1	---	---
Tue	14:01 - 23:59	Mon+1	Tue+1	Wed+1	Fri+1	---	---
Wed	00:00 - 14:00	Mon+1	Tue+1	Wed+1	Fri+1	---	---
Wed	14:01 - 23:59	Tue+1	Wed+1	Thu+1	Mon+2	---	---
Thu	00:00 - 14:00	Tue+1	Wed+1	Thu+1	Mon+2	---	---
Thu	14:01 - 23:59	Wed+1	Thu+1	Fri+1	Tue+2	---	---
Fri	00:00 - 14:00	Wed+1	Thu+1	Fri+1	Tue+2	---	---
Fri	14:01 - 23:59	Thu+1	Fri+1	Mon+2	Wed+2	---	---
Sat	00:00 - 14:00	Thu+1	Fri+1	Mon+2	Wed+2	---	---
Sat	14:01 - 23:59	Fri+1	Mon+2	Tue+2	Thu+2	---	---
Sun	00:00 - 14:00	Thu+1	Fri+1	Mon+2	Wed+2	---	---
Sun	14:01 - 23:59	Fri+1	Mon+2	Tue+2	Thu+2	---	---

Definition of zones

Zone 1:

Postcodes	Cities
(01000 – 16999)	DISTRITO FEDERAL

Zone 2:

Postcodes	Cities
(50000 - 57999); (62000 – 62999); (72000 – 75999); (90000 – 90999); (76000 – 76999); (42000 – 43999).	ESTADO DE MEXICO; MORELOS; PUEBLA; TLAXCALA; QUERETARO; HIDALGO.

Zone 3:

Postcodes	Cities

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(20000 – 20999); (36000 – 38999); (58000 – 61999); (44000 – 49999); (98000 – 99999); (78000 – 79999).	AGUACALIENTES; GUANAJUATO; MICHOACAN; JALISCO; ZACATECAS; SAN LUIS POTOSI.
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Zone 4:

Postcodes	Cities
(21000 – 22999); (23000 – 23999); (24000 – 24999); (25000 – 27999); (28000 – 28999); (29000 – 30999); (31000 – 33999); (34000 – 35999); (39000 – 41999); (63000 – 63999); (64000 – 67999); (68000 – 71999); (77000 – 77999); (80000 – 81999); (83000 – 85999); (86000 – 86999); (87000 – 87999); (91000 – 96999); (97000 – 97999).	BAJA CALIFORNIA; BAJA CALIFORNIA SUR; CAMPECHE; COAHUILA; COLIMA; CHIAPAS; CHIHUAHUA; DURANGO; GUERRERO; NAYARIT; NUEVO LEON; OAXACA; QUINTANA ROO; SINALOA; SONORA; TABASCO; TAMAULIPAS; VERACRUZ; YUCATAN.

Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange: 20:00

Customs clearance times: CUSTOMS PROCESS IN MEXICO CITY, HAS A TIME MONDAY TO FRIDAY FROM 09:00 TO 21:00 HRS, AND SATURDAY AND SUNDAY FROM 09:00 TO 15:00 HRS

Items subject to customs duty: 6 days (144 hours)

Items not subject to customs duty: 4 days (96 hours)

Comments: It excludes all parcels are that delivered through postal agencies and go to General Delivery or poste restante. And all those parcels that require a different customs procedure for release of duties to payment.

Parcel delivery standards - Surface parcel

OE Name MEXICO SAL
 IMPC Code MXMEXB
 Tel (+52)5551330702
 Fax (+52)5551330703
 Hours of operation 07:00 TO 23:00

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
Monday	00:00 - 14:00	Monday+1	Wednesday+1	---
Monday	14:01 - 23:59	Tuesday+1	Thursday+1	---
Tuesday	00:00 - 14:00	Tuesday+1	Thursday+1	---
Tuesday	14:01 - 23:59	Wednesday+1	Friday+1	---
Wednesday	00:00 - 14:00	Wednesday+1	Friday+1	---
Wednesday	14:01 - 23:59	Thursday+1	Monday+2	---
Thursday	00:00 - 14:00	Thursday+1	Monday+2	---
Thursday	14:01 - 23:59	Friday+1	Tuesday+2	---
Friday	00:00 - 14:00	Friday+1	Tuesday+2	---
Friday	14:01 - 23:59	Saturday+1	Tuesday+2	---
Saturday	00:00 - 14:00	Saturday+1	Tuesday+2	---
Saturday	14:01 - 23:59	Saturday+1	Thursday+2	---
Sunday	00:00 - 14:00	Saturday+1	Wednesday+2	---
Sunday	14:01 - 23:59	Saturday+1	Thursday+2	---

Definition of zones

Zone 1:

Postcodes	Cities
(01000 – 16999); (50000 - 57999); (62000 – 62999); (72000 – 75999); (42000 – 43999); (76000 – 76999); (90000 – 90999); (20000 – 20999); (36000 – 38999); (58000 – 61999); (78000 – 79999); (98000 – 99999); (44000 – 49999).	DISTRITO FEDERAL; ESTADO DE MEXICO; MORELOS; PUEBLA; HIDALGO; QUERETARO; TLAXCALA; AGUACALIENTES; GUANAJUATO; MICHOACAN; SAN LUIS POTOSI; ZACATECAS; JALISCO.

Zone 2:

Postcodes	Cities

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(24000 – 24999); (25000 – 27999); (28000 – 28999); (29000 – 30999); (31000 – 33999); (34000 – 35999); (39000 – 41999); (63000 – 63999); (64000 – 67999); (68000 – 71999); (77000 – 77999); (80000 – 81999); (83000 – 85999); (86000 – 86999); (87000 – 87999); (91000 – 96999); (97000 – 97999).	CAMPECHE; COAHUILA; COLIMA; CHIAPAS; CHIHUAHUA; DURANGO; GUERRERO; NAYARIT; NUEVO LEON; OAXACA; QUINTANA ROO; SINALOA; SONORA; TABASCO; TAMAULIPAS; VERACRUZ; YUCATAN.
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Zone 3:

Postcodes	Cities

Arrival at office of exchange: 20:00

Customs clearance times: CUSTOMS PROCESS IN MEXICO CITY, HAS A TIME MONDAY TO FRIDAY FROM 09:00 TO 21:00 HRS, AND SATURDAY AND SUNDAY FROM 09:00 TO 15:00 HRS

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Comments: It excludes all parcels are that delivered through agencies and go to General Delivery or poste restante. And all those parcels that require a different customs procedure for release of duties to payment.

Last validation date: 2010-03-18