

Currency : DIRHAM (MAD)

Basic services**Mail classification system (Conv., art. 17.4; Regs., art. 17-101)**

1	Based on speed of treatment of items (Regs., art. 17-101.2):	No
1.1	Priority and non-priority items may weigh up to 5 kilogrammes. Whether admitted or not:	No
2	Based on contents of items:	Yes
2.1	Letters and small packets weighing up to 5 kilogrammes (Regs., art. 17-103.2.1). Whether admitted or not (dispatch and receipt):	No
2.2	Printed papers weighing up to 5 kilogrammes (Regs., art. 17-103.2.2). Whether admitted or not for dispatch (obligatory for receipt):	Yes
3	Classification of post items to the letters according to their size (Conv., art. 17,art. 17-102.2)	No

Optional supplementary services**4 Insured items (Conv., art. 18.2.1; Regs., 18-001.1)**

4.1	Whether admitted or not (dispatch and receipt):	Yes
4.2	Whether admitted or not (receipt only):	No
4.3	Declaration of value. Maximum sum	
4.3.1	surface routes:	50000 MAD
4.3.2	air routes:	50000 MAD
4.3.3	Labels. CN 06 label or two labels (CN 04 and pink "Valeur déclarée" (insured) label) used:	-
4.4	Offices participating in the service:	All offices
4.5	Services used:	
4.5.1	air services (IATA airline code):	AT- LH - AF - SV - TK
4.5.2	sea services (names of shipping companies):	
4.6	Office of exchange to which a duplicate CN 24 formal report must be sent (Regs., art.17-138.11):	
	Office Name :	Casablanca Centre Courrier International (CCI)
	Office Code :	MACASD
	Address :	Centre du Courrier International (CCI) Plateforme Nationale Courrier (PNC) Zone Technopole 27002 Nouasseur (CASABLANCA) MAROC
	Phone :	(+212) 5 22 33 91 50
	Fax :	(+212) 5 22 33 91 39
	E-mail 1 :	r.elhamdouchi@poste.ma
	E-mail 2:	m.moujtahid@poste.ma

Office Name : Casablanca Centre Courrier International (CCI)
 Address : Centre du Courrier International (CCI)
 Plateforme Nationale Courrier (PNC)
 Zone Technopole
 27002 Nouasseur (CASABLANCA)
 MAROC
 Phone : (+212) 5 22 33 91 50
 Fax : (+212) 5 22 33 91 39
 E-mail 1 : r.elhamdouchi@poste.ma
 E-mail 2 : m.moujtahid@poste.ma

5 Cash-on-delivery (COD) items (Conv., art. 18.2.2 Regs. arts. 18-002.1, 18-002.2)

5.1	Whether admitted or not (dispatch and receipt):	No
5.2	Whether admitted or not (receipt only):	No
5.3	Amount of the rate applied in addition to the postage charges applicable to COD items	
5.3.1	ordinary items:	SDR
5.3.2	registered items:	SDR
5.3.3	insured items:	SDR
5.4	Charges on COD items	
5.4.1	Levied on the sender of the item:	No
5.4.2	Levied on the addressee of the item:	No
5.4.3	Do you apply a special charge for delivering cash-on-delivery items in the destination country	No
5.4.4	If you answer yes, how much is this charge	SDR
5.4.5	Do you require cash-on-delivery items to be sealed	No

6 Express items (Conv., art. 18.2.3, 18-102)

6.1	Whether admitted or not (dispatch and receipt):	Yes
6.2	Limited to priority items:	No
6.3	Item itself or an advice of arrival delivered by express in the case of an insured item:	Item delivered
6.4	Other information	

7 Delivery to the addressee in person (Conv., art. 18.2.4, 18-103)

7.1	Admitted for registered and insured items (If admitted according to question 4):	Yes
7.2	Admitted <u>only</u> if registered and insured items are received with an advice of delivery :	No
7.3	Indication to appear on items sent to your administration :	

8 Items for delivery free of charges and fees (Conv., art. 18.2.5; Regs., art. 18-004)

8.1	Ordinary, registered and insured items. Whether admitted or not:	No
8.2	Registered and insured items only. Whether admitted or not:	No
8.3	Merchandise return service	No

9 International business reply service (IBRS)

9.1	International business reply service (IBRS) (Conv., art.18.3.1; Regs., art. 18-104)	Yes
9.2	Operated on a reciprocal basis (Regs., Conv. 18.3.1, Regs., 18-104.2.3)	No

9.3	Items weighting from 50g to 2000g on a reciprocal basis (Regs., art. 18-104.3.3)	No
9.4	If more than 50g but less than 2000g, please specify the upper weight limit	2000 g
9.5	Items excluded from IBRS with certain contents other than the ones specified in Conv., art. 18 (Conv., art. 18; Regs., art. 18-104.3.4)	No
9.5.1	If yes, please specify:	
9.6	Open to bilaterally agreement to any further extensions of the service (Regs., art. 18-104.3.5)?	No
10	International reply coupons (Conv., art. 18.3.2; Regs., art. 18-108 and 18-106.1). Whether sold or not (Regs., art. RL 146.1):	Yes
11	Radioactive materials (Conv., art. 19.3; Regs., arts. 19.3.3)	
11.1	Whether admitted or not (dispatch and receipt):	No
11.2	Whether admitted or not (receipt only):	No
12	Requests for withdrawal from the post, alteration or correction of address (Conv., art. 5; Regs., art. 19-210.5.4)	
12.1	Whether admitted or not:	Yes
12.2	Office to which requests must be sent: (Regs., art. RL 152.3.4): Office Name : Casablanca Centre Courrier International (CCI) Office Code : MACASD Address : Centre du Courrier International (CCI) Plateforme Nationale Courrier (PNC) Zone Technopole 27002 Nouasseur (CASABLANCA) MAROC Phone : (+212) 5 22 33 91 50 Fax : (+212) 5 22 33 91 39 E-mail 1 : r.elhamdouchi@poste.ma E-mail 2 : m.moujtahid@poste.ma	
13	Exempt patient specimens (human or animal) (Conv., art.19-003.2.3;Regs., arts. 19-004)	
13.1	Whether admitted or not (dispatch and receipt):	No
13.2	Whether admitted or not (receipt only):	No
14	Category B Infectious Substances (UN 3373) (Conv., art.19-003.2.1; Regs., arts. 19-001.1.2, 19-003.2.2, 19-003.2.6)	
14.1	Whether admitted or not (dispatch and receipt):	No
14.2	Whether admitted or not (receipt only):	No
15	Literature for the blind (Regs., art. 17-107.5)	
15.1	Sound recordings sent by a blind person to any addressee. Whether admitted or not as literature for the blind:	Yes
15.2	Sound recordings sent to a blind person by any sender. Whether admitted or not as literature for the blind:	Yes
16	Combination in one item of articles on which different charges are payable (Regs., art. 15-101.4). Whether authorized or not:	No

Other information		
17	Small packets exceeding 500 g (Conv., art. 15; Regs., art. 15-102.1). Delivery charge on domestic items applicable to international items:	0 SDR
18	Registered items. Liability (Conv., art. 22.2)	
18.1	Whether accepted or non in cases of <i>force majeure</i> (Regs., art. 22-001.2):	No
18.2	Equivalent of the 30 SDR indemnity per item (Regs., art. 22-001.2.1.1):	396 MAD
18.3	Equivalent of the indemnity for each M bag – maximum 150 SDR (Regs., art. 22-001.2.1.1):	0 MAD
19	Insured items. Liability (Conv., art. 18.2)	
19.1	Whether accepted or not in cases of <i>force majeure</i> (Regs., art. 22-001.2):	No
19.2	Whether admitted or not on board ships and aircraft used by the administrations (Regs., art. 25-004.4):	Yes
20	Remuneration for returned undeliverable letter-post items	
20.1	Collection of the remuneration provided for in paragraphs 2 and 3 of article 30-122 of the Convention Regulations	Yes
20.2	Indicate year from which the remuneration in 20.1 will apply (please note questions 20.1 and 20.2 shall be completed by no later than 31 October prior to the year from which those rates should apply)	2023
21	Registered items in closed envelopes containing the articles mentioned in article (Conv., art.19.6). Whether admitted or not:	No
22	Methods of denoting prepayment (Regs., arts. 06-001)	
22.1	Prepayment of postage indicated by means of impressions made by a printing press or other printing or stamping process. Whether admitted or not:	Yes
22.2	Indication used to denote prepayment:	Postage Paid
22.3	Can prepayment be denoted by an indication that full postage has been prepaid, for example: "Taxe perçue" (Postage paid)? Whether admitted or not:	Yes
22.4	If so, indicate the indication(s) adopted:	Postage Paid
23	Suspected fraudulent use of postage stamps, etc. (Regs., art. 06-004)	
23.1	Is the prescribed procedure permitted by internal legislation:	No
23.2	Office to which advices on suspected fraudulent use must be sent:	
	Office Name : Casablanca Centre Courrier International (CCI)	
	Office Code :	
	Address : Centre du Courrier International (CCI) Plateforme Nationale Courrier (PNC) Zone Technopole 27002 Nouasseur (CASABLANCA) MAROC	
	Phone : (+212) 5 22 33 91 50	
	Fax : (+212) 5 22 33 91 39	
	E-mail 1 : r.elhamdouchi@poste.ma	
	E-mail 2 : m.moujtahid@poste.ma	

Office Name :
 Address :
 Phone :
 Fax :
 E-mail 1 :
 E-mail 2 :

24 Registered items (Regs., arts. 17-121 and 18-101)

24.1	Replacement of the prescribed CN 04 label by a framed label on which only the letter "R" has been printed:	Yes
24.2	Replacement by a stamp impression or strip:	No
24.3	CN 33 special lists. Whether always required or not:	Yes
24.4	Bulk entry. Whether accepted or not:	No
24.5	Bulk entry in all cases:	No
24.6	Bulk entry only within the framework of a bilateral agreement:	No

25 Procedures for delivering registered and insured items (Regs., arts. 18-001, 18-101)

25.1	Handed over against the signature of the addressee or of a duly authorized agent	
25.1.1	Registered items:	Yes
25.1.2	« This section is no longer valid »	
25.1.3	Insured items:	Yes
25.2	Whether handed over against the signature of a <i>de facto</i> agent (member of the addressee's family, hotel porter, janitor, etc.)	
25.2.1	Registered items:	No
25.2.2	« This section is no longer valid »	
25.2.3	Insured items:	No
25.3	Number of attempted deliveries for registered and insured items	
25.3.1	Registered items	1
25.3.2	« This section is no longer valid »	
25.3.3	Insured items	1
25.4	Retention period for registered and insured items once a card has been left after several failed delivery attempts	
25.4.1	Registered items	30 Day(s) - Month (s)
25.4.2	« This section is no longer valid »	
25.4.3	Insured items	30 Day(s) - Month (s)

26 « This section is no longer valid »**27 Advice of delivery (CN 07 form) (Regs., art. 18-003)**

27.1	Whether signed by the addressee (or his representative):	Yes
27.2	Whether signed by the official of the office of destination:	No

28 Letter-post items retained or addressed poste restante (Regs., art. 19-104.5.3). Period of retention: 30 Day(s) - Month (s)

29	Inquiries (Regs., art. 21-001 and art. 21-002.1.5). Offices to which inquiries must be sent regarding (CN 08 form) (Regs., art. RL 154.2.5):	
29.1	Ordinary items: Office Name : Casablanca Centre Courrier International (CCI)/cellule de traitement des réclamations Office Code : MACASD Address : Centre du Courrier International (CCI) Plateforme Nationale Courrier (PNC) Zone Technopole 27002 Nouasseur (CASABLANCA) MAROC Phone : (+212) 5 22 33 91 50 Fax : (+212) 5 22 33 91 39 E-mail 1 : casainquiries@poste.ma E-mail 2 : n.touh@poste.ma	
29.2	Registered items or insured items:	See 29.1
29.3	Cash-on-delivery (COD) items:	See 29.1
29.4	Electronic CN 08 form (Regs., art. 21-002) Whether admitted or not:	Yes
30	Items subject to customs control (Regs., art. 20-001)	
30.1	Number of CN 23 customs declarations needed when the contents exceed 300 SDR in value:	3
30.2	Languages in which the CN 22 label and CN 23 customs declarations may be filled in:	French
30.3	M bags (Regs., art. 20-001.2.9)	
30.3.1	Whether the address label of special bags of printed papers requires a CN 22 label:	
30.3.1.1	in all cases (whether items have to be submitted to customs control or not):	Yes
30.3.1.2	only when items have to be submitted to customs control:	No
30.3.2	Any CN 23 customs declaration required, as well as any other accompanying papers, should be attached:	
30.3.2.1	to the outside of the bag:	Yes
30.3.2.2	to one of the items contained in the bag:	No
31	Empty bags (Regs., art. 17-139)	
31.1	Office of exchange appointed for reception of empty bags in long-distance services: Office Name : Casablanca Centre Courrier International (CCI) Office Code : MACASD Address : Centre du Courrier International (CCI) Plateforme Nationale Courrier (PNC) Zone Technopole 27002 Nouasseur (CASABLANCA) MAROC Phone : (+212) 5 22 33 91 50 Fax : (+212) 5 22 33 91 39 E-mail 1 : r.elhamdouchi@poste.ma E-mail 2 : m.moujtahid@poste.ma	

31.2 Average value in SDR of bags used by offices of exchange (Regs., art. 17-139 and 17-144.9): 5 SDR

32 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.

CN 43, CN 54, CN 54bis,

Office Name : Casablanca Centre Courrier International (CCI)

Address : Centre du Courrier International (CCI)
Plateforme Nationale Courrier (PNC)
Zone Technopole
27002 Nouasseur (CASABLANCA)
MAROC

Phone : (+212) 5 22 33 91 50

Fax : (+212) 5 22 33 91 39

E-mail 1 : a.hannioui@poste.ma

E-mail 2 : m.moujtahid@poste.ma

32 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.

CN 56, CN 57, CN 61, CN 63, CN 64

Office Name : Direction Industrialisation et Efficacité Opérationnelle

Address : Pôle Courrier
Direction Industrialisation et Efficacité Opérationnelle
Barid Al Maghrib.
Av Moulay Ismail, Hassan
10020 Rabat
Maroc

Phone : (+212) 5 37 21 02 43

Fax :

E-mail 1 : b.darkaoui@poste.ma

E-mail 2 : Baaddi@poste.ma

33 Office(s) of exchange responsible for handling letter post (Regs., art. 17-114.4)

Office Name : Casablanca Centre Courrier International (CCI)

Office Code : MACASD

Address : Centre du Courrier International (CCI)
Plateforme Nationale Courrier (PNC)
Zone Technopole
27002 Nouasseur (CASABLANCA)
MAROC

Phone : (+212) 5 22 33 91 50

Fax : (+212) 5 22 33 91 39

E-mail 1 : r.elhamdouchi@poste.ma

E-mail 2 : m.moujtahid@poste.ma

Mails conveyed by sea

34 Surface letter-post mails

34.1 Name of port(s) of arrival:

34.2 Name and address of the exchange office of destination to which advance CN 37 delivery bills should be sent:

Office Name :

Office Code :

Address :

Phone :

Fax :

E-mail 1 :

E-mail 2:

35 Surface parcel mails (See Parcel Post Compendium)

Service to customers

36 On-line tracking provided Yes

36.1 Web site address to access information
<http://www.poste.ma>

36.2 Languages in which track and trace information is available
 French

36.3 Contact point :

36.3.1 For partner designated operators
 Phone : (+212) 5 37 21 02 43
 Fax :
 E-mail : b.darkaoui@poste.ma

36.3.2 For customers
 Phone : 080 200 60 60
 Fax :
 E-mail :

National Holidays

37.1 National holidays available on parcel post compendium
https://parcel.upu.org/Published%20Documents/Parcel_Compndium_MA_MAA_EN.pdf

37.2 Parcel post compendium
<https://parcel.upu.org>

Delivery standards

38 See the annexes.

Other information

39 Airmail

39.1 Are dues payable for air conveyance of airmails in transit between two airports in your country fixed in the form of a single price? -

- 39.2 Subject to the agreement of the administrations receiving these mails at the airports of their countries, does your administration send surface mail by air with reduced priority (S.A.L.)? See also table D – Details concerning the S.A.L. service published in CN 68: <http://www.upu.int/en/activites/transport/publications.html> -
- 39.3 If so, are reduced air surcharges collected for S.A.L. mail? -
- 39.4 As an administration of dispatch, have you opted for individual entry of each bag on the CN 38 or CN 41 delivery bill? -
- 39.5 Subject to prior agreement, do you authorize administrations to use your airmail bags for making up mails addressed to you? -
- 39.6 For bags of S.A.L. mail, is use made of CN 35 labels bearing in bold characters the words "S.A.L. surface par avion" (S.A.L. surface airlifted) instead of CN 36 labels? -

Letter Post Compendium Online - Annexes

MA - Morocco

Poste Maroc

MAA

Letter delivery standards - Air letter

OE Name Casablanca Centre Courrier International

IMPC Code MACASD

Tel (+212)522339150

Fax (+212)522339139

Hours of operation Lundi - Vendredi = 09:00 à 16:00

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
Monday	00:00 - 09:00	Thursday	Friday	Monday+1
Monday	09:01 - 23:59	Friday	Monday+1	Tuesday+1
Tuesday	00:00 - 09:00	Friday	Monday	Tuesday+1
Tuesday	09:01 - 23:59	Monday	Tuesday+1	Wednesday+1
Wednesday	00:00 - 23:59	Monday	Tuesday	Wednesday+1
Wednesday	09:00 - 23:59	Tuesday	Wednesday+1	Thursday+1
Thursday	00:00 - 09:00	Tuesday	Wednesday	Thursday+1
Thursday	09:01 - 23:59	Wednesday	Thursday+1	Friday+1
Friday	00:00 - 09:00	Wednesday+1	Thursday	Friday+1
Friday	09:01 - 23:59	Thursday	Friday+1	Monday+1
Saturday	00:00 - 23:59	Thursday	Friday	Monday+1
Sunday	00:00 - 23:59	Thursday	Friday	Monday+1

Definition of zones

Zone 1:

Postcodes	Cities
AGADIR, BENI MELLAL, CASABLANCA, ELJADIDA, ESSAOUIRA, FES, KENITRA, KHOURIBGA, KSAR LAKBIR, LARACHE, MARRAKECH, MEKNES, MOHAMMADIA, RABAT, SAFI, SALE, SETTAT, TANGER, TEMARA, TETOUAN, INEZGANE.	80000, 23000, 20000, 24000, 44000, 30000, 14000, 25000, 92150, 92000, 40000, 50000, 28800, 10000, 46000, 11000, 26000, 90000, 12000, 93000, 80100.

Zone 2:

Postcodes	Cities
AL HOCEIMA, BERKANE, ERRACHIDIA, FKIH BEN SALAH, GUELMIM, KHENIFRA, LAAYOUNE, NADOR, OUARZAZATE, OUJDA, SEFROU, TAZA, TAN TAN, TAROUDANT, TIZNIT, TAOUNATE, IFRANE, MIDELT, EL KELAA DES SERHNA, BENGUERIR, Khemisset, SIDI KACEM, SKHIRATE, Ouazzane, SOUK ARBIAA GHARB, BELKSSIRI, AZILAL.	32000, 63300, 52010, 23200, 81000, 54000, 70000, 62000, 45000, 60000, 31000, 35000, 82000, 83000, 85000, 34000, 53000, 54350, 43000, 43150, 15000, 16000, 12050, 16200, 14300, 16150, 22000.

Zone 3:

Postcodes	Cities
BOUJDOUR, DAKHLA, ESSEMARA, Autres localités.	71000, 73000, 72000.

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 24h

Items not subject to customs duty: 12h

Comments:

Letter Post Compendium Online - Annexes

MA - Morocco

Poste Maroc

MAA

Letter delivery standards - Surface letter

OE Name Casablanca Centre Courrier International
 IMPC Code MACASD
 Tel (+212)522339150
 Fax (+212)522339139
 Hours of operation Lundi - Vendredi = 09:00 à 16:00

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 - 09:00	Thursday	Friday	Monday+1
Monday	09:01 - 23:59	Friday	Monday+1	Tuesday+1
Tuesday	00:00 - 09:00	Friday	Monday	Tuesday+1
Tuesday	09:01 - 23:59	Monday	Tuesday+1	Wednesday+1
Wednesday	00:00 - 09:00	Monday	Tuesday	Wednesday+1
Wednesday	09:01 - 23:59	Tuesday	Wednesday+1	Thursday+1
Thursday	00:00 - 09:00	Tuesday	Wednesday	Thursday+1
Thursday	09:01 - 23:59	Wednesday	Thursday+1	Friday+1
Friday	00:00 - 09:00	Wednesday	Thursday	Friday+1
Friday	09:01 - 23:59	Thursday	Friday+1	Monday+1
Saturday	00:00 - 23:59	Thursday	Friday	Monday+1
Sunday	00:00 - 23:59	Thursday	Friday	Monday+1

Definition of zones

Zone 1:

Postcodes	Cities
AGADIR, BENI MELLAL, CASABLANCA, ELJADIDA, ESSAOUIRA, FES, KENITRA, KHOURIBGA, KSAR LAKBIR, LARACHE, MARRAKECH, MEKNES, MOHAMMADIA, RABAT, SAFI, SALE, SETTAT, TANGER, TEMARA, TETOUAN, INEZGANE.	80000, 23000, 20000, 24000, 44000, 30000, 14000, 25000, 92150, 92000, 40000, 50000, 28800, 10000, 46000, 11000, 26000, 90000, 12000, 93000, 80100.

Zone 2:

Postcodes	Cities
AL HOCEIMA, BERKANE, ERRACHIDIA, FKIH BEN SALAH, GUELIMIM, KHENIFRA, LAAYOUNE, NADOR, OUARZAZATE, OUJDA, SEFROU, TAZA, TAN TAN, TAROUDANT, TIZNIT, TAOUNATE, IFRANE, MIDELT, EL KELAA DES SERHNA, BENGUERIR, Khemisset, SIDI KACEM, SKHIRATE, Ouazzane, SOUK ARBIAA GHARB, BELKSSIRI, AZILAL.	32000, 63300, 52010, 23200, 81000, 54000, 70000, 62000, 45000, 60000, 31000, 35000, 82000, 83000, 85000, 34000, 53000, 54350, 43000, 43150, 15000, 16000, 12050, 16200, 14300, 16150, 22000.

Zone 3:

Postcodes	Cities
BOUJDOUR, DAKHLA, ESSEMARA, Autres localités.	71000, 73000, 72000.

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 24 h

Items not subject to customs duty: 12 h

Comments: