

# Background

- ❑ The SMEs Division of the Ministry of Industrial Development, SMEs and Cooperatives together with the Mauritius Post Ltd has signed an agreement whereby an e-Commerce platform is being put at the disposal of SMEs and Mid-Market Enterprises to market their products locally, regionally and internationally.
- ❑ SMEs and Mid-Market Enterprises holding a valid SME Certificate and Mid-Market Enterprise Certificate respectively issued by the SMEs Division will benefit from preferential tariffs and services on the solutions offered within the agreement and specific to their respective needs and requirements.
- ❑ SMEs and Mid-Market Enterprises are therefore encouraged to register with the SMEs Division and to capitalise on the preferential tariffs and services of the e-Commerce platform to bolster their visibility and marketability of their products.

# Services offered by the Mauritius Post Ltd

- ❑ **Online Hosting of products on the e-Commerce Platform** – Products are displayed for sale on the platform. Payment is effected electronically and delivery to customers is ensured.
- ❑ **Online payment gateway** – Products are displayed for sale on the SME's/ Mid-Market Enterprises existing website. Electronic payment is enabled via a hyperlink created between the SME's existing website and the MPL online payment gateway. Delivery to customers is ensured.
- ❑ **Post Office delivery** - Customers order products and pay directly to SMEs/ Mid-Market Enterprise . Post Office Counters Delivery or Home Delivery is effected by the Mauritius Post Ltd.
- ❑ **Cash on delivery** - Customers order products directly to SMEs/ Mid-Market Enterprises (website or other social media platform). Post Office Counters Delivery or Home Delivery is effected against payment by MPL.

# Tariffs

	Services	Normal Tariffs	Special Tariffs
<b>Online Hosting of products on MPL Website</b>	i) One Off Fee (For hosting / displaying 25 products).	Rs 5000+ VAT	Rs 4000 + VAT
	ii) Postage / Delivery fee.	To be borne by customer. *	To be borne by customer. *
	iii) Commission.	20% on sale Value including Bank charges.	8% on sale Value including Bank charges.
<b>Online payment gateway</b>	i) One Off Fee (For development of Hyperlink).	Rs 5000 + VAT.	Rs 4000 + VAT.
	ii) Postage / Delivery fee.	To be borne by customer. *	To be borne by customer. *
	iii) Commission.	7% Including Bank Charges and commission	6% Including Bank Charges and commission.
<b>Post Office delivery</b>	i) Delivery fee.	Rs 35 + VAT.	Rs 35 + VAT
	ii) Commission.	3% Commission on sales value	3% Commission on sales value.
<b>Cash on delivery</b>	i) Delivery fee.	Rs 35 + VAT.	Rs 35 + VAT
	ii) Commission.	7% Commission on sales value.	5% Commission on sales value.

\* The postage/ delivery fee applicable is subject to the mode of delivery chosen online by the customer.

# Product Criteria

## Perishables

- Not applicable...

## Non - perishables

- Size (Maximum = 25 cm x 55cm x 16 cm)
- Weightage ( Maximum 3 kg)
- Packaging

### ❖ Carton Coliboxes as follows:

Dimension	Actual Tariff
a) 170 x 122 x 40 mm	Rs.12
b) 200 x112 x 80 mm	Rs.16
c) 275 x 165 x 150 mm	Rs.18
d) 300 x 250 x 150 mm	Rs.25
e) 550 x 250 x 150 mm	Rs.33

### ❖ Padded Envelope:

Dimension	Actual Tariff
A4	Rs.50
A5	Rs.30

# Prohibitions

## 'SMEs' and Mid-Market Enterprises are prohibited from the following:

- Hosting and Conveying goods or services for which the provision thereof is illegal (e.g. drug trafficking in any form);
- Hosting and Conveying gambling goods or services;
- Hosting and Conveying tobacco;
- Hosting and Conveying Firearms, swords or any other such product that could be used as a weapon; and
- Hosting and Conveying Chemicals, hazardous materials and any other illegal or dangerous product or service.
- MPL reserves the rights to amend the list of Prohibitions including the above in accordance with appropriate legislation/s.

# Modalities of Payment

## Between MPL & SME/ Mid-Market Enterprise

- Prepaid account – Applicable & need to open same to the MPL
- Bank Transfer – Online Payment – Internet Banking

## By end customer to MPL

- Online Payment - Applicable
- Cash on delivery - Applicable
- Card payment – in progress

# Modalities of delivery

- Delivery at post office around the island
- Delivery by postman (depends on size of consignment)
- Home Delivery by MPL

\* The mode of delivery and its associated costs remain the choice of the end customer.

# Prerequisite and Registration

- ❑ All registered SMEs/ Mid-Market Enterprises holding a valid SME Certificate/ Mid-Market Enterprise Certificate issued by the SMEs Division of the Ministry of Industrial Development, SMEs and Cooperatives are eligible to benefit from the special tariffs.
- ❑ Registered SMEs/ Mid-Market Enterprises wishing to benefit from the services of the e-Commerce Platform may contact the **Help Desk** of the Mauritius Post Ltd on



(2118423 & 2082851)

or



([marketing@mauritiustpost.mu](mailto:marketing@mauritiustpost.mu))

or



Facebook (Meta)





# Frequently Asked Questions (FAQs)

- ❑ How to register as an SME/ and Mid-Market Enterprise?
  - Registration can be done online on the following link:  
<https://enterbusiness.govmu.org/Pages/SME-Registration-Unit.aspx> or in person at the SME Registration Unit, Ground Floor, Pope Hennessy Building, Pope Hennessy Street, Port Louis. For additional information, the SME Registration Unit can be contacted on 202 0050.
  
- ❑ How long does it take to get the SME/ Mid-Market Enterprise Certificate?
  - Upon submission of all required documents, the SME/ Mid-Market Certificate is issued within 7 days.
  
- ❑ How much does it cost for the SME/ Mid-Market Certificate?
  - The SME/ Mid-Market Certificate is free of charge.



# Disclaimer

**The Ministry of Industrial Division, SMEs and Cooperatives and the Mauritius Post Ltd (MPL) do not hold any liability to the quality of the products displayed and conveyed through the e-Commerce platform.**

