

Basic Services						
1	Maximum weight limit admitted			PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes
1.1	Surface parcels (kg)	31,50		RESDDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes
1.2	Air (or priority) parcels (kg)	31,50		5.1.5	Ready to start transmitting data to partners wishing to receive data	
2	Maximum size admitted			5.1.6	Other messages transmitted	
2.1	Surface parcels			PRECON	Pre-advice of international consignment – origin post	Yes
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		RESCON	Response to a PRECON – destination post	Yes
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes		CARDIT	Carrier documents international transport – origin post	Yes
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No		RESDIT	Response to a CARDIT – destination post	Yes
2.2	Air parcels			6	Home delivery	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		6.1	Initial delivery attempt at physical delivery of parcels to addressee	Yes
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes		6.2	If initial delivery attempt unsuccessful, card left for addressee	Yes
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	No
Supplementary services				6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	
3	Cumbersome parcels admitted	Yes		6.5	Nature of this governmental or legally binding restriction.	
4	Maximum size admitted			7	Signature of acceptance	
4.1	Surface parcels			7.1	When a parcel is delivered or handed over	
	Metres for any one dimension	1,50		7.1.1	a signature of acceptance is obtained	Yes
	Metres for length & greatest circumference			7.1.2	captured data from an identity card are registered	Yes
4.2	Air parcels			7.1.3	another form of evidence of receipt is obtained	No
	Metres for any one dimension	1,50		7.2	Ordinary parcels	
	Metres for length & greatest circumference			7.2.1	Signature of the addressee or his agent	Yes
Parcels service features				7.2.2	Signature of a de facto agent	Yes
5	Electronic exchange of information			7.3	Insured parcels	
5.1.1	Use a track and trace system	Yes		7.3.1	Signature of the addressee or his agent	Yes
5.1.2	Mandatory tracking events transmitted			7.3.2	Signature of a de facto agent	Yes
EMC	Departure from outward office of exchange	Yes		Insured parcel service		
EMD	Arrival at inward office of exchange	Yes		8	Insured surface parcels admitted	Yes
EMH	Attempted/Unsuccessful delivery	Yes		8.1	Maximum insured value for surface parcels (SDR)	4000
EMI	Final delivery	Yes		9	Insured air parcels admitted	Yes
5.1.3	Optional tracking events transmitted			9.1	Maximum insured value for air parcels (SDR)	4000
EMA	Posting/collection	Yes		9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	4000
EMB	Arrival at outward office of exchange	Yes		10	Marking used for insured parcels	
EME	Held by Customs	Yes		10.1	CP 74 pink label used	Yes
EMF	Out of Customs/Departure from inward office of exchange	Yes				
EMG	Arrival at delivery office	Yes				
EMJ	Arrival at transit office of exchange	Yes				
EMK	Departure from transit office of exchange	Yes				
5.1.4	Dispatch messages transmitted					

10.2	CP 73 label and pink "insured" label used	No			Inbound parcels No	
					Outbound parcels No	
Cash-on-delivery service for parcel						
11.1	Acceptance of Cash-on-delivery (COD) service for parcels					
11.1.1	outbound COD parcels	No			Inbound parcels No	
11.1.2	inbound COD parcels	No			Outbound parcels No	
Express delivery service						
12	Express parcel delivery service provided	No				
Parcels with advice of delivery						
13	Admission of advice of delivery for					
13.1	ordinary parcels	Yes				
13.2	insured parcels	Yes				
Parcels for delivery free of charges and fees						
14	Parcels for delivery free of charges and fees admitted	No				
Fragile parcel						
15	Fragile parcels admitted	Yes				
Consignment service						
16	Consignment service by bilateral agreements provided	Yes				
Integrated logistics service						
17	integrated logistics service by bilateral agreements provided	No				
Addresses for bilateral agreements						
18	Contact details of the person responsible for questions concerning bilateral agreements					
Name:	Mr Mensud Basic					
Function:	Executive Director of Postal Operations					
Address:	"JP BH POŠTA" Obala Kulina bana 8 71000 Sarajevo Bosnia and Herzegovina					
Tel:	1: (+38733)252606 2: (+)					
Fax:	(+38733)252711					
E-mail	mensud.basic@posta.ba					
Admissible radioactive material and infectious substances						
19	Radioactive materials admitted in					
19.1	Air Parcels					
			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	
					Outbound parcels No	
Supplementary charges - Customs						
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					300 BAM
	USD					
	Comments:					
22	Dutiable parcels					
22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes				
22.2	Amount of fee collected					
	Local currency					8,50 BAM
	USD					
	Comments:					
	Companies: 10,50 BAM					
23	Customs clearance fee collected for all items declared at customs	Yes				
23.1	Amount of fee collected					
	Local currency					8,50
	USD					
	Comments:					
	Companies: 10,50 BAM					
24	Administration fees collected for parcels subject to export customs clearance	Yes				
24.1	Amount of the charge collected					
	Local currency					4,50 BAM
	USD					
	Comments:					
Special charges - Storage						

25	Storage charge collected on a parcel when it is kept beyond the prescribed period, or in the event of return to sender/redirection	No	31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes
Special delivery charges			31.5	Other	
26	Delivery charges collected at the time of delivery in response to the advice of arrival	No	Period of retention		
Special charges – Poste restante			32	Period of retention for parcels	
27	Poste restante service provided	Yes	32.1	Normal period	15 Day(s)
27.1	Amount of charge per parcel		32.2	Exceptional period	15 Day(s)
	Local currency	0,40 BAM/ per day	33	Retention for parcels for which notice could not be sent or addressed to poste restante	
	SDR		33.1	Normal period	1 Month(s)
27.2	Basis for charge if not an amount per parcel		33.2	Exceptional period	1 Month(s)
Special provisions - Treatment of parcels wrongly accepted			Parcels automatically retained		
28	Parcels returned to sender	No	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.	
28.1	If not, parcel delivered to addressee under conditions prescribed by your country legislations	No	Office name:	Office of Exchange 71003 SARAJEVO	
28.2	For parcels wrongly accepted, action taken on a case-by-case basis	Yes	Name:	Mr	
Delivery areas			Function:		
29	Parcels delivered to		Address:	Put života bb 71003 Sarajevo Bosnia and Herzegovina	
29.1	all addresses	No	Tel:	1: (+38733)723440 2: (+)	
29.2	specific areas only	Yes	Fax:	(+38733)723444	
	Comments:		E-Mail:	verificationnotes@posta.ba	
Collection			Requests for withdrawal from the post or alteration, or correction of address		
30	Collection of parcels at post offices provided for		35	Requests for withdrawal from the post accepted	Yes
30.1	all addresses	No	35.1	Central office (in destination country) to which requests must be sent	
30.2	specific areas only	Yes	Office name:	Office of Exchange 71003 SARAJEVO	
	Comments:		Name:	Mr -	
Delivery procedures for parcels for which customs duty and taxes are payable			Function:	-	
31	Procedure for parcels for which customs duty is payable		Address:	Put života bb 71003 Sarajevo Bosnia and Herzegovina	
31.1	Pick up of parcel at the customs office	No	Tel:	1: (+38733)723440 2: (+)	
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	Yes	Fax:	(+38733)723444	
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No	E-Mail:		
Special provisions - Force majeure			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	Friday	07:30-16:00	-
36.2	Addressee/sender's reservations admitted at the time of delivery	No	Saturday	-	-
			Sunday	-	-
Special provisions - Customs declarations			Languages English		
37	Number of CN 23 customs declarations required for inbound parcels	2	National Holidays		
37.1	Number of CN 23 customs declarations required for parcels in transit	2	41.1 National holidays		
37.2	Languages in which CN 23 customs declarations can be completed	English Bosnian	National holiday in 2022		
Special provisions - Method of dispatching accompanying documents			Month	Day(s)	National Holidays - Description
38	Documents affixed to the relevant parcels	Yes	January	1	New Year
38.1	Documents attached to the parcels bill	No	January	2	New Year
			January	3	New Year
			March	1	Independence Day
			May	1	Labour Day
			May	2	Labour Day
			May	3	Labour Day
			November	25	National Day
Service to customers			National holiday in 2021		
39	On-line tracking provided	Yes	Month	Day(s)	National Holidays - Description
39.1	Web site address to access information	http://www.posta.ba	January	1	New Year
39.2	Languages in which track and trace information is available	English Bosnian	January	2	New Year
			March	1	Independence Day
			May	1	Labour Day
			May	2	Labour Day
			May	3	Labour Day
			November	25	National Day
Service to designated operators			Regional Holidays		
40.	User of the Internet-based Inquiry System (IBIS)	Yes	41.2 Regional holidays		
40.1	Details of office(s) responsible for handling parcel post inquiries		Regional holiday in		
Office name:	Office of Exchange 71003 Sarajevo		Month	Day(s)	Regional/Local Holidays – Localities and description
Name:	Mr Almedin Torlakovic				
Function:					
Address:	Put života bb 71003 Sarajevo Bosnia and Herzegovina				
Tel:	1: (+38733)723440 2: (+)				
Fax:	(+38733)723444				
E-Mail:					
Hours of service and days(s) on which the inquiry service is operating			Cancellation of fees		
Opening Hours (Local)			42	Fees cancelled when they concern	
Day	Opening hours 1	Opening hours 2	42.1	parcels returned to sender	Yes
Monday	07:30-16:00	-	42.2	parcels redirected to a third party	Yes
Tuesday	07:30-16:00	-	42.3	parcels abandoned by the sender	Yes
Wednesday	07:30-16:00	-	42.4	parcels lost or destroyed	Yes
Thursday	07:30-16:00	-	42.5	parcels rifled or damaged	Yes

Redirection within the country of destination

- 43.1 Redirection done without a request from the sender or addressee No
 - 43.2 Redirection fee charged No
 - 43.3 Amount of redirection fee (SDR)
- Comments:

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

Office(s) of exchange handling parcels

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

Office name: Office of Exchange 71003 Sarajevo
 IMPC code: BASJJA
 Name: Mr
 Function:
 Address: Put života bb
 71003 Sarajevo
 Bosnia and Herzegovina
 Tel: 1: (+38733)723440
 2: (+)
 Fax: (+38733)723444
 E-Mail:

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:00-21:00	-
Tuesday	07:00-21:00	-
Wednesday	07:00-21:00	-
Thursday	07:00-21:00	-
Friday	07:00-21:00	-
Saturday	07:00-21:00	-
Sunday	-	-

Observations/Comments

Delivery standards

46-47 See the annexes.

Barcode

48 Barcode sample used on all outward international postal parcels.



CP 000275963 BA

Parcel delivery standards - Air parcel

OE Name 71003 SARAJEVO
 IMPC Code BASJJA
 Tel (+38733)727484
 Fax (+38733)727484
 Hours of operation Monday to Friday from 07:30 to 16:00
 From the airport 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 - 11:00	Wednesday	Thursday	Friday
Monday	11:01 - 23:59	Thursday	Friday	Saturday
Tuesday	00:00 - 11:00	Thursday	Friday	Saturday
Tuesday	11:01 - 23:59	Friday	Saturday	Monday
Wednesday	00:00 - 11:00	Friday	Saturday	Monday
Wednesday	11:01 - 23:59	Saturday	Monday	Tuesday
Thursday	00:00 - 11:00	Saturday	Monday	Tuesday
Thursday	11:01 - 23:59	Monday	Tuesday	Wednesday
Friday	00:00 - 11:00	Tuesday	Wednesday	Thursday
Friday	11:01 - 23:59	Wednesday	Thursday	Friday
Saturday	00:00 - 23:59	Wednesday	Thursday	Friday
Sunday	00:00 - 23:59	Wednesday	Thursday	Friday

Definition of zones

Zone 1:

Postcodes	Cities
71122	

Zone 2:

Postcodes	Cities
70220, 71165, 72230, 70240, 71200, 71210, 71240, 71270, 71300, 71320, 71330, 71340, 71370, 71380, 72101, 72102, 72200, 72220, 72240, 72251, 72270, 72290, 73101, 73200, 73250, 73290, 74203, 74250, 74260, 75101, 75200, 75108, 75246, 75260, 75270, 75280, 75290, 75300, 75320, 75350, 76120, 76250, 77101, 77200, 77220, 77230, 77240, 77245, 77250, 77260, 77280, 79260, 79280, 88104, 88108, 88200, 88400, 88420.	

Zone 3:

Postcodes	Cities

BH Post, Sarajevo

BAA

70202, 70223, 70224, 70225, 70233, 70234, 70237, 70243, 71215, 71217, 71223, 71243, 71244, 71253, 71305, 71321, 71333, 71347, 71373, 71383, 71385, 71387, 72207, 72209, 72212, 72213, 72215, 72224, 72225, 72226, 72227, 72233, 72236, 72243, 72244, 72245, 72246, 72248, 72252, 72264, 72265, 72277, 72278, 72281, 72282, 72283, 72284, 72286, 72293, 73205, 73206, 73208, 74203, 74206, 74207, 74253, 74264, 74266, 75203, 75207, 75208, 75211, 75212, 75213, 75214, 75216, 75245, 75265, 75268, 75272, 75273, 75274, 75275, 75276, 75283, 75303, 75305, 75306, 75308, 75323, 75324, 75326, 75327, 75328, 75329, 75353, 75355, 75356, 75357, 75358, 75411, 75414, 76206, 76207, 76208, 76209, 76254, 76257, 76259, 77203, 77204, 77205, 77206, 77207, 77208, 77209, 77215, 77222, 77223, 77224, 77225, 77226, 77227, 77228, 77231, 77232, 77233, 77234, 77235, 77236, 77241, 77243, 77244, 77249, 77250, 77253, 79262, 79264, 79266, 79267, 79268, 79284, 79285, 88113, 88201, 88206, 88208, 88215, 88403, 88404, 88406, 88407, 88409, 88422, 88423.	
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Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 24-72 hours

Items not subject to customs duty:

Comments:

The OE operates 5 days a week except on public holidays

Parcel delivery standards - Surface parcel

OE Name 71003 SARAJEVO
 IMPC Code BASJJA
 Tel (+38733)727484
 Fax (+38733)727484
 Hours of operation Monday to Friday from 07:30 to 16:00

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 - 11:00	Wednesday	Thursday	Friday
Monday	11:01 - 23:59	Thursday	Friday	Saturday
Tuesday	00:00 - 11:00	Thursday	Friday	Saturday
Tuesday	11:01 - 23:59	Friday	Saturday	Monday
Wednesday	00:00 - 11:00	Friday	Saturday	Monday
Wednesday	11:01 - 23:59	Saturday	Monday	Tuesday
Thursday	00:00 - 11:00	Saturday	Monday	Tuesday
Thursday	11:01 - 23:59	Monday	Tuesday	Wednesday
Friday	00:00 - 11:00	Tuesday	Wednesday	Thursday
Friday	11:01 - 23:59	Wednesday	Thursday	Friday
Saturday	00:00 - 23:59	Wednesday	Thursday	Friday
Sunday	00:00 - 23:59	Wednesday	Thursday	Friday

Definition of zones

Zone 1:

Postcodes	Cities
71122	

Zone 2:

Postcodes	Cities
70220, 71165, 72230, 70240, 71200, 71210, 71240, 71270, 71300, 71320, 71330, 71340, 71370, 71380, 72101, 72102, 72200, 72220, 72240, 72251, 72270, 72290, 73101, 73200, 73250, 73290, 74203, 74250, 74260, 75101, 75200, 75108, 75246, 75260, 75270, 75280, 75290, 75300, 75320, 75350, 76120, 76250, 77101, 77200, 77220, 77230, 77240, 77245, 77250, 77260, 77280, 79260, 79280, 88104, 88108, 88200, 88400, 88420.	

Zone 3:

Postcodes	Cities

BH Post, Sarajevo

BAA

70202, 70223, 70224, 70225, 70233, 70234, 70237, 70243, 71215, 71217, 71223, 71243, 71244, 71253, 71305, 71321, 71333, 71347, 71373, 71383, 71385, 71387, 72207, 72209, 72212, 72213, 72215, 72224, 72225, 72226, 72227, 72233, 72236, 72243, 72244, 72245, 72246, 72248, 72252, 72264, 72265, 72277, 72278, 72281, 72282, 72283, 72284, 72286, 72293, 73205, 73206, 73208, 74203, 74206, 74207, 74253, 74264, 74266, 75203, 75207, 75208, 75211, 75212, 75213, 75214, 75216, 75245, 75265, 75268, 75272, 75273, 75274, 75275, 75276, 75283, 75303, 75305, 75306, 75308, 75323, 75324, 75326, 75327, 75328, 75329, 75353, 75355, 75356, 75357, 75358, 75411, 75414, 76206, 76207, 76208, 76209, 76254, 76257, 76259, 77203, 77204, 77205, 77206, 77207, 77208, 77209, 77215, 77222, 77223, 77224, 77225, 77226, 77227, 77228, 77231, 77232, 77233, 77234, 77235, 77236, 77241, 77243, 77244, 77249, 77250, 77253, 79262, 79264, 79266, 79267, 79268, 79284, 79285, 88113, 88201, 88206, 88208, 88215, 88403, 88404, 88406, 88407, 88409, 88422, 88423.	
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Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 24-72 hours

Items not subject to customs duty:

Comments:

The OE operates 5 days a week except on public holidays

Last validation date: Da V1 30/10/2017