

| 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 Avdija Numanovic | | | | |
| 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 | avdija.numanovic@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 | | | | 9,50 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 | | | | 9,50 BAM |
| | 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 | | | | 5,50 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 | 31.3 | Delivery to the addressee's address after payment of customs duties and taxes | No |
| Special delivery charges | | | 31.4 | Over the counter at the local post office with immediate payment of customs duties and taxes | Yes |
| 26 | Delivery charges collected at the time of delivery in response to the advice of arrival | Yes | 31.5 | Other | |
| 26.1 | Amount of charge | | Period of retention | | |
| | Local currency | 3.00 BAM | 32 | Period of retention for parcels | |
| | SDR | | 32.1 | Normal period | 15 Day(s) |
| Special charges – Poste restante | | | 32.2 | Exceptional period | 15 Day(s) |
| 27 | Poste restante service provided | Yes | 33 | Retention for parcels for which notice could not be sent or addressed to poste restante | |
| 27.1 | Amount of charge per parcel | | 33.1 | Normal period | 1 Month(s) |
| | Local currency | 0,30 BAM/ per day | 33.2 | Exceptional period | 1 Month(s) |
| | SDR | | Parcels automatically retained | | |
| 27.2 | Basis for charge if not an amount per parcel | | 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. | |
| Special provisions - Treatment of parcels wrongly accepted | | | Office name: | Office of Exchange 71003 SARAJEVO | |
| 28 | Parcels returned to sender | No | Name: | Mr | |
| 28.1 | If not, parcel delivered to addressee under conditions prescribed by your country legislations | No | Function: | | |
| 28.2 | For parcels wrongly accepted, action taken on a case-by-case basis | Yes | Address: | Put života bb 71003 Sarajevo Bosnia and Herzegovina | |
| Delivery areas | | | Tel: | 1: (+38733)723440 2: (+) | |
| 29 | Parcels delivered to | | Fax: | (+38733)723444 | |
| 29.1 | all addresses | No | E-Mail: | verificationnotes@posta.ba | |
| 29.2 | specific areas only | Yes | Requests for withdrawal from the post or alteration, or correction of address | | |
| | Comments: | | 35 | Requests for withdrawal from the post accepted | Yes |
| Collection | | | 35.1 | Central office (in destination country) to which requests must be sent | |
| 30 | Collection of parcels at post offices provided for | | Office name: | Office of Exchange 71003 SARAJEVO | |
| 30.1 | all addresses | No | Name: | Mr - | |
| 30.2 | specific areas only | Yes | Function: | - | |
| | Comments: | | Address: | Put života bb 71003 Sarajevo Bosnia and Herzegovina | |
| Delivery procedures for parcels for which customs duty and taxes are payable | | | Tel: | 1: (+38733)723439 2: (+) | |
| 31 | Procedure for parcels for which customs duty is payable | | Fax: | (+38733)723440 | |
| 31.1 | Pick up of parcel at the customs office | No | E-Mail: | | |
| 31.2 | Addressee's address with collection of customs duties and taxes at the time of delivery | Yes | | | |

| Special provisions - Force majeure | | | Wednesday | 07:30-16:00 | - |
|--|--|------------------------|-------------------------------|---|---|
| 36 | Liability admitted in cases of force majeure | No | Thursday | 07:30-16:00 | - |
| 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 | - | - |
| | | | Languages English | | |
| Special provisions - Customs declarations | | | National Holidays | | |
| 37 | Number of CN 23 customs declarations required for inbound parcels | 2 | 41.1 National holidays | | |
| 37.1 | Number of CN 23 customs declarations required for parcels in transit | 2 | National holiday in 2024 | | |
| 37.2 | Languages in which CN 23 customs declarations can be completed English Bosnian | | Month | Day(s) | National Holidays - Description |
| | | | January | 1 | New Year |
| | | | January | 2 | New Year |
| | | | March | 1 | Independence Day |
| | | | May | 1 | Labour Day |
| | | | May | 2 | Labour Day |
| | | | November | 25 | National Day |
| Special provisions - Method of dispatching accompanying documents | | | National holiday in 2023 | | |
| 38 | Documents affixed to the relevant parcels | Yes | Month | Day(s) | National Holidays - Description |
| 38.1 | Documents attached to the parcels bill | No | January | 1 | New Year |
| | | | January | 2 | New Year |
| | | | January | 3 | New Year |
| | | | March | 1 | Independence Day |
| | | | May | 1 | Labour Day |
| | | | May | 2 | Labour Day |
| | | | November | 25 | National Day |
| Service to customers | | | Regional Holidays | | |
| 39 | On-line tracking provided | Yes | 41.2 Regional holidays | | |
| 39.1 | Web site address to access information http://www.posta.ba | | Regional holiday in | | |
| 39.2 | Languages in which track and trace information is available English Bosnian | | Month | Day(s) | Regional/Local Holidays – Localities and description |
| | | | | | |
| Service to designated operators | | | Cancellation of fees | | |
| 40. | User of the Internet-based Inquiry System (IBIS) | Yes | 42 | Fees cancelled when they concern | |
| 40.1 | Details of office(s) responsible for handling parcel post inquiries | | 42.1 | parcels returned to sender | Yes |
| | | | 42.2 | parcels redirected to a third party | Yes |
| | | | 42.3 | parcels abandoned by the sender | Yes |
| | | | 42.4 | parcels lost or destroyed | Yes |
| | | | 42.5 | parcels rifled or damaged | Yes |
| Office name: | Office of Exchange 71003 Sarajevo | | | | |
| Name: | Mr Almedin Torlakovic | | | | |
| Function: | | | | | |
| Address: | Put života bb 71003 Sarajevo Bosnia and Herzegovina | | | | |
| Tel: | 1: (+38733)723439 2: (+) | | | | |
| Fax: | (+38733)723440 | | | | |
| E-Mail: | aljos.basic@posta.ba almedin.torlakovic@posta.ba | | | | |
| Hours of service and days(s) on which the inquiry service is operating | | | | | |
| Opening Hours (Local) | | | | | |
| Day | Opening hours 1 | Opening hours 2 | | | |
| Monday | 07:30-16:00 | - | | | |
| Tuesday | 07:30-16:00 | - | | | |

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 |
|-----------|--------|
| | |

| | |
|--|--|
| 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. | |
|--|--|

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 |
|-----------|--------|
| | |

| | |
|--|--|
| 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. | |
|--|--|

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