

Basic Services			7.1.3	another form of evidence of receipt is obtained	No
1	Maximum weight limit admitted		7.2	Ordinary parcels	
1.1	Surface parcels (kg)	30	7.2.1	Signature of the addressee or his agent	Yes
1.2	Air (or priority) parcels (kg)	30	7.2.2	Signature of a de facto agent	Yes
2	Maximum size admitted		7.3	Insured parcels	
2.1	Surface parcels		7.3.1	Signature of the addressee or his agent	Yes
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	No	7.3.2	Signature of a de facto agent	Yes
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes	Insured parcel service		
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	8	Insured surface parcels admitted	Yes
2.2	Air parcels		8.1	Maximum insured value for surface parcels (SDR)	4000
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No	9	Insured air parcels admitted	Yes
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes	9.1	Maximum insured value for air parcels (SDR)	4000
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	
Supplementary services			10	Marking used for insured parcels	
3	Cumbersome parcels admitted	Yes	10.1	CP 74 pink label used	Yes
4	Maximum size admitted		10.2	CP 73 label and pink "insured" label used	No
4.1	Surface parcels		Cash-on-delivery service for parcel		
	Metres for any one dimension	0.50	11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
	Metres for length & greatest circumference		11.1.1	outbound COD parcels	No
4.2	Air parcels		11.1.2	inbound COD parcels	No
	Metres for any one dimension	0.50	Express delivery service		
	Metres for length & greatest circumference		12	Express parcel delivery service provided	No
Parcels service features			Parcels with advice of delivery		
5	Electronic exchange of information		13	Admission of advice of delivery for	
5.1.1	Use a track and trace system	No	13.1	ordinary parcels	Yes
6	Home delivery		13.2	insured parcels	Yes
6.1	Initial delivery attempt at physical delivery of parcels to addressee	Yes	Parcels for delivery free of charges and fees		
6.2	If initial delivery attempt unsuccessful, card left for addressee	Yes	14	Parcels for delivery free of charges and fees admitted	No
6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	Yes	Fragile parcel		
6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.		15	Fragile parcels admitted	Yes
6.5	Nature of this governmental or legally binding restriction.		Consignment service		
7	Signature of acceptance		16	Consignment service by bilateral agreements provided	Yes
7.1	When a parcel is delivered or handed over		Integrated logistics service		
7.1.1	a signature of acceptance is obtained	Yes			
7.1.2	captured data from an identity card are registered	Yes			

17	integrated logistics service by bilateral agreements provided	No	Comments:
Addresses for bilateral agreements			23
18	Contact details of the person responsible for questions concerning bilateral agreements		Customs clearance fee collected for all items declared at customs Yes
Name:	Ms Gordana Karanovic		23.1
Function:	Head of International Postal Operations		Amount of fee collected
Address:	Pošte Srpske Kralja Petra I Karadordevica 93 78000 Banja Luka Republic Srpska, Bosnia and Herzegovina		Local currency
Tel:	1: (+38751)241579 2: (+38751) 211055		USD
Fax:	(+38751)211055		Comments:
E-mail	gordana.karanovic@postesrpske.com medjunarodni@postesrpske.com		24
Admissible radioactive material and infectious substances			Administration fees collected for parcels subject to export customs clearance No
19	Radioactive materials admitted in		Comments:
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	
	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:		
	300 BAM B2C and 90 BAM C2C		
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 BAM	
	USD		
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	
Special delivery charges			
26	Delivery charges collected at the time of delivery in response to the advice of arrival	No	
Special charges – Poste restante			
27	Poste restante service provided	Yes	
27.1	Amount of charge per parcel		
	Local currency	0.90 BAM	
	SDR		
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:		
Collection			
30	Collection of parcels at post offices provided for		
30.1	all addresses	Yes	
30.2	specific areas only	No	
	Comments:		

<p>Delivery procedures for parcels for which customs duty and taxes are payable</p> <p>31 Procedure for parcels for which customs duty is payable</p> <p>31.1 Pick up of parcel at the customs office Yes</p> <p>31.2 Addressee's address with collection of customs duties and taxes at the time of delivery Yes</p> <p>31.3 Delivery to the addressee's address after payment of customs duties and taxes Yes</p> <p>31.4 Over the counter at the local post office with immediate payment of customs duties and taxes Yes</p> <p>31.5 Other</p>			<p>Office name: Office of Exchange 78003 Banja Luka</p> <p>Name: Mr</p> <p>Function:</p> <p>Address: Pošte Srpske Izmjenicna pošta 78003 Banja Luka Republic Srpska, Bosnia and Herzegovina</p> <p>Tel: 1: (+38751)246004 2: (+38751)241579</p> <p>Fax: (+38751)319626</p> <p>E-Mail: medjunarodni@postesrpske.com 78003izmjenicnaposta@postesrpske.com</p>		
<p>Period of retention</p> <p>32 Period of retention for parcels</p> <p>32.1 Normal period 15 Day(s)</p> <p>32.2 Exceptional period</p> <p>33 Retention for parcels for which notice could not be sent or addressed to poste restante</p> <p>33.1 Normal period 1 Month(s)</p> <p>33.2 Exceptional period</p>			<p>Special provisions - Force majeure</p> <p>36 Liability admitted in cases of force majeure</p> <p>36.1 Liability admitted for insured parcels on board ships or aircraft used by designated operators No</p> <p>36.2 Addressee/sender's reservations admitted at the time of delivery No</p>		
<p>Parcels automatically retained</p> <p>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.</p> <p>Office name: Office of Exchange 78003 Banja Luka</p> <p>Name: Mr</p> <p>Function:</p> <p>Address: Pošte Srpske Izmjenicna pošta 78003 Banja Luka Republic Srpska, Bosnia and Herzegovina</p> <p>Tel: 1: (+38751)246004 2: (+38751)241579</p> <p>Fax: (+38751)319626</p> <p>E-Mail: medjunarodni@postesrpske.com 78003izmjenicnaposta@postesrpske.com</p>			<p>Special provisions - Customs declarations</p> <p>37 Number of CN 23 customs declarations required for inbound parcels</p> <p>37.1 Number of CN 23 customs declarations required for parcels in transit 2</p> <p>37.2 Languages in which CN 23 customs declarations can be completed English Serbian</p>		
<p>Requests for withdrawal from the post or alteration, or correction of address</p> <p>35 Requests for withdrawal from the post accepted</p> <p>35.1 Central office (in destination country) to which requests must be sent Yes</p>			<p>Special provisions - Method of dispatching accompanying documents</p> <p>38 Documents affixed to the relevant parcels</p> <p>38.1 Documents attached to the parcels bill No</p>		
			<p>Service to customers</p> <p>39 On-line tracking provided Yes</p> <p>39.1 Web site address to access information http://www.postesrpske.com</p> <p>39.2 Languages in which track and trace information is available English Serbian</p>		
			<p>Service to designated operators</p> <p>40. User of the Internet-based Inquiry System (IBIS) Yes</p> <p>40.1 Details of office(s) responsible for handling parcel post inquiries</p>		

Poste Srpske Banja Luka

QMA

Office name: International Postal Operations
 Name: Ms
 Function:
 Address: Pošte Srpske
 Kralja Petra I Karadordevica 93
 78000 Banja Luka
 Republic Srpska
 Bosnia and Herzegovina
 Tel: 1: (+38751)241579
 2: (+)
 Fax: (+38751)211055
 E-Mail: medjunarodni@postesrpske.com

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:30-15:30	-
Tuesday	07:30-15:30	-
Wednesday	07:30-15:30	-
Thursday	07:30-15:30	-
Friday	07:30-15:30	-
Saturday	-	-
Sunday	-	-

Languages English Serbian

National Holidays**41.1 National holidays**

National holiday in 2020

Month	Day(s)	National Holidays - Description
January	1	New Year
January	2	New Year
January	6	Christmas
January	7	Christmas
January	9	National Day
April	17	Good Friday
April	19	Easter
April	20	Easter Monday
May	1	Labour Day
May	2	Labour Day
May	9	Victory Day
November	21	National Day

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	1	New Year
January	2	New Year
January	6	Christmas
January	7	Christmas
January	9	National Day
January	14	National Day
April	30	Good Friday
May	1	Labor Day
May	2	Labor Day, Easter
May	3	Easter Monday
May	9	Victory Day
November	21	National Day

Regional Holidays**41.2 Regional holidays**

Regional holiday in

Month	Day(s)	Regional/Local Holidays – Localities and description
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Cancellation of fees**42 Fees cancelled when they concern**

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

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 78003 Banja Luka
 IMPC code: QMBNXA
 Name: Mr
 Function:
 Address: Pošte Srpske
 Izmjenicna pošta
 78003 Banja Luka
 Republic Srpska, Bosnia and Herzegovina
 Tel: 1: (+38751)246004
 2: (+38751)241579
 Fax: (+38751)319626
 E-Mail: medjunarodni@postesrpske.com
 78003izmjenicnaposta@postesrpske.com

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	06:00-20:00	-
Tuesday	06:00-20:00	-
Wednesday	06:00-20:00	-
Thursday	06:00-20:00	-
Friday	06:00-20:00	-
Saturday	06:00-16:00	-
Sunday	-	-

Observations/Comments

Delivery standards

46-47 See the annexes.

Barcode

48 Barcode sample used on all outward international postal parcels.



CP558123479QM

Parcel delivery standards - Air parcel

OE Name 78003 Banja Luka
 IMPC Code QMBNXA
 Tel (+38751)246004
 Fax (+38751)319626
 Hours of operation Monday to Friday from 06:00 to 20:00, Saturday from 06:00 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 - 17:00	Tuesday	Wednesday	Thursday
Monday	17:01 - 23:59	Wednesday	Thursday	Friday
Tuesday	00:00 - 17:00	Wednesday	Thursday	Friday
Tuesday	17:01 - 23:59	Thursday	Friday	Saturday
Wednesday	00:00 - 17:00	Thursday	Friday	Saturday
Wednesday	17:01 - 23:59	Friday	Saturday	Monday
Thursday	00:00 - 17:00	Friday	Saturday	Monday
Thursday	17:01 - 23:59	Saturday	Monday	Tuesday
Friday	00:00 - 17:00	Saturday	Monday	Tuesday
Friday	17:01 - 23:59	Monday	Tuesday	Wednesday
Saturday	00:00 - 11:00	Monday	Tuesday	Wednesday
Saturday	11:01 - 23:59	Tuesday	Wednesday	Thursday
Sunday	00:00 - 23:59	Tuesday	Wednesday	Thursday

Definition of zones

Zone 1:

Postcodes	Cities
73301, 71123, 89101, 74101, 76300, 76101, 78102, 78211, 78214, 78103	

Zone 2:

Postcodes	Cities
89230, 89240, 71360, 73110, 71420, 73240, 74450, 74400, 74215, 74480, 74317, 74208, 74270, 76312, 76321, 75420, 76216, 76313, 76239, 76328, 76237, 76273, 76311, 76318, 76238, 76316, 75413, 76212, 76278, 75240, 76235, 76315, 76256, 75412, 75249, 76218, 76230, 75450, 75455, 76310, 76330, 76329, 76325, 75400, 78255, 78240, 78215, 78400, 78220, 79202, 79240, 78250, 70260, 78418, 79220, 79203, 78430, 78420, 70270, 78252, 71350, 78411, 79102	

Zone 3:

Postcodes	Cities
89245, 88363, 73263, 73225, 73309, 73280, 73307, 71144, 71230, 71356, 89208, 88380, 73283, 73313, 71428, 89204, 88280, 88285, 71425, 73220, 73260, 71357, 73311, 71220, 73265, 73249, 88286, 74275, 74322, 74274, 74209, 74272, 74413, 74489, 74222, 74216, 74485, 74412, 74225, 74255, 74217, 74276, 74212, 74323, 74213, 74265, 74487, 75405, 76323, 75410, 75404, 75247, 75422, 75446, 75445, 75406, 75453, 75248, 75436, 75430, 76335, 75440, 70267, 79208, 78204, 79243, 79223, 79228, 78432, 79289, 79290, 79227, 79204, 78405, 79288, 78436, 78233, 70206, 78244, 78230, 79246, 78423, 78207, 79244, 78256, 78206, 78424, 70274, 78407, 79206, 78223, 78410, 79247, 78434, 78428, 79263, 78217, 70266, 78216, 78435, 79287, 78429, 79226, 78202, 78422, 79283, 78253, 78243, 78208, 70273, 79229, 78433, 78224, 78404, 78225	

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 1-2 days

Items not subject to customs duty: 1-2 days

Comments:

The time specified as arrival at the airport is actually the time of arrival in the OE Banja Luka.

Parcel delivery standards - Surface parcel

OE Name 78003 Banja Luka
 IMPC Code QMBNXA
 Tel (+38751)246004
 Fax (+38751)319626
 Hours of operation Monday to Friday from 06:00 to 20:00, Saturday from 06:00 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 - 17:00	Tuesday	Wednesday	Thursday
Monday	17:01 - 23:59	Wednesday	Thursday	Friday
Tuesday	00:00 - 17:00	Wednesday	Thursday	Friday
Tuesday	17:01 - 23:59	Thursday	Friday	Saturday
Wednesday	00:00 - 17:00	Thursday	Friday	Saturday
Wednesday	17:01 - 23:59	Friday	Saturday	Monday
Thursday	00:00 - 17:00	Friday	Saturday	Monday
Thursday	17:01 - 23:59	Saturday	Monday	Tuesday
Friday	00:00 - 17:00	Saturday	Monday	Tuesday
Friday	17:01 - 23:59	Monday	Tuesday	Wednesday
Saturday	00:00 - 11:00	Monday	Tuesday	Wednesday
Saturday	11:01 - 23:59	Tuesday	Wednesday	Thursday
Sunday	00:00 - 23:59	Tuesday	Wednesday	Thursday

Definition of zones

Zone 1:

Postcodes	Cities
73301, 71123, 89101, 74101, 76300, 76101, 78102, 78211, 78214, 78103	

Zone 2:

Postcodes	Cities
89230, 89240, 71360, 73110, 71420, 73240, 74450, 74400, 74215, 74480, 74317, 74208, 74270, 76312, 76321, 75420, 76216, 76313, 76239, 76328, 76237, 76273, 76311, 76318, 76238, 76316, 75413, 76212, 76278, 75240, 76235, 76315, 76256, 75412, 75249, 76218, 76230, 75450, 75455, 76310, 76330, 76329, 76325, 75400, 78255, 78240, 78215, 78400, 78220, 79202, 79240, 78250, 70260, 78418, 79220, 79203, 78430, 78420, 70270, 78252, 71350, 78411, 79102	

Zone 3:

Postcodes	Cities
89245, 88363, 73263, 73225, 73309, 73280, 73307, 71144, 71230, 71356, 89208, 88380, 73283, 73313, 71428, 89204, 88280, 88285, 71425, 73220, 73260, 71357, 73311, 71220, 73265, 73249, 88286, 74275, 74322, 74274, 74209, 74272, 74413, 74489, 74222, 74216, 74485, 74412, 74225, 74255, 74217, 74276, 74212, 74323, 74213, 74265, 74487, 75405, 76323, 75410, 75404, 75247, 75422, 75446, 75445, 75406, 75453, 75248, 75436, 75430, 76335, 75440, 70267, 79208, 78204, 79243, 79223, 79228, 78432, 79289, 79290, 79227, 79204, 78405, 79288, 78436, 78233, 70206, 78244, 78230, 79246, 78423, 78207, 79244, 78256, 78206, 78424, 70274, 78407, 79206, 78223, 78410, 79247, 78434, 78428, 79263, 78217, 70266, 78216, 78435, 79287, 78429, 79226, 78202, 78422, 79283, 78253, 78243, 78208, 70273, 79229, 78433, 78224, 78404, 78225	

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 1-2 days

Items not subject to customs duty: 1-2 days

Comments:

The time specified as arrival at the airport/port/OE is actually the time of arrival in the OE Banja Luka.

Last validation date: 2019-03-05