

Croatia Post Mostar

QNA

Basic Services						
1	Maximum weight limit admitted			PREDES V 2.0	Pre-advice of international dispatch information - origin post	No
1.1	Surface parcels (kg)	31.5		RESDDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	No
1.2	Air (or priority) parcels (kg)	31.5		5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes
2	Maximum size admitted			5.1.6	Other messages transmitted	
2.1	Surface parcels			PRECON	Pre-advice of international consignment – origin post	No
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		RESCON	Response to a PRECON – destination post	No
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes		CARDIT	Carrier documents international transport – origin post	No
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No		RESDIT	Response to a CARDIT – destination post	No
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	Yes
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	1.5		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	1.5		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	No		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	No		9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	4000
EMB	Arrival at outward office of exchange	No		10	Marking used for insured parcels	
EME	Held by Customs	No		10.1	CP 74 pink label used	Yes
EMF	Out of Customs/Departure from inward office of exchange	No				
EMG	Arrival at delivery office	No				
EMJ	Arrival at transit office of exchange	No				
EMK	Departure from transit office of exchange	No				
5.1.4	Dispatch messages transmitted					

10.2	CP 73 label and pink "insured" label used	No	19.2	Insured parcels	Inbound parcels No Outbound parcels No
Cash-on-delivery service for parcel			20 Infected substances admitted in		
11.1	Acceptance of Cash-on-delivery (COD) service for parcels		20.1	Air Parcels	Inbound parcels No Outbound parcels No
11.1.1	outbound COD parcels	No	20.2	Insured parcels	Inbound parcels No Outbound parcels No
11.1.2	inbound COD parcels	No	Supplementary charges - Customs		
Express delivery service			21	Non-dutiable parcels	
12	Express parcel delivery service provided	No	21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes
Parcels with advice of delivery			21.2	Exemption threshold	
13	Admission of advice of delivery for			Local currency	50 BAM
13.1	ordinary parcels	Yes		USD	
13.2	insured parcels	Yes		Comments:	
Parcels for delivery free of charges and fees			22	Dutiable parcels	
14	Parcels for delivery free of charges and fees admitted	No	22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes
Fragile parcel			22.2	Amount of fee collected	
15	Fragile parcels admitted	Yes		Local currency	8.30 BAM
Consignment service				USD	
16	Consignment service by bilateral agreements provided	No		Comments:	
Integrated logistics service			23	Customs clearance fee collected for all items declared at customs	Yes
17	integrated logistics service by bilateral agreements provided	No	23.1	Amount of fee collected	
Addresses for bilateral agreements				Local currency	8.30 BAM
18	Contact details of the person responsible for questions concerning bilateral agreements			USD	
Name:	Mr Ivan Vasilj			Comments:	
Function:	Head of Inetrnational Dept.		24	Administration fees collected for parcels subject to export customs clearance	No
Address:	Tvrтка Miloša b.b.			Comments:	
Tel:	1: (+387)36445025 2: (+)		Special charges - Storage		
Fax:	(+387)36445000		25	Storage charge collected on a parcel when it is kept beyond the prescribed period, or in the event of return to sender/redirection	Yes
E-mail	ivan.vasilj@post.ba		25.1	Amount of charge per day/per parcel	
Admissible radioactive material and infectious substances				Local currency	0.30 BAM
19	Radioactive materials admitted in			SDR	
19.1	Air Parcels	Inbound parcels No Outbound parcels No			

25.2	Period of charge, if not daily					Period of retention		
Special delivery charges						32	Period of retention for parcels	
26	Delivery charges collected at the time of delivery in response to the advice of arrival	No				32.1	Normal period	30 Day(s)
						32.2	Exceptional period	
Special charges – Poste restante						33	Retention for parcels for which notice could not be sent or addressed to poste restante	
27	Poste restante service provided	Yes				33.1	Normal period	1 Month(s)
27.1	Amount of charge per parcel					33.2	Exceptional period	
	Local currency		0.30/per day and 0.90 for delivery			Parcels automatically retained		
	SDR					34	Office to which a copy of the CP 78 verification note should be sent	
27.2	Basis for charge if not an amount per parcel					Office name:	OE 88003 Mostar	
Special provisions - Treatment of parcels wrongly accepted						Name:	Mr Ivan Vasilj	
28	Parcels returned to sender	Yes				Function:	Head of International Dept	
Delivery areas						Address:	Tvrtka Miloša b.b.	
29	Parcels delivered to					Tel:	1: (+387)36445025 2: (+)	
29.1	all addresses	No				Fax:	(+387)36445000	
29.2	specific areas only	Yes				E-Mail:	ivan.vasilj@post.ba	
	Comments:					Requests for withdrawal from the post or alteration, or correction of address		
Collection						35	Requests for withdrawal from the post accepted	Yes
30	Collection of parcels at post offices provided for					35.1	Central office (in destination country) to which requests must be sent	
30.1	all addresses	Yes				Office name:	OE 88003 Mostar	
30.2	specific areas only	No				Name:	Mr Ivan Vasilj	
	Comments:					Function:	Head of International Dept	
Delivery procedures for parcels for which customs duty and taxes are payable						Address:	Tvrtka Miloša b.b.	
31	Procedure for parcels for which customs duty is payable					Tel:	1: (+387)36445025 2: (+)	
31.1	Pick up of parcel at the customs office	Yes				Fax:	(+387)36445000	
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No				E-Mail:	ivan.vasilj@post.ba	
31.3	Delivery to the addressee's address after payment of customs duties and taxes	Yes				Special provisions - Force majeure		
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes				36	Liability admitted in cases of force majeure	No
31.5	Other					36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	No
						36.2	Addressee/sender's reservations admitted at the time of delivery	No
Delivery procedures for parcels for which customs duty and taxes are payable						Special provisions - Customs declarations		
31	Procedure for parcels for which customs duty is payable					37	Number of CN 23 customs declarations required for inbound parcels	2
31.1	Pick up of parcel at the customs office	Yes				37.1	Number of CN 23 customs declarations required for parcels in transit	2
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No				37.2	Languages in which CN 23 customs declarations can be completed	
31.3	Delivery to the addressee's address after payment of customs duties and taxes	Yes						
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes						
31.5	Other							

Croatia Post Mostar

QNA

English Croatian		January	2	New Year	
Special provisions - Method of dispatching accompanying documents		January	6	Epiphany	
38	Documents affixed to the relevant parcels	Yes			
38.1	Documents attached to the parcels bill	No			
Service to customers		March	1	Independence Day of B&H	
39	On-line tracking provided	Yes			
39.1	Web site address to access information http://www.post.ba/servisi/track-and-trace/				
39.2	Languages in which track and trace information is available English Croatian				
Service to designated operators		April	12	Easter	
40.	User of the Internet-based Inquiry System (IBIS)	No			
40.1	Details of office(s) responsible for handling parcel post inquiries	April	13	Easter Monday	
		May	1	International Workers' Day	
		May	2	International Workers' Day	
		June	11	Corpus Christi	
		August	15	Assumption of Mary	
		November	1	All Saints Day	
		November	25	Statehood Day	
		December	25	Christmas Day	
		December	26	Christmas holidays	
Office name:	International Dept.	Regional Holidays			
Name:	Mr Tonka Cule	41.2 Regional holidays			
Function:		Regional holiday in			
Address:	Tvrtka Miloša b.b.	Month	Day(s)	Regional/Local Holidays – Localities and description	
Tel:	1: (+387)36445112 2: (+)	Cancellation of fees			
Fax:	(+387)36445000	42	Fees cancelled when they concern		
E-Mail:	tonka.cule@post.ba ivan.vasilj@post.ba	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	
Hours of service and days(s) on which the inquiry service is operating		Redirection within the country of destination			
Opening Hours (Local)		43.1	Redirection done without a request from the sender or addressee	No	
Day	Opening hours 1	Opening hours 2	43.2	Redirection fee charged	No
Monday	07:30-16:00	-	43.3	Amount of redirection fee (SDR)	
Tuesday	07:30-16:00	-		Comments:	
Wednesday	07:30-16:00	-	Miscellaneous provisions – operation of the parcel service		
Thursday	07:30-16:00	-	44.1	Postal parcel services operated by the designated postal operator	Yes
Friday	07:30-16:00	-	44.2	Postal parcel services operated by a transport company or companies	No
Saturday	-	-	44.3	Service provided throughout the country	Yes
Sunday	-	-	Postcodes		
			Localities		
Languages	English Croatian	National Holidays			
		41.1 National holidays			
		National holiday in 2020			
Month	Day(s)	National Holidays - Description			
January	1	New Year			

Date of last update : 06.11.2019

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

Office name: OE 88003 Mostar
 IMPC code: QNOMOA
 Name: Ms Cule Tonka
 Function: Manager of international Dept.
 Address: Tvrtka Milosa b.b.
 88 000 Mostar
 Tel: 1: (+387)36445112
 2: (+)
 Fax: (+387)36445002
 E-Mail: tonka.cule@post.ba

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	06:30-16:00	-
Tuesday	06:30-16:00	-
Wednesday	06:30-16:00	-
Thursday	06:30-16:00	-
Friday	06:30-16:00	-
Saturday	06:30-16:00	-
Sunday	-	-

Observations/Comments

Delivery standards

46-47 See the annexes.

Barcode

48 Barcode sample used on all outward international postal parcels.



Parcel delivery standards - Air parcel

OE Name 88003 Mostar
 IMPC Code QNOMOA
 Tel (+387)36445112
 Fax (+387)36445112
 Hours of operation Monday - Friday: 06:30 - 16:00; Saturday: 06:30 - 14:00
 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 - 23:59	Tuesday	Tuesday+1	Tuesday+2
Tuesday	00:00 - 23:59	Wednesday	Wednesday+1	Wednesday+2
Wednesday	00:00 - 23:59	Thursday	Thursday+1	Thursday+2
Thursday	00:00 - 23:59	Friday	Friday+1	Friday+2
Friday	00:00 - 23:59	Saturday	Saturday+1	Saturday+2
Saturday	00:00 - 23:59	Monday	Monday+1	Monday+2
Sunday	00:00 - 23:59	Monday	Monday+1	Monday+2

Definition of zones

Zone 1:

Postcodes	Cities
88000	Mostar

Zone 2:

Postcodes	Cities
88xxx	Široki Brijeg, Medugorje, Posušje, Citluk, Capljina, Ljubuški, Grude, Stolac, Neum, Prozor

Zone 3:

Postcodes	Cities
70xxx, 71xxx, 72xxx, 74xxx, 76xxx, 80xxx	Livno, Glamoc, Tomislavgrad, Drvar, Bosansko Grahovo, Kupres, Seonjaci, Domaljevac, Orašje, Odžak, Jajce, Uskoplje, Kiseljak, Usora, Novi Travnik, Busovaca, Vitez, Žepce, Kreševo

Arrival at office of exchange: 88003 Mostar

Customs clearance times: 1-2 day(s)
 Items subject to customs duty: 1-2 day(s)
 Items not subject to customs duty: 1 day

Comments:

The time specified as arrival at the airport is actually the time of arrival in the OE 88003 Mostar.
Under section 5, question 5 - Domestic track&trace system is in use
question 6: parcel up to 2 kg are delivered at home addresses and other parcels can be delivered at the post offices
Under section 29: parcel up to 2 kg are delivered at home addresses and other parcels can be delivered at the post offices

Parcel delivery standards - Surface parcel

OE Name 88003 Mostar
 IMPC Code QNOMOA
 Tel (+387)36445112
 Fax (+387)36445112
 Hours of operation Monday - Friday: 07:00 - 16:00; Saturday: 06:30 - 14:00
 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 - 23:59	Tuesday	Tuesday+1	Tuesday+2
Tuesday	00:00 - 23:59	Wednesday	Wednesday+1	Wednesday+2
Wednesday	00:00 - 23:59	Thursday	Thursday+1	Thursday+2
Thursday	00:00 - 23:59	Friday	Friday+1	Friday+2
Friday	00:00 - 23:59	Saturday	Saturday+1	Saturday+2
Saturday	00:00 - 23:59	Monday	Monday+1	Monday+2
Sunday	00:00 - 23:59	Monday	Monday+1	Monday+2

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Zone 3:

Postcodes	Cities
70xxx, 71xxx, 72xxx, 74xxx, 76xxx, 80xxx	Livno, Glamoc, Tomislavgrad, Drvar, Bosansko Grahovo, Kupres, Seonjaci, Domaljevac, Orašje, Odžak, Jajce, Uskoplje, Kiseljak, Usora, Novi Travnik, Busovaca, Vitez, Žepce, Kreševo

Arrival at office of exchange: 88003 Mostar

Customs clearance times: 1-2 Day(s)

Items subject to customs duty: 1-2 Day(s)

Items not subject to customs duty: 1 Day

Comments:

The time specified as arrival at the airport is actually the time of arrival in the OE 88003 Mostar.
Under section 5, question 5 - Domestic track&trace system is in use
question 6: parcel up to 2 kg are delivered at home addresses and other parcels can be delivered at the post offices
Under section 29: parcel up to 2 kg are delivered at home addresses and other parcels can be delivered at the post offices

Last validation date: 2017-11-03