

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)	20		RESDDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes
1.2	Air (or priority) parcels (kg)	20		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)	Yes		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)	No		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	2		7.1.1	a signature of acceptance is obtained	Yes
	Metres for length & greatest circumference	3		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	2		7.2	Ordinary parcels	
	Metres for length & greatest circumference	3		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)	80
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)	807
EMA	Posting/collection	No		9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	0
EMB	Arrival at outward office of exchange	No		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	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	16	Consignment service by bilateral agreements provided	Yes
Cash-on-delivery service for parcel			Integrated logistics service		
11.1	Acceptance of Cash-on-delivery (COD) service for parcels		17	integrated logistics service by bilateral agreements provided	Yes
11.1.1	outbound COD parcels	Yes	Addresses for bilateral agreements		
11.1.2	inbound COD parcels	Yes	18	Contact details of the person responsible for questions concerning bilateral agreements	
11.2	Amount charged to the sender for the service (in SDR), in addition to postage charges:		Name:	Mr Šturdík Peter	
11.2.1	for ordinary parcels	0,18 SDR	Function:	Department Of International Postal Services	
11.2.2	for insured parcels	0,18 SDR	Address:	SLOVENSKÁ POŠTA, a.s. Tomášikova 54 832 11 Bratislava 3 SLOVAK REPUBLIC	
11.3	Additional amount for the delivery of COD parcels	Yes	Tel:	1: (+421)249222451 2: (+421) 903468664	
11.3.1	Fixed cost	3,54 SDR	Fax:	(+421)244455716	
11.3.2	Value range or the value of the parcel (explanation on how the service charge billed to the addressee is calculated): 3,54 Cash; 5,30 Bank transfer.		E-mail	sturdik.peter@slposta.sk	
11.4	Methods of payment accepted upon delivery for the service charge billed to the addressee		Admissible radioactive material and infectious substances		
	Cash : Yes		19	Radioactive materials admitted in	
	Credit card : Yes		19.1	Air Parcels	
	Cheque : No				Inbound parcels No
	Payment by mobile phone : No				Outbound parcels No
	Other :		19.2	Insured parcels	
11.5	Methods of payment accepted upon delivery for the value of the COD parcel				Inbound parcels No
	Cash : Yes				Outbound parcels No
	Money order : No		20	Infected substances admitted in	
	Credit card : Yes		20.1	Air Parcels	
	Cheque : No				Inbound parcels No
	Payment by mobile phone : No				Outbound parcels No
	Other :		20.2	Insured parcels	
11.6	Maximum value accepted for an inbound COD parcel	13260 SDR			Inbound parcels No
					Outbound parcels No
Express delivery service			Supplementary charges - Customs		
12	Express parcel delivery service provided	No	21	Non-dutiable parcels	
Parcels with advice of delivery			21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes
13	Admission of advice of delivery for		21.2	Exemption threshold	
13.1	ordinary parcels	No		Local currency	22 EUR
13.2	insured parcels	No		USD	
Parcels for delivery free of charges and fees				Comments:	
14	Parcels for delivery free of charges and fees admitted	Yes	Consignment service		
Fragile parcel					
15	Fragile parcels admitted	Yes			

<p>Commercial good: up to 22 EUR - no duties and taxes are levied; from 22 EUR to 150 EUR - VAT is applied; over 150 EUR - customs duties and VAT are applied.</p> <p>Non-commercial goods: up to 45 EUR - no customs duties and fees are levied.</p> <p>In order to facilitate and speed up customs clearance and delivery of postal items all items which are sent to private individual in Slovakia from any business unit , all commercial items must be accompanied relevant invoice(s). Any item for which the corresponding invoices are not present could be delayed.</p> <p>In addition to above, for efficient and speedy customs clearance it is recommended to include the addressee's fixed/mobile phone number, fax number or e-mail address on the envelope or the accompanying document.</p>		<p>Special provisions - Treatment of parcels wrongly accepted</p>	
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	4,50 EUR	
	USD		
	Comments:		
	Only parcels which have attracted customs charges or any other similar charge. (Universal Postal Convention, art. 18.2)		
23	Customs clearance fee collected for all items declared at customs	No	
	Comments:		
24	Administration fees collected for parcels subject to export customs clearance	No	
	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	
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	
	SDR	0	
27.2	Basis for charge if not an amount per parcel		
		<p>28 Parcels returned to sender No</p> <p>28.1 If not, parcel delivered to addressee under conditions prescribed by your country legislations No</p> <p>28.2 For parcels wrongly accepted, action taken on a case-by-case basis Yes</p>	
		<p>Delivery areas</p> <p>29 Parcels delivered to</p> <p>29.1 all addresses Yes</p> <p>29.2 specific areas only No</p> <p>Comments:</p>	
		<p>Collection</p> <p>30 Collection of parcels at post offices provided for</p> <p>30.1 all addresses Yes</p> <p>30.2 specific areas only No</p> <p>Comments:</p>	
		<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 No</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>Period of retention</p> <p>32 Period of retention for parcels</p> <p>32.1 Normal period 18 Day(s)</p> <p>32.2 Exceptional period 30 Day(s)</p> <p>33 Retention for parcels for which notice could not be sent or addressed to poste restante</p> <p>33.1 Normal period 18 Day(s)</p> <p>33.2 Exceptional period 18 Day(s)</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 Bratislava 090 Name: Ms Function: MVS Bratislava 090 Address: Tomášikova 54 800 90 Bratislava 3 Slovakia Tel: 1: (+) 2: (+) Fax: (+421)244372510 E-Mail: verificationCP@slposta.sk</p> <p>Requests for withdrawal from the post or alteration, or correction of address</p> <p>35 Requests for withdrawal from the post accepted Yes</p> <p>35.1 Central office (in destination country) to which requests must be sent</p> <p>Office name: Office of Exchange Bratislava 090 Name: Ms Slovenská pošta, a.s. Function: MVS Bratislava 090 Address: Tomášikova 54 800 90 Bratislava 3 Slovakia Tel: 1: (+) 2: (+) Fax: (+421)244372510 E-Mail: mvstorno@slposta.sk</p> <p>Special provisions - Force majeure</p> <p>36 Liability admitted in cases of force majeure No</p> <p>36.1 Liability admitted for insured parcels on board ships or aircraft used by designated operators Yes</p> <p>36.2 Addressee/sender's reservations admitted at the time of delivery Yes</p> <p>Special provisions - Customs declarations</p> <p>37 Number of CN 23 customs declarations required for inbound parcels 1</p> <p>37.1 Number of CN 23 customs declarations required for parcels in transit 1</p> <p>37.2 Languages in which CN 23 customs declarations can be completed French English Slovak, Czech</p> <p>Special provisions - Method of dispatching accompanying documents</p>	<p>38 Documents affixed to the relevant parcels Yes</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.posta.sk</p> <p>39.2 Languages in which track and trace information is available Slovak</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> <p>Office name: Slovak Post, International Claims Name: Ms Pagáčová Ida Function: Head of International Claims Sub-Department Address: Tomášikova 54 832 11 Bratislava 3 Slovak Republic Tel: 1: (+) 2: (+) Fax: (+421)244373521 E-Mail: pagacova.ida@slposta.sk</p> <p>Hours of service and days(s) on which the inquiry service is operating</p> <p>Opening Hours (Local)</p> <table border="1"> <thead> <tr> <th>Day</th> <th>Opening hours 1</th> <th>Opening hours 2</th> </tr> </thead> <tbody> <tr> <td>Monday</td> <td>07:00-12:00</td> <td>12:00-15:00</td> </tr> <tr> <td>Tuesday</td> <td>07:00-12:00</td> <td>12:00-15:00</td> </tr> <tr> <td>Wednesday</td> <td>07:00-12:00</td> <td>12:00-15:00</td> </tr> <tr> <td>Thursday</td> <td>07:00-12:00</td> <td>12:00-15:00</td> </tr> <tr> <td>Friday</td> <td>07:00-12:00</td> <td>12:00-15:00</td> </tr> <tr> <td>Saturday</td> <td>-</td> <td>-</td> </tr> <tr> <td>Sunday</td> <td>-</td> <td>-</td> </tr> </tbody> </table> <p>Languages French English Slovak, Czech</p> <p>National Holidays</p> <p>41.1 National holidays</p> <p>National holiday in 2021</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Day(s)</th> <th>National Holidays - Description</th> </tr> </thead> <tbody> <tr> <td>January</td> <td>1</td> <td>Day of the establishment of the Slovak Republic</td> </tr> <tr> <td>January</td> <td>6</td> <td>Epiphany (The Three Magi and Christmas Day of Orthodox Christians)</td> </tr> </tbody> </table>	Day	Opening hours 1	Opening hours 2	Monday	07:00-12:00	12:00-15:00	Tuesday	07:00-12:00	12:00-15:00	Wednesday	07:00-12:00	12:00-15:00	Thursday	07:00-12:00	12:00-15:00	Friday	07:00-12:00	12:00-15:00	Saturday	-	-	Sunday	-	-	Month	Day(s)	National Holidays - Description	January	1	Day of the establishment of the Slovak Republic	January	6	Epiphany (The Three Magi and Christmas Day of Orthodox Christians)
Day	Opening hours 1	Opening hours 2																																
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April	2	Good Friday
April	5	Easter Monday
May	1	Labour Day
May	8	Day of Victory over Fascism
July	5	St.Cyril & St. Methodius Day
August	29	Slovak National Uprising Day
September	1	Day of the Constitution of the Slovak Republic
September	15	Day of Our Lady of Sorrows, Patron Saint of Slovakia
November	1	All Saints' Day
November	17	Struggle for Freedom and Democracy Day
December	24	Christmas Eve
December	25	Christmas Day
December	26	Saint Stephen's Day

National holiday in 2022

Month	Day(s)	National Holidays - Description
January	1	Day of the establishment of the Slovak Republic
January	6	Epiphany (The Three Magi and Christmas Day of Orthodox Christians)
April	15	Good Friday
April	18	Easter Monday
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December	24	Christmas Eve
December	25	Christmas Day
December	26	Saint Stephen's 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	No
42.2	parcels redirected to a third party	No
42.3	parcels abandoned by the sender	No
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	Yes
43.3	Amount of redirection fee (SDR)	0

Comments:

It depends on weight, services, etc.

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 Bratislava 090
IMPC code: SKBTSA
Name: Ms Schniererová Iveta
Function: Head of Office of Exchange
Address: Tomášikova 54
800 90 Bratislava 3
Slovak Republic
Tel: 1: (+)
2: (+)
(+421)244372510
Fax:
E-Mail: schniererova.iveta@slposta.sk

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	06:00-12:00	12:00-14:00
Tuesday	06:00-12:00	12:00-14:00
Wednesday	06:00-12:00	12:00-14:00
Thursday	06:00-12:00	12:00-14:00
Friday	06:00-12:00	12:00-14:00

Saturday	-	-
Sunday	-	-

Observations/Comments

Office name: Office of Exchange Košice 090
 IMPC code: SKKSCA
 Name: Ms Michalenková Anna
 Function: Head of Office of Exchange
 Address: Thurzova 3
 046 90 Košice
 Slovak Republic
 Tel: 1: (+)
 2: (+)
 Fax: (+421)556813220
 E-Mail: michalenkova.anna@slposta.sk

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:00-12:00	12:00-15:30
Tuesday	07:00-12:00	12:00-15:30
Wednesday	07:00-12:00	12:00-15:30
Thursday	07:00-12:00	12:00-15:30
Friday	07:00-12:00	12:00-15:30
Saturday	-	-
Sunday	-	-

Observations/Comments

Delivery standards

46-47 See the annexes.

Barcode

48 Barcode sample used on all outward international postal parcels.

CS 32 056 901 5 SK



Parcel delivery standards - Air parcel

OE Name Bratislava 090
 IMPC Code SKBTSA
 Tel (+)
 Fax (+00421)244372510
 Hours of operation OE:Open non stop, except: Saturday 19:00 to Monday 06:00 (inbound parcels operation: Monday - Saturday:6:30-18:30)

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 - 17:30	Tuesday	---	---
Monday	17:31 - 23:59	Wednesday	---	---
Tuesday	00:00 - 17:30	Wednesday	---	---
Tuesday	17:31 - 23:59	Thursday	---	---
Wednesday	00:00 - 17:30	Thursday	---	---
Wednesday	17:31 - 23:59	Friday	---	---
Thursday	00:00 - 17:30	Friday	---	---
Thursday	17:31 - 23:59	Monday	---	---
Friday	00:00 - 17:30	Monday	---	---
Friday	17:31 - 23:59	Tuesday	---	---
Saturday	00:00 - 23:59	Tuesday	---	---
Sunday	00:00 - 23:59	Monday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
00000-99999	whole country area

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 15:00

Customs clearance times: 24 hours, generally depending on the quality of customs documents.

Items subject to customs duty: 24 hours

Items not subject to customs duty: 2 hours

Comments:

Parcel delivery standards - Surface parcel

OE Name Bratislava 090
 IMPC Code SKBTSA
 Tel (+)
 Fax (+00421)244372510
 Hours of operation OE:Open non stop, except: Saturday 19:00 to Monday 06:00 (inbound parcels operation: Monday - Saturday:6:30-18:30)

From the airport/port/office of exchange of destination to the addressee

Arrival at the airport		Days of delivery by zone		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 17:30	Tuesday	---	---
Monday	17:31 - 23:59	Wednesday	---	---
Tuesday	00:00 - 17:30	Wednesday	---	---
Thursday	17:31 - 23:59	Thursday	---	---
Wednesday	00:00 - 17:30	Thursday	---	---
Wednesday	17:31 - 23:59	Friday	---	---
Thursday	00:00 - 17:30	Friday	---	---
Thursday	17:31 - 23:59	Monday	---	---
Friday	00:00 - 17:30	Monday	---	---
Friday	17:31 - 23:59	Tuesday	---	---
Saturday	00:00 - 23:59	Tuesday	---	---
Sunday	00:00 - 23:59	Tuesday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
00000-99999	whole country area

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 15:00

Customs clearance times:

Items subject to customs duty: 24 hours

Items not subject to customs duty: 2 hours

Comments:

Parcel delivery standards - Surface parcel

OE Name Kosice 090
 IMPC Code SKKSCA
 Tel (+421)556813220
 Fax (+)
 Hours of operation OE:Open non stop, except: Saturday 19:00 to Monday 06:00 (inbound parcels operation: Monday - Saturday:6:30-18:30)

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 - 14:00	Tuesday	---	---
Monday	14:01 - 23:59	Wednesday	---	---
Tuesday	00:00 - 14:00	Wednesday	---	---
Tuesday	14:01 - 23:59	Thursday	---	---
Wednesday	00:00 - 14:00	Thursday	---	---
Wednesday	14:01 - 23:59	Friday	---	---
Thursday	00:00 - 14:00	Friday	---	---
Thursday	14:01 - 23:59	Monday	---	---
Friday	00:00 - 14:00	Monday	---	---
Friday	14:01 - 23:59	Tuesday	---	---
Saturday	00:00 - 23:59	Tuesday	---	---
Sunday	00:00 - 23:59	Tuesday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
00000-99999	whole country area

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 09:00

Customs clearance times:

Items subject to customs duty: 24 hours

Items not subject to customs duty: 2 hours

Comments:

Last validation date: Da V1 01/12/2017