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SUPPLEMENTARY SERVICES

Doručenka (“Advice of Delivery”)

A receipt confirming an acceptance of an item by an addressee or an authorized recipient.

The service can be provided to the following categories of postal items:

- Registered Letter;
- Registered Item for the Blind;
- Insured Letter;
- EPG (International Business Parcel);
- Postal Money Order to Address.

Do vlastných rúk (“Deliver to Addressee in Person”)

A delivery of a postal item only to an addressee or an authorized recipient.

The service can be provided to the following categories of postal items:

- Registered Letter;
- Registered Letter for the Blind;
- Insured Letter;
- Expres Kuriér 60 (“Express Courier 60”);
- Expres Kuriér (“Express Courier”);
- EPG (International Business Parcel);
- Postal Order to Address;
- Postal Money Order for Collection.

Do vlastných rúk – Splnomocnenie vylúčené (“Deliver to Addressee in Person – Authorization Excluded”)

A delivery of a remittance only to an addressee or its legal representative without a possibility to deliver it to the authorized person.

The service can be provided to the following category of postal items:

- Postal Money Order for Collection

Krehké (“Fragile”)

During posting and distribution, the item is handled in a special way with respect to character of its contents.

The service can be provided to the following categories of postal items:

- Parcel;
- Insured Parcel;
- Expres Economy (“Express Economy”);
- Expres Kuriér (“Express Courier”);
- Expres Kuriér 60 (“Express Courier 60”);
- EPG (International Business Parcel).

Neskladné (“Cumbersome”)

During posting and distribution, the item is handled in a special way with respect to its dimensions.

The service can be provided to the following categories postal items:

- Parcel;
- Insured Parcel;
- EPG (International Business Parcel).

Odpovedná služba (“Reply Service”)

An item marked with the note “Odpovedná zásielka – poštovné uhradza prijímatel” (“Reply item – Postage paid by a recipient”; in international postal service – “Ne pas affranchir” or “No stamp required”) shall be posted by a sender free of charge. A charge in accordance with the Tariff shall be paid by an addressee of items. The addressee of items shall ask for service in writing, hereby it undertakes to accept all incoming reply items and to pay a charge for them.

The service can be provided to the following categories of postal items:

- Letter;
- Parcel (only in Slovakia);

Dobierka (“Cash on Delivery”)

The Post shall deliver a postal item to an addressee or its authorized recipient only if he has paid a COD amount fixed by a sender at posting. The Post shall pay the collected COD amount to a sender of the postal item in cash or it shall mediate a cashless crediting of his bank account with the COD amount.

The service can be provided to the following categories of postal items:

- Registered Letter “Slovensko” (“Slovakia”);
- Insured Letter “Slovensko” (“Slovakia”);
- Parcel;
- Insured Parcel;
- Expres Economy (“Express Economy”);
- Expres Kuriér (“Express Courier”);
- Expres Kuriér 60 (“Express Courier 60”).

Info web (“Information on the Web”)

A provision of the information on a result of delivery of a postal item through the website of Slovenská pošta or its Customer Service on free call 0800 122 413. The information on a result of delivery of a postal item shall be available on the next working day after the day of its delivery or of advice of arrival.

The service can be provided to the following categories of postal items:

- 1st Class Registered Letter (only in Slovakia);
- 1st Class Insured Letter (only in Slovakia).

Telefonické avízo (“Phone Advice”)

The Post shall notify an addressee of the arrival of a postal item to the office of delivery by phone. At posting, a sender shall give a phone number of an addressee on an accompanying document by which the Post shall notify of the arrival of an item.

The service can be provided to the following categories postal items:

- 1st Class Parcel;
- 1st Class Insured Parcel;
- Expres Economy (“Express Economy”).

Avízo (“Advice”)

The Post shall notify an addressee of the arrival of an express item by phone, fax or by e-mail. At posting, the sender shall give a phone number of an addressee on an accompanying document by which the Post shall notify the addressee of the arrival of an item and arrange with him also a way and a day of its delivery.

The service can be provided to the following categories of postal items:

- Expres Kuriér 60 (“Express Courier 60”);
- Expres Kuriér (“Express Courier”);
- EASY EXPRES 1 (“EASY EXPRESS 1”);
- EASY EXPRES 10 (“EASY EXPRESS 10”).

Track&Trace (T&T)

A provision of the information on a movement and a result of delivery of a postal item through the website of Slovenská pošta or its Customer Service on free call 0800 122 413.

The service can be provided to the following categories of postal items:

- Expres Kuriér 60 (“Express Courier 60”);
- Expres Kuriér (“Express Courier”);
- EASY EXPRES 1 (“EASY EXPRESS 1”);
- EASY EXPRES 10 (“EASY EXPRESS 10”).

Info o doručení (“Delivery Information”)

The Post shall inform the sender in writing about a delivery of an express item.

The service can be provided to the following categories of postal items:

- Expres Kuriér 60 (“Express Courier 60”);
- Expres Kuriér (“Express Courier”).

Prednostné doručenie (10) (“Priority Delivery (10)”)

A delivery of an express item till 10:00 a.m. of the next working day. Only for items to be addressed to the cities listed in the Tariff and on the website of Slovenská pošta www.posta.sk, in parts Expres Kuriér (“Express Courier”) and Expres Kuriér 60 (“Express Courier 60”).

The service can be provided to the following categories of postal items:

- Expres Kuriér 60 (“Express Courier 60”);
- Expres Kuriér (“Express Courier”).

Prednostné doručenie (14) (“Priority Delivery (14)”)

A delivery of an express item till 14:00 p.m. of the next working day. Only for items to be addressed to the cities listed in the Tariff.

The service can be provided to the following categories of postal items:

- Expres Kuriér 60 (“Express Courier 60”);
- Expres Kuriér (“Express Courier”);
- EASY EXPRES 1 (“EASY EXPRESS 1”).

V deň podania (“On a Day of Posting”)

A delivery of an express item to an addressee on a day of its posting, if possible, already in 60 minutes. Only for postal items without any additional services to be addressed to the cities listed in the Tariff and on the website of Slovenská pošta www.posta.sk, in parts Expres Kuriér (“Express Courier”) and Expres Kuriér 60 (“Express Courier 60”).

The service can be provided to the following categories of postal items:

- Expres Kuriér 60 (“Express Courier 60”);
- Expres Kuriér (“Express Courier”).

Zaručená lehota dodania (“Day-Certain Delivery”)

A delivery of a postal money order on the next working day after the day of its posting at the latest.

The service can be provided to the following category of postal items:

- Postal Money Order for Collection.

Vyplatíte dňa (“Pay on”)

The remittance shall be paid to an addressee on a given day at the latest. The respective day shall be a working day.

The service can be provided to the following category of postal items:

- Postal Money Order for Collection

DISPOSITIONAL SERVICES

Dispositional Services on Request of a Sender

Storno zásielky na podaji (“Withdrawal of an Item from the Post at Posting”)

The Post shall return an item to a sender after giving proof and verification of his identity in case the item has not yet been dispatched from the office of posting (letter-post items and parcels), the daily money balance has not been made (Postal Money Order to Account, 2nd Class Postal Money Order to Address) or the phone information about a payment (1st Class Postal Money Order to Address) has not been sent. The Post shall refund a charge collected for returned item to a sender. The sender may ask for service orally at the post office where the item has been posted.

The service can be provided to the following categories of postal items:

- All domestic and international items, except Postal Money Orders for Collection.

Storno zásielky na dodaji (“Withdrawal of an Item from the Post at Delivery”)

The Post shall return an item to a sender after giving proof and verification of his identity in case the item has already been dispatched from the office of posting but not yet been delivered. The identity of

the sender is verified by the post office where an application is being made. The sender may ask for service by a written application submitted on form "Žiadosť o doplnkové a dispozičné služby" ("Application for Supplementary and Dispositional Services"). Slovenská pošta shall provide the service in case of a feasibility of the request of sender.

The service can be provided to the following categories of postal items:

- All domestic items, except Postal Money Orders to Account, Periodicals and Periodical Catalogues.

Neukladať ("Return to Sender")

After an unsuccessful attempt to deliver the postal item (or after a repeated attempt to deliver the domestic "Plus" Official item), the Post or the country of destination shall return it back to a sender immediately. The sender shall mark the domestic item with the note "Neukladať" ("Return to Sender"), the international item with the note "Renvoyer á l'expéditeur".

The service can be provided to the following categories of postal items:

In domestic postal service:

- Letter, Literature for the Blind, Registered Letter, Registered Item for the Blind, Insured Letter, "Standard/Plus" Official Item, Parcel, Insured Parcel, Express Economy, Express Courier, Express Courier 60, EASY EXPRESS 1, EASY EXPRESS 10.

In international postal service:

- Parcel, Insured Parcel

Nedoposielat' ("Do Not Redirect")

The Post or the country of destination shall not redirect a postal item to an addressee – in domestic postal service, nor in case when a sender uses the service "Časové doposielanie" ("Time Redirection") or when the Post does not allow an addressee to use the dispositional service "Jednorazové doposielanie" ("Single Redirection")

The sender shall mark the domestic item with the note "Nedoposielat'" ("Do not redirect"), the international item with the note "Ne pas réexpédier".

The service can be provided to the following categories of postal items:

In domestic postal service:

- Letter, Literature for the Blind, Registered Letter, Registered Item for the Blind, Insured Letter, Parcel, Insured Parcel, Express Economy, "Standard/Plus" Official Item

In international postal service:

- Parcel, Insured Parcel

Uložit' ... dní ("Return to Sender after ... Days")

After an unsuccessful attempt to deliver the postal item (or after a repeated attempt to deliver the domestic "Plus" Official item), the Post or the country of destination shall retain the item according to a request of sender.

The sender shall mark the domestic item with the note "Uložit' .. dní" ("Return to Sender after ... days"), the international item with the note "Renvoyér á l'expediteur après jours" accompanied by the number of days of its retention (maximum 18 calendar days for domestic items).

The service can be provided to the following categories of postal items:

In domestic postal service:

- Letter, Literature for the Blind, Registered Letter, Registered Item for the Blind, Insured Letter, "Standard/Plus" Official Item, Insured Parcel, Express Economy, Periodical Catalogue, Periodicals

In international postal service:

- Parcel, Insured Parcel

Nevrátiť ("Do Not Return")

When it has not been possible to deliver an item to an addressee, the Post shall not return it to a sender. The item shall be retained by Slovenská pošta or in a country of destination which shall deal with it in accordance with its internal regulations.

The sender shall mark the domestic item with the note "Nevrátiť" ("Do not return"), the international item with the note "Traiter comme abandonné".

The service can be provided to the following categories of postal items:

In domestic postal service:

- Letter, Literature for the Blind, Registered Letter, Registered Item for the Blind, Insured Letter, Parcel, Insured Parcel, Express Economy

In international postal service:

- Parcel, Insured Parcel

Spät' ("Return")

An item marked with the note "Spät'" ("Return") accompanied by an address shall be returned by the Post back to this address at a request of a sender, not to an address of the sender written on the item.

The sender shall mark the item with the note "Spät'" ("Return") and complete the address to which he requires to return an undelivered item.

The service can be provided to the following categories of postal items:

In domestic postal service:

- Letter, Literature for the Blind, Direct Mail ("Reklamná adresovaná zásielka"), Registered Letter, Registered Item for the Blind, Insured Letter, "Standard" Official Item, "Plus" Official Item, Parcel, Insured parcel, Express Economy ("Express Economy"), Periodical Catalogue, Periodicals

Opakované doručenie ("Repeated Delivery")

An addressee may ask for a repeated delivery of a postal item on phone number given on advice of arrival. The courier shall provide a repeated delivery of a postal item on the next working day at the earliest.

The service can be provided to the following categories of postal items:

- Expres Kuriér 60 ("Expresss Courier 60"), Expres Kuriér ("Express Courier"), EASY EXPRES 1 ("EASY EXPRESS 1"), EASY EXPRES 10 ("EASY EXPRESS 10")

Druhé opakované doručenie ("The Second Repeated Delivery")

An addressee may ask for a repeated delivery of a postal item on phone number given on advice of arrival. The courier shall again provide delivery of a postal item on the next working day at the earliest.

The service can be provided to the following categories of postal items:

- Expres Kuriér 60 ("Express Courier 60"), Expres Kuriér ("Express Courier"), EASY EXPRES 1 (EASY EXPRESS 1"), EASY EXPRES 10 ("EASY EXPRESS 10")

Dispositional Services on Request of an Addressee

Vylúčenie náhradného prijímania ("Exclusion of Substituted Delivery")

An addressee may exclude his husband/wife or persons living together in the same house/flat from acceptance of postal items. The Post shall not deliver to the excluded persons the postal items for which a receipt is required. The addressee may ask for the service by a written application submitted on form "Žiadosť o doplnkové a dispozičné služby" ("Application for Supplementary and Dispositional Services").

The service can be provided to the following categories of postal items:

In domestic and international postal service:

- Registered Letter, Registered Item for the Blind, Insured Letter, Parcel, Insured Parcel

Only in domestic postal service:

- Express Economy ("Express Economy"), Postal Money Order to Address, Postal Money Order for Collection

Predĺženie odbernej lehoty ("Extension of Period of Retention")

An addressee may ask for extension of period of retention of postal items for a required number of calendar days – maximum up to 30 calendar days. Slovenská pošta shall not extend a period of retention of postal items marked with the note "Uložiť ... dni" ("Return to Sender after.... days") and "Neukladať" ("Return to Sender").

The addressee may ask for the service by a written application submitted on form "Žiadosť o doplnkové a dispozičné služby" ("Application for Supplementary and Dispositional Services"). The application shall be submitted at the post office providing the addressee with delivery of the postal item.

The service can be provided to the following categories of postal items:

In domestic and international postal service:

- Registered Letter, Registered Item for the Blind, Insured Letter, Parcel, Insured Parcel

Only in domestic postal service:

- Direct Mail (“Reklamná adresovaná zásielka”), Expres Economy (“Express Economy”), Periodicals, Periodical Catalogue

Časové doposielanie (“Time Redirection”)

An addressee may ask the Post to redirect his postal items to a new – notified address and namely during a period of time to be fixed on application. A redirection may be limited by an application only to certain categories of items.

The addressee may ask for the service by a written application submitted on form “Žiadosť o doplnkové a dispozičné služby” (“Application for Supplementary and Dispositional Services”). The application can be submitted at any post office at least 5 working days before a beginning of redirection required.

The service can be provided to the following categories of postal items:

In domestic and international postal service:

- Letter, Literature of the Blind, Registered Letter, Registered Item for the Blind, Insured Letter, Parcel, Insured Parcel

Only in domestic postal service:

- Direct Mail (“Reklamná adresovaná zásielka”), “Standard” Official Item, “Plus” Official Item, Expres Economy (“Express Economy”), Periodicals, Periodical Catalogue, Postal Money Order to Address, Postal Money Order for Collection

Jednorazové doposielanie (“Single Redirection”)

An addressee may ask by phone to redirect his postal item retained at the post office to a new – notified address in the Slovak Republic. The single redirection is provided by the Post to the postal items that are delivered against receipt and arrival of which was notified to the addressee by leaving advice of arrival at the post office. The Post shall not redirect a postal item marked with the note “Nedoposielat” (“Do not redirect”).

The addressee may ask for the service by phone on the phone number of the post office given on advice of arrival.

The service can be provided to the following categories of postal items:

In domestic and international postal service:

- Registered Letter, Registered Item for the Blind, Insured Letter, Parcel, Insured Parcel

Only in domestic postal service:

- “Standard” Official Item, “Plus” Official Item, Expres Economy (“Express Economy”)

Splnomocnenie (“Authorization”)

In terms of legal regulations in force, an addressee may authorize in writing any adult person to accept postal items addressed to him. The addressee may ask for the service by a written application submitted on form “Žiadosť o doplnkové a dispozičné služby” (“Application for Supplementary and Dispositional Services”). The application can be submitted at any post office. The post office shall also accept the authorizations verified by the competent authorities (e.g. notary).

The service can be provided to the following categories of postal items:

In domestic and international postal service:

- Registered Letter, Registered Item for the Blind, Insured Letter, Parcel, Insured Parcel

Only in domestic postal service:

- “Standard” Official Item, “Plus” Official Item, Expres Economy (“Express Economy”), Expres Kuriér (“Express Courier”), Expres Kuriér 60 (“Express Courier 60”), EASY EXPRES 1 (“EASY EXPRESS 1”), EASY EXPRES 10 (“EASY EXPRESS 10”), EMS, EPG, Postal Money Order to Address, Postal Money Order for Collection

Odopretie prijatia zásielky (“Refusal of Acceptance of an Item”)

An addressee or his authorized recipient is entitled to refuse an acceptance of a postal item on its delivery immediately. He shall mark the postal item with the note “Neprijímam” (“I do not accept”) accompanied with his signature. If a reason of refusal of acceptance is the damage of the postal item, the addressee shall give the note “Neprijímam pre poškodenie” (“I do not accept for damage”).

The service can be provided to the postal items:

In domestic and international postal service:

- Registered Letter, Registered Item for the Blind, Insured Letter, Parcel, Insured Parcel

Only in domestic postal service:

- “Standard” Official Item, “Plus” Official Item, Expres Economy (“Express Economy”), Expres Kuriér 60 (“Express Courier 60”), Expres Kuriér (“Express Courier”), EASY EXPRES 1 (“EASY EXPRESS 1”), EASY EXPRES 10 (“EASY EXPRESS 10”), EMS, EPG, Postal Money Order to Address, Postal Money Order for Collection

Poste restante (“Poste Restante”)

An addressee is entitled to arrange with a sender on addressing of postal items to any post office. The sender shall give the note “poste restante” in the address following the name of the addressee accompanied by postal code and name of the post office agreed in accordance with the following example:

*Ján Veľký
poste restante
974 11 Banská Bystrica*

The Post shall not deliver such marked postal item nor advise its arrival to an addressee. The addressee may accept his postal items at the counter of the given post office after giving proof of his identity.

The service can be provided to the following categories of postal items:

In domestic and international postal service:

- Letter, Literature of the Blind, Registered Letter, Registered Item for the Blind, Insured Letter, Parcel, Insured Parcel

Only in domestic postal service:

- Direct Mail (“Reklamná adresovaná zásielka”), “Standard” Official Item, “Plus” Official Item, Expres Economy (“Express Economy”), Periodicals, Periodical Catalogue, Postal Money Order to Address, Postal Money Order for Collection

INFORMATION SERVICES

Informácie o podaní a dodaní zásielok (“Posting and Delivery Information”)

The Post shall provide a sender, an addressee or competent authorities with the information on posting of a postal item or about when and to whom the postal item was delivered (e.g. to the addressee, wife/husband, authorized person, executive head, etc.) provided that the postal item is sufficiently identified by posting data.

The service can be asked for by a written application submitted on the form “Žiadosť o info služby” (“Application for Information Services”).

The service can be provided to the following categories of postal items:

- All domestic and international items that are delivered against receipt.

Informácie o sledovaní zásielok (“Monitoring Information”)

The Post shall provide a sender, an addressee or competent authorities with the information on a number of postal items delivered and posted, amounts of remittances, addressees and senders, users of P. O. Boxes, etc.

The service can be asked for by a written application submitted on the form “Žiadosť o info služby” (“Application for Information Services”).

The service can be provided to the following categories of postal items:

- All domestic and international items

Druhopic podacej potvrdenky (“Duplicate of a Certificate of Posting”)

The Post shall make out a duplicate of a certificate of posting to the postal money order.

A sender may ask for the service by a written application submitted on the form “Žiadosť o info služby” (“Application for Information Services”).

The sender shall provide in the application at least the following information: first name and surname/name of organization and address of the addressee of postal money order, office of posting and approximate time of posting. The sender may also identify the item by other known information. Based on an extent of the information provided on a postal item, Slovenská pošta shall collect a charge for preparation of duplicate in terms of the Tariff.

The service can be provided to the following categories of postal items:

In domestic postal service:

- Postal Money Order to Account, Postal Money Order – economical, Postal Money Order to Address

Odpis podacej potvrdenky (“Copy of a Certificate of Posting”)

A copy of a certificate of posting shall be made out by the Post at posting of an item, eventually if an item has not yet been dispatched from the post office.

A sender may ask for the service orally and shall submit a certificate of posting to the posted item. After making comparison with data recorded in its documents, the Post shall make out the copy of the certificate of posting.

The service can be provided to the following categories of postal items:

In domestic and international postal service:

- Postal items to which a proof of posting is issued by means of a certificate of posting

Potvrdenie o dodaní zásielky (“Certificate of Delivery of an Item”)

The Post shall issue a certificate of delivery of a postal item that is delivered based on a receipt.

A sender may ask for the service orally, immediately after a delivery of an item or by a written application submitted on the form “Žiadosť o info služby” (“Application for Information Services”) within a period of three years from a delivery (in this case, the item shall be identified sufficiently by giving posting marks and an address of an addressee).

The service can be provided to the following categories of postal items:

In domestic and international postal service:

- Registered Letter, Insured Letter, Registered Item for the Blind, Parcel, Insured Parcel

Only in domestic postal service:

- Postal Money Order for Collection, Postal Money Order to Address