

BUSINESS CUSTOMERS

Pošta Slovenije Parcel Services Catalogue



 **Pošta Slovenije**
Zanesljivo z vami!



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Advantages of Partnership with Pošta Slovenije

With Pošta Slovenije you can take advantage of the country's largest parcel logistics network to offer your customers a wide range of delivery options.



Flexible delivery options play a key role in the decision to purchase

Trust

Pošta Slovenije is the most **trusted** parcel delivery provider in Slovenia.¹

96%

of customers are **satisfied** with Pošta Slovenije delivery.²

89%

of recipients **know and trust** their own **postman or postwoman**.¹

Sources: ¹Research for Pošta Slovenije, Valicon (October 2023, n=1013), ²Research for Pošta Slovenije, Valicon (October 2023, n=2611)

Flexible delivery options for your customers



- ✓ Second delivery attempt included
- ✓ Rerouting options: My Delivery – My Choice
- ✓ Up to 8 days for collection
- ✓ Easy Return Solution – quick and simple returns
- ✓ Multiple commission-free cash-on-delivery payment options
- ✓ Over 1,300 collection locations, 7 delivery options

Trust is the basis of every good relationship, whether business or personal. Our delivery staff strive every day to build warm and genuine relationships with customers.

Domestic services



MojPaket

A great choice for sending parcels within Slovenia, with a wide range of additional services to tailor delivery to the specific needs of recipient or sender.

Size and weight

Depending on the size and weight of the item, the sender can choose from the following options:

NAME	Minimum size (length x width x height)	Maximum size (length x width x height)	Length and girth combined (length + 2 x width + 2 x height)	Maximum weight	Notes
					
MojPaket Mini	16 x 11 cm x 2 cm*	40 x 30 x 15 cm	–	0.5 kg	–
					
MojPaket Midi	16 x 11 cm x 2 cm*	120 x 60 x 60 cm	≤ 360 cm	31.5 kg	If the longest side exceeds 120 cm, the length and girth combined must not exceed 360 cm; the longest side must not exceed 160 cm.
					
MojPaket Maxi	16 x 11 x 2 cm	–	≤ 600 cm	1,000 kg	The longest side (length) must not exceed 250 cm; the height must not exceed 180 cm.**

*If you use large-format (A5) shipping labels, the main surface of the parcel must be large enough for the label to be affixed without extending beyond the edge of the parcel.

**For palletised goods, measure total height from the floor (pallet plus contents).

Give your customers maximum convenience.

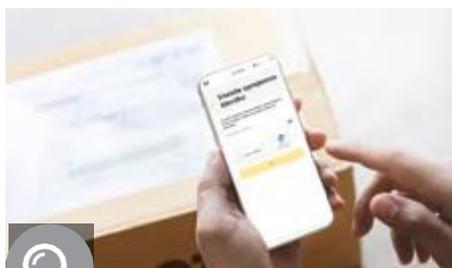


Advantages:

- ✓ parcel labelling using Pošta Slovenije applications or own applications
- ✓ free pick-up at the address
- ✓ free return of undelivered parcels (Mini, Midi)
- ✓ notification of delivery date
- ✓ My Delivery – My Choice: recipient can change delivery location, address or date free of charge
- ✓ additional discount based on the number of parcels sent monthly (Midi)

Services included:

- ✓ insurance up to €420
- ✓ tracking
- ✓ SMS, Viber and email notifications for recipients
- ✓ second delivery attempt
- ✓ manual handling (Mini and Maxi)
- ✓ shipments for single recipient can consist of multiple items (Midi, Maxi)
- ✓ delivery by prior arrangement (Maxi)



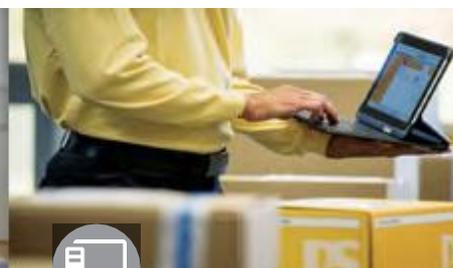
Tracking

We offer postal service users several ways to track their items – on our [website](#), via the [mobile app](#) or through a cloud service.



Insurance

The delivery price includes insurance of up to €420 for shipments without a declared value. Higher insurance is available for an additional charge (for shipments with a declared value of up to €10,000).



Advanced e-services

Preparing and submitting shipments using various applications: eSpremnica, eWebOddaja and the online service.

More on page 15.

Choice of additional services

Additional services that can be selected for each type of shipment are shown in the table below.

SERVICE	MojPaket		
	Mini	Midi Midi multi-item	Maxi Maxi multi-item
Cash on delivery	✓	✓	✓
Fee for payment under contract	✓	✓	✓
Cash on delivery without payment order	✓	✓	✓
Manual handling	✗	✓	✗
Delivery note, eDelivery note	✗	✓	✓
Document signature, eDocument signature	✓	✓	✓
Leanpay - document signature	✓	✓	✓
Advice of receipt	✗	✓	✗
Delivery by 10 am	✗	✓	✗
Delivery after 4 pm	✗	✓	✗
Delivery between 6 pm and 8 pm – Ljubljana	✗	✓	✗
Next-day guaranteed delivery	✓	✓	✗
Intra-city same day delivery – Ljubljana and Maribor	✓	✓	✗
Postage paid by addressee	✓	✓	✓
Delivery with carriage into residence	✗	✓	✓
Removal of old appliances	✗	✓	✓
Removal of goods subject to a complaint	✗	✓	✓
Declared value	✓	✓	✓
Dangerous goods in restriction	✗	✓	✓
Size surcharge	✗	✗	✓
Return item to sender upon irregularity	✓	✓	✓
Manual acceptance of item	✓	✓	✓

More details →



Freight

Service for larger consignments that exceed the size limits of the MojPaket service or for goods loaded on a pallet that extend beyond the pallet itself.



Size and weight:

- ✓ maximum weight: 600 kg
- ✓ longest side: 400 cm
- ✓ length and girth combined (length + 2 x width + 2 x height): 650 cm



Additional services:

- ✓ Delivery note, eDelivery note
- ✓ Document signing, eDocument signing
- ✓ Document signing – Leanpay
- ✓ Cash on delivery
- ✓ Cash on delivery without payment order
- ✓ Declared value
- ✓ Handle with care
- ✓ Postage paid by recipient
- ✓ Fee for payment under contract
- ✓ Removal of old appliances.



Advantages:

- ✓ allows sending of larger, heavier items that exceed the maximum parcel dimensions

More details →



International services



International Business Parcel

International Business Parcel service available for the following countries: Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Spain, Sweden, Switzerland, United Kingdom, United States.



Size and weight: *

- ✓ maximum weight: 30 kg; for Croatia and Serbia 50 kg
- ✓ longest side: 150 cm
- ✓ length and girth combined (length + 2 x width + 2 x height): 300 cm

*Differences may apply for specific countries.



Additional services:

- ✓ Declared value
- ✓ Cash on delivery HR
- ✓ Cash on delivery without payment order HR
- ✓ Delivery note HR
- ✓ Handle with care HR
- ✓ Fee for payment under contract HR



Advantage:

- ✓ shipment insurance
- ✓ recipient's signature
- ✓ tracking

[More details](#) →



Parcel Connect

This service is provided in partnership with the DHL Germany network. It is intended for customers who have concluded a business cooperation agreement as part of our international offering for business clients. To use the service, the sender must use the eSpremnica application to prepare parcels, in this way enabling the electronic exchange of shipment data.



Size and weight:

- ✓ maximum weight: 31.5 kg
- ✓ longest side: 150 cm
- ✓ length and girth combined (length + 2 x width + 2 x height): 300 cm



Additional services:

- ✓ Tracking
- ✓ Irregular shapes and larger dimensions (longest side 200 cm)
- ✓ Declared value up to €500
- ✓ Limited quantities of dangerous goods (only in selected countries: DE, HU, NL, PL, excluding islands)



Advantages:

- ✓ short delivery times and competitive prices
- ✓ DHL's extensive international network
- ✓ shipment insurance up to €500

Pallet shipping to Croatia and Bosnia and Herzegovina

This service provides international pallet shipping to selected countries (Croatia and Bosnia and Herzegovina).



Size and weight:

- ✓ maximum pallet base dimensions: 120 × 80 cm, 120 × 120 cm HR BIH
- ✓ maximum height: 180 cm
- ✓ maximum weight: 600 kg



Additional services:

- ✓ Declared value
- ✓ Delivery note HR
- ✓ Recipient's signature



Advantages:

- ✓ larger, heavier shipments
- ✓ short delivery times (e.g. next-working-day delivery in Zagreb)
- ✓ shipment insurance (up to the actual value of the damage, but not exceeding €4,200 for declared-value shipments)

Express Mail – Domestic



National Express Mail

This service provides same-day delivery of shipments within Slovenia.



Size and weight:

- ✓ maximum weight: 50 kg
- ✓ longest side: 150 cm
- ✓ length and girth combined (length + 2 x width + 2 x height): 300 cm



Additional services:

- ✓ Handle with care
- ✓ Advice of receipt
- ✓ Cash on delivery
- ✓ Cash on delivery without payment order
- ✓ Delivery note, eDelivery note
- ✓ Postage paid by recipient
- ✓ Declared value
- ✓ Fee for payment under contract



Advantages:

- ✓ faster delivery times
- ✓ free pick-up from an address
- ✓ book pick-up over the phone – for free
- ✓ same-day delivery (for collections made by a specified time)

*Same-day delivery not available on Saturdays, Sundays and public holidays.

Intra-city Express Mail

This is an express delivery service available in major cities – Celje, Koper, Kranj, Ljubljana, Maribor, Murska Sobota, Nova Gorica and Novo Mesto – and certain nearby areas. Parcels are collected within 30 minutes of booking.*



Size and weight:

- ✓ maximum weight: 50 kg
- ✓ longest side: 150 cm
- ✓ length and girth combined (length + 2 x width + 2 x height) 300 cm



Additional services:

- ✓ Handle with care
- ✓ Advice of receipt
- ✓ Cash on delivery
- ✓ Cash on delivery without payment order
- ✓ Delivery note, eDelivery note
- ✓ Postage paid by recipient
- ✓ Declared value
- ✓ Delivery in under 1 hour within Ljubljana*
- ✓ Fee for payment under contract



Advantages:

- ✓ book over the phone for free
- ✓ free pick-up from address – within 30 minutes in Celje, Koper, Kranj, Murska Sobota, Nova Gorica and Novo Mesto
- ✓ delivery in under 1 hour within Ljubljana*
- ✓ delivery in under 2 hours in Celje, Koper, Kranj, Maribor, Murska Sobota, Nova Gorica and Novo Mesto*
- ✓ delivery in other locations in Slovenia in under 4 hours*

*Same-day delivery not available on Saturdays, Sundays and public holidays.

[More details](#) →

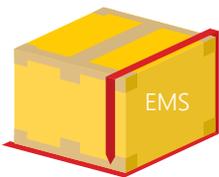


Express Mail – International



EMS Shipment (Express Mail Service)

International express mail is the fastest way to send parcels abroad.



Size and weight:

- ✓ maximum weight: 30 kg, for Croatia 50 kg
- ✓ longest side: 150 cm
- ✓ length and girth combined (length + 2 x width + 2 x height): 300 cm



Additional services:

- ✓ Tracking
- ✓ Handle with care
- ✓ Insurance



Labelling of shipments:

- ✓ EMS shipping note and three copies of invoice or delivery note

UPS Shipment

International express mail is the fastest way to send parcels abroad.



Size and weight:

- ✓ maximum weight: 25 kg (calculated using the formula $L \times W \times H / 5000$ or actual weight)
- ✓ longest side: 270 cm
- ✓ length and girth combined (length + 2 x width + 2 x height): 419 cm



Additional services:

- ✓ Tracking
- ✓ Handle with care
- ✓ D+1 (selected countries)
- ✓ Guaranteed delivery time (selected areas)



The service offers different delivery speed options:

- ✓ Express mail UPS Express saver
- ✓ Express mail UPS Express
- ✓ Express mail UPS Express plus

[More details](#) →



Preparing items for delivery using our apps



eSpremnica

For users who wish to prepare their parcels using the postal application.



eWebOddaja

For users who prepare parcels using their own applications.



Online service

For users who wish to connect their own parcel preparation systems with postal systems.



Online services – API



eCOD



Easy Return Solution



eComplaints



eTracking



ECN23 – export of goods



Alternative delivery options

Delivery plugin for online shops

Simple selection of delivery/collection locations: home delivery, workplace delivery, delivery to an agreed location or collection from selected PS Paketomat parcel locker, Direct4.me parcel locker, post office or service station.



Prestashop



Magento



NopCommerce



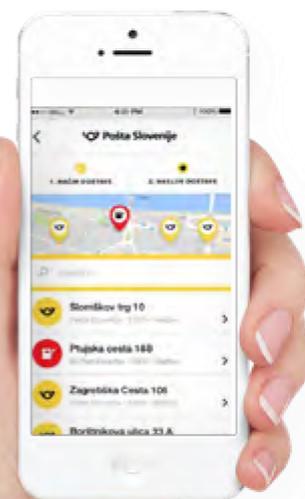
WooCommerce



OpenCart



Shopify



Find out more about Pošta Slovenije services online at www.posta.si.



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November 2025.

