

What is **Balíkovna** parcel pickup outlet



Balíkovna parcel pickup outlets are special service locations providing **the most cost-effective parcel services of Czech Post**. The service is ideal for sending products sold by online shops to their customers. The addressee can pick up the parcel at a Balíkovna parcel pickup outlet located at post offices or operated by a Czech Post's partner or at a Balíkovna-BOX.



Benefits

- **Czech Post's cheapest parcel** delivery service.
- Fast pickup at a post office.
- **Priority pickup at post offices** with a queue management. Available also at Balíkovna locations operated by Czech Post's partners or Balíkovna-BOXes.
- **Comfortable pickup based on code** – also by a person other than the addressee.
- **All outlets located at post offices accept cards for cash on delivery payment;** external partners accept cash or online card payments (Balíkovna-BOXes always require online payment).
- The parcel can be **easily tracked online** on Czech Post's website or using a mobile application.

➔ Pickup at a post office or depot

A special counter for fast parcel pickup. **Guaranteed pickup within 3 minutes at post offices with a queue management system**, code-based pickup, payment by card.

➔ Pickup at other locations

Balíkovna parcel pickup outlets operated by Czech Post's partners. **Simple pickup based on the code sent by a text or email message.**

You can use cash or online card payment to pay the COD amount (see the payment reference in the pickup notification message or in the tracking application).

➔ Balíkovna-BOX

Self-service point **mostly available 24/7** for fast and easy pickup.

You can use cash or online card payment to pay the COD amount (**see the payment reference in the pickup notification message** or in the tracking application).

Balíkovna parcel pickup outlet – fast, simple, nearby

• Fast pickup guaranteed by a queue management system

For a fast parcel pickup, select a Balíkovna parcel pickup outlet located at a post office with a queue management system – you will be served first. **Just push the “Fast parcel pickup” button on the ticket terminal**, enter the pickup code, and you will typically get your parcel within 3 minutes. Most post offices with a Balíkovna parcel pickup outlet

• Pickup and drop-off at every corner

The addressee can select a Balíkovna parcel pickup outlet located at a post office or at a location operated by a Czech Post's partner or to a Balíkovna-BOX. The outlets are connected to Czech Post's logistic network and their number has been steadily growing so that there's always one close at hand. **Follow www.balikovna.cz.**

• Third party pickup

The addressee can ask a third party to pick up the parcel based on the pickup code. The party will only need the code and the addressee's name to pick up the parcel at the outlet.

• Tracking

Each move of the consignment can be tracked online on the website www.balikovna.cz or using the **OnlinePost mobile application**.

A complete list of Balíkovna parcel pickup outlet is available at www.balikovna.cz

Basic parameters

Maximum weight	15 kg
Minimum size	15 × 10.5 cm
Maximum size	70 × 50 × 50 cm (50 × 50 × 50 cm for Balíkovna-BOX)
Data files for posting	Data files necessary for posting can be sent through the Online Posting application or via the API interface.
Posting	At a post office or by a pickup drive.
Delivery	Standard delivery the next working day.
Tracking	Online at the website www.balíkovna.cz or using the OnlinePost mobile application.
Compensation cover	Compensation for loss, damage or part loss up to the declared value, maximum CZK 50,000.

Additional services

No-Card Cash on Delivery The COD amount will be collected from the addressee and paid out into the sender's bank account.



What does a Balíkovna look like?

Balíkovna outlets located at post office

A special counter clearly designated with the name "Balíkovna" and three squares with different colours. ↓



Balíkovna outlets at other locations

Partner-operated outlets clearly designated with the Balíkovna advertising sign ↑ and sticker on the entrance door. ←

Balíkovna-BOXes are clearly designated with a large sticker "Balíkovna." ↓



Our fyp

Visit www.postovnibaliky.cz to see further benefits of Czech Post's parcel portfolio.

Would you like to know more? Contact us

We are ready to answer all your questions and prepare an offer of services to meet your needs. **Call us at 800 10 44 10 or arrange for a meeting with any of our sales representatives. Visit www.ceskaposta.cz to see their list.**