

<b>Course title: Practicum in Counter Business Processes</b>
Course code: 30054
ECTS credits: 6
Requirements: Successfully completed pre-exam obligations in Practicum in Postal Services
<b>Basic information</b>
Level of studies: Undergraduate applied studies
Year of study: 3
Trimester: 8
Goal: Controlled introduction of students to independent work on counter and related background jobs in real conditions in the post office and Regional Postal Logistics Center (in accordance with the Agreement with the Public Operator Post of Serbia).
Outcome: The student should have competencies for: organization and control of counter operations, functioning of the main cash register in the post office, solving operational and technological problems in the work of the post office, successful communication with users of postal services in resolving complaints, application and monitoring of regulations in the work of the post office.
<b>Contents of the course</b>
Theoretical instruction: None
Practical instruction (Practical training in the company)
1. Work at the counter of letterpost services from citizens.
2. Work at the counter of letterpost services from business users.
3. Work at the counter of receiving postal parcels from business users.
4. Work at the counter of receiving postal parcels from business users.
5. Work at the post office delivery counter.
6. Control of documents and technological process of work
7. Pre-sorting and shipping of postal bags/boxes from the post office.
8. Sort in RPLC - Letter Sorting Machine
9. Sort in RPLC - Mixed Mail Sorter
10. Work on preparing shipments for delivery.
<b>Textbooks and References</b>
1. The course is realized in the Public Enterprise "Post of Serbia" (according to the Contract)

2. Technological instructions of the Serbian Post
<b>Number of active classes (weekly)</b>
Lectures:
Practical classes: 6
Other types of classes:
<b>Grading (maximum number of points: 100)</b>
<b>Pre-exam obligations: Points</b>
Activities during lectures:
Activities on practical exercises: 70
Seminary work:
Colloquium:
<b>Final exam: Points</b>
Written exam: 30
Oral exam:
<b>Lecturer</b>
Mirjana Popovic
<b>Associate</b>
Jelena Milutinovic