

Course title: Practicum in Postal Services
Course code: 30052
ECTS credits: 5
Requirements: Postal Traffic
Basic information
Level of studies: Undergraduate applied studies
Year of study: 3
Trimester: 7
Goal: Application of acquired knowledge in the process of providing services in postal traffic. Mastering the PostTIS software in the segments of receiving letters and parcels at the post office and providing payment and money transfer services.
Outcome: The student is trained to receive all categories of letters and packages and provide financial services from a range of postal services, use PostTIS software, resources and equipment. This course is a necessary preparation for the next course - Practicum in counter business, which is realized in the post office Belgrade 12 according to the contract with the Post of Serbia.
Contents of the course
Theoretical instruction: None
Practical instruction (Lab work)
1.Postal services: letter, parcel, special and value-added services and services on special request.
2.Conditions for receipt and transfer of postal parcels.
3.Receipt of shipments in domestic and international traffic.
4.Receipt of shipments by type in the PostTIS application, for citizens and business users.
5. Application of the price list.
6. Procedures and reports that ensure security and tracking of shipments.
7. Preparation of shipments for shipment (dispatch, receipt, sorting and transport).
8.Financial services: payment transactions for individuals.
9. Money transfer in our country: Postal money order, Postnet money order, International money transfer.
10. Transactions on current accounts of citizens and payment cards.
11. Accounting balance of the counter worker
Textbooks and References

1. M. Popovic, Practicum in Counter Business Processes, Higher Education School of Vocational Studies for Information and Communication Technologies, Belgrade, 2014.
2. Rulebook on general conditions for performing postal services, Republic Agency for Postal Services, Belgrade, 2015.
3. Database of regulations of the the Public Enterprise Post of Serbia.
4. Database in the PostTIS application of the Post of Serbia.
Number of active classes (weekly)
Lectures: 0
Other types of classes: 6
Grading (maximum number of points: 100)
Pre-exam obligations: Points
Activities during lectures
Activities on practical exercises: 10
Seminary work:
Colloquium: 60
Final exam: Points
Written exam: 30
Oral exam:
Lecturer
Mirjana Popovic
Associate