

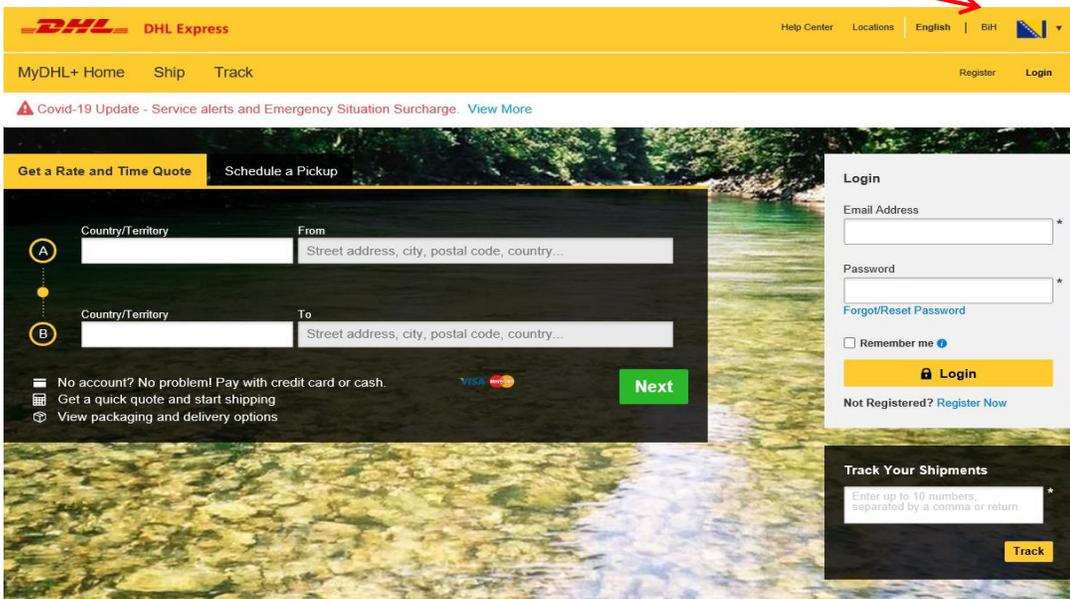
**Instructions for using DHL for return of U.S. Passport from U.S. Embassy Sarajevo:**  
**If you have any questions or need any assistance, please contact DHL call center at 1345 or send email to [bacs@dhl.com](mailto:bacs@dhl.com).**

**Step 1:** Use link, MyDHL+, to create DHL Label (waybill)

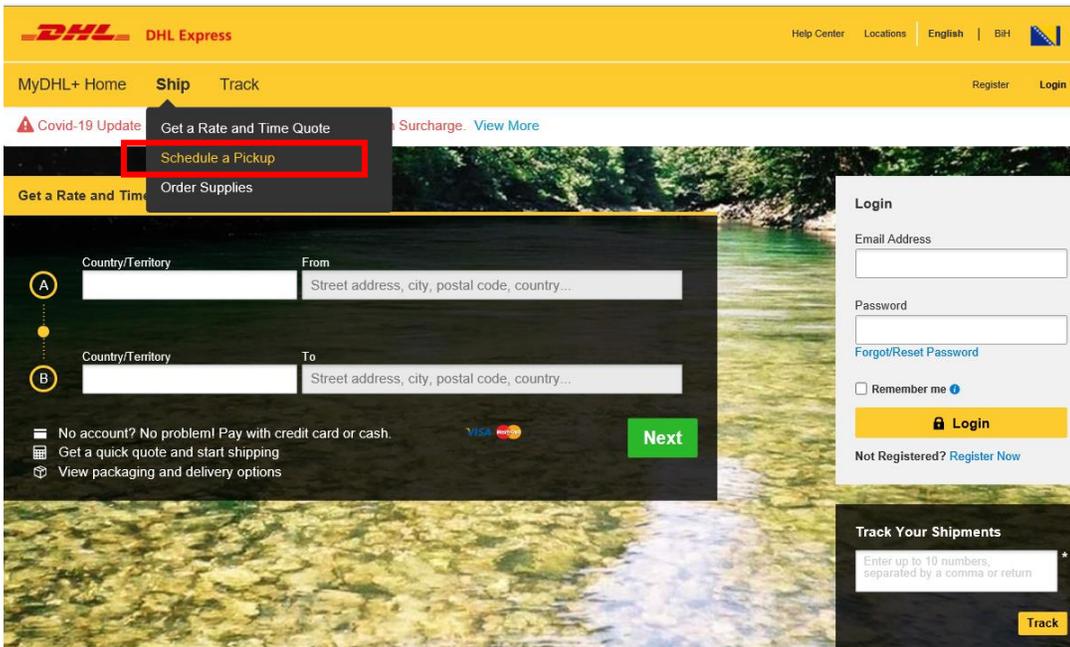
<https://mydhl.express.dhl/ba/en/home.html#/getQuoteTab>

For local language please select BIH.

Home screen:



Click: Ship → Schedule a Pickup



Schedule a Pickup: *Yes – Create Label* and then click Next

**DHL Express** Help Center Locations English BIH

MyDHL+ Home Ship Track Register Login

### Schedule a Pickup

**Do you need to create a shipping label?**

A DHL shipping label must be attached to all packages that DHL picks up.

**Yes - Create Label**  No

**Next**

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**Step 2:** Fill out the Embassy information in From and your desired shipping location in To.

From				To			
Name	Consular Section ✓			Name	John Doe ✓		
Company	AMERICAN EMBASSY SARAJEVO ✓			Company	John Doe ✓		
Country/Territory	Bosnia and Herzegovina ✓			Country/Territory	Bosnia and Herzegovina ✓		
Address	Roberta C. Frasurea 1 ✓			Address	Street No 1 ✓		
Address 2				Address 2			
Address 3				Address 3			
Postal Code	City	State	✓	Postal Code	City	State	✓
71000 ✓	Sarajevo ✓	osnia and Hercegovina ✓		72000 ✓	ZENICA ✓	osnia and Hercegovina ✓	
Email Address	SarajevoACS@state.gov ✓			Email Address	john.doe@email.com ✓		
Phone Type	Code	Phone	Extension	Phone Type	Code	Phone	Extension
Office ✓	387 ✓	33 704 000 ✓		Mobile ✓	387 ✓	61 111 111 ✓	

Shipment Details → Documents  
Drop down menu → Passports  
Reference → Passport and documents

**Shipment Details**

**Documents** ✓

Documents include legal, financial or business paperwork. Items with monetary value are NOT considered a document shipment.

**Describe the documents in your shipment**  
Select a description

Passports ✓

Reference (appears on shipping label/waybill)

Passports and documents ✓

**Protect Your Shipment**

You value your shipment and so do we – don't forget to protect your shipment! [Learn about our shipment protection options.](#)

I would like to add shipment protection to my shipment (Document Extended Liability Service)

**Is it a document?**  
Some items you might think are documents are not – check before completing your shipment.  
> [Help me determine if my item is a document](#)

**Prohibited Items**  
Some items that are prohibited when shipping to Bosnia And Herzegovina include:  
Animal fur(real)  
Illegal goods(counterfeit,narcotic)  
Jewellery  
[View Prohibited Items](#)

**Next**

Optional service: **Protect Your Shipment** (this is not mandatory)

**Shipment Details**

**Documents** ✓

Documents include legal, financial or business paperwork. Items with monetary value are NOT considered a document shipment.

**Describe the documents in your shipment**  
Select a description

Passports ✓

Reference (appears on shipping label/waybill)

Passports and documents ✓

**Protect Your Shipment**

You value your shipment and so do we – don't forget to protect your shipment! [Learn about our shipment protection options.](#)

I would like to add shipment protection to my shipment (Document Extended Liability Service)

In the rare event of physical loss of your documents, DHL will compensate for the cost of recovery with a fixed lump sum of 800.00 BAM.

**Is it a document?**  
Some items you might think are documents are not – check before completing your shipment.  
> [Help me determine if my item is a document](#)

**Prohibited Items**  
Some items that are prohibited when shipping to Bosnia And Herzegovina include:  
Animal fur(real)  
Illegal goods(counterfeit,narcotic)  
Jewellery  
[View Prohibited Items](#)

**Next**

Click Next

**DHL Express** Help Center Locations English BIH

MyDHL+ Home Ship Track Register Login

**Shipment Details** Cancel

**Documents**  **Packages**

Documents include legal, financial or business paperwork. Items with monetary value are NOT considered a document shipment. Packages are goods, merchandise or commodities for personal or commercial purposes.

**Describe the documents in your shipment**  
 Select a description

Reference (appears on shipping label/waybill)

**Protect Your Shipment**  
 You value your shipment and so do we – don't forget to protect your shipment! [Learn about our shipment protection options.](#)  
 I would like to add shipment protection to my shipment (Document Extended Liability Service)

**Is it a document?**  
 Some items you might think are documents are not – check before completing your shipment.  
[Help me determine if my item is a document](#)

**Prohibited Items**  
 Some items that are prohibited when shipping to Bosnia And Herzegovina include:  
 Human remains, including ashes  
 Cash (current legal tender)  
 Air Guns  
[View Prohibited Items](#)

**Next**

**Select Packaging:** Drop down Menu → Express Envelope (Quantity, Weight and Dimensions are predefined.)  
 Click Next.

**DHL Express** Help Center Locations English BIH

MyDHL+ Home Ship Track Register Login

Create Shipment Pay Print Cancel

**From**  
 Consular Section  
 AMERICAN EMBASSY SARAJEVO  
 Roberta C. Frasurea 1  
 Sarajevo Bosna i Hercegovina 71000  
 Bosnia and Herzegovina

**To**  
 John Doe  
 John Doe  
 Street No 1  
 ZENICA Bosnia and Herzegovina 72000  
 Bosnia and Herzegovina Edit

**Documents** Passports Edit **No Shipment Protection** Edit

**Select Packaging** [Tips for Weighing and Measuring](#)

Packaging	Quantity	Weight kg	Dimensions cm
Express Envelope <input checked="" type="checkbox"/>	1 <input checked="" type="checkbox"/>	0,3 <input checked="" type="checkbox"/>	31,70 x 23,80 x 1,00 <span>Copy</span>
<b>Total</b>	<b>1</b>	<b>0,3 kg</b>	

**Next**

**How will you pay?** Drop down → Credit Card.  
 Click Next

**DHL Express** Help Center Locations English BIH

MyDHL+ Home Ship Track Register Login

Create Shipment — Pay — Print Cancel

**From**  
 A Consular Section  
 AMERICAN EMBASSY SARAJEVO  
 Roberta C. Frasurea 1  
 Sarajevo Bosnia i Hercegovina 71000  
 Bosnia and Herzegovina

**To**  
 B John Doe  
 John Doe  
 Street No 1  
 ZENICA Bosnia and Hercegovina 72000  
 Bosnia and Herzegovina Edit

**Documents** Passports Edit **No Shipment Protection** Edit

**Express Envelope - 1 Piece - 0,3 kg (31,7 X 23,8 X 1 cm)** Edit

**How will you pay?**

How will you pay for transportation charges?

Select One  
 Credit Card  
 Cash

Next

**Step 3:** Select the day and service (provided by the Consular section by email)

I'm sending my shipment on

October 29 Today | October 30 Tomorrow | October 31 Saturday | November 1 Sunday | November 2 Monday | November 3 Tuesday | More +

Delivery Date	Delivered By	Estimated Price	
October 30 Friday EXPRESS DOMESTIC 9:00	9:00 am	Discounted Rate BAM 29,56 Transportation Charges <sup>BAM</sup> 29.56	<span>Select</span>
October 30 Friday EXPRESS DOMESTIC 12:00	12:00 pm	Discounted Rate BAM 25,62 Transportation Charges <sup>BAM</sup> 25.62	<span>Select</span>
October 30 Friday EXPRESS DOMESTIC	End of Day	Discounted Rate BAM 20,36 Transportation Charges <sup>BAM</sup> 20.36	<span>Select</span>

Once you have chosen delivery option you will get the screen as below. Please **DO NOT** tick any of below offered additional services, leave it as it is and click **Next**.

**DHL Express** Help Center Locations English BIH

MyDHL+ Home Ship Track Register Login

Create Shipment Pay Print Cancel

**From**  
 Consular Section  
 AMERICAN EMBASSY SARAJEVO  
 Roberta C. Fresurea 1  
 Sarajevo Bosna i Hercegovina 71000  
 Bosnia and Herzegovina

**To**  
 John Doe  
 John Doe  
 Street No 1  
 ZENICA Bosnia and Herzegovina 72000  
 Bosnia and Herzegovina Edit

**Documents** Passports Edit No Shipment Protection Edit

Express Envelope - 1 Piece - 0,3 kg (31,7 X 23,8 X 1 cm) Edit

Transportation charges paid by Credit Card Edit

Shipment Date Fri, 30 October, 2020  
 Shipment Cost 20,36 BAM Edit Delivery Date : Mon, 2 Nov, 2020  
 Delivered By : End of Day Edit

**Optional Services**

Packaging Item

Direct Signature

Next

**Do you need a courier pickup?** → *Yes – Schedule Pickup*

Enter date and 90 minute window provided by the Consular section by email

**Where should the courier pick up the shipment?** *Reception*

**Do you need a courier pickup?** Cancel

Yes – Schedule Pickup ✓

I'm sending my shipment on **October 29 Today** Edit

**Pickup Window – When courier may arrive and shipment is ready**

00 am 11:00 am 1:00 pm 2:30 pm 3:00 pm 4:00 pm 5:00 pm

Please allow at least 60 minutes for your Pickup Window  
 The latest time a request can be made for pickup today is 2:30 pm

**Where should the courier pick up the shipment?**  
 Select One \*

**Total Pickup Weight**  
 0,3 kg ✓

**Instructions for the courier**  
 Provide other instructions you'd like the courier to receive

I need the courier to bring DHL packaging for this shipment

[Disclaimer and Important Details](#)

**Pickup Address**  
 Consular department  
 AMERICAN EMBASSY SARAJEVO  
 Roberta C. Fresurea 1  
 SARAJEVO, BOSNIA AND HERZEGOVINA, 71000  
 SarajevoVisas@state.gov  
 +387 33 943-955 Edit

**Step 4: Pay**

Shipment Cost Summary → Pay by **Credit Card**.

Choose credit card type

Click *Accept and Pay*

## Shipment Cost Summary

### EXPRESS DOMESTIC

Fri, 30 Oct, 2020 - End of Day

Volumetric Weight  0,15 kg

Total Weight 0,3 kg

Chargeable Weight 5 kg

Transportation Charges:	BAM	15,50
Fuel Surcharge:	BAM	1,90
VAT/Tax :	BAM	2,96
<b>Total</b>	<b>BAM</b>	<b>20,36</b>

I have a promo code

### Pay by Credit Card

VISA  MasterCard

Billing address is the same as the ship FROM address

### Terms and Conditions

By clicking on ACCEPT – I accept DHL's [Terms and Conditions of Carriage](#)

[Online T&C](#)

and declare that this shipment does not include any [Prohibited Items](#) .

## Payment Confirmation Screen:

### Pay by Credit Card

VISA  MasterCard



You are making a payment with DHL International GmbH on behalf of Kantonalni Sud Sarajevo| MBS:65-01-1270-09| PDV Broj :200054590001|ID Broj : 4200054590001| Bank Connection :Sberbank BH d.d.|Account No:1401010000531593|Bank Connection:Raiffeisen Bank d.d.| Account Number :1610000036570078| Eur rn:Sberbank BH d,d, 5020120-005315| BA39-1401010000531593 DHL International d.o.o. Sarajevo; Rajlovacka cesta bb NULL NULL 71000 Sarajevo Bosnia and Herzegovina. Your credit card will be pre-authorized for 24,43 BAM.

- The pre-authorization amount includes a reservation buffer of 20%.
- DHL will reweigh and re-measure all shipments to ensure we charge the correct amount to your credit card. You will receive a payment receipt email after DHL confirms the weight and dimensions of your shipment.
- If the final billed amount exceeds the original pre-authorized amount your credit card will then be charged for the additional charge. The original and additional charge will reference the same shipment Waybill number.
- Note: DHL never stores or retains any personally identifiable information or any financial information such as credit card numbers. DHL only stores an encrypted token ID which can only be decrypted by the payment processor in the PCI-DSS compliant environment.

Billing address is the same as the ship FROM address

Fill in the information  
Click Pay

