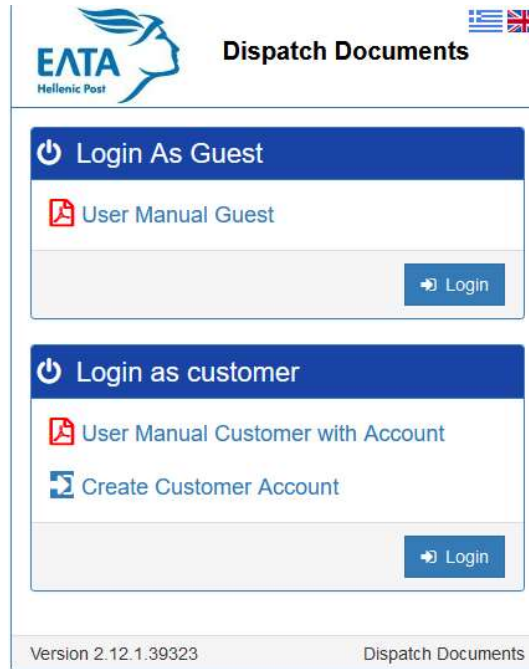# MANUAL

APPLICATION

WEB LABELING DOMESTICALLY CUSTOMERS WITH AN ACCOUNT

2023

CREATING A CUSTOMER ACCOUNT

Login to the application takes place through the ELTA website (https://weblabelingdom.elta.gr/).

The application has the same menu in the Greek and the English language.
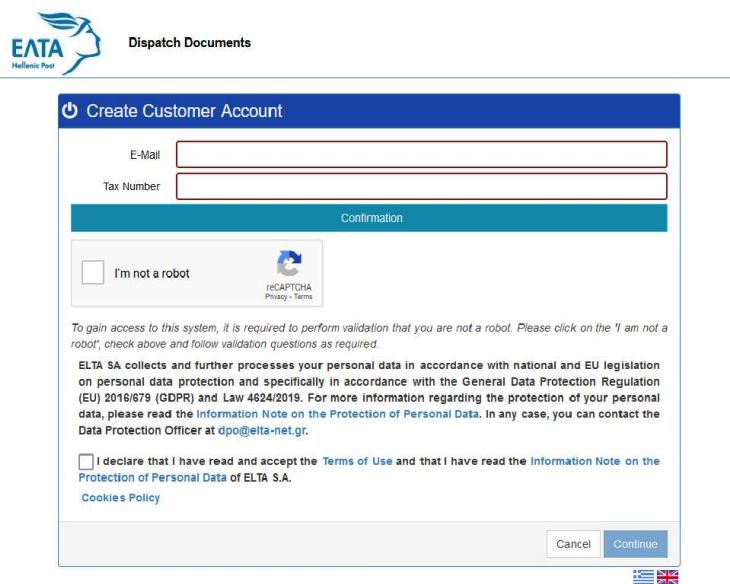In order to create a customer account, we press **'Create Customer Account'**.

On the screen that appears, we enter a (valid) email and VAT No.
We click on the check box 'I am no robot' and we solve the riddle.
We click on the check box 'I declare that I have read and accept the Terms of Use, and that I have read the Information Note on Personal Data Protection of ELTA S.A.'
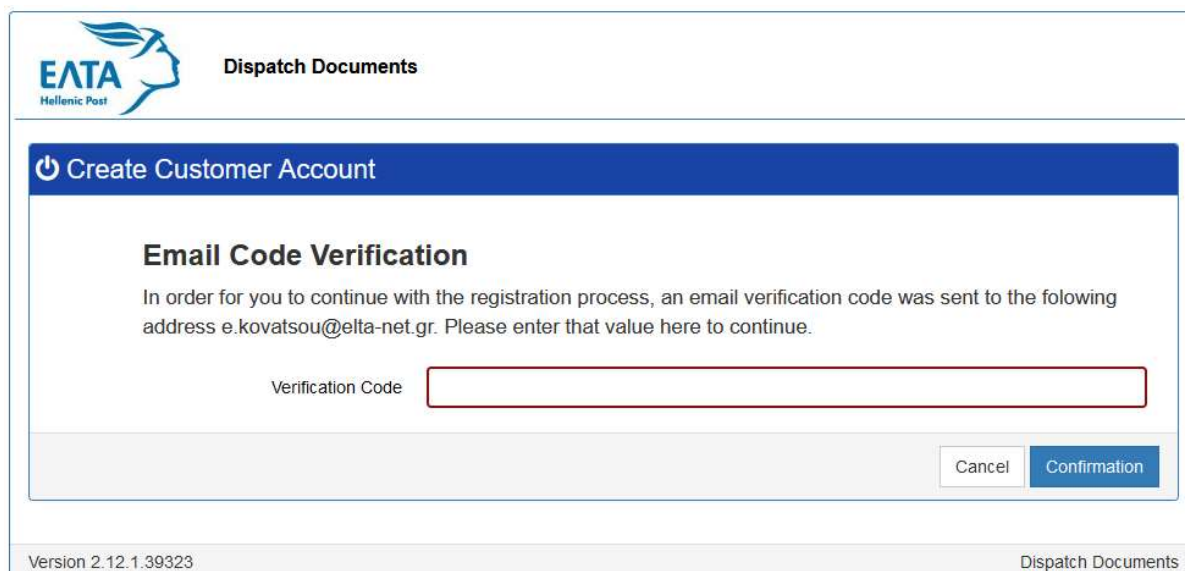Finally, we press the button **'Confirm'** which, as long as we have entered a valid email address and VAT No., becomes green.
We press **'Next'**.

A screen appears with an information message, which mentions that a confirmation code has been sent to the email we have submitted and which we must enter in this field, so as to create our account.

The information email that we will receive will have the following form:

On the application screen, we enter the confirmation code that we have received in the email and then we press **'Confirm'**.

A screen appears, which shows the email and VAT No. that has been entered; on this screen, additional personal data must be entered in the respective fields, in order to create the customer account. Filling in the fields with a red frame is mandatory.

After filling in the mandatory fields requested, with Latin or Greek characters (Full name / Company name - VAT No. and Tax Office - complete address – PC – Area/City – valid Mobile Phone and landline number), we will have to enter the password.

We enter the password in the respective field and once again in the field 'Confirm'.

Please note that it is obligatory to submit a Tax Office. Otherwise, a message for its obligatory submission appears on the screen, as follows.

After entering the password that we have created in the two mandatory fields on the screen, we press **'Create Account'**.

A screen appears with an information message (sms), which mentions that a confirmation code has been sent to the mobile phone number that we have submitted and which we must enter in this field, in order to continue.

After we receive the sms on our mobile phone, we enter the confirmation code in the respective field and we press **'Confirm'**.

A screen appears automatically, which informs us of the successful creation of a customer account. We press **'Return'** in order to return to the initial screen of the application and, then, to be able to navigate as users, **using the access codes we have received by email from the app.** The email with the access codes has the following form.

Domestic Web Labeling Successful Registration

N   noreply
     To ● Κοβάτσου Εύα

🔁 Translate message to: Greek | Never translate from: English | Translation preferences

Welcome to the Domestic Web Labeling application of Hellenic Post!

The passwords to the system are:

Customer Code: 190163
User: 3805838
Password: 1551975

By using the Domestic Web Labeling application you achieve:
- Saving of time
- Security and flexibility
- Fast and reliable preparation of your items
- Easy tracking of your shipments

Thank You!

Please Do Not Reply,

ΕΛΤΑ
Hellenic Post

Domestic Web Labeling Service

CHANGE USER DATA

In case we have forgotten the password, we must apply the procedure for changing the password. We press "Did you forget the password?" and follow the procedure.

We enter the new password and press 'Next'.

We enter the password that we have received in our email address and press 'Next'. The procedure for changing the password is complete.

No reply message for retrieving Password

Domestic Labeling Registration

N noreply
To ✓ Κοβάτσου Εύα

🔠 Translate message to: Greek | Never translate from: English | Translation preferences

Welcome to the application Recover Password of Domestic Labeling of Hellenic Post!

This is a code for one use only 116746 for verification! This code will remain active for the next 5'

By using this specific application you achieve:
- Saving of time
- Security and flexibility
Thank You!

Please Do Not Reply,

ΕΛΤΑ Hellenic Post

Domestic Labeling Service
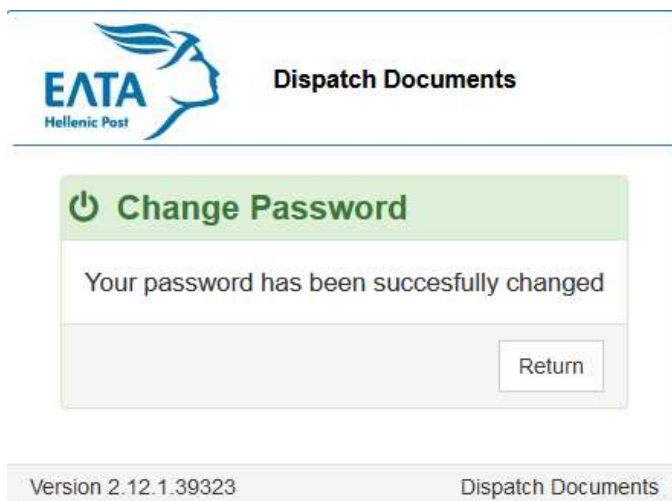
We can change our user data at any time, by following the procedure below.

If we have created a 'Customer Account' but we wish to change our password, we log in to the Web Labeling Domestically application and, on the initial screen, we press **'Change user data'** (top right).

We are automatically transferred to the screen with our registered information and we click on the button **'Change password'.**

USER LOGIN – REGISTERING

Login to the application takes place through the ELTA website.
The application has the same menu in the Greek and the English language.

In order to log in to the 'Web Labeling Domestically' application, we press **'Enter'.**
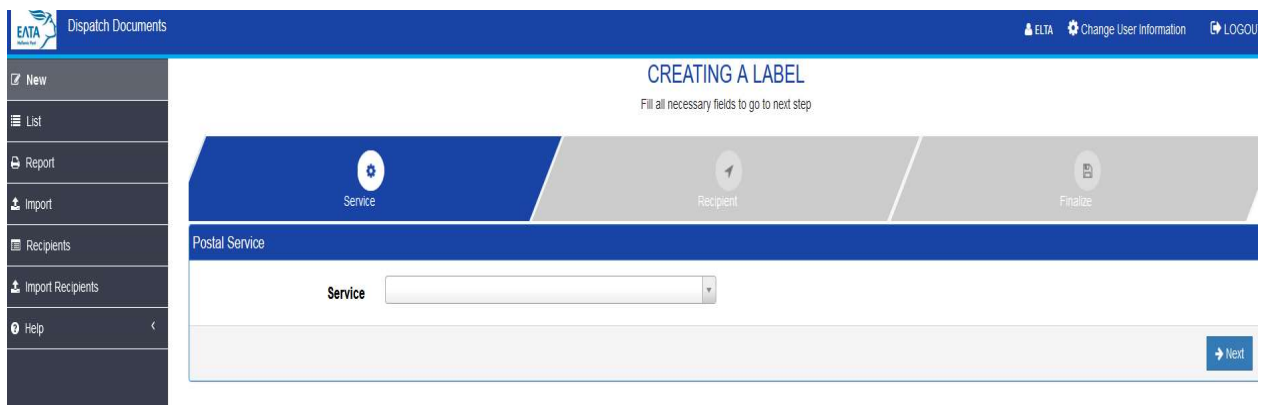
In the fields Customer Code / User Code / Security Code, we fill in the codes we have received by email from the app.
We click on the check box 'I declare that I have read and accept the Terms of Use and that I have read the Information Note on Personal Data Protection of ELTA S.A.'
and we press **'Enter'**.

We are transferred to the initial screen of the **'Create a Label'** application, where we can choose the Mail Service we wish and press 'Next'.
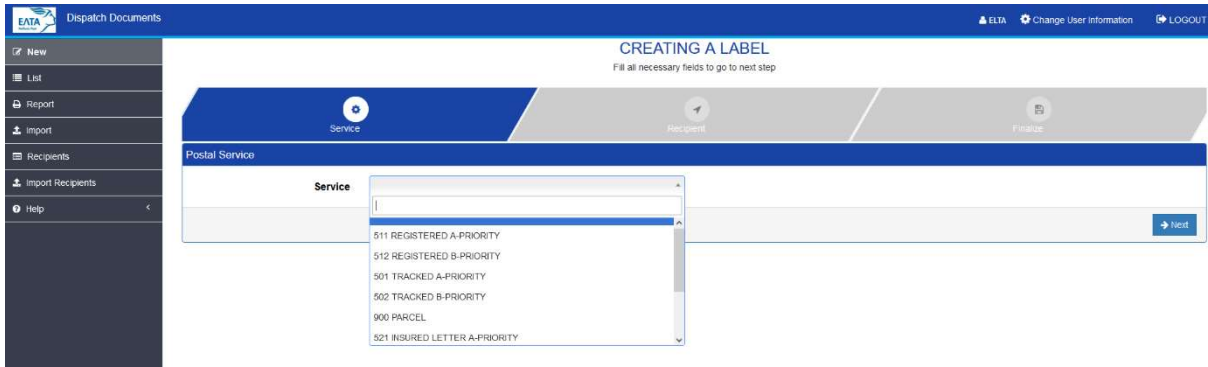
Services

511 REGISTERED A-PRIORITY

512 REGISTERED B-PRIORITY

501 TRACKED A-PRIORITY

502 TRACKED B-PRIORITY

900 PARCEL

521 INSURED LETTER A-PRIORITY

513 DELIVERY TO ANOTHER PERSON LIVING AT THE SAME ADDRESS A-PRIORITY

514 DELIVERY TO ANOTHER PERSON LIVING AT THE SAME ADDRESS B-PRIORITY

I select a Service and I press 'Next'.

I fill in the recipient's data and press 'Next'. Compulsory fields are highlighted with a red frame.

Note: If we wish to enter more information for the recipient (which will also be printed on the label), we fill in the fields 'Comments' or 'Reference'.

ATTENTION! When we enter the recipient's data, we must first pre-select the delivery method. I first click on the delivery method depending on the mail service I have selected and then I enter the postal code. If I first enter my postal code, the following error message appears (Invalid postal code for the selected delivery option). If I click on 'Delivery by Distribution', the PC is matched with the delivery location and the procedure progresses normally.
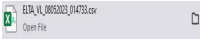
The screen below appears, where I can store or print the label.

Label Template.

List of Items

On the "List of Items" menu, I can see the labels I have entered on the system, as well as those I have printed. I can export my records to a csv file.
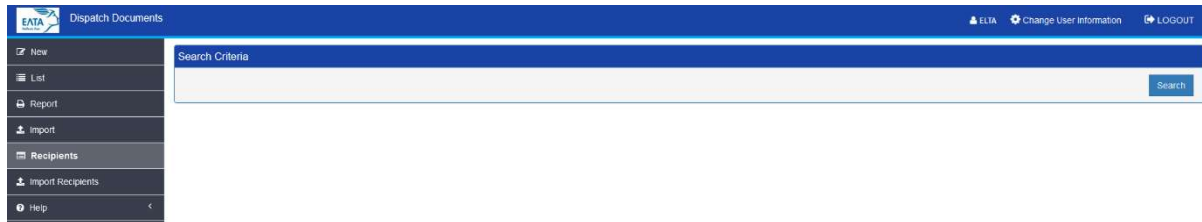
Report

On the "Report" menu, I can export the list of my records for specific periods - dates.

From	06/07/2023	To	06/07/2023	Recipient	

Clear   Search

Search Results

Print   Export (CSV)

Document	Service	Recipient	Title	Address	Area	Postal Code	Telephone	Mobile Phone	Email	Quantity	Weight (in Kg)	Length	Width	Height	Cash On Delivery	Insured Amount	Special Services	Reference No.	Comments
RE965994760GR	511		MELINA MAY	ADRIANOUPOLEOS 45	NIKAIA	18453		6944104548		1	2	0	0	0	0	0	0		
RE965994773GR	512		MAYA MELI	SOUTSOU 5	KORIDALLOS	18120		6944104547		1	2	0	0	0	0	0	0		

Importing Item Data from a File

From this menu, I can upload a csv file with massive records / data entered. A green highlight shows that the records are correct, and a red highlight shows an error during entering.

Import

Browse   file csv.csv

Clear   Upload

List

Show 10 entries   Search:

		Service	Delivery Option	Recipient	Title	Address	Area	Postal Code	Telephone	Mobile Phone	Email	Quantity	Weight (in Kg)	Length	Width	Height	Cash On Delivery	Insured Amount	Special Services	Reference No.
⊕	✖	501	0		Recipient 1	Address 1	Area 1	11145	2105231234	6941234567	mail1@mail.com	1	1,15							Reference no 1
⊕	✖	511	0		Recipient 2	Address 2	Αθήνα	10188	2105231235	6944104548	mary@gmail.com	1	2							
⊕	✖	512	0		Recipient 3	Address 3	Αγιος Δημήτριος	17341	2105231236	6944104549	costas@gmail.com	1	1							
⊕	✔	502	1		Recipient 4	Address 4	Αγιος Δημήτριος	17343	2105231237	6944104546	lee@gmail.com	1	2							
⊕	✔	900	1		Recipient 5	Address 5	Νικαια	18453	2105231238	6944104545	evak@gmail.com	1	3							
⊕	✔	521	1		Recipient 6	Address 6	Μυτιλήνη	81200	2105231239	6944104544	cris@hotmail.com	1	1,5					100	928	
⊕	✔	513	1		Recipient 7	Address 7	Κορυδαλλός	18120	2105231240	6944104542	maya@gmail.gr	1	2							
⊕	✔	514	1		Recipient 8	Address 8	Αγιος Δημήτριος	17342	2105231241	6944104540	marios@hotmail.com	1	1							
⊕	✔	501	1		Recipient 9	Address 9	Νικαια	18453	2105231242	6944104541		1	2							

Showing 1 to 9 of 9 entries   Previous 1 Next

The csv file with the items has the following form.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
	Service	Delivery C	Code	Title	Address	Area	Postal Co	Telephone	Mobile Phor	E-Mail	Quantity	Weight (ir	Length (in	Width (in	Height (in	COD (In €)	Insured V	Special Se	Reference	Comments
	501	1		papas nikι	Address 1	korydallos	18120	2105231234	6941234567	mail1@ma	1	1,15	100	200	300	10,59	10,59	928	Reference	Comment 1
	502	1		maria met	Address 2	nikaia	18453	2104911478	6944104889	mail1@ma	1	2	100	200	300					
	900	1		marilia lar	Address 3	korydallos	18120	2104955230	6944104887	mail1@ma	1	2								

Recipients

On the menu "Recipients", I can select from the list of recipients the records which I want to edit or delete .
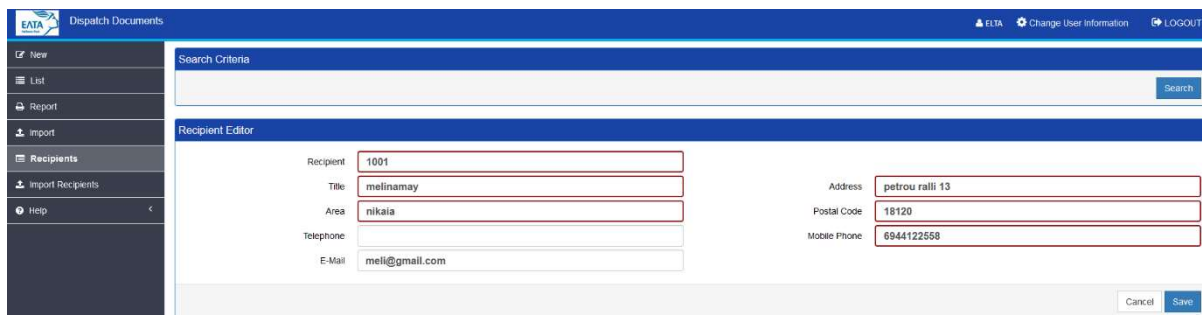
If I choose "Edit" for a recipient's record, I am taken to the following "Managing Recipients" screen, where I can modify the respective fields and then press "Save''.

Import Recipients

From this menu, I can upload a csv file with massive records / data entered.

The csv file with the recipients has the following form

The **'Help'** menu shows the attached files 'Manual', 'File Format Templates' and 'Fill-In Instructions'.
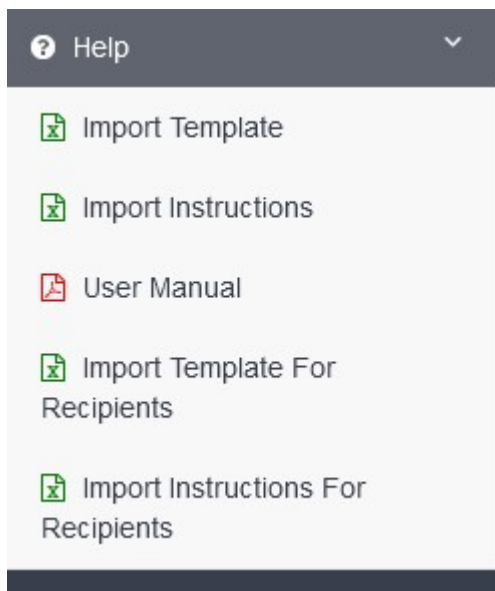
Glossary

Label: Self-adhesive form that contains the necessary information for sending the item and is attached on the item.

Customer with an Account: A frequent and repeated user of the application. After completing the account creation procedure, the application identifies your data and automatically fills them in on the 'Sender's Data' for an even faster label creation.

Guest: An occasional user of the application who has not completed the "Customer Account Creation" procedure.

Barcode: Barcode, which consists in a series of parallel lines with different thickness and contains information referring to the service on which it is attache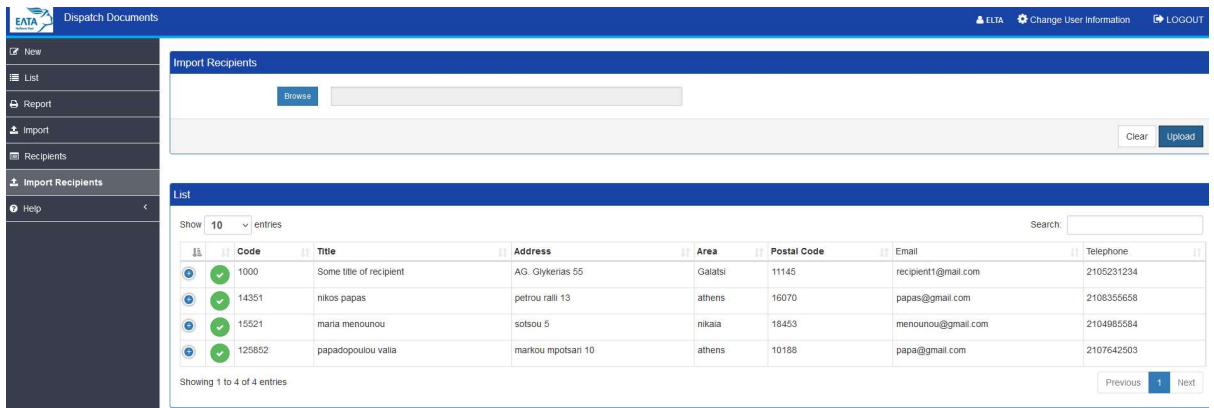d. It is used for the visual identification of the service. It is automatically generated by the app depending on the service selected; it is a unique number and it is used to track the post item through the Hellenic Post's Track & Trace system.

Sender: The sender is the person sending a letter, parcel, etc. to the recipient by mail.

Recipient: The recipient is the person receiving a letter, parcel, etc. by the sender by mail.

Track & Trace: A tracking system for posts.

511 1st Priority Registered Letter: A post item up to 2 kg (letters, small items) with a deposit receipt bearing a unique barcode. This is delivered to the recipient upon it being signed by the recipient or a person authorized by the recipient. It bears a barcode label with the RE prefix. The time for delivery amounts to 3 business days.

512 2nd Priority Registered Letter: A post item up to 2 kg (letters, small items) with a deposit receipt bearing a unique barcode. This is delivered to the recipient upon it being signed by the recipient or a person authorized by the recipient. It bears a barcode label with the RE prefix. The time for delivery amounts to 3-5 business days.

501 1st Priority with Tracking: A post item up to 2 kg (letters, small items) with a deposit receipt bearing a unique barcode. It is only tracked during posting & delivery. It is delivered to the recipient's address without being signed by the recipient. It bears a barcode label with the LL prefix. The time for delivery amounts to 3 business days. In case of damage or loss of the item, it is not possible to track it or provide compensation of any kind.

502 2nd Priority with Tracking: A post item up to 2 kg (letters, small items) with a deposit receipt bearing a unique barcode. It is only tracked during posting & delivery. It is

delivered to the recipient's address without being signed by the recipient. It bears a barcode label with the LL prefix. The time for delivery amounts to 3-5 business days. In case of harm to or loss of the item, it is not possible to track it or provide compensation of any kind.

521 1st Priority with Declared Value (Insured): A post item up to 2 kg (letters, small items) tracked during all the stages of its management, in order to ensure its valuable content. During posting, a receipt is issued with a unique barcode. It is delivered to the recipient themselves upon it being signed by the recipient or a person authorized by the recipient. It bears a barcode label with the VR prefix. The time for delivery amounts to 3 business days. In case of damage or loss of the item, it is possible to provide compensation.

513 1st Priority with Delivery to Another Person Living at the Same Address: A post item up to 2 kg (letters, small items) with a deposit receipt. It is delivered to the recipient or upon it being signed by a person authorized by the recipient or by a co-tenant. It is tracked during all management stages. It bears a barcode label with the RE prefix. The time for delivery amounts to 3 business days.

514 2nd Priority with Delivery to Another Person Living at the Same Address: A post item up to 2 kg (letters, small items) with a deposit receipt. It is delivered to the recipient or upon it being signed by a person authorized by the recipient or by a co-tenant. It is tracked during all management stages. It bears a barcode label with the RE prefix. The time for delivery amounts to 3-5 business days.

900 Parcel: A post item up to 20 kg and with dimensions exceeding those for letters. During posting, a receipt is issued with a unique barcode and a BK prefix. It is delivered by a Hellenic Post Branch following a relevant notification to the recipient. The parcel can be delivered to the recipient themselves or to another authorized (by the recipient) person upon it being signed. It is tracked during all management stages. The time for delivery amounts to 3-5 business days.

At Home: A delivery method selected for home delivery.
Delivery Office: A Hellenic Post Branch - transaction location where the post item to be delivered is located (this refers to the recipient).
Posting Office: A Hellenic Post Branch - transaction location where the post item to be delivered is posted (this refers to the sender).

Destination Office: A Post Service Operation through which the item will be handled before delivery.

Fast Payment Contract: This is automatically filled in by the system when a Cash-on-Delivery service is used (not available at the moment).

Code: This is automatically filled in by the system when a Cash-on-Delivery service is used (not available at the moment).

Delivery through Distribution: An option before entering data on the app, according to which the PC is matched with a delivery location, namely the Distribution Unit servicing the PC having been entered (this applies to the services: Registered Letter, Delivery to a Co-Tenant, Tracking).

Delivery through a Post Office Box: A Hellenic Post Branch where the post item will be sent in order to be collected by the recipient (this refers to sending parcels or registered letters with notification which were not possible to be delivered to the recipient's address).

Delivery through a PostBox: Automated lockers for the automatic reception of items, from which someone can collect:

- An item ordered from abroad and which does not include extra taxes and duties
- An item with notification for simple tracking, which has not been delivered to the recipient's address.
- An item ordered from a domestic eShop.