



MANUAL

APPLICATION

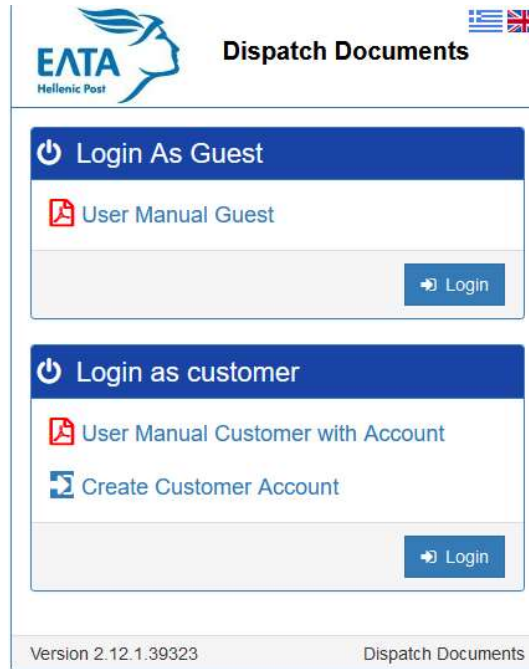
**WEB LABELING DOMESTICALLY
CUSTOMERS WITH AN ACCOUNT**

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'.



The screenshot shows the 'Dispatch Documents' application interface. At the top left is the EATA Hellenic Post logo. To the right of the logo is the text 'Dispatch Documents' and two flags (Greece and UK). Below the header, there are two main sections. The first section is titled 'Login As Guest' and contains a 'User Manual Guest' link and a 'Login' button. The second section is titled 'Login as customer' and contains 'User Manual Customer with Account' and 'Create Customer Account' links, along with a 'Login' button. At the bottom of the page, it shows 'Version 2.12.1.39323' and 'Dispatch Documents'.

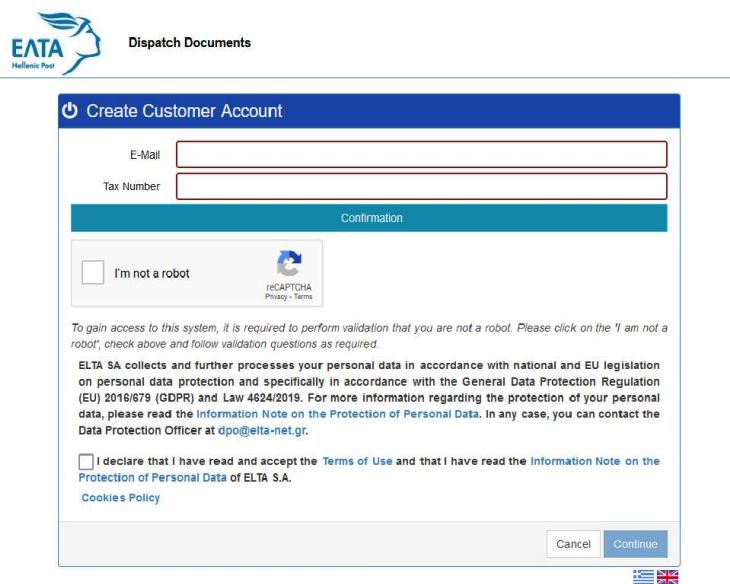
On the screen that appears, we enter a (valid) email and VAT No.

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.'

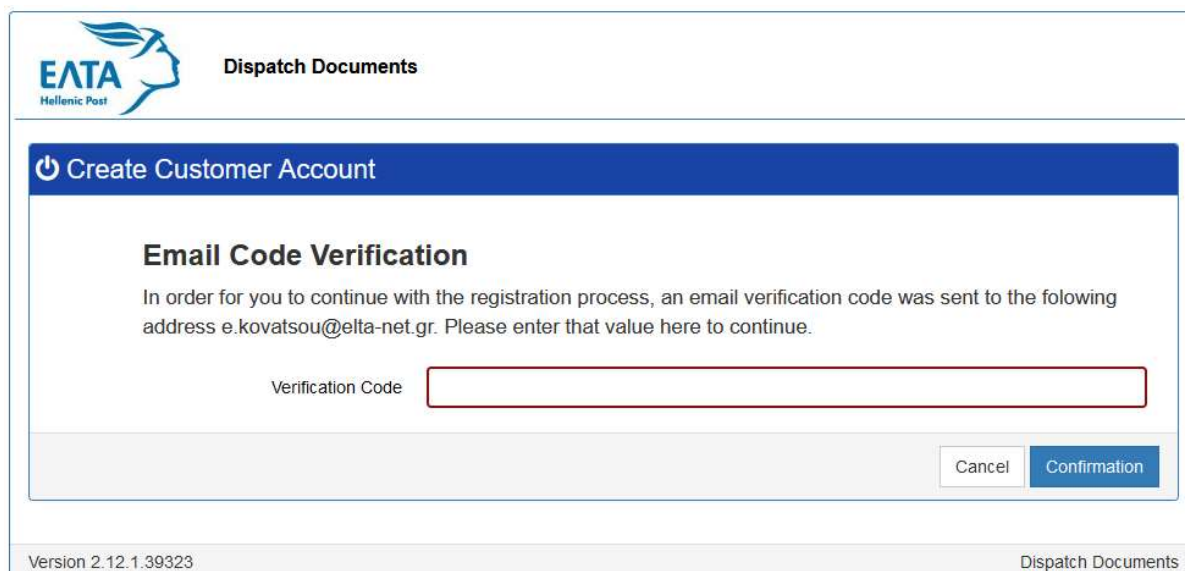
Finally, we press the button 'Confirm' which, as long as we have entered a valid email address and VAT No., becomes green.

We press 'Next'.



The screenshot shows the 'Create Customer Account' form. At the top left is the EATA Hellenic Post logo. To the right of the logo is the text 'Dispatch Documents'. Below the header, there is a 'Create Customer Account' section. It contains two input fields: 'E-Mail' and 'Tax Number'. Below these fields is a 'Confirmation' section. It includes a checkbox for 'I'm not a robot' with a CAPTCHA icon and a 'RECAPTCHA Policy - Terms' link. Below this is a paragraph of text: 'To gain access to this system, it is required to perform validation that you are not a robot. Please click on the 'I am not a robot'; check above and follow validation questions as required.' This is followed by a paragraph of text: 'ELTA SA collects and further processes your personal data in accordance with national and EU legislation on personal data protection and specifically in accordance with the General Data Protection Regulation (EU) 2016/679 (GDPR) and Law 4624/2019. For more information regarding the protection of your personal data, please read the Information Note on the Protection of Personal Data. In any case, you can contact the Data Protection Officer at dpo@elta-net.gr.' Below this is another checkbox: 'I declare that I have read and accept the Terms of Use and that I have read the Information Note on the Protection of Personal Data of ELTA S.A.' with a 'Cookies Policy' link. At the bottom right, there are 'Cancel' and 'Continue' buttons. At the bottom right corner of the page, there are two flags (Greece and UK).

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.



EATA
Hellenic Post

Dispatch Documents

Create Customer Account

Email Code Verification

In order for you to continue with the registration process, an email verification code was sent to the following address e.kovatsou@elta-net.gr. Please enter that value here to continue.


Verification Code

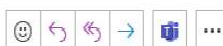
Cancel Confirmation


Version 2.12.1.39323 Dispatch Documents

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

Domestic Labeling Registration

 noreply
To Κοβάτσου Έυα

 4:51 μμ

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

Welcome to the application Domestic Labeling Registration of Hellenic Post!

This is a code for one use only 738572 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,

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'.

The screenshot shows the 'Create Customer Account' form in the Dispatch Documents system. The form is titled 'Create Customer Account' and includes the following fields:

- Tax Number: []
- Organization: []
- Address: []
- Region/City: []
- Phone: []
- Password: []
- E-Mail: []
- Full Name: []
- Tax Office: []
- Postal Code: []
- Mobile Phone: []
- Password Confirmat: []

The form also has 'Cancel' and 'Create Account' buttons. The version number 'Version 2.12.1.39323' is visible at the bottom left, and 'Dispatch Documents' is visible at the bottom right.

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

The screenshot shows the 'Create Customer Account' form in the Dispatch Documents system, with a red error message 'This field is required.' next to the Tax Office field. The form is filled with sample data:

- Tax Number: 018307811
- Organization: ELTA
- Address: ADRIANOUPOLEOS 45
- Region/City: ATHENS
- Phone: 3353004
- Password: [masked]
- E-Mail: e.kovatsou@elta-net.gr
- Full Name: EVAK
- Tax Office: []
- Postal Code: 16070
- Mobile Phone: 6944244361
- Password Confirmat: [masked]

The form also has 'Cancel' and 'Create Account' buttons. The version number 'Version 2.12.1.39323' is visible at the bottom left, and 'Dispatch Documents' is visible at the bottom right.

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.

EATA
Hellenic Post

Dispatch Documents

Create Customer Account

SMS Code Verification

In order for you to continue with the registration process, an SMS verification code was sent to the following mobile phone 6944244361. please enter that value here to continue.

Verification Code

Cancel Confirmation

Version 2.12.1.39323 Dispatch Documents

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

EATA
Hellenic Post

Dispatch Documents

Create Customer Account

Thank you for your registration

Return

Version 2.12.1.39323 Dispatch Documents

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



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,



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.

Dispatch Documents

Customer ID

User ID

Security Code

Login

I declare that I have read and accept the [Terms of Use](#) and that I have read the [Information Note on the Protection of Personal Data of ELTA S.A.](#)

[Cookies Policy](#)

[You forgot your password?](#)  

Change Password

E-Mail

Tax Number

Password

Password Confirmation



We enter the new password and press 'Next'.

Change Password

E-Mail

Tax Number

Password

Password Confirmation

An email with the verification code has been sent to you, upon receipt of this code enter it here to continue.

Verification Code



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



noreply
To Κοβόραση 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'

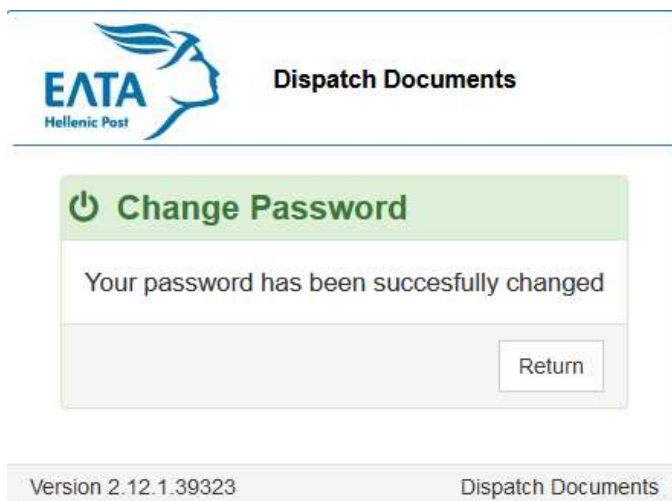
By using this specific application you achieve:

- Saving of time
 - Security and flexibility
- Thank You!

Please Do Not Reply,



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’.

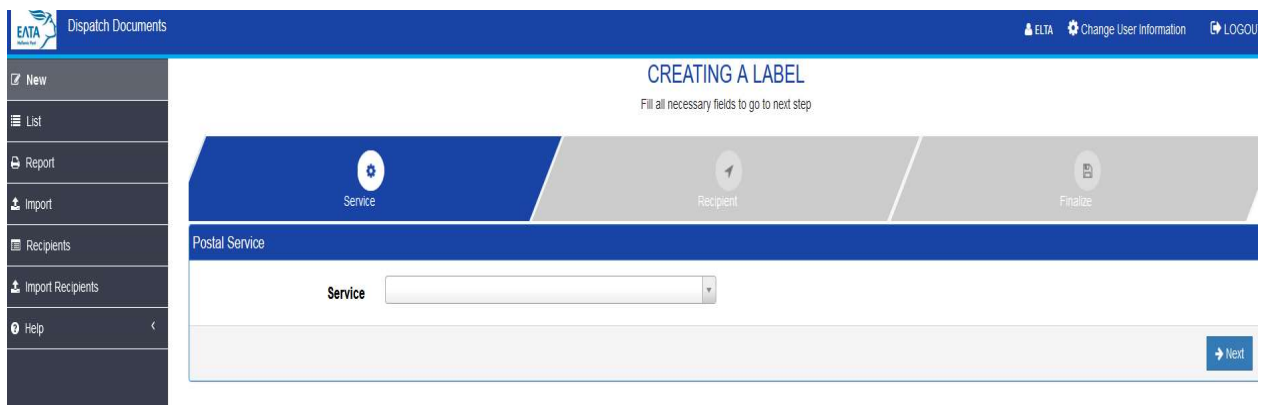


The screenshot shows the login interface for the 'Dispatch Documents' application. At the top left is the ELTA logo. The page title is 'Dispatch Documents'. There are three input fields: the first contains '190163', the second contains '3805838', and the third is a password field with masked characters. Below these fields is a blue 'Login' button. Underneath the button is a checked checkbox with the text: 'I declare that I have read and accept the Terms of Use and that I have read the Information Note on the Protection of Personal Data of ELTA S.A.'. There are links for 'Cookies Policy' and 'You forgot your password?' with flags for Greece and the UK.

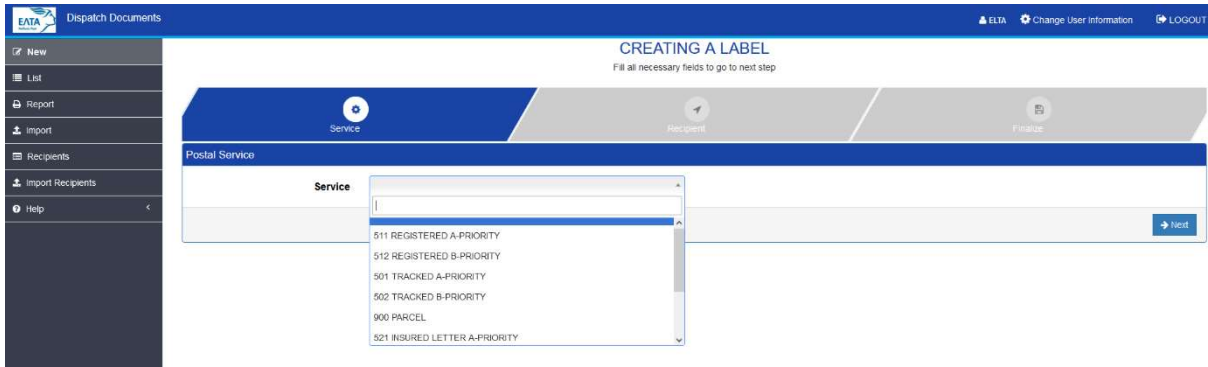
In the fields Customer Code / User Code / Security Code, we fill in the codes we have received by email from the app.

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’.



The screenshot shows the 'CREATING A LABEL' application screen. The top navigation bar includes the ELTA logo, 'Dispatch Documents', and links for 'ELTA', 'Change User Information', and 'LOGOUT'. A left sidebar menu contains options: 'New', 'List', 'Report', 'Import', 'Recipients', 'Import Recipients', and 'Help'. The main content area has a progress bar with three steps: 'Service' (active), 'Recipient', and 'Finalize'. Below the progress bar, the text 'Postal Service' is displayed. There is a 'Service' dropdown menu. At the bottom right, there is a blue 'Next' button.



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'.

Recipient Details

Recipient

Full name

Address

Area

Postal Code

Telephone

Mobile Phone

E-Mail

Delivery Option Counter Home Delivery PostBox

Quantity Weight (in Kg) Volume Weight (H * W * D - in cm) x x

COD (in €) Insured Value (in €) Special Services

Comments

Reference

← Previous
Next →

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.

Recipient Details

Recipient

Delivery Option Delivery Unit

Full name

Address

Area

Postal Code
Invalid Postal Code for the delivery choice selected

Telephone

Mobile Phone

E-Mail

Quantity Weight (in Kg)

Volume Weight (H * W * D - in cm) X X

COD (in €) Insured Value (in €)

Special Services

Comments

Reference

Recipient Details

Recipient

Delivery Option Delivery Unit
Office of Destination: Μ.Δ. ΝΙΚΑΙΑΣ ΑΤΤΙΚΗΣ (18400)

Full name

Address

Area

Postal Code

Telephone

Mobile Phone

E-Mail

Quantity Weight (in Kg)

Volume Weight (H * W * D - in cm) X X

COD (in €) Insured Value (in €)

Special Services



Comments

Reference

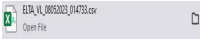
The screen below appears, where I can store or print the label.

Save / Print

Label Template.

			ΥΠΗΡΕΣΙΑ: 511 ΣΥΣΤΗΜΕΝΟ - Α ΠΡΟΤΕΡΑΙΟΤΗΤΑ		
ΣΤΟΙΧΕΙΑ ΤΑΧΥΔΡΟΜΙΚΟΥ ΑΝΤΙΚΕΙΜΕΝΟΥ					
Γρ. Προορισμού: 18400 Μ.Δ. ΝΙΚΑΙΑΣ ΑΤΤΙΚΗΣ					
Γρ. Επίδοσης:					
Γρ. Κατάθεσης:	ΒΑΡΟΣ (Kgr)	Σύμβαση Ταχυ/μής: Barcode:		Τεμάχια	
	2			1	
ΑΠΟΣΤΟΛΕΑΣ Κωδικός: 190163 0101 ELTA ADRIANOYPOLEOS 45 TK: 16070 ATHENS THΛ: 6944244361 3353004			ΑΙΤΙΑ ΕΠΙΣΤΡΟΦΗΣ <input type="checkbox"/> Άγνωστος <input type="checkbox"/> Ελληνική Δ/νση <input type="checkbox"/> Απαρόδεκτο <input type="checkbox"/> Άλλοτε Δ/νση <input type="checkbox"/> Αζήτητο		
ΠΑΡΑΛΗΠΤΗΣ MELINA MAY ADRIANOYPOLEOS 45 TK: 18453 ΝΙΚΑΙΑ THΛ: 6944104548					
REFERENCE		* ΕΙΔΙΚΕΣ ΔΙΑΧΕΙΡΙΣΕΙΣ *			
* ΠΑΡΑΤΗΡΗΣΕΙΣ *					
					
RE 965 994 760 GR					

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.

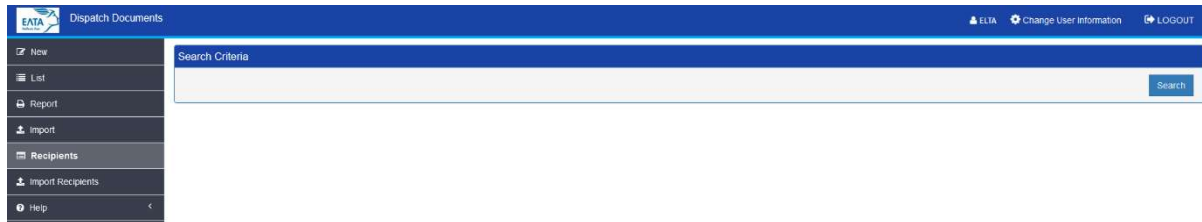
List																				
Include issued Documents <input checked="" type="checkbox"/>																				
																		Search		
Search Results																				
Show 10 entries																		Print Top 10 Records	Export (CSV)	
Search: <input type="text"/>																				
Document	Service	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.		
RE965994760GR	511		MELINA MAY	ADRIANOYPOLEOS 45	NIKAIA	18453		6944104548		1	2	0	0	0	0	0	000			
Showing 1 to 1 of 1 entries																		Previous	1	Next

Report

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

Recipients

On the menu “Recipients”, I can select from the list of recipients the records which I want to edit or delete .



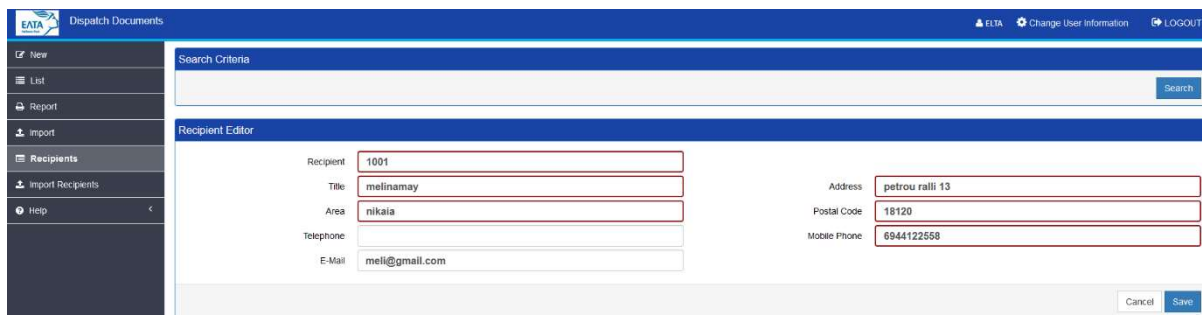
The screenshot shows the application interface with the 'Recipients' menu item selected. The main content area displays a 'Search Criteria' form with a search button.



The screenshot shows the 'Recipients' list with two entries. Each entry has an 'Options' column with edit and delete icons.

Options	Code	Title	Address	Area	Postal Code	Email	Telephone	Mobile Phone
 	1001	melinamay	petrou ralli 13	nikala	18120	meil@gmail.com		6944122558
 	10258	papa elen	soutsou 13	athens	10188	papa@gmail.com		6988588632

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”.



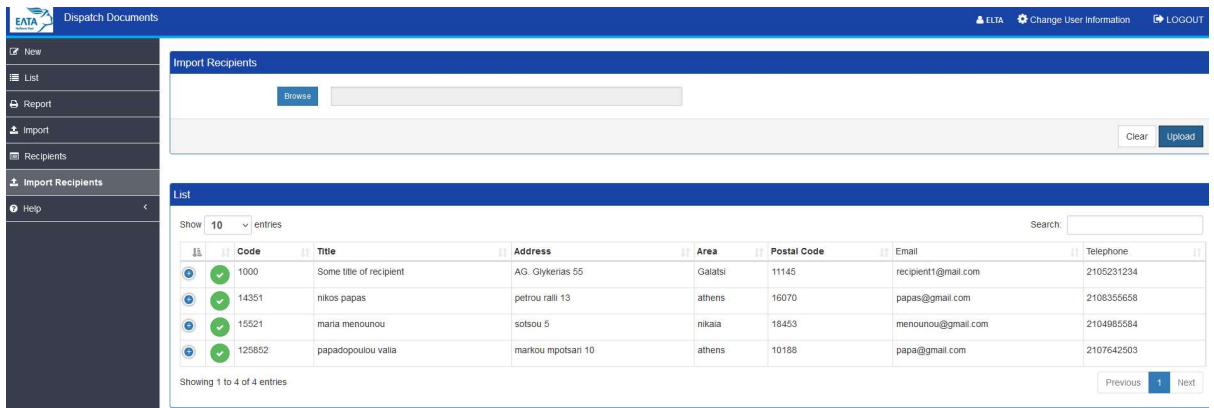
The screenshot shows the 'Recipient Editor' form with fields for Recipient, Title, Address, Area, Postal Code, Telephone, Mobile Phone, and E-Mail. The 'Save' button is visible at the bottom right.

Import Recipients

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



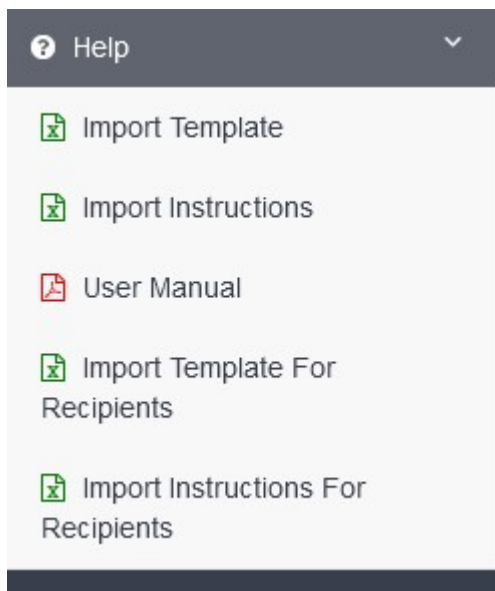
The screenshot shows the 'Import Recipients' form with a 'Browse' button for file selection and 'Clear' and 'Upload' buttons at the bottom right.



The csv file with the recipients has the following form

A	B	C	D	E	F	G	H	I
Κωδικός	Τίτλος	Διεύθυνση	Area	Ταχ. Κώδus	Τηλέφωνο	Κινητό Τηλ.	E-Mail	
1000	Some title	AG. Glyke	Galatsi	11145	2,11E+09	6,94E+09	recipient1@mail.com	
14351	nikos pap.	petrou ralli	athens	16070	2,11E+09	6,94E+09	papas@gmail.com	
15521	maria mei	sotsou 5	nikaia	18453	2,1E+09	6,94E+09	menounou@gmail.com	
125852	papadopo	markou m	athens	10188	2,11E+09	6,98E+09	papa@gmail.com	

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 attached. 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.