GENERAL INSTRUCTIONS - ITEMS PREPARATION

1. During preparation, items must be grouped per:

   • Service
     - Registered
     - Tracked
     - Letter A (Priority)
     - Letter B
     - Priority International Parcel
     - International Parcel
     - EPG

   • Price Zone
     - For letters, one pricing zone
     - For priority international parcels (Balkans & Cyprus, Europe, EPG, other countries)
     - For international parcels (Balkans & Cyprus, Europe, EPG, other countries)

   • Size (for letters)
     - Small
     - Large
     - Irregular/Bulk

   • Weight scales
     - Letters in grams (small 0 - 20 & 20,01 – 50, large 0 – 100 & 100,01 - 250, irregular 0 - 500, 500,01 - 1000, 1000,01 - 2000)
     - Parcels per kilo.

In order to facilitate the deposit and pricing procedures, it is recommended that the client brings along a relevant **Accompanying post list**, together with the items.

*Items will be priced during deposit.*

**ATTENTION 1:** No stamps or parcel vouchers will be attached to items with an international label that has been generated by the app, and it is not allowed to post/deposit them in a letterbox.

**ATTENTION 2:** The app provides the possibility to electronically enter all the data referring to international post and to print all the necessary accompanying documents, so as to facilitate the deposit procedure. Specifically, the labels will include the following information:

- Printing and/or naming the selected service (depending on the service),
- Barcode of item (with the necessary prefix, depending on the service)
- Sender’s details (Full person’s or company name, address, postal code, country, telephone number or email, etc.),
- Addressee’s details (Full person’s or company name, address, postal code, country, telephone number or email, etc.),
- Item weight:
  ![Weight Icon] (1,000 Kg)
- Item management method:
  ![Tracking Icon] (Tracking)
  ![Delivery Icon] (signature upon delivery)

The above symbols are dynamic and appear depending on the service selected.

**Dimensions for International Items and Labels**

**Self-Adhesive Labels**
The minimum dimensions for the items on which self-adhesive labels are attached are as follows: 15 X 11 cm (min size for the label to be attached).

**A6 Labels on A4 Paper**
In case the items have A6 labels printed on A4 paper, then these will be placed, properly folded or cut in the correct dimensions, inside self-adhesive plastic folders, which will then be attached to the items, so that all the label information is clearly visible.

**Depositing items with the extraction procedure**

In case of depositing items with the extraction procedure, at the defined Hellenic Post branches, the items (letters and parcels) must only be accompanied by the CN 23 form.

For countries outside the European Union, the necessary accompanying documents will be printed automatically, namely customs declaration CN 22 or CN 23, with all the necessary/obligatory fields filled in, based on the data entered by the client-sender on the app, which are applicable for the international mail and parcel services provided.

In case the item must be accompanied by a customs declaration CN22, this will be integrated in the respective label of the item, which will be printed by the app, and no separate label will be printed.

In case the customs declaration CN 23 is required, it will be printed on a separate form and will also be placed inside the special plastic folder together with the item label.

The client submits the customs declaration CN 23 (which is generated by the app) in three (3) copies, one (1) of which has been placed inside the special plastic cover (as mentioned above); it is no longer necessary to fill in by hand the single CN 23 sheet form.

The employee at the post office counter will sign, add a time stamp and H-number on the remaining two (2) copies, and:
• will deliver one to the client/exporter as a certificate confirming the exportation,
• while the other one will remain at the post office branch to be archived.

The app has been set up so as to provide a copy of the customs declaration CN 23. While depositing the items, the client must submit the copy provided by the app plus two (2) copies - the client can either print them from the app or photocopy the first app copy.

In order to facilitate the deposit and pricing procedures, the items must be deposited classified per a. service, b. destination zone, c. size and d. weight scale:

A. INTERNATIONAL LETTER ITEMS

➢ Weight scales and sizes:

Items will have to be classified per size and weight scale. The sizes and weight scales are listed on the following table which, together with the actual service, defines the various price categories for items:

<table>
<thead>
<tr>
<th>Weight scales in gr</th>
<th>Small</th>
<th>Large</th>
<th>Irregular</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>50</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>100</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>250</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>500</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1000</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2000</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The items dimensions are defined on the following table:

<table>
<thead>
<tr>
<th>Classification of letter items: Small – Large – Irregular/Bulk (except for cards)</th>
<th>THICKNESS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Max 5 mm</td>
</tr>
<tr>
<td>LENGTH</td>
<td>Small</td>
</tr>
<tr>
<td>Min 90 x 140 mm Max 165 x 245 mm</td>
<td>Large</td>
</tr>
<tr>
<td>Min 90 x 140 mm Max 305 x 381 mm</td>
<td>Irregular</td>
</tr>
<tr>
<td>WIDTH</td>
<td>Min 306 x 382 mm Max see *</td>
</tr>
</tbody>
</table>

*Max Dimensions:*
Length + Width + Thickness = 900 mm
and the largest dimension must not exceed 600 mm

Cylindrical items:
These items are classified as irregular/bulk and their dimensions are defined as follows:
Min: Length + twice their diameter $\geq 170$ mm
and their largest dimension must not be less than 100 mm (2 mm tolerance).

Max: Length + twice their diameter $\leq 10$
and their largest dimension must not be more than 600 mm (2 mm tolerance).

B. PARCELS

➤ PRICE ZONES / Country classification:

1.1. Balkans and Cyprus
Albania, North Macedonia, Bulgaria, Cyprus, Romania, Turkey

1.2. Europe (all European countries, except for Cyprus and the Balkans).
1.3. EPG
Austria, Belgium, France (including Corsica and Monaco), Germany, Denmark, Switzerland, Estonia, United Kingdom, Ireland, Iceland, Spain (including Balearic Islands and Canary Islands), Italy, Croatia, Latvia, Lithuania, Luxembourg, Malta, Norway, Netherlands, Hungary, Poland, Portugal (including Azores), Slovakia, Slovenia, Sweden, Czech Republic, Finland
  - Romania and Bulgaria are EPG countries but, in terms of prices, they are classified together with the Balkans and Cyprus.

1.4 Other Countries
These are the remaining countries in the world (except for those included in the above price zones).

➤ PRICE ZONES / Weight Scales and Dimensions:

Weight - Weight Scales
Weight scales for parcels start from 1 kg, with an intermediate 1 kg “step”, and go up to 20 kg for simple parcels and up to 25 kg when their content cannot be split. For EPG parcels, respectively, the parcel weight goes up to 30 kg.

Dimensions
The max dimensions for parcels are defined as follows:

Max Dimensions: Dimensions for parcels cannot exceed 1.5 m for any dimension or three (3) m for their total length and the largest diameter, which is calculated in a different dimension than the length.

Bulky: Dimensions for parcels cannot exceed 1.5 m for any dimension or four (4) m or their total length and the largest diameter, which is calculated in a different dimension than the length.

περίμετρος = perimeter
Μήκος = Length, Ύψος = Height, Πλάτος = Width