

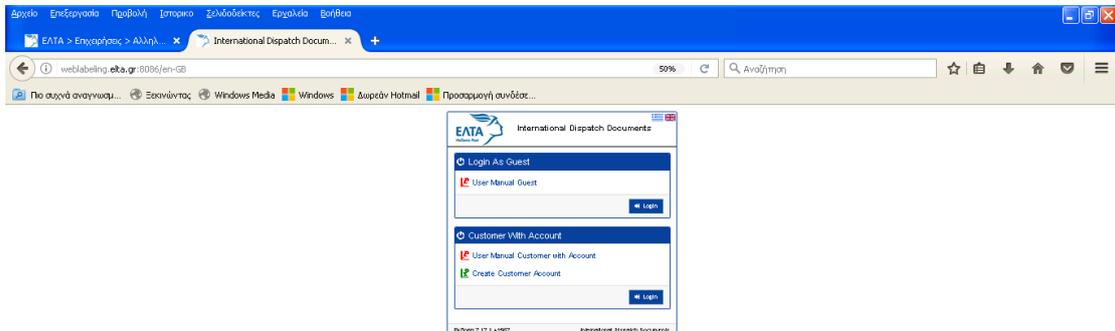


**ERMIS CUSTOMER SYSTEM
INTERNATIONAL POST
(WEB LABELING)**

USER MANUAL GUEST

Home Screen

On the Home Screen, we select “**LOGIN AS GUEST**”



We Login as Guest by entering a Valid mail and continue



MAIN MENU

On the Main Menu, we have the option [New](#)

New

In the “New” function, we can enter the necessary data in order to print the label.

By clicking “Next” and “Previous”, we can move to the next or previous step, respectively.

When we click “Next”, the compulsory fields are checked and if they are not filled in, a message appears under the incomplete field.

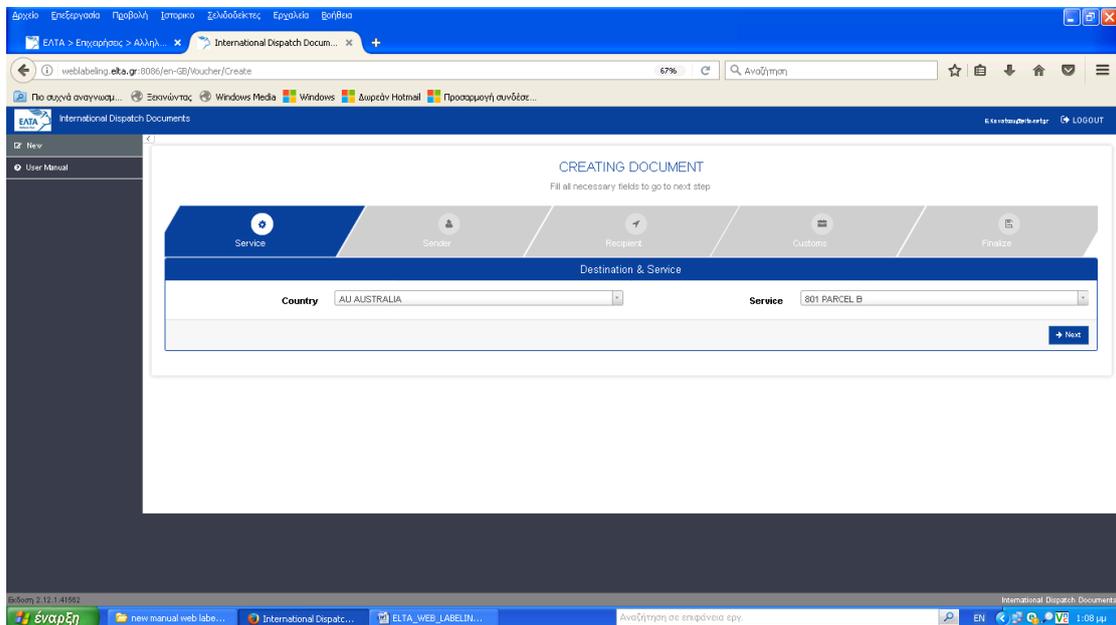
Compulsory fields are appeared in a red frame.

Fields that appeared in grey are locked and cannot be filled in.

It is only allowed to fill in the fields with Latin characters.

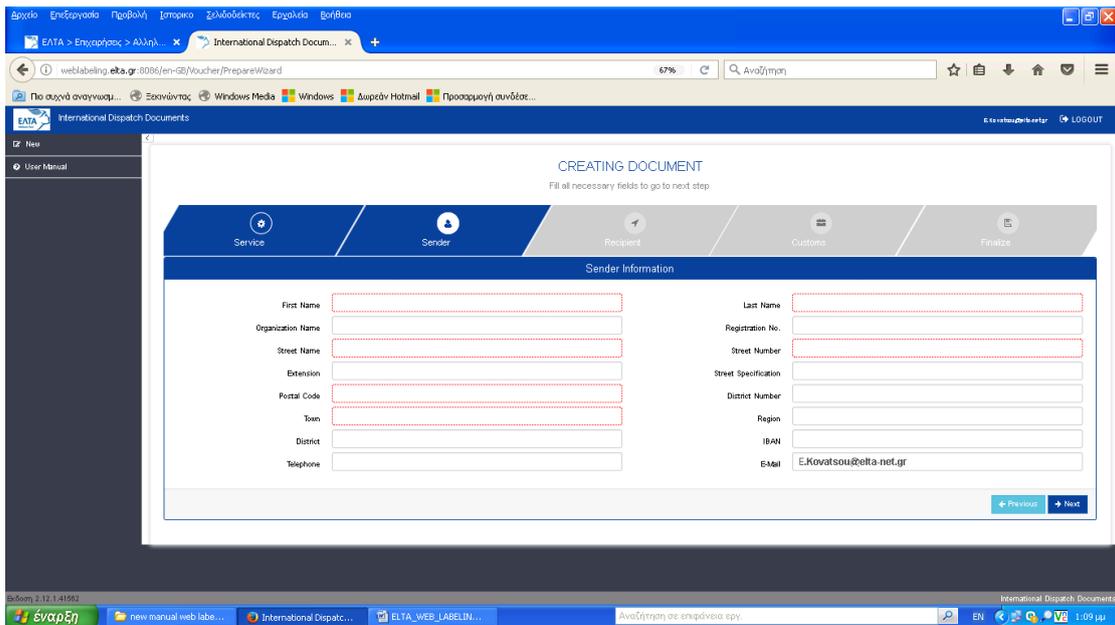
We enter the data with the following steps:

- 1. Destination & Service.** Select the destination country and then the post service to be used (letter, parcel, etc.). The selection is made by choosing the prices from the pop-up lists with the permissible codes.



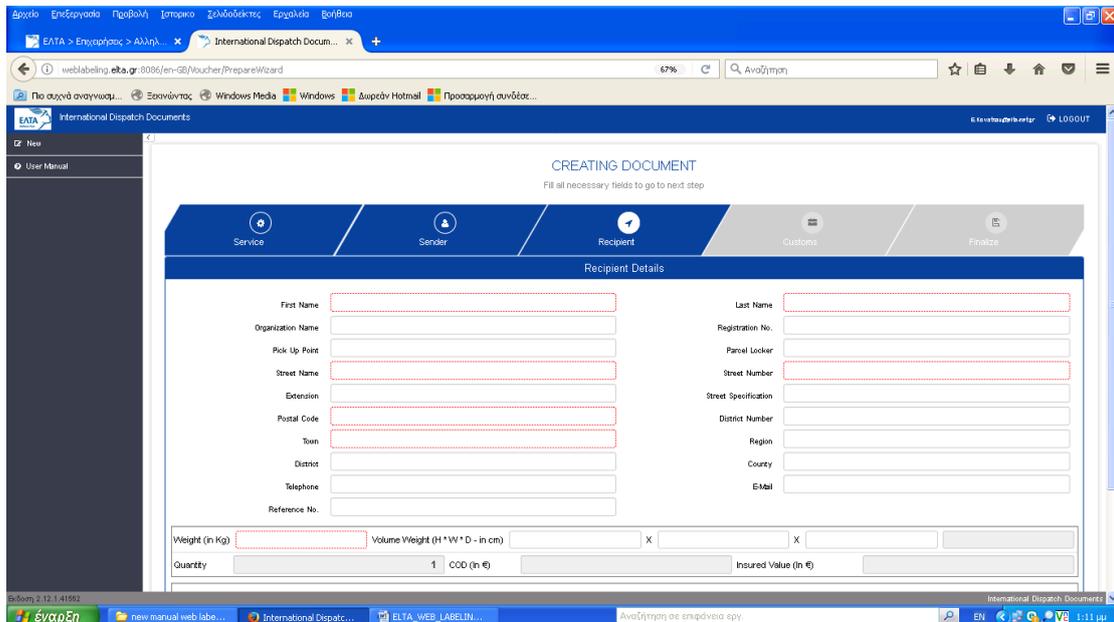
We choose the Country, e.g. FRANCE – FR and then **SERVICE and NEXT**

We continue with the creation of the document - CREATING DOCUMENT (sender) by filling in the fields with red line and NEXT



2. Recipient Details. At this step, we enter the recipient's details, as well as the necessary information for the item (weight, volume (bulky items), etc.).

The fields highlighted with a red frame must be filled in.



Street Number: This is a compulsory field. In case there is no number (square, PO BOX), we enter "-".

Postal Code: This is a compulsory field. In case of a country without a Postal Code, we enter "-".

Telephone number & e-mail: If there is a telephone number and/or e-mail address, they must be filled in. For certain countries, it is compulsory to fill in one of the two fields for the management of the items (these countries are listed in **Annex 2**).

If there is no telephone number or e-mail address, but these fields must be filled in for the destination country, then we fill in the e-mail field as follows: **labeling-nonreply@elta-net.gr**.

Weight: We must pay special attention when filling in this field. In case it is not possible to accurately write the total weight of the item (content and packaging), then the total weight entered should equal the content weight.

ATTENTION: We must pay special attention when filling in the field for the total weight since, in case the item label reads a larger weight than the actual one, the item will not be received by Hellenic Posts' service points. A difference less than or equal to 20 grams (≤ 20 gr) for letters and less than or equal to 100 grams (≤ 100 gr) for parcels is allowed.

Category of item: We select the category in which the item is classified. The available options are: **Gift, Documents, Commercial Sample, Returned Goods, Sale of Goods**, and **Other** (we enter the description in the "explanation" field).

Once we finish entering the data, we click **"Next"**.

3. Customs Declaration. In this step, we fill in the Customs Declaration accompanying the item, in case the destination country is outside the EU.

The screenshot shows a web browser window with the URL `weblabeling.elta.gr:8086/en-GB/Voucher/PrepareWizard`. The page title is "CREATING DOCUMENT" and it is at the "Customs Declaration" step of a wizard. The form contains a table with the following columns: "Detailed Description of Contents", "Country", "Net Weight (kg)", "Value (€)", "HS Tariff Number", and "Country of origin". The first row of the table is highlighted with a red dashed border. Below the table, there are sections for "Comments", "Importer Reference", "Importer Contact Info", "Duty Free Obligation", and "Invoice Numbers".

The fields highlighted with a red frame must be filled in.

In case, in the previous step ("Category of item"), we have selected the category "Commercial Sample" or "Sale of Goods", the "HS tariff number" and "Country of Origin of the goods" fields are also compulsory.

In case we have selected the category "Sale of Goods", then we must also select the "Invoice Numbers" field, and we must fill in the number of the invoice or the cashier receipt.

Invoice: In case it is compulsory to fill in the invoice, the application allows entering up to 22 characters (as many as those that appear on the customs declaration printout).

Description of fields:

Detailed description of content: Brief description of the item content. In case the content includes more than one articles / items, the other lines of the declaration must also be filled in. In this field, it is allowed to enter as many characters as those that appear on the customs declaration printout. The application does not allow to be entered more characters.

Quantity: We enter the quantity of each article contained in the item.

Net weight: We enter the weight (kg) of each article contained in the item (the total weight of each line / article of item, weight of item X quantity).

Value: We enter the value (€) of each article contained in the item (value of article X quantity).

HS tariff number: We enter the tariff class number for each article.

Country of origin of goods: We enter the 2-digit code for the country of origin of goods (e.g. GR, CN, etc.).

Note: The total weight calculated based on the total content of the item must be <= of the weight we have entered in step 2.

The completion of the "Comments", "Importer's telephone/fax/e-mail" and "Importer's reference" fields is optional, as long as these data are available.

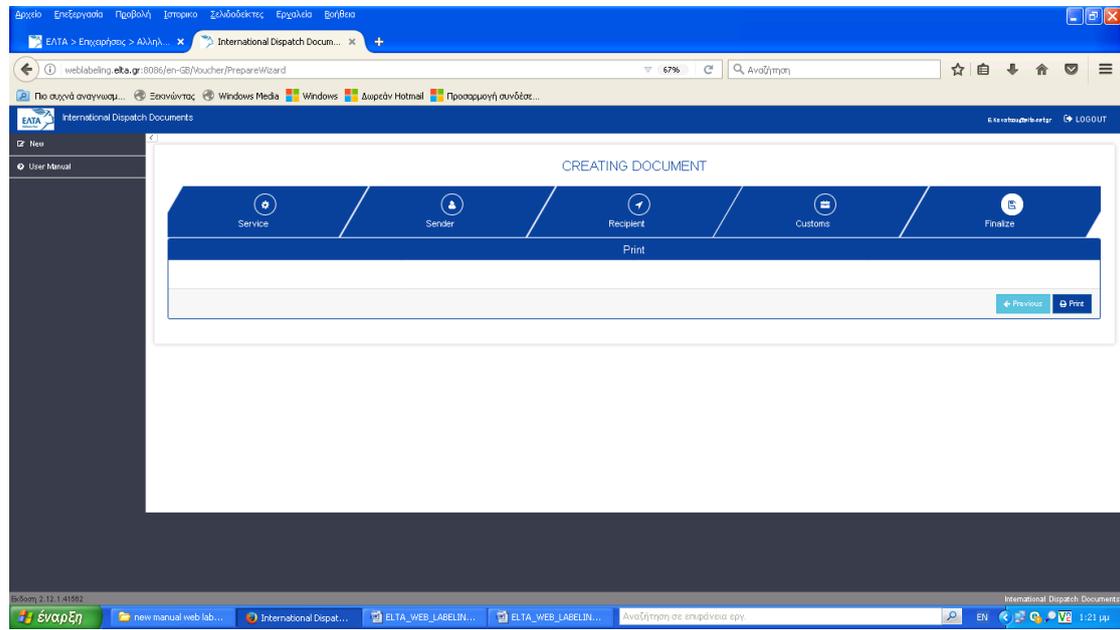
Moreover, in case the item is accompanied by some kind of document, such as permit, certificate, etc., we can fill in the document number by checking the respective field.

Once we finish entering the data, we click "Next", and reach the final step.

3. FINALIZE

Once we finish entering the necessary data, we reach the final step, where we have the following options:

Print: System update and printing of the Accompanying List.



ANNEX 1: TECHNICAL REQUIREMENTS FOR THE ELTA ERMIS- CUSTOMER SYSTEM (WEB LABELING)

The **ELTA ERMIS - CUSTOMER SYSTEM** has the following technical requirements:

Operating System

- It operates through the ELTA website.

Internet Connection

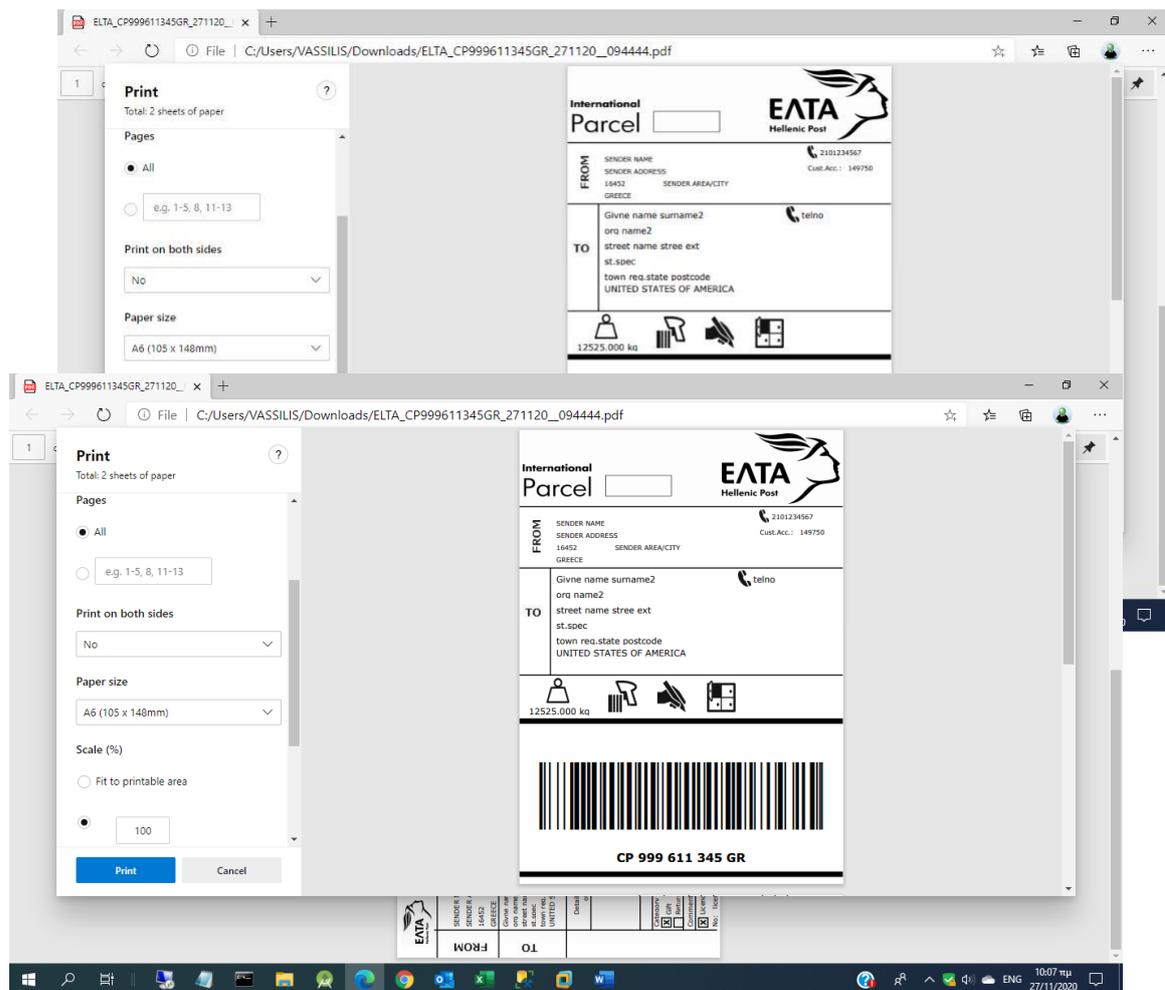
- Simple ADSL Internet Connection

Computer Peripherals

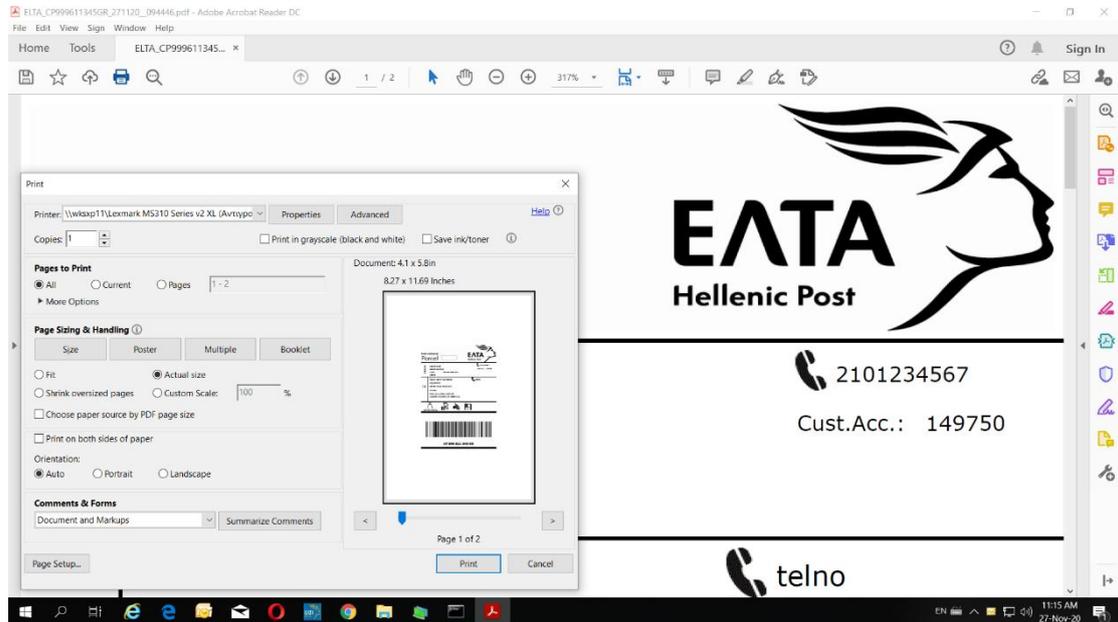
- Label Printer Thermal. Printing labels on A6 self-adhesive label rolls.
- Laser Printer (attention, not Inkjet - otherwise, the generated tracking BARCODE is not readable)

Printing Options for Labels:

On a **Label Printer**, we select A6 paper size



Laser Printer. In case a laser printer is selected, labels are printed on A4 paper with an actual printout size of A6.



ANNEX 2: INTERCONNECT COUNTRIES

(Must fill in telephone number or e-mail)

CODE	COUNTRY
AT	AUSTRIA
AU	AUSTRALIA
BE	BELGIUM
CH	SWITZERLAND
CZ	CZECH REPUBLIC
DE	GERMANY
DK	DENMARK
EE	ESTHONIA
ES	SPAIN
FI	FINLAND
FR	FRANCE
GB	GREAT BRITAIN
HR	CROATIA
HU	HUNGARY
IE	IRELAND
IS	ICELAND
IT	ITALY
LT	LITHUANIA
LU	LUXEMBURG
LV	LATVIA
MT	MALTA
NL	NETHERLANDS
NO	NORWAY
PL	POLAND
PT	PORTUGAL
RO	ROMANIA
SE	SWEDEN
SI	SLOVENIA
SK	SLOVAKIA
US	UNITED STATES OF AMERICA