

Dear Customer,

Magyar Posta Zrt. provides its customers with the printed forms “Posting List for Postal Items” and “Dispatch Book for Postal Items” with the data content prescribed by Act CLIX of 2012 on postal services. The posting list/dispatch book forms are available at post offices.

The accurate and correct completion of the posting list/dispatch book is in the joint interest of Magyar Posta and its customers. A correctly completed posting list/dispatch book aids the fast processing of mail at the counter on the one hand and on the other provides the basis for accurate accounting and invoicing between Magyar Posta and its customers.

In this Guide a summary is provided on all the information needed for the correct completion of the posting list/dispatch book. The first section of the Guide contains general information about the use and completion of the posting list/dispatch book irrespective of the service used. The second section presents specific information for each product group and type of item. The third section describes the abbreviations to be used for the different types of items and for the additional and supplementary services used, while the fourth section provides information on handling discrepancies and irregularities, and issuing duplicates. The fifth section gives Magyar Posta Zrt.’s contact details where further information can be requested about the posting list/dispatch book and the use of postal services.

Magyar Posta reserves the right to amend the information given in the current version of this Completion Guide.

We hope that this Guide will help make dispatching postal items easier for you.

Magyar Posta Zrt.

1. General information

1.1. Presenting the posting list and the dispatch book

All customers may use the posting list and the dispatch book. Senders in a contractual relationship with Magyar Posta Zrt. (hereinafter referred to as “Magyar Posta”) for posting item by postage on credit, postage franking machine or international direct letter (hereinafter referred to as “contractual sender”) must use a dispatch book or posting list for dispatching item in accordance with the provisions of their contract.

We primarily recommend the posting list to customers who occasionally dispatch a large amount of item at the same time. The dispatch book is recommended for users who dispatch item in a large quantity on a daily basis.

The printed form “Posting List for Postal Items” is a postal form intended for the simultaneous dispatch of several (registered) items. One of its advantages is that there is no need to complete a dispatch receipt individually for each registered letter-mail item to be sent. Our non-contractual customers may dispatch their items using a posting list at all postal service outlets (except the National Logistics Centre, hereinafter: NLC, and the International Office of Exchange, hereinafter: IOE). If you are a contractual partner (e.g. using a franking machine or postage on credit), you may dispatch your mail items included in the posting list at the postal acceptance point(s) and the designated acceptance counter listed in your contract.

You may prepare the posting list form by computer and print it yourself or have it printed, but its format and the order and headings of the columns must be identical to that used by Magyar Posta. The following text must appear at the bottom of the posting list: “*A szerződésre a 2012. évi CLIX. törvény és a 335/2012. (XII. 4.) Korm. rendelet rendelkezései az irányadók. Az általános szerződési feltételek elérhetősége: postai szolgáltatóhelyek, www.posta.hu*” (The provisions of Act CLIX of 2012 and Government Decree 335/2012 of 4 December 2012 apply to the contract. The general terms and conditions can be accessed at postal service points and www.posta.hu.) We cannot accept posting lists with insufficient data content or with the wrong format.

The forms “Dispatch Book for Postal Items” are sold as retail goods in post offices. The data content of the dispatch book is identical with that of the posting list, and the dispatch book is the equivalent of sheets of posting lists bound in a book format. The information provided in this Guide with regard to the posting list also applies to the use of the dispatch book and the available options for dispatch. The dispatch book of contractual customers (using a franking machine or postage on credit), must be validated prior to its first use by the signature of the head or representative of the acceptance point and a date stamp.

To facilitate mailing activity by computer, there is an option to use our electronic posting list service. Information about this service is available through the means of contact listed in the fifth section of this Guide.

1.2. Use of the posting list and dispatch book

Please enter letter-mail items and logistics items (international postal parcel, Európa+ parcel, MPL postal parcel, EMS express mail items) in separate posting lists/dispatch books. The posting list used for posting international direct letters may not have other

types of item entered in it. Within the logistics items a separate posting list/dispatch book must be used for the MPL postal parcels and for EMS express mail items.

When posting at a postal outlet, usually one copy of the posting list/dispatch book must be kept. If the item identifiers are affixed to the mail items by the sender/customer – in the case of customers with a contract relating to subsequent fee payment –, the posting list form must be kept in duplicate (the original copy will go to the acceptance point and the other copy will be kept by the sender).

Customers using a postage franking machine are required to have a dispatch book kept in one copy for each machine separately to dispatch their mail.

If posting at the NLC, the posting list/dispatch book must be kept in duplicate.

If posting at the IOE, the posting list/dispatch book must usually be kept in duplicate. Other cases than this are described in the contracts.

Please start listing the item data on a new page in the dispatch book for every mailing, except in the case of non-contractual customers whose registered items are supplied with item identifiers by the postal clerk. If the postal clerk affixes the item identifiers onto the registered mail items, a duplicate of the dispatch book is only necessary for items sent with postage on credit or items franked by the sender using a postage franking machine. For non-contractual senders, the authentication of the duplicate of the posting list is subject to a charge.

In case of using posting list/dispatch book, our acceptance points acknowledge the acceptance of mail items in the posting list/dispatch book. Please note that at certain computerised acceptance points (IPN post offices and the National Logistics Centre), acceptance is acknowledged differently, on a posting list attachment printed by the computer system and handed over to the sender (appended to the original posting list), containing the correct posting data acknowledged by Magyar Posta.

If you are not a contractual sender and keep your posting list/dispatch book in one copy, you may use our posting list duplicate service on the conditions described under point 4.2. Both our contractual and non-contractual senders may request a duplicate to be issued.

1.3. General information on completion

Please complete the posting list/dispatch book paying attention to the following:

- Please use blue or black ink (ballpoint pen or typewriter) or black ink for computer printing to complete the posting list/dispatch book.
- Please write your name or for corporate mailing the company name, and correspondence or postal address (home address or address of business premises) together with the postcode at the top (header) of the posting list/dispatch book in the section “Sender’s name and address” (“Feladó (neve, címe)”).

- If you are a contractual sender, give the agreement identifier featured in your contract (or the identifier specified by Magyar Posta of individual accounting units based on separate accounting under customer contracts signed with Magyar Posta) in the “Agreement Identifier” (“Megállapodás azonosító”) section.
- If you are a contractual sender, enter the 8-digit number specified by Magyar Posta to identify a contractual customer issuing or receiving a separate invoice in Magyar Posta’s SAP system in the “Customer Code” (“Vevőkód”) section.
- Please always complete the “Agreement Identifier” and “Customer Code” data accurately using the content specified by Magyar Posta as these constitute the basic information for invoicing. If you have more than one agreement identifier, please pay particular attention to featuring the correct identifier for each mailing, thus preventing potential invoice complaints arising from providing inaccurate data.
- In the section “Number of Inspection Report(s)” (“Bevizsgálási jegyzőkönyv(ek) száma”) please provide the permit number issued on the Inspection Report verifying suitability for automated processing for mail items subject to the obligation of postal inspection.
- Also in the header, please indicate the date of posting (“Dátum”) and, if a postage franking machine is used, the starting and ending readings (“Bérm.gép kezdőállása” and “Bérm.gép záróállása” respectively) of the franking machine counter (e.g. 123456-124789) in order to enable Magyar Posta to check the fees paid by the franking machine.
- In the “Method of Payment” (“Fizetési mód”) section the following words can be given: in cash (“készpénzzel”), by bank transfer (“átutalással”).

Please separate mail items by type in the posting list/dispatch book – letter-mail items into letters and postcards/picture postcards, and logistics products into international postal parcels, Európa+ parcels, MPL postal parcels and EMS express mail items – and add up the postage fees by type of mail item. Letter-mail and logistics products as well as international direct letters should be entered in separate posting lists/dispatch books.

- Entries in the posting list/dispatch book must be made in groups: first registered items sent with the insurance service; then registered items sent without the insurance service, followed by ordinary letter-mail items. Both registered and ordinary mail items should start with domestic items, followed by international items. Within the individual groups – where this type of handling is available – first indicate items sent with this special method of handling.
- Before posting you will have the opportunity to correct any data entered erroneously in the posting list/dispatch book. Do this by striking through with a horizontal line the data you wish to correct (ensuring that the original information is still legible) and write the correct data in the section. Please verify any deletions and corrections made to the posting list/dispatch book with your signature next to the change. Please do not use correction fluid to make changes.
- Please also state the item identifier on any delivery after payment receipt, advice of delivery receipt or customs declaration form to go with the item – except if the item identifier is affixed to the item by the postal clerk.

2. Completion Guide by type of mail item and product group

Detailed information about each product group and type of mail item is given below. The Guide has been compiled by product type to help you find the necessary information quickly and easily even if you only wish to post one type of mail item. Please give the necessary data in the posting list/dispatch book in accordance with the guide to completion below in order to facilitate uniform and accurate handling.

2.1. Letter-mail items

A sample posting list for dispatching letter-mail items is given in Annexes 1/a and 1/b.

2.1.1. Registered letter-mail items

Please enter mail items in the posting list one in each line in ascending order based on the item identifiers, starting with the domestic items and continuing with international items.

- Column 1 serves to indicate the sequential number of the entered items, starting with 1 and continuously ascending.
- Column 2 is where the item identifier must be entered or, if you were given a two- or three-part identifier label by Magyar Posta, the identifier label's smaller part must be adhered (with a two-part label the item identifier may be written on the duplicate by hand).
- In columns 3 to 5 details of the addressee's address must be given. In column 4 the destination town's postcode or, for international items, the name of the country must be entered. When stating the name of the destination country, please use the country names featured in our [Country Guide](#) publication forming part of the General Terms and Conditions of Postal Services. Column 5 is for providing the destination address (name of town), further address details (name of street, road, square, etc. and house number) as well as any additional address details (staircase number, floor and door or flat number).
- In column 6 (weight) the mail item's weight measured to the gram must be entered and for standard letters the marking "SZ". For insured mail items the weight must always be entered measured to the gram.
- The mail group's suitability for automated processing must be entered in column 7 with an "X" where appropriate. This mark may only be entered in column 7 if a valid inspection report (permit) has been issued for the mail item and the section "Number of Inspection Report(s)" has been completed in the form's header section.
- Column 8 is for entering the mail item's value (in HUF) if the insurance additional service is used.
- Column 9 is for indicating the amount (in HUF) to be collected upon delivery when the delivery after payment service is used. For international letter-mail items (including international direct letters) the cash on delivery amount must be entered in the currency given in the [Country Guide](#) publication forming part of the General Terms and Conditions of Postal Services.

- The mail item's full postage fee must be entered in column 10.
- In column 11 the type of mail and the additional services used must be indicated using the abbreviations listed in the tables in the third section. For official documents the "AJL" (registered) additional service marking does not have to be indicated.

After entering the last item, please draw a line across the posting list beneath it and add up the sums entered in column 10 (postage fees).

2.1.2. Ordinary letter-mail items – in the case of contractual customers

When domestic and international (non-registered) letter-mail items are posted, the mail items should be given in the posting list grouped separately by weight category and by other services used, giving the exact number of items for each, listing first the domestic and then the international items.

In the posting list first the priority letter-mail items should be recorded for each type of mail item.

Within domestic ordinary letter-mail items, please enter in separate lines ordinary letters, postcards and picture postcards, and contractual discount direct mail (KDM) grouped by weight category and by other services used.

For international mail, enter in separate lines and by weight category mail items addressed to European countries and Outside Europe separated into ordinary letters, postcards and picture postcards (separating priority and non-priority mail), as well as FLEXI Priority Business Letters and FLEXI Ordinary Business Letters. For international direct letters, mail items must be entered in separate lines and by weight category, separated by destination country (separating priority and non-priority mail for products where applicable).

- Column 1 does not have to be completed for ordinary letter-mail items.
- The type of mail item must be entered in column 2:
 - Domestic ordinary letter-mail
 - priority letter (elsőbbségi levél),
 - non-priority letter (nem elsőbbségi levél),
 - priority postcard and picture postcard (elsőbbségi levelezőlap és képes levelezőlap),
 - non-priority postcard and picture postcard (nem elsőbbségi levelezőlap és képes levelezőlap),
 - contractual discount direct mail (KDM) (szerződéses, kedvezményes díjú címzett reklámküldemény (KDM))
 - International ordinary letter-mail
 - priority letter to European countries (elsőbbségi levél Európai országokba),
 - priority letter to Outside Europe (elsőbbségi levél Egyéb külföldre),
 - non-priority letter to European countries (nem elsőbbségi levél Európai országokba),
 - non-priority letter to Outside Europe (nem elsőbbségi levél Egyéb külföldre),
 - priority postcard and picture postcard to European countries (elsőbbségi levelezőlap és képes levelezőlap Európai országokba),
 - priority postcard and picture postcard to Outside Europe (elsőbbségi levelezőlap és képes levelezőlap Egyéb külföldre),
 - non-priority postcard and picture postcard to European countries (nem elsőbbségi levelezőlap és képes levelezőlap Európai országokba),

- non-priority postcard and picture postcard to Outside Europe (nem elsőbbségi levelezőlap és képes levelezőlap Egyéb külföldre),
 - priority M sack to European countries (elsőbbségi M zsák Európai országokba),
 - priority M sack to Outside Europe (elsőbbségi M zsák Egyéb külföldre),
 - non-priority M sack to European countries (nem elsőbbségi M zsák Európai országokba),
 - non-priority M sack to Outside Europe (nem elsőbbségi M zsák Egyéb külföldre),
 - Flexi - Priority Business letter to European countries (Flexi - Elsőbbségi Üzleti levél Európai országokba),
 - Flexi - Priority Business letter to Outside Europe (Flexi - Elsőbbségi Üzleti levél Egyéb külföldre),
 - Flexi - Ordinary Business letter to European countries, (Flexi - Normál Üzleti levél Európai országokba),
 - Flexi - Ordinary Business letter to Outside Europe (Flexi - Normál Üzleti levél Egyéb külföldre),
 - priority international direct letter (elsőbbségi nemzetközi direkt levél),
 - non-priority international direct letter (nem elsőbbségi nemzetközi direkt levél).
- The number of mail items for dispatch must be entered in column 3.
 - Columns 4 and 5 do not have to be completed for ordinary letter-mail items, except for international direct letters, for which the name of the destination country must be entered in column 4. When stating the name of the destination country, please use the country names featured in our [Country Guide](#) publication forming part of the General Terms and Conditions of Postal Services.
 - In column 6 (weight) the tariff chart's corresponding weight categories must be entered as the mail items' weight. For standard letters the marking "SZ" needs to be used, and the mail items' weight measured in grams does not need to be indicated. For international direct letters, the unit weight of the mail items of identical format must be entered except if otherwise stated in the Customer's contract.
 - The mail group's suitability for automated processing must be indicated in column 7. A mark may only be entered in column 7 if a valid inspection report (permit) has been issued for the mail item.
 - Columns 8 and 9 do not have to be completed for ordinary letter-mail items. The total postage fee determined based on the tariff applying to the letter-mail item for dispatch and its weight category must be entered in column 10.
 - In column 11 indicate the type of mail item and the chosen additional and supplementary services, using the abbreviations listed in the tables in the third section.

Please draw a line across the posting list beneath the last completed line, and add up the sums entered in column 10 (postage fees).

If registered and ordinary letter-mail items are dispatched at the same time, please first enter the registered letter-mail items on the posting list and add up their postage fees and, leaving an empty line, then do the same for the ordinary letter-mail items. In the last line of the posting list please add together the separately totalled postage fees of the registered and ordinary letter-mail items (column 10), writing the word "Összesen:" (total).

2.2. Logistics products

2.2.1. MPL Postal Parcel

A sample of a completed posting list for dispatching MPL Postal Parcels is given in Annex 2/a.

Please enter the parcels in the posting list separately in each line. First enter parcels with an insured value of over HUF 100,000 followed by uninsured but individually handled parcels (containing toxins or cremation ashes), then continuously parcels with an insured value of under HUF 100,000 and uninsured parcels.

- Column 1 serves to indicate the sequential number of the entered items, starting with 1 and continuously ascending.
- The item identifier must be entered in column 2.
- Columns 3 to 5 are for giving details of the addressee's name and address.
- In column 6 (weight) the mail items' actual weight must be written in grams.
- Column 7 does not need to be completed.
- Column 8 is for entering the mail items' declared value (in HUF) if the insurance additional service is used.
- Column 9 does not need to be completed.
- The full postage fee is to be entered in column 10.
- In column 11 the chosen additional services must be indicated using the abbreviations listed in the table in the third section. For individually handled uninsured MPL Postal Parcels containing toxins or cremation ashes, the "TK" mark must be used.

After entering the last item, please draw a line across the posting list beneath it and add up the sums entered in column 10 (postage fees).

2.2.2. International postal parcel (addressed abroad) and Európa+ parcel

Please enter all international postal parcels and Európa+ parcels in the posting list separately in each line. First enter insured parcels and then uninsured parcels.

- Column 1 serves to indicate the sequential number of the entered items, starting with 1 and continuously ascending.
- The item identifier must be entered in column 2.
- In columns 3 to 5 the addressee's name and address details must be written. Column 4 is for providing the destination country's name and column 5 is for entering the place of destination (name of town), further address details (name of street, road, square, etc. and house number) as well as any additional address details (staircase number, floor and door or flat number).
- In column 6 (weight) the mail items' actual weight must be written in grams.
- Column 7 does not need to be completed.
- Column 8 must contain: a) for international postal parcels (going abroad): the value of the item if the insured additional service is used; b) for Európa+ parcels the value of the mail item (in HUF).
- In column 9 the cash on delivery amount must be entered for cash on delivery items.
- The full postage fee is to be entered in column 10.
- In column 11 the type of item and the chosen additional services must be indicated using the abbreviations listed in the tables in the third section.

After entering the last item, please draw a line across the posting list beneath it and add up the sums entered in column 10 (postage fees).

2.2.3. Domestic EMS express mail item

A sample of a completed posting list for dispatching domestic and international EMS express mail items is given in Annex 2/b.

Please enter the EMS items in the posting list separately in each line.

- Column 1 serves to indicate the sequential number of the entered items, starting with 1 and continuously ascending.
- The item identifier must be indicated in column 2.
- In columns 3 to 5 the addressee's name and address details must be written.
- In column 6 (weight) the mail items' actual weight must be entered measured to the gram.
- Column 7 does not need to be completed.
- The value of the item (in HUF) must be entered in column 8.
- In column 9 the payment for goods amount (in HUF) must be entered for payment for goods items.
- The items' full postage fee is to be written in column 10. If the addressee pays service is used, the column must be left blank.
- In column 11 the type of mail item and the chosen additional services must be indicated using the abbreviations listed in the tables in the third section. If the addressee pays service is used, the abbreviation "POR" must be indicated.

After entering the last item, please draw a line across the posting list beneath it and add up the sums entered in column 10 (postage fees).

2.2.4. International EMS express mail item

Please enter the mail items in the posting list separately in each line.

- In column 1 the sequential number of the entered items must be indicated, starting with 1 and continuously ascending.
- The item identifier must be indicated in column 2.
- In columns 3 to 5 the addressee's name and address details must be written.
- In column 6 (weight) the mail items' actual weight must be entered measured to the gram.
- Column 7 does not need to be completed.
- The value of the mail item must be entered in column 8.
- Column 9 does not need to be completed as International EMS mail items cannot be sent with cash on delivery.
- The items' full postage fee is to be written in column 10.
- In column 11 the chosen additional services must be indicated using the abbreviations listed in the table in the third section.

In column 11 the type of the international EMS express mail item (Print or Pack) must be indicated as follows:

Item types (based on their nature)

a) Document (Print): an item of individual or personal nature which contains

communication, data or information recorded in a written form (instrument, memorandum, deed, record, contract, etc.) shall be treated as a document (exceptions are documents having a value of over HUF 20,000, e.g. a plane ticket). Information stored on data carriers (floppy disc, CD) is also considered an item containing documents.

- b) Goods (Pack): all items that cannot be considered as Print documents under the previous point a).

After entering the last item, please draw a line across the posting list beneath it and add up the sums entered in column 10 (postage fees).

If both domestic and international EMS mail items feature in the same posting list, please first enter the domestic EMS mail items on the posting list, totalling their postage fees, and then, leaving an empty line, do the same for the international EMS mail items, totalling the postage fees. In the last line of the posting list please add together the separately totalled postage fees of the domestic and international EMS mail items (column 10), writing the word "Összesen:" (total).

3. Abbreviations marking types of item and additional services

3.1. Abbreviations of types of mail item

Please indicate the types of mail item in column 11 of the posting list using the abbreviations given in the table below in all cases. The characteristics and detailed posting conditions of all item types are specified by Magyar Posta's currently effective General Terms and Conditions for Postal Services, the General Terms and Conditions of the products concerned, and individual customer agreements.

Type of mail item	Short name
Letter-mail items	
Contractual discount direct mail	KDM
Flexi - Priority Business Letter	FLEXIPRI
Flexi - Ordinary Business Letter	FLEXI
Official document	HIV
M sack addressed to go abroad	MZSÁK
Letter	LEV
Postcard, picture postcard	LEVL
International direct letter	NDL
Literature for the blind	VAK
Logistics products	
Domestic EMS express mail	EMS
International EMS express mail (containing goods)	PACK
International EMS express mail (containing documents)	PRINT
MPL Postal Parcel	PCSG
International postal parcel	NCSG
Európa+ parcel	EUP

3.2. Abbreviations of additional services

Please indicate the additional services and supplementary services (special methods of handling) you wish to use for each item in column 11 of the posting list in all cases, using the abbreviations given in the table below, after entering the mark for the type of mail item. The means and conditions of use of the additional and supplementary services are governed by the provisions of Magyar Posta's currently effective GTC for Postal Services and the General Terms and Conditions of the products concerned.

The available additional services for international mail items for each country are listed in the [Country Guide](#) publication forming part of the General Terms and Conditions of Postal Services, which can be accessed electronically on Magyar Posta's website.

Additional or supplementary services	Short name	Available with
<i>Registered</i>	AJL	Domestic letter-mail items (except official documents) and international priority letter-mail items
Payment for goods	AF	Domestic EMS
Delivery to addressee only	CK	Domestic letter-mail items
E-projection (electronic notification of addressee at sender's request about dispatching an item)	ELŐ	
E-notification (electronic notification of sender about delivery)	ÉRT	Domestic registered letter-mail items and official documents, domestic and international EMS express mail, Európa+ parcel
Priority	PRI	Domestic and international letter-mail items (after the type mark for Flexi - Priority Business letter (FLEXIPRI) the mark "PRI" to indicate the priority special handling method does not need to be indicated; for Flexi - Ordinary Business letter (FLEXI) the priority special handling method is not available and thus the mark "PRI" may not be indicated after the type mark), international postal parcel
<i>Insured items</i>	ENY	Domestic and international letter-mail items, MPL postal parcel, international postal parcel, Európa+ parcel, domestic and international EMS express mail
Confirmation of delivery	KV	Domestic EMS express mail
Retention time	ÖI	MPL postal parcel, domestic EMS; with a contract: international postal parcel, international EMS express mail,

Additional or supplementary services	Short name	Available with
		Európa+ parcel
Addressee pays	CF	Domestic EMS express mail
Postal sealing	LEZ	Domestic and international letter-mail items, domestic and international EMS express mail, MPL postal parcel, international postal parcel, Európa+ parcel
Delivery to addressee in person	SK	International priority letter-mail items
Cumbersome	TER	International postal parcels
<i>Advice of delivery</i>	TV	Domestic letter-mail items, international priority letter-mail items, MPL postal parcel, international postal parcel, domestic EMS express mail
Fragile	TOR	MPL postal parcel, domestic EMS express mail
Delivery after payment	FKK	Domestic letter-mail items
Cash on delivery	UV	International priority letter-mail items, international postal parcel, Európa+ parcel
Issuing an Export Accompanying Document (KKO) and presenting the mail item to customs	VNY	International EMS express mail, international postal parcel, international insured letter-mail item
Issuing a Supplementary Sheet for the Export Accompanying Document (KKO) form	POT	International EMS express mail, international postal parcel, international insured letter-mail item
Individual handling (e.g. mail items containing toxins or cremation ashes)	TK	MPL Postal Parcel
Pick-up service from premises	TEP	Domestic and international EMS express mail
EMS mail sent outside the EU	NEU	International EMS express mail

When using different services, please pay particular attention to the Product Sheets of postal products and services (the General Terms and Conditions for Postal Services document describing services for each product) because different services are available for different item types within the same mail category. Also ensure that you are informed about contents excluded from postal transport or only transportable on certain conditions to prevent the rejection of services on this basis. The mark or name of all individual additional services which are not featured in this Guide must be indicated in column 11 of the posting list.

If you wish to use the E-notification service, next to the mark “ÉRT” you must also give in column 11 the e-mail address or telephone number suitable to receive SMS text messages for sending the notification. However, indicating the notification address is not necessary if a sender regularly using the service has entered into a contract for using the E-notification service as in this case the contract contains the notification address.

4. Handling discrepancies, requesting a duplicate

4.1. Handling discrepancies and irregularities

If the postal clerk finds a discrepancy or irregularity in the posting list/dispatch book (e.g. wrong weight, incorrect pricing, illegible entries, a used additional service is not marked, the posting list includes an item that is missing or an item handed over for dispatch does not feature in the posting list), this will be corrected or adjusted if possible. With discrepancies or irregularities that cannot be corrected, the items and the posting list/dispatch book are returned to the sender in order to have them corrected or rearranged, or a new list issued.

If a discrepancy or irregularity is found that cannot be corrected by the postal clerk, the items may only be accepted if you hand over or send by fax a new posting list, or ensure packaging in accordance with the GTC for Postal Services. In the absence of this or if contents excluded from transport are involved, the mail items will not be accepted and forwarded.

If you have a contract for postage on credit or for the use of a franking machine, the provisions of your contract will prevail in handling and settling discrepancies related to the posting list/dispatch book.

Please note that at certain computerised acceptance points (IPN post offices, NLC, IOE), discrepancies and irregularities are handled differently from the above. There the errors and discrepancies established in the original posting list will not be corrected, and the acceptance of mail items will be acknowledged on an attachment to the posting list printed by the computer system and handed over to the sender appended to the original posting list containing the correct posting data.

4.2. Duplicate posting list

Issuing a duplicate posting list for registered mail items may only be requested at the postal service point (acceptance point) where the item was accepted for postal handling. Issuing the duplicate is subject to a charge and is available at the time of acceptance or within one year of the day following acceptance. To use this service, the original document in proof of dispatch must be shown. Duplicate copies of a posting list or dispatch book may be requested for the fee specified in the tariff chart in any number of copies within the above period of time.

Issuing a duplicate is subject to a charge and the fee is payable in cash when the duplicate is issued. If using postage on credit, the fees will be charged to the credit on the day the duplicate is issued. If a duplicate of a posting list is requested, the fee is payable for each sheet of the posting list.

Issuing a duplicate is tax exempt if the service used was also tax exempt. With services subject to VAT, issuing a duplicate will also be subject to VAT.

For further information, please ask the staff at the acceptance points.

5. Further information

If you have further questions about how to use or keep a posting list or about our services, please ask

- the staff at the postal acceptance points and at mobile posts,
- our central customer service using the means of contact specified in our General Terms and Conditions and given online on Magyar Posta's website www.posta.hu.
- your personal postal contact person (in the case of concluding a contract).

For more information about our services, see the General Terms and Conditions displayed at postal acceptance points, or visit the website www.posta.hu, where you can also download the current version of this Completion Guide electronically.