



**TECHNOLOGICAL GUIDELINES FOR THE USE OF AN ELECTRONIC MAILING LIST  
FOR THE DISPATCH OF ITEMS OF CORRESPONDENCE**

**Dear Customer,**

With this guide Magyar Posta Zrt. (hereinafter: 'Posta') wishes to assist its customers in technical issues arising during the use of the electronic mailing list for the dispatch of items of correspondence.

This guide is published as supplementary information to the effective General Terms and Conditions for Postal Services (hereinafter: 'PS GTC'), and the provisions of this guide are applicable only if the conditions of the PS GTC are simultaneously fulfilled. The PS GTC are available on the website of Magyar Posta: [GTC FOR POSTAL SERVICES](#)

We hope that we are able to provide you with all the information you require. Should you have any unanswered questions or require further information on the subject, please do not hesitate to contact your postal contact person or our telephone customer service at +36-1-767-8272. For more information about our services, please visit [WWW.POSTA.HU](http://WWW.POSTA.HU).

We wish you further successful cooperation with

Magyar Posta Zrt.

## 1. General Conditions

- 1) Posta's contractual partners must use a paper or electronically generated dispatch document to dispatch the postal items covered by the contract. The use of an electronic mailing list helps to speed up the collection of postal items by providing state-of-the-art tools to support the postal acceptance of postal items to be dispatched.
- 2) The use of the electronic mailing list shall be provided by Posta exclusively at the postal service points connected to the Integrated Postal Network and at the locations designated as collection points for items of correspondence in the document titled [OPERATIONAL COLLECTION POINTS](#) published on the Posta website.
- 3) The IT requirements for the electronic mailing list data files are set out in the electronic mailing list technical specifications in force, which are made available to customers free of charge by Posta. The detailed conditions required to ensure the two-way communication of electronic mailing list data files to the Posta via the Office Gateway and their reception are set out in the document titled 'Technological Guidelines for Data Communication via the Office Gateway'.
- 4) The current portfolio of products/services should always be taken into account when generating the electronic mailing list dataset.

## 2. Inspection of data files

- 1) The dispatching of the postal item can only start after the postal inspection of the electronic mailing list data file (xml file) and the receipt of the Certificate of Compliance. For inspection, the files must be sent to [bevizsgalo@posta.hu](mailto:bevizsgalo@posta.hu). Postal inspection of the electronic mailing list file is performed by the Inspection Laboratory at the latest within 5 working days of receipt.
- 2) The Posta considers the Certificate valid
  - a) for a limited period of time, up to 5 years from the date of the inspection according to the Certificate (validity period indicated on the Certificate);
  - b) Certificates issued before 1 January 2019 until 1 January 2024.

## 3. Types of postal items that may be sent via electronic mailing list

- 1) The electronic mailing list allows the dispatching of all of the following items of correspondence:
  - a) domestic and international priority and non-priority letters (postcards, picture postcards) (letter);
  - b) priority and non-priority identified letters (postcards, picture postcards) (letter);
  - c) national and international postal items with Braille lettering (letter);
  - d) official documents;
  - e) domestic reply postal items;
  - f) contractual discount direct mail (k-dm)
  - g) <sup>-1</sup>;
  - h) contractual discount direct identified mail (k-dm)
  - i) 'M' sack (form addressed abroad);
  - j) 'To the addressee' letters;

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<sup>1</sup>Repealed on 1 December 2019.

- k) <sup>-2</sup>
- l) international direct letters;
- m) business letters;
- n) business DME postal items.

2) For domestic items of correspondence within the scope of the universal postal services under paragraph 1 (a) to (h), sent via electronic mailing list, our customers receive a discount according to the current business discount system as published in the PS GTC. To qualify for the discount, the customer must post their postal items in full on the agreement identifiers included in the discount, accompanied by an electronic mailing list for each dispatch.

#### 4. Delivery-acceptance of data files

1) The Posta processes the data obtained in connection with the use of the electronic mailing list in accordance with the provisions of Act CLIX of 2012 on Postal Services and the information on postal services in the [PRIVACY NOTICE](#) published on the Posta website. The delivery-acceptance of the electronic mailing list data files and the dispatch of postal items may be performed in the manner indicated in Sections 4.1 to 4.2/A and 5.

2) The electronic mailing list data files may be sent in one file (in 1 xml structure).

3) In the case of an emergency, the transfer of the electronic mailing list data file can also be done by using a USB stick (e.g.: failure to send to an e-mail address, unavailability of the FTP server, or internet failure).

4) If the file transfer on the Office Gateway fails, the electronic mailing list data files can be sent by e-mail or via FTP server. In these cases, only xml files can be transferred. The confirmations are sent in accordance with the terms and conditions agreed for the transfer method of the data file.

##### 4.1. Sending to an e-mail address

1) The electronic mailing list data files should be sent to the following address up to a maximum size of 10 Mbytes:

[efeladas@posta.hu](mailto:efeladas@posta.hu)

2) <sup>-3</sup>

3) The postal system sends automatic messages on the transactions relating to the files sent to the e-mail address. Information on the receipt of the electronic mailing list, including any errors, is sent to the e-mail address used for sending. The e-mail on the receipt of the electronic mailing list contains a list identifier, which is required for the dispatch of the postal items. The e-mail confirming the receipt of the electronic mailing list or, failing this, at least the list identification number (IKR\_no.) contained therein and, for senders with a separate written contract, the contract identification number associated with the customer code must be made available to Posta the time of collection.

4) After collection, a system message containing the data of the collected postal items is sent primarily to the e-mail address specified in the electronic mailing list file, or, in the absence thereof, to the e-mail address assigned to the customer's contract ID or customer code. The

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<sup>2</sup> Repealed on 30 March 2020.

<sup>3</sup> Repealed on 1 July 2019.

Posta does not guarantee the receipt of the automatic system message(s) or the data file containing the details of the postal items collected if the Customer has not provided their e-mail address or has provided it incorrectly.

#### **4.2. Via FTP server**

1) The Posta shall provide its contracted customers with the option to upload the electronic mailing list data files to its FTP server. In the case of data communication via the FTP server, automatic system messages are sent to the e-mail address assigned to the customer's storage space.

2) For the use of the FTP server interface, for identification and authentication purposes, the Posta shall only provide customers with the use of a public-private key pair. The use of a unique username and password pair is provided by the Posta only for users requested and created before 20 January 2021, until their replacement by a key pair. Customers are obliged to treat the unique user identification data used for logging in in accordance with the applicable data protection regulations.

3) If there is suspicion that any element of the individual user identification data used for logging in has been disclosed to unauthorised persons, the Customer must immediately notify the Posta by telephone or e-mail via their postal contact person.

4) If the file(s) uploaded by the Customer are infected with a virus, the Posta shall be entitled to delete such file(s) without prior warning and shall inform the Customer thereof.

5) The Customer may only and exclusively upload xml files onto the FTP server interface and may not upload data, the public disclosure of which would be contrary to law. In the case of breaching of this obligation, the Customer shall be solely responsible and the Posta shall be entitled to delete such data without prior warning and shall inform the Customer of thereof.

6) The Posta shall provide the Customer with access to the FTP site free of charge.

7) Details of how to use the data communication are set out in [APPENDIX 1](#) to this document.

8) The Customer may also request that the data files containing the data of the collected postal items, which are created after collection, be authenticated, electronically signed and time-stamped. In this case, the Posta recognises the collection after the postal items have been collected only in the form of an electronically authenticated collection data file, which is uploaded to the Customer's FTP storage space. The electronically authenticated data files replace the document certifying dispatch and, in this context, a paper-based mailing list is not printed.

#### **4.2/A. Via the Office Gateway**

1) For its customers using an Office Gateway, the Posta ensures that they can also submit their electronic mailing list data files via this channel and have access to the files containing the collection data of the postal items.

2) The electronic mailing lists must be submitted in KRX (KER) format via the Office Gateway and must contain the 'EFJ' document identifier to ensure their clear identification.

3) The Posta will always send a confirmation via the Office Gateway of the successful or unsuccessful result of the processing of the electronic mailing list from the downloaded data file in KRX (KER) format.

4) The postal items collected on the basis of an electronic mailing list are recorded in a file titled 'Collected.xml', which shall be sent by the Posta to the Office Gateway from which the electronic mailing list was sent. It is possible to receive the data file of collected postal items via a different Office Gateway if an alternative Office Gateway is set as the hosting address for the agreement identifier.

**4.3. -<sup>4</sup>**

**4.4. -<sup>5</sup>**

## **5. Posting conditions**

1) The postal items must be handed over by sender in the order shown on the electronic mailing list: unregistered (ordinary) postal items by postal item type, weight and number of items, and registered postal items by price factor, in ascending order of the postal item identifier numbers.

2) If not all postal items from the electronic mailing list (sent by e-mail, FTP server or via Office Gateway) could be collected by the collection location referred to in Section 1 (2), the data of the postal items not collected will automatically be placed on hold (for 30 days), awaiting subsequent collection. In this case, the customer does not have to repeat the data transfer, i.e. it is not necessary to resubmit the data of the postal items on hold at the next dispatch.

3) The Posta may refuse to collect postal items with an electronic mailing list if the data file and/or the data carrier submitted/recorded on the data carrier is not suitable for automated collection due to the fault of the customer.

4) Typical obstacles to collection include:

- a) the data file is inadequate, missing, or not or incorrectly readable (corrupted);
- b) the data carrier is not readable (in the case of a USB stick);
- c) the customer and agreement identifiers are not correctly indicated;
- d) a mailing list with the same data content has already been recorded in the system;
- e) -<sup>6</sup>
- f) the postal item data were not generated according to the technical specifications of the electronic mailing list;
- g) the product/service portfolio change is not updated by the customer;
- h) the data carrier contains a virus or other malicious software;
- i) the comment field of the electronic mailing list contains data that is inconsistent or incompatible with the terms and conditions of dispatch of the product/service.

5) If, for the reasons listed in the above points or for any other reason, it is not possible to include the postal items in the electronic mailing list, the customer may, after correction of the data file, initiate the dispatch with a new submission, by means of a data carrier or by re-uploading the data to the FTP server/Office Gateway. If the data file is not corrected, the dispatch can only be executed by handing over a paper-based mailing list. Failure to do so may result in a cancellation of the current day's collection due to the time involved, and in such cases, the fate of the postal items is agreed between the Posta and the customer without delay.

6) If a franking machine is used, the electronic mailing list data file must also indicate the starting and closing positions of the machine counters (the starting position must always be higher than the closing position). If the postal items are on several electronic mailing lists, they

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<sup>4</sup>From the date of entry into force of the amendment (1 July 2019), the provisions of this Section are contained in Section 4 (3).

<sup>5</sup>Repealed on 1 July 2019.

<sup>6</sup>Repealed on 1 July 2019.

must also be franked in several groups. In this case, the counter positions must be read per group and included in the electronic mailing list data file corresponding to the group.

7) The customer must take immediate action to update the software that generates the electronic mailing list data file due to a change in the product/service portfolio and to resolve any IT problems with the software, or (if the customer has purchased the software) contact the software developer.

## **6. Terms and conditions for customers considered individual developers**

1) A customer, who has personally developed the software that generates the electronic mailing list data file is considered to be an individual developer.

2) The Customer is obliged to update the software on the basis of the information provided by the Posts by the deadline specified by the Posts and to have it re-tested in the event of a change in the product/service portfolio.

3) The customer shall treat the information provided by the Posta as confidential until its official publication, shall not disclose it to the public and shall provide it to a third party only for the purpose of updating the software, while requiring that the information be treated as confidential.

4) If the customer does not update or does not update correctly the software for generating the electronic mailing list data file, it may not be used for dispatching after the deadline set by the Posta.

5) The Posta may request the clarification of the electronic mailing list (or the delivery of a paper-based mailing list) with the proviso that no postal items will be accepted until the clarified data have been received (or the paper-based mailing list has been delivered).

6) If the customer fails to comply with the conditions set out in this Section, the Posta shall be entitled to refuse to dispatch the postal items recorded in the electronic mailing list.

## **7. Terms and conditions for users of the ePostakönyv (Web-based electronic mailing list creation system)**

1) The ePostakönyv is a web-based application available on the Posta's website that supports the generation and automatic submission of electronic mailing lists for items of correspondence.

2) Prerequisites for use

- a) for a natural person customer, the completion of a simple registration in accordance with Section 4.1.1 of the '[GTC FOR CERTAIN ELECTRONIC SERVICES AND BUSINESS APPLICATIONS](#)' or authentication of such registration in accordance with Section 4.2.1;
- b) for an organisation, a simple registration in accordance with Section 4.1.2 of the '[GTC FOR CERTAIN ELECTRONIC SERVICES AND BUSINESS APPLICATIONS](#)';
- c) for customers with a separate written contract, the completion of a certified registration process in accordance with Section 4.2.2 of the '[GTC FOR CERTAIN ELECTRONIC SERVICES AND BUSINESS APPLICATIONS](#)' (company registration by the Posta and the assignment of users authorised to use the application). In the case of the submission of the Data Request Form for the provision of registration data, the Posta expects it to be sent from the organisational e-mail address indicated as the contact data registered by the Posta under the separate written contract. By returning the Data Request Form to the Posta, the user automatically accepts the terms and conditions set out in the '[GTC FOR CERTAIN ELECTRONIC SERVICES AND BUSINESS APPLICATIONS](#)'.

### 3) Dispatch documents that can be generated using the ePostakönyv application

The electronic mailing list allows the dispatching of all of the following items of correspondence:

- a) domestic and international priority and non-priority letters (postcards, picture postcards) (letter);
- b) priority and non-priority identified letters (postcards, picture postcards) (letter);
- c) national and international postal items with Braille lettering (letter);
- d) official documents;
- e) contractual discount direct mail (k-dm)
- f) contractual discount direct identified mail (k-dm)
- g) <sup>-7</sup>;
- h) 'M' sack (form addressed abroad);
- i) 'To the addressee' letters;
- j) <sup>-8</sup>
- k) international direct letters.

4) Pursuant to Section 2, the electronic mailing list data files generated by the ePostakönyv application do not need to be inspected in advance.

5) **INFORMATION** regarding data processing in the ePostakönyv application is available on the Posta's website.

## 8. Availability of the ePostakönyv application

1) The technical background required for the proper functioning of the web application supporting the generation and automatic submission of electronic mailing lists for items of correspondence:

- a) client operating system and application environment: Windows 10 or equivalent operating system;
- b) supported browsers: Chrome; Firefox; Safari; Samsung Internet; Internet Explorer (using the latest version numbers of the browsers);
- c) hardware: minimum 5th generation computer; 0.5 GB free memory with applications running; minimum free internet bandwidth of 2 Mb/s.

2) Availability parameter of the ePostakönyv application subject to the availability of the technical requirements indicated above:

Service period per week [days x hours]	7*24
Availability per month within the service period	98%
Maximum monthly downtime [hours] under the responsibility of the Posta within the service period, excluding planned and announced downtime	15
Maximum single downtime [hours] within the service period, excluding planned and announced downtime	6

<sup>7</sup>Repealed on 1 December 2019.

<sup>8</sup> Repealed on 30 March 2020.



Maximum number of maintenance downtimes per year	12
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3) Posta investigates sender complaints regarding the availability of the ePostakönyv online application only if the **AVAILABILITY PERIOD** agreed to in accordance with paragraph 2) has not been met in the calendar month of the date of submission of the data file, which failed according to the complaint of the sender.

4) In the case of a complaint concerning the availability of the ePostakönyv online application, the sender must

- a) provide information to the Posta on the days on which the ePostakönyv application was not available on the Posta's website during the preparation of the items of correspondence for posting, and the period of time during which the application was unavailable, and
- b) must certify to the Posta that the dispatching of the items of correspondence was performed on the day of the attempted posting or on the following working day, without the lower fees that may be applied by preparing the dispatch document using the ePostakönyv online application.

5) If the sender's complaint regarding the availability of the ePostakönyv application is justified, the Posta's liability for damages shall be limited to the payment of the difference in fees resulting from the fact that the sender prepared and dispatched the items of correspondence concerned using a paper-based dispatch document instead of an electronic dispatch document. The Posta is not liable to pay any further compensation or fees.

## Appendix 1

### Terms and conditions of use for the FTP site

The Posta provides the customer with 100 Mbytes of storage space on its server for the purpose of transferring electronic mailing list data files.

The system can be accessed using FTP client software that supports the FTPS/SFTP protocols (e.g. WinSCP) at the following address:

- a) For SFTP connections requested prior to 20 January 2021:  
System name: sftp.posta.hu  
port: 22
- b) For SFTP connections requested after 20 January 2021:  
System name: adatok.posta.hu  
port: 22
- c) For FTPS connections:  
System name: adatcsere.posta.hu  
port:12221

Logging in with a username and password pair is only applicable for users requested and created prior to 20 January 2021.

After entering the above address in the FTP client software, the system will display the login screen (this may be different depending on the software used).

The password is provided when access is granted. On the password change page, the login name must be entered using the extranet\prefix.

The electronic mailing list data files to be submitted must be uploaded to the 'IN' folder of the FTP storage space created for the customer. Multiple mailing lists may be uploaded at the same time.

On the basis of each mailing list uploaded to the FTP, after the collection of the postal items, the Posta automatically uploads the file containing the postal item data to the 'OUT' folder of the customer's storage space on FTP.

Only xml files can be placed in the 'IN' subfolder of the FTP interface.

The FTP interface may be used exclusively for data communication with the Posta, and the Posta shall be entitled to delete files uploaded for other purposes without prior warning.

Files uploaded to the interface are deleted by the Posta without prior notice on the 20th day following their uploading.

The Posta provides the customer with the following in connection with the storage space:

- a) access to, writing and deletion of data files;
- b) authentication;
- c) regular (daily) data backup.

The FTP interface is available 24 hours a day, with downtime in case of failure or maintenance. Maintenance is usually performed during the night or at weekends.

The Posta is not responsible for any loss of data during downtime. The postal contact person provides information on the expected duration of the downtime at the customer's request if the service is unavailable between 8:00 and 18:00 on weekdays.