Magyar Posta

TECHNOLOGICAL GUIDE TO THE USE OF THE ELECTRONIC POSTING LIST FOR THE DISPATCH OF PARCELS

Dear Customer,

With this guide, Magyar Posta Zrt. (hereinafter "Magyar Posta") wishes to assist its customers in technical issues arising in connection with the use of the electronic posting list for the dispatch of parcels.

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 can be accessed on Magyar Posta's website under GTC for Postal Services.

We hope that you will find all the assistance required in the issues concerning you. Should you have any unanswered questions or need further information on the subject, please do not hesitate to get in touch with your postal contact person or our customer service by phoning +36-1-767-8272. For detailed information about our services, please visit our web site www.posta.hu.

Trusting in our successful further co-operation,

Magyar Posta Zrt.

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1. General terms and conditions

1) Magyar Posta's contractual partners must use electronically generated posting documents for sending MPL Business Parcels. The use of electronic posting lists helps speed up the dispatch of parcels, supporting the postal acceptance of parcels to be sent with modern tools.

2) Senders with a separate written contract are obliged – except for items dispatched at a Parcel Terminal locker – to generate the address labels (or have them generated) and to complete the electronic posting list using one of the following means:
   a) the software provided free of charge by Magyar Posta {Online Address Label Maker program (CIK), Desktop Address Label Maker program (DCIK)} or
   b) an address label generating program developed by themselves based on technical instructions provided by Magyar Posta and tested by Magyar Posta prior to use, or
   c) the MPL API service.

3) MPL Business Parcels and MPL Postal Parcels (hereinafter collectively referred to as "parcels") can be dispatched using an electronic posting list.

2. Terms and conditions applicable to users of the Online Address Label Maker program (CIK) for parcels

1) The Online Address Label Maker Program (CIK) is a web application available on Magyar Posta's website which supports the creation and automatic submission of electronic posting lists for parcels.

2) Prerequisites for use
   a) there are no prerequisites for the use of the program by natural persons and organisations, as it can be used with or without registration;
   b) customers with a separate written contract must follow the authenticated registration process in accordance with point 4.2.2 of the General Terms and Conditions for Certain Electronic Services and Business Applications (company registration by Magyar Posta and the coordination of users authorised to use the application). When the registration data is provided by sending the Data Request Form, Magyar Posta expects this to be received from the organisation's e-mail address given in the separate written contract as the contact detail to be used in relation to Magyar Posta. By returning the Data Request Form to Magyar Posta, the user automatically accepts the terms and conditions set out in the General Terms and Conditions for Certain Electronic Services and Business Applications.

3. Terms and conditions applicable to users of the DESKTOP Address Label Maker program (DCIK) for parcels

1) The Desktop Address Label Maker Program (DCIK) is an application that can be downloaded from Magyar Posta's website and installed on a desktop computer to support the creation and automatic submission of electronic posting lists for parcels.

2) Conditions of use
   a) the application can be used by customers with a separate written contract;

b) from time to time, the program will notify customers via system messages when a new program version is available. The latest program versions must be used to ensure smooth operation. The customer is responsible for updating the application.

3) If the customer does not update the application, Magyar Posta will be entitled to refuse to dispatch parcels recorded in the electronic posting list.

4. Terms and conditions applicable to customers classified as individual developers

1) Individual developers are customers who have developed the software for generating the electronic posting list data file themselves.

2) The IT requirements for electronic posting list data files are set out in the technical specifications for currently effective electronic posting lists, which Magyar Posta makes available to developers free of charge.

3) When generating the electronic posting list data file, the current product/service portfolio must always be taken into account.

4) The customer is obliged to update the software based on information provided by Magyar Posta by the deadline specified by Magyar Posta, and, in the event of changes to the product/service portfolio, to have the software retested as described in point 4.

5) The customer is obliged to treat the information provided by Magyar Posta as confidential until its official publication, must not disclose it to the public, and may only pass it on to third parties for the purpose of updating the software, while requiring them to treat the information as confidential.

6) If the customer does not update the software that generates the electronic posting list data file, or does so inappropriately, the customer will not be able to use it for mailings after the deadline specified by Magyar Posta.

7) Magyar Posta may request the correction of an electronic posting list containing incorrect information (by requesting a posting list on paper), noting that parcels will not be accepted for dispatch until the corrected data has been received (the posting list on paper has been provided).

8) If the customer breaches the conditions set out in paragraphs 3), 4) and 6) of this point, Magyar Posta will be entitled to refuse to accept the parcels recorded in the electronic posting list for dispatch.

5. Testing of data files created by individual program developers

1) When a program developed by an individual developer is used, parcel dispatch is only possible after the electronic posting list data file (xml file) and the printed address label samples produced on the basis of the data file have been tested by Magyar Posta and a Certificate confirming quality compliance has been issued. The data files must be sent to the e-mail address **bevizsgalo@posta.hu** for the purpose of checking their content and format. At the same time, the inspection of the address label samples on paper produced based on the data files is also required. At least 25 copies of these, with different data content, must be sent to the following address: Magyar Posta Zrt. Országos Logisztikai Központ, Automatizált Levélkezelési Üzem Bevizsgáló Labor (National Logistics Centre, Automated Letter Handling

Plant Test Lab, 1000 Budaörs, Gervay Mihály u. 9-11. Postal address: OLK Bevizsgáló Labor Budaörs 1000 (Tel: 06-1/421-7272; Mobile tel: +36-30/770-7272; e-mail: **bevizsgalo@posta.hu**))

2) If more than one printer is used, address label sample copies from each printer must be sent. The "personal" data in the submitted sample copies and sample data file must be fictitious and must comply with postal regulations. The fictitious name and address data must be different on every single sample, i.e. it is not possible to submit all samples for inspection using the same fictitious name and address.

3) Contents of the electronic posting list data file to be tested

The parcels in the electronic posting list file must contain all types of mail, delivery methods, and additional services which the customer will use.

4) The Test Lab will perform the postal testing of the electronic posting list data file and the printed address label samples within 5 working days of receipt at the latest. The Test Lab will inform the parties concerned in writing of the results of the test and any technical or other problems discovered, including a detailed description of the defect if the file is defective, notifying both the party requesting the test and the postal contact person. Following a successful test, the Test Lab will issue a Certificate to the party requesting the inspection.

5) The Certificate
   a) is valid for a specified period of time, up to a maximum of 5 years from the date of inspection indicated on the Certificate (the validity period indicated on the Certificate);
   b) Certificates issued prior to 1 January 2019 will be considered valid by Magyar Posta until 31 December 2025.

5/A Terms and conditions applicable to customers using the MPL API service

1) The MPL API is an application programming interface that enables online store operators and customers using enterprise management systems to integrate the modules required for dispatching parcels into their own systems in that
   a) the MPL API supports the preparation of address labels for parcels, and the generation and automatic submission of electronic posting lists;
   b) the Tracking API ensures that the progress of parcels can be monitored;
   c) the pick-up points API provides up-to-date information on available pick-up points to be offered in the online store;
   d) the Parcel Report API provides information on the status of the mail item and the collection of the payment for goods amount.

2) Terms and conditions of use:
   a) the service is available to customers with a separate written postal contract for the posting of parcels;
   b) customers with a separate written contract must follow the authenticated registration process in accordance with point 4.2.2 of the General Terms and Conditions for Certain Electronic Services and Business Applications (company registration by Magyar Posta and the coordination of users authorised to use the service). When the registration data is provided by sending the Data Request Form, Magyar Posta expects this to be received from the organisation's e-mail address given in the separate written contract

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as the contact detail to be used in relation to Magyar Posta. By returning the Data Request Form to Magyar Posta, the user automatically accepts the terms and conditions set out in the General Terms and Conditions for Certain Electronic Services and Business Applications;

c) the customer must carry out the customer-side development of the service integration in compliance with the documentation available on the Developer Portal (MPL API technical description, integration recommendations), paying particular attention to the fact that, when using alternative address points (poste restante (PM), Postal Point (PP), Parcel Terminal (CS)), the postInfo->post->name XML value given in the PostInfo2 XML files available for download from the posta.hu Partner Extra subpage must be entered in the appropriate field of the MPL API. The complete XML file "All parcel pick-up points (1+2+3)" must be used from the Partner Extra page, as it contains all the alternative address points;

d) to access the service, customers must identify themselves in the contracted customer calling application using the specified individual identification keys when using the service for the first time. One MPL API key pair is attributed to each customer (per customer code);

e) when calling operations, Oauth2 authorisation must be used, with the exception of Basic authorisation, which is authorised by Magyar Posta on a case-by-case basis.

3) If the system integration is not implemented in compliance with the description, Magyar Posta may refuse to dispatch parcels recorded in the electronic posting list.

4) Magyar Posta will not be liable for:

a) errors occurring during the use of the service, such as delivery problems resulting from incorrect address data, hence delayed delivery;

b) damages resulting from the unsafe handling of MPL API keys and the transfer of keys to third parties.

6. Transfer and receipt of data files

1) Data obtained pertaining to the use of the electronic posting list will be processed by Magyar Posta in accordance with Act CLIX of 2012 on postal services, and the information on postal services published in the Privacy Notice on Magyar Posta's website. The transfer and receipt of electronic posting list data files and the dispatch of parcels can be carried out in the manner described in points 6.1, 6.2 and 7.

2) The only time that the electronic posting list data file may be transferred using a data carrier (USB flash drive, CD, DVD) is if there is an emergency (e.g. failure to send to the e-mail address, SFTP server unavailability, or Internet failure). When using data carriers for posting, each posting list must be placed in a separate directory, and each directory must contain the required data files. A complete mailing may thus consist of several posting lists.

3) For senders with a separate written contract, data files containing the details of the parcels posted are created after their acceptance, and are provided by Magyar Posta electronically (sent by e-mail or uploaded to SFTP storage in XML files).

After the parcels have been accepted for dispatch, Magyar Posta will only acknowledge

acceptance in an electronic data file that is identical with the document certifying the posting, and thus no posting list will be printed on paper.

6.1. Sending to an e-mail address

1) Electronic posting list data files should be sent to the following address:

<div align="center">

csomagfeladas@posta.hu

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2) The postal system sends automatic messages about transactions related to files sent to the e-mail address. Information about the receipt of the electronic posting list and about any errors will be sent to the e-mail address from which the electronic posting list was sent. Magyar Posta does not guarantee the arrival of the data file containing the details of the parcels accepted for dispatch if the customer has not provided an e-mail address or has provided an incorrect e-mail address.

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6.2. Via an SFTP server

1) Magyar Posta ensures the storage of electronic posting list data files on its SFTP server interface for its contractual customers or, based on the individual instructions or express authorisation of a contractual customer, for third parties associated with that customer. In the case of data communication via SFTP server, automatic system messages are sent to the customer's e-mail address assigned to the storage space.

2) In order to use the SFTP server interface, Magyar Posta provides customers with a unique user identification number and password pair (hereinafter "identifier") or a public-private key pair for identification and authentication purposes. Customers are obliged to handle their identifier in accordance with the relevant data protection rules.

3) If there is any suspicion that unauthorised persons have become aware of either element of the identifier, the customer is required to notify Magyar Posta immediately by telephone or e-mail via their postal contact person.

4) If the file(s) uploaded by the customer is/are infected with a virus, Magyar Posta may delete this/these file(s) without prior warning, and will inform the customer of the action taken.

5) The customer may only and exclusively store xml files on the SFTP server interface and may not upload any data whose public disclosure would conflict with the law. In the event of a breach of this obligation, the customer will be solely liable, and Magyar Posta will be entitled to delete such data without prior notice, informing the customer of this fact.

6) Magyar Posta provides the use of the SFTP site for the customer free of charge.

7) The method of using data communication is described in detail in Appendix 1 to this document.

8) If the establishment of an SFTP server connection is requested
   a) by a contractual customer of Magyar Posta for a third party associated with that customer, or

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[1] Annulled on 1 January 2026.

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b) directly by a third party associated with a contractual customer of Magyar Posta,

a power of attorney (or contract) verifying the authorisation originating from the affected contractual customer of Magyar Posta on the basis of which the establishment of the SFTP server connection is requested must be submitted to Magyar Posta at the same time as the request.

9) Magyar Posta accepts no liability for damages resulting from the unsafe handling of the authentication data provided by Magyar Posta for logging into the SFTP (individual user identification data used for access) or from the transfer of such data to third parties which are due to the activities of a person holding access rights.

7. Terms and conditions of posting

1) The parcels must be handed over prepared for posting in accordance with the requirements described in the PS GTC, with appropriate external and internal packaging, sealing and a duly issued and affixed address label.

2) In the event that not all parcels from the electronic posting list (sent by e-mail or SFTP server) could be accepted for dispatch by the acceptance point, the data of the unposted parcels will automatically be placed on hold for 30 days, or 90 days in the case of inverse parcels (returned goods), awaiting acceptance later. In this case, the customer does not need to repeat the data transfer, i.e. it is not necessary to resend the data of the parcels on hold on the next occasion for dispatch.

3) Magyar Posta may refuse to accept parcels with electronic posting lists if the data file sent/recorded on the data carrier and/or the data carrier itself is not suitable for automated acceptance due to the customer's fault.

4) Factors preventing acceptance for dispatch typically include the following:
   a) the data file is inappropriate, missing, or is unreadable or corrupted (damaged);
   b) the data carrier is unreadable;
   c) the customer identifier and the agreement identifier have not been entered correctly;
   d) a posting list with identical data content has already been recorded in the system;
   e) the data has not been generated correctly, in accordance with the technical specifications of the electronic posting list;
   f) the customer has not updated the product/service portfolio;
   g) the data carrier contains a virus or other malicious program.

5) If, for the reasons listed above or for any other reason, it is not possible to accept the parcels using the electronic posting list, the customer – after correcting the data file – can re-initiate the dispatch by resending it, or using a data carrier or uploading it to the SFTP server. In the absence of the data file, same-day dispatch may not take place due to the significant amount of time required. In such cases, Magyar Posta and the customer will immediately consult about the further action to be taken with the parcels.

6) The customer must take immediate action to update the software that generates the electronic posting list data file due to product/service portfolio changes, and to resolve any IT problems related to the software, and (if it is a purchased program) must contact the software developer.

8. Availability of applications/service

1) Technical background requirements for the proper functioning of the applications/service supporting the generating and automatic submission of address labels and electronic posting lists:

   a) DESKTOP (DCIK) Parcel Address Label Maker program

         aa) information on the required technical background is available on the website www.posta.hu/ujmplcimirat.

   b) Online (CIK) Parcel Address Label Maker program

         ba) -[2]

         bb) supported browsers: Chrome; Edge, Firefox; Safari (using the latest version of the browsers);

         bc) hardware: minimum 5th generation computer, 0.5 GB free memory alongside running applications, minimum 2 Mb/s free internet bandwidth.

   c) MPL API

         ca) availability and use of a corporate management system;

         cb) implementation of customer-side development in accordance with point 5/A subpoint (c) for the purpose of service integration;

         cc) availability and use of authorisation in accordance with point 5/A subpoint (e).

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[2] Annulled on 17 October 2023.

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2) The availability parameters of the applications/service when the technical requirements specified above are met:

	CIK	MPL API
Service period per week [day x hour]	7*24	7*24
Availability within the service period per month	98%	95%
Maximum monthly downtime [hours] within the service period, excluding planned and announced shutdowns	14	Currently, the IT applications providing the service have 5*8 hours of operational support, so during the night and at weekends, the maximum downtime per month can be 4*62 hours.
Maximum single downtime [hours] within the service period, excluding planned and announced shutdowns.	8	62 hours (from 5 p.m. on Friday to 8 a.m. on the following Monday)
Maximum number of maintenance shutdowns per year	12	12
Error reporting	E-mail: uzleti.ugyfelszolgalat@posta.hu Telephone number: 06-1-421-8272	Report form: https://www.posta.hu/mplapi/hibabejelento

3) With regard to the availability of the CIK application and the MPL API service, Magyar Posta excludes liability for damages that may arise in connection with service interruptions over and above the conditions undertaken in paragraph 2).

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Appendix 1

FTP site's conditions of use

Magyar Posta provides customers with 100 MB of storage space on its server for the transfer and receipt of electronic posting list data files.

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

a) For SFTP connections requested before 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 user name and password pair is only possible for users who requested and created an account before 20 January 2021.

After entering the above address into your FTP client software, the system will display the login screen (this may vary dependent on which program is used).

The password will be provided upon granting access. On the page for changing the password, the login name must be entered with the extranet\prefix.

The electronic posting list data files to be submitted must be uploaded to the IN (BE) folder of the FTP storage space created for the customer. More than one posting list can be uploaded at the same time.

Based on each posting list uploaded to the FTP, after the parcels have been accepted for dispatch, Magyar Posta automatically uploads a file containing the parcels' data to the OUT (KI) folder on the customer's FTP storage.

Only XML files may be placed in the IN folder of the FTP interface.

The FTP interface may only be used for data communication with Magyar Posta; Magyar Posta is entitled to delete any data files uploaded for other purposes without prior notice.

Any data files placed on the interface will be deleted on the 20th day after they were uploaded without prior notice.

Magyar Posta provides the following services to customers in relation to 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, but downtime may occur in the event of malfunction or maintenance. Maintenance usually takes place at weekends or overnight.

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Magyar Posta is not liable for any data loss occurring during downtime.

The postal contact person will, at the customer's request, provide information on the expected duration of the downtime if the service is unavailable between 8 a.m. and 6 p.m. on weekdays.

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