

General Information

To provide postal services under a General Authorization or Individual License, you must first register to the registry of postal service providers through [eRegistry](#), a web application developed by EETT.

General Authorization: Included services

A General Authorization is required for the provision of courier services ([Regulation on General Authorizations](#)) concerning:

- Domestic and/or international letters.
- Domestic and/or international parcels.

These services have the following characteristics:

- Predetermined dispatch time.
- Tracking of delivery progress through a relevant system.
- Proof of receipt/delivery.
- Selected time and place of delivery. Possibility to change destination or recipient during transport.
- Compensation in case of delayed delivery, loss or destruction.
- Predetermined delivery time.
- Personalized service tailored to the user's needs.

[Procedure for acquiring a General Authorization](#)

If you are a natural or legal person and wish to provide postal services under a General Authorization, you are required to register to the registry of postal service providers through [eRegistry](#) and submit an application/declaration for the provision of postal services. The application/declaration constitutes the General Authorization and allows you to lawfully provide the postal services you have stated.

General Authorization: Supporting documents in application/declaration for postal services provision

Natural persons	An uncertified copy of ID card and certificate of tax registration for the commencement of courier activities from the competent Tax Office.
Legal persons	Documents of incorporation or a certificate of the legal person's registration in the General Commercial Registry (GEMI) and documents of legal representation. Note that the activity of courier services must be stated in the purpose field.
Foreign branch	Copy of documents issued by competent authorities in the country of origin.

Important note: For the above mentioned, you are required to submit a statement designating the administrator of the application ([eRegistry](#)).

Important note:

Upon the completion of the licensing procedure, you must submit, within 3 months, the following documents to the [Hellenic Authority for Communication Security and Privacy \(ADAE\)](#):

- The [policy of ensuring confidentiality of postal services](#) adopted by your undertaking.
- A statement of activities in which you state whether you are engaging, in effect, in postal activities, listing in detail those activities arising from the application/declaration for the provision of postal services you have submitted to EETT.

It is pointed out that providers of postal services (including companies that are part of their network) operating under a General Authorization/Individual License are required to observe the confidentiality of the correspondence they handle [[Regulation on General Authorizations for the provision of postal services](#), Article 10 (Official Gazette 1700/B/2013) and [Regulation on Individual Licenses](#), Article 15 (Official Gazette 1876/B/2013)].

For more information, please contact ADAE:

3 Ierou Lohou St., 151 24 Marousi

T 210 638 7600, 210 638 7601

E info@adae.gr

Individual License: Included services

An Individual License is required for the following activities ([Regulation on Individual Licenses](#)):

- Correspondence items weighing up to 2 kilograms, including direct mail.
- Newspapers weighing up to 2 kilograms.
- Periodicals/books/catalogs weighing up to 2 kilograms.
- Parcels weighing up to 20 kilograms.

The Individual License falls into the category of “ordinary mail” and is granted within the scope of the [Universal Service](#). This category is described as “ordinary mail” because the delivery of items is not monitored by a track & trace system. It involves a minimum set of postal services provided on a regular basis, at an affordable price and defined quality, regardless of the geographical location of users.

[Procedure for acquiring an Individual License](#)

If you are a natural or legal person and wish to provide postal services under an Individual License, you must register to the registry of postal service providers through [eRegistry](#) and submit a relevant application.

Individual Licence: Supporting documents in application for postal services provision

Natural persons Full identity card details of applicant, a copy of the criminal record for general use, social security clearance certificate, a Solemn Declaration confirming that the natural person has professional capacity.

Legal persons The undertaking's legalizing documents, a copy of the criminal record for general use, social security clearance certificate, a Solemn Declaration confirming that the natural persons in charge of the undertaking's management have professional capacity.

In addition, you have to submit the following information/documents:

- A strategic business plan for a period of at least three years.
- The Charter of Obligations towards Consumers.
- A description of the undertaking's accounting system.
- A price list of postal services.
- A description of the undertaking's measures to satisfy essential requirements with regard to the provision of postal services.
- Proof of payment for an administrative fee of 600 euro.

Important note:

Upon the completion of the licensing procedure, you must submit, within 3 months, the following documents to the [Hellenic Authority for Communication Security and Privacy \(ADAE\)](#):

- The [policy of ensuring confidentiality of postal services](#) adopted by your undertaking.

- A statement of activities in which you must state whether you are engaging, in effect, in postal activities, listing in detail those activities arising from the application/declaration for the provision of postal services you have submitted to EETT.

It is pointed out that providers of postal services (including companies that are part of their network) operating under a General Authorization/Individual License are required to observe the confidentiality of the correspondence they handle [[Regulation on General Authorizations for the provision of postal services](#), Article 10 (Official Gazette 1700/B/2013) and [Regulation on Individual Licenses](#), Article 15 (Official Gazette 1876/B/2013)].

For more information, please contact ADAE:

3 Ierou Lohou St., 151 24 Marousi

T 210 638 7600, 210 638 7601

E info@adae.gr

A General Authorization/Individual License is not required if your undertaking:

- Is part of the network of another licensed postal undertaking and acts on the instructions and on behalf of that undertaking.
- Acts as an intermediary to find a better price/service accommodating the needs of users, without itself providing postal services.
- Transports items that do not have the characteristics of a postal item (such as unpackaged items, no sender-recipient information).
- Sets up an independent transport and/or delivery network to only serve its own needs, without offering postal services to the general public.
- Provides services of deposit of postal items to the Universal Service Provider (USP) or other providers, without taking on the postal service.