

## ACS Postal Services - ACS Post

### Tariff Schedule

#### New Advanced Business Post – ABP

#### Description of ABP Service

(New Postal Service for Upgraded Bill Delivery, Mail)

**ACS-ABP** is a new and innovative upgraded simple post service (delivery with deposit to the recipient's address or equivalent), whereby the customer (sender) can be informed about the collection and delivery date of his/her shipments. The service is competitive in quality of service as well as in price when compared to the postal services in the rest of the market and specifically to the B' class priority service.

- The customer is able to obtain information about the date and time of pickup and delivery of his/her shipments upon registration in ACS's website [www.acscourier.gr](http://www.acscourier.gr) (and use of secure password).
- It regards group consignments of domestic mail (for recipients within Greece) (for quantities exceeding 1.000 pieces per collection) of personalised contents of no commercial value (such as: bills, invoices, insurance documents, bank account statements, letters, correspondence items etc.). The shipments must be prepared by the customer in accordance to the specific preparation and sorting standards set by ACS in the Clarifications and Explanations of the price schedule.
- The consignments of packages and consignments abroad are provided as supplementary services.
- More detail description and additional information are included in the Clarifications & Explanations.

#### Price list – ABP Service – Distribution within Greece (except for PO Boxes & Abroad)

Basic Prices	Category	Small/ Standardised Envelops (DL, C6/5, C5, and other)			
	Weight (gr) From - To	0 - 20,0	20,1 -50,0	50,1 -100,0	100,1-150,0
ABP	Excl. VAT (€/item)	0,60	0,75	0,90	1,00
	Incl. VAT (€/item)	0,74	0,92	1,11	1,23

Basic Prices	Category	Large / Non-Standardised Envelops (C4, and other)				
	Weight (gr) From - To	0-300,0	300,1-500,0	500,1 -1.000,0	1.000,1 -1500,0	1.500,1 - 2.000,0
ABP	Excl. VAT (€/item)	1,60	2,40	2,50	2,65	2,80
	Incl. VAT (€/item)	1,97	2,95	3,08	3,26	3,44

Basic Prices	Category	Packages						
	Weight (gr) From - To	0-2,00	3,01-4,00	4,01-5,00	5,01-10,00	10,01-15,00	15,01-20,00	>20,00
ABP	Excl. VAT (€/item)	3,40	4,00	5,00	+0,80/kg	+0,70/kg	+0,60/kg	+0,55/kg
	Incl. VAT (€/item)	4,18	4,92	6,15	+0,98/kg	+0,86/kg	+0,74/kg	+0,68/kg

Dimension Limits / Weight	Width (mm)	Height (mm)	Thickness (mm)	Weight (gr)
Minimum Limits- Small/ Standardized Envelops	130	90	0,2	5
Maximum Limits - Small/ Standardized Envelops	260	162	6,0	150
Minimum Limits – Large/Non-Standardized Envelops	260,1	162,1	0,2	10
Maximum Limits – Large/Non-Standardized Envelops	400	300	20,0	2.000
Minimum Limits – Packages	130	100	20,1	50
Maximum Limits – Packages	600	600	600	20.000

## **Delivery Time – ABP Service**

- The average delivery times for consignments that are delivered within Greece are indicated in the table below. The delivery times refer to the number of working days from the day the shipments are collected in Attica, given that they meet the required preparation and sorting specifications. The delivery times are indicative only and may change according to the volume of the shipments, the timing and the prevailing conditions. Difficult to access locations are the areas beyond the cities of ACS's network and are listed on the site [www.acscourier.gr](http://www.acscourier.gr). Pickup/collection days are all working days up to 13:00. In case that the pickup/collection occurs after 13:00, the pickup/collection day will be considered to be the following working day.
- Consignments to PO Boxes and those abroad will be delivered to ELTA (Second Priority) (and/or to other cooperating foreign postal operator) within 1-2 working days of their receipt (Second Priority).

<b>Destination</b>	<b>Description</b>	<b>Estimated Avg Delivery Time* (Working Days)</b>
<b>Within the City</b>	Destinations within Attica	2-4
<b>Land Destinations</b>	All cities in Greece except for islands	2-4
<b>Island Destinations</b>	Cities in islands	2-4
<b>Difficult to Access Areas/Locations</b>	All areas/locations beyond the limits of the cities of ACS's network. For more information visit <a href="http://www.acscourier.gr">www.acscourier.gr</a>	2-7

\* The delivery time is indicative only and regards the average delivery time (see Clarifications & Explanations)

## **Additional Services - ABP**

### ▪ **Address Validation Service**

This service regards the validation of the consignment addresses, for shipments within Greece. The service is provided as an additional Service for €0,01 per address, with a minimum charge of €100,00.

### ▪ **Shipments Pickup Service**

This service regards consignment pickup from the address of the customer (sender) and it is charged €0,05 per shipment-envelope for pickups within Attika and €0,10 per shipment-envelope for pickups from the rest of Greece. The minimum charge is €50,00 per pickup

### ▪ **Manual Entry of Recipient Data**

The service regards only the standardised consignments. It regards cases whereby manual entry of the recipient's data is necessary because the automated IT reading of the recipient's data is impossible due to lack of or bad quality of the recipient's barcode or due to cases where the recipient's data is not in line with the requirements of the preparation and sorting specifications for optical recognition (OCR). The service is charged €0,10 per envelope.

### ▪ **Delivery Certification Service**

This delivery certification service is an additional service for which, instead of simple drop-off, attempt will be made for delivery of the consignment at the delivery address along with obtaining the signature of the person who received the consignment, without personal identification (as in the case of the courier service). In case of absence, a written notice will be left in order to obtain the consignment from the ACS Store. The consignment will be returned to the Store, where it will be kept for 10 days, and from where it can be obtained upon showing of the written notice and signing by the person who claims the consignment. For an additional charge (beyond the other charges of the ABP service), the customer may request (upon agreement) that the additional delivery certification service apply for only part of the shipments. Shipments for which the delivery certification service is requested will be delivered to ACS, discretely separated from any other shipments. The additional fee/charge for this additional delivery validation service is €1,20 per consignment plus VAT. No discounts are offered on this charge.

## **Discounts**

Discounts apply to the above mentioned tariffs as follows:

- Discount according to volume
- Discount according to value of monthly invoices
- Discount according to consignment density

Discounts apply only when consignments adhere to the Preparation and Sorting specifications

## **Shipment Insurance**

Every ABP shipment that does not fall in the category of prohibited items for transportation is automatically insured against loss or damage up to the amount of the charge of the Post Service of the specific shipment in question. Insurance for shipments of higher value is possible only upon agreement with ACS and is subject to additional charges

## **Clarifications & Explanations**

1. ABP Postal Service regards the collection of envelopes from Attica or from Thessalonica or from any other city of Greece where there are ACS Stores and their simple delivery (simple drop-off in a mailbox or other substitute or at the entrance of the recipient's address) anywhere in Greece to the addresses that the shipper/customer has declared.
2. The service supports the consignments of packages as a supplementary service only if the recipients are enterprises and constitute a small portion (<5%) of total consignments. The delivery of packages is carried out by delivery at the entrance of the address/building of the recipient's address either to the doorman/security guard or by simple deposition.
3. The service supports the consignments of packages abroad only if they form a small portion (<0.5%) of total consignments.
4. The service includes as well the free of charge recording of consignment delivery dates. For shipments that are delivered by a third-party provider (ELTA, abroad, etc.), delivery means delivery to the third provider. The track and trace of each shipment can be performed through the formal site of ACS, [www.acscourier.gr](http://www.acscourier.gr) using personal access codes (secure username and password)
5. The service mainly addresses corporate needs and presuppose shipment preparation ahead of time (in accordance to the preparation and sorting specifications).
6. The term "Small/Standardized Envelops" regards the standardized DL (110mm x 220mm), C6/5 (114mm x 229mm) & C5 (162mm x 229mm) envelope sizes or even different dimensions as long as they comply to the above mentioned limitations regarding the dimensions of each type of envelope and as long as they adhere to the preparation and sorting specifications. The term "Large/Non-Standardized Envelops" regards the standardized C4 (229mm x 324mm) envelope sizes or even different dimensions as long as they comply to the above mentioned limitations regarding the dimensions of each type of envelope and as long as they adhere to the preparation and sorting specifications. The term "Packages" regards items which are packaged in packages and with one or more dimensions that exceed the following (height 130mm x width 100mm x thickness 20mm) or other dimensions as long as they fall within the limits of the specified dimensions of this category and meet the standards of preparation and sorting of consignments.
7. Shipment collection/ pickup is made at ACS's central offices at the following addresses:
  - a. P. Ralli 45, 17778 Athens
  - b. As an additional service, at another location in Attika or Greece, following an agreement with the customer.
8. The delivery addresses given by the sender must be complete and correct. The consignments that have incorrect or inadequate data of delivery may not be distributed and will be returned to the sender. Moreover, in cases where ACS conducts address validation and correction of the recipient's address, the customer/sender may be face additional charges.
9. As collection date for each consignment is considered the day that ACS verifies that the collection was conducted in accordance to the preparation and sorting specifications. The verification is conducted during the initial elaboration of the data (address validation and checking of the recipients file), the sorting of the consignments from the automated sorting systems in order to allow the automated IT management – elaboration and to forward the consignments for distribution/delivery. The non-standardized consignments as well as the consignments that do not follow the specifications of preparation and sorting, may be delivered with delay.
10. ACS is entitled to print the consignment's identification barcode and other data on the envelope during the elaboration and sorting process in accordance to the preparation and sorting specifications, or affix a sticker with the same data.
11. Shipment delivery is made at the recipient's address through simple drop-off. For an additional charge (beyond the other charges of the ABP service), as specified in the description of the said service, the customer may request/choose (upon agreement) that the additional delivery certification service apply for only part of the shipments.
12. Especially regarding shipments for delivery at PO Boxes or shipments abroad, ACS can print on the envelope of the sender the data which ELTA (Hellenic Post) would specify (or that any other cooperating foreign postal carrier would specify) for shipments which are deposited by a consolidator. ACS may deposit these shipments as either a consolidator or as acting on behalf of the customer/sender. The return address of the consignments will be the address designated on the envelope by the customer/sender. The shipments for delivery at PO Boxes or abroad will be deposited at ELTA (and/or any other cooperating foreign postal carrier)her postal agencies abroad ) by ACS, acting as consolidator, and will be invoiced as per the official tariff schedule in force of ELTA plus VAT. These consignments will be priced as per the current official tariff schedule of ELTA plus VAT.
13. Especially for shipments to PO Boxes and abroad, ACS reserves the right to deposit the shipments to ELTA on behalf of the customer, obtaining a corresponding legal tax receipt issued in its name. Also, in the event that

ACS pays on behalf of the customer a related payment document of ELTA, ACS will submit this document to the customer at the end of each month along with the invoice of ACS and the customer will be settled the related amount in the same way that the ACS invoice is settled. The consignments are delivered to the address of the recipient by simple drop-off.

14. Shipments within Greece with nonexistent or incorrect recipient address, or shipments for which it is not possible to trace the address of the recipient or to certify the validity of the recipient address, will be returned to the sender.
15. If a large number of consignment return (over 10% of total monthly consignments) due to problems with addresses (with the customer's responsibility) then an additional charge for consignment return may be applied.
16. The customer acknowledges that by choosing ACS's Postal Services he/she understands, declares, acknowledges and accepts unconditionally that the value of loss and replacement of each postal shipment does not exceed the charge of ACS's postal service for the specific consignment. ACS's liability regarding any loss to the customer (per consignment) due to any reason is limited by the amount of payment received by ACS for the specific consignment. ACS is not liable for any delays when the recipient's particulars and/or address are not complete.
17. All delivery times in the above mentioned tariff schedule are indicative only and regard the Average Delivery time in working days since departure from Attica and might vary according to conditions. For Postal Services, departure from Attica means that the "ready to deliver" consignments are collected in Attica no later than 13:00. For consignments collected from the Rest of Greece, the stated delivery times increase according to the time period involved for carriage from a specific point of collection to the point of arrival in Attica, a time period which usually corresponds to the delivery time of a carriage from Attica to the said point of collection. ACS is not liable for any delays that may occur in the delivery of consignments due to any reason.
18. When it is requested from ACS to provide the address validation service for shipments where there is no prior validation of the delivery address or where the details of the delivery address cannot be validated by a computer system or where the customer has not certified him-herself the validity of the address according to the address mapping database of ACS, the delivery time is extended accordingly up to 5 working days. A longer delivery time may be required if the volume of non-validated addresses is large (more than 3% of the total addresses of the customer's consignments or more than 5,000 addresses).
19. Working dates are the days from Monday to Friday excluding holidays and local and national feasts.
20. The packets will be delivered to ACS on pallets or trolleys with a maximum gross weight of 600 kilos.
21. The customer is responsible for the appropriateness of the packaging as well as its strength.
22. The signing of a relevant application/contract and the acceptance of the present terms as well as the terms of shipping are necessary for the provision of the service. Following the contract signing, a customer code is created which comprises of the customer's invoice data as well as the consignments' collection address and the return address in case of returning consignments.
23. A 25-day credit extension, from the date of the monthly invoice, is given to regular customers with fixed contracts. Charges are billed to the shipper. ACS may request payment in advance from new customers of the price of the ACS service (customers without a fixed relation with ACS).
24. A pre-agreement with ACS is required for quantities exceeding 30.000 consignments per collection. Partial consignment collection/processing could be carried out by ACS in the event that the volume of the customer's consignments has no partial volume distribution of consignments over the working days of the month.
25. If a consignment exceeds a threshold weight, the weight of the consignment that will be considered for the pricing of the consignment will be the next weight step up, that is, the weight will be rounded upwards. Charges will be based on the volumetric weight if the weight exceeds the actual weight. 
$$\text{Volumetric weight}(\text{gr}) = \{[\text{Width}(\text{cm}) \times \text{Length}(\text{cm}) \times \text{Height}(\text{cm})] \times 5\}$$
. In the event that a consignment exceed one of the weight limits of the official price list of the Company, the consignment weight used for billing will be that of the next weight step up, that is, an upward rounding off will be carried out. Any shipment Packaging/Preparation/Classification as well as customer notification of consignment delivery could carry an additional charge following agreement with the customer.
26. In the event that the terms of ABP Service included in this document vary from ACS's General Terms of Carriage (G.T.C.) and Charter of Obligations towards Consumers (C.O.C) then the terms of the present service will prevail. All remaining matters will be governed by ACS's G.T.C and C.O.C that are available on [www.acscourier.gr](http://www.acscourier.gr)
27. The present tariff schedule includes VAT (presently at 23%). In the event that the VAT changes, the tariffs will change accordingly.

***The present price list is valid from 01/01/2021 , while the current edition from 01/06/2022.***

The present tariff schedule is an extract of ACS's official tariff schedule and regards the Post Services. The current tariff schedule is published on the company's **web site [www.acscourier.gr](http://www.acscourier.gr)**. ACS may change the details of this document without prior notice, always in accordance to the stipulations of law that are in force.