International Post Corporation

Communicate with the post office without having to visit it repeatedly

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Do you want to arrange a power of attorney, activate SMS or e-mail notifications that you will receive instead of yellow tickets, or need to extend the collection period for a parcel at the post office? For these and other practical services, there is no need to go to the branch in person. It is also possible to communicate with the post office electronically - anytime, anywhere. To use the full portfolio of Moja ePoÅ¡ta services, a one-time identity verification is enough. How to do it?

" My e-Mail is a long-term solution available for customers who prefer online communication. Access to electronic mail services, which they can use comfortably from home, is activated by visiting a branch. This is necessary for a one-time identity verification for the protection of personal data, which will allow them secure access to the portal's services. Postal Card owners are spared the need to visit a brick-and-mortar post office for this step as well," explains spokeswoman Eva Peterová.

Approximately 48,000 individuals and legal entities have used identity verification so far. Registered customers with a verified identity can not only set up but also modify the following services online without visiting the post office:

- authorization of a person or organization to receive shipments,
- electronic notification of shipments via SMS or email instead of yellow tickets,
- timely forwarding of shipments to another address (e.g. to another city where we are temporarily operating for work, study, recreation, etc.) without the need to change the permanent correspondence address,
- exclusion of receipt of items by selected household members (registered items without the In Your Own Hands service, which are issued against signature, can be received instead of the addressee by any adult living with him in the same household. By excluding receipt, you can precisely determine who can and cannot receive registered mail on your behalf),
- extension of the delivery period for shipments up to 30 days,
- POBOX – a mailbox for delivering parcels directly to the post office.

The most used services in Moja ePošta are authorization and electronic notification of shipments. The option of online payment by credit card, via Apple Pay, Google Pay or

internet banking of supported banks is also popular among clients. All orders and invoices for shipments and services paid online are available in the client's account after payment.

How do I access the customer zone?

The procedure is simple:

- The first step is to create a Pošta ID account,
- You can create a Pošta ID via the website by clicking on the person icon in the upper right corner, or the mobile application , from where you can get directly to the zone with a few clicks.
- After creating and logging into your account (with email and password), you can conveniently submit your shipments via the e-Delivery Sheet or Mobile Application, or also use online payment for shipments or services such as for an established POBOX, Timed Delivery.
- To fully use your Pošta ID account, identity verification is required. You can fill out the identity verification request in the Account Settings – Identity Verification – I want to verify my identity section. After completing and submitting the identity verification request, you will receive a so-called ZEK code .
- You can present your ZEK code along with your ID document at any post office to verify your identity.
- A person with an officially certified power of attorney stating that it applies to the act of identity verification can also verify your identity on your behalf. For an organization, identity verification must be performed by a manager or an authorized representative with a similar officially certified power of attorney as for natural persons. We will provide you with a sample power of attorney at the email address .

Identity verification is possible without visiting the post office. If you have a "yellow" Postal Card, simply log in to My e-Mail, select Account Settings → Identity Verification → By Postal Card and fill in the necessary details.

Pošta ID and the online customer zone My ePošta are the path to a more modern use of postal services. They bring customers fast and convenient access to online services, save time and allow them to handle postal matters simply and efficiently, without visiting a branch.

Source: Slovak Post

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