

Service and Handling Brochure for Deutsche Post Business Mail and Deutsche Post Packet Products

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1 Product Information

Deutsche Post Business Mail

Benefit from our international mail expertise and worldwide Deutsche Post network to deliver your letters. Our business mail service is convenient, easy, and can be fully tailored to your needs. With Deutsche Post Business Mail, you can send (miscellaneous) business mail to addresses around the world. Your Deutsche Post shipment may contain international printed matters e.g. invoices, contracts, documents, and photos with no commercial value.

Deutsche Post BUSINESS MAIL PRIORITY

For more urgent deliveries our priority service offers the quicker way to deliver international business mail, getting letters and invoices, publications, and press products to your customers when time is of the essence.

- Global shipping to over 220 countries of regular business correspondence, press items, publications
- Priority handling and delivery times for mail items up to 2 kg (L + W + H < 90 cm and each side < 60 cm)
- Available with the value-added services Registered Mail

Deutsche Post BUSINESS MAIL STANDARD

The perfect time and effort-saving solution for those looking for a cost-efficient way to deliver international business mail.

- Global shipping to over 220 countries of regular business correspondence, press items, publications
- Postal standard shipping for mail items up to 2 kg and max. dimensions L + W + H < 90 cm and each side < 60 cm
- Shipments must be sorted into containers (bags) for direct delivery (by country and by format) and sealed with the appropriate bag tag and barcode. Shipments that are not sorted in accordance with the product specifications and for which no corresponding electronic pre-advice data is available will be recorded and billed as Business Mail Priority.
- BUSINESS MAIL STANDARD is not automatically available for every customer, but only by prior arrangement. There are minimum requirements for pre-sorting, posting quantities and the posting location. For more information, please contact your Sales Representative.

Registered Mail ¹

In addition to Deutsche Post Business Mail Priority, there is the Registered Mail Service that can be combined with the product. Your shipment will be delivered by the the respective foreign postal service in the country of destination against signature.

Deutsche Post INTERNATIONAL BUSINESS REPLY

With Deutsche Post International Business Reply you can offer your Direct Marketing customers worldwide envelopes or cards that are included in the returns and must not be franked.

With INTERNATIONAL BUSINESS REPLY you can increase the response rate and only pay for answers actually returned.

- Economical solution for international business replies up to 50 g
- Customer provides business reply card/label for shippers outside Germany according to Deutsche Post specifications
- Business reply card or letter is dropped off at a post office or into the postal letterbox by your customer and sent to Deutsche Post
- Deutsche Post receives international business replies and consolidates the shipments
- Delivery of consolidated returns to the customer address in an EU country
- Max. dimensions: L + W + H < 90 cm and each side < 60 cm
- An additional agreement must be concluded for International Business Reply. You will receive a PO box from the Deutsche Post Return Center to which the items must be addressed. For more information, please contact your Customer Service.

¹ Deutsche Post Business Mail Registered will be invoiced as non-boxable E-format.

Deutsche Post Packet

A cost-effective range of products and services for delivery of lightweight packets by international mail up to 2 kg. Choose between tracked or untracked services to have items such as apparel or DVDs sent around the world.

Deutsche Post PACKET PRIORITY

When faster delivery is required: PACKET PRIORITY offers you both convenience and our priority handling of your shipments.

- Priority delivery by the respective foreign postal service
- Simplified customs declaration CN 22 to the extent permitted by law
- Max. dimensions: L + W + H < 90 cm and < 60 cm on each side

Deutsche Post PACKET STANDARD

PACKET STANDARD is the convenient and affordable solution for shipping your goods internationally.

- Delivery of shipments by respective foreign postal service
- Simplified customs declaration CN 22 to the extent permitted by law
- Max. dimensions: L + W + H < 90 cm and < 60 cm on each side
- Shipments must be sorted into containers (bags) for direct delivery (by country and by format) and sealed with the appropriate bag tag and barcode. Shipments that are not sorted in accordance with the product specifications and for which no corresponding electronic pre-advice data is available will be recorded and billed as Packet Priority. This also applies to shipments in containers that have to be opened due to denied party screenings.
- PACKET STANDARD is not automatically available for every customer, but only by prior arrangement. There are minimum requirements for pre-sorting, posting quantities and the posting location. For more information, please contact your Sales Representative.

Deutsche Post PACKET TRACKED

PACKET TRACKED is a tracked service providing status updates from posting to delivery in 48 destination countries and from posting to the departure origin country or to arrival at destination country to other countries worldwide.

- Home or mailbox delivery if possible, otherwise the consignee will be asked to pick up the shipment at the local post office or service outlet
- Each PACKET TRACKED has its own barcode, a unique identifier, which makes it possible to fully track the goods from posting to delivery and tracking goods in the rest of world to the extent that data is provided by the service provider at destination
- Simplified customs declaration with CN 22 to the extent permitted by law
- The Deutsche Post Customer Portal /API facilitates online shipment preparation and provides a tracking overview of your PACKET TRACKED shipments
- Coverage of loss and damages can be achieved with an additional shipment value protection service for items shipped to 48 countries with delivery status updates
- Max. dimensions: L + W + H < 90 cm and each side < 60 cm
- Max. weight: 2 kg

Important to know

Please note that an agreement must be concluded and, where appropriate, setup is necessary before you start posting. Your Sales Representative or local sales support team will be happy to assist you. Separate delivery conditions apply in particular for BUSINESS MAIL STANDARD and PACKET STANDARD.

Deutsche Post PACKET PLUS

High-value service for lightweight items:

Deutsche Post PACKET PLUS offers global shipping to over 220 countries with range-definite transit times, milestone tracking with delivery confirmation in key destinations and shipment value protection options.

- Priority delivery and against signature by the respective foreign postal service
- Each PACKET PLUS has its own barcode, a unique identifier, which makes it possible to fully track the goods in 40 key countries and to track goods in the rest of the world to the extent that data is provided by the service provider at the destination
- Simplified customs declaration with CN 22 to the extent permitted by law
- The Deutsche Post Customer Portal /API facilitates the easy shipment preparation and the electronic tracking of your PACKET PLUS shipments. This allows you and the recipient of your goods optimum transparency during the delivery process
- Labelling through the Deutsche Post Customer Portal /API, subject to availability
- Including liability of up to 30 special drawing rights² (approx. EUR 36) for loss and damages
- Additional coverage can be achieved with Deutsche Post Shipment Value Protection service which can be combined with the PACKET PLUS delivery service
- Max. dimensions: L + W + H < 90 cm and each side < 60 cm
- Max. weight: 2 kg

Deutsche Post PACKET RETURN

Deutsche Post PACKET RETURN is a service complementing your international shipping of goods. We make it easy for your customers in EU countries to return a package free of charge to you. You only pay for the returns you receive.

- Solution for international returns of low-value goods up to 2 kg from 23 countries
- The Deutsche Post Customer Portal /API offers convenient solutions to print or provide the return labels to your customer
- Shipment must be dropped off at the foreign post office or into the postal letterbox by the shipper and will be delivered by the foreign postal provider to Deutsche Post
- Deutsche Post receives shipments and consolidates the returns
- Delivery of consolidated returns to a customer address in an EU country
- Max. dimensions: L + W + H < 90 cm and each side < 60 cm
- An additional agreement must be concluded for Packet Return. You will receive a PO box from the Deutsche Post Return Center to which the items must be addressed. For more information, please contact your Customer Service
- If the return labels generated are used after the end of the calendar year and the shipments are sent, but there is no new, valid offer, the shipments will be billed according to the originally agreed prices.

Tracking restrictions

Proof of delivery or electronic delivery notification will not be provided if customs clearance or the delivery processes of the destination country do not support these services. The use of the Deutsche Post Customer Portal /API shall be subject to the applicable Portal Terms of Use.

¹ Please see chapter 15 to check service availability per country.

² The special drawing right (SDR) is a unit of calculation and a means of payment for transactions with the International Monetary Fund. An average value is calculated on 1st January every year and used as the basis for charges, value information and liability amounts. In 2024, the value of one SDR is EUR 1.2454 (official exchange rate for 2024 according to UPU).

Deutsche Post Packet Shipment Value Protection

Service Description

Deutsche Post Shipment Value Protection Service meets the general requirements for loss and damage during shipping. This value-added service is available for Deutsche Post PACKET TRACKED* to 48 destinations where tracking from posting to delivery is provided and Deutsche Post PACKET PLUS. Protection is effective from the first processed scan in the mail terminal IPZ. Physical loss or damage of goods up to 100 EUR is covered, subject to specific limitations and exclusions.

Limitations and exclusions

Shipment Value Protection covers items in transit worldwide, although temporary restrictions may apply from time to time as a consequence of, but not limited to, political, terrorist, nuclear and war risks, or on the advice of government officials.

The major exclusions are as follows:

- delay;
- ordinary leakage;
- loss in weight or volume, or wear and tear of the shipment;
- loss, damage, or expense caused by insufficient or unsuitable packing or preparation of the shipment;
- loss, damage, or expense caused by inherent vice or nature of the shipment;
- loss, damage, or expense attributable to the wilful misconduct by the customer or its agents;
- loss, damage, or expense caused by delay;
- loss, damage, or expense arising from the use of any atomic or nuclear weapon or radioactivity.

Basis of loss settlement

The cover is limited to the value declared by the shipper, replacement cost, invoice value, or actual cash value whichever is the lowest, but max. to the chosen amount of the Shipment Value Protection Service. Evidence may be requested to substantiate the declared value in the event of a claim.

How to make a claim

If you wish to make a claim, you should always notify your local sales support team as soon as possible, but in any event, no later than 60 calendar days from the date that Deutsche Post accepted the shipment. After this period, Deutsche Post needs up to 60 days to investigate the matter to be carried out with the delivery partners.

* Please find further information about service availability in chapter 15 on page 28.

2 Climate-friendly Shipping with GoGreen

GoGreen as an inclusive service

We will automatically transport all Deutsche Post Business Mail and Deutsche Post Packet shipments in a CO₂e*-compensated manner at no extra charge. This applies to all shipments from posting at Deutsche Post's International Mail Center.

Compensation occurs regardless of whether or not a special label is applied to the shipments and without the customer having to select a special service.

Deutsche Post subsequently compensates for the CO₂e emissions generated during transport by investing in internationally recognized climate protection projects (e.g. by reforesting the rainforest).

You can find more information about the projects here: dpdhl.de/gogreen-projects

The so-called Offsetting is used to calculate the CO₂e footprint for all cross-border shipments from posting to delivery in the destination country. Based on a compensation process, investments are then made in certified projects. This is not done on a customer-specific basis but at the overall process level.



We ship climate-friendly
with Deutsche Post

Go Green label

If the label is created via the Deutsche Post customer portal or the API, a GoGreen logo is automatically displayed on the label. If the label is not created via the portal or the API, a GoGreen logo can be applied to the left of the franking mark on the items. The logo can be used without a subline or with the sublines "We ship climate-friendly with Deutsche Post" / "We ship climate-friendly with Deutsche Post".

The GoGreen logo can be used as a sign of your own commitment to climate protection and made visible by printing the logo on envelopes or parcel packaging. Only the product logo issued by Deutsche Post may be used in compliance with the relevant guidelines in order to mark the shipments as climate-friendly.

Learn more about the GoGreen logo placement and refer to Chapter 5 "Preparing shipments for dispatch – Address and postage"



Wir versenden klimafreundlich
mit der Deutschen Post

¹ CO₂e = CO₂ equivalent: it gives the greenhouse gas effect normalized to CO₂ for CO₂ and eight other greenhouse gases (e.g. methane).

3 What items can I send with Deutsche Post Business Mail and Deutsche Post Packet?

Deutsche Post Business Mail

Items that can differ with regard to their contents:

- Mixed (miscellaneous) mail such as invoices, reminders, policy documents, bank statements and financial end-of-year statements
- Data storage media such as CDs and DVDs
- Printed matter such as direct mail, product leaflets and promotional leaflets
- Newspapers and magazines

What items are excluded when using Deutsche Post Business Mail products?

- Items that are not customs cleared into the European Union
- Unaddressed mail; items sent through Deutsche Post Business Mail must always have an address. Please contact your Deutsche Post representative if you wish to send unaddressed mail
- Goods with a commercial value
- Domestic mail: items with same origin country and destination country (ABA remailing)*
- Deutsche Post Business Mail products cannot be used for shipments from German customers (so-called export shipments)
- Items that contain economic resources and are therefore subject to a denied party screening.

Deutsche Post Packet

- Goods like accessories, apparel, and sporting goods up to 2 kg
- Shipments containing economic resources** such as credit cards, vouchers or debit cards

What items are excluded, when using Deutsche Post Packet products?

- Non-EU items that are not customs cleared into the European Union
- Dangerous and prohibited goods, i.e. lithium batteries (see Chapter 7 and Chapter 8)
- Goods that do not comply with the import restrictions of the destination country
- Further excluded goods are described in the General Terms and Conditions Deutsche Post AG International Business, Dialogue Marketing, Packet
- Domestic mail: items with the same origin country and destination country (ABA Remailing)
- Deutsche Post Packet products cannot be used for shipments from German customers (so-called export shipments).

What is Denied Party Screening and why do we have to do this?

As a trusted service provider, Deutsche Post International (referred to hereafter as "DPI") respects local and international rules and laws implemented in the context of strengthening global security through international sanctions. Therefore, any shipment given to DPI could be delayed if the shipper or the receiver involved in the transaction is linked to an individual or entity that is on a Denied Parties list or its content or destination breaches country-based sanctions.

Goods and economic resources are obliged to denied party screening whereas the latter refers to assets of every kind, whether tangible or intangible, movable or immovable, which are not funds but may be used to acquire monies, goods or services.

For more information please contact your Sales Contact.

* In the ABA remailing the mail originating in Country A is transported to Country B and put into the postal system there in order to be sent via the international postal network system back to Country A where the final consignee resides. This also applies to non-physical remailing where material of a sender residing in Country A is being printed in Country B and sent to Country A. In such a case DPAG will invoice the difference between the agreed rate and 80% of the domestic postage to the sender.

** Economic resources include all goods used to acquire money, goods or services that can be used as money, but do not themselves represent any money (cash, etc.). This includes, among other things, credit and debit cards.

All products at a glance

Product	Suitable for	Shipping profile	Compensation for loss and damages and available shipment value protection	Min. items per posting
BUSINESS MAIL PRIORITY	International printed material, items up to 2 kg	Letters, e.g. invoices, contracts, documents, and photos with no commercial value within an average of 2-5 working days in Europe and 5-12 working days for the rest of the world*	N/A	50 items
BUSINESS MAIL STANDARD	International printed material, items up to 2 kg	Letters, e.g. invoices, contracts, documents, and photos with no commercial value	N/A	50 items
INTERNATIONAL BUSINESS REPLY	International replies up to 50 g	Business reply postcards and letters with no commercial value free of charge for shippers worldwide	N/A	N/A
PACKET STANDARD	Low-value items up to 2 kg	Dispatch of goods	N/A	50 items
PACKET PRIORITY	Low-value items up to 2 kg	Dispatch of goods within an average of 2-6 days in Europe and 5-12 days for the rest of the world*	N/A	50 items
PACKET TRACKED	Trackable delivery of goods for items up to 2 kg	Dispatch of goods with tracking within an average of 2-6 working days to Europe and 5-12 days for rest of the world.* Postal delivery with end-to-end tracking available in 48 countries. To all other countries tracking until departure from International Postal Centre Frankfurt (IPC) or arrival in destination country	N/A / shipment value protection available with additional charge for items to the destinations countries incl. Tracking from posting to delivery (see page 6)	50 items
PACKET PLUS	Secure shipping goods for items up to 2 kg	Dispatch of goods that requires tracking or delivery against signature within an average of 2-7 working days to Europe and 6-15 working days for the rest of the world*. Postal delivery with end-to-end tracking available in 40 countries. To all other countries tracking until departure from International Postal Centre Frankfurt (IPC) or arrival in destination country	up to 30 special drawing rights**/ shipment value protection available with additional charge (see page 6)	50 items
PACKET RETURN	Returns within the European Union up to 2 kg	Return of goods free of charge for shipper ex 23 countries	N/A	N/A

* ex Deutsche Post International Post Centre, Frankfurt. The transit time is subject to change and provided without guarantee of completeness or accuracy.
For specific delivery aims see page 28 following.

** The special drawing right (SDR) is a unit of calculation and a means of payment for transactions with the International Monetary Fund. An average value is calculated on 1st January every year and used as the basis for charges, value information and liability amounts. In 2024, the value of one SDR is EUR 1.2454 (official exchange rate for 2024 according to UPU).

4 Posting and sorting requirements

Chapters 4 and 5 describe the prerequisites and processes in our mail terminal IPZ Frankfurt. Regarding delivery into mail terminal London please contact your local sales manager.

Posting requirements

Shipments must meet the following requirements:

Minimum revenue EUR 100, excluding pick-up cost

Minimum item number 50 items per pick-up or drop

Posting time For direct delivery, the delivery time must be coordinated with the Mailterminal

Maximum size of transport units

The items shall be consolidated in transport units and must meet the following requirements: the receptacles can be bags, boxes, pallets, and pallet boxes that are disposable and will not be returned. The maximum weight of a bag or a box must not exceed 25 kg. Units with a higher total weight shall be handed over to Deutsche Post on pallets or other industrial loading aids that can be handled by lifting equipment, e.g. pallet trucks or forklift trucks. These units must not exceed the height of 1.600 mm due to work safety. Units that exceed the maximum dimensions or height will be returned to the sender. The costs of the return must be borne by the sender.

For further instructions regarding the formation and securing of loading units, please check our Secure Transport Guide, which is available online at deutschepost.com/en/business-customers/tac.html

Dimensions including envelope/packaging of mail items



	Envelope	Boxed Package	Tube / Roll-shaped Package
Min. Dimension	90 x 140 mm	90 x 140 mm	90 x 140 mm
Max. Dimension	Length, width and height together no more than 900 mm; the longest measurement should not exceed 600 mm	Length, width and height together no more than 900 mm; the longest measurement should not exceed 600 mm	Length and double diameter together 1040 mm; the longest measurement should not exceed 900 mm
Max. Weight	2 kg	2 kg	2 kg
Min. Weight	5 g	5 g	5 g

Notice for mailing tubes: To ensure faster processing of mailing tubes, the use of a sleeve (shipping aid for mailing tubes) with attached address label is recommended.

Oversized and overweight handling of mail items

Items that exceed the maximum dimensions and/or maximum weight cannot be processed in the Deutsche Post Mail Network. The items will be separated, relabelled, processed, and delivered as international parcels. This service will be provided for parcels to European Union countries. Non-EU shipments will be returned at the expense of the shipper.

A surcharge of EUR 6.50 per item applies for forwarded and returned items. Additionally, the DHL Paket standard rates that are published on the internet are applicable based on the weight and the dimensions captured by Deutsche Post AG. The fees for processing and forwarding of these shipments will be billed in accordance with the applicable billing cycle. The rate information is available at dhl.de/en/privatkunden/pakete-versenden/weltweit-versenden/preise-international.html

If there are any questions or discrepancies, your local sales support team will contact you.

Sorting requirements

Items have to be sorted according to format (P, G, E) and service level (Priority, Standard). Additional sorting by country and zone is preferred but not essential.

The format of the address shall be suitable for machine reading. Please use the Automatable Mailing Guide, which is available online at deutschepost.com/en/business-customers/tac.html

Items can be bundled and presented on pallets, bags, or in cardboard boxes.

You must complete the Deutsche Post Airwaybill (AWB) in full. An Airwaybill must be filled out for each product and service level combination, with the respective authorisation number for the product and service level. Your authorisation number(s) will be provided by the sales support team.

Please ensure that the dispatch documents for each packaging unit is affixed in a clearly visible manner, as described on page 21.

We are unable to process any shipments that are submitted without the accompanying dispatch documents.

5 Preparing shipments for dispatch

Formats

All mail items are classified into basic boxable formats P and G and non-boxable format E. These are based on the shape, dimensions and weight and the degree of machinability.

Box Formats

Format	Maximum dimensions			Weight
	Length	Width	Height	
Boxable Formats P	24.5 cm	16.5 cm	0.5 cm	Up to 100 g
Boxable Formats G	35.3 cm (38.1 cm*)	25.0 cm (30.5 cm*)	3.0 cm (2.0 cm*)	Upt to 500 g
Non-Boxable Format E	Max. 60 cm	Max. 60 cm	Max. 60 cm	Up to 2,000 g
< 90 cm combined				

* For Packet Return, the maximum dimensions are 38.1 cm x 30.5 cm x 2 cm (length x width x height)

For more information on shapes, dimensions, and weights, please refer to the Automatable Mailing Guide, which is available at deutschepost.com/en/business-customers/tac.html

Address and postage

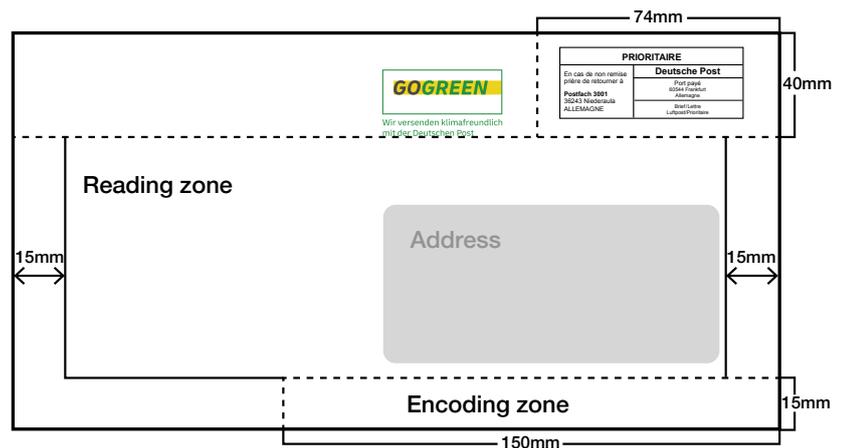
The following must always be present on any mail item that is to be sent abroad:

- Address
- Postage paid impression (PPI) with a specific
- PO box (Postfach) indication and a German return address (PO box in the postage print impression).
- Postage with a customer-specific PO box is mandatory for shipments containing goods and / or tracked shipments (Packet). Your Customer Service will arrange for a sample test to be carried out prior to posting.

If document deliveries (Business Mail) cannot be delivered and no customer-specific PO box was specified when franking, the documents will be destroyed.

The areas in which you should add this information in order for your international mail to reach its destination quickly are displayed in the picture below.

It is always advisable to have a sample of your mail layout checked by your local sales support team before posting.



Application of the GoGreen-logo

If you would like to have a GoGreen-logo printed on your mailings, you can download the appropriate product logos and the terms of use from the following link: deutschepost.de/de/g/gogreen/logo.html

Further information on attaching the logos to your shipment can be found here: dpdhl-brands.com/de/dp/gogreen-gogreenplus

Address format

The postal operator in each country has defined its respective valid address format. If the street name, postcode, place name and country are shown in the wrong order, this may lead to a delay in the delivery of your mail and cause additional cost.

For more information on the correct format for addresses, please refer to the Universal Postal Union website upu.int/UPU/media/upu/documents/PostCode/AddressElementsFormattingAnInternationalAddressEn.pdf

Label generation

The label should be created via the Deutsche Post customer portal / API. For the following products, the label must be created via the Deutsche Post / API customer portal: Deutsche Post Packet Tracked, Deutsche Post Packet Plus, Deutsche Post Packet Priority, Deutsche Post Packet Standard. For Deutsche Post Business Mail Registered you can exceptionally use a barcode enrollment sticker, which can be ordered from the local Sales Support Team.

In any case, the barcode and registered service (tracking) number on the items must be readable, scannable, compliant with the Deutsche Post label specifications, and unique (not used before). Please note that items with an incorrect, unreadable, and/or unscannable sticker or barcode must be corrected by Deutsche Post, and a surcharge of EUR 2.50 per item will be invoiced for this service.

Franking and postage print impressions

Deutsche Post offers franking as a standard service for items that do not have to be returned to a customer-specific PO box. This service does not apply to items containing goods. The PPI prepared by the customer must meet the PPI specifications and be confirmed by a Deutsche Post representative before posting.

Please note that Deutsche Post must relabel items with incorrect PPI. This process is automatic for small quantities. For this service, the customer will be charged EUR 2.50 per item.

Priority	PRIORITAIRE	
	Wenn unzustellbar, zurück an En cas de non remise prière de retourner à POSTFACH XXXX 36243 Niederaula ALLEMAGNE	Deutsche Post Briefentgelt bezahlt Port payé 60544 Frankfurt Allemagne
Standard	Deutsche Post	
	Wenn unzustellbar, zurück an En cas de non remise prière de retourner à POSTFACH XXXX 36243 Niederaula ALLEMAGNE	Briefentgelt bezahlt Port payé 60544 Frankfurt Allemagne

If at least 20 items in one shipment are not franked correctly or are in other forms not transportable because i.e. the barcode is not readable or the labels were damaged in transit, etc., the complete shipment will be stopped. Your local sales support will contact you to coordinate further steps.

There are several options to prepare the franking of your shipments. The minimum size of the postage print impression is 45 mm x 23 mm (width x height). The maximum size is 74 mm x 40 mm. The image below shows the available layout of the postage print impressions (PPI).

Please note that undeliverable shipments will be returned to the International Mail Centre in Germany and a dedicated PO box (Postfach) must be indicated in the PPI to identify your return address.

Electronic Pre Advice Data

For items containing goods, and/or economic resources electronic pre-advice data must be provided by the shipper. Electronic pre-advice is electronically provided data about the sender, the recipient and the contents of the items that you post to foreign destinations. It includes information that is required to ensure legislative, security and customs requirement and to enable delivery or pick up notifications to the recipient. If the electronic pre advice data is missed, Deutsche Post is not able to process the items. Therefore the items have to be returned to the sender. For the transmission of electronic data and label preparation, we offer different solutions.

Labels can be prepared via:

- manual upload or input in the customer portal
- Electronic data upload via the API
- by using shipping platforms that support Deutsche Post International products.

Please note that can be shortened: to provide contact details (phone number and e-mail address of the recipient) – unless they are required for local delivery – a declaration of consent from the recipient must be provided by the shipper.

Your Deutsche Post Sales Consultant will be happy to assist you and provide the necessary PO box number and PPI image.

6 Customs regulations – what you need to know

The following notes are designed to help you to follow all the relevant regulations when exporting dutiable goods abroad. Deutsche Post will handle customs formalities as defined in the Universal Postal Convention. Dutiable items can be sent to most countries in the world using Packet, Packet Plus, and Packet Tracked service. Customs regulations must be followed when goods and other articles are sent in items to recipients:

- In non-EU countries and territories not in the EU customs territory, and
- In third territories as defined under VAT law

Customs declaration

- All items containing goods must have a customs declaration on the address side, even if the goods are being sent free of charge (e.g. in advertising mailshots or magazines with samples or specimens)
- The customs declaration form CN22 is automatically created with the PACKET labels from the portal or API if the receiving country is a third territory.
- Please note that some countries have special customs areas that have special customs requirements. You can find more information on page 18.
- If you insert the customs declaration form CN23 in the shipment, please mark this accordingly on the CN22.
- Customs declaration must always be completed in full
- For sales – including auction transactions via eBay, for example – the “Other” box must always be selected
- The actual value must always be provided. A value of “0” is not permitted
- The country of origin must be stated in all cases
- It is not allowed to use collective names for the description of the goods

Sender's customs reference and Importer's reference for tax or VAT code

The sender's customs reference and the importer's reference can be used to indicate the customs, tax, or VAT ID of the sender and the importer.

Requirements regarding electronic pre-advice customs data

- When shipping to non-EU countries, the delivery of electronic pre-advice customs data is required
- Packets without this electronic information will eventually, be refused by some destination countries in the future; or penalties or additional charges might apply
- Please contact your local sales representative for further information

Further important information

- The customer is obliged to inform himself comprehensively about all existing customs regulations and comply with them
- The sender is liable for the consequences of shipping goods without the proper authorisation and non-compliance with the import and customs rules of foreign countries. This also applies if the CN 22 or CN 23 customs declaration is not filled in correctly or in full, and if the applicable export regulations are not observed. It is the sender's responsibility to obtain the correct information from the recipients of the shipments, the foreign missions of the destination / transit countries, foreign trade offices, chambers of industry and commerce and other relevant bodies
- Privately printed forms are accepted, provided they are identical to the preprinted Deutsche Post forms
- A commercial invoice or a Pro-forma invoice stating the words “value for customs purposes only” and showing the value of the goods must be included in shipments containing commercial items. For commercial items, it is not enough simply to state the value in the CN 22 or CN 23 customs declaration.

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How to fill in the CN 22 customs declaration correctly

Use the Harmonized Label with customs declaration CN22 for international shipments.

Customs Declaration 1 CN22 May be opened officially			2 			PRIORITAIRE				
Designated operator Deutsche Post						Wenn unzustellbar, zurück an En cas de non remise prière de retourner à Postfach 2003 36242 Niederaula Germany			Deutsche Post Briefentgelt bezahlt Port payé 60544 Frankfurt Allemagne	
<input type="checkbox"/> Gift <input type="checkbox"/> Documents <input type="checkbox"/> Samples <input type="checkbox"/> Others <input checked="" type="checkbox"/> Sales of goods			Customer Reference: Test shipment 12345			3				
Quantity and detailed description of contents		Weight (in kg)	Value (in EUR)		Martha Mustermann 10 Bakerstreet 10065 NEW YORK NY UNITED STATES				Importer tax/customs ref.: 12365478	
- 1x USB Stick - 1x Pen		0.10 0.10	10.00 10.00					4		
HS tariff number and country of origin of goods		Total Weight	Total Value		5					
- AT - AT		0.50	20.00					6		
I, the undersigned, whose name and address are given on the item, certify that particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or customs regulations.			Date and sender's signature: 15-Sep-21 							

Standardized label PACKET TRACKED, PACKET PLUS, PACKET PRIORITY, PACKET STANDARD

1. Customs declaration
2. Sender's area
3. Posted print impression
4. Receiver's area
5. Area for transportation instructions
6. Barcode area (for "tracked" and/or customs)

One label - several options

- You can book PACKET products via the customer portal packet.deutschepost.com/web/portal/login
- You can use the Application Programming Interface of the Deutsche Post AG to prepare the shipments.
- You can use the shipping or logistics software of a third-party provider, who offers the shipment preparation with label and mailing papers of the PACKET products.

Your sales support team will be pleased to advise you on the possibilities.

How to fill in the CN 23 customs declaration correctly

CUSTOMS DECLARATION				CN 23	
From De		Name Business		Sender's Customs reference (if any) Référence en douane de l'expéditeur (si elle existe)	
1		20		No. of item (barcode, if any) DÉCLARATION EN DOUANE N° de l'envoi (code à barres, s'il existe)	
		Street		May be opened officially Peut être ouvert d'office	
		Postcode		Important! See instructions on the back	
		City			
		Country			
To A		Name Business		Importer's reference (if any) (tax code/VAT No./importer code) (optional) Référence de l'importateur (si elle existe (code fiscal/N° de TVA/code de l'importateur) (facultatif)	
2		3		18	
		Street		Importer's telephone/fax/e-mail (if known) N° de téléphone/fax/e-mail de l'importateur (si connus)	
		Postcode		19	
		City			
		Country			
4		5		6	
Detailed description of contents (1) Description détaillée du contenu		Quantity (2) Quantité		Net Weight (3) Poids Net (in kg)	
		7		8	
				9	
		Total gross weight (4) Poids brut total		Total value (6) Valeur totale	
				Postal charges/Fees (9) Frais de port/Frais	
				10	
Category of item (10) Catégorie de l'envoi		Commercial sample Echantillon commercial		Explanation: Explication:	
Gift Cadeau		Returned goods Retour de marchandise		11	
Documents		Other Autre		14	
12		Comments (11): (e.g.: goods subject to quarantine, sanitary/phytosanitary inspection or other restrictions) Observations: (p. ex. Marchandises soumises à la quarantaine/à des contrôles sanitaires, phytosanitaires ou à d'autres restrictions)		Office of origin/Date of posting Bureau d'origine/Date de dépôt	
				I certify that the particulars given in this customs declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations	
Licence (12) Licence		Certificate (13) Certificat		Invoice (14) Facture	
No.(s). of licence(s) 13		No.(s). of certificate(s) 13		No. of invoice 13	
				Date and sender's signature (15) 15	

- Name and address of sender
 - Name and address of recipient
 - Destination country
 - Detailed description of all individual items in the shipment (e.g. cotton shirt). General descriptions such as food, spare parts, samples, etc. are not permitted.
 - Quantity of each item
 - Weight of each item in kg
 - Total gross weight of the shipment (including shipment packaging) in kg
 - Value of individual items with currency
 - Total value of individual items with currency
 - Postage cost
 - Please mark the item type with a cross
 - Provide the relevant information if the items are subject to quarantine, sanitary/phytosanitary inspection or other restrictions.
 - If licenses, certificates or invoices are enclosed, please select the relevant boxes and state the numbers of the documents.
 - Office and date of posting
 - Signature and date
- The following additional information is required for commercial items:**
- Customs tariff number (six digits) from the "Harmonised Commodity Description and Coding System" (HS) for each item
 - Country of origin of each item
- The following information should also be added if it is known:**
- The recipient's tax code, VAT number or customs number
 - The recipient's telephone number, fax number and email address
 - The sender's customs number

Information about the commercial invoice

In addition, an invoice is always required for commercial transactions regardless of the value of the item. The invoice must be enclosed in a self-adhesive pouch affixed to the shipment. The invoice must contain the following details in the language of the destination country or English:

When sending goods of no commercial value such as samples or warranty items involving no payment by the recipient, it is recommended that a Pro-forma invoice stating the words “value for customs purposes only” is attached.

The following organisations can provide more information about customs regulations:

- Chambers of Industry and Commerce
- Foreign missions of the destination countries

Commercial Invoice

<p>Shipper</p> <p>Company name Department No. Street name Zip Code City name Country</p> <p>Phone No. VAT Registration No.</p> <p>Consignee</p> <p>Company name Department No. Street name Zip Code City name Country</p> <p>Phone No.</p>	<p>Invoice No. 123456789 Date 02.06.2016</p> <p>Incoterm / Delivery term: Delivery duty unpaid No. of items: 10 Gross weight: 1,2 kg Net weight: 1 kg</p> <p>Carrier: Deutsche Post</p>
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Commodity description	HTS Code	Country of origin	Quantity	Unit price	Total price
DVD (Music) Delivery cost	85231090	Great Britain	10	9,59	94,90 EUR 16,90 EUR
Invoice value					111,80 EUR

Reason for shipping: Merchandise

I / We hereby certify that the information on this invoice is true and correct and that the contents of the shipment are as stated above.

Date

Signature / Name / Stamp

Bank Details of shipper:
Bank name and City
IBAN

1. Sender's address, preferably with telephone and fax numbers
2. VAT number of the sender and the recipient, if applicable
3. Invoice number and date of the commercial invoice
4. Recipient's full address, preferably with telephone and fax numbers
5. Detailed description of items, including name and quantity
6. Customs tariff number
7. Country of origin of the items
8. Value of items: unit prices and total value with currency unit, and, if necessary, a separate list of the packaging, insurance and transport costs, shown separately if applicable
9. Reason for export, e.g. sample, advertising flyer
10. Statement concerning preferential arrangements, if applicable
11. Original signature and stamp, including the sender's name
12. Sender's bank details

Member States of the European Union¹: Special Customs Regulations

EU Member State	Territories not in the EU customs territory	Third territories as defined under VAT law
CN 22 or CN 23 customs declaration not required	CN 22 or CN 23 customs declaration required ²	
Austria	-	-
Belgium	-	-
Bulgaria	-	-
Croatia	-	-
Cyprus (Greek part)	-	-
Czech Republic	-	-
Denmark	Faroe Islands, Greenland	-
Estonia	-	-
Finland	-	Åland Islands
France (including Monaco)	Overseas territories: French Polynesia, New Caledonia Territorial collectivities: St-Pierre et Miquelon and Mayotte	Overseas departments: French Guiana, Guadeloupe, Martinique, Réunion
Germany	Helgoland, Büsingen	-
Greece	-	Mount Athos
Hungary	-	-
Ireland	-	-
Italy	Livigno and Campione d'Italia	-
Latvia	-	-
Lithuania		
Luxembourg	-	-
Malta	-	-
Netherlands	Non-European territories (Aruba, Bonaire, Curaçao, Saba, Sint Eustatius, Sint Maarten)	-
Poland	-	-
Portugal	-	-
Romania	-	-
Slovakia	-	-
Slovenia	-	-
Spain	Ceuta and Melilla	Canary Islands (El Hierro, Fuerteventura, Gran Canaria, La Gomera, La Palma, Lanzarote, Tenerife)
Sweden	-	-

¹ Including territories belonging to the sovereign territory of these states, but not to the customs territory of the Community, and territories defined as third territories under VAT law. The shipment of certain Deutsche Post products to these states is now subject to VAT. The Deutsche Post brochure entitled Services and Prices contains details of all the important changes.

² Shipments to recipients in these areas are to be treated as shipments to recipients in non-EU countries upon acceptance.

7 Prohibited items

The following letter mail items are prohibited:

- Items that do not fulfil the conditions set out in the Universal Postal Union Convention and Regulations,
- Items that do not fulfil the conditions set out in the General Terms and Conditions Deutsche Post AG International Business, Dialogue Marketing, Packet,
- Items sent in furtherance of a fraudulent act or to avoid full payment of the appropriate charges, and
- Items to recipients or target countries that appear on Denied Parties list.

Examples of articles, which cannot be sent in Business Mail shipments nor in Packet, Packet Plus, and Packet Tracked shipments:

1. Narcotics and psychotropic substances, as defined by the International Narcotics Control Board, or other illicit drugs, which are prohibited in the destination country;
2. Explosive, flammable, or radioactive materials, medical specimens and dangerous goods prohibited by the General Terms and Conditions Deutsche Post AG International Business, Dialogue Marketing, Packet

Other articles, which cannot be sent:

3. Obscene or immoral articles
4. Counterfeit or pirated articles
5. Replica or inert explosive devices and military ordnance, including replica or inert grenades, inert shells, and the like

6. Live animals, can be shortened to: except for:
 - Bees, leeches, and silkworms (but not in declared value shipments);
 - Parasites and destroyers of noxious insects intended for the control of those insects and exchanged between officially recognised institutions (but not in declared value shipments);
 - Flies of the Drosophilidae family for biomedical research exchanged between officially recognised institutions (but not in declared value shipments);
7. Other articles, of which the importation or circulation is prohibited in the destination country
8. Articles which, by their nature, or packing, may expose officials or the general public to danger or soil or damage other items, postal equipment or third-party property
9. Correspondence, except for archived materials, exchanged between persons other than the sender and the addressee or persons living with them
10. Securities payable to the bearer of any kind, travellers' cheques, platinum, gold or silver, whether manufactured or not, precious stones, jewels or other valuable articles.
11. Exceptions: such articles may be sent in declared value shipments or, if the national legislation of the countries of origin and destination permits, they may be sent in a closed envelope as registered items
12. Items containing weapons, in particular firearms or parts thereof, replica weapons, or ammunition.

8 Aviation safety regulations

EU Regulations* (No 272/2009 and No 300/2008) provide for the detection of explosives in all items carried by air across the EU. They also apply to mail items (letters, parcels). Apart from explosive, flammable, or other dangerous substances, more common objects can also fail the screening process. The non-exhaustive list below contains some examples of contents that are not suitable for airmail:

- Petrol and gas lighters
- Cans of paint and varnish with dangerous content
- Aerosols (spray cans)
- Sparklers
- Wet-cell batteries
- Lithium batteries designed to operate electronic devices
- Toys or replicas imitating weapons or parts of weapons

In compliance with the General Terms and Conditions Deutsche Post AG International Business, Dialogue Marketing and Packet, Deutsche Post will use a different, suitable method of carriage (e.g. road or sea) or will return airmail items to the sender if the scan shows them to be potentially hazardous under the applicable rules. If possible, it is also possible that items that cannot be sent back will be destroyed.

Please follow the aviation safety rules

According to EU Regulations (EC) numbers 300/2008 and 272/2009 of the European Parliament and of the Council, as of 1st May 2010, all European postal companies are obliged to inspect the contents of all airmail items for the security of civil aviation in order to ensure the detection of explosives in all items transported by air. As part of this obligation according to EU regulations, Deutsche Post will x-ray all items transported by air, in a similar way to hand luggage at the airport. Only items classified as safe will then be transported.

Please also observe the current exclusions from the conveyance stipulated by the Universal Postal Convention and the IATA Dangerous Goods Regulations.

Further information regarding materials and goods that are not permitted can be found on the internet at [deutschepost.de/brief-international/luftverkehrssicherheit](https://www.deutschepost.de/brief-international/luftverkehrssicherheit)

* Commission Regulation (EC) No 272/2009 of 2nd April 2009 and Regulation (EC) No 300/2008 of the European Parliament and of the Council.

9 All-around posting

Documents

Example of an airwaybill (shipping document)

A fully completed Deutsche Post Airwaybill is required for every shipment or partial shipment. This is generated via the Deutsche Post Customer Portal or API. The Airwaybill must be placed in a pouch so that it is clearly visible and must be attached to the corresponding packaging.

Deutsche Post Airwaybill (shipping form)

The image shows a Deutsche Post Airwaybill form with the following fields and callouts:

- 1**: Campaign (Your job reference)
- 2**: eCommerce GmbH (Company)
- 3**: Musterweg 46-50/2/9 (Address)
- 4**: 1044 (Postcode)
- 5**: Martha Mustermann (Contact name)
- 6**: 3300567 (Authorisation no.)
- 7**: Campaign (Optional field)
- 8**: Wien (Town/city)
- 9**: 00 49 7621 6879 511 (Telephone no.)
- 10**: AT (Country)
- 11**: Priority (Service Level)
- 12**: G (Item Format)
- 13**: 1 (Quantity)
- 14**: Empty space for Deutsche Post Encoding
- 15**: Signature line

Completing an airwaybill is easy. Simply enter the following details in the corresponding fields:

- 1** Mandatory field
 - 7** Optional field
1. EKP no.: your 10-digit Deutsche Post AG account number
 2. Company: your company name
 3. Address: your address
 4. Postcode: your postcode
 5. Contact name: your name
 6. Authorisation no.: your authorisation number as given by Customer Services¹
 7. Your job reference: your invoice reference, which needs to be quoted on the invoice
 8. Town/city: the town/city in which your company is located
 9. Telephone no.: your telephone number
 10. Country: the country in which your company is based
 11. Service level: indicate the desired service level, Priority or Standard
 12. Item format: the format of the mail item (P, G or E)
 13. Quantity: enter the total net weight of the individual shipments combined from the portal (without loading equipment aids and transport unit packaging) and the number of mail bags/boxes/pallets (transport units)
 14. This space is for Deutsche Post Encoding. Please leave this space blank
 15. Signature: enter the date of dispatch and your signature to indicate agreement

¹ The authorisation number(s) will be provided by your local sales support team. Each format and service level has a different authorisation number when zone pricing has been agreed. Items must be sorted on format (P, G, E) and service level (Priority, Standard) and the shipment must display a Deutsche Post airwaybill with the correct authorisation number.

Validation of shipment data

Delivering shipment details electronically is recommended for all products, but it is mandatory to provide shipment details for PACKET, PACKET PLUS, PACKET TRACKED, and BUSINESS MAIL REGISTERED.

Deutsche Post reserves the right to bill on the basis of data the shipper provides electronically. However, if there are discrepancies between the data provided by the customer and the data recorded on receipt, it is the data recorded and verified by Deutsche Post that will be invoiced.

Pre-alert for shipments > 250 kg

A pre-alert must be provided at least two working days before posting for shipments exceeding 250 kg. This pre-alert must be sent with the subject "Pre-Alert" to the following email address:

Mailhouse.IPZ@deutschepost.de

The pre-alert must contain the following information:

- Customer name
- EKP no. (account no.)
- Total net volume in kg
- Total volume (transport units)
- Expected arrival date at FRA
- Items pre-franked Y/N
- Items pre-sorted Y/N

Deutsche Post International Mail STOP note

In order to identify the receiving point, a Deutsche Post International Mail STOP note must be attached to the receptacles, e.g. pallets.

You will receive a print template individually tailored to the delivery you are planning from your Customer Service. Possibly different or customer-specific labels are determined during onboarding with your Sales Support. You can see an example image below.



10 Transport to Deutsche Post International Post Centre

Drop off at the Deutsche Post International Post Centre

In general, you can deliver and post your shipments directly to the International Post Centre in Frankfurt. Details have to be aligned via your Sales contact.
The address of the IPC is:

Deutsche Post AG
IPZ Frankfurt/M.
Flughafen Geb. 190
(Lademeisterbüro Westseite)
Mailterminal (3. OG)
60549 Frankfurt/M.
Deutschland

Shipments can be delivered to IPZ from Sunday, 5:00 p.m. to Saturday, 6:00 p.m. Please consider a possible ban on driving for special trucks on Sundays and bank holidays. To access the Deutsche Post facility you need to enter the secured Airport Area which requires a valid ID-Card of the driver.

The delivery time window for your individual quantities must be agreed upon in advance and confirmed by your Sales Support. Please note that deliveries without prior consultation can be refused without prior notice.

Pick-up organised through Deutsche Post

Pick-up covers the collection of the agreed quantities of mail items and the transporting and delivering of the items to the agreed entry point.

You can contact us by phone or email to submit your pick-up request. We will need you to provide the following details:

- The address from which the goods need to be collected
- The number of pallets to be collected
- The time at which the goods must be collected
- The total weight

If pickup is operated by Deutsche Post or organized in any other way through other transport providers or within the general network of DPAG, it is mandatory that the planned time of arrival at IPZ is communicated before the first posting. The general form of transport, planned for shipping to IPZ must also, be communicated and agreed with your sales support team.

Note on transport to other Deutsche Post International receiving centers or hubs

Please note that these terms are only valid for posting into IPZ Frankfurt. Should your goods be received at other Deutsche Post locations please ask your Deutsche Post International contact person for a detailed guide.

Maximum size of transport units

The transport and the consignment must comply with the load and transport security requirements.

Non-compliant consignments will not be accepted.

The cost for the return will be charged to the sender.

Receptacles can be bags, boxes, pallets, or pallet boxes. The maximum weight of a bag or a box must not exceed 25 kg. Units with higher weight shall be handed over to Deutsche Post on pallets or other industrial loading aids, which can be handled by lifting equipment, e.g. pallet trucks or forklift trucks. These units must not exceed the height of 1600 mm due to work safety.

Dates for pick-up or line-haul transport shall be agreed upon separately. However, please contact us as soon as possible, at least three working days prior to the handover of the items. If the estimated and actual volumes differ by more than 10%, you must notify Deutsche Post of this at least 24 hours in advance. You must ensure that the items to be collected are placed at the agreed pick-up point at the agreed times.

A freight order cannot usually be cancelled without incurring a cost if the cancellation is declared less than two working days before the scheduled handover of the items. As such, we explicitly reserve our claims for reimbursement of expenses for pick-up or line-haul, which were specially organised for you.

You must complete one airwaybill per authorisation number and indicate the number of containers and the total weight of the shipment, tick the relevant service level and any additional service required, and sign the airwaybill. In the case of different service levels – Priority and Standard – you must group the items by service level and mark them accordingly in different pieces. Even with larger shipment quantities, you may dispatch several packages with a single waybill. The copies of the airwaybill are used for this purpose and numbered sequentially (e.g. 1 of 2, 2 of 2). All shipments must have a copy of the airwaybill visible.

Please note that posting quantities that cannot be clearly assigned and are insufficiently labeled can lead to additional costs according to the surcharge overview and that these are automatically collected.

Important to know

If you ship with Deutsche Post for the first time or have not used the posting point IPZ Frankfurt in the past 6 months, please remember to discuss the posting conditions mentioned in this document with your Customer Service in order to minimize disruptions or delays in the process.

11 Surcharges

Out of scope or incorrectly posted items will be charged to the customer according to the following table:

Surcharges

Name of charge on the invoice	Rate p. piece	Description
Barcode Correction	2.50 €	Charge for correction or reprint of barcodes that could not be scanned. The reason can be barcodes are not valid, not readable, blurry or used once (duplicate).
PPI Correction	2.50 €	Charge for PPI correction because the wrong or foreign PPI on the item
Missing Airway Bill	25.00 €	Charge for acquiring an Airway Bill
Incorrect Airway Bill	25.00 €	Charge for investigating the correct data on the Airway Bill
Oversize / Overweight Handling Charge	6.50 €	Charge for handling of overweight or oversize items that cannot be delivered through the Deutsche Post mail network
Delivery Oversized Item 2 kg	14.49 €	Charge for the delivery or the return of oversized item to an EU country (incl. DE) up to 2 kg
Delivery Overweight Item 5 kg	16.49 €	Charge for the delivery or the return of overweight item to an EU country (incl. DE) up to 5 kg
Delivery Overweight Item 10 kg	21.49 €	Charge for the delivery or the return of overweight item to an EU country (incl. DE) up to 10 kg
Delivery Overweight Item 20 kg	32.49 €	Charge for the delivery or the return of overweight item to an EU country (incl. DE) up to 20 kg
Delivery Overweight Item 31.5 kg	45.49 €	Charge for the delivery or the return of overweight item to an EU country (incl. DE) up to 31.5 kg
Registered Mail	3.10 €	Surcharge for the added feature. Delivery of a shipment by the foreign postal service against signature.

The type of charge and the amount will be shown on the invoice. The charges will be displayed separately for each Airway Bill.

12 Billing with details of zones

You will receive an invoice every ten days; this invoice (or the annex to it) will give details of service levels (Priority/Standard), zones, airwaybill numbers, job reference (if provided), and additional services.

13 Return of undeliverable items

In the case of shipments containing goods or shipment tracking, each shipment must have a unique German return address in accordance with international postal regulations. Specifying a foreign return address or the return country is not permitted.

Deutsche Post International provides all customers who send Deutsche Post Business Mail or Deutsche Post Packet products a customer-specific German PO box free of charge. This special PO box must be specified by the customer on the verified label or on the mailing envelope. For more information, please contact your Customer Service.

Undeliverable items will be returned via the Deutsche Post Returns Service Center (RSC) to the sender's return address in the European Union. Deutsche Post cannot return shipments to addresses outside of the European Union. Different rules apply to customers who deposit items at the Deutsche Post Mail Terminal in the United Kingdom.

Unlike for Deutsche Post Packet products, the use of a customer-specific PO box for Deutsche Post Business Mail is not mandatory. If this PO box is not indicated on the shipments, undeliverable Business Mail shipments will be destroyed. The use of a return address (e.g. in the destination country) other than this customer-specific PO box is prohibited.

Dispatch of the returns

Deutsche Post shall dispatch items as mail items for forwarding to the agreed address of the customer abroad in accordance with the applicable GTC INTERNATIONAL MAIL of Deutsche Post AG. Upon special request, Deutsche Post shall post the items in the customer's name using a different transportation company within Deutsche Post DHL Group, for forwarding the items to the agreed address abroad. The items shall be forwarded at least once per week.

Return of tracked undeliverables

If tracked or registered items are undeliverable the items will be returned to the Deutsche Post Return Service Center (RSC) where the item will be scanned upon receipt. After this scan, no further tracking will be provided. With the receipt of the items in the PO box at the RSC the items are deemed delivered and returned to the sender.

Receiving shipments that cannot be delivered

Costs will be charged for repatriation from the destination country, processing, and transport to the customer's return address. The costs for processing and transport are EUR 8.50 per kg or part thereof.

Please find more information here:

deutschepost.com/en/business-customers/downloads.html

DPAG is entitled to charge and the customer must reimburse any costs that incur from receiving shipments other than undeliverables e. g. "Service unfrei" items or other charges that are payable by the consignee. Excluded are items with proof of delivery, such as registered mail or insured items, as well as mail items with the cash on-delivery special service. Acceptance of such items shall be refused by Deutsche Post, and they shall be returned to the sender. Deutsche Post may also refuse to accept items if their carriage or content breaches legal provisions or an official prohibition.

The personal data of the customer shall only be collected, processed, or used in accordance with the relevant data protection regulations. Return addresses of foreign customers shall apply for an indefinite period. Changes in the return addresses require the written form.

14 Bag Tracking

For shippers with high international shipping volumes and the ability to sort by country and format, Deutsche Post offers a cost-efficient tracking service based on the tracking of bags used by posts to hand over international mail. The shipper has to prepare these bags with specific bag tags generated through the Deutsche Post Customer Portal or the Deutsche Post API.

Bag tracking is a complimentary service to Deutsche Post Packet and Business Mail, available for both Priority and Standard shipments. For Business Mail the tracking is always on bag level. For Packet Priority, the tracking can also be displayed on the item level if the shipper provides the data linking items to bags when preparing the shipments on the Deutsche Post Customer Portal or API.

There usually are at least two track events, “Received at Deutsche Post Mailterminal” and “Departed origin country”. For most major destinations, the last track event is “Arrived at destination” which is created by the post in the destination country when receiving the bag from Deutsche Post. For more information about the Bag Tracking Service and the terms and conditions of the service please contact your Sales Representative.

For Bag Tracking, spot checks are taken, and bags are checked for content and correct allocation.

15 Service availability by country

The list below shows the availability of our products with tracking and signature service by destination. Please note that the information is subject to change. For detailed and updated information about the countries where Deutsche Post International do not provide delivery service or where there are service disruptions please check deutschepost.com/en/business-customers/global-event-observer.html

Service availability

ISO	Country	Average transit time ^{***})	PACKET PLUS		PACKET TRACKED		PACKET RETURN ^{**}	BUSINESS MAIL REGISTERED
			tracking incl. delivery status	signature and country tracking [*])	tracking incl. delivery status	country tracking [*])		
AF	Afghanistan	10-15		✓		✓		✓
AX	Åland Islands	3-5		✓		✓		✓
AL	Albania	7-10		✓		✓		✓
DZ	Algeria	10-12		✓		✓		✓
AS	American Samoa	10-14		✓		✓		✓
AD	Andorra	5-10	✓	✓	✓			✓
AO	Angola	8-12				✓		✓
AI	Anguilla	10-14		✓		✓		✓
AG	Antigua and Barbuda	10-14		✓		✓		✓
AR	Argentina	10-15		✓		✓		✓
AM	Armenia	10-13		✓		✓		✓
AW	Aruba	10-14		✓		✓		✓
AU	Australia	12-15		✓	✓			✓
AT	Austria	2-4	✓	✓	✓		✓	✓
AZ	Azerbaijan	7-9		✓		✓		✓
BS	Bahamas	12-18		✓		✓		✓

Delivery times may be longer for shipments posted from the mail terminal London.

^{*}) Shipment tracking until dispatch in country of origin or entry in destination country.

^{**}) refers to country of origin.

^{***}) From posting into IPZ Frankfurt. Valid for all products except for Packet Return, Packet Standard and Business Mail Standard.

Transit time may be extended to certain countries for large format shipments or due to customs clearance.

Service availability

ISO	Country	Average transit time ^{***})	PACKET PLUS		PACKET TRACKED		PACKET RETURN ^{**}	BUSINESS MAIL REGISTERED
			tracking incl. delivery status	signature and country tracking ^{*)}	tracking incl. delivery status	country tracking ^{*)}		
BH	Bahrain	6-10		✓		✓		✓
BD	Bangladesh	10-15		✓		✓		✓
BB	Barbados	8-14		✓		✓		✓
BY	Belarus	6-12		✓		✓		✓
BE	Belgium	2-4	✓	✓	✓		✓	✓
BZ	Belize	8-13		✓		✓		✓
BJ	Benin	10-15		✓		✓		✓
BM	Bermuda	10-16		✓		✓		✓
BT	Bhutan	8-10		✓		✓		✓
BO	Bolivia	8-12		✓		✓		✓
BQ	Bonaire, Saba and Sint Eustatius	10-14		✓		✓		✓
BA	Bosnia and Herzegovina	4-7		✓		✓		✓
BW	Botswana	8-12		✓		✓		✓
BV	Bouvet Island	14-18		✓		✓		✓
BR	Brazil	10-20		✓		✓		✓
IO	British Indian Ocean Territory	14-18		✓		✓		✓
VG	British Virgin Islands	10-14		✓		✓		✓
BN	Brunei Darussalam	6-9		✓		✓		✓
BG	Bulgaria	3-5	✓	✓		✓		✓
BF	Burkina Faso	8-12		✓		✓		✓
BI	Burundi	8-12		✓		✓		✓
KH	Cambodia	8-12		✓		✓		✓
CM	Cameroon	8-12		✓		✓		✓
CA	Canada	3-9		✓	✓			✓
CV	Cape Verde	10-15		✓		✓		✓
KY	Cayman Islands	10-15		✓		✓		✓

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Service availability

ISO	Country	Average transit time ^{***})	PACKET PLUS		PACKET TRACKED		PACKET RETURN ^{**}	BUSINESS MAIL REGISTERED
			tracking incl. delivery status	signature and country tracking [*])	tracking incl. delivery status	country tracking [*])		
CF	Central African Rep	8-12		✓		✓		✓
TD	Chad	8-12				✓		✓
CL	Chile	10-18		✓		✓		✓
CN	China (People's Rep)	10-18		✓		✓		✓
CC	Cocos (Keeling) Islands	12-18		✓		✓		✓
CO	Colombia	10-18		✓		✓		✓
KM	Comoros	10-14		✓		✓		✓
CG	Congo	8-12		✓		✓		✓
CK	Cook Islands	12-18		✓		✓		✓
CR	Costa Rica	8-12		✓		✓		✓
CI	Côte d'Ivoire	8-12		✓		✓		✓
HR	Croatia	3-6	✓	✓	✓		✓	✓
CU	Cuba							
CW	Curaçao	10-14		✓		✓		✓
CY	Cyprus	6-10	✓	✓	✓			✓
CZ	Czech Rep	2-4	✓	✓	✓		✓	✓
KP	Dem People's Rep of Korea							
CD	Dem Rep of the Congo	8-12		✓		✓		✓
DK	Denmark	2-5	✓	✓	✓		✓	✓
DJ	Djibouti	8-12		✓		✓		✓
DM	Dominica	10-14		✓		✓		✓
DO	Dominican Republic	8-10		✓		✓		✓
EC	Ecuador	8-12		✓		✓		✓
EG	Egypt	10-12		✓		✓		✓
SV	El Salvador	8-12		✓		✓		✓
GQ	Equatorial Guinea	12-18		✓		✓		✓

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			tracking incl. delivery status	signature and country tracking ^{*)}	tracking incl. delivery status	country tracking ^{*)}		
ER	Eritrea	7-11		✓		✓		✓
EE	Estonia	3-7	✓	✓	✓			✓
SZ	Eswatini	8-11		✓		✓		✓
ET	Ethiopia	8-12		✓		✓		✓
FK	Falkland Islands	14-18		✓		✓		✓
FO	Farøe Islands	6-12		✓	✓			✓
FJ	Fiji	12-18		✓		✓		✓
FI	Finland	4-8	✓	✓	✓		✓	✓
FR	France	2-5	✓	✓	✓		✓	✓
GF	French Guiana	10-15		✓		✓		✓
PF	French Polynesia	12-16		✓		✓		✓
TF	French Southern Territories	14-18		✓		✓		✓
GA	Gabon	8-12		✓		✓		✓
GM	Gambia	8-12		✓		✓		✓
GE	Georgia	6-15		✓		✓		✓
DE	Germany	2-3	✓	✓	✓		✓	✓
GH	Ghana	8-12		✓		✓		✓
GI	Gibraltar	3-7		✓		✓		✓
GR	Greece	7-11	✓	✓	✓		✓	✓
GL	Greenland	4-7		✓		✓		✓
GD	Grenada	10-15		✓		✓		✓
GP	Guadeloupe	14-20		✓		✓		✓
GU	Guam	14-18		✓		✓		✓
GT	Guatemala	8-15		✓		✓		✓
GG	Guernsey	3-5		✓		✓		✓
GN	Guinea	10-14		✓		✓		✓

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			tracking incl. delivery status	signature and country tracking ^{*)}	tracking incl. delivery status	country tracking ^{*)}		
GW	Guinea-Bissau	10-14		✓		✓		✓
GY	Guyana	8-15		✓		✓		✓
HT	Haiti	8-10		✓		✓		✓
HM	Heard Island and McDonald Islands	14-18		✓		✓		✓
HN	Honduras	8-12		✓		✓		✓
HK	Hongkong	6-10	✓	✓	✓			✓
HU	Hungary	2-5	✓	✓	✓		✓	✓
IS	Iceland	6-8	✓	✓	✓			✓
IN	India	10-14		✓		✓		✓
ID	Indonesia	10-18		✓		✓		✓
IR	Iran							
IQ	Iraq	10-18		✓		✓		✓
IE	Ireland	3-5	✓	✓	✓		✓	✓
IM	Isle of Man	3-5		✓		✓		✓
IL	Israel	10-15		✓	✓			✓
IT	Italy	2-5	✓	✓	✓		✓	✓
JM	Jamaica	8-10		✓		✓		✓
JP	Japan	6-9	✓	✓	✓			✓
JE	Jersey	3-5		✓		✓		✓
JO	Jordan	8-12		✓		✓		✓
KZ	Kazakhstan	8-12		✓		✓		✓
KE	Kenya	8-12		✓		✓		✓
KI	Kiribati	12-18		✓		✓		✓
KR	Korea (Rep)	8-14	✓	✓	✓			✓
XK	Kosovo	3-5		✓		✓		✓
KW	Kuwait	6-10		✓		✓		✓

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Service availability

ISO	Country	Average transit time ^{***})	PACKET PLUS		PACKET TRACKED		PACKET RETURN ^{**}	BUSINESS MAIL REGISTERED
			tracking incl. delivery status	signature and country tracking [*])	tracking incl. delivery status	country tracking [*])		
KG	Kyrgyzstan	10-15		✓		✓		✓
LA	Lao People's Dem Rep	10-15		✓		✓		✓
LV	Latvia	3-7	✓	✓	✓		✓	✓
LB	Lebanon	10-15		✓		✓		✓
LS	Lesotho	8-12		✓		✓		✓
LR	Liberia	8-12		✓		✓		✓
LY	Libya	10-12		✓		✓		✓
LI	Liechtenstein	2-4	✓	✓	✓			✓
LT	Lithuania	2-5	✓	✓	✓		✓	✓
LU	Luxembourg	2-4	✓	✓	✓		✓	✓
MO	Macao, China	10-14		✓		✓		✓
MG	Madagascar	8-12		✓		✓		✓
MW	Malawi	8-12		✓		✓		✓
MY	Malaysia	6-12		✓	✓			✓
MV	Maldives	10-14		✓		✓		✓
ML	Mali	8-12		✓		✓		✓
MT	Malta	8-10	✓	✓	✓			✓
MH	Marshall Islands	12-18		✓		✓		✓
MQ	Martinique	10-15		✓		✓		✓
MR	Mauritania	7-11		✓		✓		✓
MU	Mauritius	10-14		✓		✓		✓
MX	Mexico	10-20		✓		✓		✓
FM	Micronesia	12-18		✓		✓		✓
MD	Moldova	7-12		✓		✓		✓
MC	Monaco	2-4	✓	✓	✓			✓
MN	Mongolia	8-12		✓		✓		✓

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Service availability

ISO	Country	Average transit time ^{***})	PACKET PLUS		PACKET TRACKED		PACKET RETURN ^{**}	BUSINESS MAIL REGISTERED
			tracking incl. delivery status	signature and country tracking ^{*)}	tracking incl. delivery status	country tracking ^{*)}		
ME	Montenegro	6-10		✓		✓		✓
MS	Montserrat	10-15		✓		✓		✓
MA	Morocco	7-11		✓		✓		✓
MZ	Mozambique	8-12		✓		✓		✓
MM	Myanmar	8-10		✓		✓		✓
NA	Namibia	8-12		✓		✓		✓
NR	Nauru	10-15		✓		✓		✓
NP	Nepal	10-14		✓		✓		✓
NL	Netherlands	2-4	✓	✓	✓		✓	✓
AN	Netherlands Antilles	10-14		✓		✓		✓
NC	New Caledonia	12-18		✓		✓		✓
NZ	New Zealand	12-18		✓	✓			✓
NI	Nicaragua	8-12		✓		✓		✓
NE	Niger	8-12		✓		✓		✓
NG	Nigeria	8-12		✓		✓		✓
NU	Niue	12-18		✓		✓		✓
NF	Norfolk Island	10-14		✓		✓		✓
MP	Northern Mariana Islands	14-18		✓		✓		✓
NO	Norway	3-8		✓	✓			✓
OM	Oman	6-10		✓		✓		✓
PK	Pakistan	8-12		✓		✓		✓
PW	Palau	12-18		✓		✓		✓
PS	Palestine	6-10		✓		✓		✓
PA	Panama (Rep)	8-12		✓		✓		✓
PG	Papua New Guinea	10-14		✓		✓		✓
PY	Paraguay	8-12		✓		✓		✓

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ISO	Country	Average transit time ^{***})	PACKET PLUS		PACKET TRACKED		PACKET RETURN ^{**}	BUSINESS MAIL REGISTERED
			tracking incl. delivery status	signature and country tracking ^{*)}	tracking incl. delivery status	country tracking ^{*)}		
PE	Peru	8-12		✓		✓		✓
PH	Philippines	8-14		✓		✓		✓
PN	Pitcairn Islands	12-18		✓		✓		✓
PL	Poland	2-5	✓	✓	✓		✓	✓
PT	Portugal	2-6	✓	✓	✓		✓	✓
PR	Puerto Rico	8-12	✓	✓	✓			✓
QA	Qatar	6-10		✓		✓		✓
RE	Réunion	10-14		✓		✓		✓
RO	Romania	4-8	✓		✓		✓	✓
RU	Russian Federation	8-16		✓		✓		✓
RW	Rwanda	8-12		✓		✓		✓
BL	Saint Barthélemy	14-18		✓		✓		✓
KN	Saint Christopher (St Kitts) and Nevis	10-14		✓		✓		✓
LC	Saint Lucia	10-14		✓		✓		✓
MF	Saint Martin (French Part)	14-18		✓		✓		✓
VC	Saint Vincent and the Grenadines	10-14		✓		✓		✓
WS	Samoa	10-15		✓		✓		✓
SM	San Marino	5-8		✓		✓		✓
ST	Sao Tome and Principe	10-14		✓		✓		✓
SA	Saudi Arabia	6-10		✓		✓		✓
SN	Senegal	8-12		✓		✓		✓
RS	Serbia	4-11		✓		✓		✓
SC	Seychelles	10-15		✓		✓		✓
SL	Sierra Leone	8-12		✓		✓		✓
SG	Singapore	8-14		✓	✓			✓
SX	Sint Maarten	10-14		✓		✓		✓

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ISO	Country	Average transit time ^{***)}	PACKET PLUS		PACKET TRACKED		PACKET RETURN ^{**}	BUSINESS MAIL REGISTERED
			tracking incl. delivery status	signature and country tracking ^{*)}	tracking incl. delivery status	country tracking ^{*)}		
SK	Slovakia	2-5	✓	✓	✓		✓	✓
SI	Slovenia	2-6	✓	✓	✓		✓	✓
SB	Solomon Islands	12-18		✓		✓		✓
SO	Somalia	8-12						✓
ZA	South Africa	8-12		✓		✓		✓
GS	South Georgia and the South Sandwich Islands	14-18		✓		✓		✓
SS	South Sudan	7-11						✓
ES	Spain	2-7	✓	✓	✓		✓	✓
LK	Sri Lanka	8-12		✓		✓		✓
SH	St. Helena	14-18		✓		✓		✓
SD	Sudan							
SR	Suriname	8-12		✓		✓		✓
SJ	Svalbard and Jan Mayen	14-18		✓		✓		✓
SE	Sweden	3-6	✓	✓	✓		✓	✓
CH	Switzerland	2-3	✓	✓	✓			✓
SY	Syria							
TW	Taiwan	6-12		✓	✓			✓
TJ	Tajikistan	8-11		✓		✓		✓
TZ	Tanzania	8-12		✓		✓		✓
YT	Territorial Community of Mayotte	10-14		✓		✓		✓
PM	Territorial Community of St. Pierre and Miquelon	10-14		✓		✓		✓
CX	Territory of Christmas Island	12-18		✓		✓		✓
TH	Thailand	7-12	✓	✓	✓			✓
MK	North Macedonia	5-7		✓		✓		✓
TL	Timor-Leste	10-14		✓		✓		✓
TG	Togo	8-12		✓		✓		✓

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			tracking incl. delivery status	signature and country tracking ^{*)}	tracking incl. delivery status	country tracking ^{*)}		
TK	Tokelau	14-18		✓		✓		✓
TO	Tonga	12-18		✓		✓		✓
TT	Trinidad and Tobago	10-14		✓		✓		✓
TN	Tunisia	7-11		✓		✓		✓
TR	Turkey	7-10	✓	✓	✓			✓
TM	Turkmenistan	6-10		✓		✓		✓
TC	Turks and Caicos Islands	10-14		✓		✓		✓
TV	Tuvalu	12-18		✓		✓		✓
UG	Uganda	8-12		✓		✓		✓
UA	Ukraine	10-20		✓		✓		✓
AE	United Arab Emirates	6-12		✓		✓		✓
GB	United Kingdom	2-5	✓	✓	✓			✓
UM	United States Minor Outlying Islands	14-18		✓		✓		✓
US	United States of America	5-10	✓	✓	✓			✓
UY	Uruguay	6-10		✓		✓		✓
UZ	Uzbekistan	6-10		✓		✓		✓
VU	Vanuatu	12-18		✓		✓		✓
VA	Vatican	5-7		✓		✓		✓
VE	Venezuela	8-12		✓		✓		✓
VN	Viet Nam	6-10		✓		✓		✓
VI	Virgin Islands, U.S.	14-18		✓		✓		✓
WF	Wallis and Futuna Islands	12-18		✓		✓		✓
EH	Western Sahara	14-18		✓		✓		✓
YE	Yemen	10-15						
ZM	Zambia	8-12		✓		✓		✓
ZW	Zimbabwe	8-12		✓		✓		✓

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