

How to Start Shipping with Us

Deutsche Post International
Injection into Mail Terminal London



Deutsche Post International: How to start shipping with us.

Thank you for choosing Deutsche Post as your International Mail provider. You will benefit from our international mail expertise. This document will make you familiar with our international mail and packet products and give you an overview of the presentation and handover of shipments to our mail terminal in London. Regarding other products and services please contact your local sales manager for further information.

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Deutsche Post International Mail Terminal London

Our Mail Terminal London, close to London Heathrow Airport, offers you a single drop-off point for all your international mail, incl. German domestic mailings and parcel direct services.

Our service – your CONVENIENCE

Our single drop-off point for all your international mail – incl. German domestic mailings and parcel direct services – makes life easier for you.

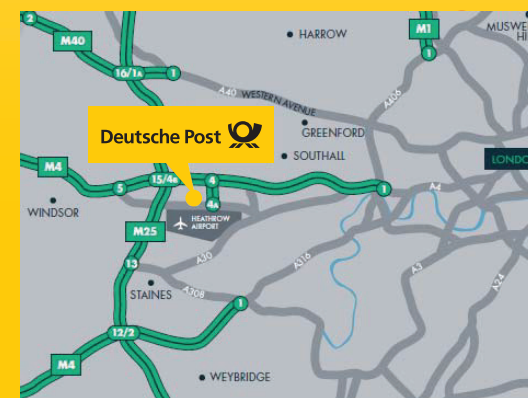
Your sorting requirements can easily be adapted to your shipping profile and collection service is available upon request for our customers. Just ask.



Even in case of Brexit you will benefit from our simplified postal customs clearance

More SPEED

Thanks to the location of our Mail Terminal just 4 miles from Heathrow Cargo Terminal your items will be delivered in Europe in 2 - 5 days and to the rest of the world in 5 - 12 days.



Operations Opening Hours:

Monday	08:00 to 17:00
Tuesday–Friday	08:00 to 20:00
Saturday	08:00 to 16:00

Receiving Cut-off Times for Same-Day Processing Aims:

Monday–Friday	15:30
Saturday	12:00

Deutsche Post Business Mail

With Deutsche Post Business Mail, we offer you global shipping of business correspondence, press items and publications to over 220 countries.

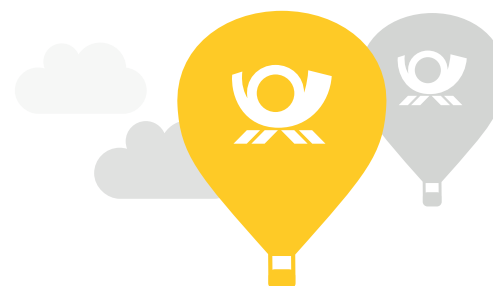


Deutsche Post Business Mail products and services at a glance

Product	Content	Transit times	Compensation for loss and damages	Min. items per posting
DEUTSCHE POST BUSINESS MAIL PRIORITY	International printed matters, e.g. invoices, contracts, documents and photos with no commercial value; items up to 2 kg	Within 2-5 working days in Europe and 5-12 working days for the rest of the world	N/A	50 items
DEUTSCHE POST REGISTERED SERVICE *	International printed matters, e.g. invoices, contracts, documents and photos with no commercial value; items up to 2 kg	Within 2-5 working days in Europe and 5-12 working days for the rest of the world	up to 30 SDR** (approx. EUR 36)	N/A
DEUTSCHE POST BUSINESS MAIL STANDARD	International printed matters, e.g. invoices, contracts, documents and photos with no commercial value; items up to 2 kg	Within 6-15 working days in Europe and 12-21 working days for the rest of the world	N/A	50 items
INTERNATIONAL BUSINESS REPLY	International replies up to 50 g; postcards or letters can be dropped into mail box or at local post office and will be sent back	5-12 working days (dependent on frequency of return as agreed)	N/A	N/A

* Value added service for Deutsche Post Business Mail Priority

** Special Drawing Right (currency of International Monetary Fund)



Shipping Goods

Goods refer to any tangible and movable objects other than money, including objects of merchandise. Goods must not be sent as Deutsche Post Business Mail. Items containing goods have to be sent with one of our packet products, regardless of size and weight.

All items containing goods must have a customs declaration on the address side if they are sent to non-EU countries.

Examples being: clothes, books, computer or tablet, electrical equipment, event tickets, footwear, mobile phone accessories, CDs storing commercial music or software, DVDs storing commercial movies or software and magazines with items such as CD/DVDs or samples enclosed with the publication.

Items such as magazines and personal data on DVD or CD i.e. personal photos or home videos can be sent as Business Mail.

Customers sending goods must have a return address in the EU Customs Union.

In case of goods, pickup is only possible within the EU Customs Union.



Contents excluded in all Deutsche Post products

Dangerous and prohibited goods, i.e. lithium batteries as well as goods that do not comply with the import restrictions of the destination country, are prohibited to send.

For more detailed information please refer to General Terms and Conditions Deutsche Post AG International Business, Dialogue Marketing, Packet.

Customs Regulations – What you need to know

With our Deutsche Post Packet products you benefit from simplified postal customs clearance:

Customs declaration

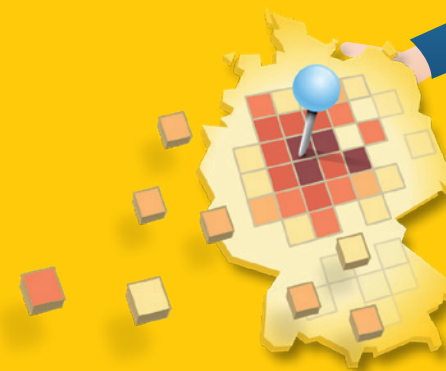
- All items containing goods must have a CN 22 customs declaration form on the address side if they are sent to non-EU countries
- The CN 22 document is already included in the label and can be easily generated via the Deutsche Post Customer Portal/API
- The customer is obliged to inform himself/herself about current customs regulations and to observe them. The sender is responsible for compliance with the customs and import regulations of the destination countries

Electronic pre-advice

- More and more customs authorities require that incoming packets are accompanied by electronic pre-advice customs data
- Our Deutsche Post Customer Portal and other integration channels ensure that your international shipments meet all requirements for electronic customs pre-advice

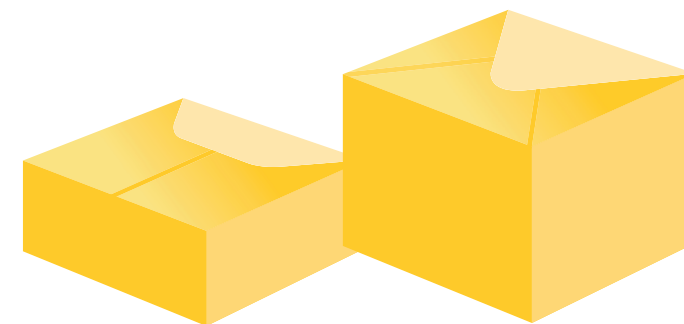


In case of a hard Brexit, all items containing goods must have a CN 22 customs declaration on the address side. All other processes remain unchanged.



Deutsche Post Packet Products

With our Deutsche Post Packet products we offer a wide range of solutions for your shipment of goods to over 220 countries.



Deutsche Post Packet Portfolio at a glance

Product	Content	Transit times	Compensation for loss and damages	Min. items per posting
DEUTSCHE POST PACKET PRIORITY	Low-value goods up to 2 kg	Within 2-5 working days in Europe and 5-12 working days for the rest of the world	N/A	50 items
DEUTSCHE POST PACKET STANDARD	Low-value goods up to 2 kg	Within 6-15 working days in Europe and 12-21 working days for the rest of the world	N/A	50 items
DEUTSCHE POST PACKET TRACKED	Low-value goods up to 2 kg; Track & Trace included; final delivery scan available for 57 countries	Within 2-5 working days to Europe and 5-12 working days for rest of the world	No base coverage; shipment value protection available for countries with end to end tracking	50 items
DEUTSCHE POST PACKET PLUS	Low-value goods up to 2 kg; delivery against signature	Within 2-7 working days to Europe and 6-15 working days for the rest of the world	Base coverage 30 SDR* (approx. EUR 36); shipment value protection available for higher values	50 items
DEUTSCHE POST PACKET RETURN	International returns of low-value goods up to 2 kg from 24 countries; consumers return their goods free of charge across Europe	6-16 working days (dependent on frequency of returns as agreed)	N/A	N/A

* Special Drawing Right (currency of International Monetary Fund)



Formats for International Mail and Packet Products

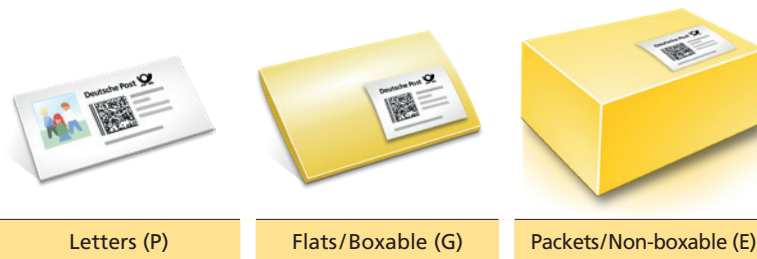
Maximum dimension for flats depend on destination country.

Our international mail and packet products are based on the international terminal dues system governed by the Universal Postal Union (UPU).

Within Europe, the UPU regulations are enhanced by the Interconnect Agreement – valid in essentially all major countries (EU and non-EU).

So when presorting your international mail by format, you need to consider the different format definitions by destination country (see list on page 10).

The terminal dues system differentiates three formats:



Please note: For all countries belonging to the Interconnect agreement the G format for flats is different from the UPU G format. Regarding the Interconnect agreement, flats (G format) must not exceed a thickness of 3 cm. According to UPU regulations the maximum thickness for flats (G format) is 2 cm.



Formats for International Mail and Packet Products

Formats per format type

Format Type	Formats		Minimum		Maximum			
			Length	Width	Length	Width	Height	Weight
UPU	Letters	(P)	140 mm	90 mm	245 mm	165 mm	5 mm	100 g
	Flats	(G)			381 mm	305 mm	20 mm	500 g
	Packets	(E)			L + W + H ≤ 900 mm (no one side greater than 60 mm)			
INTERCONNECT	Letters	(P)	140 mm	90 mm	245 mm	165 mm	5 mm	100 g
	Flats (boxable)	(G)			353 mm	250 mm	30 mm	500 g
	Packets (non-boxable)	(E)			L + W + H ≤ 900 mm (no one side greater than 60 mm)			

Permitted formats per product

Products	P format	G format	E format
DEUTSCHE POST BUSINESS MAIL PRIORITY	✓	✓	✓
DEUTSCHE POST BUSINESS MAIL REGISTERED			✓
DEUTSCHE POST BUSINESS MAIL STANDARD	✓	✓	✓
DEUTSCHE POST PACKET PRIORITY	✓	✓	✓
DEUTSCHE POST PACKET STANDARD	✓	✓	✓
DEUTSCHE POST PACKET TRACKED			✓
DEUTSCHE POST PACKET PLUS			✓
DEUTSCHE POST PACKET RETURN		✓*	✓

* (UPU G format, regardless of origin country)



Small packets

For most non-European destination countries all items containing goods must be considered as E format.

Target country	Accepted format	Format type	Target country	Accepted format	Format type	Target country	Accepted format	Format type
Australia	E	UPU	Hungary	P / G / E	INTERCONNECT	Romania	P / G / E	UPU
Austria	P / G / E	INTERCONNECT	Iceland	P / G / E	INTERCONNECT	Russia	E	UPU
Belgium	P / G / E	INTERCONNECT	Ireland	P / G / E	INTERCONNECT	Singapore	E	UPU
Brazil	E	UPU	Israel	E	UPU	Slovakia	P / G / E	INTERCONNECT
Bulgaria	E	UPU	Italy	P / G / E	INTERCONNECT	Slovenia	P / G / E	INTERCONNECT
Canada	E	UPU	Japan	E	UPU	South Africa	E	UPU
China	E	UPU	Latvia	P / G / E	INTERCONNECT	South Korea	E	UPU
Cyprus	P / G / E	UPU	Lithuania	P / G / E	UPU	Spain	P / G / E	INTERCONNECT
Czech Republic	P / G / E	INTERCONNECT	Luxembourg	P / G / E	INTERCONNECT	Sweden	P / G / E	INTERCONNECT
Denmark	P / G / E	INTERCONNECT	Malta	P / G / E	UPU	Switzerland	P / G / E	INTERCONNECT
Estonia	P / G / E	UPU	Mexico	E	UPU	Thailand	E	UPU
France	P / G / E	INTERCONNECT	Netherlands	P / G / E	INTERCONNECT	Turkey	E	UPU
Germany	P / G / E	INTERCONNECT	Norway	P / G / E	INTERCONNECT	United Kingdom	P / G / E	INTERCONNECT
Greece	P / G / E	INTERCONNECT	Poland	P / G / E	INTERCONNECT	USA	E	UPU
Hong Kong	E	UPU	Portugal	P / G / E	INTERCONNECT			

Regarding all other destination countries, format separation is not required. Small packets are invoiced as E format.



Example

Book weighing 300g, dimensions 220 x 230 x 25mm will be classed as the following formats:

Country	USA	Germany	Russia	Italy	Bulgaria	Singapore
Format	E	G	E	G	E	E

Rates

Customer-individual rates are calculated on request and are valid for the full calendar year.

The calculation for Deutsche Post Business Mail and Packet products is based on the customer-individual shipment profile. The rates are calculated ex mail terminal London.

They are based on the international terminal dues system for invoicing between postal companies.

This terminal dues system is based on an item and kg pricing method. All items are billed according to their actual weight in gram.

Deutsche Post International offers pickup directly from the customer's site. Respective costs will be calculated upon request.



The following example explains the pricing structure and how rates are calculated:

Example calculation

Rate per item	Rate per kg	Total price for a 126 g item
1.00 €	10.00 €	2.26 €

The price is calculated by adding together the item price and the kilogram price:

$$\begin{array}{r}
 1 \text{ Item} \times \text{EUR } 1/\text{item} = \text{EUR } 1.00 \\
 0.126 \text{ kg} \times \text{EUR } 10/\text{kg} = \text{EUR } 1.26 \\
 \hline
 \text{Total price:} \qquad \qquad = \text{EUR } 2.26
 \end{array}$$

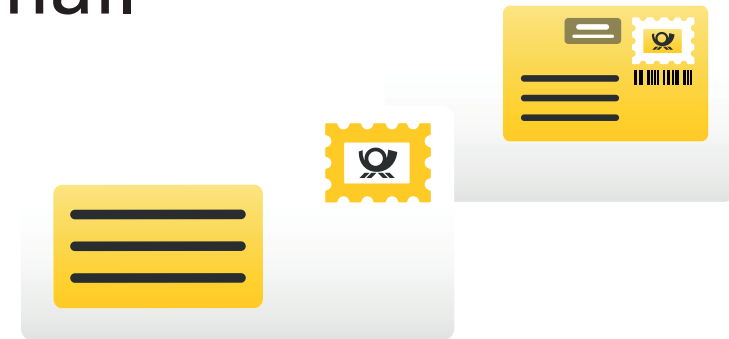
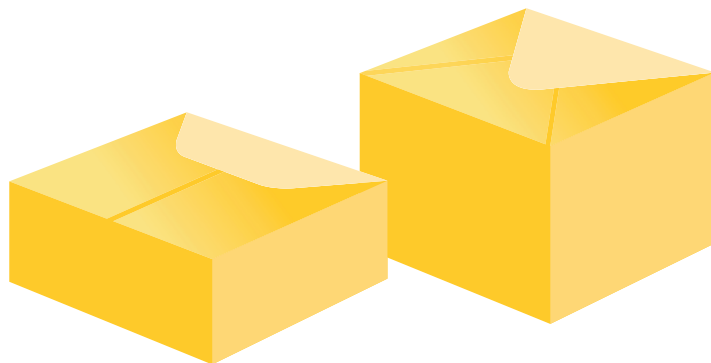
How to present international mail

International mail is presented in shipments, not as single items.

All items shipped on one day using the same product should be consolidated into one shipment.¹⁾ Items belonging to different shipments must be physically separated and thus put into different receptacles.

For each shipment an airwaybill (AWB) has to be created – ideally via our Deutsche Post Customer Portal or other integration channels. Please see further information on the next page.

All items need to be franked according to product with supplied indicia. For each product, items need to be sorted by service level, destination and format.



The airwaybill is necessary to document the handover of shipments and is the basis for billing.

In general a pre-alert has to be generated for each shipment. In case of using Deutsche Post Customer Portal, it may not be necessary to create this pre-alert. If you do not use our Customer Portal, please contact your local sales manager for further information.

Shipment preparation

For general information on how to best prepare your shipments, please refer to the service description. For high volumes of untracked letters and flats (P and G format) we recommend pre-bagged shipments. Please contact your local sales manager.



¹⁾ Business Mail Priority shipments may include items with and without registered service

Airwaybill



It is easy to create your shipping documents with our Deutsche Post Customer Portal or other integration channels.

Airwaybill (AWB)

Each shipment must be accompanied by a fully completed AWB including the correct authorization number.



Airwaybills can be easily and conveniently created via the Deutsche Post Customer Portal or other integration channels.

Receptacles

When preparing your mail for dispatch you may use either bags, boxes, pallets or pallet boxes. Receptacles should be disposable and will not be returned. The maximum weight of a bag or a box must not exceed 25 kg. Pallets must not exceed the height of 1.60 m due to work safety.



Copies of AWB must be affixed to each receptacle in a clearly visible manner.

AIRWAYBILL		Deutsche Post 	
Sender's Details EKP No. 7 0 0 0 0 0 0 0 0 0 Company eBuy DP Address Charles-de-Gaule-Str. 18 Postcode 134 EJ 1 Contact name John Mannings		Your job reference Test Authorization No. 4000002 Country Town/City London Telephone No. +44 1234 567686	
Service Details Service Level <input checked="" type="checkbox"/> Priority <input type="checkbox"/> Standard Product Packet Plus Quantity Total weight 2.10 kg Number of bags/boxes 1		Your shipment No. (please always state on inquiry) 998000020865  998000020865	
Please leave space for dispatch bar code		Receiver's Details Deutsche Post AG IPZ Frankfurt/M. Flughafen Geb.190 (Lademeisterbüro Westseite) Mailterminal (3. OG) 60549 Frankfurt/M. Germany IPZ Contact No. +49 69 69531025	
		For Deutsche Post AG use only Total weight kg Number of bags/boxes Signature Date/Time Pickup Agent's Signature Date/Time Sender's Signature Date/Time	
		Signature This consignment shall be subject to the general terms and conditions of Deutsche Post AG as available online under www.deutschepost.com/packet/toc	
		X Date/Time	
1 Deutsche Post AG Copy 1 of 1			

Mat. Nr. 995A00-000 0199

Indicia

Each item has to carry a PPI (postage paid impression).

For the following products this label must be generated via Deutsche Post Customer Portal or one of our integration channels

- Deutsche Post Packet Tracked
- Deutsche Post Packet Plus
- Deutsche Post Packet Priority with customs declaration form
- Deutsche Post Packet Standard with customs declaration form

For items without tracking and without CN 22 customs declaration form (e.g. Deutsche Post Business Mail) the label can be created by the customer – according to Deutsche Post specifications as described in our Service and Handling Brochure.

The label has to be approved before shipping.
Please contact your local sales manager.



Return of undeliverable items

Deutsche Post International provides you with a dedicated German PO box free of charge.

German PO box required

- According to international postal regulations each item must carry a unique German return address
- Deutsche Post International provides a dedicated German PO box free of charge for all customers using Deutsche Post Business Mail or Deutsche Post Packet products
- In case of using Deutsche Post Customer Portal the PO box is already integrated into the label
- All returns forwarded to the dedicated German PO box are sent to the address you have provided
- For Deutsche Post Business Mail the use of the dedicated PO box is not mandatory. If this PO box is missing, undeliverable items may be destroyed



In case of Brexit we will continue to return undeliverable items to your address.

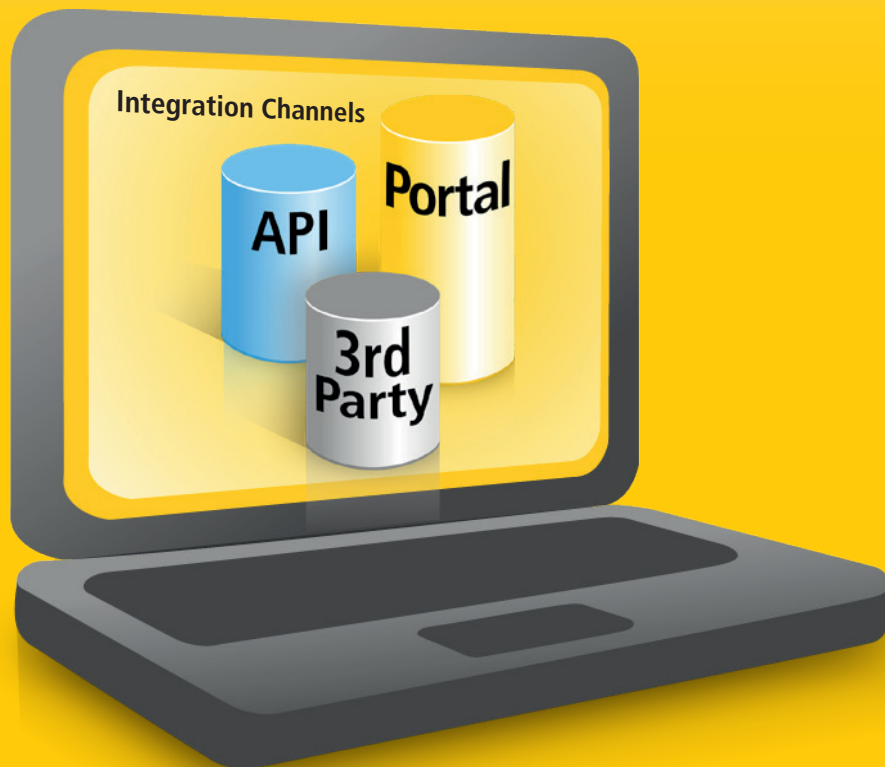
Compliance with UPU address standard

- It is not allowed to use another return address than this dedicated PO box
- In particular, the item should not carry a return address in the destination country. Otherwise ABA-remailing could be suggested leading to claims towards the customer
- Customer name on the item must not refer to the country of origin or representation in the destination country



Integration Channels

We offer a convenient range of integration channels to ensure best quality of service, compliance with customs regulations and efficient processing.



Key features of Deutsche Post Integration Channels

Integration Channels	Deutsche Post Customer Portal	API	3rd Party Providers
Services	Label generation including customs document		
	Creation of dispatch documents		
	Transmission of electronic pre-advice including customs data		
	Tracking on shipment and item level		




You can find detailed information about our different integration channels on our website [deutschepost.com](https://www.deutschepost.com)

Contact and further information


In addition to this User Guide, please refer to our General Terms and Conditions Deutsche Post AG International Business, Dialogue Marketing, Packet as well as our Service and Handling Brochure for Deutsche Post Business Mail and Deutsche Post Packet Products.

Information and Contact

If you have any further questions you can download additional information on **deutschepost.com** and contact your local sales support team by sending an e-mail to

 **contactus@deutschepost.de**

or by calling them at

 **0845 0133 103**

If you are located outside the UK, you can contact your local sales support team if you have further questions.



In addition to our Deutsche Post International products we offer further services via our Mail Terminal London e.g. German domestic mailings and parcel direct services; please contact your local sales manager for additional information.

