

# Service and Handling Brochure for Deutsche Post Business and Deutsche Post Packet

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# 1 Product Information

Please note that an agreement must be concluded and, where appropriate, setup is necessary before you start posting. Your Sales Representative or Customer Service Executive will be happy to assist you.

Please also consult the specific product information available at <https://www.deutschepost.com/en/business-customers/tac.html>

## Deutsche Post Business

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, 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 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
- Easy global shipping with one shipping label
- For mail items up to 2 kg (L + W + H < 90cm, each side < 60cm)

### 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.

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

### Registered Mail Service/Registered Mail Service with advice of delivery<sup>1</sup>

- Registered Mail – Delivery of a shipment by the foreign postal service against signature.
- Registered Mail with advice of delivery – Delivery is provided against the signature of the consignee on an advice of delivery that will be returned to the shipper. The advice of delivery is only available for Business Mail with Registered Service.

### Deutsche Post International Business Reply

- Economical solution for international business replies up to 50g
- Customer provides business reply card/label for shipper 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 < 60 cm on each side

<sup>1</sup> Value added service for Deutsche Post Business Mail Priority Shipments with Registered Mail Service and Registered Mail Service with advice on delivery 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 2kg. Choose between tracked or untracked services to have items such as apparel, accessories or DVDs sent around the world.

### Deutsche Post Packet Standard

Packet Standard is the convenient and affordable solution for internationally shipping anything from t-shirts and DVDs to costume jewelry or accessories.

- Delivery of shipments 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 Priority

When faster delivery is required: Packet Priority offers you both convenience and our priority handling for internationally shipping products.

- 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 (L + W + H < 90 cm, each side < 60 cm)

### Deutsche Post Packet Return

**(New product available April 1st 2017)**

- Solution for international returns of low-value goods up to 2 kg
- You must provide a return label for the shipper, according to DP AG specifications
- 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 the customer address in an EU country
- Max. dimensions: L + W + H < 90 cm and < 60 cm on each side

### 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 option.

- 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 more than 50 key countries and to track 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 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
- Optional labelling through the Customer Portal, subject to availability
- Increased security can be achieved with an additional shipment value protection service which can be combined with the Packet Plus delivery service -
- Max. dimensions: L + W + H < 90 cm and < 60 cm on each side
- Available with shipment value protection

## Tracking restrictions

A 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 the supply of proof or delivery notifications. The use of the Deutsche Post Customer Portal shall be subject to the applicable Portal Terms of Use.

<sup>1</sup> 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 2016, the value of one SDR is €1.2385 (official exchange rate for 2016 according to the UPU).

### **Shipment Value Protection Service for Packet Plus**

Shipment Value Protection can be selected in addition to Packet Plus Service. The Shipment Value Protection service meets the general requirements for loss and damage during shipping. Protection is effective from the first processed scan in the mail terminal, where Deutsche Post can prove to have received the item, until the time of delivery. Physical loss or damage of goods worth up to €100, €200 or €300 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, the risk of political, terrorist, nuclear incidents and war, or on the advice of government officials. The major exclusions are:

- delay;
- ordinary leakage;
- loss of 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 the inherent vice or nature of the shipment;
- loss, damage or expense attributable to the wilful misconduct of 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**

Coverage is limited to the value declared by the shipper, replacement cost, invoice value or actual cash value, whichever is the lowest, but a maximum of 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 Deutsche Post Customer Service as soon as possible, but in any event, no later than 90 calendar days from the date that Deutsche Post accepted the shipment.

# 2 What items can I send with Deutsche Post Business and Deutsche Post Packet?

## Deutsche Post Business

**Mixed 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, catalogues and promotional leaflets
- Books, newspapers and magazines

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

- 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)<sup>2</sup>

## Deutsche Post Packet

Goods like accessories, apparel and sporting goods

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

- Dangerous and prohibited goods, i.e. lithium batteries  
(see chapter 6 and 7)
- 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 International Business, Dialogue Marketing, Packet
- Domestic mail: items with same origin country and destination country (ABA Remailing)

<sup>2</sup> 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

## All products at a glance

Product	Suitable for	Shipping profile	Min. items
Business Mail Priority	International printed material, items up to 2 kg**	Letters, e.g. invoices, contracts, documents and photos with no commercial value within 2-5 working days in Western Europe and 5-12 working days for the rest of the world*	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	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
Packet Standard	Low-value items up to 2 kg	Dispatch of goods	50 items
Packet Priority	Low-value items up to 2 kg	Dispatch of goods within 2-5 days in Europe and 5-12 days for the rest of the world*	50 items
Packet Plus	Secure shipping goods for items up to 2 kg	Dispatch of goods that requires tracking or delivery against signature within 2-5 working days to Western Europe and 5-12 working days for the rest of the world*	50 items
Packet Return	Returns within the European Union up to 2 kg	Return of goods free of charge for shipper ex 26 countries	N/A

\*ex Deutsche Post International Post Centre, Frankfurt

\*\*5kg for books, leaflets and catalogues

# 3 Posting and sorting requirements

## Posting requirements

Shipments must meet the following requirements:

Minimum revenue	€100, excluding pick-up cost
Minimum item number	50 items per pick-up or drop

## 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 1,800 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 customer.

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

## Dimensions including envelope/packaging of mail items

	 Envelope	 Boxed Package	 Roll
Min. Dimension	Length: 140 mm Width: 90 mm	Length: 140 mm Width: 90 mm	Length: 140 mm Width: 90 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

**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 and handed over by Deutsche Post to DHL Parcel for the Parcel Delivery Service.

A surcharge of €5 per item applies for oversized and overweight items. Postage as Deutsche Post Business, Deutsche Post Packet or Deutsche Post Packet Plus will not be invoiced. Instead, standard DHL Parcel rates apply according to the official recorded measurements and weights.

Rate information is available at <http://www.dhl.de/en/paket/preise/preise-international.html>

**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 mailings Guide, which is available online at <https://www.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 Air Waybill (AWB) in full. An air waybill must be filled in/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 customer service team.

Please ensure that the dispatch documents for each shipment are affixed in a clearly visible manner, as described on page 20.

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

# 4 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	14.0 - 24.5 cm	0.9 - 16.5 cm	0.5 cm	Up to 100 g
Boxable Formats G	24.5 - 38.1 cm	16.5 - 30.5 cm	3.0 cm/2.0cm*	Up to 500 g
Non-Boxable Format E	Max 60 cm	Max 60 cm	Max 60 cm	Up to 2,000 g
<b>&lt; 90 cm combined</b>				

\*For Packet Return, the height of the G format is a maximum of 2 cm

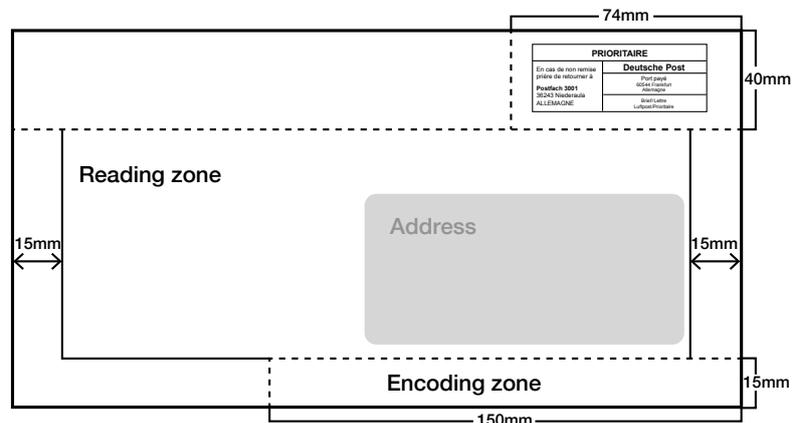
For more information on shapes, dimensions and weights, please refer to the Automatable mailings Guide, which is available at <https://www.deutschepost.com/en/business-customers/tac.html>

## 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)
- If undeliverables should be returned to you a dedicated PO box must be indicated in the PPI. Your Deutsche Post Customer Service representative can provide the PO box

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 a Deutsche Post Customer Services Representative before posting.



**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 <http://www.upu.int/> or [http://www.upu.int/uploads/tx\\_sbdownloader/descriptionPostcodesAddressingAddressElementsEn.pdf](http://www.upu.int/uploads/tx_sbdownloader/descriptionPostcodesAddressingAddressElementsEn.pdf)

**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. 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 and a surcharge of €2.50 per item will be invoiced for this service.

**Postage print impressions of Deutsche Post International**

There are several options to prepare the franking of your shipments. 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.

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

**Registered service label and barcode**  
Packet Plus and Business Mail Registered can be labelled with:

- Registered service barcode stickers, which can be ordered from customer services,
- Labels prepared via the Deutsche Post Customer Portal, or
- Labels, which are confirmed and certified by the Deutsche Post Certification Office and integrated into your labelling or order system

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 €2.50 per item will be invoiced for this service.

To integrate labels into your labelling system, please contact your Deutsche Post Customer Service contact, who will assist you during the label certification process.

	Destination worldwide (without Germany)	Destination Germany	Destination worldwide inc. Germany																				
<b>Priority</b>	<table border="1"> <thead> <tr> <th colspan="2" style="background-color: #ffff00;">PRIORITAIRE</th> </tr> </thead> <tbody> <tr> <td style="width: 50%;">En cas de non remise prière de retourner à</td> <td style="width: 50%; text-align: center;">Deutsche Post</td> </tr> <tr> <td>Postfach XXXX 36243 Niederaula ALLEMAGNE</td> <td style="text-align: center;">Port payé 60544 Frankfurt Allemagne</td> </tr> <tr> <td></td> <td style="text-align: center;">Brief/Lettre Luftpost/Prioritaire</td> </tr> </tbody> </table>	PRIORITAIRE		En cas de non remise prière de retourner à	Deutsche Post	Postfach XXXX 36243 Niederaula ALLEMAGNE	Port payé 60544 Frankfurt Allemagne		Brief/Lettre Luftpost/Prioritaire	<table border="1"> <tbody> <tr> <td style="width: 50%;">Wenn unzustellbar, zurück an  Postfach XXXX 36243 Niederaula</td> <td style="width: 50%; text-align: center;">Deutsche Post</td> </tr> <tr> <td></td> <td style="text-align: center;">Entgelt bezahlt 60544 Frankfurt (2222)</td> </tr> <tr> <td></td> <td style="text-align: center;"><b>PRIORITY</b></td> </tr> </tbody> </table>	Wenn unzustellbar, zurück an  Postfach XXXX 36243 Niederaula	Deutsche Post		Entgelt bezahlt 60544 Frankfurt (2222)		<b>PRIORITY</b>	<table border="1"> <thead> <tr> <th colspan="2" style="background-color: #ffff00;">PRIORITAIRE</th> </tr> </thead> <tbody> <tr> <td style="width: 50%;">Wenn unzustellbar, zurück an En cas de non remise prière de retourner à</td> <td style="width: 50%; text-align: center;">Deutsche Post</td> </tr> <tr> <td>POSTFACH XXXX 36243 Niederaula ALLEMAGNE</td> <td style="text-align: center;"><b>Briefentgelt bezahlt</b> Port payé 60544 Frankfurt Allemagne</td> </tr> </tbody> </table>	PRIORITAIRE		Wenn unzustellbar, zurück an En cas de non remise prière de retourner à	Deutsche Post	POSTFACH XXXX 36243 Niederaula ALLEMAGNE	<b>Briefentgelt bezahlt</b> Port payé 60544 Frankfurt Allemagne
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# 5 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 or Packet Plus services. Some countries even allow standard letters to be imported with dutiable contents. Customs regulations must be followed when goods and other articles are sent in letters 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 letters 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).
- If you enclose a CN 23 customs declaration inside the shipment, please also mark the shipment by affixing the CN 22 to the outside on the address side.
- If the value of the content is up to SDR<sup>2</sup> 300.00 (€371.55), affix a CN 22 customs declaration to your shipment. If the value is over SDR 300.00, a CN 23 customs declaration must be used.

- The 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.
- General descriptions must not be used in the description box.

<sup>2</sup> 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 2016, the value of one SDR is €1.2385 (official exchange rate for 2016 according to the UPU).

# How to fill in the CN 22 customs declaration correctly

CUSTOMS DECLARATION <small>May be opened officially</small> <b>CN 22</b>		
DÉCLARATION EN DOUANE <small>Peut être ouvert d'office.</small>		
Postal administration Administration des postes <b>Deutsche Post</b>  <b>Important!</b> See instructions on reverse Voir instructions au verso		
<input type="checkbox"/> Gift Cadeau <input type="checkbox"/> Documents Documents <input type="checkbox"/> Commercial sample Echantillon commercial <input type="checkbox"/> Other Autre		
Tick the appropriate box(es). Cocher la ou les cases appropriées.		
Quantity and detailed description of contents (1) Quantité et description détaillée du contenu	Weight (in kg) (2) Poids (en kg)	Value (3) Valeur
For commercial items only Pour les envois commerciaux seulement If known, HS tariff number (4) and country of origin of goods (5) N° tarifaire du SH et pays d'origine des marchandises (si connus)	Weight (in kg) (6) Poids (en kg)	Total Value (7) Valeur totale
<p>I, the undersigned, whose name and address are given on the item, certify that the particulars given in this declaration are correct and that this item does not contain any dangerous article or articles prohibited by legislation or by postal or customs regulations.</p> <p>Je, soussigné dont le nom et l'adresse figurent sur l'envoi, certifie que les renseignements donnés dans la présente déclaration sont exacts et que cet envoi ne contient aucun objet dangereux ou interdit par la législation ou la réglementation postale ou l'entreposage est exclu par les Conditions générales de Deutsche Post.</p> <p>Date and sender's signature (8)/Date et signature de l'expéditeur:</p> <p>_____</p>		

1. Select and tick the type of good
2. Describe the content and state the quantity and unit of measurement
3. Specify the weight and value of the individual items and the currency used
4. Enter the relevant data for commercial goods
5. Enter the total weight and value of the shipment and the currency used
6. Enter the date and signature
7. Affix the completed customs declaration to the front of your shipment

[CN 22 customs declaration (also valid in black and white)]

## Further important information

- The sender is liable for the consequences of shipping goods abroad 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.
- The CN 22 and CN 23 customs declarations are available to download at <https://www.deutschepost.com/en/business-customers/downloads.html>. 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 with 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. When sending commercial items via letter mail, please note the customs information about additional documents contained on page 16.

# How to fill in the CN 23 customs declaration correctly

CUSTOMS DECLARATION				CN 23	
DECLARATION EN DOUANE				Important!	
No. of item (barcode, if any)				May be opened officially	
N° de l'envoi (code à barres, s'il existe)				See instructions on the back	
Sender's Customs reference (if any) Référence en douane de l'expéditeur (s'il existe)				20	
From De		Name			
1		Business			
		Street			
		Postcode		City	
		Country			
To A		Name			
2		Business			
		Street			
3		Postcode		City	
		Country			
Importer's reference (if any) (tax code/VAT No./importer code) (optional)				18	
Référence de l'importateur (s'il existe) (code fiscal/N° de TVA/code de l'importateur) (facultatif)					
Importer's telephone/fax/e-mail (if known)				19	
N° de téléphone/fax/e-mail de l'importateur (si connus)					
Detailed description of contents (1)		Quantity (2)	Net Weight (3)	Value (5)	For commercial items only
Description détaillée du contenu		Quantité	Poids Net (in kg)	Valeur	Pour les envois commerciaux seulement
4		5	6	8	HS tariff number (7)
					N° tarifaire du SH
					Country of origin of goods (8)
					Pays d'origine des marchandises
			Total gross weight (7)	Total value (6)	Postal charges/Fees (9)
			Poids brut total	Valeur totale	Frais de port/Frais
			7	9	10
Category of item (10) Catégorie de l'envoi		Commercial sample Echantillon commercial		Explanation: Explication:	
Gift Cadeau		Returned goods Retour de marchandise		Office of origin/Date of posting Bureau d'origine/Date de dépôt	
Documents		Other Autre		11	
12				14	
Comments (11): (e.g.: goods subject to quarantine, sanitary/phytosanitary inspection or other restrictions)					
Observations: (p. ex. Marchandise soumise à la quarantaine/à des contrôles sanitaires, phytosanitaires ou à d'autres restrictions)					
Licence (12) Licence		Certificate (13) Certificat	Invoice (14) Facture		Date and sender's signature (15)
No.(s). of licence(s)		No.(s). of certificate(s)	No. of invoice		15
13		13	13		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 in 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				
<b>Shipper</b> Company name Department No. Street name Zip Code City name Country Phone No. VAT Registration No.		Invoice No. 123456789 Date 02.06.2016		
<b>Consignee</b> Company name Department No. Street name Zip Code City name Country Phone No.		Incoterm / Delivery term: Delivery duty unpaid No. of items: 10 Gross weight: 1,2 kg Net weight: 1 kg Carrier: Deutsche Post		
<b>Commodity description</b> DVD (Music) Delivery cost		<b>HTS Code</b> 852310	<b>Country of origin</b> at Britain	<b>Quantity</b> 10 <b>Unit price</b> 9,59 <b>Total price</b> 94,90 EUR 16,90 EUR <b>Invoice value</b> 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 Union<sup>3</sup>: 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 <sup>4</sup>	
Belgium	-	-
Bulgaria	-	-
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
Greece	-	Mount Athos
Great Britain and Northern Ireland (including the Isle of Man)	-	Channel Islands (Jersey, Guernsey, Alderney, Sark, Herm, Jethou)
Ireland	-	-
Italy	Livigno and Campione d'Italia	-
Croatia	-	-
Latvia	-	-
Lithuania		
Luxembourg	-	-
Malta	-	-
Netherlands	Non-European territories (Aruba, Bonaire, Curaçao, Saba, Sint Eustatius, Sint Maarten)	-
Austria	-	-
Poland	-	-
Portugal	-	-
Romania	-	-
Sweden	-	-
Slovakia	-	-
Slovenia	-	-
Spain	Ceuta and Melilla	Canary Islands (El Hierro, Fuerteventura, Gran Canaria, La Gomera, La Palma, Lanzarote, Tenerife)
Czech Republic	-	-
Hungary	-	-
Cyprus (Greek part)	-	-

<sup>3</sup> 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. <sup>4</sup> When posted, shipments to recipients in these territories must be treated as shipments to recipients in non-EU countries.

# 6 Prohibited items

## The following letter mail items are prohibited:

- Items which do not fulfil the conditions set out in the Universal Postal Union Convention and Regulations,
- Items which do not fulfil the conditions set out in the General Terms and Conditions Deutsche Post AG International Business, Dialogue Marketing, Packet, and
- Items sent in furtherance of a fraudulent act or with the intention of avoiding full payment of the appropriate charges.

## Examples of articles, which cannot be sent:

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, with the exception of:
  - 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, with the exception of archived materials, exchanged between persons other than the sender and the addressee or persons living with them
10. Securities payable to bearer of any kind, travellers' cheques, platinum, gold or silver, whether manufactured or not, precious stones, jewels or other valuable articles. 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.
11. Items containing weapons, in particular firearms or parts thereof, replica weapons or ammunition.

# 7 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 imitating weapons or parts of weapons

In compliance with the General Terms and Conditions Deutsche Post AG International Business, Dialogue Marketing, 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.

## **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 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 [www.deutschepost.de/brief-international/luftverkehrssicherheit](http://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.

# 8 All-around posting

## Documents

### Example of an air waybill (shipping document)

A fully completed Deutsche Post air waybill must accompany each piece of the shipment and must be placed in a pouch. Air waybills are available from your Deutsche Post representative upon request.

### Deutsche Post AIR WAYBILL (shipping form)

<sup>1</sup> The authorisation number(s) will be provided by Customer Services. 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 air waybill with the correct authorisation number.

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

- 1** Mandatory field
  - 6** 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. Your job reference: your invoice reference, which needs to be quoted on the invoice
  7. Authorisation no.: your authorisation number as given by Customer Services<sup>1</sup>
  8. Country: the country in which your company is based
  9. Town/city: the town/city in which your company is located
  10. Telephone no.: your telephone number
  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 shipment (without loading aids and transport unit packaging) and the number of mail bags/boxes/pallets (transport units)
  14. Signature: enter the date of dispatch and your signature to indicate agreement
  15. This space is for Deutsche Post Encoding. Please leave this space blank.

**Posting docket or delivery of shipment data**

A posting docket must accompany the shipment with Mail Business Registered/Parcel Plus items. This posting docket contains the shipment data, the barcode and the number of the registered items. For an example or a template of the posting docket, please refer to your Deutsche Post Customer Service contact.

Delivering shipment details electronically is recommended for all products, but it is mandatory to provide shipment details for Parcel, Parcel Plus and Business Registered. 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 to the following email address:

**MTPreAlert@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. A printable file will be provided by your Deutsche Post Customer Service Executive or Deutsche Post Sales Consultant.



# 9 Transport to Deutsche Post International Post Centre

## Drop off at the Deutsche Post International Post Centre

You can deliver and post your shipments directly to the International Post Centre (IPC) in Frankfurt. The address of the IPC is:

**Deutsche Post AG**  
**IPZ Frankfurt/M.**  
**Flughafen Geb. 190**  
**(Lademeisterbüro Westseite)**  
**Mailhouse (3. OG)**  
**60549 Frankfurt/M.**  
**Germany**

## 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

## Maximum size of transport units

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 180cm due to work safety.

Dates for pick-up or line-haul transport shall be agreed separately. However, please contact us as soon as possible, at least three working days prior to 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.

Please note that 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 air waybill 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 air waybill. 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 air waybill are used for this purpose and numbered sequentially (e.g. 1 of 2, 2 of 2).

# 10 Billing with details of zones

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

# 11 Return of undeliverable items

A sender's address must not be displayed on the items, as undeliverables will be returned to the Deutsche Post Returns Centre.

Undeliverable goods will be returned to the shipper. You must indicate a dedicated PO box in the postage print impression for the returns.

Except for items with an agreed dedicated PO box in the postage paid impression, undeliverable Business Mail (printed matter) will not be returned, but disposed of.

Your Deutsche Post Sales Representative will be happy to assist and provide a German return address (dedicated PO box)

**Deutsche Post Austria**  
Clemens Holzmeister Straße 4  
1100 Wien  
Austria  
+43 (0)1/706 46 16-16  
mail.at@deutschepost.com

**Deutsche Post Benelux**  
Reactorweg 25  
3542 AD Utrecht  
The Netherlands  
+31 (0)30 – 600 84 94  
mail.nl@deutschepost.com

**Deutsche Post France**  
143 Avenue de Verdun  
92130 Issy-les-Moulineaux  
France  
+33 (0)1 41 08 31 70  
mail.fr@deutschepost.com

**Deutsche Post Nordics**  
Banemarksvej 48  
2605 Brøndby  
Denmark  
+45 (0)703 453 00  
mail.nordics@deutschepost.com

**Deutsche Post Switzerland**  
Güterstrasse 61  
4133 Pratteln  
Switzerland  
+41 (0)61 826 57 85  
mail.ch@deutschepost.com

**Deutsche Post UK**  
Venture House  
2 Arlington Square  
Downshire Way  
Bracknell  
Berkshire  
RG12 1WA  
United Kingdom  
+44 (0)1344 741 054  
mail.uk@deutschepost.com

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