

# 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 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

### 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 and Registered Mail with advice of delivery

## 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. Please also consult the specific product information available at [deutschepost.com/en/business-customers/tac.html](https://deutschepost.com/en/business-customers/tac.html)

### Registered Mail / Registered Mail 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 Registered.

### 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 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 each side < 60 cm

<sup>1</sup> Deutsche Post Business Mail Registered and Deutsche Post Business Mail Registered with advice of 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 2 kg. Choose between tracked or untracked services to have items such as apparel or DVDs sent around the world.

### Deutsche Post PACKET STANDARD

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

- 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

### 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 TRACKED

PACKET TRACKED is a tracked service providing status updates from posting to delivery in more than 45 destination countries and from posting to departure origin country or to arrival at destination country to other countries worldwide<sup>1</sup>.

- 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 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 /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 the 45 countries with delivery status updates
- Max. dimensions: L + W + H < 90 cm and each side < 60 cm
- Max. weight: 2 kg

**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 35 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 /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
- Optional labelling through the Deutsche Post Customer Portal /API, subject to availability
- Including liability of up to 30 special drawing rights<sup>2</sup> (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 21 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 the customer address in the EU country
- Max. dimensions: L + W + H < 90 cm and each side < 60 cm

## 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 these services. The use of the Deutsche Post Customer Portal /API shall be subject to the applicable Portal Terms of Use.

<sup>1</sup> Please see chapter 14 to check service availability per country.

<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 2020, the value of one SDR is EUR 1,2276 EUR (official exchange rate for 2020 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\* 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, 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, 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

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 30 calendar days from the date that Deutsche Post accepted the shipment.

\* to more than 45 destinations where tracking from posting to delivery is provided.  
Please find further information about [service availability in chapter 14 on page 28](#).

# 2 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, catalogues 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)<sup>1</sup>
- Deutsche Post Business Mail products cannot be used for shipments from German customers (so-called export shipments).

## Deutsche Post Packet

- Goods like accessories, apparel and sporting goods up to 2 kg
- Books, brochures and calendars up to 5 kg with PACKET PRIORITY. Please check chapter 13 for detailed information about book shipments.

## 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 6 and chapter 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 AG International Business, Dialogue Marketing, Packet
- Domestic mail: items with same origin country and destination country (ABA Remailing)
- Deutsche Post Packet products cannot be used for shipments from German customers (so-called export shipments).

<sup>1</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. 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.

## 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 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 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 2-6 working days to Europe and 5-12 days for rest of the world.* Postal delivery with end-to-end tracking available in more than 45 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 2-7 working days to Europe and 6-15 working days for the rest of the world*	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 21 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.

\*\* 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 2019, the value of one SDR is 1,2276 EUR (official exchange rate for 2019 according to the UPU).



# 3 Posting and sorting requirements

Chapters 3 and 4 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




## 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](https://deutschepost.com/en/business-customers/tac.html)

## Dimensions including envelope/packaging of mail items

	 Envelope	 Boxed Package	 Tube / Roll-shaped Package
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

**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, and processed and delivered as international parcel. This process will only be automatic for small quantities. 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 in the internet are applicable based on the weight and the dimensions captured by Deutsche Post AG. The rate information is available at **[dhl.de/en/paket/preise/preise-international.html](https://www.dhl.de/en/paket/preise/preise-international.html)**

If at least 4 packets cannot be forwarded as mail product, they are initially stopped. Your local sales support will contact you to coordinate further steps.

**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](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 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 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	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*)	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 maximum dimensions are 38.1 cm x 30.5 cm x 2 cm (length x width x height)

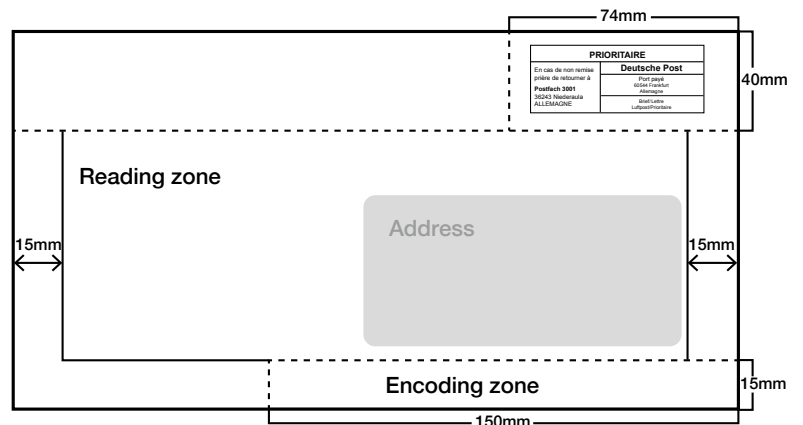
For more information on shapes, dimensions and weights, please refer to the Automatable Mailing Guide, which is available at [deutschepost.com/en/business-customers/tac.html](https://deutschepost.com/en/business-customers/tac.html)

## 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
- You will receive this specific PO box from your local sales support team

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.



### 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/](http://upu.int/) or [upu.int/uploads/tx\\_sbdownloader/descriptionPostcodesAddressingAddressElementsEn.pdf](http://upu.int/uploads/tx_sbdownloader/descriptionPostcodesAddressingAddressElementsEn.pdf)

### Label generation

The label can 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.

Priority	<b>PRIORITAIRE</b>	
	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;">           Wenn unzustellbar, zurück an            En cas de non remise prière de retourner à  <b>POSTFACH XXXX</b>            36243 Niederaula            ALLEMAGNE         </td> <td style="width: 50%; vertical-align: top; text-align: center;"> <b>Deutsche Post</b>   <b>Briefentgelt bezahlt</b>            Port payé            60544 Frankfurt            Allemagne         </td> </tr> </table>	Wenn unzustellbar, zurück an En cas de non remise prière de retourner à <b>POSTFACH XXXX</b> 36243 Niederaula ALLEMAGNE
Wenn unzustellbar, zurück an En cas de non remise prière de retourner à <b>POSTFACH XXXX</b> 36243 Niederaula ALLEMAGNE	<b>Deutsche Post</b>  <b>Briefentgelt bezahlt</b> Port payé 60544 Frankfurt Allemagne	
Standard	<b>Deutsche Post</b>	
	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;">           Wenn unzustellbar, zurück an            En cas de non remise prière de retourner à  <b>POSTFACH XXXX</b>            36243 Niederaula            ALLEMAGNE         </td> <td style="width: 50%; vertical-align: top; text-align: center;"> <b>Deutsche Post</b>   <b>Briefentgelt bezahlt</b>            Port payé            60544 Frankfurt            Allemagne         </td> </tr> </table>	Wenn unzustellbar, zurück an En cas de non remise prière de retourner à <b>POSTFACH XXXX</b> 36243 Niederaula ALLEMAGNE
Wenn unzustellbar, zurück an En cas de non remise prière de retourner à <b>POSTFACH XXXX</b> 36243 Niederaula ALLEMAGNE	<b>Deutsche Post</b>  <b>Briefentgelt bezahlt</b> Port payé 60544 Frankfurt Allemagne	

### 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 with EUR 2.50 per item.

If at least 20 items in one shipment are not franked correctly, 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 electronic pre advice data must be provided by the shipper. For the transmission of electronic data and label preparation we offer different solutions. Labels can be prepared via:

- Manual upload or capture in the Customer Portal
- Electronic data upload via API
- By usage of shipping platforms that support the Deutsche Post International products

Please note that in order 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.

# 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, 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)
- 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\* 300.00 (EUR 368.00), 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
- 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. These are not mandatory fields. Depending on the destination country these information can be required or not.

## 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 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 [deutschepost.com/en/business-customers/downloads.html](https://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.

\* 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. The current value of one SDR is EUR 1.22.

## How to fill in the CN 22 customs declaration correctly

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

<b>Customs Declaration</b> <b>CN22</b> May be opened officially			<b>2</b>			<b>PRIORITAIRE</b> Wenn unzustellbar, zurück an En cas de non remise, prière de retourner à 123 123 123 Andorra			<b>Deutsche Post</b> Briefentgelt bezahlt Port payé 60544 Frankfurt Allemagne		
<b>Designated operator</b> <b>Deutsche Post</b>			Sender customs ref.: 12456789 Customer Reference: 02 03 02 02 T009			<b>3</b>			<input type="checkbox"/> Gift <input type="checkbox"/> Documents <input type="checkbox"/> Samples <input type="checkbox"/> Others <input checked="" type="checkbox"/> Sales of goods		
Quantity and detailed description of contents		Weight (in kg)	Value (in GBP)		<b>TO</b> Martha Mustermann Poststraße 8001 ZÜRICH SWITZERLAND	+49351123456789			Importer tax/customs ref.: 123456789		
- 1x 10 x Pâté chinois 10 x		0.05	84.90			<b>4</b>					
HS tariff number and country of origin of goods		Total Weight	Total Value					<b>5</b>			
- 1234567890, US		0.50	84.90		<b>6</b>						
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: 04-Sep-20									LY 010 021 654 DE		

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

1. Customs declaration
2. Sender's area
3. Indicia
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 <https://www.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.



## 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**

Invoice No. 123456789 **3**  
Date 02.06.2016

**Shipper**

Company name **1**  
Department  
No. Street name  
Zip Code City name  
Country

Phone No. **2**  
VAT Registration No.

**Consignee**

Company name **4**  
Department  
No. Street name  
Zip Code City name  
Country

Phone No. **6** **7**  
Carrier: Deutsche Post

Incoterm / Delivery term: Delivery duty unpaid  
No. of items: 10  
Gross weight: 1,2 kg  
Net weight: 1 kg

Commodity description	HTS Code	Country of origin	Quantity	Unit price	Total price
<b>5</b> DVD (Music)	85231090	Great Britain	10	9,59	94,90 EUR
Delivery cost					16,90 EUR
<b>Invoice value</b>					<b>111,80 EUR</b> <b>8</b>

Reason for shipping: Merchandise **9**

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. **10**

Date

Signature / Name / Stamp **11**

**12** 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>1</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>2</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>1</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>2</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 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, 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.
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

# 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 **[deutschepost.de/brief-international/luftverkehrssicherheit](http://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 airwaybill (shipping document)

A fully completed Deutsche Post airwaybill must accompany each piece of the shipment and must be placed in a pouch. Airwaybills can be easily and conveniently created via the Deutsche Post Customer Portal /API.

### Deutsche Post Airwaybill (shipping form)

Completing an airwaybill 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.

<sup>1</sup> 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.

A printable file will be provided by your local sales support team or Deutsche Post Sales Consultant.



# 9 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.  
Germany**

Shipments can be delivered to IPZ from Sunday, 5:00 p.m. to Saturday, 6:00 p.m. Please consider possible ban on driving for special trucks on Sunday 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.

## **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 on 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 first posting. The general form of transport, planned for shipping to IPZ must also be communicated and agreed with your sales support team.

In case of sending more than two pallets on one inbound, it is needed to arrange an agreed timeslot for this delivery into IPZ. This needs to be done through the local 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 the detailed guide.

**Maximum size of transport units**

The transport and the consignment must comply with the load and transport security requirements. Non-compliant consignment will not be accepted. 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.

Please note that the transport and the consignment must comply with the load and transport security requirements. Non-compliant consignment will not be accepted. Cost for the return will be charged to the sender.

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.

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.

# 10 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	13.99 €	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	15.99 €	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	20.99 €	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	31.99 €	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	31.99 €	Charge for the delivery or the return of overweight item to an EU country (incl. DE) up to 31.5 kg

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



# 11 Billing with details of zones

You will receive an invoice on a monthly basis or 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.

# 12 Return of undeliverable items

It is not absolutely necessary to specify the sender on the shipment, unless they are shipments with goods content or tracking. According to international postal regulations, each shipment must carry a unique German return address. 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. Please contact your local Sales Support Team for more information.

Undeliverable items will be returned via the Deutsche Post Returns Service Center (RSC) to the sender within Deutsche Post. For Deutsche Post Business Mail, the use of a customer-specific mailbox is not mandatory. If this is not specified, undeliverable Business Mail shipments will be destroyed. A different return address (e.g., in the destination country) than this customer-specific mailbox is prohibited.

In addition, the General Terms and Conditions Deutsche Post AG International Business, Dialog Marketing, Packet apply.

# 13 Book shipments – economical alternative for dispatching books

If you send books we offer an efficient solution with PACKET PRIORITY that allows book shipments up to 5kg. The requirements for book shipments are:

## Content

Printed books, brochures, sheet music and maps can be sent as book items. Addressed written communications (letters) are not permitted. In addition, you may enclose invoices/delivery notes, pre-printed payment forms, reply envelopes/return labels as well as lending cards or book inventory cards. Book items may not serve commercial purposes.

## Form

- Books and brochures must be bound or have a cover
- The pages must be tightly held together on the side. Supplementary deliveries for loose-leaf works, whose primary work could itself be sent as a book shipment, do not have to be bound
- Books and brochures with removable CDs attached inside. (CDs are subject to the same content restrictions that apply to books and brochures, i.e. they may not serve commercial purposes or contain prohibited advertising, etc.)
- Items can be prepared using, for example, photocopiers, laser printers, computer printers
- Factual information can be inserted loose or attached to items or their packaging. Such information/supplements can be, for example:
  - The invoice or delivery note for the contents of the item.
  - A payment form, also pre-printed, with the invoice amount.
  - A return reply envelope or return label.
  - A lending slip.

- Printed documents, for example, brochures, cards with general and interchangeable texts (e.g., 'with best wishes for a good year') or general printed texts. These printed documents may not, however, be the main dispatch item.
- Brief information describing the content, for example: internal label, location and date of dispatch as well as sender details and signature.
- Books may contain advertising and a dedication, if the following criteria are met:
  - The advertising in or on the main dispatch item must be limited to the outer and inner sides of the envelope and to a maximum of four consecutive pages at the beginning and end of the item.
  - The dedication may consist of a short phrase, such as 'in loving memory, the author', to which brief quotes may also be added. This dedication can also be on a loosely attached sheet or card.
  - Catalogues, flyers and other advertising may be included with the main dispatch item.

Addressed written communications (letters) are still not permitted, e.g.:

- Individual letter texts of all kinds, whether handwritten or printed.
- Texts with salutation (e.g., 'Dear customer').
- Texts with a politeness formula (e.g., 'Yours sincerely').
- Personal messages (e.g., 'rest to follow').

**Posting**

Book shipments must be posted in an unsealed package and bear the inscription "Büchersendung" (book shipment) above the address. The inner packaging may be sealed if it is the manufacturer's packaging and the sender has consented to the item being opened for inspection by making the printed note "Darf zu Prüfzwecken durch die Post geöffnet werden" (May be opened for inspection by the postal service).

Book shipments may be sealed if they contain at least 100 copies of the same kind of item – i.e. items with the same format, the same weight class and the same sender – when they are posted and the sender has consented to the package being opened for inspection. Sealed shipments must be marked with the remark "Büchersendung / Entgelt gepr." (book shipment / postage verified) above the address.

Please note that book shipments to non-EU countries must display a completed CN22 customs declaration.

For detailed information please contact your Deutsche Post Account Manager.

# 14 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 are subject to change. For detailed and update 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](https://deutschepost.com/en/business-customers/global-event-observer.html) and [deutschepost.de/international-service-update](https://deutschepost.de/international-service-update)

## 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	8-12		✓		✓		✓
AX	Åland Islands	2-3		✓		✓		✓
AL	Albania	4-7	✓	✓		✓		✓
DZ	Algeria	7-11		✓		✓		✓
AS	American Samoa	6-10		✓		✓		✓
AD	Andorra	2-4		✓	✓			✓
AO	Angola	8-12				✓		✓
AI	Anguilla	10-14		✓		✓		✓
AG	Antigua and Barbuda	10-14		✓		✓		✓
AR	Argentina	8-12		✓		✓		✓
AM	Armenia	4-6		✓		✓		✓
AW	Aruba	10-14		✓		✓		✓
AU	Australia	4-7		✓	✓			✓
AT	Austria	2-3	✓	✓	✓		✓	✓
AZ	Azerbaijan	6-8		✓		✓		✓
BS	Bahamas	12-18		✓		✓		✓

\*) 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 increase due to customs handling. Impact by COVID 19 on transit time and availability not reflected in table.

## 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	6-8		✓		✓		✓
BB	Barbados	6-8		✓		✓		✓
BY	Belarus	6-8		✓		✓		✓
BE	Belgium	2-3	✓	✓	✓		✓	✓
BZ	Belize	8-12		✓		✓		✓
BJ	Benin	8-10		✓		✓		✓
BM	Bermuda	10-14		✓		✓		✓
BT	Bhutan	6-8		✓		✓		✓
BO	Bolivia	8-12		✓		✓		✓
BQ	Bonaire, Saba und Sint Eustatius	10-14		✓		✓		✓
BA	Bosnia and Herzegovina	4-7		✓		✓		✓
BW	Botswana	8-12		✓		✓		✓
BV	Bouvet Island	14-18		✓		✓		✓
BR	Brazil	7-11		✓		✓		✓
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	3-7		✓	✓			✓
CV	Cape Verde	10-14		✓		✓		✓
KY	Cayman Islands	10-14		✓		✓		✓

\*) 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 increase due to customs handling. Impact by COVID 19 on transit time and availability not reflected in table.

## Service availability

ISO	Country	Average transit time <sup>***</sup> )	PACKET PLUS		PACKET TRACKED		PACKET RETURN <sup>**</sup> )	BUSINESS MAIL REGISTERED
			tracking incl. delivery status	signature and country tracking <sup>*</sup> )	tracking incl. delivery status	country tracking <sup>*</sup> )		
CF	Central African Rep	8-12		✓		✓		✓
TD	Chad	8-12				✓		✓
CL	Chile	10-18		✓		✓		✓
CN	China (People's Rep)	6-14	✓	✓	✓			✓
CC	Cocos (Keeling) Islands	14-18		✓		✓		✓
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	3-5	✓	✓	✓		✓	✓
CU	Cuba							
CW	Curaçao	10-14		✓		✓		✓
CY	Cyprus	3-6	✓	✓	✓			✓
CZ	Czech Rep	2-3		✓	✓		✓	✓
KP	Dem People's Rep of Korea							
CD	Dem Rep of the Congo	8-12		✓		✓		✓
DK	Denmark	3-6	✓	✓	✓		✓	✓
DJ	Djibouti	8-12		✓		✓		✓
DM	Dominica	10-14		✓		✓		✓
DO	Dominican Republic	6-8		✓		✓		✓
EC	Ecuador	8-12		✓		✓		✓
EG	Egypt	6-10		✓		✓		✓
SV	El Salvador	8-12		✓		✓		✓
GQ	Equatorial Guinea	12-18		✓		✓		✓

<sup>\*</sup>) Shipment tracking until dispatch in country of origin or entry in destination country.

<sup>\*\*</sup>) refers to country of origin.

<sup>\*\*\*</sup>) From posting into IPZ Frankfurt. Valid for all products except for Packet Return, Packet Standard and Business Mail Standard.  
Transit time may increase due to customs handling. Impact by COVID 19 on transit time and availability not reflected in table.

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

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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*)		
GW	Guinea-Bissau	10-14		✓		✓		✓
GY	Guyana	8-12		✓		✓		✓
HT	Haiti	6-8		✓		✓		✓
HM	Heard Island and McDonald Islands	14-18		✓		✓		✓
HN	Honduras	8-12		✓		✓		✓
HK	Hongkong	6-10		✓	✓			✓
HU	Hungary	2-4		✓	✓		✓	✓
IS	Iceland	2-4	✓	✓	✓			✓
IN	India	6-10		✓		✓		✓
ID	Indonesia	10-18		✓		✓		✓
IR	Iran	10-18						
IQ	Iraq	10-18		✓		✓		✓
IE	Ireland	2-4	✓	✓	✓			✓
IM	Isle of Man	2-4		✓		✓		✓
IL	Israel	4-8		✓	✓			✓
IT	Italy	2-5	✓	✓	✓		✓	✓
JM	Jamaica	6-8		✓		✓		✓
JP	Japan	3-6	✓	✓	✓			✓
JE	Jersey	2-4		✓		✓		✓
JO	Jordan	6-8		✓		✓		✓
KZ	Kazakhstan	6-8		✓		✓		✓
KE	Kenya	8-12		✓		✓		✓
KI	Kiribati	12-18		✓		✓		✓
KR	Korea (Rep)	8-12		✓	✓			✓
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	6-10		✓		✓		✓
LA	Lao People's Dem Rep	6-9		✓		✓		✓
LV	Latvia	3-5	✓	✓	✓		✓	✓
LB	Lebanon	6-8		✓		✓		✓
LS	Lesotho	8-12		✓		✓		✓
LR	Liberia	8-12		✓		✓		✓
LY	Libya	7-11		✓		✓		✓
LI	Liechtenstein	2-3	✓	✓	✓			✓
LT	Lithuania	2-4	✓	✓	✓		✓	✓
LU	Luxembourg	2-3	✓	✓	✓		✓	✓
MO	Macao, China	10-14		✓		✓		✓
MG	Madagascar	8-12		✓		✓		✓
MW	Malawi	8-12		✓		✓		✓
MY	Malaysia	8-12		✓	✓			✓
MV	Maldives	10-14		✓		✓		✓
ML	Mali	8-12		✓		✓		✓
MT	Malta	2-4	✓	✓	✓			✓
MH	Marshall Islands	12-18		✓		✓		✓
MQ	Martinique	10-14		✓		✓		✓
MR	Mauritania	7-11		✓		✓		✓
MU	Mauritius	10-14		✓		✓		✓
MX	Mexico	10-14		✓		✓		✓
FM	Micronesia	12-18		✓		✓		✓
MD	Moldova	3-5		✓		✓		✓
MC	Monaco	2-3	✓	✓	✓			✓
MN	Mongolia	8-11		✓		✓		✓

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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	3-5		✓		✓		✓
MS	Montserrat	10-14		✓		✓		✓
MA	Morocco	7-11		✓		✓		✓
MZ	Mozambique	8-12		✓		✓		✓
MM	Myanmar	6-9		✓		✓		✓
NA	Namibia	8-12		✓		✓		✓
NR	Nauru	10-14		✓		✓		✓
NP	Nepal	10-14		✓		✓		✓
NL	Netherlands	2-3	✓	✓	✓		✓	✓
AN	Netherlands Antilles	10-14		✓		✓		✓
NC	New Caledonia	12-18		✓		✓		✓
NZ	New Zealand	4-8		✓		✓		✓
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	2-4		✓	✓			✓
OM	Oman	6-10		✓		✓		✓
PK	Pakistan	8-12		✓		✓		✓
PW	Palau	12-18		✓		✓		✓
PS	Palestine	3-6		✓		✓		✓
PA	Panama (Rep)	8-12		✓		✓		✓
PG	Papua New Guinea	10-14		✓		✓		✓
PY	Paraguay	8-12		✓		✓		✓

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## Service availability

ISO	Country	Average transit time <sup>***</sup> )	PACKET PLUS		PACKET TRACKED		PACKET RETURN <sup>**</sup> )	BUSINESS MAIL REGISTERED
			tracking incl. delivery status	signature and country tracking <sup>*</sup> )	tracking incl. delivery status	country tracking <sup>*</sup> )		
PE	Peru	8-12		✓		✓		✓
PH	Philippines	8-14		✓		✓		✓
PN	Pitcairn Islands	12-18		✓		✓		✓
PL	Poland	2-4	✓	✓	✓		✓	✓
PT	Portugal	2-4	✓	✓	✓		✓	✓
PR	Puerto Rico	8-12		✓	✓			✓
QA	Qatar	6-10		✓		✓		✓
RE	Réunion	10-14		✓		✓		✓
RO	Romania	2-5				✓	✓	✓
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	6-10		✓		✓		✓
SM	San Marino	2-3		✓		✓		✓
ST	Sao Tome and Principe	10-14		✓		✓		✓
SA	Saudi Arabia	6-10		✓		✓		✓
SN	Senegal	8-12		✓		✓		✓
RS	Serbia	3-5		✓	✓			✓
SC	Seychelles	10-14		✓		✓		✓
SL	Sierra Leone	8-12		✓		✓		✓
SG	Singapore	8-14		✓	✓			✓
SX	Sint Maarten	10-14		✓		✓		✓

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## Service availability

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			tracking incl. delivery status	signature and country tracking*)	tracking incl. delivery status	country tracking*)		
SK	Slovakia	2-3	✓	✓	✓			✓
SI	Slovenia	2-3	✓	✓	✓		✓	✓
SB	Solomon Islands	12-18		✓		✓		✓
SO	Somalia	8-12						✓
ZA	South Africa	8-11		✓		✓		✓
GS	South Georgia and the South Sandwich Islands	14-18		✓		✓		✓
SS	South Sudan	7-11						✓
ES	Spain	2-4	✓	✓	✓		✓	✓
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	2-3	✓	✓	✓		✓	✓
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	6-9	✓	✓	✓			✓
MK	The former Yugoslav Republic of Macedonia	3-5		✓		✓		✓
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	3-6		✓	✓			✓
TM	Turkmenistan	6-10		✓		✓		✓
TC	Turks and Caicos Islands	10-14		✓		✓		✓
TV	Tuvalu	12-18		✓		✓		✓
UG	Uganda	8-12		✓		✓		✓
UA	Ukraine	6-8		✓		✓		✓
AE	United Arab Emirates	6-10		✓		✓		✓
GB	United Kingdom	2-3	✓	✓	✓			✓
UM	United States Minor Outlying Islands	14-18		✓		✓		✓
US	United States of America	3-7	✓	✓	✓			✓
UY	Uruguay	6-10		✓		✓		✓
UZ	Uzbekistan	6-10		✓		✓		✓
VU	Vanuatu	12-18		✓		✓		✓
VA	Vatican	2-3		✓		✓		✓
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	6-8						
ZM	Zambia	8-12		✓		✓		✓
ZW	Zimbabwe	8-12		✓		✓		✓

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