

How to Start Shipping with Us

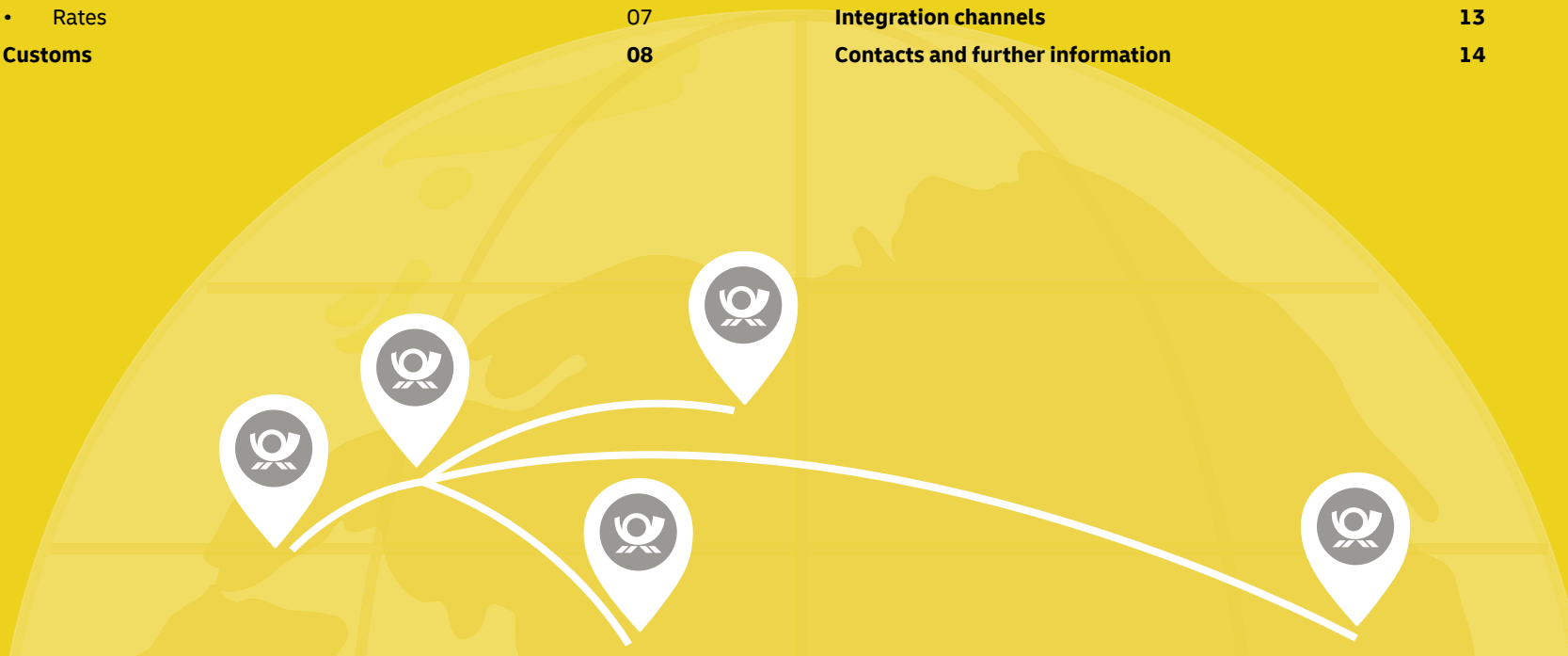
Deutsche Post International



Deutsche Post International – How to start shipping with us

Thank you for choosing Deutsche Post as your International Mail provider. You will benefit from our international mail expertise providing you with a range of international products and services. This document will make you familiar with our international mail and packet products and give you an overview of the presentation and handover. For processing of international mail in our mail terminal in London some divergent regulations apply. Please contact your local sales manager.

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Deutsche Post Business Mail

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



Deutsche Post Business Mail products and services at a glance

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

* SPECIAL DRAWING RIGHT (CURRENCY OF INTERNATIONAL MONETARY FUND)

** BUSINESS MAIL STANDARD is not automatically available for every customer, but only by prior arrangement. There are minimum requirements for pre-sorting, posting quantities and the posting location. For more information, please contact your Sales Representative.



Shipping Goods

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

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

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

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

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

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



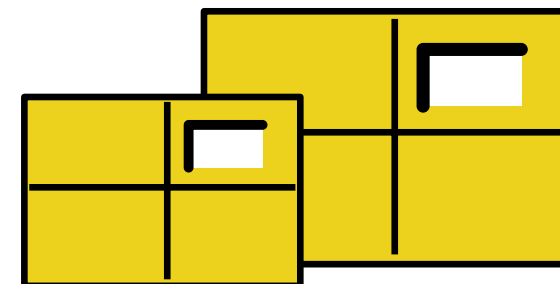
Contents excluded in all Deutsche Post products

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

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

Deutsche Post Packet Products

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

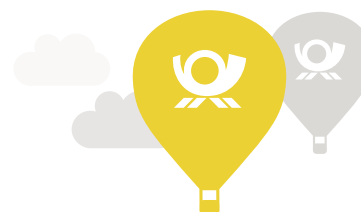


Deutsche Post Packet Portfolio at a glance

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

* SPECIAL DRAWING RIGHT (CURRENCY OF INTERNATIONAL MONETARY FUND)

** PACKET STANDARD is not automatically available for every customer, but only by prior arrangement. There are minimum requirements for pre-sorting, posting quantities and the posting location. For more information, please contact your Sales Representative.



Formats for International Mail and Packet Products

Items up to 2 kg can be sent as international mail.

Dimensions and weight

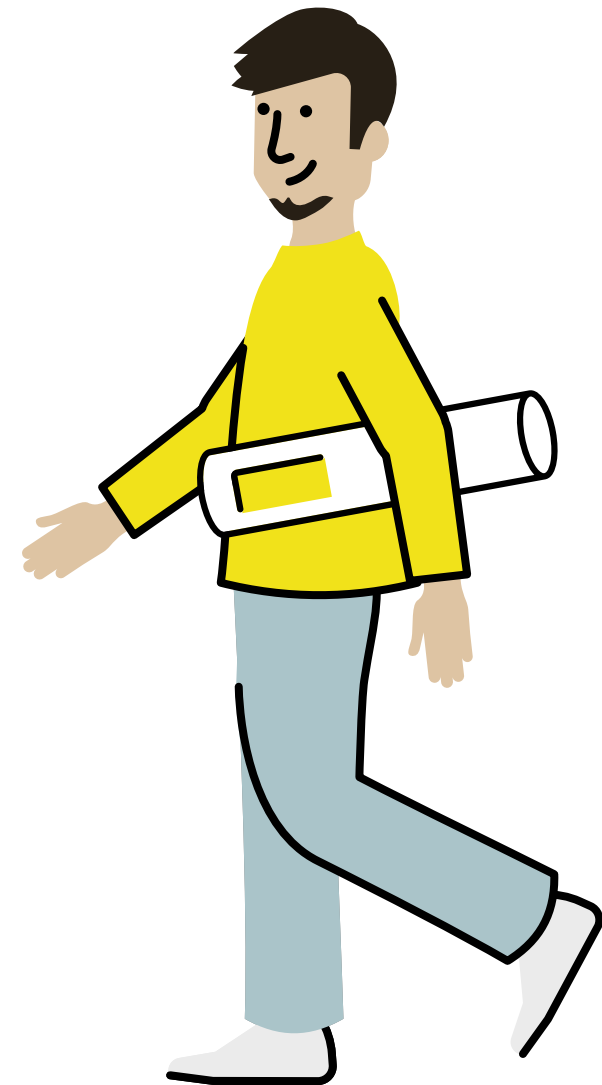
Format	Max. length	Max. width	Max. height	Max. weight
P (Petit)	24.5 cm	16.5 cm	0.5 cm	100 g
G (Grand)	35.3 cm	25.0 cm	3.0 cm	500 g
E (Encombrant); envelope and packages	Length + width + height < 90 cm; longest side may not exceed 60 cm			2 kg
E (Encombrant); roll	Length + 2 × diameter may not exceed 104 cm			2 kg

Items exceeding maximum weight or dimensions may be returned to the sender at the expense of the shipper.

Formats per product

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

* Dimension: 38.1 cm x 30.5 cm x 2 cm



Rates

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

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

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

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

On request Deutsche Post International offers pickup directly from the customer and transport to IPZ Frankfurt.



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

Example calculation

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

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

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

Customs Regulations – What you need to know

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

Electronic Data

- Due to legal-, customs clearance- and denied party screening requirements all items carrying goods require an S10 barcode and pre-advice data, also for intra-EU shipments
- With our Deutsche Post Customer Portal and other integration channels your international shipments meet all requirements for electronic customs data

Customs declaration

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



How to present international mail

All items shipped on one day using the same product should be consolidated into one shipment.

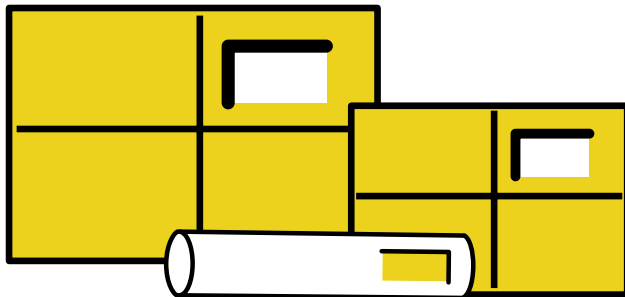
Items belonging to different shipments must be physically separated and thus put into different receptacles.

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

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



In case of high volumes we recommend presorting according to format and destination country to accelerate the process.



Airwaybill

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

Airwaybill (AWB)

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

Airwaybills must be created via the Deutsche Post Customer Portal or other integration channels.

Receptacles

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



Deutsche Post International Mail STOP note
A Deutsche Post International STOP note must be attached to each receptacle. This STOP note will not be necessary if items are delivered to our mail terminal in London. A printable file will be provided by your local sales support team.

Airwaybill		Deutsche Post	
Sender's Details IPI No. 5 2 4 2 9 3 6 3 9 0 Company eCommerce GmbH Address Musterweg 46-50/2/9 Postcode 1044 Contact name Martha Mustermann Authorization No. 3300567		New job reference Campaign SubCustomer ID SubCustomer name Town/City Wien Telephone No. 00 49 7621 6879 511 Country AT	
Service Details Service Level <input checked="" type="checkbox"/> Priority <input type="checkbox"/> Standard Product Packet Item format <input type="checkbox"/> P <input checked="" type="checkbox"/> G <input type="checkbox"/> E <input type="checkbox"/> mixed (Prüfung) Quantity Total weight kg Number of bags/boxes 1		Your shipment No. (please always state on inquiry) 9980018530210 Receiver's Details Deutsche Post AG IPZ Frankfurt/M. Flughafen Geb. 190 (Lademeisterbüro Westseite) Mailterminal (3. OG) 60549 Frankfurt/M. Germany IPZ Contact No. +49 69 69531025	
For Deutsche Post AG use only Total weight kg Number of bags/boxes Signature Date/Time Pickup Agent's Signature Date/Time Sender's Signature Date/Time This Consignment shall be subject to the general terms and conditions of Deutsche Post AG as available online under www.deutschepost.com/packnet/nc . Deutsche Post AG Copy 1 of 1			

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

In case you have sporadic shipments which are bigger than 250 kg, please pre-alert our Mailterminal (MTPreAlert@deutschepost.de) as soon as possible to ensure a smooth handling process.



Indicia

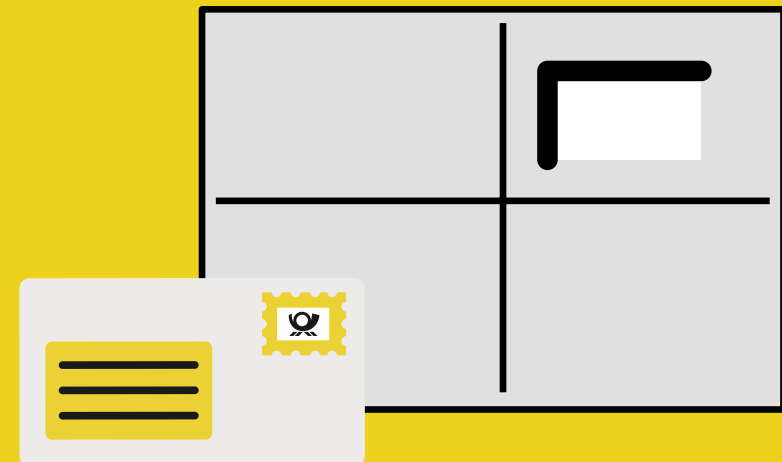
Each item has to carry a PPI (postage paid impression).

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

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

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

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



Return of undeliverable items

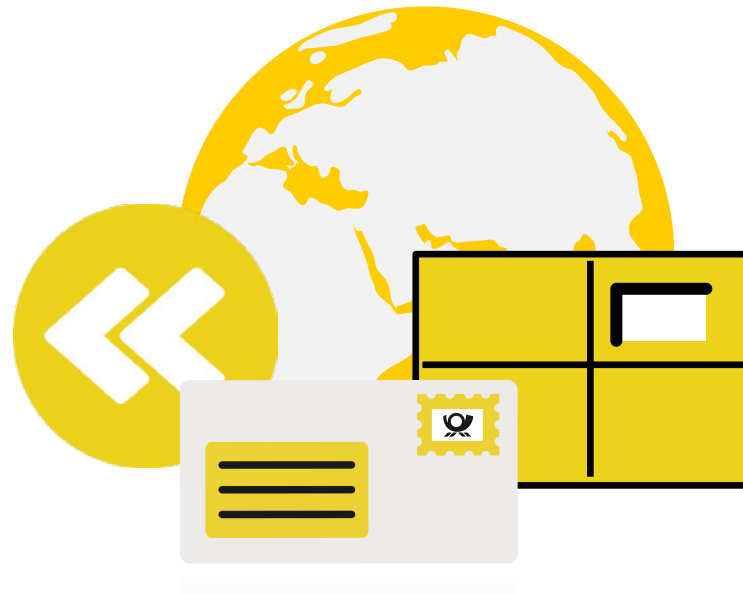
Receiving shipments that cannot be delivered

German PO box required

- According to international postal regulations each item must carry a unique German return address
- Deutsche Post International provides a dedicated German PO box free of charge for all customers using Deutsche Post Business Mail or Deutsche Post Packet products. The costs for repatriation from the destination country, processing and transport to the customer's return address are EUR 8.50 per kg or part thereof.
- The customer has to provide an address undeliverable items should be returned to
- For Deutsche Post Business Mail the use of the dedicated PO box is not mandatory. If this PO box is missing, undeliverable items may be destroyed

Excluded

- Another return address (e.g. in the destination country) than this dedicated PO box is not allowed
- Customer name on the item must not refer to the country of origin or representation in the destination country

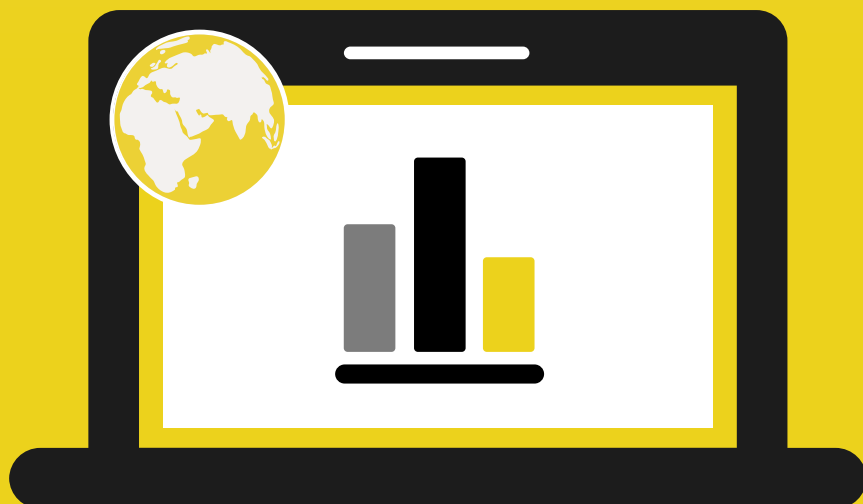


Integration Channels

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

Key features of Deutsche Post Integration Channels

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



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

Contact and further information

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

deutschepost.com/content/dam/dp-int/Business-Customers-Europe/Downloads/dp-int-tac-price-list-po-box-2023.pdf

Please note that some diverging rules apply for processing in our mail terminal in London.

Information and Contact

You can download further information on **deutschepost.com** and contact your local sales support team if you have any further questions.



Deutsche Post AG

Zentrale

Brief Kommunikation

Services Brief

53250 Bonn

deutschepost.de

Servicenummer

0180 5 8085800*

*20 ct je Verbindung aus den dt. Festnetzen;
max. 60 ct je Verbindung aus den dt.
Mobilfunknetzen.

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