



Deutsche Post Packet Services

Direct to the doorstep of your international customers

Deutsche Post: the international specialists for low-weight shipments

As Europe's largest postal company, we offer all types of products and services to international business customers. From physical, hybrid and electronic letters and merchandise shipments to special services such as cash on delivery, registered mail and shipment value protection, our service portfolio covers every type of postal requirement. This includes our range of dedicated services for low-weight package shipments – Deutsche Post Packet.

With Packet from Deutsche Post you can tailor the approach to your low-weight package shipments, ensuring you get your shipped goods to the right people, in the right place, the right way.

Destination Germany: right to the economic heart of Europe

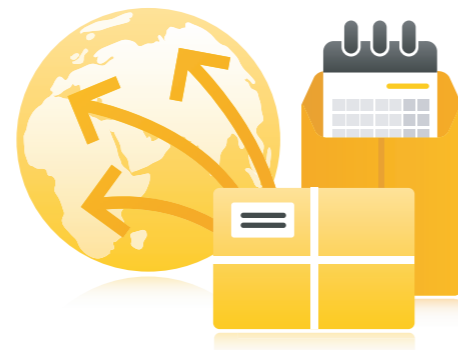
Our tailored services for the shipment of books and merchandise tap into our leading logistics network to carry your goods directly to the hands of your German customers. Already Europe's largest consumer market, e-commerce in Germany is still growing.

Deutsche Post can be your bridge into this thriving market, connecting you and your products directly with the millions of customers waiting to receive them.

Deliver your goods to the world with international Packet services

Although we are the Packet specialists in Germany, the scope of our services is much wider than this one market. With years of international experience and a dedicated international network, we have what it takes to help realise your ambitions for international growth.

With a multi-tiered international service offering including easy dispatch and 'local look' products,



Packet services to international destinations

we can provide for the entire spectrum of international package shipment requirements, tailoring solutions to your specific needs.

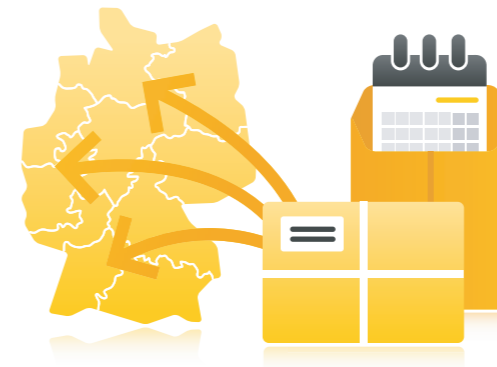
The range of international Packet services from Deutsche Post are the smart and reliable way to deliver goods directly to the hands of your customers, wherever they are in the world.

Total visibility with the Deutsche Post Customer Portal

When sending low-weight shipments all over the world, we know you need to be sure your packages are shipped and delivered safe and sound. Through our innovative dedicated customer portal and e-commerce support platform, you can keep up to speed with all your Packet shipments, benefiting from a range of value added services including shipment tracking, protection, preparation and returns.

Deutsche Post Packet: low-weight shipments to Germany and beyond

With access to the world's leading postal network and decades of international experience, Deutsche Post is your go-to partner for all low-weight goods shipments to Germany and internationally.



Packet services to Germany

Our range of services take advantage of both our status as Germany's foremost postal network, and our position as a leading global logistics supplier:

Warensendung

The ideal service for the shipment of low-weight merchandise to customers in Germany. Send merchandise, samples and specimens as merchandise shipments as easily as sending a letter.

Büchersendung

A cost-effective and reliable way to ship your books, brochures or sheet music to customers in Germany.

Packet Standard and Packet Priority

Convenient, affordable, straightforward – Packet Standard is the perfect solution for the international shipment of low weight items like clothing or smaller items such as fashion accessories. Need your delivery to be handled faster? Choose Packet Priority for more urgent shipments that need priority handling.

Packet Plus

Higher value, greater benefit – these premium options build on and complement the service available with Packet Priority. Part of our easy dispatch service portfolio, Packet Plus offers a range of additional services like priority handling, basic tracking and simplified customs clearance.

Packet Direct

Packet Direct is our Deutsche Post 'local look' packet shipment service, giving your shipments the right look and feel for selected countries and better ensuring seamless integration into the target postal network and consumer space.





Enter Europe's largest market with Packet for Germany

Send packages straight to your customers in Germany, courtesy of our efficient and reliable network.

Our Packet services for Germany are split into two main categories:

Ship merchandise with Warensendung

Warensendung from Deutsche Post is the cost-efficient and reliable way to ship merchandise of up to 1kg to Germany, as easily as sending a letter.

Qualifying categories of shipment include merchandise, product samples and product specimens, along with any factual information you need to attach to tell the recipient about the shipment. This could include:

- An invoice or a delivery note for the shipped merchandise;
- A pre-printed payment form whether completed or not;
- Printed matter such as brochures or courtesy cards including general and exchangeable text (e.g. "With best wishes for a good year"), as well as other texts formulated in general terms;
- Short statements regarding the package contents: e.g. an inside address label, the place and date mailed, the sender's details and signature, price, weight, quantity, etc. as well as the origin and nature of the contents, brief handling tips or user instructions related to the contents.

If you know you will regularly need to send a certain volume of merchandise shipments, there is a sliding discount scale applicable for contract customers, with the value of the rebate dependent on the volume shipped. For reliable and cost-efficient delivery of heavier merchandise shipments up to 2kg, contact our team to ask about our Maxibrief service.

Ship books, brochures or sheet music with Büchersendung

With us you can ship your books, brochures, sheet music or maps to customers in Germany through a cost-effective and reliable network, with a maximum weight of 1kg.

Benefits include use of our Packstation network to provide your customers flexibility in delivery, as well as the option to attach any factual information you need to tell the recipient about the shipment. This could include:

- The invoice and/or delivery note regarding the contents of the shipment;
- A pre-printed, pre-completed payment form with invoice amounts;
- A reply envelope or return label;
- A lending card or a book inventory card;
- Printed items such as brochures, cards with general or interchangeable texts e.g. "Best wishes for a good year ") or general printed texts – these printed items may not be sent as the main dispatch item;

- Brief statements detailing contents such as internal labels, place and day of dispatch as well as sender information and signature.

With Büchersendung from Deutsche Post you can rest assured that your book, brochure, sheet music and map shipments will arrive safe and sound in your customer's hands.



Merchandise shipments



Book shipments

Send merchandise around the world with international packet

As well as getting your product samples and merchandise to customers in Germany, we can give your products the chance to be sent right around the world. With years of our international experience and our global network, Deutsche Post Packet is the ideal solution to support you in achieving your global growth ambitions.

Easy dispatch

Let us take care of your package shipment needs with our simple and straightforward international services, focused on ease of preparation and dispatch. Our Packet products are the convenient, affordable and reliable solution for internationally shipping small or low-weight items like clothes, bijouterie, low-value jewellery or accessories.

There are three types of easy dispatch Packet products:

Packet Standard

The convenient, affordable and reliable solution for international shipping:

- Time and effort-saving easy shipment preparation
- Simplified postal customs clearance process

Packet Priority

Convenient and affordable international shipping with added value:

- Priority handling and delivery times
- Time and effort-saving easy shipment preparation
- Simplified postal customs clearance process

Packet Plus

Our high value service for low weight items – enjoy end-to-end transparency in shipments direct to major markets.

- Reliable signed-for delivery worldwide
- End-to-end tracking visibility with online delivery confirmation to more than 50 countries
- Shipment value protection available
- Simplified postal customs clearance process
- Convenient shipment preparation and tracking with the Deutsche Post Customer Portal



'Local look'

The right look and feel makes a lasting impression. We can help create and send packages with a 'local look' to selected countries. This strengthens your international presence and increases your customers' trust in your business.

Packet Direct

Ship international packages up to 2kg to selected countries, complete with a trustworthy 'local look' all as part of a cost-efficient and reliable service.

Create packages that resonate on a local level with Packet Direct, available to the following European destinations:





Deutsche Post Packet Services: the first choice for package shipments

Give your customers peace of mind with the Deutsche Post Customer Portal

We know it's important to keep shipping costs to an absolute minimum – especially for low-weight items. We also know this can't come at the cost of security and transparency during the shipping process, for you or your customer.

The Deutsche Post Customer Portal is the easy to use and reliable way to keep track of your package shipments online. Designed for use with Packet Plus, with features to complement Packet Priority and Packet Standard, the Customer Portal offers a range of functions and services to make the package preparation and delivery processes as smooth as possible.

With a few easy clicks you can create all the relevant documentation for your package shipment, keep track of your shipments on an individual package level, and even offer your customers a shipment-specific URL to keep track of their delivery.

Deutsche Post Customer Portal functions and benefits include:

Shipment tracking

Deutsche Post Packet Plus enables you and your customers to receive status updates on their deliveries, providing much needed peace of mind.

Shipment preparation

The Customer Portal doesn't just provide you with the label – within a few clicks you can receive an address and CN22 declaration for your items, giving you complete transparency over your shipments and shipping history.

Shipment value protection

With Packet Plus, you can cover the risk of loss and damages through our favourable shipment value protection service. Protection is available up to a value of €100, €200 or €300.

Returns service

We ensure that your shipped goods are returned to you in the event of an item being undeliverable. Need to organise customer returns? Our expert sales teams are standing by, ready and willing to assist you with all returns enquiries.

Packet Services: Comparison and Overview

	Packet Plus	Packet Priority	Packet Standard	Packet Direct
Destinations	Over 180 destinations	Worldwide	Worldwide	Selected European countries + United States
Tracking	Yes	–	–	Selected European countries
Signature	Yes	–	–	Selected European countries
Shipment value protection	Yes	–	–	Selected European countries
Online delivery information	For more than 50 destinations	–	–	Selected European countries
Delivery aims				
To Western Europe*	2-5 working days	2-5 working days	6-12 days	1-5 working days within the destination countries
To rest of world*	5-8 working days	5-8 working days	12-21 days	1-5 working days within the destination countries
Standardized Label	Via the DP Customer Portal or integration of label available			Not applicable

*From Deutsche Post International Post Center Frankfurt. All lead times in working days are standard lead times. Delivery transit times to islands and remote or difficult to access areas and/or to destinations with special import regulations can be longer. Deliveries to non-EU countries can have different lead times due to customs clearance.

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

www.deutschepost.com

December 2015

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 62
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