

THE BENEFITS OF CARDBOARD BOXES COMPARED TO PLASTIC POUCHES

Decide to use cardboard boxes if you want your goods to reach the recipient in a perfect, well protected condition to complete the recipient's shopping experience. Sturdy cardboard boxes made from corrugated cardboard or solid board offer excellent protection and are the best type of packaging available. Dispatching goods in plastic pouches can result in many risks which you can prevent.



We transport millions of packages for our customers every day. We work using highly automated processes and state-of-the-art handling equipment to ensure that your shipments reach their destination as quickly as possible while remaining intact. Suitable transport packaging thus plays a very important role here. Compared to plastic pouches, sturdy cardboard boxes save time during transport and provide the necessary protection all the time the shipment is in transit.

PLASTIC POUCHES POSE A CLEAR DISADVANTAGE

Plastic pouches frequently need to undergo special processes which means that they reach their recipient later than intended. There is also an increased risk of the goods being damaged. This can result in dissatisfied customers, greater guarantees or even customer migration.

- Plastic pouches are more prone to damage compared to cardboard boxes: They do not provide effective protection against static and dynamic transport stress.
- If plastic pouches are not completely full, jams can occur during the production process.
- Goods can go missing if the flaps are not sticky enough.
- If labels crumple, the address cannot be read by the DHL parcel distribution systems.
- Plastic pouches are not very suitable for returns.
- If your customer uses the same plastic pouch to return an item, this may result in damage.



IF YOU STILL WISH TO USE PLASTIC POUCHES, PLEASE TAKE NOTE OF THE FOLLOWING TIPS:

Use the correct material

Our highly efficient sorting technology is designed to process packages. If the pouches do not slide through the equipment in the required manner, this may result in disruptions in the sorting process. Therefore, it must be ensured that the material used meets the following requirements:

- **No black outer packaging:** Such packaging cannot be processed automatically, which leads to transit time delays.
- **Coefficient of friction between 0.15 and 0.2 in accordance with DIN EN 8295:** You should preferably have your supplier confirm the coefficient of friction in writing.
- Plastic pouches must meet certain criteria (tear resistance, tensile strength, resistance to tear propagation) to ensure that they do not rip under unavoidable transport-related stress. The foil thickness must correspond to the weight of the intended content and **may be no less than 80 µm.**
- **Seal seam:** This must be able to withstand the entire production process, including returns.

TIP:

Where necessary, you should enclose a folded plastic pouch to ensure reliable support for the return process.

Package items correctly

When using plastic pouches as packaging material, ensure you follow the recommendations below to ensure the production process runs as smoothly as possible and to reduce the risk of damaged goods:

- **Circumferential depth of at least 1 cm and rectangular shape (with the minimum dimensions of 15 x 11 x 1 cm):** to ensure smooth distribution by machine.
- **Ensure that there are no uneven areas or free space:** If textiles are used, please reinforce the plastic pouch by inserting a piece of corrugated cardboard to stabilize the goods and prevent barcodes from folding. This ensures that the shipment can always be recorded without problems.
- **Do not use handles/carrying straps:** These are also not compatible with automated processing, which leads to transit time delays.
- **Please do not place small items in large pouches:** Tightly turn up the flap on the pouch, enclose the content and then stick the flap down, making sure the pouch is sealed. Make sure that the plastic pouch is the right size.
- **Please do not mix loose individual items together:** e.g., shoes with no box.
- **Ensure there is sufficient padding depending on the content:** This is important to prevent damage as a result of mechanical stress during transportation.
- **Ensure that your machine readable address label is placed**
 - on firm, deformation-free backing
 - on the largest side, leaving enough space from the edge
 - on the side with the adhesive flapIn so doing, please avoid inserting the label underneath transparent plastic as this is reflective and can move around.



Machine readable placement of the address label

We ask for your understanding and would expressly like to point out that DHL does not accept liability for the loss of or damage to the content of shipments if the packaging originally used did not provide sufficient protection.

Please be aware that items that cannot be processed by machine must be processed by hand. This may incur a bulky goods surcharge.

The right start to the dispatch process - what we have to offer you:

Perform a preliminary test in your parcel center with our DHL sales team before dispatching your first shipment. Please have your supplier confirm the plastic pouches' coefficient of friction as per DIN EN 8295. In doing so you can avoid the occurrence of many problems relating to plastic pouches.

For further information on this topic please send an e-mail to verpackungsloesungen@deutschepost.de or you can directly address your contact person at your DHL distribution location.