

# LABEL CORRECT? SHIPMENT PERFECT!

## TIPS TO HELP YOU PERFECTLY LABEL YOUR PARCELS FOR SHIPPING WITH DHL



To guarantee successful delivery of your parcels, make sure that addresses and barcodes are correct, legible and properly placed. In this way you avoid shipping delays or returns and save costly post-processing or liability exclusions.

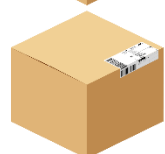
### THE RIGHT WAY TO ADDRESS YOUR ITEMS:



✓ Make sure you provide correct and complete information about the sender and recipient: Name, street and number, postal code and town/city.



✓ Indicate the type of shipment and desired service in your dispatch logistics system. Since items are automatically processed, self-provided notes on the outside like "Fragile, handle with care!" or "No delivery to adolescents" will not be regarded.



✓ The label must always be applied over the entire surface of the largest area of the package.

✗ Placing the label over the edge is not permitted, as reliable machine readability is not guaranteed.

✗ Subsequent address changes/corrections are not permitted (e.g. by crossing them out) and will result in exclusion from transport.

✗ It is not allowed to attach the label over the edge/corner.

✗ It is not allowed that the routing code is covered or printed twice.

### THE RIGHT WAY TO APPLY BARCODES & ADDRESS LABELS:



✓ Always place the address and barcode on the side of the item with the largest surface

✓ area. Only use clearly printed postal barcodes.

That means: No duplicate, illegible, incomplete or incorrect barcodes (neither in the identification nor routing codes) or address labels.

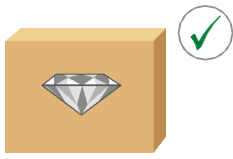


✗ In-house barcodes on shipments are only permitted if they do not comply with the DPDHL Barcode Specification, which describes all barcode types used in DHL production.

#### TIP:

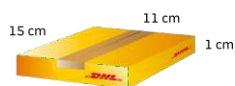
To ensure reliable readability and avoid routing code charges, always select the appropriate label size for your shipments so that the label can always be applied over the entire surface of the largest side of the parcel.

## THE RIGHT PACKAGING – ESPECIALLY FOR VALUABLE ITEMS:



- ✓ Find out which goods are excluded from transport, since it is not allowed to send prohibited goods.
- ✓ If sender information allows conclusions regarding contents, the address should be designed in a neutral way.
- ✓ The packaging materials must be designed in such a way that the item is protected from loss (unauthorized access) and damage (effect of pressure, push or fall). However, in case of unauthorized access this should be visible directly on the outside of the damaged item.
- ✗ The exterior packaging must not provide any conclusion from the value of the contents.

## THE RIGHT SIZES AND WEIGHTS:



Minimalgröße



Maximalgröße\* & Gewicht

- ✓ Your shipment may not exceed the maximum dimensions or fall below the minimum ones. Maximum girth is 360 cm (longest side of the parcel + 2 x width + 2 x height).
- ✓ Packages must have a thickness of at least 1 cm to be automatically processed.
- ✓ Make sure your parcels do not weigh more than 31.5 kg each. For parcels heavier than 20 kg, please make use of the note "Achtung schweres Paket" (Attention heavy parcel) at the address label.

## OTHER TIPS FOR READING AND DOWNLOADING:



- on stable packaging and sufficient slip properties (coefficient of friction between 0.15 and 0.2 in accordance with DIN EN 8295) in the packaging brochure "Damit Ihre Ware immer gut ankommt": [dhl.de/verpackungsbroschuere](https://www.dhl.de/verpackungsbroschuere)
- or on the advantages of shipping cardboard boxes vs. plastic pouches in the infosheet: "Die Vorteile von Kartonagen gegenüber Folien-/ Versandtaschen": [dhl.de/infoblatt-folientaschen](https://www.dhl.de/infoblatt-folientaschen)

## OUR OFFERS FOR YOU:

- If you are shipping with DHL for the first time, conduct a preliminary test of packaging and shipping with DHL Sales at your parcel center.
- If you have any questions, please contact your sales representative for further details – also for information on the use and procurement of plastic pouches suitable for DHL.