



DPAG – [Rücksendeadresse]  
[EKP-Nummer] – [Codierfeld]

[Firma Namenszeile 1]  
[Firma Namenszeile 2]  
[Firma Namenszeile 3]  
[Person aufbereitete Namenszeile]  
[Straße oder Postfach]  
[Postleitzahl] [Orttext]

February XX, 2024

### **New services for your merchandise exports and introduction of expense allowances in Germany**

Your customer number (EKP): [EKP-Nummer]

Dear [Person aufbereitete Namenszeile], // Dear Customers and Business Partners,

Last fall we informed you about expanded export shipping services and changes resulting from the new Postal Act with regard to the handling of heavy parcels. More information on these changes is available below.

### **EXPANSION OF INTERNATIONAL SERVICES**

#### **Grow internationally with DHL: New services for your export shipping**

Since **February 1, 2025**, we have offered new services for your international export shipping to support joint growth opportunities in cross-border e-commerce.

#### **DHL Retoure International: Expansion & standardization of the returns offering**

We offer you a convenient returns solution for Europe with 29 destinations overall.

- Return shipping from Norway now also available
- Optimized returns processes for Greece, Portugal and Sweden with continuous tracking and improved transit times
- Switch of returns partner in Sweden from DHL Sweden to PostNord, a known partner on many platforms
- Expansion of the number of returns drop-off points by 4,300 to more than 8,000 in the Netherlands and by 20,000 to 24,800 in Poland through additional activation of DHL drop-off points along with those of PostNL and Poczta Polska, respectively. We thus offer your customers even more returns options

For more information and an overview of drop-off points, go to [dhl.de/dhl-return-international](https://dhl.de/dhl-return-international)

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Registry Court Bonn  
HRB 6792  
VAT ID No. DE 169 838 187

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**DHL Europaket: New service bulky goods for parcels exceeding standard dimensions**

With the introduction of the service bulky goods (“Sperrgut”) for DHL Europaket, items exceeding standard dimensions or requiring special handling can now be shipped.

**DHL Paket International: New destinations for the service Closest Droppoint (CDP)**

With the service CDP, you can decide whether to have your parcels delivered to your customer’s front door or to a nearby parcel shop/parcel locker at reduced costs when shipping to EU destinations outside Germany. This delivery option is now also available in Bulgaria, Poland and the Czech Republic, with further EU countries to follow this year. For more details and the current status of available countries, go to [dhl.de/closest-droppoint-en](https://dhl.de/closest-droppoint-en)

**Warenpost International: Now also with transit time overview**

Effective immediately, you can find the standard transit times for DHL Paket International, DHL Europaket and now also Warenpost International Premium at [dhl.de/Laufzeiten](https://dhl.de/Laufzeiten).

**Parcel notifications for your export shipments to Austria as of March 1, 2025**

By implementing the new parcel notification service in Austria, recipients will receive shipment information and an initial transit time estimate at an early stage as of **March 1, 2025**. This additional service is free of charge and applies for all export products to Austria provided you transmit the recipient’s e-mail address to us along with the shipment data. Additional destination countries are planned. Details are available at [dhl.de/export-notification](https://dhl.de/export-notification) – there you can also individually shape your parcel notification.

**CHANGES IN GERMANY****Parcels with increased weight: Introduction of expense allowances as of April 1, 2025**

To ensure compliance with the legal obligation resulting from the German Postal Act to correctly label shipments and to protect employees in the CEP sector and recipients, a labeling requirement for parcels with increased weight was introduced as of **January 1, 2025**. For this reason, we have to post-process incorrectly submitted items (incorrect labeling and/or weight details): expense allowances will be charged causation-based to the sender as of **April 1, 2025**.

**Important note:** Make sure to provide the already required correct weight information in your electronic shipment data and to mark your labels correctly. This will enable you to avoid paying expense allowances. If you already submit shipments correctly (correct weight information and labeling), the following changes have no further financial consequences for you.

**Labeling requirement as of January 1, 2025**

Two different labels are used for the weight classes 10+ to 20 kilograms, and over 20 kilograms. This applies to both DHL Paket and DHL Paket International.

**Expense allowances as of April 1, 2025**

The following compensation for incurred expenses applies in the case of incorrectly submitted shipments:

- for incorrectly labeled DHL Paket, DHL Paketmarke and DHL Paket production-based billing shipments: **10-20 labeling fee** and **20+ labeling fee** of €0.49 each,
- additionally for DHL Paket if weight details are incorrect: **10-20 weight correction fee** and **20+ weight correction fee** of €0.99 each.

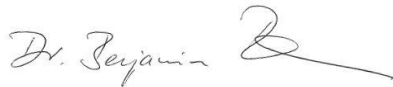
We are therefore introducing the **amendments described in Section 3.3.5 of the General Terms and Conditions** of the business customer agreement as shown in the passages underlined below:

(...) record the weight (...) In case of deviations between the weight declared by the Sender and the actual weight measured by DHL, from 01.04.2025 for the effort incurred a weight correction fee 10-20 or 20+ or the post-clearance recovery parcel fee and an expense allowance (collection fee or blanket charge) according to Annex 1 (Remuneration) will be charged by DHL. (...)

Labeling of parcels with increased weight over 10 to 20 kg or over 20 kg (according to service specification). From 01.04.2025: DHL is entitled to charge labeling fees of 10-20 or 20+ in accordance with Annex 1 (Remuneration) in the event of incorrect or omitted labeling. The sender shall indemnify DHL against any third-party claims in connection with the incorrect or omitted labeling (including damages, fines and necessary legal costs).

For detailed information on shipping parcels with increased weight, go to [dhl.de/schwerepakete](https://dhl.de/schwerepakete). If you have any questions, please contact your sales representative.

Yours sincerely,



ppa. Dr. Benjamin Rasch  
Chief Marketing Officer, Post & Parcel Germany



ppa. Markus Reckling  
Chief Sales Officer, Post & Parcel Germany

MUSTER