

# **SERVICE SPECIFICATIONS**

## **DHL PAKET**

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# **NATIONAL PRODUCTS/BILLING VARIANTS**

# DHL PAKET

## SERVICE SPECIFICATIONS

DHL Paket provides you with the following services:

- **Monday through Saturday pick-up** (daily or individually agreed business days from specified pick-up/business addresses)
- **Nationwide, comprehensive parcel delivery** from Monday through Saturday with the following addressing options: street address, Packstation, postal retail outlet, or Paketshop (Direct delivery to a branch (formerly Postfiliale Direkt))
- Track & Trace
- **Liability** for loss and damage **up to EUR 500**
- Use of the Post & DHL Business Customer Portal: Central online access for handling the entire parcel shipping process including shipping logistics software
- **Information on the estimated delivery time** (and information about the further course of transport until the notification of delivery (shipment status) of the parcel by e-mail to the recipient (parcel notification))
- Option to specify a drop-off location or neighbor
- Option to combine with many attractive additional services relating to pick-up, transport, and delivery

## REQUIREMENTS

The sender fulfills the following duties to cooperate:

- Only possible with EDI data transmission.
- Parcels weighing over 10 to 20 kg and over 20 kg must be identified with a specific marking specified by DHL (integrated on the label or on a sticker provided by DHL), clearly visible on the label side.
- With the **transmission of the company logo** DHL becomes entitled to use the logo for parcel notification and on other customer touch points (i.e. track & trace). He also declares his approval that DHL can display advertisement of products and services of DHL or its affiliated companies. If the sender wants to place products and services in the parcel notification he has to have his customers' permission.  
The sender relieves DHL of any claims by third parties from or in the context of contraventions against his cooperation duties for his parcel notification.
- **Direct delivery to a branch (formerly Postfiliale Direkt):** Specification of a postal retail outlet/parcel shop as a delivery address including the retail outlet number.
- **Preferred neighbor (neighbor):** Agreement with the recipient on the consent of a designated neighbor regarding the acceptance of the parcels and transmission of their data.

## DIMENSIONS/WEIGHT

<b>Standard dimensions:</b> (length x width x height):	Min. 15 x 11 x 1 cm Max. 120 x 60 x 60 cm Max. girth and length combined*: 360 cm
<b>Bulky goods surcharge:</b>	Where standard dimensions are deviated For cylindrical parcels For special packaging features
<b>Relevant dimensions for bulky goods:</b>	Cylinder: 5 cm – 60 cm diameter Longest side: 200 cm Max. girth and length combined* 360 cm
<b>Maximum weight:</b>	31.5 kg

\* Girth and length combined: longest side of the parcel + 2 x width + 2 x height

## GENERAL CONDITIONS

- The sender may not provide the Paket label or data for label generation to third parties for shipment on behalf of the third party. For the shipment to the sender itself, the DHL Retoure applies.
- **Parcel notification:** No binding commitment by DHL for ensuring the notified delivery day/period.
- **Direct delivery to a branch (formerly Postfiliale Direkt):** If parcel issue is not possible in the preferred retail outlet in exceptional cases: transport of the parcel to another nearby postal retail outlet.
- **Drop-off location/neighbor:** If delivery to the designated location/neighbor is not possible: delivery of the parcel in line with standard processes.
- **Delivery to drop-off location** involves merely depositing the parcel at the destination (the risk following this deposit is borne by the sender) without any attempt made to hand over the shipment in person to the authorized person ("do not ring doorbell"). In the customer account, the recipient may specify that delivery of a shipment to the drop-off location must generally be preceded by a (failed) attempt to deliver the shipment in person to the authorized recipient ("Ring door bell").
- For the shipment of mattresses, special shipping guidelines must be observed. Please see 'fact sheet shipment contents' at [\*\*DHL Packaging tips for shipping your parcels | DHL Business Customers\*\*](#)

# DHL KLEINPAKET (SMALL PARCELS)

## SERVICE SPECIFICATIONS

The product DHL Kleinpaket provides you with the following services:

- **Nationwide delivery** from Monday through Saturday with the following addressing options: street address, Packstation or postal branch
- Liability for loss and damage up to 20 euros value of goods
- Proof of delivery
- **Use of the Post & DHL Business Customer Portal:** central online access for handling the entire shipping process including shipping logistics software, **Track & Trace** and billing information.
- Information on the coming delivery (**shipment notification**).
- Option to specify a drop-off location or neighbor.
- From at least 6,000 DHL Kleinpaket shipments p.a. including collection
- Option to combine with the services GoGreen, Retail Outlet Routing and/or Parcel Recall (from 01.03.2025)

## REQUIREMENTS

The sender must fulfill the following obligations to cooperate:

- Only possible with EDI data transmission.
- **Shipment notification:** Agreement between the sender and recipient on the use of the recipient's e-mail address for notification.
- With the **transmission of the company logo** DHL becomes entitled to use the logo for shipment notification and on other customer touch points (i.e. track & trace). He also declares his approval that DHL can display advertisement of products and services of DHL or its affiliated companies.
- If the sender wants to place products and services in the shipment notification he has to have his customers' permission. The sender relieves DHL of any claims by third parties from or in the context of contraventions against his cooperation duties for his shipment notification.
- **Preferred neighbor (Neighbor):** Agreement with the recipient on the consent of a designated neighbor regarding the acceptance of the shipment and transmission of their data.
- For shipments smaller than 10x 20 cm the use of the 7x 10 cm **label format** is mandatory.
- DHL Kleinpaket shipments have to be **separately consigned** (from letter post and parcels). Shipments higher than 3 cm have to be separately consigned from other DHL Kleinpaket shipments.
- Shipments of more than 500 DHL Kleinpaket items per day must be notified in advance.

## DIMENSIONS/WEIGHT

<b>Standard dimensions:</b> (length x width x height):	Min. 10 x 7 x 0,1 cm
	Max. 35,3 x 25 x 8 cm
<b>Maximum weight:</b>	1 kg

## GENERAL CONDITIONS

- The sender may not provide the DHL Kleinpaket label or data for label generation to third parties for shipment on behalf of the third party. For the shipment to the sender itself, the DHL Retoure applies.
- **Shipment notification:** No binding commitment by DHL for ensuring the notified delivery day/period.
- **Drop-off location/neighbor:** If delivery to the designated location/neighbor is not possible: delivery of the shipment in line with standard processes.
- DHL documents the delivery electronically and provides this information via Track & Trace. **Delivery is documented in the following cases:**
  - Delivery to a letterbox or Packstation,
  - Delivery to the recipient's address or in a retail outlet, delivery to the recipient's designated neighbor or to a courier service (e.g. "Weg" Service of Deutsche Post AG) or
  - Deposit at the recipient's drop-off location without any attempt made to hand over the shipment in person to the authorized person ("do not ring doorbell"). In the customer account, the recipient may specify that delivery of a shipment to the drop-off location must generally be preceded by a (failed) attempt to deliver the shipment in person to the authorized recipient ("Ring door bell").

# DHL RETOURE

## SERVICE SPECIFICATIONS

With DHL Retoure, the sender can provide the recipient with flexible and comfortable individual return options:

- **DHL Retoure as a QR code** (DHL Retoure Online): The return label is created by the sender and conveniently provided to the recipient digitally.
- **DHL Retoure as PDF** (DHL Retoure Online): The return label is created by the sender and provided to the recipient quickly and easily as a digital PDF file.
- **DHL Retoure as an enclosed label** (DHL Retoure): The return label is enclosed directly with the shipment by the sender.
- **DHL Retoure as a provided label** (DHL Retoure mit Abholung und Label): The return label is brought to the customer directly by a DHL courier when the return item is picked up, as instructed by the sender.

## REQUIREMENTS

- Only possible with EDI data transmission.
- Affixing a **return label** which contains the “DHL RETOURE” impression alongside the sender and recipient information, ident code, and routing code according to DHL’s specifications.

## DIMENSIONS/WEIGHT

- As for DHL Paket

## GENERAL CONDITIONS

- The **return charges** are established and billed to the contractpartner on the basis of the shipment data scanned by DHL.
- The sender, the shipment of returns was agreed, is obliged to take back return shipments from a third party consigned.
- DHL Retoure must also be used if third parties ship on behalf of and for the account of the sender goods to sender.
- Addressing to a post office branch, parcel shop, or Packstation is not possible, but only directly to the sender himself or a service provider acting on his behalf.

# DHL PAKETMARKE NATIONAL

## SERVICE SPECIFICATIONS

DHL Paketmarke National provides you with the following services:

- **Prepayment of a transportation charge** for nationwide parcel shipping without completion of the “Parcel transportation order” (posting list).
- The same service specifications as for DHL Paket apply.

## REQUIREMENTS

- Parcels weighing over 10 to 20 kg and over 20 kg must be identified with a specific marking specified by DHL clearly visible on the label side.

## DIMENSIONS/WEIGHT

- As for DHL Paket

## GENERAL CONDITIONS

- The **sale of Paketmarke stamps** to third parties and/or their use by third parties is prohibited.
- The purchase price cannot be **reimbursed** if the stamps are returned.

# DHL PAKET PRODUCTION-BASED BILLING

## SERVICE SPECIFICATIONS

DHL Paket Production-Based Billing provides you with the following services:

- Only the **DHL production data** (with the first scan in the parcel sorting center are used as the **billing basis** for the DHL Paket parcel. Apart from defined exceptions, no “Parcel transportation order” (posting list) is completed
- In all other respects, the Service Specifications for DHL Paket apply

## REQUIREMENTS

- **Specially marked parcel labels** with the “Produktions-basierte Abrechnung” (production-based billing) impression (provided by DHL) must show the sender’s special number range.
- Parcels weighing over 10 to 20 kg and over 20 kg must be identified with a specific marking specified by DHL (integrated on the label or on a sticker provided by DHL), clearly visible on the label side.

## DIMENSIONS/WEIGHT

- As for DHL Paket

## GENERAL CONDITIONS

- **The sale** of the specially marked parcel labels to third parties and/or their use by third parties **is prohibited**.



# NATIONAL SERVICES

# CASH ON DELIVERY

## SERVICE SPECIFICATIONS

The Cash on Delivery service provides you with the following benefits:

- Delivery exclusively subject to the **collection of the COD amount** specified on the parcel and in the shipping data **from the recipient (max. EUR 3,500)** in the name and on behalf of the sender and amount allocation by DHL
- Recipient always **pays in cash** (exception: if the parcel is collected from a retail outlet it is also possible to pay by EC card)

## REQUIREMENTS

- Only possible with EDI data transmission.
- Name „COD“ and indication of the COD-amount on the parcel label.

## CAN BE COMBINED WITH

- DHL Paket

## GENERAL CONDITIONS

- When using the Cash on Delivery (COD) service, **the sender transfers the e-mail address collected from the recipient to DHL** to enable notification of the recipient regarding the pending parcel delivery and the COD amount due.
- The **e-mail sent to the recipient** notifies them of parcel delivery with the COD service and **includes personal data to identify the shipment** (recipient's name, address and COD amount).
- The sender ensures that a legal basis exists (e.g., in the form of consent) authorizing them to collect the recipient's e-mail address for the purpose of providing notification of a pending parcel against payment of a COD amount (with specific mention of the respective amount), and to transfer such information to DHL.
- In the event of wrongful processing (esp. transfer) of personal data, the sender shall release DHL from claims by third parties, in particular those by the recipient.
- In exceptional circumstances, the transfer of the e-mail address to DHL can be waived, for example if excluded by the sender's business model (e.g. catalog-only orders). In such cases, the sender guarantees that they will inform the recipient of the pending delivery of a parcel and the COD amount due.
- **Payment of the COD charge** even if the collection of the COD amount fails for reasons not attributable to DHL (e.g., recipient's refusal to accept delivery).

# BULKY GOODS

## SERVICE SPECIFICATIONS

Parcels that **deviate the standard dimensions** and/or parcels that require special operational handling due to their physical proportions:

- **Deviated** permissible standard dimensions: max. length of 200 cm and max. girth and length combined of 360 cm
- **Cylindrical parcels** with a max. length of 200 cm and a diameter of 60 cm
- **Special packaging features** (e.g. shipments with loose/loosely lacing and strapping)
- Parcels **beyond** the defined **maximum dimensions** and the maximum weight of 31.5 kg are **returned to the sender**.
- The parcel has **to be marked** with "**Sperrgut**" (Bulky goods) on the label (see "general conditions")
- Use of the defined **product code** in the routing code.
- DHL shall charge the agreed bulky goods surcharge for posted bulky goods that have not been announced or labeled as such.

For more details on bulky goods please refer to the information sheet "Sperrgut: Lösungen auch für nicht-maschinenfähige Sendungen" ("Bulky Goods: solutions for non workable itmes in automatic handling systems")

## REQUIREMENTS

- The provision for the collection of shipments with the service bulky goods service is only permitted **in roll containers** (RBeh)
  - If DPDHL can not provide sufficient RBeh for the announced delivery quantity, the delivery with Euro pallets (secured and pallet-flush) is permitted.
  - The delivery of large quantities of loosely loaded shipments with the service bulky goods in trucks or swap bodies (WAB) is only possible after granting of a special permit. In the case of loosely loaded shipments, shipments with the bulky goods service must be loaded on the front or rear side.
- For a total daily delivery of items of
  - **up to six shipments with the service bulky goods**, it is possible to load these shipments with machine-capable items into one rack;
  - **from seven shipments with the service bulky goods**, loading in a separate and accordingly marked RBeh service "Bulky goods" is required.
- RBeh which contain as content only shipments with the service bulky goods are to be loaded to the **rear side** in the truck/WAB. Alternatively, the frontal loading in the truck or swap body bridge is permitted.

- DHL Paket
- DHL Retoure
- DHL Paketmarke
- DHL Paket Production-Based Billing

## GENERAL CONDITIONS

- The service "**Sperrgut**" (**bulky goods**) must in accordance with the specifications of the conditions of dispatch **be announced with EDI data transmission (PAN) for parcels and named on the label**. In the case of self-generated labels, the service must be stated on the label.
- Exclusion of e.g.:
  - **unpacked or incompletely packed items** (tires, garbage cans, rain drums, hoses, etc.)
  - **non-stackable items and non-dimensionally stable packed items**, which according to their external conditions are considered not to be safely and stable packed (car spoilers and bumpers, buckets, unpacked bags, items with protruding parts or parts stuck out etc.)
  - **certain foils and shrink foils as outer packaging** (because of liability of the address label, legibility of the addresses and barcodes if under the foil) – for more details see information sheet "packaging tips for plastic pouches".
- Items that are assembled from several individual parts must be stable in their own right as well as cuboid or cylindrical.
- Outer packaging and inner packaging must be so stable that it is **not possible to pierce the contents**.
- No risk of injury to employees or risk of damage to third-party shipments or operating materials (roll container / swap body / delivery vehicle) from the outer packaging.
- For the shipment of mattresses, special shipping guidelines must be observed. Please see 'fact sheet shipment contents' at [DHL Packaging tips for shipping your parcels | DHL Business Customers](#)

## CAN BE COMBINED WITH

# ADDITIONAL INSURANCE

## SERVICE SPECIFICATIONS

The Additional Insurance service provides you with the following benefits:

- Safeguarding the goods value in the event of transport damage
- Insurance cover for the goods against loss and damage per parcel in the interest of the sender up to:
  - **EUR 2,500** (Additional insurance A) or
  - **EUR 25,000** (Additional insurance B)
- For reasons of security, the parcels with national Additional insurance are transported in the “hidden run”, i.e., they are transported in the normal parcel and shipping flow in a manner not obvious to third parties.

## REQUIREMENTS

- Shipment-related **selection** of Additional insurance A or Additional insurance B.

## CAN BE COMBINED WITH

- DHL Paket

## GENERAL CONDITIONS

- **Posting** of parcels with transport insurance B **up to EUR 25,000 exclusively in the Deutsche Post retail outlets.**
- For more details please refer to current version of the **Conditions DHL Paket / DHL Express TI Service** (Conditions for Paket / Express TI Service) at [dhl.de/vertragsanlagen\\_en](http://dhl.de/vertragsanlagen_en).
- Observation of the **value regulations** “Zulässige Inhalte im nationalen und internationalen Paketversand sowie für die Expressbeförderung” (“Permissible contents for domestic and international parcel shipments and for domestic Express shipments”).

# IDENT-CHECK

## SERVICE SPECIFICATIONS

The Ident-Check service provides you with the following benefits:

- Delivery of the goods **exclusively to the intended recipient** (no alternative delivery or proxy possible)
- Check of the recipient's identity by comparing **specified features** (first name, last name, date of birth if applicable, etc.) with the ID document presented
- The check of the date of birth or merely the minimum age of the recipient

## REQUIREMENTS

- Only possible with EDI data transmission.
- Marking on the parcel label:
  - “Ident-Check!”
  - If the minimum age check has been selected: “Ident-Check + 16 !” or “Ident-Check + 18 !”

## CAN BE COMBINED WITH

- DHL Paket

## GENERAL CONDITIONS

- A parcel can only be delivered **subject to presentation of a valid ID document by the recipient** (German ID card, German/international passport, international ID card, residence permit (“Aufenthaltstitel /-karte /-erlaubnis”) or travel document („Reiseausweis”).
- If the ID document is invalid or cannot be successfully reconciled with the information provided (first name, last name, date of birth if applicable), the **delivery attempt is deemed unsuccessful** and the parcel is returned to the sender at a charge.
- **Minor corrections** to the first or last name by the deliverer are permitted (e.g., in order to correct spelling mistakes or add details to the name); however, the recipient's identity must not be changed. The date of birth cannot be changed.
- The parcel can only be addressed and delivered to **natural persons**; the use of a Packstation or company address as the recipient address is excluded. However, it is permitted to specify a natural person at a company address.
- DHL does not accept **any responsibility and warranty** for the “Ident-Check” service meeting special legal requirements (e.g., under the German Protection of Young Persons Act (**Jugendschutzgesetz**) on the delivery of the sender's parcels.
- The sender shall pass the recipient's personal data onto DHL only **with the recipient's consent** or for legal reasons. In the event of wrongful transfer of personal data, the sender shall release DHL from claims by third parties, in particular those by the recipient.

# NAMED PERSON ONLY

## SERVICE SPECIFICATIONS

The Named Person Only service provides you with the following benefits: The parcel is delivered exclusively to the recipient in person or a specially authorized person

## REQUIREMENTS

- Only possible with **EDI data transmission**.
- **Marking** "Persönliche Übergabe" (Named person only) **on the parcel label**.

## CAN BE COMBINED WITH

- DHL Paket

## GENERAL CONDITIONS

Delivery exclusively to:

- **The recipient** – in the case of multiple specified recipients, any of these is authorized to receive the parcel on their own.
- **The authorized representatives** of an authority, legal person, company, or community.
- An individual who has been explicitly **authorized** to receive this parcel subject to the provision of evidence.

If the deliverer knows the recipient and can ensure that this is the recipient to whom the parcel is to be given in person, he/she may deliver the parcel without an ID document being presented.

DHL does not accept **any responsibility and warranty** for the Named person only service meeting all special legal requirements on the delivery of the sender's parcels.

# VISUAL CHECK OF AGE

## SERVICE SPECIFICATIONS

The Visual Check Of Age service provides you with the following benefits: The Visual check of age service offers delivery to the recipient **following a successful check of a minimum age** specified by the sender (either +16 or +18).

## REQUIREMENTS

- Only possible with **EDI data transmission**.
- **Marking on the parcel label:**  
 “Alterssichtprüfung + 16 !” (Visual check of age + 16) or  
 “Alterssichtprüfung + 18 !” (Visual check of age + 18)

## CAN BE COMBINED WITH

- DHL Paket

## GENERAL CONDITIONS

- As a rule, the deliverer should satisfy himself of the recipient's age **via an ID document** (German ID card / passport, international ID card/passport). However, if the deliverer is certain based on his personal assessment that the recipient has reached the minimum age, **he may waive the presentation of an ID document**.
- If the recipient is not met in person, the parcel may also be handed over to another individual **in the recipient's household**, provided this individual is of minimum age. However, it is not permitted to deliver the parcel to a **neighbor**.
- If the deliverer hands over the item to a **retail outlet**, the parcel must be collected from the retail outlet by the recipient himself or a specially authorized individual; the Visual check of age is carried out here too.
- A parcel with the Visual check of age service must be addressed and delivered to a **natural person**. As a rule, company addresses cannot be used as a recipient address. However, a natural person at a company address is permitted.
- DHL does not accept **any responsibility and warranty** for the Visual check of age service meeting all special legal requirements on the delivery of the sender's parcels.

# PREFERRED DAY (DELIVERY DAY)

## SERVICE SPECIFICATIONS

The Preferred Day (Delivery Day) service provides you with the following benefits: The sender can specify the delivery date in advance

## REQUIREMENTS

- Only possible with EDI data transmission.
- **Marking on the parcel label:** "Wunschtag" (Preferred Day resp. Delivery Day) plus the respective date.
- Parcel must be **posted** at DHL at least 2 and no more than 6 working days before the desired delivery date.

## CAN BE COMBINED WITH

- DHL Paket

## GENERAL CONDITIONS

- The **Preferred Day (Delivery Day)** may only be a business day (Monday through Saturday).
- In particular in **periods with much higher shipment volumes** (e.g., in the ten working days before December 24) there may be transit time delays.



# NO NEIGHBOUR DELIVERY

## SERVICE SPECIFICATIONS

The No Neighbour Delivery service provides you with the following benefits: The sender may exclude the alternative delivery to neighbors.

## REQUIREMENTS

- Only possible with EDI data transmission.
- **Marking** “Keine Nachbarschaftszustellung” (No neighbour delivery) **on the parcel label.**

## CAN BE COMBINED WITH

- DHL Paket

## GENERAL CONDITIONS

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# SIGNED FOR BY RECIPIENT

## SERVICE SPECIFICATIONS

The Signed for by Recipient service provides you with the following benefits:

- Delivery of the parcel at the recipient's address against **signature of the recipient**.
- The successful delivery and the recipient's signature will be displayed to the sender **in the DHL Track & Trace** system.

## REQUIREMENTS

- Only possible with EDI data transmission.
- **Marking on the parcel label:** "Empfängerunterschrift" (Signed for by Recipient).

## CAN BE COMBINED WITH

- DHL Paket

## GENERAL CONDITIONS

- The signature can also be made by a **substitute recipient**, e.g. by another person present on the recipient's premises or by a neighbor to whom the parcel is handed over.
- In case a **drop-off location** has been determined by the recipient the parcel will be delivered to this drop-off location without collecting the recipient's signature. In this case, the Signed for by Recipient service will not be charged.

# RETAIL OUTLET ROUTING\*

## SERVICE SPECIFICATIONS

The Retail Outlet Routing (Filial-Routing) service offers the following benefits:

- If a shipment becomes undeliverable because the recipient cannot be identified at the given address, the item will not be returned directly to the sender. Instead, it is **held ready for collection at the retail outlet that is always closest to the recipient address**.
- In order to collect the mail item, **DHL will send a notification to the email address specified** (email address of either the recipient or sender).
- The **service charge** is due **only if** the item is **undeliverable** and the service described above is used.
- After expiry of the collection period (seven working days) the item **will be returned to the sender for a return charge** (in addition to the service charge).

## REQUIREMENTS

- Only possible with EDI data transmission.
- Filial-Routing (retail outlet routing) text on the parcel label.

## CAN BE COMBINED WITH

- DHL Paket
- DHL Kleinpaket

## GENERAL CONDITIONS

- The sender agrees that the email notification of the recipient about the collection at the retail outlet may include personal data for the shipment identification (name and address of the recipient).
- The sender warrants that he is legally entitled (e.g. by consent) to provide DHL with the e-mail address of his customers (as recipients) for the purpose of informing the recipient (in particular for notification of collection).
- In the event that such personal data is passed on by the sender in breach of any contractual or legal duty, the sender shall indemnify DHL against all claims by third parties, in particular by the respective recipient.
- Since the communication of the 'Retail Outlet Routing information' is based upon explicit instructions of the sender, the **risk of liability** for possible misdeliveries or criminal abuse lies **with the sender**.

\* also called "Parcel Outlet Routing"

# PARCEL RECALL

## SERVICE SPECIFICATIONS

The Parcel Recall service provides you with the following benefits:

- The sender can even prevent delivery of an item that has already been handed over to DHL.
- The parcel is instead returned to the sender's address on the parcel label.

## REQUIREMENTS

- The parcel can only be recalled if it has not yet been loaded onto the delivery vehicle.

## CAN BE COMBINED WITH

- DHL Paket
- DHL Paket Production-Based Billing
- DHL Kleinpaket (from 01.03.25)

## GENERAL CONDITIONS

- DHL will make every reasonable effort to prevent transportation. However, DHL is unable to exclude the continued transportation and subsequent delivery in isolated instances.
- The service will only **be charged if the parcel has been recalled successfully**; in this case the return fee becomes payable.

# GOGREEN PLUS

## SERVICE SPECIFICATIONS

GoGreen Plus offers the following services:

- Reduction of shipping-related CO<sub>2</sub>e emissions with Deutsche Post and DHL through investment in additional CO<sub>2</sub>e reduction measures in the Deutsche Post and DHL logistics network in Germany (insetting, e.g. through the use of e-vehicles or CO<sub>2</sub>e-reduced fuels). The individual greenhouse gas emissions of the sender's shipments are reduced, however, the reduction measures do not have to be implemented directly in the transportation and/or delivery of the sender's shipments. The carbon accounting for the reduced CO<sub>2</sub>e emissions is handled using the book-and-claim method.
- Accounting recognition of the **reduction in CO<sub>2</sub>e emissions** against the sender's shipping emissions.
- **Calculation of CO<sub>2</sub>e shipping emissions** based on internationally recognized standards (e.g. Green House Gas Protocol, EU standards, GLEC standard), which is verified by an external auditor (see also under "CO<sub>2</sub>e Report").
- Verification of the insetting measures and underlying processes by an **external auditor**.
- Provision of an **annual certificate** for the customer-related CO<sub>2</sub>e emissions in the previous year detailing the reduction effect through GoGreen Plus.
- In the event of a **return** (e.g. due to refusal of acceptance; undeliverability) automatic booking of the GoGreen Plus service for the return, i.e. reduction of the emissions and billing of the GoGreen Plus service fee.

## REQUIREMENTS

- Contractual and systemic activation for **GoGreen Plus**
- Only possible with EDI data transmission
- Sender compliance with the GoGreen Plus service **guidelines** issued by DHL regarding the use of the certificate and the advertising materials provided (logo, photos and texts)

## CAN BE COMBINED WITH

- DHL Paket
- DHL Retoure (excluded: DHL Retoure as a provided label)
- DHL Kleinpaket

## GENERAL CONDITIONS

- -

# GOGREEN

## SERVICE SPECIFICATIONS

The GoGreen service provides you with the following benefits:

- Calculation of the transport-generated **CO<sub>2</sub> emissions** in accordance with the specifications of ISO 14064 and their **balance against external projects** and internal measures. The **audit and certification** of the entire process by an external certification body is guaranteed.
- Production of an **annual certificate** on the customer-related CO<sub>2</sub> emissions of the previous year, which may be used by the sender for advertising purposes.

## REQUIREMENTS

- Marking “GoGreen” on the shipment label.

## CAN BE COMBINED WITH

- DHL Paket
- DHL Retoure
- DHL Paketmarke
- DHL Paket Production-Based Billing
- DHL Kleinpaket

## GENERAL CONDITIONS

- The **guidelines and advertising materials** (logos, photos, and texts) to be taken into account for the certificate are provided by DHL and must be complied with.

# INDIVIDUAL COLLECTION ORDER WITH/WITHOUT LABEL PRINTING

## SERVICE SPECIFICATIONS

The Individual Collection Order with/without label printing provides you with the following services:

- **Germany-wide pick-up** of parcels and returns at any address.
- Pick-up can be ordered with or without label printing (in the case of pick-up with label, the deliverer will bring the prepared label).
- Pick-up date can be specified up to 14 days in advance.
- Online order can be placed up to 10:00 p.m. for a pick-up on the next business day.
- The parcel will be picked up as part of the delivery, usually between 8:00 a.m. and 6:00 p.m.
- **Online order can be placed** via the Post & DHL Business Customer Portal, via EDI, or via the Customer Service team (telephone, email).
- If an order is taken by the Customer Service team over the phone or by e-mail, a surcharge becomes payable for each parcel/order number.

## REQUIREMENTS

- Creation of a **billing number** for the order of an individual pick-up based on which the sender can then order a pick-up either with or without a label.
- You need access to the Post & DHL **Business Customer Portal** to be able to order a pick-up online.

## CAN BE COMBINED WITH

- DHL Retoure
- DHL Paketmarke national
- DHL Paket Production-Based Billing

## GENERAL CONDITIONS

- **Pick-up from the agreed address only** (central incoming mail, gate, reception, etc.); no office/room pick-up.

# NATIONAL ADDITIONAL FEES



# RETURN FEE

## SERVICE SPECIFICATIONS

The Return Fee is calculated in the event of **non-deliverability of the DHL parcel or DHL Kleinpaket**, provided that the non-deliverability is not attributable to DHL.

### Shipments are non-deliverable if:

- Acceptance is refused by the recipient or an authorized person.
- The collection period of 7 working days in the Packstation or retail outlet has elapsed to no avail.
- No person authorized to receive mail could be found: as defined in Item 4, subsections 2 and 3, of the General Terms and Conditions for Domestic Parcels and Express Items (AGB PAKET/EXPRESS NATIONAL)
- The recipient could not be determined.
- The recipient has relocated.
- The shipment does not comply with the respective GT&C.

In addition to that, in case of parcels if:

- Data for verifying the ID is missing.
- The ID check is negative.
- The age check is negative.
- The parcel is obviously badly damaged.
- Sender's instructions are in place that cannot be fulfilled by DHL,
- Shipment returned due to court-issued mail interception order against the recipient.

### Refusal to accept delivery also includes

- Prevention of delivery via an existing mail receptacle (e.g., house mailbox or parcel box glued shut/request not to put mail through).
- Refusal to pay the additional charge.
- In addition to that, in case of parcels:
- Refusal to pay the cash-on-delivery amount.
- Refusal to hand in the confirmation of receipt.

## REQUIREMENTS

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## APPLIED TO

- DHL Paket
- DHL Paketmarke
- DHL Paket Production-Based Billing
- DHL Kleinpaket

## GENERAL CONDITIONS

- The **charges are billed** on the agreed dates together with the billing of all other services.
- The **return fee** also applies to shipments sent with sender's instruction "Retail Outlet Routing" in all cases in which the shipment is returned.
- The **return shipment** DHL Paket and DHL Kleinpaket takes place to the **sender**, or a different consignor specified by the sender in accordance with the notifications of shipments via electronic data exchange. DHL Paket production-based billing and DHL Paketmarke national are returned to the sender according to the label.

# ROUTING CODE

## SERVICE SPECIFICATIONS

The Routing Code describes the destination of the parcel in the form of a barcode

- DHL is entitled to charge a **coding fee** if the **postal routing code/international routing code is faulty or illegible** so that corresponding items need to be processed in our letter and parcel centres.
- This is the case, for example, with incorrect or invalid addresses but also with barcodes that are not printed on the item's largest area.
- The barcodes on the label must be posted always on the largest side of the parcel, even if the parcel dimensions are smaller than the label posted on the parcel.

## REQUIREMENTS

- Handover of the parcels with full and correct routing code.
- The **specifications** for correct shipment identification in accordance with the Technical Specifications for Programmers must be observed.
- **Imprint of a clear postal routing code/international routing code** for an address (a particular code may be assigned to one recipient's address only).

## APPLIED TO

- DHL Paket
- DHL Paket Production-Based Billing
- DHL Retoure (excluded: DHL as a provided label)
- DHL Kleinpaket

## GENERAL CONDITIONS

- **The barcode generated** including its plain text information is transferred to the company's own customer file (list of recipients) where it is stored for the purpose of shipping additional parcels.
- It is not permitted **to transfer and use** data other than that provided by DHL (e.g., from road or city directories).
- The data provided may be **passed on** to third parties exclusively for the purpose of shipping the sender's parcels under the same conditions and subject to the same restrictions as the sender (no forwarding to third parties; no use for personal purposes).
- Use of the **respective latest version** of the postal routing data only from the cut-off date specified.
- Barcodes must be printed in "B" quality as a minimum in accordance with DIN EN 1635.

# LORRY TOLL AND CO<sub>2</sub> SURCHARGE

## SERVICE SPECIFICATIONS

In addition to the parcel price for the products mentioned here **a surcharge will be charged due to state levies with direct relation to our transport service.** This concerns in particular the fee for the use of federal highways with heavy commercial vehicles in Germany (LKW Mautzuschlag) and the additional costs resulting from the federal government's CO<sub>2</sub> pricing.

## REQUIREMENTS

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## APPLIED TO

- DHL Paket
- DHL Retoure
- DHL Retoure Online
- DHL Paket Production-Based Billing

## GENERAL CONDITIONS

- **The billing takes place** at the agreed due dates together with the billing of the other products and services.

# ENERGY SURCHARGE

## SERVICE SPECIFICATIONS

In addition to the parcel price for the products mentioned here **a percentage surcharge will apply based on current energy price developments.** All information concerning amount, calculation and effect of this surcharge can be found here: **[dhl.de/energiezuschlag](https://www.dhl.de/energiezuschlag)**.

## REQUIREMENTS

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## APPLIED TO

- DHL Paket
- DHL Retoure
- DHL Retoure with Pick-up and Label
- DHL Retoure Online
- DHL Paket Production-Based Billing
- DHL Kleinpaket

## GENERAL CONDITIONS

- **The billing takes place** at the agreed due dates together with the billing of the other products and services.

# PEAK SURCHARGE

## SERVICE SPECIFICATIONS

In addition to the parcel price for the products mentioned here a **surcharge will apply for each shipment (package) in the months of November and December**. The surcharge ensures necessary investments to build additional capacity in DHL's infrastructure, so DHL is a reliable partner also in peak times.

## REQUIREMENTS

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## APPLIED TO

- DHL Paket
- DHL Retoure
- DHL Retoure with Pick-up and Label
- DHL Retoure Online
- DHL Paket Production-Based Billing
- DHL Kleinpaket

## GENERAL CONDITIONS

- **The billing takes place** at the agreed due dates together with the billing of the other products and services.

# PEAK-IN-PEAK SURCHARGE

## SERVICE SPECIFICATIONS

- In addition to the parcel price for the products mentioned here a **surcharge will apply for each shipment (package) during peak times in the months of November and December** to ensure necessary measures for processing of the disproportionately increasing shipment volumes.
- This surcharge will be applied independently of any additional surcharges (especially the peak surcharge).
- The exact period **will be determined by DHL each year by July 1st** and can be viewed at [dhl.de/surcharges](https://www.dhl.de/surcharges).
- Determining the surcharge billing is the **first entry in the DHL track & trace system**, which is usually the initial scan at the first parcel center during the peak times.

## REQUIREMENTS

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## APPLIED TO

- DHL Paket
- DHL Retoure
- DHL Retoure with Pick-up and Label
- DHL Retoure Online
- DHL Paket Production-Based Billing
- DHL Kleinpaket

## GENERAL CONDITIONS

- **The billing takes place** at the agreed due dates together with the billing of the other products and services.

# LUMP-SUM FOR ORDERING SHIPPING MATERIALS

## SERVICE SPECIFICATIONS

The **shipping materials are used as address label or shipment identification**. An overview of shipping material is available in the “Shipping Material” function of the Post & DHL Business Customer Portal.

- Materials that can be ordered depend on your contractual agreement.
- The volumes that can be ordered depend on your shipping volumes.

## REQUIREMENTS

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## APPLIED TO

- The shipping materials are available for all products/services that require specific labeling.

## GENERAL CONDITIONS

- **Online orders** can be placed **free of charge** via the Post & DHL Business Customer Portal.
- **All other order channels** (only via e-mail) incur a **flat fee** per order process.

# **INTERNATIONAL PRODUCTS/BILLING VARIANTS**



# DHL PAKET INTERNATIONAL

## SERVICE SPECIFICATIONS

- DHL Paket International offers worldwide B2C and B2B international shipping **to over 220 countries and territories** including:
- Transport insurance against loss and damage up to EUR 500 per parcel
- **Shipment tracking** in many countries
- **Customs clearance** for shipment to non-EU countries
- Plus shorter and regular transit times that can be calculated with DHL Paket International PREMIUM
- To certain European countries the delivery mode **Closest Drop Point (CDP)** can be selected in order for parcels to be delivered e.g. to a parcel shop, parcel locker, or a similar drop off possibility near the specified address of the addressee. In exceptional cases the delivery would still be performed at the doorstep address. Further information can be found in the information material „DHL Paket International – Informationen zu Destinationen & Zielregionen“.

## REQUIREMENTS

- Only possible with EDI data transmission.
- Parcels weighing over 10 to 20 kg and over 20 kg must be identified with a specific marking specified by DHL (integrated on the label or on a sticker provided by DHL), clearly visible on the label side.
- In order to select the **delivery mode Closest Drop Point** it is **mandatory** to transmit the contact information of the addressee (email and/or mobile number). In case of missing contact information an **additional charge per affected shipment** will be charged. The amount per shipment depends on the destination and is available in the information material on destinations and regions.

## DIMENSIONS/WEIGHT

<b>Minimum dimensions</b>	Length: 15 cm Width: 11 cm Height: 1 cm
<b>Maximum dimensions*</b>	Length: 120 cm Width: 60 cm Height: 60 cm
<b>Maximum weight*</b>	30 kg

\*Depending on the destination country and the delivery mode of a shipment the maximum measurements and the maximum weight could differ.

## GENERAL CONDITIONS

- When **shipping to third countries** (non-EU countries) **separate customs fees are payable** (fees depend on the goods, goods value, etc.).
- **See country-specific features** in the „DHL Paket International – Destination information“ (formerly: „country information“ / „Länderinformationen“) (e.g., weight restrictions, prohibited content). To be found at [geschaeftskunden.dhl.de](https://www.geschaeftskunden.dhl.de) in Section “Help & Information
- For the shipment of mattresses, special shipping guidelines must be observed. Please see ‘fact sheet shipment contents’ at [DHL Packaging tips for shipping your parcels | DHL Business Customers](#)

# WARENPOST INTERNATIONAL / PREMIUM

## SERVICE SPECIFICATIONS

The product Warenpost International / Premium – Merchandise shipment provides you with the following services:

- Shipping to over 220 countries and territories
- **Warenpost International:** inexpressive shipping option without tracking and liability
- **Warenpost International Premium:** shipping option with tracking and liability for numerous countries (acc. [dhl.de/warenpostinternational](https://www.dhl.de/warenpostinternational))
- The **confirmation of the acceptance of the Warenpost International Premium shipments** by Deutsche Post AG takes place electronically after checking and recording in our letter / processing center. This confirmation is decisive as proof of acceptance of the shipments, unless this is undisputed for other reasons, e.g. due to other documentation.
- With at least 5.000 items per year collection inclusive.
- **Customs clearance** for shipment to non-EU countries
- Use of the **Post & DHL customer portal:** central online access for handling the entire shipping process including shipping logistics software, Track & Trace and billing information.
- **Option** to combine with the services **GoGreen**

## REQUIREMENTS

- Only possible with EDI data transmission.
- German sender address is mandatory.
- For shipments smaller than 15x10 cm the use of the 7x10 cm **label format** is mandatory.
- Warenpost International / Premium shipments have to be **separately consigned (from letter post and parcels)**.
- Shipments higher than 3 cm have to be separately consigned from other Warenpost International / Premium.
- Consignments of **more than 500** Warenpost International / Premium - Merchandise shipments per day **must be notified in advance**.
- Warenpost International / Premium may include goods and merchandise; **addressed written correspondence (e.g. letters) are excluded** unless they refer to the content of the mail item.
- Items may be posted (submitted) in sealed condition and opened by the post office for inspection purposes.
- The dispatch of dangerous goods is excluded.

## DIMENSIONS/WEIGHT

<b>Standard dimensions:</b> (length x width x height):	Min. 14 x 9 x 0,1 cm
	Max. 35,3 x 25 x 10 cm
<b>Maximum weight:</b>	1.000 g

## GENERAL CONDITIONS

- When shipping to third countries (non-EU countries) beside the sender and recipient data transmission of complete electronic customs data is mandatory.
- In addition, **separate charges, e.g. customs clearance fees, customs duties and taxes may apply** in the country of destination (charges depend on goods and value of goods, etc.).
- Information on country-specific features see [dhl.de/warenpostinternational](https://www.dhl.de/warenpostinternational)
- The dispatch of (permitted) dangerous goods by Warenpost International / Premium - Merchandise shipments requires a minimum annual quantity of 48,000 items containing such goods.

# DHL EUROPAKET

## SERVICE SPECIFICATIONS

The DHL Europaket provides you with the following services:

- **Europe-wide Business-to-Business parcel shipping** i.e. recipients may only be entrepreneurs within the meaning of § 14 BGB and not consumers within the meaning of § 13 BGB.
- Individual parcel shipping with identical standards to the 32 most important countries in Europe
- Free shipment pick-up at the customer possible
- Second delivery attempt included
- Liability in accordance with CMR per parcel
- Transport insurance against loss and damage up to EUR 500 per parcel
- Online shipment tracking
- Doorstep delivery

## REQUIREMENTS

- **Restricted** to B2B shipping (no delivery possible to postal box addresses or private addresses).
- **Only possible with EDI data transmission.** DHL reserves the right, **in the event of missing, incomplete or untimely submission of the required EDI shipment data**, to either return the shipment to the sender at its expense or to continue the transportation of the shipment upon reimbursement of the costs incurred for EDI data completion by DHL.
- Use of a **common label** including license plate and routing code.

## DIMENSIONS/WEIGHT

<b>Minimum dimensions</b>	Length: 15 cm Width: 11 cm Height: 1 cm
<b>Maximum dimensions</b>	Length: 120 cm Width: 60 cm Height: 60 cm
<b>Maximum weight</b>	31.5 kg

## GENERAL CONDITIONS

- When **shipping to third countries** (non-EU countries) **separate customs fees are payable** (fees depend on the franking, goods, goods value, etc.).
- Daily shipments to Romania with goods subject to registration must be below the limits of 10,000 lei (about 2,000 euros) goods value and below the weight of 500 kg per recipient.
- The sender shall also provide a complete domestic address (in Germany) in the EDI/PAN data and on the parcel for the case of return transportation after undeliverability.

# DHL RETOURE INTERNATIONAL

## SERVICE SPECIFICATIONS

DHL Retoure International allows the return of parcels from various European countries:

- **Return transport of parcels from abroad** on behalf of the original sender in Germany
- Using a return label prepared by DHL online
- **Posting** of return shipments **in retail outlet** of the international cooperation partners
- Billing by DHL on the basis of production data

## REQUIREMENTS

### Requirements for DHL Retoure International

- Use of the **online platform** operated by DHL (no self-programming possible), via which the return labels are downloaded and printed out.
- **Provision of the return label** via the DHL online platform to the party posting the parcel abroad (the customer of the sender, original recipient).
- Pre-defined recipient information on the return label for transport to Germany.

### Requirements for DHL Retoure International from third countries

- The parcel is a **“genuine” return**, i.e.,
  1. Acceptance of the parcel shipped by the Germany-based sender by the recipient residing in a third country and request for return of the goods included therein (in full or in part).
  2. Shipping to a third country due to a mail order transaction that the recipient (the buyer) has entered into with the sender (the seller).
- The recipient is not a “trading customer” (reseller).
- Each return parcel must include **at least one copy of the original commercial invoice** or a return document as proof that it is a returned good (placed in the shipping pouch on the outside of the parcel together with the return label), the **Economic Operators Registration and Identification (EORI) number** of the return consignee and a fully and correctly completed customs declaration (CN 23).
- These returned goods thus **do not constitute an import into Germany** (subject to compliance with the requirements); i.e., no import into the EU customs area.
- **No reimbursement** of any **taxes and duties paid by DHL** (for the original transportation to third countries).

## DIMENSIONS/WEIGHT

<b>Maximum dimensions</b>	Length: 120 cm Width: 60 cm Height: 60 cm (depending on the country)
<b>Maximum weight</b>	31.5 kg (depending on the country)

## GENERAL CONDITIONS

- This **cannot currently be combined with services** (even if services were used for the original transport of the parcel to the destination abroad).
- DHL Retoure International is governed by the General Terms and Conditions for International Parcels (AGB PAKET INTERNATIONAL).
- The sender, the shipment of returns was agreed with, is obliged to take back return shipments from a third party consigned.

## COUNTRY-DEPENDENT DIMENSIONS

Country	Minimum Dimensions (in cm)	Maximum Dimensions	Maximum Weight (in kg)
Austria	15 x 11 x 1	100 x 60 x 60	31,5
Belgium	15 x 11 x 1	120 x 60 x 60	30,0
Bulgaria	15 x 11 x 1	120 x 60 x 60	31,5
Croatia	15 x 11 x 1	120 x 60 x 60	30,0
Cyprus	9 x 14	120 x 60 x 60	31,5
Czech Republic	21,5 x 15,5	120 x 60 x 60	30,0
Denmark	15 x 11 x 1	100 x 50 x 50	20,0
Estonia	15 x 11 x 1	105 x 60 x 60	31,5
Finland	15 x 11 x 1	120 x 60 x 60	31,5
France	15 x 11 x 1	120 x 60 x 60	30,0
Greece	15 x 11 x 1	100 x 50 x 50	30,0
Ireland	15 x 11 x 1	120 x 60 x 60	20,0
Italy	15 x 11 x 1	120 x 60 x 60	31,5
Latvia	15 x 11 x 1	100 x 50 x 50	30,0
Lithuania	15 x 11 x 1	120 x 60 x 60	30,0
Luxembourg	15 x 11 x 1	120 x 60 x 60	31,5
Malta	15 x 11 x 1	120 x 60 x 60	30,0
Netherlands	15 x 11 x 1	120 x 60 x 60	30,0
Norway (from 01.02.25)	15 x 11 x 1	120 x 60 x 60	30,0
Poland	15 x 11 x 1	120 x 60 x 60	31,5
Portugal	15 x 11 x 1	120 x 60 x 60	30,0
Romania	15 x 11 x 1	105 x 60 x 60	20,0
Hungary	15 x 11 x 1	100 x 50 x 50	20,0
Slovakia	20 x 15	120 x 60 x 60	30,0
Slovenia	15 x 11 x 1	120 x 60 x 60	30,0
Spain	15 x 11 x 1	120 x 60 x 60	30,0
Sweden	15 x 11 x 3,5	120 x 50 x 50	20,0
Switzerland	15 x 11 x 1	120 x 60 x 60	30,0
United Kingdom	15 x 11 x 1	120 x 60 x 60	30,0

# DHL PAKETMARKE INTERNATIONAL

## SERVICE SPECIFICATIONS

The Paketmarke International provides you with the following services:

- **Fast shipping preparation** for DHL Paket International parcels to defined countries of destination within the European Union.
- **Advance payment.**
- **Inclusive insurance** against loss or damage up to EUR 500 per parcel.

## REQUIREMENTS

- Parcels weighing over 10 to 20 kg and over 20 kg must be identified with a specific marking specified by DHL clearly visible on the label side.

## DIMENSIONS/WEIGHT

- As for DHL Paket International

## GENERAL CONDITIONS

- Possible for the destination countries specified on the Paketmarke stamp.
- No reimbursement of the purchase price if the stamps are returned.
- **Prohibited sale of Paketmarke stamps** to third parties and/or their use by third parties.

# INTERNATIONAL SERVICES

# CASH ON DELIVERY

## SERVICE SPECIFICATIONS

The Cash on delivery service provides you with the following services:

- Parcel only delivered upon payment of the specified COD amount
- Payment of the amount by the recipient of the parcel
- Payment in the currency of the country of destination (or in the form of other secure means of payment)

## REQUIREMENTS

- **Special labeling** of the parcel.
- **Individual parcel shipping only:** no shipping of collective shipments possible.

## CAN BE COMBINED WITH

- DHL Paket International

## GENERAL CONDITIONS

- Can be shipped to selected countries (see „DHL Paket International – Destination information“ (formerly: „country information“ / „Länderinformationen“)).
- **Maximum amount** depending on destination country, see „DHL Paket International – Destination information“ (formerly: „country information“ / „Länderinformationen“).
- **As a rule, payment of a return charge** for the return transportation of the COD amount (depending on destination country).
- COD amount **credited** to the sender's **German bank account**.

# BULKY GOODS

## SERVICE SPECIFICATIONS

Parcels that **deviate the standard dimensions** and/or parcels that require special operational handling due to their physical proportions:

- **Deviated** permissible standard dimensions: max. length 200 cm and max. girth & length combined of 360 cm (country specific)
- **Cylindrical parcels that weigh more than 5 kg** or exceed the maximum length of 120 cm or maximum diameter of 15 cm
- **Special packaging features** (e.g. shipments with loose/loosely lacing and strapping)
- Parcels **beyond** the defined **maximum dimensions** and the maximum weight of 31.5 kg are **returned to the sender at a charge**.
- DHL shall charge the agreed bulky goods surcharge for posted bulky goods that have not been announced or labeled as such.
- **Labeling** by imprinting **“SPERRGUT/ENCOMBRANT”** on the parcel label (see “general conditions”)
- Use of the defined **product code** in the routing code.

For more details on bulky goods please refer to the information sheet “Sperrgut: Lösungen auch für nicht-maschinenfähige Sendungen” (“Bulky Goods: solutions for non workable items in automatic handling systems”)

For deviation see special features in the „Destination information“ (formerly: „country information“).

## REQUIREMENTS

- The provision for the collection of shipments with the service bulky goods service is only permitted **in roll containers** (RBeh)
  - If DPDHL can not provide sufficient RBeh for the announced delivery quantity, the delivery with Euro pallets (secured and pallet-flush) is permitted.
  - The delivery of large quantities of loosely loaded shipments with the service bulky goods in trucks or swap bodies (WAB) is only possible after granting of a special permit. In the case of loosely loaded shipments, shipments with the bulky goods service must be loaded on the front or rear side.
- For a total daily delivery of items of
  - **up to six shipments with the service bulky goods**, it is possible to load these shipments with machine-capable items into one rack;
  - **from seven shipments with the service bulky goods**, loading in a separate and accordingly marked RBeh service “Bulky goods” is required.
- RBeh which contain as content only shipments with the service bulky goods are to be loaded to the **rear side** in the truck/WAB. Alternatively, the frontal loading in the truck or swap body bridge is permitted.

## CAN BE COMBINED WITH

- DHL Paket International
- DHL Europaket (from 01.02.2025)

## GENERAL CONDITIONS

- The service **bulky goods “SPERRGUT/ENCOMBRANT”** must in accordance with the specifications of the conditions of dispatch **be announced with EDI data transmission (PAN) for parcels and named on the label**. In the case of self-generated labels, the service must be stated on the label.
- Exclusion of e.g.:
  - **unpacked or incompletely packed items** (tires, garbage cans, rain drums, hoses, etc.)
  - **non-stackable shipments** and non-dimensionally stable packaging and objects, which according to their external conditions are considered not to be safely and stable packed (car spoilers and bumpers, buckets, unpacked bags, items with protruding parts or parts stuck out, etc.)
  - **certain foils and shrink foils as outer packaging** (because of liability of the address label, legibility of the addresses and barcodes if under the foil) – for more details see information sheet “packaging tips for plastic pouches”.
- Items that are assembled from several individual parts must be stable in their own right as well as cuboid or cylindrical.
- Outer packaging and inner packaging must be so stable that it is **not possible to pierce the contents**.
- No risk of injury to employees or risk of damage to third-party shipments or operating materials (roll container / swap body / delivery vehicle) from the outer packaging.
- For the shipment of mattresses, special shipping guidelines must be observed. Please see ‘fact sheet shipment contents’ at **DHL Packaging tips for shipping your parcels | DHL Business Customers**



# ADDITIONAL INSURANCE

## SERVICE SPECIFICATIONS

The Additional Insurance service provides you with the following benefits:

- Safeguarding the goods value in the event of transport damage
- Insurance cover for the goods against loss and damage per parcel in the interest of the sender up to:
  - **EUR 2,500** (Additional insurance A) or
  - **EUR 25,000** (Additional insurance B)
- For reasons of security, the parcels or items with national transport insurance are transported in the “hidden run”, i.e., they are transported in the normal parcel and shipping flow in a manner not obvious to third parties.

## REQUIREMENTS

- Shipment-related **selection** of Additional insurance A or Additional insurance B.

## CAN BE COMBINED WITH

- DHL Paket International
- DHL Europaket

## GENERAL CONDITIONS

- DHL Paket International parcels with Additional insurance B up to EUR 25,000 must be posted exclusively in the Deutsche Post retail outlets. Pick-up is only possible for DHL EUROPAKET..
- For more **details** please refer to current version of the Conditions DHL Paket / DHL Express TI Service (Conditions for Paket / Express TI Service) at [dhl.de/vertragsanlagen\\_en](http://dhl.de/vertragsanlagen_en).
- **Observation of the value regulation** “Zulässige Inhalte im nationalen und internationalen Paketversand sowie für die Expressbeförderung” (“Permissible contents for domestic and international parcel shipments and for domestic Express shipments”).
- **Observation of the special features** in the „DHL Paket International – Destination information“ (formerly: „country information“ / „Länderinformationen“) Country information”.

# GOGREEN

## SERVICE SPECIFICATIONS

The GoGreen service provides you with the following benefits:

- Calculation of the transport-generated CO<sub>2</sub> emissions in accordance with the specifications of ISO 14064 and their balance against external projects and internal measures.
- The audit and certification of the entire process by an external certification body is guaranteed
- Production of an annual certificate on the customer-related CO<sub>2</sub> emissions of the previous year, which may be used by the sender for advertising purposes

## REQUIREMENTS

- Marking “GoGreen” on the shipmentlabel.

## CAN BE COMBINED WITH

- DHL Paket International
- Warenpost International / Premium
- DHL Europaket

## GENERAL CONDITIONS

- The **guidelines and advertising materials** (logos, photos, and texts) to be taken into account for the certificate are provided by DHL and must be complied with.

# INDIVIDUAL COLLECTION ORDER WITHOUT LABEL PRINTING

## SERVICE SPECIFICATIONS

The Individual collection order without label printing provides you with the following services:

- **Germany-wide pick-up** of parcels and returns at any address Pick-up can be ordered without label printing.
- Pick-up date can be specified up to 14 days in advance
- Online order can be placed up to 10:00 p.m. for a pick-up on the next business day.
- The parcel will be picked up as part of the delivery, usually between 8:00 a.m. and 6:00 p.m.
- **Online order can be placed** via the Post & DHL Business Customer Portal, via EDI, or via the Customer Service team (telephone, e-mail)
- If an order is taken by the Customer Service team over the phone, or by e-mail, a surcharge becomes payable for each parcel/order number.

## REQUIREMENTS

- Creation of a **billing number** for the order of an individual pick-up based on which the sender can then order a pick-up without a label.
- You need access to the **Post & DHL Business Customer Portal** to be able to order a pick-up online.

## CAN BE COMBINED WITH

- DHL Paketmarke International

## GENERAL CONDITIONS

- **Pick-up from the agreed address only** (central incoming mail, gate, reception, etc.); no office/room pick-up.

# SERVICES FOR NON-DELIVERY: RETURN TO SENDER

## SERVICE SPECIFICATIONS

This services for non-delivery: Return To Sender allows the sender to decide as to how we should proceed if the parcel is undeliverable:

- **Return to sender** (whether the parcel is returned by air or overland is decided by the respective postal company).
- Sender **abandons** parcel (abandonment of ownership): destruction or sale of the parcel.

## REQUIREMENTS

- **Detailed specification** of the sender's instructions on the parcel label.

## CAN BE COMBINED WITH

- DHL Paket International

## GENERAL CONDITIONS

- Other or multiple sender's instructions are not permitted.
- **Destination country-dependent calculation of the return charge** (see „DHL Paket International – Destination information“ (formerly: „country information“ / „Länderinformationen“)).

# PROOF OF DELIVERY

## SERVICE SPECIFICATIONS

The Proof Of Delivery service offers:

- Confirmation of receipt in the form of an electronically saved list of delivery with the recipient's signature.
- Can be called up under Track & Trace.
- Printout can be sent by DHL.
- **Printout of the signature** or use of the recipient's stamp
- Delivery time, shipment number, recipient name, and Signature.

## REQUIREMENTS

- Can be requested 24 hours after delivery at the earliest.

## CAN BE COMBINED WITH

- DHL Europaket

## GENERAL CONDITIONS

- –

# THIRD DELIVERY ATTEMPT (OR RETURN)

## SERVICE SPECIFICATIONS

**Chargeable third delivery attempt** following an unsuccessful second delivery attempt can be agreed.

- Storage of the parcel at the depot for a maximum of 7 calendar days
- **Notification of the sender by the DHL Customer Service Team** in order to arrange for a third delivery attempt or the chargeable return of the parcel

## CAN BE COMBINED WITH

- DHL Europaket

## GENERAL CONDITIONS

- –

## REQUIREMENTS

- –

# FORWARDING

## SERVICE SPECIFICATIONS

Sender can **request delivery to an alternative recipient address** (following consultation with the Customer Services team in Germany) if a parcel is undeliverable:

- New contact made with the sender by the Customer Services team after the second failed delivery attempt.
- If there are no sender's instructions following the expiry of the storage period (max. 7 working days) for undeliverable goods: chargeable return of the parcel to the sender.

## REQUIREMENTS

- –

## CAN BE COMBINED WITH

- DHL Europaket

## GENERAL CONDITIONS

- –

# POSTAL DELIVERED DUTY PAID

## SERVICE SPECIFICATIONS

- With Postal Delivered Duty Paid (Postal DDP), the **recipient** receives the shipment in the destination country **without separate payment of import duties**: these (customs duties, import sales tax and fees) are paid in advance by Deutsche Post AG and **subsequently settled with the sender afterwards**.
- Can be shipped to selected countries (see „DHL Paket International – Destination information“ (formerly: „country information“ / „Länderinformationen“).

## REQUIREMENTS

- Proof of **sufficient creditworthiness of the sender**.
- The sender ensures in advance that the recipient **agrees to the payment of import duties** by the sender.
- The usual requirements for postal customs clearance must be fulfilled, **see “Customs clearance”**.
- The sender marks the shipment on individual shipment level when registering the shipment in the EDI data record **as a “Postal DDP shipment”**. The **specifications for correct shipment identification** according to the specifications for self-programmers must be observed.

## CAN BE COMBINED WITH

- DHL Paket International

## GENERAL CONDITIONS

- The respective **import regulations and customs import restrictions of the destination countries** must be taken into account; shipments subject to excise duties are excluded.
- Even if the sender takes over the payment of the import duties, the customs clearance is always made on the recipient. The recipient has the right to request the tax assessment notice from the delivering postal company or the responsible customs authority.
- The **service fee for Postal DDP is invoiced together** with the invoice for the other services; the **import duties** (customs duties, import sales tax and fees) are settled in a separate billing.
- If **Postal DDP customs clearance cannot be carried out** due to customs regulations in the country of destination, **the recipient must pay the import duties upon delivery of the shipment**. In this case, the import duties will not be invoiced to the sender. The service fee for Postal DDP must still be paid by the sender in these cases, provided Deutsche Post AG is not responsible for the impracticability of Postal DDP customs clearance.



# CUSTOMS CLEARANCE

## SERVICE SPECIFICATIONS

**DHL ensures the necessary treatment by customs in the destination country** as customs duties are payable in accordance with the VAT legislation when sending DHL Paket International and DHL Europaket parcels to non-EU countries, EU special territories, and third countries, and customs documents are required accordingly.

## REQUIREMENTS

### DHL Paket International:

- Parcel customs declaration, and commercial invoice in double enclosed with every parcel.
- The commercial invoice:
  - is used to legitimize the correct export procedure in the exporting country and as a legally binding customs document for the import of goods.
  - forms the basis for customs clearance and is used for calculating the import duties.
- Need for an **electronic export declaration** via the IAA Plus customs online tool or as an ATLAS subscriber with the export customs office in accordance with the goods value.
- All **necessary customs documents enclosed with each individual parcel** (consolidated customs clearance not possible in terms of operations) as well as complete customs data sets.

### Warenpost International / Premium:

- **Customs declaration CN22** on the outside of the shipment.
- The **commercial invoice** must be enclosed with every shipment. The invoice
  - is used to legitimize the correct export procedure in the exporting country and as a legally binding customs document for the import of goods.
  - forms the basis for customs clearance and is used for calculating the import duties.
- Transmission of complete electronic customs data is mandatory

### DHL Europaket:

- At least one commercial invoice in triplicate enclosed with every parcel:
  - To legitimize the correct export procedure in the exporting country and as a legally binding customs document for the import of goods
  - As a basis for customs clearance and for calculating the import duties
- Need for an **electronic export declaration** via the IAA Plus customs online tool or as an ATLAS subscriber with the export customs office in accordance with the goods value.
- **Management of the billing** of freight costs, import duties, import turnover tax, and customs clearance costs **by specifying the relevant postage type.**

## CAN BE COMBINED WITH

- DHL Paket International
- Warenpost International / Premium
- DHL Europaket

## GENERAL CONDITIONS

- Consideration of the relevant customs requirements and import restrictions of the destination countries.

# **INTERNATIONAL ADDITIONAL FEES**

# RETURN IF NON DELIVERABLE

## SERVICE SPECIFICATIONS

- Return to Sender after end of storage period of all shipments if the parcel is non deliverable to the receiver.

## REQUIREMENTS

- –

## APPLIED TO

- DHL Paket International
- Warenpost International / Premium
- DHL Europaket

## GENERAL CONDITIONS

- DHL Paket International: return fee depending on country of destination
- Warenpost International / Premium: return fee independent of country of destination
- DHL Europaket: return fee independent of country of destination

# ROUTING CODE

## SERVICE SPECIFICATIONS

Routing code describes the destination of the parcel in the form of a barcode

- DHL is entitled to charge a **coding fee** if the **postal routing code/international routing code is faulty or illegible** so that corresponding items need to be processed in our parcel centres.
- This is the case, for example, with incorrect or invalid addresses but also with barcodes that are not printed on the item's largest area.
- The barcodes on the label must be posted always on the largest side of the parcel, even if the parcel dimensions are smaller than the label posted on the parcel.

## REQUIREMENTS

- Handover of the parcels with full and correct routing code.
- The **specifications** for correct shipment identification in accordance with the Technical Specifications for Programmers must be observed.
- **Imprint of a clear postal routing code/international routing code** for an address (a particular code may be assigned to one recipient's address only).

## APPLIED TO

- DHL Paket International
- Warenpost International / Premium
- DHL Europaket

## GENERAL CONDITIONS

- **The barcode generated** including its plain text information is transferred to the company's own customer file (list of recipients) where it is stored for the purpose of shipping additional parcels.
- It is not permitted **to transfer and use** data other than that provided by DHL (e.g., from road or city directories).
- The data provided may be **passed on** to third parties exclusively for the purpose of shipping the sender's parcels under the same conditions and subject to the same restrictions as the sender (no forwarding to third parties; no use for personal purposes).
- Use of the **respective latest version** of the postal routing data only from the cut-off date specified
- Barcodes must be printed in "B" quality as a minimum in accordance with DIN EN 1635.

# LUMP-SUM FOR ORDERING SHIPPING MATERIALS

## SERVICE SPECIFICATIONS

The **shipping materials are used as address label or shipment identification**. An overview of shipping material is available in the “Shipping Material” function of the Post & DHL Business Customer Portal.

- Materials that can be ordered depend on your contractual agreement.
- The volumes that can be ordered depend on your shipping volumes.

## REQUIREMENTS

- –

## APPLIED TO

- The shipping materials are available for all products/services that require specific labeling.

## GENERAL CONDITIONS

- **Online orders** can be placed **free of charge** via the Post & DHL Business Customer Portal.
- All **other order channels** (only via e-mail) incur a **flat fee** per order process.

# LORRY TOLL AND CO<sub>2</sub> SURCHARGE

## SERVICE SPECIFICATIONS

In addition to the parcel price for the products mentioned here a surcharge will be charged due to state levies with direct relation to our transport service. This concerns in particular the fee for the use of federal highways with heavy commercial vehicles in Germany (LKW Mautzuschlag) and the additional costs resulting from the federal government's CO<sub>2</sub> pricing.

## APPLIED TO

- DHL Paket International
- DHL Europaket
- DHL Retoure International

## REQUIREMENTS

- –

## GENERAL CONDITIONS

- **The billing takes place** at the agreed due dates together with the billing of the other products and services.

# DELIVERY TO REMOTE AREAS

## SERVICE SPECIFICATIONS

- Shipping parcels to remote areas; see „DHL Europaket Remote Areas“.

## REQUIREMENTS

- –

## APPLIED TO

- DHL Europaket

## GENERAL CONDITIONS

- –

# NON WORKABLE ITEMS

## SERVICE SPECIFICATIONS

Shipment from abroad of returned parcels that have special dimensions or require special handling because:

- They do not comply with authorized, country-specific dimensions and weights (see DHL Retoure International) and
- They cannot be sorted by machine, and their shipment requires extra manual handling

## REQUIREMENTS

- –

## APPLIED TO

- DHL Retoure International

## GENERAL CONDITIONS

- –



# PEAK SURCHARGE

## SERVICE SPECIFICATIONS

In addition to the parcel price for the products mentioned here a **surcharge will apply for each shipment (package) in the months of November and December**. The surcharge ensures necessary investments to build additional capacity in DHL's infrastructure, so DHL is a reliable partner also in peak times.

## APPLIED TO

- DHL Paket International
- DHL Europaket
- DHL Retoure International
- Warenpost International

## REQUIREMENTS

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## GENERAL CONDITIONS

- **The billing takes place** at the agreed due dates together with the billing of the other products and services.

# PEAK-IN-PEAK SURCHARGE

## SERVICE SPECIFICATIONS

- In addition to the parcel price for the products mentioned here a **surcharge will apply for each shipment (package) during peak times in the months of November and December** to ensure necessary measures for processing of the disproportionately increasing shipment volumes.
- This surcharge will be applied independently of any additional surcharges (especially the peak surcharge).
- The exact period **will be determined by DHL each year by July 1st** and can be viewed at [dhl.de/surcharges](https://www.dhl.de/surcharges).
- Determining the surcharge billing is the **first entry in the DHL track & trace system**, which is usually the initial scan at the first parcel center during the peak times.

## APPLIED TO

- DHL Paket International
- DHL Europaket
- DHL Retoure International
- Warenpost International

## GENERAL CONDITIONS

- **The billing takes place** at the agreed due dates together with the billing of the other products and services.

## REQUIREMENTS

—

# INTERNATIONAL TRANSPORT COST SURCHARGE

## SERVICE SPECIFICATIONS

- A **surcharge per kilogram** (or part thereof) is added to the basic price in order to react to changes in the transport market (e.g. rates of Air Carriers) and to pass on the significantly increased costs of our transport service providers.
- It serves **to maintain transport services** in global or regional freight traffic so that the transport obligations to all customers as far as possible even under changed circumstances can be met.

All information concerning amount, calculation and effect of this surcharge can be found here:  
**[dhl.de/transportcostsurcharge](https://www.dhl.de/transportcostsurcharge)**.

## APPLIED TO

- DHL Paket International

## GENERAL CONDITIONS

**The billing takes place** together with the billing of the other products and services at the agreed due dates.

## REQUIREMENTS

—

# CUSTOMS DATA POST-PROCESSING

## SERVICE SPECIFICATIONS

- **DHL ensures the necessary customs processing** in the destination country, as customs duties are imposed when shipping DHL Paket International and DHL Europaket to non-EU countries, EU exception areas, and third countries in accordance with VAT legislation, making electronic customs data and customs documents essential.
- DHL is entitled to charge a **fee for the effort** required to make **shipments** exportable when their **electronic customs data is incomplete or incorrect**. Shipments with incorrect or incomplete customs data must be manually processed in our sorting centers.

## REQUIREMENTS

- Attachment of all **required customs documents as well as timely submission of complete electronic customs data**.
- Post-processing is only possible if DHL has the necessary data available from other sources (e.g., commercial invoice, export declaration). Otherwise, this may result in the return of affected shipments.

## APPLIED TO

- DHL Paket International
- DHL Europaket

## GENERAL CONDITIONS

- Consideration of the respective import regulations, customs import restrictions, and data requirements of the destination countries.
- All information regarding the amount of the fee and the affected destination countries for customs data post-processing can be found here: **[dhl.de/customs-data-post-processing](https://www.dhl.de/customs-data-post-processing)**.

# OTHER REGULATIONS

# SURRENDER OF TRANSPORT EQUIPMENT

## SERVICE SPECIFICATIONS

- Deutsche Post AG ('DHL Paket') provides the sender with transport equipment such as transport containers and roll containers ('TBMs') to support its dispatch processes and transferring item to DHL Paket.

## REQUIREMENTS

- **The transport equipment** provided to the sender (transport containers, roll containers etc.), hereinafter referred to as '**TBMs**', shall remain **the property of Deutsche Post AG** ('DHL Paket').
- The sender shall use the **TBMs exclusively for sending parcels** via DHL Paket.
- The sender shall **not be permitted to use the goods for purposes other than those for which they are intended**, such as storing material, using them for company-owned or non-DHL transport or passing them on to third parties.
- In order to be able to cover DHL Paket's own requirements as well as customer requirements economically, a well-functioning empties cycle is indispensable. Every excessive stocking, every third-party use leads to bottlenecks. **Stocking** by the sender may **not exceed one week's requirements**; the sender shall **return** to DHL Paket without delay and without further request any **TBMs that are not required** and that go beyond one week's requirements.
- The sender shall handle the TBMs **provided with care**. The sender shall keep the TBMs secure against weather influences and unauthorised access by third parties. The sender shall not put damaged roll containers back into circulation but shall immediately notify DHL Paket and return them. Damage caused by improper use shall give rise to claims for damages by DHL Paket.
- When using pallets as TBMs, the sender shall observe the following requirements:
  - Pallets must be loaded form fitting.
  - The items on the pallets must **be secured** against falling apart, if necessary by **wrapping** them.
  - The pallets must also be loaded into vehicles in a form-fitting manner; aids for securing the load (load securing rods) must be used.
- Further details are to be observed according to the operating instructions of the 2-D barcodes on the back of the roll containers.



## CAN BE COMBINED WITH

- –

## GENERAL CONDITIONS

- The following conditions apply when the sender hands TBMs over to DHL Paket for **disposable pallets**: with the handover, the sender **transfers** ownership and thus **the right of disposal to DHL Paket**. DHL Parcel reserves the right to charge the sender for the **disposal costs**.
- The **affixing** of markings and **stickers** and the direct labelling of TBMs by the sender is **prohibited**. Markings may only be applied in the carrier frame on the rear (size A6).
- The multilingual operating instructions for roll containers are encoded in the QR barcode on the back of the TBMs and can be read and downloaded via a mobile device's corresponding software. Special attention must be paid here to **the warning and safety instructions**, which are presented in brief below.
  - Only **trained personnel** may operate TBMs.
  - **Safety boots and gloves** must be worn when handling roll containers.
  - A TBM's permissible total weight must **not exceed 750kg**.
  - **DHL Paket will reject** upon collection TBMs that are **overloaded** or not form fit.
  - Cargo must be **secured** with the TBM's **front straps**.
  - When manually transporting TBMs a gradient of 5% on uneven terrain must not exceeded.
  - During the filling process of TBMs, the **positioning device** must be used to prevent TBMs from unintentionally rolling away.
  - When **towing**, a maximum speed of **6km/h** shall not be exceeded.
  - TBMs must be installed in vehicles with their **brakes applied** and load securing equipment (load securing rods) must be used

# CO<sub>2</sub>e-REPORT

## SERVICE SPECIFICATIONS

Deutsche Post AG (DPAG) or DHL Paket GmbH (DHL), depending on product) provides senders a **monthly** CO<sub>2</sub>e-Report at the Post & DHL Business Customer Portal, that indicates the CO<sub>2</sub>e values, updated monthly, that have occurred when sending domestic goods with DHL.

An annual external verification of the CO<sub>2</sub>e-Report is conducted by an external audit company, for which the explanations and principles set out in the particular customer report apply.

## REQUIREMENTS

- Access to the Post & DHL Business Customer Portal

## SCOPE OF SERVICES

Presentation of the CO<sub>2</sub>e values for domestic goods shipments:

- DHL Paket (DHL parcels)
- DHL Retoure (DHL returns)
- Warenpost (merchandise mail)/DHL Kleinpaket
- for domestic services in connection with the above products

## GENERAL CONDITIONS

- By requesting the CO<sub>2</sub>e-Report, the sender accepts the following provisions:
- The sender is solely responsible for producing its own environmental and CO<sub>2</sub>e footprint.
- DPAG or DHL is not liable for the use and the processing of these data provided, including particularly in the customer's individual environmental footprint or in ESG marketing activities by the sender.
- The sender carries out an assessment (including a legal assessment if applicable) and determines on its own responsibility whether and to what extent the information from the CO<sub>2</sub>e-Report can be applied in its CO<sub>2</sub>e footprint and thus **in its environmental footprint**.

In the event that **a third party claims an infringement of its rights vis-à-vis DHL** due to the use of the data from the CO<sub>2</sub>e-Report, **DHL will inform the sender** of these claims without undue delay.

The sender will indemnify

- **DHL against** all related **third-party** claims at DHL's first request and will
- **compensate DHL for any loss or damage incurred by DHL** due to the third-party right (including any court and legal costs incurred by DHL for its legal defense) insofar as the sender is responsible for the claims or the loss or damage.