

# Tracked Letter DK

**Tracked Letter DK is a great solution for light e-commerce shipments. The solution is ideal for those sending small and medium-sized consignments and want efficient delivery for their customers in Denmark, where next-day delivery is not the decisive factor.**

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## Tracked Letter DK - send items by post

Tracked Letter DK is targeted towards light e-commerce shipments, where next-day delivery and insurance for consignments is not essential. If you have smaller goods consignments, PostNord can send them with high delivery quality and at a competitive price with Tracked Letter DK. The 1-5 day delivery concept for Tracked Letter DK significantly reduces vehicle use and therefore carbon emissions, and two out of three consignments are distributed by bicycle. With Tracked Letter DK, we will deliver your consignments throughout Denmark to your customers' home addresses - either in their mailbox or at their door.

## Drop-off

Tracked Letter DK consignments must be taken to the mail centers in Høje Taastrup or Fredericia, and have a delivery time of 1-5 workdays. With Business Drop-off, there is an additional delivery day. A maximum of 2,000 consignments can be handed over for Business Drop-offs. Consignments must be handed over separately from the other consignments and in their own packaging (bags, postal containers, pallets). The packaging must be labelled with a routing slip and must be divided into EAST/WEST Denmark (0900-4999/5000-9999). Practical information about Business Drop-off locations can be found on [www.postnord.dk](http://www.postnord.dk).

## Weight and dimensions

Tracked Letter DK is offered in two variants, both of which have a maximum weight of 2kg. One variant has a maximum thickness of 3cm, and the other of between 3-10cm. For both variants, the minimum dimensions are 14 x 9cm and maximum dimensions are 33 x 23cm.

## Other product terms

If you want to make use of our Tracked Letter DK solution, please note that you must submit at least 100 consignments per month.

## Prices

Prices can be seen at [www.postnord.dk](http://www.postnord.dk).

## Delivery time

Consignments are delivered with high delivery reliability through PostNord's nationwide postal distribution network, and have a delivery time of 1-5 workdays.

We recommend that you inform the recipient that the consignment can be in transit for up to five workdays.

## Flex Delivery

Tracked Letter DK are always delivered to the recipient's mailbox or as Flex Delivery, where we place the consignment at the recipient's front door.

You must make sure that your subscription/delivery terms or check-out pages state that the consignment will be left at the recipient's address if it cannot be delivered to their mailbox.

## Tracking and proof of delivery

Tracked Letter DK will be scanned along the way, so the consignments are tracked all the way to the recipient:

- At our terminal during sorting - the day after you hand it in.
- At our distribution hub - the day of delivering the consignment.
- Upon delivery of the consignment at the address.

All consignments can be followed via Track & Trace in the PostNord customer portal.

The recipient will also be able to follow the consignment at [www.postnord.dk](http://www.postnord.dk) or in the PostNord app.

### **SMS/email notification for your customers**

PostNord sends SMS/email notifications to your customers about the delivery. Simply include the recipient's phone number or email address in the EDI message to PostNord.

### **Collection**

You can enter into an agreement to have your Tracked Letter DK consignments collected. Prices and terms can be found on [www.postnord.dk](http://www.postnord.dk).

### **Address labels and EDI**

You need a shipping system to create labels and send EDIs to PostNord. You can find Tracked Letter DK in most TA system. If Tracked Letter DK is missing in your TA system, you must contact your TA provider.

### **Want to know more?**

You can read more about the terms and conditions for Tracked Letter DK in the Special Terms and Conditions for Domestic Letters, which can be found at [www.postnord.dk](http://www.postnord.dk).

If you have any questions or want further information, you can read more at [www.postnord.dk](http://www.postnord.dk) or by chatting with us via the PostNord Customer Portal.

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### **PostNord**

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