

MyPack - parcels for private recipients

MyPack is a quick and safe way to have PostNord deliver parcels to your customers in Denmark and other countries. MyPack allows customers to choose to pick up their parcels themselves, where and when it suits them best - or have them delivered to their home address if desired. We can also help if a customer wants to return a product to you.

If you have any questions about MyPack, please call Customer Service at +45 70 1112 30

MYPACK COLLECT

In Denmark, we provide next-day delivery of parcels on all weekdays. For islands not connected to the mainland by a bridge link, the delivery time is, however, slightly longer. With the MyPack Collect service, parcels sent to Denmark, Finland, Norway, Sweden, Austria, Belgium, Estonia, France, Germany, Ireland, Latvia, Lithuania, Luxembourg, the Netherlands, United Kingdom, Poland, Portugal, Spain and Czech Republic are quickly delivered to one of 35,000 service points, making it easy for your customers to collect their parcels.

Allow the customer to select the service point
If you implement the PostNord "Optional Service Point" webservice, your customers can select where to collect their parcels - in Denmark alone there are 2,000 post offices and parcel locker terminals to choose from. In the Nordic region and Europe, your customers can choose from more than 35,000 service points. By entering a postal code, your customers will be shown a list of the nearest service points and can select the most convenient one. Letting your customers decide where to collect their parcels reduces the number of parcel returns.

How is the recipient notified?

We send your customers a text message or email to inform them that their parcel is ready for collection. The customer receives a reminder if the parcel has not been picked up.

Packaging

Parcels must be packaged responsibly in relation to their contents, and in a way that prevents the parcel itself from damaging other consignments. As far as possible, parcels must also be packaged so that they can be machine sorted. Parcels requiring special handling or that cannot be machine sorted are subject to a fee for special handling.

Special handling

Some parcels cannot be machine sorted. That applies among other things, for parcels above 115 cm or parcels measuring above 60 x 60 cm. But also parcels there due to their physical properties cannot be machine sorted, or which endangers other parcels. Read more about special handling at our website.

For example, it must be able to lie stable on one side, without rolling. Read more in our packaging guide.

Weight and dimensions

Minimum 1.5 x 14 x 9 cm, and the parcel must weigh at least 100 grams.

MyPack Collect to Denmark, Sweden, Norway and Finland

Length 150 cm, and length + the largest circumference measured in a direction other than the length = 300 cm. Max. weight 20 kg.

MyPack Collect to other countries

Length 100 cm, and length + the largest circumference measured in a direction other than the length = 250 cm. Max. weight 20 kg.

Delivery

To receive the parcel, the customer must sign for it, present the associated text message or email notification, and show valid ID.

MYPACK HOME

You can send MyPack Home parcels to private recipients' home addresses worldwide.

In Denmark, we provide next-day parcel delivery on weekdays, although delivery times are slightly longer to addresses on islands without a bridge link to the mainland. If the recipient is not at home when the parcel delivery person arrives, we inform the recipient by email, text message or letter about where and when the parcel can be collected.

If recipients in Denmark and has registered for the Recipient Flex (Modtagerflex) service, or wishes to utilize the FlexChange option, the parcel will be left at the agreed place at the address, or delivered to a neighbour - depending on the recipient's preference. If possible, the parcel will be placed in the recipient's mailbox.

Flex Delivery - fewer returned parcels

In Denmark, Norway, Sweden and Finland, you and your recipient can also agree - for each individual delivery - whether your product(s) are to be sent by Flex Delivery. The parcel delivery person will then leave the parcel at the recipient's address, at the place agreed between the sender and the recipient. This may, for example, be in the garage, by the door or in the greenhouse. Flex Delivery also reduces the number of returns, as the parcel is always delivered to the actual address.

Notification of the recipient

You should provide the recipient's mobile phone number and/or email address; we will then send a message to inform the recipient of when the parcel will be delivered. The recipient will also have access to a number of associated services, which vary from country to country.

In Denmark, parcels can be left at the address or delivered to a neighbour.

In Norway, Sweden and Finland, the parcel can be left at the actual address, or a different delivery location or day can be selected.

Weight and dimensions

Minimum 1.5 x 14 x 9 cm, and the parcel must weigh at least 100 grams.

MyPack Home to Denmark, Sweden, Norway and Finland

Length up to 175 cm, and length + the largest circumference measured in a direction other than the length = 300 cm. Max. weight 35 kg.

In Denmark we currently accept parcels measuring up to 220 cm in length, and with length + the largest circumference measured in a direction other than the length = 360 cm, against a surcharge for oversize.

MyPack Home to the Faroe Islands, Greenland and Iceland

Length up to 150 cm, and length + the largest circumference measured in a direction other than the length = 300 cm. Max. weight 35 kg.

For deliveries to the Faroe Islands and Greenland, parcels measuring up to 175 cm in length can be sent with MyPack Home Economy.

MyPack Home to EU countries and Switzerland

Length up to 175 cm, and length + the largest circumference measured in a direction other than the length = 300 cm. Max. weight 31.5 kg.

MyPack Home to the rest of the world

Length up to 150 cm, and length + the largest circumference measured in a direction other than the length = 300 cm. Max. weight 20 kg.

PostNord Return

With the PostNord Return service, you can offer to cover the cost of return postage if your customers wish to return a parcel. For additional information, please see the fact sheet entitled "PostNord Return".

You can either place a return label in the parcel before sending it, or send the return label afterwards. Your customer then only has to drop off the return parcel at one of our service points.

ADDITIONAL SERVICES FOR MYPACK

Insured Items (Værdiforsendelser)

If you are sending valuable items or items that require the recipient's signature, you can send your MyPack as a MyPack Home or MyPack Collect with Value to recipients in Denmark, the Faroe Islands and Greenland. For additional information, please see the fact sheet about Insured Items.

Signature Assurance and ID Check

If it is important that you obtain signed confirmation when we deliver the parcel, you can choose Signature Assurance in connection with MyPack Home. In this case, we ensure that the parcel is not delivered as Flex Delivery or placed in the recipient's mailbox. If you would like us to verify the identity of the recipient, you can choose our "ID Check" service instead. You can visit www.postnord.dk/en/track-and-trace to see who signed for the parcel.

Saturdays

PostNord delivers parcels for collection at more than 1,600 post offices and parcel locker terminals (Pakkebokse) in Denmark, which means that customers can also receive parcels on Saturdays.

Ad hoc pickup

If you do not have a pickup agreement, but sometimes are in need of pickup of a few parcels, you can order an Ad Hoc Pickup (Ad hoc afhentning). Then we will collect up to 10 parcels the next weekday.

PostNord

Hedegaardsvej 88
2300 København S
Danmark

www.postnord.dk

Insurance

You can take out transport insurance for parcel deliveries to all countries, thus insuring the parcel contents for up to DKK 100,000.

You can take out this insurance in PacSoft Online or by emailing us at
transportforsikring@postnord.dk.

Climate Compensation

You can show the world that your company is working to make an environmental difference. By choosing the Climate Compensation option, you guarantee that the carbon emissions linked to the shipment of the parcels are offset before the consignment even reaches its destination.

GENERAL INFORMATION ABOUT MYPACK

Export to countries outside the EU

Parcels to countries outside the EU have to clear customs. The sender is responsible for providing accurate information about the parcel contents for the purpose of customs clearance, and for ensuring that the products can be legally imported into the destination country.

When you send parcels to Norway, we need the customs information in electronic format. The standard for MyPack is that the sender pays for customs clearance. The recipient then pays customs duties and VAT in the destination country. If the recipient does not pay customs duties and VAT, the sender may be required to pay the sum in question as well as a commission fee. More information is available from the Danish Trade Council (Eksportrådet).

Dangerous goods in limited quantities

It is only permitted to send dangerous goods as "Dangerous goods in limited quantities", according to ADR, in parcels. If you need to send larger quantities of dangerous goods, please contact us for information about our other solutions.

Handover or Collection

You can choose whether you would like an agreement under which PostNord collects the parcels from your company address, or whether you would prefer to hand them over yourself at one of PostNord's numerous post offices or business drop off sites.

Electronic Data Interchange - EDI

You must submit an electronic transport order to PostNord with information about each individual parcel in EDI (Electronic Data Interchange) format. This is one of the preconditions for us to be able to notify your customers by text message or email, and then deliver your parcel correctly. More information is available in the fact sheet entitled "Electronic Data about Your Consignment - EDI".

Track & Trace - follow the parcel

All parcels can be tracked from sender to recipient using Track & Trace or PostNord's Customer Portal.

Prices

The price for MyPack is based on weight ranges plus additional surcharges for special handling and oversize. Prices are listed in the appendix to your agreement with PostNord.

Would you like any additional information?

For detailed information about PostNord's parcel products, please see our General Terms and Conditions. You can also visit www.postnord.dk/en or call us at +45 70 11 12 30 if you require more information.

PostNord

Hedegaardsvej 88
2300 Copenhagen S
Denmark

www.postnord.dk