

# PARCEL SERVICES AND SURCHARGES

## SERVICES

A customer agreement with PostNord gives you a range of option services that are designed to make the delivery of your parcels as convenient as possible for you and your customers. You select the services in your TA-system or via our Booking API. If a service is not available in your system, you must contact your provider.

### Ad Hoc Pickup

If you do not have a fixed pickup agreement, you can use Ad Hoc Pickup for collecting a small number of parcels. Ad Hoc Pickup can be ordered up until 22:00. This means that a driver will collect up to three parcels on the next weekday during his/her delivery trip. Ad Hoc Pickup must be ordered for each parcel so we know the number of parcels that need to be picked up. The parcels must be ready at the scheduled pickup time.

### Age Check (for Sweden)

When sending parcels to Sweden, some items require age verification. In so doing, we ensure that the recipient is over 16, 18 or 20 years old before handing over the parcel. Please note that it is not possible to use PostNord for sending alcoholic beverages to private recipients in Sweden.

### Collect in Store

It is easy to have parcels delivered from your online shop to your physical shops. Further details are available in the Collect in Store fact sheet.

### Tires

When sending vehicle tires to recipients in Denmark, the Nordic countries, and a number of European countries, you must select the Tire service. Tires can only be sent as MyPack Home or PostNord Parcel and will generally be delivered with FlexDelivery. If this is not possible, we will leave the tires at the nearest Business Drop-off service point for pickup.

### Economy (for Faroe Islands and Greenland)

If you need to send a parcel to the Faroe Islands and Greenland and the parcel does not require urgent delivery, you can choose the Economy service for MyPack Home and PostNord Parcel. Delivery times can be found on postnord.dk.

### Dangerous goods in limited quantities

Dangerous goods in limited quantities (LQ) may be sent as parcels. When sending LQ parcels, you are required to associate this service with the parcel and state the UN number, hazard class and quantity. A list of permitted UN numbers can be found on postnord.dk. Only one substance (UN number) per parcel may be included.

## FlexDelivery

For sending parcels to recipients in Denmark or another Nordic country who are not present at the address when the parcel is delivered, you can choose to send these parcels using the FlexDelivery service. FlexDelivery saves the recipient a trip to the post office and reduces the number of uncollected parcels that must be returned. All you do is tell us where to leave the parcel, and we will drop it off as specified by you, e.g. in the carport, next to the front door, etc. Further details are available in the Delivery fact sheet.

### ID check (for Sweden)

Choose this service if you want your customers in Sweden to present an ID in return for being given the parcel.

### Climate Contribution

We make a contribution to the climate for all Danish parcels. The amount of the contribution is calculated on the basis of the average carbon emissions for the parcel's trip in Denmark and the Nordic region, and the donation goes to nature and climate projects in Denmark. For a small added price, you can choose to support Climate Contribution for your parcels sent in the Nordic region.

### Return Immediately

If you choose Return Immediately, PostNord will return the parcel to you if the recipient is not at home to receive it. This means that the parcel will not be left at the address under RecipientFlex nor at a post office for pickup.

### Bulk Split (for Norway and the UK)

If you send many parcels to Norway or the UK, you have the option of sending them with combined customs clearance using the Bulk Split service. This service requires that you send at least 1,000 parcels annually to the country in question and enter into a special agreement with PostNord, so please contact us for further details.

### Transportation insurance

You can take out transportation insurance for parcel deliveries to all countries, which will insure the parcel's contents for up to DKK 100,000. You can choose this service per parcel – it will also apply to return parcels. Please note that valuable objects must be sent using the Insured Items service instead.

### Heavy parcel (for Sweden)

When sending parcels weighing more than 20 kg to Sweden, you are required to choose the service Heavy. In addition, PostNord's barcode label ">20 kg" must be affixed to three sides of the parcel.

Want to know more?

If you have any questions, chat with us on the PostNord Customer Portal.

# PARCEL SERVICES AND SURCHARGES

## Signature Assurance

If it is important that the recipient signs for the parcel when we deliver it, you can choose the Signature Assurance service for MyPack Home and PostNord Parcel. We ensure that the parcel will not be left at the address nor deposited in the recipient's mailbox. You can see who received the parcel in the Customer Portal.

## VOEC (for Norway)

If you send MyPack parcels to Norway, you can avoid having to pay a customs clearance fee if you are registered for the VOEC scheme in Norway. If you are registered for the VOEC scheme, you must choose this service for your parcels. Further details about the VOEC scheme are found in the Export to Norway fact sheet.

## Optional Service Point

This service lets your customers choose the post office or parcel locker to which a MyPack Collect parcel must be delivered. Further details are available in the Checkout Options fact sheet.

## Insured Items

Parcels containing money, precious metals, jewelry, and similar precious items whose value exceeds DKK 4,800 must be sent using the Insured Items add-on service. The maximum value of the contents is DKK 30,000.

You can choose the Insured Items service for parcels sent to recipients in Denmark, the Faroe Islands and Greenland. If you need to send valuable items to other countries, these must instead be sent as Insured Items via Online Porto on postnord.dk.

## HANDLING SURCHARGE

We can handle most items, and sometimes we invoice handling surcharges if a parcel requires additional handling. This will apply to a large parcel that cannot be machine sorted, for instance. A surcharge can also be added if you choose the wrong product, if the weight/dimensions of the individual parcel product are exceeded, or if we don't receive an EDI correctly and on time.

### Oversize

If a parcel is bigger than 175 cm or 50 kg in volumetric weight, a surcharge will be invoiced. Calculation of volumetric weight in meters: (length x width x height) x 280 kg/m<sup>3</sup> = volumetric weight.

### Special Handling

Wherever possible, parcels must be packaged to enable and withstand machine sorting. Parcels that cannot be machine-sorted are subject to a Special Handling surcharge. For example, this applies to parcels bigger than 115 cm or bigger than 60 x 60 cm, or parcels whose physical characteristics prevent them from being sorted by machine. Further details about special handling are available on postnord.dk, which is where you can also find the guide on how to pack your parcels correctly to avoid surcharges.

|   | Missing, delayed or incorrect EDI | Conversion of MyPack Collect to MyPack Home <sup>1</sup> | Conversion of PostNord Parcel to MyPack Home <sup>1</sup> | Conversion of parcel to Pallet or Groupage <sup>1</sup> | Oversize 175 cm <sup>2</sup> | Oversize 50 kg volume weight <sup>2</sup> | Special Handling <sup>2</sup> |
|---|-----------------------------------|--|---|---|------------------------------|---|-------------------------------|
| <b>MyPack Collect</b>                         | X                                 | X  |   | X   | X                            | X   | X                             |
| <b>MyPack Home</b>                            | X                                 |  |   | X   | X                            | X   | X                             |
| <b>PostNord Parcel</b>                        | X                                 |  | X   | X   | X                            | X   | X                             |
| <b>PostNord Pickup Request/ Return Pickup</b> | X                                 |  |   | X   | X                            | X   | X                             |
| <b>PostNord Return Drop Off</b>               | X                                 |  |   | X   | X                            | X   | X                             |

<sup>1</sup> Parcels are only converted if they are being sent to recipients in Denmark. Parcels being sent abroad which exceed the dimensions and/or weight will be returned to the sender. Returning a parcel costs the same as forwarding a parcel.

<sup>2</sup> We do not invoice twice for Oversize (both weight and length) for the same parcel. However, we can invoice both Oversize (weight) and Special Handling for one and the same parcel.

**Want to know more?**

If you have any questions, chat with us on the PostNord Customer Portal.