

TRACKED LETTER DK

Tracked Letter DK is designed for small e-commerce consignments that do not next day delivery and/or compensation. Tracked Letter DK has a delivery time of one to five weekdays with high delivery quality and competitive pricing. This delivery concept significantly reduces carbon emissions from transportation and other sources. In addition, two out of three Tracked Letter DK consignments are distributed by bicycle.

We advise you to notify your customers that it can take up to five weekdays to deliver the consignment.

HANDOVER OR COLLECTION

Tracked Letter DK consignments must be handover at Mail Terminal Taastrup, Bohus Boulevard 1, DK-2630 Taastrup or Fredericia Hub, Snaremoesvej 63, DK-7000 Fredericia. You can also hand in consignments at one of our Business Drop-off service points, but the maximum number of consignments is 2,000 per day and an additional delivery day must be expected. You will find the nearest Business Drop-off service point on postnord.dk.

Consignments must be submitted separately from other consignments and must be separately packaged (in bags, postal containers, pallets).

The packaging must be labelled with a routing note and must be divided into EAST Denmark (postal codes 0900-4999) and WEST Denmark (postal codes 5000-9999).

You can also enter into an agreement for the collection of your Tracked Letter DK consignments. Prices and terms can be found on postnord.dk.

WEIGHT AND DIMENSIONS

Tracked Letter DK is offered in two variants, both of which have a maximum weight of 2 kg. One variant has a maximum thickness of 3 cm and the other has a maximum thickness of 10 cm. The minimum dimensions of both variants are 14 x 9 cm and the maximum dimensions are 33 x 23 cm (with max. thickness of 3 m or 10 cm).

OTHER PRODUCT TERMS AND CONDITIONS

You must submit at least one hundred (100) Tracked Letter DK consignments a month.

DELIVERY

Tracked Letter DK consignments are always deposited in the recipient's mailbox or, like FlexDelivery, left by the recipient's front door.

If the consignment is left by the front door, we will take a picture of where the consignment is placed. Your customer can see the image once they are MitID validated in their PostNord app.

You must make sure that your terms and conditions or checkout page state that the consignment will be left at the recipient's address if it cannot be deposited in a mailbox.

TRACK AND TRACE

Tracked Letter DK consignments are scanned en route, which enables them to be tracked and traced all the way to the recipient:

- at our terminal during the sorting process, the day after you have handed it in,
- at our distribution hub, i.e. the day on which the consignment will be delivered,
- upon delivery of the consignment at the address.

All consignments can be monitored using the Track & Trace feature on postnord.dk, in the PostNord customer portal and in the PostNord app.

NOTIFICATION

PostNord sends a text message/email notification to your customer once a consignment has been delivered. All you have to do is include the recipient's phone number or email address in the EDI data submitted to PostNord.

ADDRESS LABELS AND EDI

You will have to use a TA system to create labels and send EDI data to PostNord. You can find Tracked Letter DK in most TA systems. If you do not have Tracked Letter DK, contact the provider of your TA system.

COMPENSATION

PostNord provides no compensation, follow-up, or complaint processing of any kind for Tracked Letter DK consignments.

Read more in the Special Terms and Condition for Domestic Letters, which also cover Tracked Letter DK.

Want to know more?

If you have any questions or need further details, you can read more at postnord.dk or chat with us via the PostNord Customer Portal.