

## Special Terms and Conditions

# EDI (Electronic Data Interchange)

### General information

These special terms and conditions apply to the exchange of EDI (Electronic Data Interchange). In addition, PostNord A/S (hereinafter called "PostNord")'s other terms and conditions apply, along with the conditions stated in the Product Fact Sheets for the individual products.

#### 1.0 Definition

EDI is the term for the electronic transport order that contains information about a consignment. The use of EDI is mandatory for purchases of a range of PostNord products, which will be stated in the terms and conditions for the product in question.

The EDI file contains information about, for example, the sender, client and recipient, as well as the product and any services selected as optional extras. This information is used for purposes including machine sorting of the consignments, generating notifications for the recipient, invoicing and ongoing tracking of the consignments (Track&Trace).

A separate EDI file must be supplied for each individual consignment.

#### 2.0 Method and format

EDI files are to be submitted to PostNord in one of the following ways:

- By registering on and using the PostNord Customer Portal,
- By using another transport administration system approved by PostNord, or
- By creating and submitting own EDI files. In such cases, the EDI files must have been approved in advance by PostNord. The EDI files must comply with the format and content requirements stated in the EDIFACT Manual that is available online at [www.postnord.dk/en](http://www.postnord.dk/en).

#### 3.0 Status notification

PostNord sends status notifications regarding consignments received for which EDI data have been entered.

Customers/clients must contact PostNord if they disagree with the information in the status notification.

It is the responsibility of the Customer/client to ensure that PostNord always has a correct and updated email address for communication.

In the event that PostNord identifies errors in the format or content of the EDI file, this will be communicated to the Customer/client without delay if the PostNord system recognizes the data received as EDI files.

#### 4.0 Deadlines, validity and reuse

EDI must have been submitted to PostNord before the consignment is handed over for carriage, although no sooner than seven (7) days before hand-over.

EDI files for PostNord Return Drop Off are valid for up to six (6) months from the date PostNord receives them. The consignment will subsequently be charged in accordance with the regulations concerning missing EDI files.

Bar codes must not be reused within a specified period from the time when they were last in use, depending on the type of bar code. The following periods apply:

- SSCC bar codes: 1 year and 3 months
- S10 bar codes: 5 years and 3 months
- DPD: 6 months

#### 5.0 Misuse

The Customer/client is liable to PostNord for any and all misuse of the sender's bar codes, irrespective of who may have committed the misuse. This also applies to bar codes that senders print themselves and apply when utilizing distribution systems made available by PostNord, or through a system devised by the senders themselves or a third party.

#### 6.0 Missing, delayed or incorrect EDI

If the EDI file is missing, delayed or incorrect, the consignment may be delayed or returned, and it may not be possible to provide some services, such as notification to the recipient.

The Customer/client will also be charged a fee in accordance with PostNord's price lists applicable at any time as published at [www.postnord.dk/en](http://www.postnord.dk/en).

In cases where the information on an address label is different to the content of the EDI, the content of the EDI will take precedence.

Once the EDI has been submitted, it is not possible to change the content.

#### 7.0 Processing of personal data

PostNord will act as data controller when processing personal data in the provision of the Service, as PostNord decides the purposes and means of the processing.

PostNord processes personal data to provide the Service, to develop and test PostNord's IT systems, to compile anonymized statistics and to offer additional services that are naturally connected to the delivery under the customer agreement.

The Customer undertakes to inform its employees and its own customers of PostNord's processing of personal data. Information on PostNord's processing

of personal data can be found at [www.postnord.dk/personlige-oplysninger](http://www.postnord.dk/personlige-oplysninger).