

Special Terms and Conditions

EDI (Electronic Data Interchange)

General information

These special terms and conditions apply to the exchange of EDI (Electronic Data Interchange) between PostNord and the customer. In addition, PostNord's other terms and conditions apply, along with the terms and conditions for the individual products.

Unless otherwise specifically stated in these Special Terms and Conditions, the definitions set out in the Customer Agreement and the General Terms and Conditions shall also apply to these Special Terms and Conditions.

1.0 Definition

Electronic Data Interchange ("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.

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 using a transport administration system,
- 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 PostNord's integrations formats at <https://developer.postnord.com/>,
- By using the PostNord Customer Portal for the following mail Products: Return receipt, Registered and International Letters containing goods, or
- By using the PostNord Customer Portal.

3.0 Status notification

PostNord sends status notifications on email 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.

In the event that PostNord identifies errors in the format or content of the EDI file, this will be communicated to the Customer/client via the status notification, 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 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 transport administration systems made available 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.

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.

The Customer can monitor the EDI quality of the consignments via PostNord's Customer Portal.

7.0 Processing of personal data

For information on PostNord's processing of personal data and on the rights of the data subjects whose personal data is processed, see our privacy policy at <https://www.postnord.dk/en/privacy-policy>.