



SPECIFICATIONS FOR THE PROGRAMMING OF SHIPPING LOGISTICS SYSTEMS

PART B **DHL *PAKET***

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CHANGE HISTORY

Date	Ver- sion	Author	Changes
16 Mar. 2010	7.0	DHL CIS PS 1J4	Redesign of documentation, complete revision and adaptation.
6 May 2010	7.1	DHL CIS PS 1J4	New “Shipment notifications” service
9 Jun. 2010	7.2	DHL CIS PS 1J4	Modification of “Carriage forward” (postage not paid) service Increase in charge to EUR 15 Section: <u>3.4.4</u>
6 Sep. 2010	7.3	DHL CIS PS 1J4	Change to “GoGreen” service Change in charge from EUR 0.05 to EUR 0.02 Section: <u>3.5.8</u> New “Optimisation of paper-based cash on delivery (paper-based COD)” service/Replacement of collection receipt
30 Jun. 2011	7.4	DHL CIS PS 1J4	Modifications to the “Sender’s instructions” service: Introduction of new product codes and text modifications for label printing Section: <u>3.5.4</u> Text added to the “IDP” (ID check) service Barcode description added. Adjustment to IDP marking on the label Section: <u>3.5.2</u> Addition of a chapter on the PostNumber Section: <u>3.5.12</u>
30 Sep. 2011	7.5	DHL CIS PS 1J4	Text added for label printing Section: <u>2.2</u> A plausibility check is to be performed for the recipient address (postal code with city, correct country information). Modification of dependencies and check criteria for IDPs Addition to the contract identifier for IDP +contract Addition of product code for IDP and information on how to handle recorded customer data Section: <u>3.5.2</u> Update of information for the payment



Date	Version	Author	Changes
			<p>slip and collection receipt and additional information about printing the barcode for paper-based COD.</p> <p>Details on how to position the EAN code in relation to the COD information field</p> <p>Additional details on sending in 3 sample labels per printer type before they are used for shipments</p> <p>Section: <u>3.5.5.2</u></p> <p>Details on the PostNumber</p> <p>Section: <u>3.5.12</u></p>
30 Dec. 2011	7.6	DHL Marketing	<p>Changes to IDP in relation to nationality and free text field</p> <p>Section: <u>3.5.2</u></p> <p>Details on the graphic representation of COD items</p> <p>Section: <u>3.5.5.2</u></p> <p>Addition of a note for the identifier in the exchange services</p> <p>Change to the exchange label</p> <p>Section: <u>3.5.11</u></p> <p>Addition of module descriptions to shipment notifications</p> <p>Section: <u>3.5.12</u></p>
31 Mar. 2012	7.7	DHL Marketing	<p>Changes in valid IDP data</p> <p>Table 11, item 4</p> <p>Table 12, contract identifier – barcode width</p> <p>Section: <u>3.5.2</u></p> <p>Additional information for PostNumber in Section: <u>3.5.12.1.3</u></p>
30 May 2012	7.8	DHL Marketing	<p>Deletion of double entry (IDP), Table 12, minimum age</p> <p>Section: <u>3.5.2</u></p> <p>Update of secondary EDI option for data transfer in combination with sender's instructions</p> <p>Section: <u>3.5.4.3 – 3.5.4.4</u></p> <p>Deletion of secondary EDI for data transfer in combination with sender's</p>



Date	Version	Author	Changes
			<p>instructions</p> <p>Section: <u>3.5.4.5 – 3.5.4.6</u></p> <p>Deletion of RegionalPaket AT</p> <p>Section: <u>3.5.9</u></p> <p>Addition of Postfiliale Direkt to shipment notifications</p> <p>Section: <u>3.5.10.1</u></p> <p>Detailing of service regarding Post-Number</p> <p>Section: <u>3.5.11</u></p>
30 Sep. 2012	7.9	DHL Marketing	<p>NEW term definition for shipment number</p> <p>Section: <u>2.6</u></p> <p>Note on the “Production-based B2B” section <u>3.5.14</u></p> <p><u>General information:</u></p> <ul style="list-style-type: none"> • Deletion of the RegionalPaket AT service • Standard spelling of products and services • Addressing to retail outlet added
30 Dec. 2012	8.0	DHL Marketing	<p><u>3.5.9</u> “Tausch” [Exchange] removed as a name from the title of the label</p> <p><u>3.5.2 IDP</u></p> <ul style="list-style-type: none"> • Add first name to the minimum check • Replace “Field” designation with “Feature” • Table 11: Flag the correction of the nationality as “Not possible” • Table 12: Add figure “04” to ID type
31 Mar. 2013	8.1	DHL Marketing	<p><u>Deleted: former Section 1.1. Changes effective from 1 January 2009</u></p>



Date	Version	Author	Changes
29 May 2013	8.2	DHL Marketing	<p><u>New standard service for DHL Paket: Parcel notification</u></p> <ul style="list-style-type: none"> • <u>Shipment notifications will be replaced by parcel notifications and rolled out as a standard DHL Paket National service (Section 3.5.10)</u> • <u>Adjustments to the parcel notification under the recipient services (Section 3.5.11)</u> <p><u>Discontinuation of paper-based COD (Section 3.5.5)</u></p> <p><u>Adjustment of the section on paperless COD</u></p>
30 Sep. 2013	8.3	DHL Marketing	<p><u>3.5.8 Add link to logocenter for GOGREEN logo</u></p> <p><u>4.2 DHL RETOURE billing</u></p> <ul style="list-style-type: none"> ▪ <u>Reference to production-based billing</u> <p>3.5.10.4 Mandatory usage of an exchange instruction leaflet</p> <p>3.5.10.5 Services that may be combined</p>
28 Feb. 2014	8.4	DHL Marketing	<p><u>4 DHL Retoure</u></p> <p><u>Marking on the label: change to posting receipt</u></p>
29 Jul. 2014	8.5	DHL Marketing	<p><u>Section 3.2.4:</u> Removal of “Age check only” IDP service variant</p> <p><u>Section 3.2.5:</u> Addition of new “visual check of age” service</p> <p><u>Section 3.2.11:</u> Addition of new delivery preferences: designated neighbour/designated location</p>



Date	Version	Author	Changes
10 Sep. 2014 10 Sep. 2014	8.7	DHL Marketing DHL Marketing	<p><u>Section 3.2.44: From 1 Jan. 2015, the consolidated multi-parcel delivery is no longer possible.</u></p> <p><u>Section 3.5.16 Production-based billing label</u></p> <p><u>Section 3.5.17 Production-based B2B label</u></p> <p><u>Section 3.5.11 Exchange process: emphasis of the relevance of the exchange instruction document (3.5.11.2), new examples of exchange instruction documents (3.5.11.4), reference to number range/subscription for exchange (3.5.11.5)</u></p>
1 Dec. 2014	8.8	Department 224 Packstation	<u>Extension of the “Right around the clock” promise to include: “Opening times may vary at individual locations”.</u>
2 Dec. 2014	8.8	DHL Marketing	<u>Section 3.5.5 Sender’s instructions: Removal of the redirection information (NSI) service, alteration to the combination options within sender’s instructions</u>
5 Mar. 2015	8.9	Dept. 212	<u>Section 3.5.14 Recipient services</u>
18 Mar. 2015	8.9	Dept. 212	<u>Section 3.5.13 Designated neighbour/designated location</u>
27 Aug. 2015	9.0	Dept. 212	<u>Sections 3.3.2 and 3.5.17</u>
28 Oct 2015	9.1	Dept. 212	<u>Revision of the structure and integration of the new service portfolio</u>

1 CONTENT OF THE DOCUMENT

This Part B of the SLS specifications describes the products DHL PAKET (also referred to as “Process 01”) and DHL RETOURE (also referred to as “Process 07”) with respect to implementation in a shipping logistics system (SLS). The DHL PAKET product was previously offered nationally under the name EUROPACK, while DHL RETOURE was previously called RETOURENPAKET.

Specifications on implementation in a shipping logistics system (SLS) are included in the sections on ***SLS handling***.

The products will feature the following structure:

- Products

Standardised transport portfolio for national shipment;
can be combined with services if required.

- Services

Fee-requiring extras (e.g. cash on delivery, additional insurance, etc.) which must be combined with products and priced separately.

- Billing options

Options which the customer can use to determine – by means of a contract – how the service charges are calculated or who should pay for the service.

2 GENERAL INFORMATION

2.1 COOPERATION DISCOUNTS

Shippers may handle some coding, sorting and loading activities. For these preliminary services, a discount on the parcel price (excluding service charges) may be agreed with the customer. A discount can be granted, for example, if the customer pre-sorts his parcels into single destination containers.

2.2 PARCEL LABELS

Please refer to the latest label documentation for the general layout and contents of the parcel label. A sample overview of the service illustration can be found below in each case.

Please conduct a plausibility check for the recipient address (street, house number, postal code with city, correct country information).

2.3 ELECTRONIC POSTING LIST (EDI)

Data is required in electronic form for the purpose of billing and forwarding shipment-related data to various backend systems. Two formats are available at present for transferring electronic shipment data.

- EDIFACT 3D IFTMIN
- 3D FlatFile

Please refer to the latest documentation for a description of the records. Numerous examples of application are also provided here.

The EDI annex also contains an overview of the current service codes, various tables and ISO country codes. Please request the product keys and product code from your CIS Consultant or refer to the product key file for DHL PAKET.

If any data is lost because of a system fault, the posting data can be requested again in paper form by the DHL clearing centre. If possible, a renewed delivery of shipment data should always be made in electronic form (renewed delivery of EDI file(s)).

2.4 MANUAL POSTING LIST (PAPER FORM)

Business customers who cannot transmit their shipment order data in electronic form have the option to create a parcel transportation order in paper form (known as a “DP posting list”) via the shipment logistics system used. The shipment data specified by the customer is required by Deutsche Post DHL to create an order-related customer invoice, for example.



Please refer to the latest documentation for a description of the records. Numerous examples of application are also provided here. Please see the annex to the EDI for an overview of the latest service codes.

Not all services offered can be used when using the DP posting list.

2.5 IMPORTANT TERMS IN THIS DOCUMENT

This document contains some terms which appear repeatedly and require a brief explanation:

- **EKP number**

This term refers to the 10-digit customer number at Deutsche Post DHL. The EKP number can be found in the contract documents.

- **Process**

The process refers to the product in numerical form. The process number for the DHL Paket parcel product (this document) is 01 (always 2 digits).

- **Subscription**

Any number of subscriptions can be set up for a process. The sequence runs numerically from 01 (always 2 digits) to 99 and can be continued alphanumerically if required (AA, AB, etc.).

A process is billed on the basis of the subscription. A separate invoice is created with the corresponding accounting text for every subscription. It is used to enable greater transparency of invoices.

Example:

Process 01, DHL Paket

Subscription 01 Accounting text: Normal domestic shipment

Subscription 02 Accounting text: Special Christmas shipment

Subscription 03 Accounting text: Special Easter shipment


Subscription 04 Accounting text: Special XYZ shipment

- **Billing No/billing number**

This term stands for the combination of the previously explained terms. A billing number comprises (in this sequence):

EKP number + Process + Subscription

The Billing No must always be specified on the common label in the shipment information block.

			
Billing number: 5012345678 01 01		Weight:	Quantity:
Ref No.:	234-234 NH- 1/134	12.0 kg	1/1
Shipment ref.:	00340433835165558032	2010-02-01	



- **Shipment number (= identifier)**

Barcoded shipment numbers attached to the shipments enable the data of the parcels to be stored in the networked information system so that the shipment numbers can be used to distribute parcels accurately according to their destinations as well as to retrieve information, such as the current location of a parcel (tracking & tracing). A shipment is identified using either the ID code or a licence plate.

- **Routing information**

In addition to shipment number barcodes, there are also barcodes which determine the routing of the parcel in the form of routing information. These barcodes include the postal routing code and the international routing code.

- **Product key*:**

Four-to-six-digit number combination to uniquely label a product/service combination of a parcel within an EDI message

- **Product code*:**

Two-digit number combination to identify products and services which is used in the postal routing code or the international routing code of a DHL label to control the route of a parcel shipment, for example. Unlike product keys, product codes cannot be uniquely assigned to a product or service.

*Product codes and product keys are provided to you by the regional DHL Senior IT Consultant in the form of a comprehensive XML file or individually.

3 DHL PAKET

DHL PAKET is the standard parcel service for parcels up to 31.5 kg for DHL contract customers. The maximum dimensions of a standard parcel are as follows:

- Length 120 cm
- Height 60 cm
- Width 60 cm

Transport insurance up to EUR 500/shipment is already included as standard. Furthermore, additional services can also be selected, some of which are chargeable. Services agreed by the customer and excluded services are outlined in the GT&C.

3.1 MODIFYING THE PRODUCT PORTFOLIO

DHL Paket will reorganise the services that can be booked in addition to sending a DHL Paket as of August 1, 2016 and thus, tailor the portfolio even more consistently to market and customer requirements. This results in the following changes:

- Certain existing services will be replaced with new services: These will become easier to implement, offer increased quality stability and therefore, also be more cost-favourable.
- In order to continue to be able to provide high-quality services at low cost, some complex and rarely used services will be discontinued.

Services of the current portfolio, which will be discontinued as of August 1, 2016.

- Contract handling in conjunction with identity and age verification
- DHL Paket Exchange Service
- DHL Multi-parcel delivery
- Advice of delivery
- Sender's instruction: Return immediately

Services of the current portfolio, which will be discontinued as of August 1, 2016 and ...

- Identity and age verification
- Delivery to addressee only
- Simple age verification
- Sender's instruction: Do not deliver to neighbour
- Sender's instruction: Day-definite delivery

...which will be replaced by optimised new services.

- Ident-Check
- Named person only
- Visual check of age *
- No neighbour delivery
- Preferred day

* The "visual check of age" service was already introduced in November 2014.

Please refer to Section 3.3 for a description of the services that are to apply as of August 1, 2016.

3.2 CURRENT SERVICE PORTFOLIO (VALID UP TO JULY 31, 2016)

The service requirements for the SLS are described below. Only those services which are relevant to the SLS are considered here.

3.2.1 OVERVIEW

The following services are possible for DHL PAKET:

Service	Relevant for SLS
Delivery to addressee only	Yes
Identity/age verification (IDP)	Yes
Visual check of age (VCA)	Yes
Multi-parcel delivery	Yes
Sender's instructions (VorV)	Yes
Cash on delivery* (paperless)	Yes
Additional insurance	Yes
Advice of delivery	Yes
GOGREEN	Yes
Exchange service	Yes
Parcel notification	Yes
Preferred neighbour/Preferred location	Yes

* Unless otherwise expressly stipulated, "Cash on delivery" in the "Product/BDV product code/EL code" tables below always refers to the "paperless" variant.

Table 1: Possible services for DHL PAKET

The following billing options are possible for DHL PAKET:

Billing options	Relevant for SLS
Sender (standard)	Yes
Production-based billing	Yes
Production-based B2B	Yes
Carriage forward (postage not paid)	Yes

Table 2: Possible billing options for DHL PAKET

PRICES

Prices can be mapped in an SLS. Please note that this can include flat rate or graduated prices in addition to standard prices. Services prices are not subject to discounts.

The respective conditions should be taken from the relevant contract.

ACCESS REQUIREMENTS

Before business customers can actively use DHL PAKET shipments, they must conclude a corresponding contract with DHL.

A further access requirement is the use of the common label as a standard label layout.

An electronic posting list (EDI message) must be created and sent to DHL in order to use DHL PAKET in conjunction with the following services:

- Identity/age verification (IDP)
- Multi-parcel delivery
- Sender's instructions (VorV)
- Paperless cash on delivery (Paperless COD)
- Exchange service (including "pick-up with exchange box" option)
- Parcel notification

Standard message formats are the 3D-IFTMIN or the 3D-FlatFile format.

3.2.2 BULKY GOODS

GENERAL INFORMATION

Parcels that exceed the maximum standard dimensions (120/60/60 cm) are referred to as bulky goods. Bulky goods can be calculated with different price options.

All price options can be found in the table below:

DHL Paket (business customers) Customised price options

Price option	machinable	Non-machinable (bulky goods)
1. Flat rate for machinable parcels on the one hand and a customised surcharge calculated for non-machinable parcels on the other hand	Flat rate	+ Bulky goods surcharge
2. Graded prices with fixed grades by weight for machinable parcels (default graded price table) and a customised surcharge calculated for non-machinable parcels	Fixed price grades	+ Bulky goods surcharge
3. Individually agreed grades by weight for machinable parcels („flat rate graded prices“) and a customised surcharge calculated for non-machinable parcels	Individual price grades	+ Bulky goods surcharge

FIGURE 1: OVERVIEW OF PRICE OPTIONS

BULKY GOODS

This service relates to the transportation of shipments which require special operational handling (e.g. manual processing) due to exceeding dimensions or weights or due to special external characteristics.

Criteria for bulky goods	
Dimensions exceeded*	Special external appearance
Length: over 120 cm Width/height: more than 60 cm	Regardless of dimensions or weight

* The following maximum dimensions must not be exceeded: Length 200 cm; for roll-shaped parcels diameter: 60 cm; girth and length combined: 360 cm; weight: 31.5 kg.

The girth and length combined is calculated as follows: For rectangular shape = length + 2 x width + 2 x height;
for roll shape = length + measured circumference

Table 3: Criteria for bulky goods shipments

Examples of shipments with special external appearance:

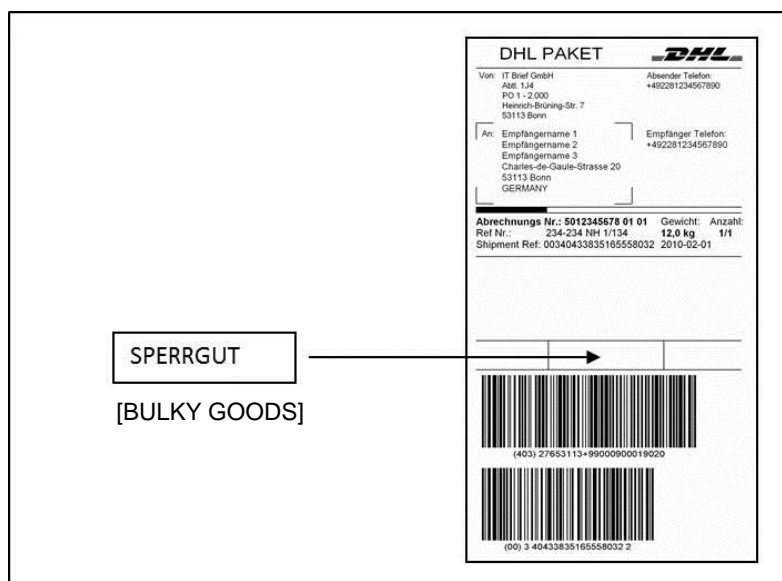
Form of packaging	Packaging material	Special packaging features
<ul style="list-style-type: none"> - Roll-shaped shipments - Round shipments - Shipments with triangular cross-section - Shipments where parts of the packaging protrude - Shipments that have an uneven supporting surface and are unstable - Several parcels bound together (if the bundle exceeds the standard dimensions or has no rectangular shape or is shrink-wrapped using suitable films) - Certain sacks or bags 	<ul style="list-style-type: none"> - Certain synthetics - Metal - Fabric - Certain films - Shipments with rubber bands or strapping - etc. 	<ul style="list-style-type: none"> - Shipments with labels - Shipments with loose string/strapping - All partially packaged or unpackaged objects such as: boxes, canisters, car parts, buckets, plants, chairs, pushchairs, small pieces of furniture, wicker items, ladders, urns - etc.

Table 4: Examples of shipments with special external appearance

SLS HANDLING

The bulky goods surcharge must be offered as an option by the SLS.

The text “Sperrgut” [Bulky goods] must be inscribed on the label in the handling information block in the case of bulky goods.



The bulky goods surcharge is added to the parcel price.

Other services can be selected on request in conjunction with bulky goods. Please refer to the Annex to the EDI for the service codes.

Product codes are provided to you by the regional DHL Senior IT Consultant in the form of a comprehensive XML file or individually.

3.2.3 DELIVERY TO ADDRESSEE ONLY

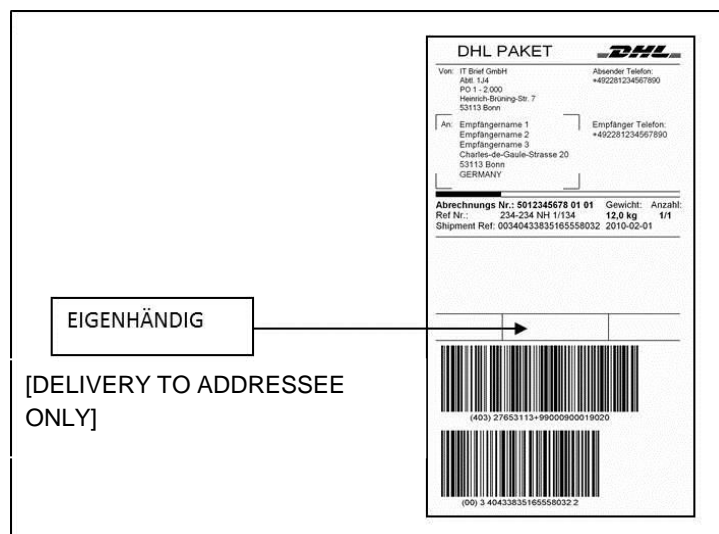
This service includes personal delivery, i.e. the item is only handed over to the recipient himself/herself or alternatively a person specially authorised on his/her behalf.

SLS HANDLING

The “Delivery to addressee only” service has to be offered as an option by the SLS.

The text “Eigenhändig” [Delivery to addressee only] has to be printed on the label in the handling information block of the common label.

The charge for the “Delivery to addressee only” service is added to the transportation charge. Other services can be selected on request in conjunction with “Delivery to addressee only”. Please refer to the Annex to the EDI for the service codes.



Product codes are provided to you by the regional DHL Senior IT Consultant in the form of a comprehensive XML file or individually.

3.2.4 IDENTITY/AGE VERIFICATION (IDP)

In addition to “Delivery to addressee only”, the “Identity and age verification” service also includes a check of the following personal ID features, which may be checked and corrected if necessary on delivery according to the shipper’s instructions:

- Last name

- First name
- Date of birth
- Minimum age
- ID type
- ID card number
- Registered place of residence (street, house number, postal code, city, district)
- Contract processing (request the recipient's signature on the enclosed contract)
- Contract identifier (contract ID)
- Nationality
- Free text field

Correction of the ID features by the delivery agent in the case of non-compliance is optional here and must be defined by the sender. If the shipper does not permit corrections, this means that the mail item will not be delivered even if there are only small differences between the transmitted data and the data of the recipient as per the ID card presented (e.g. due to typos or transposed numbers) and will be returned as a result of the failed identity check. The minimum age, registered place of residence, contract processing and nationality features, however, are always defined as “non-correctable” if they have been selected for checking by the shipper.

The minimum IDP verification is the last name and the first name, all other features are optional.

If the registered place of residence is to be checked, the check of the ID type “ID card” should be made by examining the registered place indicated on the ID card. If using other ID types (permitted: German passport and international ID card/passport) without any information about the place of residence, the check should be conducted by asking the recipient questions.

In addition, DHL offers its business customers a contract processing service in conjunction with IDP. This is an additional service and requires a separate service agreement. In the case of contract processing, the delivery agent is requested to take a contract from a shipping pouch on the parcel and have this signed by the recipient in the presence of the delivery agent. This signed contract is then posted in the enclosed addressed and franked return envelope. Appropriate wording must appear on the label. The contract must have a contract identifier assigned; this must be printed on the contract as a barcode and in plain text and must also start with the prefix KID. Furthermore, it must be transmitted to DHL with the EDI data. For further print details relating to the contract identifier, please refer to the “IDP logic and field properties” table.

An example of the contract identifier is shown below:



We also offer a free text field, which can be used to check flexible content upon delivery, e.g. a customer number or similar. The shipper needs to contact the Business Customer Sales

department before using this field in order to have it activated.

The **IDP with contract handling** service will be discontinued as of August 1, 2016.

The additional **“Simple age verification”** service option is being replaced by the new “Visual check of age” service, which has been introduced on November 15, 2014 (see Section 3.2.5). Current customers can continue to request the “Simple age verification” service in 2015 for a transitional period.

A mail item with the IDP service can only be addressed and delivered to a natural person. Similarly, Packstation and company addresses cannot be used as a recipient address. However, a natural person at a company address is permitted.

The following overview clarifies the shipper’s selection options for checking or correcting the identity features.

The codes “0”, “1” and “2” listed there are interpreted as follows:

- “0” – Feature not selected for checking
- “1” – Feature selected for checking; delivery agent is not permitted to correct the data
- “2” – Feature selected for checking; delivery agent is permitted to correct the data

Please keep in mind that the service is not to be used for data collection purposes. The correction option allows for minor incorrect data discrepancies to be corrected and thus still ensures secure delivery.

The table below provides an overview of the selection options available to the shipper for checking/correcting identity features.

Position	Attribute	Possible codes		
		0 = not selected	1 = selected, correction by delivery agent not permitted	2 = selected, correction by delivery agent permitted
1	Last name	For IDP: not possible, as this is a mandatory field Mandatory for “Simple age verification”	1	2
2	First name	For IDP: not possible, as this is a mandatory field Mandatory for “Simple age verification”	1	2
3	Date of birth	0	1	2
4	Minimum age	0	1	Not possible



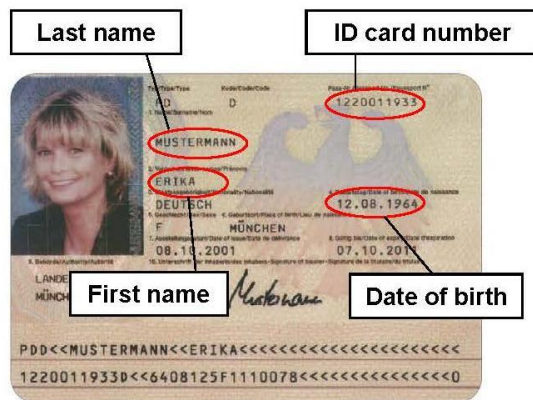
5	ID type	0	1	2
6	ID number	0	1	2
7	Registered place of residence	0	1	Not possible
8	Contract processing	0	1	Not possible
9	Contract identifier	0	1	2
10	Nationality	0	1	Not possible
11	- Not assigned (fixed "0")	0	Not possible	Not possible
12	Free text field	0	1	2
13	- Not assigned (fixed "0")	0	Not possible	Not possible
14	- Not assigned (fixed "0")	0	Not possible	Not possible
15	- Not assigned (fixed "0")	0	Not possible	Not possible

Table 5: Shipper's selection options for checking or correcting the identity features

There are dependencies between the "contract processing" and "contract identifier" check criteria (if contract processing is selected, the contract identifier must be selected as well). Please refer to the Annex to the EDI for the dependency.

Positions 11, 13, 14 and 15 are currently not assigned and have to be filled with "0".

Please find below an example of identity features selected to be checked and the corresponding IDP_Conf string.



IDP_CONF String

1110110000000000

Diagram illustrating the structure of an ID card number, showing the following components from left to right:

- ID card number
- ID type
- Date of birth
- First name
- Last name

The last name, first name, date of birth, ID type and ID card number are checked by the delivery agent without the option to make corrections. Of course, alternatively all or some attributes can be requested with the option to make corrections.

The IDP_CONF could then look as follows:

```
2220220000000000
```

Please always indicate the ID card number in the top right corner as shown in the graphic, as it will be checked by the delivery agents and the retail outlet employees.

The identity features must be established on the part of the sender in line with order processing, and then be verified and sent as an EDI message to DHL by 6 p.m. on the day the shipment is physically handed over together with the usual shipment data.

This service requires encrypted electronic data transmission (EDI message). Checking and any correction of other personal identity features is only possible when using the IDP service.

SLS HANDLING

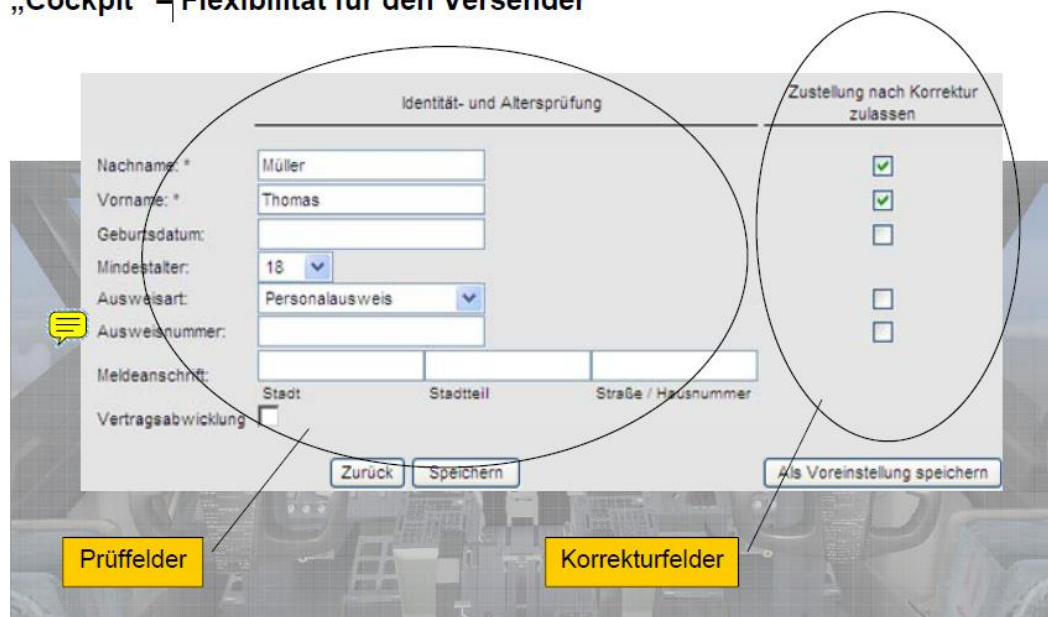
An additional contract between the sender and Deutsche Post DHL is always required for the service. Only if this contract is available, should this service be offered for selection in the SLS.

The IDP CONF string with identity features that are to be checked and corrected is always defined for every business customer and must be stored in the SLS. However, identity features can also be defined flexibly and differently for each individual mail item.

The free text field may only be activated upon agreement with the Sales department. The permitted content of this field must be agreed with the customer in writing. If the field is not used, it must not be displayed in the SLS.

Filling the field means that the respective identity feature is checked on delivery. If the field remains empty, no check is performed upon delivery. A correction while checking is permitted by entering a tick after the feature.

„Cockpit“ – Flexibilität für den Versender



German	English
„Cockpit“ – Flexibilität für den Versender	„Cockpit“ – Flexibility for the shipper
Identität- und Altersprüfung	Identity and age check
Zustellung nach Korrektur zulassen	Allow delivery after correction
Nachname	Last name
Vorname	First name
Geburtsdatum	Date of birth
Mindestalter	Minimum age
Ausweisart	Identity card type
Personalausweis	ID card
Ausweisnummer	Identity card no.
Meldeanschrift	Registered place of residence
Stadt	City
Stadtteil	District
Straße/Hausnummer	Street/house no.
Vertragsabwicklung	Contract processing
Zurück	Back
Speichern	Save
Prüffelder	Fields to be checked
Korrekturfelder	Correction fields

The logic and properties of the individual fields to be defined are shown in the next table:

Position	Field	Format	Mandatory field	Correction ¹	Comments
1	Nachname [Last name]	Text Min. length 2 characters Max. length 17 characters	For IDP: Yes For “Age check only”: No	Yes/No	Standard field The last name must be printed on the label Last name abbreviations are not permitted Titles are not permitted Words like “Mr”, “Ms” or “Miss” (“Herr”, “Frau”, “Fräulein”) are not permitted ISO/IEC 8859-1 and all corresponding character sets are permitted Please note: the last name is transferred to the recipient in the EDI message in the “Contact 1” field.
2	Vorname [First name]	Text Min. length 2 characters Max. length 17 characters	For IDP: Yes For “Age check only”: No	Yes/No	Standard field The first name must be printed on the label First name abbreviations are not permitted Titles are not permitted Words like “Mr”, “Ms” or “Miss” (“Herr”, “Frau”, “Fräulein”) are not permitted ISO/IEC 8859-1 and all corresponding character sets are permitted Please note: the first name is transferred to the recipient in the electronic posting list in the “Contact 2” field.
3	Geburts- datum [Date of birth]	Previous date format Valid date: CCYYMMD D	No	Yes/No	Standard field

¹ The correction field is used to indicate whether the entry in the specific field may not be changed by the delivery agent (“no” scenario). If “yes”, corrections are permitted (e.g. for transposed numbers).

Position	Field	Format	Mandatory field	Correction ¹	Comments
		<CCYY not less than 1900, not greater than the system year Length 8			
4	Mindestalter [Minimum age]	Number Min. length 2 characters Max. length 2 characters	For IDP: No For "Age check only": Yes	No	Standard field The minimum age must be printed on the label (after the "ID Prüfung + <Alter>" [ID check + <age>] information)
5	Ausweisart [IT type]	Number ("01", "02", "04") Min. length 2 characters Max. length 2 characters	No	Yes/No	Standard field The ID type field is dependent on the ID number field. "01" – ID card "02" – Passport "04" – International ID card/passport
6	Ausweisnummer [ID number]	Alphanumeric Min. length 5 characters Max. length 20 characters	No	Yes/No	Standard field
7	Meldeanschrift (Straße und Hausnummer) [Registered place of residence (street + house number)]	Alphanumeric Min. length 2 characters Max. length 35 characters	No	No	Standard fields Registered place of residence and recipient address may differ The registered place of residence refers to the printed address on the ID card (for German ID card: on the back) If an ID other than the German ID card is used, the check will be conducted by asking the recipient questions
	Meldeanschrift (Ort)	Alphanumeric Min. length	No	No	

Position	Field	Format	Mandatory field	Correction ¹	Comments
	[Registered place of residence (city)]	0 characters Max. length 35 characters			
	Meldeanschrift (Stadtteil) [Registered place of residence (district)]	Alphanumeric Min. length 0 characters Max. length 35 characters	No	No	
8	Vertragsabwicklung [Contract processing]	Number Value 1= "Yes" 0= "No" Min/max 1 character	No	Not applicable	<p>The contract processing field is dependent on the contract identifier field</p> <p>Only available if the business customer has concluded an additional contract</p> <p>The contract processing has to be printed on the label (after the "ID Prüfung..." [ID check] text), for example "ID Prüfung + Vertrag!" [ID check + contract!] "ID Prüfung + 18 + Vertrag") [ID check + 18 + contract!]</p>
9	Vertragsidentifizierer [Contract identifier]	Alphanumeric Min. length 7 characters; incl. 3-character prefix "KID" Max. length 35 characters, incl. prefix "KID" Respectively: 32 useful characters for the customer	Yes, if the contract processing option was selected	Yes/No	<p>The contract identifier field is dependent on the contract processing field.</p> <p>Only available if the business customer has concluded an additional contract</p> <p>Barcode:</p> <p>The contract identifier must be printed in plain writing and as a barcode on the contract:</p> <ul style="list-style-type: none"> - Linear - Code 128 - Minimum height 10 mm



Position	Field	Format	Mandatory field	Correction ¹	Comments
					<ul style="list-style-type: none"> - Module width 0.5 mm - Print quality 600 dpi <p>The contract identifier must start with the code "KID".</p> <p>Permitted characters include:</p> <ul style="list-style-type: none"> - Upper case letters A-Z (no umlauts) - Lower case letters a-z (no umlauts) - Digits 0-9 <p>The contract identifier may remain unchanged.</p> <p>Example: KID123456789KUNDE007</p>
10	Staatsangehörigkeit [Nationality]	Text; upper case letters Length 2 characters	No	No	<p>Standard field; two-digit country code in accordance with ISO 3166-1-alpha-2</p> <p>(The delivery agent will see the nationality information in German)</p>
11	- blank -				
12	Free text field	Alphanumeric Min. length 2 characters, 2 x max. length 50 characters	No	Yes/No	<p>Standard field</p> <p>Use is only permitted after consultation with the Sales department</p>
13 - 15	- blank -				



Position	Field	Format	Mandatory field	Correction ¹	Comments
IDP-CONF		numerical Min. length 15 characters Max. length 15 characters	Yes	Yes/No	<p>An IDP configuration parameter (IDP_CONF) is defined for the test algorithm on the basis of the selected configuration of the fields to be checked. The IDP_CONF must be transferred within the EDI message.</p> <p>The IDP_CONF is mapped as a combination of 15 digits. The configuration is defined by assigning the relevant codes. Each field may contain a maximum of one digit.</p> <p>Fields 11, 13, 14 and 15 are currently not assigned and have to be filled with "0".</p>

Table 6: IDP logic and field properties

The dependencies between the individual check features are summarised once more in the following table. Any non-compliance with the dependencies will cause the mail item to be returned to the shipper in accordance with the GT&C.

Example: If contract processing is transferred with 1, the contract ID also has to be transferred with 1 or 2.



0 = not selected, 1 = correction not permitted, 2 = correction permitted

0 = not selected, 1 = correction not permitted, 2 = correction permitted

If feature...		... then dependencies											
	Value	Last name	First name	Date of birth	Minimum age	ID type	ID card number	Registered place of residence	Contract processing	Contract Identifier	Nationality	Free text	
Last name	0	impossible, mandatory field											
	1												
	2												
First name	0	impossible, mandatory field											
	1												
	2												
Date of birth	0												
	1												
	2												
Minimum age	0												
	1												
	2	impossible											
ID type	0												
	1												
	2												
ID number	0												
	1												
	2												
Registered place of residence	0												
	1												
	2	impossible											



Contract processing	0									0			
	1									1 or 2			
	2	impossible											
Contract Identifier	0								0				
	1								1				
	2								1				
Nationality	0												
	1												
	2	impossible											
Free text field	0												
	1												
	2												

Table 7: IDP dependencies between check features

ELECTRONIC POSTING LIST (EDI)

The sender transfers the shipment data including identity features by way of an EDI message. The transfer is to take place via SFTP. The IDP-related data is transferred in additional fields.

Information on the structure of the different electronic delivery formats in conjunction with IDP can be found in the respective format specification (3D-IFTMIN or 3D-FlatFile).

Please request the IDP product key from your CIS Consultant or refer to the product key file for DHL PAKET.

Please use 55 as the product code for the IDP service.

The encrypted EDI data has to be sent to DHL by the customer by 6 p.m. on the day the parcel is physically handed over to DHL.

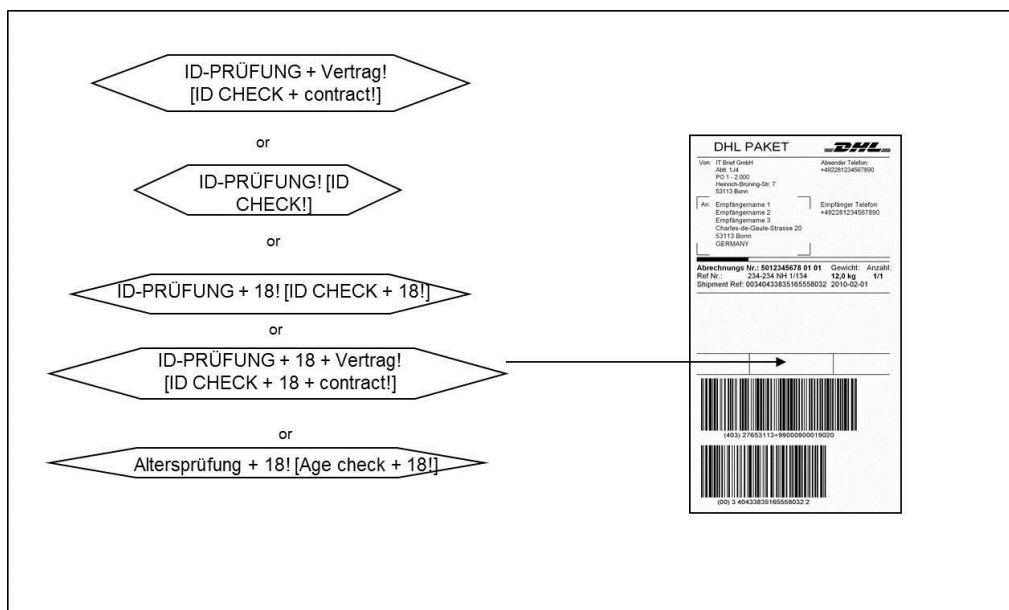
MANUAL POSTING LISTS (PAPER FORM)

No posting lists in paper format are essentially provided for IDP because the posting data has to be sent to DHL in an EDI message. In the case of system failure, a mail item cannot be transmitted with the IDP service; the EDI data is a prerequisite for the service.

MARKING ON THE LABEL

Apart from timely and correct transmission of the EDI data, the second requirement for using the identity and age check service is correct marking on the label. The text “ID-Prüfung” [ID check] must be printed on the label, possibly with the required minimum age of the parcel recipient, which must be checked on delivery. The font size must be Arial 11 or larger.

When using the common label, the marking should always be centred (horizontally and vertically) in the middle of the three fields of the shipment information block and framed. If the marking has to share the designated field with other product/service markings, the IDP marking must be placed in the top half.



Product codes are provided to you by the regional DHL Senior IT Consultant in the form of a comprehensive XML file or individually.

3.2.5 VISUAL CHECK OF AGE (VCA)

By commissioning the “Visual check of age” service, the relevant item will be delivered only if, after checking, the delivery agent is certain that the person who is authorised and willing to accept the item is of the specified minimum age.

Authorised to accept items are the following persons: the recipient stated on the item, the person authorised in writing by the receipt to accept items (postal proxy), as well as the recipient’s family members and other people present on the recipient’s premises. The objective of the service is not just to perform an age check with the recipient stated on the item.

The item will not be delivered to neighbours or tenants. Delivery to parcel boxes and a storage location is also ruled out. Items addressed to “Packstations” will automatically be routed to the retail outlet.

An item with the VCA service must be addressed and delivered to a natural person. As a rule, company addresses cannot be used as the recipient's address but a natural person at a company address is permitted.

The minimum age to be checked can be specified by the sender as being +16 or +18. The sender must transmit this to DHL together with the usual item data as an EDI message by 6 p.m. on the day on which the item is physically handed over.

The parcel label is to be labelled with the "Visual check of age" service according to DHL's specifications.

SLS HANDLING

An additional contract between the sender and Deutsche Post DHL is always required for the service. Only if this contract is available, should this service be offered for selection in the SLS.

The VCA service will be specified by means of the product key and marking on the label.

The logic and properties of the individual fields to be defined are shown in the next table:

Field	Format	Mandatory field	Comments
Minimum age	Number Min. length 2 characters Max. length 2 characters	Yes	Standard field The minimum age must be printed on the label (after the impression "Alterssichtprüfung + <Alter>" [Visual check of age + <Age>]) Only a minimum age of 16 or 18 years may be specified.

Table 8: VCA logic and field properties

ELECTRONIC POSTING LIST (EDI)

The sender will transfer by way of an EDI message the item data including the minimum age to be verified. The transfer is to take place via SFTP.

Information regarding the structure of the different electronic delivery formats in conjunction with VCA can be found in the respective format specifications (3D-IFTMIN or 3D-FlatFile).

Please request the VCA product key from your CIS consultant or refer to the product key file for DHL PAKET.

The product code of the relevant basic product will be used (e.g. DHL Paket).

The encrypted EDI data has to be sent to DHL by the customer by 6 p.m. on the day the parcel is physically handed over to DHL.

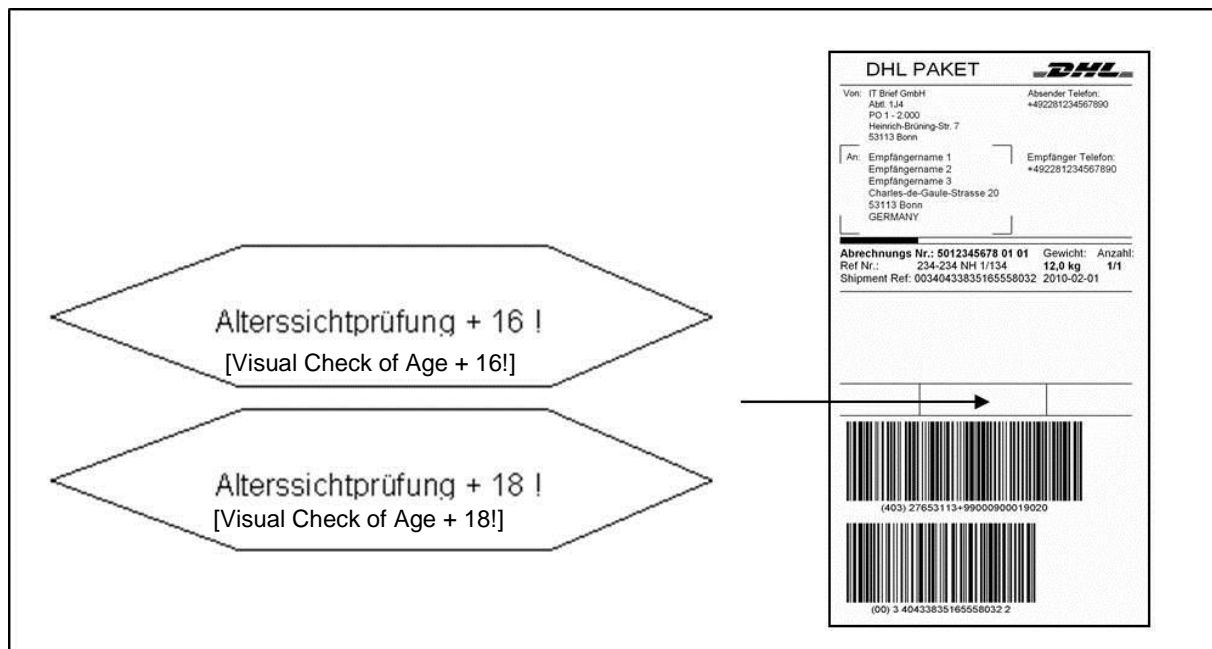
MANUAL POSTING LISTS (PAPER FORM)

No posting lists in paper format are essentially provided for VCA because the posting data must be sent to DHL in an EDI message. In the case of system downtime, the EDI data must be sent to DHL at a later date.

MARKING ON THE LABEL

The text 'Alterssichtprüfung' [Visual check of age] must be printed on the label with the required minimum age of the parcel recipient, which must be checked on delivery. The font size must be Arial 11 or larger.

When using the common label, the marking should always be centred (horizontally and vertically) in the middle of the three fields of the shipment information block and framed. If the marking has to share the designated field with other product/service markings, the VCA marking must be placed in the top half.



SERVICES THAT MAY BE COMBINED

The visual check of age service can be combined with DHL Paket and with most services offered for DHL Paket.

It is **not** permitted to combine this with the following services:

- Identity and age verification (with contract handling)
- Simple age verification
- Delivery to addressee only
- Carriage forward (postage not paid)
- Preferred location
- Preferred neighbour

3.2.6 SENDER'S INSTRUCTIONS (VORV)

The "Sender's instructions" service allows the sender to predefine further delivery instructions of a mail item. These may relate to the following delivery parameters:

- Process for the parcel, if the recipient or the person authorised to receive the parcel is not available.
- No delivery to neighbours
- Day of delivery

Requirements for this service are:

- meeting all the requirements for DHL PAKET in accordance with the service specifications for this product
- electronic posting of shipment data via EDI message

The "Sender's instructions" service for DHL PAKET can only be used following consultation with the responsible product manager and after the relevant calculation and contract amendment have been set up.

The following options are available for the "Sender's instructions" service:

Sender's instructions	Description	Data exchange
Options		
Return immediately (SoZü)	In the absence of an authorised recipient, the mail item is returned to the sender without delay. Notification to the Packstation or retail outlet is not permitted. The Return immediately service will be discontinued as of August 1, 2016.	None
Notice of non-deliverability (UZN)	Following electronic notification of non-deliverability, the mail item is stored in the delivery base for a maximum of 4 further working days. During that period, the sender can issue instructions for further processing (second delivery attempt to same address, forward to another address, return). If no instruction is given, the mail item is automatically returned to the sender once the maximum storage period has expired. The notice of non-deliverability is sent in the following cases: <ul style="list-style-type: none"> - Recipient cannot be determined - Acceptance refused - Moved, do not forward If no authorised recipient is present (recipient tempo-	Bilaterally between sender and DHL


	rarily not present), it is not a case of non-deliverability, i.e. the parcel will be delivered according to the standard procedures (neighbour, Packstation, retail outlet). The notice of non-deliverability process is not used here.	
Do not deliver to neighbour (KeNA)	In the absence of a recipient or a household-related person, the mail item is delivered to the Packstation or local retail outlet. Delivery to a neighbour is not permitted in this case. The Do not deliver to neighbour service will be discontinued as of August 1, 2016.	None
Day-definite delivery (TeZu)	Here the sender can specify in advance on what day the mail item should be delivered to the recipient. To use the “day-definite delivery” sender’s instructions service, the mail item must be handed over to DHL at least two working days and, at the earliest, five working days before the desired delivery date. Should a day-definite delivery mail item arrive at the delivery hub after the desired delivery date, it will be shipped the next possible working day. Should a day-definite delivery mail item arrive before the defined time (five working days prior to the desired delivery date), the item will be returned. Due to limited warehousing capacities at the delivery hub, time deviations as regards posting will not be tolerated. The Day-definite delivery service will be discontinued as of August 1, 2016.	None

Table 9: Sender’s instructions options

SLS HANDLING

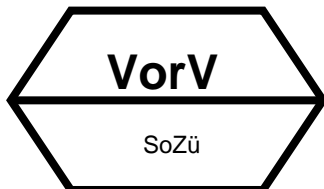
MARKING ON THE LABEL

The “Sender’s instructions” service must be clearly marked on the label. A hexagonal imprint as well as the text “Sender’s instructions” must be specified on the label.

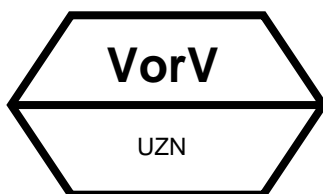
	<p>Hexagon:</p> <ul style="list-style-type: none"> • Length: 25 mm • Height: 15 mm <p>Labelling</p> <ul style="list-style-type: none"> • Sans-serif font • Line 1: VorV (“Sender’s instructions”), 18 pt, bold type • Line 2: Sender’s instructions name: min. 10 pt <p>Position in the hexagon</p> <ul style="list-style-type: none"> • Vertical: centred • Horizontal: centred
---	--

With regard to the individual sender's instructions options, the following symbol and text should be printed on the label:

- Return immediately (SoZü)



- Notice of non-deliverability (UZN)



- Do not deliver to neighbour (KeNA)



- Day-definite delivery (TeZu)



With regard to the combinations of the basic sender's instructions, the following text should be printed on the label:

- “Do not deliver to a neighbour” and “Return immediately” (KeNa + SoZü) “Sender’s instructions” service



- “Do not deliver to a neighbour” and “Notice of non-deliverability” (KeNa + UZN) “Sender’s instructions” service



The text “Vorausverfügung” [Sender’s instructions] and the wording of the respective sender’s instructions written out in full is required above the recipient address – or on the common label in the handling information block. The wording and the abbreviation must be printed in a font size of at least 11 pt. The sans serif font types commonly used in Europe must be used.

Notice of non-deliverability (UZN)

- o **Falls unzustellbar, lagern [Store if undeliverable]**

Do not deliver to a neighbour (KeNA)

- o *No wording*

Day-definite delivery (TeZu)

- o *No wording*

“Do not deliver to a neighbour” and “Notice of non-deliverability” (KeNa + UZN)

- o **Falls unzustellbar, lagern [Store if undeliverable]**

Return immediately (SoZü)

- o **Falls nicht erreichbar, sofort zurück [Return immediately if unreachable]**

“Do not deliver to a neighbour” and “Return immediately” (KeNa + SoZü)

- o **Falls nicht erreichbar, sofort zurück [Return immediately if unreachable]**

Product codes are provided to you by the regional DHL Senior IT Consultant in the form of a comprehensive XML file or individually.

ELECTRONIC POSTING LISTS (EDI)

As the processing of the “Sender’s instructions” service is fully automated, correct details in all fields to be transmitted are essential for the correct implementation of the service. Data for the sender’s instructions is sent to DHL in encrypted format via SFTP at the end of the day.

The transfer of the respective product key for sender’s instructions in the EDI message is essential. Please use product keys for primary EDI only.

The required sender’s instructions option (SoZü, UZN, KeNa, TeZu and their combinations) is specified in the posting file when the electronic posting lists are created/transferred.

The structure of the data records corresponds to the conventional electronic posting lists. Possible message formats are 3D-IFTMIN (EDIFACT standard) or 3D-FlatFile format.

For details please refer to the “Annex for the creation of an electronic posting list”.

SERVICES THAT MAY BE COMBINED

The “Sender’s instructions” service can only be used in combination with the DHL PAKET core product.

Sender’s instructions are not possible when sending parcels to a Packstation or postal retail outlet (Postfiliale Direkt).

The following services can be combined with sender’s instructions:

- Additional insurance A or B
- Paperless cash on delivery (COD)
- *GOGREEN*
- Bulky goods; except “Day-definite delivery”, sender’s instruction cannot be combined with bulky goods

The sender’s instructions options can also be combined with each other. The following table shows all the possible combinations:

	SoZü	UZN	KeNa	TeZu
SoZü		No	Yes	No
UZN			Yes	Yes
KeNa				Yes

Table 10: Service combinations/sender's instructions

BILLING

The basic transport service is billed on the basis of the electronic posting list. The product key identifies which sender's instructions are used when the data is delivered.

With the "Notice of non-deliverability" and "Return immediately" service options, the additional services (e.g. information dispatch, further processing of the parcel) are not actually billed until the "Sender's instructions" service has actually been used. The basis for billing is the data from the delivery.

However, the KeNa and TeZu sender's instructions options are always billed in addition to the basic transport service.

3.2.7 PAPERLESS CASH ON DELIVERY (COD)

Cash on delivery mail items are only delivered following collection of the cash-on-delivery amount from the recipient. The cash-on-delivery amount is made up of the invoice amount and the forwarding fee (charge for remittance of invoice amount). The maximum amount for COD including the forwarding charge of EUR 3,500 (for delivery via the Packstation EUR 1,500) must be checked by the SLS.

With paperless COD, the COD information is transferred via EDI message.

SLS HANDLING

If it cannot be ensured that the data for paperless COD can be transmitted electronically or if no corresponding agreement has been signed with DHL, the "Paperless COD" option may not be offered for selection in the SLS.

MARKING ON THE LABEL

The COD triangle (with the addition "Ohne Zahlschein" [Without payment slip] for paperless COD) must be printed on the label.

The following technical specifications for printing the COD triangle apply:

- Right-angled triangle, filled
- Width: 30 mm
- Height: 15 mm

It is sufficient to print the COD triangle in black and white.



FIGURE 2: EXAMPLE OF COD TRIANGLE FOR PAPERLESS COD

The font size for the “N” in the COD triangle must be at least 18 pt. If the COD triangle cannot be printed on the label via the SLS, the system must indicate, as part of the user guidance, that the orange postal label must be affixed to the parcel.

With paperless (German: BL) COD, the bank details (account number, sort code, bank) are omitted; only the COD amount is required.

A “BL” (paperless) flag must also be printed immediately next to the COD amount. The font size for the “BL” must be at least 18 pt and the explanatory text must be at least 8 pt.



Product codes are provided to you by the regional DHL Senior IT Consultant in the form of a comprehensive XML file or individually.

ELECTRONIC POSTING LISTS (EDI)

Electronic deliveries are the subject matter of the contract in the case of paperless cash-on-delivery (COD) mail items.

Since paperless COD is processed fully automatically, correct data in all fields to be transmitted is essential for correct remittance of the cash-on-delivery amount. Data for paperless COD transactions is transmitted directly following the mail item's handover in encrypted form via SFTP to DHL, but no later than by 6 p.m. on the day of the handover. The transmission of the product key is likewise a prerequisite for paperless COD.

The paperless COD items are transmitted in the virtual COD process. The process is virtual with billing performed on the basis of process 01. The form and ICR number for the COD process should therefore be taken from the sequential numbering of process 01 if billing is performed via the same subscription.

You can find more information on paperless COD in the relevant EDI documentation.

No paper list is planned for paperless COD mail items. Instead, the data is transmitted electronically via EDI message in 3D-IFTMIN or 3D-FlatFile format.

3.2.8 ADDITIONAL INSURANCE

Parcels can be insured for higher amounts by additional insurance, of either EUR 2,500 or EUR 25,000, upon payment of an additional charge.

The mail item must not contain any external reference to valuable contents (e.g. seal, notes on the label, etc.) or the additional insurance.

Reference to the additional insurance is only made in the EDI message or posting list.

The additional insurance charge is added to the transportation charge, in the case of multi-parcel shipments for each individual parcel and not just once for the entire parcel shipment.

Parcels with additional insurance of EUR 25,000 may only be posted via retail outlets. These parcels have to be documented on a separate posting list (proof of posting).

Parcels with additional insurance of EUR 2,500 may be posted in the retail outlet or picked up as part of the normal collection process.

If they are picked up, these shipments can be entered at the beginning of the posting list together with other parcels.

If national parcels without transport insurance are picked up and the shipments with transport insurance are posted at the retail outlet, two separate posting lists must be managed.

3.2.9 GOGREEN

For shipments with the *GOGREEN* service, a fixed surcharge of EUR 0.02 per mail item is added to the transportation charge per DHL PAKET, DHL PAKET production-based billing, DHL RETOURE or Paketmarke item. This surcharge is not eligible for discounts.

The service is calculated at billing number level, i.e. there must be no special indication of *GOGREEN* in the EDI message.

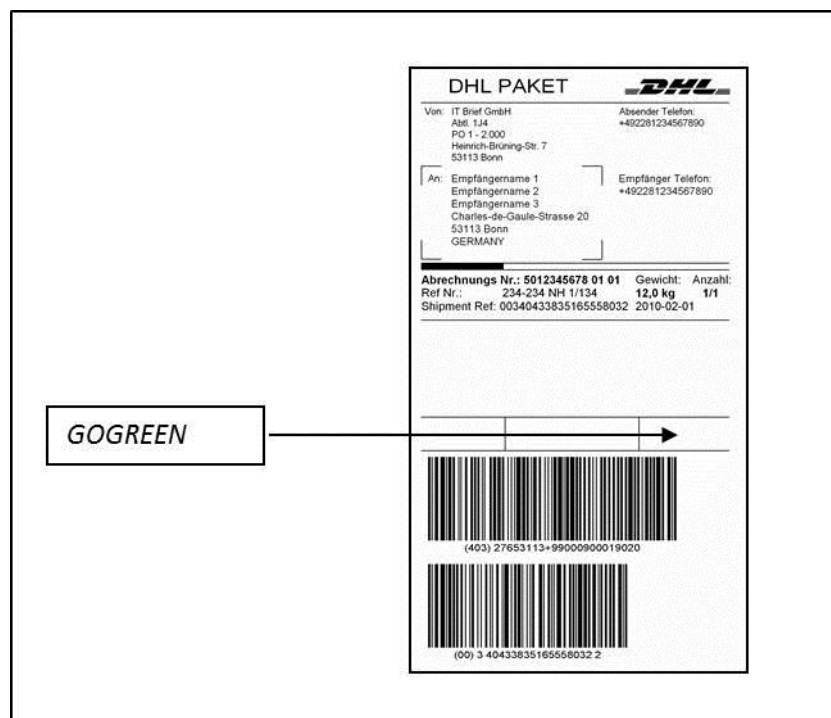
If a shipment sub-quantity with surcharge and another sub-quantity without surcharge is to be calculated, this can only be represented via another subscription.

SLS HANDLING

The “*GOGREEN*” service must be offered for selection by the SLS.

The *GOGREEN* logo must be printed on the label in the handling information block. The logo must be at least 25 mm wide. The logo can be printed in colour or in black and white.

The charge for the “*GOGREEN*” service must be added to the transportation charge.



Product codes are provided to you by the regional DHL Senior IT Consultant in the form of a comprehensive XML file or individually.

You can find a GOGREEN product logo for printing on your parcel in the “DHL PAKET LOGO” tab of the logocenter at www.dhl.de/logocenter.

3.2.10 PARCEL NOTIFICATION

Parcel notification is a standard DHL Paket service and replaces the existing “Shipment notifications” service. With parcel notification, you make it possible for your customers to be notified of the estimated delivery time by DHL in advance by e-mail. This way you can offer your customers maximum transparency and the ability to plan.

Please transfer the recipient's e-mail address as part of the electronic shipment data (EDI data). As soon as the DHL Paket has arrived at the parcel centre, an e-mail containing the estimated delivery time is triggered. If the recipient cannot be reached at home, they will be notified of this by e-mail as well.

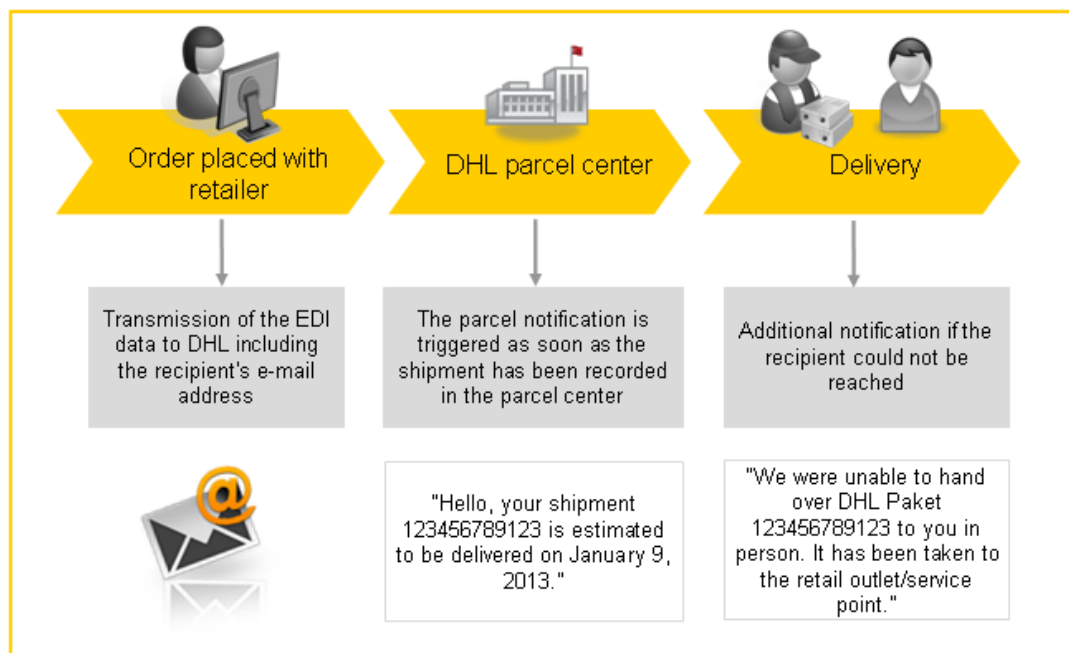


FIGURE 3: PARCEL NOTIFICATION WORKFLOW

Example e-mail:

Dear Customer,

Your shipment 321142158349 has been received by DHL and is expected to be delivered on **15 April 2013** between **9 a.m. and midday**. Please ensure you have the **cash-on-delivery amount of EUR 10** to hand.

For more information on the shipment status, please use the following link for a direct status check: Shipment tracking

Kind regards,
Your DHL team

on behalf of
Shipper logo

PS: Are you aware of Paket.de, our private customer portal? Register now and benefit from our flexible recipient services for your **future** DHL parcels.

This e-mail is for information only and does not guarantee delivery of the mail item. This e-mail address cannot receive messages. Your e-mail address will only be used for parcel notification purposes regarding the above mail item and it will not be stored for advertising purposes. Should you no longer wish to receive our notifications, please click here: [DHL notification service](#)

REQUIREMENTS FOR USE

As soon as an e-mail address of the recipient is transmitted as part of the electronic shipment data (EDI data), a parcel notification order is created automatically. Details on how to specify the e-mail address in the EDI data can be found in the latest EDI specifications.

The following points must be observed in order to transmit the EDI data:

- The electronic shipment data (EDI data) must have been received by DHL before the mail item is processed in the parcel sorting centre. If a shipment has already been processed, it is not possible to process parcel notification orders which have been received subsequently.
- If the mail item is not processed in the parcel sorting centre within 10 days of the EDI data transmission, the parcel notification order is rejected.

SERVICES THAT MAY BE COMBINED

Parcel notification is a standard “DHL Paket national” service. It is currently not possible to trigger a parcel notification for the following products/services:

- Multi-parcel
- “Day-definite delivery” sender’s instructions (VorV TeZu)

3.2.11 PREFERRED NEIGHBOUR/PREFERRED LOCATION

The “Preferred neighbour” or “Preferred location” delivery preference can be commissioned for an individual mail item as a core service for DHL Paket national. If an individual need arises, this will be given priority in the delivery sequence, meaning that it will take precedence over any existing long-term orders that the recipient has saved at www.paket.de. However, these will still continue to be valid.

During the order process, the recipient can either specify a preferred neighbour to whom the mail item is to be delivered if the recipient is unavailable, OR a preferred location at which the mail item can be stored. This information will be transmitted with the PAN data as free text (N.B.: no more than 100 characters):

- For “Preferred neighbour”: last name, street and house number of the preferred neighbour
- For “Preferred location”: e.g. garage, terrace, shed, etc.

The recipient should be made aware of the following general conditions, where relevant:

- The preferred neighbour must live in the immediate vicinity of the recipient, i.e. in the same house, next door or opposite
- The preferred location must be situated on the recipient’s premises, not be accessible or visible to third parties and must be dry and weatherproof
- There will be no legal entitlement to the performance of the delivery preference; if, for example, the preferred neighbour is unavailable, the item will be left at the retail outlet and a notification will be sent

REQUIREMENTS FOR USE

The preferred neighbour/preferred location must be transmitted in the electronic shipping data (EDI data). Details on how to specify this information in the EDI data can be found in the latest EDI specifications.

The following points must be observed in order to transmit the EDI data: The electronic shipment data (EDI data) must have been received by DHL before the mail item is processed in the parcel sorting centre. If an item has already been processed, it is not possible to process “Preferred neighbour/Preferred location” orders that have been received subsequently.

SERVICES THAT MAY BE COMBINED

The “Preferred neighbour” and “Preferred location” options cannot be combined with the following services:

- Simple Age Verification, visual check of age
- IDP and IDP with contract handling
- Delivery to addressee only

Furthermore, “Preferred neighbour” cannot be combined with the following services:

- Sender’s instructions – Do not deliver to a neighbour
- Sender’s instructions – Return immediately

In addition, “Preferred location” cannot be combined with

- Exchange
- Charge-related services (customs, cash on delivery)

3.2.12 DELIVERY SERVICES

With the DHL delivery services, your customers can receive parcels and shop online equally as flexibly. To use some of these delivery services, a PostNumber is required which the recipient receives following one-time registration under www.paket.de. However, some of these services are also available to non-registered customers on the condition that the sender submits the recipient’s email address with the electronic shipment data.

Only possible with PostNumber following completed registration:

- DHL PACKSTATION: 24-hour* parcel deposit for receiving and shipping parcels.
* The opening hours may differ in individual locations.
- Preferred location/neighbour (standing order): Via www.paket.de, the recipient specifies where on his premises parcels can be stored now and in the future or the preferred neighbour who may receive parcels now and in the future.

Available with PostNumber or e-mail address:

- Preferred day: Your customers will be notified about the estimated delivery time free of charge. The registered recipient may request the delivery day to be postponed by up to 4 business days.
- Postfiliale Direkt: Allows receipt of parcels at a postal retail outlet chosen by the customer

Only with e-mail address:

- Preferred location/preferred neighbour (individual order for one specific shipment): the sender transmits the recipient's preferred neighbour or preferred location for one individual shipment in the electronic shipping data (EDI).

See also Section 3.2.11

To be able to use these services, the following requirements have to be fulfilled by the mail order company:

- The PostNumber or e-mail address is accepted in the order process, i.e. the customer is able to enter it
- The PostNumber is correctly integrated on the parcel label
- If a PostNumber is not specified, a recipient e-mail address is entered and transmitted in the electronic shipment data

THE POSTNUMBER

The PostNumber is a 6 to 10-digit code of the barcode type 2of5interleaved. Please refer to the latest version of the "DHL PAKET barcode specification" document for details on how to construct the PostNumber in the 2/5i format.

INTEGRATION OF PACKSTATION AND POSTFILIALE DIREKT IN THE ORDER PROCESS

The preferred PACKSTATION or Postfiliale (retail outlet) is entered as the alternative delivery address. The terms "PACKSTATION" or "Postfiliale" replace the street in the street field. The house number is replaced by the 3-digit number of the PACKSTATION or retail outlet.

The PostNumber is entered in a separate field (additional address information or company) under the name. The recipient's e-mail address is requested (to be configured freely in the order process) if a mail item is to be delivered to a retail outlet for an unregistered customer who does not have a PostNumber.

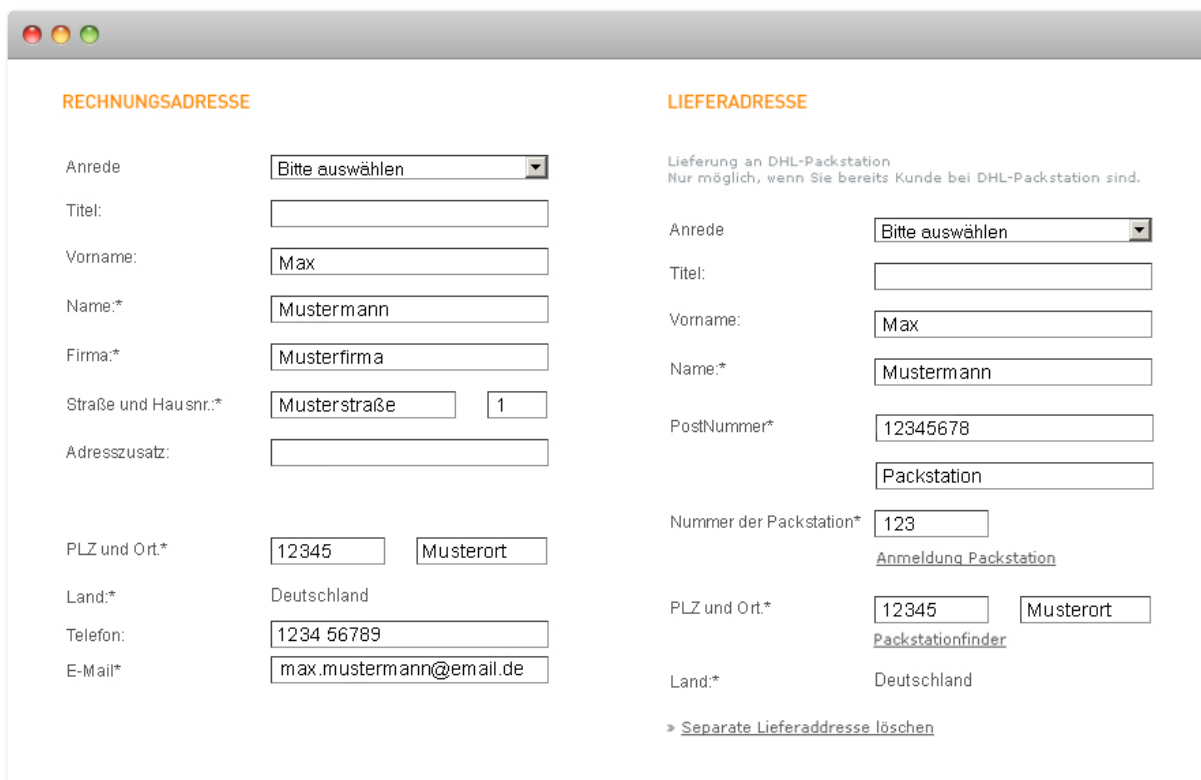
Illustration of the address structure:

<u>Packstation address (only available with PostNumber)</u>	<u>Retail outlet address (with PostNumber)</u>	<u>Retail outlet address (with e-mail)*</u>
Sally Sample 761565 Packstation 102 54321 Sample Town	Sam Sample 123456789 Postfiliale 501 53113 Bonn	Sam Sample Postfiliale 501 53113 Bonn

* The e-mail address is only transmitted electronically and is not part of the address on the label

In addition to the "alternative delivery address", we recommend an additional address form for entering the PACKSTATION and the retail outlet so that your customers do not forget important information and to make entries easier for them. Please define the PostNumber as a mandatory field in this form for shipments that are to be sent to a PACKSTATION. Shipments to a retail outlet should require either a PostNumber or an e-mail address to be en-

tered on a binding basis. The Postfinder web service is linked via the developer portal under <https://entwickler.dhl.de> for selecting the latest Packstation and retail outlet data and the correct address structure. Your customers can then easily copy the desired delivery address to the address form with just a click. The graphic below shows you how to integrate a separate address form using PACKSTATION as an example.



The screenshot displays a web form with two main sections: **RECHNUNGSADRESSE** (Billing Address) and **LIEFERADRESSE** (Delivery Address).

RECHNUNGSADRESSE:

- Anrede:
- Titel:
- Vorname:
- Name*:
- Firma*:
- Straße und Hausnr.*:
- Adresszusatz:
- PLZ und Ort*:
- Land*:
- Telefon:
- E-Mail*:

LIEFERADRESSE:

Lieferung an DHL-Packstation
Nur möglich, wenn Sie bereits Kunde bei DHL-Packstation sind.

- Anrede:
- Titel:
- Vorname:
- Name*:
- PostNummer*:
-
- Nummer der Packstation*:
- [Anmeldung Packstation](#)
- PLZ und Ort*:
- [Packstationfinder](#)
- Land*:
- [» Separate Lieferadresse löschen](#)

FIGURE 4: INTEGRATION OF A SEPARATE ADDRESS FORM USING PACKSTATION AS AN EXAMPLE

We recommend that you do not permit PACKSTATION or a retail outlet as the billing address. Otherwise, you would not have a valid customer address. You can avoid the entry of PACKSTATION or a retail outlet as the billing address by not allowing them in the street field and integrating a pop-up note requesting entry in the delivery address.

INTEGRATION OF THE RECIPIENT SERVICES INTO EDI DATA

Shipment-accompanying data should always be transmitted for parcels. It is essential for EDI data to be transmitted for shipping parcels to a retail outlet if the recipient is not registered on www.paket.de and does not have a PostNumber, and for a shipment-specific preferred location/preferred neighbour to be requested for handing over the mail item if the recipient is absent, with the following specific information:

Service	Entry in the EDI data
Postfiliale Direkt	E-mail address
Preferred location	Service code



	Preferred location
Preferred neighbour	Service code Preferred neighbour

Table 11: Integration of the delivery services into EDI data

You can find the relevant field names and information on further transmission of shipment-related data in the latest versions of the EDI specifications and the document entitled “Annex for the creation of an electronic posting list”.

ADDRESSING THE RECIPIENT SERVICES ON THE PARCEL LABEL

The PostNumber, if specified, is indicated on the parcel label in a separate line under the recipient's name without any additional information. Three lines (Name 1, Name 2, Name 3) should be available for entering the name in your SLS. If a PostNumber has been specified, it has to be entered in the field intended specifically for the PostNumber for all recipient services (including Packstation). Please ensure the PostNumber field is printed below the name. Blank lines must not be produced on the label (e.g. if a PostNumber has not been specified). This is still possible if the entry and printing have been undertaken via the Name 2 field in your systems. We recommend changing it to the PostNumber field.

Please also note the following street codes for the routing coding of a mail item to a Packstation or retail outlet: the postal retail outlet (Postfiliale Direkt) street code is 993; the PACKSTATION street code is 994.

3.3 NEW SERVICE PORTFOLIO (AS OF AUGUST 1, 2016)

3.3.1 OVERVIEW AND COMBINATIONS

DHL plans the following service portfolio for business customers:

CORE SERVICES DHL PAKET

CHARGED SERVICES

SERVICE GROUPS

Additional handling	And/Or-Group
Insurance	Or-Group
Payment	Or-Group
Person-specific delivery	Or-Group
Delivery specification regarding time & place	And/Or - Group
Additional services	And/Or-Group

- Parcel notification
- Preferred location
- Preferred neighbour
- Delivery to Packstation
- Delivery to a postal retail outlet

SERVICES

Bulky goods
Additional insurance
Cash on delivery
Visual check of age
Ident-Check
Named person only
Preferred day
No neighbour delivery
Notice of non-deliverability
Go Green

The services are mapped to individual service groups. The special feature of the new service portfolio is that any service group can be combined with any other service group. This means there are no restrictions between the service groups.

The type of service group defines how services may be combined with each other within a service group. There are two types of service group:

- “And/Or” group
- “Or” group

AND/OR GROUP

All services in this group may be combined with each other in any way for a mail item. You can select between none and all services at once within this group.

OR GROUP

A maximum of one service may be selected from a service group for this shipment. The services of an “Or” group cannot be combined.

The core services can generally be combined with other services on a shipment-specific basis.

You can find all combination options in the total portfolio overview: See Section 5 APPENDIX.

ACCESS REQUIREMENTS

Before business customers can actively use DHL PAKET shipments, they must conclude a corresponding contract with DHL.

A further access requirement is the use of the common label as a standard label layout.

An electronic posting list (EDI message) must be created and sent to DHL in order to use DHL PAKET in conjunction with any service:

Standard message formats are the 3D-IFTMIN or the 3D-FlatFile format.

PRICES

Prices can be mapped in an SLS. Please note that this can include flat rate or graduated prices in addition to standard prices. Services prices are not subject to discounts.

The respective conditions should be taken from the relevant contract.

3.3.2 CORE DHL PAKET SERVICES

3.3.2.1 PREFERRED NEIGHBOUR/PREFERRED LOCATION (NO CHANGES)

See 3.2.11

3.3.2.2 PARCEL NOTIFICATION (NO CHANGES)

See 3.2.10

3.3.2.3 DELIVERY SERVICES (NO CHANGES)

See 3.2.12

3.3.3 ADDITIONAL HANDLING

3.3.3.1 BULKY GOODS (NO CHANGES)

See 3.2.2

3.3.4 INSURANCE

3.3.4.1 ADDITIONAL INSURANCE (NO CHANGES)

See 3.2.8

3.3.5 PAYMENT

3.3.5.1 CASH ON DELIVERY (NO CHANGES)

See 3.2.7

3.3.6 DELIVERY SPECIFICATIONS REGARDING TIME & PLACE

3.3.6.1 PREFERRED DAY

SERVICE SPECIFICATIONS

By ordering the “Preferred day” service, the shipper can specify in advance on which day the mail item is to be delivered to the recipient.

To use the “Preferred day” service, the mail item must be handed over to DHL at least two working days and, at the earliest, six working days before the desired delivery date.

- Should a mail item arrive before the defined time (i.e. six working days prior to the requested preferred day) at the delivery hub, the shipment will be delivered on the next possible working day.
- Should a mail item arrive a maximum of five working days before the preferred day at the delivery hub, the shipment will be stored in the delivery hub until the preferred day.
- Should a mail item arrive at the delivery hub after the requested preferred day, it will be shipped the next possible working day.

SLS HANDLING

The “Preferred day” service is to be available as a standard service to all shippers. A separate SLS activation is not necessary.

The “Preferred day” service will be specified via a product code and marking on the label.

The logic and properties of the individual fields to be defined are shown in the next table:

Field	Format	Mandatory field	Comments
Wunschtag [Preferred day]	Number YYYYMMDD	Yes	

Table 12: Preferred day logic and field properties

ELECTRONIC POSTING LIST (EDI)

The shipper transfers the shipment data by way of an EDI message. The transfer is to take place via SFTP.



Information regarding the structure of the different electronic delivery formats in conjunction with “Preferred day” can be found in the respective format specifications (3D-IFTMIN or 3D-FlatFile).

Please request the “Preferred day” product key from your CIS consultant or refer to the product key file for DHL PAKET.

The “Preferred day” service is ordered with product code 43.

The encrypted EDI data has to be sent to DHL by the customer by 6 p.m. on the day the parcel is physically handed over to DHL.

MANUAL POSTING LIST

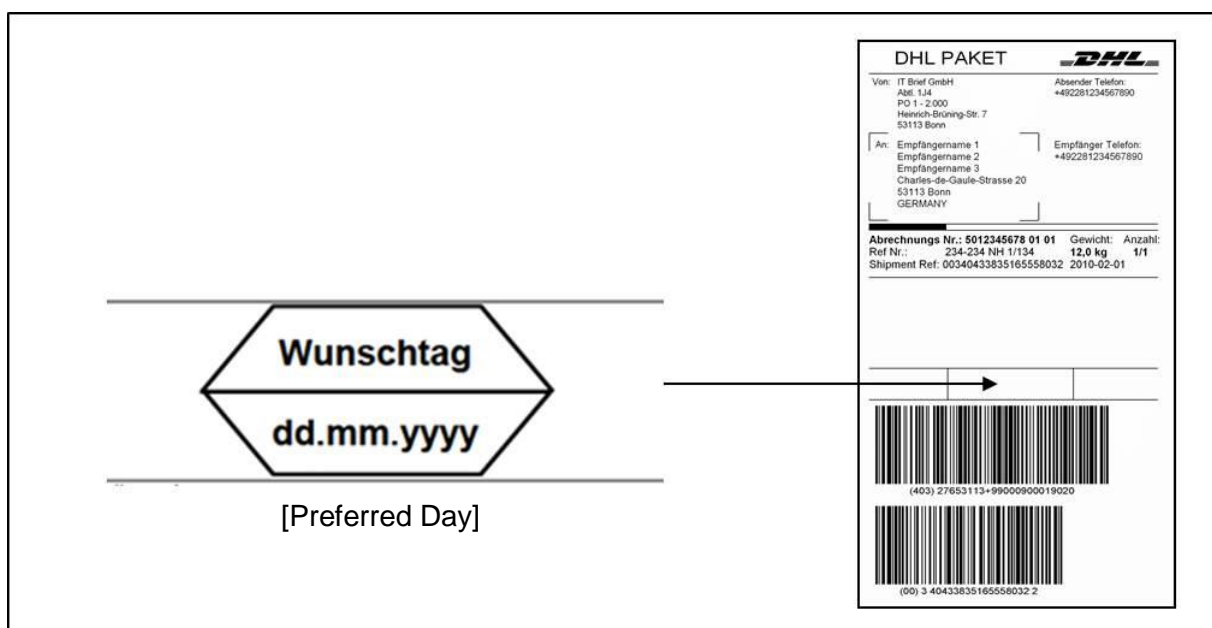
No posting lists in paper format are essentially provided for “Preferred day” because the posting data must be sent to DHL in an EDI message.

In the case of system downtime, the mail item is stored until the EDI data is to DHL at a later date.

MARKING ON THE LABEL

The text “Wunschtag” [Preferred day] as well as the date of the ordered preferred day must be printed on the label. The font size must be Arial 11 or larger.

When using the common label, this note should always be centred (horizontally and vertically) in the middle of the three fields of the shipment information block and framed by hash signs. If the marking has to share the designated field with other product/service markings, the “Preferred day” marking must be placed in the top half.



COMBINATIONS

The “Preferred day” service is part of the “Delivery specifications regarding time & place” service group and may be combined with other services in the same group according to the general portfolio logic. You can find all combination options in the total portfolio overview: See Section 5 APPENDIX.

3.3.6.2 NO NEIGHBOUR DELIVERY

SERVICE SPECIFICATIONS

By ordering the “No neighbour delivery” service, the sender can exclude an alternative delivery to the neighbour if the recipient is absent. The mail item is notified to a Packstation or retail outlet instead.

SLS HANDLING

The “No neighbour delivery” service is to be available as a standard service to all senders. A separate SLS activation is not necessary.

The “No neighbour” service will be specified via a product code and marking on the label.

ELECTRONIC POSTING LIST (EDI)

The sender transfers the shipment data by way of an EDI message. The transfer is to take place via SFTP.

Information regarding the structure of the different electronic delivery formats in conjunction with “No neighbour delivery” can be found in the respective format specifications (3D-IFTMIN or 3D-FlatFile).

Please request the “No neighbour delivery” product key from your CIS consultant or refer to the product key file for DHL PAKET.

The “No neighbour delivery” service is ordered with product code 43.

The encrypted EDI data has to be sent to DHL by the customer by 6 p.m. on the day the parcel is physically handed over to DHL.

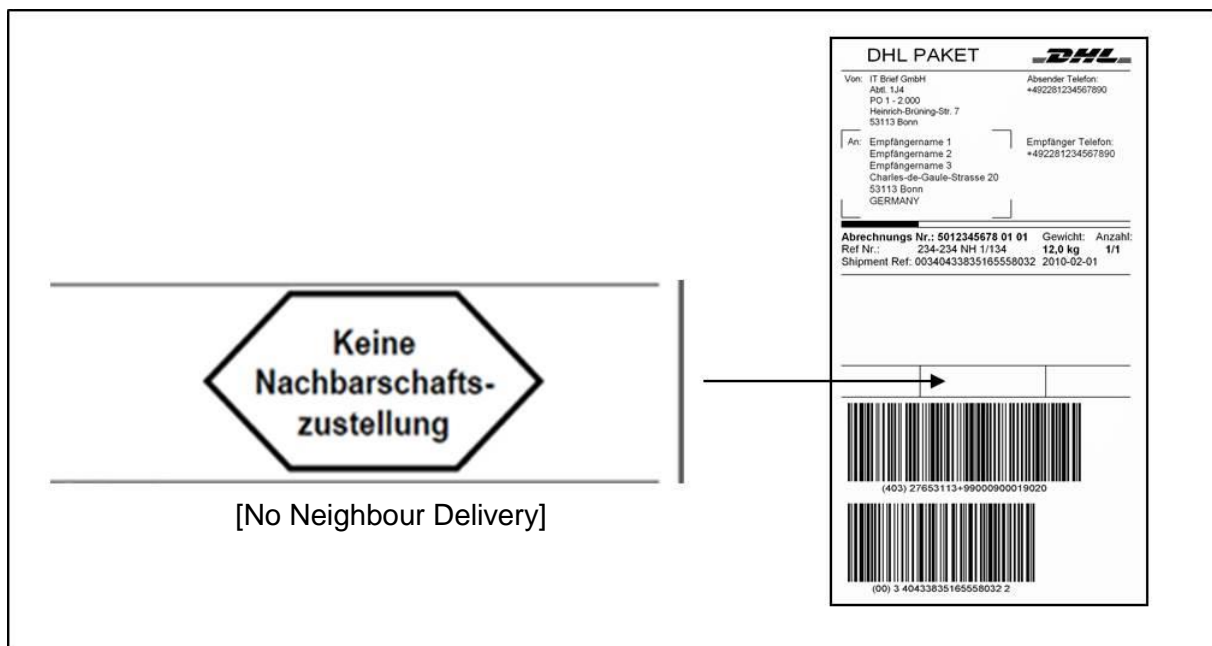
MANUAL POSTING LIST

No posting lists in paper format are essentially provided for “No neighbour delivery” because the posting data must be sent to DHL in an EDI message. In the case of system downtime, the EDI data must be sent to DHL at a later date.

MARKING ON THE LABEL

The text “Keine Nachbarschaftszustellung” [No neighbour delivery] must be printed on the label in the handling information block of the common label. The font size must be Arial 11 or larger.

When using the common label, this note should always be centred (horizontally and vertically) in the middle of the three fields of the shipment information block and framed by hash signs. If the marking has to share the designated field with other product/service markings, the “No delivery to neighbours” marking must be placed in the top half.



COMBINATIONS

The “No neighbour delivery” service is part of the “Delivery specifications regarding time & place” service group and may be combined with other service in the same group according to the general portfolio logic. You can find all combination options in the total portfolio overview: See Section 5 APPENDIX.

3.3.7 PERSON-SPECIFIC DELIVERY

3.3.7.1 VISUAL CHECK OF AGE (VCA)

SERVICE SPECIFICATIONS

By commissioning the “Visual check of age” service, the relevant item will be delivered only if, after checking, the delivery agent is certain that the person who is authorised and willing to accept the item is of the specified minimum age.

The following persons are authorised to accept items: the recipient stated on the item, the person authorised in writing by the receipt to accept items (postal proxy) as well as the recip-

ient's family members and other people present on the recipient's premises. The objective of the service is not just to perform an age check with the recipient stated on the item.

The item will not be delivered to neighbours. Delivery to parcel boxes and a storage location is also ruled out. Items addressed to "Packstations" will automatically be routed to the retail outlet.

An item with the VCA service must be addressed and delivered to a natural person. As a rule, company addresses cannot be used as the recipient's address but a natural person at a company address is permitted.

The minimum age to be checked can be specified by the sender as being +16 or +18. The sender must transmit this to DHL together with the usual item data as an EDI message by 6 p.m. on the day on which the item is physically handed over.

The parcel label is to be labelled with the "Visual check of age" service according to DHL's specifications.

SLS HANDLING

The "Visual check of age" service is to be available as a standard service to all shippers. A separate SLS activation is not necessary.

The "Visual check of age" service will be specified via a product code and marking on the label.

The logic and properties of the individual fields to be defined are shown in the next table:

Field	Format	Mandatory field	Comments
Mindest-alter [Minimum age]	Number Min. length 2 characters Max. length 2 characters	Yes	Standard field The minimum age must be printed on the label (after the impression "Alterssichtprüfung + <Alter>!") [Visual check of age + <Age>!] Only a minimum age of 16 or 18 years may be specified.

Table 13: VCA logic and field properties

ELECTRONIC POSTING LIST (EDI)

The sender will transfer the item data including the minimum age to be verified by way of an EDI message. The transfer is to take place via SFTP.

Information regarding the structure of the different electronic delivery formats in conjunction with VCA can be found in the respective format specifications (3D-IFTMIN or 3D-FlatFile).

Please request the VCA product key from your CIS consultant or refer to the product key file for DHL PAKET.

The "Visual check of age" service is ordered with product code 43.

The encrypted EDI data has to be sent to DHL by the customer by 6 p.m. on the day the parcel is physically handed over to DHL.

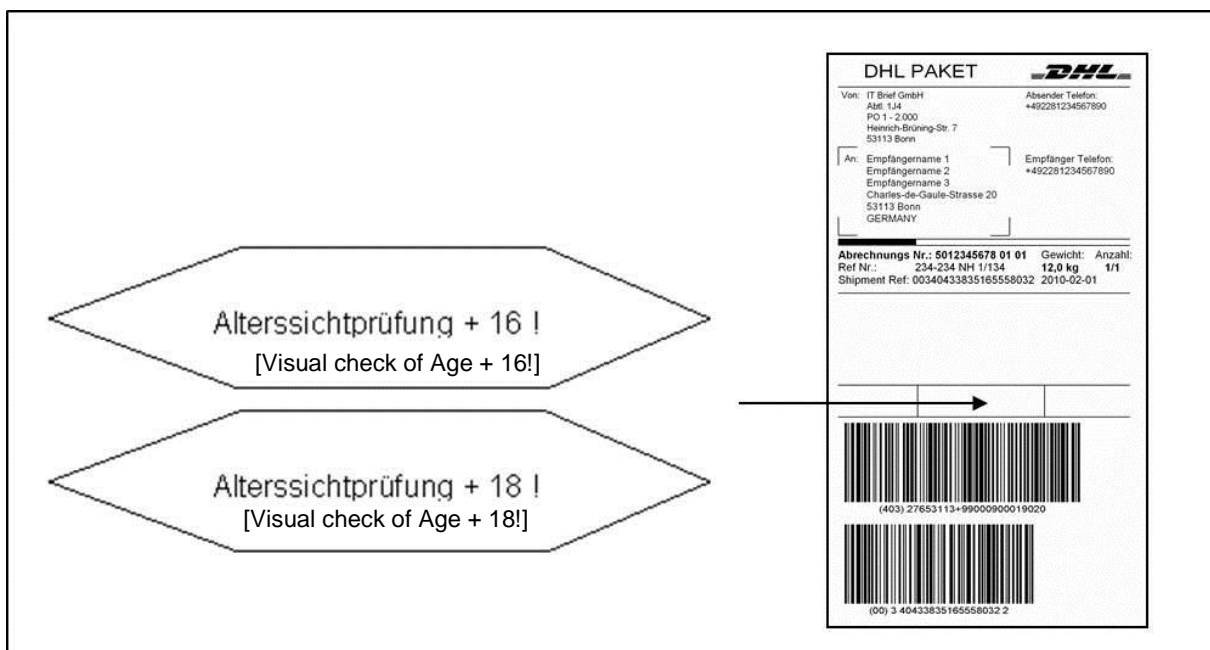
MANUAL POSTING LIST

No posting lists in paper format are essentially provided for VCA because the posting data must be sent to DHL in an EDI message. In the case of system downtime, the EDI data must be sent to DHL at a later date.

MARKING ON THE LABEL

The text 'Alterssichtprüfung' [Visual check of age] must be printed on the label with the required minimum age of the parcel recipient, which must be checked on delivery. The font size must be Arial 11 or larger.

When using the common label, the marking should always be centred (horizontally and vertically) in the middle of the three fields of the shipment information block and framed. If the marking has to share the designated field with other product/service markings, the VCA marking must be placed in the top half.



COMBINATIONS

The "Visual check of age" service is part of the "Person-specific delivery" service group and may not be combined with other service in the same group according to the general portfolio logic. You can find all combination options in the total portfolio overview: See Section 5 APPENDIX.

3.3.7.2 IDENT-CHECK

SERVICE SPECIFICATIONS

The “Ident-Check” service ensures the documented delivery of a mail item solely to the individually specified by the sender, whose ID and possible age are checked as part of the delivery process. Alternative delivery or delivery to a specially authorised individual is not permitted.

An item with the “Ident-Check” service must be addressed and delivered to a natural person. As a rule, company addresses cannot be used as the recipient’s address but a natural person at a company address is permitted.

The following three design options for the service are available to the shipper upon order placement:

- Date of birth check: the sender specifies the data of birth in EDI.
- Minimum age check: the sender specifies the minimum age to be met.
- Check of the date of birth and of the specified minimum age: the sender specifies the date of birth and the minimum age to be met.

The delivery agent checks and records the recipient’s identity using defined attributes:

- The sender always specifies the last name, first name, date of birth and/or minimum age. The delivery agent compares these attributes on the ID document presented against the shipper’s specifications. Minor corrections to the first and last name by the delivery agent are permitted (e.g. to correct typos or add name supplements), but the essence of the recipient’s details must not be changed. The date of birth must not be changed in any case.
- The delivery agent also always records the ID Type, ID number, date of birth and nationality.

The mail item is only delivered if the verification of the recipient’s ID using the sender’s specifications has produced a positive result.

SLS HANDLING

The “Ident-Check” service is to be available as a standard service to all shippers. A separate SLS activation is not necessary.

The service will be specified via a product code and marking on the label.

The logic and properties of the individual fields to be defined are shown in the next table:

Position	Field	Format	Mandatory field	Comments
1	Nachname [Last name]	Specification of the recipient’s	Yes	Standard field The last name must be printed



Position	Field	Format	Mandatory field	Comments
		last name Text Min. length 2 character Max. length 17 characters		on the label Last name abbreviations are not permitted Titles are not permitted Words like “Mr”, “Ms” or “Miss” (“Herr”, “Frau”, Fräulein”) are not permitted ISO/IEC 8859-1 and all corresponding character sets are permitted Please note: The last name is transferred to the recipient in the EDI message in the “Contact 1” field.
2	Vorname [First name]	Specification of the recipient's first name Text Min. length 2 character Max. length 17 characters	Yes	Standard field The first name must be printed on the label First name abbreviations are not permitted Titles are not permitted Words like “Mr”, “Ms” or “Miss” (“Herr”, “Frau”, Fräulein”) are not permitted ISO/IEC 8859-1 and all corresponding character sets are permitted Please note: the first name is transferred to the recipient in the electronic posting list in the “Contact 2” field.
3	Geburtsdatum [Date of birth]	Number Specification of the recipient's date of birth Valid date: CCYYMMDD <CCYY not less than 1900, not greater than the system year	Yes	Optional specification Either the date of birth and/or the minimum age must be populated. It is not permitted to have no entry under the date of birth and minimum age

Position	Field	Format	Mandatory field	Comments
		Length 8		
4	Mindestalter [Minimum age]	Specification of a minimum age – Selection options: Age group 16 or 18 years Number Min. length 2 characters Max. length 2 characters	Yes	Optional specification Either the date of birth and/or the minimum age must be populated. It is not permitted to have no entry under the date of birth and minimum age The minimum age must be printed on the label if its check has been requested.

ELECTRONIC POSTING LIST (EDI)

The sender transfers the shipment data including identity features by way of an EDI message. The transfer is to take place via SFTP.

Information regarding the structure of the different electronic delivery formats in conjunction with VCA can be found in the respective format specifications (3D-IFTMIN or 3D-FlatFile).

Please request the “Ident-Check” product key from your CIS consultant or refer to the product key file for DHL PAKET.

The “Ident-Check” service is ordered with product code 42. The encrypted EDI data has to be sent to DHL by the customer by 6 p.m. on the day the parcel is physically handed over to DHL.

MANUAL POSTING LIST

No posting lists in paper format are essentially provided for “Ident-Check” because the posting data must be sent to DHL in an EDI message.

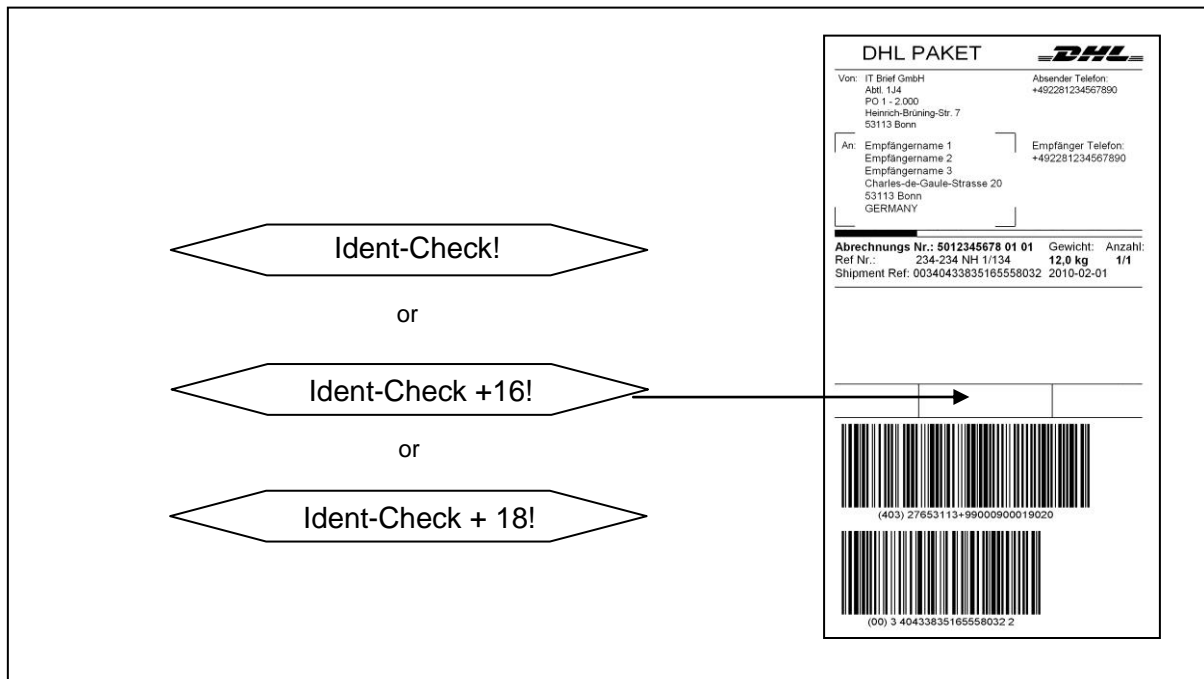
In the case of system failure, a mail item cannot be transmitted with the “Ident-Check” service; the EDI data is a prerequisite for the service. The mail item is stored until the shipment-related EDI data is transferred to DHL.

MARKING ON THE LABEL

The “Ident-Check” information (including details on the minimum age to be met, if necessary) must be printed on the label whereby the font size should be Arial 11 or larger.

When using the common label, this note should always be centred (horizontally and vertically) in the middle of the three fields of the shipment information block and framed by a dia-

mond shape. If the marking has to share the designated field with other product/service markings, the “Ident-Check” marking must be placed in the top half.



COMBINATIONS

The “Ident-Check” service is part of the “Person-specific delivery” service group and may not be combined with other service in the same group according to the general portfolio logic. You can find all combination options in the total portfolio overview: See Section 5 APPENDIX.

3.3.7.3 NAMED PERSON ONLY

SERVICE SPECIFICATIONS

The “Named person only” allows the sender to ensure that only the addresses specified or a specially authorised person may take receipt of the mail item. The delivery agent documents the name of the person taking receipt of the item. If the recipient is personally known to the delivery agent, the latter may waive the requirement of having to check the ID document.

A mail item with the “Named person only” service must be addressed and delivered to a natural person. As a rule, company addresses cannot be used as the recipient’s address but a natural person at a company address is permitted.

SLS HANDLING

The “Named person only” service is to be available as a standard service to all senders. A separate SLS activation is not necessary.

The “Named person only” service will be specified via a product code and marking on the label.



ELECTRONIC POSTING LIST (EDI)

The sender transfers the shipment data by way of an EDI message. The transfer is to take place via SFTP.

Information regarding the structure of the different electronic delivery formats in conjunction with “Named person only” can be found in the respective format specifications (3D-IFTMIN or 3D-FlatFile).

Please request the “Named person only” product key from your CIS consultant or refer to the product key file for DHL PAKET.

The “Named person only” service is ordered with product code 43.

The encrypted EDI data has to be sent to DHL by the customer by 6 p.m. on the day the parcel is physically handed over to DHL.

MANUAL POSTING LIST





No posting lists in paper format are essentially provided for “Named person only” because the posting data must be sent to DHL in an EDI message. In the case of system downtime, the EDI data must be sent to DHL at a later date.

MARKING ON THE LABEL

The “Named person only” information must be printed on the label whereby the font size should be Arial 11 or larger.

When using the common label, this note should always be centred (horizontally and vertically) in the middle of the three fields of the shipment information block and framed by a diamond shape. If the marking has to share the designated field with other product/service markings, the “Named person only” marking must be placed in the top half.



<div style="text-align: center;">  PERSÖNLICHE ÜBERGABE [Named Person Only] </div>	DHL PAKET 									
	<table border="0"> <tr> <td> Von: IT Brief GmbH Abtl. 134 PO 1 - 2.000 Heinrich-Brüning-Str. 7 53113 Bonn </td> <td> Absender Telefon: +492281234567890 </td> </tr> <tr> <td> An: Empfängername 1 Empfängername 2 Empfängername 3 Charles-de-Gaulle-Strasse 20 53113 Bonn GERMANY </td> <td> Empfänger Telefon: +492281234567890 </td> </tr> </table>	Von: IT Brief GmbH Abtl. 134 PO 1 - 2.000 Heinrich-Brüning-Str. 7 53113 Bonn	Absender Telefon: +492281234567890	An: Empfängername 1 Empfängername 2 Empfängername 3 Charles-de-Gaulle-Strasse 20 53113 Bonn GERMANY	Empfänger Telefon: +492281234567890					
Von: IT Brief GmbH Abtl. 134 PO 1 - 2.000 Heinrich-Brüning-Str. 7 53113 Bonn	Absender Telefon: +492281234567890									
An: Empfängername 1 Empfängername 2 Empfängername 3 Charles-de-Gaulle-Strasse 20 53113 Bonn GERMANY	Empfänger Telefon: +492281234567890									
	<table border="0"> <tr> <td>Abrechnungs Nr.: 5012345678 01 01</td> <td>Gewicht:</td> <td>Anzahl:</td> </tr> <tr> <td>Ref Nr.: 234-234 NH 1/134</td> <td>12,0 kg</td> <td>1/1</td> </tr> <tr> <td colspan="3">Shipment Ref: 00340433835165558032 2010-02-01</td> </tr> </table>	Abrechnungs Nr.: 5012345678 01 01	Gewicht:	Anzahl:	Ref Nr.: 234-234 NH 1/134	12,0 kg	1/1	Shipment Ref: 00340433835165558032 2010-02-01		
Abrechnungs Nr.: 5012345678 01 01	Gewicht:	Anzahl:								
Ref Nr.: 234-234 NH 1/134	12,0 kg	1/1								
Shipment Ref: 00340433835165558032 2010-02-01										
	 (403) 27653113+99000900019020  (00) 3 40433835165558032 2									

COMBINATIONS

The “Named person only” service is part of the “Person-specific delivery” service group and may not be combined with other service in the same group according to the general portfolio logic. You can find all combination options in the total portfolio overview: See Section 5 APPENDIX.

3.3.8 OTHER SERVICES

3.3.8.1 SENDER’S INSTRUCTIONS: NOTICE OF NON-DELIVERABILITY (UZN) (NO CHANGES)

The content of the Vorv UZN service will not change; however, the other services in the sender’s instructions (VorV) group will no longer apply in the future.

SERVICE SPECIFICATIONS

The “Sender’s instructions: Notice of non-deliverability” service enables the sender to influence the subsequent processing of an undeliverable mail item. If the mail item cannot be delivered, it is stored in the delivery base for a maximum of 4 further working days. During that period, the sender can issue instructions for further processing (second delivery attempt to same address, forward to another address, return). If no instruction is given, the mail item is automatically returned to the sender once the maximum storage period has expired.

The Notice of non-deliverability applies in the following cases:

- Recipient cannot be determined
- Acceptance refused
- Moved, do not forward

If no authorised recipient is present (recipient temporarily not present), it is not a case of non-delivery, i.e. the parcel will be delivered according to the standard procedures (neighbour, Packstation, retail outlet). The Notice of non-deliverability process is not used here.

With the “Notice of non-deliverability” service, the additional services (e.g. information dispatch, further processing of the parcel) are not actually billed until the “Sender’s instructions” service has actually been used. The basis for billing is the data from the delivery.

SLS HANDLING

The “Sender’s instructions UZN” service for DHL PAKET can only be used following consultation with the responsible product manager and after the relevant calculation and contract amendment have been set up.

ELECTRONIC POSTING LIST (EDI)

As the processing of the “Sender’s instructions UZN” service is fully automated, correct details in all fields to be transmitted are essential for the correct implementation of the service. Data for the sender’s instructions is sent to DHL in encrypted format via SFTP at the end of the day.

The transfer of the respective product key for “Sender’s instructions UZN” in the EDI message is essential. Please use product keys for primary EDI only.

The “UZN” service is ordered with product code 71.

The sender’s instructions UZN option is specified in the posting file when the electronic posting lists are created/transferred.

The structure of the data records corresponds to the conventional electronic posting lists. Possible message formats are 3D-IFTMIN (EDIFACT standard) or 3D-FlatFile format. For details please refer to the “Annex for the creation of an electronic posting list”.

MANUAL POSTING LIST

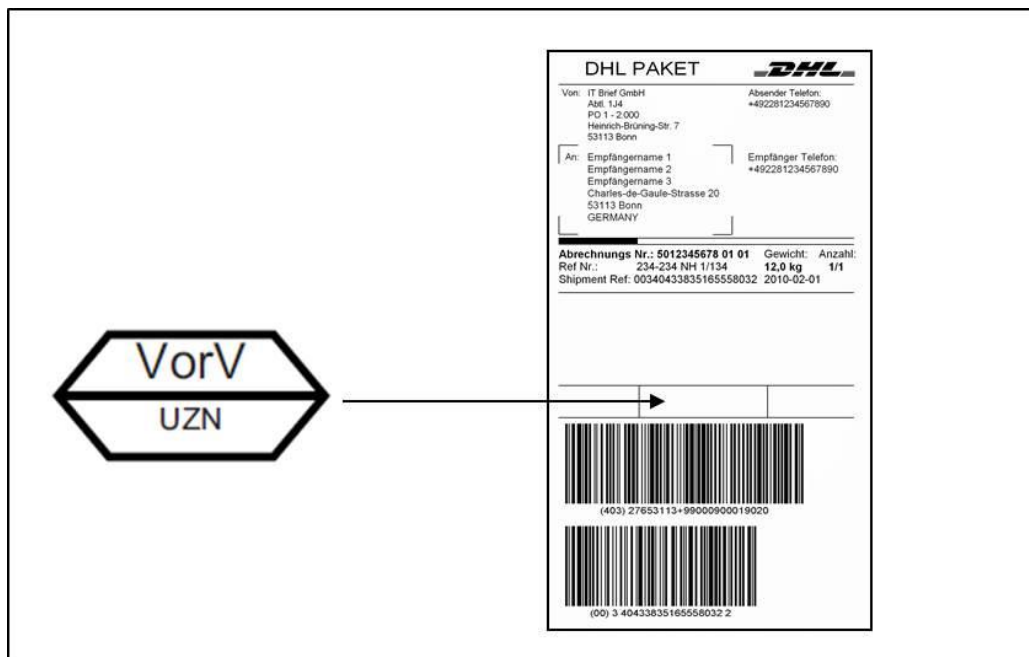
No posting lists in paper format are essentially provided for UZN because the posting data must be sent to DHL in an EDI message.

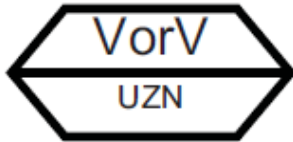
In the case of system failure, a mail item cannot be processed correctly with the UZN service; the EDI data is a prerequisite for the service.

MARKING ON THE LABEL

The text “VorV UZN” [Sender’s instructions Notice of non-deliverability] must be printed on the label in the handling information block of the common label. The font size must be Arial 11 or larger.

When using the common label, this note should always be centred (horizontally and vertically) in the middle of the three fields of the shipment information block and framed by hash signs. If the marking has to share the designated field with other product/service markings, the UZN marking must be placed in the top half.



	<p>Hexagon:</p> <ul style="list-style-type: none"> Length: 25 mm Height: 15 mm <p>Labelling</p> <ul style="list-style-type: none"> Sans-serif font Line 1: VorV ("Sender's instructions"), 18 pt, bold type Line 2: UZN: min. 11 pt <p>Position in the hexagon</p> <ul style="list-style-type: none"> Vertical: centred Horizontal: centred
---	---

The text "Vorausverfügung" [Sender's instructions] and the wording of the respective sender's instructions written out in full is required above the recipient address – or on the common label in the handling information block. The wording and the abbreviation must be printed in a font size of at least 11 pt. The sans serif font types commonly used in Europe must be used.

Notice of non-deliverability (UZN)

- o **Falls unzustellbar, lagern [Store if undeliverable]**

The UZN service is to be ordered with product code 71. The product code changes depending on the services that are ordered in addition to UZN. Product codes are provided to you by the regional DHL Senior IT Consultant in the form of a comprehensive XML file or individually.

COMBINATIONS

The UZN service is part of the “Other services” service group and may be combined with other service in the same group according to the general portfolio logic. You can find all combination options in the total portfolio overview: See Section 5 APPENDIX.

3.3.8.2 GOGREEN (NO CHANGES)

See 3.3.9

3.4 BILLING OPTIONS

3.4.1 SENDER (CONTRACTING PARTNER)

With DHL PAKET, the sender (contracting partner) usually pays. Billing is triggered via electronic data transmission (EDI). The customer communicates the number of parcels sent as well as the services used to DHL. In the event of a fault with the EDI data transfer, the order data must be printed in the form of a posting list and given to the DHL driver. The structure and content of EDI order data as well as posting lists is explained clearly in the respective specifications.

3.4.2 PRODUCTION-BASED BILLING

Production-based billing is a simplified billing procedure whereby posting is possible without a posting list. DHL records the shipment data and makes it available to the customer on a daily or monthly basis. The shipment is billed on the basis of the shipment data recorded by DHL. The main difference compared with billing based on order data is that the transfer of liability does not take place until the shipment has been recorded in the parcel sorting centre.

A separate subscription is required for production-based billing.

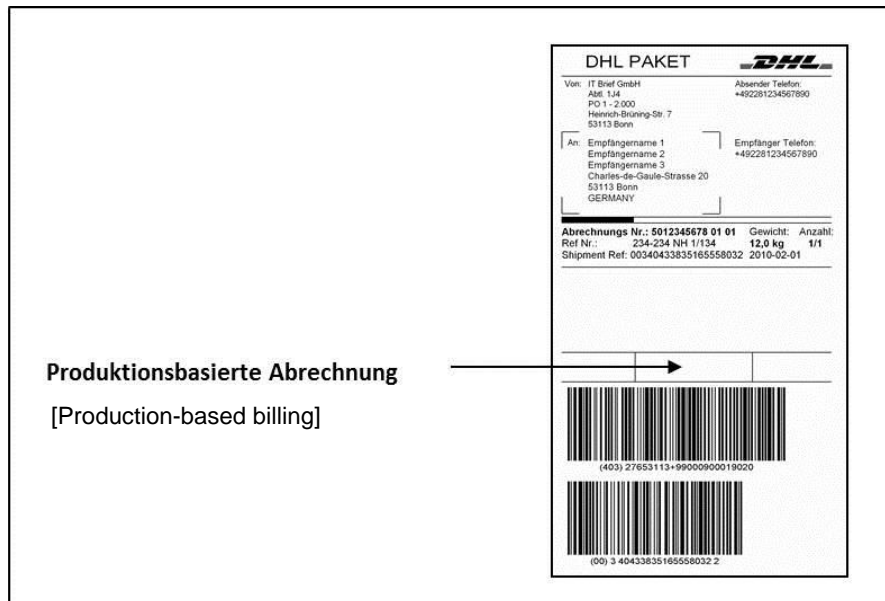
SLS HANDLING

MARKING ON THE LABEL

An ident code in the 2/5i format is required as a shipment identifier. A separate customer ID is assigned for this purpose in a number range that has been especially reserved for this by DHL.

A customer ID and a licence plate in EAN format may be used for production-based billing.

Production-based billing requires that a specific billing option is agreed with the customers.
Therefore, there must be no EDI transfer in this case.



The diagram illustrates the placement of the text "Produktionsbasierte Abrechnung" [Production-based billing] on a DHL PAKET label. An arrow points from the text to a specific area on the label, indicating where it should be printed. The label itself contains the following information:

DHL PAKET	
Von: IT Brief GmbH Abt. 144 PO 1 - 2.000 Heinrich-Bruning-Str. 7 53113 Bonn	Absender Telefon: +492281234567890
An: Empfängername 1 Empfängername 2 Empfängername 3 Charles-de-Gaulle-Strasse 20 53113 Bonn GERMANY	Empfänger Telefon: +492281234567890
Abrechnungs Nr.: 5012345678 01 01 Ref Nr.: 234-234 NH 1/134 Shipment Ref: 00340433835165558032	Gewicht: 12,0 kg Anzahl: 1/1 2010-02-01

Below the main label area, there are two barcode sections with their respective numbers:

- Top barcode: (403) 27653113+99000900019020
- Bottom barcode: (00) 3 40433835165558032 2

The text "Produktionsbasierte Abrechnung" [Production-based billing] must be printed in the handling information block with a font size of at least 12 pt. The ident code and full routing code must always be generated and printed.

Product codes are provided to you by the regional DHL Senior IT Consultant in the form of a comprehensive XML file or individually.

SERVICES THAT MAY BE COMBINED

- GOGREEN
- Bulky goods
- Individual collection order with/without label printing
- Carriage forward (postage not paid)
- Delivery to addressee only

3.4.3 DHL PAKET PRODUCTION-BASED B2B

Please note that the "DHL Paket production-based B2B" may only be used by selected existing customers.

"Production-based B2B" is a billing option tailored to procurement logistics. The recipient of the shipment is the DHL contract customer. He is the party liable for payment to DHL and accepts the costs for the transportation. The shipment charge for the shipper is therefore EUR 0.00.

“Production-based B2B” shipments are billed based on production. A posting list is not required for billing purposes.

SLS HANDLING

MARKING ON THE LABEL

Special requirements apply to “DHL Paket production-based B2B” shipments.

The text “Produktionsbasiert B2B” [Production-based B2B] in plain text must be printed on the labels for “DHL Paket production-based B2B” items. Existing customers only need to adjust the labelling above the recipient details.



All “DHL Paket production-based B2B” parcels must be sent using a special number range. These number ranges are provided by the relevant Sales branch.

The use of an identifier (ident code) in the 2/5i format is mandatory. These ident code number ranges must start with a 23-code.

The ident code and full routing code must always be generated and printed.

Every use of the “DHL Paket production-based B2B” billing must be agreed with the relevant Sales department.

Product codes are provided to you by the regional DHL Senior IT Consultant in the form of a comprehensive XML file or individually.

3.4.4 CARRIAGE FORWARD (POSTAGE NOT PAID)

For non-prepaid shipments, the recipient normally pays the shipping costs. The flat-rate charge to be paid is requested from the recipient when the item is delivered.

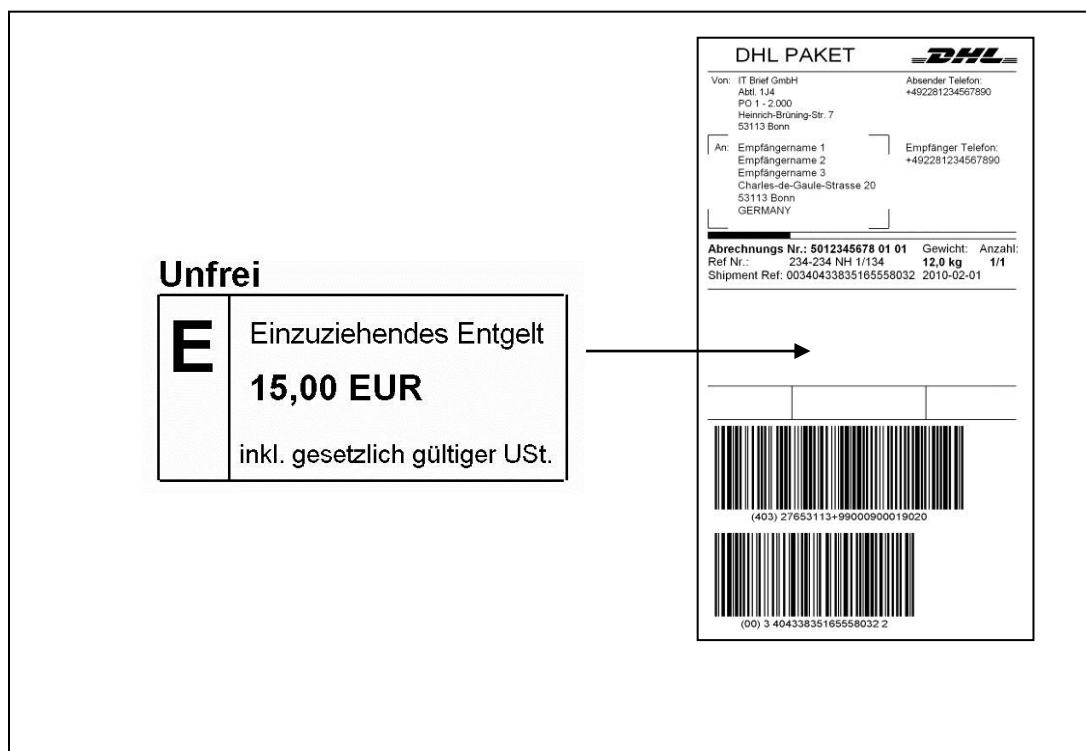
The text “Unfrei” [Carriage forward] with the text “E”, (Einzuziehendes Entgelt [Charge due for payment]) and the amount EUR 15 must be printed on the common label in the handling information block.

SLS HANDLING

The “Carriage forward” (postage not paid) service must be offered as an option by the SLS.

MARKING ON THE LABEL

The text “Unfrei” [Carriage forward] and the “E” must be printed in a font size of at least 20 pt in bold. The remaining details must be at least 8 pt. The rectangle must be approx. 40 mm wide and 18 mm high.



Unfrei

E Einzuziehendes Entgelt
15,00 EUR
inkl. gesetzlich gültiger USt.

DHL PAKET

Von: IT Brief GmbH
Abtl. 134
PO 1 - 2.000
Heinrich-Brüning-Str. 7
53113 Bonn

Absender Telefon:
+492281234567890

An: Empfängername 1
Empfängername 2
Empfängername 3
Charles-de-Gaulle-Strasse 20
53113 Bonn
GERMANY

Empfänger Telefon:
+492281234567890

Abrechnungs Nr.: 5012345678 01 01 Gewicht: Anzahl:
Ref Nr.: 234-234 NH 1/134 12,0 kg 1/1
Shipment Ref: 00340433835165558032 2010-02-01

(403) 27653113+99000900019020

(00) 3 40433835165558032 2



<p>Unfrei</p> <table border="1"> <tr> <td data-bbox="212 358 308 604">E</td> <td data-bbox="308 358 762 604"> <p>Einzuziehendes Entgelt 15,00 EUR inkl. gesetzlich gültiger USt.</p> </td> </tr> </table>	E	<p>Einzuziehendes Entgelt 15,00 EUR inkl. gesetzlich gültiger USt.</p>	<p>Charge:</p> <ul style="list-style-type: none"> • Amount format: NNN.NNN,NN EURO • Font: 10 pt, bold • If possible, EUR 6.2 digits (1,000 delimiter) <p>Square</p> <ul style="list-style-type: none"> • Length 54 mm • Height 20 mm • Filled in <p>Labelling</p> <ul style="list-style-type: none"> • Sans-serif font • Line 1: E: 20 pt, bold • Einzuziehendes Entgelt [Charge due for payment]: 8 pt • inkl. Gesetzlich gültiger USt [incl. statutory VAT]: 8 pt <p>Position in the block</p> <ul style="list-style-type: none"> • Vertical: approx. 10 mm from lower edge • Horizontal: approx. 5 mm from left edge
E	<p>Einzuziehendes Entgelt 15,00 EUR inkl. gesetzlich gültiger USt.</p>		

The abbreviation “U” must be entered in the Services column for posting lists in paper form and the value EUR 0.00 in the charge column. The relevant product key must be entered for transmission via EDI message. Please request the product keys from your CIS Consultant or refer to the product key file for DHL PAKET.

Product codes are provided to you by the regional DHL Senior IT Consultant in the form of a comprehensive XML file or individually.

4 DHL RETOURE

This product provides a return service in the form of a return shipment prepared by the original shipper at his own expense.

SLS HANDLING

The SLS must be able to print an additional common label for DHL RETOURE shipments. In contrast to the original shipping label, sender and recipient must be interchanged. The return label is added to the parcel being shipped. The recipient's address of the return shipment must not be a postal retail outlet (Postfiliale Direkt).

MARKING ON THE LABEL

The text "DHL RETOURE" (DHL return) must be printed in the label header to identify the product.



The image shows a DHL Retoure shipping label template. It is a rectangular label with a header section containing the DHL logo and the text "DHL Retoure". Below the header, there are two columns of text. The left column contains the sender's address (Von: Absendename1, Absendename2, Absendename3, Buchenweg 53, 53572 Unkel) and the recipient's address (An: IT Brief GmbH, Abtl. 1J4, P.O. 1 – 2.000, Heinrich-Brüning-Str. 7, 53113 Bonn). The right column contains the sender's telephone number (Absender Telefon: +4912345649) and the recipient's telephone number (Empfänger Telefon: +492281234567). Below the address fields, there is a section for the invoice number (Abrechnungs Nr.: 5012345678 07 01), reference number (Ref Nr.), and shipment reference (Shipment Ref:). To the right of this section, the weight (Gewicht: 12,0 kg) and date (2010-02-01) are displayed. The label features two barcode areas: the top one with the number 53113.044.007.339 and the bottom one with the number 83120.000.003.7. At the bottom left, the text "Versandssoftware 2.0" is visible.

In addition to the return label, a posting receipt can be created optionally in the SLS (NB: the creation of such a posting receipt is not mandatory). If a posting receipt is printed, it should include the following details at least:




Gramenz
Buchenweg 5
53572 Bruchhausen

Identcode
81.100 000.004 9

Einlieferungsschein
Annahme durch

☐ Filiale ☐ Zusteller

 -----
Nz. Datum

DHL Retoure

DHL Verwaltungs GmbH
PRM Marketing Udo Gramenz,
Bundeskanzlerplatz 2-10
53113 Bonn

- Recipient's address
- Sender's address
- DHL shipment number
RETOURE incl. check digit in plain text
- "DHL RETOURE" text in plain text
- Date/stamp field

4.1 DHL RETOURE BARCODES

4.1.1 IDENT CODE (2/5i)

Only the ident code is currently permitted as a parcel shipment number on the return label. The mapping is performed with the barcode type 2/5i.

4.1.2 POSTAL ROUTING CODE/INTERNATIONAL ROUTING CODE

Both a postal routing code (2/5i) and an international routing code (CODE128) can be used to specify the routing information for *DHL RETOURE* shipments. The code details must be unique, i.e. only **one** recipient of DHL Retoure shipments may be assigned to **one** code entry. Where several return recipients live at the same address, fictional house numbers can be used to make a distinction between them. This must be agreed with DHL Sales.

The SLS must essentially be able to print a unique postal routing code/international routing code for any fictitious address. At the same time however, the real (actual) address of the customer must be printed in plain text on the return label.

4.1.3 SERVICES THAT MAY BE COMBINED

The following services are permitted for DHL RETOURE shipments:



Service	Relevant to the SLS?
Mixed calculation	Yes
Bulky goods	Yes
Individual pick-up order	Yes
Third-party billing	No

Table 14: DHL RETOURE additional services

Product codes are provided to you by the regional DHL Senior IT Consultant in the form of a comprehensive XML file or individually.

The text “DHL RETOURE” (DHL return) must always be printed in the label header. If services are to be used additionally, a suitable identifier (see previous sections on bulky goods or mixed calculations) must be used.

4.2 BILLING

To use DHL RETOURE, the shipper must have subscribed to production-based billing. Returned shipments are recorded by DHL during transport with transmission of the shipment data not required in this case. The charge is calculated on the basis of the DHL PAKET product plus a surcharge.

LIST OF ABBREVIATIONS

Abbrevia- tion	Meaning
ED	Export declaration
GT&C	General Terms and Conditions
ASC MH 10	American Standard Committee for Material Handling (previously ANSI: American National Standards Institute)
PSO	Parcel shipment order
B to B	Business to Business
COD	Cash on delivery
CPT	Carriage paid to (only within EU)
CMR	Convention relative au contract de transport international de marchandises par route
DPAG	Deutsche Post Aktiengesellschaft
DTS	Special Drawing Rights of International Monetary Fund (Droits de tirage spéciaux)
RDT	Remote data transfer
EAN	European article number New name: GTIN (global trade item number)
EDI	Electronic data interchange
EDIFACT	Electronic Data Interchange For Administration, Commerce and Transaction
PL	Posting list
ESR	Electronic shipment routing
GTIN	Global trade item number Old name: EAN (European article number)
GLN	Global location number Old name: ILN (International location number)
GTC	General Terms of Business
ICR	Interchange reference
ILN	International location number New name: GLN – Global location number
IOD	Information on delivery (verbal proof of delivery)
NVE (SSCC)	Number of shipping unit (<i>German: Nummer der Versandeinheit</i>); package identifier in GTIN format
Postal codes	Postal code(s)
POD	Proof of delivery



pt	Point
SQL	Structured Query Language
SLS	Shipping logistics system
SSCC	Serial shipping container code
TC	Technical consulting
TI	Transport insurance



5 APPENDIX

Combination matrix "Simplification service portfolio"

	Time	Place	Visual check of age	Person-specific	Ident-Check	Re-Routing	Payment	Insurance	Sustainability	Bulky goods
	Preferred day	No neighbor delivery		Named person only		Notice of non-deliverability	Cash on delivery	Additional insurance A	GoGreen	Bulky goods
Basic products national										
DHL Paket	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
DHL Paket PRIO	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
DHL Retoure	no	no	no	no	no	no	no	no	no	no
DHL Infopost	no	no	no	no	no	no	no	no	no	no
New service portfolio national										
Preferred day		yes	yes	yes	yes	yes	yes	yes	yes	yes
No neighbor delivery	yes		yes	yes	yes	yes	yes	yes	yes	yes
Visual check of age	yes	yes		no	no	yes	yes	yes	yes	yes
Named person only	yes	yes	no		no	yes	yes	yes	yes	yes
Ident-Check	yes	yes	no	no		yes	yes	yes	yes	yes
Notice of non-deliverability	yes	yes	yes	yes	yes		yes	yes	yes	yes
Cash on delivery	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
Additional insurance A	yes	yes	yes	yes	yes	yes	yes	no	yes	yes
Additional insurance B	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
GoGreen	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
Bulky goods	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
Delivery services										
Parcel notification	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
Preferred day	no	yes	yes	yes	yes	yes	yes	yes	yes	yes
Preferred location	yes	yes	no	no	no	yes	no	yes	yes	yes
Preferred neighbor	yes	no	no	no	no	yes	yes	yes	yes	yes
Billing options										
Production-based billing										
Core services national										
Preferred location	yes	yes	yes	yes	ja	yes	yes	yes	yes	yes
Preferred neighbor	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
Post outlet direct	yes	yes	yes	yes	yes	yes	yes	yes	yes	yes
Delivery to a Packstation	yes	yes	yes	yes	yes	yes	yes	yes	yes	no
Functionality										
Several parcels to one address	no	no	no	no	no	no	no	no	no	no

Responses in the SLs: marked with colors

For this combination of services, the core service Preferred location will be disregarded during the delivery process.
For this combination of services, the core service Preferred neighbor will be disregarded during the delivery process.
For this combination of services, the item will be redirected to the postal outlet.