

Surcharges

Rates 2020



Surcharges	Rates	Explanation
Fuel surcharge	per month, variable	DPD calculates a variable fuel surcharge on the parcel price. This price is indexed, which means that we constantly adjust it according to the fluctuating fuel prices. At dpd.nl/fuelsurcharge you can find an up to date overview.
Digital invoice	per month, free	DPD recognises its responsibility to minimise its environmental impact, and therefore issues invoices free of charge as .pdf and .csv digital files.
Postage and paper costs	per invoice € 3.75	If you would like to receive invoices by mail, a surcharge will be applied.
Tire surcharge	per tire € 2.95	Tires cannot be processed on the automatic sorting belt and need to be processed manually. A surcharge is applied for tires.
NSP (Non Standard Parcel)	per parcel € 1.50	A parcel is considered a Non Standard Parcel if it meets one of the underneath criteria. <ul style="list-style-type: none"> • A parcel has a length or is measured diagonally longer than 130 cm; • The parcel is heavier than 20 kilograms; • The parcel has an unstable, irregular shape (sphere, cylinder, roll); • The parcel is not, or is not properly packaged, according to the packaging guidelines (see dpd.com/nl/en/support/packing/); • The label on the parcel is missing or is difficult to read; • A parcel that, for whatever reason, requires additional manual handling or sortation. If a parcel is larger than 175 cm, heavier than 31.5 kg or has a dimension over 300 cm, only the surcharge for excess on dimensions and weight will be applied.
Interventions that cannot be performed using software	per request € 2.50	A surcharge applies for modifications that cannot be performed using standard DPD software and which therefore require manual processing by a DPD staff member.
>12-month Proof of Delivery	per proof of delivery € 2.50	A Proof Of Delivery (POD) can be requested from Customer Service for up to 12 months. That term starts on the day that the parcel was, or should have been, delivered. A surcharge applies to requests for a POD submitted after 12 months. No PODs will be issued after 24 months.
Labels without DPD software	per parcel € 1.00	DPD enables all its customers to use DPD software or an approved label they have designed themselves. If neither of these options are used, a surcharge will apply.
Inability to complete collection requests	per parcel € 2.50	If DPD cannot complete a Collection request for reasons beyond the control of DPD, a surcharge will apply.
Compiling export documentation	per shipment € 27.00	DPD can compile export documents for your parcels where necessary. This is subject to a surcharge. If the export documentation consists of more than 3 lines, an additional surcharge will apply per line.
Extra lines export documentation	per line € 2.50	If the export documentation consists of more than 3 lines, an additional surcharge will apply per line. DPD International Express is excluded from this surcharge.
Compiling EAD (Export Accompanying Document)	per document € 27.00	If an export delivery has an invoice value greater than € 1,000, an EAD is required. DPD can compile this document for you. A surcharge applies for this service. DPD International Express is excluded from this surcharge.
Excess dimensions and weight for a 'normal parcel' (NP parcel)	per parcel € 37.45	DPD applies maximum dimensions and weights to parcels. A surcharge will apply if the dimensions of 'normal parcels' are exceeded.
Excess dimensions and weight for a 'small parcel' (KP parcel)	per parcel € 7.50	DPD applies maximum dimensions and weights to parcels. A surcharge will apply when the dimensions of 'small parcels' are exceeded.
Return non-deliverable or rejected parcels	DPD CLASSIC rate + € 2.50	Parcels which could not be delivered, were rejected by the receiver or did not get collected at the Pickup parcelshop during the storage time (7 days), will be returned to the sender. Parcels that were rejected by the receiver will be returned immediately. For returning these parcels, a surcharge will apply.
Toll	3.8% per parcel, to Belgium 1.9% per parcel, through Belgium 2.4% per parcel, to Germany 1.2% per parcel, through Germany	DPD will have 2 toll surcharges: Belgium (through and to), and Germany (through and to). The percentages will be charged per parcel and will be visible as a total charge on the invoice. Please find below an overview of the countries charged with toll.

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Toll

Netherlands (NL) Home	x
Netherlands (NL)	x
Austria (AT)	1.2%
Belgium (BE) Home	3.8%
Belgium (BE)	3.8%
Bosnia (BA)*	1.2%
Bulgaria (BG)	1.2%
Croatia (HR)	1.2%
Czech Republic (CZ)	1.2%
Denmark (DK)	1.2%
Estonia (EE)	1.2%
Finland (FI)	1.2%
France (FR)	1.9%
Germany (DE)	2.4%
Greece (GR)	1.2%
Hungary (HU)	1.2%
Iceland (IS)	x
Ireland (IE)	1.9%
Italy (IT)	1.9%
Latvia (LV)	1.2%
Liechtenstein (LI)	1.2%
Lithuania (LT)	1.2%
Luxembourg (LU) Home	1.9%
Luxembourg (LU)	1.9%
Monaco (MC)	1.9%
Norway (NO)	1.2%
Poland (PL)	1.2%
Portugal (PT)	1.9%
Romania (RO)	1.2%
Serbia (RS)	1.2%
Slovakia (SK)	1.2%
Slovenia (SI)	1.2%
Spain (ES)	1.9%
Sweden (SE)	1.2%
Switzerland (CH)	1.9%
United Kingdom (GB)	1.9%

To Belgium	3.8%
Through Belgium	1.9%
To Germany	2.4%
Through Germany	1.2%



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DPD International Express

Surcharges	Rates	Explanation
Excess dimensions or weight	per parcel € 20.00	DPD applies the surcharge if the maximum weight of 31,5 kg and 70 kg per shipment is exceeded. For parcels with a length >1.50 m the surcharge applies. If a parcel or a shipment is oversize and overweight, the surcharge will be applied only once.
Remote area	per parcel € 20.00	A surcharge applies for remote areas.
Return	per parcel € 20.00	A surcharge applies for the return of an undeliverable parcel.
Administrative fee	per parcel € 20.00	A surcharge applies in case of invoicing of additional costs (duties and taxes for instance).