



DPD Shipping Guide

V2024.01



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1 Before sending

1.1 Order packaging material

If your supplies are running low, you can quickly and easily order another three months' supply via our online form. Please be aware of the obligatory cost on individual materials [order shipping material / Redbox](#).

1.2 Conditions

1.2.1 Dangerous goods

Within Switzerland, we transport a wide range of goods classified as dangerous in line with the relevant directive (ADR), which are packed in a limited quantity according to regulations.

As transportation of dangerous goods is subject to strict legal conditions, we clarify all required processes with you in advance. Please contact your customer adviser with your enquiry, providing full classification (UN no., substance name, dangerous-goods class, packaging group I / II / III and classification code, if applicable).

Important! It is not possible to send DPD CLASSIC INTERNATIONAL parcels as limited quantities (LQ) to all countries. Below is a list of all countries (outside Switzerland) to which we can send LQ parcels (last updated:January 2024):

Austria	Belgium	Croatia	Denmark
France	Germany	Latvia	Liechtenstein
Luxembourg	Monaco	Netherlands	Poland
Portugal	Slovenia	Spain	

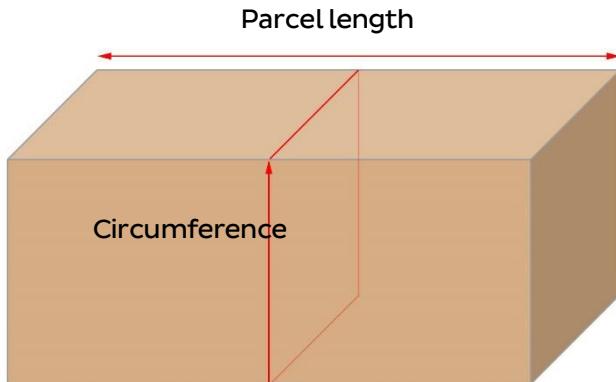
1.2.2 Forbidden goods

For the protection of all parties, transportation of the following goods is forbidden:

- Jewellery, gems and precious metals
- All kinds of coins and bank notes
- All forms of payment instruments (credit cards, cash cheques, etc.)
- Works of art
- Legally forbidden publications of all kinds
- Alcohol (with the exception of alcoholic drinks)
- Animals, living or dead
- Illegal drugs
- Firearms and ammunition
- Lighters and fireworks

In this context, please also be aware of our general terms and conditions. You can find the most recent version and detailed information on our website: www.dpd.ch.

1.3 Weights and dimensions



The combined size¹⁾ is calculated as follows: Circumference + parcel length

	Mini size	Milkbox size	Standard size	Bulky size	Maxi size
Weight	From 50 g	From 50 g	To 30 kg	To 30 kg	>30 kg to max. 35,0 kg
Length	From 14,8 cm	From 14,8 cm	To 1,20 m	>1,20 m to 1,75 m	>1,75 m to max. 2,20 m
Combined size ¹⁾	-	-	Up to 3,00 m	Up to 3,00 m	>3,00 m to max. 4,00 m
Thickness	From 1,0 cm	From 1,0 cm	-	-	-
Format	From A6 (14,8 x 10,5 cm)	35,5 x 25,0 x 15,0 cm	-	-	-
Notes	If your parcel meets one of the above criteria, DPD can transport the parcel.	We will transport your parcel with these maximum dimensions and a maximum weight of 5,0 kg with our DPD PARCELBOX service.	Up to these limits, the parcel will be transported as a Standard parcel.	If the longest side of the parcel is between 1,20 m and 1,75 m, the bulky goods surcharge will be added to the parcel price.	If the parcel reaches one of these dimensions, it is considered a Maxi parcel. An additional Maxi charge is added to the parcel price.

¹⁾ The combined size formula is: 2x height + 2x width + longest side

1.3.1 Non-conveyable parcels

Non-conveyable parcels (NC) are within the DPD standard dimensions but cannot be processed by the automated systems, either due to their irregular shape or their packaging. They require separate and time-consuming sorting by hand. For this reason, every NC parcel is subject to an additional charge. This includes the following examples (not an exhaustive list):

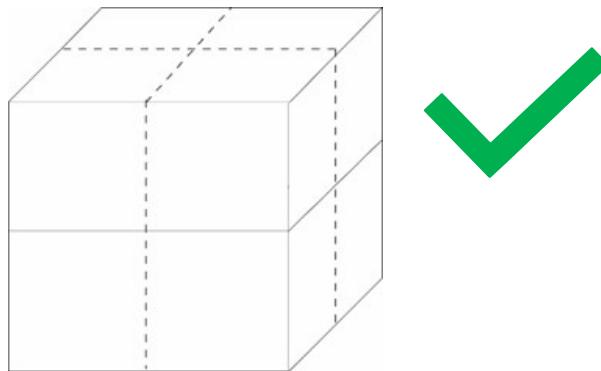
- Wheel rims
- Canisters
- Ladders
- Tyres
- Pipes
- Rollers
- Vats
- Film packaging
- Bubble wrap packaging



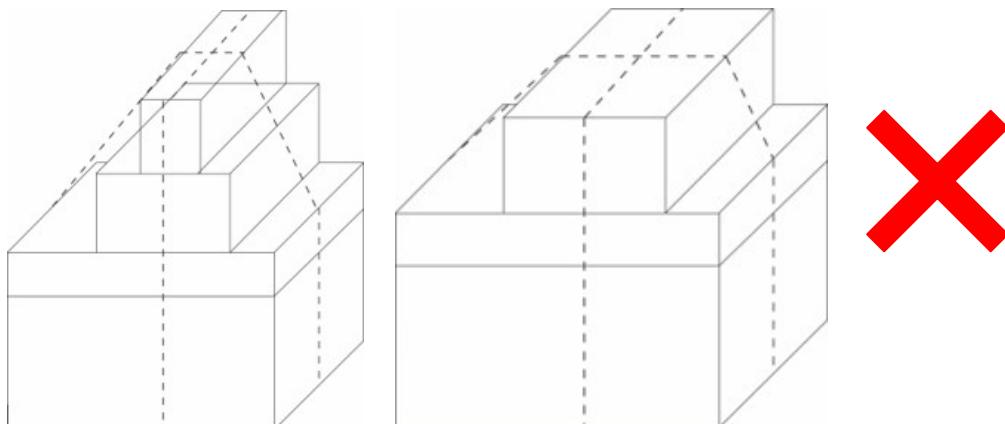
1.3.2 Bundled parcels

Bundled parcels consist of more than one parcel. When two parcels are fastened together with string or adhesive tape and labelled and stamped as one parcel, they are considered a bundled parcel.

DPD only transports bundled parcels comprising two exactly identical parcels tied together with a plastic strap / tape. One of the parcels must feature the parcel label (incl. recipient address), the other only the recipient address. No liability is accepted for parcels without parcel labels or recipient labels.



All other kinds of bundled parcels where two or more parcels are joined together in a bundle or only feature one parcel label will not be transported by DPD. The DPD driver will not collect these consignments from you.



1.4 Packaging

Every parcel can be subject to stress during transportation – e.g. impact, vibrations or pressure. Safe and undamaged shipping can only be ensured with the correct packaging.

For the packaging to fully perform its protective function, the outer packaging, the contents and the inner packaging must form a coherent unit.

1.4.1 Inner packaging

- The inner packaging cushions the product and holds it in place. It ensures a distance is maintained between the individual contents and the outer packaging. The padding cannot be replaced by a high-quality shipping box.



- The more fragile the product, the more important it is to have good inner packaging. Use soft padding materials for light items and more sturdy padding for heavy goods.
- Suitable padding materials are, for example, bubble wrap, rolled corrugated cardboard or machine-compressed kraft paper. For very fragile contents, such as glass, we recommend using five or six layers of bubble wrap. Only use crumpled newspaper as a filling material for less fragile products.
- Packing chips 'flow' under static pressure. This can create cavities inside the parcel, meaning the contents are no longer fixed in place. With this in mind, it is a good idea to spread the chips by shaking them around after the initial filling. You can then fill any cavities up to and over the edge of the box with chips.
- Materials being sent that are sensitive to pressure or likely to break should never come into direct contact with the outer packaging or other parts of the contents. Fragile items – such as glass, ceramics or electronics – require particularly careful packaging. Ideally, the distance between the product and the packaging should be at least 5,0 cm.
- If different products are included in one parcel, separating elements should be used in such a way that all contents are well protected against slipping.

1.4.2 Outer packaging

- It is important that you select the correct size (bearing in mind parcel contents plus padding) and ensure sufficient rigidity when choosing the box for shipping. In general, no goods without packaging can be accepted.
- The more sensitive to pressure and impact, heavier and larger the goods you are sending are, the more robust and rigid the outer packaging needs to be.
- The original packaging a product is sold in is not necessarily suitable for parcel shipping. In most cases, additional padding is required between the original packaging and the packaging for shipping. In addition, the shipping label will damage the original packaging.
- Corrugated cardboard boxes are particularly suitable for shipping. Choose the size of the packaging according to the contents. Cardboard boxes that are not fully filled give way and break easily, while overfilled boxes often burst.
- If you wish to reuse old packaging, please keep in mind that rigidity may be significantly reduced in certain circumstances. For that reason, check the packaging for tears, signs of impact, pressure points or perforations. Do not use damaged packaging. Remove all identifying labels and address labels.

1.4.3 Reusable packaging

The Redbox is a rigid, impact-resistant and waterproof reusable packaging item that gives the goods you are sending optimal protection. This avoids damage to your goods and means your recipient does not have to dispose of the packaging. The DPD Redbox is available in four sizes:

	R1	R2	R3	R4
External dimensions, top	300 x 200 x 182 mm	410 x 300 x 239 mm	608 x 400 x 239 mm	608 x 400 x 339 mm
External dimensions, bottom	280 x 185 x 182 mm	317 x 239 x 239 mm	504 x 335 x 239 mm	504 x 335 x 339 mm
Internal dimensions, top	270 x 170 mm	349 x 271 mm	540 x 371 mm	540 x 371 mm
Internal dimensions, bottom	250 x 155 mm	313 x 235 mm	498 x 329 mm	498 x 329 mm
Usable internal height	157 mm	200 mm	198 mm	298 mm
Unladen weight	0,538 kg	1,490 kg	2,750 kg	3,410 kg
Usable volume	6,4 l	16,8 l	36 l	54,4 l
Load on content	5,0 kg	20,0 kg	30,0 kg	35,0 kg

Redboxes can be ordered using this order form [order shipping material / Redbox](#).

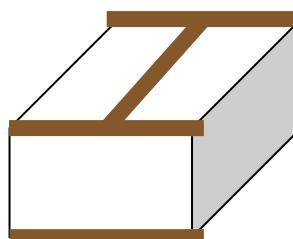


1.4.4 Securely sealing the packaging

The heavier or larger the parcel, the stronger the sealing material should be. Make sure that your parcels are securely sealed. This ensures they can be transported securely and provides proof that it is the original packaging.

Expert tip:

The ideal way to seal a parcel with parcel tape is a double T on the top and bottom. This seals it securely and protects the edges at the same time.



1.5 Recipient address



Address quality

A clearly written address increases the chances of successful delivery. That helps you avoid returns and means your goods reach the recipient quickly, safely and directly.



No PO box addresses

DPD does not deliver parcels to PO box addresses.



International shipping

With parcels for export, as well as the postcode, always include the ISO country code (ALPHA-2, ALPHA-3) or the numerical code.

In Austria and Switzerland in particular, there are many identical postcodes. Example:
AT-1025 Vienna ≠ CH-1025 St-Sulpice

Expert tip:

To ensure successful delivery, it is essential that we are provided with complete and correct details for the recipient (example):

- Name
- Street
- Building number
- Postcode
- Town / City

In addition, we also need an email address or mobile number in order to be able to send your customers notifications.

1.6 Labels

1.6.1 Types of parcel label

The different parcel labels with barcode are the core element of a shipment. The barcode allows us to always identify your parcel without difficulty. It is scanned at all logistical hubs for the delivery. That means your parcel can be tracked all the way to your recipient.



If your supply of parcel labels is running low, please order more parcel labels on our website in good time [order shipping material / Redbox](#).

1.6.2 Printing your own parcel labels



As a DPD customer, you have the option of printing parcel labels yourself. You can either use your own parcel label printing program or our printing program (e.g. DPD Shipper).

Do you use your own programming and thus your own software when creating parcels? No problem! We are happy to help. Our IT experts are available at all times to deal with any matters relating to the creation of parcel labels and online data exchange.

Would you like to learn more about printing your own parcel labels? Just send us an email to it-businessdesk@dpd.ch.

1.6.3 Mini parcel labels



If there is no IT infrastructure at your dispatch location, the Mini parcel label offers an alternative solution. Stick it to your parcel together with the address label.

Please note that we charge a surcharge for parcels with a Mini parcel label.

1.6.4 Labelling services

The simplest method is to send your parcels using DPD Shipper. Customers without DPD online services must label their parcels with the address and parcel label.

1.6.5 Express service labelling (DPD Service label)



Sending with DPD Shipper is also the simplest option for express-service parcels. If you are using Mini parcel labels, use the DPD Service label in addition to the parcel label for DPD EXPRESS and services with Guarantee.

Mark the desired service on the DPD Service label.



1.6.6 DPD red-and-white tape

DPD EXPRESS parcels and parcels with the Guarantee option must be marked vertically and horizontally with the DPD red-and-white tape. This allows these parcels to be immediately recognised during handling and given the corresponding preferential treatment. We will provide you with the tape. Order it when necessary via our website: [order shipping material / Redbox](#).



1.6.7 SWAP / EXCHANGE service labelling

The SWAP / EXCHANGE service is an option where we exchange one parcel for another or contents for contents when delivering. An IT interface with DPD is necessary for this to work.

The self-printed label is to be affixed to DPD CLASSIC and DPD EXPRESS parcels when sending (recipient is a private person). When a SWAP / EXCHANGE package is registered, a label for shipping, a label for the exchange and instructions for the driver are printed out. When using reusable packaging, the instructions for the driver can be attached to the parcel immediately before shipping.

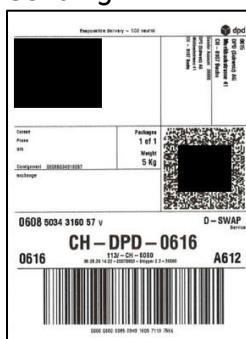
Standard parcel label

Shipping

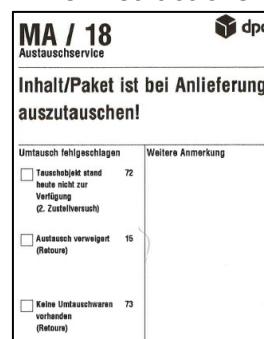


SWAP / EXCHANGE labels

Sending



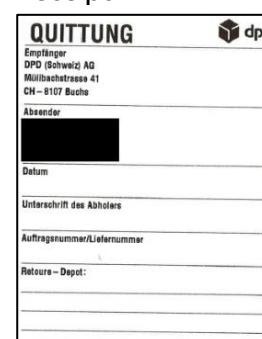
Driver instructions



Returns



Receipt





Preparing for return shipping (relabelling)

The process to provide the DPD driver with a parcel label for return shipping in case of an exchange is as follows:

- Exchanging one parcel for another
If a parcel is to be exchanged on delivery, the exchange label is to be included with the parcel and affixed to the new parcel after successful delivery.
- Exchanging contents for contents
If the contents of the parcel are to be exchanged on delivery, the exchange label should be included with the contents.

1.7 International shipping

1.7.1 Getting the parcel ready for shipping

This is how to get your parcel ready to travel abroad.

- The export papers can be in the language of the destination country or in English.
- The export invoice included must be fully filled in and three signed originals must be provided.
- The export papers should be attached to the parcel in the international document pouch.

As a DPD customer, you can order the international document pouch on [www.dpd.ch \(order shipping material / Redbox\)](http://www.dpd.ch/order_shipping_material/Redbox). Put the export papers inside the international document pouch and seal it. This ensures that the export papers will always be with the parcel during transit.

The applicable laws, provisions and regulations for cross-border dispatch of documents and goods vary from country to country. The country-specific restrictions (shipping country, country of destination and any transit countries) must be adhered to before shipping. The sender is responsible for ensuring that all requirements are clarified and that the regulations are complied with.

Our Export / Import Competence Centre will be happy to answer any questions you may have about international shipping. You can reach our specialists on +41 61 8165 531.

1.7.2 Generating the export invoice

DPD provides an online form to help you generate your export invoice international.export.invoice. Simply fill it in and print it out in triplicate. No data is transferred when you fill in the online form.



dpd
Your delivery experts.

Invoice generator

Providing dpd customer number

Please read the DPD AGB's

Do you have a DPD Customer no. ?

No Yes

General invoice information

Exporter (sender) *

Importer (consignee) *

Clearance type *

Type of invoice *

Your invoice number *

Invoice date *

Back **Next**

Exporter

Please fill in your information as exporter (sender) of the shipment

Name 1 *

Name 2 *

Street/number *

Address addition

Postal code *

Place *

Country *

Phone number

Exporter additional tax number

Shipment information

Please fill in the information about the shipment

Quantity of parcels *

Master DPD Parcelnumber

If you don't know the weight and cannot weigh the parcels you can leave this field empty. DPD is weighing all parcels in our depots and getting the precise gross weight. The net weight is then calculated based on experience. 0,5 - 1 kg per parcel, depending on the gross weight.

Net weight of complete shipment *

Gross weight of complete shipment *

Back **Next**

TERMS

Please choose the delivery terms or instances. This option defines who will be invoiced for the costs of clearance, the taxes and the customs fees.

Send from DPD Local ParcelShop *

Delivery terms *

Goods

Please enter the goods you are sending in your shipment with all the information necessary for customs clearance. Please enter one position per group of goods and quantity of items.

For example, if you are sending 10 pairs of socks manufactured in Switzerland, you only have to fill in 1 position for all of the goods. If you are sending 10 pairs of socks, 5 are manufactured in Switzerland and 5 are manufactured in China, you should fill in 2 positions (one for the socks made in CH and one for the socks made in CH).

Currency *

Comments

If you know the customs tariff number please use it. Please note that the tariff number alone is not enough for the customs a detailed description of the goods is necessary as well.

Customs tariff number	Description of goods	Quantity	Proper name	Country of origin	Preferential origin
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

Show link to TRA888

Back **Next**



Format of invoice

You can choose the format of the invoice. You can also generate a file with all the data you've just entered.

Invoice format: pdf

[Cancel](#) [Create](#)

Thank you for generating invoice!

Thank you for generating invoice!

Please read the DPD AGB's

[Download invoice PDF](#) [Download AGB's](#)

Invoice number: 87987
Total Value 1 CHF

Invoice Address

private
Hans Mustermann
Test
Test
1020 Wien
Austria

Delivery Address

Company Name: private
Name: Hans Mustermann
StreetNo: Test
Additional Address: Test
Area Code: 1000
Town: Wien
Country: Austria

Address of Sender

Company Name: private
Name: Hans Mustermann
StreetNo: Test
Area Code: 5000
Town: Test
Country: Switzerland

COMMERCIAL

Invoice number:	87987	Invoice date:	23.09.2020				
No.	Description of goods	Customs Tariff No.	Country of Origin	Provisional Origin	Quantity	Unit Value	Sub Total Value
1	Post	United Arab Emirates	NO		1	1	1
						Total Value Currency	1 CHF

Shipment Data

Carrier: DPD
Net Weight (kg): 1
Gross Weight (kg): 1.5
Number of parcels: 1
Delivery terms: (Delivered at place) - free domicile, incl. clearance, excl. fees and taxes
Test - AT - 1020 Wien
Parcel Label Number: 73775080587602

Note:

I declare that the above information is true and correct to the best of my knowledge.

Place / Date: Test / 23.09.2020
Signature: _____
Name: May Mustermann



1.8 DPD services

We provide various services to meet your needs.

1.8.1 National DPD services

	DPD CLASSIC	DPD CLASSIC LITE	DPD EXPRESS	DPD COMFORT	DPD HOME	DPD SHOP	DPD PARCELLETTER	DPD PARCELBOX
Recipients	B2B	B2B	B2B	B2C	B2C	B2C	B2C / B2B	B2C / B2B
Signature required on delivery	✓	-	✓	✓	-	✓	-	-
Up to three delivery attempts	✓	-	✓	-	-	-	-	-
Up to two delivery attempts	-	✓	-	✓	-	-	-	-
On delivery attempt	-	-	-	-	✓*	✓	✓	✓
24-hour parcel tracking	✓	✓	✓	✓	✓	✓	✓	✓
Pickup	✓	✓	✓	✓	✓	✓	(✓)	✓
DPD IT tools	✓	✓	✓	✓	✓	✓	✓	✓
Insurance included	CHF 700.-	CHF 500.-	CHF 700.-	CHF 700.-	CHF 500.-	CHF 500.-	-	CHF 200.-
Notification	optional	✓	optional	✓	✓	✓	-	✓

You can find all the currently valid details on our website: www.dpd.ch.

1.8.2 National options

	DPD CLASSIC	DPD CLASSIC LITE	DPD EXPRESS	DPD COMFORT	DPD HOME	DPD SHOP	DPD PARCELLETTER	DPD PARCELBOX
Exchanges	✓	-	✓	-	-	-	-	-
Guarantee	✓	✓	-	-	✓	-	-	-
Supplementary insurance (up to CHF 5'000.- possible)	✓	-	✓	✓	-	✓	-	-
LQ (Limited Quantity)	✓	-	-	✓	-	-	-	✓
DPD Pickup parcelshop	✓	✓	-	✓	✓	✓	-	✓
Predict	✓	incl.	-	incl.	incl.	-	-	-
Redbox	✓	-	✓	-	-	-	-	-
Tyres	✓	-	-	✓	-	-	-	-
Returns	✓	✓	✓	✓	✓	✓	✓	✓
Collection of returns	✓	✓	✓	-	-	-	-	-
Wine logistics	✓	-	✓	✓	✓	✓	-	-



1.8.3 DPD international services and options

	DPD CLASSIC INTERNATIONAL	DPD COMFORT INTERNATIONAL	DPD SHOP INTERNATIONAL
Recipients	B2B	B2C	B2C
Signature required on delivery	✓	✓	✓
Delivery attempts	3	2	1
24-hour parcel tracking	✓	✓	✓
Pickup	✓	✓	✓
DPD IT tools	✓	✓	✓
LQ (Limited Quantity)	✓	✓	-
Insurance included	CHF 500.-	CHF 500.-	CHF 500.-
Notification	optional	incl.	incl.
Returns	depending on the country	depending on the country	depending on the country
Guarantee	depending on the country	-	-
Predict	depending on the country	incl.	-
Collection of returns	depending on the country	-	-

2 During sending

2.1 Start of sending

We provide the following collection cycles:

- Daily collections Working-day collections (Monday–Friday)
- Regular collections Collections on the working days you request (Monday – Friday)
- When notified Collections when advance notice is provided

2.1.1 Registration / Notification

... with a collection agreement

If you have a collection agreement with DPD, there is no need to give notification of the collection, with the exception of regular collections.

- Daily collection No notification needed
- Regular collection No notification needed – if collections are needed in the meantime, please inform us (by phone/email/fax, or using our online services).

With a dispatch volume of <100 parcels per month (or 5 parcels per collection), DPD reserves the right to change daily collection to mutually agreed collection 'when notified'.

... without a collection agreement

If you do not have a collection agreement with DPD, provide notification of a collection – as needed – like this:

Service / additional service	Day	Time	Notification
DPD CLASSIC	One day before collection	By 5.30 p.m.	By phone/email/fax: by 5.30 p.m. (please note the additional charge for this notification)
DPD CLASSIC LITE			
DPD CLASSIC INTERNATIONAL			
DPD COMFORT			
DPD COMFORT INTERNATIONAL			
DPD EXPRESS			
DPD HOME			
DPD PARCELBOX			
DPD SHOP			
DPD SHOP INTERNATIONAL			
Returns	One day before collection	By 3 p.m.	

2.1.2 Collection

In line with the agreement, your parcels to be shipped will be collected at the agreed location and time and begin the shipping process.

2.1.3 Consignment list

The consignment list is your proof of handover for the parcels. Filling out a consignment list is voluntary. If you do not use a consignment list (no proof of handover), DPD only becomes liable for the parcels when they go through entry scanning at the depot.



If you use our online services (DPD Shipper, etc.), the consignment lists are generated automatically and you just need to print them out.

Affix a small section of the barcode label to the 'Parcel label number' column. Add the required information – in line with the consignment list – in the columns that follow.

The consignment list is only valid if it includes the date and time of collection and is signed by the DPD driver. Keep the original and give the driver a copy.

dpd		DPD CLASSIC <small>Versandliste Liste d'expédition Lista di spedizione</small>													
Kunde Client Cliente Kundennummer Numéro de client Numero de cliente Kundennummer Numéro de client Numero de cliente		Datum Date Data Anzahl Pakete Nombre de colis Quantità di pacchi													
Paketnummern Numéro d'expédition Numero di spedizione		DPD / Land Pays / Paese Land													
Paket Paquet Pacco		Paketnummer Numéro d'expédition Numero di spedizione													
DPD / Land Pays / Paese Land		Paket Paquet Pacco													
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;">Paketnummer Numéro d'expédition Numero di spedizione</td> <td style="width: 10%;">D.P.D. / Land Pays / Paese Land</td> <td style="width: 10%;">Gewicht Poids Peso</td> <td style="width: 10%;">Internationale Internationale Internazionale</td> </tr> <tr> <td colspan="2">Paket Paquet Pacco</td> <td colspan="2">D.P.D. EXPRESS 10000 / 10000 D.P.D. KURRIER 10000 D.P.D. REURRIER 10000</td> </tr> <tr> <td colspan="4"> Das Original steht beim Kunden. Eine Kopie geht an DPD. / L'original est remis au client, une copie va à DPD. / L'originale viene al cliente, una copia va a DPD. Datum der Abholung Date de collecte Data di ritiro Uhrzeit der Abholung Heure de collecte Ora di ritiro Nummer geht Numéro de client Numero de cliente Unterschrift DPD Signature DPD Firma DPD </td> </tr> </table>				Paketnummer Numéro d'expédition Numero di spedizione	D.P.D. / Land Pays / Paese Land	Gewicht Poids Peso	Internationale Internationale Internazionale	Paket Paquet Pacco		D.P.D. EXPRESS 10000 / 10000 D.P.D. KURRIER 10000 D.P.D. REURRIER 10000		Das Original steht beim Kunden. Eine Kopie geht an DPD. / L'original est remis au client, une copie va à DPD. / L'originale viene al cliente, una copia va a DPD. Datum der Abholung Date de collecte Data di ritiro Uhrzeit der Abholung Heure de collecte Ora di ritiro Nummer geht Numéro de client Numero de cliente Unterschrift DPD Signature DPD Firma DPD			
Paketnummer Numéro d'expédition Numero di spedizione	D.P.D. / Land Pays / Paese Land	Gewicht Poids Peso	Internationale Internationale Internazionale												
Paket Paquet Pacco		D.P.D. EXPRESS 10000 / 10000 D.P.D. KURRIER 10000 D.P.D. REURRIER 10000													
Das Original steht beim Kunden. Eine Kopie geht an DPD. / L'original est remis au client, une copie va à DPD. / L'originale viene al cliente, una copia va a DPD. Datum der Abholung Date de collecte Data di ritiro Uhrzeit der Abholung Heure de collecte Ora di ritiro Nummer geht Numéro de client Numero de cliente Unterschrift DPD Signature DPD Firma DPD															
<small>Es gelten die allgemeinen Geschäftsbedingungen der Firma DPD Schweiz AG. Die jeweils aktuelle Ausföhrung finden Sie auf unserer Website www.dpd.ch Les Conditions générales DPD Suisse SA sont valables. Vous trouvez la version actuelle sur notre site Web www.dpd.ch Vengono applicate le condizioni generali di DPD Svizzera SA. La versione attuale si trova sul sito Web www.dpd.ch</small>															

2.2 Notifications

Notifications

The recipient receives – depending on the service – one or more notifications letting them know that a parcel for them is on the way.

We can only send these notifications if we receive a valid email address for your recipient.

Shipping Notification								
Service	Delivery attempts	Unsuccessful delivery – collection in	Roll in DPD	Roll out at DPD	Delivery	Handover to DPD Pickup parcelshop	1. unsuccessful delivery	2. unsuccessful delivery
B2C	DPD COMFORT (Predict incl.)	2	DPD Pickup parcelshop / Return to shipper	X	X	X	X	X- Info to DPD Pickup parcelshop
	DPD COMFORT Tyre	2	Afterwards in the depot	X	X	X	X	X
	DPD HOME (Predict incl.)	1 - safe place	DPD Pickup parcelshop/ Return to shipper	X	X	X	X- Info to DPD Pickup parcelshop	
	DPD PARCELBOX	1 - safe place	DPD Pickup parcelshop/ Return to shipper	X	X	X	X- Info to DPD Pickup parcelshop	
	DPD SHOP	1	Return to shipper	X			X	
B2B	DPD CLASSIC with Predict	3	Return to shipper	X	X	X	X	X
	DPD CLASSIC Tyre	3	Return to shipper	X	X	X	X	X

2.3 DPD Pickup parcelshop – our alternative delivery and collection option

DPD Pickup parcelshop is our Europe-wide network of independent bricks-and-mortar retail partners. This allows us to offer your customers an additional delivery option.

With the help of our DPD Pickup parcelshop finder, you and your recipient can view all nearby DPD Pickup parcelshops [DPD Pickup parcelshop finder](#).



2.3.1 Redirection for recipients

If your parcel could not be delivered to the recipient at the desired address, depending on the service selected, the parcel will be redirected to the closest DPD Pickup parcelshop and is available for the recipient to collect for the next seven calendar days.

The recipient is informed of the location of their parcel with a notification card and, if we have the corresponding contact data, digitally via email or text message.

2.3.2 Redirection by the recipient

Of course, the recipient can also have their delivery redirected to a DPD Pickup parcelshop of their choice before the first delivery attempt. This can be arranged via our redirection options or customer service. The redirection options available to the recipient are included in the notification. This option is available to all customers (depending on the service selected).

3 After sending

3.1 Missed delivery

Missed delivery		
Service	Notification card 1 No delivery	Notification card 2 Delivery in the absence of the consignee
Description	Redirection via QR code, otherwise delivery on the next working day	Delivery to neighbours, delivery according to parking permit, diversion DPD Pickup parcelshop
B2C	DPD COMFORT DPD HOME DPD PARCELBOX DPD SHOP	X X
B2B	DPD CLASSIC DPD EXPRESS	X X (excl. DPD Pickup parcelshop)

Notification card 1:

Schade, wir haben Sie leider verpasst!

dpd

Sehr geehrte(r) Frau/Herr/Firma:

Name des Empfängers Zustellversuch (Datum und Uhrzeit)

1. Zustellversuch
Leider konnten wir Ihr Paket heute nicht ausliefern. Veranlassen Sie eine weitere Zustellung durch den QR-Code oder auf www.meridipakete.ch. Ihr Paket wird an den nächsten Arbeitstag nochmals zugestellt.

2. Zustellversuch
Leider konnten wir Ihr Paket heute nicht ausliefern. Veranlassen Sie eine weitere Zustellung durch den QR-Code oder auf www.meridipakete.ch. Ihr Paket wird an den folgenden Arbeitstag im Depot ab, danach wird es an den Absender zurück geschickt. Bitte rufen Sie uns an, wenn Sie es an Ihnen abholen möchten.

3. Zustellversuch
Leider konnten wir Ihr Paket heute nicht ausliefern. Veranlassen Sie eine weitere Zustellung durch den QR-Code oder auf www.meridipakete.ch. Ihr Paket wird an den folgenden Arbeitstag im Depot ab, danach wird es an den Absender zurück geschickt. Bitte rufen Sie uns an, wenn Sie es an Ihnen abholen möchten.

Informationen zum Paket erhalten und Sonderabstimmung wählen [meridipakete.ch](#) und PIN eingeben oder QR-Code scannen und direkt am richtigen Ort laden!

P002279833526

Haben Sie Fragen?

Nutzen Sie die Möglichkeit, auf unserer Website Lösungen, Hinweise und Antworten zum Empfang Ihres Paketes zu finden. Wenn Sie einen Kontakt mit unserem Kundendienst wünschen, können Sie hier gezielt Ihr Anliegen an uns richten: www.dpd.ch/kontakt

Abstelligenehmigung

Dürfen wir Ihr Paket an einem sicheren Ort abstellen?

Einmalig DPD darf dieses Paket annehmen. Orts abstellen.

DPD darf an einem anderen Ort als die lokale Filiale eine Abstelligenehmigung abrufen. Sofern in der Abstelligenehmigung eine Abstellempfehlung genannt ist, darf diese nicht abweichen. Eine Abstellung durch DPD für Pakete, die nach Abstellung abgeholt ist, ausgeschlossen. Angesteckte Pakete dürfen nicht abgestellt werden. Bitte beachten Sie die Abstelligenehmigung, die von Ihnen bestätigt wurde.

Ablieferung des Pakets

Sehr geehrte(r) Empfänger, muss mitunter abgeschoben und darf nicht an der (Unterschriften)zeile

Name und Anschrift des Empfängers

Mit Ihrer Unterschrift erhalten Sie DPD die Abstelligenehmigung und erkennen den oben genannten Bedingungen an. Bitte bringen Sie diese Benachrichtigung des Paketinhabers an den Absender mit, falls er sie abholen möchte. B. an Ihrer Heimstätte oder an Ihrem Briefkasten an. Vielen Dank.

Datum und Unterschrift des Empfängers (Stempel, wenn vorhanden)

DPD Intern/Auftrag ordnetzt: Tour / Fahrer: _____

Datum

Notification card 2:

Schade, wir haben Sie leider verpasst!

dpd

Sehr geehrte(r) Frau/Herr/Firma:

Name des Empfängers Zustellversuch (Datum und Uhrzeit)

Ihr Paket wurde bei folgendem Nachbarn abgegeben:

Ihr Paket wurde bei folgendem Nachbarn abgegeben: _____

Ihr Paket wurde gemäß Abstelligenehmigung hinterlegt: _____

Ihr Paket liegt in folgendem Pickup parcelshop von DPD für Sie zur Abholung bereit: _____

Bitte Hinweise auf der Rückseite beachten:

Name und Anschrift des Pickup parcelshop _____

Abstelligenehmigung (Datum und Uhrzeit)

Bei Abholung Ihres Pakets im offiziellen Pickup parcelshop von DPD:

Einmalige Abholvollmacht Pickup

Das Paket (die Pakete sollen) bei folgendem Nachbarn abgeben bzw. darf/dürfen von folgender Person im Pickup parcelshop abgeholt werden:

Vorname und Name _____

Strasse, Hausnummer _____

PLZ, Ort _____

Datum und Unterschrift des Empfängers _____

Haben Sie Fragen?

Nutzen Sie die Möglichkeit, auf unserer Website Lösungen, Hinweise und Antworten zum Empfang Ihres Paketes zu finden. Wenn Sie einen Kontakt mit unserem Kundendienst wünschen, können Sie hier gezielt Ihr Anliegen an uns richten: www.dpd.ch/kontakt



www.dpd.ch



It is not possible to grant signature release authorisation for deliveries in a Redbox or when exchange has been selected.

The form for general and one-off signature release authorisation can be downloaded and filled in [here](#).

The recipient can view the options using the parcel number or the notification number from the parcel information.

3.2 Customer service (sender / recipient)

Questions can be asked directly via our website [contact support](#).

If you want to contact our customer service, you can find all the details below.

Telephone no. (recipients) 0848 373 373

Opening hours Monday to Friday, from 8.00 a.m. to 5.30 p.m.

Other information max. CHF 0.08/min., depending on provider

3.3 Parcel tracking / delivery receipt

Never lose sight of your parcel!

You can easily track every parcel via our website [www.dpd.ch](#) or directly via [parcel tracking](#) using the corresponding parcel number. This tracking is also available to recipients.

Choose the country (Switzerland) and your preferred language. Tracking is offered in four languages (English, German, French and Italian).

Enter the parcel number. Each step of the parcel's journey can be seen. The icons make it easy to see where the parcel is currently:



Of course, there is also a tabular display showing more detailed information about the relevant parcel.

3.3.1 How to access the proof of delivery (POD)

[Online-tracking website](#)

Enter the parcel number via online tracking. Then click on Business Customers.

Business customers | English

This takes you to the business customers page. Enter the parcel number there. If the parcel has been successfully delivered and the proof of delivery is available, the status 'Delivered. Evidence' is visible. Click on it and enter your login details.



Direct-link business customers

When you log on with your username and password as a sender on myDPD for shippers ([business customers](#)), you will automatically reach the page shown in the bottom left. Enter the parcel number there.

The proof of delivery can only be accessed by a sender with login details. If you do not yet have a username / password, simply send us an email to it-businessdesk@dpd.ch.

3.4 Enquiries and damage process

3.4.1 Enquiries

Please complete the form on the website ([damage - search](#)) and send it via 'send form', including the required documentation.

3.4.2 Damage

Has your delivery been damaged or is part of the contents missing?

Please complete the form on the website ([damage - search](#)) and send it via 'send form', including the required documentation. Please be aware of the deadlines for notification: DPD Switzerland must be informed in writing of damage or partial losses within seven calendar days of delivery.

So that we are able to inspect the goods and the packaging if necessary, please do not use or destroy the goods or packaging. Instead, keep them until the inspections have been completed.

3.5 Billing

DPD shall submit periodic invoices to the sender for its services. As a rule, the deadline for payment is ten days. Your monthly bill includes a detailed list of your shipments.

Example invoice

dpd (Schweiz) AG, Müllbacherstrasse 41, 8107 Buchs						
Rechnungsnummer: 69104233						
Verpackungskompenso/Zuschläge						
Anzahl Kg Gesamt CHF MwSt.						
LSD-Zuschlag						
Anzahl Kg Gesamt CHF MwSt.						
MwSt-Effektiv Betrag (CHF) Zuschlag (Rabatt) Zuschlag (Rabatt) Betrag nach MwSt. Gesamt (CHF)						
0,00% 713,32 0,00 713,32 0,00 713,32						
7,70% 9'296,14 0,00 9'296,14 407,35 9'296,14						
Gesamt: 9'296,14						
Sendezeitraum: 2019-10-29 / Anzahl: 2 / Gewicht (kg): 1,25 kg / Preis: 2,40 CHF						
Paketnummer: Land PLZ Code Kg Preis Paketnummer Land PLZ Code Kg Preis						
691042330002 CH 8001 0000 1,25 2,40 691042330002 CH 8001 0000 1,25 2,40						
Sendezeitraum: 2019-10-31 / Anzahl: 1 / Gewicht (kg): 0,80 kg / Preis: 1,23 CHF						
Paketnummer: Land PLZ Code Kg Preis Paketnummer Land PLZ Code Kg Preis						
691042330003 CH 8001 0000 0,80 1,23 691042330003 CH 8001 0000 0,80 1,23						
Collection request						
Sendezeitraum: 2019-10-29 / Anzahl: 5 / Gewicht (kg): 36,19 kg / Preis: 5,75 CHF						
Paketnummer: Land PLZ Code Kg Preis Paketnummer Land PLZ Code Kg Preis						
691042330004 CH 8001 0000 36,19 5,75 691042330004 CH 8001 0000 36,19 5,75						
Sendezeitraum: 2019-10-31 / Anzahl: 1 / Gewicht (kg): 17,76 kg / Preis: 1,15 CHF						
Paketnummer: Land PLZ Code Kg Preis Paketnummer Land PLZ Code Kg Preis						
691042330005 CH 8001 0000 17,76 1,15 691042330005 CH 8001 0000 17,76 1,15						
DPD EXPRESS 10						
Sendezeitraum: 2019-09-30 / Anzahl: 1 / Gewicht (kg): 0,90 kg / Preis: 1,15 CHF						
Paketnummer: Land PLZ Code Kg Preis Paketnummer Land PLZ Code Kg Preis						
691042330006 CH 8001 0000 0,90 1,15 691042330006 CH 8001 0000 0,90 1,15						
Sendezeitraum: 2019-10-02 / Anzahl: 2 / Gewicht (kg): 5,15 kg / Preis: 2,30 CHF						
Paketnummer: Land PLZ Code Kg Preis Paketnummer Land PLZ Code Kg Preis						
691042330007 CH 8001 0000 5,15 2,30 691042330007 CH 8001 0000 5,15 2,30						
Sendezeitraum: 2019-10-03 / Anzahl: 5 / Gewicht (kg): 8,40 kg / Preis: 10,75 CHF						
Paketnummer: Land PLZ Code Kg Preis Paketnummer Land PLZ Code Kg Preis						
691042330008 CH 8001 0000 8,40 10,75 691042330008 CH 8001 0000 8,40 10,75						
Sendezeitraum: 2019-10-04 / Anzahl: 3 / Gewicht (kg): 5,79 kg / Preis: 3,45 CHF						
Paketnummer: Land PLZ Code Kg Preis Paketnummer Land PLZ Code Kg Preis						
691042330009 CH 8001 0000 5,79 3,45 691042330009 CH 8001 0000 5,79 3,45						
Sendezeitraum: 2019-10-07 / Anzahl: 1 / Gewicht (kg): 0,60 kg / Preis: 1,15 CHF						
Paketnummer: Land PLZ Code Kg Preis Paketnummer Land PLZ Code Kg Preis						
691042330010 CH 8001 0000 0,60 1,15 691042330010 CH 8001 0000 0,60 1,15						
Sendezeitraum: 2019-10-08 / Anzahl: 7 / Gewicht (kg): 18,40 kg / Preis: 8,00 CHF						
Paketnummer: Land PLZ Code Kg Preis Paketnummer Land PLZ Code Kg Preis						
691042330011 CH 8001 0000 18,40 8,00 691042330011 CH 8001 0000 18,40 8,00						
Sendezeitraum: 2019-10-09 / Anzahl: 1 / Gewicht (kg): 0,90 kg / Preis: 1,15 CHF						
Paketnummer: Land PLZ Code Kg Preis Paketnummer Land PLZ Code Kg Preis						
691042330012 CH 8001 0000 0,90 1,15 691042330012 CH 8001 0000 0,90 1,15						