



dpd



# 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       |               |

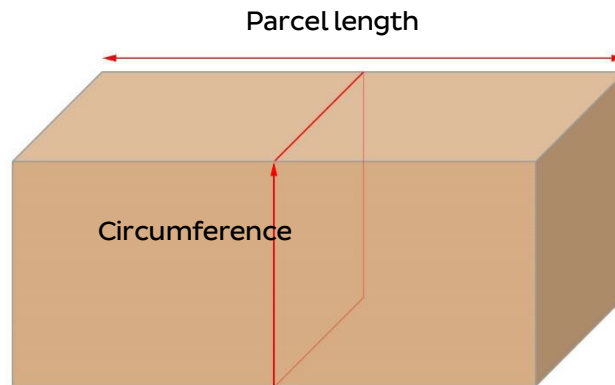
#### 1.2.2 Forbidden goods

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](http://www.dpd.ch).

### 1.3 Weights and dimensions



The combined size<sup>1)</sup> 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 <sup>1)</sup> | -   | -   | 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 × 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 PARCELBX 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. |

<sup>1)</sup> The combined size formula is: 2× height + 2× 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):

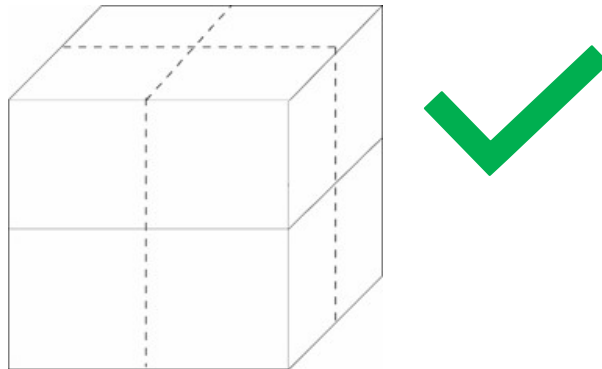
- Wheel rims
- Canisters
- Ladders
- Tyres
- Pipes
- Rollers
- Vats
- Film packaging
- Bubble wrap packaging



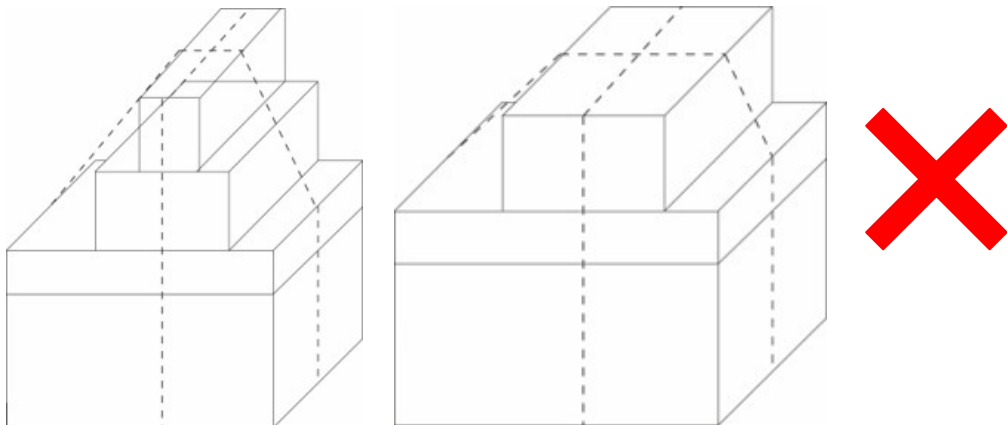
### 1.3.2 Bundled parcels

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 × 200 × 182 mm | 410 × 300 × 239 mm | 608 × 400 × 239 mm | 608 × 400 × 339 mm |
| External dimensions, bottom | 280 × 185 × 182 mm | 317 × 239 × 239 mm | 504 × 335 × 239 mm | 504 × 335 × 339 mm |
| Internal dimensions, top    | 270 × 170 mm       | 349 × 271 mm       | 540 × 371 mm       | 540 × 371 mm       |
| Internal dimensions, bottom | 250 × 155 mm       | 313 × 235 mm       | 498 × 329 mm       | 498 × 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](#).

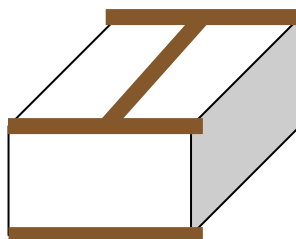


#### 1.4.4 Securely sealing the packaging

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](mailto: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



Standard parcel shipping label for DPD. It includes recipient information (Herrn Mustermann, Musterweg 12, CH-8888 Testingen), parcel details (1 of 1, 2.70 kg), and a barcode with the number 0608 5000 4520 43 8 and CH-0617.

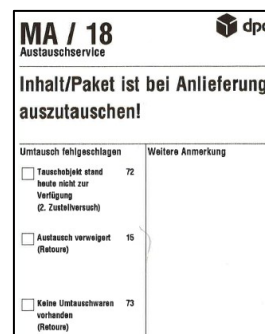
#### SWAP / EXCHANGE labels

##### Sending



SWAP / EXCHANGE sending label for DPD. It includes a QR code, parcel details (1 of 1, 5 kg), and a barcode with the number 0608 5034 3180 57 v and CH-DPD-0616.

##### Driver instructions



Driver instructions label for DPD. It includes the text 'MA / 18 Austauschservice' and 'Inhalt/Paket ist bei Anlieferung auszutauschen!'. It also has checkboxes for 'Tauschobjekt stand heute nicht zur Verfügung (2. Zustellversuch)', 'Austausch verweigert (Retour)', and 'Keine Umtauscherei verstanden (Retour)'.

##### Returns



Returns label for DPD. It includes the text 'DPD (Schweiz) AG, Müllbachstrasse 41, 8107 Buchs, CH - SWITZERLAND'. It also has a barcode with the number 0608 5034 3180 56 r and CH-DPD-0615.

##### Receipt



Receipt label for DPD. It includes the text 'QUITTUNG' and 'Empfänger: DPD (Schweiz) AG, Müllbachstrasse 41, CH-8107 Buchs'. It also has fields for 'Absender', 'Datum', 'Unterschrift des Abholers', 'Auftragsnummer/Liefersnummer', and 'Retoure - Depot:'.

### 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](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 ADS

Do you have a DPD Customer no 1?

**General invoice information**

**exporter (sender) \***

**importer (consignee) \***

**clearance type \***

**Type of invoice \***

**Your invoice number \***

**invoice date \***

**Exporter**

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

**name 1 \***

**name 2 \***

**description \***

**address address**

**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 \***

**Tipping**

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

**Send from DPD's Depot (Incoterms) \***

**Delivery terms \***

**Goods**

Please enter the goods you are sending in your shipment which all the information necessary for customs clearance.

Please enter one position per group of goods and country of origin.

For example, if you are sending 10 pairs of shoes manufactured in Switzerland, you only have to fill in 1 position for all of the goods. If you are sending 10 pairs of shoes and one shirt, all manufactured in Switzerland should you fill two positions (one for the shoes and one for the shirt).

If you are sending 10 pairs of shoes, 8 of which were manufactured in Switzerland and 2 manufactured in China, you should fill 2 positions (one for shoes made in CH and one for shoes made in CN).

**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 * | Price per item * | Country of origin * | Reference origin * |
|-----------------------|------------------------|------------|------------------|---------------------|--------------------|
| 1                     |                        |            |                  |                     |                    |

Show links to TARIC

### 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

[Save](#) [Print](#)

Thank you for generating invoice!

Thank you for generating invoice!

[Please read the DPD AGB's](#)

[download invoice file](#) 100 KB/358KB

Invoice number: 87587  
Total Value 1 CHF

**Invoice Address**

private  
Hans Mustermann  
Test  
Test  
1025 Wien  
Austria

**Delivery Address**

Company Name: private  
Name: Hans Mustermann  
Street/No: Test  
Additional Address: Test  
Area Code: 1025  
Town: Wien  
Country: Austria

**Address of Sender**

Company Name: private  
Name: May Mustermann  
Street/No: Test  
Area Code: 1025  
Town: Test  
Country: Switzerland

low value clearance (> EUR 22.00)

**COMMERCIAL**

|                 |       |               |            |
|-----------------|-------|---------------|------------|
| Invoice number: | 87587 | Invoice date: | 23.09.2020 |
|-----------------|-------|---------------|------------|

| No. | Description of goods | Customs<br>Tariff No. | Country of Origin       | Preferential<br>Origin | Quantity | Unit Value | Sub Total Value               |
|-----|----------------------|-----------------------|-------------------------|------------------------|----------|------------|-------------------------------|
| 1   | Pen                  |                       | United Arab<br>Emirates | NO                     | 1        | 1          | 1                             |
|     |                      |                       |                         |                        |          |            | Total Value 1<br>Currency CHF |

**Shipment Data**

|                    |     |                      |   |
|--------------------|-----|----------------------|---|
| Carrier:           | DPD | Delivery terms:      | (Delivered at place) - free domicile, incl. insurance, excl. fees and taxes |
| Net Weight (kg):   | 1   |                      | Test - AT - 1025 Wien   |
| Gross Weight (kg): | 1.5 |                      |   |
| Number of parcel:  | 1   | Parcel Label Number: | 73775382081632  |

**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](http://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<br>DPD CLASSIC LITE<br>DPD CLASSIC INTERNATIONAL<br>DPD COMFORT<br>DPD COMFORT INTERNATIONAL<br>DPD EXPRESS<br>DPD HOME<br>DPD PARCELBOX<br>DPD SHOP<br>DPD SHOP INTERNATIONAL | One day before collection | By 5.30 p.m.<br><br>By midnight | By phone/email/fax: by 5.30 p.m. (please note the additional charge for this notification)<br><br>To arrange a collection, use our online services myDPD for shippers, DPD Shipper, shipper web services. |
| 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.



### 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<br>No delivery                                  | Notification card 2<br>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   | X   |
|                 | DPD HOME  | X   |
|                 | DPD PARCELBOX   |   |
|                 | DPD SHOP  |   |
| B2B             | DPD CLASSIC   | X   |
|                 | DPD EXPRESS   | X (excl. DPD Pickup parcelshop)   |

#### Notification card 1:

**Schade, wir haben Sie leider verpasst!**

Sehr geehrte(r) Frau/Herr/Firma:

Nachname des Empfängers:

Abholer/Versand:

**1. Zustellversuch**  
Leider konnten wir Ihr Paket heute nicht zustellen. Wir haben Sie eine alternative Zustellung über den QR-Code oder auf [www.mehrschritte.ch](http://www.mehrschritte.ch). Ohne Ihre Rückmeldung wird das Paket am nächsten Werktag nochmals zugestellt.

**2. Zustellversuch**  
Leider konnten wir Ihr Paket heute nicht zustellen. Wenn Sie eine weitere Zustellung über den QR-Code oder auf [www.mehrschritte.ch](http://www.mehrschritte.ch) für Ihr Paket wünschen, kontaktieren Sie uns bitte.

**3. Zustellversuch**  
Leider konnten wir Ihr Paket heute nicht zustellen. Bitte haben Sie Ihr Paket am folgenden Werktag bereit. Danach wird es an den Absender zurück geschickt. Bitte kontaktieren Sie uns auch ab dem an Ihnen Absender.

Informationen zum Paket erhalten eine Nachschubmeldung, wenn möglich, und/oder am nächsten Ort (z.B. DPD-Shop oder DPD-Service Center).

QR-Code: 

Barcode: 

**Haben Sie Fragen?**  
Nutzen Sie die Möglichkeit, auf unserer Website Lösungen, Hilfestellungen 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](http://www.dpd.ch/kontakt)

**Abstellgenehmigung**  
Dürfen wir Ihr Paket an einem sicheren Ort abstellen?  
☐ Einmalig: DPD darf dieses Paket an bestimmten Ort abstellen.

Bitte geben Sie an, wo das Paket abgestellt werden darf. Bitte beachten Sie, dass das Paket nur an einem sicheren Ort abgestellt werden darf. Die Verantwortung für die Sicherheit des Paketes liegt bei Ihnen. Bitte beachten Sie, dass das Paket nur an einem sicheren Ort abgestellt werden darf. Die Verantwortung für die Sicherheit des Paketes liegt bei Ihnen.

Abstand des Pakets:

Abstand des Pakets:

Name und Anschrift des Empfängers:

Mit Ihrer Unterschrift erteilen Sie DPD die Abstellgenehmigung und erklären, dass die oben genannten Bedingungen an. Bitte bringen Sie diese Abstellgenehmigung bei der Abholung des Pakets mit. Bitte bringen Sie diese Abstellgenehmigung bei der Abholung des Pakets mit.

Datum und Unterschrift des Empfängers (Stempel, wenn vorhanden):

DPD Intern/Auftrag erledigt:

Datum:

#### Notification card 2:

**Schade, wir haben Sie leider verpasst!**

Sehr geehrte(r) Frau/Herr/Firma:

Nachname des Empfängers:

Abholer/Versand:

Leider konnten wir Ihr Paket heute nicht bei Ihnen zustellen.

**Ihr Paket wurde bei folgendem Nachbarn abgegeben:**

Name und Anschrift (ggf. Stempel) des Nachbarn:

**Ihr Paket wurde gemäß Abstellgenehmigung hinterlegt:**

Abstand des Pakets:

**Ihr Paket liegt in folgendem Pickup parcelshop von DPD für Sie zur Abholung bereit:**  
Bitte besuchen Sie das nächste Geschäft:

Name und Anschrift des Pickup parcelshops:

Abholung möglich ab:

**Bei Abholung Ihres Pakets im offiziellen Pickup parcelshop von DPD:**  
• Bitte bringen Sie diese Karte und Ihren Ausweis bzw. die untenstehende Vollmacht des Empfängers mit.  
• Ihr Paket wird 7 Kalendertage aufbewahrt. Danach retournieren wir es an den Absender.

**Einmalige Abholvollmacht Pickup**  
Das Paket/die Pakete sollen bei folgendem Nachbarn abgegeben 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, Hilfestellungen 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](http://www.dpd.ch/kontakt)

Barcode: 

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](http://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:

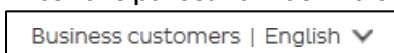


Of course, there is also a tabular display showing more detailed information about the relevant parcel.

#### 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.



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](mailto:it-businessdesk@dpd.ch).

