

Classic Europe – Business

Classic Europe is an international service offered by all European business units. It is operated through the road network. In each country, it offers common features and options that have been defined at the Group level. Some other features may vary among countries to adapt to local needs.

Classic Europe - Business

Delivery attempts and management

Cross-border & domestic
- Not offered

Destinations	Austria	Belarus	Belgium & Luxembourg	Bosnia Herzegovina	Bulgaria	Croatia	Czech Republic	Denmark	Estonia	Finland	France (Chronopost)	France (DPD)	Germany	Greece	Hungary	Ireland	Italy (BRT)	Latvia	Lithuania	Netherlands	Norway	Poland	Portugal	Romania	Serbia	Slovakia	Slovenia	Spain	Sweden	Switzerland	Ukraine	United Kingdom
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Automatic redirection after first delivery attempt

Other location	-	-	-	-	<input type="checkbox"/> 5)	-	-	<input type="checkbox"/> 1)	-	- 4)	<input type="checkbox"/> 2)	-	-	<input type="checkbox"/>	-	-	-	-	-	-	<input type="checkbox"/> 1)	-	-	-	-	-	-	-	-	<input type="checkbox"/> 1)	-	-	-
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Delivery process

Default number of delivery attempts BtoB	2+1	1	2+1	2	1+1	2+1	2+1	1	2+1	2+1	2	2	2+1	2+1	2	3	2	2+1	2+1	1+2	2	2	2	2	2	2	2+1	2+1	2	1	2+1	1	2
Calling card left for failed deliveries	<input type="checkbox"/>	-	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>
Maximum number of working days for the last redelivery (when parcel is not redirected to an other location in the meantime)	7 ³⁾	30 ³⁾	5	5	5	5	5	7	7 ³⁾	7	5	5	7 ³⁾	10	5	5	3	7	5	5	7	3	5	5	5	7	5	10	7+7	7	5	14	

1) If the parcel is <=20kg : PUDO (lockers, shops) and if the parcel is > 20kg delivery depots

2) Possibility to choose other alternatives : post offices (14 days attempt), Chronopost service point (14 days attempt)

3) calendar days

4) If the first delivery attempt fails, driver leaves a calling card, and PostNord FI try to deliver again the following day. If 2nd delivery is unsuccessful too, the c/nee can pick up from depot, or contact PostNord FI for a new delivery. If still nothing, PostNord FI return the parcel after 7 days.”

5) if the first delivery attempt fails, cnee can pick-up the shipment from the nearest PUDO location or from the depot/hub. A second delivery attempt should be requested by cnee

6) there are 2 delivery attempts. After the 2nd delivery attempt, if the receiver does not respond within 7 days, the parcel is returned

Classic Europe - Business

Data captured during delivery / collection in contactless context

OK = Provided
 X= Not provided
 Opt: optional – not for all parcels

	Austria	Belux	Bulgaria	Croatia	Czech Republic	Denmark	Estonia	Finland	France (Chronopost)	France (DPD)	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Netherlands	Norway	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	Switzerland	Ukraine	United Kingdom
Delivery with Consignee signature during lockdown Code "Coronavirus" or "Covid19" (or similar) instead of signature	✓	x	x	x	x	x	x	x	Stamp only	Stamp only	x	x	x	x	✓	x	x	x	x	x	x	x	x	x	x	x	x	OK	x
Driver's initials / acronym / name (on the POD screen)	x	✓	x	x	x	x	✓	x	x	x	x	x	x	x	x	x	✓	x	x	x	x	x	x	x	x	x	✓	x	x
Delivery screen signed by the driver	x	x	x	x	x	✓	✓	✓	x	x	✓	x	x	✓	x	x	x	✓	✓	x	x	x	x	x	x	✓	x	x	x
GPS position of the driver during "DELIVERED" scan	✓	✓	✓	✓	✓	x	✓	x	✓	x	✓		✓	✓	x	✓	✓	✓	x	✓			x		✓	x	✓	x	✓
Consignee name (at least last name)	x	✓	✓	✓	✓	x	✓	x	✓	x	✓	x	✓	✓	✓	✓	✓	✓	x	x	✓		x	x	✓	x	✓	x	✓
Consignee initials	x	x	x	x	x	✓	x	✓	x	x	x	x	x	x	x	✓	✓	x	x	x	x	x	x	x	✓	✓	x	x	x
ID card number (full) noted in delivery list / computer system	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	Opt *	x	x	x	x
Last 3 to 5 characters of ID card number (or date of birth) noted in delivery list / computer system	x	x	x	Opt	Opt	x	x	x	x	x	x	x	x	x	x	Opt	Opt	x	x	x	x	x	x	x	x	x	x	x	x
Photo of the premises / apartment at the delivery place	x	x	x	x	x	Opt	x	Opt	x	x	x	x	x	x	x	Opt	x	Opt	Opt	x	x	x	x	x	x	Opt		x	x
Photo of the parcel inside doorway (opened door)	x	x	x	x	x	x	✓	x	Opt	x	x	x	x	x	x	✓	x	x	x	x	x	x	x	x	x	x	✓*	x	✓
Photo of the parcel in front of closed door	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	✓	x	x	x	x	x	x	x	x	x		x	x	
PIN code / QR code	x	x	✓	x	x	x	x	x	✓	✓	x	x	✓	x	x	✓	✓	x	x	Opt	Opt	x	✓	✓	x	x	x	x	x
Photo of the signature on the parcel label	✓	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	✓	x	✓	x	x
Collection from a parcel locker (with PIN / QR)	✓		✓	x	x	✓	✓	x		x	x	x	x	x	x	✓	✓	x	x	x			x	x	x	x	✓**	x	✓
ID check while delivered or collection from PUDO (without saving number)	x		✓	x	x	✓	x	✓	✓	✓	✓	x	x	x	x	x	x	x	✓	x		x	x	x	x	✓	✓	x	
ID card number scanned in the computer system	x	x	x	x	x	✓ ***	Opt *	✓ ***	x	x	x	x	x	x	x	x	x	x	✓ ***	x	x	x	Opt *	x	x	✓ ***	x	x	x

* Estonia : when ID check is ordered, photo of ID is taken * Slovakia : when ID check is ordered, photo of ID is taken * Spain : when PIN is not available ID card is checked* Switzerland: when it is deposit, the driver will take a photo from the safe place ** Switzerland: test in Basel * ** Postnord countries : Personal ID card is checked and only the information that check was done is saved.

Classic Europe - Business

Data captured during delivery / collection in a normal context

OK = Provided
 X= Not provided
 Opt: optional – not for all parcels

	Austria	Belux	Bulgaria	Croatia	Czech Republic	Denmark	Estonia	Finland	France (Chronopost)	France (DPD)	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Netherlands	Norway	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	Switzerland	Ukraine	United Kingdom
Delivery with Consignee signature during lockdown Code "Coronavirus" or "Covid19" (or similar) instead of signature	x	x	x	x	x	x	x	x	Stamp only	Stamp only	✓	x	x	x	-	x	x	x	x	x	x	x	x	x	x	x	x	✓	x
Driver's initials / acronym / name (on the POD screen)	x	✓	x	x	x	x	x	x	x	x	x	x	x	x	x	x	✓	x	x	x	x	x	x	x	x	x	✓	x	x
Delivery screen signed for by the driver	x	x	x	x	x	✓	x	✓	x	x	x	x	x	✓	x	x	x	x	✓	x	x	x	x	x	x	✓	x	x	x
GPS position of the driver during "DELIVERED" scan	✓	✓	✓	✓	✓	x	✓	x	✓	x	✓		✓	✓	x	✓		✓	x	✓		✓	x	✓	✓	x	✓	x	✓
Consignee name (at least last name)	x	✓	✓	✓	✓	x	✓	x	✓	x	✓	x	Ok	✓	✓	✓	✓	✓	x	x	✓	✓	x	✓	✓	x	✓	x	✓
Consignee initials	x	x	x	x	x	✓	x	✓	x	x	x	x	x	✓	x	✓	✓	x	x	x	x	x	x	x	x	✓	x	x	x
ID card number (full) noted in delivery list / computer system	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	Opt*	x	x	x	x
Last 3 to 5 characters of ID card number (or date of birth) noted in delivery list / computer system	x	x	x	Opt	x*	x	x	x	x	x	x	x	x	x	x	Opt	Opt	x	x	x	x	x	x	✓	x	x	x	x	x
Photo of the premises / apartment at the delivery place	x	x	x	x	x	Opt	x	Opt	x	x	x	x	x	✓*	x	Opt	x	Opt	Opt	x	x	x	x	x	x	Opt		x	x
Photo of the parcel inside doorway (opened door)	x	x	x	x	x	x	x	x	Opt	x	x	x	x	✓*	x	✓	x	x	x	x	x	x	x	x	x	x	✓*	x	✓
Photo of the parcel in front of closed door	x	x	x	x	x	x	x	x	x	x	x	x	x	✓*	x	✓	x	x	x	x	x	x	x	x	x	x		x	x
PIN code / QR code	x	x	✓	x	x	x	x	x	✓	x	x	x	✓	x	x	✓	x	x	x	Opt	Opt	x	x	✓	x	x	x	x	x
Photo of the signature on the parcel label	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	✓	x	✓	x	x
Collection from a parcel locker (with PIN / QR)	✓		✓	x	x	✓	✓	x		x	x	x	x	✓	x	✓	✓	x	x	Opt		✓	x	x	x	x	✓**	x	✓
ID check while delivered or collection from PUDO (without saving number)	x	x	✓	x	x	✓	x	✓	✓	✓	✓	x	x	x	x	x	x	x	✓	x		x	x	✓	x	✓	✓	x	
ID card number scanned in the computer system	x	x	x	x	x	✓***	Opt*	✓***	x	x	x	x	x	x	x	x	x	x	✓***	x	x	x	Opt*	x	x	✓***	x	x	x

* Estonia : when ID check is ordered, photo of ID is taken * Slovakia : when ID check is ordered, photo of ID is taken * Spain : when PIN is not available ID card is checked *Czech Republic: only when ID check is ordered
 * Switzerland: If we are granted a deposit permit, a photo will be taken of the place ** Switzerland: test in Basel *** Postnord countries : Personal ID card is checked and only the information that check was done is saved.

Classic Europe - Business

Standard delivery days

- Cross-border & domestic
- Domestic
- Not offered

Destinations	Austria	Belgium & Luxembourg	Bulgaria	Croatia	Czech Republic	Denmark (PostNord)	Estonia	Finland (PostNord)	France (Chronopost)	France (DPD)	Germany	Hungary	Ireland	Italy (BRT)	Latvia	Lithuania	Netherlands	Norway (PostNord)	Poland	Portugal (Romania	Serbia	Slovakia	Slovenia	Spain	Sweden (PostNord)	Switzerland	Ukraine	United Kingdom
Saturday delivery																													
inbound parcels	-	□ ³⁾	-	-	-	-	□ ²⁾	-	-	-	-	-	-	-	□ ²⁾	□ ²⁾	□ ³⁾	-	-	-	□ ²⁾		-	-	-	-	-	□	● ¹⁾⁶⁾
domestic parcels	● ²⁾	● ³⁾	● ⁶⁾	- ⁷⁾	-	-	● ²⁾	-	● ⁵⁾	-	-	-	-	-	● ²⁾	● ²⁾	● ³⁾	-	● ²⁾	● ²⁾	● ²⁾		●	-	● ²⁾	-	-	●	● ¹⁾⁶⁾
Sunday delivery																													
inbound parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-	● ¹⁾⁶⁾
domestic parcels	-	-	-	-	-	-	-	-	● ¹⁾⁶⁾	-	-	-	-	-	-	-	-	-	-	-	● ²⁾	-	-	-	-	-	-	-	● ¹⁾⁶⁾

1) Restrictions apply to off shore locations 2) As an option 3) As an option, from Benelux only 4) Only to residential addresses / As an option to business addresses
 5) Included for B2C MyChrono 6) As an in-flight option with a surcharge for consignee 7) only used in case of big volumes (peak season etc..)

Classic Europe - Business

Notifications in case of failed delivery

- Cross-border & domestic
- Domestic
- Not offered

	Austria	Belgium & Luxembourg	Bulgaria	Croatia	Czech Republic	Denmark	Estonia	Finland	France (Chronopost)	France (DPD)	Germany	Hungary	Ireland	Italy	Latvia	Lithuania	Netherlands	Norway	Poland	Portugal	Romania	Russia	Slovakia	Slovenia	Spain (seur)	Sweden	Switzerland	Ukraine	United Kingdom
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Paper notification card left at consignee's

	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-		-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Electronic notifications

Push in App	-	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E-Mail	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	- ¹⁴⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SMS	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Default media if both available	email	-	email	both	both	both	both	both	both	both	email	-	<input type="checkbox"/>	e-mail	both	-	email	both	<input type="checkbox"/>	both	both		email	-	email	both	email	<input type="checkbox"/>	both	
Time restrictions for E-Mail	-	-	-	22-06:00	00:00-08:00	23:00-07:00	-	23:00-07:00	-	23:00-07:00	-	22:00-06:00	-	-	22:00-08:00	-	-	23:00-07:00	-	-	-		22:00-07:00	-	06:00-22:00	23:00-07:00	-	-	22:00-06:00	
Time restrictions for SMS	22:00-06:00	-	23:00-06:00	22-06:00	22:00-08:00	23:00-07:00	22:00-06:00	23:00-07:00	22:30-07:20	23:00-07:00	23:00-06:00	-	-	22:00-07:00	22:00-08:00	-	23:00-07:00	23:00-07:00	-	-	23:00-07:00									22:00-06:00

Electronic notification tracked and visible:

in internal track and trace	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
in customer track and trace	-	-	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If yes, it shows the media used	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-		-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Re-delivery options if parcel not automatically re-directed to a Pickup location

Change date (see number of days below*)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pickup from shop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pickup from depot	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Different address	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Neighbour	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	-	-	<input checked="" type="checkbox"/>	-	-		-	<input type="checkbox"/>	-	-	-	-	-	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	
Safe place / deposit	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input checked="" type="checkbox"/>	-	-		-	<input type="checkbox"/>	-	-	-	-	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	
Saturday (incl. Upgrade)	-	-	<input type="checkbox"/>	-	-	-	-	-	-	-	<input type="checkbox"/>	-	-	-	-	-	-	-	<input checked="" type="checkbox"/>	-	-		-	-	-	-	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Upgrade to Sunday	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	<input checked="" type="checkbox"/>	-	-		-	-	-	-	-	-	-	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	
Precise time slot (incl. Evening)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	-	-		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Return to sender	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	-	<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	-	-		<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other : (specify)	Lockers	-	Lockers	-	-	-	-	-	-	-	-	<input type="checkbox"/>	-	-	-	-	-	-	-	-	-		-	lockers	<input type="checkbox"/>	-	-	-	-	-	-	-	-	-	

Number of working days to re-deliver the parcel

SMS	-	-	5	5	-	7	5	7	6	5 ⁴⁾	6	5	3	3	-	5	-	7	3	-	3		7 ¹⁾	6	5	7	7	5	5	5	5	5	
E-Mail	7*	5	5	5	-	7	5	7	6	5 ⁴⁾	6	5	3	3	-	5	5	7	3	-	3		7	6	5	7	7	5	5	5	5	5	
Web portal	7*	5	-	5-7	5	7	5	7	6	5 ⁴⁾	6	5	5	3	3	5	5	7	3	-	3		7	6	5	7	7	5	5	5	5	5	5

3. Notifications in case of failed delivery

The following footnotes refer to previous page

1. Available on the www.DPD.fr/Traces
2. Availability depending of the weight of the parcel
3. Possible only if receiver contact us and asks us about it
4. Choice of re-delivery available only via the consignee webportal
6. Left to consignee only if contact details does not exist (Or not has been informed correctly) and it directs the consignee to the portal with the same options
11. Only for sender
12. Third party authorization
13. If authorised by sender
14. when choosing a redirection (f.e. by customer service, etc.
15. Return to sender, when no pickup in parcelshop or depot



Classic Europe - Home

Classic Europe is an international service offered by all European Business Units. It is operated through the road network. In each country, it offers common features and options that have been defined at the Group level. Some other features may vary among countries to adapt to local needs.

Classic Europe - Home

Delivery attempts and management

	Austria	Belarus	Belgium & Luxembourg	Bosnia Herzegovina	Bulgaria	Croatia	Czech Republic	Denmark	Estonia	Finland	France (Chronopost)	France (DPD)	Germany	Greece	Hungary	Ireland	Italy (BRT)	Latvia	Lithuania	Netherlands	Norway	Poland	Portugal	Romania	Serbia	Slovakia	Slovenia	Spain	Sweden	Switzerland	Ukraine	United Kingdom
--	---------	---------	----------------------	--------------------	----------	---------	----------------	---------	---------	---------	---------------------	--------------	---------	--------	---------	---------	-------------	--------	-----------	-------------	--------	--------	----------	---------	--------	----------	----------	-------	--------	-------------	---------	----------------

Automatic redirection after first delivery attempt

Pickup location (shop / locker)	<input type="checkbox"/>	-	<input <sup="" type="checkbox"/> 1)	-	<input <sup="" type="checkbox"/> 2)	-	-	<input <sup="" type="checkbox"/> 2)	<input <sup="" type="checkbox"/> 4)	<input <sup="" type="checkbox"/> 2)	<input type="checkbox"/>	-	<input <sup="" type="checkbox"/> 3)	-	-	<input type="checkbox"/>	-	-	-	<input <sup="" type="checkbox"/> 1)	<input <sup="" type="checkbox"/> 2)	-	-	-	-	-	-	<input type="checkbox"/>	<input <sup="" type="checkbox"/> 2)	<input type="checkbox"/>	-	<input <sup="" type="checkbox"/> 4)
Other location	-	-	-	-	<input <sup="" type="checkbox"/> 2)	-	-	<input <sup="" type="checkbox"/> 2)	-	<input <sup="" type="checkbox"/> 2)	<input <sup="" type="checkbox"/> 6)	-	-	-	-	-	-	-	-	-	<input <sup="" type="checkbox"/> 2)	-	-	-	-	-	-	<input <sup="" type="checkbox"/> 2)	-	-	-	

Delivery BtoC process

Default number of delivery attempts BtoC with Predict	1		1		1+1	2+1	2+1	1	2+1	1		2	1	2	2	3	1	2+1	2+1	1	2	2		2				1	1	2	-	1	
Default number of delivery attempts BtoC without Predict	1	1	1	2	1+1	2+1	2+1	1 ⁹⁾	2+1	1 ⁹⁾	1	2	2+1	2	2	3	1	2+1	2+1	1	1 ⁹⁾	2	2	2	2	3	3	1	1 ⁹⁾	2	1	1	
Calling card left for failed deliveries	<input type="checkbox"/>	-	<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	
Maximum number of working days for the last redelivery (when parcel is not redirected to a Pickup location in the meantime)	7 ⁷⁾	37)	5	5	5	5	5	7	7 ⁷⁾	7	14	5	7 ⁷⁾	5	5	5	3	7	5	5	7	3	5	5	5	5	7	5	10	7+7	7	5	14

Cross-border & domestic

1) if a neighbour is not present either - Exception for parcels that are not suitable to a Pickup location- 2) service point (locker, shop, within several delivery depots)- 3) if consignee's email or mobile phone is available - 4) The parcel is delivered at a local pickup point after the first delivery attempt, if the consignee is not at home. The pickup point is chosen by the driver after the first failed delivery attempt. -7) calendar days 9) Consignee can choose delivery by responding in App or on sent link before first delivery attempt. If delivery fails parcel is delivered to PUDO (locker, shop) in DK, FI, SE or 2nd delivry attempt in NO. If no response/action the parcel is sent back after the max number of working days for the last delivery

Classic Europe - Home

Data captured during delivery / collection in contactless context

OK = Provided
 X= Not provided
 Opt: optional – not for all parcels

	Austria	Belux	Bulgaria	Croatia	Czech Republic	Denmark	Estonia	Finland	France (Chronopost)	France (DPD)	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Netherlands	Norway	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	Switzerland	Ukraine	United Kingdom
Delivery with Consignee signature during lockdown Code "Coronavirus" or "Covid19" (or similar) instead of signature	✓	x	x	x	x	x	x	x	✓/x*	✓/x*	x	x	x	x	✓	x	x	x	x	x	x	x	x	x	x	x	x	OK	x
Driver's initials / acronym / name (on the POD screen)	x	✓	X	x	x	x	✓	x	x	x	x	x	x	x	x	x	✓	x	x	x	x	x	x	x	x	x	✓	x	x
Delivery screen signed by the driver	X	x	X	x	x	✓	✓	✓	x	x	✓	x	x	✓	x	x	x	✓	✓	x	x	x	x	x	x	✓	x	x	x
GPS position of the driver during "DELIVERED" scan	✓	✓	✓	✓	✓	x	✓	x	✓	x	✓		x	✓	x	✓	✓	✓	x	✓			x		✓	x	✓	X	✓
Consignee name (at least last name)	x	✓	✓	✓	✓	x	✓	x	✓	x	✓	x	✓	✓	✓	✓	✓	✓	x	x	✓		x	x	✓	x	✓	x	✓
Consignee initials	x	x	x	x	x	✓	x	✓	x	x	x	x	x	x	x	✓	✓	x	x	x	x	x	x	x	✓	✓	x	x	x
ID card number (full) noted in delivery list / computer system	x	x	X	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	Opt*	x	x	X	x
Last 3 to 5 characters of ID card number (or date of birth) noted in delivery list / computer system	x	x	X	Opt	Opt	x	x	x	x	x	x	x	x	x	x	Opt	Opt	x	x	x	x	x	x	x	x	x	x	x	x
Photo of the premises / apartment at the delivery place	x	x	x	x	x	Opt	x	Opt	x	x	x	x	x	x	x	Opt	x	Opt	Opt	x	x	x	x	x	x	Opt		x	x
Photo of the parcel inside doorway (opened door)	x	x	X	x	x	x	✓	x	Opt	x	x	x	x	x	x	✓	x	x	x	x	x	x	x	x	x	x	✓*	x	✓
Photo of the parcel in front of closed door	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	✓	x	x	x	x	x	x	x	x	x		x	x	
PIN code / QR code	x	x	✓	x	x	x	x	x	Opt	✓	x	x	✓	x	x	✓	✓	x	x	Opt	Opt	x	✓	✓	x	x	x	X	x
Photo of the signature on the parcel label	✓	x	X	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	✓	x	✓	x	x
Collection from a parcel locker (with PIN / QR)	✓		✓	x	x	✓	✓	x		x	x	x	x	x	x	✓	✓	x	x	x			x	x	x	x	✓**	X	✓
ID check while delivered or collection from PUDO (without saving number)	x		✓	x	x	✓	x	✓	✓	✓	✓	x	x	x	x	x	x	x	✓	x		x	x	x	x	✓	✓	X	
ID card number scanned in the computer system	x	x	x	x	x	✓***	Opt*	✓***	x	x	x	x	x	x	x	x	x	x	x	✓***	x	x	Opt*	x	x	✓***	x	x	x

* Estonia : when ID check is ordered, photo of ID is taken * Slovakia : when ID check is ordered, photo of ID is taken * Spain : when PIN is not available ID card is checked* Switzerland: when it is deposit, the driver will take a photo from the safe place ** Switzerland: test in Basel * ** Postnord countries : Personal ID card is checked and only the information that check was done is saved.

Classic Europe - Home

Data captured during delivery / collection in a normal context

OK = Provided
 X= Not provided
 Opt: optional – not for all parcels

	Austria	Belux	Bulgaria	Croatia	Czech Republic	Denmark	Estonia	Finland	France (Chronopost)	France (DPD)	Germany	Greece	Hungary	Ireland	Italy	Latvia	Lithuania	Netherlands	Norway	Poland	Portugal	Romania	Slovakia	Slovenia	Spain	Sweden	Switzerland	Ukraine	United Kingdom
Delivery with Consignee signature during lockdown	✓	x	x	x	x	x	x	x	✓/x*	✓/x*	x	x	x	x	-	x	x	x	x	x	x	x	x	x	x	x	x	OK	x
Code "Coronavirus" or "Covid19" (or similar) instead of signature	x	✓	✓	x	x	✓	x	✓	✓	x	✓	x	x	✓	-	✓	✓	x	✓	x	x	x	✓	x	x	✓	x	x	✓
Driver's initials / acronym / name (on the POD screen)	x	✓	X	x	x	x	x	x	x	x	x	x	x	x	x	x	✓	x	x	x	x	x	x	x	x	x	x	x	x
Delivery screen signed by the driver	X	x	X	x	x	✓	x	✓	x	x	✓	x	x	✓	x	x	x	x	✓	x	x	x	x	x	x	✓	x	x	x
GPS position of the driver during "DELIVERED" scan	✓	✓	✓	✓	✓	x	✓	x	✓		✓		✓	✓	x	✓	✓	✓	x	✓			x		✓	x	✓	X	✓
Consignee name (at least last name)	x	✓	✓	✓	✓	x	✓	x	✓	x	✓	x	✓	✓	✓	✓	✓	✓	x	x	✓		x	x	✓	x	✓	x	✓
Consignee initials	x	x	x	x	x	✓	x	✓	x	x	x	x	x	x	x	✓	✓	x	x	x	x	x	x	x	✓	✓	x	x	x
ID card number (full) noted in delivery list / computer system	x	x	X	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	Opt*	x	x	X	x
Last 3 to 5 characters of ID card number (or date of birth) noted in delivery list / computer system	x	x	X	Opt	Opt	x	x	x	x	x	x	x	x	x	x	Opt	Opt	x	x	x	x	x	x	x	x	x	x	x	x
Photo of the premises / apartment at the delivery place	x	x	x	x	x	Opt	x	Opt	x	x	x	x	x	✓*	x	Opt	x	Opt	Opt	x	x	x	x	x	x	Opt		x	x
Photo of the parcel inside doorway (opened door)	x	x	X	x	x	x	x	Opt	x	x	x	x	✓*	x	✓	x	x	x	x	x	x	x	x	x	x	x	✓*	x	✓
Photo of the parcel in front of closed door	x	x	x	x	x	x	x	x	x	x	x	x	✓*	x	✓	x	x	x	x	x	x	x	x	x	x	x		x	x
PIN code / QR code	x	x	✓	x	x	x	x	Opt	x	x	x	✓	x	x	✓	✓	x	x	x	Opt	Opt	x	✓	✓	x	x	x	X	x
Photo of the signature on the parcel label	x	x	X	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	✓	x	✓	x	x
Collection from a parcel locker (with PIN / QR)	✓		✓	x	x	✓	✓	x		x	x	x	x	x	x	✓	✓	x	x	x			x	x	x	x	✓**	X	✓
ID check while delivered or collection from PUDO (without saving number)	x		✓	x	x	✓	x	✓	✓	✓	x	x	x	x	x	x	x	x	✓	x		x	x	x	x	✓	✓	X	
ID card number scanned in the computer system	x	x	x	x	x	✓***	Opt*	✓***	x	x	x	x	x	x	x	x	x	x	x	✓***	x	x	Opt*	x	x	✓***	x	x	x

* Estonia : when ID check is ordered, photo of ID is taken * Slovakia : when ID check is ordered, photo of ID is taken * Spain : when PIN is not available ID card is checked* Switzerland: when it is deposit, the driver will take a photo from the safe place ** Switzerland: test in Basel * ** Postnord countries : Personal ID card is checked and only the information that check was done is saved.

Classic Europe - Home

Standard delivery days

Countries, as destinations	Austria	Belgium & Luxembourg	Bulgaria	Croatia	Czech Republic	Denmark (PostNord)	Estonia	Finland (PostNord)	France (Chronopost)	France (DPD)	Germany	Hungary	Ireland	Italy (BRT)	Latvia	Lithuania	Netherlands	Norway (PostNord)	Poland	Portugal (Chronopost)	Romania	Serbia	Slovakia	Slovenia	Spain	Sweden (PostNord)	Switzerland	Ukraine	United Kingdom
Saturday delivery																													
inbound parcels	-	☐ ³⁾	-	-	-	-	☐ ²⁾	-	-	-	☐	-	-	-	☐ ²⁾	☐ ²⁾	☐ ³⁾	-	-	-	-		-	-	-	-	-	-	☐ ⁶⁾
domestic parcels	● ²⁾	● ³⁾	● ⁶⁾	-	-	-	● ²⁾	-	● ⁵⁾	-	●	-	● ²⁾	-	● ²⁾	● ²⁾	● ³⁾	-	● ²⁾	● ²⁾	● ⁶⁾		●	●	● ²⁾	-	-	-	● ¹⁾⁶⁾
Sunday delivery																													
inbound parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-	☐ ⁶⁾
domestic parcels	-	-	-	-	-	-	-	-	● ¹⁾	-	-	-	-	-	-	-	-	-	● ²⁾	● ²⁾	-		-	-	-	-	-	-	● ¹⁾⁶⁾

¹⁾ Restrictions apply to off shore locations - ²⁾ As an option - ³⁾ As an option, from Benelux only - ⁵⁾ Included for B2C MyChrono - ⁶⁾ As an in-flight option with a surcharge for consignee - ⁷⁾ As an option of B2C service only

☐ Cross-border & domestic
● Domestic

Classic Europe - Home

Notifications in case of failed delivery

- Cross-border & domestic
- Domestic
- Not offered

	Austria	Belgium & Luxembourg	Bulgaria	Czech Republic	Denmark	Estonia	Finland	France (Chronopost)	France (DPD)	Germany	Hungary	Ireland	Italy	Latvia	Lithuania	Netherlands	Norway	Poland	Portugal	Romania	Serbia	Slovakia	Slovenia	Spain (Seur)	Sweden	Switzerland	Ukraine	United Kingdom
Paper notification card left at consignee's	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-		-	<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Electronic notifications

Push in App	-	2021	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	-	-		-	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>
E-Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SMS	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Default media if both available	email	email	email	both	Both	both	both	both	both	email	-	<input type="checkbox"/>	email	both	both	email	both	<input type="checkbox"/>	both	both		email	-	email	both	email	<input type="checkbox"/>	both
Time restrictions for E-Mail	-	22:00-06:00	-	00:00-08:00	00:00-23:59	-	00:00-23:59	-	23:00-07:00	-	22:00-06:00	-	-	22:00-08:00	22:00-07:00	-	-	-	-	-		22.07	-	-	-	-	-	22:00
Time restrictions for SMS	22:00-06:00	-	23:00-06:00	22:00-08:00	23:00-07:00	22:00-06:00	23:00-07:00	22:30-07:20	23:00-07:00	23:00-06:00	-	-	22:00-07:00	22:00-08:00	23:00-07:00	23:00-07:00	23:00	-	-	23:00-07:00		22.07	-	00:00-06:00	23:00-07:00	-	-	22:00-06:00

Electronic notification tracked and visible:

in internal track and trace	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
in customer track and trace	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If yes, it shows the media used	<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	-	-		-	-	-	<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>

Re-delivery options if parcel not automatically re-directed to a Pickup location

Change date (see number of days below*)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pickup from shop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pickup from depot	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Different address	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Neighbour	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	-	-	-	-	-		-	<input type="checkbox"/>	-	-	-	-	<input type="checkbox"/>	
Safe place / deposit	<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-	-	-	-		-	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>	
Saturday (incl. Upgrade)	-	-	<input type="checkbox"/>	-	-	-	-	-	-	<input type="checkbox"/>	-	-	-	-	-	-	-	<input checked="" type="checkbox"/>	-	-		-	-	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	
Upgrade to Sunday	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	<input checked="" type="checkbox"/>	-	-		-	-	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	
Precise time slot (incl. Evening)	-	-	-	-	-	-	-	-	-	-	-	-	-	<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	-	-		-	-	-	-	-	<input type="checkbox"/>	-	
Return to sender	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	-	
Other : (specify)	Lockers	-	Lockers	-	-	-	-	-	-	-	<input type="checkbox"/>	-	-	-	-	-	-	-	-	-		-	Locker	-	-	-	-	-	

*number of working days to reschedule:

SMS	7*	-	5	-	-	5	-	6	5 ⁴⁾	6	5	5	3	-	5	-	-	3	-	3		7 ¹⁾	6	5	-	7	5	5
E-Mail	7*	5	5	-	-	5	-	6	5 ⁴⁾	6	5	5	3	-	5	5	-	3	-	3		7	6	5	-	7	-	5
Web portal	7*	5	-	5	-	5	-	6	5 ⁴⁾	6	5	5	3	3	5	5	-	3	-	3		7	6	5	-	7	-	5

3. Notifications in case of failed delivery

The following footnotes refer to previous page

1. Available on the www.DPD.fr/Traces
2. Availability depending of the weight of the parcel
4. Choice of re-delivery available only via the consignee webportal
7. We send notification for SA03, SA05, SA10, but when the parcel is not delivered (SA14/SA04) we don't send notifications. Consignee can always enter the notification (link) they got on mentioned scans and change what they need, until the parcel is Refused or Delivered.
11. Only for sender
12. Third party authorization
13. If authorised by sender
14. Return to sender, when no pickup in parcelshop or depot



Restrictions and excluded goods

Classic Europe – Business and Home

A parcel needs to meet the restrictions of all the countries in which the parcel is located from pick-up to delivery

✓ = Accepted

X= Not accepted

(i) Parcels that are not packed and labelled in accordance with Sections 5.1 and 5.2; bundled parcels in which two or more parcels are bundled together and marked with only one parcel label; parcels that exceed the dimensions referred to in Section 5.1

(ii) Dangerous goods, hazardous goods and flammable goods, including but not limited to: dangerous or hazardous wastes, medical wastes, hypodermic needles and syringes, firearms, weapons, ammunitions, explosives, fireworks, chemicals, acidic, corrosive or irritant substances, imitation firearms, or components of firearms, bladed articles/products, pharmaceutical products/medicines

(iii) Batteries,

(iv) Tobacco products, cannabidiol (CBD) products and e cigarette liquids containing nicotine,

(v) Works of art, jewelry (including watches), precious metals (including gold or silver items), precious stones, real pearls, glass or any articles (or part of them) that are made up of glass, porcelain, earthenware or other similar materials, antiques, carpets, furs or any other valuables (without any liquid)

(vi) Cash, coins, collectable coins and stamps

(vii) Documents which can be exchanged for cash or goods (for example cheques, vouchers with a face value, credit notes, bonds, printed shares, currency paper money and negotiable instruments equivalent to cash admission tickets and gambling tickets)

(viii) Alcohol including wines, beers and spirits in a container that is NOT glass (eg. plastic containers, cans, boxes etc)

Alcohol including wines, beers and spirits in glass,

(ix) Liquids of any kind and ice

(x) Televisions or monitors with screens larger than 37 cm

(xi) Body parts or human remains, living or dead animals, fish or birds, or any living organism of any type (including seeds, trees and plants) and frozen or perishable food

(xii) Any goods prohibited by the law or regulation of any government or public or local authority of any country where the goods are carried

(xiii) Any goods which require temperature controlled transport

(xiv) Parcels and goods the transportation of which is subject to the obtaining of a license by the Service Provider or any DPD Network Member and/or which do not meet the requirements of the international conventions or the statutory regulations of the respective country of expedition, dispatch, transit or destination or which require special permits (import or export)

(xv) Parcels that require a declaration of value pursuant to Art. 24 CMR or the declaration of special interest in delivery pursuant to Art. 26 Paragraph 1 CMR; goods that require a declaration of value or a declaration of a special interest in delivery pursuant to Art. 22 Warsaw Convention / Art. 22 Montreal Convention

(xvi) Tenders, pre-qualification dossiers in the context of allocation of contract and copies of examination papers, any items containing personal data (i.e. prescriptions or insurance documents)

(xvii) Parcel of a value higher than (€)

	Austria	Belarus	Belgium	Bosnia Herzegovina	Bulgaria	Croatia	Czech Republic	Denmark	Estonia	Finland	France (Chronopost)	France (DPD)	Germany	Greece	Hungary	Ireland	Italy
(i) Parcels that are not packed and labelled in accordance with Sections 5.1 and 5.2; bundled parcels in which two or more parcels are bundled together and marked with only one parcel label; parcels that exceed the dimensions referred to in Section 5.1	X	X	X	X	X	X	X	X	X	X	Limited acceptance (*)	X	X	X	X	X	X
(ii) Dangerous goods, hazardous goods and flammable goods, including but not limited to: dangerous or hazardous wastes, medical wastes, hypodermic needles and syringes, firearms, weapons, ammunitions, explosives, fireworks, chemicals, acidic, corrosive or irritant substances, imitation firearms, or components of firearms, bladed articles/products, pharmaceutical products/medicines	LQ according CMR	X	Limited acceptance (EQ/LQ ADR)	X	X	Limited acceptance (EQ/LQ ADR)	X	X	X (pharmaceutical products/medicines are allowed if they don't require temperature controlled transport)	X	X	Limited Quantity Class 1, 6.2, 7 prohibited	Limited acceptance (*)	X	X	X	X
(iii) Batteries,	LQ + lithium under SP188	✓	Limited acceptance (EQ/LQ ADR)	X	Limited acceptance (*)	Limited acceptance (LQ + lithium under SP188)	Limited acceptance (*)	✓	LQ + lithium under SP188	✓	Limited acceptance (*)	LQ + lithium under SP188	✓	✓	X	Limited acceptance (*) no lithium	X
(iv) Tobacco products, cannabidiol (CBD) products and e cigarette liquids containing nicotine,	X1	X	✓	✓	X	X	X	X	X	X	✓	X	Limited acceptance (*)	✓	X	✓	X
(v) Works of art, jewelry (including watches), precious metals (including gold or silver items), precious stones, real pearls, glass or any articles (or part of them) that are made up of glass, porcelain, earthenware or other similar materials, antiques, carpets, furs or any other valuables (without any liquid)	X	X	Accepted till the value of 520 €	X	X	X	X	X	X	X	X	X	Accepted till the value of 520 €	X	X	✓	X
(vi) Cash, coins, collectable coins and stamps	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
(vii) Documents which can be exchanged for cash or goods (for example cheques, vouchers with a face value, credit notes, bonds, printed shares, currency paper money and negotiable instruments equivalent to cash admission tickets and gambling tickets)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
(viii) Alcohol including wines, beers and spirits in a container that is NOT glass (eg. plastic containers, cans, boxes etc)	✓	✓	Limited acceptance*	✓	Limited acceptance (*)	✓	Limited acceptance (*)	X	Limited acceptance (*)	X	✓	✓ (max 6 liters per package)	✓	✓	✓	✓	✓
Alcohol including wines, beers and spirits in glass,	✓*				Limited acceptance (*)	Limited acceptance (*)	Limited acceptance (*)	X	Limited acceptance (*)	X	✓	(max 6 liters per package)	Limited acceptance (*)				ok
(ix) Liquids of any kind and ice	✓	✓	Limited acceptance (EQ/LQ ADR)	✓	X	Limited acceptance (no ice)	X	✓	Limited acceptance (no ice)	✓	Limited acceptance (*)	Ok Under LQ Only No ICE	✓	X	✓	X	X
(x) Televisions or monitors with screens larger than 37 cm	✓	✓	✓	X	✓	✓	OK	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
(xi) Body parts or human remains, living or dead animals, fish or birds, or any living organism of any type (including seeds, trees and plants) and frozen or perishable food	X	X	X	✓	X	X	X	X	X	X	X	X	X	X	X	X	X
(xii) Any goods prohibited by the law or regulation of any government or public or local authority of any country where the goods are carried	X	X	X	✓	X	X	X	X	X	X	X	X	X	X	X	X	X
(xiii) Any goods which require temperature controlled transport	X	X	X	✓	X	X	X	X	✓**	X	✓	X	X	X	X	✓	X
(xiv) Parcels and goods the transportation of which is subject to the obtaining of a license by the Service Provider or any DPD Network Member and/or which do not meet the requirements of the international conventions or the statutory regulations of the respective country of expedition, dispatch, transit or destination or which require special permits (import or export)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
(xv) Parcels that require a declaration of value pursuant to Art. 24 CMR or the declaration of special interest in delivery pursuant to Art. 26 Paragraph 1 CMR; goods that require a declaration of value or a declaration of a special interest in delivery pursuant to Art. 22 Warsaw Convention / Art. 22 Montreal Convention	X	X	X	X	X	X	X	X	X	X	X	X	✓	X	X	X	X
(xvi) Tenders, pre-qualification dossiers in the context of allocation of contract and copies of examination papers, any items containing personal data (i.e. prescriptions or insurance documents)	✓	✓	X	✓	✓	X	OK	✓	X	✓	X	✓	✓	✓	✓	✓	✓
(xvii) Parcel of a value higher than (€)	15.000€	16.660€	13.000€	13.000€	1.500€	13.000€	20.000€ additionally insured above 2 KE	13.000€	13.000€	13.000€	20.000€	13.000€	13.000€	5.000€	13.000€	13.000€	100.000€

	Latvia	Lithuania	Luxembourg	Netherlands	Norway	Poland	Portugal	Romania	Russia	Serbia	Slovakia	Slovenia	Spain	Sweden	Switzerland	Turkey	Ukraine	United Kingdom
✓ = Accepted																		
X= Not accepted																		
(i) Parcels that are not packed and labelled in accordance with Sections 5.1 and 5.2; bundled parcels in which two or more parcels are bundled together and marked with only one parcel label; parcels that exceed the dimensions referred to in Section 5.1	✓	X	X	X	X	✓	X	X	X	X	X	X	X	X	X	X	X	X
(ii) Dangerous goods, hazardous goods and flammable goods, including but not limited to: dangerous or hazardous wastes, medical wastes, hypodermic needles and syringes, firearms, weapons, ammunitions, explosives, fireworks, chemicals, acidic, corrosive or irritant substances, imitation firearms, or components of firearms, bladed articles/products, pharmaceutical products/medicines	X, except LQ	X	Limited acceptance (EQ/LQ ADR)	X	X	X	X	X	X	X	X	Limited acceptance (EQ/LQ ADR)	X	X	Limited acceptance (EQ/LQ ADR)	X	X	Bladed and Pharma, plus LQ
(iii) Batteries,	X, except LQ	X, except LQ	Limited acceptance (EQ/LQ ADR)	X	✓	X	X	X	X	✓	X	Limited acceptance (LQ + lithium under SP188)	X	✓	Limited acceptance (EQ/LQ ADR)	X	✓	X
(iv) Tobacco products, cannabidiol (CBD) products and e cigarette liquids containing nicotine,	X	X	X	X	X	X	✓	X	X	✓	Only e-cigarettes and CBD products allowed.	X	X	X	X	X	X	X
(v) Works of art, jewelry (including watches), precious metals (including gold or silver items), precious stones, real pearls, glass or any articles (or part of them) that are made up of glass, porcelain, earthenware or other similar materials, antiqs, carpets, furs or any other valuables (without any liquid)	X	X	✓ until the value of 520 €	X	X	X	X	✓ Under the value of 520euro	✓	X	X	Accepted till the value of 520 €	X	X	X	X	X	X
(vi) Cash, coins, collectable coins and stamps	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
(vii) Documents which can be exchanged for cash or goods (for example cheques, vouchers with a face value, credit notes, bonds, printed shares, currency paper money and negotiable instruments equivalent to cash admission tickets and gambling tickets)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
(viii) Alcohol including wines, beers and spirits in a container that is NOT glass (eg. plastic containers, cans, boxes etc)	X	X	Limited acceptance (*)	Limited acceptance (*)	X	X	✓	✓	X	✓	X	✓	X	X	Limited acceptance (*)	X	X	Pkg dependent
Alcohol including wines, beers and spirits in glass,					X	X						Limited acceptance (*)	X	X				
(ix) Liquids of any kind and ice	X Except LQ	X Except LQ	Limited acceptance (EQ/LQ ADR)	Limited acceptance (EQ/LQ ADR), no ice	X	X	Limited acceptance (*)	✓ Limited acceptance (no ice)	✓	X	X	Limited acceptance (*), no ice	X	X	X	X	X	Limited acceptance: liquids < 100ml on a liability basis
(x) Televisions or monitors with screens larger than 37 cm	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	✓	X	✓	✓	X	✓	Limited acceptance (*) must be <37 inches
(xi) Body parts or human remains, living or dead animals, fish or birds, or any living organism of any type (including seeds, trees and plants) and frozen or perishable food	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
(xii) Any goods prohibited by the law or regulation of any government or public or local authority of any country where the goods are carried	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
(xiii) Any goods which require temperature controlled transport	X	X	X	X	X	X	Limited acceptance*	X	X	X	X	X	✓	X	X	X	X	X
(xiv) Parcels and goods the transportation of which is subject to the obtaining of a license by the Service Provider or any DPD Network Member and/or which do not meet the requirements of the international conventions or the statutory regulations of the respective country of expedition, dispatch, transit or destination or which require special permits (import or export)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	Accepted if licence provided
(xv) Parcels that require a declaration of value pursuant to Art. 24 CMR or the declaration of special interest in delivery pursuant to Art. 26 Paragraph 1 CMR; goods that require a declaration of value or a declaration of a special interest in delivery pursuant to Art. 22 Warsaw Convention / Art. 22 Montreal Convention	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
(xvi) Tenders, pre-qualification dossiers in the context of allocation of contract and copies of examination papers, any items containing personal data (i.e. prescriptions or insurance documents)	✓	X	X	X	✓	✓	✓	✓	✓	✓	X	X	X	✓	X	✓	✓	X
(xvii) Parcel of a value higher than (€)	15.000€	16.660€	13.000€	13.000€	1.500€	13.000€	13.000€	13.000€	13.000€	13.000€	10.000€	13.000€	13.000€	5.000€	max. 4700€.	13.000 €	100.000 €	13.000€

Restrictions and excluded goods – Classic Europe (Business and Home)

The following footnotes refer to previous page

(*) a transport solution or permission related which can be allowed for transport under special conditions in sending and destination country. In particular, it relates mainly to the method of packaging or liability limits.

** - DPD EE only domestic

LQ = limited quantity as defined in the ADR / EQ = excluded quantity as defined in the ADR / ADR : The European Agreement concerning the International Carriage of Dangerous Goods by Road

BRT: According to Italian law, BRT can only transport domestically products derived from the cultivation of cannabis light that are used exclusively in the food and cosmetic sectors (in compliance with the regulations of the respective sectors), in semi-finished products such as fibre, canapulo, powder, wood chips, oils or fuels, for supplies to industries and craft activities in various sectors, including the energy sector, in material intended for green manure, in organic material intended for bioengineering work or products useful for bio-construction, in material intended for phyto-purification for the reclamation of polluted sites, in crops intended for educational, demonstration and research activities by public or private institutions and in crops intended for floriculture.

The liquid for electronic cigarettes is also subject to the State Monopoly.

DPD FR :

CBD : only if % of THC is under 0,2%

E-liquid nicotine : LQ only

Chronopost France :

CBD is accepted as standard product but only with dedicated healthcare contract and authorized by Chronopost pharmacist (to check THC level)

E-cigarettes liquids are handled in LQ and have to be authorized by HAZ Manager to check nicotine rate

DPD PL:

LQ will be available from Q1 2023 additional service available in the domestic service. To commission this additional Service the Customer or the Consignor acting on behalf of the Customer is obliged to declare its implementation by selecting such service and providing the total weight of the dangerous goods.

E- cigarett: available,

Liquids to e-cigarette: prohiited,

CBD: not settled in PL GTC,

DPD DE: Goods containing CBD are accepted, but only to the extent permissible under applicable law

SPEEDY, BG

Austria:Tobacco products and related products (novel tobacco products, herbal smoke products, e-cigarette and e-cigarette liquids) are not accepted

(iii) Batteries – limited quantities refer to telephone, laptop, tablet, etc. Goods containing Liln batteries – 1 per box

(viii) Alcohol in glass or not in glass- limited quantities refer to 1 liter per box in a proper box packaging (foam inside the carton box/a box made of at least 3 layers of corrugated board and styrofoam)