

# PACKAGING STANDARD

## SHIPMENTS TO EUROPE



Dear Customer!

Ensure the right packaging standard for shipments in DHL's international network in Europe to:

- ensuring safe operational handling and transport
- to enable automatic sorting – **no extra charge for a custom item!**
- minimise delays and damage

Below you will find the guidelines which, if adhered to, will guarantee the smooth handling of shipments.

### Standard shipment

- The maximum dimensions of a standard shipment are **120 x 60 x 60 cm**
- The contents must be packed in a **cardboard box, DHL plastic pouches or customer plastic pouches** meeting the technical parameters described later.
- The packaging itself must be suitable for the **size and weight of the contents**.
- The packaging must be able to withstand transport from dispatch to delivery, including warehouse handling.
- The empty spaces in the carton should be filled with fillers to prevent the contents from moving.
- Contents that may cause the package to bulge should be secured properly.



**In the event of a deviation from the standard, a charge may be added for a non-standard item.**

This applies to the shipments:

- with one dimension larger than 120 x 60 x 60 cm for DHL PARCEL CONNECT, DHL PARCEL RETURN CONNECT, DHL PARCEL CONNECT PLUS
- with one dimension larger than 100 x 50 x 50 cm for DHL PARCEL INTERNATIONAL
- placed on a pallet that exceeds 80 cm in width for DHL PARCEL CONNECT PALLET – PALLET

**The charge will also be added to the shipments:**

- spherical or cylindrical shipments
- shipments in the shape of a roll and tube, with a triangular or oval cross-section
- shipments with irregular shapes, with protruding elements
- shipments containing loose, heavy pieces or pieces with uneven weight distribution, all items of which are partially packaged or have no packaging, but the absence of packaging does not affect the transportability of these items (e.g. tyres, mattresses, etc.),
- composed of several shipments attached to each other, which exceed the standard dimensions
- shipments with an adhesive surface that prevents sliding (e.g. rubber, etc.)
- shipments in loose packaging, tied with a string (i.e. where the contents may shift and cause a shift to the centre of gravity while being transported)
- whose packaging contains: synthetic, metal or wooden materials, textiles, foils, items with rubber edges or fasteners (e.g. bags, sacks, small buckets, foils)
- containing items or devices that generate a magnetic field
- containing products which require special handling (where automatic sorting in transshipment warehouses is not possible or there is a risk of damaging other shipments)

### Packaging in DHL's international network in Europe

Packaging	Standard shipment	Non-standard shipment
Cardboard	✓	
DHL plastic pouches	✓	
Client's plastic pouches*		!*
Stretch film		✗
Envelope		✗

\* The foil pack should meet the parameters described later in the material to enable automatic processing.

### Foil packs in DHL's international network – requirements

Foil packs can be processed automatically if the following conditions are met:

- minimum dimensions 15 x 11 x 1 cm
- plastic material with a friction coefficient of 0.15 to 0.2 in accordance with DIN EN 8295
- the thickness of the material must be adapted to the weight of the content and must not be less than 80 µm
- no carrying handles/straps
- material must not be black
- the label must be on a flat, warp-free surface
- the label should be placed on the largest side of the shipment, leaving enough space from the edge of the shipment
- the label must have an even surface so that the barcodes can be scanned from above
- the possibility that the contents of the shipments move around in the packaging should be minimised
- the material and closure of the foil pack must be resistant to tearing or stretching in order to withstand the conditions during the delivery process as well as during return
- the foil pack must not fold over – this can be prevented, for example, by inserting a piece of corrugated cardboard inside



### Label

The label contains a barcode with a parcel ID used in operational handling. Placing additional barcode markings on the package is not permitted as this may disrupt the automatic sorting process.

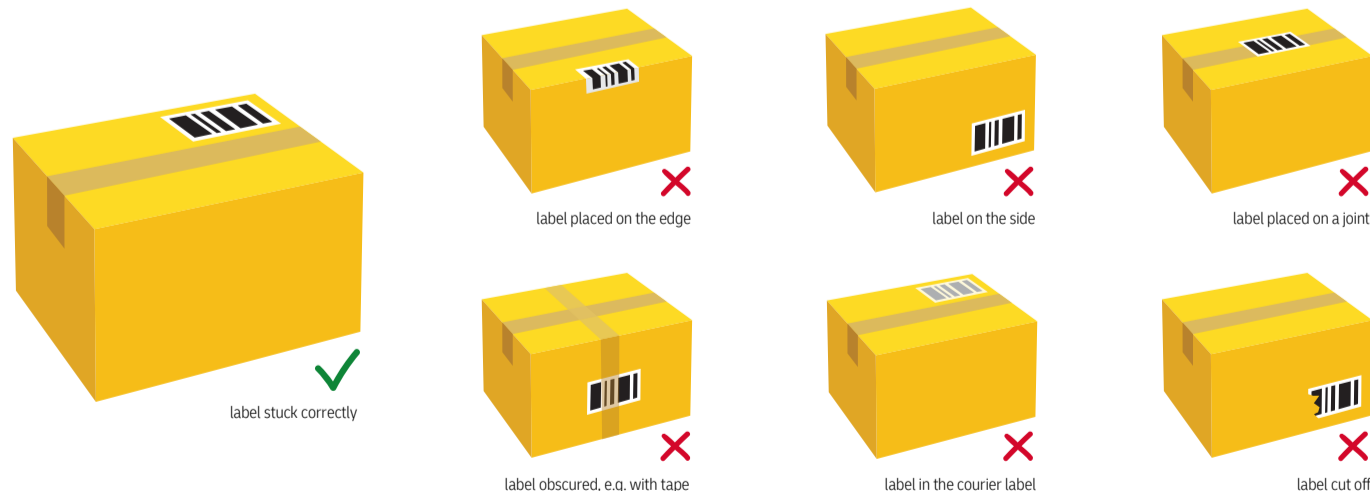
- The way the label is placed on the packaging is crucial in the automatic sorting process.
- Follow the guidelines below to allow it to be scanned by the sorting device.

**The label must:**

- be visible and legible – must be placed on top of the longest side of the package
- be in size min. 10 x 15 cm

**The label must not:**

- be placed on the joints and edges of the packaging
- to be covered e.g. with packing tape, foil (this also applies to label sleeve)
- have the lower barcode/parcel number (JJJ) cut off

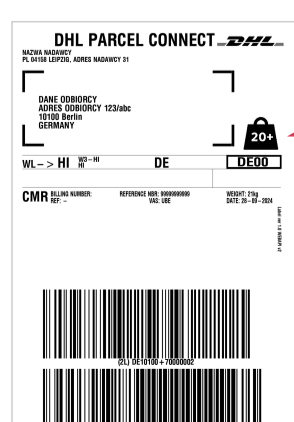


### HEAVY PARCELS TO GERMANY

#### Pictograms on labels

- As a result of changes to German postal law, as of 1 January 2025 **parcels over 10 kg** will need **additional labelling on address labels**.
- The change applies to shipments up to 31.5 kg – **DHL PARCEL CONNECT** and **DHL PARCEL CONNECT PLUS**. The label will contain a **pictogram** indicating the weight range of the shipment.

- 10+** Parcels weighing over 10 kg
- 20+** Parcels weighing over 20 kg



- The pictogram will be generated by DHL based on the weight you entered when creating your shipment – **all you need to do is enter the correct weight**
- Weight compliance** with the pictogram will be verified during the operational process in Germany
- Shipments with an **incorrect pictogram** will be processed manually, which may result in **delays and additional costs**