



DHL PAKET EXPORT AND DHL PARCEL CONNECT  
**SPECIAL CONDITIONS**  
**CONSOLIDATED SOLUTION**

## Table of Contents

1. TRANSPORT SOLUTION .....	3
1.1 Norway .....	3
2. WEIGHT AND MEASURES .....	3
3. PACKAGING .....	3
4. LABELING OF PARCELS AND PALLETS .....	3
5. BOOKING .....	3
5.1 Norway .....	3
5.2 Customs documents .....	3
6. SCANNINGS AND TRACK & TRACE .....	3
7. LIABILITY .....	3

This document is a part of the "DHL Product Specific Terms and Conditions DHL PAKET EXPORT and DHL PARCEL CONNECT", see sections 12.13 and 25.1.

Consolidation of international parcels (DHL PAKET EXPORT and/or DHL PARCEL CONNECT) is a specific procedure and these terms apply in addition to the Product specific terms. The solution means that a business customer is given the possibility to consolidate multiple parcel shipments in a BULK shipment. The solution can be used for different recipient countries and must be described in a customer unique SOP (Standard Operations Procedure). See separate sections for custom duty country (Norway).

## 1. Transport Solution

The consolidated shipment (the bulk) can either be shipped via a Swedish terminal or directly to an international terminal.

- Via SE terminal – The bulk shipment is sent to SE terminal with DHL PALL
- Direct to international terminal - The bulk shipment is preferable a DHL EUROCONNECT part- or full load.

Separate agreements must be made for the bulk shipment; DHL PALL or DHL EUROCONNECT.

### 1.1 Norway

A consolidated customs solution is needed for Norway. The consolidated customs solutions is based on that all parcels shipments are crossing the border at the same time. This must be secured through the transport solution (see above) and described in a SOP.

## 2. Weight and measures

Weight and measures for DHL PAKET EXPORT, DHL PARCEL CONNECT, DHL PALL and DHL EUROCONNECT are shown in the respective product-specific terms and conditions ([www.dhl.se/freight](http://www.dhl.se/freight)).

The consignor is obliged to send, via EDI, the correct shipment information for the international parcels. The information is real weight as well as dimensions: length, width and height. Invoicing is based on the customer's stated dimensions and weight when DHL receives EDI on the individual shipment. DHL reserves the right to invoice the fee for incorrect shipping information and the excess cost due to other payable weight, as measurement and / or weight do not match the stated values.

## 3. Packaging

The packaging must be adapted to the content and withstand mechanical handling and automated sorting. The parcels should be packed on plastic wrapped pallets. Alternative solution is to use pallet boxes or cardboard containers. The pallet must be able to be handled with a fork lift truck and be approved according to

applicable import rules. Parcel cages or DHL red pallets must not be used. The pallet transfer system (PÖS) is not applicable.

## 4. Labeling of Parcels and Pallets

Both individual international parcels and pallet shipments must be labeled in accordance with current product-specific terms and conditions. Bulk-pallets sent directly to international terminal must be labeled with clear SPLIT-instructions in order to avoid misunderstanding and unnecessary returns (according to customer specific SOP). Any additional costs incurred due to incorrect or missing transport documents are paid by the consignor.

## 5. Booking

The consignor is responsible to ensure that pickup booking is not performed as for the individual parcel shipment. Pickup and booking is made for the bulk shipment. Costs related to unsuccessful pickup (dead-freight bookings) will be invoiced to the consignor.

### 5.1 Norway

Consolidated customs clearance is a mandatory VAS for the international parcels shipment as well as DHL PALL. If not agreed otherwise the VAS code should be included in the EDI provided by the consignor.

### 5.2 Customs documents

The Consignor is responsible to create the consolidated customs invoice that corresponds to the bulk shipment. When parcels are consolidated on a bulk via SE terminal (see above), the shipment number and the number of pallets must clearly be stated when the customs documents are submitted. This must be made before the pick-up of the bulk shipment.

## 6. Scannings and Track & Trace

International parcel shipments in the consolidated solution must be linked to a specific agreement that is exclusively used for the parcels. If this agreement should be used for single shipments, DHL has the right to invoice the consignor in arrears. The first scan event of an individual parcel is made in the distributing country (after the pallet is split). To ensure system processes, multiple automatic events are created for the parcel when the consignor sends the shipments EDI. These events are considered as administrative and must not be interpreted that the parcel is physically scanned. Administrative and physical scans are shown at <https://activetracing.dhl.com> from the moment that DHL has received a shipments EDI.

## 7. Liability

DHL liability for international parcels is in accordance with the Product Specific Terms and Conditions. The liability transition point is the arrival scan at the International terminal where the bulk-shipment is split. Up to this point the liability is in accordance with the product specific terms for the bulk shipment, DHL PALL or DHL EUROCONNECT.