

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

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	Luxembourg	Netherlands	Norway	Poland	Portugal	Romania	Russia	Serbia	Slovakia	Slovenia	Spain	Sweden	Switzerland	Turkey	Ukraine	United Kingdom			
Automatic redirection after first delivery attempt																																						
Other location	-	-	-	-	-	-	-	☐ ¹⁾	-	☐ ¹⁾	☐ ²⁾	-	-	☐	-	-	-	-	-	-	-	☐ ¹⁾	-	-	-	-	-	-	-	-	☐ ¹⁾	-	-	-	-			
Delivery process																																						
Default number of delivery attempts BtoB	2+1	1	2+1	2	3	2+1	2+1	1	2+1	1	2	2	2+1	2+1	2	3	2	2+1	2+1	2+1	2+1	1	2	2	2	2	2	2+1	2+1	2	1	2+1	1	2	2			
Calling card left for failed deliveries	☐	-	☐	-	☐	☐	☐	☐	-	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	-	☐	☐	☐	-	-	☐	☐	☐	☐	☐	☐	☐	☐			
Maximum number of working days for the last redelivery (when parcel is not redirected to an other location in the meantime)	7	30 ³⁾	5	5	5	5	7	14	7	14	7	10	3	10	5	5	3	7	5	5	5	14	3	5	7	30	5	7	5	3	14	7	8	5	5			

1) Service point

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

3) calendar days

☐ Cross-border

- Not offered

Classic Europe - Business

Data captured by the driver as proof of delivery in contactless context

	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	Luxembourg	Netherlands	Norway	Poland	Portugal	Romania	Russia	Serbia	Slovakia	Slovenia	Spain	Sweden	Switzerland	Turkey	Ukraine	United Kingdom
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When the parcel is delivered

Delivery with signature/Company stamp										<input type="checkbox"/>	<input type="checkbox"/>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																							
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When the parcel is refused by consignee

Notice by the driver			<input type="checkbox"/>			<input type="checkbox"/>						<input type="checkbox"/>			-		-				<input type="checkbox"/>										-			<input type="checkbox"/>
Name			<input type="checkbox"/>			<input type="checkbox"/>									-		-													-				<input type="checkbox"/>
Manual entry "COVID-19"			<input type="checkbox"/>			<input type="checkbox"/>									-		-											<input type="checkbox"/>		-				<input type="checkbox"/>
Capture of GPS position			<input type="checkbox"/>			<input type="checkbox"/>									<input type="checkbox"/>		-														-			<input type="checkbox"/>

¹If safe place delivery authorized by the client ²Capture picture only for safe places and missed presentations ³in case of ASG doc ⁴C19 code signature

Classic Europe - Business

Standard delivery days

Destinations	Saturday delivery																											
	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	Slovakia	Slovenia	Spain	Sweden (PostNord)	Switzerland	United Kingdom	
inbound parcels	-	☐ ³⁾	-	-	-	-	-	-	-	-	☐ ⁴⁾	-	-	-	☐ ²⁾	☐ ²⁾	☐ ³⁾	-	-	-	☐ ²⁾	-	-	☐	-	-	-	● ¹⁾⁶⁾
Destinations	Sunday delivery																											
	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	Slovakia	Slovenia	Spain	Sweden (PostNord)	Switzerland	United Kingdom	
inbound parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	● ¹⁾⁶⁾

☐ Cross-border
- Not offered

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 6) As an in-flight option with a surcharge for consignee

Classic Europe - Business

Notifications in case of failed delivery

<div><input type="checkbox"/> Cross-border</div> <div>- Not offered in crossborder</div>	Austria	Belgium & Luxembourg	Croatia	Czech Republic	Denmark	Estonia	Finland	France (Chronopost)	France (DPD)	Germany	Hungary	Ireland	Italy	Latvia	Lithuania	Netherland	Norway	Poland	Portugal	Romania	Russia	Slovakia	Slovenia	Spain (seur)	Sweden	Switzerland	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"/> ⁶⁾	-	<input type="checkbox"/>	<input type="checkbox"/>
Electronic notifications																											
Push in App	-	-	-	-	-	-	-	-	-	<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"/>
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"/>
Default media if both available	-	-	both	both	-	<input type="checkbox"/>	-	both	both	email	-	<input type="checkbox"/>	both	-	-	email	<input type="checkbox"/>	<input type="checkbox"/>	both			-	-	email	sms	email	both
Time restrictions for E-Mail	-	-	00-08:00	00:00-08:00	-	-	-	-	-	-	22:00-06:00	-	-	-	22:00-07:00	-	-	<input type="checkbox"/>	-	-	-	-	-	06:00-22:00	-	-	-
Time restrictions for SMS	-	-	22:00-08:00	22:00-08:00	-	<input type="checkbox"/>	-	07:20-22:30	-	06:00-23:00	-	-	07:00-22:00	-	23:00-07:00	-	-	<input type="checkbox"/>	-	-	-	-	-	06:00-22:00	-	-	-
Electronic notification tracked and visible:																											
in customer track and trace	-	-	-	-	-	-	-	<input type="checkbox"/>	<input type="checkbox"/> ¹⁾	-	<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"/>
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"/>
Pickup from shop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> ⁵⁾	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/> ²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> ⁵⁾	<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"/> ¹³⁾	<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"/> ¹¹⁾	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> ¹³⁾	<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"/>
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 type="checkbox"/>	-	-	-	-	-	-	-	-	-			-	-	-	-	-	<input type="checkbox"/>
Upgrade to Sunday	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			-	-	-	-	-	<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"/> ¹¹⁾	-	-	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	-			<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	-
Other : (specify)	-	-	-	<input type="checkbox"/>	-	-	-	-	<input type="checkbox"/> ³⁾	-	<input type="checkbox"/> ¹²⁾	-	-	-	-	-	-	-	-			-	-	<input type="checkbox"/>	-	-	-
Number of working days the consignee can re-deliver the parcel																											
SMS	-	-	5	-	-	-	-	6	5 ⁴⁾	6	5	-	3	-	5	-		3	-			7 ¹⁾	6	5	-	- ¹⁰⁾	5
E-Mail	6	5	5	-	-	10	-	6	5 ⁴⁾	6	5	-	3	-	5	-		3	-			7	6	5	-	- ¹⁰⁾	5
Web portal	6	5	5-7	20	-	10	5	6	5 ⁴⁾	6	5	5	3	3	5	5		3	-			7	6	5	-	5	5

Classic Europe – Business

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) Mr PASHA
- 4) Choice of re-delivery available only via the consignee webportal
- 5) Mandatory process, no other options
- 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
- 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.
- 8) Saturday only in Zürich, Winterthur, St. Gallen, Luzern, Lausanne, Genf, Bern, Basel
- 9) Evening only in Zürich, Winterthur, St. Gallen, Luzern, Lausanne, Genf, Bern, Basel
- 10) Over Web Portal
- 12) Third party authorization
- 13) If authorised by sender



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	Russia	Serbia	Slovakia	Slovenia	Spain	Sweden	Switzerland	Turkey	Ukraine	United Kingdom
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Automatic redirection after first delivery attempt

Pickup location (shop / locker)	<input type="checkbox"/>	-	<input type="checkbox"/> ¹⁾	-	-	-	-	<input type="checkbox"/> ²⁾	<input type="checkbox"/>	<input type="checkbox"/> ²⁾	<input type="checkbox"/>	-	<input type="checkbox"/> ³⁾	<input type="checkbox"/>	-	-	-	-	-	<input type="checkbox"/> ⁴⁾	<input type="checkbox"/> ²⁾	-	-	-	-	-	-	-	<input type="checkbox"/> ⁴⁾	<input type="checkbox"/> ²⁾	<input type="checkbox"/>	-	-	<input type="checkbox"/> ⁵⁾
Other location	-	-	-	-	-	-	-	<input type="checkbox"/> ²⁾	-	<input type="checkbox"/> ²⁾	<input type="checkbox"/> ⁶⁾	-	-	<input type="checkbox"/>	-	-	-	-	-	-	<input type="checkbox"/> ²⁾	-	-	-	-	-	-	-	-	<input type="checkbox"/> ²⁾	-	-	-	-

Delivery BtoC process

Default number of delivery attempts BtoC with Predict			1				2+1		2+1		2	1		2	3	2		2+1	1										2			2		
Default number of delivery attempts BtoC without Predict	3	1	1	2	2-3	2-3	3	1	2+1	1	1	2	1	2-3	2	3	2	2+1	2+1	1	1	2	2	2	2	2	3	3	2	1	2	1	1	2
Calling card left for failed deliveries	☐	-	☐	-	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	-	-	☐	☐	-	-	☐	☐	☐	☐	☐	☐	☐	☐
Maximum number of working days for the last redelivery (when parcel is not redirected to a Pickup location in the meantime)	7	30 ⁷⁾	5	5	5	5	7	14	7	14	14	10	3	10	5	5	3	7	5	5	14	-	5	7	30	5	7	5	3	14	7	8	5	5

¹⁾ if a neighbour is not present either - Exception for parcels that are not suitable to a Pickup location – ²⁾ service point – ³⁾ if consignee's email or mobile phone is available –

⁴⁾ after a failure delivery only in peak campaigns, B2C, and low RPC customers – ⁵⁾ after second attempt only –

⁶⁾ possibility to choose other alternatives : post offices (14 days attempt) – ⁷⁾ calendar days

☐ Cross-border – - Not offered

Classic Europe - Home

Data captured by the driver as proof of delivery in contactless context

	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	Luxembourg	Netherlands	Norway	Poland	Portugal	Romania	Russia	Serbia	Slovakia	Slovenia	Spain	Sweden	Switzerland	Turkey	Ukraine	United Kingdom
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When the parcel is delivered

Delivery with signature																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																							
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When the parcel is refused by consignee

Capture of the notice by the driver			<input type="checkbox"/>			<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>		-		-				<input type="checkbox"/>											-			<input type="checkbox"/>
Name			<input type="checkbox"/>			<input type="checkbox"/>								-		-															-			<input type="checkbox"/>
Manual entry "COVID-19"			<input type="checkbox"/>			<input type="checkbox"/>								-		-												<input type="checkbox"/>			-			
Capture of GPS position			<input type="checkbox"/>			<input type="checkbox"/>								<input type="checkbox"/>		-															-			<input type="checkbox"/>

¹If safe place delivery authorized by the client ²Capture picture only for safe places and missed presentations ³in case of ASG doc ⁴C19 code signature

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	Slovakia	Slovenia	Spain	Sweden (PostNord)	Switzerland	United Kingdom
Saturday delivery																											
inbound parcels	-	<input type="checkbox"/> ³⁾	-	-	-	-	<input type="checkbox"/>	-	-	-	<input type="checkbox"/> ⁴⁾	-	-	-	<input type="checkbox"/> ²⁾	<input type="checkbox"/> ²⁾	<input type="checkbox"/> ³⁾	-	-	-	<input type="checkbox"/> ²⁾	-	-	<input type="checkbox"/>	-	-	<input type="checkbox"/> ⁶⁾
Sunday delivery																											
inbound parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	<input type="checkbox"/> ⁶⁾
<input type="checkbox"/> Cross-border - Not offered																											

²⁾ As an option - ³⁾ As an option, from Benelux only - ⁴⁾ Only to residential addresses / As an option to business addresses - ⁶⁾ As an in-flight option with a surcharge for consignee

Classic Europe - Home

Notifications in case of failed delivery

☐ Cross-border
- Not offered in crossborder

	Austria	Belgium & Luxembourg	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	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"/>	<input type="checkbox"/> ⁶⁾	-	<input type="checkbox"/>	<input type="checkbox"/>

Electronic notifications

Push in App	-	2021	-	-	-	-	-	-	-	<input type="checkbox"/>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	<input type="checkbox"/>
E-Mail	<input type="checkbox"/>	<input type="checkbox"/>	- ⁷⁾	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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"/>
Default media if both available	-	email	-	both	-	-	-	both	both	email	-	<input type="checkbox"/>	both	-	-	email	<input type="checkbox"/>	<input type="checkbox"/>	both			email	-	email	sms	email	both
Time restrictions for E-Mail	-	22:00-06:00	-	00:00-08:00	-	-	-	-	-	-	22:00-06:00	-	-	-	22:00-07:00	-	-	<input type="checkbox"/>	-			22.07	-	-	-	-	-
Time restrictions for SMS	-	-	-	22:00-08:00	-	23:00-07:00	-	07:20-22:30	-	06:00-23:00	-	-	07:00-22:00	-	23:00-07:00	-	-	<input type="checkbox"/>	-			22.07	-	08:00-23:30	-	-	-

Electronic notification tracked and visible:

in customer track and trace	-	-	-	-	-	-	-	<input type="checkbox"/>	<input type="checkbox"/> ¹⁾	-	<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"/>

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"/>
Pickup from shop	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/> ⁵⁾	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/> ²⁾	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	-			-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> ⁵⁾	<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"/>
Different address	<input type="checkbox"/>	<input type="checkbox"/>	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> ¹¹⁾	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> ¹³⁾	<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"/>
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"/>
Saturday (incl. Upgrade)	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	-	-	-	-	<input type="checkbox"/>	-	-	-	-	-	-	-	-	-			-	-	-	-	<input type="checkbox"/> ⁸⁾	<input type="checkbox"/>
Upgrade to Sunday	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			-	-	-	-	-	<input type="checkbox"/>
Precise time slot (incl. Evening)	-	-	-	<input type="checkbox"/>	-	-	-	-	-	-	-	-	-	-	-	-	<input type="checkbox"/>	<input type="checkbox"/>	-			-	-	<input type="checkbox"/>	-	<input type="checkbox"/> ⁹⁾	-
Return to sender	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> ¹¹⁾	-	-	<input type="checkbox"/>	-	-	<input type="checkbox"/>	-	-	-	<input type="checkbox"/>	-			<input type="checkbox"/>	<input type="checkbox"/>	-	-	-	-
Other : (specify)	-	-	-	<input type="checkbox"/>	-	-	-	-	<input type="checkbox"/> ³⁾	-	<input type="checkbox"/> ¹²⁾	-	-	-	-	-	-	-	-			-	-	<input type="checkbox"/>	-	-	-

*number of working days to reschedule:

SMS	-	-	-	-	-	7	-	6	5 ⁴⁾	6	5	-	3	-	5	-		3	-			7 ¹⁾	6	5	-	- ¹⁰⁾	5
E-Mail	6	5	-	-	-	7	-	6	5 ⁴⁾	6	5	-	3	-	5	-		3	-			7	6	5	-	- ¹⁰⁾	5
Web portal	6	5	-	20	-	7	5	6	5 ⁴⁾	6	5	5	3	3	5	5		3	-			7	6	5	-	5	5

Classic Europe – Home

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) Mr PASHA (not more available)
- 4) Choice of re-delivery available only via the consignee webportal
- 5) Mandatory process, no other options
- 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
- 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.
- 8) Saturday only in Zürich, Winterthur, St. Gallen, Luzern, Lausanne, Genf, Bern, Basel
- 9) Evening only in Zürich, Winterthur, St. Gallen, Luzern, Lausanne, Genf, Bern, Basel
- 10) Over Web Portal
- 12) Third party authorization
- 13) If authorised by sender



Restrictions and excluded goods

Classic Europe – Business and Home

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

(*) 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.

OK = Accepted X= Not accepted

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

(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, antiqs, carpets, furs or any other valuables

(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

(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 acceptan ce (*)	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	X	Limited acceptance (EQ/LQ ADR)	X	X	X	X	X	Limited accepta nce (EQ/LQ)	X	X	Limited Quantity Class 1, 6.2, 7 prohibite d	Limited acceptan ce (*)	X	X	X	X
(iii) Batteries,	OK	OK	Limited acceptance (EQ/LQ ADR)	X	OK	X	Limited acceptan ce (*)	OK	Limited accepta nce (EQ/LQ)	OK	Limited acceptan ce (*)	LQ + lithium under SP188	OK	OK	X	Limited acceptan ce (*) no lithium	X
(iv) Tobacco products, cannabidiol (CBD) products and e cigarette liquids containing nicotine,	OK	X	OK	OK	X	X	X	X	Limited accepta nce (*)	X	OK	X	OK	OK	X	OK	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	X	X	Accepted till the value of 520 €	X	X	X	Limited acceptance (*)	X	X	X	X	X	Accepted till the value of 520 €	X	X	OK	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	OK	OK	Limited acceptance *	OK	OK	OK	Limited acceptance (*)	OK	Limited accepta nce (*)	X	OK	OK	OK	OK	OK	OK	OK
(ix) Liquids of any kind and ice	OK	OK	Limited acceptance (EQ/LQ ADR)	OK	X	X	Limited acceptance (*)	OK	OK	OK	Limited acceptan ce (*)	Ok Under LQ Only No ICE	OK	X	OK	X	X
(x) Televisions or monitors with screens larger than 37 cm	Limited accepta nce (*)	OK	OK	X	OK	OK	OK max 42 inch	OK	OK	OK	OK	OK	OK	OK	OK	OK	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	OK	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	OK	X	X	X	X	X	X	X	X	X	X	X	X	X
(xiii) Any goods which require temperature controlled transport	X	X	X	OK	X	X	X	X	X	X	OK	X	X	X	X	OK	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	OK	X	X	X	X	X	X	OK	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)	OK	OK	X	OK	OK	X	OK	OK	OK	OK	x	OK	OK	OK	OK	OK	OK
(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€	20.000€	13.000€	13.000€	5.000€	13.000€	13.000€	100.000€

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

(*) 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.

OK = Accepted X= Not accepted

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

	Latvia	Lithuania	Luxembourg	Netherlands	Norway	Poland	Portugal	Romania	Russia	Serbia	Slovakia	Slovenia	Spain	Sweden	Switzerland	Turkey	Ukraine	United Kingdom
(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	OK	X	X	X	OK	OK	X	X	X	X	X	X	X	X	OK	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)	Limited acceptance (EQ/LQ ADR)	X	Limited acceptance (EQ/LQ ADR)	X	X	X
(iii) Batteries,	X, except LQ	X, except LQ	Limited acceptance (EQ/LQ ADR)	X	OK	X	X	X	X	OK	X	Limited acceptance (EQ/LQ ADR)	Limited acceptance (EQ/LQ ADR)	OK	OK	X	OK	X
(iv) Tobacco products, cannabidiol (CBD) products and e cigarette liquids containing nicotine,	X	X	X	X	X	X	OK	X	X	OK	X	X	X	X	OK	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	X	X	OK, until the value of 520 €	X	X	X	X	X	OK	X	X	Accepted till the value of 520 €	OK	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	OK	X	OK	X	X	X
(viii) Alcohol including wines, beers and spirits	X	X	Limited acceptance (*)	Limited acceptance (*)	X	X	OK	OK	X	OK	X	OK	OK	X	Limited acceptance (*)	X	X	X
(ix) Liquids of any kind and ice	OK	X Except LQ	Limited acceptance (EQ/LQ ADR)	Limited acceptance (EQ/LQ ADR), no ice	X	X	Limited acceptance (*)	OK	OK	X	X	Limited acceptance (*), no ice	X	X	X	X	X	Limited acceptance : liquids < 100ml on a liabilitybasis
(x) Televisions or monitors with screens larger than 37 cm	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK	X	OK	OK	OK	OK	X	OK	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	OK	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	OK	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)	OK	X	X	X	OK	OK	OK	OK	OK	OK	X	OK	OK	OK	X	OK	OK	X

13.000

max

13.000

100.000

13.00000