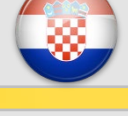


DHL PARCEL CONNECT /DHL SERVICEPOINT

COUNTRY INFORMATION EU

	Sweden
	Germany
	Denmark
	Finland
	Poland
	Netherlands
	France

	Belgium
	Austria
	Spain & Portugal
	Ireland
	Baltics
	Czech Republic
	Luxembourg

	Italy
	Slovakia
	Romania
	Slovenia
	Bulgaria
	Croatia
	Hungary




DHL SERVICE POINT SVERIGE


Utlämningsställe/ombud ändrar man FÖRE paketet ankommer ombudet. Du blir aviserad via Trangia, samt DHL med mail/sms.

Sök upp ditt paket här: <https://hamta.dhl.com/>

Appen Mitt DHL, ladda ner här: <https://dhlpaket.se/foretag/dhl-app/>

Ändra utlämningsställe eller förläng liggtiden för ditt paket

När ditt paket är upphämtat hos Trangia får du en avisering från DHL via mail/tel. Där kan du enkelt ändra utlämningsställe/ombud.

Här kan du även förlänga liggtiden på ditt paket. Standard liggtid är 5-7 dgr. Paketskåp går normalt inte att förlänga. Du ansvarar själv för att göra eventuella ändringar.

Om ett paket kommer i retur till oss och du vill ha det skickat igen så får du köpa en ny frakt av oss.

Om Trangia behöver ändra ombud eller adress efter att ett paketet har lämnats till ett ombud debiteras en avgift på 250 SEK.

Vi har inte fått ditt paket än



Vi har bara förhandsinformation från TRANGIA WEBSHOP DHL SERVICE POINT. DHL har inte tagit emot paketet än.

När DHL tar emot paketet skickas det till COOP VADSTENA

Byt ombud/skåp

Falska sms/mejl kan utge sig för att vara DHL. Kontrollera alltid avsändaren.

Behöver du hjälp?

Vid frågor om ordern eller leveransen: kontakta avsändaren. Vi kan hjälpa till när paketet har tagits emot av oss.

Frakt bokad – vi väntar på ditt paket från TRANGIA WEBSHOP DHL SERVICE POINT



Mitt DHL <hamta@dhl.com>
Till Trangia AB

Svara

Svara alla



Hej!

TRANGIA WEBSHOP DHL SERVICE POINT har bokat frakt med oss och vi väntar på att få ditt paket.

Du kan se statusen för ditt paket här:
<https://hamta.dhl.com/6100697009>

Du kan redan nu se vilka leveransalternativ som finns, även innan paketet har kommit in till DHL.

Med vänliga hälsningar,
DHL Freight



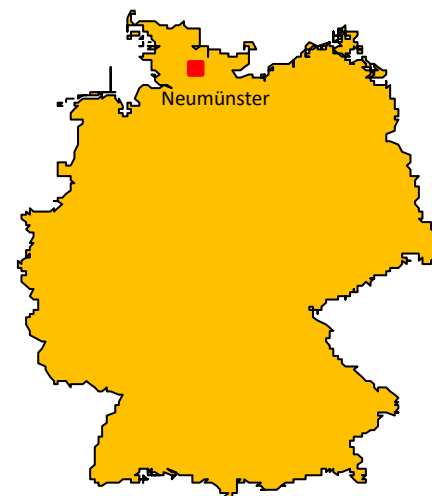
DHL PARCEL CONNECT



Local knowledge

GERMANY [DE]

- Home or via collection point
- Delivery options for recipients for home delivery
- Local Operator DHL Parcel DE
- 19,000 parcel couriers
- 23000 parcel shops, 15,500 lockers
- Change of address not possible for the sender after pick-up
- Recipient service via link on pre-notification or via Post & DHL App
- Unapproved goods: Tobacco and alcohol
- LQ can be shipped



■ Gateway

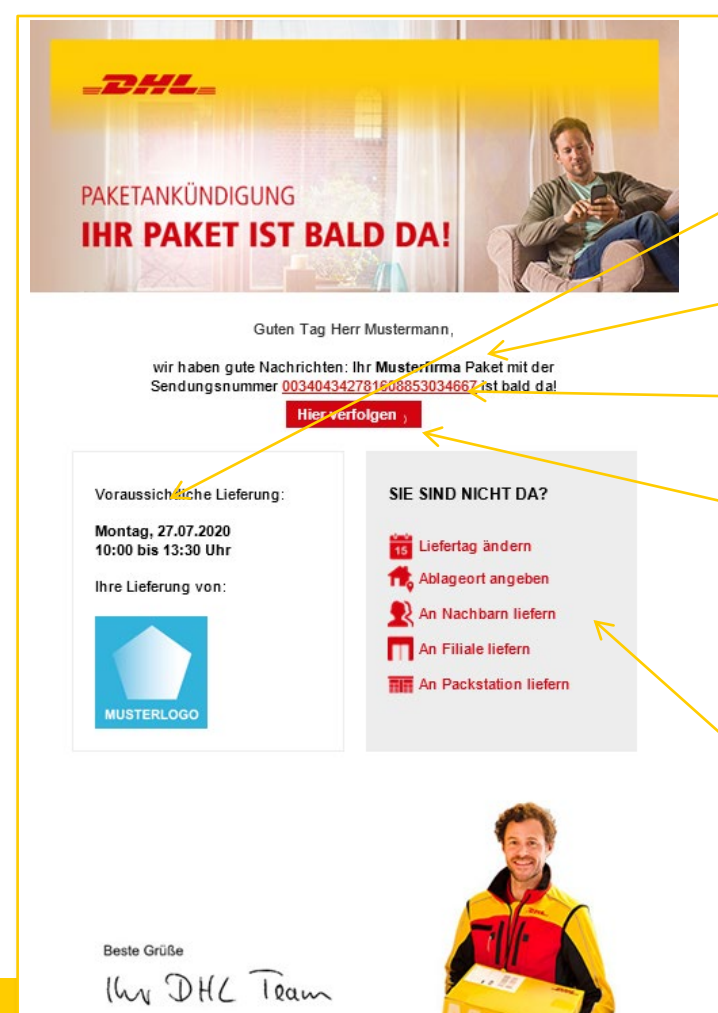
- SE gateway – Malmö/Arlöv
- DE gateway – Neumünster
- Standard lead time 2-4 days

On the recipient's terms

The recipient has several options to control the delivery, especially if they are a registered customer. Registration is done via dhlpaket.de or via the "Post & DHL App".

- Default-selection on all parcels to a specific ParcelShop / locker / safe place or "ad-hoc"
- Live track & trace via map in the app
- Enable return before delivery attempt is made (refusal)

If the recipient is not registered, delivery services are available via e-mail notification.



Pre-notification by email

- Date of delivery
- Time window

- Name of recipient

- Sender name
- Shipment ID

- Track & Trace link

- Recipient services:
- Change delivery day
 - Chose preferred location or neighbour
 - redirect to post office or parcel locker

1

BOOKING

- ✓ Delivery – Addressing (home or via collection point).
- ✓ Home deliveries of small parcels made directly in letter box
- ✓ E-mail mandatory

2

NOTIFICATION AND DELIVERY



- ✓ Pre-notification via e-mail at the first scan on DE gateway
- ✓ "Not there?" Recipients can choose a different delivery time/option
- ✓ Proactive information to the recipient. Delays or missorts.
- ✓ Notifications via noreply@dhl.com or via App
- ✓ Delivery is carried out Mon-Sat 08.00-18.00
- ✓ Home delivery is signed by the driver, no ID check. Failed delivery attempt is sent to Parcel Shop
- ✓ Deliveries via ParcelShop (signature + ID)
- ✓ Incorrect address → Return to sender

3

RETURNS

- ✓ Time-out return after 7 cal days in Parcel Shop
- ✓ Parcel Return Connect – with return label – Hand in at Parcel Shop, locker or leave to parcel courier.
- ✓ QR-code available via our print API (1st of May 2026)

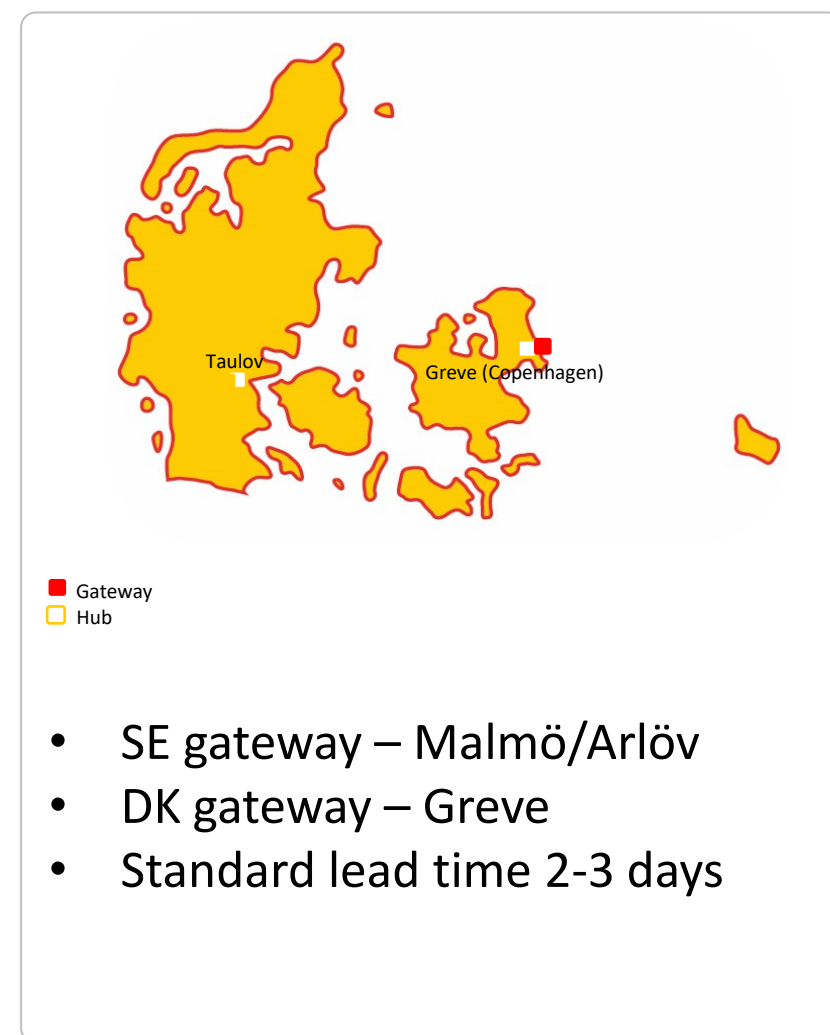



DHL PARCEL CONNECT


Local knowledge

DENMARK [DK]

- Collection Point delivery
- Oversized parcels → Doorstep
- 1169 Parcel Shops, 155 lockers
- Local partner BRING
- Coverage all DK incl Bornholm
- LQ can be shipped



Examples of pre-notification and notification via e-mail, text message and app (parcel locker only)

Hej „Firstname“ „Familyname“

Vi har modtaget din pakke fra „Company“. Du kan forvente levering 26.02.2020

Du kan følge pakken her (link).

Venlig hilsen
Bring

Har du spørgsmål, kan du formentlig finde svar på dem (link to recipient service), hvor du også kan kontakte vores kundeservice.

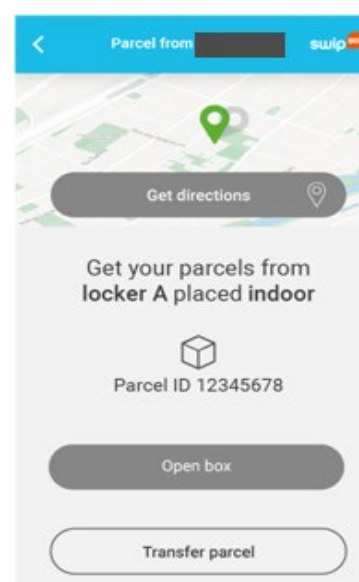
Hej

Nu kan du hente din pakke fra „Company“ hos „PickUp Point, address, city“.

Du skal medbringe ID og oplyse pakkenummer „3707...“ og hentekode „AA11“.

Du kan se åbningstider og følge pakken på (link)

Mvh Bring


1

BOOKING

- ✓ Delivery – ParcelShop or Locker
- ✓ Addressing to collection point or home address (delivery to closest collection point)
- ✓ SMS and e-mail are mandatory (parcel shop = email+sms, locker = sms or locker app)

2

NOTIFICATION AND DELIVERY



- ✓ Pre-notification (see ex) via SMS/e-mail at the first scan on DK gateway (no_reply@bring.com or noreply@swipbox.com) or Bring's app for locker
- ✓ Notification via SMS/e-mail when delivered to Parcel Shop. Locker delivery is notified via SMS and/or local app
- ✓ Delivery is carried out on working days 08.00-18.00 and Saturday in CPH.
- ✓ Signature and ID check for Parcel Shop deliveries
- ✓ Oversized parcel → home delivery can be made

3

RETURNS

- ✓ Time-out return after 7 cal. days – can be extended by recipient (no charge)
- ✓ Parcel Return Connect – with return label – hand in at Parcel Shop



DHL PARCEL CONNECT



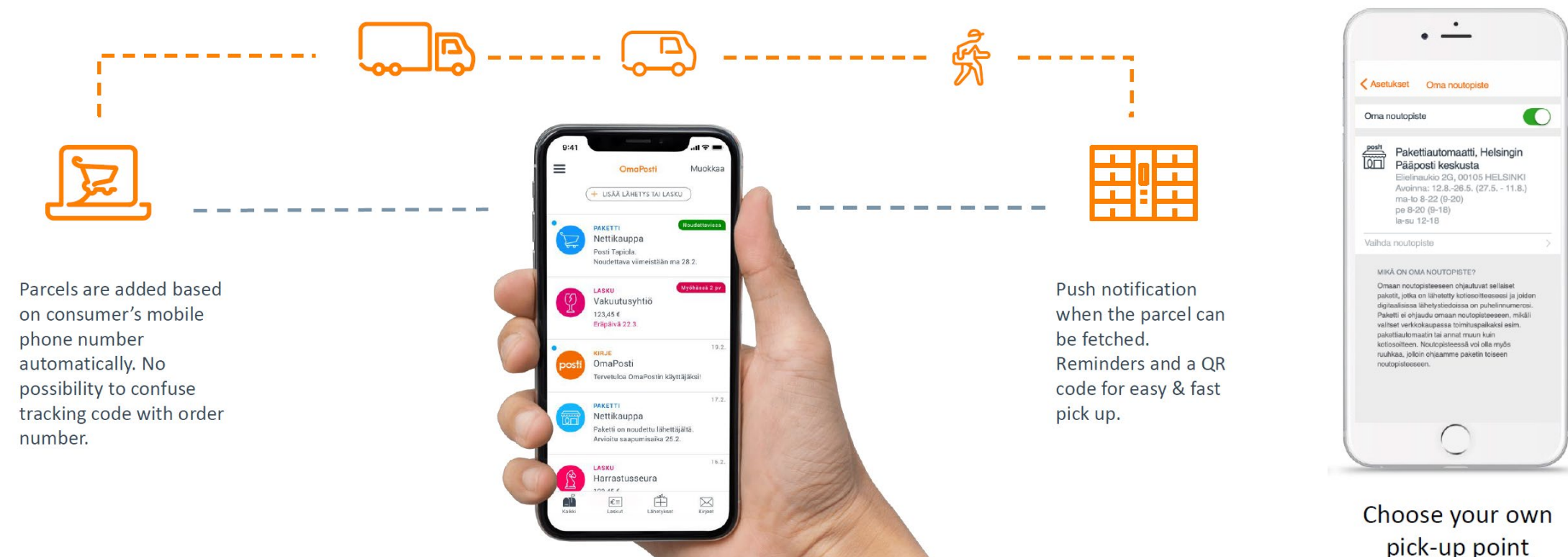
Local knowledge

FINLAND [FI]

- Collection Point delivery
- Oversized parcels → Doorstep
- 1086 Parcel Shops 2168 lockers
- Local Partner POSTI
- Recipient services via app OMAPOSTI, connected to recipient's cellphone number
- Aaland parcels demands an export declaration. Note! Use Doorstep only.



Receiver services via local app



1

BOOKING

- ✓ Addressing to collection point or home address (delivery to closest collection point)
- ✓ SMS and e-mail are mandatory

2

NOTIFICATION AND DELIVERY



- ✓ Pre-notification at the first scan on FI gateway
- ✓ Proactive information to the recipient about mis-sorting or delays
- ✓ Notification via SMS/e-mail/app (saapumisilmoitus@posti.com)
- ✓ Delivery is carried out on non-holiday working days 09.00-21.00. Also Saturdays in larger cities (e.g. Helsinki, Turku, Tampere)
- ✓ PIN-code for both Parcel Shop and Locker deliveries

3

RETURNS

- ✓ Time-out return after 5 cal.days, can be extended by recipient for a fee
- ✓ Parcel Return Connect – with return label – hand in at Parcel Shop.
- ✓ Ad-hoc pick-up can be ordered and paid by the consumer.


DHL PARCEL CONNECT


Local knowledge

NETHERLANDS [NL]

- Home, Parcel Shop or Locker
- Delivery choice for recipient
- Local partner DHL Parcel
- 4000 parcel couriers
- 3302 parcel shops, 1159 lockers
- Change of address not possible for the sender after pick-up
- Recipient service via link on pre-notification, portal or MyDHL App
- Excluded items see www.dhlparcel.nl/en/business/support



- SE gateway – Malmö/Arlöv
- NL gateway – Zaltbommel
- Standard lead time 3-4 days

1

BOOKING

- ✓ Delivery = Addressing (home or via collection point)
- ✓ Email mandatory

2

NOTIFICATION AND DELIVERY



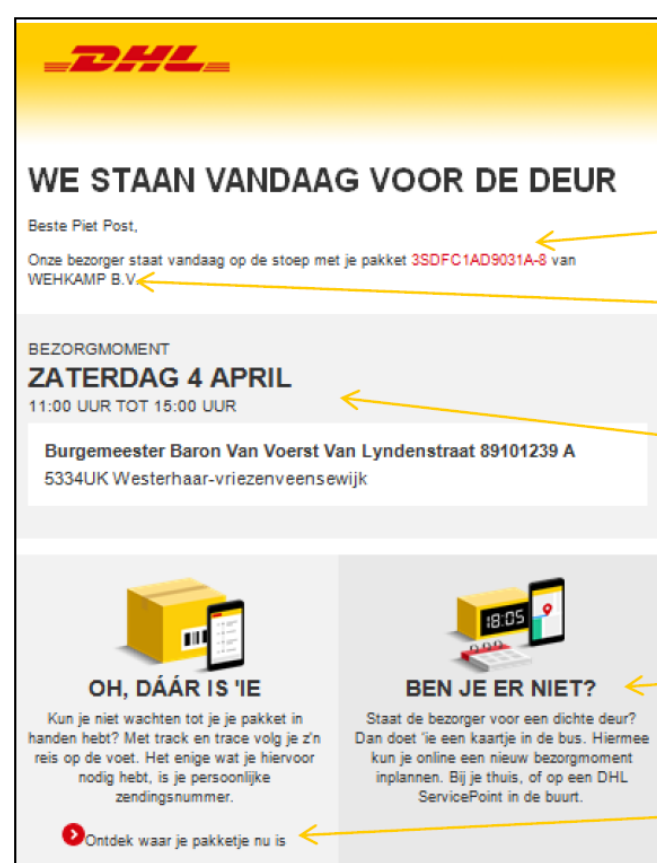
- ✓ Pre-notification via e-mail/app on first scan on NL gateway
- ✓ "Not at home?" Recipients can choose a different delivery time/method
- ✓ Proactive information to the recipient about mis-sorting or delay
- ✓ Notifications via noreply@dhl.com or local app
- ✓ Delivery is carried out Mon-Sat 11.00-21.00/18.00
- ✓ Signature, no ID-check for Home delivery. Parcel Shop both sign and ID. Lockers use pin code.
- ✓ Not-at-home process → delivery via letter box / neighbor and then via Parcel Shop

3

RETURNS

- ✓ Return after 7 calendar days at Parcel Shop
- ✓ Parcel Return Connect – with return label – Hand in at Parcel Shop in locker or to parcel courier

Föravisering via e-mail



Already available in many areas:
notification in a 2 hours window
(instead of 4 hours window)

• Shipment details: ID

• Sender Name

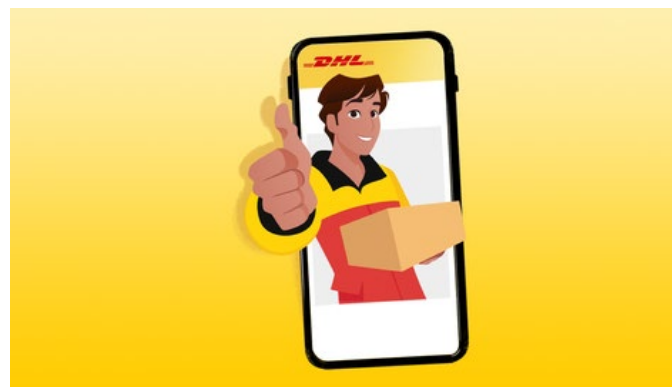
• Delivery day
• Time window
• Delivery address

• Options for the case, if
the recipient is not at
home

• Link to Track & Trace

THE BENEFITS OF MY DHL

- Automatically find parcels on their way to you
- Activate or deactivate push notifications
- Follow your parcels with track and trace
- Make last-minute changes to deliveries
- Specify the e-mail addresses that you use to place online orders. If you add the e-mail addresses of the other members of your household, partner, or children, you'll be able to see their parcels in your overview as well.
- Send your own parcels with ease




DHL PARCEL CONNECT


Local knowledge

FRANCE [FR]

- Home and Parcel Shop
- 65% of home deliveries directly in the customer's mailbox (max 34*26*26 cm)
- Local partner Colis Privé
- 5 264 Parcel Shops
- To the mainland and Corsica, other areas are excluded


1

BOOKING

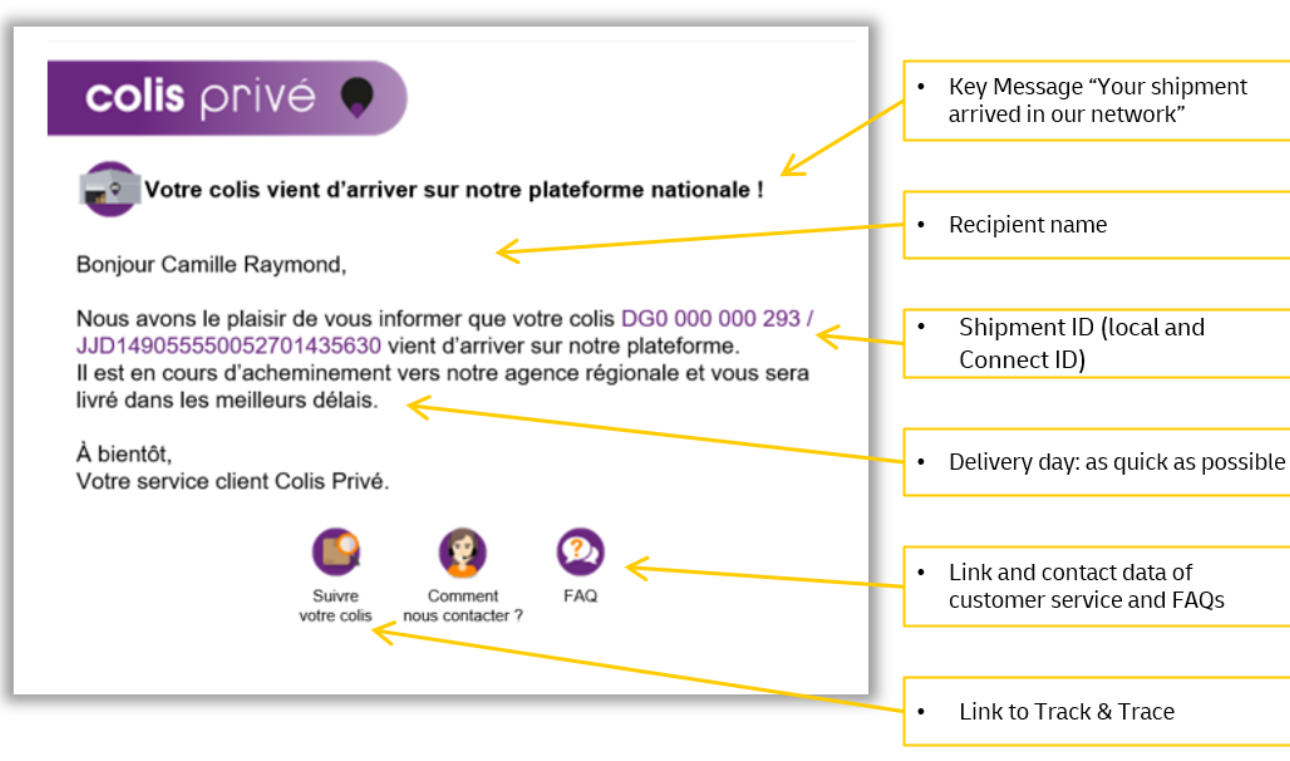
- ✓ Delivery = Addressing (home or via Parcel Shop)
- ✓ E-mail mandatory


2

NOTIFICATION AND DELIVERY

- ✓ Pre-notification via email on first scan on FR gateway via livraison@colisprive.com. Also proactive
- ✓ Delivery is carried out on Mon-Sat 08.00 – 19.00
- ✓ Notification via email / SMS
- ✓ If parcel outside letterbox measure (34*26*26 cm) → Special notification with options (2 del attempts) then via Parcel Shop (not bulkies). Info film available on colisprive.fr
- ✓ Signature at Parcel Shop delivery and ID check.

Examples of notifications

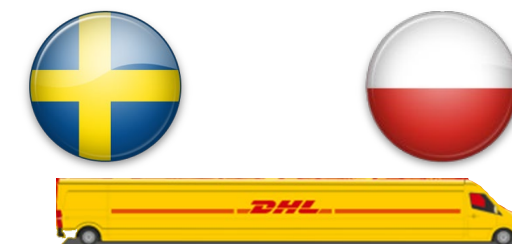

3

RETURNS

- ✓ Return after 10 calendar days (not bulkies)
- ✓ Parcel Return Connect – with return label – hand in at Parcel Shop



DHL PARCEL CONNECT



Local knowledge

POLAND [PL]

- Home, Parcel Shop or Locker
- Recipient Delivery Options
- Local partner DHL Parcel
- 4 165 Parcel couriers
- 19 193 Parcel Shops, 6 676 lockers
- Change of address not possible for the sender after pick-up
- Recipient service via link on pre-notification
- SENT exemption for Parcel Connect
- Excluded items see www.dziennikustaw.gov.pl/du/2019/864/1



- SE gateway – Malmö/Arlöv
- PL gateway - Kostrzyn
- Standard lead time 3-5 days

Landing page via link on pre-notification (Polish/English)

DHL Parcel EN

- Collect the parcel at the DHL Locker.** Gain a possibility to collect parcels at a time and place convenient for you. You can choose from hundreds of points all over Poland (including petrol stations, shops).
- Collect the parcel at DHL ServicePoint.** Choose one of **6 500** pick-up points and gain possibility to collect parcels when and where you want. Majority of our pick-up points is opened **till 10 p.m. or longer**. Our network is comprised of **Inmedio**, Relay, 1minute shops, selected **Żabka**, **Freshmarket** shops and Shell petrol stations and individual locations in smaller cities. Check where you closest DHL pick-up point is!
- Give another delivery address.** Change the delivery address and/or give an alternative address in the immediate vicinity, e.g. neighbour's address.
- Change the delivery date.** Date not convenient? Select another.
- Cancel the parcel.** You do not want to receive the ordered goods? Cancel the delivery.

1

BOOKING

- ✓ Delivery = Addressing (Home, ParcelShop or Locker)
- ✓ SMS / e-mail mandatory
- ✓ No excluded areas

2

NOTIFICATION AND DELIVERY



- ✓ Pre-notification by email on first scan on PL gateway from pl.no.reply@dhl.com
- ✓ "Not at home?" Recipients can choose a different delivery date / method
- ✓ New notification before home delivery
- ✓ Delivery is carried out Mon-Sat 08.00-18.00
- ✓ Signature for home delivery
- ✓ PIN code for Parcel Shop / locker
- ✓ Failed home delivery attempt → Delivery via agent

3

RETURNS

- ✓ Return after 2 calendar days at Parcel Shop or Locker
- ✓ Parcel Return Connect – with return label – Hand in at Parcel Shop / Locker



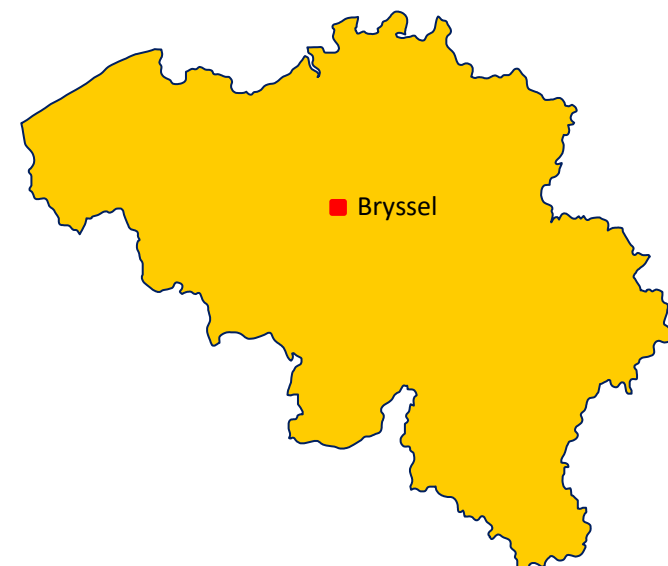
DHL PARCEL CONNECT



Local knowledge

BELGIUM [BE]

- Home, Parcel Shop or Locker
- Recipient Delivery Options
- Local partner, B-Post
- 2 216 Parcel Shops
- 1 319 lockers
- Change of address not possible for the sender after pick-up
- Recipient service via link on pre-notification or in the B-Post app
- Excluded goods: Tea, coffee, alcohol and tobacco



■ Gateway

- SE gateway – Malmö
- Via NL - Zaltbommel
- BE gateway - Bryssel
- Standard lead time 3-5 days

1

BOOKING

- ✓ Delivery = Addressing (Home or via collection point)
- ✓ E-mail mandatory

2

NOTIFICATION AND DELIVERY

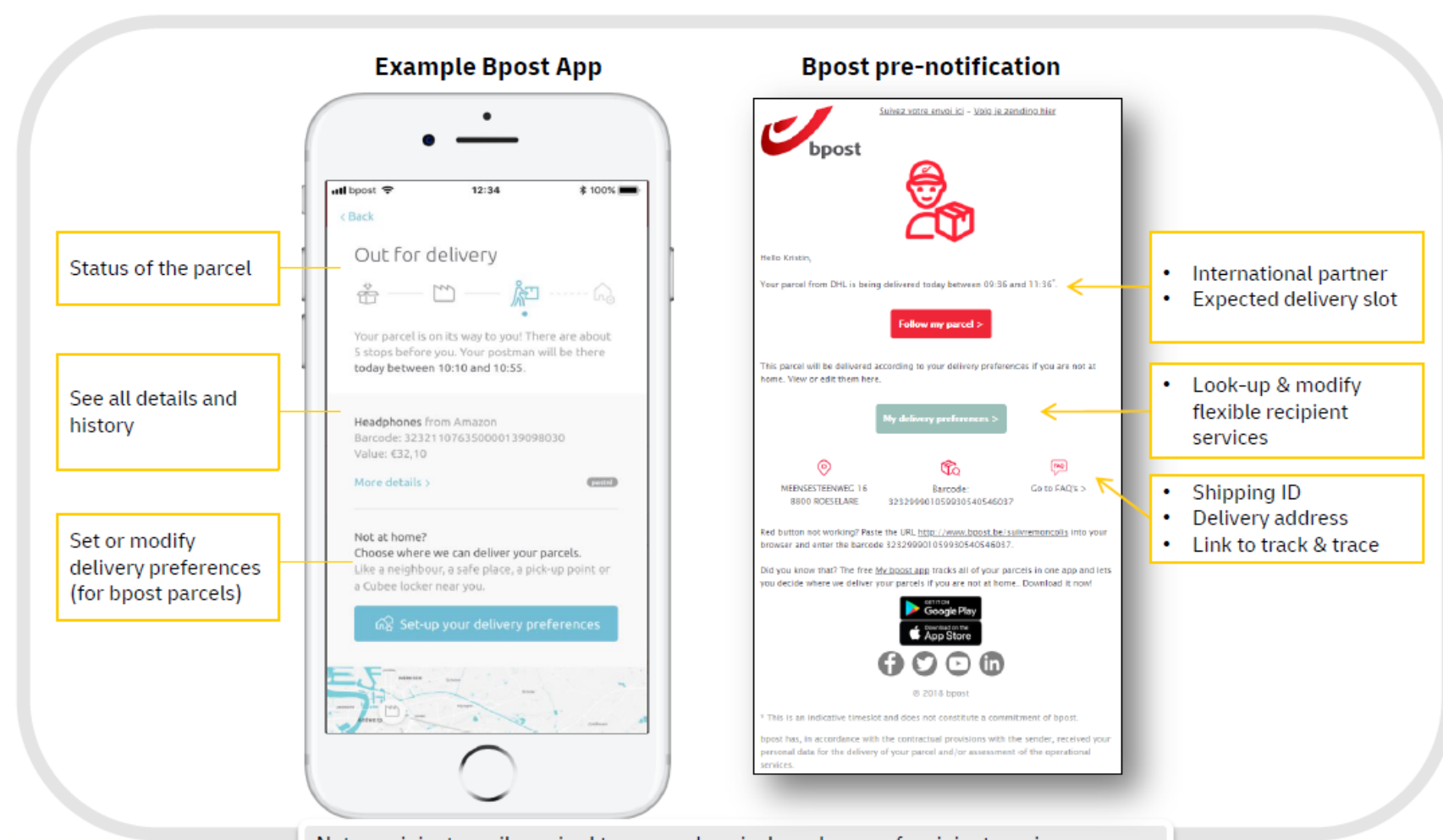


- ✓ Pre-notification via e-mail at the first scan on the BE gateway
- ✓ Delivery is carried out Mon-Sat 11.00-21.00/18.00
- ✓ A delivery attempt then to the closest Parcel Shop
- ✓ Signature, no ID-check for Home delivery or via parcel shop. PIN for lockers.
- ✓ Failed delivery attempt → Delivery via Parcel Shop (signature)
- ✓ Signature (ePOD) via bpost.be (search by parcel ID)

3

RETURNS

- ✓ Time-out return after 14 cal days in Parcel Shop, 5 days in Locker.
- ✓ Parcel Return Connect – with return label – Hand in at Parcel Shop or Locker. Instruction on return label.
- ✓ QR-code available via our printAPI (1st of May 2026)



Note: recipient email required to comprehensively make use of recipient services



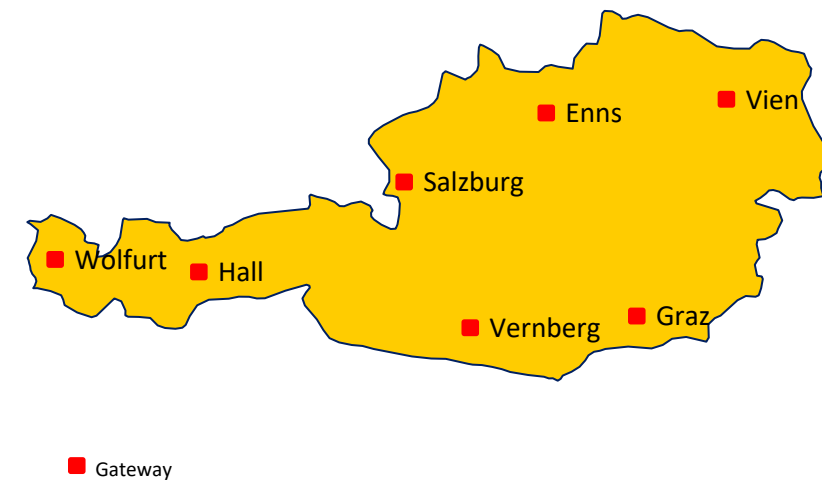
DHL PARCEL CONNECT



Local knowledge

AUSTRIA [AT]

- Home, Parcel Shop or Locker
- Recipient Delivery Options
- Local partner Österr. Post AG
- 9000 couriers
- 1708 parcel shops, 1430 lockers
- Change of address not possible for the sender after pick-up
- Recipient service via link on pre-notification or in the Öpag app



■ Gateway

- SE gateway – Malmö
- Via PL - Szczecin
- Standard ledtid 4-6 dagar

1

BOOKING

- ✓ Delivery = Addressing (home or via collection point)
- ✓ E-mail / sms mandatory

2

NOTIFICATION AND DELIVERY



- ✓ First scan pre-notification on AT gateway (meinesendung@post.at)
- ✓ Delivery is carried out Mon-Sat 07.00 – 16.00
- ✓ One home delivery attempt
- ✓ Not at home? Mailbox, safe place, neighbor, Parcel Shop
- ✓ Signature for home delivery, no ID
- ✓ Parcel Shop deliveries require ID and signature (ePOD via post.at), PIN for Lockers

3

RETURNS

- ✓ Return after 7 calendar days at Parcel Shop or Locker
- ✓ Parcel Return Connect – with return label – Drop-off at Parcel shop or in a locker or to a parcel courier. Instructions on label.

Pre-notification via email (after first import scan)

Shipment ID

Expected delivery day

Link to Track & Trace

Link to recipient service e.g. rerouting to access point

Customer Service

Location Finder

App display (here: Track & Trace)

Bezeichnung

Sendungsnummer

Absendername

Produkttyp

Gewicht

Ziel-PLZ

AKTUELLER STATUS

Sendung in Verteilung

Notifications via SMS

Shipment ID

Link to Track & Trace

Expected delivery day

Shipment ID

Expected delivery day

Link to Track & Trace



DHL PARCEL CONNECT



Local knowledge

SPAIN [ES] & PORTUGAL [PT]

- Home or Parcel Shop deliveries
- Recipient Delivery Options
- Local partner DHL Parcel Iberia and DHL Parcel Portugal
- Parcel Shops: 3011 (ES) and 1139 (PT)
- Change of address not possible for the sender after pick-up
- Recipient service via link on pre-notification



- SE gateway – Malmö/Arlöv
- Via NL – Zaltbommel
- Standard lead time ES 4-6 days. PT +1 day.

Example of pre-notification by email

¡Hola Manfred! Ya tenemos preparado tu envío.

La fecha prevista de entrega de tu envío de *D&S Espresso International GmbH* con número de seguimiento *CA638355866DE* es el **Jueves, 14 de Diciembre de 2017**

¿No vas a estar en casa? **Modifica la entrega de su envío.**

Solicitar entrega en un punto de recogida de DHL

Seleccionar un Servicepoint de DHL

Puedes aplazar hasta 7 días la entrega de tu envío

Modificar la fecha de entrega de mi envío

Podemos entregar tu envío uno de tus vecinos o al conserje

Seleccionar nuevo destinatario

- Sender
- Shipment ID
- Delivery day

- Delivery options:

- Choice of servicepoint

- Change of delivery date

- Delivery to neighbour

1

BOOKING

- ✓ Delivery = Addressing (Home or Parcel Shop)
- ✓ SMS / e-mail mandatory

2

NOTIFICATION AND DELIVERY



- ✓ Pre-notification via email on first scan on gateway
- ✓ Notifications from mail noreply@dhl.com
- ✓ "Not at home?" Recipients can choose a different delivery time/method
- ✓ Delivery is carried out Mon-Fri 09.00-20.00
- ✓ Signature, not ID check for home delivery. ID check in Parcel Shop
- ✓ Failed delivery attempt delivery via neighbor and finally via Parcel Shop (ID check)

3

RETURNS

- ✓ Return after 10 calendar days at Parcel Shop
- ✓ Parcel Return Connect – with return label – Hand in at Parcel Shop
 - ✓ QR-code available via our printAPI (1st of May 2026)


DHL PARCEL CONNECT


Local knowledge

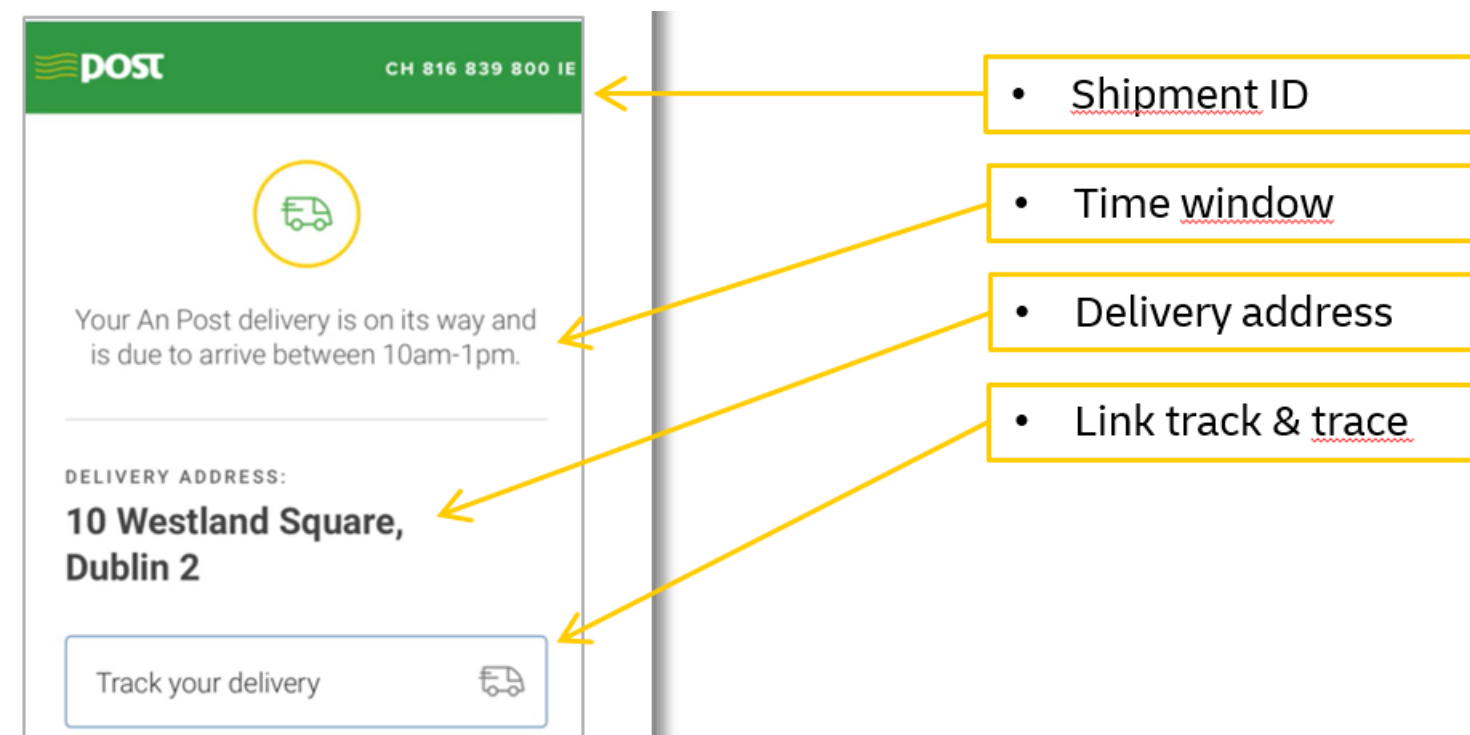
IRELAND [IE]

- Home delivery as standard
- Recipient Delivery Options
- Local partner AN-Post
- (1169 Parcel Shops)
- Change of address not possible for the sender after pick-up
- Recipient services via pre-notification or via local app
- Note! EIR-code and county in address
- NOT Northern Ireland (belongs to GB)



Example of pre-notification via SMS/email

Your An Post delivery is scheduled to arrive tomorrow. To track this delivery, or to change the delivery address please go to: <https://track.anpost.ie/CH816839800IE>


1

BOOKING

- ✓ Delivery = Home
- ✓ SMS / e-mail mandatory

2

NOTIFICATION AND DELIVERY



- ✓ Pre-notification via e-mail/sms on first scan on IE gateway
- ✓ Notifications from NoReply@anpost.ie
- ✓ Delivery is carried out Mon-Fri 08.00-18.00
- ✓ Signature, no ID-control
- ✓ 3 delivery attempts → Delivery via Parcel Shop (not bulky)
- ✓ ID-check when delivering via Parcel Shop

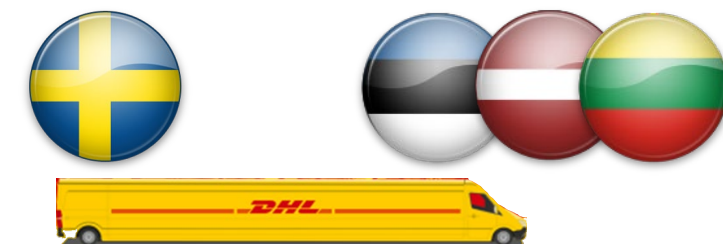
3

RETURNS

- ✓ Return after 7 calendar days at Parcel Shop
- ✓ Parcel Return Connect – with return label – Hand in at Parcel Shop. Instruction on label.



DHL PARCEL CONNECT



Local knowledge

ESTONIA [EE], LATVIA [LV] & LITHUANIA [LT]

- Parcel Shop or Locker delivery
- Recipient Delivery Options
- Local partner Smartposti (Itella)
- 113 Parcel Shops and 788 **Lockers**
- Change of address not possible for the sender after pick-up
- Recipient service via link on pre-notification



- SE gateway – Västberga
- Via EE – Tallinn
- Standard lead time 3-5 days

Example of pre-notification by email

Subject: Išankstinis pranešimas apie atvykstantį siuntinį / Pre-notice of arriving parcel

Date: 2018 m. gegužės 8 d. 17:32:05

From: Itella <saapumisilmoitus@posti.com>

To: [redacted]@inbox.lt

Gerbiamas Kliente,

Iš anksto informuojame Jus apie atvykstančią siuntą.

Siuntėjas: SCS PIOTR SZCZE

Paslaugos tipas: Parcel Connect

Kiekis: 1 vienetas

Svoris: 1.000 kg

Sumokėti gavus siuntą: 0.00 €

Jūs taip pat galite sekti savo siuntą: JJD000030052388000000001915 Itella siuntų sekimo sistemoje:
<http://www.itella.lt/transportavimas/siuntu-sekimas/index.html#/>

Tai yra automatinis pranešimas skirtas Jums ir atsakyti į šį laišką nereikia.

Pagarbiai,
Itella

• Sender

• Shipment ID

• Link to Track & Trace

1

BOOKING

- ✓ Delivery = Addressing (collection point). Home address delivered via the nearest collection point.
- ✓ E-mail mandatory

2

NOTIFICATION AND DELIVERY



- ✓ Pre-notification via email on first scan on local gateway
- ✓ Notifications from noreply@smartposti.xx (ee, lv, lt)
- ✓ Delivery is carried out Mon-Fri 09.00-21.00 Sat 09.00-17.00
- ✓ PIN code (not ID check) for collection point.
- ✓ Home deliveries for Bulkies (signature).

3

RETURNS

- ✓ Return after 7 calendar days
- ✓ Parcel Return Connect – with return label – Hand in Locker. Return registration via www.my.smartposti.xx
- ✓ If parcel bigger than 60x60x36 cm or distance to locker > 8km pickup is arranged



DHL PARCEL CONNECT



Local knowledge CZECH REPUBLIC [CZ]

- Home or collection point
- Recipient Delivery Options
- Local partner PPL
- 1200 couriers
- 3 903 Parcel Shops, 2 405 lockers
- Change of address not possible for the sender after pick-up
- Recipient service via link on pre-notification or portal



- SE gateway – Malmö/Arlöv
- Via PL - Szczecin
- CZ gateway – Hradec Kralove
- Standard lead time 4-6 days

Example of pre-notification via SMS/e-mail

Hemleverans

Parcel details:

- Sender
- Shipment ID
- Pick up Pin
- Delivery Address
- Weight

• Information text that the shipment will arrive in the next few days

• Link to T&T

• Rerouting option

• Customer service

Via ombud

Parcel details:

- Sender
- Shipment ID
- Pick up Pin
- Weight

Information on access point:

- Opening hours
- GPS location data
- Link to map

• Information on storage time

• Customer service

1

BOOKING

- ✓ Delivery = Addressing (Home or Collection Point)
- ✓ SMS / e-mail mandatory

2

NOTIFICATION AND DELIVERY



- ✓ Pre-notification via e-mail/sms on first scan on CZ gateway
- ✓ Notifications via support@ppl.cz
- ✓ "Not at home?" Recipients can choose a different delivery time/method
- ✓ Delivery is carried out Mon-Fri 08.00-18.00
- ✓ Signature, not ID check for home delivery. ID and signature for ParcelShop. PIN for lockers.
- ✓ Failed delivery attempt → delivery via Parcel Shop

3

RETURNS

- ✓ Return after 7 calendar days for agent, 2-3 days for Locker
- ✓ Parcel Return Connect – with return label – Hand in at Parcels shop, Locker or to courier.
- ✓ QR-code available via our printAPI (1st of May 2026)



DHL PARCEL CONNECT



Local knowledge LUXEMBOURG [LU]

- Home delivery as standard
- Recipient Delivery Options
- Local partner Post Luxembourg
- (31/156 collection points)
- Change of address not possible for the sender after pick-up
- Recipient service via pre-notification



- SE gateway – Malmö
- Via NL- Zaltbommel
- Standard lead time 4-6 days

1

BOOKING

- ✓ Delivery = Home
- ✓ SMS / e-mail mandatory

2

NOTIFICATION AND DELIVERY



- ✓ Pre-notification via e-mail+sms at the first scan in LU
- ✓ Notifications from no-reply@post.lu
- ✓ Delivery is carried out Mon-Sat 09.00-17.00
- ✓ Signature, not ID check for home delivery
- ✓ Failed delivery attempt → Del. to pre-selected alternative (Registered Recipients) → Parcel Shop
- ✓ Identification check in Parcel Shop

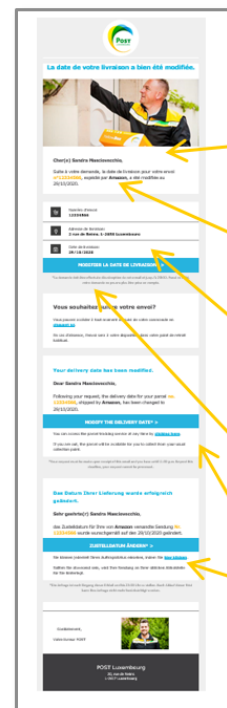
3

RETURNS

- ✓ Return after 7 calendar days Parcel Return Connect – with return label – Hand in at Parcel Shop. Instructions on label.
 - ✓ QR-code available via our printAPI (1st of May 2026)

Example of pre-notification via SMS/email

Notification via e-Mail (Your date of delivery has been modified)



- Recipient
- Shipment ID
- Sender name
- Track & Trace link
- New date of delivery (modified)
- Shipment ID
- Delivery address
- Date of delivery
- Link to modify delivery day (only until 23:30 of arrival day of notification)
- English and German text

Selection displayed

SMS text



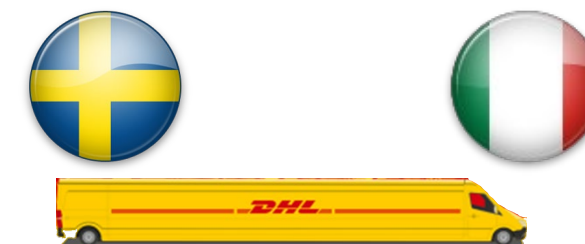
Selection displayed

Pre-notification after first scan at destination:
Offer for recipients' services

Info:
Unsuccessful doorstep delivery and re-routing to service point



DHL PARCEL CONNECT



Local knowledge

ITALY [IT]

- Home delivery and Parcel Shops
- Recipient Delivery Options
- Local partner **POSTE ITALIANE**
- 22500 parcel shops, 1600 lockers
- Change of address not possible for the sender after pick-up
- Rerouting to alternate home address possible via pre-notification.



- SE gateway – Malmö
- Via NL- Zaltbommel
- Standard lead time 4-6 days

Example of pre-notification by email

The screenshot shows an email from DHL to Raffael Da Urbino. The email contains the following information:

- Shipment ID:** 3J00VYA000148
- Sender Information:** Mittente: 129772 - Cliente per DHL; Codice spedizione: 3J00VYA000148
- Delivery address:** Destinatario: Raffael da Urbino, Piazza Rinscimento 13, 61100 - Urbino (I)
- Option to adapt delivery options:** PERSONALIZZAZIONE

Annotations on the right side of the screenshot point to these specific fields in the email.

1

BOOKING

- ✓ Delivery = Addressing (Home, Parcel Shop or Locker)
- ✓ Note! Parcel Shops only accept smaller parcels (max 15 kg and 56x37x36 cm)
- ✓ E-mail mandatory

2

NOTIFICATION AND DELIVERY



- ✓ Pre-notification via e-mail at first scan in IT
- ✓ Notifications from PosteInfo-noreply@posteitaliane.it
- ✓ Delivery is carried out Mon-Fri 09.00-19.00
- ✓ Signature, no ID-control for Home delivery
- ✓ Failed delivery attempt → Del to neighbor → 2nd del attempt → return to SE
- ✓ Parcel Shop deliveries: ID check in post offices only.

3

RETURNS

- ✓ Return after 2nd del attempt
- ✓ Parcel Return Connect – with return label – Hand in at Parcel Shop.



DHL PARCEL CONNECT



Local knowledge

SLOVAKIA [SK]

- Home, Parcel Shop or Locker
- Recipient Delivery Options
- Local partner SPS/Express One
- 1100 Parcel Shops, 1430 Lockers
- Change of address not possible for the sender after pick-up
- Recipient service via link on pre-notification or portal



- SE gateway – Malmö/Arlöv
- Via PL - Szczecin
- Standard lead time 4-6 days

Example of pre-notification by email

Vážený zákazník, Dnes bola spracovaná Vaša zásielka od spoločnosti EUROPEAN CHINESE SUPPLY CHAIN ZRT. Zásielka Číslo zásielky: 703-210-07073698 18 Referenčné číslo: JJD xxxxxxxxxxxx Dodacia adresa: SENECKA CESTA 1, IVANKA PRI DUNAJI Dobierková suma: 1,01 EUR Úhrada možná platobnou kartou Doručenie Zásielky obvykle doručujeme nasledujúci pracovný deň. Pokiaľ ste v karanténe, bezodkladne kontaktujte naše stredisko a vopred ho informujte za účelom zamedzenia osobného kontaktu. V záujme ochrany zdravia pri preberaní zásielky si nasadzte rúško, respirátor, inú ochranu tváre, prípadne rukavice. Bližšie informácie o doručení tejto zásielky môžete získať na telefónnom čísle 02/16 160 v pracovných dňoch v čase od 10:00 do 16:30.	• Sender name • Local • Shipment ID • Connect ID • Delivery address • CS contact for choice of recipient services
---	--

1

BOOKING

- ✓ Delivery = Addressing (Home or Collection Point)
- ✓ E-mail AND SMS mandatory

2

NOTIFICATION AND DELIVERY



- ✓ Pre-notification via email on first scan on SK gateway via serv@expressone.sk
- ✓ Delivery is carried out Mon-Fri 08.00-17.00
- ✓ Signature, no ID-control for Home del.
- ✓ PIN via SMS for Parcel Shop / Locker.
- ✓ Failed delivery attempt → Delivery in letter box → via Parcel Shop
- ✓ Contact local depot for re-routing
- ✓ SMS number a requirement to be able to use a Parcel Shop / Locker

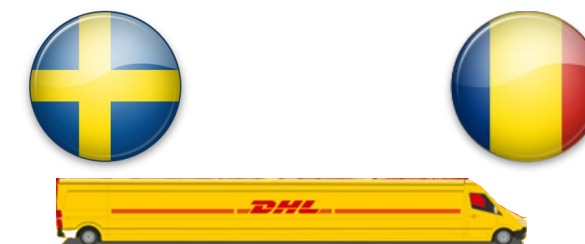
3

RETURNS

- ✓ Return after 5 calendar days at Parcel Shop, 2 days in Locker
- ✓ Parcel Return Connect – with return label – Hand in at Parcel Shop. Instruction on label.



DHL PARCEL CONNECT



Local knowledge

ROMANIA [RO]

- Home or via Parcel Shop (Lockers)
- Recipient Delivery Options
- Local partner Cargus
- 1822 parcel shops, 170 Lockers
- Change of address not possible for the sender after pick-up
- Recipient service via link on pre-notification or portal



- SE gateway – Malmö/Arlöv
- Via PL - Szczecin och CZ – Hradec Kralove
- Standard lead time 5-7 days

Example of pre-notification by email

CARGUS

Stimate client Pavel Tudor,

Cargus va livra ad expedierea cu seria AL0R11087310 de la expeditorul ALTEX ROMANIA SRL destinata div. la adresa Bicaș, Dimitrie Leonida, bl 9, sc A, et 1, ap. 6,BICAȘ,NEAMȚ, ROMANIA.

POD livrare : 2025

[Click aici pentru mai multe opțiuni de livrare](#)

Va mulțumim ca utilizați serviciile Cargus.

© 2020 Cargus SRL

- Name of recipient
- Sender name
- Address
- Shipment ID
- Shipment being on delivery today
- Optional Recipient services

1

BOOKING

- ✓ Delivery = Adressing (Home or Collection point)
- ✓ SMS / e-mail mandatory
- ✓ Locker deliveries only to registered recipients

2

NOTIFICATION AND DELIVERY



- ✓ Pre-notification via e-mail/SMS on first scan on RO gateway
- ✓ Notifications via no-reply@cargus.ro
- ✓ Delivery is carried out Mon-Fri 08.00-17.00 (Sat in big city)
- ✓ Signature, no ID control for Home del. PIN for Parcel Shop, local App for Locker.
- ✓ Failed 2nd delivery attempt → del via Parcel shop

3

RETURNS

- ✓ Return after 7 calendar days
- ✓ Parcel Return Connect – with return label – Hand in at Parcel Shop. Instructions on label.



DHL PARCEL CONNECT



Local knowledge

SLOVENIA [SI]

- Home, via Parcel Shop or Locker
- Recipient Delivery Options
- Local partner, Posta Slovenjie
- 790 Parcel Shops, 240 Lockers
- Change of address not possible for the sender after pick-up
- Recipient service via link on pre-notification or portal



- SE gateway – Malmö/Arlöv
- Via PL - Szczecin och CZ – Hradec Kralove
- Standard lead time 4-6 days

Example of pre-notification via SMS/e-mail

V Slovenijo je za vas prispel paket s sprejemno številko {{CrtnaKoda}}. Na izbrani naslov vam ga bomo dostavili prvi delovni dan v delovnem času vaše dostavne pošte. Če boste v času dostave odsotni, lahko paket dvignete na vaši pošti, kjer prav tako dobite vse potrebne informacije ali naročite ponovno dostavo. Do konca dne prejema tega sporočila lahko na povezavi <https://eportal.posta.si/Sites/eFlexDelivery/?guid={{PosiljkaGuid}}> uredite spremembo naslova dostave, mesta prevzema oziroma datuma dostave pošiljke. Paketu lahko sledite na povezavi <http://sledenje.posta.si/Default.aspx?tn={{CrtnaKoda}}&guid=5CBA3D5C-8386>. Lep pozdrav. Pošta Slovenije.

• Shipment ID

Recipient portal link to change:

- [Delivery address](#)
- [Delivery place](#)
- [Delivery date](#)
- Parcelshop
- Parcellocker
- Parcelbox

• Track and trace link

1

BOOKING

- ✓ Delivery = Addressing (Home or collection point)
- ✓ SMS / e-mail mandatory

2

NOTIFICATION AND DELIVERY



- ✓ Pre-notification via e-mail/SMS at the first scan on SI gateway
- ✓ Notifications via dostava.posta@posta.si
- ✓ Delivery is carried out Mon-Sat 08.00-17.00
- ✓ Signature, no ID-control for Home del. ID-control for Parcel Shop. PIN for Locker
- ✓ Failed delivery → Delivery via neighbor/Parcel Shop/safeplace

3

RETURNS

- ✓ Return after 15 calendar days at Parcel Shop, 3 days in Locker
- ✓ Parcel Return Connect – with return label – Hand in at Parcel Shop. Instructions on label.



DHL PARCEL CONNECT



Local knowledge

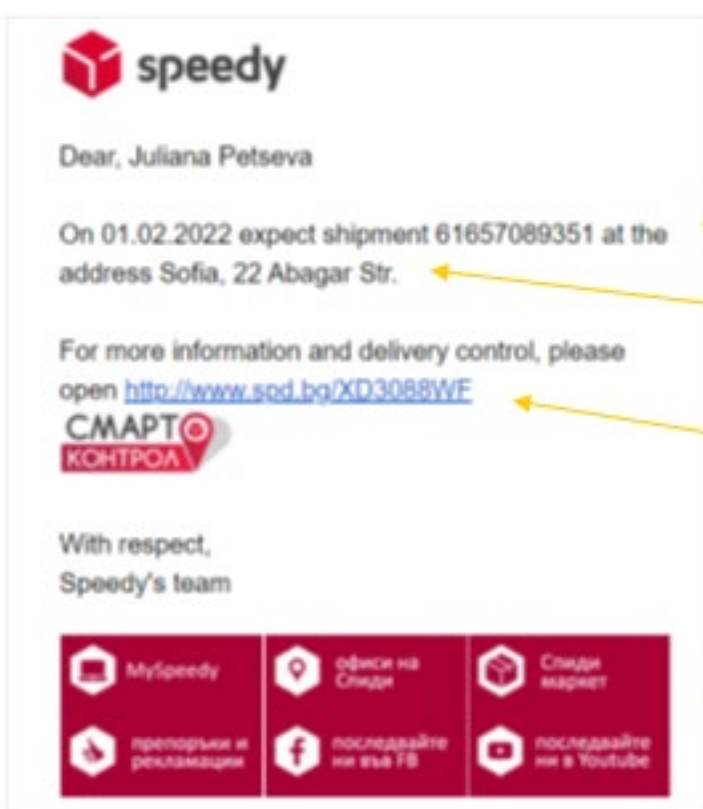
BULGARIA [BG]

- Home, Parcel Shop or Locker
- Recipient Delivery Options
- Local partner, Speedy (Rapido)
- 499 Parcel Shops, 402 Lockers
- Change of address not possible for the sender after pick-up
- Recipient service via link on pre-notification or portal



- SE gateway – Malmö/Arlöv
- Via PL - Szczecin och CZ – Hradec Kralove
- Standard lead time 5-7 days

Examples of notification via email and text message

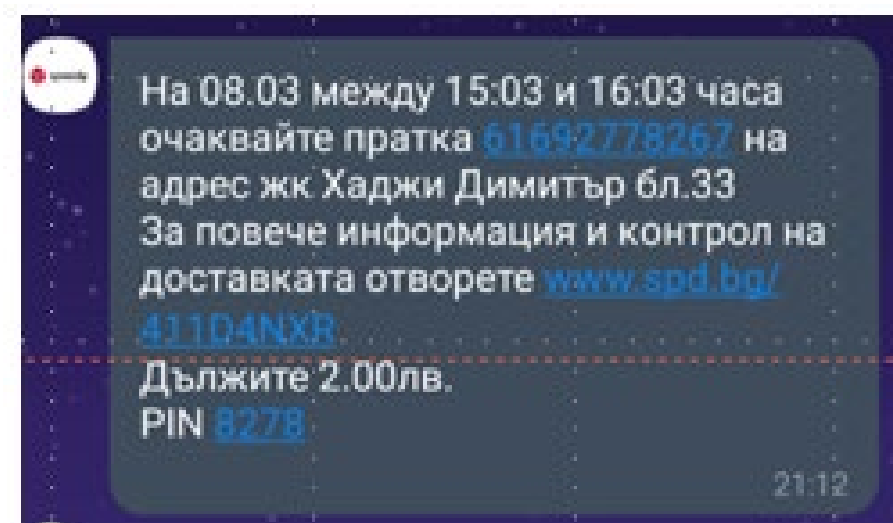


• Shipment ID

• Delivery address

• Local T&T link

• Other service features



1

BOOKING

- ✓ Delivery = Addressing (Home or Collection Point)
- ✓ SMS AND e-mail mandatory

2

NOTIFICATION AND DELIVERY



- ✓ Pre-notification via e-mail/SMS on first scan on BG gateway
- ✓ Notifications via noreply@rapido.bg
- ✓ Delivery is carried out Mon-Fri 08.00-18.00 (Sat major cities)
- ✓ Signature, no ID-control for Home del. ID-control in Parcel Shop or PIN. Locker-PIN.
- ✓ Failed 2nd delivery attempt → Del via Parcel Shop
- ✓ SMS-nr is required to use Parcel Shop / Locker

3

RETURNS

- ✓ Return after 14 calendar days at Parcel Shop, 2 days in Locker
- ✓ Parcel Return Connect – with return label – Hand in at Parcel Shop or Locker. Instructions on label.
- ✓ QR-code available via our printAPI (1st of May 2026)



DHL PARCEL CONNECT



Local knowledge CROATIA [HR]

- Home, Parcel Shop or Locker
- Recipient Delivery Options
- Local partner, Hrvatska Posta
- 960 Parcel Shops, 300 lockers
- Change of address not possible for the sender after pick-up
- Recipient service via link on pre-notification or portal



- SE gateway – Malmö/Arlöv
- Via PL - Szczecin och CZ – Hradec Kralove
- Standard lead time 5-7 days

Pre-notification via e-Mail

Poštovani, za Vas je u poštanski ured **ŠANDROVAC** dopremljen paket broj **CD216285487RH**. Možete ga preuzeti na adresi **Bjelovarska 6** danas i idućih 15 radnih dana. Radno vrijeme ureda je **pon-pet dan 1 8-17 dan 2,3,4,5 8-14.30 sez pon-p, telefonski broj: 043 874001**.

- Sender
- Shipment ID

- Delivery address

- Opening hours of service point

- Phone number

Putem DHL Parcel Europe vam stiže posiljka **CD216285487RH** s iznosom naplate 0.00. Ukoliko želite izmijeniti podatke o dostavi molimo koristite link: <http://www.hpnotifikacija.posta.hr:8088/home/CD216285487RH/2> Vaša Hrvatska pošta

- Shipment ID

- Link to choice of recipient services

Portal with recipient services

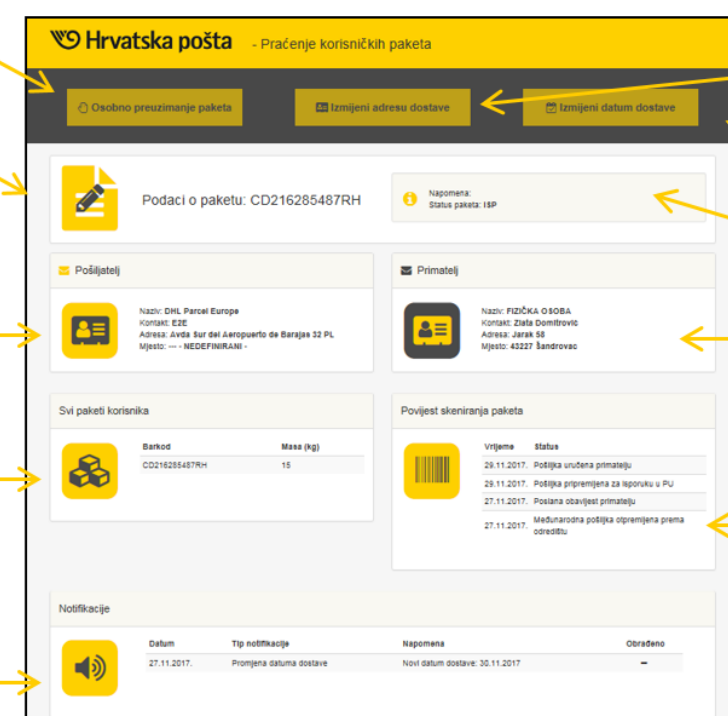
- Accepting the parcel personally

- Shipment ID

- Contact details of sender

- Shipment ID
- Weight

- Overview over pre-notifications



- Change of delivery address

- Change of delivery day

- Current status

- Contact details of recipient

- Track & Trace

1

BOOKING

- ✓ Delivery = Addressing (Home or Collection point)
- ✓ SMS / e-mail obligatorisk

2

NOTIFICATION AND DELIVERY



- ✓ Pre-notification via App or email/SMS on first scan on HR gateway
- ✓ Notifications via no_reply@posta.hr
- ✓ Delivery is carried out Mon-Sat 08.00-18.00
- ✓ Signature, not ID check for home delivery. ID check in Parcel Shops. PIN for Lockers
- ✓ Failed home delivery → del via Parcelshop / Locker

3

RETURER

- ✓ Return after 15 calendar days at Parcel shop. Recipient-billed storage 0,4 EUR/day (local law)
- ✓ Return after 5 days in Locker
- ✓ Parcel Return Connect – with return label – Hand in at Parcel Shop. Instructions on label.



DHL PARCEL CONNECT



Local knowledge HUNGARY [HU]

- Home, Parcel Shop or Locker
- Recipient Delivery Options
- Local partner, Magyar Posta
- 1195 parcel shops, 681 Lockers
- Change of address not possible for the sender after pick-up
- Recipient service via link on pre-notification or portal



- SE gateway – Malmö/Arlöv
- Via PL - Szczecin
- Standard lead time 4-6 days

Example of pre-notification via SMS/e-mail

Tisztelt NAGY Judit!

Küldeménye megérkezett az országba

Értesítjük, hogy nemzetközi csomagja megérkezett Magyarországra, amelyet a postai feldolgozást követően kézbesítünk Önnek.

Feladó: Anna Morawska
Küldeményazonosító: [JVGL00000000144056836764](#)

Beérkezés dátuma: 2020.02.27.

Árufizetési összeg: 30 Ft

Feladó: Címzett

Nyomkövetési adatait hamarosan a képre kattintva éri el

Kérdés esetén kérjük, forduljon ügyfélszolgálatunkhoz!
Telefonszám: +36-1-767-8277
Ügyfélszolgálati idő: H-P: 08:00-18:00. Szombat: 08:00-14:00
E-mail: eupestandard@posta.hu

Üdvözléssel,
Magyar Posta Logisztika (MPL)

- Sender
- Shipment ID
- Day of arrival
- COD amount and currency
- Track and Trace status
- Customer service contact and opening hours

Tisztelt Judit NAGY!

Csomagja érkezett

Értesítjük, hogy nemzetközi küldeménye átvethető az alábbi postán 2020.07.19-ig 2020.07.24-ig.

Átvétel helye: Budapest 10. posta
Átvétel címe: 1475 Budapest, Kőrösi Csoma sétány 5
[A térkép megnyitásához kattintson ide](#)

Feladó: Anna Morawska
Küldeményazonosító: [JVGL00000000755789041568](#)

A koronavírus veszélyhelyzet miatt egyes posták nyitvatartása megváltozott. A csomag átvételét az alábbi időpontok figyelembevételével tervezze.

Nyitvatartás: H:08:00-18:00 K:08:00-18:00 Sz:08:00-18:00 Cs:08:00-18:00 Pé:08:00-18:00 Sz:08:00-12:00 V:
Kérjük, vegye figyelembe, hogy amennyiben csomagját a megadott időpontig nem veszi át, azt visszaküldjük a feladónak!

Feladó: Címzett

Kövessen nyomon csomagját – kattintson a képre

Kérdés esetén kérjük, forduljon ügyfélszolgálatunkhoz!
Telefonszám: +36-1-767-8277
Ügyfélszolgálati idő: H-P: 08:00-18:00. Szombat: 08:00-14:00
E-mail: eupestandard@posta.hu

Üdvözléssel,
Magyar Posta Logisztika (MPL)

- Pick up time interval
- Place of delivery
- Address of receipt and map link
- Sender
- Shipment ID
- Special COVID message on changing opening hours
- Information about return if not picked up
- Track and Trace status

1

BOOKING

- ✓ Delivery = Addressing (Home or collection point)
- ✓ SMS / e-mail mandatory

2

NOTIFICATION AND DELIVERY



- ✓ Pre-notification via e-mail/SMS at the first scan on the HU gateway
- ✓ Notifications via kozponti.ertesites@posta.hu
- ✓ Delivery is carried out Mon-Sat 08.00-18.00
- ✓ Signature, no ID-control for Home del. ID-control in Parcel Shops.
- ✓ Failed 2nd delivery attempt → del via Parcel Shop

3

RETURNS

- ✓ Return after 10 calendar days at Parcel Shop
- ✓ Parcel Return Connect – with return label – Hand in at Parcel Shop. Instructions on label.