

# PACKAGING STANDARDS

## SHIPMENTS TO EUROPE



Dear Customer!

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

- ensure safe operational handling and transport
- enable automatic sorting – **no extra charge for a non-standard item!**
- minimise delays and damage

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

### Standard shipment

- 01 ▶ The maximum dimensions of a standard shipment are **120 x 60 x 60 cm**.
- 02 ▶ Contents must be packed in a **cardboard box** or **DHL plastic pouch**.
- 03 ▶ The packaging itself must be suitable for the **size and weight of the contents**.
- 04 ▶ The packaging must be able to withstand transport from shipment to delivery, including warehouse handling.
- 05 ▶ Empty spaces in the carton should be filled with fillers to prevent the contents from moving.



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 of its dimensions exceeding 120 x 60 x 60 cm for DHL PARCEL CONNECT, DHL PARCEL RETURN CONNECT, DHL PARCEL CONNECT PLUS
- with one of its dimensions exceeding 100 x 50 x 50 cm for DHL PARCEL INTERNATIONAL
- placed on a pallet with a width exceeding 80 cm for DHL PARCEL CONNECT PALLET – PALETA

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
- shipments all pieces of which are partially packaged or have no packaging, but the absence of packaging does not affect the transportability of these pieces (e.g. tyres, mattresses, etc.)
- shipments 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)
- shipments whose packaging contains: synthetic, metal or wooden materials, textiles, foils, pieces with rubber edges or fasteners (e.g. bags, sacks, small buckets, foils)
- shipments containing pieces or devices that generate a magnetic field

### Plastic packaging in DHL's international network in Europe

Type of packaging	Colour	Standard	NST	Prohibited
Stretch film	Transparent / other		✗ *	
	Black			✗
DHL plastic pouch	Yellow	✗		
Customer plastic pouch	Colourful		✗ **	
	Black			✗

\* The use of stretch film is subject to approval by DHL. To do so, contact your sales representative.

\*\* In order for the plastic pouches to be handled in an automated manner, the following conditions must be met.

### Plastic pouches in DHL's international network – requirements

Plastic pouches 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 plastic pouch must be resistant to tearing or stretching in order to withstand the conditions during the delivery process as well as during return
- the plastic pouch must not fold over – this can be prevented, for example, by inserting a piece of corrugated cardboard inside



### Label

- 01 ▶ The way the label is placed on the packaging is crucial to the automatic sorting process.
- 02 ▶ 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 cannot:

- be placed under the film – if you have been given permission for this type of packaging
- be placed on the joints and edges of the packaging
- be covered with packing tape, strings, etc.
- have the lower barcode/package number (JJD) cut off

