

# POSTNORD TRACKED

PostNord Tracked is an attractive solution for sending small consignments without compensation. We provide an efficient distribution solution to your customers all over the world.

## DROP-OFF OR COLLECTION

You can drop off the consignments here:

- Taastrup Letter Terminal, Bohus Boulevard 1, DK-2630 Taastrup
- Distribution Center Taulov, Stakkesvang 35, 7000 Fredericia
- At a PostNord Parcel Shop or a Business Drop-off point
- Using a collection agreement

The consignments must be divided by country into separate clear plastic bags, sealed with strips and affixed with routing notes specifying the country of destination.

If you send a few consignments to some countries, you can put them in a single clear plastic bag and label the routing note "mixed".

If the consignments are large, difficult to handle, or numerous, you can instead stack them in postal containers or on pallets – if you choose this solution, they must also be divided by country.

PostNord Tracked requires a minimum of 10 consignments per drop-off. Prices and terms can be found on [postnord.dk](https://postnord.dk).

## WEIGHT AND DIMENSIONS

Weight and dimensions are stated in the price list PostNord Tracked, which can be found at [postnord.dk](https://postnord.dk).

## NOTIFICATIONS TO YOUR CUSTOMERS

You must include either a mobile number, email address, or both in the EDI to PostNord. Your customer will receive notifications regarding the consignment based on the recipient country's practices.

## RELIABLE DELIVERY

PostNord Tracked can be tracked in the Customer Portal and is usually scanned at the following points:

- Departure from Denmark
- Arrival in the recipient country
- During customs clearance (if relevant)
- Upon delivery
- If the consignment is ready for pickup

Scanning points outside Denmark will depend on the recipient country's procedures. In most recipient countries, your customer can also track the consignment using the barcode number at the respective country's postal service.

## ADDRESS LABEL AND EDI

All PostNord Tracked consignments must be labelled, and you are required to send EDI to PostNord.

You can use a TA system to assist you in this process. TA systems create the documents required, both EDI and the following:

- Address labels
- Customs declaration (CN22 or CN23)

Make sure to enter the information correctly, as it forms the basis for both invoicing and customs clearance.

## CUSTOMS

If your consignments are destined for a country outside the EU (such as Norway), you must send the customs information electronically. This is done via the TA system used for your labels and routing notes.

In most countries, the consignee pays for any VAT, customs clearance, and customs fees. You can make a simplified VAT registration for the UK and Norway. This means that the consignee will not have to pay VAT.

Instead, you pay the VAT directly to the authorities in the UK and Norway.

If you are already registered for ordinary VAT in Norway (such as via the NUF scheme), you cannot use the simplified VAT registration scheme in Norway, which means that you cannot use PostNord Tracked.

## INVOICING

PostNord Tracked is invoiced based on the scanned barcode and the weight we receive via EDI.

## COMPENSATION

PostNord provides no compensation, follow-up, or complaint processing of any kind for PostNord Tracked consignments.

Read more in the Special Terms and Condition for International Letters, which also cover PostNord Tracked.

**Want to know more?**

If you have any questions, please chat with us on the PostNord Customer Portal.