

# PAYMENT SERVICES

## - additional service, domestic and international payment services

### For customers with service agreements

**The Payment service, Postförskott/COD, can be combined with PostNord MyPack Collect in Sweden. Your customer pays when the goods are collected. The corresponding service for PostNord MyPack Collect in Norway and Finland is called Cash on Delivery (COD).**

#### Bank agreement

##### Postförskott

You must have a bankgiro or plusgiro agreement with a bank.

##### COD

You must have an agreement with a bank in the destination country.

#### Payment information

In order to ensure that the payment transfer works properly, it is important that the payment details are processed and recorded correctly - see below.

##### Postförskott

Payment details such as the bankgiro or plusgiro number, the amount and the reference (text or OCR) must be sent by EDI, and must also be included in barcode and text format on the freight document.

##### COD

Payment details such as the account number (IBAN and BIC if the recipient are in Finland), the amount, the currency and the reference (text or OCR) must be sent by EDI, and must also be included in text format on the freight document.

#### Maximum amount

COD: SEK 25,000 /shipment  
EUR 2 500 /parcel or  
NOK 25,000 /parcel

#### Handing in and transport booking

For further information, see the fact sheet and the specific terms and conditions for PostNord MyPack Collect at [postnord.se](http://postnord.se).

#### Delivery

The recipient collects the parcels with Postförskott/COD via PostNord's Servicepoint. The Postförskott/COD amount is shown on the notification sent to the recipient. In order for the item to be delivered, the recipient or the recipient's agent must pay the stated amount. If the amount exceeds SEK 10,000 the service point may ask for payment in cash. For amount over SEK 10,000 the recipient is recommended to contact the service point before picking up the parcel to agree on how to handle the payment. For further information, see the specific terms and conditions for PostNord MyPack Collect at [postnord.se/kundvillkor](http://postnord.se/kundvillkor).

#### Reporting for Postförskott

The amount collected is notified and reported by the payee's bank in accordance with your bank agreement.

## Pricing

See separate price list, or visit [postnord.se/priser](http://postnord.se/priser).

## Freight documents

All parcels must have a freight document. An approved, standard transport label (STE) or equivalent is used as a freight document, printed out on a laser or thermal transfer label. For further information check the freight documents at [postnord.se/frakthandlingar](http://postnord.se/frakthandlingar). The simplest way to print out your freight documents is to use our free system, Pacsoft Online.

## Liability

In accordance with the specific terms and conditions for PostNord MyPack Collect and PostNord's General Terms and Conditions for Commercial Clients (PAKN) - see [postnord.se/kundvillkor](http://postnord.se/kundvillkor).

## Complaints

In accordance with PostNord's General Terms and Conditions for Commercial Clients (PAKN).

## Returns

If an item is returned, the Postförskott/COD will be forfeited.

## Product code

Postförskott/COD - product code additional service 1.

## Transport administration services at [postnord.se](http://postnord.se)

You can use our website to print out freight documents, book goods collections, submit complaints and carry out volume calculations, as well as searching for items and postcodes. You can also find price lists here, as well as general and specific terms and conditions for our services.

## Certification

PostNord's business systems have been certified by Bureau Veritas Certification Sverige AB, and meet the requirements of ISO 9001 and ISO 14001.

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**PostNord**  
Customer Service

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