

PostNord Groupage

For customers with agreements

PostNord Groupage is a simple, competitively priced standard service within PostNord. With our unique reach throughout Sweden, to Norway, Denmark and to Finland you can send various types of goods and shipment items weighing up to 2,500 kg with us. All shipment items are charged together, and are delivered together to the end destination.

The entire shipment can be tracked using our track & trace service. Groupage is dealt with just as easily as sending parcels and pallets. A quotation is required in order to use the service.

Delivery time

PostNord Groupage is delivered to the recipient company according to a timetable, Monday-Friday (not public holidays). See Delivery times at postnord.se/leveranstider. If the recipient is an individual located within Nordic region, see additional services Privat receiver direct delivery (Sweden) och Privat receiver (Nordic region). The service includes one (1) delivery attempt to the recipient. The service does not include a Delivery time guarantee.

Size and weight

Maximum Size:

Length	6,00 m < 35 kg
	2,99 m > 35-1000 kg
Width	2,4 m
Height	2,2 m
Maximum weight per shipment:	2,500 kg
Maximum weight per shipment item:	1,000 kg

Within Sweden:

Maximum volume per shipment: 8.92 m³
Maximum volume per shipment item: 3.57 m³

To Norway, Denmark and Finland:

Maximum volume per shipment: 7.14 m³
Maximum volume per shipment: 2.86 m³

Electronic Data Interchange (EDI)

Electronic advance notification must be given via EDI (Electronic Data Interchange) for PostNord Groupage.

This can be done in three different ways:

1. Via Send Direct Business at PostNord Portal on postnord.se.
2. By using another transport administration system approved by PostNord.
3. By sending an advance notification file in accordance with EDI Transport instruction.

More information see postnord.se/skickadirektbusiness and postnord.se/frakthandlingar.

Drop-off and transport booking

The service includes pick-up. If you need goods delivering on a daily basis, we can agree on fixed collection times.

PostNord Groupage can be booked by calling +46 (0)771 33 33 10.

Shipment items weighing more than 35 kg should be loaded on EUR pallets or equivalent which can be lifted using a pallet truck. You are responsible for the pallets, which are classed as shipping packaging.

Delivery

The service includes one (1) delivery attempt to the recipient (provided that the recipient is a company) If the recipient is an individual located within Nordic region see additional services Privat receiver direct delivery (Sweden) och Privat receiver (Nordic region).

PostNord Groupage is delivered with confirmation of receipt except when the additional services Delivery without POD or Private receiver direct delivery are used. The recipient, who need not be the addressee, signs a physical or electronic delivery note.

If the recipient is not there, a notification is left and the goods will be available for collection from the nearest terminal for up to 14 days following their arrival. The recipient can request to have the goods delivered again, and will be charged according to the local courier fee. Goods that have not been delivered are returned after a certain period of retention. In Sweden the period of retention is 7 days. The goods is returned to the sender at their expense.

Additional services

Driver Notification (within Nordic region)

The recipient will be telephoned by the driver before delivery.

Delivery without a POD (within Nordic region)

The shipment may be delivered without the recipient having received the item personally and signed for it. The delivery record* is proof that the item has been delivered.

Climate Compensation

Climate Compensation is an additional service that involves PostNord providing carbon offsetting by investing the full amount payable in renewable energy production in developing countries. Renewable sources replace fossil energy production. This is done by means of UN-certified CDM (Clean Development Mechanism) projects through company 2050.

Insurance

You can take out a supplementary insurance policy via PostNord. It covers all types of permitted items and types of goods, apart from goods that are already damaged or second-hand. Insurance is taken out when you order your transport and print your shipping label. For further information, see Terms of Insurance at postnord.se/kundvillkor.

Dangerous Goods LQ (within the Nordic region)

With PostNord Groupage you can send a limited number of dangerous goods, however, not to or from Gotland. Read more about what is meant by Dangerous Goods LQ at msb.se.

Recipient Freight (within Sweden)

The recipient pays the freight charge. This is assuming that advance information has been sent by you/the sender via EDI. Both the recipient and the sender should be credit customers.

Private receiver direct delivery (within Sweden)

Private receiver direct delivery (within Sweden) is used when the recipient is a private individual. PostNord notifies the recipient on one occasion with a pre-arranged day of delivery, in a pre-arranged time slot. The recipient does not need to be present at delivery to confirm receipt of the goods. Notification takes place via sms, e-mail or PostNord App on 1-3 holidayfree weekday after posting.

Goods are delivered to the recipient's boundary/ground floor before the end of the working day. When the goods have been delivered, PostNord makes a drop-off registration. The drop-off registration* then constitutes proof that the goods has been delivered. The additional services Delivery notification and Delivery Confirmation are included free of charge.

Private receiver (within Nordic region)

Private receiver is used when the recipient is a private individual. A special agreement is required if you wish to use the additional service within Sweden. PostNord notifies the recipient on one occasion in order to agree on a delivery date and time slot. Notification takes place via sms, e-post or PostNord App on 1-3 holidayfree weekday after posting, see Delivery Time at postnord.se/leveranstid. Notifications to the recipient include alternative delivery options. For more information about the recipient's delivery options, see FlexChange at postnord.se. Goods are delivered to the recipient's boundary/ground floor during the agreed holiday-free weekday before the end of the working day. The goods are delivered to the recipient or the recipient's representative against the acknowledgement. The additional services Delivery notification and Delivery Confirmation are included free of charge.

Extended retention time 14 days (within Sweden)

The period of retention time is extended to 14 days.

Fixed retention time 7 days (within Sweden)

The recipient will not be offered an extension of their period of retention to 14 days.

Return Pickup, goods (within Sweden)

With Return Pickup, goods you can offer your customers a flexible return solution, with returns being collected from your customer at home. You

*Information about the delivery record can be found using the goods search function via postnord.se or from PostNord Customer Services on +46 (0)771 33 33 10.

provide your customer with a valid return shipping label and booking instructions. Your customer, the return sender, books a time for collection by us, and we will agree on the date and time of collection.

Pickup Handover (within Sweden)

Pickup Handover means that the returns sender cannot select "collect goods even if I'm not at home". The goods will be handed over to the driver on collection. Pickup Handover can only be used in combination with Return Pickup, goods.

New delivery (within Sweden)

The additional service New delivery enables the sender or the recipient to make a subsequent request for an additional delivery attempt to the recipient's delivery address. This can be ordered via PostNord Customer Portal Business or by calling PostNord Customer Service on +46 (0)771 33 33 10.

Notification (within Sweden)

Notify your recipient, or perhaps a third party, that their good is on its way or has been delivered. We offer the following options for notification via sms, e-mail or PostNord App.

- Delivery Advice (estimated delivery day)
- Delivery Notification (delivery today before the end of business day)
- Delivery Confirmation (the goods has been delivered)*

ID Check (within Sweden)

ID Check means that items are handed over to the person who receives the goods against receipt confirmation and presentation of valid ID or valid delivery code. This code is obtained through the recipient confirming their identity via Mobilt BankID in PostNord MottagarApp. ID Check can only be used in combination with Private receiver.

Enhanced identification (within Sweden)

Enhanced identification is used in the event of an extra need to check that the recipient personally receives the goods. As well as the name and address, the recipient's civic registration number is also checked before handed over.

Signature Assurance (within Nordic region)

Signature Assurance means that the recipient cannot choose deliver the goods even if I am not at home as a delivery option. The goods is then delivered with proof of delivery. Signature Assurance can only be used in combination with Private receiver.

Delivery Change (within Sweden)

You can make changes to the process before the parcel has reached the recipient, before delivery. For example a change to the recipient or the recipient address or return to sender. The additional service can be ordered via PostNord Customer Portal Business, in Pacsoft Online if the freight documents has been printed out using this service or by using the Delivery Change postnord.se - Customer service - Forms.

Pallett Exchange (within Sweden)

Pallett Exchange is a system used to keep track of pallet flows between customers who send goods with the service PostNord Groupage and receiving clients. The system includes approved EUR pallets. Special agreement for receiving customers required.

Pricing

The price is based on the volumetric weight and the recipient zone. The volumetric weight is the greater of the actual weight and the weight calculated by volume. The weight calculated by volume may be calculated based on cubic metres, loading metres, pallet places or linear metres.

Volume calculation

The aim of the weight calculated by volume is to describe the amount of space taken up by the goods, expressed in kilograms. The weight calculated by volume is calculated according to one of the following principles.

Cubic metres

A cubic metre is a measure of the volume (m³) of the goods. Cubic metres are used to calculate the weight calculated by volume for goods that can be loaded together, i.e. goods that are deemed to be able to be loaded together with other goods without breaking or risking damaging other goods. This could apply to e.g. boxes, picking goods, goods under 1.3 m that can be consolidated, etc. One cubic metre corresponds to 280 kg (within Sweden) and 350 kg (to Norway, Denmark and Finland).

Loading metres

A loading metre is a measure of the space taken up by the goods in the transport unit. One loading metre refers to one linear metre on a lorry loading platform with the transport unit's full width and height. Loading metres are used primarily for calculating weight calculated by volume when using cubic metres or pallet places is not appropriate. This could apply to e.g. furniture, machinery, fragile goods, etc. that are pre-packed in such a way that

makes it difficult to load other goods on top of them, i.e. the goods use the entire loading space that they occupy. A loading meter corresponds 1950 kg (within Sweden) and 2000 kg (to Norway, Denmark and to Finland)

Pallet places

Pallet places, like loading metres, are a measure of the space taken up by the goods in the transport unit. Pallet places are only used as a concept for pallets with standard EUR pallet Size, i.e. 1.2 m x 0.8 m, and a pallet place is an expression of the space taken up by the pallet. Pallet places are used for calculating volume weight for pallets when using cubic metres is not appropriate. This could apply to transporting e.g. furniture, machinery, fragile goods, etc. that are loaded on pallets with EUR pallet Size (1.2 m x 0.8 m) and are pre-packed in such a way that makes it difficult to load other goods on top of them, i.e. the goods use the entire loading space that they occupy (goods that cannot be stacked or consolidated or are more than 1.3 m in height). A pallet place corresponds 780 kg (within Sweden) and 800 kg (to Norway, Denmark and to Finland).

Linear metres

Shipments containing shipment items with a weight of up to 35 kg and longer than 2.4 m will be dealt with as "long goods", and the volume weight for these shipment items will be calculated as 250 kg per linear metre.

Contents

PostNord Groupage may contain dangerous goods and limited quantities of dangerous goods, with the exception of class 1 and class 7 goods and substances in class 4.1 and class 5.2 that have class 1 as a secondary danger according to the terms and conditions of ADM-S. Dangerous goods will be dealt with via the additional service Dangerous Goods LQ. Information about what is classed as dangerous goods can be found at msb.se. For information about what is classed as prohibited contents, see the service-specific Special terms and conditions at postnord.se.

PostNord' responsibility

See the Special terms and conditions for PostNord Groupage, PostNord's General Terms and Conditions for Commercial Customers (PAKN) and the Nordic Association of Freight Forwarders' General

NSAB 2015 at postnord.se/kundvillkor.

PostNord Groupage is not a conveyance by post.

Freight documents

All shipment items included in shipment require a freight documents. An approved, standardised transport label (STE) or equivalent is used as a freight documents, printed out on a laser or thermal transfer label. The simplest way to print out your freight documents is to use our system Skicka Direct Business.

Addressing

- The recipient company's contact person and delivery address, including equivalent postal code.
- The recipient's daytime telephone number.
- Door code, if applicable.

If you give the recipient's PO box number/PO box address instead in error, you will be charged an additional fee. You can look up postal codes at postnord.se.

Customs documentation

Full information about export documentation is available in The Shipping Guide, which is issued by the Business Sweden, telephone +46 (0)858866000 or swedishtrade.se. Information and tips are also available at postnord.se/tullinfo.

To countries within the EU

Only a freight document is required for goods within the EU.

To countries outside the EU

For goods outside the EU, a commercial invoice sent with the goods and invoice information via EDI according to PostNord's specification are also required in addition to the freight document. Visit postnord.se/frakthandlingar.

For further information, check the Special terms and condition at postnord.se/villkor.

Forward delivery

PostNord Groupage cannot be forwarded.

Product code

PostNord Groupage - product code 83.

PostNord
Customer Service

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