

International Tracked Letter

If you use International Tracked Letter, your letter will be prioritised at all stages and you will be provided with a secure service for important letters to be delivered abroad. Our tracking service enables you to see where the letter is.

International Tracked Letter can be sent to countries in accordance with "Traceable International Letter Services", see fact sheet postnord.se.

Dimensions and weight

Length:	min. 140 mm, max 600 mm
Width:	min. 90 mm
L + W + T:	max. 900 mm
Weight:	max. 2,000 g.

Wrapping

Always use an envelope or other wrapping which protects the contents well.

International Tracked letter cannot be sent in the shape of a roll.

Labelling

State the name and postal address of the recipient and the sender. Each letter should be marked with a unique barcode. Shipping labels with unique barcodes can be printed out:

1. Via the developed printing system Postnord provides or another Transport Administration system (TA system) approved by PostNord
2. Via your own computer/printer following direct payment at postnord.se.
3. Via your own TA system.
4. When dropping the item off at one of PostNord's service points.

Packaging

You can order mailbags and special straps to seal the bag with when you are sending at least 10 letters per posting as a credit customer. Then will your letters be priced as a shipment. The special straps you can order via postnord.se. You can pick-up few

bags at your nearest PostNord Business Center. Send an email to kundservice.hemleverans.se@postnord.com or call 0771-333310 in case you need half or full cage with bags. For more information see Terms and conditions for International Tracked Letter.

Posting

Single International Tracked Letter items are dropped off at PostNord's service points. Shipment posted in bag can be dropped off at special drop-off points and Letter terminals.

The first registration of International Tracked Letter serves is the time the letter was dropped off. For information about PostNord's service points, visit postnord.se or contact customer service.

Contents

Security Declaration

When you are sending goods within EU, you must attach a Security Declaration to each item. For further information see postnord.com.

Prohibited contents

Import regulations vary from country to country. As the sender, you are responsible for ensuring that the item sent does not contain any prohibited contents. You can find out more from the embassy of the country in question, or from the Business Sweden, customer service or postnord.se.

Advance notification to the recipient

PostNord notifies the recipient in advance by e- if the recipient's e-mail address is included in the EDI data - see the technical documentation for International Tracked Letter at postnord.se. This notification is optional.

Delivery

International Tracked Letter will be delivered in accordance with the delivery times which apply in the destination country. For more information, see postnord.se.

The delivery time can be extended in case a shipment item containing goods is sent outside the EU, if the shipment item misses customs EDI.

Tracking

International Tracked Letter can be tracked via postnord.se or by contacting customer service. You can find out about posting, where the item is and when it has been delivered.

Notification

If the item does not fit in the recipient's letterbox or property box the recipient will be notified that the shipment item is available for collection. The recipient will be notified in accordance with the procedures that apply in the recipient country.

Payment

International Tracked Letter can be paid for via postnord.se/skicka. If you send large quantities of International Tracked Letter you can apply for Postage Paid and pay by invoice. Apply via postnord.se or customer service.

Customs declaration

When letters being sent outside the EU contain goods, they should be accompanied by specific customs declarations. See postnord.se for further information.

By using one of the alternatives below customs information will be sent electronically, including transport-EDI.

1. Via the developed printing system Postnord provides or another Transport Administration system (TA system) approved by PostNord
2. Via your own computer/printer following direct payment at postnord.se.
3. Via your own TA system.

PostNord reserves the right to return shipment items to the sender if the customs documentation is incomplete or missing. It is mandatory to send customs EDI before posting as a credit customer.

Environmentally-certified distribution

PostNord is, since 1999, certified in accordance to ISO 14001, and we are constantly striving to reduce environmental impact.

Terms and conditions

You can find specific terms and conditions for this service at postnord.se.

General terms and conditions

For customers paying by invoice or customers with agreements, PostNord's General Terms and Conditions for Commercial Clients and Other Organisations (PAKN) apply. These terms and conditions can be obtained from postnord.se or via customer service.

PostNord Sverige AB
Customer service

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From abroad:
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postnord.se