

Post Danmark A/S

DKA

Basic Services					
1	Maximum weight limit admitted		CARDIT	Carrier documents international transport – origin post	Yes
1.1	Surface parcels (kg)	20	RESDIT	Response to a CARDIT – destination post	Yes
1.2	Air (or priority) parcels (kg)	20	6	Home delivery	
2	Maximum size admitted		6.1	Initial delivery attempt at physical delivery of parcels to addressee	Yes
2.1	Surface parcels		6.2	If initial delivery attempt unsuccessful, card left for addressee	Yes
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	No	6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	Yes
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No	6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes	6.5	Nature of this governmental or legally binding restriction.	
2.2	Air parcels		7	Signature of acceptance	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No	7.1	When a parcel is delivered or handed over	
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No	7.1.1	a signature of acceptance is obtained	Yes
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes	7.1.2	captured data from an identity card are registered	No
Supplementary services			7.1.3	another form of evidence of receipt is obtained	No
3	Cumbersome parcels admitted	No	7.2	Ordinary parcels	
Parcels service features			7.2.1	Signature of the addressee or his agent	Yes
5	Electronic exchange of information		7.2.2	Signature of a de facto agent	Yes
5.1.1	Use a track and trace system	Yes	7.3	Insured parcels	
5.1.2	Mandatory tracking events transmitted		7.3.1	Signature of the addressee or his agent	Yes
EMC	Departure from outward office of exchange	Yes	7.3.2	Signature of a de facto agent	Yes
EMD	Arrival at inward office of exchange	Yes			
EMH	Attempted/Unsuccessful delivery	Yes	Insured parcel service		
EMI	Final delivery	Yes	8	Insured surface parcels admitted	Yes
5.1.3	Optional tracking events transmitted		8.1	Maximum insured value for surface parcels (SDR)	4000
EMA	Posting/collection	Yes	9	Insured air parcels admitted	Yes
EMB	Arrival at outward office of exchange	Yes	9.1	Maximum insured value for air parcels (SDR)	4000
EME	Held by Customs	Yes	9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	4000
EMF	Out of Customs/Departure from inward office of exchange	Yes	10	Marking used for insured parcels	
EMG	Arrival at delivery office	Yes	10.1	CP 74 pink label used	No
EMJ	Arrival at transit office of exchange	Yes	10.2	CP 73 label and pink “insured” label used	Yes
EMK	Departure from transit office of exchange	Yes	Cash-on-delivery service for parcel		
5.1.4	Dispatch messages transmitted		11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes	11.1.1	outbound COD parcels	No
RESDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes	11.1.2	inbound COD parcels	No
5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes	Express delivery service		
5.1.6	Other messages transmitted				
PRECON	Pre-advice of international consignment – origin post	Yes			
RESCON	Response to a PRECON – destination post	Yes			

Date of last update : 19.10.2021

12	Express parcel delivery service provided	No			Inbound parcels No Outbound parcels No
Parcels with advice of delivery					
13	Admission of advice of delivery for				
13.1	ordinary parcels	No			
13.2	insured parcels	No			
Parcels for delivery free of charges and fees					
14	Parcels for delivery free of charges and fees admitted	No			
Fragile parcel					
15	Fragile parcels admitted	No			
Consignment service					
16	Consignment service by bilateral agreements provided	Yes			
Integrated logistics service					
17	integrated logistics service by bilateral agreements provided	Yes			
Addresses for bilateral agreements					
18	Contact details of the person responsible for questions concerning bilateral agreements				
Name:	Mr Morten Rosengreen Thygesen				
Function:	Manager for Products and Agreements				
Address:	PostNord AB Hedegaardsvej 88, 2300 Copenhagen S				
Tel:	1: (+45)30527893 2: (+)				
Fax:	(+)				
E-mail	joergen.sondrup@postnord.com				
Admissible radioactive material and infectious substances					
19	Radioactive materials admitted in				
19.1	Air Parcels				
		Inbound parcels	No		
		Outbound parcels	No		
19.2	Insured parcels				
		Inbound parcels	No		
		Outbound parcels	No		
20	Infected substances admitted in				
20.1	Air Parcels				
		Inbound parcels	No		
		Outbound parcels	No		
20.2	Insured parcels				
Supplementary charges - Customs					
21	Non-dutiable parcels				
21.1	Threshold level below which parcels are free of customs duties and other taxes	No			
	Comments:				
	For Faroe Islands: Exemption threshold is 300 DKK. This exemption is not valid for cosmetics and other selected items.				
	For Greenland: Incoming parcels from Denmark and other countries are going to customs. The customs rules are set by the "Greenland selvstyre" . For further information see www.sullissivik.gl. The rules/customs are linked to the content of the parcels.				
	Denmark: Threshold for gifts C2C: 45 EUR; everything else is 0 EUR				
22	Dutiable parcels				
22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes			
22.2	Amount of fee collected				
	Local currency			160 DKK	
	USD				
	Comments:				
	For Faroe Islands: Amount of fee collected is as follows:				
	Private 50-100 DKK Business 63-125 DKK				
	For Greenland: Incoming parcels from Denmark and other countries are going to customs. The customs rules are set by the "Greenland selvstyre". For further information see www.sullissivik.gl. The rules/customs are linked to the content of the parcels.				
23	Customs clearance fee collected for all items declared at customs	Yes			
23.1	Amount of fee collected				
	Local currency			160 DKK	
	USD				
	Comments:				
	For Faroe Islands: Amount of fee collected is as follows: Private 50-100 DKK Business 63-125 DKK				
	For Greenland: There is NO fee.				
24	Administration fees collected for parcels subject to export customs clearance	No			
	Comments:				
Special charges - Storage					

25	Storage charge collected on a parcel when it is kept beyond the prescribed period, or in the event of return to sender/redirection	No	
Special delivery charges			
26	Delivery charges collected at the time of delivery in response to the advice of arrival	No	
Special charges – Poste restante			
27	Poste restante service provided	Yes	
27.1	Amount of charge per parcel		
	Local currency	0 DKR	
	SDR		
27.2	Basis for charge if not an amount per parcel		
Special provisions - Treatment of parcels wrongly accepted			
28	Parcels returned to sender	Yes	
Delivery areas			
29	Parcels delivered to		
29.1	all addresses	Yes	
29.2	specific areas only	No	
	Comments:		
	Please note that there is no home delivery in Greenland.		
Collection			
30	Collection of parcels at post offices provided for		
30.1	all addresses	Yes	
30.2	specific areas only	No	
	Comments:		
Delivery procedures for parcels for which customs duty and taxes are payable			
31	Procedure for parcels for which customs duty is payable		
31.1	Pick up of parcel at the customs office	No	
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No	
31.3	Delivery to the addressee's address after payment of customs duties and taxes	Yes	
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	No	
31.5	Other		
Period of retention			
32	Period of retention for parcels		
32.1	Normal period		14 Day(s)
32.2	Exceptional period		
33	Retention for parcels for which notice could not be sent or addressed to poste restante		
33.1	Normal period		14 Day(s)
33.2	Exceptional period		
Parcels automatically retained			
34	A list of contact e-mail addresses for accounting and verification notes is temporarily being maintained and published outside the compendia; please refer to International Bureau circular 75/2020. The UPU contact person for any updates to this list is jean-marc.coeffic@upu.int.		
Office name:	Post Danmark A/S		
Name:	Mr		
Function:	International Accounting		
Address:	P.O. Box 69, 2770 Kastrup, Denmark		
Tel:	1: (+) 2: (+)		
Fax:	(+)		
E-Mail:	VNDK@postnord.com		
Requests for withdrawal from the post or alteration, or correction of address			
35	Requests for withdrawal from the post accepted	No	
Special provisions - Force majeure			
36	Liability admitted in cases of force majeure	No	
36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	No	
36.2	Addressee/sender's reservations admitted at the time of delivery	No	
Special provisions - Customs declarations			
37	Number of CN 23 customs declarations required for inbound parcels	1	
37.1	Number of CN 23 customs declarations required for parcels in transit	1	
37.2	Languages in which CN 23 customs declarations can be completed		French English
Special provisions - Method of dispatching accompanying documents			
38	Documents affixed to the relevant parcels	Yes	
38.1	Documents attached to the parcels bill	No	

Service to customers**39 On-line tracking provided Yes**

39.1 Web site address to access information

Denmark: www.postdanmark.dk; Faroe Islands: www.posta.fo; Greenland : www.telepost.gl

39.2 Languages in which track and trace information is available

English Danish (DK)
Faroese(FO)
Kalaallisut(GL)**Service to designated operators****40. User of the Internet-based Inquiry System (IBIS) Yes**

40.1 Details of office(s) responsible for handling parcel post inquiries

Office name: Post Danmark A/S

Name: Mr Customer Service, KUL Salesforce CS support

Function:

Address: Hedegaardsvej 88, 2300 Copenhagen S

Tel: 1: (+45)33619821
2: (+45)70111230

Fax: (+)

E-Mail: kundeservice.erhverv@postnord.com

Hours of service and days(s) on which the inquiry service is operating

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	10:00-16:00	-
Tuesday	10:00-16:00	-
Wednesday	10:00-16:00	-
Thursday	10:00-16:00	-
Friday	10:00-16:00	-
Saturday	-	-
Sunday	-	-

Languages English Danish

National Holidays**41.1 National holidays**

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	1	New Year
April	1	Easter
April	2	Easter
April	4	Easter
April	5	Easter

April	30	Big Prayer Day
May	13	Ascension
May	23	Whitsun
May	24	Whitsun
June	5	Constitution Day
December	24	Christmas
December	25	Christmas
December	26	Christmas
December	31	New Year's Eve

National holiday in 2022

Month	Day(s)	National Holidays - Description
January	1	New Year
April	10	Easter
April	14	Easter
April	15	Ester
April	18	Easter
May	13	Big Prayer Day
May	26	Ascension Day
June	5	Whitsun
June	5	Constitution Day
June	6	Whitsun
December	24	Christmas
December	25	Christmas
December	26	Christmas
December	31	New Year Eve

Regional Holidays**41.2 Regional holidays**

Regional holiday in 2021

Month	Day(s)	Regional/Local Holidays – Localities and description
January	1	New Year - Faroe Islands and Greenland
January	6	Epiphany - Greenland
April	1	Easter - Faroe Islands and Greenland
April	2	Easter- Faroe Islands and Greenland
April	4	Easter - Faroe Islands and Greenland
April	5	Easter- Faroe Islands and Greenland

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April	25	Flagdag - Faroe Island
May	30	Big Prayer Day - Faroe Island and Greenland
May	13	Ascension - Faroe Islands and Greenland
May	23	Whitsun - Faroe Islands
May	24	Whitsun - Faroe Islands and Greenland
June	5	Constitution Day - Faroe Islands
June	21	National Day - Greenland
July	28	Olavsoeknaftan- Faroe Islands
December	24	Christmas - Faroe Islands and Greenland
December	25	Christmas- Faroe Islands and Greenland
December	26	Christmas- Faroe Islands and Greenland
December	31	New Year's Eve - Faroe Islands and Greenland

Regional holiday in 2022

Month	Day(s)	Regional/Local Holidays – Localities and description
January	1	New Year - Faroe Islands and Greenland
January	6	Epiphany - Greenland
April	14	Easter - Greenland and Faroe Islands
April	15	Easter - Greenland and Faroe Islands
April	17	Easter - Greenland and Faroe Islands
April	18	Easter - Greenland and Faroe Islands
April	25	Flag Day - Faroe Islands
May	1	Worker's Day - Greenland and Faroe Islands
May	13	Big Prayer Day - Faroe Islands and Greenland
May	26	Ascension - Faroe Islands and Greenland
June	5	Whitsun - Faroe Islands and Greenland
June	6	Whitsun - Faroe Islands and Greenland
June	5	Constitution Day - Faroe Islands
June	21	National Day - Greenland
July	28	Olajfest - Faroe Islands
July	29	Olajfest Faroe Islands
December	24	Christmas - Faroe Islands and Greenland
December	25	Christmas - Faroe Islands and Greenland
December	26	Christmas - Faroe Islands and Greenland

December	31	New Year Eve - Faroe Islands and Greenland
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Cancellation of fees**42 Fees cancelled when they concern**

42.1	parcels returned to sender	Yes
42.2	parcels redirected to a third party	Yes
42.3	parcels abandoned by the sender	No
42.4	parcels lost or destroyed	No
42.5	parcels rifled or damaged	No

Redirection within the country of destination

43.1	Redirection done without a request from the sender or addressee	No
43.2	Redirection fee charged	No
43.3	Amount of redirection fee (SDR)	

Comments:

Miscellaneous provisions – operation of the parcel service

44.1	Postal parcel services operated by the designated postal operator	No
44.2	Postal parcel services operated by a transport company or companies	No
44.3	Service provided throughout the country	No
44.4	Areas of the country where the parcel service is NOT provided	

Postcodes	Localities

Office(s) of exchange handling parcels**45 Details of office(s) of exchange responsible for handling parcel post**

Office name: Copenhagen INC Parcel
IMPC code: DKCPHP
Name: Mr
Function: Manager on duty
Address: Kystvejen 26,
2770 Kastrup
Denmark
Tel: 1: (+45)52295732
2: (+45)
Fax: (+45)
E-Mail: grpincdriftleder@postnord.com

Hours of service and days(s) on which the OE is operating

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	06:00-21:00	22:30-23:59
Tuesday	00:00-21:00	22:30-23:59

Wednesday	00:00-21:00	22:30-23:59
Thursday	00:00-21:00	22:30-23:59
Friday	00:00-21:00	22:30-23:59
Saturday	00:00-12:00	-
Sunday	06:00-19:30	-

Observations/Comments

Sending to other parcel centers than above in Denmark is only possible requesting a bilateral agreement.

Post Danmark cannot receive loose loaded mail in trucks or main deck ULD's. In addition all mail delivered in ULD's is to be delivered on airside

Delivery standards

46-47 See the annexes.

Barcode

48 Barcode sample used on all outward international postal parcels.



CC 47 6520571 DK

Parcel delivery standards - Air parcel

OE Name Copenhagen INC Parcel
 IMPC Code DKCPHP
 Tel (+45)52295732
 Fax (+45)
 Hours of operation Mon - Fri: 06.00-19.00; Sat: 05.00-14.30. Sun: 06.00-18.30 (customs closed)

From the airport of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 23:59	Tuesday	Wednesday	
Tuesday	00:00 - 23:59	Wednesday	Thursday	
Wednesday	00:00 - 23:59	Thursday	Friday	
Thursday	00:00 - 23:59	Friday	Monday	
Friday	00:00 - 23:59	Monday	Tuesday	
Saturday	00:00 - 23:59	Monday	Tuesday	
Sunday	00:00 - 23:59	Monday	Tuesday	

Definition of zones

Zone 1:

Postcodes	Cities
0000-3699, 4000-4999, 5000-9999.	

Zone 2:

Postcodes	Cities
3700-3799.	

Zone 3:

Postcodes	Cities
For all Postcodes Faroe Islands after arrival K +1-2. For Greenland the first available flight.	

Arrival at office of exchange: 2 Hours

Customs clearance times:

Items subject to customs duty: 1 - 3 business days in general

Items not subject to customs duty: 2 hours

Comments:

The stated days of delivery are exclusive of customs clearance times Observe that first when the recipient has paid for duty and VAT the item is released for delivery

Parcel delivery standards - Surface parcel

OE Name Copenhagen INC Parcel
 IMPC Code DKCPHP
 Tel (+45)33617400
 Fax (+45)33617403
 Hours of operation Mon - Fri: 06.00-19.00; Sat: 05.00-14.30. Sun: 06.00-18.30 (customs closed)
 From the airport/port/office of exchange of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 23:59	Tuesday	Wednesday	
Tuesday	00:00 - 23:59	Wednesday	Thursday	
Wednesday	00:00 - 23:59	Thursday	Friday	
Thursday	00:00 - 23:59	Friday	Monday	
Friday	00:00 - 23:59	Monday	Tuesday	
Saturday	00:00 - 23:59	Monday	Tuesday	
Sunday	00:00 - 23:59	Monday	Tuesday	

Definition of zones

Zone 1:

Postcodes	Cities
0000-3699, 4000-4999, 5000-9999.	Whole country, except for Zone 2

Zone 2:

Postcodes	Cities
3700-3799.	

Zone 3:

Postcodes	Cities
For all Postcodes Faroe Islands after arrival K +1-2. For Greenland first available flight/ship.	

Arrival at office of exchange: 2 hours

Customs clearance times:

Items subject to customs duty: 1-3 business days in general

Items not subject to customs duty: 2 hours

Comments:

The stated days of delivery are exclusive of customs clearance times. Observe that first when the recipient has paid for duty and VAT the item is released for delivery

Last validation date: Da V1 01/10/2021