

PostNord Group AB

SEA

Basic Services			CARDIT	Carrier documents international transport – origin post	Yes
1	Maximum weight limit admitted		RESDIT	Response to a CARDIT – destination post	Yes
1.1	Surface parcels (kg)	20	6	Home delivery	
1.2	Air (or priority) parcels (kg)	20	6.1	Initial delivery attempt at physical delivery of parcels to addressee	No
2	Maximum size admitted		6.2	If initial delivery attempt unsuccessful, card left for addressee	
2.1	Surface parcels		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	No
2.1.1	2m x 2m x 2m (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.	No
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes	6.5	Nature of this governmental or legally binding restriction.	
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	7	Signature of acceptance	
2.2	Air parcels		7.1	When a parcel is delivered or handed over	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No	7.1.1	a signature of acceptance is obtained	No
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes	7.1.2	captured data from an identity card are registered	Yes
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	7.1.3	another form of evidence of receipt is obtained	Yes
			7.1.4	Nature of this evidence	
				Photo ID is obtained and registered electronically	
			7.2	Ordinary parcels	
			7.2.1	Signature of the addressee or his agent	Yes
			7.2.2	Signature of a de facto agent	No
			7.3	Insured parcels	
			7.3.1	Signature of the addressee or his agent	Yes
			7.3.2	Signature of a de facto agent	No
Supplementary services			Insured parcel service		
3	Cumbersome parcels admitted	No	8	Insured surface parcels admitted	Yes
			8.1	Maximum insured value for surface parcels (SDR)	1000
Parcels service features			9	Insured air parcels admitted	Yes
5	Electronic exchange of information		9.1	Maximum insured value for air parcels (SDR)	1000
5.1.1	Use a track and trace system	Yes	9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	1000
5.1.2	Mandatory tracking events transmitted		10	Marking used for insured parcels	
EMC	Departure from outward office of exchange	Yes	10.1	CP 74 pink label used	No
EMD	Arrival at inward office of exchange	Yes	10.2	CP 73 label and pink "insured" label used	No
EMH	Attempted/Unsuccessful delivery	Yes			
EMI	Final delivery	Yes	Cash-on-delivery service for parcel		
5.1.3	Optional tracking events transmitted		11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
EMA	Posting/collection	No	11.1.1	outbound COD parcels	No
EMB	Arrival at outward office of exchange	Yes	11.1.2	inbound COD parcels	No
EME	Held by Customs	Yes			
EMF	Out of Customs/Departure from inward office of exchange	Yes			
EMG	Arrival at delivery office	Yes			
EMJ	Arrival at transit office of exchange	No			
EMK	Departure from transit office of exchange	No			
5.1.4	Dispatch messages transmitted				
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes			
RESDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes			
5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes			
5.1.6	Other messages transmitted				
PRECON	Pre-advice of international consignment – origin post	Yes			
RESCON	Response to a PRECON – destination post	Yes			

Express delivery service			20.2	Insured parcels	Outbound parcels No
12	Express parcel delivery service provided	No			Inbound parcels No
					Outbound parcels No
Parcels with advice of delivery			Supplementary charges - Customs		
13	Admission of advice of delivery for		21	Non-dutiable parcels	
13.1	ordinary parcels	No	21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes
13.2	insured parcels	No	21.2	Exemption threshold	
Parcels for delivery free of charges and fees				Local currency	
14	Parcels for delivery free of charges and fees admitted	No		USD	
Fragile parcel				Comments:	
15	Fragile parcels admitted	No	22	Dutiable parcels	
Consignment service			22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes
16	Consignment service by bilateral agreements provided	No	22.2	Amount of fee collected	
Integrated logistics service				Local currency	75/125
17	integrated logistics service by bilateral agreements provided	No		USD	
Addresses for bilateral agreements				Comments:	
18	Contact details of the person responsible for questions concerning bilateral agreements		23	Customs clearance fee collected for all items declared at customs	No
Name:	Mr Morten Rosengreen Thygesen,			Comments:	
Function:	Manager Head of International Relations		24	Administration fees collected for parcels subject to export customs clearance	No
Address:	PostNord AB - 10500 STOCKHOLM SWEDEN			Comments:	
Tel:	1: (+45)30527893 2: (+)		Special charges - Storage		
Fax:	(+)		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
E-mail	morten.rosengreen.thygesen@postnord.com		Special delivery charges		
Admissible radioactive material and infectious substances			26	Delivery charges collected at the time of delivery in response to the advice of arrival	No
19	Radioactive materials admitted in		Special charges – Poste restante		
19.1	Air Parcels		27	Poste restante service provided	No
		Inbound parcels No	Special provisions - Treatment of parcels wrongly accepted		
		Outbound parcels No	28	Parcels returned to sender	Yes
19.2	Insured parcels				
		Inbound parcels No			
		Outbound parcels No			
20	Infected substances admitted in				
20.1	Air Parcels				
		Inbound parcels No			

Delivery areas			Office name: POSTEN LOGISTIK AB		
29	Parcels delivered to		Name:	Mr	
29.1	all addresses	Yes	Function:	OFFICE OF EXCHANGE: MALMÖ TOFTANÄS	
29.2	specific areas only	No	Address:	BOX 554 SE - 20125 MALMÖ SWEDEN	
	Comments:		Tel:	1: (+46)40590615 2: (+46)40590622	
			Fax:	(+46)40149625	
			E-Mail:	BulletindeVerificationStockholm@postnord.com	
Collection			Requests for withdrawal from the post or alteration, or correction of address		
30	Collection of parcels at post offices provided for		35	Requests for withdrawal from the post accepted	No
30.1	all addresses	Yes			
30.2	specific areas only	No			
	Comments:				
Delivery procedures for parcels for which customs duty and taxes are payable			Special provisions - Force majeure		
31	Procedure for parcels for which customs duty is payable		36	Liability admitted in cases of force majeure	No
31.1	Pick up of parcel at the customs office	No	36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	No
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No	36.2	Addressee/sender's reservations admitted 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	Special provisions - Customs declarations		
31.5	Other		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
Period of retention			Special provisions - Method of dispatching accompanying documents		
32	Period of retention for parcels		38	Documents affixed to the relevant parcels	Yes
32.1	Normal period	14 Day(s)	38.1	Documents attached to the parcels bill	No
32.2	Exceptional period	14 Day(s)			
33	Retention for parcels for which notice could not be sent or addressed to poste restante		Service to customers		
33.1	Normal period	14 Day(s)	39	On-line tracking provided	Yes
33.2	Exceptional period	14 Day(s)	39.1	Web site address to access information	http://www.postnord.se
			39.2	Languages in which track and trace information is available	English
Parcels automatically retained			Service to designated operators		
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.		40.	User of the Internet-based Inquiry System (IBIS)	Yes
			40.1	Details of office(s) responsible for handling parcel post inquiries	

PostNord Group AB

SEA

Office name: PostNord Sverige AB
 Name: Mr INTERNATIONAL SUPPORT
 Function: CUSTOMER SERVICE
 Address: CLAIMS
 SE - 78433 BORLÄNGE
 SWEDEN
 Tel: 1: (+46)771333320
 2: (+)
 Fax: (+)
 E-Mail: foreign.claims.se@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	08:00-18:00	-
Tuesday	08:00-18:00	-
Wednesday	08:00-18:00	-
Thursday	08:00-18:00	-
Friday	08:00-18:00	-
Saturday	-	-
Sunday	-	-

Languages English

National Holidays**41.1 National holidays**

National holiday in 2022

Month	Day(s)	National Holidays - Description
January	1	New Years Day
January	6	Epiphany
April	15	Good Friday
April	17	Easter Sunday
April	18	Easter Monday
May	1	May 1st
May	26	Ascension Day
June	6	National Day
June	24	Midsummer Eve
June	25	Midsummer Day
November	5	All Saints Day
December	24	Christmas Evening
December	25	Christmas Day
December	26	Boxing Day
December	31	New Years Evening

National holiday in 2023

Month	Day(s)	National Holidays - Description
January	1	New Years Day
January	6	Epiphany
April	7	Good Friday
April	9	Easter Sunday
April	10	Easter Monday
May	1	May 1st
May	18	Ascension Day
June	6	National Day
June	23	Midsummer Eve
June	24	Midsummer Day
November	4	All Saints Day
December	24	Christmas Eve
December	25	Christmas Day
December	26	Boxing Day
December	31	New Years Eve

Regional Holidays**41.2 Regional holidays**

Regional holiday in

Month	Day(s)	Regional/Local Holidays – Localities and description
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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	No
42.3	parcels abandoned by the sender	Yes
42.4	parcels lost or destroyed	Yes
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	Yes
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Date of last update : 28.02.2023

- 44.2 Postal parcel services operated by a transport company or companies No
- 44.3 Service provided throughout the country Yes

Postcodes	Localities

Office(s) of exchange handling parcels

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

Office name: MALMÖ TOFTANÄS
 IMPC code: SEMMAB
 Name: Mr
 Function: OFFICE OF EXCHANGE
 Address: BOX 554
 SE - 20125 MALMÖ
 SWEDEN
 Tel: 1: (+46)40590669
 2: (+46)40590622
 Fax: (+)
 E-Mail: import.malmo@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	05:15-17:00	-
Tuesday	05:15-17:00	-
Wednesday	05:15-17:00	-
Thursday	05:15-17:00	-
Friday	05:15-17:00	-
Saturday	-	-
Sunday	-	-

Observations/Comments

Delivery standards

46-47 See the annexes.

Barcode

48 Barcode sample used on all outward international postal parcels.



Parcel-ID: CC40 166 163 85E

Parcel delivery standards - Air parcel

OE Name MALMO TOFTANAS
 IMPC Code SEMMAB
 Tel (+46)40590615
 Fax (+)
 Hours of operation Mon - Fri: 05:15 - 17:00
 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 - 08:00	Tuesday	Wednesday	Thursday
Monday	08:00 - 23:59	Wednesday	Thursday	Friday
Tuesday	00:00 - 08:00	Wednesday	Thursday	Friday
Tuesday	08:00 - 23:59	Thursday	Friday	Monday
Wednesday	00:00 - 08:00	Thursday	Friday	Monday
Wednesday	08:00 - 23:59	Friday	Monday	Tuesday
Thursday	00:00 - 08:00	Friday	Monday	Tuesday
Thursday	08:00 - 23:59	Monday	Tuesday	Wednesday
Friday	00:00 - 08:00	Monday	Tuesday	Wednesday
Friday	08:00 - 23:59	Tuesday	Wednesday	Thursday
Saturday	00:00 - 23:59	Thursday	Wednesday	Thursday
Sunday	00:00 - 23:59	Thursday	Wednesday	Thursday

Definition of zones

Zone 1:

Postcodes	Cities
Postcodes: 10000 to 61999 63000 to 82999	Malmö Gothenburg Stockholm

Zone 2:

Postcodes	Cities
Postcodes: 62000 to 62999 83000 to 99999	Gotland Åre Umeå Luleå Kiruna

Zone 3:

Postcodes	Cities
All the other postcodes	The rest of the country.

Arrival at office of exchange: 14:00

Customs clearance times:

Items subject to customs duty: 72 hours

Items not subject to customs duty: 3 hours

Comments: The arrival airport is CPH (Copenhagen)

Parcel delivery standards - Surface parcel

OE Name MALMO TOFTANAS
 IMPC Code SEMMAB
 Tel (+46)40590615
 Fax (+)
 Hours of operation Mon - Fri: 05:15 - 17:00

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 - 08:00	Tuesday	Wednesday	Thursday
Monday	08:01 - 23:59	Wednesday	Thursday	Friday
Tuesday	00:00 - 08:00	Wednesday	Thursday	Friday
Tuesday	08:01 - 23:59	Thursday	Friday	Monday
Wednesday	00:00 - 08:00	Thursday	Friday	Monday
Wednesday	08:01 - 23:59	Friday	Monday	Tuesday
Thursday	00:00 - 08:00	Friday	Monday	Tuesday
Thursday	08:01 - 23:59	Monday	Tuesday	Wednesday
Friday	00:00 - 08:00	Monday	Tuesday	Wednesday
Friday	08:01 - 23:59	Tuesday	Wednesday	Thursday
Saturday	00:00 - 23:59	Tuesday	Wednesday	Thursday
Sunday	00:00 - 23:59	Tuesday	Wednesday	Thursday

Definition of zones

Zone 1:

Postcodes	Cities
Postcodes: 10000 to 61999 63000 to 82999	Malmö Gothenburg Stockholm

Zone 2:

Postcodes	Cities
Postcodes: 62000 to 62999 83000 to 99999	Gotland Åre Umeå Luleå Kiruna

Zone 3:

Postcodes	Cities
All the other postcodes	The rest of the country.

Arrival at office of exchange: 14:00

Customs clearance times:

Items subject to customs duty: 72 hours

Items not subject to customs duty: 3 hours

Comments: The arrival airport is CPH (Kopenhagen)

Parcel delivery standards - Air parcel

OE Name OREBRO
 IMPC Code SEORBA
 Tel (+46)8104363301
 Fax (+)
 Hours of operation Mon, Tues, We, Thur, Fri: 08:00-14:00; Sat, Sun: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 - 08:00	Tuesday	Wednesday	Thursday
Monday	08:01 - 23:59	Wednesday	Thursday	Friday
Tuesday	00:00 - 08:00	Wednesday	Thursday	Friday
Tuesday	08:01 - 23:59	Thursday	Friday	Monday
Wednesday	00:00 - 08:00	Thursday	Friday	Monday
Wednesday	08:01 - 23:59	Friday	Monday	Tuesday
Thursday	00:00 - 08:00	Friday	Monday	Tuesday
Thursday	08:01 - 23:59	Monday	Tuesday	Wednesday
Friday	00:00 - 08:00	Monday	Tuesday	Wednesday
Friday	08:01 - 23:59	Tuesday	Wednesday	Thursday
Saturday	00:00 - 23:59	Tuesday	Wednesday	Thursday
Sunday	00:00 - 23:59	Tuesday	Wednesday	Thursday

Definition of zones

Zone 1:

Postcodes	Cities
	Malmö Gothenburg Stockholm Sundsvall

Zone 2:

Postcodes	Cities
	Gotland Åre Umeå Luleå Kiruna

Zone 3:

Postcodes	Cities
	Rest of the country.

Arrival at office of exchange: 19:00

Customs clearance times:

Items subject to customs duty: 72 hours

Items not subject to customs duty: 3 hours

Comments:

Parcel delivery standards - Air parcel

OE Name STOCKHOLM B
 IMPC Code SESTOB
 Tel (+46)8104367882
 Fax (+)
 Hours of operation Mon, Tues, We, Thur, Fri: 08:00-14:00; Sat, Sun: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 - 08:00	Tuesday	Wednesday	Thursday
Monday	08:01 - 23:59	Wednesday	Thursday	Friday
Tuesday	00:00 - 08:00	Wednesday	Thursday	Friday
Tuesday	08:01 - 23:59	Thursday	Friday	Monday
Wednesday	00:00 - 08:00	Thursday	Friday	Monday
Wednesday	08:01 - 23:59	Friday	Monday	Tuesday
Thursday	00:00 - 08:00	Friday	Monday	Tuesday
Thursday	08:01 - 23:59	Monday	Tuesday	Wednesday
Friday	00:00 - 08:00	Monday	Tuesday	Wednesday
Friday	08:01 - 23:59	Tuesday	Wednesday	Thursday
Saturday	00:00 - 23:59	Tuesday	Wednesday	Thursday
Sunday	00:00 - 23:59	Tuesday	Wednesday	Thursday

Definition of zones

Zone 1:

Postcodes	Cities
	Malmö Gothenburg Stockholm Sundsvall

Zone 2:

Postcodes	Cities
	Gotland Åre Umeå Luleå Kiruna

Zone 3:

Postcodes	Cities
	The rest of the country

Arrival at office of exchange: 14:00

Customs clearance times:

Items subject to customs duty: 72 hours

Items not subject to customs duty: 3 hours

Comments:

Last validation date: GdS V1 01/02/2018