

BULKY GOODS

ALL RELEVANT INFORMATION AT A GLANCE

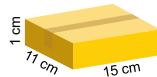
Shipments are considered bulky goods if they require special operational processing owing to their dimensions, form or packaging. For this reason, bulky goods:

- are clearly marked and announced on the label by imprint or sticker as bulky goods
- provided with the corresponding product code (in the postal routing code)

ITEMS THAT QUALIFY AS BULKY GOODS (images are typical examples)

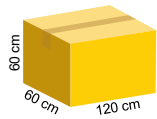
Deviations from standard sizes

Shipments smaller than 15 x 11 x 1 cm

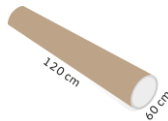


Shipments larger than 120 x 60 x 60 cm

- up to a maximum of 200 cm in length
- or a girth of up to 360 cm
- (Longest side + 2 x width + 2 x height)



Roll-shaped/round shipments¹⁾ with a maximum of 60 cm in diameter and 200 cm in length



Certain packaging materials

Some synthetics/wraps or films, e.g.:

- surrounding edge height of less than 1 cm
- no cuboid shape or cylindrical
- wrap/film with handles/loops
- black external packaging
- coefficient of friction less than 0.15 above 0.2 pursuant to DIN EN 8295
- wrap/film thickness below 80 µm



Shipments made of metal



Shipments made of wood/wood-based materials



Forms of packaging

Shipments with a triangular cross-section



Shipments made of fabric

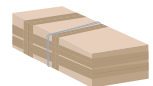


Shipments where parts of the packaging protrude



Shipments

- with rubber bands,
- with rubber strapping or
- completely wrapped in packaging tape



Shipments consisting of several, differently shaped parcels tied together that exceed the standard sizes



Special packaging features

Shipments with

- loose/slack twine or
- strapping



1) If a roll-shaped item utilizes an approved transportation up to 120 cm aid with a Deutsche Post authorization code (e.g. a shipping sleeve), it does not have to be shipped as bulky goods. Barcodes and addresses must be printed on the largest side of the attached shipping sleeve.

BENEFITS OF BULKY GOODS DISPATCH FOR BUSINESS CUSTOMERS

- **More flexibility** through the possibility of sending parcels that differ from standard sizes or require
- **Attractive price:** EUR 21.00 plus VAT in addition to the price of a parcel
- **High security** for all items that, due to their dimensions or special packaging features, require special manual processing that differs from the normal machine-based distribution technology

ALL IMPORTANT DOCUMENTS FOR BULKY GOODS:

- General information concerning non workable items: Bulky Goods Information Brochure
- The right packaging– more information here: Bulky Goods – Cardboard Boxes or Plastic Pouches

SIMPLE COMMISSIONING FOR YOU

- The service is already part of your contract and can be ordered directly via the DHL shipping logistics systems (by using the Ship function in the DHL Business Customer Portal). Of course the service is also available to you if you program your shipping logistics system autonomously
- You label your item with the correct product code for bulky goods shipment

RELIABLE PERFORMANCE FOR YOU

We take over the item and ensure by manual individual processing that it is transported to the recipient despite the unusual format.

LEGAL BASIS AS A PART OF THE CONTRACT



Conditions of dispatch: 3.2 Secure packaging / 4.1 Bulky goods

- **3.2. (3)** free of sharp edges, corners, and points, e.g., protruding nails, staples, splinters, and wire ends. [...] Packaging with protruding locks, handles, or clasps must be sent using the 'Sperrgut' (bulky goods) service.
- **3.2. (5)** If the resulting shipment has a different shape, or in case of deviations from the specified standard dimensions and by using certain plastics/foils, the 'Sperrgut' service must be used. This also applies to shipments which, due to the outer composition or unstable contents and inadequate inner packaging, cannot be conveyed by sorting facilities. [...]
- **4.1.** 'Sperrgut' (bulky goods) are parcels which require special handling (e.g. manual processing, non-stackable) due to the fact that they fall below/exceed [...] standard dimensions or due to their composition (form of packaging, packaging material, packaging specifics, [...]). [...] If a non-standard label is used, parcels must be marked with the name of the relevant service [...]



Service specifications: Bulky goods

- Parcels that deviate the standard dimensions and/or parcels that require special operational handling due to their physical proportions [...] Deviated permissible standard dimensions [...], cylindrical parcels [...], special packaging features [...], Use of the defined product code in the routing code [...]
- Delivery of shipments with the bulky goods service (operational requirements): in roll containers [...] from seven shipments with the service bulky goods [...]

GENERAL QUESTIONS ABOUT BULKY GOODS

My goods aren't bulky, are they?	Some parcel sizes that are generally sorted by machines do in fact require some manual processing. A range of criteria are used determine whether a shipment is bulky : Shape, material, other features (e.g., unsuitable packaging/non-rectangular shapes).
How can I avoid manual processing of my shipments in the future?	Review the dimensions, shape, packaging material and packaging characteristics to make sure that the items do not meet the criteria for bulky goods (if you are uncertain, the packaging test facility can help you). When bulky goods and regular parcels are posted separately, it makes sorting easier and thus speeds up the shipping process.
Why are identical parcels sometimes handled as parcels and sometimes as bulky goods?	During sorting we can use conveyor belt trays to make bags or very small items suitable for automatic processing . However, there is no guarantee that we can do that for every one of your items during sorting.
Why are some items that were posted as DHL Paket products invoiced as bulky goods?	If a shipment cannot be processed by our sorting system because of its dimensions, shape, material or other characteristics, it must be processed manually . If this is the case with your item, the shipment is billed as bulky goods.

QUESTIONS ABOUT PACKAGING AND PARCEL QUALITIES

If a parcel has been completely wrapped in parcel tape or black foil, does it count as bulky goods?	Yes, any parcel that has been mostly or completely wrapped in tape is treated as bulky . The tape alters the surface of the item so that it no longer slides properly during sorting, making machine processing problematic.
I made an agreement with my sales contact to use plastic pouches/shipping bags/air bubble mailers for shipping. Why am I being charged for bulky goods?	Special criteria must be met for plastic pouches/shipping bags/air bubble mailers to be suitable for automatic processing by our sorting machines. The most important are the item's coefficient of friction, the color of the film wrapping and resistance to tearing , since they can lead to problems during automatic sorting. Have your packaging certified and fill your items according to the specifications of our packaging test facility – overfilled bags can slide off the equipment while underfilled bags (<1 cm thick) kink, fold or crumple more easily or cannot be read properly by the machine.
If my parcel is wrapped with plastic and fiber-reinforced straps and taped over, does it count as bulky goods?	In general, you may use strapping to increase the stability of your shipment packaging. If the straps are too loose and the bands stick out or if they change the shape of the item so that it is no longer rectangular, the item is no longer suitable for automatic process and must be processed manually.