PARCELS WITH INCREASED WEIGHT: LABELING & EXPENSE ALLOWANCES

The amended German Postal Act contains new legal requirements for parcels with increased weight that impact parcel service providers and customers when it enters into force:

Customers will be required to provide correct information on parcel weights in their PAN data and label heavy DHL domestic and international parcels as such to ensure that we can continue to provide reliable quality and comply with all occupational safety regulations for our employees.

LABELING SINCE JANUARY 1, 2025

DHL Paket shipments including **PPL Parcel Connect, PPL Parcel Smart Europe, PPL Parcel Connect Plus and PPL Parcel Europe** to Germany, DHL billing, and **DHL Paket International** including DHL Paketmarke International with increased weight must be marked as such on the label and in the manner indicated here:

There are two weight classes

- over 10 to 20 kg

- over 20 kg

In exceptional cases, a parcel may be labeled with a chargeable sticker from DHL:

- over 10 to 20 kg

- over 20 kg

YOUR THREE-POINT CHECKLIST FOR SHIPPING CORRECTLY LABELED PARCELS:

1. Provide correct weight information in the PAN data
2. Provide correct information on the label
3. Post correctly labeled parcels with increased weight with PPL or DHL

OTHER IMPORTANT INFORMATION

- The correct labeling is integrated into PPL and DHL dispatch logistics systems and the **API** since October 2024. Labeling is mandatory since January 1, 2025.
- **In-house programmers** (or EDI-CC users) can find all information and specifications in the Group API Developer Portal (developer.dhl.com) if they have registered and the download area is activated
- Parcels with **DHL Paketmarke, DHL Paketmarke International** or **DHL Paket production-based billing** should be labeled with stickers that can be ordered on the Post & DHL Business Customer Portal.

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CORRECT LABELING AND WEIGHT INFORMATION SAVE EXTRA EXPENSE ALLOWANCES (DUE FROM APRIL 1, 2025)

- Send us correct information on parcel weights and label your parcels according to their **weight class** (**over 10 to 20 kg / over 20 kg**) to avoid additional charges.
- If your **DHL Paket** shipments with increased weight have incorrect or missing information if applicable, expense allowances (**labeling and/or weight correction fee)** for the additional effort will be charged. The charge will appear on a next invoice.

Fees FROM APRIL 1, 2025	DESCRIPTION	PRICE
For the products PPL Parcel Connect, PPL Parcel Smart Europe, PPL Parcel Connect Plus a PPL Parcel Europe to Germany production-based billing:		
Labeling fee 10 - 20	Charged for ▪ parcels with incorrect or missing information > 10 to 20 kg or ▪ overlabeling of parcels ≤ 10 kg	€0,49
Labeling fee 20+	Charged for ▪ parcels with incorrect or missing information > 20 kg or ▪ overlabeling of parcels ≤ 10 kg	
The following also applies to DHL Paket:		
Weight correction fee 10 - 20	Charged for weight correction if weight information in PAN data indicates ▪ ≤ 10 kg or > 20 kg and the actual parcel weight is > 10 to 20 kg or ▪ > 10 to 20 kg and the actual parcel weight is ≤ 10 kg	€0,99
Weight correction fee 20+	Charged for weight correction if weight information in PAN data indicates ▪ ≤ 20 kg and the actual parcel weight is > 20 kg or ▪ > 20 kg and the actual parcel weight is ≤ 10 kg	

Examples for DHL parcels weighing 22 kg handed over to PPL or DHL:

Actual parcel weight	Labeling and PAN data from customer		Calculated by DHL
22 kg	Information in PAN data: Correct basic price without labeling	22 kg	Additional charge: ▪ Labeling fee 20+
	Information in PAN data: Correct basic price with labeling for 10 - 20 kg	15 kg 	Additional charge: ▪ Labeling fee 20+ ▪ Weight correction fee 20+
	Information in PAN data: 15 kg sliding scale price Label 20 kg+	15 kg 	Additional charge: ▪ Weight correction fee 20+

Note: If a collection fee is charged, no labeling or weight correction fee will be charged.

If you have additional questions, please contact your sales representative.

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