Goods Country-tracked Goods

You are looking for a worldwide solution for shipping small goods and you want to be able to inform your customers, when the item is sent to them and arrived in their country.

1. **Product characteristics**

1.1. Access

When using Country-tracked Goods, a specific barcode must be stuck on the items. This barcode will be used to ensure a smooth processing and will allow you to track your items. Depending on your activity, you can access the product by:

Using the eTracking tool

eTracking is a customer platform that can be accessed directly on the Internet. With your personal account you can create labels that include the barcode as well as the recipient and sender address. Furthermore, you can track all the items forwarded within eTracking.

Using a web service

If you want to work in your own system when preparing Country-tracked Goods items and keep the programming efforts low, you can use our standardized user-friendly interface. Once the data structure is integrated in your system, the web service can be used straight away. It allows you to create labels and track items directly in your own system. Furthermore, you can link the consignment data with your internal data.

Both access possibilities can be used free of charge.

In addition to that, we can do the label printing for you. For further details please see section "2.3 Label & postage paid impression".

1.2. Minimum quantity

Minimum quantity as agreed in your individual contract.

1.3. Content

1.3.1 Permitted goods

We accept small parcels from 0 to 2 kilos if:

- the total dimensions of the item do not exceed the authorized formats (see section "2.1 Formats")
- the content is not forbidden by the destination country (request information directly from the destination country)
- the content does not belong to the list of forbidden objects (see section "1.3.2 Not permitted goods")
- they comply with the customs rules (see section "2.5 Customs formalities")

1.3.2 Not permitted goods

The objects listed below are forbidden whatever the chosen destination; however, some merchandise may be added to this list, for which import or circulation are forbidden in a specific destination country. Asendia cannot assume responsibility for any mistake or omission concerning these objects since the merchandise list is subject to frequent change.

- Objects which, by their nature or conditioning, can present a risk for staff of Asendia or are likely to soil or damage the other shipments or the postal equipment
- Drugs and mind-altering substances (authorized for shipments with a medical or scientific purpose in the countries where they are admitted)



- Aerosols: spray paints, solvents, air fresheners, shaving, deodorants, body sprays, hair sprays, etc.
- Batteries classed as dangerous goods by the latest edition of the International Civil Aviation Organization's (ICAO) Technical Instructions are prohibited. This includes electronic items sent with lithium ion/polymer/metal/alloy batteries, where the battery is not contained in electronic equipment. Lithium ion/polymer/metal/alloy batteries when sent contained in electronic equipment such as a mobile phone or digital camera are allowed in limited quantities.
- Perishable biological substances, infectious or not
- · Living creatures, animals and reptiles as well as human and animal remains, including ashes
- · Obscene publications and unlawful indecent images
- Explosive substances: Any chemical compound, mixture or device capable of producing an explosive or pyrotechnic effect with substantial instantaneous release of heat and gas is prohibited e.g. ammunition, fireworks, flares, fuses, etc.
- Flammable liquids or solids: this includes mixtures of liquids or liquids containing solids in solution or suspension which give off a flammable vapour, but also solid materials which are liable to cause fire by friction, absorption of water, spontaneous chemical changes or retained heat from manufacturing or processing.
- · Hazardous materials, such as compressed gas, radioactive substances, corrosive liquids
- · Jewellery, precious metals, banknotes, bearer shares, gold or silver and other valuable items

For more information, please see "Appendix A - Dangerous goods".

1.4. Delivery option & number of delivery attempts

When using Country-tracked Goods, items will be delivered into the recipient's mailbox without any signature. There will be one delivery attempt. If the packet does not fit into the mailbox it will be delivered to:

- · the recipient directly or someone living in the same household
- one of his neighbours
- the nearest post-office where it will be available for pick-up (the recipient will receive a pick-up note)

1.5. List of countries

This product is available to worldwide destinations (except for countries under embargo). Please consider that the solution can only be used for cross-border shipments. The dispatch of domestic shipments with Country-tracked Goods is not allowed.

1.6. Delivery times

In order to profit from a fast and reliable distribution, your shipments are delivered using a PRIORITY service within 2-10 days depending on the destination.

Delivery days are in general from Monday to Friday, except public holidays.

Please consider that the indications above represent only the delivery times of the most often used destinations. *For delivery times per country, please contact your account manager.*

1.7. Options & additional services

1.7.1 E-mail notification

When using this option a freely definable notification is sent to the recipient's e-mail address. You must therefore add the recipient's e-mail, when registering the item in eTracking. In addition, you have to pre-define a text that will be emailed to the recipient – along with the barcode number – once the packet is on its way.

By using this e-mail notification you could for example inform your customer about the track & trace link so that he can follow the current status of the item himself.

1.7.2 Preparation services

In order to optimize your shipments, you can benefit from our professional service in all key aspects of the dispatch. We assist you with the right choice of packaging, address format or packet labelling.

1.7.3 Customs clearance & VAT

Thanks to many years of experience and a presence in the key destination markets, we can apply our up-to-date knowledge to your needs ensuring your products reach their cross-border destination efficiently.

1.7.4 Returns solutions

When using our prepaid return solution, your customer can return the product free of charge as a PRIORITY shipment. Thereby, you will pay the postage costs and provide a pre-printed return label to your customer. By doing so, you simplify the return process for your customers and improve credibility and confidence in cross-border buying decisions. This solution is not tracked and the return label is not generated by the eTracking tool.

The prepaid return solution can be used for returned items from the following countries:

- Austria •
- Belgium
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- Germany
- Greece

- Hungary
- Iceland Ireland
- Italy
- Latvia
- Lithuania
- Luxemburg
- Netherlands
- Norway

Poland

SENDIA The world is your address LA POSTE & SWISS POST

- Romania
- Slovakia
- Slovenia

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- Spain
- Sweden
- Switzerland
- United Kingdom

1.8. Tracking

With Country-tracked Goods your items are at least scanned when they are leaving the sending country and thereby providing some basic information for you and your customer:

Standard tracking information for all countries

- Items sent directly to the destination country:
 - ⇒ date of departure to destination country including expected arrival date in the destination country (available in the eTracking tool)
- Items routed through Asendia's Service Centre Logistics in Germany:
 - ⇒ date of departure from your local Asendia subsidiary
 - + date of arrival in the Service Centre Logistics
 - + date of departure to destination country including expected arrival date in the destination country (available in the eTracking tool)

Bonus tracking information for some destinations

- ⇒ Standard tracking information (see above)
- + date of arrival in the destination country

For more details, please see "Appendix B - Countries providing the bonus tracking information".

The tracking events are available directly in the eTracking tool.

Furthermore, the items can also be tracked by the recipient on www.asendia.com under the top link "Track & Trace" (only departure date, expected arrival date is not shown).

February 16



2. Presentation of item

2.1. Formats

Country-tracked Goods may not exceed the dimensions defined in your contract. Depending on your needs and destination country, Asendia provides you one or two formats listed here :

Rectangular items



Roll-shaped items (circular, triangular or other)

- Minimum dimensions: L + 2d > 170 mm
- Maximum dimensions: L + 2d < 1040 mm,

the largest dimension should be below 900 mm, maximum weight: 2'000 grams



L = length, W = Width h= height



L = length, W = Width h= height, d = diameter

2.2. Packing

Your packet must be sent to us in an envelope or box appropriate to its shape and dimensions. The envelope or box should be appropriate for the transportation conditions and should not present any risk of injury for the staff of Asendia or for the destination post offices.

It's important that the packaging is suitable for the weight of its contents so that it can protect your goods during transit: The items must be packed in such a way that the contents cannot leak. If the contents are loose, fragile or sensitive we recommend that padding or any other inner packing is used, in order that the goods are protected from compression. Asendia does not compensate its customers for inadequately packed items. Bundled packages are not accepted for transport.

This packaging is accepted:

- · carton boxes
- closed paper envelopes
- · closed pocket envelopes
- · plastic films



This packaging is not accepted:

- uncovered goods
- packets open on one side
- window envelopes
- packets with staples or cutting metal ties
- envelopes or boxes bearing words relating to distribution such as "Urgent", "Registered", etc. 1)

¹⁾ only the word "Priority" is acceptable

If possible, avoid using strings, flaps or handles.

2.3. Label & postage paid impression

The labels are directly generated by the eTracking tool. They will bear the following information:

- · correct postage paid impression including return address
- address of the recipient
- sender name and unique reference number per item defined by the sender
- barcode

The labels can either be printed on a self-adhesive label and stuck on the item, or be printed on a blank paper and glued on the item afterwards. In both cases the label must be affixed on the biggest face of the packet, lengthwise. Minimum dimensions of the label: A6 format (148 mm x 105 mm)

In order to read and scan easily the labels, they must be:

- · affixed without any creases
- affixed on the top of the item
- affixed on a flat surface
- not affixed over an edge
- not affixed where the packet is sealed



For further information regarding the elements shown on the label, please have a look at "Appendix C - Label information".

You have 3 options for the labelling:

- Labelling done by your own: the most regular way to ship packets to Asendia.
- Labelling is done by Asendia with a csv-file: you can provide to Asendia the items with a barcode or an order number. All the information behind the barcode or the order number is provided in a csv-file. Asendia will afterwards print the labels based on the data of the csv-file and will stick them to the corresponding packets.
- Labelling is done by Asendia manually (small dispatches only): You provide the items with the recipient address and the information regarding the required services. Asendia will print the labels and affix them to the corresponding packets.

Please ask your account manager for more information. Requirements for the structure of the csv-document are given in the eTracking manual.

2.4. Address requirements

2.4.1 Recipient address

The recipient address is part of the label that is generated in the eTracking tool and should be written:

- · as clearly and precisely as possible
- in Latin characters and in Arabic numerals
- in a compact way (without any space between characters or empty lines)

The address should at least include the following:

- recipient's name (company or individual)
- street
- postal code
- name of the town
- name of destination country

2.4.2 Sender and return address

The sender name and a unique reference number per item defined by the sender are printed directly on the label that is generated in the eTracking tool. Besides those sender details, the postage paid impression contains all necessary information that is needed in order to return undeliverable items. Therefore, you do not have to add any sender or return address manually on the items.

2.5. Customs formalities

When it comes to customs clearance you have to differentiate between shipments staying within the European Union and shipments crossing a customs border.

2.5.1 Shipments staying within the European Union

Shipments that are sent from one EU country to another EU country are normally not subject to customs duties and value added tax. Therefore, the items do not have to be customs cleared. (Exception: Items posted to or from one of the EU special territories). Please do not add any customs declaration form as a CN22 to such items.

2.5.2 Shipments crossing a customs border

Shipments of goods that cross a customs border are subject to

- customs duties
- value-added tax
- customs clearance costs

at their arrival in the destination country. Therefore, every individual item must be declared with a customs declaration form. Depending on the value, this can be either a CN22 or a CN23 together with a commercial invoice:

Content value of individual item	Customs declaration form		
< SDR 300 1)	CN22		
> SDR 3001)	CN23 + commercial invoice		

¹⁾ visit <u>www.xe.com</u> to convert SDR (also called XDR) into EUR or any other currency

Your account manager can provide you with templates of both customs declaration forms. Please consider that a detailed and accurate declaration of the content speeds up customs clearance.

Exemption limits for value added tax and customs duties

Items can normally be imported without customs duties and value-added tax being charged, provided the value of an individual item does not exceed EUR 22.- and the item bears a CN22.

Please note that Asendia does not accept any liability for customs duties and value-added tax.



3. Preparation

The items must be prepared observing the conditions and using the forms as agreed with your account manager.

4. Deposit information

4.1. Deposit place

Country-tracked Goods can be delivered:

- to your local Asendia subsidiary
- to Asendia's Service Centre Logistics in Germany

The delivery point is defined by you and your account manager, and integrated in your contract.

4.2. Posting documents

Items must be deposited observing the conditions and using the forms agreed with your account manager. At least a posting list is required for the handover to Asendia. This posting list can easily be printed out of the eTracking tool.

Please have a look at the example under "Appendix D -Posting list".

5. Undeliverable items

If the packet could not be delivered to the recipient, due to no addressee found at the address or incomplete address details etc., it will be returned physically to you.







Lithium Batteries according the following conditions inside an electronic device are only accepted after special agreemant with Asendia. Please contact your account manager for further details.

Video camera Contro Digital camera	Walkie talkies	GPS	Radio controlled toys
6	Walkie talkies	GPS	Radio controlled toys
Digital camera			I
Digital camera			0
	Scanner	Mobile phone	MP3 player
₽>			Ì
Bluetooth headset	Smart phone	Laptop computer	Shaver
12			
Power drill	Tablet computer	Portable DVD player	Measuring equipment
declared equipment from any dam	levices		
		nce it uses lithium batteries exce eptance by the post.	eeung the watt-hour rating,
lithium content or does not m			P
Č.			
Č.	cop with external battery	Electric wheel chair	Small in-house power generato
×		Electric wheel chair	Small in-house power generato

Status: January 2013



Appendix B. Countries providing the bonus tracking information

In addition to the date of departure to the destination country, we can provide the date of arrival in the destination for the below mentioned countries (subject to change). With this bonus information, you know your shipment has arrived in the destination country and is ready to be delivered to the recipient.

European Union		st of Europe (Non-EU)	7 countries
Austria		arus	
Belgium	Bos	snia and Herzegovina	
Bulgaria	Icel	land	
Cyprus	Mae	cedonia	
Czech Republic	Nor	rway	
Denmark	Ser	rbia	
Estonia		itzerland	
Finland			
France	No	rth America	2 countries
Germany		nada	2 000111100
Greece		ited States of America	
Hungary	On	lied States of America	
Ireland	Cor	ntral & South America	16 countries
			To countries
Italy		ligua and Barbuda	
Latvia		jentina	
Lithuania		rbados	
Luxembourg	Bel		
Malta	Bra		
Netherlands		ombia	
Poland		minican Republic	
Portugal		Jador	
Romania	ELS	Salvador	
Slovakia	Guy	yana	
Slovenia	Hor	nduras	
Spain	Jan	naica	
Sweden	Me	xico	
United Kingdom	Par	nama	
g	Per		
Africa	29 countries Trir	hidad and Tobado	
Africa Benin	29 countries Trir	hidad and Tobago	
Benin			16 countries
Benin Botswana	Asi	ia	16 countries
Benin Botswana Burkina Faso	Asi Arm	ia nenia	16 countries
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Appendix C. Label information





ASENDIA	P osting List					
BY LA POSTE & SWISS POST		Page 1/1		Date/Time 01.07.2013/16:19:35		
Customer Musterkunde - SPIDE W. Schmidt Musterstrasse 2 DE -53227 Musterstadt 111124					00002415	
Addressee Swiss Post International SCL Europe Philipp-Reis-Strasse 15 63128 Dietzenbach GERMANY Total items: Total weight (net): Remark:	9 pc. 13.600 kg		Date of Delivery Time of Delivery Date of Pickup: Time of Pickup: Total pallets: Total weight (gr	<i>r.</i>	2013 13:41 0 pc. 0.000 kg	
Items:						
Product				Quantity		Weight (kg)
Premium				9		13.600
Total				9		13.600
Options		Quantity	Options			Quantity
Insurance €1500		2	Prepaid Return		6	
Personal Delivery		8	Pickpoint			1
Pallets accepted:		pc.				
Date:			Signature:			
With signing his document the signer contimes the acceptance of reported patiels or roll cages. He does not contim the accuracy of number of items, chosen						