

Currency : Danish krone

Basic services**Mail classification system (Conv., art. 17.4; Regs., art. 17-101)**

1	Based on speed of treatment of items (Regs., art. 17-101.2):	No
1.1	Priority and non-priority items may weigh up to 5 kilogrammes. Whether admitted or not:	No
2	Based on contents of items:	Yes
2.1	Letters and small packets weighing up to 5 kilogrammes (Regs., art. 17-103.2.1). Whether admitted or not (dispatch and receipt):	No
2.2	Printed papers weighing up to 5 kilogrammes (Regs., art. 17-103.2.2). Whether admitted or not for dispatch (obligatory for receipt):	No
3	Classification of post items to the letters according to their size (Conv., art. 17, art. 17-102.2)	Yes

Optional supplementary services**4 Insured items (Conv., art. 18.2.1; Regs., 18-001.1)**

4.1	Whether admitted or not (dispatch and receipt):	Yes
4.2	Whether admitted or not (receipt only):	No
4.3	Declaration of value. Maximum sum	
4.3.1	surface routes:	4000 SDR
4.3.2	air routes:	4000 SDR
4.3.3	Labels. CN 06 label or two labels (CN 04 and pink "Valeur déclarée" (insured) label) used:	CN 06 label
4.4	Offices participating in the service:	All offices
4.5	Services used:	
4.5.1	air services (IATA airline code):	Various
4.5.2	sea services (names of shipping companies):	Various
4.6	Office of exchange to which a duplicate CN 24 formal report must be sent (Regs., art.17-138.11):	
	Office Name : Post Danmark A/S	
	Office Code :	
	Address : Production International Post Hedegaardsvej 88, 2300 Copenhagen S Denmark	
	Phone :	
	Fax :	
	E-mail 1 : route.manager@postnord.com	
	E-mail 2:	

5 Cash-on-delivery (COD) items (Conv., art. 18.2.2 Regs. arts. 18-002.1, 18-002.2)

5.1	Whether admitted or not (dispatch and receipt):	No
5.2	Whether admitted or not (receipt only):	No
5.3	Amount of the rate applied in addition to the postage charges applicable to COD items	

5.3.1	ordinary items:	SDR
5.3.2	registered items:	SDR
5.3.3	insured items:	SDR
5.4	Charges on COD items	
5.4.1	Levied on the sender of the item:	-
5.4.2	Levied on the addressee of the item:	-
5.4.3	Do you apply a special charge for delivering cash-on-delivery items in the destination country	-
5.4.4	If you answer yes, how much is this charge	SDR
5.4.5	Do you require cash-on-delivery items to be sealed	-
6	Express items (Conv., art. 18.2.3, 18-102)	
6.1	Whether admitted or not (dispatch and receipt):	Yes
6.2	Limited to priority items:	Yes
6.3	Item itself or an advice of arrival delivered by express in the case of an insured item:	Item delivered
6.4	Other information	
7	Delivery to the addressee in person (Conv., art. 18.2.4, 18-103)	
7.1	Admitted for registered and insured items (If admitted according to question 4):	No
7.2	Admitted <u>only</u> if registered and insured items are received with an advice of delivery :	No
7.3	Indication to appear on items sent to your administration :	
8	Items for delivery free of charges and fees (Conv., art. 18.2.5; Regs., art. 18-004)	
8.1	Ordinary, registered and insured items. Whether admitted or not:	No
8.2	Registered and insured items only. Whether admitted or not:	No
8.3	Merchandise return service	Yes
9	International business reply service (IBRS)	
9.1	International business reply service (IBRS) (Conv., art.18.3.1; Regs., art. 18-104)	Yes
9.2	Operated on a reciprocal basis (Regs., Conv. 18.3.1, Regs., 18-104.2.3)	Yes
9.3	Items weighting from 50g to 2000g on a reciprocal basis (Regs., art. 18-104.3.3)	Yes
9.4	If more than 50g but less than 2000g, please specify the upper weight limit	2000 g
9.5	Items excluded from IBRS with certain contents other than the ones specified in Conv., art. 18 (Conv., art. 18; Regs., art. 18-104.3.4)	No
9.5.1	If yes, please specify:	
9.6	Open to bilaterally agreement to any further extensions of the service (Regs., art. 18-104.3.5)?	Yes
10	International reply coupons (Conv., art. 18.3.2; Regs., art. 18-108 and 18-106.1). Whether sold or not (Regs., art. RL 146.1):	No
11	Radioactive materials (Conv., art. 19.3; Regs., arts. 19.3.3)	
11.1	Whether admitted or not (dispatch and receipt):	No
11.2	Whether admitted or not (receipt only):	No

12	Requests for withdrawal from the post, alteration or correction of address (Conv., art. 5; Regs., art. 19-210.5.4)	
12.1	Whether admitted or not:	Yes
12.2	Office to which requests must be sent: (Regs., art. RL 152.3.4):	
	Office Name : PostNord Danmark	
	Office Code :	
	Address : Kundelinjen Contact Center Excellence (CCE) Oliefabriksvej 49 2770 Kastrup Denmark	
	Phone : 0045 70111230	
	Fax :	
	E-mail 1 : ftkkul25@postnord.com	
	E-mail 2 :	
13	Exempt patient specimens (human or animal) (Conv., art.19-003.2.3;Regs., arts. 19-004)	
13.1	Whether admitted or not (dispatch and receipt):	No
13.2	Whether admitted or not (receipt only):	No
14	Category B Infectious Substances (UN 3373) (Conv., art.19-003.2.1; Regs., arts. 19-001.1.2, 19-003.2.2, 19-003.2.6)	
14.1	Whether admitted or not (dispatch and receipt):	No
14.2	Whether admitted or not (receipt only):	No
15	Literature for the blind (Regs., art. 17-107.5)	
15.1	Sound recordings sent by a blind person to any addressee. Whether admitted or not as literature for the blind:	Yes
15.2	Sound recordings sent to a blind person by any sender. Whether admitted or not as literature for the blind:	No
16	Combination in one item of articles on which different charges are payable (Regs., art. 15-101.4).	No
	Whether authorized or not:	
Other information		
17	Small packets exceeding 500 g (Conv., art. 15; Regs., art. 15-102.1). Delivery charge on domestic items applicable to international items:	SDR
18	Registered items. Liability (Conv., art. 22.2)	
18.1	Whether accepted or non in cases of <i>force majeure</i> (Regs., art. 22-001.2):	No
18.2	Equivalent of the 30 SDR indemnity per item (Regs., art. 22-001.2.1.1):	265
18.3	Equivalent of the indemnity for each M bag – maximum 150 SDR (Regs., art. 22-001.2.1.1):	1327
19	Insured items. Liability (Conv., art. 18.2)	
19.1	Whether accepted or not in cases of <i>force majeure</i> (Regs., art. 22-001.2):	No
19.2	Whether admitted or not on board ships and aircraft used by the administrations (Regs., art. 25-004.4):	Yes

20	Remuneration for returned undeliverable letter-post items	
20.1	Collection of the remuneration provided for in paragraphs 2 and 3 of article 30-122 of the Convention Regulations	Yes
20.2	Indicate year from which the remuneration in 20.1 will apply (please note questions 20.1 and 20.2 shall be completed by no later than 31 October prior to the year from which those rates should apply)	2022
21	Registered items in closed envelopes containing the articles mentioned in article (Conv., art.19.6). Whether admitted or not:	Yes
22	Methods of denoting prepayment (Regs., arts. 06-001)	
22.1	Prepayment of postage indicated by means of impressions made by a printing press or other printing or stamping process. Whether admitted or not:	Yes
22.2	Indication used to denote prepayment:	"PP Danmark" for DK, "PP Foroyar" for FO
22.3	Can prepayment be denoted by an indication that full postage has been prepaid, for example: "Taxe perçue" (Postage paid)? Whether admitted or not:	Yes
22.4	If so, indicate the indication(s) adopted:	"Postage completed"
23	Suspected fraudulent use of postage stamps, etc. (Regs., art. 06-004)	
23.1	Is the prescribed procedure permitted by internal legislation:	Yes
23.2	Office to which advices on suspected fraudulent use must be sent:	
	Office Name : PostNord Danmark	
	Office Code :	
	Address : Hedegaardsvej 88, 2300 Copenhagen S Denmark	
	Phone : (+45) 23 22 05 08	
	Fax :	
	E-mail 1 : christian.nordling@postnord.com	
	E-mail 2:	
24	Registered items (Regs., arts. 17-121 and 18-101)	
24.1	Replacement of the prescribed CN 04 label by a framed label on which only the letter "R" has been printed:	No
24.2	Replacement by a stamp impression or strip:	No
24.3	CN 33 special lists. Whether always required or not:	No
24.4	Bulk entry. Whether accepted or not:	Yes
24.5	Bulk entry in all cases:	No
24.6	Bulk entry only within the framework of a bilateral agreement:	Yes
25	Procedures for delivering registered and insured items (Regs., arts. 18-001, 18-101)	
25.1	Handed over against the signature of the addressee or of a duly authorized agent	
25.1.1	Registered items:	Yes
25.1.2	« This section is no longer valid »	
25.1.3	Insured items:	Yes

25.2	Whether handed over against the signature of a <i>de facto</i> agent (member of the addressee's family, hotel porter, janitor, etc.)	
25.2.1	Registered items:	Yes
25.2.2	« This section is no longer valid »	
25.2.3	Insured items:	Yes
25.3	Number of attempted deliveries for registered and insured items	
25.3.1	Registered items	1
25.3.2	« This section is no longer valid »	
25.3.3	Insured items	1
25.4	Retention period for registered and insured items once a card has been left after several failed delivery attempts	
25.4.1	Registered items	14 Day(s) - Month (s)
25.4.2	« This section is no longer valid »	
25.4.3	Insured items	14 Day(s) - Month (s)
26	« This section is no longer valid »	
27	Advice of delivery (CN 07 form) (Regs., art. 18-003)	
27.1	Whether signed by the addressee (or his representative):	No
27.2	Whether signed by the official of the office of destination:	No
28	Letter-post items retained or addressed poste restante (Regs., art. 19-104.5.3). Period of retention:	14 Day(s) - Month (s)
29	Inquiries (Regs., art. 21-001 and art. 21-002.1.5). Offices to which inquiries must be sent regarding (CN 08 form) (Regs., art. RL 154.2.5):	
29.1	Ordinary items: Office Name : Post Danmark A/S, KUL Salesforce CS support Office Code : Address : Kundelinjen Contact Center Excellence (CCE) Oliefabriksvej 49 2770 Kastrup Denmark Phone : (+45) 33 61 98 21 Fax : E-mail 1 : ftkkul25@postnord.com E-mail 2 :	
29.2	Registered items or insured items:	See 29.1
29.3	Cash-on-delivery (COD) items:	See 29.1
29.4	Electronic CN 08 form (Regs., art. 21-002) Whether admitted or not:	No

30 Items subject to customs control (Regs., art. 20-001)

30.1	Number of CN 23 customs declarations needed when the contents exceed 300 SDR in value:	1
30.2	Languages in which the CN 22 label and CN 23 customs declarations may be filled in:	Danish, English
30.3	M bags (Regs., art. 20-001.2.9)	
30.3.1	Whether the address label of special bags of printed papers requires a CN 22 label:	
30.3.1.1	in all cases (whether items have to be submitted to customs control or not):	Yes
30.3.1.2	only when items have to be submitted to customs control:	No
30.3.2	Any CN 23 customs declaration required, as well as any other accompanying papers, should be attached:	
30.3.2.1	to the outside of the bag:	Yes
30.3.2.2	to one of the items contained in the bag:	No

31 Empty bags (Regs., art. 17-139)

31.1 Office of exchange appointed for reception of empty bags in long-distance services:

Office Name : Copenhagen INC

Office Code : DKCPHA

Address : International Mail Centre
Kystvejen 26,
2770 Kastrup,
Denmark

Phone : (+45)29260442

Fax :

E-mail 1 : grpincdriftleder@post.dk

E-mail 2:

31.2 Average value in SDR of bags used by offices of exchange (Regs., art. 17-139 and 17-144.9): 11 SDR

32 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.

CN 43, CN 54, CN 54bis, CN 56, CN 57, CN 58, CN 61, CN 62, CN 63, CN 64

Office Name : PostNord Danmark

Address : P.O. Box 69
2770 Kastrup
Denmark

Phone :

Fax :

E-mail 1 : International.accounting.dk@postnord.com

E-mail 2:

33 Office(s) of exchange responsible for handling letter post (Regs., art. 17-114.4)

Office Name :	Copenhagen INC
Office Code :	
Address :	International Mail Centre Kystvejen 26 2770 Kastrup Denmark
Phone :	(+45) 29260442
Fax :	
E-mail 1 :	grpincdriftleder@post.dk
E-mail 2:	

Mails conveyed by sea**34 Surface letter-post mails**

34.1 Name of port(s) of arrival: Copenhagen

34.2 Name and address of the exchange office of destination to which advance CN 37 delivery bills should be sent:

Office Name :	Copenhagen INC
Office Code :	
Address :	International Mail Centre Kystvejen 26, 2770 Kastrup, Denmark
Phone :	(+45) 29 26 04 42
Fax :	
E-mail 1 :	grpincdriftleder@post.dk
E-mail 2:	

35 Surface parcel mails (See Parcel Post Compendium)**Service to customers**

36 On-line tracking provided Yes

36.1 Web site address to access information

Denmark: www.postnord.dk , Faroe Islands : www.posta.fo , Greenland: www.post.gl

36.2 Languages in which track and trace information is available

English Danish, Faroese, Kalaallisut (Greenland) Greenlandish

36.3 Contact point :

36.3.1 For partner designated operators

Phone :
Fax :
E-mail :

36.3.2 For customers

Phone :
Fax :
E-mail :

National Holidays

- 37.1 National holidays available on parcel post compendium
https://parcel.upu.org/Published%20Documents/Parcel_Compndium_DK_DKA_EN.pdf
- 37.2 Parcel post compendium
<https://parcel.upu.org>

Delivery standards

- 38 See the annexes.

Other information**39 Airmail**

- 39.1 Are dues payable for air conveyance of airmails in transit between two airports in your country fixed in the form of a single price? -
- 39.2 Subject to the agreement of the administrations receiving these mails at the airports of their countries, does your administration send surface mail by air with reduced priority (S.A.L.)? See also table D – Details concerning the S.A.L. service published in CN 68:
<http://www.upu.int/en/activites/transport/publications.html> -
- 39.3 If so, are reduced air surcharges collected for S.A.L. mail? -
- 39.4 As an administration of dispatch, have you opted for individual entry of each bag on the CN 38 or CN 41 delivery bill? -
- 39.5 Subject to prior agreement, do you authorize administrations to use your airmail bags for making up mails addressed to you? -
- 39.6 For bags of S.A.L. mail, is use made of CN 35 labels bearing in bold characters the words "S.A.L. surface par avion" (S.A.L. surface airlifted) instead of CN 36 labels? -

Letter Post Compendium Online - Annexes

DK - Denmark

Post Danmark A/S

DKA

Letter delivery standards - Air letter

OE Name Copenhagen INC

IMPC Code DKCPHA

Tel (+)

Fax (+)

Hours of operation

From the airport of destination to the addressee

Arrival at the airport		Days of delivery by zone		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 17:00	Monday	---	---
Monday	17:01 - 23:59	Tuesday	---	---
Tuesday	00:00 - 17:00	Tuesday	---	---
Tuesday	17:01 - 23:59	Wednesday	---	---
Wednesday	00:00 - 17:00	Wednesday	---	---
Wednesday	17:01 - 23:59	Thursday	---	---
Thursday	00:00 - 17:00	Thursday	---	---

Thursday	17:01 - 23:59	Friday	---	---
Friday	00:00 - 17:00	Friday	---	---
Friday	17:01 - 23:59	Monday	---	---
Saturday	00:00 - 23:59	Monday	---	---
Sunday	00:00 - 23:59	Monday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
The whole country is Zone 1, Denmark, K+5	

Zone 2:

Postcodes	Cities
Faroe Islands (FO) arrival at Torshavn 18:00 Monday and Wednesday K+2. Arrival Torshavn Tuesday, Thursday and Friday K+1. For postbox always K+0-1	

Zone 3:

Postcodes	Cities
Greenland (GL) the first available connection are used.	

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: K+3

Items not subject to customs duty: K+5

Comments:

Letter Post Compendium Online - Annexes

DK - Denmark

Post Danmark A/S

DKA

Letter delivery standards - Surface letter

OE Name Copenhagen INC
 IMPC Code DKCPHA
 Tel (+)
 Fax (+)
 Hours of operation 24

From the airport/port/office of exchange of destination to the addressee

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

Definition of zones

Zone 1:

Postcodes	Cities
Denmark (DK) The whole country is Zone 1	

Zone 2:

Postcodes	Cities
Faroe Islands (FO). Arrival at Torshavn 18:00 Monday, Wednesday J +2, Tuesday, Thursday, Thursday and Friday J+1. Postbox J+0-1 all days.	

Zone 3:

Postcodes	Cities
Greenland (GL). The first available connection are used	

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty:

Items not subject to customs duty:

Comments: