



Bundesnetzagentur

## Bericht

### Parcel price comparison for Germany and Europe





# Parcel price comparison for Germany and Europe

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# 1 Introduction

In addition to letters, universal service also covers parcels up to 20 kg for private customers. While the letters market in Germany is characterised by a slow but steady decline in mail volumes, the parcel market continues to gain momentum. Digitisation and e-commerce have already fostered steady growth in the past two years. The parcel market will continue to gain momentum in the future. The volume of parcels in Germany rose from 3.06bn<sup>1</sup> to around 3.5bn<sup>2</sup> between 2019 and 2020. Revenue amounted to €12.2bn and €14.7bn in 2019 and 2020 respectively in the parcel market as a whole.<sup>3</sup> In contrast to the letters market, which is characterised by a lack of nationwide end-to-end competition, six large market participants that have their own network infrastructure are active in the parcel market. They account for 98% of the revenue share.<sup>4</sup> What both markets have in common is that the market for individual items (private customers) only accounts for a small share of the overall market. Items sent by private customers account for a 7% share of the parcel market<sup>5</sup> (letters market 15%<sup>6</sup>).

Due to the distribution of revenue shares between the market participants in the parcel market and the provision of end-to-end services in the private customer segment, it is possible to conduct a national comparison of the parcel prices that market participants charge for domestic parcels. A comparison was also conducted on the shipping of parcels to neighbouring countries. The domestic products of 30 foreign universal service providers that are comparable to DHL's domestic products were included in the subsequent international comparison.

The parcel price comparison carried out by the Bundesnetzagentur is intended to be a source of information both for the classification of the domestic parcel prices charged by market participants operating nationwide and for the assessment of prices by international comparison.

It is not possible to conduct an analysis of parcel prices for business customers at this point as the information about prices required to do so is not publicly available.

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<sup>1</sup> cf. Bundesnetzagentur (2021), Activity Report for the postal sector 2020/2021, page 18

<sup>2</sup> cf. Bundesnetzagentur (2021), Activity Report for the postal sector 2020/2021, page 18

<sup>3</sup> cf. Bundesnetzagentur (2021), Activity Report for the postal sector 2020/2021, page 19

<sup>4</sup> cf. Bundesnetzagentur (2021), Activity Report for the postal sector 2020/2021, page 41

<sup>5</sup> cf. Bundesnetzagentur (2019), Activity Report for the postal sector 2018/2019, page 22

<sup>6</sup> cf. Bundesnetzagentur (2021), Conditions and prices for large volume mailers and consolidators in the letters market, page 8

## 2 National parcel price comparison

Compared to the last parcel price comparison carried out in 2020, the comparison of domestic parcels prices includes both national and cross-border parcel delivery. The increase in parcel volumes makes it necessary to include cross-border parcel delivery (approx. 400 million in 2020)<sup>7</sup> and the revenue generated with cross-border parcels (>€3bn in 2020<sup>8</sup>). National parcels will be discussed in the following (Chapter 2.1) and cross-border parcels will be discussed in Chapter 2.2.

### 2.1 Comparison of national parcel prices

In order to compare the parcel prices for national ("domestic") parcels, the prices of the largest parcel service providers operating on the German market that offer domestic conveyance of parcels for private customers as a standard service were compared with each other. The companies in question are DHL, DPD Deutschland GmbH (DPD), General Logistics Systems Germany GmbH & Co. OHG (GLS) and Hermes Germany GmbH (Hermes). Other companies such as United Parcel Service Deutschland S.á.r.l. & Co. OHG (UPS) focus mainly on business customers and offer primarily courier and express services as standard services. For this reason they were not included in the analysis. The same applies to Amazon Deutschland Transport GmbH.

The data used for the comparison has been taken from the respective online publications of the companies under review.

The comparison of domestic parcel prices was carried out on the basis of the nominal price as there was no need to adjust prices to inflation for the analysis within Germany. DHL parcels that are part of universal service (parcels weighing up to 20 kg) are exempt from VAT. All other parcel service providers are obliged to pay VAT. Both the gross prices (ie including VAT) and net prices are shown. Gross prices ensure the comparability of end customer prices.

Furthermore, a comparison is conducted for all products based on the type of franking used (outlet/parcel shop or online franking).

#### 2.1.1 Methodology used

In principle, all the products provided by the companies under review (DHL, DPD, GLS, Hermes) as a standard shipping service in the private customer segment were used for the comparisons. Express shipping, on the other hand, was not included. The shipping of bulky goods or goods with other formats (eg rolled goods) has not been included in the analysis either. The same applies to cash on delivery. This means that the analysis focuses primarily on the products that are part of universal service provided by DHL. This approach is consistent with the comparison of European parcel prices in Chapter 3, which focuses on the products provided by the universal service providers.

For all the products covered, both prices for franking (ie the creation of a parcel label) at a retail outlet or parcel shop and online prices were taken into account. This ensures the products that are available exclusively with online franking, such as DHL's "Parcel S" product, were also taken into account. As all companies give

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<sup>7</sup> cf. Bundesnetzagentur (2019), Activity Report for the postal sector 2018/2019, page 20

<sup>8</sup> cf. Bundesnetzagentur (2019), Activity Report for the postal sector 2018/2019, page 20



customers the option of online franking, for which there is also demand, it is necessary to take the prices of online franking into account.

Likewise, only the prices for doorstep delivery of parcels were included in the comparison for all the products included in the analysis. In principle, it is also possible to deliver parcels to a retail outlet or parcel shop. However, not all of the companies under review offer this delivery option for both types of franking included in the comparison. Hermes, for instance, only accepts delivery to a parcel shop if the customer has opted for online franking in advance. DPD clearly indicates that online prices are only available for parcels delivered to a parcel shop.

All products used in the comparison are also expected to have comparable features such as liability and tracking and tracing. For this reason - unlike the parcel price comparison conducted in 2020 - the DHL products "Päckchen S" and "Päckchen M", which do not include liability or tracking and tracing, are not considered in the following comparisons.

The products of DHL are shown as examples in the following figure; for the sake of completeness, the products "Päckchen S" and "Päckchen M" are also listed. Annex 1 contains a complete list of the products offered by all four companies with their respective features (weight, maximum dimensions, girth<sup>9</sup>, delivery speed, tracking and tracing, and liability) as well as the corresponding (gross and net) prices depending on the franking method used (retail outlet/parcel shop or online franking).

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<sup>9</sup> The girth is calculated by adding together the length of the parcel + 2x width + 2x height.

**Parcel products DHL**

Service provider	Product	Weight	Maximum dimension		Girth	Delivery speed	Tracking and tracing	Liability	2021 Gross prices		2021 Gross prices		Incl. VAT
			L x W x H	longest and shortest side					Doors tep delivery	Delivery to a retail outlet or parcel shop	Doors tep delivery	Delivery to a retail outlet or parcel shop	
DHL	Päckchen S	up to 2 kg	35 x 25 x 10 cm	–	–	1-2 working days	–	–	€ 3,79	€ 3,79	€ 3,79	€ 3,79	–
	Päckchen M	up to 2 kg	60 x 30 x 15 cm	–	–	1-2 working days	–	–	€ 4,50	€ 4,50	€ 4,39	€ 4,39	–
	Parcel S	up to 2 kg	60 x 30 x 15 cm	–	–	1-2 working days	Yes	€ 500	–	–	€ 4,99	€ 4,99	–
	Parcel M	up to 5 kg	120 x 60 x 60 cm	–	max. 300 cm	1-2 working days	Yes	€ 500	€ 7,49	€ 7,49	€ 5,99	€ 5,99	–
	Parcel L	up to 10 kg	120 x 60 x 60 cm	–	max. 300 cm	1-2 working days	Yes	€ 500	€ 9,49	€ 9,49	€ 8,49	€ 8,49	–
	Parcel XL	up to 31,5 kg	120 x 60 x 60 cm	–	–	1-2 working days	Yes	€ 500	€ 16,49	€ 16,49	€ 16,49	€ 16,49	Yes

Figure 1: DHL products

The products subject to comparison were identified based on the product range shown by the respective companies. The allocation and relevant factors for this are outlined below.

The products used for the comparison are defined differently by the companies under review. As shown in Figure 1 above, DHL distinguishes between products mainly according to their weight. Although the respective parcel must have certain dimensions (e.g. L x W x H)<sup>10</sup>, it is the specified weight that is above all the limiting factor. With DPD, GLS and Hermes, on the other hand, the products are primarily determined by individually specified maximum dimensions. Here, it is the sum of the longest and shortest sides, or the girth, that are of particular relevance.<sup>11</sup> Although all three companies also indicate a maximum possible weight per product, it is identical for all products and generally speaking, should not determine which product group a particular parcel comes under. Due to these diverging product classifications, it is not possible to draw a direct comparison between the products of DHL and the products of the other companies.

<sup>10</sup> Length x Width x Height

<sup>11</sup> See Annex 1.

Although DHL does not specify a maximum dimension for the sum of the longest and shortest side, the respective sum of the longest and shortest side for all DHL products can be derived from the information provided by DHL on the maximum possible dimensions of the parcel (L x W x H). The classification of the companies' products is therefore based primarily on this criterion, namely parcel size. For the comparison undertaken here, the five product groups "Parcels up to 35 cm", "Parcels > 35 to 50 cm", "Parcels > 50 to 70 cm", "Parcels > 70 to 90 cm" and "Parcels over 90 cm" were created based on the maximum values shown by the other three companies for the sum of the longest and shortest side, and the respective products of all the companies under review were allocated to the corresponding groups. However, this approach, which is necessary for the sole reason that the companies have different definitions for their products, means that DHL's products in particular are sometimes found in several of the five product groups. It needs to be examined more closely in each individual case which products can ultimately be compared with each other. This individual case analysis is reflected in the (graphical) evaluation of the comparisons, insofar as it is relevant for the respective product group. The aim is to ensure, if possible, that all companies are represented with one product in each product group.

The other product features such as delivery speed do not play a crucial role in the national comparison as generally speaking there are no significant differences between the companies – contrary to the European comparison. The features of the products used for comparative purposes can be found in the overview in Annex 1.

The individual comparisons with the corresponding products are shown below.

## **2.1.2 Conducting the comparison**

The products assigned to each of the above-mentioned product groups are listed first and the prices are then compared in the next step. The prices for each product group are compared separately based on the type of franking used (retail outlet/parcel shop and online franking). Any products that include special features will be described in detail.

### **2.1.2.1 Product group 1: parcels up to 35 cm**

Product group 1 includes all products whose sum of the longest and shortest side is a maximum of 35 cm or less.

The following figure shows all the products that are assigned to product group 1 based on this criterion, indicating their respective features:

**Parcel group 1: parcels up to 35 cm**

Service provider	Product	Weight	Maximum dimension		Girth	Delivery speed	Tracking and tracing	Liability
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height			
DHL	Paket S	up to 2 kg	60 x 30 x 15 cm	75 cm*		1-2 working days	Yes	€ 500,00
DPD	XS	max. 20 kg		up to 35 cm	max. 250 cm	1-2 working days	Yes	up to € 520
GLS	XS	max. 40 kg	200 x 80 x 60 cm	max. 35 cm		1 day (Mo-Fr)	Yes	€ 750,00
Hermes	Päckchen	max. 25 kg		up to 37 cm		ca. 1-2 working days	Yes	€ 50,00

\*Derived value

Figure 2: Products in product group 1 (parcels up to 35 cm)

DHL's "Parcel S" product has a derived value of 75 cm for the sum of the longest and shortest side. This means that "Parcel S" actually exceeds the upper limit of 35 cm set for this product group. The product has nevertheless been included in this product group because the actual dimensions of some of the parcels that fall into this product category do not exceed 35 cm and are thus comparable with the products of the other companies in these cases (e.g. parcels up to 20 x 20 x 15 cm). DHL's "Päckchen S" product was nevertheless included in the product group in the parcel price comparison conducted in 2020 as this product actually meets the size specifications. However, as this product does not include liability or tracking and tracing, the "Päckchen S" product - as already explained above - is no longer part of the comparison, as it is not considered to be comparable with the other products.

At 37 cm, Hermes' "Päckchen" product exceeds the upper limit to such a minimal extent that it is comparable with the other companies' products. In addition, this product includes both liability and tracking and tracing. The other corresponding features are also comparable with each other for all the products under review.

For franking at a retail outlet or parcel shop, both the net and gross prices of the products used in the comparison are as shown in the following figure:

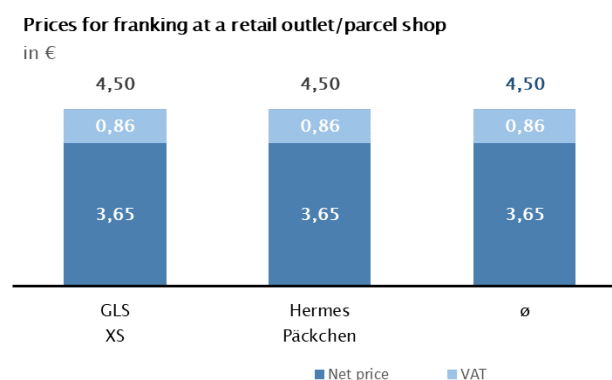


Figure 3: Prices for franking at a retail outlet/parcel shop (parcels up to 35 cm)

DHL's "Parcel S" product is only available with online franking, so this product could not be included in the above-mentioned comparison even though it actually belongs in this product group. DPD does not indicate a price for franking at a parcel shop for its "XS" product, meaning this product could not be taken into account

in the comparison either. The mean values of the prices for the products under consideration are €4.50 (gross) and €3.65 (net).

If online franking is used, the net and gross prices for the products under review are as shown in the following figure:

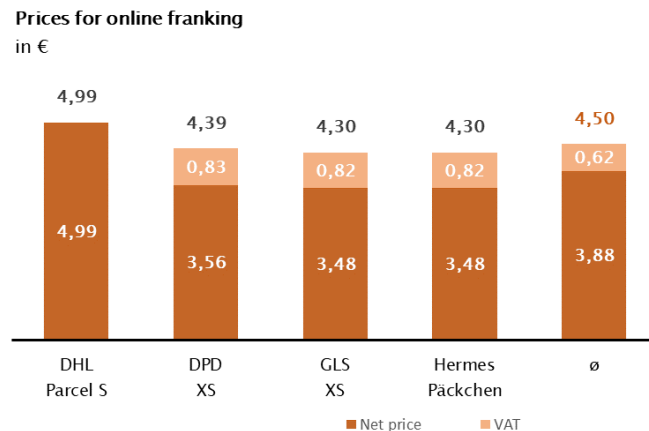


Figure 4: Prices for online franking (parcels up to 35 cm)

DHL's "Parcel S" product and DPD's "XS" product are part of the product group here, as both products are available with online franking. DHL's "Parcel S" product is part of universal service so does not include VAT. The mean values of the prices for online franking for the products under consideration are €4.50 (gross) and €3.88 (net). The price of DHL's product is above the mean values.

#### 2.1.2.2 Product group 2: parcels > 35 up to 50 cm

Product group 2 includes all products whose sum of the longest and shortest side is between 35 cm and a maximum of 50 cm.

The following figure shows all the products that are assigned to product group 2 on the basis of this criterion, indicating their respective features:

Product group 2: parcels > 35 up to 50 cm								
Service provider	Product	Weight	Maximum dimension		Girth	Delivery speed	Tracking and tracing	Liability
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height			
DHL	Parcel S	up to 2 kg	60 x 30 x 15 cm	75 cm*		1-2 working days	Yes	€ 500
DPD	S	max. 20 kg		up to 50 cm	max. 250 cm	1-2 working days	Yes	up to € 520
GLS	S	max. 40 kg	200 x 80 x 60 cm	max. 50 cm		1 day (Mo-Fr)	Yes	€ 750
Hermes	Parcel S	max. 25 kg		up to 50 cm		ca. 1-2 working days	Yes	€ 500

\*Derived value

Figure 5: Products in product group 2 (parcels > 35 to 50 cm)

DHL's "Parcel S" product has a derived value for the sum of the longest and shortest side of 75 cm. This means that "Parcel S" actually exceeds the upper limit of 50 cm set for this product group. The product has

nevertheless been included in this product group because the actual dimensions of some of the parcels that fall into this product category do not exceed 50 cm and are thus comparable with the products of the other companies in these cases. This applies for instance to parcels between 20 x 20 x 15 cm and 35 x 30 x 15 cm. Parcels below 20 x 20 x 15 cm are by definition already included in product group 1.

The two DHL products "Päckchen S" and "Päckchen M" were still included in the product group in the parcel price comparison conducted in 2020. However, as this product does not include liability or tracking and tracing, these two products - as already explained above - are no longer part of the comparison, as they are not considered comparable with the other products. The other features of the products are comparable for all companies, as shown in Figure 5.

If online franking at a retail outlet or parcel shop is used, the net and gross prices for the products under review are as shown in the following figure.

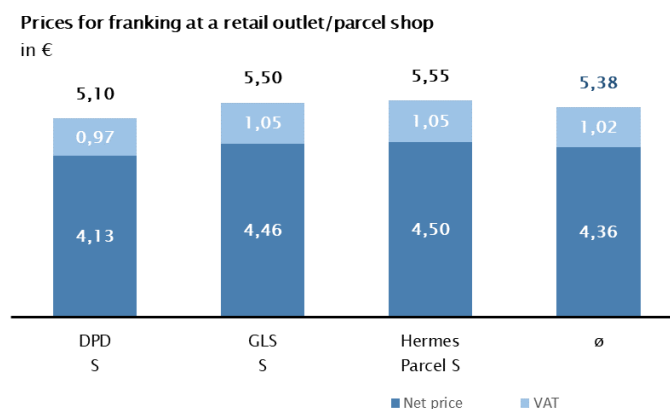


Figure 6: Prices for franking at a retail outlet/parcel shop (parcels > 35 up to 50 cm)

DHL's "Parcel S" product is only available with online franking, so this product could not be included in the above comparison even though it actually belongs in this product group. The mean values of the prices for the products under consideration are €5.38 (gross) and €4.36 (net) for franking at a retail outlet or a parcel shop.

If online franking is used, the net and gross prices for the products under consideration are as shown in the following figure:

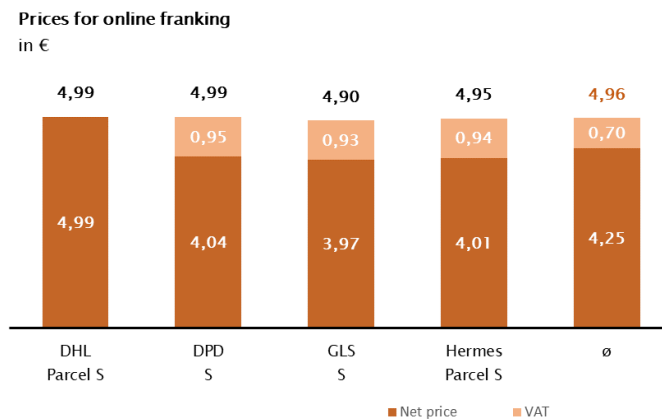


Figure 7: Prices for online franking (parcels &gt; 35 up to 50 cm)

DHL's "Parcel S" product is part of universal service and therefore does not include VAT. The mean values of the prices for the products under consideration are €4.96 (gross) and €4.25 (net) for online franking. The price of DHL's product is above the mean values.

### 2.1.2.3 Product group 3: parcels > 50 up to 70 cm

Product group 3 includes all products whose sum of the longest and shortest side is between 50 cm and a maximum of 70 cm.

The following figure shows all the products that are assigned to product group 3 on the basis of this criterion, indicating their respective features:

Product group 3: parcels &gt; 50 up to 70 cm

Service provider	Product	Weight	Maximum dimension		Girth	Delivery speed	Tracking and tracing	Liability
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height			
DHL	Parcel S	up to 2 kg	60 x 30 x 15 cm	75 cm*		1-2 working days	Yes	€ 500,00
DPD	M	max. 20 kg		up to 70 cm	max. 250 cm	1-2 working days	Yes	up to € 520
GLS	M	max. 40 kg	200 x 80 x 60 cm	max. 70 cm		1 day (Mo-Fr)	Yes	€ 750,00
Hermes	Parcel M	max. 25 kg		> 50 up to 80 cm		ca. 1-2 working days	Yes	€ 500,00

\*Derived value

Figure 8: Products in product group 3 (parcels &gt; 50 cm up to 70 cm)

DHL's "Parcel S" product has a derived value for the sum of the longest and shortest side of 75 cm. This means that "Parcel S" actually exceeds the upper limit of 70 cm set for this product group. The product has nevertheless been included in this product group because the actual dimensions of some of the parcels that fall into this product category do not exceed 70 cm and are thus comparable with the products of the other companies in these cases. This applies for instance to parcels between 35 x 30 x 15 cm and 55 x 30 x 15 cm. Parcels that are smaller than 35 x 30 x 15 cm for instance, are by definition already included in product group 2. The DHL product "Päckchen M" was still included in the product group in the parcel price comparison conducted in 2020. However, as this product does not include liability or tracking and tracing, it is no longer part of the comparison - as already explained above - since it is not considered to be comparable with the

other products. The other features of all the products considered in this comparison such as delivery speed are comparable.

For franking at a retail outlet or a parcel shop, both the net and gross prices of the products used for the comparison are shown in the following figure:

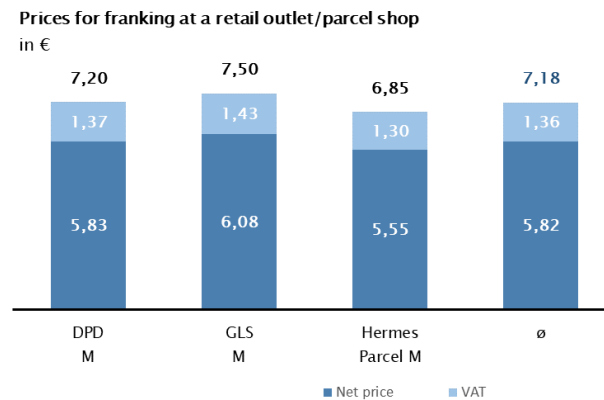


Figure 9: Prices for franking at a retail outlet/parcel shop (parcels > 50 to 70 cm)

DHL's "Parcel S" product is only available with online franking so this product could not be included in the above comparison even though it actually belongs in this product group. The mean values of the price for franking at a retail outlet or a parcel shop for the products under consideration are €7.18 (gross) and €5.82 (net)

If online franking is used, the net and gross prices for the products under review are as shown in the following figure:

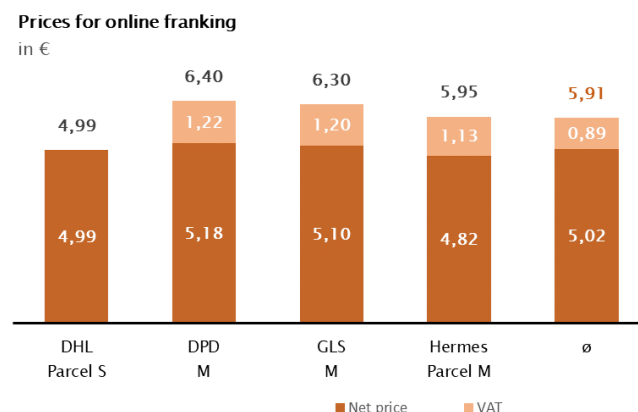


Figure 10: Prices for online franking (parcels > 50 up to 70 cm)

DHL's "Parcel S" product is part of universal service and therefore does not include VAT. The mean values of the prices for the products under consideration are €5.91 (gross) and €5.02 (net). DHL charges less than either mean values for its product.



### 2.1.2.4 Product group 4: parcels > 70 to 90 cm

Product group 4 includes all products whose sum of the longest and shortest side is between 70 cm and a maximum of 90 cm.

The following figure shows all the products that in principle can be assigned to product group 4 on the basis of this criterion, indicating their respective features:

Product group 4: parcels > 70 up to 90 cm								
Service provider	Product	Weight	Maximum dimension	Girth	Delivery speed	Tracking and tracing	Liability	
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height			
DHL	Parcel S	up to 2 kg	60 x 30 x 15 cm	75 cm*		1-2 working days	Yes	€ 500,00
DHL	Parcel M	up to 5 kg	120 x 60 x 60 cm	180 cm*	max. 300 cm	1-2 working days	Yes	€ 500,00
DHL	Parcel L	up to 10 kg	120 x 60 x 60 cm	180 cm*	max. 300 cm	1-2 working days	Yes	€ 500,00
DHL	Parcel XL	up to 31,5 kg	120 x 60 x 60 cm	180 cm*	max. 300 cm	1-2 working days	Yes	€ 500,00
DPD	L	max. 20 kg		up to 90 cm	max. 250 cm	1-2 working days	Yes	up to € 520
GLS	L	max. 40 kg	200 x 80 x 60 cm	max. 90 cm		1 day (Mo-Fr)	Yes	€ 750,00
Hermes	Parcel M	max. 25 kg		> 50 up to 80 cm		ca. 1-2 working days	Yes	€ 500,00
Hermes	Parcel L	max. 25 kg		> 80 up to 120 cm		ca. 1-2 working days	Yes	€ 500,00

\*Derived Value

Figure 11: Products in product group 4 (parcels > 70 to 90 cm)

Due to the fact that product definitions vary between the companies (weight versus parcel size), a large number of products initially fall into this product group. DHL is represented with four products and Hermes with two products in this product group.

In the case of DHL's "Parcel S" product, only a very small proportion of the relevant parcels fall into this product group. This applies to the parcels whose dimensions are between 55 x 30 x 15 cm and 60 x 30 x 15 cm. All other parcels that fall into the "Parcel S" product category have already been considered in the previous three product groups. DHL's products "Parcel M", "Parcel L" and "Parcel XL" actually exceed the maximum limit of 90 cm set for this product group. These products have nevertheless been included in the product group because at least some of the parcels that fall into this product category meet the size specifications, meaning that in theory they are comparable with the other products in these cases. For DHL's three products, this applies to all parcels that are larger than 60 x 30 x 15 cm but smaller than, for instance, 60 x 30 x 30 cm or 70 x 30 x 20 cm. Both Hermes' "Parcel M" and "Parcel L" fall at least partially into this product group. In the case of "Parcel M", this applies to all parcels whose sum of the longest and shortest side is 70 to 80 cm, and in the case of "Parcel L" to parcels that are between 80 and 90 cm.

Whether all of the products included in the product group can actually be compared with each other appears to be debatable from the Bundesnetzagentur's perspective. The way in which the products have been combined here results from the fact that it became necessary to create product groups as an alternative owing to the lack of uniform specifications between the companies under review. Some products included in product group 4 (such as DHL's "Parcel M" and "Parcel L") seem to fit better into this product group than other products (for instance DHL's "Parcel S" and "Parcel XL") when other features such as weight are taken into account.

DHL's "Parcel S" has for the most part already been taken into account in the previous product groups 1-3 because it meets the relevant size requirements of these product groups. In theory, only a very small number of parcels (for instance parcels between 55 x 30 x 15 cm and 60 x 30 x 15 cm) actually fit into this product group. However, if weight is also taken into account, these parcels probably belong to the "Parcel M" product group. "Parcel S" will therefore not be considered further for the following comparisons. DHL's "Parcel XL" product exceeds the upper limit of 90 cm specified here - as already explained above - so that only a portion of the product is actually likely to fall into this product group. However, these parcels are more likely to be assigned to the "Parcel L" product when weight is also taken into account. For this reason, "Parcel XL" will not be considered any further in the following comparisons for product group 4.

For franking at a retail outlet or a parcel shop, both the net and gross prices of the products used for the comparison are as shown in the following figure:

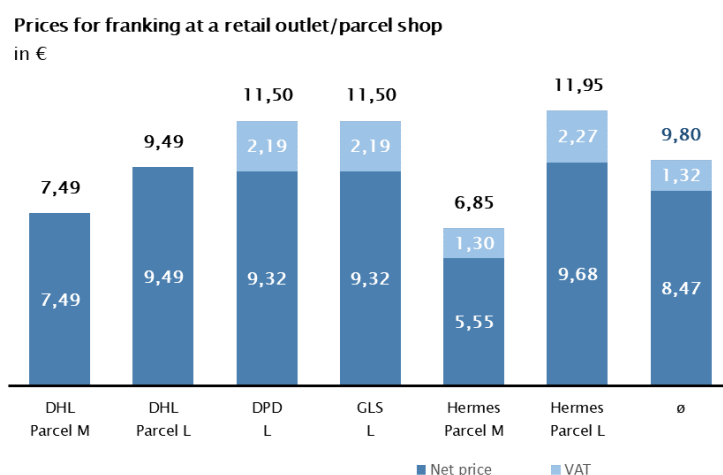


Figure 12: Prices for franking at a retail outlet/parcel shop (parcels > 70 to 90 cm)

DHL's products are part of universal service and therefore do not include VAT, meaning that here too the net and gross prices are identical. The mean values of the price for franking at a retail outlet or parcel shop for the products under review are €9.80 (gross) and €8.47 (net). DHL charges less than the mean values for its "Parcel L" product. With regard to the mean values indicated, it should be borne in mind that the comparison includes two products of DHL and Hermes respectively. If, for instance, only parcels were taken into account for both companies that maxed out the size and weight specifications, selecting the largest possible and heaviest parcel of this product group in each case, then the average value for franking at a retail outlet or a parcel shop would be €11.11 (gross) and €9.45 (net) - not including DHL's "Parcel M" and Hermes' "Parcel M".

If online franking is used, the net and gross prices for the products under review are as shown in the following figure:

Prices for online franking  
in €

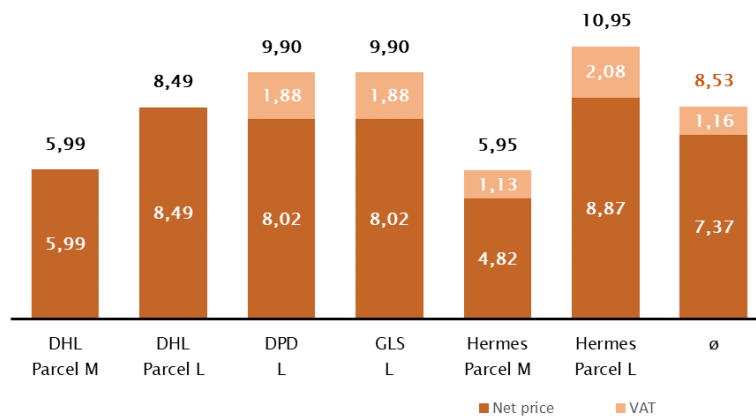


Figure 13: Prices for online franking (parcels > 70 up to 90 cm)

Here too, DHL's products are part of universal service and therefore do not include VAT. The mean value of the prices for online franking for the products under review is €8.53 (gross) and €7.37 (net). DHL charges less for its "Parcel M" product than both mean values. The "Parcel L" product is below the respective mean value in terms of gross price and above it in terms of net price. With regard to the mean value, it should also be borne in mind that the comparison includes two products of both DHL and Hermes. If, for instance, only parcels for both companies were considered that maxed out the size and weight specifications as much as possible, selecting the largest possible and heaviest parcel of this product group in each case, then the average value for online franking would be €9.81 (gross) and €8.35 (net), not including DHL's "Parcel M" and Hermes' "Parcel M".

#### 2.1.2.5 Product group 5: parcels > 90 cm

Product group 5 includes all products whose sum of the longest and shortest side is over 90 cm.

The following figure shows all the products that can in theory be assigned to product group 5 on the basis of this criterion, indicating their respective features:

Product group 5: parcels over 90 cm								
Service provider	Product	Weight	Maximum dimension		Girth	Delivery speed	Tracking and tracing	Liability
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height			
DHL	Parcel M	up to 5 kg	120 x 60 x 60 cm	180 cm*	max. 300 cm	1-2 working days	Yes	€ 500,00
DHL	Parcel L	up to 10 kg	120 x 60 x 60 cm	180 cm*	max. 300 cm	1-2 working days	Yes	€ 500,00
DHL	Parcel XL	up to 31,5 kg	120 x 60 x 60 cm	180 cm*	max. 300 cm	1-2 working days	Yes	€ 500,00
DPD	XL	max. 20 kg			max. 300 cm	1-2 working days	Yes	up to € 520
GLS	XL	max. 40 kg	200 x 80 x 60 cm	260 cm*	max. 300 cm	1 day (Mo-Fr)	Yes	€ 750,00
Hermes	Parcel L	max. 25 kg		> 80 up to 120 cm		ca. 1-2 working days	Yes	€ 500,00

\*Derived value

Figure 14: Products in product group 5 (parcels over 90 cm)

Similar to product group 4, a large number of products theoretically fall into this product group due to the parcel sizes specified by the companies and the different product definitions (weight versus parcel size) between DHL and the other companies under review. This means that a total of three DHL products are included in the product group, all of which meet the size requirement of more than 90 cm for the sum of the longest and shortest side.

Whether all of the products included in the product group can actually be compared with each other appears to be debatable from the Bundesnetzagentur's perspective. The combination of the products made in product group 5 results from the fact that it became necessary as an alternative to create product groups due to the lack of uniform specifications between the companies under review. When additional product features such as weight are taken into account, the two products DHL's "Parcel M" and "Parcel L" seem to fit less well into product group 5. Both products are already included in product group 4 (> 70 to 90 cm), the same applies for instance to all parcels up to 60 x 30 x 30 cm and 70 x 30 x 20 cm respectively. In the case of parcels that are larger than the dimensions provided as examples, the weight limits of 5 kg for "Parcel M" or 10 kg for "Parcel L" could potentially mean that these parcels come under the "Parcel XL" product. With the intention of allocating just one product per company to each product group, if possible, DHL's "Parcel M" and "Parcel L" will not be considered further in the following comparisons of product group 5 due to the combination of dimensions and weight.

For franking at a retail outlet or parcel shop, both the net and gross prices of the products used for the comparison are as shown in the following figure:

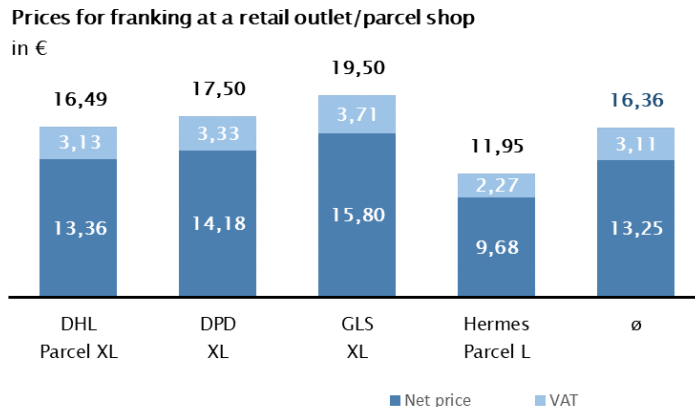


Figure 15: Prices for franking at a retail outlet/parcel shop (parcels over 90 cm)

DHL's "Parcel XL" is not part of universal service, so that here – the same as for the other companies – both a gross as well as a net price are shown. The mean price for franking at a retail outlet or parcel shop is €16.36 (gross) and €13.25 (net). DHL's charges more for its product, meaning its price is above both mean values.

If online franking is used, the net and gross prices for the products under review are as shown in the following figure:

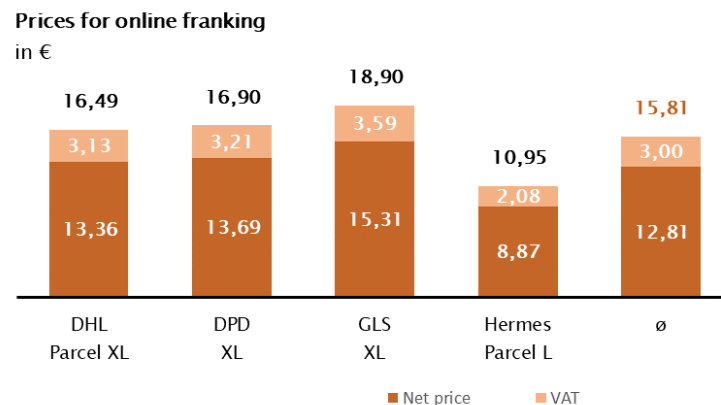


Figure 16: Prices for online franking (parcels over 90 cm)

The mean value of the prices for online franking of the products under consideration is €15.81 (gross) and €12.81 (net). Here, too, DHL charges more for its product, meaning it is above both mean values.

## 2.2 Comparison of cross-border parcel delivery

For the national comparison of parcel prices charged for cross-border parcels, the prices of the largest parcel service providers operating on the German market, which offer the conveyance of private customer parcels abroad as a standard service, were compared with one another. For the same reasons as for national parcel delivery, the prices of the companies DHL, DPD, GLS and Hermes were compared.

The data used for the comparison has been taken from the respective internet publications of the companies included in the analysis.

Parcels conveyed to Germany's immediate neighbours with the exception of Switzerland are compared. These include Austria (AT), Belgium (BE), the Czech Republic (CZ), Denmark (DK), France (FR), Luxembourg (LU), the Netherlands (NL) and Poland (PL). Switzerland has not been included in the comparison, as not all four companies offer a parcel delivery service to Switzerland.

The comparison of cross-border parcel prices was carried out on the basis of nominal prices, it is not necessary to adjust them to inflation for the analysis within Germany. Although DHL parcels weighing up to 10 kg are exempt from VAT, the "Parcel 20 kg" and "Parcel 31.5 kg" products include VAT. All other parcel service providers are obliged to pay VAT on all the products offered. Both the gross prices (i.e. including VAT) and the net prices are shown here. Using the gross prices ensures the comparability of end customer prices.

Furthermore, a comparison is made for all products based on the type of franking used (retail outlet/parcel shop or online franking).

### 2.2.1 Methodology used

The approach taken for cross-border parcels is basically the same as for national parcels (see Chapter 2.1.1 for details).

All the products provided as a standard shipping service in the private customer segment by the companies under review (DHL, DPD, GLS, Hermes) were used for the comparisons. For all the products considered, prices for franking (that is, the creation of a parcel label) at a retail outlet or parcel shop as well as online franking were taken into account.

It also applies to all the products under review that - if this is explicitly indicated by the companies - only the prices for doorstep delivery of the parcels were included in the comparison. For GLS, this means that only the prices for its "Send@Home" products were considered. Hermes does not offer doorstep delivery in all countries. For the countries examined here, this applies firstly to parcels being sent to Denmark, where delivery takes place directly at the "Parcel shop" and shipping is only possible using the online parcel label. Secondly, parcels weighing more than 5 kg are delivered directly to the "Parcel shop" in France.

As with domestic parcels, all products under review are expected to have comparable features such as liability and tracking and tracing. For this reason, DHL's "Päckchen XS" and "Päckchen M" products, neither of which offers liability or tracking and tracing, are not included in the following comparisons.

DHL's products are shown as examples in the following figure. For the sake of completeness, small packets are also included. Annex 2 contains a complete list of the products provided by all four companies with the respective features as well as the corresponding (gross and net) prices based on the franking method used (retail outlet/parcel shop or online).

#### Products DHL 2021

Service provider	Product	Weight	Maximum dimension		Girth	Tracking and tracing	Liability	Zone 1		Zone 2		Zone 3	
								Gross prices		Gross prices		Gross prices	
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height			Retail outlet/parcel shop	Online	Retail outlet/parcel shop	Online	Retail outlet/parcel shop	Online
DHL	Päckchen XS	up to 2 kg	35 x 25 x 3 cm	-	-	-	-	-	€ 4,89	-	€ 8,89	-	€ 8,89
	Päckchen M	up to 2 kg		No side longer than 60 cm; L+W+H = 90 cm	-	-	-	€ 9,00	€ 8,89	€ 16,00	€ 12,70	€ 16,00	€ 15,89
	Parcels up to 2 kg	up to 2 kg	60 x 30 x 15 cm	-	-	Yes	€ 500,00	-	€ 13,99	-	-	-	-
	Parcels up to 5 kg	up to 5 kg	120 x 60 x 60 cm	-	max. 300 cm	Yes	€ 500,00	€ 17,99	€ 15,99	€ 29,99	€ 26,90	€ 30,99	€ 29,99
	Parcel 10 kg	up to 10 kg	120 x 60 x 60 cm	-	max. 300 cm	Yes	€ 500,00	€ 22,99	€ 20,99	€ 35,99	€ 34,99	€ 38,99	€ 37,99
	Parcel 20 kg	up to 20 kg	121 x 60 x 60 cm	-	-	Yes	€ 500,00	€ 33,99	€ 31,99	€ 49,99	€ 48,99	€ 53,99	€ 52,99
	Parcel 31,5 kg	up to 31,5 kg	120 x 60 x 60 cm	-	-	Yes	€ 500,00	€ 44,99	€ 44,99	€ 55,99	€ 55,99	€ 60,99	€ 60,99

Zone 1: EU ( BE, BG, DK, EE, FI, FR, GR, IE, IT, HR, LV, LT, LU, MT, MC, NL, AT, PL, PT, RO, SE, SK, SI, ES, CZ, HU, CY)

Zone 2: UK, CH

Zone 3: Rest of Europe (not including CH and RU, inter alia IS, NO)

Figure 17: DHL products (cross-border parcels)

By contrast, Annexes 3 and 4 provide overviews of the gross and net prices, which are sorted both by country and by the type of franking used. Furthermore, the transit times of parcels indicated on the companies' websites have been summarised for each country. Annex 5 provides an overview of these transit times. As the companies claim the information and transit times indicated are non-binding, they have not been taken into account in the comparison.

The cross-border products used for the comparison are defined differently by the companies under review. At DHL, products are mainly differentiated according to weight. DPD, GLS and Hermes define products primarily by individually specified maximum dimensions. For this reason, the criterion "sum of the longest and shortest side" was used as an alternative for the analysis of cross-border parcels. To this end, the five product groups ("Parcels up to 35 cm", "Parcels > 35 up to 50 cm", "Parcels > 50 up to 70 cm", "Parcels > 70 up to 90 cm" and

"Parcels over 90 cm") were taken from the comparison of national parcels. This approach also means that DHL products in particular are sometimes found in several of the five product groups. Which products can actually be compared with each other needs to be examined more closely in each individual case. This individual case analysis is reflected within the framework of the (graphic) evaluation of the comparisons, provided it is relevant for the corresponding product group. The aim is to ensure that, if possible, all companies are represented with one product in each product group.

The individual comparisons with the corresponding products are shown below.

## 2.2.2 Conducting the comparison

The products assigned to each of the above-mentioned product groups are listed first and the prices are compared in the next step. The prices for each product group are compared separately based on the type of franking used (retail outlet/parcel shop and online). Products with special features are described in detail.

### 2.2.2.1 Product group 1: parcels up to 35 cm

Product group 1 includes all products whose sum of the longest side and shortest side is 35 cm or less.

The following figure shows all the products that are assigned to product group 1 on the basis of this criterion, indicating their respective features:

<b>Product group 1: parcels up to 35 cm (cross-border parcels)</b>							
<b>Service provider</b>	<b>Product</b>	<b>Weight</b>	<b>Maximum dimension</b>		<b>Girth</b>	<b>Tracking and tracing</b>	<b>Liability</b>
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height		
DHL	Parcel up to 2 kg	up to 2 kg	60 x 30 x 15 cm	75 cm*	–	Yes	€ 500
DPD	XS	max. 20 kg	–	up to 35 cm	max. 250 cm	Yes	up to € 520
GLS	XS	max. 40 kg	200 x 80 x 60 cm	max. 35 cm	–	Yes	€ 750
Hermes	Parcel XS	max. 25 kg	–	up to 30 cm	–	Yes	€ 500
Hermes	Parcel S	max. 25 kg	–	up to 50 cm	–	Yes	€ 500

\*Derived value

Figure 18: Products in product group 1 (cross-border parcels)

DHL's "Parcels up to 2 kg" product has a derived value for the sum of the longest and shortest sides of 75 cm. This means that the "Parcel S" product actually exceeds the upper limit of 35 cm set for this product group. This product has nevertheless been included in this product group because the actual dimensions of some of the parcels that fall into this product category do not exceed 35 cm and are thus comparable with the products of the other companies in these cases (e.g. parcels up to 20 x 20 x 15 cm). For the same reasons, Hermes' "Parcel S" product is included in the product group. Parcels whose sum of the longest and shortest sides is between 30 cm and 35 cm are at least in theory comparable with the products of the other companies.

By contrast, only the Hermes "Parcel XS" product is used in the diagram. Of the two Hermes parcels that fall into this product group, the "Parcel XS" product is just below the product group limit of 35 cm for the criterion maximum dimension with a sum of the longest and shortest sides of 30 cm. The other "Parcel S" product

exceeds the upper limit. Unlike the aforementioned DHL product, Hermes has an alternative product that is below the upper limit and meets all the other criteria.

No comparisons were made for franking at a retail outlet or parcel shop, as Hermes is the only company that offers franking at a retail outlet or parcel shop for the products examined here.

If online franking is used, the net and gross prices for the products under review are as shown in the following figure:

**Gross prices for product group 1 (online franking)**

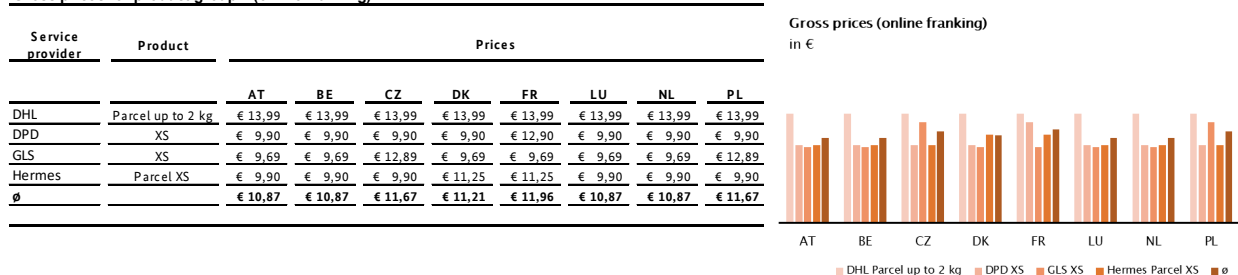


Figure 19: Gross prices for product group 1 (online franking)

**Net prices for product group 1 (online franking)**

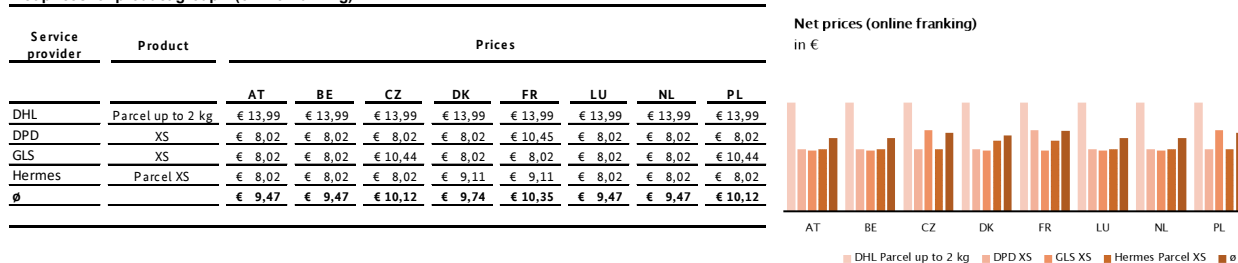


Figure 20: Net prices for product group 1 (online franking)

DHL's "Parcels up to 2 kg" product does not include VAT. The mean values of gross prices are €10.87 (AT, BE, LU, NL), €11.67 (CZ and PL), €11.96 (DK) and €11.96 (FR). The net prices are €9.47 (AT, BE, LU and NL), €10.12 (CZ, PL), €9.74 (DK) and €10.35 (FR). DHL's product is above the respective mean values for all countries, this applies to both the net and gross prices.

### 2.2.2.2 Product group2: parcels > 35 up to 50 cm

Product group 2 includes all products whose sum of the longest and the shortest side is between 35 cm and a maximum of 50 cm.

The following figure shows all the products that are assigned to product group 2 on the basis of this criterion, indicating their respective features:



**Product group 2: parcels > 35 up to 50 cm (cross-border parcels)**

Service provider	Product	Weight	Maximum dimension		Girth	Tracking and tracing	Liability
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height		
DHL	Parcel up to 2 kg	up to 2 kg	60 x 30 x 15 cm	75 cm*	–	Yes	€ 500,00
DPD	S	max. 20 kg	–	up to 50 cm	max. 250 cm	Yes	up to € 520
GLS	S	max. 40 kg	200 x 80 x 60 cm	max. 50 cm	–	Yes	€ 750,00
Hermes	Parcel S	max. 25 kg	–	up to 50 cm	–	Yes	€ 500,00

\*Derived value

Figure 21: Products in product group 2 (cross-border parcels)

Similar to the "Parcel S" product in the comparison of domestic parcels, the "Parcels up to 2 kg" has a derived value for the sum of the longest and the shortest side of 75 cm. This means it actually exceeds the upper limit of 50 cm set for this product group. The product has nevertheless been included in this product group because some of the parcels that fall into this product category do not exceed the 50 cm limit due to their actual dimensions and are thus comparable with the products of the other companies. This applies for instance to parcels between 20 x 20 x 15 cm and 35 x 30 x 15 cm. By contrast, parcels below 20 x 20 x 15 cm, for instance, are by definition already included in product group 1.

For franking at a retail outlet or a parcel shop, both the (gross and net) prices of the relevant products are as shown in the following two figures:

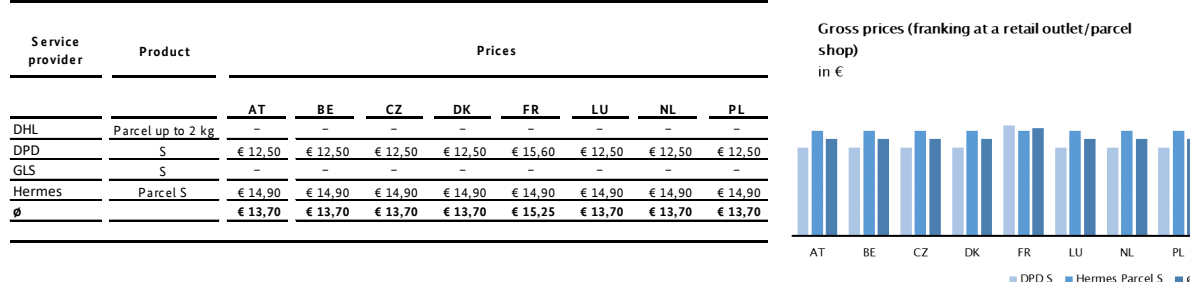
**Product group 2: gross prices (franking at a retail outlet/parcel shop)**

Figure 22: Gross prices for product group 2 (franking at a retail outlet/parcel shop)

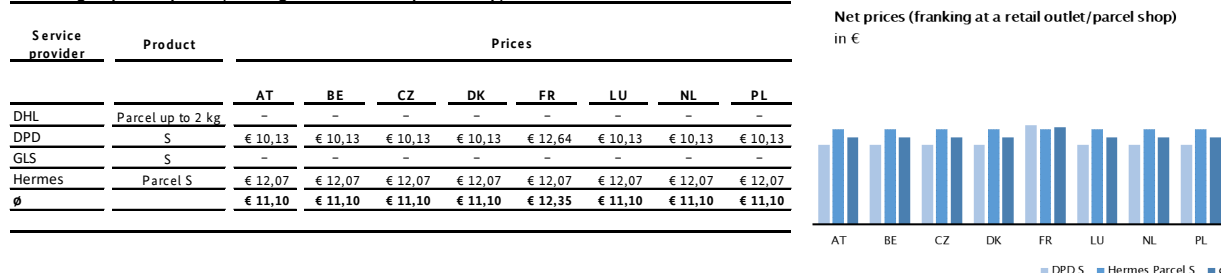
**Product group 2: net prices (franking at a retail outlet/parcel shop)**

Figure 23: Net prices for product group 2 (franking at a retail outlet/parcel shop)

DHL's "Parcels up to 2 kg" product and GLS's "Parcel S" are only available with online franking, meaning that these products could not be taken into account in the above-mentioned comparison. The mean values for the

gross prices per country are €13.70 and €15.25 (FR) and the mean values for the net prices are €11.10 and €12.35 (FR).

If online franking is used, the gross and net prices for the products under review are as shown in the following figure:

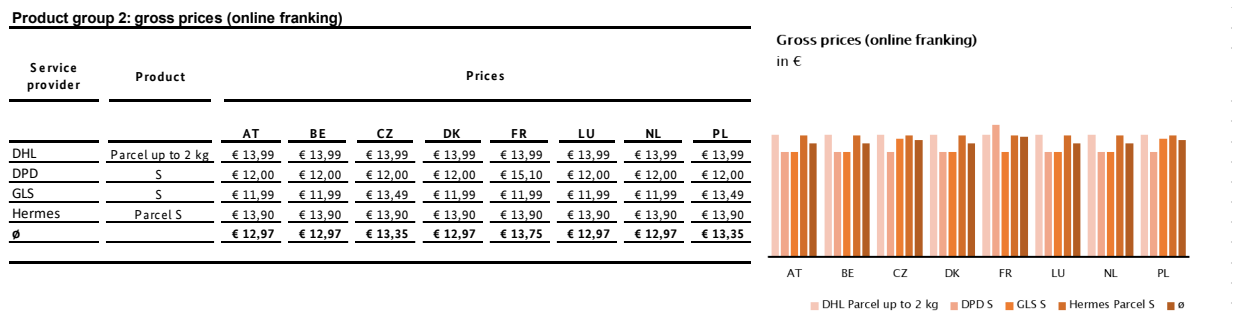


Figure 24: Gross prices for product group 2 (online franking)

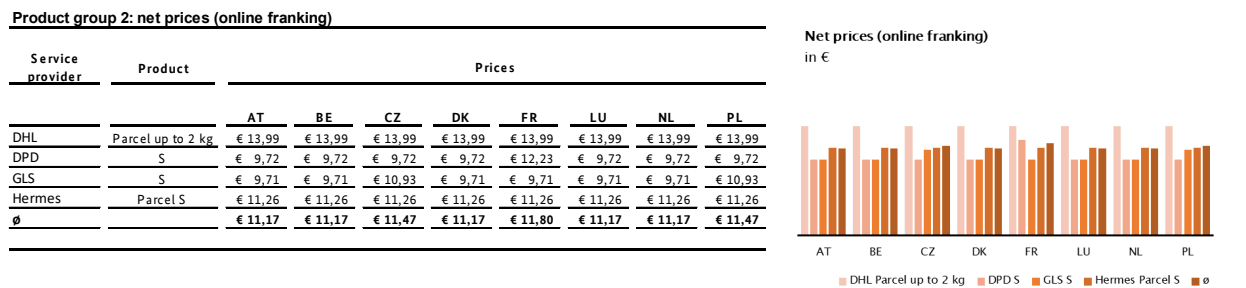


Figure 25: Net prices for product group 2 (online franking)

DHL's "Parcels up to 2 kg" product does not include VAT. The mean values of the gross prices (online franking) are €12.97, €13.35 (CZ, PL) and €13.75 (FR). The net prices are €11.17, €11.47 (CZ, PL) and €11.80 (FR). DHL's product is above the mean values for all countries.

### 2.2.2.3 Product group 3: parcels > 50 up to 70 cm

Product group 3 includes all products whose sum of the longest and the shortest side is between 50 cm and a maximum of 70 cm.

The following figure shows all the products that are assigned to product group 3 on the basis of this criterion, indicating their respective features:

**Product group 3: parcels > 50 up to 70 cm (cross-border parcels)**

Service provider	Product	Weight	Maximum dimension		Girth	Tracking and tracing	Liability
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height		
DHL	Parcel up to 2 kg	up to 2 kg	60 x 30 x 15 cm	75 cm*	–	Yes	€ 500,00
DPD	M	max. 20 kg	–	up to 70 cm	max. 250 cm	Yes	up to € 520
GLS	M	max. 40 kg	200 x 80 x 60 cm	max. 70 cm	–	Yes	€ 750,00
Hermes	Parcel M	max. 25 kg	–	> 50 up to 80 cm	–	Yes	€ 500,00

\*Derived value

Figure 26: Products in product group 3 (cross-border parcels)

DHL's "Parcels up to 2 kg" product has a derived value for the sum of the longest and the shortest side of 75 cm. This means that this product actually exceeds the upper limit of 70 cm set for this product group. The product has nevertheless been included in this product group because some of the parcels that fall into this product category do not exceed the 70 cm due to their actual dimensions and are thus comparable with the products of the other companies in these cases. This applies, for instance, to parcels between 35 x 30 x 15 cm and 55 x 30 x 15 cm. Parcels smaller than, for instance 35 x 30 x 15 cm are by definition already included in product group 2.

For franking at a retail outlet or a parcel shop, both the gross and net prices of the products used for the comparison are as shown in the following figures:

**Product group 3: gross prices (franking at a retail outlet/parcel shop)**

Service provider	Product	Prices							
		AT	BE	CZ	DK	FR	LU	NL	PL
DHL	Parcel up to 2 kg	–	–	–	–	–	–	–	–
DPD	M	€ 15,80	€ 15,80	€ 15,80	€ 15,80	€ 18,80	€ 15,80	€ 15,80	€ 15,80
GLS	M	–	–	–	–	–	–	–	–
Hermes	Parcel M	€ 19,90	€ 19,90	€ 19,90	€ 19,90	€ 19,90	€ 19,90	€ 19,90	€ 19,90
Ø		€ 17,85	€ 17,85	€ 17,85	€ 17,85	€ 19,35	€ 17,85	€ 17,85	€ 17,85

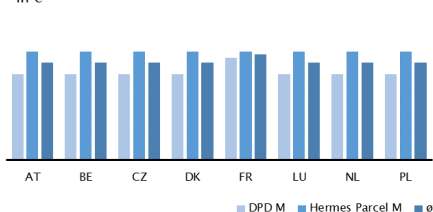
Gross prices (franking at a retail outlet/parcel shop)  
in €

Figure 27: Gross prices for product group 3 (franking at a retail outlet/parcel shop)

**Product group 3: net prices (franking at a retail outlet/parcel shop)**

Service provider	Product	Prices							
		AT	BE	CZ	DK	FR	LU	NL	PL
DHL	Parcel up to 2 kg	–	–	–	–	–	–	–	–
DPD	M	€ 12,80	€ 12,80	€ 12,80	€ 12,80	€ 15,23	€ 12,80	€ 12,80	€ 12,80
GLS	M	–	–	–	–	–	–	–	–
Hermes	Parcel M	€ 16,12	€ 16,12	€ 16,12	€ 16,12	€ 16,12	€ 16,12	€ 16,12	€ 16,12
Ø		€ 14,46	€ 14,46	€ 14,46	€ 14,46	€ 15,67	€ 14,46	€ 14,46	€ 14,46

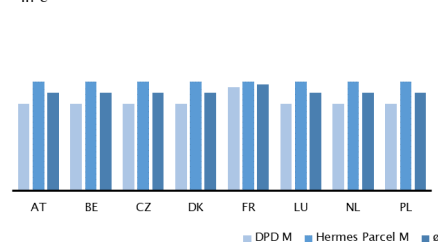
Net prices (franking at a retail outlet/parcel shop)  
in €

Figure 28: Net prices for product group 3 (franking at a retail outlet/parcel shop)

DHL's "Parcels up to 2 kg" product and GLS's "Parcel M" are only available with online franking, meaning that these products could not be taken into account in the above-mentioned comparison. The mean values for the gross prices per country are €17.85 and €19.35 (FR) and the mean values for the net prices are €14.46 and €15.67 (FR).

If online franking is used, the gross and net prices for the products under review are as shown in the following figures:

**Product group 3: gross prices (online franking)**

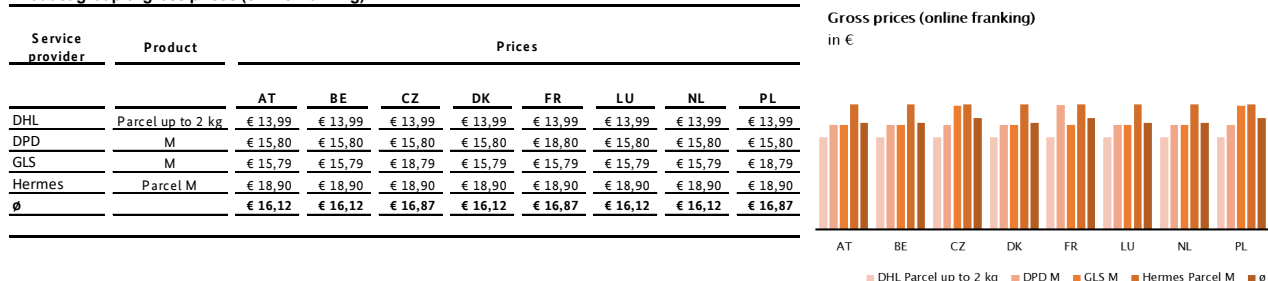


Figure 29: Gross prices for product group 3 (online franking)

**Product group 3: net prices (online franking)**

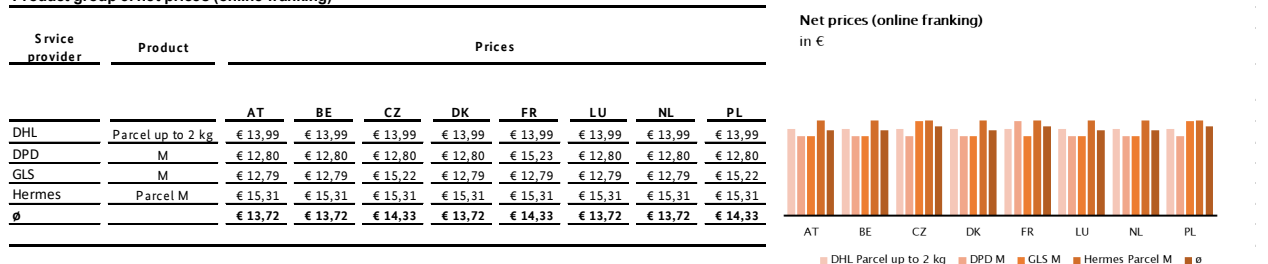


Figure 30: Net prices for product group 3 (online franking)

DHL's product "Parcels up to 2 kg" does not include VAT. The mean values of the gross prices (online franking) are €16.12 and €16.87 (CZ, FR and PL). The net prices are €13.72 and €14.33 (CZ, FR and PL). DHL's gross price for the product is above the mean values in all countries in terms of gross price, and both above and below the mean values in terms of net price (CZ, FR and PL).

#### 2.2.2.4 Product group 4: parcels > 70 up to 90 cm

Product group 4 includes all products whose sum of the longest and the shortest side is between 70 cm and a maximum of 90 cm.

The following figure shows all the products that in theory can be assigned to product group 4 on the basis of this criterion, indicating their respective features:

**Product group 4: parcels > 70 up to 90 cm (cross-border parcels)**

Service provider	Product	Weight	Maximum dimension		Girth	Tracking and tracing	Liability
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height		
DHL	Parcel up to 2 kg	up to 2 kg	60 x 30 x 15 cm	75 cm*	–	Yes	€ 500,00
DHL	Parcel up to 5 kg	up to 5 kg	120 x 60 x 60 cm	180 cm*	max. 300 cm	Yes	€ 500,00
DHL	Parcel 10 kg	up to 10 kg	120 x 60 x 60 cm	180 cm*	max. 300 cm	Yes	€ 500,00
DHL	Parcel 20 kg	up to 20 kg	120 x 60 x 60 cm	180 cm*	–	Yes	€ 500,00
DHL	Parcel 31,5 kg	up to 31,5 kg	120 x 60 x 60 cm	180 cm*	–	Yes	€ 500,00
DPD	L	max. 20 kg	–	up to 90 cm	max. 250 cm	Yes	up to € 520
GLS	L	max. 40 kg	200 x 80 x 60 cm	max. 90 cm	–	Yes	€ 750,00
Hermes	Parcel M	max. 25 kg	–	> 50 up to 80 cm	–	Yes	€ 500,00
Hermes	Parcel L	max. 25 kg	–	> 80 up to 120 cm	–	Yes	€ 500,00

\*Derived value

Figure 31: Products in product group 4 (cross-border parcels)

Due to the fact that product definitions vary between the companies (weight versus parcel size), a large number of products are initially included in this product group. DHL is represented with five products and Hermes with two products in this product group.

In the case of DHL's "Parcels up to 2 kg" product, only a very small proportion of the relevant parcels fall into this product group. This applies to the parcels the dimensions of which are between 55 x 30 x 15 cm and 60 x 30 x 15 cm. All other parcels that fall under the "Parcels up to 2 kg" product have already been considered in the previous three product groups. DHL's other products actually exceed the maximum limit of 90 cm set for this product group. These products have nevertheless been included in this product group because at least some of the relevant parcels meet the size specifications, meaning that in theory they can be compared with the other products in these cases. For these four products, this applies to all parcels that are larger than 60 x 30 x 15 cm but are smaller than, for instance, 60 x 30 x 30 cm or 70 x 30 x 20 cm. Both Hermes' "Parcel M" and "Parcel L" products fall at least partially into this product group. In the case of "Parcel M", this applies to all parcels whose sum of the longest and the shortest side is 70 to 80 cm, and in the case of "Parcel L" to parcels that are between 80 and 90 cm.

Whether all of the products included in the product group can actually be compared with each other appears to be debatable from the Bundesnetzagentur's perspective. The way in which the products have been combined here results from the fact that due to the lack of uniform specifications between the companies under review it became necessary as an alternative to create product groups. Some products included in product group 4 (such as DHL's "Parcels up to 5 kg", "Parcels 10 kg" and "Parcels 20 kg") seem to fit better into the product group than other products (for instance, DHL's "Parcels up to 2 kg" and "Parcels up to 31.5 kg") taking other features such as weight into account.

DHL's "Parcels up to 2 kg" product has for the most part already been taken into account in the previous product groups 1-3 because it meets the relevant size requirements of these product groups. In theory, only a very small number of parcels (for instance parcels between 55 x 30 x 15 cm and 60 x 30 x 15 cm) actually fit into this product group. However, if weight is also taken into account, these parcels are possibly already part of the "Parcels up to 5 kg" product. The "Parcels up to 2 kg" product will therefore not be considered further for the following comparisons. The "Parcels up to 31.5 kg" product exceeds the upper limit of 90 cm specified here - as already explained above - so that only a portion of the product is actually likely to fall into this

product group. However, when weight is also taken into account, these parcels are possibly more likely to be assigned to the "Parcels up to 20 kg" product. For this reason, "Parcels up to 31.5 kg" will not be considered any further in the following comparisons of product group 4.

For franking at a retail outlet or a parcel shop, both the gross and net prices of the products used for the comparison are as shown in the following figures:

**Product group 4: gross prices (franking at a retail outlet/parcel shop)**

Service provider	Product	Prices							
		AT	BE	CZ	DK	FR	LU	NL	PL
DHL	Parcel up to 5 kg	€ 17,99	€ 17,99	€ 17,99	€ 17,99	€ 17,99	€ 17,99	€ 17,99	€ 17,99
DHL	Parcel 10 kg	€ 22,99	€ 22,99	€ 22,99	€ 22,99	€ 22,99	€ 22,99	€ 22,99	€ 22,99
DHL	Parcel 20 kg	€ 33,99	€ 33,99	€ 33,99	€ 33,99	€ 33,99	€ 33,99	€ 33,99	€ 33,99
DPD	L	€ 19,00	€ 19,00	€ 19,00	€ 19,00	€ 23,00	€ 19,00	€ 19,00	€ 19,00
GLS	L	-	-	-	-	-	-	-	-
Hermes	Parcel M	€ 19,90	€ 19,90	€ 19,90	€ 19,90	€ 19,90	€ 19,90	€ 19,90	€ 19,90
Hermes	Parcel L	€ 29,90	€ 29,90	€ 29,90	€ 29,90	€ 29,90	€ 29,90	€ 29,90	€ 29,90
Ø		€ 23,96	€ 23,96	€ 23,96	€ 23,96	€ 24,63	€ 23,96	€ 23,96	€ 23,96

**Gross prices (franking at a retail outlet/parcel shop)**  
in €

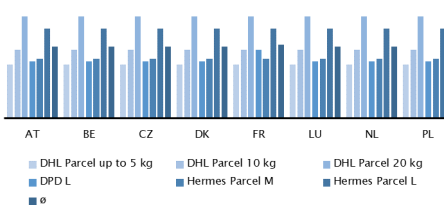


Figure 32: Gross prices for product group 4 (franking at a retail outlet/parcel shop)

**Product group 4: net prices (franking at a retail outlet/parcel shop)**

Service provider	Product	Prices							
		AT	BE	CZ	DK	FR	LU	NL	PL
DHL	Parcel up to 5 kg	€ 17,99	€ 17,99	€ 17,99	€ 17,99	€ 17,99	€ 17,99	€ 17,99	€ 17,99
DHL	Parcel 10 kg	€ 22,99	€ 22,99	€ 22,99	€ 22,99	€ 22,99	€ 22,99	€ 22,99	€ 22,99
DHL	Parcel 20 kg	€ 27,53	€ 27,53	€ 27,53	€ 27,53	€ 27,53	€ 27,53	€ 27,53	€ 27,53
DPD	L	€ 15,39	€ 15,39	€ 15,39	€ 15,39	€ 18,63	€ 15,39	€ 15,39	€ 15,39
GLS	L	-	-	-	-	-	-	-	-
Hermes	Parcel M	€ 16,12	€ 16,12	€ 16,12	€ 16,12	€ 16,12	€ 16,12	€ 16,12	€ 16,12
Hermes	Parcel L	€ 24,22	€ 24,22	€ 24,22	€ 24,22	€ 24,22	€ 24,22	€ 24,22	€ 24,22
Ø		€ 20,71	€ 20,71	€ 20,71	€ 20,71	€ 21,25	€ 20,71	€ 20,71	€ 20,71

**Net prices (franking at a retail outlet/parcel shop)**  
in €

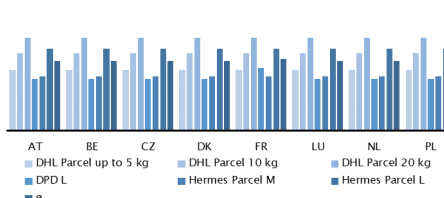


Figure 33: Net prices for product group 4 (franking at a retail outlet/parcel shop)

GLS's "Parcel L" product is only available with online franking, meaning it could not be taken into account in the above-mentioned comparison. DHL's "Parcels up to 5 kg" and "Parcels 10 kg" products do not include VAT. The mean values for the gross prices per country are €23.96 and €24.63 (FR) and the mean values for the net prices are €20.71 and €21.25 (FR). However, it should be borne in mind here too that three of DHL's products and two of Hermes' products are included in the comparison. DHL's gross price for the products "Parcels up to 5 kg" and "Parcels 10 kg" is below the mean values and is above the mean values for the product "Parcel 20 kg". In terms of net prices, only the "Parcels up to 5 kg" product is below the mean values.

If online franking is used, the gross and net prices for the products under review are as shown in the following figures:

Product group 4: gross prices (online franking)

Service provider	Product	Prices							
		AT	BE	CZ	DK	FR	LU	NL	PL
DHL	Parcel up to 5 kg	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99
DHL	Parcel 10 kg	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99
DHL	Parcel 20 kg	€ 31,99	€ 31,99	€ 31,99	€ 31,99	€ 31,99	€ 31,99	€ 31,99	€ 31,99
DPD	L	€ 19,00	€ 19,00	€ 19,00	€ 19,00	€ 23,00	€ 19,00	€ 19,00	€ 19,00
GLS	L	€ 18,99	€ 18,99	€ 22,99	€ 18,99	€ 18,99	€ 18,99	€ 18,99	€ 22,99
Hermes	Parcel M	€ 18,90	€ 18,90	€ 18,90	€ 18,90	€ 18,90	€ 18,90	€ 18,90	€ 18,90
Hermes	Parcel L	€ 28,90	€ 28,90	€ 28,90	€ 28,90	€ 28,90	€ 28,90	€ 28,90	€ 28,90
Ø		€ 22,11	€ 22,11	€ 22,68	€ 22,11	€ 22,68	€ 22,11	€ 22,11	€ 22,68

Gross prices (online franking)  
in €

Figure 34: Gross prices for product group 4 (online franking)

Product group 4: net prices (online franking)

Service provider	Product	Prices							
		AT	BE	CZ	DK	FR	LU	NL	PL
DHL	Parcel up to 5 kg	15,99 €	15,99 €	15,99 €	15,99 €	15,99 €	15,99 €	15,99 €	15,99 €
DHL	Parcel 10 kg	20,99 €	20,99 €	20,99 €	20,99 €	20,99 €	20,99 €	20,99 €	20,99 €
DHL	Parcel 20 kg	25,91 €	25,91 €	25,91 €	25,91 €	25,91 €	25,91 €	25,91 €	25,91 €
DPD	L	15,39 €	15,39 €	15,39 €	15,39 €	18,63 €	15,39 €	15,39 €	15,39 €
GLS	L	15,38 €	15,38 €	18,62 €	15,38 €	15,38 €	15,38 €	15,38 €	18,62 €
Hermes	Parcel M	15,31 €	15,31 €	15,31 €	15,31 €	15,31 €	15,31 €	15,31 €	15,31 €
Hermes	Parcel L	23,41 €	23,41 €	23,41 €	23,41 €	23,41 €	23,41 €	23,41 €	23,41 €
Ø		18,91 €	18,91 €	19,37 €	18,91 €	19,37 €	18,91 €	18,91 €	19,37 €

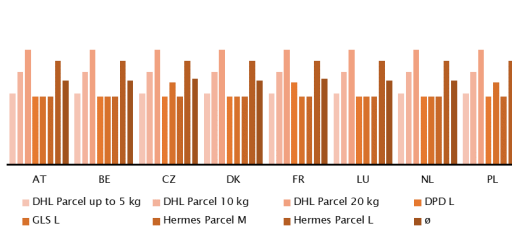
Net prices (online franking)  
in €

Figure 35: Net prices for product group 4 (online franking)

DHL's "Parcels up to 5 kg" and "Parcels 10 kg" products do not include VAT. The mean values for the gross prices per country are €22.11 and €22.68 (CZ, FR and PL) and the mean values for the net prices are €18.91 and €19.37 (CZ, FR and PL). However, it should be borne in mind here too that three of DHL's products and two of Hermes' products are included in the comparison. DHL's gross price for the products "Parcels up to 5 kg" and "Parcels 10 kg" is below the mean values and for the product "Parcels 20 kg" above the mean values. In terms of net prices, only the "Parcels up to 5 kg" product is below the mean values.

### 2.2.2.5 Product group 5: parcels > 90 cm

Product group 5 includes all products whose sum of the longest and shortest side is over 90 cm.

The following figure shows all the products that can in theory be assigned to product group 5 on the basis of this criterion, indicating their respective features:

**Product group 5: parcels over 90 cm (cross-border parcels)**

Service provider	Product	Weight	Maximum dimension		Girth	Tracking and tracing	Liability
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height		
DHL	Parcel up to 5 kg	up to 5 kg	120 x 60 x 60 cm	180 cm*	max. 300 cm	Yes	€ 500,00
DHL	Parcel 10 kg	up to 10 kg	120 x 60 x 60 cm	180 cm*	max. 300 cm	Yes	€ 500,00
DHL	Parcel 20 kg	up to 20 kg	120 x 60 x 60 cm	180 cm*	–	Yes	€ 500,00
DHL	Parcel 31,5 kg	up to 31,5 kg	120 x 60 x 60 cm	180 cm*	–	Yes	€ 500,00
DPD	XL	max. 20 kg			max. 300 cm	Yes	up to € 520
GLS	XL	max. 40 kg	200 x 80 x 60 cm	260 cm*	max. 300 cm	Yes	€ 750,00
Hermes	Parcel L	max. 25 kg		> 80 up to 120 cm		Yes	€ 500,00

\*Derived value

Figure 36: Products in product group 5 (cross-border parcels)

Similar to product group 4, a large number of products theoretically fall into this product group due to the parcel sizes specified by the companies and the different product definitions (weight versus parcel size) between DHL and the other companies under review. A total of four DHL products have been included in the product group, all of which meet the size requirement of more than 90 cm for the sum of the longest and the shortest side

Whether all of the products included in the product group can actually be compared with each other appears to be debatable from the Bundesnetzagentur's perspective. The combination of the products also made in product group 5 here results from the fact that it became necessary as an alternative to create product groups due to the lack of uniform specifications between the companies under consideration. If other features of the products such as weight are also taken into account, DHL's two products "Parcels up to 5 kg" and "Parcels 10 kg" appear to fit less well into product group 5 here. Both products have already been included in product group 4 (> 70 to 90 cm), this applies for instance to all parcels up to 60 x 30 x 30 cm and 70 x 30 x 20 cm. For parcels that are larger than the dimensions given as an example, the weight limit of 5 kg or 10 kg could mean that they are more likely to fall under the next larger product "Parcels up to 20 kg". In order to accomplish the goal of assigning only one product or as few products as possible per company to each product group, DHL's "Parcels up to 5 kg" and "Parcels 10 kg" products will not be considered further in the following comparisons due to their combination of dimensions and weight.

For franking at a retail outlet or a parcel shop, both the gross and net prices of the products used for the comparison are as shown in the following figures:



**Product group 5: gross prices (franking at a retail outlet/parcel shop)**

Service provider	Product	Prices							
		AT	BE	CZ	DK	FR	LU	NL	PL
DHL	Parcel 20 kg	€ 33,99	€ 33,99	€ 33,99	€ 33,99	€ 33,99	€ 33,99	€ 33,99	€ 33,99
DHL	Parcel 31,5 kg	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99
DPD	XL	€ 22,50	€ 22,50	€ 22,50	€ 22,50	€ 27,50	€ 22,50	€ 22,50	€ 22,50
GLS	XL	-	-	-	-	-	-	-	-
Hermes	Parcel L	€ 29,90	€ 29,90	€ 29,90	€ 29,90	€ 29,90	€ 29,90	€ 29,90	€ 29,90
Ø		€ 32,85	€ 32,85	€ 32,85	€ 32,85	€ 34,10	€ 32,85	€ 32,85	€ 32,85

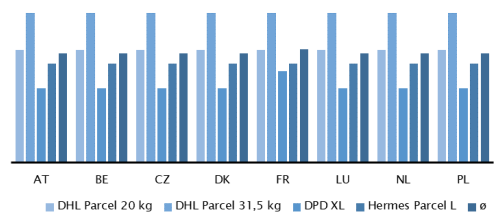
**Gross prices (franking at a retail outlet/parcel shop)**  
in €

Figure 37: Gross prices for product group 5 (franking at a retail outlet/parcel shop)

**Product group 5: net prices (franking at a retail outlet/parcel shop)**

Service provider	Product	Prices							
		AT	BE	CZ	DK	FR	LU	NL	PL
DHL	Parcel 20 kg	€ 27,53	€ 27,53	€ 27,53	€ 27,53	€ 27,53	€ 27,53	€ 27,53	€ 27,53
DHL	Parcel 31,5 kg	€ 36,44	€ 36,44	€ 36,44	€ 36,44	€ 36,44	€ 36,44	€ 36,44	€ 36,44
DPD	XL	€ 18,23	€ 18,23	€ 18,23	€ 18,23	€ 22,28	€ 18,23	€ 18,23	€ 18,23
GLS	XL	-	-	-	-	-	-	-	-
Hermes	Parcel L	€ 24,22	€ 24,22	€ 24,22	€ 24,22	€ 24,22	€ 24,22	€ 24,22	€ 24,22
Ø		€ 26,60	€ 26,60	€ 26,60	€ 26,60	€ 27,62	€ 26,60	€ 26,60	€ 26,60

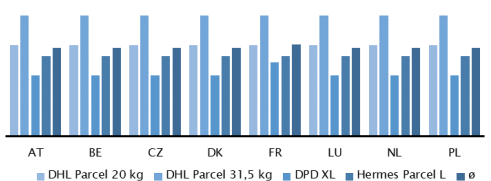
**Net prices (franking at a retail outlet/parcel shop)**  
in €

Figure 38: Net prices for product group 5 (franking at a retail outlet/parcel shop)

GLS's "Parcel XL" product is only available with online franking, meaning it could not be taken into account in the above-mentioned comparison. The mean values for the gross prices per country are €32.85 and €34.10 (FR) and the mean values for the net prices are €26.60 and €27.62 (FR). DHL's gross price for the "Parcel 20 kg" product is above the mean value of net and gross price with the exception of FR. The "Parcel 31.5 kg" product is above the two mean values in all countries.

If online franking is used, the gross and net price for the products under review are as shown in the following figures:

**Product group 5: gross prices (online franking)**

Service provider	Product	Prices							
		AT	BE	CZ	DK	FR	LU	NL	PL
DHL	Parcel 20 kg	€ 31,99	€ 31,99	€ 31,99	€ 31,99	€ 31,99	€ 31,99	€ 31,99	€ 31,99
DHL	Parcel 31,5 kg	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99
DPD	XL	€ 22,50	€ 22,50	€ 22,50	€ 22,50	€ 27,50	€ 22,50	€ 22,50	€ 22,50
GLS	XL	€ 24,99	€ 24,99	€ 29,99	€ 24,99	€ 24,99	€ 24,99	€ 24,99	€ 29,99
Hermes	Parcel L	€ 28,90	€ 28,90	€ 28,90	€ 28,90	€ 28,90	€ 28,90	€ 28,90	€ 28,90
Ø		€ 30,67	€ 30,67	€ 31,67	€ 30,67	€ 31,67	€ 30,67	€ 30,67	€ 31,67

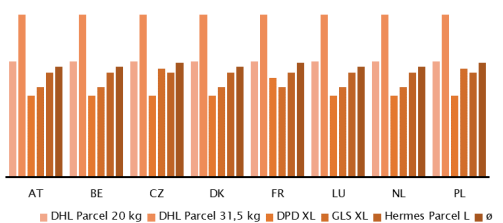
**Gross prices (online franking)**  
in €

Figure 39: Gross prices for product group 5 (online franking)

## Product group 5: net prices (online franking)

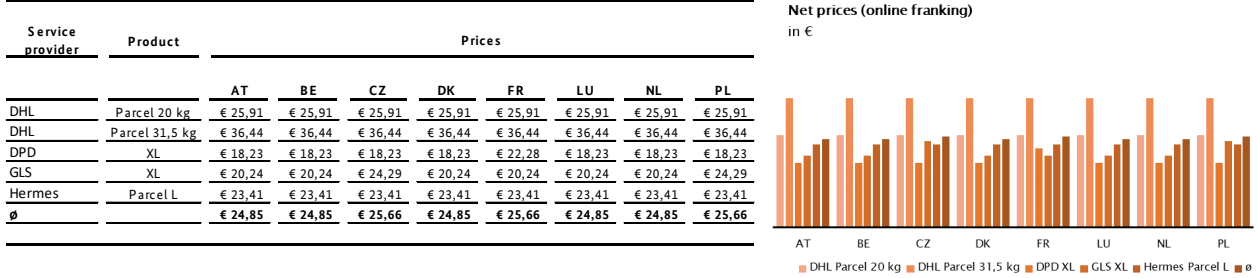


Figure 40: Net prices for product group 5 (online franking)

The respective mean values for the gross prices per country are €30.67 and €31.67 (CZ, FR and PL) and the mean values for the net prices are €24.85 and €25.66 (CZ, FR and PL). With both products, DHL is above the mean values for both gross and net prices in all countries.

### 3 International parcel price comparison

For the international parcel price comparison, a selection of countries was made based on the comparability of markets. It is assumed that the legal framework conditions in these countries are comparable with those in Germany. All EU Member States fulfil this criterion as they are subject to the Postal Services Directive<sup>12</sup>. This also applies to some EFTA Member States such as Norway and Switzerland. In order to obtain as broad a picture as possible, the EFTA Member States were also included in the comparison. However, the EFTA Member State Liechtenstein is not included in this comparison as Eurostat has not published any inflation data for Liechtenstein that would enable the real price to be determined. The United Kingdom has been taken into account in this comparison.

The following countries have been included in the international comparison: Austria (AT), Belgium (BE), Bulgaria (BG), Switzerland (CH), Cyprus (CY), Czech Republic (CZ), Germany (DE), Denmark (DK), Estonia (EE), Spain (ES), Finland (FI), France (FR), Greece (GR), Croatia (HR), Hungary (HU), Ireland (IE), Italy (IT), Iceland (IS), Lithuania (LT), Luxembourg (LU), Latvia (LV), Malta (MT), Netherlands (NL), Norway (NO), Poland (PL), Portugal (PT), Romania (RO), Sweden (SE), Slovenia (SL), Slovakia (SK) and United Kingdom (UK).

In principle, all parcel service providers that provide services for private customers are initially comparable with the products DHL provides as part of universal service. Therefore, the comparison has been made taking only universal service providers into account.

The data used for the comparison has been taken from the respective online publications of the companies included in the analysis.

The following figure illustrates that parcel delivery is steadily gaining momentum. This figure shows the percentage changes in parcel volumes between 2014 and 2020 compared with the base year 2014.

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<sup>12</sup> Directive 97/67/EC of the European Parliament and of the Council of 15 December 1997 on common rules for the development of the internal market of Community postal services and the improvement of quality of service

Trend in parcel volumes of European universal service providers between 2014 and 2020, in percent

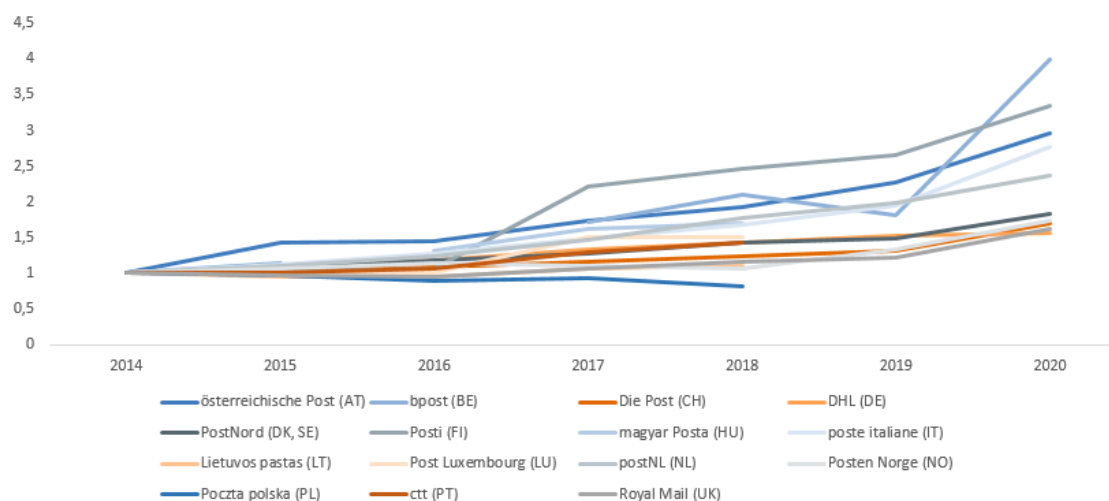


Figure 41: Trend in parcel volumes of European universal service providers between 2014 and 2020, in percent

The comparison includes countries for which complete data series for parcel volumes are available. The figure shows that all countries have seen an increase in parcel volumes. Comparing 2014 to 2020, the overall average increase is 139%, with 2020 being dominated by the coronavirus pandemic, which led to a rapid increase in parcel volumes. All information on the parcel volumes of the above-mentioned universal service providers can be found in Annex 6.

The parcel prices in countries not belonging to the euro area were converted into euros. The exchange rate conversion is based on reference data of the European Central Bank (ECB)<sup>13</sup> on 27 July 2021. The comparisons are shown based on real prices in order to show the inflation-adjusted retail price, thereby ensuring comparability of the countries under review. The real price was determined based on the nominal letter price minus the inflation rate from the year 2021.<sup>14</sup> The nominal price of a product or service describes the actual price in monetary terms, whereas the real price takes into account adjustment to inflation. The harmonised consumer price indices published by Eurostat are used for the country-specific inflation rates.<sup>15</sup>

There is no reliable information available on which products are exempt from VAT in which countries, so the international comparison is based on gross prices. This also facilitates the comparability of end customer prices.

### 3.1 Methodology used

For the DHL products "Parcel S", "Parcel M", "Parcel L" and "Parcel XL", one country-specific counterpart of the respective universal service provider was examined in each case. The respective DHL product and the comparable products of the other universal service providers were assigned to a product group. The price for

<sup>13</sup> Publication of the reference data on working days by 16:00 CET;

<https://www.ecb.europa.eu/stats/shared/pdf/eurofxref.pdf?1a7ccd4ab5185ff0021b6b254d70e570>

<sup>14</sup> The year 2020 was used as Eurostat publishes data for full calendar years.

<sup>15</sup> <https://ec.europa.eu/eurostat/tgm/table.do?tab=table&init=1&language=en&pcode=tec00118&plugin=1>

franking at a retail outlet/parcel shop is used for the parcel price comparison. Prices for online franking are not taken into account here due to a lack of data in some cases.

The creation of the product groups is based on the question of which DHL products (parcels S, M, L, XL) correspond to which products of the foreign universal service providers, based on weight and dimensions. Since there are different bandwidths with regard to dimensions, weight and delivery quality, some products of the foreign universal service providers can be assigned to several comparable DHL products. The products relevant for the comparison must – to be consistent with the national comparison – also include the features "nationwide delivery" and "doorstep delivery". Not all products provided by universal service providers are listed in the table in Annex 7. This is because the features of the products not listed differ significantly from those of DHL. For instance, while parcel prices are lower in Bulgaria, they are only delivered in what is known as zone 1 (regional) and not nationwide. The situation is similar in Iceland. Here, a distinction is made between 3 zones, 2 of which are regional. Products are also excluded from the comparison table if, for instance, they include priority delivery or if they are not delivered to a private address, but only to a parcel shop or a retail outlet.

## **3.2 Conducting the comparison**

In total, the international comparison of parcel prices comprises four product groups that are comparable to DHL's products. The products assigned to each product group are shown and the prices are compared. The retail prices of each product group are compared. If products have special features, they are described in detail.

### **3.2.1 Product group 1: Parcel S**

The product group for DHL's "Parcel S" product includes comparable products offering doorstep delivery that are the same as or similar to DHL's product in terms of weight and dimensions. The following figure shows the product features in respect of weight, dimensions, delivery speed, liability and price:

Universal service provider	Product	Weight	Maximum dimension	Girth	Delivery speed	Liability	Price
DHL (DE)	Paket S	up to 2 kg	60 x 30 x 15 cm		1-2 working days	€ 500,00	€ 4,97
österreichische Post (AT)	Paket S	up to 2 kg	100 x 60 x 60 cm		1-2 working days	€ 510,00	€ 4,75
bpost (BE)	bpack 24h	up to 2 kg		300 cm	1 working day	n/a	€ 6,87
bgpost (BG)	Zone 2	up to 3 kg	60 x 60 x 60 cm		n/a	n/a	€ 1,57
Die Post (CH)	PostPac Economy	up to 2 kg	100 x 60 x 60 cm		2 working days	CHF 500 / € 463	€ 6,53
Cypruspost (CYP)	Domestic Parcel	up to 2 kg		300 cm	n/a	€ 200,00	€ 4,55
Česká pošta (CZ)	L	up to 50 kg	max. 300 cm (L+W+H)		1 working day	n/a	€ 6,36
PostNord (DK)	Postal Parcel with Home Delivery	up to 2 kg	max. 120 cm (Longest side)		1 working day	DKK 4.800 / € 645	€ 8,68
Omnivat (EE)	Domestic Standard Parcel	up to 2 kg	n/a	n/a	n/a	n/a	€ 4,10
Correos (ES)	Estandar	up to 5 kg	max. 210 cm (L+W+H)		2-3 working days	n/a	€ 15,25
Posti (FI)	M	up to 35 kg	19 x 36 x 60 cm		2-3 working days	€ 20/kg	€ 8,86
la poste (FR)	Standard	up to 2 kg	max. 150 cm (L+W+H)		2 working days	up to € 200 or € 23/kg	€ 9,10
Elta (GR)	Domestic Parcel	up to 2 kg		300 cm	3 working days	€ 235,00	€ 3,55
Hrvatska pošta (HRV)	delivered at address	up to 2 kg	max. 150 cm (Longest side)		3 working days	HRK 100 / € 13	€ 5,20
Magyar Posta (HU)	MPL Postpaket Basic	up to 2 kg	max. 300 cm (L+W+H)		n/a	n/a	€ 4,38
An Post (IE)	Standard Post	up to 2 kg		300 cm	1 working day	n/a	€ 9,05
Poste italiane (IT)	Standard	up to 5 kg	max. 100 cm (Longest side)		4 working days	n/a	€ 9,01
Postur Island (IS)	Home delivery Parcel Zone 3	up to 2 kg			1 working day	ISK 22.500 / € 151	€ 9,93
Lietuvos pastas (LT)	Standard	up to 10 kg	n/a	n/a	n/a	n/a	€ 2,37
Post Luxembourg (LU)	L	up to 2 kg	max. 90 cm (L+W+H)		n/a	n/a	€ 4,80
Latvijas Pasts (LV)		up to 2 kg		200 cm	n/a	n/a	€ 3,44
Maltapost (MT)		up to 2 kg	n/a	n/a	1 working day	n/a	€ 8,93
PostNL (NL)	Standard	up to 2 kg	100x50x50 cm		1 working day	n/a	€ 7,17
Posten Norge (NO)	Prices at Posten	up to 10 kg		360 cm	1-3 working days	n/a	€ 17,50
Poczta Polska (PL)	Ekonomiczna Gabaryt A	up to 2 kg	60 x 50 x 30 cm		3 working days	n/a	€ 3,15
ctt (PT)	Encomenda Base T1	up to 2 kg		300 cm	3 working days	€ 28,80	€ 5,56
Postei Romane (RO)		up to 10 kg	n/a	n/a	n/a	n/a	€ 1,23
PostNord (SE)	Postpaket	up to 3 kg		300 cm	n/a	n/a	€ 13,68
Posta Slovenije (SL)	Parcel	up to 2 kg	150 x 150 x 150 cm		n/a	n/a	€ 4,41
Slovenian post (SK)	Parcel to address	up to 5 kg	n/a	n/a	2 working days	n/a	€ 3,82
Royal Mail (UK)	UK Standard Medium (2nd Class)	up to 2 kg	61 x 46 x 46 cm		2-3 working days	GBP 20 / € 23	€ 5,56

Figure 42: Product features of products comparable to DHL's "Parcel S"

In terms of weight, 20 universal service providers have the same maximum weight as DHL (2 kg). Two universal service providers (BG and SE) have a maximum weight of 3 kg, three universal service providers have a maximum weight of 5 kg (ES, IT and SK). Similarly, three universal service providers (LT, NO and RO) have a maximum weight of 10 kg. In FI, the maximum weight is 35 kg, whereas the maximum weight of the Czech universal service provider is 50 kg.

The following figure shows the prices for the comparable products in the product group "Parcel S":

Parcel prices  
Comparison with DHL's Parcel S

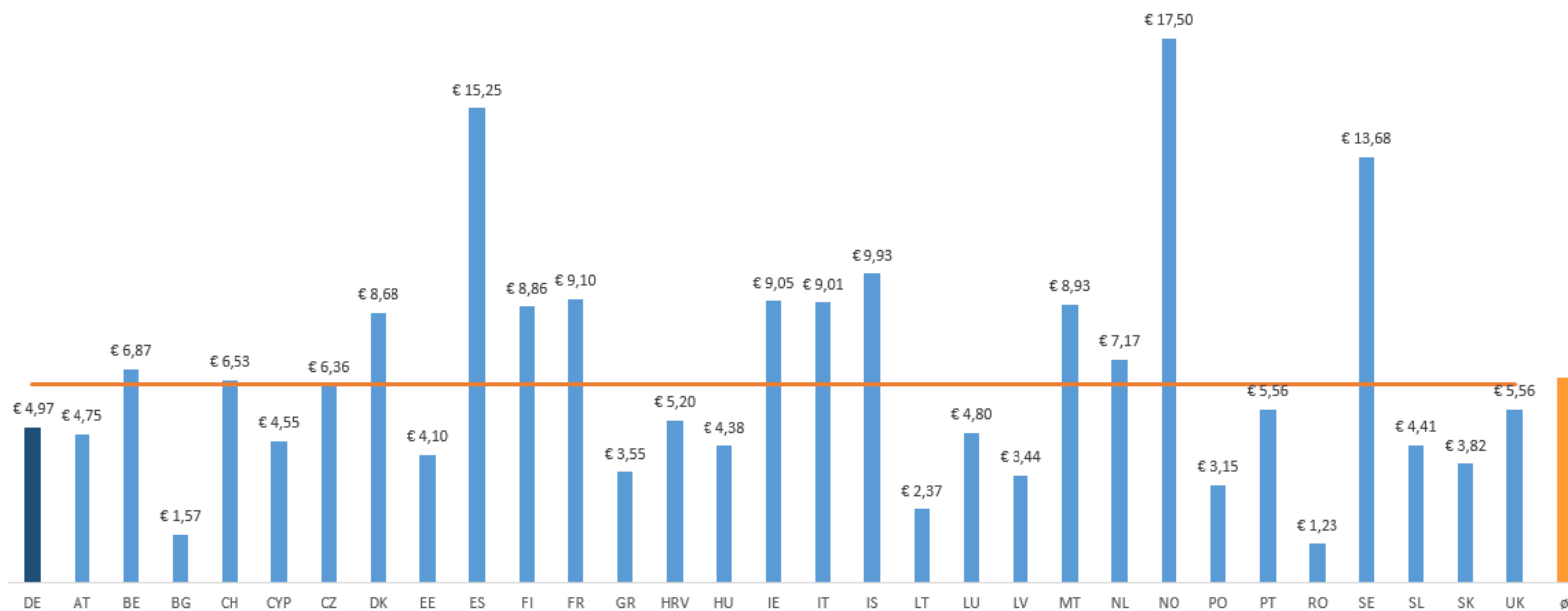


Figure 43: Parcel prices for parcel group "Parcel S" in 2020

The prices range between €1.23 (RO) and €17.50 (NO), with an average price of €6.59. At €4.92, DHL's price is therefore €1.67 below the European average price. It is worth noting that the products with the highest weights (35 kg and 50 kg) at €7.86 and €6.36 are not automatically the products with the highest prices.

### 3.2.2 Product group 2: Parcel M

This comparison includes products of the foreign universal service providers that are similar to DHL's "Parcel M" product. The following figure shows the product features with regard to weight, dimensions, delivery speed, liability and price.

Universal service provider	Product	Weight	Maximum dimension	Girth	Delivery speed	Liability	Price
DHL (DE)	Paket M	up to 5 kg	120 x 60 x 60 cm		1-2 working days	€ 500	€ 7,46
österreichische Post (AT)	Paket L	up to 10 kg	100 x 60 x 60 cm		1-2 working days	€ 510	€ 8,70
bpost (BE)	bpack 24h	up to 10 kg		300 cm	1 working day	n/a	€ 9,16
bgpost (BG)	Zone 2	up to 5 kg	60 x 60 x 60 cm		n/a	n/a	€ 1,92
Die Post (CH)	PostPac Economy	up to 10 kg	100 x 60 x 60 cm		2 working days	CHF 500 / € 463	€ 9,05
Cypruspost (CYP)	Domestic Parcel	up to 5 kg		300 cm	n/a	€ 200	€ 5,46
Česká pošta (CZ)	XL	up to 50 kg	max. 300 cm (L+W+H)		1 working day	n/a	€ 12,01
PostNord (DK)	Postal Parcel with Home Delivery	up to 5 kg	max. 120 cm (Longest side)		1 working day	DKK 4.800 / € 645	€ 10,01
Omnivat (EE)	Domestic Standard Parcel	up to 5 kg	n/a	n/a	n/a	n/a	€ 4,83
Correos (ES)	Estandar	up to 5 kg	max. 210 cm (L+W+H)		2-3 working days	n/a	€ 15,25
Posti (FI)	XXL	up to 35 kg	100 x 60 x 60 cm		1-3 working days	€ 20/kg	€ 8,86
la poste (FR)	Standard	up to 5 kg	max. 150 cm (L+W+H)		2 working days	up to € 200 or € 23/kg	€ 14,03
Elta (GR)	Domestic Parcel	up to 5 kg		300 cm	3 working days	€ 235	€ 6,58
Hrvatska pošta (HRV)	delivered at address	up to 5 kg	max. 150 cm (Longest side)		3 working days	HRK 100 / € 13	€ 5,86
Magyar Posta (HU)	MPL Postpaket Basic	up to 5 kg	max. 300 cm (L+W+H)		n/a	n/a	€ 5,10
An Post (IE)	Standard Post	up to 5 kg		300 cm	1 working day	n/a	€ 11,06
Poste italiane (IT)	Standard	up to 5 kg	max. 150 cm (Longest side)		4 working days	n/a	€ 13,91
Postur Island (IS)	Home delivery Parcel Zone 3	up to 5 kg	n/a	n/a	1 working day	ISK 22.500 / € 151	€ 11,52
Lietuvos pastas (LT)	Standard	up to 10 kg	n/a	n/a	n/a	n/a	€ 2,37
Post Luxembourg (LU)	XL	up to 10 kg		300 cm	n/a	n/a	€ 7,20
Latvijas Pasts (LV)		up to 10 kg		200 cm	n/a	n/a	€ 6,07
Maltapost (MT)		up to 5 kg	n/a	n/a	1 working day	n/a	€ 8,93
PostNL (NL)	Standard	up to 30 kg	175 x 78 x 58 cm		1 working day	n/a	€ 13,35
Posten Norge (NO)	Prices at Posten	up to 10 kg		360 cm	1-3 working days	n/a	€ 17,50
Poczta Polska (PL)	Ekonomiczna Gabaryt A	up to 5 kg	60 x 50 x 30 cm		3 working days	n/a	€ 3,78
ctt (PT)	Encomenda Base T1	up to 5 kg		300 cm	3 working days	€ 11,68/kg	€ 6,71
Postei Romane (RO)		up to 10 kg	n/a	n/a	n/a	n/a	€ 1,23
PostNord (SE)	Postpaket	up to 5 kg		300 cm	n/a	n/a	€ 16,31
Posta Slovenije (SL)	Parcel	up to 5 kg	150 x 150 x 150 cm		n/a	n/a	€ 4,71
Slovenian/a posta (SK)	Parcel to adress	up to 5 kg	n/a	n/a	2 working days	n/a	€ 3,82
Royal Mail (UK)	UK Standard Medium (2nd Class)	up to 5 kg	61 x 46 x 46 cm		2-3 working days	20GBP / 23 €	€ 9,62

Figure 44: Product features of products comparable to DHL's "Parcel M" product



In terms of weight, 19 universal service providers have the same maximum weight as DHL (5 kg). Eight universal service providers (AT, BE, CH, LT, LU, LV, NO and RO) have a maximum weight of 10 kg, one universal service provider has a maximum weight of 30 kg (NL). The maximum weight of the comparable product of FI is 35 kg and the maximum weight in CZ is 50 kg. Five products (ES, LT, NO, RO and SK) have already been referenced within the comparison of the product group "Parcel S". This is because none of the respective universal service providers offers a smaller comparable product.

The following figure shows the prices for the "Parcel M" product group:

Parcel prices  
Comparison with DHL's Parcel M



Figure 45: Parcel prices for the product group "Parcel M" in 2020

The prices range between €1.23 (RO) and €17.50 (NO), with an average of €8.46. At €7.46, DHL's price is therefore €1.00 below the European average price. The product with the highest weight (50 kg from CZ) is priced at €12.01.

### 3.2.3 Product groups 3: Parcel L

This comparison includes products of the foreign universal service providers that are similar to DHL's "Parcel L" product. The following figure shows the product features with regard to weight, dimensions, delivery speed, liability and price:

Universal service provider	Product	Weight	Maximum dimension	Girth	Delivery speed	Liability	Price
DHL (DE)	Paket L	up to 10 kg	120 x 60 x 60 cm		1-2 working days	€ 500	€ 9,45
österreichische Post (AT)	Paket L	up to 10 kg	100 x 60 x 60 cm		1-2 working days	€ 510	€ 8,70
bpost (BE)	bpack 24h	up to 10 kg		300 cm	1 working day	n/a	€ 9,16
bgpost (BG)	Zone 2	up to 10 kg	60 x 60 x 60 cm		1 working day	n/a	€ 2,65
Die Post (CH)	PostPac Economy	up to 10 kg	100 x 60 x 60 cm		2 working days	CHF 500 / € 463	€ 9,05
Cypruspost (CYP)	Domestic Parcel	up to 10 kg		300 cm	n/a	€ 200	€ 8,75
Česká pošta (CZ)	XL	up to 50 kg	max. 300 cm (L+W+H)		1 working day	n/a	€ 12,01
PostNord (DK)	Postal Parcel with Home Delivery	up to 10 kg	max. 120 cm (Longest side)		1 working day	DKK 4.800 / € 645	€ 12,68
Omnivat (EE)	Domestic Standard Parcel	up to 10 kg	n/a	n/a	n/a	n/a	€ 6,04
Correos (ES)	Estandar	up to 10 kg	max. 210 cm (L+W+H)		2-3 working days	n/a	€ 20,41
Posti (FI)	XXL Plus	up to 35 kg	150 x 80 x 60 cm		1-3 working days	€ 20/kg	€ 49,70
la poste (FR)	Standard	up to 10 kg	max. 150 cm (L+W+H)		2 working days	up to € 200 or € 23/kg	€ 20,40
Elta (GR)	Domestic Parcel	up to 10 kg		300 cm	3 working days	€ 235	€ 11,65
Hrvatsn/a posta (HRV)	delivered at address	up to 10 kg	max. 150 cm (Longest side)		3 working days	HRK 100 / € 13	€ 6,26
Magyar Posta (HU)	MPL Postpaket Basic	up to 10 kg	max. 300 cm (L+W+H)			n/a	€ 5,40
An Post (IE)	Standard Post	up to 15 kg		300 cm	1 working day	n/a	€ 13,07
Poste italiane (IT)	Standard	up to 10 kg	max. 150 cm (Longest side)		4 working days	n/a	€ 15,92
Postur Island (IS)	Home delivery Parcel Zone 3	up to 10 kg	n/a	n/a	1 working day	ISK 22.500 / € 151	€ 14,14
Lietuvos pastas (LT)	Standard	up to 10 kg	n/a	n/a	n/a	n/a	€ 2,87
Post Luxembourg (LU)	XL	up to 10 kg		300 cm	n/a	n/a	€ 6,07
Latvijas Pasts (LV)		up to 10 kg		200 cm	n/a	n/a	€ 6,07
Maltapost (MT)		up to 10 kg	n/a	n/a	1 working day	n/a	€ 8,93
PostNL (NL)	Standard	up to 30 kg	175 x 78 x 58 cm		1 working day	n/a	€ 13,35
Posten Norge (NO)	Prices at Posten	up to 10 kg		360 cm	1-3 working days	n/a	€ 17,50
Poczta Polsn/a (PL)	Ekonomiczna Gabaryt A	up to 10 kg	60 x 50 x 30 cm		3 working days	n/a	€ 5,03
ctt (PT)	Encomenda Base T1	up to 10 kg		300 cm	3 working days	€ 11,68/kg	€ 10,11
Postei Romane (RO)		up to 10 kg	n/a	n/a	n/a	n/a	€ 1,23
PostNord (SE)	Postpaket	up to 10 kg		300 cm	n/a	n/a	€ 20,71
Posta Slovenije (SL)	Parcel	up to 10 kg	150 x 150 x 150 cm		n/a	n/a	€ 5,22
Slovensn/a posta (SK)	Parcel to adress	up to 10 kg	n/a	n/a	2 working days	n/a	€ 4,80
Royal Mail (UK)	UK Standard Medium (2nd Class)	up to 10 kg	61 x 46 x 46 cm		2-3 working days	GBP 20 / € 23	€ 21,67

Figure 46: Product features of products comparable to DHL's "Parcel L" product

Twenty-six universal service providers indicate the same maximum weight as DHL (10 kg). The universal service provider from Poland has a maximum weight of 15 kg, three universal service providers (CZ, FI, NL) have maximum weights of 50 kg, 35 kg and 30 kg, respectively. Eleven (AT, BE, CH, CZ, FI, LT, LU, LV, NL, NO, RO) products have already been used for the comparisons of the product groups "Parcel S" or "Parcel M" because the respective universal service providers do not offer any smaller comparable product.

The following figure shows the prices for the "Parcel L" product group:

Parcel prices  
Comparison with DHL's Parcel L

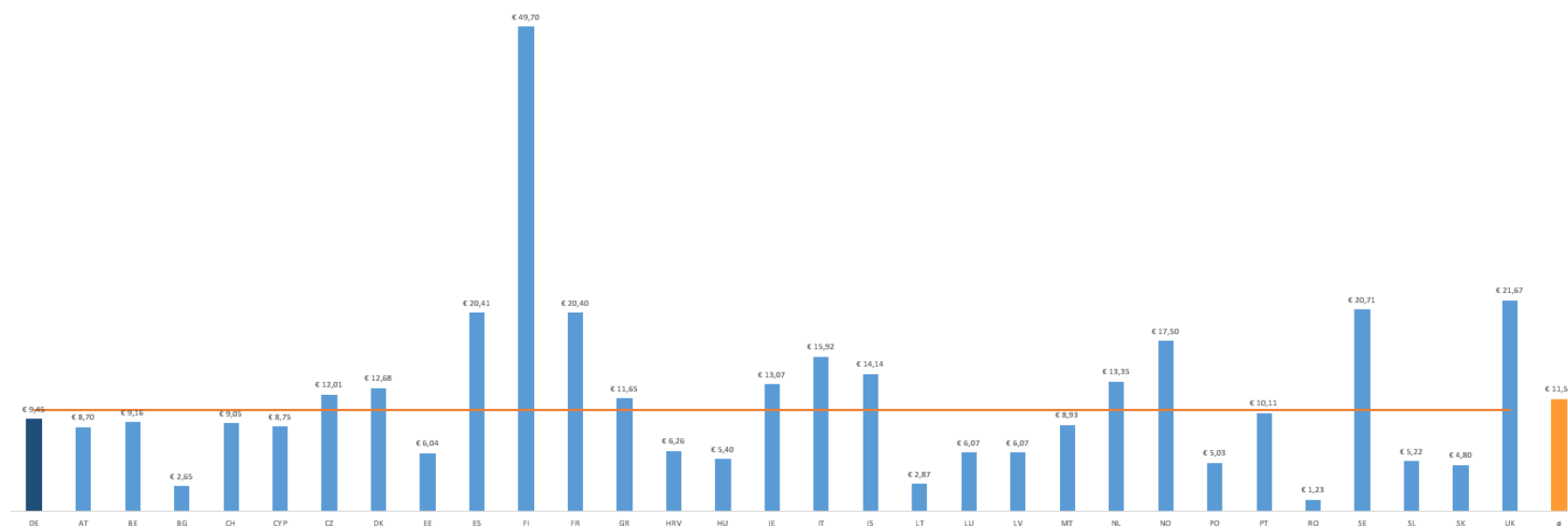


Figure 47: Parcel prices for the product group "Parcel L" in 2020

The prices range between €1.23 (RO) and €49.70 (FI), with an average price of €11.57. At €9.45, DHL's price is therefore €2.12 below the European average price. The product with the highest weight (50 kg from CZ) is priced at €12.01.

### 3.2.4 Product group4: Parcel XL

This comparison includes products of the foreign universal service providers that are similar to DHL's "Parcel XL" product. The following figure shows the product features with regard to weight, dimensions, delivery speed, liability and price.

Universal service provider	Product	Weight	Maximum dimension	Girth	Delivery speed	Liability	Price
DHL (DE)	Paket XL	up to 31,5 kg	120 x 60 x 60 cm		1-2 working days	€ 500	€ 16,42
österreichische Post (AT)	Paket XXL	up to 31,5 kg	100 x 60 x 60 cm		1-2 working days	€ 510	€ 15,70
bpost (BE)	bpack Maxi	up to 30 kg		300 cm	1 working day	n/a	€ 15,04
bgpost (BG)	Zone 2	up to 20 kg	n/a	n/a	1 working day	n/a	
Die Post (CH)	PostPac Economy	up to 30 kg	100 x 60 x 60 cm		2 working days	CHF 500 / € 435	€ 21,45
Cypruspost (CYP)	Domestic Parcel	up to 30 kg	n/a	n/a	300 cm	€ 200	€ 21,89
Česká pošta (CZ)	XL	up to 50 kg	max. 300 cm (L+W+H)		1 working day	n/a	€ 12,01
PostNord (DK)	Postal Parcel with Home Delivery	up to 35 kg	max. 120 cm (Longest side)		1 working day	DKK 4.800 / € 645	€ 21,36
Omnivat (EE)	Domestic Standard Parcel	up to 20 kg	n/a	n/a	n/a	n/a	
Correos (ES)	Estandar	up to 30 kg	max. 210 cm (L+W+H)		2-3 working days	n/a	€ 39,47
Posti (FI)	XXL Plus	up to 35 kg	150 x 80 x 60 cm		1-3 working days	€ 20/kg	€ 49,70
la poste (FR)	Standard	up to 30 kg	max. 150 cm (L+W+H)		2 working days	up to € 200 or € 23/kg	€ 28,41
Elta (GR)	Domestic Parcel	up to 20 kg	n/a	n/a	n/a	n/a	
Hrvatsn/a posta (HRV)	delivered at address	up to 10 kg	n/a	n/a	3 working days	HRK 100 / € 13	
Magyar Posta (HU)	MPL Postpaket Basic	up to 20 kg	n/a	n/a	n/a	n/a	
An Post (IE)	Standard Post	up to 20 kg	n/a	n/a	1 working day	n/a	
Poste italiane (IT)	Standard	up to 20 kg	n/a	n/a	4 working days	n/a	
Postur island (IS)	Home delivery Parcel Zone 3	up to 20 kg	n/a	n/a	1 working day	ISK 22.500 / € 138	
Lietuvos pastas (LT)	Standard	ab 10 kg	n/a	n/a	n/a	n/a	€ 2,87
Post Luxembourg (LU)	XXL	up to 30 kg		300 cm	n/a	n/a	€ 9,60
Latvijas Pasts (LV)		up to 10 kg	n/a	n/a	n/a	n/a	
Maltapost (MT)		up to 20 kg	n/a	n/a	1 working day	n/a	
PostNL (NL)	Standard	up to 30 kg	175 x 78 x 58 cm		1 working day	n/a	€ 13,35
Posten Norge (NO)	Prices at Posten	up to 35 kg		360 cm	1-3 working days	n/a	€ 41,16
Poczta Polsn/a (PL)	Ekonomiczna Gabaryt A	up to 10 kg	n/a	n/a	3 working days	n/a	
ctt (PT)	Encomenda Base T1	up to 10 kg	n/a	n/a	3 working days	€ 11,68/kg	
Postei Romane (RO)		up to 20 kg	n/a	n/a	n/a	n/a	
PostNord (SE)	Postpaket	up to 20 kg	n/a	n/a	n/a	n/a	
Posta Slovenije (SL)	Parcel	up to 30 kg	150 x 150 x 150 cm		n/a	n/a	€ 16,55
Slovensn/a posta (SK)	Parcel to adress	up to 30 kg	n/a	n/a	2 working days	n/a	€ 11,47
Royal Mail (UK)	UK Standard Medium (2nd Class)	up to 20 kg	n/a	n/a	2-3 working days	GBP 20 / € 22	

Figure 48: Product features of products similar to DHL's "Parcel XL" product

Only one universal service provider (AT) has the same maximum weight as DHL (31.5 kg). The products of five universal service providers include a higher maximum weight (50 kg in CZ, 35 kg in DK, FI, NO, from 10 kg in LT). In nine countries (BE, CH, CYP, ES, FR, LU, NL, SL, SK) the universal service providers offer products with a maximum weight up to 30 kg. In 15 countries (BG, EE, GR, HRV, HU, IE, IT, IS, LV, MT, PL, PT, RO, SE, UK), the respective maximum weight (up to 10 kg or up to 20 kg) differs significantly from DHL's maximum weight, so they were not taken into account. Three products (CZ, FI, NL) were already used for the comparisons of the product groups "Parcel M" and "Parcel L". This is due to the fact the respective universal service providers do not offer any smaller comparable product.

The following figure shows the prices for the "Parcel XL" product group:

#### Parcel prices

##### Comparison with DHL's Parcel XL

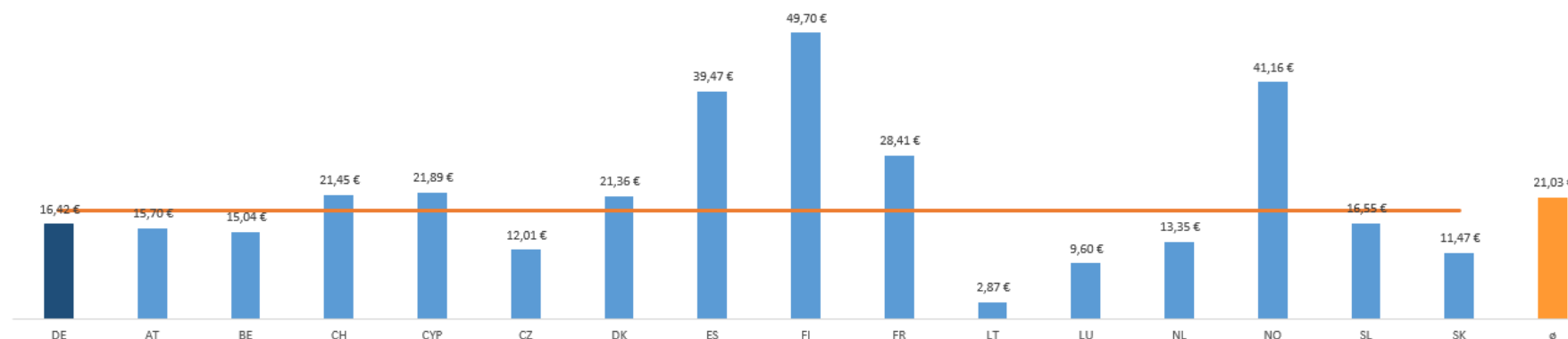


Figure 49: Parcel prices for the "Parcel XL" product group in 2020

The prices range between €2.87 (LT) and €49.70 (FI), with an average price of €21.02. At €1642, DHL's price is therefore €4.61 below the European average price. The product with the highest weight (50 kg from CZ) is priced at €12.01.

## 4 Summary

In order to conduct a national comparison of parcel prices for cross-border parcels, the prices of the largest parcel service providers operating on the German market that offer domestic conveyance of parcels for private customers as a standard service were compared with each other. Contrary to the report published in 2020, the conveyance of cross-border parcels has also been included in the comparison. The companies in question are DHL Parcel GmbH (DHL), DPD Deutschland GmbH (DPD), General Logistics Systems Germany GmbH & Co. OHG (GLS) and Hermes Germany GmbH (Hermes).

In principle, all products offered by the companies as a standard shipping service in the private customer segment were used for the comparisons carried out. This means that the analysis is focused primarily on the products that are part of the universal service provided by DHL. Both prices for franking at a retail outlet or parcel shop and for online franking were taken into account for all products in the comparisons. Likewise, only the prices for doorstep delivery of parcels were included in the comparison for all the products under review.

The companies under review have different definitions for the products used in this comparison. While DHL distinguishes primarily between products according to weight, the other companies focus on individually specified maximum dimensions (parcel size). Due to these different product definitions, it is not possible to draw a direct comparison between the products of DHL and the products of the other companies. As an alternative, the criterion "sum of the longest and the shortest side" was used to assign the products to the five product groups ("Parcels up to 35 cm", "Parcels > 35 up to 50 cm", "Parcels > 50 up to 70 cm", "Parcels > 70 up to 90 cm" and "Parcels over 90 cm"). This means that some of DHL's products can be found in several of the five product groups.

The mean values of the prices for franking at a retail outlet/parcel shop and online franking for **domestic parcels** can be taken from the following two figures for all the product groups under review. Both the average gross and net prices per product group are shown. DHL parcels that are part of universal service (parcels up to 20 kg) are exempt from VAT.

**Average prices for franking at a retail outlet/parcel shop**  
in €

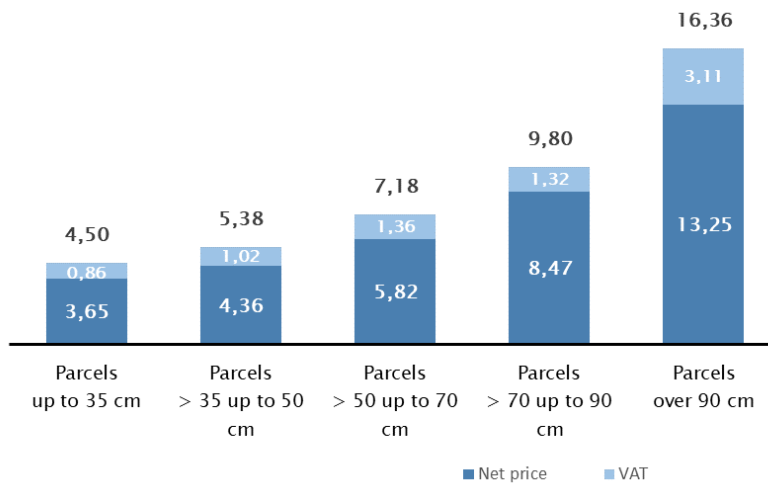


Figure 50: Average prices for franking of domestic parcels (all product groups) at a retail outlet/parcel shop

**Average prices for online franking**  
in €

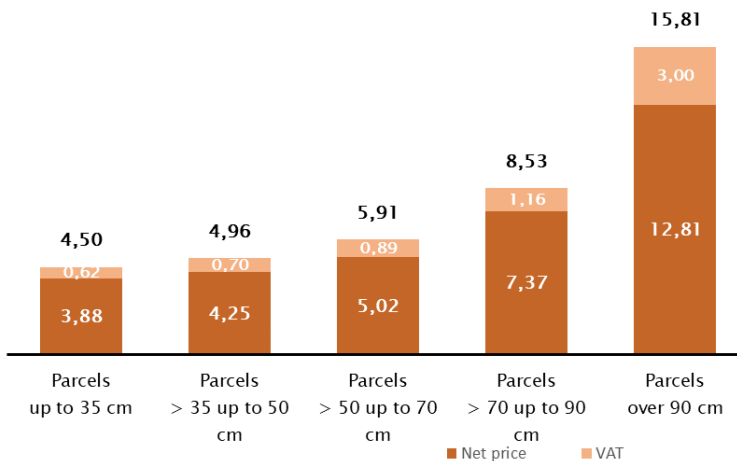


Figure 51: Average prices for online franking of domestic parcels (all product groups)

Whether all of the products included in the product group can actually be compared with each other appears to be debatable from the Bundesnetzagentur's perspective. The way in which the products have been combined here results from the fact that it became necessary as an alternative to create product groups due to the lack of uniform specifications between the companies under consideration. Some products included in a common product group seem to fit better into the specific product group than other products when other features such as weight are taken into account. Additional distinctions were made - wherever possible - within the framework of individual case analyses.

For franking at a retail outlet or parcel shop, DHL is not represented in the product groups "Parcels up to 35 cm", "Parcels > 35 cm up to 50 cm" or "Parcels > 50 cm up to 70 cm", as the related product ("Parcel S") is only available with online franking. In the product group "Parcels > 70 cm up to 90 cm", DHL's product "Parcel M" is below the mean values and its "Parcel L" is both below and above the mean values. In the product group

"Parcels over 90 cm", DHL's product "Parcel XL" is above the mean values for both gross and net prices. If online franking is used, DHL's "Parcel S" product is above the mean values in the product groups "Parcels up to 35 cm" and "Parcels > 35 cm up to 50 cm", and below the mean values in the product group "Parcels > 50 cm up to 70 cm". DHL's two products "Parcel M" and "Parcel L" are below the mean values in the product group "Parcels > 70 cm up to 90 cm". DHL's "Parcel XL" product is above the respective mean values in the product group "Parcels over 90 cm".

The approach taken for **cross-border parcels** is basically the same as the approach taken for national parcels. Parcels to Germany's direct neighbours with the exception of Switzerland are compared, including Austria (AT), Belgium (BE), the Czech Republic (CZ), Denmark (DK), France (F), Luxembourg (LU), the Netherlands (NL) and Poland (PL). For DHL, products up to 10 kg are exempt from VAT, whereas the products "Parcels 20 kg" and "Parcels 31.5 kg" include VAT.

As with cross border parcels – owing to the companies' different specifications – it appears to be debatable from the Bundesnetzagentur's perspective whether all of the products included in the product group can actually be compared with each other. Additional distinctions were made - wherever possible - within the framework of individual case analyses.

For franking at a retail outlet or parcel shop, DHL is not represented in the product groups "Parcels up to 35 cm", "Parcels > 35 cm up to 50 cm" and "Parcels > 50 cm up to 70 cm", as the related product ("Parcels up to 2 kg") is only available with online franking. In the product group "Parcels > 70 to 90 cm", DHL's three products "Parcels up to 5 kg", "Parcels 10 kg" and "Parcels 20 kg" are both above and below the mean values. DHL is above the average in the product group "Parcels > 90 cm" with each of the products "Parcels 20 kg" and "Parcels 31.5 kg" (with the exception of F).

For online franking, DHL's "Parcels up to 2 kg" product in the product groups "Parcels up to 35 cm" and "Parcels > 35 cm up to 50 cm" is above and in the product group "Parcels > 50 cm up to 70 cm" below the mean values for the gross price in all countries and for the net price both above and below (CZ, F and PL) the mean values. In the product group "Parcels > 70 to 90 cm", DHL is both above and below the mean values with the products "Parcels up to 5 kg", "Parcels 10 kg" and "Parcels 20 kg". In the product group "Parcels > 90 cm", DHL's price is above average for all countries with the products "Parcels 20 kg" and "Parcels 31.5 kg".

The prices of the universal service providers from the EU, the EFTA Member States and the United Kingdom were compared for the **international comparison**. The comparisons are made based on the real price in order to show the inflation-adjusted retail prices, thereby ensuring comparability of the countries under consideration. The comparison is based on the products of the German universal service provider. For the DHL products - "Parcels S", "Parcels M", "Parcels L" and "Parcels XL" - a country-specific counterpart of the respective universal service provider was researched in each case. The respective DHL product and the comparable products of the other universal service providers were assigned to a product group. The price for franking at a retail outlet/parcel shop is used for the parcel price comparison. Prices for online franking are not taken into account.

The companies under review have different definitions for the products used for the comparison. The creation of the product groups is based on the question of which DHL products (Parcels S, M, L, XL) correspond to which products of the foreign universal service providers, based on weight and dimensions. Since there are different ranges with regard to dimensions, weight and delivery quality, some products of the foreign universal service providers can be assigned to several comparable DHL products.

The average prices for all product groups can be taken from the following figure:



International average prices by parcel groups  
in €

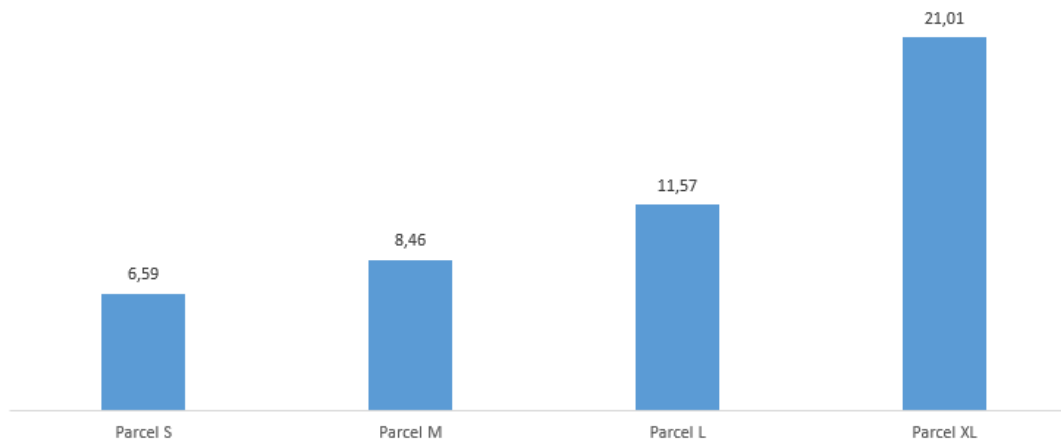


Figure 52: International average prices by parcel groups

DHL's prices (Parcel S: €4.97, Parcel M: €7.46, Parcel L: €9.45, Parcel XL: €16.42) are below the European average in each case.

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## Annex 1: Products – domestic parcels 2021<sup>16</sup>

Universal service provider	Product	Weight	Maximum dimension		Girth	Delivery speed	Tracking and tracing	Liability	2021 Gross prices		2021 Gross prices		2021 Net prices		2021 Net prices			
			L x W x H	Longest and shortest side					Length + 2 x width + 2 x height	Doors step delivery	Delivery to a retail outlet or parcel shop	Online franking		Incl. VAT	Doors step delivery	Delivery to a retail outlet or parcel shop	Online franking	
												Doors step delivery	Delivery to a retail outlet or parcel shop				Doors step delivery	Delivery to a retail outlet or parcel shop
DHL	Päckchen S	up to 2 kg	35 x 25 x 10 cm	–	–	1-2 working days	–	–	€ 3,79	€ 3,79	€ 3,79	€ 3,79	–	€ 3,79	€ 3,79	€ 3,79		
	Päckchen M	up to 2 kg	60 x 30 x 15 cm	–	–	1-2 working days	–	–	€ 4,50	€ 4,50	€ 4,39	€ 4,39	–	€ 4,50	€ 4,50	€ 4,39		
	Parcel S	up to 2 kg	60 x 30 x 15 cm	–	–	1-2 working days	Yes	€ 500,00	–	–	€ 4,99	€ 4,99	–	–	€ 4,99	€ 4,99		
	Parcel M	up to 5 kg	120 x 60 x 60 cm	–	max. 300 cm	1-2 working days	Yes	€ 500,00	€ 7,49	€ 7,49	€ 5,99	€ 5,99	–	€ 7,49	€ 7,49	€ 5,99		
	Parcel L	up to 10 kg	120 x 60 x 60 cm	–	max. 300 cm	1-2 working days	Yes	€ 500,00	€ 9,49	€ 9,49	€ 8,49	€ 8,49	–	€ 9,49	€ 9,49	€ 8,49		
	Parcel XL	up to 31,5 kg	120 x 60 x 60 cm	–	–	1-2 working days	Yes	€ 500,00	€ 16,49	€ 16,49	€ 16,49	€ 16,49	Yes	€ 13,36	€ 13,36	€ 13,36		
DPD	XS	max. 20 kg	–	up to 35 cm	max. 250 cm	1-2 working days	Yes	up to € 520	–	–	€ 4,39	€ 4,00	Yes	–	–	€ 3,56	€ 3,24	
	S	max. 20 kg	–	up to 50 cm	max. 250 cm	1-2 working days	Yes	up to € 520	€ 5,10	–	€ 4,99	€ 4,50	Yes	€ 4,13	–	€ 4,04	€ 3,65	
	M	max. 20 kg	–	up to 70 cm	max. 250 cm	1-2 working days	Yes	up to € 520	€ 7,20	–	€ 6,40	€ 5,90	Yes	€ 5,83	–	€ 5,18	€ 4,78	
	L	max. 20 kg	–	up to 90 cm	max. 250 cm	1-2 working days	Yes	up to € 520	€ 11,50	–	€ 9,90	€ 9,70	Yes	€ 9,32	–	€ 8,02	€ 7,86	
	XL	max. 20 kg	–	–	max. 300 cm	1-2 working days	Yes	up to € 520	€ 17,50	–	€ 16,90	–	Yes	€ 14,18	–	€ 13,69	–	
GLS	XS	max. 40 kg	200 x 80 x 60 cm	max. 35 cm	–	1 day (Mo-Fr)	Yes	€ 750,00	€ 4,50	€ 4,50	€ 4,30	€ 3,50	Yes	€ 3,65	€ 3,65	€ 3,48	€ 2,84	
	S	max. 40 kg	200 x 80 x 60 cm	max. 50 cm	–	1 day (Mo-Fr)	Yes	€ 750,00	€ 5,50	€ 5,50	€ 4,90	€ 4,30	Yes	€ 4,46	€ 4,46	€ 3,97	€ 3,48	
	M	max. 40 kg	200 x 80 x 60 cm	max. 70 cm	–	1 day (Mo-Fr)	Yes	€ 750,00	€ 7,50	€ 7,50	€ 6,30	€ 5,40	Yes	€ 6,08	€ 6,08	€ 5,10	€ 4,37	
	L	max. 40 kg	200 x 80 x 60 cm	max. 90 cm	–	1 day (Mo-Fr)	Yes	€ 750,00	€ 11,50	€ 11,50	€ 9,90	€ 9,50	Yes	€ 9,32	€ 9,32	€ 8,02	€ 7,70	
	XL	max. 40 kg	200 x 80 x 60 cm	–	max. 300 cm	1 day (Mo-Fr)	Yes	€ 750,00	€ 19,50	€ 19,50	€ 18,90	€ 18,90	Yes	€ 15,80	€ 15,80	€ 15,31	€ 15,31	
Hermes	Päckchen	max. 25 kg	–	up to 37 cm	–	ca. 1-2 working days	Yes	€ 50,00	€ 4,50	–	€ 4,30	€ 3,70	Yes	€ 3,65	–	€ 3,48	€ 3,00	
	Parcel S	max. 25 kg	–	up to 50 cm	–	ca. 1-2 working days	Yes	€ 500,00	€ 5,55	–	€ 4,95	€ 4,40	Yes	€ 4,50	–	€ 4,01	€ 3,56	
	Parcel M	max. 25 kg	–	> 50 up to 80 cm	–	ca. 1-2 working days	Yes	€ 500,00	€ 6,85	–	€ 5,95	€ 5,40	Yes	€ 5,55	–	€ 4,82	€ 4,37	
	Parcel L	max. 25 kg	–	> 80 up to 120 cm	–	ca. 1-2 working days	Yes	€ 500,00	€ 11,95	–	€ 10,95	€ 10,40	Yes	€ 9,68	–	€ 8,87	€ 8,42	

<sup>16</sup> Source: website of the respective service provider

## Annex 2: Products – cross-border parcels - 2021<sup>17</sup>

Service provider	Product	Weight	Maximum dimension		Girth	Tracking and tracing	Liability	Zone 1		Zone 2		Zone 3		Zone 1		Zone 2		Zone 3	
								Gross prices		Gross prices		Gross prices		Net prices		Net prices		Net prices	
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height			Retail outlet/parcel shop	Online	Retail outlet/parcel shop	Online	Retail outlet/parcel shop	Online	Retail outlet/parcel shop	Online	Retail outlet/parcel shop	Online	Retail outlet/parcel shop	Online
DHL	Päckchen XS	up to 2 kg	35 x 25 x 3 cm	–	–	–	–	–	€ 4,89	–	€ 8,89	–	€ 8,89	–	€ 4,89	–	€ 8,89	–	€ 8,89
	Päckchen M	up to 2 kg		No side longer than 60 cm; L+W+H = 90 cm	–	–	–	€ 9,00	€ 8,89	€ 16,00	€ 12,70	€ 16,00	€ 15,89	€ 9,00	€ 8,89	€ 16,00	€ 12,70	€ 16,00	€ 15,89
	Parcels up to 2 kg	up to 2 kg	60 x 30 x 15 cm	–	–	Yes	€ 500,00	–	€ 13,99	–	–	–	–	–	€ 13,99	–	–	–	–
	Parcels up to 5 kg	up to 5 kg	120 x 60 x 60 cm	–	max. 300 cm	Yes	€ 500,00	€ 17,99	€ 15,99	€ 29,99	€ 26,90	€ 30,99	€ 29,99	€ 17,99	€ 15,99	€ 29,99	€ 30,99	€ 29,99	€ 29,99
	Parcel 10 kg	up to 10 kg	120 x 60 x 60 cm	–	max. 300 cm	Yes	€ 500,00	€ 22,99	€ 20,99	€ 35,99	€ 34,99	€ 38,99	€ 37,99	€ 22,99	€ 20,99	€ 35,99	€ 38,99	€ 37,99	€ 37,99
	Parcel 20 kg	up to 20 kg	121 x 60 x 60 cm	–	–	Yes	€ 500,00	€ 33,99	€ 31,99	€ 49,99	€ 48,99	€ 53,99	€ 52,99	€ 27,53	€ 25,91	€ 49,99	€ 53,99	€ 52,99	€ 52,99
	Parcel 31,5 kg	up to 31,5 kg	120 x 60 x 60 cm	–	–	Yes	€ 500,00	€ 44,99	€ 44,99	€ 55,99	€ 55,99	€ 60,99	€ 60,99	€ 36,44	€ 36,44	€ 55,99	€ 60,99	€ 60,99	€ 60,99

Zone 1: EU ( BE, BG, DK, EE, FI, FR, GR, IE, IT, HR, LV, LT, LU, MT, MC, NL, AT, PL, PT, RO, SE, SK, SI, ES, CZ, HU, CY)

Zone 2: UK, CH

Zone 3: Rest of Europe (not including CH and RU, inter alia IS, NO)

Service provider	Product	Weight	Maximum dimension		Girth	Tracking and tracing	Liability	Zone 1		Zone 2		Zone 3		Zone 1		Zone 2		Zone 3	
								Gross prices		Gross prices		Gross prices		Net prices		Net prices		Net prices	
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height			Retail outlet/parcel shop	Online	Retail outlet/parcel shop	Online	Retail outlet/parcel shop	Online	Retail outlet/parcel shop	Online	Retail outlet/parcel shop	Online	Retail outlet/parcel shop	Online
DPD	XS	max. 20 kg	–	up to 35 cm	max. 250 cm	Yes	up to € 520	–	€ 9,90	–	€ 12,90	–	€ 35,00	–	€ 8,02	–	€ 10,45	–	€ 28,35
	S	max. 20 kg	–	up to 50 cm	max. 250 cm	Yes	up to € 520	€ 12,50	€ 12,00	€ 15,60	€ 15,10	€ 38,50	€ 38,00	€ 10,13	€ 9,72	€ 12,64	€ 12,23	€ 31,19	€ 30,78
	M	max. 20 kg	–	up to 70 cm	max. 250 cm	Yes	up to € 520	€ 15,80	€ 15,80	€ 18,80	€ 18,80	€ 43,80	€ 43,80	€ 12,80	€ 12,80	€ 15,23	€ 15,23	€ 35,48	€ 35,48
	L	max. 20 kg	–	up to 90 cm	max. 250 cm	Yes	up to € 520	€ 19,00	€ 19,00	€ 23,00	€ 23,00	€ 56,00	€ 56,00	€ 15,39	€ 15,39	€ 18,63	€ 18,63	€ 45,36	€ 45,36
	XL	max. 20 kg	–	–	max. 300 cm	Yes	up to € 520	€ 22,50	€ 22,50	€ 27,50	€ 27,50	€ 65,50	€ 65,50	€ 18,23	€ 18,23	€ 22,28	€ 22,28	€ 53,06	€ 53,06

Zone 1: BE, DK, LU, NL, AT, SK, SI, CZ, PL, HU

Zone 2: EE, FR, IT, HR, LV, LT, MC, PT, SE, ES

Zone 3: BG, FI, GR, IE, RO

All prices incl. VAT

<sup>17</sup> Source: website of the respective service provider

Service provider	Product	Weight	Maximum dimension		Girth	Tracking and tracing	Liability	Euro I		Euro II		Euro III		Euro IV		Euro I		Euro II		Euro III		Euro IV	
								Gross prices		Gross prices		Gross prices		Gross prices		Net prices		Net prices		Net prices		Net prices	
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height			Retail outlet / parcel shop	Online*	Retail outlet / parcel shop	Online*	Retail outlet / parcel shop	Online*	Retail outlet / parcel shop	Online*	Retail outlet / parcel shop	Online*	Retail outlet / parcel shop	Online*	Retail outlet / parcel shop	Online*	Retail outlet / parcel shop	Online*
GLS	XS	max. 40 kg	200 x 80 x 60 cm	max. 35 cm	-	Yes	€ 750,00	-	€ 9,69	-	€ 12,89	-	€ 14,89	-	€ 17,89	-	€ 7,85	-	€ 10,44	-	€ 12,06	-	€ 14,49
	S	max. 40 kg	200 x 80 x 60 cm	max. 50 cm	-	Yes	€ 750,00	-	€ 11,99	-	€ 13,49	-	€ 18,79	-	€ 24,49	-	€ 9,71	-	€ 10,93	-	€ 15,22	-	€ 19,84
	M	max. 40 kg	200 x 80 x 60 cm	max. 70 cm	-	Yes	€ 750,00	-	€ 15,79	-	€ 18,79	-	€ 19,99	-	€ 25,99	-	€ 12,79	-	€ 15,22	-	€ 16,19	-	€ 21,05
	L	max. 40 kg	200 x 80 x 60 cm	max. 90 cm	-	Yes	€ 750,00	-	€ 18,99	-	€ 22,99	-	€ 27,19	-	€ 30,99	-	€ 15,38	-	€ 18,62	-	€ 22,02	-	€ 25,10
	XL	max. 40 kg	200 x 80 x 60 cm	-	max. 300 cm	Yes	€ 750,00	-	€ 24,99	-	€ 29,99	-	€ 31,99	-	€ 43,49	-	€ 20,24	-	€ 24,29	-	€ 25,91	-	€ 35,23

Euro I: AT, BE, DK, FR, LU, MC, NL  
Euro II: CZ, HU, IT, PL, SI, ES  
Euro III: HR, EE, LV, LT, PT, SK, SE  
Euro IV: BG, FI, RO  
All prices incl. VAT  
"Send@home" (Doorstep delivery)

Service provider	Product	Weight	Maximum dimension		Girth	Tracking and tracing	Liability	Zone 1		Zone 2		Zone 3		Zone 4		Zone 5		Norwegen (NO)		UK	
								Gross prices		Gross prices		Gross prices		Gross prices		Gross prices		Gross prices		Gross prices	
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height			Retail outlet / parcel shop	Online	Retail outlet / parcel shop	Online	Retail outlet / parcel shop	Online	Retail outlet / parcel shop	Online	Retail outlet / parcel shop	Online	Retail outlet / parcel shop	Online	Retail outlet / parcel shop	Online
Hermes	Parcel XXS	up to 2 kg	-	up to 30 cm	-	Yes	€ 500,00	-	-	-	-	-	€ 17,99	-	-	-	-	-	€ 19,49	-	€ 15,99
	Parcel XS	up to 5 kg*; max. 25 kg	-	up to 30 cm	-	Yes	€ 500,00	€ 10,90	€ 9,90	€ 12,25	€ 11,25	-	€ 21,99	€ 23,25	€ 22,25	€ 32,25	€ 31,25	-	€ 24,99	-	€ 23,99
	Parcel S	up to 10 kg*; max. 25 kg	-	up to 50 cm	-	Yes	€ 500,00	€ 14,90	€ 13,90	€ 14,90	€ 13,90	-	€ 29,99	€ 25,90	€ 24,90	€ 34,90	€ 33,90	-	€ 32,99	-	€ 27,99
	Parcel M	up to 15 kg*; max. 25 kg	-	> 50 up to 80 cm	-	Yes	€ 500,00	€ 19,90	€ 18,90	€ 19,90	€ 18,90	-	€ 34,99	€ 26,90	€ 25,90	€ 39,90	€ 38,90	-	€ 39,99	-	€ 37,99
	Parcel L	max. 25 kg	-	> 80 up to 120 cm	-	Yes	€ 500,00	€ 29,90	€ 28,90	€ 29,90	€ 28,90	-	€ 48,99	€ 30,90	€ 29,90	€ 49,90	€ 48,90	-	€ 49,99	-	€ 42,99

Zone 1: BE, BG, IT, HR, LU, MC, NL, AT, PL, RO, SK, SI, CZ, HU  
Zone 2: DK, FI, FR, PT, SE, ES  
Zone 3: CH  
Zone 4: EE, LV, LT  
Zone 5: GR, IE, MT, CY  
All prices incl. VAT  
\*Zone 3: Norway and UK  
Denmark, Finland and Sweden; 20 kg max.

Service provider	Product	Weight	Maximum dimension		Girth	Tracking and tracing	Liability	Zone 1		Zone 2		Zone 3		Zone 4		Zone 5		NO		UK	
								Net prices		Net prices		Net prices		Net prices		Net prices		Net prices		Net prices	
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height			Retail outlet / parcel shop	Online	Retail outlet / parcel shop	Online	Retail outlet / parcel shop	Online	Retail outlet / parcel shop	Online	Retail outlet / parcel shop	Online	Retail outlet / parcel shop	Online	Retail outlet / parcel shop	Online
Hermes	Parcel XXS	up to 2 kg	–	up to 30 cm	–	Yes	€ 500,00	–	–	–	–	–	€ 14,57	–	–	–	–	–	€ 15,79	–	€ 12,95
	Parcel XS	up to 5 kg*, max. 25 kg	–	up to 30 cm	–	Yes	€ 500,00	€ 8,83	€ 8,02	€ 9,92	€ 9,11	-	€ 17,81	€ 18,83	€ 18,02	€ 26,12	€ 25,31	-	€ 20,24	-	€ 19,43
	Parcel S	up to 10 kg*, max. 25 kg	–	up to 50 cm	–	Yes	€ 500,00	€ 12,07	€ 11,26	€ 12,07	€ 11,26	-	€ 24,29	€ 20,98	€ 20,17	€ 28,27	€ 27,46	-	€ 26,72	-	€ 22,67
	Parcel M	up to 15 kg*, max. 25 kg	–	> 50 up to 80 cm	–	Yes	€ 500,00	€ 16,12	€ 15,31	€ 16,12	€ 15,31	-	€ 28,34	€ 21,79	€ 20,98	€ 32,32	€ 31,51	-	€ 32,39	-	€ 30,77
	Parcel L	max. 25 kg	–	> 80 up to 120 cm	–	Yes	€ 500,00	€ 24,22	€ 23,41	€ 24,22	€ 23,41	-	€ 39,68	€ 25,03	€ 24,22	€ 40,42	€ 39,61	-	€ 40,49	-	€ 34,82

Zone 1: BE, BG, IT, HR, LU, MC, NL, AT, PL, RO, SK, SI, CZ, HU  
Zone 2: DK, FI, FR, PT, SE, ES  
Zone 3: CH  
Zone 4: EE, LV, LT  
Zone 5: GR, IE, MT, CY  
All prices incl. VAT  
\*Zone 3: Norway and UK  
Denmark, Finland and Sweden; 20 kg max.

## Annex 3: Overview of prices per country (franking at a retail outlet or parcel shop)<sup>18</sup>

Gross prices for franking at a retail outlet/parcel shop per country in 2021

		AT	BE	BG	CH	CY	CZ	DK	EE	ES	FI	FR	GR	HR	HU	IE	IT	IS	LT	LU	LV	MT	NL	NO	PL	PT	RO	SE	SI	SK	UK
DHL		–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
	Päckchen XS	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
	Päckchen M	€ 9,00	€ 9,00	€ 9,00	€ 16,00	€ 9,00	€ 9,00	€ 9,00	€ 9,00	€ 9,00	€ 9,00	€ 9,00	€ 9,00	€ 9,00	€ 9,00	€ 9,00	€ 9,00	€ 16,00	€ 9,00	€ 9,00	€ 9,00	€ 9,00	€ 9,00	€ 16,00	€ 9,00	€ 9,00	€ 9,00	€ 9,00	€ 9,00	€ 16,00	
	Parcel up to 2 kg	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
	Parcel up to 5 kg	€ 17,99	€ 17,99	€ 17,99	€ 29,99	€ 17,99	€ 17,99	€ 17,99	€ 17,99	€ 17,99	€ 17,99	€ 17,99	€ 17,99	€ 17,99	€ 17,99	€ 17,99	€ 17,99	€ 30,99	€ 17,99	€ 17,99	€ 17,99	€ 17,99	€ 17,99	€ 30,99	€ 17,99	€ 17,99	€ 17,99	€ 17,99	€ 17,99	€ 17,99	€ 29,99
	Parcel 10 kg	€ 22,99	€ 22,99	€ 22,99	€ 35,99	€ 22,99	€ 22,99	€ 22,99	€ 22,99	€ 22,99	€ 22,99	€ 22,99	€ 22,99	€ 22,99	€ 22,99	€ 22,99	€ 22,99	€ 38,99	€ 22,99	€ 22,99	€ 22,99	€ 22,99	€ 22,99	€ 38,99	€ 22,99	€ 22,99	€ 22,99	€ 22,99	€ 22,99	€ 22,99	€ 35,99
	Parcel 20 kg	€ 33,99	€ 33,99	€ 33,99	€ 49,99	€ 33,99	€ 33,99	€ 33,99	€ 33,99	€ 33,99	€ 33,99	€ 33,99	€ 33,99	€ 33,99	€ 33,99	€ 33,99	€ 33,99	€ 53,99	€ 33,99	€ 33,99	€ 33,99	€ 33,99	€ 33,99	€ 53,99	€ 33,99	€ 33,99	€ 33,99	€ 33,99	€ 33,99	€ 33,99	€ 49,99
Parcel 31,5 kg	€ 44,99	€ 44,99	€ 44,99	€ 55,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 60,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 60,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 55,99	
DPD	XS	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
	S	€ 12,50	€ 12,50	€ 38,50	–	–	€ 12,50	€ 12,50	€ 15,60	€ 15,60	€ 38,50	€ 15,60	€ 38,50	€ 15,60	€ 12,50	€ 38,50	€ 15,60	–	€ 15,60	€ 12,50	€ 15,60	–	€ 12,50	–	€ 12,50	€ 15,60	€ 38,50	€ 15,60	€ 12,50	€ 12,50	–
	M	€ 15,80	€ 15,80	€ 43,80	–	–	€ 15,80	€ 15,80	€ 18,80	€ 18,80	€ 43,80	€ 18,80	€ 43,80	€ 18,80	€ 15,80	€ 43,80	€ 18,80	–	€ 18,80	€ 15,80	€ 18,80	–	€ 15,80	–	€ 15,80	€ 18,80	€ 43,80	€ 18,80	€ 15,80	€ 15,80	–
	L	€ 19,00	€ 19,00	€ 56,00	–	–	€ 19,00	€ 19,00	€ 23,00	€ 23,00	€ 56,00	€ 23,00	€ 56,00	€ 23,00	€ 19,00	€ 56,00	€ 23,00	–	€ 23,00	€ 19,00	€ 23,00	–	€ 19,00	–	€ 19,00	€ 23,00	€ 56,00	€ 23,00	€ 19,00	€ 19,00	–
	XL	€ 22,50	€ 22,50	€ 65,50	–	–	€ 22,50	€ 22,50	€ 27,50	€ 27,50	€ 65,50	€ 27,50	€ 65,50	€ 27,50	€ 22,50	€ 65,50	€ 27,50	–	€ 27,50	€ 22,50	€ 27,50	–	€ 22,50	–	€ 22,50	€ 27,50	€ 65,50	€ 27,50	€ 22,50	€ 22,50	–
GLS	XS	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
	S	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
	M	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
	L	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
	XL	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Hermes	Parcel XXS	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
	Parcel XS	€ 10,90	€ 10,90	€ 10,90	–	€ 32,25	€ 10,90	€ 12,25	€ 23,25	€ 12,25	€ 12,25	€ 12,25	€ 32,25	€ 10,90	€ 10,90	€ 32,25	€ 10,90	–	€ 23,25	€ 10,90	€ 23,25	€ 32,25	€ 10,90	–	€ 10,90	€ 12,25	€ 10,90	€ 12,25	€ 10,90	€ 10,90	–
	Parcel S	€ 14,90	€ 14,90	€ 14,90	–	€ 34,90	€ 14,90	€ 14,90	€ 25,90	€ 14,90	€ 14,90	€ 14,90	€ 34,90	€ 14,90	€ 14,90	€ 34,90	€ 14,90	–	€ 25,90	€ 14,90	€ 25,90	€ 34,90	€ 14,90	–	€ 14,90	€ 14,90	€ 14,90	€ 14,90	€ 14,90	€ 14,90	–
	Parcel M	€ 19,90	€ 19,90	€ 19,90	–	€ 39,90	€ 19,90	€ 19,90	€ 26,90	€ 19,90	€ 19,90	€ 19,90	€ 39,90	€ 19,90	€ 19,90	€ 39,90	€ 19,90	–	€ 26,90	€ 19,90	€ 26,90	€ 39,90	€ 19,90	–	€ 19,90	€ 19,90	€ 19,90	€ 19,90	€ 19,90	€ 19,90	–
	Parcel L	€ 29,90	€ 29,90	€ 29,90	–	€ 49,90	€ 29,90	€ 29,90	€ 30,90	€ 29,90	€ 29,90	€ 29,90	€ 49,90	€ 29,90	€ 29,90	€ 49,90	€ 29,90	–	€ 30,90	€ 29,90	€ 30,90	€ 49,90	€ 29,90	–	€ 29,90	€ 29,90	€ 29,90	€ 29,90	€ 29,90	€ 29,90	–

<sup>18</sup> Source: website of the respective service provider



## Net prices for franking at a retail outlet/parcel shop per country in 2021

[illegible]

Annex 4: Price overview per country (online franking)<sup>19</sup>

Price overview per country (online franking)																															
	AT	BE	BG	CH	CY	CZ	DK	EE	ES	FI	FR	GR	HR	HU	IE	IT	IS	LT	LU	LV	MT	NL	NO	PL	PT	RO	SE	SI	SK	UK	
DHL	Päckchen XS	€ 4,89	€ 4,89	€ 4,89	€ 8,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 8,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 8,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 8,89	
	Päckchen M	€ 8,89	€ 8,89	€ 8,89	€ 12,70	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 15,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 15,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 12,70	
	Parcel up to 2 kg	€ 13,99	€ 13,99	€ 13,99	-	€ 13,99	€ 13,99	€ 13,99	€ 13,99	€ 13,99	€ 13,99	€ 13,99	€ 13,99	€ 13,99	€ 13,99	€ 13,99	€ 13,99	-	€ 13,99	€ 13,99	€ 13,99	€ 13,99	€ 13,99	-	€ 13,99	€ 13,99	€ 13,99	€ 13,99	€ 13,99	€ 13,99	-
	Parcel up to 5 kg	€ 15,99	€ 15,99	€ 15,99	€ 26,90	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 29,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 29,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 26,90	
	Parcel 10 kg	€ 20,99	€ 20,99	€ 20,99	€ 34,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 37,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 37,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 34,99	
	Parcel 20 kg	€ 31,99	€ 31,99	€ 31,99	€ 48,99	€ 31,99	€ 31,99	€ 31,99	€ 31,99	€ 31,99	€ 31,99	€ 31,99	€ 31,99	€ 31,99	€ 31,99	€ 31,99	€ 31,99	€ 52,99	€ 31,99	€ 31,99	€ 31,99	€ 31,99	€ 31,99	€ 52,99	€ 31,99	€ 31,99	€ 31,99	€ 31,99	€ 31,99	€ 31,99	€ 48,99
	Parcel 31,5 kg	€ 44,99	€ 44,99	€ 44,99	€ 55,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 60,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 60,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 44,99	€ 55,99	
DPD	XS	€ 9,90	€ 9,90	€ 35,00	-	-	€ 9,90	€ 9,90	€ 12,90	€ 12,90	€ 35,00	€ 12,90	€ 35,00	€ 12,90	€ 9,90	€ 35,00	€ 12,90	-	€ 12,90	€ 9,90	€ 12,90	-	€ 9,90	-	€ 9,90	€ 12,90	€ 35,00	€ 12,90	€ 9,90	€ 9,90	-
	S	€ 12,00	€ 12,00	€ 38,00	-	-	€ 12,00	€ 12,00	€ 15,10	€ 15,10	€ 38,00	€ 15,10	€ 38,00	€ 15,10	€ 12,00	€ 38,00	€ 15,10	-	€ 15,10	€ 12,00	€ 15,10	-	€ 12,00	-	€ 12,00	€ 15,10	€ 38,00	€ 15,10	€ 12,00	€ 12,00	-
	M	€ 15,80	€ 15,80	€ 43,80	-	-	€ 15,80	€ 15,80	€ 18,80	€ 18,80	€ 43,80	€ 18,80	€ 43,80	€ 18,80	€ 15,80	€ 43,80	€ 18,80	-	€ 18,80	€ 15,80	€ 18,80	-	€ 15,80	-	€ 15,80	€ 18,80	€ 43,80	€ 18,80	€ 15,80	€ 15,80	-
	L	€ 19,00	€ 19,00	€ 56,00	-	-	€ 19,00	€ 19,00	€ 23,00	€ 23,00	€ 56,00	€ 23,00	€ 56,00	€ 23,00	€ 19,00	€ 56,00	€ 23,00	-	€ 23,00	€ 19,00	€ 23,00	-	€ 19,00	-	€ 19,00	€ 23,00	€ 56,00	€ 23,00	€ 19,00	€ 19,00	-
	XL	€ 22,50	€ 22,50	€ 65,50	-	-	€ 22,50	€ 22,50	€ 27,50	€ 27,50	€ 65,50	€ 27,50	€ 65,50	€ 27,50	€ 22,50	€ 65,50	€ 27,50	-	€ 27,50	€ 22,50	€ 27,50	-	€ 22,50	-	€ 22,50	€ 27,50	€ 65,50	€ 27,50	€ 22,50	€ 22,50	-
GLS*	XS	€ 9,69	€ 9,69	€ 17,89	-	-	€ 12,89	€ 9,69	€ 14,89	€ 12,89	€ 17,89	€ 9,69	-	€ 14,89	€ 12,89	-	€ 12,89	-	€ 14,89	€ 9,69	€ 14,89	-	€ 9,69	-	€ 12,89	€ 14,89	€ 17,89	€ 14,89	€ 12,89	€ 14,89	-
	S	€ 11,99	€ 11,99	€ 24,49	-	-	€ 13,49	€ 11,99	€ 18,79	€ 13,49	€ 24,49	€ 11,99	-	€ 18,79	€ 13,49	-	€ 13,49	-	€ 18,79	€ 11,99	€ 18,79	-	€ 11,99	-	€ 13,49	€ 18,79	€ 24,49	€ 18,79	€ 13,49	€ 18,79	-
	M	€ 15,79	€ 15,79	€ 25,99	-	-	€ 18,79	€ 15,79	€ 19,99	€ 18,79	€ 25,99	€ 15,79	-	€ 19,99	€ 18,79	-	€ 18,79	-	€ 19,99	€ 15,79	€ 19,99	-	€ 15,79	-	€ 18,79	€ 19,99	€ 25,99	€ 19,99	€ 18,79	€ 19,99	-
	L	€ 18,99	€ 18,99	€ 30,99	-	-	€ 22,99	€ 18,99	€ 27,19	€ 22,99	€ 30,99	€ 18,99	-	€ 27,19	€ 22,99	-	€ 22,99	-	€ 27,19	€ 18,99	€ 27,19	-	€ 18,99	-	€ 22,99	€ 27,19	€ 30,99	€ 27,19	€ 22,99	€ 27,19	-
	XL	€ 24,99	€ 24,99	€ 43,49	-	-	€ 29,99	€ 24,99	€ 31,99	€ 29,99	€ 43,49	€ 24,99	-	€ 31,99	€ 29,99	-	€ 29,99	-	€ 31,99	€ 24,99	€ 31,99	-	€ 24,99	-	€ 29,99	€ 31,99	€ 43,49	€ 31,99	€ 29,99	€ 31,99	-
Hermes	Parcel XXS	-	-	-	€ 17,99	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	€ 19,49	-	-	-	-	-	-	€ 15,99	
	Parcel XS	€ 9,90	€ 9,90	€ 9,90	€ 21,99	€ 31,25	€ 9,90	€ 11,25	€ 22,25	€ 11,25	€ 11,25	€ 11,25	€ 31,25	€ 9,90	€ 9,90	€ 31,25	€ 9,90	-	€ 22,25	€ 9,90	€ 22,25	€ 31,25	€ 9,90	€ 24,99	€ 9,90	€ 11,25	€ 9,90	€ 11,25	€ 9,90	€ 23,99	
	Parcel S	€ 13,90	€ 13,90	€ 13,90	€ 29,99	€ 33,90	€ 13,90	€ 13,90	€ 24,90	€ 13,90	€ 13,90	€ 13,90	€ 33,90	€ 13,90	€ 13,90	€ 33,90	€ 13,90	-	€ 24,90	€ 13,90	€ 24,90	€ 33,90	€ 13,90	€ 32,99	€ 13,90	€ 13,90	€ 13,90	€ 13,90	€ 13,90	€ 27,99	
	Parcel M	€ 18,90	€ 18,90	€ 18,90	€ 34,99	€ 38,90	€ 18,90	€ 18,90	€ 25,90	€ 18,90	€ 18,90	€ 18,90	€ 38,90	€ 18,90	€ 18,90	€ 38,90	€ 18,90	-	€ 25,90	€ 18,90	€ 25,90	€ 38,90	€ 18,90	€ 39,99	€ 18,90	€ 18,90	€ 18,90	€ 18,90	€ 18,90	€ 37,99	
	Parcel L	€ 28,90	€ 28,90	€ 28,90	€ 48,99	€ 48,90	€ 28,90	€ 28,90	€ 29,90	€ 28,90	€ 28,90	€ 28,90	€ 48,90	€ 28,90	€ 28,90	€ 48,90	€ 28,90	-	€ 29,90	€ 28,90	€ 29,90	€ 48,90	€ 28,90	€ 49,99	€ 28,90	€ 28,90	€ 28,90	€ 28,90	€ 28,90	€ 42,99	

Source: website of the respective service provider  
"Send@Home" (Doorstep delivery)

<sup>19</sup> Source: website of the respective service provider

Net prices for online franking per country in 2021

		AT	BE	BG	CH	CY	CZ	DK	EE	ES	FI	FR	GR	HR	HU	IE	IT	IS	LT	LU	LV	MT	NL	NO	PL	PT	RO	SE	SI	SK	UK
DHL	Päckchen XS	€ 4,89	€ 4,89	€ 4,89	€ 8,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 8,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 8,89	€ 8,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 4,89	€ 8,89	
	Päckchen M	€ 8,89	€ 8,89	€ 8,89	€ 12,70	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 15,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 15,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 8,89	€ 12,70	
	Parcel up to 2 kg	€ 13,99	€ 13,99	€ 13,99	-	€ 13,99	€ 13,99	€ 13,99	€ 13,99	€ 13,99	€ 13,99	€ 13,99	€ 13,99	€ 13,99	€ 13,99	€ 13,99	€ 13,99	-	€ 13,99	€ 13,99	€ 13,99	€ 13,99	€ 13,99	-	€ 13,99	€ 13,99	€ 13,99	€ 13,99	€ 13,99	-	
	Parcel up to 5 kg	€ 15,99	€ 15,99	€ 15,99	€ 26,90	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 29,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 29,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 15,99	€ 26,90	
	Parcel 10 kg	€ 20,99	€ 20,99	€ 20,99	€ 34,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 37,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 37,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 20,99	€ 34,99	
	Parcel 20 kg	€ 25,91	€ 25,91	€ 25,91	€ 39,68	€ 25,91	€ 25,91	€ 25,91	€ 25,91	€ 25,91	€ 25,91	€ 25,91	€ 25,91	€ 25,91	€ 25,91	€ 25,91	€ 25,91	€ 42,92	€ 25,91	€ 25,91	€ 25,91	€ 25,91	€ 25,91	€ 42,92	€ 25,91	€ 25,91	€ 25,91	€ 25,91	€ 25,91	€ 39,68	
	Parcel 31,5 kg	€ 36,44	€ 36,44	€ 36,44	€ 45,35	€ 36,44	€ 36,44	€ 36,44	€ 36,44	€ 36,44	€ 36,44	€ 36,44	€ 36,44	€ 36,44	€ 36,44	€ 36,44	€ 36,44	€ 49,40	€ 36,44	€ 36,44	€ 36,44	€ 36,44	€ 36,44	€ 49,40	€ 36,44	€ 36,44	€ 36,44	€ 36,44	€ 36,44	€ 45,35	
DPD	XS	€ 8,02	€ 8,02	€ 28,35	-	-	€ 8,02	€ 8,02	€ 10,45	€ 10,45	€ 28,35	€ 10,45	€ 28,35	€ 10,45	€ 8,02	€ 28,35	€ 10,45	-	€ 10,45	€ 8,02	€ 10,45	-	€ 8,02	-	€ 8,02	€ 10,45	€ 28,35	€ 10,45	€ 8,02	€ 8,02	-
	S	€ 9,72	€ 9,72	€ 30,78	-	-	€ 9,72	€ 9,72	€ 12,23	€ 12,23	€ 30,78	€ 12,23	€ 30,78	€ 12,23	€ 9,72	€ 30,78	€ 12,23	-	€ 12,23	€ 9,72	€ 12,23	-	€ 9,72	-	€ 9,72	€ 12,23	€ 30,78	€ 12,23	€ 9,72	€ 9,72	-
	M	€ 12,80	€ 12,80	€ 35,48	-	-	€ 12,80	€ 12,80	€ 15,23	€ 15,23	€ 35,48	€ 15,23	€ 35,48	€ 15,23	€ 12,80	€ 35,48	€ 15,23	-	€ 15,23	€ 12,80	€ 15,23	-	€ 12,80	-	€ 12,80	€ 15,23	€ 35,48	€ 15,23	€ 12,80	€ 12,80	-
	L	€ 15,39	€ 15,39	€ 45,36	-	-	€ 15,39	€ 15,39	€ 18,63	€ 18,63	€ 45,36	€ 18,63	€ 45,36	€ 18,63	€ 15,39	€ 45,36	€ 18,63	-	€ 18,63	€ 15,39	€ 18,63	-	€ 15,39	-	€ 15,39	€ 18,63	€ 45,36	€ 18,63	€ 15,39	€ 15,39	-
	XL	€ 18,23	€ 18,23	€ 53,06	-	-	€ 18,23	€ 18,23	€ 22,28	€ 22,28	€ 53,06	€ 22,28	€ 53,06	€ 22,28	€ 18,23	€ 53,06	€ 22,28	-	€ 22,28	€ 18,23	€ 22,28	-	€ 18,23	-	€ 18,23	€ 22,28	€ 53,06	€ 22,28	€ 18,23	€ 18,23	-
GLS*	XS	€ 7,85	€ 7,85	€ 14,49	-	-	€ 10,44	€ 7,85	€ 12,06	€ 10,44	€ 14,49	€ 7,85	-	€ 12,06	€ 10,44	-	€ 10,44	-	€ 12,06	€ 7,85	€ 12,06	-	€ 7,85	-	€ 10,44	€ 12,06	€ 14,49	€ 12,06	€ 10,44	€ 12,06	-
	S	€ 9,71	€ 9,71	€ 19,84	-	-	€ 10,93	€ 9,71	€ 15,22	€ 10,93	€ 19,84	€ 9,71	-	€ 15,22	€ 10,93	-	€ 10,93	-	€ 15,22	€ 9,71	€ 15,22	-	€ 9,71	-	€ 10,93	€ 15,22	€ 19,84	€ 15,22	€ 10,93	€ 15,22	-
	M	€ 12,79	€ 12,79	€ 21,05	-	-	€ 15,22	€ 12,79	€ 16,19	€ 15,22	€ 21,05	€ 12,79	-	€ 16,19	€ 15,22	-	€ 15,22	-	€ 16,19	€ 12,79	€ 16,19	-	€ 12,79	-	€ 15,22	€ 16,19	€ 21,05	€ 16,19	€ 15,22	€ 16,19	-
	L	€ 15,38	€ 15,38	€ 25,10	-	-	€ 18,62	€ 15,38	€ 22,02	€ 18,62	€ 25,10	€ 15,38	-	€ 22,02	€ 18,62	-	€ 18,62	-	€ 22,02	€ 15,38	€ 22,02	-	€ 15,38	-	€ 18,62	€ 22,02	€ 25,10	€ 22,02	€ 18,62	€ 22,02	-
	XL	€ 20,24	€ 20,24	€ 35,23	-	-	€ 24,29	€ 20,24	€ 25,91	€ 24,29	€ 35,23	€ 20,24	-	€ 25,91	€ 24,29	-	€ 24,29	-	€ 25,91	€ 20,24	€ 25,91	-	€ 20,24	-	€ 24,29	€ 25,91	€ 35,23	€ 25,91	€ 24,29	€ 25,91	-
Hermes	Parcel XXS	-	-	-	€ 14,57	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	€ 15,79	-	-	-	-	-	-	€ 12,95
	Parcel XS	€ 8,02	€ 8,02	€ 8,02	€ 17,81	€ 25,31	€ 8,02	€ 9,11	€ 18,02	€ 9,11	€ 9,11	€ 9,11	€ 25,31	€ 8,02	€ 8,02	€ 25,31	€ 8,02	-	€ 18,02	€ 8,02	€ 18,02	€ 25,31	€ 8,02	€ 20,24	€ 8,02	€ 9,11	€ 8,02	€ 9,11	€ 8,02	€ 8,02	€ 19,43
	Parcel S	€ 11,26	€ 11,26	€ 11,26	€ 24,29	€ 27,46	€ 11,26	€ 11,26	€ 20,17	€ 11,26	€ 11,26	€ 11,26	€ 27,46	€ 11,26	€ 11,26	€ 27,46	€ 11,26	-	€ 20,17	€ 11,26	€ 20,17	€ 27,46	€ 11,26	€ 26,72	€ 11,26	€ 11,26	€ 11,26	€ 11,26	€ 11,26	€ 22,67	
	Parcel M	€ 15,31	€ 15,31	€ 15,31	€ 28,34	€ 31,51	€ 15,31	€ 15,31	€ 20,98	€ 15,31	€ 15,31	€ 15,31	€ 31,51	€ 15,31	€ 15,31	€ 31,51	€ 15,31	-	€ 20,98	€ 15,31	€ 20,98	€ 31,51	€ 15,31	€ 32,39	€ 15,31	€ 15,31	€ 15,31	€ 15,31	€ 15,31	€ 30,77	
	Parcel L	€ 23,41	€ 23,41	€ 23,41	€ 39,68	€ 39,61	€ 23,41	€ 23,41	€ 24,22	€ 23,41	€ 23,41	€ 23,41	€ 39,61	€ 23,41	€ 23,41	€ 39,61	€ 23,41	-	€ 24,22	€ 23,41	€ 24,22	€ 39,61	€ 23,41	€ 40,49	€ 23,41	€ 23,41	€ 23,41	€ 23,41	€ 23,41	€ 34,82	

“Send@Home” (Doorstep delivery)

## Annex 5: Transit times per country

		AT	BE	BG	CH	CY	CZ	DK	EE	ES	FI	FR	GR	HR	HU	IE	IT	IS	LT	LU	LV	MT	NL	NO	PL	PT	RO	SE	SI	SK	UK
DHL *	Päckchen XS	2-5	2-4	8-12	4-7	12-26	3-5	3-6	7-9	4-5	7-14	4-6	10-12	7-9	5-8	8-11	5-8	14-21	6-11	3-6	6-12	5-9	2-6	7-8	3-5	9	8-14	4-8	4-5	3-5	3-6
	Päckchen M	2-5	2-4	8-12	4-7	12-26	3-5	3-6	7-9	4-5	7-14	4-6	10-12	7-9	5-8	8-11	5-8	14-21	6-11	3-6	6-12	5-9	2-6	7-8	3-5	9	8-14	4-8	4-5	3-5	3-6
	Parcels up to 2 kg	2	2	6-8	4-7	12-26	3	2	3-4	4-5	6	3	7-9	2-3	4	3-4	3	14-21	3-4	2-3	3-4	5-9	2-3	7-8	3	9	6-10	4	4	3-4	3
	Parcels up to 5 kg	2	2	6-8	4-7	12-26	3	2	3-4	4-5	6	3	7-9	2-3	4	3-4	3	14-21	3-4	2-3	3-4	5-9	2-3	7-8	3	9	6-10	4	4	3-4	3
	Paket 10 kg	2	2	6-8	4-7	12-26	3	2	3-4	4-5	6	3	7-9	2-3	4	3-4	3	14-21	3-4	2-3	3-4	5-9	2-3	7-8	3	9	6-10	4	4	3-4	3
	Paket 20 kg	2	2	6-8	4-7	12-26	3	2	3-4	4-5	6	3	7-9	2-3	4	3-4	3	14-21	3-4	2-3	3-4	5-9	2-3	7-8	3	9	6-10	4	4	3-4	3
	Paket 31,5 kg	2	2	6-8	4-7	12-26	3	2	3-4	4-5	6	3	7-9	2-3	4	3-4	3	14-21	3-4	2-3	3-4	5-9	2-3	7-8	3	9	6-10	4	4	3-4	3
DPD**	XS	2	2	4	-	-	2	2	3	3	3	2	5	3	2	3	2	-	3	2	3	-	2	-	2	3	3	2	2	2	-
	S	2	2	4	-	-	2	2	3	3	3	2	5	3	2	3	2	-	3	2	3	-	2	-	2	3	3	2	2	2	-
	M	2	2	4	-	-	2	2	3	3	3	2	5	3	2	3	2	-	3	2	3	-	2	-	2	3	3	2	2	2	-
	L	2	2	4	-	-	2	2	3	3	3	2	5	3	2	3	2	-	3	2	3	-	2	-	2	3	3	2	2	2	-
	XL	2	2	4	-	-	2	2	3	3	3	2	5	3	2	3	2	-	3	2	3	-	2	-	2	3	3	2	2	2	-
GLS***	XS	1-2	2	4	-	-	2	2	3-4	3-6	3-5	2-3	-	3	2	-	2-3	-	3	1	3-4	-	1-2	-	2	3-4	3	2-4	3	2	-
	S	1-2	2	4	-	-	2	2	3-4	3-6	3-5	2-3	-	3	2	-	2-3	-	3	1	3-4	-	1-2	-	2	3-4	3	2-4	3	2	-
	M	1-2	2	4	-	-	2	2	3-4	3-6	3-5	2-3	-	3	2	-	2-3	-	3	1	3-4	-	1-2	-	2	3-4	3	2-4	3	2	-
	L	1-2	2	4	-	-	2	2	3-4	3-6	3-5	2-3	-	3	2	-	2-3	-	3	1	3-4	-	1-2	-	2	3-4	3	2-4	3	2	-
	XL	1-2	2	4	-	-	2	2	3-4	3-6	3-5	2-3	-	3	2	-	2-3	-	3	1	3-4	-	1-2	-	2	3-4	3	2-4	3	2	-
Hermes****	Paket XXS	2-4	2-4	6-7	4-9	7-8	3-4	2-4	6-7	3-5	3-5	3-5	7-8	3-4	3-4	5-7	5-6	-	6-7	6-7	2-4	8-9	2-3	6-12	2-4	3-5	5-6	3-5	3-4	3-4	6-12
	Paket XS	2-4	2-4	6-7	4-9	7-8	3-4	2-4	6-7	3-5	3-5	3-5	7-8	3-4	3-4	5-7	5-6	-	6-7	6-7	2-4	8-9	2-3	6-12	2-4	3-5	5-6	3-5	3-4	3-4	6-12
	Paket S	2-4	2-4	6-7	4-9	7-8	3-4	2-4	6-7	3-5	3-5	3-5	7-8	3-4	3-4	5-7	5-6	-	6-7	6-7	2-4	8-9	2-3	6-12	2-4	3-5	5-6	3-5	3-4	3-4	6-12
	Paket M	2-4	2-4	6-7	4-9	7-8	3-4	2-4	6-7	3-5	3-5	3-5	7-8	3-4	3-4	5-7	5-6	-	6-7	6-7	2-4	8-9	2-3	6-12	2-4	3-5	5-6	3-5	3-4	3-4	6-12
	Paket L	2-4	2-4	6-7	4-9	7-8	3-4	2-4	6-7	3-5	3-5	3-5	7-8	3-4	3-4	5-7	5-6	-	6-7	6-7	2-4	8-9	2-3	6-12	2-4	3-5	5-6	3-5	3-4	3-4	6-12

Source: website of the respective service provider

\*Transit times based on standard shipments; days are based on working days

### Corona-related transit times

\*\*Regular transit times, specified in days

\*\*\* Regular transit time, specified in days (Mo to Fr)

\*\*\*\* Transit times based on working days, non-binding

## Annex 6: Overview of universal service provider volumes 2014-2020, in million<sup>20</sup>

Annex 6: Overview of universal service provider volumes 2014-2020, in million

	2014	2015	2016	2017	2018	2019	2020
<b>österreichische Post (AT)</b>	56	80	81	97	108	127	166
<b>bpost (BE)</b>	28	32	kA	48	59	51	112
<b>Die Post (CH)</b>	112	115	122	129	138	148	191
<b>DHL (DE)</b>	1.033	1.123	1.227	1.376	1.479	1.567	1.614
<b>PostNord (DK, SE)</b>	120	130	142	154	171	179	219
<b>Posti (FI)</b>	32	33	34	71	79	85	107
<b>la poste (FR)</b>	kA	274	297	318	kA	kA	948
<b>Hrvatska posta (HRV)</b>	kA	kA	1	2	kA	kA	kA
<b>magyar Posta (HU)</b>	13	kA	17	21	22	kA	kA
<b>An Post (IE)</b>	kA	kA	kA	30	42	55	36
<b>poste italiane (IT)</b>	76	86	97	113	127	148	210
<b>Lietuvos pastas (LT)</b>	18	17	17	19	20	kA	kA
<b>Post Luxembourg (LU)</b>	2	2	2	3	3	kA	4
<b>postNL (NL)</b>	142	156	177	207	251	283	337
<b>Posten Norge (NO)</b>	45	48	51	50	48	60	78
<b>Poczta polska (PL)</b>	28	27	25	26	23	kA	kA
<b>ctt (PT)</b>	14	14	15	18	20	kA	28
<b>Royal Mail (UK)</b>	1.068	1.034	1.015	1.132	1.247	1.310	1.735

<sup>20</sup>Source: Annual reports of the respective postal company

## Annex 7: Products – international parcel price comparison - 2021

Service provider	Product	Weight	Maximum dimension		Girth	Delivery speed	Tracking and tracing	Liability	Normal price	Inflation rate	Real price
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height						
DHL	Päckchen S	up to 2 kg	35 x 25 x 10 cm			1-2 working days			€ 3,79	€ 0,00	€ 3,77
	Päckchen M	up to 2 kg	60 x 30 x 15 cm			1-2 working days			€ 4,50	€ 0,00	€ 4,48
	Parcel S	up to 2 kg	60 x 30 x 15 cm			1-2 working days	Yes	€ 500,00	€ 4,99	€ 0,00	€ 4,97
	Parcel M	up to 5 kg	120 x 60 x 60 cm		max. 300 cm	1-2 working days	Yes	€ 500,00	€ 7,49	€ 0,00	€ 7,46
	Parcel L	up to 10 kg	120 x 60 x 60 cm		max. 300 cm	1-2 working days	Yes	€ 500,00	€ 9,49	€ 0,00	€ 9,45
	Parcel XL	up to 31,5 kg	120 x 60 x 60 cm			1-2 working days	Yes	€ 500,00	€ 16,49	€ 0,00	€ 16,42
österreichische Post (AT)	Eco-Päckchen S	up to 2 kg	35,3 x 25 x 3 cm				n/a	ohne	€ 2,55	€ 0,01	€ 2,51
	Prio-Päckchen S	up to 2 kg	35,3 x 25 x 3 cm				Yes	€ 50,00	€ 2,75	€ 0,01	€ 2,71
	Eco-Päckchen M	up to 2 kg		90 cm		2-3 working days	n/a	ohne	€ 4,10	€ 0,01	€ 4,04
	Prio-Päckchen M	up to 2 kg		90 cm		1 Tag	n/a	€ 50,00	€ 4,30	€ 0,01	€ 4,24
	Parcel S	up to 2 kg	100 x 60 x 60 cm			1-2 working days	Yes	€ 510,00	€ 4,82	€ 0,01	€ 4,75
	Parcel M	up to 4 kg	100 x 60 x 60 cm			1-2 working days	Yes	€ 510,00	€ 6,02	€ 0,01	€ 5,94
	Parcel L	up to 10 kg	100 x 60 x 60 cm			1-2 working days	Yes	€ 510,00	€ 8,82	€ 0,01	€ 8,70
	Parcel XL	up to 20 kg	100 x 60 x 60 cm			1-2 working days	Yes	€ 510,00	€ 13,92	€ 0,01	€ 13,73
	Parcel XXL	up to 31,5 kg	100 x 60 x 60 cm			1-2 working days	Yes	€ 510,00	€ 15,92	€ 0,01	€ 15,70
bpost (BE)	bpack Mini 1	up to 1 kg	1,95 x 1,38 x 0,24 cm			1 working day	Yes	n/a	€ 4,60	€ 0,00	€ 4,58
	bpack Mini 3	up to 1 kg	2,97 x 2,15 x 0,24 cm			1 working day	Yes	n/a	€ 6,10	€ 0,00	€ 6,08
	bpack Maxi	10-30 kg			300 cm	1 working day	Yes	up to € 500	€ 15,10	€ 0,00	€ 15,04
	bpack 24h	up to 2 kg			300 cm	1 working day	Yes	n/a	€ 6,90	€ 0,00	€ 6,87
	bpack 24h	up to 10 kg			300 cm	1 working day	Yes	n/a	€ 9,20	€ 0,00	€ 9,16
	bpack Secur	up to 2 kg			300 cm	1 working day	Yes	up to € 500	€ 8,10	€ 0,00	€ 8,07
	bpack Secur	up to 10 kg			300 cm	1 working day	Yes	up to € 500	€ 10,40	€ 0,00	€ 10,36
bgpost (BG)	Zone 2	up to 1 kg	60 x 60 x 60 cm						€ 1,38	€ 0,01	€ 1,36
	Zone 2	up to 3 kg	60 x 60 x 60 cm						€ 1,59	€ 0,01	€ 1,57
	Zone 2	up to 5 kg	60 x 60 x 60 cm						€ 1,94	€ 0,01	€ 1,92
	Zone 2	up to 7 kg	60 x 60 x 60 cm						€ 2,30	€ 0,01	€ 2,27
	Zone 2	up to 10 kg	60 x 60 x 60 cm						€ 2,68	€ 0,01	€ 2,65
	Zone 2	up to 15 kg	60 x 60 x 60 cm						€ 3,02	€ 0,01	€ 2,98
	Zone 2	up to 20 kg	60 x 60 x 60 cm						€ 3,83	€ 0,01	€ 3,79

Service provider	Product	Weight	Maximum dimension		Girth	Delivery speed	Tracking and tracing	Liability	Normal price	Inflation rate	Real price
			L x W x H	Longest and shortest side							
Die Post (CH)	PostPac Economy	up to 2 kg	100 x 60 x 60 cm			2 working days	Yes	CHF 500	€ 6,48	-€ 0,01	€ 6,53
	PostPac Economy	up to 10 kg	100 x 60 x 60 cm			2 working days	Yes	CHF 500	€ 8,98	-€ 0,01	€ 9,05
	PostPac Economy	up to 30 kg	100 x 60 x 60 cm			2 working days	Yes	CHF 500	€ 18,97	-€ 0,01	€ 19,12
	PostPac Priority	up to 2 kg	100 x 60 x 60 cm			1 working day	Yes	CHF 500	€ 8,33	-€ 0,01	€ 8,40
	PostPac Priority	up to 10 kg	100 x 60 x 60 cm			1 working day	Yes	CHF 500	€ 9,90	-€ 0,01	€ 9,98
	PostPac Priority	up to 30 kg	100 x 60 x 60 cm			1 working day	Yes	CHF 500	€ 21,28	-€ 0,01	€ 21,45
Cypruspost (CYP)	Domestic Parcel	0,5 kg			300 cm		Yes	EUR 200	€ 4,00	-€ 0,01	€ 4,04
	Domestic Parcel	1 kg			300 cm		Yes	EUR 200	€ 4,20	-€ 0,01	€ 4,25
	Domestic Parcel	2 kg			300 cm		Yes	EUR 200	€ 4,50	-€ 0,01	€ 4,55
	Domestic Parcel	3 kg			300 cm		Yes	EUR 200	€ 4,80	-€ 0,01	€ 4,85
	Domestic Parcel	4 kg			300 cm		Yes	EUR 200	€ 5,10	-€ 0,01	€ 5,16
	Domestic Parcel	5 kg			300 cm		Yes	EUR 200	€ 5,40	-€ 0,01	€ 5,46
	Domestic Parcel	6 kg			300 cm		Yes	EUR 200	€ 6,05	-€ 0,01	€ 6,12
	Domestic Parcel	7 kg			300 cm		Yes	EUR 200	€ 6,70	-€ 0,01	€ 6,77
	Domestic Parcel	8 kg			300 cm		Yes	EUR 200	€ 7,35	-€ 0,01	€ 7,43
	Domestic Parcel	9 kg			300 cm		Yes	EUR 200	€ 8,00	-€ 0,01	€ 8,09
	Domestic Parcel	10 kg			300 cm		Yes	EUR 200	€ 8,65	-€ 0,01	€ 8,75
	Domestic Parcel	11 kg			300 cm		Yes	EUR 200	€ 9,30	-€ 0,01	€ 9,40
	Domestic Parcel	12 kg			300 cm		Yes	EUR 200	€ 9,95	-€ 0,01	€ 10,06
	Domestic Parcel	13 kg			300 cm		Yes	EUR 200	€ 10,60	-€ 0,01	€ 10,72
	Domestic Parcel	14 kg			300 cm		Yes	EUR 200	€ 11,25	-€ 0,01	€ 11,37
	Domestic Parcel	15 kg			300 cm		Yes	EUR 200	€ 11,90	-€ 0,01	€ 12,03
	Domestic Parcel	16 kg			300 cm		Yes	EUR 200	€ 12,55	-€ 0,01	€ 12,69
	Domestic Parcel	17 kg			300 cm		Yes	EUR 200	€ 13,20	-€ 0,01	€ 13,35
	Domestic Parcel	18 kg			300 cm		Yes	EUR 200	€ 13,85	-€ 0,01	€ 14,00
	Domestic Parcel	19 kg			300 cm		Yes	EUR 200	€ 14,50	-€ 0,01	€ 14,66
	Domestic Parcel	20 kg			300 cm		Yes	EUR 200	€ 15,15	-€ 0,01	€ 15,32
	Domestic Parcel	21 kg			300 cm		Yes	EUR 200	€ 15,80	-€ 0,01	€ 15,97
	Domestic Parcel	22 kg			300 cm		Yes	EUR 200	€ 16,45	-€ 0,01	€ 16,63
	Domestic Parcel	23 kg			300 cm		Yes	EUR 200	€ 17,10	-€ 0,01	€ 17,29
	Domestic Parcel	24 kg			300 cm		Yes	EUR 200	€ 17,75	-€ 0,01	€ 17,95
	Domestic Parcel	25 kg			300 cm		Yes	EUR 200	€ 18,40	-€ 0,01	€ 18,60
	Domestic Parcel	26 kg			300 cm		Yes	EUR 200	€ 19,05	-€ 0,01	€ 19,26
	Domestic Parcel	27 kg			300 cm		Yes	EUR 200	€ 19,70	-€ 0,01	€ 19,92
	Domestic Parcel	28 kg			300 cm		Yes	EUR 200	€ 20,35	-€ 0,01	€ 20,57
	Domestic Parcel	29 kg			300 cm		Yes	EUR 200	€ 21,00	-€ 0,01	€ 21,23
	Domestic Parcel	30 kg			300 cm		Yes	EUR 200	€ 21,65	-€ 0,01	€ 21,89

Service provider	Product	Weight	Maximum dimension		Girth Length + 2 x width + 2 x height	Delivery speed	Tracking and tracing	Liability	Normal price	Inflation rate	Real price
			L x W x H	Longest and shortest side							
Česká pošta (CZ)	S	up to 50 kg	35 cm (längste Seite)	max. 300 cm		1 working day	Yes	CZK 50.000	€ 3,47	€ 0,03	€ 3,35
	M	up to 50 kg	50 cm (längste Seite)	max. 300 cm		1 working day	Yes	CZK 50.000	€ 4,63	€ 0,03	€ 4,48
	L	up to 50 kg	100 cm (längste Seite)	max. 300 cm		1 working day	Yes	CZK 50.000	€ 6,58	€ 0,03	€ 6,36
	XL	up to 50 kg	240 cm (längste Seite)	max. 300 cm		1 working day	Yes	CZK 50.000	€ 12,42	€ 0,03	€ 12,01
PostNord (DK)	Postal Parcel with Home Delivery	up to 50 g	n/a	n/a	n/a	1 working day	Yes	DKK 4.800	€ 8,74	€ 0,01	€ 8,68
	Postal Parcel with Home Delivery	up to 100 g	n/a	n/a	n/a	1 working day	Yes	DKK 4.800	€ 8,74	€ 0,01	€ 8,68
	Postal Parcel with Home Delivery	up to 250 g	n/a	n/a	n/a	1 working day	Yes	DKK 4.800	€ 8,74	€ 0,01	€ 8,68
	Postal Parcel with Home Delivery	up to 500 g	n/a	n/a	n/a	1 working day	Yes	DKK 4.800	€ 8,74	€ 0,01	€ 8,68
	Postal Parcel with Home Delivery	up to 1 kg	n/a	n/a	n/a	1 working day	Yes	DKK 4.800	€ 8,74	€ 0,01	€ 8,68
	Postal Parcel with Home Delivery	up to 2 kg	n/a	n/a	n/a	1 working day	Yes	DKK 4.800	€ 8,74	€ 0,01	€ 8,68
	Postal Parcel with Home Delivery	up to 5 kg	n/a	n/a	n/a	1 working day	Yes	DKK 4.800	€ 10,08	€ 0,01	€ 10,01
	Postal Parcel with Home Delivery	up to 10 kg	n/a	n/a	n/a	1 working day	Yes	DKK 4.800	€ 12,77	€ 0,01	€ 12,68
	Postal Parcel with Home Delivery	up to 15kg	n/a	n/a	n/a	1 working day	Yes	DKK 4.800	€ 15,46	€ 0,01	€ 15,35
	Postal Parcel with Home Delivery	up to 20 kg	n/a	n/a	n/a	1 working day	Yes	DKK 4.800	€ 15,46	€ 0,01	€ 15,35
	Postal Parcel with Home Delivery	up to 35 kg	n/a	n/a	n/a	1 working day	Yes	DKK 4.800	€ 21,51	€ 0,01	€ 21,36



Service provider	Product	Weight	Maximum dimension		Girth Length + 2 x width + 2 x height	Delivery speed	Tracking and tracing	Liability	Normal price	Inflation rate	Real price
			L x W x H	Longest and shortest side							
Omnivat (EE)	Domestic Standard Parcel	up to 1 kg	n/a	n/a	n/a	n/a	Yes		€ 3,84	-€ 0,01	€ 3,86
	Domestic Standard Parcel	up to 2 kg	n/a	n/a	n/a	n/a	Yes		€ 4,08	-€ 0,01	€ 4,10
	Domestic Standard Parcel	up to 3 kg	n/a	n/a	n/a	n/a	Yes		€ 4,32	-€ 0,01	€ 4,35
	Domestic Standard Parcel	up to 4 kg	n/a	n/a	n/a	n/a	Yes		€ 4,56	-€ 0,01	€ 4,59
	Domestic Standard Parcel	up to 5 kg	n/a	n/a	n/a	n/a	Yes		€ 4,80	-€ 0,01	€ 4,83
	Domestic Standard Parcel	up to 6 kg	n/a	n/a	n/a	n/a	Yes		€ 5,04	-€ 0,01	€ 5,07
	Domestic Standard Parcel	up to 7 kg	n/a	n/a	n/a	n/a	Yes		€ 5,28	-€ 0,01	€ 5,31
	Domestic Standard Parcel	up to 8 kg	n/a	n/a	n/a	n/a	Yes		€ 5,52	-€ 0,01	€ 5,55
	Domestic Standard Parcel	up to 9 kg	n/a	n/a	n/a	n/a	Yes		€ 5,76	-€ 0,01	€ 5,79
	Domestic Standard Parcel	up to 10 kg	n/a	n/a	n/a	n/a	Yes		€ 6,00	-€ 0,01	€ 6,04
	Domestic Standard Parcel	up to 11 kg	n/a	n/a	n/a	n/a	Yes		€ 6,24	-€ 0,01	€ 6,28
	Domestic Standard Parcel	up to 12 kg	n/a	n/a	n/a	n/a	Yes		€ 6,48	-€ 0,01	€ 6,52
	Domestic Standard Parcel	up to 13 kg	n/a	n/a	n/a	n/a	Yes		€ 6,72	-€ 0,01	€ 6,76
	Domestic Standard Parcel	up to 14 kg	n/a	n/a	n/a	n/a	Yes		€ 6,96	-€ 0,01	€ 7,00
	Domestic Standard Parcel	up to 15 kg	n/a	n/a	n/a	n/a	Yes		€ 7,20	-€ 0,01	€ 7,24
	Domestic Standard Parcel	up to 16 kg	n/a	n/a	n/a	n/a	Yes		€ 7,44	-€ 0,01	€ 7,48
	Domestic Standard Parcel	up to 17 kg	n/a	n/a	n/a	n/a	Yes		€ 7,68	-€ 0,01	€ 7,73
	Domestic Standard Parcel	up to 18 kg	n/a	n/a	n/a	n/a	Yes		€ 7,92	-€ 0,01	€ 7,97
	Domestic Standard Parcel	up to 19 kg	n/a	n/a	n/a	n/a	Yes		€ 8,16	-€ 0,01	€ 8,21
	Domestic Standard Parcel	up to 20 kg	n/a	n/a	n/a	n/a	Yes		€ 8,40	-€ 0,01	€ 8,45

Service provider	Product	Weight	Maximum dimension		Girth	Delivery speed	Tracking and tracing	Liability	Normal price	Inflation rate	Real price
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height						
Correos (ES)	Ligero	up to 250 g	35 x 23 x 2 cm			1-2 working days	Yes		€ 5,40	€ 0,00	€ 5,42
	Ligero	up to 500 g	35 x 23 x 2 cm			1-2 working days	Yes		€ 6,00	€ 0,00	€ 6,02
	Ligero	up to 1 kg	35 x 23 x 2 cm			1-2 working days	Yes		€ 9,45	€ 0,00	€ 9,48
	Ligero	up to 2 kg	35 x 23 x 2 cm			1-2 working days	Yes		€ 11,25	€ 0,00	€ 11,28
	Estandar	up to 1 kg	max. 210 cm			2-3 working days	Yes		€ 12,10	€ 0,00	€ 12,14
	Estandar	up to 5 kg	max. 210 cm			2-3 working days	Yes		€ 15,20	€ 0,00	€ 15,25
	Estandar	up to 10 kg	max. 210 cm			2-3 working days	Yes		€ 20,35	€ 0,00	€ 20,41
	Estandar	up to 15 kg	max. 210 cm			2-3 working days	Yes		€ 24,65	€ 0,00	€ 24,72
	Estandar	up to 20 kg	max. 210 cm			2-3 working days	Yes		€ 29,90	€ 0,00	€ 29,99
	Estandar	up to 25 kg	max. 210 cm			2-3 working days	Yes		€ 34,65	€ 0,00	€ 34,75
	Estandar	up to 30 kg	max. 210 cm			2-3 working days	Yes		€ 39,35	€ 0,00	€ 39,47
Posti (FI)	XXS	up to 2 kg	25 x 35,3 x 3 cm			2-3 working days	n/a	€ 20 / kg	€ 5,90	€ 0,00	€ 5,88
	S	up to 35 kg	11 x 36 x 60 cm			1-3 working days	n/a	€ 20 / kg	€ 6,90	€ 0,00	€ 6,87
	M	up to 35 kg	19 x 36 x 60 cm			1-3 working days	n/a	€ 20 / kg	€ 8,90	€ 0,00	€ 8,86
	L	up to 35 kg	37 x 36 x 60 cm			1-3 working days	n/a	€ 20 / kg	€ 10,90	€ 0,00	€ 10,86
	XL	up to 35 kg	59 x 36 x 60 cm			1-3 working days	n/a	€ 20 / kg	€ 13,90	€ 0,00	€ 13,84
	XXL	up to 35 kg	60 x 60 x 150 cm			1-3 working days	n/a	€ 20 / kg	€ 19,90	€ 0,00	€ 19,82
	XXL Plus	up to 35 kg	150 x 80 x 60 cm			1-3 working days	n/a	€ 20 / kg	€ 49,90	€ 0,00	€ 49,70
la poste (FR)	Standard	up to 250 g	max. 150 cm			2 working days	Yes	up to € 200 or € 23 / kg	€ 4,95	€ 0,01	€ 4,93
	Standard	up to 500 g	max. 150 cm			2 working days	Yes	up to € 200 or € 23 / kg	€ 6,45	€ 0,01	€ 6,42
	Standard	up to 750 g	max. 150 cm			2 working days	Yes	up to € 200 or € 23 / kg	€ 7,35	€ 0,01	€ 7,31
	Standard	up to 1 kg	max. 150 cm			2 working days	Yes	up to € 200 or € 23 / kg	€ 7,99	€ 0,01	€ 7,95
	Standard	up to 2 kg	max. 150 cm			2 working days	Yes	up to € 200 or € 23 / kg	€ 9,15	€ 0,01	€ 9,10
	Standard	up to 5 kg	max. 150 cm			2 working days	Yes	up to € 200 or € 23 / kg	€ 14,10	€ 0,01	€ 14,03
	Standard	up to 10 kg	max. 150 cm			2 working days	Yes	up to € 200 or € 23 / kg	€ 20,50	€ 0,01	€ 20,40
	Standard	up to 15 kg	max. 150 cm			2 working days	Yes	up to € 200 or € 23 / kg	€ 26,00	€ 0,01	€ 25,87
	Standard	up to 30 kg	max. 150 cm			2 working days	Yes	up to € 200 or € 23 / kg	€ 28,55	€ 0,01	€ 28,41

Service provider	Product	Weight	Maximum dimension		Girth Length + 2 x width + 2 x height	Delivery speed	Tracking and tracing	Liability	Normal price	Inflation rate	Real price
			L x W x H	Longest and shortest side							
Elta (GR)	Domestic Parcel	1 kg			300 cm	3 working days	Yes	€ 235,00	€ 3,00	-€ 0,01	€ 3,04
	Domestic Parcel	2 kg			300 cm	3 working days	Yes	€ 235,00	€ 3,50	-€ 0,01	€ 3,55
	Domestic Parcel	3 kg			300 cm	3 working days	Yes	€ 235,00	€ 4,50	-€ 0,01	€ 4,56
	Domestic Parcel	4 kg			300 cm	3 working days	Yes	€ 235,00	€ 5,50	-€ 0,01	€ 5,57
	Domestic Parcel	5 kg			300 cm	3 working days	Yes	€ 235,00	€ 6,50	-€ 0,01	€ 6,58
	Domestic Parcel	6 kg			300 cm	3 working days	Yes	€ 235,00	€ 7,50	-€ 0,01	€ 7,60
	Domestic Parcel	7 kg			300 cm	3 working days	Yes	€ 235,00	€ 8,50	-€ 0,01	€ 8,61
	Domestic Parcel	8 kg			300 cm	3 working days	Yes	€ 235,00	€ 9,50	-€ 0,01	€ 9,62
	Domestic Parcel	9 kg			300 cm	3 working days	Yes	€ 235,00	€ 10,50	-€ 0,01	€ 10,64
	Domestic Parcel	10 kg			300 cm	3 working days	Yes	€ 235,00	€ 11,50	-€ 0,01	€ 11,65
	Domestic Parcel	11 kg			300 cm	3 working days	Yes	€ 235,00	€ 12,50	-€ 0,01	€ 12,66
	Domestic Parcel	12 kg			300 cm	3 working days	Yes	€ 235,00	€ 13,50	-€ 0,01	€ 13,68
	Domestic Parcel	13 kg			300 cm	3 working days	Yes	€ 235,00	€ 14,50	-€ 0,01	€ 14,69
	Domestic Parcel	14 kg			300 cm	3 working days	Yes	€ 235,00	€ 15,50	-€ 0,01	€ 15,70
	Domestic Parcel	15 kg			300 cm	3 working days	Yes	€ 235,00	€ 16,50	-€ 0,01	€ 16,71
	Domestic Parcel	16 kg			300 cm	3 working days	Yes	€ 235,00	€ 17,50	-€ 0,01	€ 17,73
	Domestic Parcel	17 kg			300 cm	3 working days	Yes	€ 235,00	€ 18,50	-€ 0,01	€ 18,74
	Domestic Parcel	18 kg			300 cm	3 working days	Yes	€ 235,00	€ 19,50	-€ 0,01	€ 19,75
	Domestic Parcel	19 kg			300 cm	3 working days	Yes	€ 235,00	€ 20,50	-€ 0,01	€ 20,77
	Domestic Parcel	20 kg			300 cm	3 working days	Yes	€ 235,00	€ 21,50	-€ 0,01	€ 21,78
Hrvatska pošta (HRV)	delivered at address	up to 2 kg	max. 150 cm			3 working days	n/a	HRK 100	€ 5,20	€ 0,00	€ 5,20
	delivered at address	up to 5 kg	max. 150 cm			3 working days	n/a	HRK 100	€ 5,86	€ 0,00	€ 5,86
	delivered at address	up to 10 kg	max. 150 cm			3 working days	n/a	HRK 100	€ 6,26	€ 0,00	€ 6,26
Magyar Posta (HU)	MPL PostParcel Basic	up to 2 kg	max. 300 cm			n/a	n/a	n/a	€ 4,53	€ 0,03	€ 4,38
	MPL PostParcel Basic	up to 5 kg	max. 300 cm			n/a	n/a	n/a	€ 5,15	€ 0,03	€ 4,97
	MPL PostParcel Basic	up to 10 kg	max. 300 cm			n/a	n/a	n/a	€ 5,45	€ 0,03	€ 5,27
	MPL PostParcel Basic	up to 20 kg	max. 300 cm			n/a	n/a	n/a	€ 6,07	€ 0,03	€ 5,86

Service provider	Product	Weight	Maximum dimension		Girth Length + 2 x width + 2 x height	Delivery speed	Tracking and tracing	Liability	Normal price	Inflation rate	Real price
			L x W x H	Longest and shortest side							
An Post (IE)	Standard Post	up to 500 g	n/a	n/a	n/a	1 working day	Yes	n/a	€ 8,00	-€ 0,01	€ 8,04
	Standard Post	up to 2 kg			300 cm	1 working day	Yes	n/a	€ 9,00	-€ 0,01	€ 9,05
	Standard Post	up to 5 kg			300 cm	1 working day	Yes	n/a	€ 11,00	-€ 0,01	€ 11,06
	Standard Post	up to 15 kg			300 cm	1 working day	Yes	n/a	€ 13,00	-€ 0,01	€ 13,07
	Standard Post	up to 20 kg	n/a	n/a	n/a	1 working day	Yes	n/a	€ 16,00	-€ 0,01	€ 16,08
Poste Italiane (IT)	Standard	up to 5 kg	max. 100 cm			4 working days	Yes	n/a	€ 9,00	€ 0,00	€ 9,01
	Standard	up to 5 kg	max. 150 cm			4 working days	Yes	n/a	€ 13,90	€ 0,00	€ 13,91
	Standard	up to 10 kg	max. 100 cm			4 working days	Yes	n/a	€ 11,00	€ 0,00	€ 11,01
	Standard	up to 10 kg	max. 150 cm			4 working days	Yes	n/a	€ 15,90	€ 0,00	€ 15,92
	Standard	up to 20 kg	max. 100 cm			4 working days	Yes	n/a	€ 15,00	€ 0,00	€ 15,02
	Standard	up to 20 kg	max. 150 cm			4 working days	Yes	n/a	€ 19,90	€ 0,00	€ 19,92
Postur Island (IS)	Home delivery Parcel Zone 3	up to 1 kg	n/a	n/a	n/a	1 working day	Yes	ISK 22.500	€ 9,53	€ 0,01	€ 9,42
	Home delivery Parcel Zone 3	up to 2 kg	n/a	n/a	n/a	1 working day	Yes	ISK 22.500	€ 10,05	€ 0,01	€ 9,93
	Home delivery Parcel Zone 3	up to 3 kg	n/a	n/a	n/a	1 working day	Yes	ISK 22.500	€ 10,59	€ 0,01	€ 10,46
	Home delivery Parcel Zone 3	up to 4 kg	n/a	n/a	n/a	1 working day	Yes	ISK 22.500	€ 11,07	€ 0,01	€ 10,94
	Home delivery Parcel Zone 3	up to 5 kg	n/a	n/a	n/a	1 working day	Yes	ISK 22.500	€ 11,66	€ 0,01	€ 11,52
	Home delivery Parcel Zone 3	up to 6 kg	n/a	n/a	n/a	n/a	Yes	ISK 22.500	€ 12,19	€ 0,01	€ 12,04
	Home delivery Parcel Zone 3	up to 7 kg	n/a	n/a	n/a	n/a	Yes	ISK 22.500	€ 12,71	€ 0,01	€ 12,56
	Home delivery Parcel Zone 3	up to 8 kg	n/a	n/a	n/a	n/a	Yes	ISK 22.500	€ 13,23	€ 0,01	€ 13,08
	Home delivery Parcel Zone 3	up to 9 kg	n/a	n/a	n/a	n/a	Yes	ISK 22.500	€ 13,77	€ 0,01	€ 13,61
	Home delivery Parcel Zone 3	up to 10 kg	n/a	n/a	n/a	n/a	Yes	ISK 22.500	€ 14,31	€ 0,01	€ 14,14
	Home delivery Parcel Zone 3	up to 15 kg	n/a	n/a	n/a	n/a	Yes	ISK 22.500	€ 21,95	€ 0,01	€ 21,68
	Home delivery Parcel Zone 3	up to 20 kg	n/a	n/a	n/a	n/a	Yes	ISK 22.500	€ 25,86	€ 0,01	€ 25,55
	Home delivery Parcel Zone 3	up to 30 kg	n/a	n/a	n/a	n/a	Yes	ISK 22.500	€ 31,09	€ 0,01	€ 30,71
	Home delivery Parcel Zone 3	up to 40 kg	n/a	n/a	n/a	n/a	Yes	ISK 22.500	€ 37,09	€ 0,01	€ 36,65

Service provider	Product	Weight	Maximum dimension		Girth Length + 2 x width + 2 x height	Delivery speed	Tracking and tracing	Liability	Normal price	Inflation rate	Real price
			L x W x H	Longest and shortest side							
Lietuvos pastas (LT)	Standard	up to 10 kg	n/a	n/a	n/a	n/a	n/a	n/a	€ 2,40	€ 0,01	€ 2,37
	Standard	ab 10 kg	n/a	n/a	n/a	n/a	n/a	n/a	€ 2,90	€ 0,01	€ 2,87
Post Luxembourg (LU)	L	up to 2 kg	max. 60 cm			n/a	n/a	n/a	€ 4,80	€ 0,00	€ 4,80
	XL	up to 10 kg	max. 150 cm			n/a	Yes	Yes	€ 7,20	€ 0,00	€ 7,20
	XXL	up to 30 kg	max. 150 cm			n/a	Yes	Yes	€ 9,60	€ 0,00	€ 9,60
LatviYess Pastas (LV)		up to 1 kg	max. 105 cm		200 cm	n/a	n/a	n/a	€ 3,12	€ 0,00	€ 3,12
		up to 2 kg	max. 105 cm		200 cm	n/a	n/a	n/a	€ 3,44	€ 0,00	€ 3,44
		10 kg	max. 105 cm		200 cm	n/a	n/a	n/a	€ 6,08	€ 0,00	€ 6,07
Maltapost (MT)		up to 2 kg	n/a	n/a	n/a	1 working day	n/a	n/a	€ 9,00	€ 0,01	€ 8,93
		up to 5 kg	n/a	n/a	n/a	1 working day	n/a	n/a	€ 9,00	€ 0,01	€ 8,93
		up to 10 kg	n/a	n/a	n/a	1 working day	n/a	n/a	€ 9,00	€ 0,01	€ 8,93
		up to 15 kg	n/a	n/a	n/a	1 working day	n/a	n/a	€ 9,00	€ 0,01	€ 8,93
		up to 20 kg	n/a	n/a	n/a	1 working day	n/a	n/a	€ 9,00	€ 0,01	€ 8,93
PostNL (NL)	Standard	up to 2 kg	100 x 50 x 50 cm			1 working day	Yes	n/a	€ 7,25	€ 0,01	€ 7,17
	Standard	up to 5 kg	100 x 50 x 50 cm			1 working day	Yes	n/a	€ 7,25	€ 0,01	€ 7,17
	Standard	up to 10 kg	100 x 50 x 50 cm			1 working day	Yes	n/a	€ 7,25	€ 0,01	€ 7,17
	Standard	up to 30 kg	175 x 78 x 58 cm			1 working day	Yes	n/a	€ 13,50	€ 0,01	€ 13,35
Posten Norge (NO)	Prices at Posten	up to 10 kg	max. 120 cm		360 cm	1-3 working days	n/a	kr 10.000	€ 17,72	€ 0,01	€ 17,50
	Prices at Posten	up to 25 kg	max. 120 cm		360 cm	1-3 working days	n/a	kr 10.000	€ 30,26	€ 0,01	€ 29,90
	Prices at Posten	up to 35 kg	max. 120 cm		360 cm	1-3 working days	n/a	kr 10.000	€ 41,66	€ 0,01	€ 41,16
Poczta Polska (PL)	Ekonomiczna Gabaryt A	up to 1 kg	60 x 50 x 30 cm			3 working days	n/a	n/a	€ 2,83	€ 0,04	€ 2,73
	Ekonomiczna Gabaryt A	up to 2 kg	60 x 50 x 30 cm			3 working days	n/a	n/a	€ 3,27	€ 0,04	€ 3,15
	Ekonomiczna Gabaryt A	up to 5 kg	60 x 50 x 30 cm			3 working days	n/a	n/a	€ 3,92	€ 0,04	€ 3,78
	Ekonomiczna Gabaryt A	up to 10 kg	60 x 50 x 30 cm			3 working days	n/a	n/a	€ 5,23	€ 0,04	€ 5,03

Service provider	Product	Weight	Maximum dimension		Girth	Delivery speed	Tracking and tracing	Liability	Normal price	Inflation rate	Real price
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height						
ott (PT)	Encomenda Base T1	up to 2 kg	max. 150 cm			3 working days	Yes	€ 28,80	15,55	€ 0,00	15,56
	Encomenda Base T1	up to 5 kg	max. 150 cm			3 working days	Yes	€ 11,68 / kg	16,70	€ 0,00	16,71
	Encomenda Base T1	up to 10 kg	max. 150 cm			3 working days	Yes	€ 11,68 / kg	10,10	€ 0,00	10,11
Postei Romane (RO)		up to 10 kg	n/a	n/a	n/a	n/a	n/a	n/a	11,26	€ 0,02	11,23
		up to 20 kg	n/a	n/a	n/a	n/a	n/a	n/a	11,32	€ 0,02	11,29
PostNord (SE)	Postpaket	up to 3 kg	max. 150 cm		300 cm	n/a	n/a	n/a	13,77	€ 0,01	13,68
	Postpaket	up to 5 kg	max. 150 cm		300 cm	n/a	n/a	n/a	16,43	€ 0,01	16,31
	Postpaket	up to 10 kg	max. 150 cm		300 cm	n/a	n/a	n/a	20,86	€ 0,01	20,71
	Postpaket	up to 15 kg	max. 150 cm		300 cm	n/a	n/a	n/a	25,38	€ 0,01	25,20
	Postpaket	up to 20 kg	max. 150 cm		300 cm	n/a	n/a	n/a	29,32	€ 0,01	29,11
Posta Slovenije (SL)	Parcel	up to 2 kg	150 x 150 x 150 cm			n/a	n/a	n/a	14,40	€ 0,00	14,41
	Parcel	up to 5 kg	150 x 150 x 150 cm			n/a	n/a	n/a	14,70	€ 0,00	14,71
	Parcel	up to 10 kg	150 x 150 x 150 cm			n/a	n/a	n/a	15,20	€ 0,00	15,22
	Parcel	up to 15 kg	150 x 150 x 150 cm			n/a	n/a	n/a	10,40	€ 0,00	10,43
	Parcel	up to 20 kg	150 x 150 x 150 cm			n/a	n/a	n/a	11,85	€ 0,00	11,89
	Parcel	up to 25 kg	150 x 150 x 150 cm			n/a	n/a	n/a	14,00	€ 0,00	14,04
	Parcel	up to 30 kg	150 x 150 x 150 cm			n/a	n/a	n/a	16,50	€ 0,00	16,55
Slovenska posta (SK)	Express Courier to adress	up to 1 kg	n/a	n/a	n/a	1 working day	Yes	n/a	16,60	€ 0,02	16,47
	Express Courier to adress	up to 2 kg	n/a	n/a	n/a	1 working day	Yes	n/a	16,90	€ 0,02	16,76
	Express Courier to adress	up to 5 kg	n/a	n/a	n/a	1 working day	Yes	n/a	17,20	€ 0,02	17,06
	Parcel to adress	up to 5 kg	n/a	n/a	n/a	2 working days	Yes	n/a	13,90	€ 0,02	13,82
	Parcel to adress	up to 10 kg	n/a	n/a	n/a	2 working days	Yes	n/a	14,90	€ 0,02	14,80
	Express Courier to adress	up to 10 kg	n/a	n/a	n/a	1 working day	Yes	n/a	17,80	€ 0,02	17,64
	Express Courier to adress	up to 15 kg	n/a	n/a	n/a	1 working day	Yes	n/a	18,10	€ 0,02	17,94
	Express Courier to adress	up to 20 kg	n/a	n/a	n/a	1 working day	Yes	n/a	19,00	€ 0,02	18,82
	Express Courier to adress	up to 25 kg	n/a	n/a	n/a	1 working day	Yes	n/a	19,90	€ 0,02	19,70
	Express Courier to adress	up to 30 kg	n/a	n/a	n/a	1 working day	Yes	n/a	11,70	€ 0,02	11,47



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