DHL PACKSTATION

<u>Registration</u>
You can register for a DHL Customer Account at **www.dhl.de/packstation**. As part of the registration process, you can register for DHL Packstation under "Meine Daten & Services" (My data & services). You will receive confirmation by email. Once you have registered, we will verify your details – either via a letter, online or via your parcel carrier.

<u>Customer card and pick-up code</u>
Once verification is complete, you will receive a customer card by mail. From then on, you will be able to address your orders to a Packstation.
You will need your customer card and a pick-up code in order to pick up parcels from a Packstation. You receive this pick-up code either by email or in the DHL Paket app. The latter can be downloaded from **your App Store**.

<u>DHL Packstation – simple and convenient addressing</u>

Max Mustermann	-> Ihr Name
7654321	-> Ihre Postnummer auf Ihrer Kundenkarte
Packstation 123	-> Packstation mit Nummer
12345 Musterdorf	-> Postleitzahl und Ort der Packstation

ADRESSZUSATZ
Ihre Postnummer

STRASSE
Packstation

NR.
Packstation-Nr. z.B. 153

PLZ
PLZ der Packstation

ORT
Ort der Packstation

- Enter the **Postnummer**[1] (PostNumber) in the additional address information field for the delivery address.
- Enter the word **"Packstation"** in the "Straße" (Street) field.
- Enter the **Packstation number** in the "Hausnummer" (House number) field.

- Specify the **PLZ (postal code) and Ort (city/town)** corresponding to the Packstation's location.
- All Packstation locations can also be found at **www.postfinder.de**
- The 'capacity utilization traffic light' in the Postfinder **indicates the capacity utilization of the Packstation you have selected**.

1) The Postnummer (PostNumber) is your personal DHL customer number, which you receive once you have signed up for a DHL Customer Account. Your Postnummer is on your Packstation customer card. You will also find it under "Meine Daten und Services" (My data and services) in the "Persönliche Daten" (Personal data) section and in the DHL Paket app once you have signed up.

Packstation at a glance

1. Sign up for DHL Packstation once only and **free of charge**, and download the DHL Paket **app**.
2. With each order, specify the **address** of the required **Packstation**.
3. Receive a **notification** in the **DHL Paket app** as soon as the parcel has been placed in the Packstation.
4. Collect the item with the **customer card** and the **pick-up code**[1] within 9 days.
5. Use a Packstation to **dispatch** pre-franked[2] parcels and small packages with ease – even **without registering**.

Collection and dispatch

On the screen, select:
- **Collect:**
   – Enter Postnummer and pick-up code
   – Alternatively: Scan notification card[1]
   – Compartment opens, remove parcel, close compartment
- **Dispatch:**
   – Log item (the item's barcode)
   – Select compartment size
   – Compartment opens, deposit parcel, close compartment

1) In case of unsuccessful home delivery, a parcel may be rerouted to a Packstation. In such cases, the customer will receive a notification card with a barcode that enables the customer to collect a parcel from the Packstation even without a Postnummer.