

SHIPPING AND PACKAGING GUIDE FOR POSTE DELIVERY BUSINESS

Posteitaliane

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1. INTRODUCTION

1.1 DOCUMENT PURPOSE

This guide provides business customers with all the information they need to properly package their items, in compliance with Poste Italiane's policies, thus ensuring safe and efficient shipping.

1.2 IMPORTANCE OF PROPER PACKAGING

Preparation includes all the activities necessary for the preparation of a shipment, including the completion, printing and affixing of the waybill, packaging, as well as compliance with the physical characteristics, weight and dimensions consistent with the product sheets of the individual products and services requested.

Unless otherwise agreed in writing, the Customer must ensure that shipments are properly packaged so that the operational activities necessary for the provision of delivery services are carried out safely and without hindrance. Any damage resulting from inadequate packaging shall be at the Customer's expense.

Proper packaging is essential to ensure that items arrive at their destination in perfect condition, avoiding damage during transport and minimising the risk of delay or loss.

2. SHIPMENT PACKAGING PROCESS

2.1 CHOICE OF OUTER PACKAGING

2.1.1 *To be filled out by Customer*

The choice of the type of packaging according to the goods to be packed is essential to protect the contents from shocks and damage. It must also prevent the contents of the shipment from escaping during transport, handling and processing in logistics centres.

The packaging must also ensure the safety of the operators and prevent damage to the facilities or other shipments.

The Customer is obliged to respect the weight and size limits indicated in the product data sheet for shipments, which vary depending on the acceptance channel. The packaging must be appropriate, in terms of type and size, to the weight, shape and nature of the contents.

The following may be used for the outer packaging:

- Plastic, paper or cardboard envelope/flyer, specially designed for shipments, without handles.
 - Suitable for documents or small items.
 - Bags with handles and/or shopping bags may not be used.



- Cardboard box
 - Use of boxes with a regular (cuboid) shape, in good condition, without tears or dents, and strong enough to support the weight of the contents. For shipments with an irregular shape (e.g. cylindrical), use a triangular box.



- Pallets
 - For bulky shipments, use standard pallets and make sure that the items are securely fastened with straps and stretch film, ensuring that they do not cover the waybill.



- Rigid crates
 - Suitable for fragile or heavy items, such as electronic equipment or machinery.
 - They must be placed on pallets so that they are easily transportable, taking care to tie them to the pallet itself.



2.1.2 Packaging with the “Boxless Service”

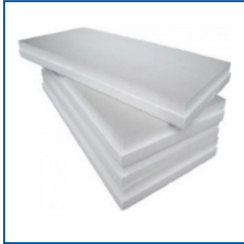
Boxless is an ancillary service of the Poste Delivery Business product for shipments measuring 35x25x7cm, up to a maximum weight of 3kg, with acceptance at the Punto Poste Network and at Post Offices, from which liquid contents and dangerous goods are excluded, including those under a total or partial exemption regime*. Indeed, thanks to this service, e-sellers who are looking to sell an item or e-shoppers who need to make a return can go to a Post Office or an authorised Punto Poste*, bringing the item to be shipped without worrying about the packaging or the waybill. The operator will supply the packaging and, where applicable, print the label for shipping by scanning the QR code that the client has received on their smartphone.

To consult the contractual conditions for the Boxless ancillary service and the Paperless acceptance mode, refer to the documentation available in the “Professionals and Small Businesses” or “Medium and Large Businesses” sections on the poste.it website.

* For further specifications, please refer to the Product Sheet and the General Terms and Conditions in the paragraph dedicated to the handling of liquids, fragile objects and dangerous goods.

Content protection materials (provided by the customer)

Depending on the type of goods to be shipped, it may be necessary to use inner packaging to absorb shocks and stabilise the contents by filling the empty spaces inside the box.



Expanded polystyrene



Bubble wrap



Wrapping paper



Air cushions



Expanded polystyrene buds



Expanded polyethylene



Expanded foam for packaging



Protective sleeves



Figure 1: Protective materials

2.2 SEALING THE PARCEL (TO BE DONE BY THE CUSTOMER)

Ensure that shipments are carefully and suitably sealed in order to prevent deterioration of the contents and tampering. No laces, ropes, straps, staples, or loose labels should be used to close the package, as they can get caught in the sorting belts, damaging the integrity of the box and/or preventing the shipment's barcode from being read correctly. The use of wrapping paper, paper adhesive tape or food film is not allowed, as they could tear during sorting in the plants.

Before closing the package, it is advisable to insert a sheet of paper (copy of the waybill) inside the box with the sender and recipient data, the postcode, and the numerical identifier of the waybill.

Alternatively, this information can be written directly on the shipment, avoiding overlapping with the contents of the waybill and possibly on a different side from the one on which the waybill is affixed. This measure, which in no way replaces the affixing of the waybill, helps to reduce the risk of non-delivery in the event that the waybill is damaged or lost, or in the event of deterioration or damage to the packaging.

2.3 PRINTING AND APPLYING THE WAYBILL

2.3.1 *To be filled out by Customer*

The waybill is the document that accompanies the shipment and provides all the information necessary for tracking and delivery.

- **How to print the waybill:**
 - Make sure that the print is of high quality so that the text is clear and legible and that the codes can be scanned correctly.
 - Check that all information (sender's address, recipient, tracking number, etc.) is correct and complete. The waybill must not contain corrections of any kind.

- Print the Waybill in its original size, avoiding enlargements or reductions.
- The information can be printed on adhesive paper to be affixed directly to the shipment or on a sheet to be placed in a protective pocket attached to the packaging, making sure that it is well positioned and stable inside the pocket.
- The use of a low-quality printer, a lack of ink or a change in the size of the waybill (too large or too small) can compromise the reading of the information by the sorting systems.
- **Where to apply the Waybill:**
 - The waybill must be affixed intact on the parcel: the parts making up the label (various barcodes, data matrix, section with sender/recipient data in plain text, etc.) must not be “split up” and affixed at different points on the parcel.
 - The waybill must be applied on the side opposite the most stable side of the package itself. Make sure that at least one side of the shipment has adequate free space for application. This side must be larger than the waybill.
 - Avoid placing the waybill on corners, edges or joints of the package, as this could compromise its legibility and correct scanning.
 - Even in the case of soft packaging and/or contents, the waybill must be affixed evenly, without creases or folded corners, so that the barcode and other information always remain visible and legible
 - If the parcel is large (bulky and difficult to handle manually), consider using multiple copies of the waybill to be affixed in clearly visible places.
 - For pallets or crates, the waybill must be affixed on one side and not on the top.
 - Do not apply tape, straps, film or other coverings over the waybill, to prevent the information and barcodes from becoming illegible.

postedeliverybusiness
express

Poste Italiane SpA, Sede Legale Viale Europa 190,
00144 Roma (RM), Partita IVA 01146010009
Codice Fiscale e Registro delle Imprese n. 07103880585,
Capitale Sociale 1.205.110.000 euro i.v.,
N. Iscrizione al REA 842533

CAP 00145

4UW0029000057

CONTRASSEGNO
Mittente
TEST 1
VIA GIAN ANGIUSSOLA 32
00142 ROMA (RM)
TEL: 3932806694

Destinatario
MAZZARELLI GIORGIA
FERMO POSTA
ROMA 107 FRAZ. 55937
VIA ROSA RAIMONDI GARIBALDI 103
00145 ROMA (RM)
TEL: 3932806694

COLLI: 1/2 **PESO(KG):** 1.0 **DIM:** 20x20x20 **DATA:** 06/09/2024

CONTENUTO:
NOTE:
Spedizione in contrassegno
Importo in euro: 10.00 (dieci/00)
Pagamento: Contanti - da versare su CC servizio contrassegni

COPIA DA LASCIARE SEMPRE SUL PACCO

Per effetto della consegna della spedizione a Poste Italiane, il mittente accetta le Condizioni Generali di Contratto presenti su www.poste.it

CAP 31100 **postedeliverybusiness**
standard

Poste Italiane SpA, Sede Legale Viale Europa 190,
00144 Roma (RM), Partita IVA 01146010009
Codice Fiscale e Registro delle Imprese n. 07103880585,
Capitale Sociale 1.205.110.000 euro i.v.,
N. Iscrizione al REA 842533

Data partenza 14/06/2022
Rif. ayit - 671 - 13480401
postedeliverybusiness

Mittente TEL: +39999999999
ABOUT YOU
Bologna Hub - Bologna Inghilterra
Comparto 13.4
40010 Bentivoglio(BO)

Destinatario TEL: 00393200527328
Francesca So
Via San Martino 2
31100 Morgano()

PRESSO:
CONTENUTO: Test
NOTE:
Lettera di vettura **PESO(KG)** **COLLI** **HxLxP(CM)**
4UW0K1T000018 0.26 1/1 5x41x27

Spedizione in contrassegno
Importo in euro: 29.90 EUR
Pagamento: Contanti - da versare su cc servizio contrassegni

R

Per effetto della consegna della spedizione a Poste Italiane, il mittente accetta le Condizioni Generali di Contratto presenti su www.poste.it
GARANZIA e GARANZIA: Garanzia di arrivo a destinazione
Controllo il sistema di raccolta del tuo Contante.

InconsoSDS V3.7.5 - Vorlage:POIT_A6_ZPLmm printed DATA_ONLY / 14.06.2022 08:45:33,02

Figure 2: Examples of waybills

By way of example, here are some images of incorrect waybill placement.



Figure 3: Examples of incorrect application of the Waybill

2.3.2 “Paperless Mode”

Paperless is the Poste Italiane service that gives e-shoppers the option of sending an item or making a return without having to print the waybill. It can be activated by those who manage e-commerce on the MyPosteDeliveryBusiness portal as an option available for Poste Delivery Business Standard and Poste Delivery Business Express services. This means that customers who want to send an item or make a return can book the home pick-up themselves on poste.it, choosing the day and time slot that best suits their needs. Or they can go to any collection point (Post Office or Punto Poste Network point) and show the QR code on their smartphone. Poste Italiane will take care of collecting the product and affixing the label.

To consult the contractual conditions for the Paperless acceptance mode, refer to the documentation available in the “Professionals and Small Businesses” or “Medium and Large Businesses” sections on the poste.it website (refer to the Product Sheet for delivery options).

3. HOW TO AVOID SURCHARGES BY ENSURING THE CORRECT SET-UP

If a shipment is not correctly prepared by the Customer, it can cause operational inconvenience, as well as posing a safety risk and possibly violating regulations. Compliance with the limits on weight, size and stability of the preparation is essential to avoid the application of the 'Oversize', 'Out-of-Gauge' and 'Non-Stackable' surcharges, as stipulated in the contract. These surcharges are applied to cover the additional operational activities required to handle the shipment. If detected, the three surcharges may be applied simultaneously to the same shipment.

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3.1 OVERSIZE SURCHARGE

If a shipment is made up of parcels that exceed the weight and/or size limits, an Oversize Surcharge will be applied to the total price for each excess parcel (refer to the Product Sheet for the oversize surcharge; refer to the General Terms and Conditions of Contract for the handling of liquids, fragile items and dangerous goods). This surcharge is not applied if the Customer delivers and/or picks up these shipments directly at the relevant branch. The surcharge applies to all domestic shipments for Customers with a final balance contract.

When calculating the measurements to check whether the shipment exceeds the weight and size limits provided for by the requested product/service, the dimensions of the packaging are also taken into account.

The oversize surcharge applies to both Parcels and Pallets. In the case of delivery by pallet:

- if the parcel(s) are handed over by the customer with a “Euro-pallet” type pallet (80x120 or 100x120 or 80x60), secured to the pallet and packed according to the provisions in the set-up guide, then the Oversize Rates (**per pallet**) apply.
- whereas if the parcel(s) are handed over by the customer with a non-”europallet” type pallet, then the pallet is included in the calculation of the weight/size measurements and the Oversize Rates (**per parcel**) apply.

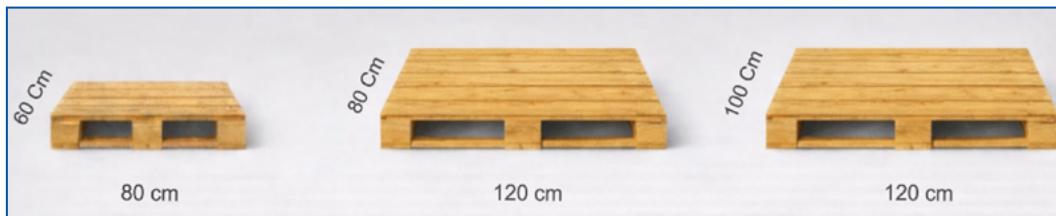


Figure 4: Wooden pallet



Figure 5: Plastic pallet

3.2 OUTSIZED/IRREGULARLY SHAPED ITEMS SURCHARGE

The ‘Oversized/Irregular Shaped items’ surcharge may be applied in addition to the basic fee when the shipment contains a parcel of irregular size and/or shape. In the case of a shipment comprising multiple parcels, even if several parcels are classified as ‘Oversized/Irregular Shaped items’, the surcharge is applied only once for the entire shipment.

In particular, all parcels that meet at least one of the following conditions are classified as ‘Oversized/Irregular Shaped items’:

- They have a shape, size or type of packaging that makes them unsuitable for processing by machine.
- They come in shapes other than cuboid (e.g. spherical, cylindrical, pyramidal, irregular, etc.).

- They are not packed in boxes suitable for shipping and therefore at risk of opening/damage: inadequate or unsuitable packaging for the item being shipped, use of materials (paper/plastic bags) not specifically made for the delivery of shipments.

By way of example, here are some images of outsized/irregularly shaped shipments.

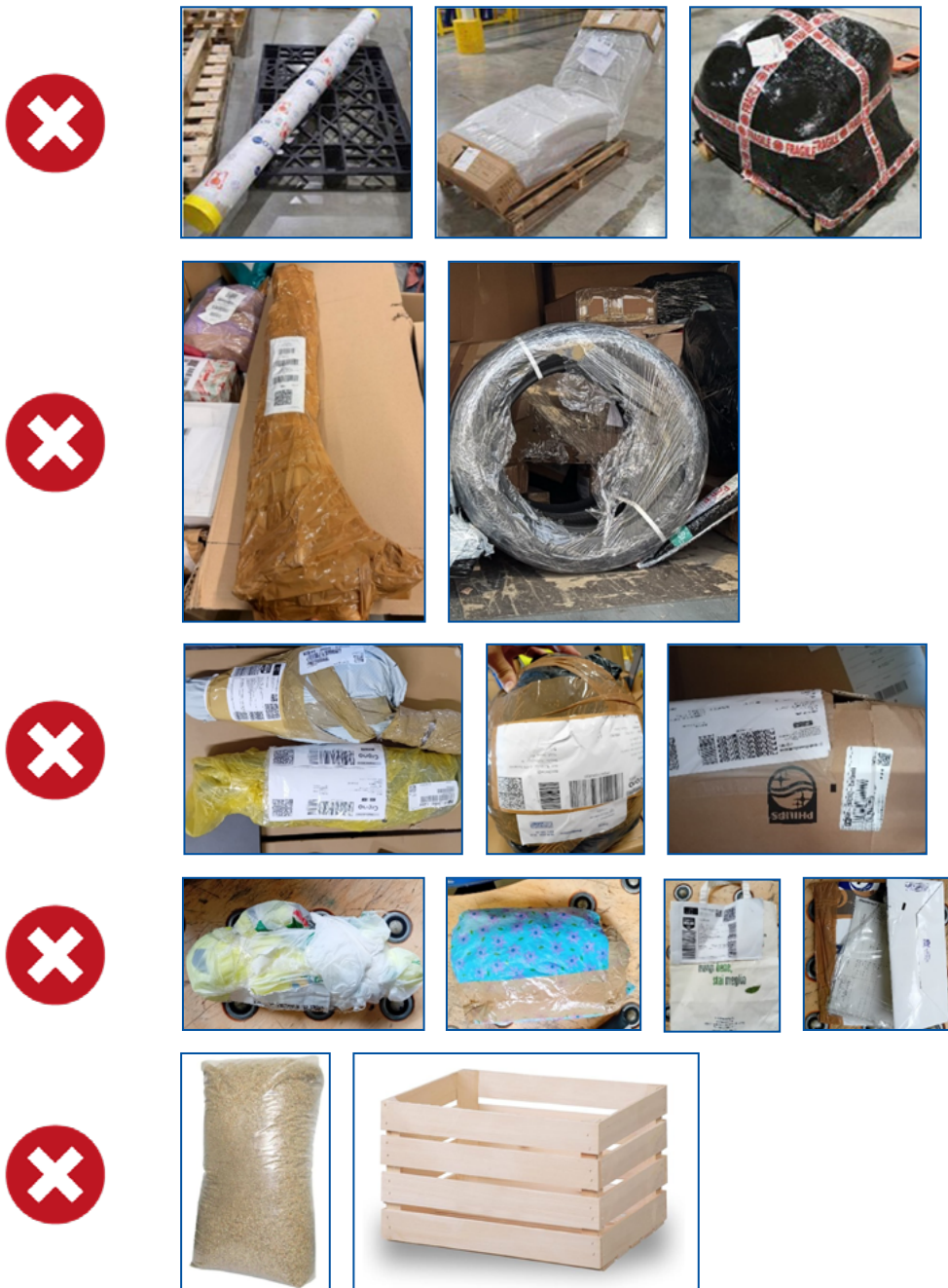


Figure 6: Examples of outsized/irregularly shaped shipments

3.3 NON-STACKABLE ITEMS SURCHARGE

The 'Non-stackable items' surcharge can be applied in addition to the basic fee when the shipment contains a parcel with characteristics that make it non-stackable. In the case of a shipment comprising multiple parcels, even if several parcels are classified as 'Non-Stackable', the surcharge is applied only once for the entire shipment.

'Non-stackable' is defined as any parcel which, due to its shape, nature, weight or packaging method, **cannot be stacked on top of other parcels or which does not allow other parcels to be stacked on top of it.**

By way of example, here are some images of non-stackable items.



Figure 7: Examples of non-stackable items

4. SET-UP GUIDELINES BY TYPE

4.1 PLASTIC, PAPER OR CARDBOARD ENVELOPE/ FLYERS

Suitable for light, small documents or items. It is important that this packaging is sturdy so that it is not damaged during logistics processing.

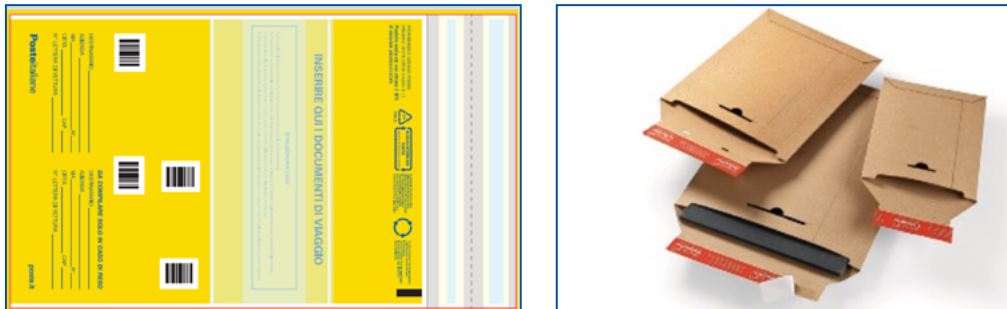


Figure 8: Examples of plastic, paper or cardboard envelopes/flyers

- **Preparation**
 1. Use a sturdy envelope in excellent condition.
 2. Make sure the envelope is the right size for the contents: it must be neither too large (to prevent the items from moving or the envelope from bending, making the barcode unreadable during automated processing) nor too small. It must also have at least an adequate free space on one side where the transport documentation can be applied (waybill).
 3. If you have to reuse an envelope that has already been used, make sure there are no rips, tears or damaged edges. Furthermore, ensure to remove the labels, barcodes, stickers or other shipping marks from the previous shipment.
 4. Fill any space between the packaging and the contents of the shipment

with suitable filling material to avoid leaving empty spaces and to prevent the envelope from folding during processing.

5. If it is necessary to affix markings indicating dangerous goods under the simplified regime (Limited Quantities, Exempt Quantities and Special Provisions such as, for example, lithium batteries), the size of at least one of the sides must be such that the marking can be applied without bending it.

- **Filling:**

1. Check that the documents or items you wish to send are properly folded and do not move inside the envelope.
2. Place the item in the centre of the envelope and, if the item is fragile or tends to move, fill the remaining space inside the packaging with protective material.
3. For irregularly shaped items, wrap them up and apply tape or bubble wrap to all sharp edges or protrusions.

- **Closure**

Sealing the envelope is essential to ensure that the package remains closed during transport, safe and secure.

- If the envelope already has a closure system, remove the protective film from the glue and place the flap on the part to be closed, taking particular care not to leave any flaps, creases or corners raised and free to move, or any exposed glue.
- If there are two closing systems, use the outermost adhesive flap, leaving the inner one for any returns or reuse.

4.2 CARDBOARD BOX

Use only boxes that are in good condition and not damaged. The use of used packaging increases the likelihood of losing or damaging the contents of the package.

For greater protection and stability, cardboard boxes should be double-layered for heavier or more fragile parcels. Make sure the box is not too large for the contents, to prevent the items from moving.

- **Preparation**

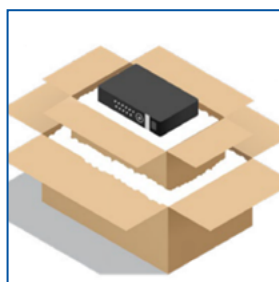
1. Use a rigid cardboard box in excellent condition, with at least two layers of cardboard to withstand impacts for heavier or more fragile items. The box must be cuboid in shape and flat on each side.
2. If you have to reuse a previously used box (bear in mind that previously used boxes can lose strength), make sure there are no rips, tears or damaged edges. Furthermore, ensure to remove the labels, barcodes, stickers or other shipping marks from the previous shipment.
3. If it is necessary to affix markings indicating dangerous goods under the simplified regime (Limited Quantities, Exempt Quantities and Special Provisions such as, for example, lithium batteries), the size of at least one of the sides must be such that the marking can be applied without bending it
4. Fill any space between the packaging and the contents of the shipment with suitable filling material to avoid leaving empty spaces.

- **Filling**

- Place the item in the centre of the box and fill the remaining space with at least 5 cm of protective material.



- In the case of fragile items, wrap each individual item in bubble wrap or protective foam and fill the remaining space with protective material. Alternatively, use the “double box” method: place the goods in an inner box with filling material, then place this box in an outer box that is at least 5 cm larger, filling all the space between the two with protective material.



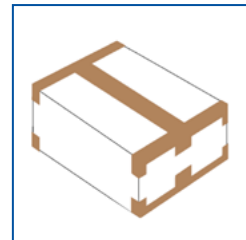
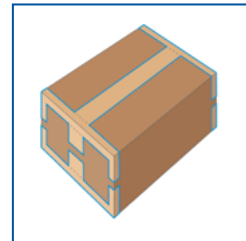
- For liquid, semi-liquid or greasy substances, make sure they are in suitable containers sealed with plastic and adhesive tape. Wrap them in greaseproof paper and absorbent material to contain any leaks.
- Place items that could be damaged by contact with dirt, water or moisture in a plastic bag.



- **Closure**

Sealing the shipment is essential to ensure that the package remains closed during transport, keeping it safe and secure. The use of high-quality adhesive tape and a correct sealing technique is essential to avoid damage and hazards during transport.

1. Seal the top and bottom with high-quality, tear-resistant adhesive tape at least 5 cm wide.
2. Use the “H” technique for sealing: apply the adhesive tape to form an “H” on the top and bottom of the box, sealing it both horizontally and vertically for greater strength.
3. If necessary, reinforce the corners with extra adhesive tape to prevent damage during transport.
4. If possible, use personalised or tamper-evident tape.



4.3 PALLETS

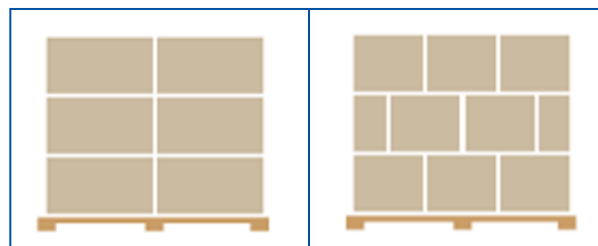
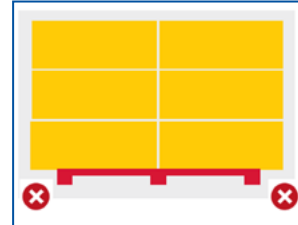
Used for heavy or bulky loads, pallets allow goods to be moved easily and provide a solid base for bulky items. The load must be balanced and well secured with stretch film or adhesive tape to prevent it from shifting. The pallets must be of the Euro pallet type (80×120 cm, 100×120 cm or 80×60 cm).

- **Preparation**

If the load is heavy or bulky, make sure the pallet is sturdy, undamaged and stable. Check that it is large enough to hold the load without becoming unbalanced.

- **Positioning of items:**

1. Heavy items: Place them in the centre of the pallet, so that the weight is evenly distributed and does not protrude beyond the edges.
2. Lighter and more fragile items: Place them on top of the heavier items, but wrap them in bubble wrap or foam to prevent damage during transport.
3. Make sure that the upper side of the load also forms a flat and stable surface.
4. Arrange the parcels in columns or interlocked, leaving no gaps and stacking them to form a single, rigid block.



5. Avoid forming a pyramid or allowing any part of the packages to protrude from the edges of the pallet.



- **Securing the load:** Use stretch film to securely secure the items to the pallet. The film must adhere well to the contents and be tied to the lower surface of the pallet. Be careful not to overload the pallet and, if necessary, use corner protectors to protect the edges from damage.
- **Final check:** Make sure everything is secure and the load does not move, by carrying out a further stability check.

4.4 RIGID CRATES ON PALLETS

For very large, heavy or fragile items, the crate provides additional protection. Crates are particularly useful for preventing damage during long-distance transport. If possible, use wooden or reinforced plastic crates.

- **Preparation:**

Make sure the crate is sufficiently strong for the weight of the load. If necessary, use solid wood crates with a diagonal band to optimise the hold. The crate must be well sealed and free of cracks.



- **Positioning of items:**

Place items inside the box so that they are protected with protective material and are stable inside the box.

- **Seal the pallet and crate on the pallet:**

Use **nylon straps** or **adhesive tape** to ensure that the load does not move. Once the box is sealed, perform a final check to make sure the load is secure and safe.



5. WHAT NOT TO SHIP

Items prohibited by law or considered dangerous under current legislation or which, due to their nature or packaging, may represent damage to humans, the environment or cause damage to other shipments are not allowed to be shipped.

The following may not be included in any shipment:

- coins and banknotes, whether or not out of circulation, value cards of other types;
- cheques, bills of exchange and other negotiable instruments;
- securities that are not nominative;
- platinum, gold, silver and other precious metals, whether worked or not;
- precious stones and jewellery.

Furthermore, objects of artistic value, works of art or parts thereof, antiques in general, cultural goods protected by EU or national regulations in force and carpets (more than 50 years old or not mass-produced) are not permitted.

Weapons of any type or parts of them are not allowed, with the exception of the provisions of art. 45 of the Regulations for the execution of the Consolidated Law on Public Safety which states “Pointing and cutting tools are not considered weapons, although they may occasionally be used to cause injury, but they have a specific and different purpose, such as work tools, and those intended for domestic, agricultural, scientific, sports, industrial and similar use”.

Explosive, flammable material, infectious, irritating, radioactive substances, pornographic material, live or dead animals, plants (except for miniature ones such as bonsai, succulent or dry), perishable products and any substance dangerous to health or the environment as well as goods dangerous for the safety of transport subject to ADR and ICAO T.I./IATA's DGR, ADN and IMDG restrictions (see par. **Dangerous goods**).

6. DANGEROUS GOODS

The transport of dangerous goods by road, by air, by sea and by inland waterways is governed by specific regulations, respectively ADR, ICAO TI/ IATA DGR, IMDG and ADN, so that it takes place in safe conditions for people, the environment and property.

The general requirements of these rules concern:

- the use of suitable product packaging, internal and external;
- the use of marks and labels to identify the contents of a package without having to open it;
- the integration of transport documents with specific information on the product.

Due to the danger level of some categories of substances, Poste Italiane does not accept dangerous goods to which all the prescriptions provided for by the above-mentioned regulations are applicable (ordinary system), such as, for example, those relating to the transport of explosive, highly inflammable, toxic, infectious or radioactive goods, due to the risk related to the handling of such goods for the personnel and the intrinsic risk of the goods themselves, in addition to the need for special devices/equipment.

These goods are identified by the specific danger labels, shown below, in relation to the material transported and are not part of the goods handled by Poste.



Figure 9: Hazard labels

However, the rules provide for particular “simplified systems” applicable to the transport of objects of common use provided that specific methods of packaging the product are respected (e.g. limits on product quantities and specific packaging instructions as well as the affixing of marks on the package other than the above mentioned danger labels).

In view of the above, Poste Italiane accepts shipments of the following goods falling under the simplified system by road and inland waterway transport only:

- goods not subject to the provisions of the ADR/ADN regulations if they are shipped in accordance with specific special provisions of Chapter 3.3 of the ADR (e.g. lithium batteries shipped in accordance with Special Provision 188, certain compressed gases in accordance with Special Provisions 378 or 653, etc.);



- exempted goods in small quantities (Chap. 3.4 of the ADR);

Regime semplificato Cap. 3.4 ADR Esenzione per quantità limitata	
Descrizione	Merci pericolose (ad es. prodotti di uso comune quali: vernici, alcol, detersivi, disinfettanti, etc) confezionate in regime di <u>quantità limitata</u> secondo le indicazioni del capitolo 3.4 ADR.
Confezionamento	Doppio imballaggio costituito da: 1. recipiente interno (che contiene la sostanza pericolosa); 2. imballaggio esterno, che contiene il recipiente interno. Inoltre, può essere richiesto materiale, da inserire all'interno, di assorbimento e/o protezione. È ammesso l'utilizzo di imballaggi intermedi supplementari.
Marcatura	Il collo deve recare questo tipo di marchio che deve essere facilmente visibile, leggibile e capace di resistere alla esposizione alle intemperie. Le dimensioni minime devono essere 10x10 cm.  
Documentazione	Sulla documentazione di spedizione/reso del cliente è riportata la massa lorda della merce in quantità limitata (LQ).

- exempted goods in exempted quantities (Chap. 3.5 of the ADR).

Regime semplificato Cap. 3.5 ADR Esenzione per quantità esenti	
Descrizione	Merci pericolose (ad es. prodotti di uso comune quali: profumi, smalti, acetone ed altri solventi, etc.) confezionate in regime di <u>quantità esenti</u> secondo le indicazioni del capitolo 3.5 ADR.
Confezionamento	Triplo imballaggio costituito da: 1. recipiente interno (che contiene la sostanza pericolosa); 2. imballaggio intermedio; 3. imballaggio esterno. Inoltre, può essere richiesto materiale, da inserire all'interno, di assorbimento e/o protezione. Il collo deve recare questo tipo di marchio che deve essere facilmente visibile, leggibile e capace di resistere alla esposizione alle intemperie. Le dimensioni minime devono essere 10x10 cm.
Marcatura	  * classe di pericolo della sostanza contenuta ** nome dello speditore o del destinatario quando non compaiono altrove sul collo
Documentazione	Sulla documentazione di spedizione/reso del cliente sono riportati il numero dei colli in <u>quantità esente</u> nonché l'indicazione "Merci pericolose in quantità esenti".

For such shipments, the Customer is responsible for verifying the compliance of the goods with the above "Guidelines for the transport of dangerous goods by road under the simplified system" In addition, the Customer is responsible for providing appropriate instructions to the recipient so that the latter, in case of return of shipments governed by separate agreements, can proceed with the correct repackaging of the goods in such a way that the above mentioned specifications are respected. It is specified that such goods, although under the simplified system, may not be shipped or returned with the boxless accessory, but must be packed in the original packaging or in suitable packaging that allows identification by means of replication of the permitted markings.

If it is found that a shipment already started contains hazardous material, the service will be suspended and the shipment will be immediately blocked and segregated in a safe area. The Customer Service Department will immediately inform the sender, who has the right to:

- arrange for the immediate collection of the shipment from the place of detection, at his own care and expense;
- authorise the abandonment of the shipment in the manner indicated by customer service, with the relevant disposal costs charged.

7. INTERNATIONAL SHIPMENTS

This paragraph describes further restrictions, in addition to those already described above, which apply to international products in terms of the type of goods to be shipped, preparation and documentation.

7.1 WHAT YOU CAN SHIP

Shipments may contain objects for which air transport is not expressly prohibited and which are admitted to the country of destination.

It is not possible to send items that are prohibited by law, considered dangerous under Italian or international law, or the transportation, import or export of which is prohibited by any law, regulation or statute pro tempore issued by any federal, state or local government of any country to or through which the shipment may be carried.

Packages or packagings with a hazard label, hazard warning diamond (see “Dangerous Goods” section) are not accepted. Specific information on wrappings and liquids and phytosanitary regulations are available in the appendix.

Furthermore, it is not permitted to send objects which, by their nature or packaging characteristics, could constitute a danger to human or animal safety, cause damage to means of transport, compromise the proper functioning of processing facilities within the warehouses, or damage or contaminate other goods being transported.

Bulky and oversized shipments and shipments on pallets are only permitted for European destinations and only for B2B traffic, which is managed by the EURODIS foreign network, the network underlying the PDB Inter-

National Standard and PDB International Plus services (for details of the maximum weight and dimensions allowed, see the product sheet for Poste Delivery Business International services).

For the International Plus Poste Delivery Business service, DHL foreign network (waybill code JJ...), the following are considered bulky packages:

SHAPE	SIZES	MAXIMUM WEIGHT	NOTES
Box-shaped	Max. 200 cm for the longest side - 225 cm as the sum of the 3 dimensions - Max. circumference 360 cm	30 kg	Bulky parcel
Roll-shaped	Max. Ø 60 cm - Max. length 200 cm - Max. circumference 360 cm	30 kg	Bulky parcel

Notes:

The girth is calculated as:

- Box: length + 2 × width + 2 × height
- Roll-shaped: length + 2×diameter

Irregularly shaped parcels or flexible packaging may require manual handling and are therefore subject to the bulky surcharge. Bulky parcels, parcels that exceed the weight and size limits provided for by service and type of shipment (see for details the Poste Delivery Business International product sheet) or parcels on a pallet are not operationally manageable for 2C deliveries.

In addition to the items listed in the paragraph What not to ship (Chap. 5), in the case of international shipments it is not possible to ship:

- watches with a value higher than the maximum insurable;
- whole furs (whole garments);
- perishable foodstuffs, or temperature-controlled goods;
- depleted cartridges and toner;
- Other goods prohibited by EC Regulations such as:
 - fluorinated greenhouse gases;
 - products containing cat and dog fur, leather or objects made with parts of specimens protected by the Washington Convention, in accordance with Council Regulation (EC) No 338/97 of 9 December 1996, as amended;

- other products derived from seals;
- goods that could be used for capital punishment, torture or other cruel, inhuman or degrading treatment or punishment;
- products indicated by Regulation (EU) No. 821/2021 of the European Parliament and of the Council of 20 May 2021, as amended, as “dual use” (for civil and non-military use only).

Please note that succulent plants are not allowed for the PDB International Express service. Furthermore, succulent plants are not allowed for any shipments, for any international service used, if destined for the United Kingdom. There are generally strict customs restrictions on entry for various non-EU destinations.

7.2 SHIPMENT DOCUMENTS

Below is a list of the documentation required for shipments with International Poste Delivery Business services. This may vary depending on the destination (EU and non-EU) and the type of goods sent (intended for sale; not intended for sale, documents and samples).

Shipments to European Union countries

- Waybill

Shipments to Extra-European Union countries

In all cases, the following documentation is required

- Waybill
- Customs declaration (for the International Standard Postdelivery Business International Standard and the Poste Delivery Business International Plus services, the declaration is integrated in the waybill and valid as proof of export since it is stamped and returned to the Customer)

In addition, depending on the following specific cases, the following documents are required in addition to the above.

a. Goods for sale < € 1,000.00

- Commercial invoice

a1. Goods for sale $\geq$ € 1,000.00

- Free export declaration
- Commercial invoice

b. Goods not for sale $<$ € 1,000.00

- Waybill and Declaration for customs purposes

b1. Goods not for sale $\geq$ € 1,000.00

- Free export declaration

The forms for completing the Free Export Declaration and the Customs Declaration are available for download at www.poste.it in the Business parcels sections, Poste Delivery Business International services range, subsection

CUSTOMS DOCUMENTATION

In general, shipments of goods to non-EU countries (regardless of value) must be accompanied by the correct customs documentation required by the customs legislation of the country of destination. Below is a summary of what should be remembered:

- customs documents must be drawn up in English;
- a commercial invoice is required for goods for sale;
- a correct and detailed description of the goods, the detailed customs code (HS Code) and an indication of the currency are absolutely essential;
- the Free Export Declaration is mandatory for goods with a value $\geq$ € 1,000;
- from 01/01/21, the recipient's EORI GB number is mandatory for shipments directed to the United Kingdom for goods with a commercial value of £0 to £135.

7.2.1 Waybill

The service solution chosen allows access to different ways of printing the waybill, generally in A4 or ZPL formats.

If the chosen access solution allows it, the waybill may be produced using a thermal printer and applied directly to the parcel, in accordance with the operating specifications described in this document.

In general, if a thermal printer is not available, the standard format used will be A4, which must be suitably adapted to the size of the adhesive pocket used and inserted inside it so that the waybill is legible in all its parts, together with any accompanying documentation produced.

Customs declaration

Shipments to extra-EU countries including overseas islands (for example the Canary Islands, although they are part of Spain) **containing goods (even if not intended for sale)** are subject to customs verification and require the completion of a Customs Declaration (integrated into the waybill for the International Standard Poste Delivery Business and Poste Delivery Business International Plus services). The Customs Declaration must contain: sender and recipient (name and address), precise description of the content and TARIC code, weight, quantity, value of each item described and total of the goods, indicating the currency used, type of transaction, country of origin, date and signature.

For the International Express Poste Delivery Business service, shipments to non-EU countries containing goods must be provided with the following customs documentation:

- 5 copies of pro forma invoice (or, in the case of sales, the commercial invoice);
- 2 copies of free export declaration.

Such documentation is also required for shipments containing samples, goods not for sale, free gifts or presents. In this case, the value to be indicated on the pro forma will correspond to a realistic value of the goods, which must always be non-zero (see instructions for completing).

Additional documentation may be required depending on the content or destination of the shipment.

Only envelopes containing documents do not have to be issued with customs documentation: this category refers exclusively to unbound sheets of paper.

Therefore, the following are not included in this category:

- Magazines;
- Brochures;
- Catalogues;
- Books.

7.2.2 Commercial Invoice

Shipments of goods and materials intended for sale and not classifiable as documents to extra-EU countries must be accompanied by a commercial invoice in three copies (5 copies for the International Express Poste Delivery Business service).

The invoice must contain:

- invoice number;
- name and full address of the sender, VAT number, TAX ID;
- name, full address and telephone number of the recipient;
- net and gross weight of the goods;
- detailed description of the goods, avoiding generic expressions;
- country of origin of the goods for the purposes of duty exemptions;
- unit value of each item;
- subtotal value for each type of product;
- total value as the sum of the values listed above;
- currency EUR or USD;
- date and place of issue;
- original signature and stamp.

Also in the commercial invoice:

- The total value and currency must correspond to that indicated on the waybill.
- it is necessary to describe in detail what you are sending and the composition material. E.g. in the case of “textiles” and “clothing”, it must be specified whether they contain “leather” parts, as required by the Washington Convention.

* Examples of description:

INCORRECT GENERIC DESCRIPTION	CORRECT DETAILED DESCRIPTION
Documents	Business contract
Gifts	Books sent as a Christmas gift
Spare parts	Needle valve
Textiles	Men's shirt 100% cotton

N.B. "Descriptions" that declare "no value" or a value of "0" (zero) are not considered valid. The "COUNTRY OF ORIGIN" - origin of the goods (5) - of what is being shipped must be indicated

Some countries apply stricter controls and almost always require a commercial invoice (e.g. Andorra - Bolivia - Botswana - Guadeloupe - Madagascar - Namibia - Peru - Saint Barthelemy - Singapore - South Africa - Venezuela).

7.3 QUICK GUIDE TO FILLING THE COMMERCIAL OR PROFORMA INVOICE

Below is a Guide to the filling of the Commercial Invoice or Proforma Invoice.

Shipments of goods and materials not classifiable as documents, addressed to countries outside the European Union, are subject to customs regulations that provide for the issue of the Commercial Invoice or Proforma Invoice.

These are documents with which the sender declares the content, the value of the shipment and the material composition of the goods, in accordance with the various international regulations, which prescribe certain requirements of exportability. They are therefore necessary for export customs clearance operations, to facilitate checks by the Customs Authorities and to ensure timely delivery.

The Commercial Invoice is provided for by customs legislation in the case of shipments of goods and materials of commercial value intended for sale.

The Proforma is used in the case of shipments of goods and materials not classifiable as documents and not intended for sale. These shipments are usually made between private individuals.

To ensure fast and accurate customs clearance, it is necessary that Commercial Invoice and Proforma contain complete and correct information. Errors or failures could lead to a customs delay, incorrect calculation of the charges to be paid with consequent fines and penalties.

Every Commercial Invoice and Proforma Invoice must necessarily be written in English. If it is written in Italian it must be translated into the language of the destination country and must be produced in five copies.

What are the mandatory information?

- Waybill number;
- Name and surname, address and VAT number of the sender or exporter;
- First and last name, address with postal code and telephone number of the recipient;
- Country of manufacture or origin.

The country of origin is the country where the goods were produced and not the country of export. If the products have been manufactured in more than one country, indicate each country of origin next to the corresponding product.

The Customer is required to describe all products in detail in English. The generic description of the goods (e.g. “parts”, “samples”) is not sufficient. You must specify:

- what the product is;
- what material it is made of;
- the quantity of the product;
- the total number of packages and, for each package, the quantity, unit of measurement, weight, individual and total value
- the final use of the product.

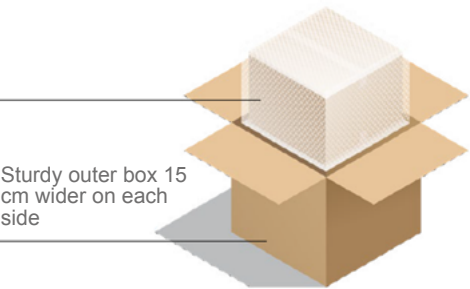
For example: “10 boxes of stainless steel screws for civil aircraft” rather than “Civil aircraft parts”.

The Customer is required to indicate the currency, clearly specifying the currency he/she is using for example (USD,CAD,EUR). The “\$” symbol is not sufficient.

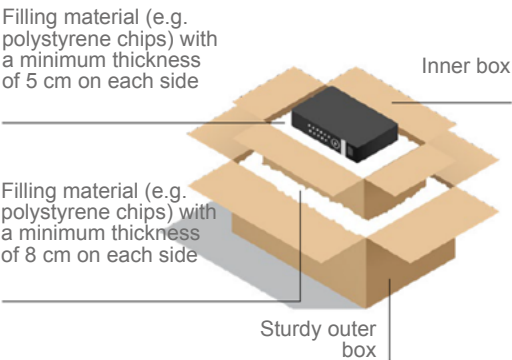
8. APPENDIX

8.1 SPECIFIC PACKAGING METHODS

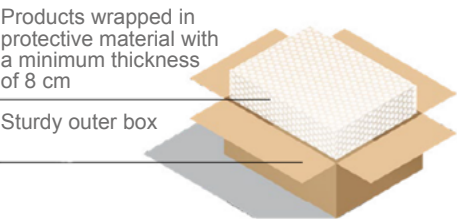
Double box with protective bubble wrap



Double box with polystyrene chips



Single box with the item wrapped



Single box with polystyrene chips

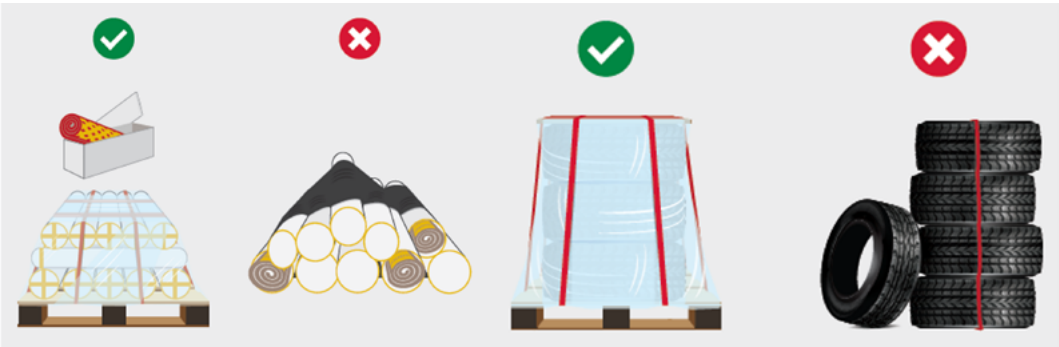
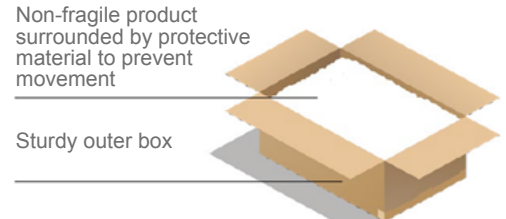


Figure 10: Examples of packaging

8.2 LIQUIDS, SEMI-LIQUIDS, FLUIDS, GREASES, DYES

The shipment of liquids is only permitted in special packaging. Liquids must be placed in watertight containers. Each container must be placed in a container made of metal, wood, plastic or cardboard filled with sawdust or equivalent material in sufficient quantity to absorb the liquid in the event of breakage of the container. The correctness of the packaging can be checked if there is no noise when shaking the container vigorously.

Packages or packagings with a hazard label are not accepted (see paragraph Dangerous goods).

Shipments of wine are only permitted if it is produced according to the regulations in force and bottled by wineries in possession of all possible authorisations for its production.

The transport of wine is subject to special rules and tax regulations and the payment of tax, for bottled wines, is affixed to the bottle itself with the so-called tax capsule, band or seal. In this case, the wine may be transported freely, without quantity restrictions, within the country of origin, and, limited to ten cases (equal to 120 bottles), between two EU countries¹. The transport of wine is also allowed to non-EU destinations, but before shipping, the restrictions and prohibitions must be checked.

Packaging requirements: the shipment and transport of wine must follow some specific rules, relating to packaging and temperature². The packaging must be suitable and in accordance with the type of shipment to be made, in order to minimise the risk of glass bottle breakage. In addition, the wrappings must be organised in a practical and functional manner so that, in the event of breakage, no liquids are spilled which could contaminate other types of product-goods along the supply chain.

¹ More detailed information on the excise duty system has been published by the European Commission and can be found on the following websites:

- https://commission.europa.eu/index_it
- https://europa.eu/youreurope/business/taxation/excise-duties-eu/product-excise-duties/index_it.htm

² If it is too cold or too hot, the condition of the wine may be compromised and it risks spoiling on arrival at its destination.

All shipments must meet the following packaging requirements for the transport of wine: inner packaging of moulded polystyrene foam, folded corrugated cardboard trays or moulded fibre trays. Each packaging component will secure the bottles in the centre of the shipping container away from the side walls of the package. Sturdy outer corrugated cardboard containers are required.

The outer box will thus be suitable for dispatch and also easy to transport, so it can hold a maximum of six 75 cl bottles.

All flaps of the packaging must be sealed with reinforced corners on the top and back of the carton with pressure-sensitive tape to avoid any risk of spilling in the event of a fall.

8.3 PACKING SMALL ITEMS

For the packaging of small items, it is recommended that they be placed in a package of a suitable size so that the waybill can be affixed in a clear and legible manner. In particular, if the item is smaller than the waybill, it is mandatory to use a larger box or envelope, so as to ensure a stable and sufficiently large area for the correct application of the transport documentation.

In the case of small items, it is not possible to resize the waybill to fit the item to be shipped. The waybill must be printed in its original format.

In the case of large consignments of small items, it is not permitted to place them inside closed boxes: each item must be individually packaged so that it is always identifiable and the waybill can be correctly applied to each parcel. Alternatively, if the volumes require it and agreed in advance with Poste, open handling units (e.g. carton pallets) may be used that allow easy visibility of the individual items to be processed.

8.4 LUGGAGE

For the correct packaging of luggage, the following instructions must be followed:

- Fill in the waybill accompanying the shipment clearly and legibly
- Place a copy of the waybill in one of the suitcase's zipped pockets
- Attach the appropriate identification tag to the suitcase handle, if available
- Wrap the luggage with at least 3 turns of transparent film and tie the end of the film to the handle or grip of the suitcase
- Affix the adhesive document holder pocket in a visible position, on the stable side, ensuring it adheres perfectly
- Place the waybill in the adhesive pocket so that it is legible in all its parts, taking care to close the upper flap correctly.

8.5 PHYTOSANITARY REGULATION WOOD ISPM 15

International Plant Protection Convention (IPPC) for the use of wooden packaging.

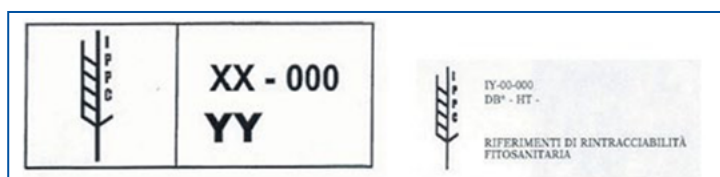
FAO approved in 2002 the “Guidelines for the Regulation of Wood Packaging Materials in International Trade” (ISPM-15), which aim to reduce the spread of forest pests through the packaging of raw wood used in international trade. ISPM 15 (International Standards for Phytosanitary Measures) requires wood packaging companies and exporters (export/import) using wood packaging to certify with a universally recognised symbol (IPPC/FAO mark) that the wood packaging material has been fumigated or heat treated.

Wooden packaging, therefore, must bear the FAO IPPC mark which guarantees compliance with the FAO ISPM 15 standard. The IPPC/FAO Mark is permanent, non-transferable and must be visible (preferably on opposite sides of the wooden packaging).

The sender is required to ensure in advance that the wooden packaging used for the shipment bears the IPPC/FAO mark to avoid the application of the required phytosanitary measures (return, pest control or destruction).

IPPC/FAO mark scheme

XX - ISO code of the producing country 000 - producer code and zone of origin YY – type of treatment: HT - Heat treatment DB - Fumigation.



9. OPERATIONAL GUIDELINES FOR THE SET-UP OF SHIPMENTS AT THE ACCEPTANCE STAGE IN THE PUNTO POSTE NETWORK, POST OFFICE AND RETURNS DESKS

Guidelines for the identification of correct packaging, which customers and senders must follow to access the acceptance channels at Post Offices and PuntoPoste network points for return and second-hand shipments.

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9.1 INADEQUATE PACKAGING

Incorrect packaging

1. Packaging that is already damaged, worn, with rips, tears and damaged edges.
2. Packaging that is dirty or unsuitable for the item being sent.
3. Packages with cling film.
4. Packages with laces, strings, wrapping paper, paper adhesive tape.
5. Paper/plastic bags provided by shops that are not specially made for the delivery of shipments.

9.2 LABELS / WAYBILLS

Incorrect application of waybills

1. Waybill/label applied with adhesive tape affixed incorrectly and partially or in a way that makes it illegible.
2. Packaging with labels from previous consignments.
3. Shipments with handwritten text that overlaps the information on the waybill.
4. Partial, damaged or incomplete waybills/labels.
5. Waybills on corners, edges or joints of the package.

9.3 NON-COMPLIANT SIZES

Failure to comply with the shape and size limits

1. Shipment with irregular or unusual shapes (e.g. cylindrical or spherical).
2. Shipment too bulky.
3. Shipment too long.
4. Packaging too small for the waybill to be applied.

9.4 NON-COMPLIANT WEIGHT

Failure to comply with weight limits

1. Packaging too heavy.
2. Packaging cannot be moved without an aid (e.g. trolley).

COMPLIANT PACKAGING

The use of shipping boxes and envelopes is recommended

- Regularly shaped boxes
- Preferably padded and sturdy, suitable for the weight of the shipment.
- Adequate minimum dimensions to ensure a side suitable for the application of the waybill
- Maximum dimensions required by the channel



COMPLIANT LABELLING

Affixing the label/waybill

- Legible in all its parts
- Affixed to one side of the parcel (the largest)
- In a clear pouch
- If prepared by the customer: make sure it is affixed with adhesive tape
- (not paper) on the 4 sides of the label



UNSUITABLE PACKAGING NOT COMPLIANT FOR TRANSPORT

1. Packaging that is already damaged, worn, with rips, tears and damaged edges.
2. Packaging that is dirty and unsuitable for the item being sent.
3. Paper/plastic bags provided by shops that are not specially made for the delivery of shipments.
4. Packages with cling film.
5. Packages with laces, ropes, straps, staples, wrapping paper, paper adhesive tape.

1



2



3



4

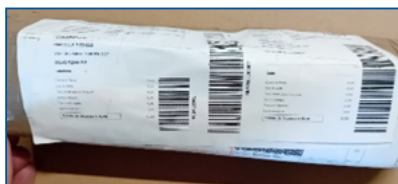


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WAYBILLS NOT PROPERLY APPLIED OR INCOMPLETE

1. Waybill applied with adhesive tape affixed incorrectly and partially or in a way that makes it illegible.
2. Packaging with labels from previous consignments.
3. Shipments with handwritten text that overlaps the information on the waybill.
4. Partial, damaged, incomplete or illegible waybills.
5. Waybills on corners, edges or joints of the package.



NON-COMPLIANT SIZES DUE TO FAILURE TO COMPLY WITH SHAPE AND SIZE LIMITS

1. Visually excessive volume or excessive length.
2. Packaging too small for the waybill to be applied.



NON-COMPLIANT WEIGHT DUE TO FAILURE TO COMPLY WITH PRODUCT OR CHANNEL LIMITS

1. Very heavy packaging.
2. Packaging cannot be handled by the receiving operator.



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