

*RESPONSIBILITY FOR RATES
REGULATION AND SPECIAL
CONTROL OF ANTI-COMPE-
TITIVE PRACTICES IN POSTAL
SERVICES, NETWORK ACCESS,
ACCOUNTING*

Report

Parcel price comparison for
Germany and Europe 2022



Bundesnetzagentur

Parcel price comparison for Germany and Europe 2022

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**Bundesnetzagentur für Elektrizität, Gas,
Telekommunikation, Post und Eisenbahnen**

Ruling Chamber 5

Tulpenfeld 4

53113 Bonn

Germany

Tel.: +49 228 14-0

Fax: +49 228 14-8872

E-Mail: info@bnetza.de

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1 Introduction

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 total volume of parcels in Germany rose from 3.06bn to 3.7bn items¹ between 2019 and 2020. Revenue amounted to €12.17bn in 2019 in the parcel market as a whole (domestic and international parcels) and increased to €15.61bn in 2020². 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. 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 market³ (letters market 15%⁴).

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.

¹ cf. Bundesnetzagentur (2022), Parcels Market Report 2021, page 6

² cf. Bundesnetzagentur (2022), Parcels Market Report 2021, page 6

³ cf. Bundesnetzagentur (2022), Parcels Market Report 2021, page 9

⁴ cf. Bundesnetzagentur (2021), Conditions and prices for large volume mailers and consolidators in the letters market, page 8

2 National parcel price comparison

The comparison of domestic parcels prices includes both national and cross-border parcel delivery. Given the increase in cross-border parcel volumes (approx. 400 million in 2020)⁵ and the revenue generated with cross-border parcels (>€3bn in 2020⁶) it is necessary to include cross-border parcel delivery. 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 nominal prices, as the analysis within Germany does not require an adjustment for inflation. In the case of DHL as a universal service provider, some of the parcel deliveries⁷ that are part of the universal service are exempt from VAT according to section 4 para 11b of the VAT Act (UStG). These include parcels weighing up to 10 kg.⁸ The other parcel service providers are obliged to pay VAT on all parcel deliveries. 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 made for all products based on the type of franking used (retail outlet/parcel shop or online franking).

2.1.1 Methodology

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

⁵ cf. Bundesnetzagentur (2021), Activity Report for the postal sector 2020/2021, page 20/21

⁶ cf. Bundesnetzagentur (2021), Activity Report for the postal sector 2020/2021, page 20

⁷ In accordance with section 1(1) para 2 of the German Postal Universal Service Ordinance (PUDLV) the conveyance of addressed parcels whose individual weight does not exceed 20 kilograms and whose dimensions do not exceed those laid down in the Universal Postal Convention and its Detailed Regulations shall be designated as universal service.

⁸ cf. Federal Ministry of Finance (2020), VAT application decree of 1 October 2010, Federal Tax Gazette (BStBl) I page 846 – updated version (as at 15 December 2020), page 236 et seq.

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 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. As in the previous parcel price comparison conducted in 2021, the DHL products "Päckchen S" and "Päckchen M", which do not include liability or tracking and tracing, are therefore 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, girth⁹, 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).

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

Domestic parcel products 2022

Domestic parcel products 2022													
Service provider	Product	Weight	Maximum dimension		Girth	Delivery speed	Tracking and tracing	Liability	2022 gross prices		2022 gross prices		incl. VAT
			L x W x H	Longest and shortest side					Length + 2 x width + 2 x height	Doorstep delivery	Delivery to a retail outlet or parcel shop	Doorstep delivery	
DHL	Päckchen S	up to 2 kg	35 x 25 x 10 cm	–	–	1-2 working days	–	–	€3.99	€3.99	€3.99	€3.99	–
	Päckchen M	up to 2 kg	60 x 30 x 15 cm	–	–	1-2 working days	–	–	€4.79	€4.79	€4.79	€4.79	–
	Parcel S	up to 2 kg	60 x 30 x 15 cm	–	–	1-2 working days	yes	€500.00	–	–	€5.49	€5.49	–
	Parcel M	up to 5 kg	120 x 60 x 60 cm	–	max. 300 cm	1-2 working days	yes	€500.00	€6.99	€6.99	€6.99	€6.99	–
	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	€9.49	€9.49	–
	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

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 (eg L x W x H)¹⁰, 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 side, or the girth, that are of particular relevance.¹¹ 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.

¹⁰ Length x Width x Height

¹¹ 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). If products include special features, these will be described in detail.

2.1.2.1 Product group 1: parcels up to 35cm

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 based on this criterion, indicating their respective features:

Product group 1: parcels up to 35cm

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
DPD	XS	max. 20 kg		up to 35 cm	max. 250 cm	1-2 working days	yes
GLS	XS	max. 40 kg	200 x 80 x 60 cm	max. 35 cm		1 day (Mon-Fri)	yes
Hermes	Päckchen	max. 25 kg		up to 37 cm		ca. 1-2 working days	yes

*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 (eg parcels up to 20 x 20 x 15 cm). DHL's "Päckchen S" product was still included in the product group in the parcel price comparison conducted in 2020 as this product actually meets the size specifications. As this product does not include liability or tracking and tracing, the "Päckchen S" product – as already explained above – has no longer been part of the parcel price comparison from 2021, 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:

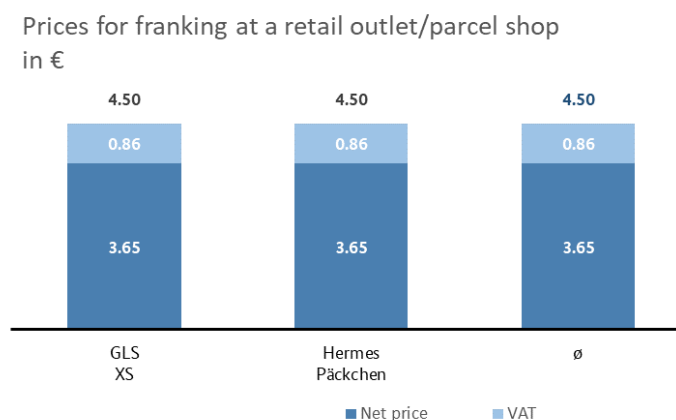


Figure 3: Prices for franking at a retail outlet/parcel shop (parcels up to 35 cm)

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:

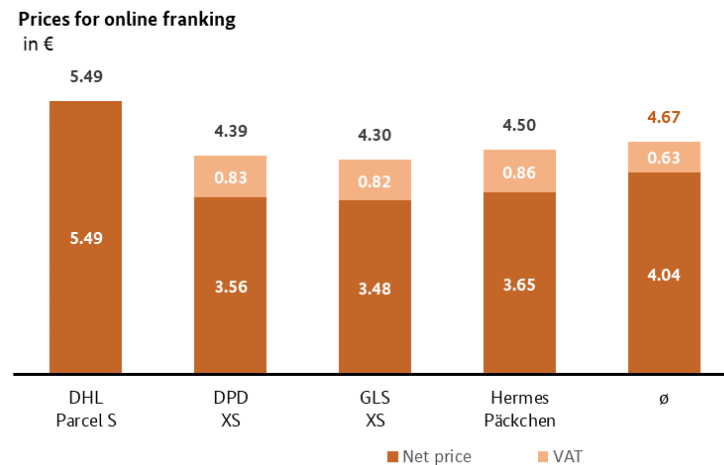


Figure 4: Prices for online franking (parcels up to 35 cm)

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. Unlike the other companies' products, DHL's "Parcel S" product does not include VAT. The mean value of the prices for online franking of the products under consideration is €4.67 (gross) and €4.04 (net). The price of DHL's product is above the mean values.

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

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 50cm

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	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 (Mon-Fri)	yes	€750.00
Hermes	S Parcel	max. 25 kg		up to 50 cm		ca. 1-2 working days	yes	€500.00

*derived value

Figure 5: Products in product group 2 (parcels > 35 to 50 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 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 these products do not include liability or tracking and tracing, they are no longer part of the comparison, as explained above. The other features of the products are comparable for all companies as shown in Figure 5.

If 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.

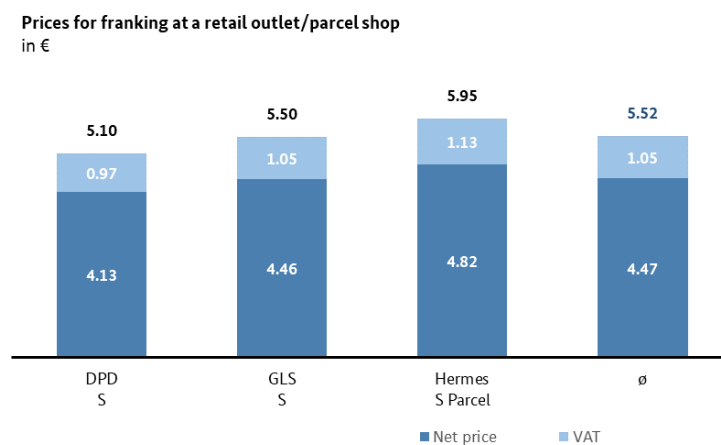


Figure 6: Prices for franking at a retail outlet/parcel shop (parcels > 35 to 50 cm)

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. The mean values of the prices for the products under consideration are €5.52 (gross) and €4.47 (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 review are as shown in the following figure:

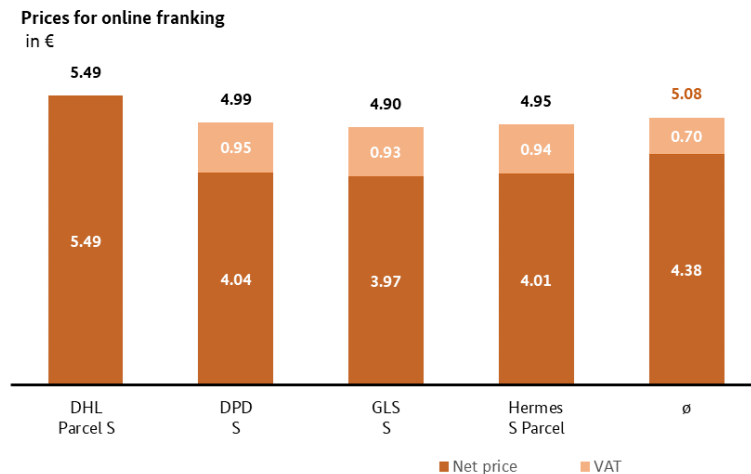


Figure 7: Prices for online franking (parcels > 35 up to 50 cm)

Unlike the other companies' products, DHL's "Parcel S" product does not include VAT. The mean value of the prices for online franking of the products under consideration is €5.08 (gross) and €4.38 (net). The price of DHL's product is above the mean values.

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

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 based on this criterion, indicating their respective features:

Product group 3: parcels > 50 up to 70cm

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 (Mon-Fri)	yes	€750.00
Hermes	M Parcel	max. 25 kg		> 50 to 80 cm		ca. 1-2 working days	yes	€500.00

*derived value

Figure 8: Products in product group 3 (parcels > 50 to 70 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 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 smaller than, for instance, 35 x 30 x 15 cm 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 explained above. The other features of all the products considered in this comparison such as delivery speed are comparable.

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:

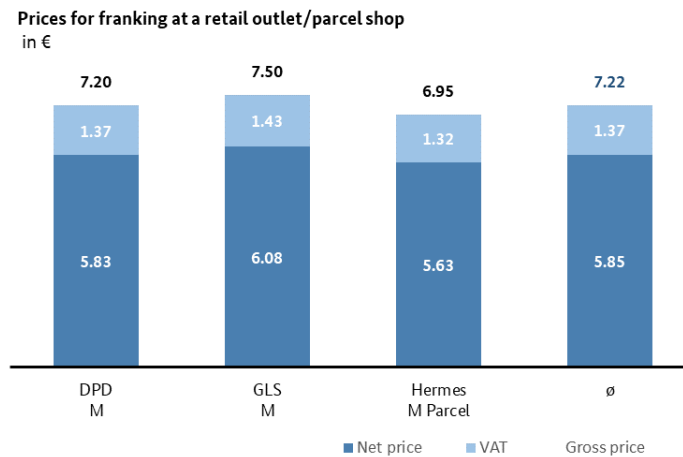


Figure 9: Prices for franking at a retail outlet/parcel shop (parcels > 50 to 70 cm)

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 €7.22 (gross) and €5.85 (net).

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

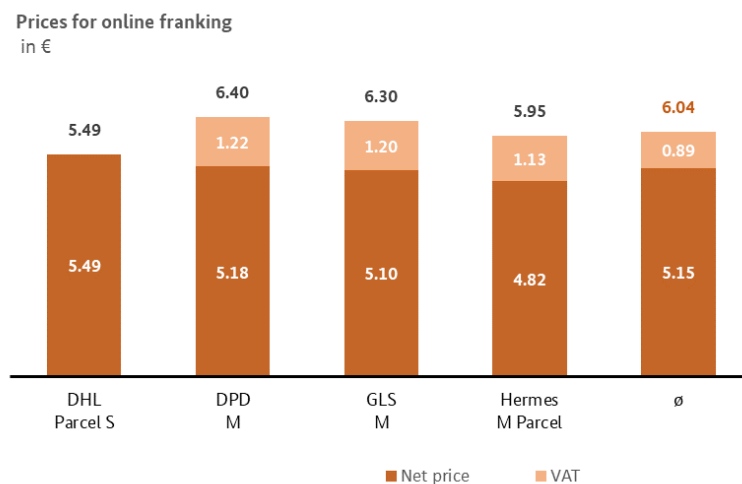


Figure 10: Prices for online franking (parcels > 50 up to 70 cm)

Unlike the other companies' products, DHL's "Parcel S" product does not include VAT. The mean values of the prices for the products under consideration are €6.04 (gross) and €5.15 (net). The DHL product is below the respective mean value in terms of gross price and above it in terms of net price.

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

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 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 90cm								
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 (Mon-Fri)	yes	€750.00
Hermes	M Parcel	max. 25 kg		> 50 to 80 cm		ca. 1-2 working days	yes	€500.00
Hermes	L Parcel	max. 25 kg		> 80 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 products ("M Parcel" and "L Parcel") fall at least partially into this product group. In the case of "M Parcel", this applies to all parcels whose sum of the longest and the shortest side is 70 to 80 cm, and in the case of "L Parcel" 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 "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 parcel shop, both the net and gross prices of the products used in the comparison are as shown in the following figure:

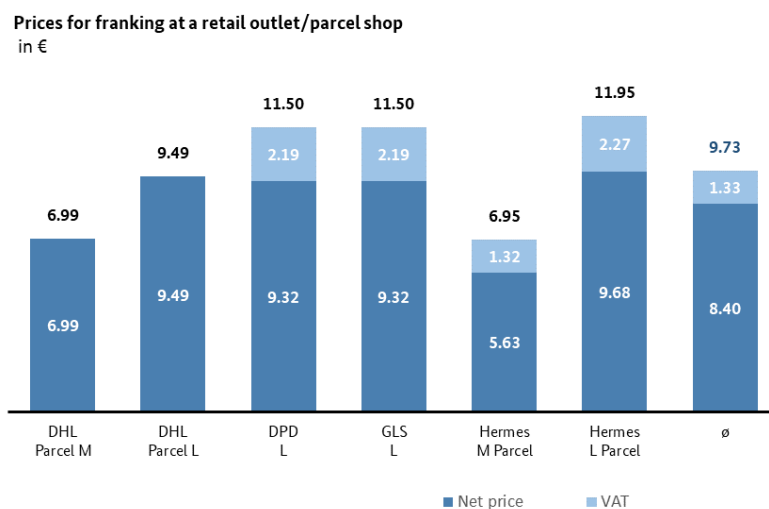


Figure 12: Prices for franking at a retail outlet/parcel shop (parcels > 70 to 90 cm)

DHL's products 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 a parcel shop for the products under consideration are €9.73 (gross) and €8.40 (net). DHL charges less for its "Parcel M" product than either mean value. 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 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' "M Parcel".

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

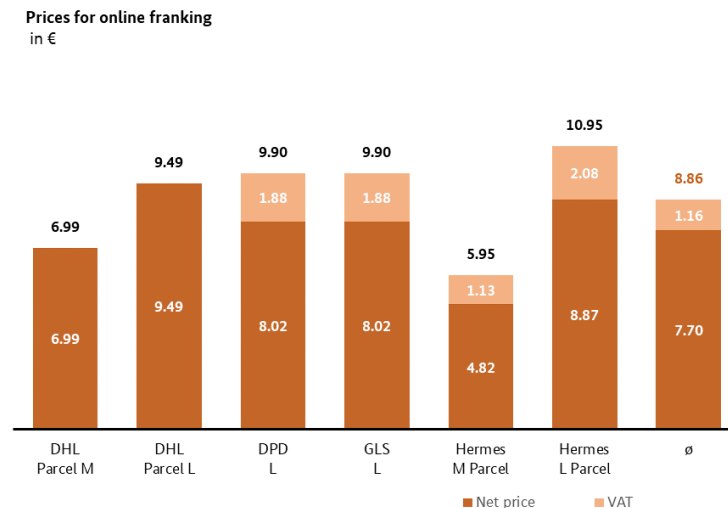


Figure 13: Prices for online franking (parcels > 70 up to 90 cm)

Here too, DHL's products do not include VAT. The mean value of the prices for online franking of the products under consideration is €8.86 (gross) and €7.70 (net). DHL charges less for its "Parcel M" product and more for its "Parcel L" product than either mean value. 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 €10.06 (gross) and €8.60 (net), not including DHL's "Parcel M" and Hermes' "M Parcel".

2.1.2.5 Product group 5: parcels > 90cm

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 L x W x H	Longest and shortest side	Girth Length + 2 x width + 2 x height	Delivery speed	Tracking and tracing	Liability
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 (Mon-Fri)	yes	€750.00
Hermes	L Parcel	max. 25 kg		> 80 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 larger 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 in the comparison are as shown in the following figure:

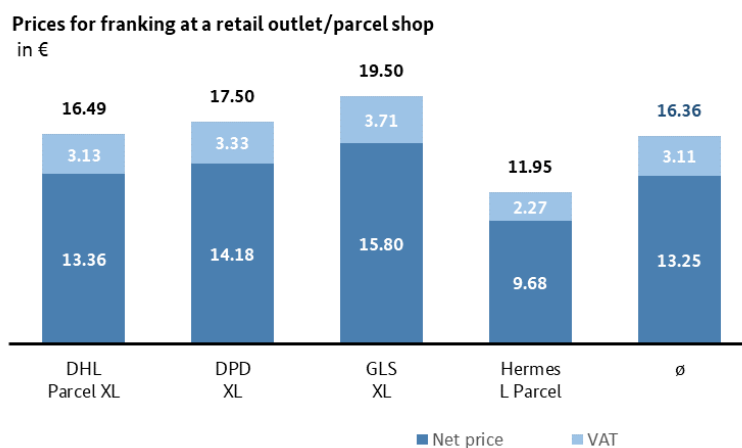


Figure 15: Prices for franking at a retail outlet/parcel shop (parcels over 90 cm)

DHL's "Parcel XL" includes VAT, so that both a gross and a net price are shown, as is the case for the other companies. 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:

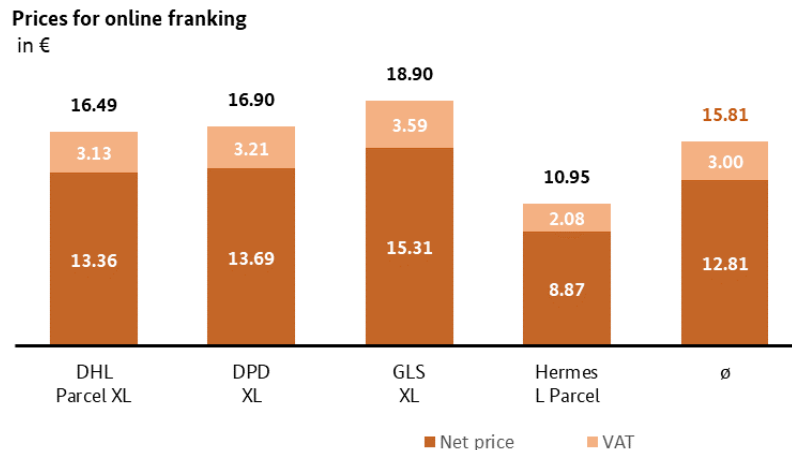


Figure 16: Prices for online franking (parcels over 90 cm)

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 online publications of the companies under review.

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, as the analysis within Germany does not require an adjustment for inflation. Also in the case of cross-border parcels, DHL as a universal service provider is exempt from VAT on parcels up to 10 kg¹², whereas 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 (ie including VAT) and the net prices are shown here. Gross prices ensure the comparability of end customer prices.

¹² cf. Federal Ministry of Finance (2020), VAT application decree of 1 October 2010, Federal Tax Gazette (BStBl) I page 846 – updated version (as at 15 December 2020), page 236 et seq.

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

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 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.

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, in France parcels weighing more than 5 kg are delivered directly to the "Parcel shop".

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 for EU-wide shipping (zone 1) 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).

DHL products

Service provider	Product	Weight	Maximum dimension		Girth	Tracking and tracing	Liability	Zone 1		
								Gross prices		
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height			Retail outlet/ parcel shop	Online	incl. VAT
DHL	Päckchen XS	up to 2 kg	35 x 25 x 3 cm			no	no		€5.99	
	Päckchen M	up to 2 kg		No side longer than 60 cm; L+W+H = 90 cm		no	no	€10.99	€10.49	
	Parcel up to 2 kg	up to 2 kg	60 x 30 x 15 cm			yes	€500.00		€13.99	
	Parcel up to 5 kg	up to 5 kg	120 x 60 x 60 cm		max. 300 cm	yes	€500.00	€17.99	€15.99	
	Parcel 10 kg	up to 10 kg	120 x 60 x 60 cm		max. 300 cm	yes	€500.00	€22.99	€20.99	
	Parcel 20 kg	up to 20 kg	120 x 60 x 60 cm			yes	€500.00	€33.99	€31.99	yes
	Parcel 31.5 kg	up to 31.5 kg	120 x 60 x 60 cm			yes	€500.00	€44.99	€44.99	yes

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)

Figure 17: DHL products (cross-border shipping to the EU)

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, Annex 5 provides a summary of the transit times of parcels for each country as indicated on the companies' websites. 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. 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 within the framework of the (graphic) evaluation of the comparisons, provided it is relevant for the corresponding product group. The aim is to ensure, if possible, that 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 franking). If products include special features, these will be described in detail.

2.2.2.1 Product group 1: parcels up to 35cm

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 based on this criterion, indicating their respective features:

Product group 1						
Service provider	Product	Weight	Maximum dimension		Girth	Tracking and tracing
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height	Liability
DHL	Parcel up to 2 kg	up to 2 kg	60 x 30 x 15 cm	75 cm*	–	yes
DPD	XS	max. 20 kg	–	up to 35 cm	max. 250 cm	yes
GLS	XS	max. 40 kg	200 x 80 x 60 cm	max. 35 cm	–	yes
Hermes	Parcel XS	max. 25 kg	–	up to 30 cm	–	yes
Hermes	Parcel S	max. 25 kg	–	up to 50 cm	–	yes

*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 side of 75 cm. This means that it 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 (eg 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 side 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 side 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.

If franking at a retail outlet or parcel shop is used the gross and net prices are as shown in the following two figures:

Product group 1

Service provider	Product	Gross prices (franking at a retail outlet/parcel shop)							
		AT	BE	CZ	DK	FR	LU	NL	PL
GLS	XS	€9.99	€9.99	€13.99	€9.99	€9.99	€9.99	€9.99	€13.99
Hermes	Parcel XS	€10.90	€10.90	€10.90	€12.25	€12.25	€10.90	€10.90	€10.90
Ø		€10.45	€10.45	€12.45	€11.12	€11.12	€10.45	€10.45	€12.45

* derived value

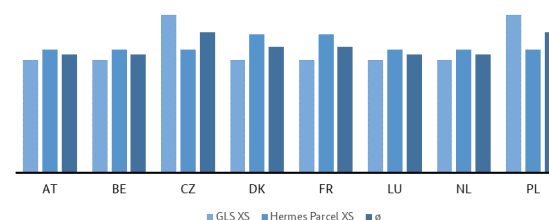
Gross prices (franking at a retail outlet/parcel shop)
in €

Figure 19: Gross prices for product group 1 (franking at a retail outlet/parcel shop)

Product group 1

Service provider	Product	Net prices (franking at a retail outlet/parcel shop)							
		AT	BE	CZ	DK	FR	LU	NL	PL
GLS	XS	€8.09	€8.09	€11.33	€8.09	€8.09	€8.09	€8.09	€11.33
Hermes	Parcel XS	€8.83	€8.83	€8.83	€9.92	€9.92	€8.83	€8.83	€8.83
Ø		€8.46	€8.46	€10.08	€9.01	€9.01	€8.46	€8.46	€10.08

* derived value

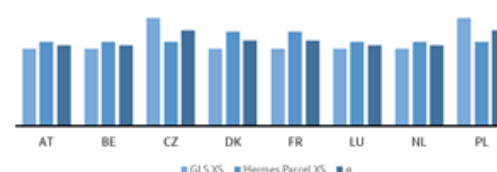
Net prices (franking at a retail outlet/parcel shop)
in €

Figure 20: Net prices for product group 1 (franking at a retail outlet/parcel shop)

DHL's "Parcels up to 2 kg" 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 was not taken into account in the comparison either. The mean values of the gross prices are between €10.45 and €12.45. The mean values of the net prices are between €8.46 and €10.08.

By contrast, if online franking is used, the gross and net prices for the products under review in product group 1 are as shown in the following figure:

Product group 1: gross prices (online franking)

Service provider	Product	Prices							
		AT	BE	CZ	DK	FR	LU	NL	PL
DHL	Parcel up to 2 kg	€13.99	€13.99	€13.99	€13.99	€13.99	€13.99	€13.99	€13.99
DPD	XS	€9.90	€9.90	€9.90	€9.90	€12.90	€9.90	€9.90	€9.90
GLS	XS	€9.69	€9.69	€12.89	€9.69	€9.69	€9.69	€9.69	€12.89
Hermes	Parcel XS	€9.90	€9.90	€9.90	€11.25	€11.25	€9.90	€9.90	€9.90
∅		€10.87	€10.87	€11.67	€11.21	€11.96	€10.87	€10.87	€11.67

* derived value

Gross prices (online franking)
in €

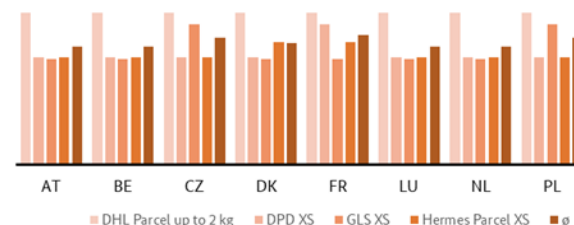


Figure 21: Gross prices for product group 1 (online franking)

Product group 1: net prices (online franking)

Service provider	Product	Prices							
		AT	BE	CZ	DK	FR	LU	NL	PL
DHL	Parcel up to 2 kg	€13.99	€13.99	€13.99	€13.99	€13.99	€13.99	€13.99	€13.99
DPD	XS	€8.02	€8.02	€8.02	€8.02	€10.45	€8.02	€8.02	€8.02
GLS	XS	€7.85	€7.85	€10.44	€7.85	€7.85	€7.85	€7.85	€10.44
Hermes	Parcel XS	€8.02	€8.02	€8.02	€9.11	€9.11	€8.02	€8.02	€8.02
∅		€9.47	€9.47	€10.12	€9.74	€10.35	€9.47	€9.47	€10.12

* derived value

Net prices (online franking)
in €

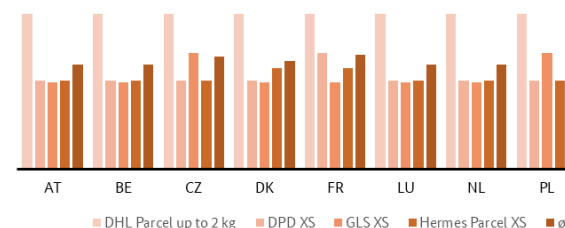


Figure 22: Net prices for product group 1 (online franking)

DHL's "Parcels up to 2 kg" product does not include VAT. The mean values of the gross prices are between €10.87 and €11.96. The mean values of the net prices are between €9.47 and €10.35. DHL's product is above the mean values for all countries. This applies to both net and gross prices.

2.2.2.2 Product group 2: parcels > 35 up to 50cm

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 based on this criterion, indicating their respective features:

Product group 2							
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 23: Products in product group 2 (cross-border parcels)

Similar to "Parcel S" in the comparison of national parcels, DHL's "Parcels up to 2 kg" product has a derived value for the sum of the longest and shortest side of 75 cm. This means that 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 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.

For franking at a retail outlet or a parcel shop, both the gross and net prices of the products of product group 2 used for the comparison are as shown in the following two figures:

Product group 2

Service provider	Product	Gross prices (franking at a retail outlet/parcel shop)							
		AT	BE	CZ	DK	FR	LU	NL	PL
DPD	S	€12.50	€12.50	€12.50	€12.50	€15.60	€12.50	€12.50	€12.50
GLS	S	€12.49	€12.49	€14.49	€12.49	€12.49	€12.49	€12.49	€14.49
Hermes	Parcel S	€14.90	€14.90	€14.90	€14.90	€14.90	€14.90	€14.90	€14.90
∅		€13.30	€13.30	€13.96	€13.30	€14.33	€13.30	€13.30	€13.96

* derived value

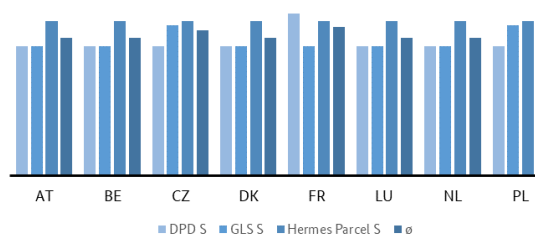
Gross prices (franking at a retail outlet/parcel shop)
in €

Figure 24: Gross prices for product group 2 (franking at a retail outlet/parcel shop)

Product group 2

Service provider	Product	Net prices (franking at a retail outlet/parcel shop)							
		AT	BE	CZ	DK	FR	LU	NL	PL
DPD	S	€10.13	€10.13	€10.13	€10.13	€12.64	€10.13	€10.13	€10.13
GLS	S	€10.12	€10.12	€11.74	€10.12	€10.12	€10.12	€10.12	€11.74
Hermes	Parcel S	€12.07	€12.07	€12.07	€12.07	€12.07	€12.07	€12.07	€12.07
∅		€10.77	€10.77	€11.31	€10.77	€11.61	€10.77	€10.77	€11.31

* derived value

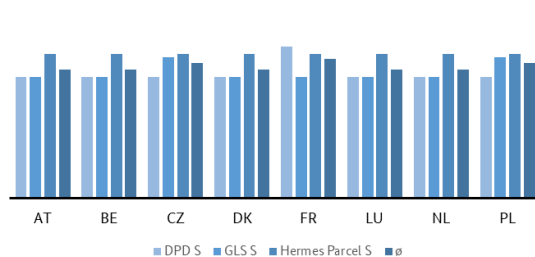
Net prices (franking at a retail outlet/parcel shop)
in €

Figure 25: Net prices for product group 2 (franking at a retail outlet/parcel shop)

DHL's "Parcels up to 2 kg" product is only available with online franking, meaning it could not be taken into account in the above-mentioned comparison, although it is actually part of the product group. The mean values of the gross prices are between €13.30 and €14.33 and the mean values of the net prices are between €10.77 and €11.61.

If online franking is used, the gross and net prices are as shown in the following two figures:

Product group 2: gross prices (online franking)

Service provider	Product	Prices							
		AT	BE	CZ	DK	FR	LU	NL	PL
DHL	Parcel up to 2 kg	€13.99	€13.99	€13.99	€13.99	€13.99	€13.99	€13.99	€13.99
DPD	S	€12.00	€12.00	€12.00	€12.00	€15.10	€12.00	€12.00	€12.00
GLS	S	€11.99	€11.99	€13.49	€11.99	€11.99	€11.99	€11.99	€13.49
Hermes	Parcel S	€13.90	€13.90	€13.90	€13.90	€13.90	€13.90	€13.90	€13.90
Ø		€12.97	€12.97	€13.35	€12.97	€13.75	€12.97	€12.97	€13.35

* derived value

Gross prices (online franking)
in €

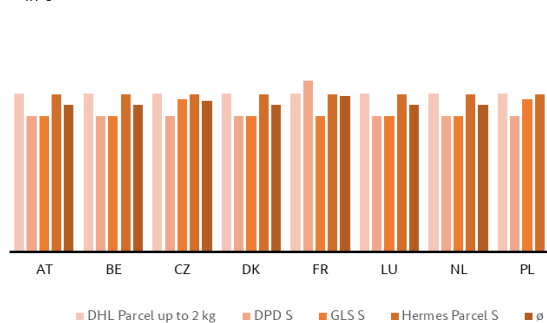


Figure 26: Gross prices for product group 2 (online franking)

Product group 2: net prices (online franking)

Service provider	Product	Prices							
		AT	BE	CZ	DK	FR	LU	NL	PL
DHL	Parcel up to 2 kg	€13.99	€13.99	€13.99	€13.99	€13.99	€13.99	€13.99	€13.99
DPD	S	€9.72	€9.72	€9.72	€9.72	€12.23	€9.72	€9.72	€9.72
GLS	S	€9.71	€9.71	€10.93	€9.71	€9.71	€9.71	€9.71	€10.93
Hermes	Parcel S	€11.26	€11.26	€11.26	€11.26	€11.26	€11.26	€11.26	€11.26
Ø		€11.17	€11.17	€11.47	€11.17	€11.80	€11.17	€11.17	€11.47

* derived value

Net prices (online franking)
in €

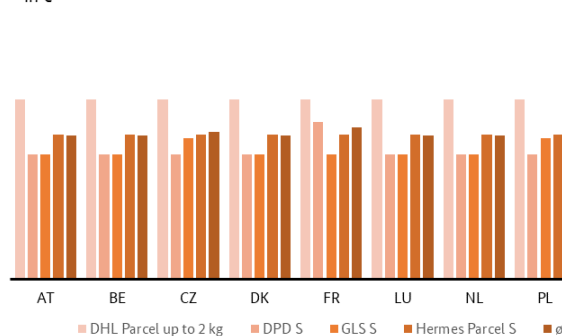


Figure 27: Net prices for product group 2 (online franking)

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

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

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 based on this criterion, indicating their respective features:

Product group 3							
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 to 80 cm	–	yes	€500.00

* derived value

Figure 28: 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 shortest side of 75 cm. This means that it 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 two figures:

Product group 3

Service provider	Product	Gross prices (franking at a retail outlet/parcel shop)							
		AT	BE	CZ	DK	FR	LU	NL	PL
DPD	M	€15.80	€15.80	€15.80	€15.80	€18.80	€15.80	€15.80	€15.80
GLS	M	€15.79	€15.79	€18.79	€15.79	€15.79	€15.79	€15.79	€18.79
Hermes	Parcel M	€19.90	€19.90	€19.90	€19.90	€19.90	€19.90	€19.90	€19.90
∅		€17.16	€17.16	€18.16	€17.16	€18.16	€17.16	€17.16	€18.16

* derived value

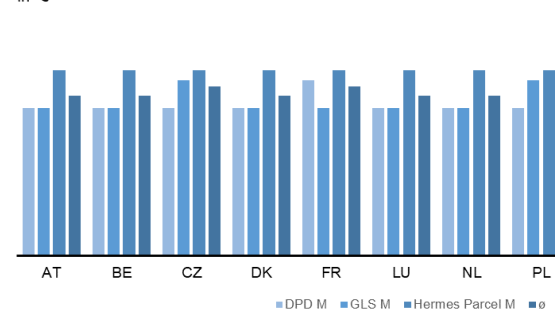
Gross prices (franking at a retail outlet/parcel shop)
in €

Figure 29: Gross prices for product group 3 (franking at a retail outlet/parcel shop)

Product group 3

Service provider	Product	Net prices (franking at a retail outlet/parcel shop)							
		AT	BE	CZ	DK	FR	LU	NL	PL
DPD	M	€12.80	€12.80	€12.80	€12.80	€15.23	€12.80	€12.80	€12.80
GLS	M	€12.79	€12.79	€15.22	€12.79	€12.79	€12.79	€12.79	€15.22
Hermes	Parcel M	€16.12	€16.12	€16.12	€16.12	€16.12	€16.12	€16.12	€16.12
∅		€13.90	€13.90	€14.71	€13.90	€14.71	€13.90	€13.90	€14.71

* derived value

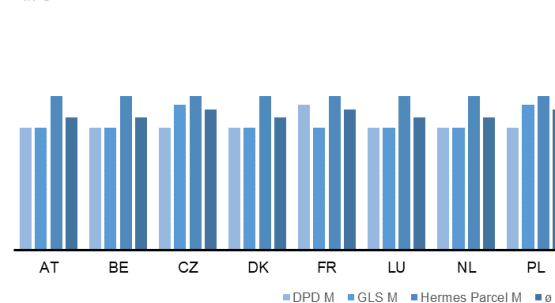
Net prices (franking at a retail outlet/parcel shop)
in €

Figure 30: Net prices for product group 3 (franking at a retail outlet/parcel shop)

DHL's "Parcels up to 2 kg" product is only available with online franking, so this product could not be taken into account in the above-mentioned comparison. The mean values of the gross prices per country are between €17.16 and €18.16 and the mean values of the net prices are between €13.90 and €14.71.

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

Product group 3: gross prices (online franking)

Service provider	Product	Prices							
		AT	BE	CZ	DK	FR	LU	NL	PL
	Parcel up to 2 kg	€13.99	€13.99	€13.99	€13.99	€13.99	€13.99	€13.99	€13.99
DHL	M	€15.80	€15.80	€15.80	€15.80	€18.80	€15.80	€15.80	€15.80
DPD	M	€15.79	€15.79	€18.79	€15.79	€15.79	€15.79	€15.79	€18.79
GLS	Parcel M	€18.90	€18.90	€18.90	€18.90	€18.90	€18.90	€18.90	€18.90
Hermes	Parcel M	€18.90	€18.90	€18.90	€18.90	€18.90	€18.90	€18.90	€18.90
Ø		€16.12	€16.12	€16.87	€16.12	€16.87	€16.12	€16.12	€16.87

* derived value

Gross prices (online franking)
in €

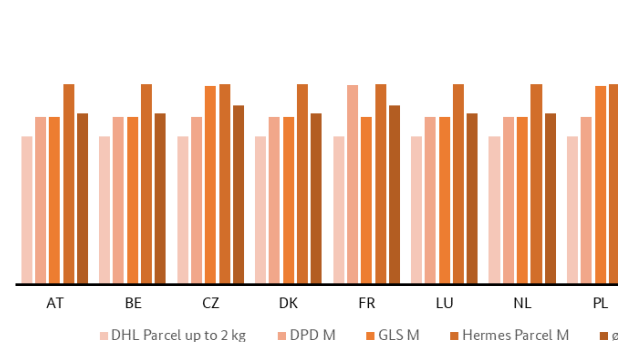


Figure 31: Gross prices for product group 3 (online franking)

Product group 3: net prices (online franking)

Service provider	Product	Prices							
		AT	BE	CZ	DK	FR	LU	NL	PL
	Parcel up to 2 kg	€13.99	€13.99	€13.99	€13.99	€13.99	€13.99	€13.99	€13.99
DHL	M	€12.80	€12.80	€12.80	€12.80	€15.23	€12.80	€12.80	€12.80
DPD	M	€12.79	€12.79	€15.22	€12.79	€12.79	€12.79	€12.79	€15.22
GLS	Parcel M	€15.31	€15.31	€15.31	€15.31	€15.31	€15.31	€15.31	€15.31
Hermes	Parcel M	€15.31	€15.31	€15.31	€15.31	€15.31	€15.31	€15.31	€15.31
Ø		€13.72	€13.72	€14.33	€13.72	€14.33	€13.72	€13.72	€14.33

* derived value

Net prices (online franking)
in €

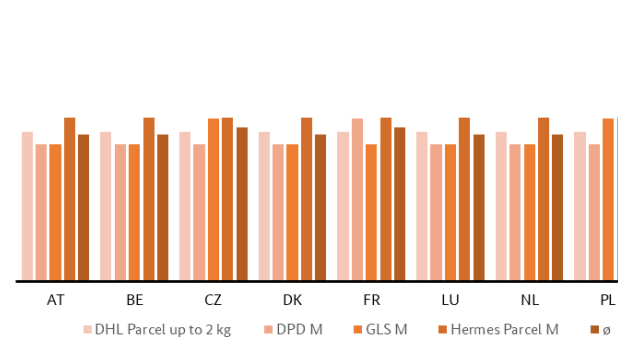


Figure 32: Net prices for product group 3 (online franking)

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

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

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							
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 to 80 cm	–	yes	€500.00
Hermes	Parcel L	max. 25 kg	–	> 80 to 120 cm	–	yes	€500.00

* derived value

Figure 33: 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 whose dimensions are between 55 x 30 x 15 cm and 60 x 30 x 15 cm. All other parcels that fall into the "Parcels up to 2 kg" product category 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 into account other features such as weight.

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 in product group 4 used for the comparison are as shown in the following two figures:

Product group 4

Service provider	Product	Gross prices (franking at a retail outlet/parcel shop)							
		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	€18.99	€18.99	€22.99	€18.99	€18.99	€18.99	€18.99	€22.99
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		€23.25	€23.25	€23.82	€23.25	€23.82	€23.25	€23.25	€23.82

* derived value

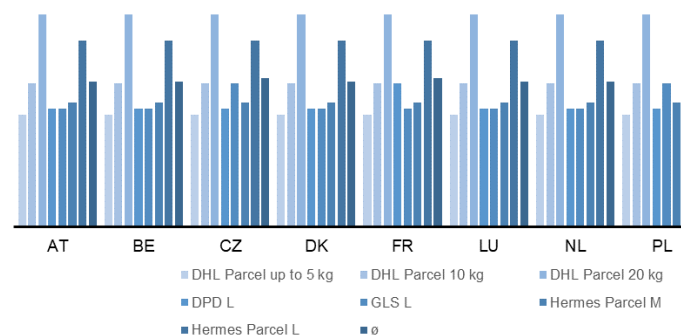
Gross prices (franking at a retail outlet/parcel shop)
in €

Figure 34: Gross prices for product group 4 (franking at a retail outlet/parcel shop)

Product group 4

Service provider	Product	Net prices (franking at a retail outlet/parcel shop)							
		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	€15.38	€15.38	€18.62	€15.38	€15.38	€15.38	€15.38	€18.62
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		€19.95	€19.95	€20.41	€19.95	€20.41	€19.95	€19.95	€20.41

* derived value

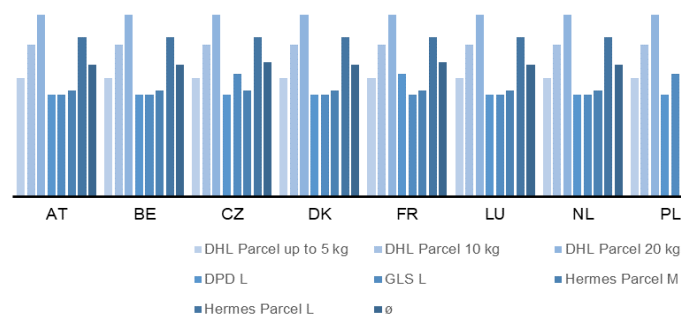
Net prices (franking at a retail outlet/parcel shop)
in €

Figure 35: Net prices for product group 4 (franking at a retail outlet/parcel shop)

DHL's "Parcels up to 5 kg" and "Parcels 10 kg" products both do not include VAT. The mean values of the gross prices are between €23.25 and €23.82 and the mean values of the net prices are between €19.95 and €20.41. However, it should be borne in mind 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 two 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

* derived value

Gross prices (online franking)
in €

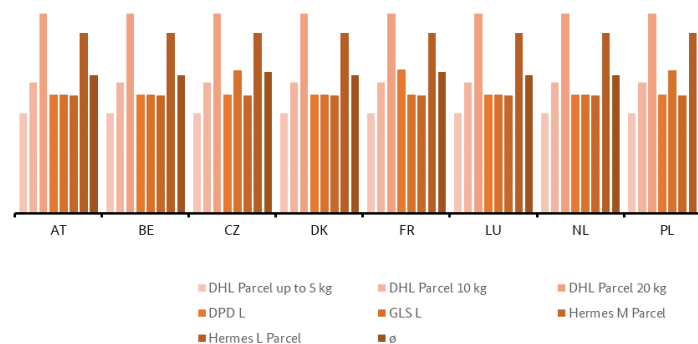


Figure 36: Gross prices for product group 4 (online franking)

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

* derived value

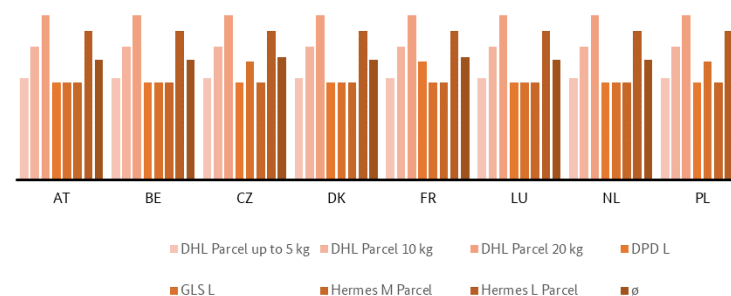
Net prices (online franking)
in €

Figure 37: 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 relevant mean values of the gross prices per country are between €22.11 and €22.68 and the mean values of the net prices are between €18.91 and €19.37. 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.

2.2.2.5 Product group 5: Parcels > 90cm

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 in theory can be assigned to product group 5 on the basis of this criterion, indicating their respective features:

Product group 5

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 to 120 cm		yes	€500.00

* derived value

Figure 38: 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 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 products "Parcels up to 5 kg" and "Parcels 10 kg" appear to fit less well into product group 5 here. Both products are already included in product group 4 (Parcels > 70 up 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 two figures:

Product group 5

Service provider	Product	Gross prices (franking at a retail outlet/parcel shop)							
		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	€24.99	€24.99	€29.99	€24.99	€24.99	€24.99	€24.99	€29.99
Hermes	Parcel L	€29.90	€29.90	€29.90	€29.90	€29.90	€29.90	€29.90	€29.90
Ø		€31.27	€31.27	€32.27	€31.27	€32.27	€31.27	€31.27	€32.27

* derived value

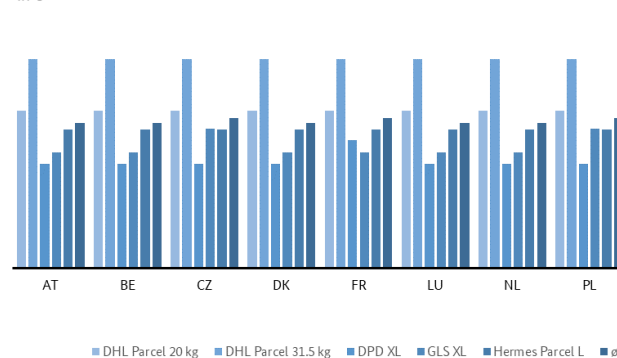
Gross prices (franking at a retail outlet/parcel shop)
in €

Figure 39: Gross prices for product group 5 (franking at a retail outlet/parcel shop)

Product group 5

Service provider	Product	Net prices (franking at a retail outlet/parcel shop)							
		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	€20.24	€20.24	€24.29	€20.24	€20.24	€20.24	€20.24	€24.29
Hermes	Parcel L	€24.22	€24.22	€24.22	€24.22	€24.22	€24.22	€24.22	€24.22
Ø		€25.33	€25.33	€26.14	€25.33	€26.14	€25.33	€25.33	€26.14

* derived value

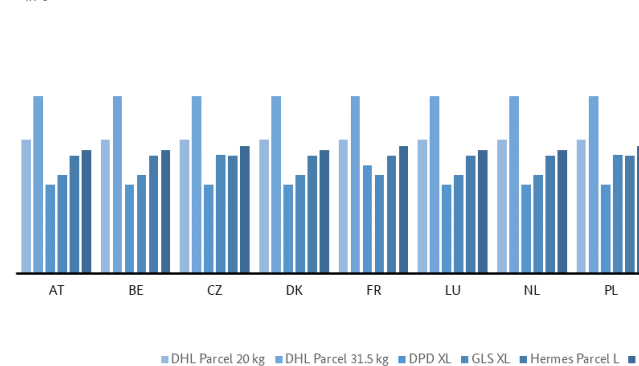
Net prices (franking at a retail outlet/parcel shop)
in €

Figure 40: Net prices for product group 5 (franking at a retail outlet/parcel shop)

The mean values of the gross prices per country are between €31.27 and € 32.27 and the mean values of the net prices are between €25.33 and €26.14. With both products, DHL is above the mean values for both net and gross prices. If online franking is used, the gross and net prices are as shown in the following two 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

* derived value

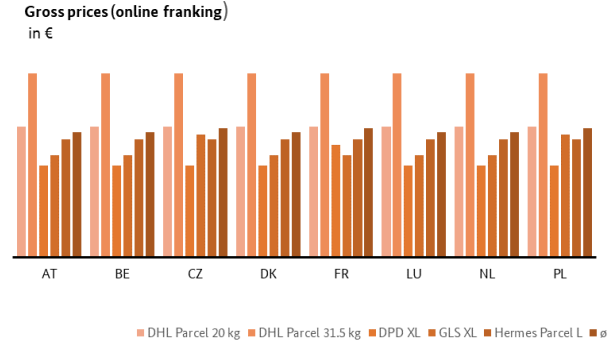


Figure 41: Gross prices for product group 5 (online franking)

Product group 5: net prices (online franking)

Service provider	Product	Prices							
		AT	BE	CZ	DK	FR	LU	NL	PL
DHL	Parcel 20 kg	€25.91	€25.91	€25.91	€25.91	€25.91	€25.91	€25.91	€25.91
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	€20.24	€20.24	€24.29	€20.24	€20.24	€20.24	€20.24	€24.29
Hermes	Parcel L	€23.41	€23.41	€23.41	€23.41	€23.41	€23.41	€23.41	€23.41
Ø		€24.85	€24.85	€25.66	€24.85	€25.66	€24.85	€24.85	€25.66

* derived value

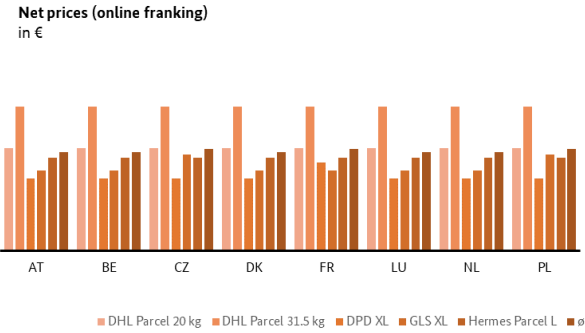


Figure 42: Net prices for product group 5 (online franking)

The relevant mean values of the gross prices per country are between €30.67 and €31.67 and the mean values of the net prices are between €24.85 and €25.66. 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 Directive¹³. 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 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) and Slovakia (SK).

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 into account only universal service providers.

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 2021 compared with the base year 2014.

¹³ 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 2021, in percent

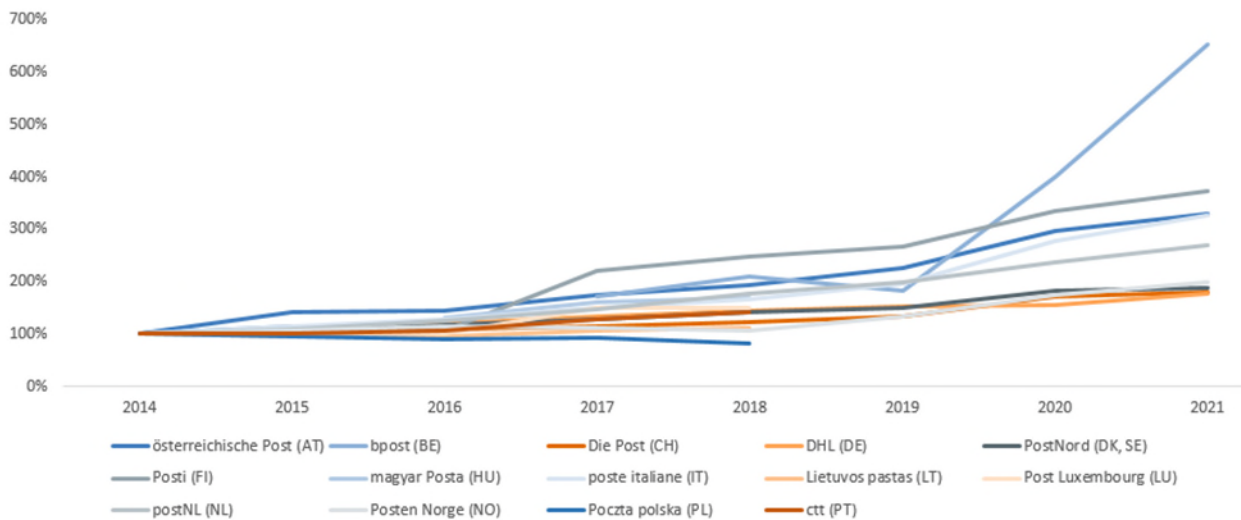


Figure 43: Trend in parcel volumes of European universal service providers between 2014 and 2021

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 2021, the overall average increase is 300%, with 2020 and 2021 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, using the foreign exchange reference rates published by the European Central Bank (ECB)¹⁴ for 2 August 2022. 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 2021¹⁵. The nominal price of a product or service describes the actual price in monetary terms, whereas the real price reflects adjustment for inflation. The Harmonised Indices of Consumer Prices (HICPs) published by Eurostat were used for the inflation rates for the individual countries.¹⁶

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.

¹⁴ Publication of the reference rates by 16:00 CET on working days:

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

¹⁵ The year 2021 was used as Eurostat publishes data for full calendar years.

¹⁶ <https://ec.europa.eu/eurostat/tgm/table.do?tab=table&init=1&language=en&pcode=tec00118&plugin=1>

3.1 Methodology

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 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 three zones, two 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, there are four product groups for the international comparison of parcel prices, which are based on 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 include special features, these will be 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	€5.31
österreichische Post (AT)	Paket S	up to 2 kg	100 x 60 x 60 cm		1-2 working days	€510	€5.83
bpost (BE)	bpack 24h	up to 2 kg		300 cm	1 working day	no data	€5.52
bgpost (BG)	Zone 2	up to 3 kg	60 x 60 x 60 cm		no data	no data	€1.79
Die Post (CH)	PostPac Economy	up to 2 kg	100 x 60 x 60 cm		2 working days	CHF 500/€463	€7.14
Cypruspost (CYP)	Domestic Parcel	up to 2 kg		300 cm	no data	200 €	€4.40
Česká pošta (CZ)	L	up to 50 kg	max. 300 cm (L+W+H)		1 working day	no data	€5.06
PostNord (DK)	Postal Parcel with Home Delivery	up to 2 kg	max. 120 cm (longest side)		1 working day	DKK 4.800/€645	€8.56
Omnivat (EE)	Domestic Standard Parcel	up to 2 kg	no data	no data	no data	no data	€3.90
Correos (ES)	Estandar	up to 5 kg	max. 210 cm (L+W+H)		2-3 working days	no data	€17.12
Posti (FI)	M	up to 35 kg	19 x 36 x 60 cm		2-3 working days	€20/kg	€8.71
la poste (FR)	Standard	up to 2 kg	max. 150 cm (L+W+H)		2 working days	up to €200 or 23kg/€	€9.15
Elta (GR)	Domestic Parcel	up to 2 kg		300 cm	3 working days	€235	€3.55
Hrvatska posta (HRV)	delivered at address	up to 2 kg	max. 150 cm (longest side)		3 working days	HRK 100/€13	€5.05
Magyar Posta (HU)	MPL Postpaket Basic	up to 2 kg	max. 300 cm (L+W+H)		no data	no data	€4.92
An Post (IE)	Standard Post	up to 2 kg		300 cm	1 working day	no data	€8.78
Poste italiane (IT)	Standard	up to 5 kg	max. 100 cm (longest side)		4 working days	no data	€9.22
Postur Island (IS)	Home delivery Parcel Zone 3	up to 2 kg			1 working day	ISK 22.500/€151	€11.63
Lietuvos pastas (LT)	Standard	up to 2 kg	no data	no data	no data	no data	€2.65
Post Luxembourg (LU)	L	up to 2 kg	max. 90 cm (L+W+H)		no data	no data	€4.63
Latvijas Pasts (LV)		up to 2 kg		200 cm	no data	no data	€2.94
MaltaPost (MT)		up to 2 kg	no data	no data	1 working day	no data	€8.94
PostNL (NL)	Standard	up to 2 kg	100x50x50 cm		1 working day	no data	€7.05
Posten Norge (NO)	Prices at Posten	up to 10 kg		360 cm	1-3 working days	no data	€6.78
Poczta Polska (PL)	Ekonomiczna Gabaryt A	up to 2 kg	60 x 50 x 30 cm		3 working days	no data	€3.02
ctt (PT)	Encomenda Base T1	up to 2 kg		300 cm	3 working days	€28.80	€4.01
Postei Romane (RO)		up to 10 kg	no data	no data	no data	no data	€1.50
PostNord (SE)	Postpaket	up to 3 kg		300 cm	no data	no data	€13.27
Posta Slovenije (SL)	Parcel	up to 2 kg	150 x 150 x 150 cm		no data	no data	€4.62
Slovenska posta (SK)	Parcel to adress	up to 5 kg	no data	no data	2 working days	no data	€4.37

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

In terms of weight, 19 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":

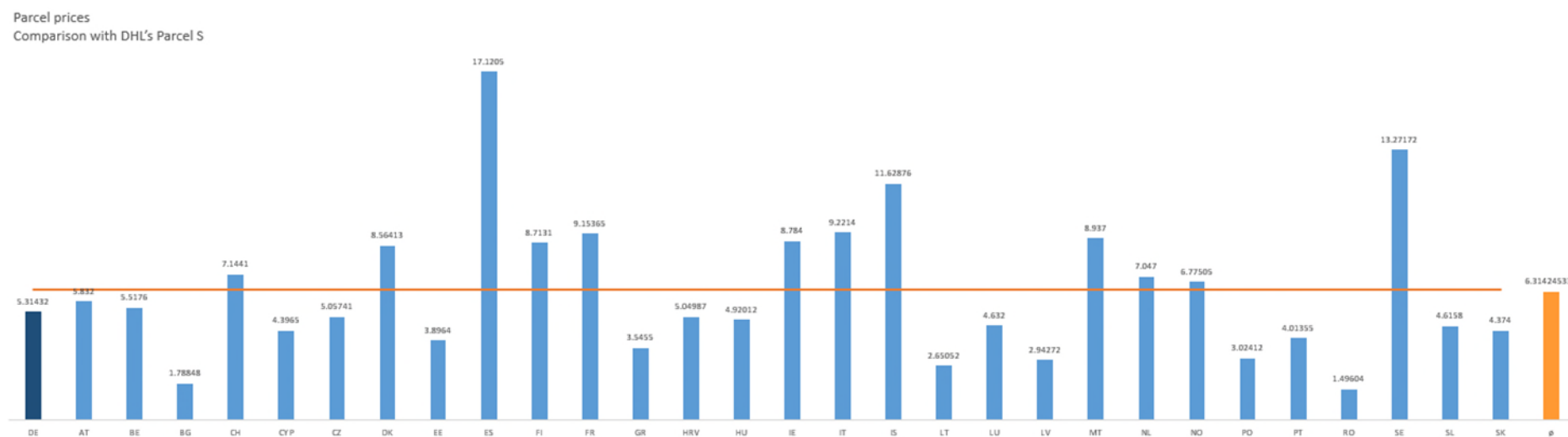


Figure 45: Parcel prices for parcel group "Parcel S" in 2021

The prices range between €1.50 (RO) and €17.12 (ES), with an average of €6.31. At €5.31, DHL's price is therefore €1.00 below the European average price. It is worth noting that the products with the highest weights (35 kg and 50 kg) at €8.71 and €5.06 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	€6.77
österreichische Post (AT)	Paket L	up to 10 kg	100 x 60 x 60 cm		1-2 working days	€510	€9.72
bpost (BE)	bpack 24h	up to 10 kg		300 cm	1 working day	no data	€6.00
bgpost (BG)	Zone 2	up to 5 kg	60 x 60 x 60 cm		no data	no data	€2.19
Die Post (CH)	PostPac Economy	up to 10 kg	100 x 60 x 60 cm		2 working days	CHF 500/€463	€9.90
Cypruspost (CYP)	Domestic Parcel	up to 5 kg		300 cm	no data	200 €	€5.28
Česká pošta (CZ)	XL	up to 50 kg	max. 300 cm (L+W+H)		1 working day	no data	€14.09
PostNord (DK)	Postal Parcel with Home Delivery	up to 5 kg	max. 120 cm (longest side)		1 working day	DKK 4.800/€645	€9.89
Omnivat (EE)	Domestic Standard Parcel	up to 5 kg	no data	no data	no data	no data	€4.58
Correos (ES)	Estandar	up to 5 kg	max. 210 cm (L+W+H)		2-3 working days	no data	€17.12
la poste (FR)	Standard	up to 5 kg	max. 150 cm (L+W+H)		2 working days	up to €200 or 23kg/€	€14.05
Elta (GR)	Domestic Parcel	up to 5 kg		300 cm	3 working days	€235	€6.58
Hrvatska posta (HRV)	delivered at address	up to 5 kg	max. 150 cm (longest side)		3 working days	HRK 100/€13	€5.69
Magyar Posta (HU)	MPL Postpaket Basic	up to 5 kg	max. 300 cm (L+W+H)		no data	no data	€5.56
An Post (IE)	Standard Post	up to 5 kg		300 cm	1 working day	no data	€10.74
Poste italiane (IT)	Standard	up to 20 kg	max. 150 cm (longest side)		4 working days	no data	€16.09
Postur Island (IS)	Home delivery Parcel Zone 3	up to 5 kg	no data	no data	1 working day	ISK 22.500/€151	€12.34
Lietuvos pastas (LT)	Standard	up to 10 kg	no data	no data	no data	no data	€2.96
Post Luxembourg (LU)	XL	up to 10 kg		300 cm	no data	no data	€6.95
Maltapost (MT)		up to 5 kg	no data	no data	1 working day	no data	€8.94
PostNL (NL)	Standard	up to 30 kg	175 x 78 x 58 cm		1 working day	no data	€13.12
Posten Norge (NO)	Prices at Posten	up to 10 kg		360 cm	1-3 working days	no data	€6.78
Poczta Polska (PL)	Ekonomiczna Gabaryt A	up to 5 kg	60 x 50 x 30 cm		3 working days	no data	€3.62
Postei Romane (RO)		up to 10 kg	no data	no data	no data	no data	€1.50
PostNord (SE)	Postpaket	up to 5 kg		300 cm	no data	no data	€15.81
Posta Slovenije (SL)	Parcel	up to 5 kg	150 x 150 x 150 cm		no data	no data	€4.88
Slovenska posta (SK)	Parcel to adress	up to 5 kg	no data	no data	2 working days	no data	€4.37

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

In terms of weight, 16 universal service providers have the same maximum weight as DHL (5 kg). Seven universal service providers (AT, BE, CH, LT, LU, NO and RO) have a maximum weight of 10 kg, one universal service provider has a maximum weight of 20 kg (IT) or 30 kg (NL). The maximum weight in CZ is 50 kg. Four products (ES, 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:

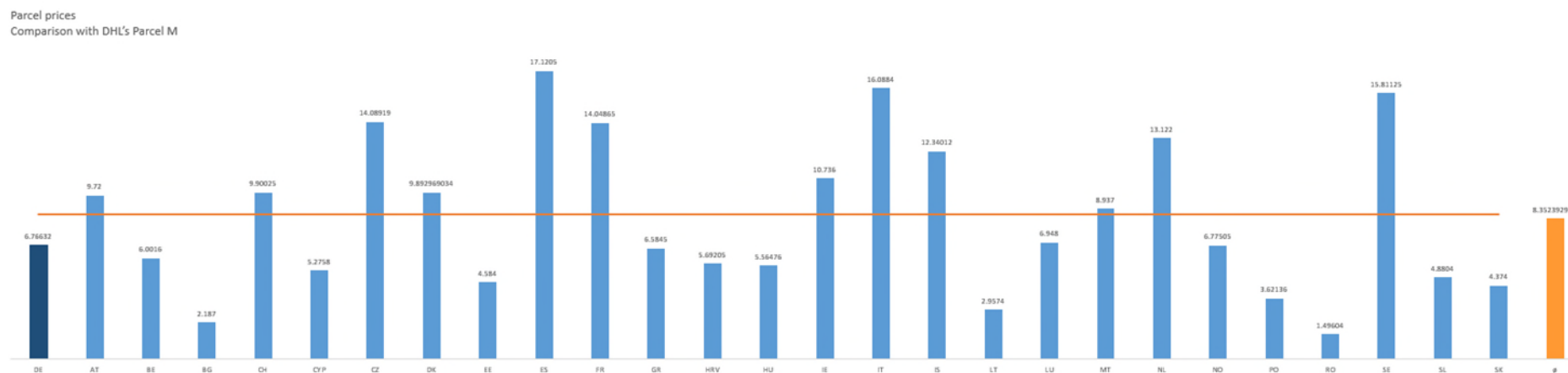


Figure 47: Parcel prices for the product group "Parcel M" in 2021

The prices range between €1.50 (RO) and €17.512 (ES), with an average of €8.35. At €6.77, DHL's price is therefore €1.57 below the European average price. The product with the highest weight (50 kg from CZ) is priced at €14.09.

3.2.3 Product group 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	€9.19
österreichische Post (AT)	Paket L	up to 10 kg	100 x 60 x 60 cm		1-2 working days	€510	€9.72
bpost (BE)	bpack 24h	up to 10 kg		300 cm	1 working day	no data	€6.68
bgpost (BG)	Zone 2	up to 10 kg	60 x 60 x 60 cm		1 working day	no data	€3.13
Die Post (CH)	PostPac Economy	up to 10 kg	100 x 60 x 60 cm		2 working days	CHF 500/€463	€9.90
Cypruspost (CYP)	Domestic Parcel	up to 10 kg		300 cm	no data	€200	€8.45
Česká pošta (CZ)	XL	up to 50 kg	max. 300 cm (L+W+H)		1 working day	no data	€14.09
PostNord (DK)	Postal Parcel with Home Delivery	up to 10 kg	max. 120 cm (longest side)		1 working day	DKK 4.800/€645	€12.52
Omnivat (EE)	Domestic Standard Parcel	up to 10 kg	no data	no data	no data	no data	€5.73
Correos (ES)	Estandar	up to 10 kg	max. 210 cm (L+W+H)		2-3 working days	no data	€22.41
la poste (FR)	Standard	up to 10 kg	max. 150 cm (L+W+H)		2 working days	up to €200 or 23kg/€	€20.41
Elta (GR)	Domestic Parcel	up to 10 kg		300 cm	3 working days	€235	€11.43
Hrvatska posta (HRV)	delivered at address	up to 10 kg	max. 150 cm (longest side)		3 working days	HRK 100/€13	€6.08
Magyar Posta (HU)	MPL Postpaket Basic	up to 10 kg	max. 300 cm (L+W+H)			no data	€5.92
An Post (IE)	Standard Post	up to 15 kg		300 cm	1 working day	no data	€12.69
Poste italiane (IT)	Standard	up to 10 kg	max. 150 cm (longest side)		4 working days	no data	€16.09
Postur Island (IS)	Home delivery Parcel Zone 3	up to 10 kg	no data	no data	1 working day	ISK 22.500/€151	€14.10
Lietuvos pastas (LT)	Standard	up to 10 kg	no data	no data	no data	no data	€3.63
Post Luxembourg (LU)	XL	up to 10 kg		300 cm	no data	no data	€6.95
Maltapost (MT)		up to 10 kg	no data	no data	1 working day	no data	€8.94
PostNL (NL)	Standard	up to 30 kg	175 x 78 x 58 cm		1 working day	no data	€13.12
Posten Norge (NO)	Prices at Posten	up to 10 kg		360 cm	1-3 working days	no data	€16.36
Poczta Polska (PL)	Ekonomiczna Gabaryt A	up to 10 kg	60 x 50 x 30 cm		3 working days	no data	€4.83
Postei Romane (RO)		up to 10 kg	no data	no data	no data	no data	€1.50
PostNord (SE)	Postpaket	up to 10 kg		300 cm	no data	no data	€20.96
Posta Slovenije (SL)	Parcel	up to 10 kg	150 x 150 x 150 cm		no data	no data	€5.34
Slovenska posta (SK)	Parcel to adress	up to 10 kg	no data	no data	2 working days	no data	€5.35

Figure 48: Product features of products comparable to DHL's "Parcel L" product

Twenty-three universal service providers have the same maximum weight as DHL (10 kg). Three universal service providers (CZ, IE, NL) have maximum weights of 50 kg, 15 kg and 30 kg, respectively. Ten (AT, BE, CH, CZ, IT, LT, LU, NL, NO, RO) products have already been used for the comparisons of the product groups "Parcel S" or "Parcel M" because none of the respective universal service providers offers a smaller comparable product.

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

Parcel prices
Comparison with DHL's Parcel L

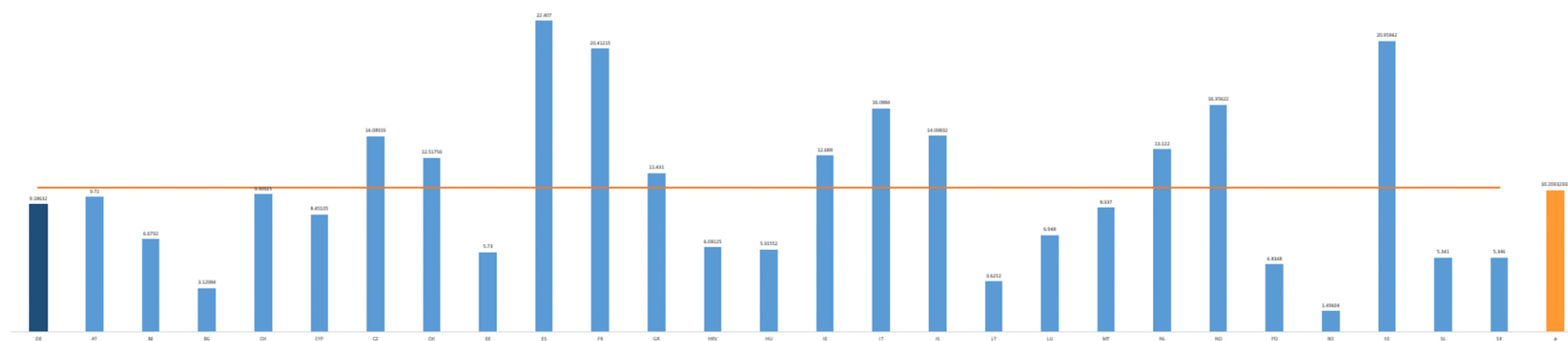


Figure 49: Parcel prices for the product group "Parcel L" in 2021

The prices range between €1.50 (RO) and €22.41 (ES), with an average of €10.20. At €9.19, DHL's price is therefore €1.01 below the European average price. The product with the highest weight (50 kg from CZ) is priced at €14.09.

3.2.4 Product group 4: 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	€15.96
österreichische Post (AT)	Paket XXL	up to 31,5 kg	100 x 60 x 60 cm		1-2 working days	€510	€15.55
bpost (BE)	bpack Maxi	up to 30 kg		300 cm	1 working day	no data	€11.13
Die Post (CH)	PostPac Economy	up to 30 kg	100 x 60 x 60 cm		2 working days	CHF 500/€435	€23.48
Cypruspost (CYP)	Domestic Parcel	up to 30 kg	no data	no data	no data	€200	€21.15
Česká pošta (CZ)	XL	up to 50 kg	max. 300 cm (L+W+H)		1 working day	no data	€14.09
PostNord (DK)	Postal Parcel with Home Delivery	up to 35 kg	max. 120 cm (longest side)		1 working day	DKK 4.800/€645	€21.09
Correos (ES)	Estandar	up to 30 kg	max. 210 cm (L+W+H)		2-3 working days	no data	€44.28
la poste (FR)	Standard	up to 30 kg	max. 150 cm (L+W+H)		2 working days	up to €200 or 23kg/€	€32.01
Lietuvos pastas (LT)	Standard	from 10 kg	no data	no data	no data	no data	€7.63
Post Luxembourg (LU)	XXL	up to 30 kg		300 cm	no data	no data	€9.26
PostNL (NL)	Standard	up to 30 kg	175 x 78 x 58 cm		1 working day	no data	€13.12
Posten Norge (NO)	Prices at Posten	up to 35 kg		360 cm	1-3 working days	no data	€34.74
Posta Slovenije (SL)	Parcel	up to 30 kg	150 x 150 x 150 cm		no data	no data	€16.17
Slovenska posta (SK)	Parcel to adress	up to 30 kg	no data	no data	2 working days	no data	€13.61

Figure 50: 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 three universal service providers include a higher maximum weight (50 kg in CZ, 35 kg in DK, 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. Two products (CZ, NL) were already used for the comparisons of the product groups "Parcel M" and "Parcel L". This is because none of the respective universal service providers offers a smaller comparable product.

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

Parcel prices
Comparison with DHL's Parcel XL

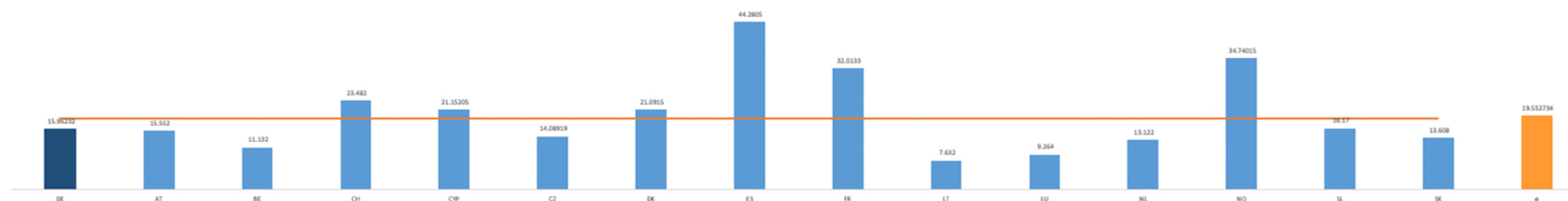


Figure 51: Parcel prices for the "Parcel XL" product group in 2021

The prices range between €7.63 (LT) and €44.28 (ES), with an average of €19.55. At €15.96, DHL's price is therefore €3.59 below the European average price. The product with the highest weight (50 kg from CZ) is priced at €14.09.

4 Summary

In order to conduct a national comparison of parcel prices, 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 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 focuses primarily on the products that are part of 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. 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 as a universal service provider is exempt from VAT on parcels up to 10 kg.

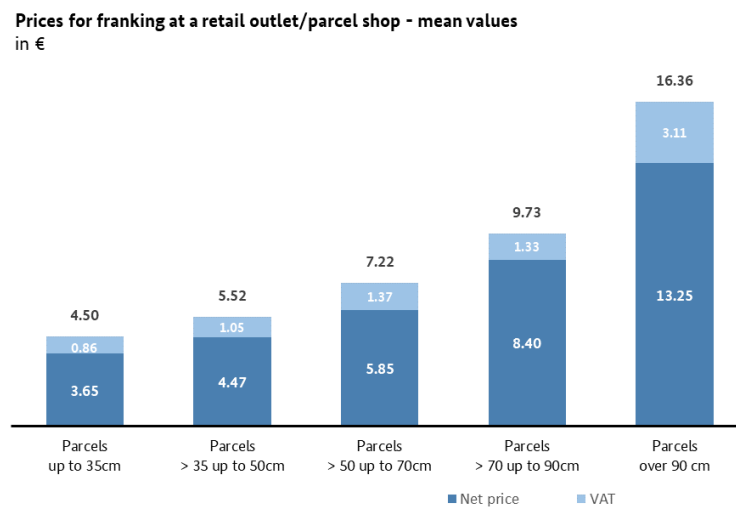


Figure 52: Average prices for franking of domestic parcels (all product groups) at a retail outlet/parcel shop

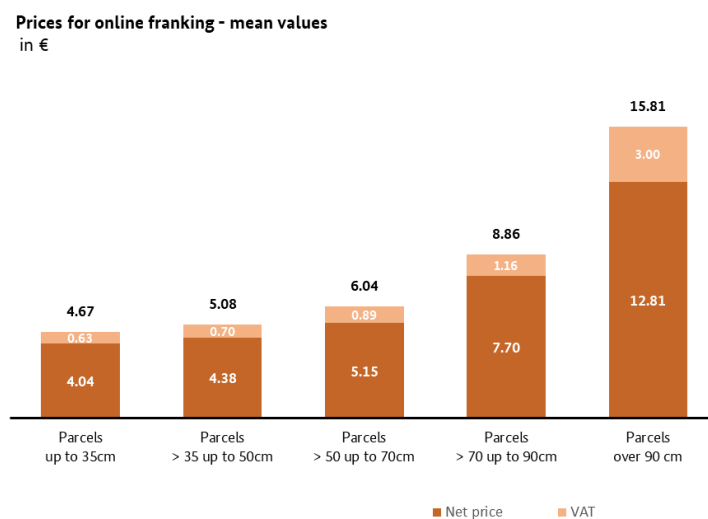


Figure 53: Average prices for online franking of domestic parcels (all product groups)

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. Where possible, additional distinctions were made as part of case-by-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 both mean values in the product groups "Parcels up to 35 cm" and "Parcels > 35 cm up to 50 cm". In the product group "Parcels > 50 cm up to 70 cm" it is above the respective mean value in terms of gross price and below it in terms of net price. In the product group "Parcels > 70 cm up to 90 cm", DHL's product "Parcel M" is below and its "Parcel L" above the mean values. 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. Where possible, additional distinctions were made as part of case-by-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".

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 was based on the German universal service provider's products. 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 franking at a retail outlet/parcel shop is used for the international parcel price comparison. Prices for online franking are not taken into account.

The companies under review have different definitions for the products used in this 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. As there are differences in size, weight and delivery quality, some products of the foreign universal service providers can be compared to more than one of DHL's products.

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

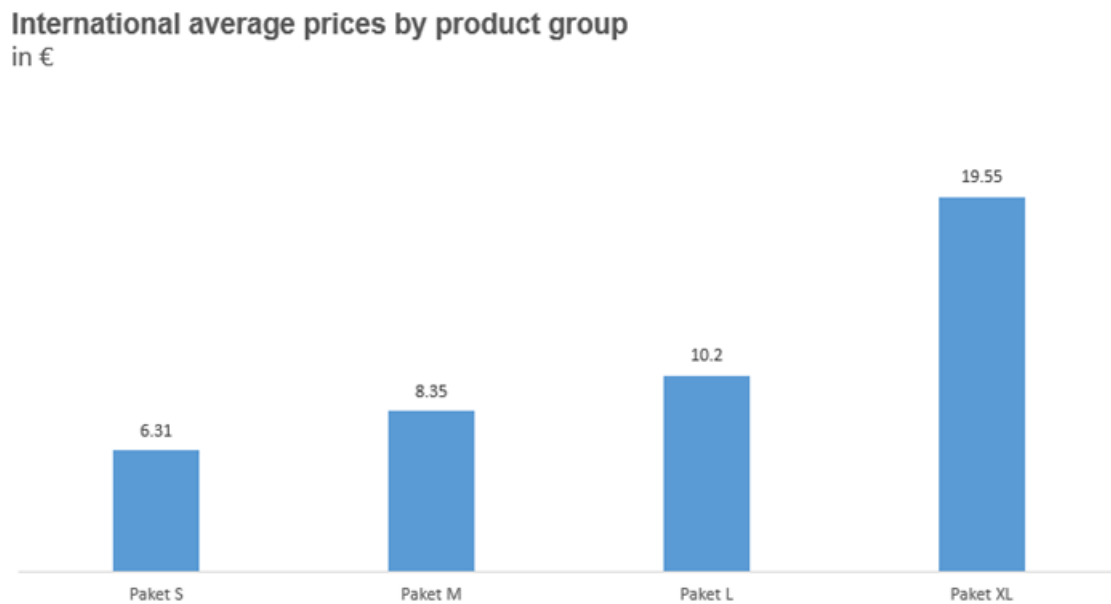


Figure 54: International average prices by parcel groups

DHL's prices ("Parcel S": €5.31; "Parcel M": €6.77; "Parcel L": €9.19; "Parcel XL": €15.96) are all below the European average.

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Annex 1: Products – domestic parcels 2022¹⁷

Domestic parcel products 2022

Service provider	Product	Weight	Maximum dimension		Girth	Delivery speed	Tracking and tracing	Liability	2022 gross prices		2022 gross prices		incl. VAT	2022 net prices		2022 net prices	
			L x W x H	Longest and shortest side					Doorstep delivery	Delivery to a retail outlet or parcel	Doorstep delivery	Delivery to a retail outlet or parcel		Doorstep delivery	Delivery to a retail outlet or parcel	Doorstep delivery	Delivery to a retail outlet or parcel
DHL	Päckchen S	up to 2 kg	35 x 25 x 10 cm	–	–	1-2 working days	–	–	€3.99	€3.99	€3.99	€3.99	–	€3.99	€3.99	€3.99	€3.99
	Päckchen M	up to 2 kg	60 x 30 x 15 cm	–	–	1-2 working days	–	–	€4.79	€4.79	€4.79	€4.79	–	€4.79	€4.79	€4.79	€4.79
	Parcel S	up to 2 kg	60 x 30 x 15 cm	–	–	1-2 working days	yes	€500.00	–	–	€5.49	€5.49	–	–	–	€5.49	€5.49
	Parcel M	up to 5 kg	120 x 60 x 60 cm	–	max. 300 cm	1-2 working days	yes	€500.00	€6.99	€6.99	€6.99	€6.99	–	€6.99	€6.99	€6.99	€6.99
	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	€9.49	€9.49	–	€9.49	€9.49	€9.49	€9.49
	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	€13.36
DPD*	XS	max. 20 kg	–	up to 35 cm	max. 250 cm	2 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	2 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	2 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	2 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	2 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 (Mon-Fri)	yes	€750.00	€4.50	–	€4.30	€3.50	yes	€3.65	–	€3.48	€2.84
	S	max. 40 kg	200 x 80 x 60 cm	max. 50 cm	–	1 day (Mon-Fri)	yes	€750.00	€5.50	–	€4.90	€4.30	yes	€4.46	–	€3.97	€3.48
	M	max. 40 kg	200 x 80 x 60 cm	max. 70 cm	–	1 day (Mon-Fri)	yes	€750.00	€7.50	–	€6.30	€5.40	yes	€6.08	–	€5.10	€4.37
	L	max. 40 kg	200 x 80 x 60 cm	max. 90 cm	–	1 day (Mon-Fri)	yes	€750.00	€11.50	–	€9.90	€9.50	yes	€9.32	–	€8.02	€7.70
	XL	max. 40 kg	200 x 80 x 60 cm	–	max. 300 cm	1 day (Mon-Fri)	yes	€750.00	€19.50	–	€18.90	€18.90	yes	€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	–	€4.50	€3.70	yes	€3.65	–	€3.65	€3.00
	S Parcel	max. 25 kg	–	up to 50 cm	–	ca. 1-2 working days	yes	€500.00	€5.95	–	€4.95	€4.40	yes	€4.82	–	€4.01	€3.56
	M Parcel	max. 25 kg	–	> 50 to 80 cm	–	ca. 1-2 working days	yes	€500.00	€6.95	–	€5.95	€5.40	yes	€5.63	–	€4.82	€4.37
	L Parcel	max. 25 kg	–	> 80 to 120 cm	–	ca. 1-2 working days	yes	€500.00	€11.95	–	€10.95	€10.40	yes	€9.68	–	€8.87	€8.42

*DPD: on-site payment only possible in participating Pickup Parcelshops

**GLS: send@ParcelShop for online franking

Annex 2: Products – cross-border parcels 2022¹⁸

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	–	–	–	–	–	€5.99	–	€8.99	–	€10.99	–	€5.99	–	€8.99	–	€10.99
	Päckchen M	up to 2 kg		No side longer than 60 cm; L+W+H = 90 cm	–	–	–	€10.99	€10.49	€17.99	€13.49	€19.49	€17.99	€10.99	€10.49	€17.99	€13.49	€19.49	€17.99
	Parcel up to 2 kg	up to 2 kg	60 x 30 x 15 cm	–	–	yes	€500.00	–	€13.99	–	–	–	–	–	€13.99	–	–	–	–
	Parcel up to 5 kg	up to 5 kg	120 x 60 x 60 cm	–	max. 300 cm	yes	€500.00	€17.99	€15.99	€30.99	€26.90	€31.99	€29.99	€17.99	€15.99	€30.99	€31.99	€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	€36.99	€34.99	€39.99	€37.99	€22.99	€20.99	€36.99	€39.99	€37.99	€37.99
	Parcel 20 kg	up to 20 kg	120 x 60 x 60 cm	–	–	yes	€500.00	€33.99	€31.99	€50.99	€48.99	€54.99	€52.99	€27.53	€25.91	€50.99	€48.99	€54.99	€52.99
	Parcel 31.5 kg	up to 31.5 kg	120 x 60 x 60 cm	–	–	yes	€500.00	€44.99	€44.99	€56.99	€55.99	€61.99	€60.99	€36.44	€36.44	€56.99	€55.99	€61.99	€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)

*Parcel 20 kg and parcel 31,5 kg incl. VAT

**final prices, not subject to VAT under the Value Added Tax Act (UStG)

¹⁷ Source: websites of the respective service providers

¹⁸ Source: website of the respective service providers

Service provider	Product	Weight	Maximum dimension		Girth	Tracking and tracing	Liability	Zone 1		Zone 2		Zone 3		Zone 1		Zone 2		Zone 3	
			L x W x H	Longest and shortest side				Gross prices		Gross prices		Gross prices		Net prices		Net prices		Net prices	
								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

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	
			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*	Net prices		Net prices		Net prices		Net prices
					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	€9.99	€9.69	€13.99	€12.89	€16.49	€14.89	€19.99	€17.89	€8.09	€7.85	€11.33	€10.44	€13.36	€12.06	€16.19	€14.49
	S	max. 40 kg	200 x 80 x 60 cm	max. 50 cm	–	yes	€750.00	€12.49	€11.99	€14.49	€13.49	€19.29	€18.79	€24.99	€24.49	€10.12	€9.71	€11.74	€10.93	€15.62	€15.22	€20.24	€19.84
	M	max. 40 kg	200 x 80 x 60 cm	max. 70 cm	–	yes	€750.00	€15.79	€15.79	€18.79	€18.79	€20.99	€19.99	€27.99	€25.99	€12.79	€12.79	€15.22	€15.22	€17.00	€16.19	€22.67	€21.05
	L	max. 40 kg	200 x 80 x 60 cm	max. 90 cm	–	yes	€750.00	€18.99	€18.99	€22.99	€22.99	€28.49	€27.19	€34.99	€30.99	€15.38	€15.38	€18.62	€18.62	€23.08	€22.02	€28.34	€25.10
	XL	max. 40 kg	200 x 80 x 60 cm	–	max. 300 cm	yes	€750.00	€24.99	€24.99	€29.99	€29.99	€32.99	€31.99	€44.49	€43.49	€20.24	€20.24	€24.29	€24.29	€26.72	€25.91	€36.04	€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, IE

All prices incl. VAT

*Send@Home (doorstep delivery)

**Payment in the GLS ParcelShop

Service provider	Product	Weight	Maximum dimension		Girth	Tracking and tracing	Liability	Zone 1		Zone 2		Zone 3		Zone 4		Zone 5		Norway (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 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 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, NO and UK

Denmark, Finland and Sweden max. 20 kg, Netherlands max. 23 kg

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 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 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, NO and UK

Denmark, Finland and Sweden max. 20 kg, Netherlands max. 23 kg

Annex 3: Overview of prices per country (franking at a retail outlet or parcel shop)¹⁹

Gross prices for franking at a retail outlet/parcel shop per country in 2022

		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	€10.99	€10.99	€10.99	€17.99	€10.99	€10.99	€10.99	€10.99	€10.99	€10.99	€10.99	€10.99	€10.99	€10.99	€10.99	€10.99	€19.49	€10.99	€10.99	€10.99	€10.99	€19.49	€10.99	€10.99	€10.99	€10.99	€10.99	€10.99	€17.99	
	Parcel up to 2 kg	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
	Parcel up to 5 kg	€17.99	€17.99	€17.99	€30.99	€17.99	€17.99	€17.99	€17.99	€17.99	€17.99	€17.99	€17.99	€17.99	€17.99	€17.99	€17.99	€31.99	€17.99	€17.99	€17.99	€17.99	€17.99	€31.99	€17.99	€17.99	€17.99	€17.99	€17.99	€17.99	€30.99
	Parcel 10 kg	€22.99	€22.99	€22.99	€36.99	€22.99	€22.99	€22.99	€22.99	€22.99	€22.99	€22.99	€22.99	€22.99	€22.99	€22.99	€22.99	€39.99	€22.99	€22.99	€22.99	€22.99	€22.99	€39.99	€22.99	€22.99	€22.99	€22.99	€22.99	€22.99	€36.99
	Parcel 20 kg	€33.99	€33.99	€33.99	€50.99	€33.99	€33.99	€33.99	€33.99	€33.99	€33.99	€33.99	€33.99	€33.99	€33.99	€33.99	€33.99	€54.99	€33.99	€33.99	€33.99	€33.99	€33.99	€54.99	€33.99	€33.99	€33.99	€33.99	€33.99	€33.99	€50.99
	Parcel 31.5 kg	€44.99	€44.99	€44.99	€56.99	€44.99	€44.99	€44.99	€44.99	€44.99	€44.99	€44.99	€44.99	€44.99	€44.99	€44.99	€44.99	€61.99	€44.99	€44.99	€44.99	€44.99	€44.99	€61.99	€44.99	€44.99	€44.99	€44.99	€44.99	€44.99	€56.99
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		€9.99	€9.99	€19.99	–	–	€13.99	€9.99	€16.49	€13.99	€19.99	€9.99	–	€16.49	€13.99	€19.99	€13.99	–	€16.49	€9.99	€16.49	–	€9.99	–	€13.99	€16.49	€19.99	€16.49	€13.99	€16.49	–
	S	€12.49	€12.49	€24.99	–	–	€14.49	€12.49	€19.29	€14.49	€24.99	€12.49	–	€19.29	€14.49	€24.99	€14.49	–	€19.29	€12.49	€19.29	–	€12.49	–	€14.49	€19.29	€24.99	€19.29	€14.49	€19.29	–
	M	€15.79	€15.79	€27.99	–	–	€18.79	€15.79	€20.99	€18.79	€27.99	€15.79	–	€20.99	€18.79	€27.99	€18.79	–	€20.99	€15.79	€20.99	–	€15.79	–	€18.79	€20.99	€27.99	€20.99	€18.79	€20.99	–
	L	€18.99	€18.99	€34.99	–	–	€22.99	€18.99	€28.49	€22.99	€34.99	€18.99	–	€28.49	€22.99	€34.99	€22.99	–	€28.49	€18.99	€28.49	–	€18.99	–	€22.99	€28.49	€34.99	€28.49	€22.99	€28.49	–
	XL	€24.99	€24.99	€44.49	–	–	€29.99	€24.99	€32.99	€29.99	€44.49	€24.99	–	€32.99	€29.99	€44.49	€29.99	–	€32.99	€24.99	€32.99	–	€24.99	–	€29.99	€32.99	€44.49	€32.99	€29.99	€32.99	–
Hermes	Parcel XXS	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
	Parcel XS	€10.90	€10.90	€10.90	–	€32.25	€10.90	€12.25	€23.25	€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	€10.90	–
	Parcel S	€14.90	€14.90	€14.90	–	€34.90	€14.90	€14.90	€25.90	€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	€14.90	–
	Parcel M	€19.90	€19.90	€19.90	–	€39.90	€19.90	€19.90	€26.90	€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	€19.90	–
	Parcel L	€29.90	€29.90	€29.90	–	€49.90	€29.90	€29.90	€30.90	€29.90	€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

¹⁹ Source: websites of the respective service providers

Net prices for franking at a retail outlet/parcel shop per country in 2022

		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	€10.99	€10.99	€10.99	€17.99	€10.99	€10.99	€10.99	€10.99	€10.99	€10.99	€10.99	€10.99	€10.99	€10.99	€10.99	€10.99	€19.49	€10.99	€10.99	€10.99	€10.99	€19.49	€10.99	€10.99	€10.99	€10.99	€10.99	€10.99	€17.99	
	Parcel up to 2 kg	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
	Parcel up to 5 kg	€17.99	€17.99	€17.99	€30.99	€17.99	€17.99	€17.99	€17.99	€17.99	€17.99	€17.99	€17.99	€17.99	€17.99	€17.99	€17.99	€31.99	€17.99	€17.99	€17.99	€17.99	€17.99	€31.99	€17.99	€17.99	€17.99	€17.99	€17.99	€17.99	€30.99
	Parcel 10 kg	€22.99	€22.99	€22.99	€36.99	€22.99	€22.99	€22.99	€22.99	€22.99	€22.99	€22.99	€22.99	€22.99	€22.99	€22.99	€22.99	€39.99	€22.99	€22.99	€22.99	€22.99	€22.99	€39.99	€22.99	€22.99	€22.99	€22.99	€22.99	€22.99	€36.99
	Parcel 20 kg	€27.53	€27.53	€27.53	€50.99	€27.53	€27.53	€27.53	€27.53	€27.53	€27.53	€27.53	€27.53	€27.53	€27.53	€27.53	€27.53	€54.99	€27.53	€27.53	€27.53	€27.53	€27.53	€54.99	€27.53	€27.53	€27.53	€27.53	€27.53	€27.53	€50.99
	Parcel 31.5 kg	€36.44	€36.44	€36.44	€56.99	€36.44	€36.44	€36.44	€36.44	€36.44	€36.44	€36.44	€36.44	€36.44	€36.44	€36.44	€36.44	€61.99	€36.44	€36.44	€36.44	€36.44	€36.44	€61.99	€36.44	€36.44	€36.44	€36.44	€36.44	€36.44	€56.99
DPD	XS	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
	S	€10.13	€10.13	€31.19	–	–	€10.13	€10.13	€12.64	€12.64	€31.19	€12.64	€31.19	€12.64	€10.13	€31.19	€12.64	–	€12.64	€10.13	€12.64	–	€10.13	–	€10.13	€12.64	€31.19	€12.64	€10.13	€10.13	–
	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		€8.09	€8.09	€16.19	–	–	€11.33	€8.09	€13.36	€11.33	€16.19	€8.09	–	€13.36	€11.33	€16.19	€11.33	–	€13.36	€8.09	€13.36	–	€8.09	–	€11.33	€13.36	€16.19	€13.36	€11.33	€13.36	–
	S	€10.12	€10.12	€20.24	–	–	€11.74	€10.12	€15.62	€11.74	€20.24	€10.12	–	€15.62	€11.74	€20.24	€11.74	–	€15.62	€10.12	€15.62	–	€10.12	–	€11.74	€15.62	€20.24	€15.62	€11.74	€15.62	–
	M	€12.79	€12.79	€22.67	–	–	€15.22	€12.79	€17.00	€15.22	€22.67	€12.79	–	€17.00	€15.22	€22.67	€15.22	–	€17.00	€12.79	€17.00	–	€12.79	–	€15.22	€17.00	€22.67	€17.00	€15.22	€17.00	–
	L	€15.38	€15.38	€28.34	–	–	€18.62	€15.38	€23.08	€18.62	€28.34	€15.38	–	€23.08	€18.62	€28.34	€18.62	–	€23.08	€15.38	€23.08	–	€15.38	–	€18.62	€23.08	€28.34	€23.08	€18.62	€23.08	–
	XL	€20.24	€20.24	€36.04	–	–	€24.29	€20.24	€26.72	€24.29	€36.04	€20.24	–	€26.72	€24.29	€36.04	€24.29	–	€26.72	€20.24	€26.72	–	€20.24	–	€24.29	€26.72	€36.04	€26.72	€24.29	€26.72	–
Hermes	Parcel XXS	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
	Parcel XS	€8.83	€8.83	€8.83	–	€26.12	€8.83	€9.92	€18.83	€9.92	€9.92	€26.12	€8.83	€8.83	€26.12	€8.83	–	€18.83	€8.83	€18.83	€26.12	€8.83	–	€8.83	€9.92	€8.83	€9.92	€8.83	€8.83	€8.83	–
	Parcel S	€12.07	€12.07	€12.07	–	€28.27	€12.07	€20.98	€12.07	€12.07	€12.07	€28.27	€12.07	€12.07	€28.27	€12.07	–	€20.98	€12.07	€20.98	€28.27	€12.07	–	€12.07	€12.07	€12.07	€12.07	€12.07	€12.07	–	–
	Parcel M	€16.12	€16.12	€16.12	–	€32.32	€16.12	€21.79	€16.12	€16.12	€16.12	€32.32	€16.12	€16.12	€32.32	€16.12	–	€21.79	€16.12	€21.79	€32.32	€16.12	–	€16.12	€16.12	€16.12	€16.12	€16.12	€16.12	–	–
	Parcel L	€24.22	€24.22	€24.22	–	€40.42	€24.22	€24.22	€25.03	€24.22	€24.22	€24.22	€40.42	€24.22	€24.22	€40.42	€24.22	–	€25.03	€24.22	€25.03	€40.42	€24.22	–	€24.22	€24.22	€24.22	€24.22	€24.22	–	–

Annex 4: Price overview per country (online franking)²⁰

Gross prices for online franking per country in 2022

		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	€5.99	€5.99	€5.99	€8.99	€5.99	€5.99	€5.99	€5.99	€5.99	€5.99	€5.99	€5.99	€5.99	€5.99	€5.99	€5.99	€10.99	€5.99	€5.99	€5.99	€5.99	€5.99	€10.99	€5.99	€5.99	€5.99	€5.99	€5.99	€5.99	€8.99
	Päckchen M	€10.49	€10.49	€10.49	€13.49	€10.49	€10.49	€10.49	€10.49	€10.49	€10.49	€10.49	€10.49	€10.49	€10.49	€10.49	€10.49	€17.99	€10.49	€10.49	€10.49	€10.49	€10.49	€17.99	€10.49	€10.49	€10.49	€10.49	€10.49	€10.49	€13.49
	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	€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	€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	€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		€9.69	€9.69	€17.89	—	—	€12.89	€9.69	€14.89	€12.89	€17.89	€9.69	—	€14.89	€12.89	€17.89	€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	€24.49	€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	€25.99	€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	€30.99	€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	€43.49	€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	€25.99	€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	€9.90	€23.99
	Parcel S	€13.90	€13.90	€13.90	€33.99	€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	€13.90	€27.99
	Parcel M	€18.90	€18.90	€18.90	€44.99	€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	€18.90	€37.99
	Parcel L	€28.90	€28.90	€28.90	€63.99	€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	€28.90	€42.99

*Send@Home (doorstep delivery)

²⁰ Source: website of the respective service providers

Net prices for online franking per country in 2022

		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	€5.99	€5.99	€5.99	€8.99	€5.99	€5.99	€5.99	€5.99	€5.99	€5.99	€5.99	€5.99	€5.99	€5.99	€5.99	€5.99	€10.99	€5.99	€5.99	€5.99	€5.99	€10.99	€5.99	€5.99	€5.99	€5.99	€5.99	€5.99	€5.99	€8.99
	Päckchen M	€10.49	€10.49	€10.49	€13.49	€10.49	€10.49	€10.49	€10.49	€10.49	€10.49	€10.49	€10.49	€10.49	€10.49	€10.49	€10.49	€17.99	€10.49	€10.49	€10.49	€10.49	€10.49	€17.99	€10.49	€10.49	€10.49	€10.49	€10.49	€10.49	€13.49
	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	€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	€20.99	€37.99	€20.99	€20.99	€20.99	€20.99	€20.99	€20.99	€34.99
	Parcel 20 kg	€25.91	€25.91	€25.91	€48.99	€25.91	€25.91	€25.91	€25.91	€25.91	€25.91	€25.91	€25.91	€25.91	€25.91	€25.91	€25.91	€52.99	€25.91	€25.91	€25.91	€25.91	€25.91	€52.99	€25.91	€25.91	€25.91	€25.91	€25.91	€25.91	€48.99
	Parcel 31.5 kg	€36.44	€36.44	€36.44	€55.99	€36.44	€36.44	€36.44	€36.44	€36.44	€36.44	€36.44	€36.44	€36.44	€36.44	€36.44	€36.44	€60.99	€36.44	€36.44	€36.44	€36.44	€36.44	€60.99	€36.44	€36.44	€36.44	€36.44	€36.44	€36.44	€55.99
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*		€7.85	€7.85	€14.49	–	–	€10.44	€7.85	€12.06	€10.44	€14.49	€7.85	–	€12.06	€10.44	€14.49	€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	€19.84	€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	€21.05	€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	€25.10	€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	€35.23	€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	€21.05	€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	€27.53	€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	€11.26	€22.67
	Parcel M	€15.31	€15.31	€15.31	€36.44	€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	€15.31	€30.77
	Parcel L	€23.41	€23.41	€23.41	€51.83	€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	€23.41	€34.82

*Send@Home (doorstep delivery)

Annex 5: Transit times per country

Delivery speed 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
	Parcel 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
	Parcel 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
	Parcel 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
	Parcel 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
	Parcel 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**		2	2	4	–	–	2	2	3	3	3	2	5	3	2	3	2	–	3	2	3	–	2	–	2	3	4	2	2	2	–
	S	2	2	4	–	–	2	2	3	3	3	2	5	3	2	3	2	–	3	2	3	–	2	–	2	3	4	2	2	2	–
	M	2	2	4	–	–	2	2	3	3	3	2	5	3	2	3	2	–	3	2	3	–	2	–	2	3	4	2	2	2	–
	L	2	2	4	–	–	2	2	3	3	3	2	5	3	2	3	2	–	3	2	3	–	2	–	2	3	4	2	2	2	–
	XL	2	2	4	–	–	2	2	3	3	3	2	5	3	2	3	2	–	3	2	3	–	2	–	2	3	4	2	2	2	–
GLS***	XS	2	1-2	4	–	–	2	2	3-4	3	3-5	2-3	–	3	2	3	2-3	–	3	1	3-4	–	2	–	2	3-4	2	2-4	3	2	–
	S	2	1-2	4	–	–	2	2	3-4	3	3-5	2-3	–	3	2	3	2-3	–	3	1	3-4	–	2	–	2	3-4	2	2-4	3	2	–
	M	2	1-2	4	–	–	2	2	3-4	3	3-5	2-3	–	3	2	3	2-3	–	3	1	3-4	–	2	–	2	3-4	2	2-4	3	2	–
	L	2	1-2	4	–	–	2	2	3-4	3	3-5	2-3	–	3	2	3	2-3	–	3	1	3-4	–	2	–	2	3-4	2	2-4	3	2	–
	XL	2	1-2	4	–	–	2	2	3-4	3	3-5	2-3	–	3	2	3	2-3	–	3	1	3-4	–	2	–	2	3-4	2	2-4	3	2	–
Hermes****	Parcel 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
	Parcel 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
	Parcel 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
	Parcel 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
	Parcel 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 (Mon-Fri)

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

Annex 6: Overview of universal service provider volumes 2014–2021, in million²¹

	2014	2015	2016	2017	2018	2019	2020	2021
österreichische Post (AT)	56	80	81	97	108	127	166	184
bpost (BE)	28	32		48	59	51	112	183
Die Post (CH)	112	115	122	129	138	148	191	202
DHL (DE)	1.033	1.123	1.227	1.376	1.479	1.567	1.614	1.818
PostNord (DK, SE)	120	130	142	154	171	179	219	226
Posti (FI)	32	33	34	71	79	85	107	119
magyar Posta (HU)	13	kA	17	21	22	kA	1.332	kA
poste italiane (IT)	76	86	97	113	127	148	210	249
Lietuvos pastas (LT)	18	17	17	19	20	kA	kA	kA
Post Luxembourg (LU)	2	2	2	3	3	kA	4	12
postNL (NL)	142	156	177	207	251	283	337	384
Posten Norge (NO)	45	48	51	50	48	60	78	90
Poczta polska (PL)	28	27	25	26	23	kA	kA	kA
ctt (PT)	14	14	15	18	20	kA	28	33

²¹Source: annual reports of the respective postal companies

Annex 7: Products – international parcel price comparison 2022

Service provider	Product	Weight	Maximum dimension		Girth	Delivery speed	Tracking and tracing	Liability	Nominal 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			€3.99	0.032	€3.86
	Päckchen M	up to 2 kg	60 x 30 x 15 cm			1-2 working days			€4.79	0.032	€4.64
	Parcel S	up to 2 kg	60 x 30 x 15 cm			1-2 working days	yes	€500.00	€5.49	0.032	€5.31
	Parcel M	up to 5 kg	120 x 60 x 60 cm		max. 300 cm	1-2 working days	yes	€500.00	€6.99	0.032	€6.77
	Parcel L	up to 10 kg	120 x 60 x 60 cm		max. 300 cm	1-2 working days	yes	€500.00	€9.49	0.032	€9.19
	Parcel XL	up to 31,5 kg	120 x 60 x 60 cm			1-2 working days	yes	€500.00	€16.49	0.032	€15.96
österreichische Post (AT)	Parcel up to 1 kg	up to 1 kg	100 x 60 x 60 cm			1-2 working days	yes	€510.00	€5.00	0.028	€4.86
	Parcel up to 2 kg	up to 2 kg	100 x 60 x 60 cm			1-2 working days	yes	€510.00	€6.00	0.028	€5.83
	Parcel up to 4 kg	up to 4 kg	100 x 60 x 60 cm			1-2 working days	yes	€510.00	€7.00	0.028	€6.80
	Parcel up to 10 kg	up to 10 kg	100 x 60 x 60 cm			1-2 working days	yes	€510.00	€10.00	0.028	€9.72
	Parcel up to 31,5 kg	up to 31,5 kg	100 x 60 x 60 cm			1-2 working days	yes	€510.00	€16.00	0.028	€15.55
bpost (BE)	bpack	up to 2 kg			300 cm	1 working day	yes	no data	€5.70	0.032	€5.52
	bpack	up to 5 kg			300 cm	1 working day	yes	no data	€6.20	0.032	€6.00
	bpack	up to 10 kg			300 cm	1 working day	yes	up to €500	€6.90	0.032	€6.68
	bpack	up to 20 kg			300 cm	1 working day	yes	up to €500	€10.70	0.032	€10.36
	bpack	up to 30 kg			300 cm	1 working day	yes	up to €500	€11.50	0.032	€11.13
bgpost (BG)	Zone 2	up to 1 kg	60 x 60 x 60 cm						€1.64	0.028	€1.59
	Zone 2	up to 3 kg	60 x 60 x 60 cm						€1.84	0.028	€1.79
	Zone 2	up to 5 kg	60 x 60 x 60 cm						€2.25	0.028	€2.19
	Zone 2	up to 7 kg	60 x 60 x 60 cm						€2.76	0.028	€2.68
	Zone 2	up to 10 kg	60 x 60 x 60 cm						€3.22	0.028	€3.13
	Zone 2	up to 15 kg	60 x 60 x 60 cm						€3.58	0.028	€3.48
	Zone 2	up to 20 kg	60 x 60 x 60 cm						€4.60	0.028	€4.47
Die Post (CH)	PostPac Economy	up to 2 kg	100 x 60 x 60 cm			2 working days	yes	CHF 500	€7.18	0.005	€7.14
	PostPac Economy	up to 10 kg	100 x 60 x 60 cm			2 working days	yes	CHF 500	€9.95	0.005	€9.90
	PostPac Economy	up to 30 kg	100 x 60 x 60 cm			2 working days	yes	CHF 500	€21.04	0.005	€20.93
	PostPac Priority	up to 2 kg	100 x 60 x 60 cm			1 working day	yes	CHF 500	€9.24	0.005	€9.19
	PostPac Priority	up to 10 kg	100 x 60 x 60 cm			1 working day	yes	CHF 500	€10.98	0.005	€10.93
	PostPac Priority	up to 30 kg	100 x 60 x 60 cm			1 working day	yes	CHF 500	€23.60	0.005	€23.48

Service provider	Product	Weight	Maximum dimension		Girth Length + 2 x width + 2 x height	Delivery speed	Tracking and tracing	Liability	Nominal price	Inflation rate	Real price
			L x W x H	Longest and shortest side							
Cypruspost (CYP)	Domestic Parcel	0,5 kg			300 cm		yes	EUR 200	€4.00	0.023	€3.91
	Domestic Parcel	1 kg			300 cm		yes	EUR 200	€4.20	0.023	€4.10
	Domestic Parcel	2 kg			300 cm		yes	EUR 200	€4.50	0.023	€4.40
	Domestic Parcel	3 kg			300 cm		yes	EUR 200	€4.80	0.023	€4.69
	Domestic Parcel	4 kg			300 cm		yes	EUR 200	€5.10	0.023	€4.98
	Domestic Parcel	5 kg			300 cm		yes	EUR 200	€5.40	0.023	€5.28
	Domestic Parcel	6 kg			300 cm		yes	EUR 200	€6.05	0.023	€5.91
	Domestic Parcel	7 kg			300 cm		yes	EUR 200	€6.70	0.023	€6.55
	Domestic Parcel	8 kg			300 cm		yes	EUR 200	€7.35	0.023	€7.18
	Domestic Parcel	9 kg			300 cm		yes	EUR 200	€8.00	0.023	€7.82
	Domestic Parcel	10 kg			300 cm		yes	EUR 200	€8.65	0.023	€8.45
	Domestic Parcel	11 kg			300 cm		yes	EUR 200	€9.30	0.023	€9.09
	Domestic Parcel	12 kg			300 cm		yes	EUR 200	€9.95	0.023	€9.72
	Domestic Parcel	13 kg			300 cm		yes	EUR 200	€10.60	0.023	€10.36
	Domestic Parcel	14 kg			300 cm		yes	EUR 200	€11.25	0.023	€10.99
	Domestic Parcel	15 kg			300 cm		yes	EUR 200	€11.90	0.023	€11.63
	Domestic Parcel	16 kg			300 cm		yes	EUR 200	€12.55	0.023	€12.26
	Domestic Parcel	17 kg			300 cm		yes	EUR 200	€13.20	0.023	€12.90
	Domestic Parcel	18 kg			300 cm		yes	EUR 200	€13.85	0.023	€13.53
	Domestic Parcel	19 kg			300 cm		yes	EUR 200	€14.50	0.023	€14.17
	Domestic Parcel	20 kg			300 cm		yes	EUR 200	€15.15	0.023	€14.80
	Domestic Parcel	21 kg			300 cm		yes	EUR 200	€15.80	0.023	€15.44
	Domestic Parcel	22 kg			300 cm		yes	EUR 200	€16.45	0.023	€16.07
	Domestic Parcel	23 kg			300 cm		yes	EUR 200	€17.10	0.023	€16.71
	Domestic Parcel	24 kg			300 cm		yes	EUR 200	€17.75	0.023	€17.34
	Domestic Parcel	25 kg			300 cm		yes	EUR 200	€18.40	0.023	€17.98
	Domestic Parcel	26 kg			300 cm		yes	EUR 200	€19.05	0.023	€18.61
	Domestic Parcel	27 kg			300 cm		yes	EUR 200	€19.70	0.023	€19.25
	Domestic Parcel	28 kg			300 cm		yes	EUR 200	€20.35	0.023	€19.88
	Domestic Parcel	29 kg			300 cm		yes	EUR 200	€21.00	0.023	€20.52
	Domestic Parcel	30 kg			300 cm		yes	EUR 200	€21.65	0.023	€21.15

Service provider	Product	Weight	Maximum dimension		Girth	Delivery speed	Tracking and tracing	Liability	Nominal price	Inflation rate	Real price
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height						
Česká pošta (CZ)	S	up to 50 kg	35 cm (longest side)	max. 300 cm		1 working day	yes		€5.23	0.033	€5.06
	M	up to 50 kg	50 cm (longest side)	max. 300 cm		1 working day	yes		€6.45	0.033	€6.24
	L	up to 50 kg	100 cm (longest side)	max. 300 cm		1 working day	yes		€8.48	0.033	€8.20
	XL	up to 50 kg	240 cm (longest side)	max. 300 cm		1 working day	yes		€14.57	0.033	€14.09
PostNord (DK)	Postal Parcel with Home Delivery	up to 50 g				1 working day	yes	DKK 4.800	€8.73	0.019	€8.56
	Postal Parcel with Home Delivery	up to 100 g				1 working day	yes	DKK 4.800	€8.73	0.019	€8.56
	Postal Parcel with Home Delivery	up to 250 g				1 working day	yes	DKK 4.800	€8.73	0.019	€8.56
	Postal Parcel with Home Delivery	up to 500 g				1 working day	yes	DKK 4.800	€8.73	0.019	€8.56
	Postal Parcel with Home Delivery	up to 1 kg				1 working day	yes	DKK 4.800	€8.73	0.019	€8.56
	Postal Parcel with Home Delivery	up to 2 kg				1 working day	yes	DKK 4.800	€8.73	0.019	€8.56
	Postal Parcel with Home Delivery	up to 5 kg				1 working day	yes	DKK 4.800	€10.08	0.019	€9.89
	Postal Parcel with Home Delivery	up to 10 kg				1 working day	yes	DKK 4.800	€12.76	0.019	€12.52
	Postal Parcel with Home Delivery	up to 15 kg				1 working day	yes	DKK 4.800	€15.45	0.019	€15.16
	Postal Parcel with Home Delivery	up to 20 kg				1 working day	yes	DKK 4.800	€15.45	0.019	€15.16
	Postal Parcel with Home Delivery	up to 35 kg				1 working day	yes	DKK 4.800	€21.50	0.019	€21.09

Service provider	Product	Weight	Maximum dimension		Girth Length = 2 x width + 2 x height	Delivery speed	Tracking and	Liability	Nominal price	Inflation rate	Real price
			L x W x H	Longest and shortest side							
Omnivat (EE)	Domestic Standard Parcel	up to 1 kg					yes		13.84	0.045	13.67
	Domestic Standard Parcel	up to 2 kg					yes		14.08	0.045	13.90
	Domestic Standard Parcel	up to 3 kg					yes		14.32	0.045	14.13
	Domestic Standard Parcel	up to 4 kg					yes		14.56	0.045	14.35
	Domestic Standard Parcel	up to 5 kg					yes		14.80	0.045	14.58
	Domestic Standard Parcel	up to 6 kg					yes		15.04	0.045	14.81
	Domestic Standard Parcel	up to 7 kg					yes		15.28	0.045	15.04
	Domestic Standard Parcel	up to 8 kg					yes		15.52	0.045	15.27
	Domestic Standard Parcel	up to 9 kg					yes		15.76	0.045	15.50
	Domestic Standard Parcel	up to 10 kg					yes		16.00	0.045	15.73
	Domestic Standard Parcel	up to 11 kg					yes		16.24	0.045	15.96
	Domestic Standard Parcel	up to 12 kg					yes		16.48	0.045	16.19
	Domestic Standard Parcel	up to 13 kg					yes		16.72	0.045	16.42
	Domestic Standard Parcel	up to 14 kg					yes		16.96	0.045	16.65
	Domestic Standard Parcel	up to 15 kg					yes		17.20	0.045	16.88
	Domestic Standard Parcel	up to 16 kg					yes		17.44	0.045	17.11
	Domestic Standard Parcel	up to 17 kg					yes		17.68	0.045	17.33
	Domestic Standard Parcel	up to 18 kg					yes		17.92	0.045	17.56
	Domestic Standard Parcel	up to 19 kg					yes		18.16	0.045	17.79
	Domestic Standard Parcel	up to 20 kg					yes		18.40	0.045	18.02
Correos (ES)	Estandar	up to 1 kg	max. 210 cm			2-3 working days	yes		114.30	0.03	113.87
	Estandar	up to 5 kg	max. 210 cm			2-3 working days	yes		117.65	0.03	117.12
	Estandar	up to 10 kg	max. 210 cm			2-3 working days	yes		123.10	0.03	122.41
	Estandar	up to 15 kg	max. 210 cm			2-3 working days	yes		127.50	0.03	126.68
	Estandar	up to 20 kg	max. 210 cm			2-3 working days	yes		133.50	0.03	132.50
	Estandar	up to 25 kg	max. 210 cm			2-3 working days	yes		139.65	0.03	138.46
	Estandar	up to 30 kg	max. 210 cm			2-3 working days	yes		145.65	0.03	144.28

Service provider	Product	Weight	Maximum dimension		Girth	Delivery speed	Tracking and	Liability	Nominal price	Inflation rate	Real price
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height						
Posti (FI)	XXS	up to 2 kg	25 x 35,3 x 3 cm			2-3 working days		€20/kg	15.90	0.021	15.78
	S	up to 25 kg	11 x 36 x 60 cm			1-3 working days		€20/kg	16.90	0.021	16.76
	M	up to 25 kg	19 x 36 x 60 cm			1-3 working days		€20/kg	18.90	0.021	18.71
	L	up to 25 kg	37 x 36 x 60 cm			1-3 working days		€20/kg	110.90	0.021	110.67
	XL	up to 25 kg	59 x 36 x 60 cm			1-3 working days		€20/kg	113.90	0.021	113.61
La poste (FR)	Standard	up to 250 g	max. 150 cm			2 working days	yes	up to €200 or €23/kg	14.95	0.021	14.85
	Standard	up to 500 g	max. 150 cm			2 working days	yes	up to €200 or €23/kg	16.55	0.021	16.41
	Standard	up to 750 g	max. 150 cm			2 working days	yes	up to €200 or €23/kg	17.45	0.021	17.29
	Standard	up to 1 kg	max. 150 cm			2 working days	yes	up to €200 or €23/kg	18.10	0.021	17.93
	Standard	up to 2 kg	max. 150 cm			2 working days	yes	up to €200 or €23/kg	19.35	0.021	19.15
	Standard	up to 5 kg	max. 150 cm			2 working days	yes	up to €200 or €23/kg	114.35	0.021	114.05
	Standard	up to 10 kg	max. 150 cm			2 working days	yes	up to €200 or €23/kg	120.85	0.021	120.41
	Standard	up to 15 kg	max. 150 cm			2 working days	yes	up to €200 or €23/kg	126.40	0.021	125.85
	Standard	up to 30 kg	max. 150 cm			2 working days	yes	up to €200 or €23/kg	132.70	0.021	132.01
Elita (GR)	Domestic Parcel	1 kg			300 cm	3 working days	yes	€235.00	€3.00	-0.013	13.04
	Domestic Parcel	2 kg			300 cm	3 working days	yes	€235.00	€3.50	-0.013	13.55
	Domestic Parcel	3 kg			300 cm	3 working days	yes	€235.00	€4.50	-0.013	14.56
	Domestic Parcel	4 kg			300 cm	3 working days	yes	€235.00	€5.50	-0.013	15.57
	Domestic Parcel	5 kg			300 cm	3 working days	yes	€235.00	€6.50	-0.013	16.58
	Domestic Parcel	6 kg			300 cm	3 working days	yes	€235.00	€7.50	0.006	17.46
	Domestic Parcel	7 kg			300 cm	3 working days	yes	€235.00	€8.50	0.006	18.45
	Domestic Parcel	8 kg			300 cm	3 working days	yes	€235.00	€9.50	0.006	19.44
	Domestic Parcel	9 kg			300 cm	3 working days	yes	€235.00	€10.50	0.006	110.44
	Domestic Parcel	10 kg			300 cm	3 working days	yes	€235.00	€11.50	0.006	111.43
	Domestic Parcel	11 kg			300 cm	3 working days	yes	€235.00	€12.50	0.006	112.43
	Domestic Parcel	12 kg			300 cm	3 working days	yes	€235.00	€13.50	0.006	113.42
	Domestic Parcel	13 kg			300 cm	3 working days	yes	€235.00	€14.50	0.006	114.41
	Domestic Parcel	14 kg			300 cm	3 working days	yes	€235.00	€15.50	0.006	115.41
	Domestic Parcel	15 kg			300 cm	3 working days	yes	€235.00	€16.50	0.006	116.40
	Domestic Parcel	16 kg			300 cm	3 working days	yes	€235.00	€17.50	0.006	117.40
	Domestic Parcel	17 kg			300 cm	3 working days	yes	€235.00	€18.50	0.006	118.39
	Domestic Parcel	18 kg			300 cm	3 working days	yes	€235.00	€19.50	0.006	119.38
	Domestic Parcel	19 kg			300 cm	3 working days	yes	€235.00	€20.50	0.006	120.38
	Domestic Parcel	20 kg			300 cm	3 working days	yes	€235.00	€21.50	0.006	121.37

Service provider	Product	Weight	Maximum dimension		Girth	Delivery speed	Tracking and	Liability	Nominal price	Inflation rate	Real price
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height						
Hrvatska posta (HRV)	delivered at	up to 2 kg	max. 150 cm			3 working days		HRK 100	15.19	0.027	15.05
	delivered at	up to 5 kg	max. 150 cm			3 working days		HRK 100	15.85	0.027	15.69
	delivered at	up to 10 kg	max. 150 cm			3 working days		HRK 100	16.25	0.027	16.08
Magyar Posta (HU)	MPL Postpaket	up to 2 kg	max. 300 cm						15.19	0.052	14.92
	MPL Postpaket	up to 5 kg	max. 300 cm						15.87	0.052	15.56
	MPL Postpaket	up to 10 kg	max. 300 cm						16.24	0.052	15.92
	MPL Postpaket	up to 20 kg	max. 300 cm						16.94	0.052	16.58
An Post (IE)	Standard Post	up to 2 kg			300 cm	1 working day	yes		19.00	0.024	18.78
	Standard Post	up to 5 kg			300 cm	1 working day	yes		111.00	0.024	110.74
	Standard Post	up to 15 kg			300 cm	1 working day	yes		113.00	0.024	112.69
	Standard Post	up to 20 kg				1 working day	yes		116.00	0.024	115.62
Poste Italiane (IT)	Standard	up to 3 kg	max. 100 cm			4 working days	yes		19.40	0.019	19.22
	Standard	up to 5 kg	max. 100 cm			4 working days	yes		110.90	0.019	110.69
	Standard	up to 10 kg	max. 100 cm			4 working days	yes		112.90	0.019	112.65
	Standard	up to 20 kg	max. 150 cm			4 working days	yes		116.40	0.019	116.09

Service provider	Product	Weight	Maximum dimension		Girth	Delivery speed	Tracking and	Liability	Nominal price	Inflation rate	Real price
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height						
Postur Island (IS)	Home delivery	up to 2 kg				1 working day	yes	ISK 22.500	111.77	0.012	111.63
	Home delivery	up to 5 kg				1 working day	yes	ISK 22.500	112.49	0.012	112.34
	Home delivery	up to 10 kg					yes	ISK 22.500	114.64	0.037	114.10
	Home delivery Parcel Zone 3	up to 15 kg					yes	ISK 22.500	123.47	0.037	122.60
	Home delivery Parcel Zone 3	up to 20 kg					yes	ISK 22.500	127.66	0.037	126.64
	Home delivery Parcel Zone 3	up to 30 kg					yes	ISK 22.500	133.25	0.037	132.02
	Home delivery Parcel Zone 3	up to 40 kg					yes	ISK 22.500	139.68	0.037	138.21
	Home delivery Parcel Zone 3	up to 50 kg					yes	ISK 22.500	142.76	0.037	141.18
	Home delivery Parcel Zone 3	up to 75 kg					yes	ISK 22.500	158.11	0.037	155.96
	Home delivery Parcel Zone 3	up to 100 kg					yes	ISK 22.500	168.73	0.037	166.19
	Home delivery Parcel Zone 3	up to 150 kg					yes	ISK 22.500	1100.03	0.037	196.33
	Home delivery Parcel Zone 3	up to 200 kg					yes	ISK 22.500	1122.38	0.037	1117.85
	Home delivery Parcel Zone 3	up to 250 kg					yes	ISK 22.500	1144.72	0.037	1139.37
	Home delivery Parcel Zone 3	up to 300 kg					yes	ISK 22.500	1155.90	0.037	1150.13

Service provider	Product	Weight	Maximum dimension		Girth Length + 2 x width + 2 x height	Delivery speed	Tracking and	Liability	Nominal price	Inflation rate	Real price
			L x W x H	Longest and shortest side							
Lietuvos pastas (LT)	Standard	up to 1 kg							12.54	0.046	12.42
	Standard	up to 2 kg							12.68	0.011	12.65
	Standard	up to 3 kg							12.82	0.046	12.69
	Standard	up to 4 kg							12.96	0.046	12.82
	Standard	up to 5 kg							13.10	0.046	12.96
	Standard	up to 6 kg							13.24	0.046	13.09
	Standard	up to 7 kg							13.38	0.046	13.22
	Standard	up to 8 kg							13.52	0.046	13.36
	Standard	up to 9 kg							13.66	0.046	13.49
	Standard	up to 10 kg							13.80	0.046	13.63
	Standard	up to 11 kg							14.77	0.046	14.55
	Standard	up to 12 kg							14.94	0.046	14.71
	Standard	up to 13 kg							15.11	0.046	14.87
	Standard	up to 14 kg							15.28	0.046	15.04
	Standard	up to 15 kg							15.45	0.046	15.20
	Standard	up to 16 kg							15.62	0.046	15.36
	Standard	up to 17 kg							15.79	0.046	15.52
	Standard	up to 18 kg							15.96	0.046	15.69
	Standard	up to 19 kg							16.13	0.046	15.85
	Standard	up to 20 kg							16.30	0.046	16.01
	Standard	up to 21 kg							16.47	0.046	16.17
	Standard	up to 22 kg							16.64	0.046	16.33
	Standard	up to 23 kg							16.81	0.046	16.50
	Standard	up to 24 kg							16.98	0.046	16.66
	Standard	up to 25 kg							17.15	0.046	16.82
	Standard	up to 26 kg							17.32	0.046	16.98
	Standard	up to 27 kg							17.49	0.046	17.15
	Standard	up to 28 kg							17.66	0.046	17.31
	Standard	up to 29 kg							17.83	0.046	17.47
	Standard	up to 30 kg							18.00	0.046	17.63
Post Luxembourg (LU)	L	up to 2 kg	max. 60 cm						14.80	0.035	14.63
	XL	up to 10 kg	max. 150 cm				yes	yes	17.20	0.035	16.95
	XXL	up to 30 kg	max. 150 cm				yes	yes	19.60	0.035	19.26
Latvijas Pasts (LV)		up to 2 kg	max. 105 cm		200 cm				13.04	0.032	12.94
Maltapost (MT)		up to 2 kg				1 working day			19.00	0.007	18.94
		up to 5 kg				1 working day			19.00	0.007	18.94
		up to 10 kg				1 working day			19.00	0.007	18.94
		up to 15 kg				1 working day			19.00	0.007	18.94
		up to 20 kg				1 working day			19.00	0.007	18.94

Service provider	Product	Weight	Maximum dimension		Girth	Delivery speed	Tracking and	Liability	Nominal price	Inflation rate	Real price
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height						
PostNL (NL)	Standard	up to 2 kg	100 x 50 x 50 cm			1 working day	yes		€7.25	0.028	€7.05
	Standard	up to 5 kg	100 x 50 x 50 cm			1 working day	yes		€7.25	0.028	€7.05
	Standard	up to 10 kg	100 x 50 x 50 cm			1 working day	yes		€7.25	0.028	€7.05
	Standard	up to 30 kg	175 x 78 x 58 cm			1 working day	yes		€13.50	0.028	€13.12
Posten Norge (NO)	Prices at Posten	up to 5 kg	max. 120 cm		360 cm	1-3 working days		kr 10.000	€7.05	0.039	€6.78
	Prices at Posten	up to 10 kg	max. 120 cm		360 cm	1-3 working days		kr 10.000	€7.02	0.039	€6.36
	Prices at Posten	up to 25 kg	max. 120 cm		360 cm	1-3 working days		kr 10.000	€28.10	0.039	€27.00
	Prices at Posten	up to 35 kg	max. 120 cm		360 cm	1-3 working days		kr 10.000	€36.15	0.039	€34.74
Poczta Polska (PL)	Ekonomiczna Gabaryt A	up to 1 kg	60 x 50 x 30 cm			3 working days			€2.76	0.052	€2.62
	Ekonomiczna Gabaryt A	up to 2 kg	60 x 50 x 30 cm			3 working days			€3.19	0.052	€3.02
	Ekonomiczna Gabaryt A	up to 5 kg	60 x 50 x 30 cm			3 working days			€3.82	0.052	€3.62
	Ekonomiczna Gabaryt A	up to 10 kg	60 x 50 x 30 cm			3 working days			€5.10	0.052	€4.83
ctt (PT)	Correio Normal	up to 2 kg	max. 150 cm			3 working days	yes		€4.05	0.009	€4.01
Postei Romane (RO)		up to 10 kg							€1.56	0.041	€1.50
		up to 20 kg							€1.87	0.041	€1.79
PostNord (SE)	Postpaket	up to 3 kg	max. 150 cm		300 cm				€13.64	0.027	€13.27
	Postpaket	up to 5 kg	max. 150 cm		300 cm				€16.25	0.027	€15.81
	Postpaket	up to 10 kg	max. 150 cm		300 cm				€21.54	0.027	€20.96
	Postpaket	up to 15 kg	max. 150 cm		300 cm				€25.48	0.027	€24.79
	Postpaket	up to 20 kg	max. 150 cm		300 cm				€29.81	0.027	€29.01

Service provider	Product	Weight	Maximum dimension		Girth	Delivery speed	Tracking and	Liability	Nominal price	Inflation rate	Real price
			L x W x H	Longest and shortest side	Length + 2 x width + 2 x height						
Posta Slovenije (SL)	Parcel	up to 2 kg	150 x 150 x 150 cm						14.71	0.02	14.62
	Parcel	up to 5 kg	150 x 150 x 150 cm						14.98	0.02	14.88
	Parcel	up to 10 kg	150 x 150 x 150 cm						15.45	0.02	15.34
	Parcel	up to 15 kg	150 x 150 x 150 cm						16.40	0.02	16.19
	Parcel	up to 20 kg	150 x 150 x 150 cm						17.85	0.02	17.61
	Parcel	up to 25 kg	150 x 150 x 150 cm						19.00	0.02	18.72
	Parcel	up to 30 kg	150 x 150 x 150 cm						19.50	0.02	19.17
Slovenska posta (SK)	Express Courier to adress	up to 5 kg				1 working day	yes		17.00	0.028	16.80
	Parcel to adress	up to 5 kg				2 working days	yes		14.50	0.028	14.37
	Parcel to adress	up to 10 kg				2 working days	yes		15.50	0.028	15.35
	Express Courier to adress	up to 10 kg				1 working day	yes		18.50	0.028	18.26
	Express Courier to adress	up to 15 kg				1 working day	yes		19.00	0.028	18.72
	Express Courier to adress	up to 20 kg				1 working day	yes		19.00	0.028	18.69
	Express Courier to adress	up to 25 kg				1 working day	yes		19.00	0.028	18.66
	Express Courier to adress	up to 30 kg				1 working day	yes		19.00	0.028	18.61

Publisher's details

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Bundesnetzagentur für Elektrizität, Gas, Telekommunikation, Post und Eisenbahnen

Tulpenfeld 4

53113 Bonn

Germany

Source of information | Contact

Johanna Jak

Sabrina Schönenberg

Tulpenfeld 4

53113 Bonn

Germany

johanna.jak@bnetza.de

sabrina.schoenenberg@bnetza.de

www.bundesnetzagentur.de




Tel.: +49 228 14-0

As at:

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www.bundesnetzagentur.de

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