

*Through a parcel partnership with dao,  
we offer to distribute parcels to private recipients  
to the highest market standards.*

# Parcels for private recipients



Through a parcel partnership with one of Denmark's leading parcel distributors, dao, Danske Fragtmand can offer parcel distribution to private recipients according to the market's highest standards and precisely to your needs.

And the advantage is that you, as a customer of Danske Fragtmand, will not notice that there are several carriers involved. We have made sure that everything from booking and collection to tracking a consignment is as easy as possible for you.

## Distribution of goods

The table below shows how we distribute the consignments between dao and Danske Fragtmand.

TYPE OF CONSIGNMENT	DISTRIBUTION
Home delivery at night (0 to 5 kg.) *	dao
Delivery to a parcel shop (0 to 15 kg.) **	dao
Oversized consignments for home delivery	Danske Fragtmand

\* The maximum length is 55 cm.  
Circumference + length must not exceed 120 cm.

\*\* The maximum length is 80 cm.  
Circumference + length must not exceed 240 cm.

# Parcel distribution

## to private recipients

### Booking consignments

You don't have to worry about navigating different booking systems. Danske Fragtmænd has integrated dao's products into our booking system, which means that you only need to work in one system as a customer. Furthermore, you can integrate an API solution into your own booking system if you prefer to work in that.

However, there are some things you need to be aware of.

1. You cannot book a consignment with Danske Fragtmænd and a parcel with dao on the same consignment note, so they must be on two different consignment notes.
2. If you book a parcel of less than 3 kg, it will not automatically become a dao consignment. You need to choose the right type of packaging.
3. It is mandatory to fill in the consignment dimensions because otherwise, the system will not allow you to book it.
4. The system will validate the specified recipient address to minimise the risk of errors.

### Collecting parcels

One of Danske Fragtmænd's drivers will collect your parcels. As a customer, all you have to do is sort them for dao and Danske Fragtmænd, respectively, and we will take care of the rest.

### Tracking parcel

Even if dao delivers your consignment, you will be able to track it in our Track & Trace system. You will also be able to see if it is dao or Danske Fragtmænd that has the order in transit.

### Return consignments

If you return a parcel that has been delivered by dao, Danske Fragtmænd will return it to the sender.

### Payment

Payment is made through Danske Fragtmænd.

### Complaints

Danske Fragtmænd will be your primary contact, and therefore, you should contact us if you, as the sender, have questions about a consignment or need to make a complaint.

## This is how dao gets consignments from Danske Fragtmænd

