



Guide to using the post in Denmark



How to use a post office varies from country to country so I thought I'd write a quick guide to using the post office here in Denmark. This is also useful to people who have been living here a while as when PostNord took over the postal service here there were some changes to how it works. There are also very few (if any) separate post offices and they tend to be in supermarkets etc, which gives longer open hours. For that reason I have referred to them as post houses rather than post offices.

SENDING A LETTER

You can send a letter up to 50g within Denmark for 8dkk but it can take up to five working days.

There is something called Quickbreve which is 27dkk for up to 100g within Denmark and they go everyday but you need to go to the post office i.e. in the supermarket etc to do



post this. There is more about the mobile apps below but if you want to use this on the app you need to swipe up to select it. Don't post in a normal letter box though!

SENDING PARCELS

It is very expensive to post parcels here. One way you can save a little is to print your own label using your home printer or to use the system at one of the Pakkeboksen (Parcel Boxes). These are red box systems located in various places such as stations and smaller supermarkets. You can sent parcels up to 20kg outside Denmark and 35kg inside the country. **Link here**

Other option for posting parcels are pakke.dk (you again need to print out your label) or DHL.dk

POSTNORD APP AND WEBSITE

Once you have downloaded the PostNord App (Mobilporto) you can do a lot of things without having to go to the post office.

- You can buy postage for letter up to 2kg (so this covers smaller parcels), you get a code to write on your letter in the place of a postage stamp.
- You can buy package labels

By clicking through to Postnord (at the top righthand side of the app)

- You can follow your package
- Arrange Modtagerflex, which allows you to register with the post an agreed place where they can leave your parcel. It is in English.
- You can sign up to Pakkeboksen (more later)

On the Postnord website you can

- Find postcodes, post houses, Pakkeboksen and post boxes.
- You can register a change of address
- You can register Nej tak to having junk mail in your letter box i.e. brochures from the supermarkets etc.
- And buy postage.



PAKKEBOKSEN

I have mentioned these above. They are red boxes where parcels can be securely sent and received once you have registered in the website or app. You select the location best for you (this can be changed). There is a search section to help you with this. You then use a unique number and the address of the pakkeboksen when you are shopping online. You then receive a text or email telling you when it is ready to collect.

COLLECTING PARCELS AT THE POST HOUSE

When you have a parcel to collect you need the slip of paper from the postman or your text/email with the parcel details. Take care to check which post house it has been taken to as sometimes they can send to a different one (there have been time when I have assumed it is the usual location and it is somewhere else). You will need some ID to collect it – usually your CPR card is enough but its a good idea to take some photo ID just in case.

You can have someone else collect it on your behalf but you must complete and sign to Engangsfuldmagt on the back of the slip. Usually I write that I have given my husband (and name him) to collect my parcel.

TIPS TO MAKE YOUR POST HOUSE EXPERIENCE BETTER

- You will need to pay by cash or Dankort. They do not accept foreign cards.
- You can pay bills at the post office if you don't want to do it online.
- Taking the correct ticket to queue can be tricky and usually they are kind if you have made a mistake and are clearly not Danish. If there is an option that says afhentning this is for collecting parcels etc, the other option (which seems to vary) is for other services. Like most places here you take you number and wait for it to come up.