

Document Title					Strona 1 z 5
DSV's consignment parameter verification process					
Document Type	Document Category	Document Number	Version	Effective Date	
Instrukcja	Operacyjny	I_OP_COS_001	001	2026-09-01	

DSV's consignment parameter verification process

1. The purpose of verifying consignment parameters is to:

- improve the timeliness of consignments through more effective resource planning;
- increase the availability of transport capacity in line with the Customer's expectations (eliminating the risk of a lack of space in the vehicle);
- achieve higher vehicle load factors and reducing transport costs;
- ensure that transport processes comply with applicable legislation, including regulations on maximum vehicle tonnage;
- reduce CO₂ emissions; and
- enhance the safety of both customers and DSV staff.

DSV requires the following precise information regarding the logistics units being dispatched for DSV System, DSV System Priority, DSV System home, DSV LTL and DSV FTL products:

- type of logistics unit based on an agreed glossary;
- dimensions of each unique type of logistics unit (length/width/height);
- the weight of each unique type of logistics unit.

2. Detailed data regarding the parameters of the logistics unit are provided by the Customer.

A logistics unit consists of: a load carrier, e.g., a EUR pallet, a cardboard box, a hobok, or an industrial pallet; and the goods placed on or within the load carrier.

When specifying the dimensions of a logistics unit (weight, dimensions), we include both of the above-mentioned components, i.e., the goods and the load carrier.

Example: The consignor is sending 300 kg of goods X, which are packed onto a EUR pallet in such a way that they do not protrude beyond the edges of the pallet, and the height of the goods is 0.5 m. In this case:

the dimensions of the logistics unit are: length 1.2 m, width 0.8 m, height 0.65 m (0.5 m height of the goods + 0.15 m height of the EUR pallet); the weight of the logistics unit is 320 kg (300 kg of goods + 20 kg of the pallet).

Logistics units in the DSV System, DSV LTL and DSV FTL products have been divided into two groups:

- suitable for mechanical handling (PO);
- not suitable for mechanical handling (NPO).

Suitability for mechanical handling refers to the ability to move a unit around the terminal by a single member of staff using a forklift truck (a detailed definition is set out in the General Terms and Conditions of Service).

When sending a consignment using the DSV System, DSV LTL and DSV FTL services, the Customer should list each unique type of logistics unit on a separate line of the order / waybill, e.g., if the Customer is sending goods on 3 EUR pallets, of which 2 pallets are identical in terms of dimensions, weight and goods, whilst the third pallet contains different goods, meaning it has a different height and weight, then the Customer should enter two types of logistics units on the order / waybill.

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Example:

- 2 items, non-standard pallet | goods: flour | length 1.2 m | width 1.2 m | height 1.0 m | weight 600 kg;
- 1 item, single-use pallet | goods: sugar | length 1.2 m | width 0.8 m | height 1.0 m | weight 200 kg;
- 4 items, cardboard box | goods: spices | length 0.5 m | width 0.3 m | height 0.5 m | weight 40.0 kg.

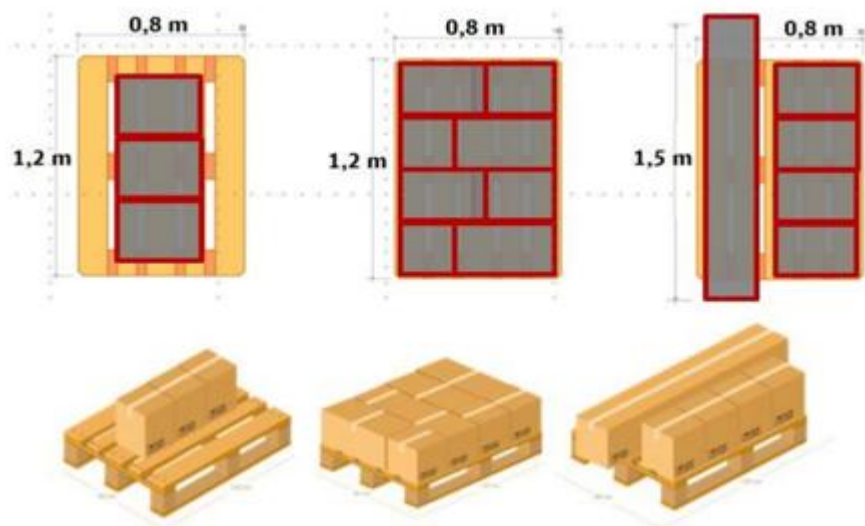
All dimensions and weights must be specified for each unique type of logistics unit in the consignment.

PRODUCT (assortment)	LOGISTICS UNIT							TOTAL			
	TYPE	CODE	LENGTH	WIDTH	HEIGHT	SECURED BY		QTY	KG GROSS	m³	MPAL
TOTAL								7	840.00	4.16	4.00
FLOUR	PALLET 1,2 X 1,2	XP2 PO	1.20	1.20	1.00	FILM		2	600.00	2.88	3.00
SUGAR	DISPOSABLE PALLET	OP PO	1.20	0.80	1.00	FILM		1	200.00	0.96	1.00
SPICES	CARDBOARD	CT NPO	0.50	0.30	0.50	FILM		4	40.00	0.32	

3. Method for determining the dimensions of consignments for each type of service.

Length and width are determined as follows:

- if the goods do not protrude beyond the outline of the transport container - the dimensions of the transport container are used;
- if the goods protrude beyond the outline of the transport container - the dimensions of the most protruding parts of the goods are used.



The weight is determined by adding the weight of the goods to the weight of the load carrier. (Similarly, the height is determined by adding the height of the goods to the height of the load container).

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Dimensions of non-standard packaging:



4. Control procedures at DSV.

Parameters subject to verification:

- dimensions of logistics units;
- the weight of the consignment and the weight of the logistics unit if the permissible parameters for a given transport service are exceeded;
- type of load carrier;
- number of logistics units.

Method of verifying parameters:

- dimensions - length, width, height and volume - an automated process using modern technology or, in specific cases, a manual process;



- weight - the process involves weighing on certified scales;

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- type of load carrier - the process involves a visual inspection of the load carrier and a comparison with the details on the shipping document;
- number of logistics units.

Every day, DSV staff randomly select consignments where there are doubts as to whether the details on the waybill or in the electronic records match reality, e.g.:

- where the weight may have been exceeded;
- where the dimensions (length, width, height) may have been exceeded;
- where parameters are missing (dimensions, type of logistics unit, weight);
- or where the consignment protrudes beyond the pallet's outline.

All packages within a consignment are subject to inspection. Selected packages are moved to an inspection area equipped with a measuring device. An operations staff member checks the consignment parameters by, for example:

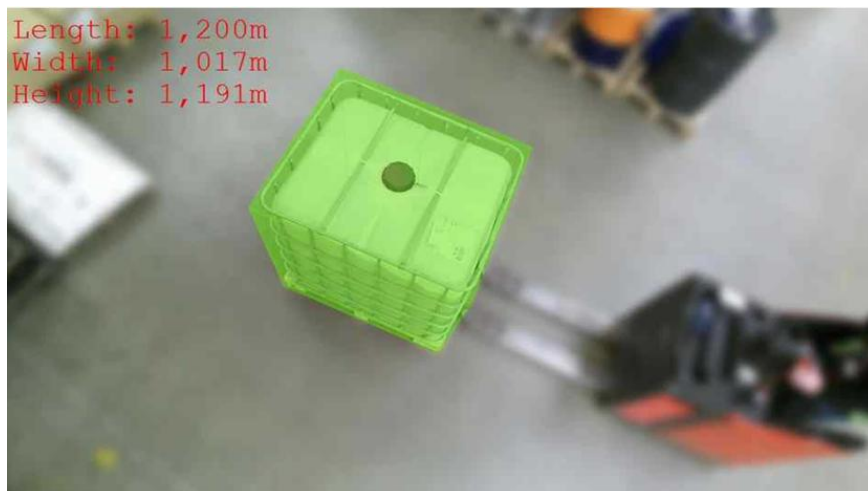
- measuring the weight specified on the waybill or in the electronic data for each package (colli) in the consignment;
- measuring the dimensions specified on the waybill or in the electronic data for each package (colli) in the consignment;
- counting the number of logistics units;
- verifying that an address label has been affixed to each package in the consignment (any unlabelled package in the consignment being inspected is labelled with an address label by a DSV employee).

For DSV System, DSV LTL and DSV FTL consignments subject to inspection, in the event of discrepancies being found between the entries on the waybills and the electronic data regarding the actual parameters of the consignments (weight and/or dimensions), if an address label is missing from one or more packages, if a specific consignment parameter (weight, dimensions) is missing from the waybill, or if a transport unit is declared as PO but is in fact NPO, this fact is then recorded in DSV's IT systems.

5. Procedure for handling the results of parameter checks:

- if, during the parameter verification procedure, discrepancies arise between the actual situation and the data provided by the Customer, the correct data is entered into the DSV operating system
- at the Customer's request, we provide a report of discrepancies in paper or electronic form, as well as photographic documentation from the measuring device (scanner):

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- A charge is applied in accordance with the Table of Charges and Additional Services for the service 'Correction of consignment parameters' and/or 'Handling of items exceeding maximum parameters', and, where justified, a freight adjustment is also applied.
- Detailed information on the rules for calculating charges can be found on the website www.dsv.com/pl-pl/ in the General Terms and Conditions of Service and in the Table of Additional Charges and Services.

6. How to avoid additional charges - basic rules.

- provide the actual dimensions of logistics units and the types of logistics units;
- provide the actual weight of logistics units and consignments;
- provide the actual number of logistics units in a consignment;
- correctly classify the goods being dispatched for the relevant transport service and/or additional service, and do not exceed the maximum parameters for the product in question;
- adhere to the rules for preparing consignments set out on the website www.dsv.com/pl-pl/;
- avoid wrapping consignments in black film or using highly glossy packaging – the measurement scanners use infrared radiation; should there be any issues with the automatic measurement, a manual check will be carried out using handheld measuring devices.

7. Enquiries regarding measurements carried out at DSV

- If you have any questions, please contact cok.pl@DSV.com
- Your Account Manager, in conjunction with the operations department, can also assist you in preparing consignments and orders in a way that avoids additional charges;