

## Remember: It's your responsibility!



### Lost items / Compensation.

When in the hands of Post Nord, lost mail and packages can only be compensated by the rules in force by Post Nord.

Lost mail is compensated by the Danish Defense to the extent, that the Armed Forces or someone within the Armed Forces has committed an error or shown negligence. Liability includes only private items that are normally expected to be brought into a workplace ie. posted in INTOPS.

Liability does not include cash or particularly expensive items.

No compensation will be granted for packages with illegal content, including items that violate customs rules.

Compensation can be granted up to an amount of max. 1000. - DKK. The specific amount will be considered and determined by the Field Postal Office Service on a case by case basis.

Claims for compensation can be forwarded to:  
FMI-KTP-SC-FELTPOST@MIL.DK

### Internet:

[www2.forsvaret.dk/viden-om/udland/posttiludsendte/pages/posttiludsendte.aspx](http://www2.forsvaret.dk/viden-om/udland/posttiludsendte/pages/posttiludsendte.aspx)



On our Internet site there will always be the most recently updated version of this folder.

If you have any questions, please contact:

Mail Assistants:  
**+45 2555 2137**  
**+45 4172 4794**

Or write to our contact mailbox:  
**FMI-KTP-SC-FELTPOST@MIL.DK**

**Version 1.11**

# FIELDPOST



**Information about  
Mail to deployed  
Personnel from  
Denmark.**

- "The purpose of the Field Post Service is to facilitate a Postal Service to personnel who, because of military service abroad, are unable to use normal Civil Mail Service."

The rules of the use of Field Post Service are very simple. As a general rule the Field Post Service make use of the same rules and regulations as do Post Nord. However, there are some guidelines to be followed.

- Clear selection of receiver and sender. The package / letter is sent to:

### **MA/RANK/NAME**

"Mission/Unit"

FELTPOST "xxx"

Herringvej 30

7470 Karup

- The package must not exceed 5 kg.
- Packages max length 120 cm.
- Max circumference of the package 300 cm.
- The package must be packed so that it will cause no damage to other shipments.

### **There are 2 options for sending Field Post from home address to missions:**

1. The package is either shipped by Post Nord/similar or
2. The package is personally handed in to the field post office in Karup.

Opening hours:

Monday – Thursday 08.00 – 15.00

Friday 08.00.- 12.00

Saturday, Sun- and holidays closed.

### **The Packages must NOT contain the following**

- The package must not contain anything that could cause damage to other shipments when broken.

Example: Glass, plastic, containers with more or less liquid content etc.

- No Hazardous Goods / Hazardous Content.

See Post Nord's website for updated rules.

<http://www.postnord.dk/da/erhverv/kundeservice/prодукtinformation/Sider/forretningsbetingelser.aspx>

- No liquid, glass or alcohol.
- No pressure bottles / spray bottles.
- No weapon, soft guns or weapon parts.
- No sparklers, powder and so on.
- No lighters, matches.
- No securities.
- No perishable goods including food.
- No fakes or copy items.
- No military equipment.
- No lithium batteries.

For lithium batteries - See more:

<https://www.iata.org/whatwedo/cargo/dgr/Documents/lithium-battery-update.pdf>

Mail sent by the Field Postal Service will before the air transport be security scanned.

If a security scan detects any illegal content, the package will be returned to sender at his own expense, or processed according to the sender's instructions.

There are certain cultural considerations that should be noticed.

It is **not** appropriate to send **military** equipment purchased on the internet, or to send images and movies material that may be offensive to other cultures.

### **Customs Regulations**

The following rules apply, if you bring any item from a non EU country / 3rd country:

- If you arrive by plane or ship from a country outside of the EU, you cannot import cash or items worth more than **3.250 kr.** without paying taxes and charges.

See the SKAT website for updated rules.

[www.skat.dk/internethandel](http://www.skat.dk/internethandel)

### **Internet trade**

Any payment for items bought on the internet is a private matter and not a concern of the armed forces.

- Insurance conditions apply to each recipient.

### **Return mail**

Mail sent from missions **to** Denmark are subject to the same regulations as for shipping **from** Denmark, however it is not allowed to mail dutiable items (needs custom clearance).

- All returned packing items will be sent to Denmark's International Mail Center for customs clearance.
- At Denmark's International Mail Center the processing time normally will not exceed 3 to 7 working days.
- After customs treatment, the mail will be sent to the recipient by Post Nord.