



FREQUENTLY ASKED QUESTIONS

on changes in the provision of the «Forwarding» service for individuals

HOW THE «FORWARDING» SERVICE IS CHARGED?

Forwarding (within the city and Ukraine) is ordered while the parcel is still on the way* (not unloaded at the branch/parcel locker/pickup point or handed over to the courier** for delivery to the address:

- to a branch/parcel locker is free of charge
- to the address with a surcharge for addressed delivery

Forwarding (within the city and Ukraine) is ordered when the parcel has already arrived (unloaded at the branch/parcel locker or handed over to the courier for delivery to the address)-it's charged as a new shipment.

* If the shipment consists of 2 or more places, the parcel is considered to be still on the way until all places arrive at the branch/pickup point/are handed over to the courier for delivery to the address.

** The first attempt to deliver the parcel to the address is considered as the parcel being handed over to the courier.

IF A FORWARDING FROM AN ADDRESS IS ORDERED, IS THERE A SURCHARGE FOR ADDRESSED PICKUP?

No. There is no extra charge for addressed pickup and forwarding.

HOW CAN I CHECK THE STATUS OF THE PARCEL TO SEE IF THE FORWARDING WILL BE FREE OF CHARGE?

You can check the status of your parcel in the tracking on the website, as well as in the new and current mobile apps.

CAN I PAY FOR THE FORWARDING SERVICE RIGHT AFTER ORDERING IT?

Yes, you can pay for the forwarding service together with delivery services **in the new mobile app**.

CAN I PAY FOR THE FORWARDING IF THE SERVICE HAS BEEN ORDERED BY SOMEONE OTHER THAN ME?

Yes, you can pay for the forwarding service in the new mobile app, but only together with delivery services.

WILL I GET A REFUND FOR THE FORWARDING IF I EDIT/CANCEL THE SERVICE THROUGH THE CONTACT CENTER?

Yes, when editing/canceling the forwarding service online, the payment is refunded within 3 business days.

HOW CAN I TRACK MY PARCEL AFTER FORWARDING IT?

You can track the movement of a shipment by the parcel number to which the forwarding service was ordered in the new mobile app.

WHERE AND UNTIL WHEN CAN I EDIT/CANCEL THE FORWARDING SERVICE?

You can edit/cancel the forwarding service in the contact center until the shipment has been processed and forwarded to the new destination.

HOW MANY TIMES CAN I ORDER THE FORWARDING SERVICE WITHIN ONE SHIPMENT?

You can order the forwarding service twice within one shipment.

WHY IS THE SENDER'S UNIT DISPLAYED AS A TERMINAL/DEPOT ON THE LABELING/PRINTED EW/IN THE CURRENT MOBILE APP/TRACKING ON THE WEBSITE IN THE FORWARDING EW?

Your order has been processed and forwarded in this unit.

IF I AM THE SENDER, CAN I EDIT/CANCEL THE FORWARDING SERVICE ORDERED BY THE RECIPIENT AND VICE VERSA?

Only the Service customer can edit/cancel the forwarding.