We deliver. Anytime. Worldwide.

Post Parcel Solutions

What matters when packaging a postal item?

Depending on the product's sensitivity, the packaging must be suitable for postal transport.

Pay attention to the transport conditions:

– Climatic conditions: Does the item need special protection against cold or heat?

– Pressure from other parcels during transport: Are special reinforcements or buffer zones necessary?

– Shock effects due to impacts.

– Vibrations in vehicles and on conveyor systems.

– Low pressure in aircraft cargo holds.

RULE OF THUMB
Packaging is sufficient if the contents can withstand a stacking pressure of around 80 kg and remain undamaged after a free fall from 80 cm onto a hard surface.
Note: Certified packaging must pass drop tests with multiple drops from a height of 80 cm.

Conclusion
There is no universal rule for sufficient postal packaging; it must always be tailored to the contents.

The packaging is based on the contents to be shipped

Optimal packaging compensates for the difference between the tolerable load (content sensitivity) and the occuring load (transport type). There is no universal rule for sufficient postal packaging, except that the packaging must always be adapted to the contents.

To protect contents effectively, the inner and outer packaging must work together perfectly. Equally important is a secure closure for transport. After all, a package passes through many stations on its way to the recipients. It is loaded multiple times, transported by lorry, travels hundreds of meters on conveyor systems and chutes, until it is finally driven to its destination by the delivery person.

Ideal packaging considers different modes of transport

Good packaging designed to withstand the loads of transportation and mechanical distribution protects the contents against pressure, impact, vibration, weather and other influences during transport. Ignoring these stresses is one of the main causes of damaged packaging or transport-related damage.

Retail, ‚trunk', or pure storage packaging does not always meet these requirements, as it is only optimised for palletised shipping. However, transport loads are significantly higher in parcel shipping - the packaging must therefore be sufficiently sturdy. Instead of retail or storage packaging, use an outer carton suitable for shipping and ensure adequate cushioning on the inside.

More on this later in the section about packaging characteristics.

Optimal packaging takes into account the outer packaging, inner packaging, and the closure.

Outer packaging must resist internal and external pressure

The outer packaging must withstand pressure forces from both inside and outside. For sensitive, heavy or puncture-prone products, at least a double-wall cardboard box is recommended.

Some examples of suitable outer packaging include: wooden crates, plastic/aluminum crates, cardboard boxes, corrugated cardboard boxes, plastic sacks, plastic bags, fabric bags, cardboard tubes, plastic tubes, etc.
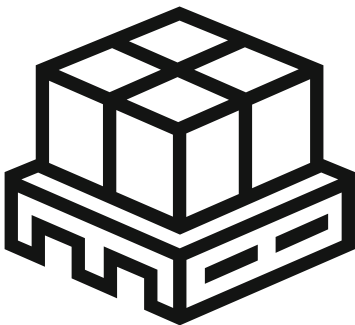
Inner packaging must cushion or secure the contents within the outer packaging

With the right inner packaging - including filling material, cushioning and fixation - your shipments are protected to prevent transport damage.

Some examples include: bubble wrap, crumpled (packing) paper, various types of foam, loose fill (e.g., cornstarch flakes), molded fiber or styrofoam parts, corrugated cardboard cutting dies, etc.


The closure should ensure the unity of the outer packaging, inner packaging and contents.

Depending on the transport load and weight, the various adhesive and packing tapes hold your goods securely together in the box. Examples of sealing materials include: plastic adhesive tape, paper adhesive tape, string, plastic or metal strapping, staples, nails, etc.

Tip Adhesive tapes also age. Over time, the adhesive deteriorates and detaches from the carrier material (packaging).
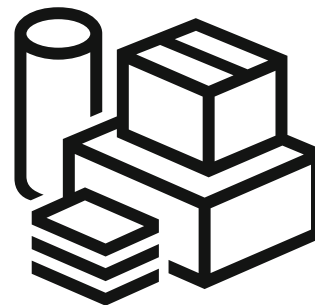
How to pack properly

Large enough - yet the smallest possible packaging size
Choose the smallest possible packaging size suitable for the item being shipped. However, in order to adequately protect the contents against external influences, it is necessary to avoid direct contact between sensitive goods and the outer packaging. Make sure that there is enough space to cushion the goods.

Tip Pack the items as tightly as possible to minimize movement within the package.

Leave no room for movement
A fixed position within the package is especially important, as the item must not have any room to move inside the packaging. To achieve this, the item must be secured on all six sides and sufficiently cushioned.

Stacking capability
Good stackability facilitates safe transport.

Tip You can also send items in non-cuboid packaging (e.g. rolls as bulky goods). However, the surcharge is often much higher than if the shipment is packed in a cuboid shape. This saves you money and your goods arrive more safely.

Stacking Order: Heavy – Fragile – Light
Heavy items should be placed in the lower part of the package, while lighter ones should go on top. The weight of the goods should be distributed as evenly as possible across the bottom of the packaging. Fragile and breakable products (such as glass) should be positioned toward the center whenever possible to prevent contact with the outer walls.

Avoid contact
Items (especially glass, Tetra Paks, and plastic cups) should not come into contact with each other or with the outer packaging (including the bottom and lid). Suitable cushioning materials such as bubble wrap, air chamber bags, or machine-crumpled kraft paper help absorb mechanical loads and keep the products in place.

Cushion corners and edges
Corners and edges are subject to the greatest stress during transport. Therefore, it makes sense to provide additional cushioning, e.g. using machine-crumpled kraft paper.

Separate similar items
Identical packaging units within a product range, such as glass containers, should be spatially separated in the carton. This helps prevent the products from damaging each other and ensures that the weight is evenly distributed across the entire packaging.

Cushioning: Soft for light, firm for heavy items
Soft cushioning materials such as bubble wrap are suitable for light goods, while firmer materials like machine-crumpled kraft paper should be used for heavy items. It is important to allow sufficient cushioning depth to absorb shocks while preventing puncture or breakthrough. Fragile items such as glass should be cushioned on all sides.

Upright preferred
Products that are designed for vertical transport due to their construction, e.g. bottles or Tetra Paks, should be placed upright within the carton, as this position allows them to better absorb pressure and impact during transit.

Tip When shipping liquids, make sure to use inner packaging that protects against leakage.

Prevent leakage

Products at risk of leaking, such as drugstore items, must be additionally secured—e.g. with adhesive tape—to prevent leakage inside the package.

Screw caps

Vibrations can cause closures to loosen. They should therefore be additionally secured, for example with adhesive tape.

Braking distances, potholes, or acceleration

In product-specific packaging, allow for designated buffer zones to absorb stress conditions such as those encountered during lorry transport.

Separating elements

For multiple sensitive products, create separating elements within the packaging to protect the items from pressure and impact forces.


No loose filling material

For sensitive products, fixation using only Styrofoam chips or similar materials is not sufficient, as vibrations may cause the product to shift toward the outer packaging, allowing transport influences (such as shocks and pressure) to be transmitted almost directly to the goods.

Shake test

Before final sealing, a 'shake test' can be used to identify products that are not properly secured.

'Double-T'

An adhesive bond in a 'double-T' shape ensures that the outer packaging achieves its full static resistance capacity.
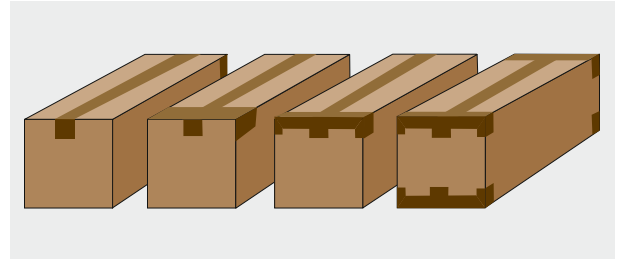
Strapping

Heavy goods over 20 kg should additionally be secured with strapping. It is essential to use edge protection in the process.

Please ensure that the address labels, especially the barcode on the label, are not covered by the strapping. The strapping must be applied tightly enough so that it cannot slip.

Security

Packaging and closure must protect the contents and prevent the package from being opened without leaving visible traces.

How to label properly

For certain goods, it is essential to apply the necessary notices on the outer packaging as well. Parcels containing fragile or shock-sensitive items must be clearly marked with the sticker 'Zerbrechliches Paket'.

Sticker 'Zerbrechliches Paket'
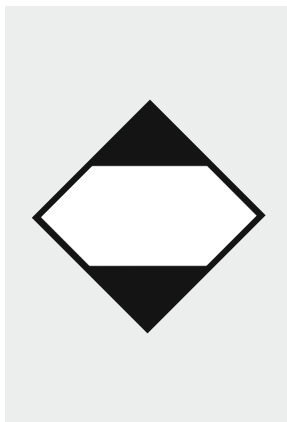
Hazardous goods labelling

Tip
The packaging must withstand the transport route and the handling of the contents. Please note that some filling materials are not suitable for certain modes of transport. For example, the low pressure in an aircraft cargo hold can neutralize the effect of air cushions, leaving your fragile goods unprotected.

Tip
Despite the label, adequate inner and outer packaging is required! Packages marked as 'Gefahrgut – begrenzte Menge' (4.3 ADR) must be clearly labeled with the appropriate hazardous goods labelling.

Hazardous goods are substances and objects whose transportation may pose risks to public safety or order. For further information on the transport of sensitive goods, please refer to our informational material.

Labeling – label position

Along with the right packaging, you will need a correctly designed and placed label for your parcel. This will speed up delivery to the recipient.
Any information about the content or important additional services (e.g., fragile goods, hazardous goods, or cash-on-delivery) has to go next to the label and must not be covered. If you opt for used but intact packaging, please remove all old information, labelling, and stickers that do not apply to your item.

What needs to be considered?

In case of separate labels for code and recipient information, please attach the address label below the code label.

Please do not cover the label with tapes or strings.

Always apply the label to the largest surface without wrinkles.

Please do not stick the label over an edge.

Correct address label design

The address on the label also needs to comply with certain guidelines so that it can be clearly identified by our address scanners. Please find the most relevant information below:

**Domestic –
private clients**

Ms.
Michaela Sommer
Grünwaldweg 16/13
1200 Vienna

1. Prefix (optional)
2. Name
3. Street, street number/
   staircase/door number
4. Postcode, city/town

**Domestic –
business clients**

Correct Company
Attention Max Müller
Industriestraße 12/7
1200 Vienna

1. Company name
2. Department/contact
   person (optional)
3. Street, street number/
   staircase/door number
4. Postcode, city/town

**International –
private clients**

Ms.
Michaela Sommer
Grünwaldweg 16/25
81671 MUNICH
GERMANY

1. Prefix (optional)
2. Name
3. Street, street number/
   staircase/door number
4. Postcode, city/town
5. Country of destination

**International –
business clients**

Correct company
Accounting
Industriestraße 12/7
81671 MUNICH
GERMANY

1. Company name
2. Department/contact
   person (optional)
3. Street, street number/
   staircase/door number
4. Postcode, city/town
5. Country of destination

Additional information
– Align left
– Use a space between postcode and city/town
  of destination (no hyphen, no comma)
– Do not use a country abbreviation before
  the postcode

Font
– Please try to use the same font and the same
  features for the entire label.

– For the font, we recommend using ARIAL. If you
  prefer another font, please make sure it is sans-serifs.

– The font should have a strong contrast to
  the background. Ideally, use black font on a
  white background.

– Please avoid fonts with special effects
  (negative, italics, bold, shaded, 3-D, narrow, etc.)

Lines
– The distance between individual words may not be
  greater than 10 mm (2 to 8 characters).

– A consistent distance of 1 to 5 mm is required
  between individual lines.

– Please avoid empty spaces.

Characters
– The font size for the address fields should be
  between 10 and 12 pt. The height of capital letters
  should be between 2.5 and 3 mm.

– The ideal distance between two letters in a word is
  between 0.35 and 2 mm. Ideally, the letters spacing
  will be between 0.5 mm and 1 pt.

– Letters may not touch each other.

Austrian Post
Parcel Austria
Rochusplatz 1
1030 Vienna

Austrian Post customer service
Hotline 0800 010 100

post.at