

# Important information about parcel collection at a Hermes ParcelShop



## Collection by the original recipient

In principle, parcels are delivered to the original recipient. In other words, to the person to whom the parcel is addressed.



## Collection with authorisation

If you are unable to collect your parcel yourself, you have the option of granting a one-off authorisation to a third party to collect the parcel. Please note that not all senders/clients allow collection by a third party with authorisation. In order to grant an authorisation, please only use the original Hermes authorisation form. This must be completed in full and signed by the original recipient. Copies of the Hermes authorisation form cannot be accepted. You can obtain our authorisation form at a Hermes ParcelShop or at myhermes.de.



## Legitimation check

On each collection, our ParcelShop staff must check the ID document presented by the person collecting the parcel. When collecting a parcel of the IdentService service type, our ParcelShop staff must electronically record the type of ID presented and the ID number of the person collecting the parcel. This is to take place in accordance with the legal requirements (Germany's Postal Act and the GDPR).



The legitimation check can only be carried out with one of the following documents:



**Identity card** (EU countries, Iceland, Liechtenstein, Norway and Switzerland)



**Passport** (in legible, mostly English version)



**Residence permit** from Germany



**Travel document** for foreigners, stateless persons and refugees



**Temporary identity documents** (identity card, passport, travel document, ...)



Other documents will not be accepted for the shipment to be handed over. These include amongst others:



**Identity card** (other countries)



**Driving licence**



**Health card**



**Other documents**



Information in other languages at myhermes.de

