

A large, abstract red graphic consisting of several curved, overlapping shapes that resemble a stylized 'U' or a series of connected arcs, positioned in the upper left and center of the page.

MassPost Guide

Your **practical guide** for
depositing **bulk mail items**

2017 version



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Addressed letters



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Section 8 - Press to be addressed (PostAbo)

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This English guide contains a selection of topics: sections 3, 4, 6 and 9 are available in the French and Dutch versions only.





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Addressing

To be correctly addressed, labels must be:

- legible
- complete
- correctly laid out
- accurate
- unambiguous

This chapter sets out the main addressing guidelines (recipient address and return address).

Adherence to these simple guidelines ensures that mail can be sorted as quickly and easily as possible. It also means your items will be distributed more efficiently.

Did you know?



In order to ensure addresses are readable by the automated sorting machines (thereby making it quicker and easier to sort and distribute), your items must comply with a few rules:

- positioning and formatting of the recipient's address
 - positioning and formatting of the return address
 - Pantone colour standards compliance
- (further details in this chapter)

Our addressing guidelines apply to both items that you send and those you receive. Please therefore ensure that all of your address details are given accurately and in full on all of your communication media (letterheads, invoices, order forms, publicity materials, envelopes, business cards, email address, etc.). Go to the website www.bpost.be/adressage for addressing rules and guidelines, compliance with which will ensure that your items are sorted and distributed as efficiently as possible. If you are using Mail ID Technology and printing codes (Mail ID barcodes and, where relevant, sequence reference code) please refer to the **Mail ID Technology chapter, Point 4**.

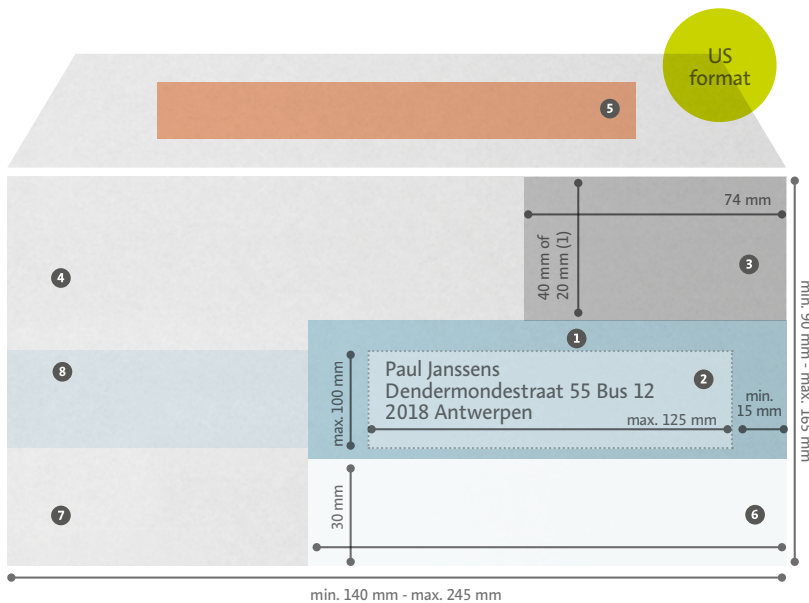


1. Correct positioning of the address (printed and handwritten addresses)

Each item format (**Small**, **Large** and **Special Format**) has its own rules regarding visual presentation and address zone positioning. In order to determine where to position the recipient address, refer to the **Visual Presentation of the Mail Items** section of the relevant item chapter (**Small**, **Large** or **Special Format**).



Printed **Small Format** item example:



(1) 20 mm for items less than 11 cm tall and 40 mm for all other items..

- ① Zone for the recipient's address
- ② Recipient address box
- ③ Franking and cancelling zone
- ④ Free zone for the sender
- ⑤ Return address zone
- ⑥ Indexation zone
- ⑦ Semi-free zone for the sender
- ⑧ Semi-free zone for the sender (b)



2. Address layout

2.1 The 3 components of an address

1) To identify the recipient

- first name and last name
- title, job, profession, department
- name of company, legal form of company

2) To deliver the mail item

- building name, entrance
- street, building number, plus 'box' and its number
- or special delivery points, e.g. poste restante, PO box, bpack 24/7

3) To transport the mail item

- postcode and municipality name
- destination country (for international mail items only)

2.2 Structure of the different address lines

The address begins with the most specific information (addressee), and ends with the more general information (the postcode and city, or the country in the case of cross-border mailings).

The address box shall contain a minimum of 3 lines and a maximum of 7 lines.

The lines of the recipient's address may be preceded by other non-address related information (e.g. file number, sender address, etc.).

new

In such cases, this information must be entered in the **zone for the recipient's address and must ideally be at least 1 cm from the edge of the address box.**

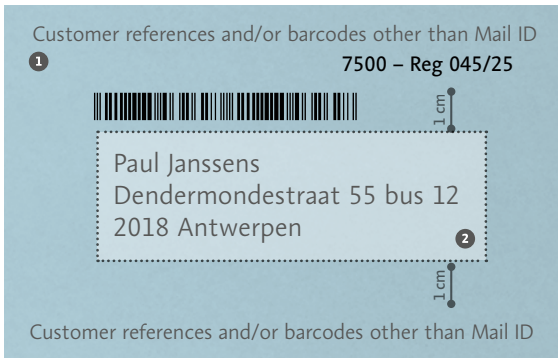




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Mail ID Technology codes may also be entered in the zone for the recipient's address, (Mail ID barcodes and, where relevant, sequence reference code) (see **Mail ID Technology chapter**). Only the Mail ID barcode may be placed in the zone 1 cm above the address. Any other reference information shall be placed at least 1 cm above or below the address box

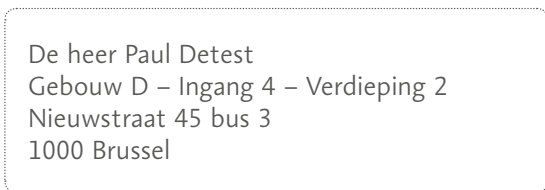
Example



- ❶ Zone for the recipient's address
- ❷ Address box

2.2.1 For private individuals (domestic post)

Example



Line 1 (compulsory)	Title, last name and first name of the recipient
Line 2	Optionally 'attn' + last name + first name Name of building, entrance, floor, corridor, flat
Line 3	Continuation of line 2 (where necessary)
Line 4	Continuation of line 2 (where necessary)
Line 5 (compulsory)	Street + house number + 'box' and its number (where appropriate) or any poste restante or any Post Office Box
Line 6 (compulsory)	Postcode + municipality name

What if the information provided for in lines 2, 3 and 4 do not apply to your mail item? Do not leave any blank spaces between line 1 and line 5.





2.2.2 For businesses (domestic post)

Example

Paul Janssens
Afdeling Kwaliteit
Bpost
Centraal gebouw - Verdieping 2
Dendermondestraat 55 bus 12
2018 Antwerpen

Line 1	Title, last name and first name of the recipient
Line 2	Position and/or department, entrance, room
Line 3 (compulsory)	Name of business or organisation
Line 4	Building name, floor, corridor, room, etc.
Line 5 (compulsory)	Street + house number + 'box' and its number (where appropriate) or any poste restante or any Post Office Box
Line 6 (compulsory)	Postcode + municipality name (see the details in point 2.3 of this chapter)

- What if the information provided for in lines 1, 2 and 4 do not apply to your mail item? You should not leave an equivalent blank space for any line not included and therefore no blank lines in the address zone.
- Not sure about an address? Check it online using the tool at www.bpost.be/validationadresse.





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2.3 Description of lines 5 and 6 (important for transporting and delivering the mail item)

Line 5: State street type (street, avenue, boulevard, etc.) + street name + building number and box number.

E.g. Dendermondestraat 55 bus 12

Address elements	Detailed description	
Type of street	the house number must follow the street name immediately	
Street name	the building number must follow the street name immediately	
Box number	if the mail item is addressed to a building with multiple boxes, the box number must be stated.	
Please note		
Only use one language in your address	Stallestraat 103	Rue de Stallestraat 103
Write the address in the correct order	Bisschopsstraat 26	26 Bisschopsstraat
Use the terms 'bte, bus, box, boîte' in front of the box number	Zennestraat 32 bus 20 Zennestraat 32 bte 20 Zennesraat 32 box 20 Zennestraat 32 boîte 20	Zennestraat 32 b 20 Zennestraat 32/20 Zennestraat 32#20 Zennestraat 32 GVL 1 Zennestraat 32 appt 20 Zennestraat 20
Write the correct street type out in full, or using approved abbreviations	Romeinsesteenweg Romeinste Stwg De Broquevillelaan De Broquevilleln Alsebergsesteenweg Poincarélaan Frank Craeybeckxlaan Jos Craeybeckxlaan Paul Pasteurlaan	Cgh Romaine Broquevillela Steenweg op Alseberg Craeybeckxlaan Paul Pasteur
Do not add additional spaces or punctuation marks, do not deviate from punctuation marks specified	Steengroefstraat 21-27 Ferdinand Lenoirstraat 29	Steengroefstraat, 21-27 Steengroefstraat 21/27 Ferdinand Lenoirstraat 29
Do not add additional information (door, floor, place, etc.) in line 5	Gistelsesteenweg 22 bus 1 Neerstallesteenweg 392 bte 24 Prinsesstraat 2 Arbeidstraat 3	Gistelsesteenweg 22 GV A1 Neerstallesteenweg 392 verdieping 2 appt3 Prinsesstraat 2(STG) Arbeidstraat 3 (STG.)
Do not insert any blank lines between line 5 and line 6	Vanderkinderestraat 171 1180 Ukkel	Vanderkinderestraat 171 1180 Ukkel
Do not insert any additional lines or information between line 5 and line 6 of the address	Paul Janssens Verdieping 2, Appartement 2 Links Sint-Denijsplein 10 1190 Vorst	Paul Janssens Sint-Denijsplein 10 2 Verdieping, Appartement 2 Links 1190 Vorst



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Line 6

E.g. 1000 Brussel

Address elements	Detailed description	
Postcode	Belgian postcodes are made up of four digits (e.g. 4500).	
Place	The place name directly follows the postcode.	
Please note		
Do not include ISO codes (Belgian)	Vlassenroot 14 9200 Dendermonde	Vlassenroot 14 B-9200 Dendermonde
Do not include foreign ISO codes	Calle Teruel 6 box 8 51380 UTEBO SPANJE	Calle Teruel 6 box 8 ES 51380 UTEBO (ZARAGOZA) España
Do not add any other information after the postcode and place	9050 GENT	9050 LEDEBERG (GENT)
Do not use underlining	Rellesraat 16 3800 Sint Truiden	Rellesraat 16 <u>3800 Sint Truiden</u>

Did you know?

You can check Belgian postcodes on our website www.bpost.be/codepostal.



2.4 Address via a PO box

Paul Janssens
Postbus 15
1000 Brussel De Brouckère

Name of box recipient + PO Box + postcode + municipality + post office name.

If the return address is a PO Box, the name of the post office must be given in full.





2.5 International Address

Sr Garcia
Calle Azagador 23
29011 Malaga
ESPAGNE

- Place of destination: ideally written in the language of the country of destination (and in accordance with the relevant country's addressing protocols).
- Country of destination - to be written:
 - on the last line of the address
 - in full and in capitals using the Roman alphabet
 - in one of the national languages (FR, NL, DE) or in English
 - without underlining
 - in upper or lower case
- Do not use the ISO country code (e.g. 'F-' or 'FR' for France, 'CH' for Switzerland, etc.).



3. Printed or handwritten address layout

Ideally use printed (typewritten) addresses, as they are easier to recognise, sort and deliver. Avoid mixing typewritten and handwritten text on the same mail item.

3.1 Colour contrast

- To make mail items as easy to read by the machines as possible, ideally use **black letters on a light or white background**.
- All characters must be printed in full in a uniform tone and with good quality ink without white marks or irregularities in the characters.

For more information on the recommended colours as foundation colours in the address zone, refer to **point 7 of this chapter**.

Some examples

De heer Pierre De Backer
 Departement Kwaliteit
 bpost
 Broekstraat 130
 9000 Gent



De heer Pierre De Backer
 Departement Kwaliteit
 bpost
 Broekstraat 130
 9000 Gent



De heer Pierre De Backer
 Departement Kwaliteit
 bpost
 Broekstraat 130
 9000 Gent



3.2 Fonts

- Recommended fonts Arial, Helvetica and Verdana.

• Fonts to avoid:

- *fonts that imitate handwriting*
- *characters that touch each other or are too close together (e.g. Arial Narrow)*
- **serif fonts**
- characters in **bold** and/or underlined
- **characters printed using a reversal process (light font on dark background)**
- *italicised characters sloping by >5°*

AaBbCc
 Non-serif font



AaBbCc
 Serif font
 (with serif in red)



W A
 2 mm max.



There should be a minimum space of 0.35 mm and a maximum space of 2 mm between letters of a word (or group of letters) in order to render addresses machine readable.





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3.3 Font size

The ideal font size is 12 points, but anything between 10 and 17 points is acceptable. All address details must be printed in the same font and font size.

MINIMUM	recommended	MAXIMUM
10 points	12 points	17 points

CAPITALS	lower case
2.4 mm min. ↓	1.6 mm min. ↓
MAX. ↓ 5 mm	max. ↓ 3.7 mm

3.4 Other formatting rules

3.4.1 Spaces

- A space must be placed between every word (never several spaces or a long tabulation).
- A space must be placed between a word and a letter.
- Use sufficient line spacing (no overlapping).
- There should be no blank lines between the address lines.

Paul Janssens
Kwaliteitsafdeling
bpost
Dendermondestraat 55 bus | 12
2018 | Antwerpen

3.4.2 Alignment

- All address lines must be aligned to the left.

Paul Janssens
Kwaliteitsafdeling
bpost
Dendermondestraat 55 bus 12
2018 Antwerpen

Paul Janssens
Kwaliteitsafdeling
bpost
Dendermondestraat 55 bus 12
2018 Antwerpen

3.4.3 Sloping

- The address must be parallel to the size of the envelope (tolerance = maximum 10° slope) – see example.

Paul Janssens
Kwaliteitsafdeling
bpost
Dendermondestraat 55 bus 12
2018 Antwerpen

3.4.4 Punctuation and special characters

- The use of punctuation must be avoided (quotation marks, brackets, dashes, exclamation marks and question marks, ellipses, etc.).
- The same goes for special characters (e.g. '/', '#', '&', '\$', 'n°', 'nr', etc.).

3.4.5 Digits

- Dates and cardinal numbers must be in Arabic numerals (e.g.: 11 novemberstraat, 4 seizoenenstraat).
- If the local authorities (city or municipality) use a different spelling on street signs, you may also use it.
- Exceptions: for the names of monarchs and popes (names generally comprising a first name followed by an ordinal number), the number shall always be given in Roman numerals (e.g.: Koning Albert II-iaan, Paus Benedictus XVI-straat).

These recommendations apply to printed and handwritten addresses alike!
Please take care to write as legibly as possible. Ensure digits in postcodes are sufficiently separated and write the names of municipalities in uppercase.



4. Abbreviations

Only use abbreviations when the number of characters per line exceeds 50 characters (including spaces).

E.g. Air Marshall Conninghamlaan 432 > Air Marshall Conninghamln 432

4.1 Summary table of general abbreviations

	Usage	Abbreviation permitted in some circumstances	Examples of abbreviations
Form of address	✓		Mr, Mrs
First name ¹	✗		
Last name	✗		
Title	✓		Dr for Doctor, I.G. for Inspector General
Business name		when the abbreviated form is better known than the full name.	IBM
Legal form	✓		S.A. rather than Société Anonyme
Other business information	✓		Z.I. for Zone Industrielle, Rés. for Résidence.
Street type		Only if absolutely necessary to avoid running out of space in the address line.	• Bd rather than Boulevard • Av. rather than Avenue • Pl. rather than Place
Street name		Only if absolutely necessary to avoid running out of space in the address line. Only the title and first name to avoid any confusion with similar names in the same municipality.	• Bourg. rather than Bourgmestre • Gén. rather than Général • J. rather than Jean
PO Box		Only: bte	
Postcode	✗		
Municipality name	✗		

4.2 Summary table of abbreviations for street types

French		Dutch		German	
Avenue	Av.	straat	str.	Strasse	Str.
Boulevard	Bd	laan	ln	Allee	All.
Center	Ctre	plein	pl.	Platz	Pl.
Place	Pl.	steenweg	stwg	Gewerbegebiet	GG.
Route	Rte	industriezone	I.Z.	Residenz	Res.
Square	Sq.	gebouw	geb.		
Zone Industrielle	Z.I.	square	sq.		
Chaussée	Chée				
Impasse	Imp.				

¹ First names should be written out in full in order to make both the redirection of post and registered mail items as straightforward as possible.



5. Special instructions for house numbers



Compound numbers	Louizalaan 43-45
Use - to separate numbers. (no spaces or /)	
Numerical extensions of house numbers	Dieweg 61/2 (zonder spatie) Joseph Wautersplein 16/1 bus 8
Use / Do not confuse with the box number of a building. This can be combined with a box number if necessary.	
Alphabetical extensions of house numbers	Maaslaan 1A (zonder interpunctie of spatie) Bouillonlaan 16A bus 207
Do not confuse with the box number of a building. This can be combined with a box number if necessary.	



6. Different addresses on a mail item

6.1 Recipient address

- For the rules governing visual presentation and address zone positioning, please refer to the individual guidelines for each item format (**Small**, **Large** and **Special Format**).
- For recipient address layout and contents, please see **points 2, 3, 4 and 5 of this chapter**.

6.2 Return address (inclusion compulsory)

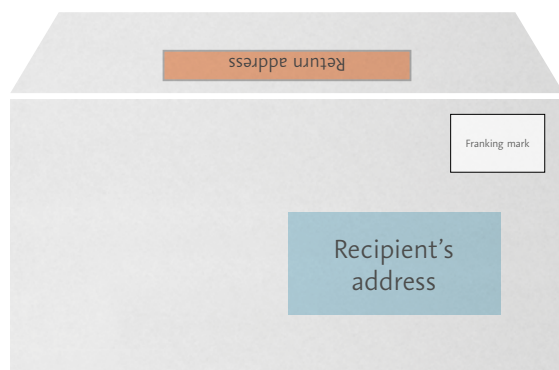
The return address is the address to which an undelivered mail item is to be returned.

- its inclusion is compulsory
- it must be located in Belgium
- must ideally be on the back of the mail item

To ensure return mail items are sorted and delivered quickly and efficiently, the return address must show the information required in the obligatory 3 lines of the address (see **point 2.2 of this chapter**), except where it is a PO box number.

If it is the only address in addition to the recipient address

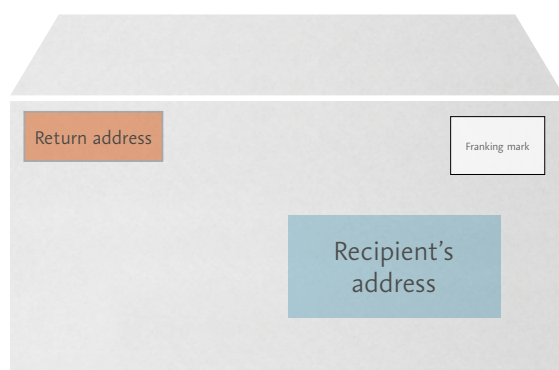
- possibly preceded by the term 'Sender'. Its inclusion is not necessary if the sender's logo also includes its address.
- positioning:



- there are no special instructions for positioning or style (size, font, etc.).

Other possible alternatives

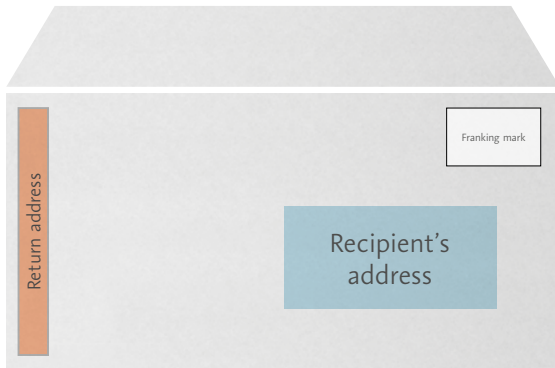
- in the upper left corner of the front of the envelope in a font or characters smaller than that of the recipient address, ideally on just one or 2 lines.





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- vertically along the left edge of the front of the envelope in a font or characters smaller than that of the recipient address, in a single line.



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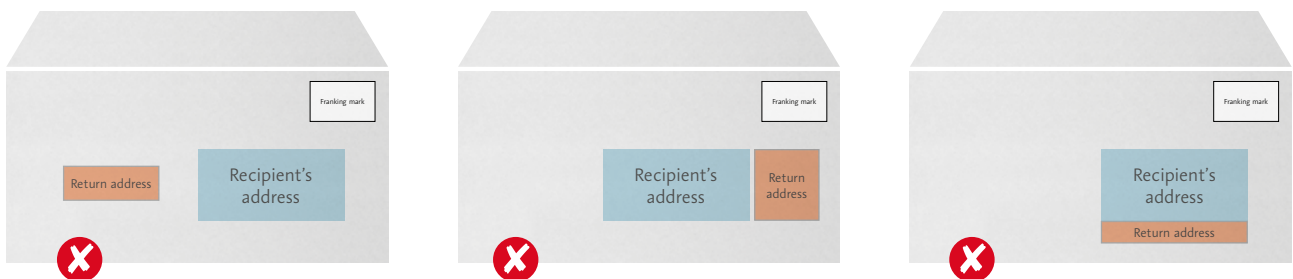
It may also be placed in the address zone under the following conditions

- positioned above the recipient address box at a distance of 1 cm from both addresses
- written in a single line
- preceded by the term 'Sender'
- font size ≤ 7 points
- lighter font colour than that of the recipient address (ideally in light grey)
- may not appear in a box if the recipient address is not itself in a box (printed directly onto the envelope)

Sender: Dhr. J. Goethals, Schildknaapstraat 4, 1000 Brussel

Peter De Backer
Kapellestraat 28
8400 Oostende

The return address must never appear in the following zones



If the return address is different from that of the sender, and both must be printed on the mail item, the above-mentioned rules shall apply except that only the return address (preceded by the term 'Sender') may appear in the box.



7. Accepted foundation colours (Pantone)

The table below shows the foundation colours which (in addition to white) are acceptable in the address zone or the code control zone. Each of the Pantone colours are shown with their 4-colour equivalents.

(conversion via Pantone® COLOR BRIDGE / coated euro)

Pantone	C-M-Y-K	Pantone	C-M-Y-K	Pantone	C-M-Y-K	Pantone	C-M-Y-K	Pantone	C-M-Y-K	Pantone	C-M-Y-K
100	0-0-56-0	122	0-11-80-0	162	0-27-31-0	387	12-0-80-0	434	5-11-8-12	545	21-2-0-1
101	0-0-68-0	127	0-4-60-0	317	24-0-7-0	388	15-0-78-0	441	22-3-15-8	552	24-3-7-2
102	0-0-95-0	128	0-7-70-0	365	24-0-42-0	389	23-0-83-0	453	12-7-33-17	559	32-2-22-3
106	0-0-73-0	134	0-12-60-0	366	31-0-50-0	393	6-0-55-0	454	12-5-27-9	566	17-0-10-0
107	0-0-90-0	135	0-23-76-0	372	16-0-40-0	394	6-0-72-0	458	5-4-70-7	573	21-0-13-0
108	0-0-98-0	141	0-17-65-0	373	21-0-47-0	395	9-0-90-0	459	5-3-61-4	580	20-0-34-0
113	0-2-83-0	142	0-25-78-0	374	30-0-62-0	396	10-0-95-0	460	2-0-50-3	584	21-0-85-0
114	0-4-87-0	148	0-18-43-0	379	13-0-60-0	400	6-7-11-16	461	2-0-40-1	585	14-0-68-0
115	0-6-87-0	149	0-25-51-0	380	20-0-80-0	406	5-9-10-16	468	6-13-41-5	586	10-0-59-0
120	0-5-64-0	155	0-12-34-0	381	29-0-96-0	420	6-4-7-11	537	22-7-2-3	587	9-0-50-0
121	0-8-70-0	156	0-24-49-0	386	9-0-66-0	427	7-3-5-8	538	14-4-1-3		

For the special rules for parcel labels, see **Section 4, Parcels, in the Creation chapter**.

Detailed technical specifications are available on request from your Account Manager or via barcodesparcels@bpost.be.



8. Envelope colour

Envelopes should ideally be white or a pastel shade.

However, if you need to use brown or dark-coloured envelopes, please be aware that they may reduce the sorting efficiency of your mail items.

To avoid this risk, you can use a white label for the address.

Do's



Don'ts



Franking methods

1. The franking machine

1.1 Permitted mail items

You can use the franking machine for the following mail items:

- ordinary domestic PRIOR/Non PRIOR
- registered post
- Direct Mail
- bpack parcels (10 kg maximum weight)
- addressed magazines¹
- international PRIOR and Economy items

1.2 Deposit of your mail items

When sending your franked mail items, you have 4 options:

- take them to a post office or post point
- put them in a letterbox (please note: mail items must be sent in the red envelopes marked 'machine à affranchir'), with the exception of registered post and Direct Mail items
- collection via the bpost Collect & Send service
- for upwards of 500 items (of the same weight/format/dimensions/packaging), take them to a MassPost² (Hyper)Centre

Registered mail items

- must only be sent from a Post Office, a post point or via the bpost Collect & Send service
- may never be deposited directly in a letterbox

Direct Mail items

- must only be sent from a Post Office or a MassPost (Hyper)Centre and stamped as Non PRIOR (bpost will reimburse you the difference between the Non PRIOR rate and the Direct Mail rate for your item)
- may never be deposited directly in a letter box



More information is available at www.bpost.be/machineaaffranchir.

¹ Please note, this method is only available for franked publications at the preferential periodical rate.

² For publications, it is possible to dispatch upwards of one item via a MassPost (Hyper)Centre.

2. Postage Paid (PP)

Postage Paid is a simple and efficient solution for franking large numbers of items. The letters 'PP' simply need to be printed directly onto your envelopes. The total bill for the franked items is settled when dropping the mail items or by periodic billing.

2.1 Which franking mark to use?

Postal legislation requires that the postal operator is indicated on every mailed item.

2.1.1 For non-contract customers

- Request the non-contractual PP franking mark by filling out the online form at www.bpost.be/pp.
- The PP franking mark will be sent directly to you via email so you can print it on your envelopes.

Black and white version



Colour version



Version for printers with no image printing facility

bpost
PB- PP
BELGIE(N) - BELGIQUE

2.1.2 For contract customers

A PP number will be created for you as part of your PP franked mail contract.

You have 2 options:

- Download the new contract customer franking mark and fill in your PP number. If you have a 4-digit PP number, please add a zero before it to ensure your post is processed as efficiently as possible (e.g. B-01234).
- Give your PP number to your printer to include it in the franking mark.

Black and white version



Colour version



Version for printers with no image printing facility¹

bpost
PB-PP | B- 0000
BELGIE(N) - BELGIQUE

For more information on Postage Paid go to www.bpost.be/portpaye.

¹ Example of number structure: B-0000.



2.2 Permitted mail items

You can use the PP franking mark for the following items

- bulk mailings of Direct Mail and Letter tariff items
- addressed newspapers
- addressed magazines
- printed electoral material
- international PRIOR/Economy items sent at either preferential or conventional rates
- domestic registered post
- domestic PRIOR/Non PRIOR for upwards of 500 items as dispatched from a MassPost (Hyper)Centre at standard rate

2.3 Required notices

2.3.1 For the non-contractual PP franking mark

Simply use the PP franking mark which bpost has sent to you (all relevant notices are included with it).

Non-contractual franking marks (actual size)



2.3.2 For the contractual PP franking mark

Contractual franking marks¹ (actual size)



a Wording to be included

- BELGIE - BELGIQUE, PB – PP.
- B-‘your PP number’. If you have a 4-digit PP number, please add a zero before it to ensure your post is processed as efficiently as possible (e.g. B-01234).
- It must be marked ‘bpost’ (as shown above) so as to identify the postal services operator responsible for handling the item (as per legal requirements).

¹ Example of number structure: B-0000.

b The 3 printing options

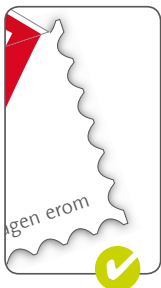
- Mark printed during item manufacture so as to appear in the franking zone on the front of the item.
- Mark printed by a computer printer:
 - directly onto the item or
 - onto a self-adhesive label
- Mark affixed using a stamp.

2.4 Fancy PP

Customers who have a contract with bpost (Direct Mail, Letter Contract, Addressed Magazines or Registered Post) can customise their Post Paid franking mark for any dispatch of upwards of 500 items at a MassPost (Hyper)Centre.

2.4.1 Layout guidelines

- The illustration (and adjoining PP mark) must:
 - be positioned in the franking zone
 - be printed directly on the envelope
- A customised PP franking mark is legally required to mention the following:
 - bpost
 - BELGIQUE - BELGIE
 - PP - PB
 - B-'your PP number'. If you have a 4-digit PP number, please add a zero before it to ensure your post is processed as efficiently as possible (e.g. B-01234).
- Minimum character size for PP notice:
 - 2.4 mm for uppercase characters
 - 1.6 mm for lowercase characters
- The PP franking mark cannot be confused with a real stamp nor reproduce a current stamp (nor any previous stamp):
 - no postal references or wording which may be perceived as such:
 - no face value nor digits from 1 to 9
 - may not include the wording PRIOR/Non PRIOR
 - no MaxiResponse
 - may not include such wording as 'reregistered post', 'express', 'airmail', etc.
 - no stamp-style perforations



If your Fancy PP contains an illustration outlined with perforations and if the requisite wording is included, the illustration must contain some form of identification (name of the sender, company, product/service range, brand, campaign, etc.).





2.4.2 Legal terms and conditions relating to the illustration

- You must own any of the relevant rights for any images.
- You must undertake to ensure that any images used do not contain anything:
 - misleading or inaccurate
 - injurious, offensive, immoral, contrary to public order or morals and/or liable to cause harm to a third party
 - of a religious, political or ethnic nature
 - containing total or partial nudity
 - which represents a famous person or public figure
 - containing imagery depicting violence, drugs, firearms or any other illegal activity
 - liable to damage bpost's reputation
 - which contravenes any applicable legislation or regulatory provision
 - which constitutes an infringement of third party's intellectual property rights

Did you know?

To ensure that your franking mark complies with the terms and conditions¹, you can have it pre-approved via the online form at www.bpost.be/validationspecimen or via your Account Manager.



¹ These are subject to the terms and conditions for franking as set out in the **General Appendices**; bpost reserves the right to refuse any delivery in the event of non-compliance.



3. Deferred Payment (DP)

Deferred Payment is a franking method for Belgian public bodies. Administrations authorised to frank their post using the DR method ('Uitgestelde Vergoeding' (UV) in Dutch/ Rétribution Différée (RD) in French) in envelopes marked with 'UV' or 'RD' on the right hand top corner of the envelope). They are invoiced in accordance with the drops made.

3.1 Authorisation & contract

Deferred payment is only available through an agreement with the bpost Service Centre (Deferred Payment section). The public body then signs a contract with the Service Centre.

3.2 Permitted mail items

You may use DP for all domestic administrative correspondence.

Exceptions

- international post
- bpack parcels

3.3 Deposit of your mail items

3.3.1 Deposit Methods

When sending your DP mail items, you have 3 options:

- collection via the bpost Collect & Send service
- drop at a MassPost (Hyper)Centre
- drop at a post office (for upwards of 3,000 items)

3.3.2 Required notices

new

DP items must show the following notices in the top right hand corner

- name of postal operator (bpost)¹
- full details of return name and address (in the free zone ④ for the sender²)
- the letters RD or UV (in the franking zone ③) contained within a box measuring as follows:
 - L = 30 mm
 - H = 20 mm
 - = +/- 5% tolerance on H and W

new

New 2017 logos¹:

Colour version



Black and white version



Did you know?

You can download a file with all of the ready-to-print versions and the DP framework at www.bpost.be/rd ('Questions pratiques' tab).



¹ Under current legislation, addressed postal items must bear a distinctive sign indicating the postal services provider responsible for its handling (in this case, bpost). This requirement also applies to items dispatched under Deferred Payment (DP).

To enable you to continue to use your existing envelope supplies, a transition period has been granted until the end of December 2017; beyond this date, we will no longer be able to accept dropped items that do not display this new logo.

² For a description of the different zones of a postal item, please refer to the relevant section of **Section 2, Addressed Letter, Creation chapter (Small, Large and Special Format)**.



3.4 Drop Forms

3.4.1 Different Drop Form types

There are a number of different DP forms depending on customer and postal item type

- the 'Standard' form
- the 'Magazine' form
- the 'Preferential Tariff' form
- the 'Postage Paid by Addressee' form

The latest versions of these forms are available from www.bpost.be/rd.



3.4.2 Forms

The Drop Form must always be

- submitted at the desk at the point of deposit or
- attached to items due for collection by a bpost service (please refer to **Section 9, Collection Services**)

3.4.3 Ordering a Form

You have 2 options when ordering forms

- download them from www.bpost.be/rd
- request them from the Service Centre (**02 201 11 11**), Deferred Payment section

4. Collect & Stamp

The Collect & Stamp service will collect your letters, parcels and recorded delivery items, frank them and then deliver them. Collect & Stamp users need not frank items nor drop them off themselves. It is therefore a valuable time-saving service. More information is available at www.bpost.be/collectandstamp.



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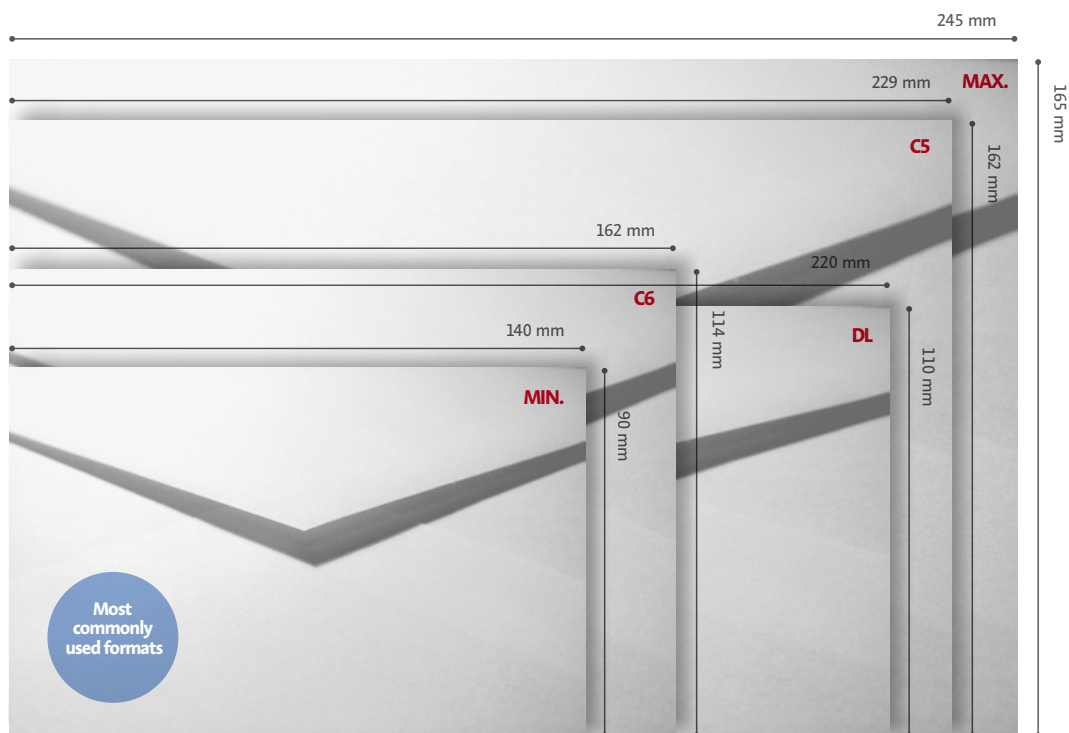
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Creation - Small Format

1. Dimensions, weight & thickness

A **Small Format** mail item must rigorously comply with all of the criteria set out below.



Minimum and maximum dimensions for **Small Format** mail items.
This illustration is also included in the **General Annexes**, showing actual sizes.


Shape	Rectangular (never square)
Dimensions	Minimum (width) 90 x (length) 140 x (thickness) 0.15 mm Maximum (width) 165 x (length) 245 x (thickness) 5 mm
Weight	Minimum 2 g Maximum 50 g
Ratio of length (longest side) / width (shortest side)	$\geq 1,20$
Orientation	Landscape only
Address box	Always parallel to the longest side of the mail item

In the case of **Small Format**¹, mail item sorting, transport and delivery are optimised. In addition to the criteria outlined above, to be considered a Small Format item, mail items must comply with the various different characteristics summarised in this chapter on visual presentation, closure and paper characteristics.


¹ Take care to conform to the postal regulations and the General Terms and Conditions of bpost, especially in respect of mail item contents. The General Terms and Conditions of bpost are available at www.bpost.be/site/fr/conditions.html.



2. Addressed letters > Creation - Small Format

Any item that does not share all the above-mentioned characteristics or which has one or more of the following characteristics shall automatically be deemed to be a **Large Format** mail item. 

- rigid and/or metallic and/or cardboard mail items
- mail items containing a rigid object¹
- mail items open on 1 side, or more
- items bearing 1 or more repositionable stickers
- items wrapped in plastic film
- padded and/or bubble-wrap envelopes
- translucent, bright, varnished, glazed or glossy envelopes
- ratio of length (longest side) / width (shortest side) < 1.2 (square or virtually square shape)

If your mail item has any of the following characteristics, it shall automatically be deemed to be a **Special Format** mail item. 

- non-rectangular and non-square items
- open or pierced mail items (e.g. windows not closed by transparent film)
- mail items with partially glued parts, such as cardboard, cards, envelopes etc.

¹ For magnetic items, pre-approval is required via this address: customer.operations@bpost.be.



2. Visual presentation of your mail items

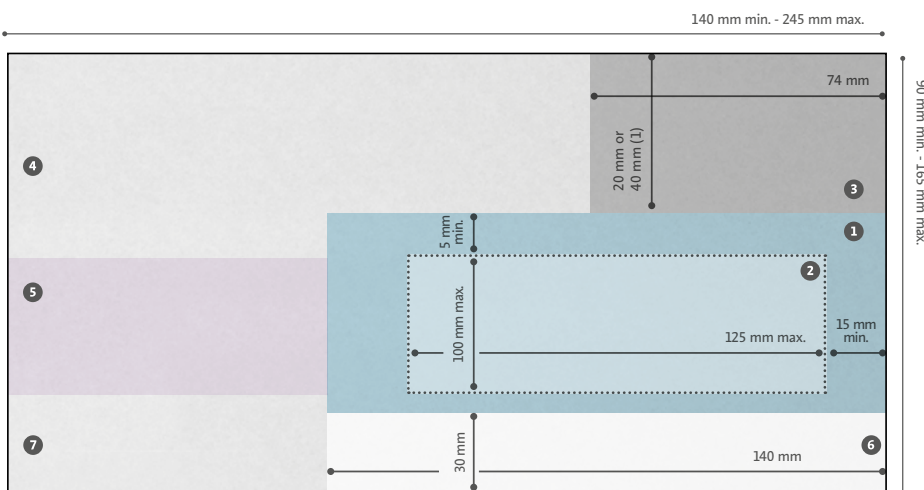
2.1 Front

The front of the mail item is the side bearing the recipient's address and the franking. The recipient's address may only appear once, on the front of the item. It may not appear a second time, in whole or in part, either on the front of the item or on the back.

2.1.1 Zones on the front of the envelope

a When the address is not displayed in a window

Your mail item must strictly adhere to the dimensions shown below:



(1) 20 mm for items < 11 cm tall (40 mm for all other items).

The code control zone ⑥ is the zone in which the indexation code shall be printed when the mail item is sent through the sorting machines. This allows the mechanical processing of mail items and therefore a more timely delivery service.



new

① Zone for the recipient's address

- Always on the front of the envelope on the right-hand side.
- Contains the recipient's address box.
- May contain:
 - Mail ID barcodes (see the **Mail ID Technology chapter** in this section)
 - any other barcode, provided:
 - it is situated either above or below the recipient address box
 - it is situated **at least 1 cm** above this box
 - it does not start with JJBEA
 - any other references (e.g. customer number), provided:
 - they are (ideally) situated above recipient address box
 - they are situated **at least 1 cm** away from this box
 - they cannot be confused with any part of the address (e.g. postcode or municipality)



2. Addressed letters > Creation - Small Format

- The address must be reproduced preferably in accordance with the rules **in the Addressing chapter, section 1, Addressing and Franking point 7**, including the use of accepted background colours for the address block (Pantone colours or four-colour equivalents).
- Contains the return address, where appropriate (see **the Addressing chapter, section 1, Addressing and Franking, point 6**).

new

2 Recipient address box

- A virtual box (in the zone 1 intended only for the recipient's address).
- Must not contain any text or graphics other than the recipient's address.
- An opaque address label may be used, so long as it does not encroach upon the recipient address zone or franking zone.
- The recipient address must be perfectly legible to the naked eye (see **the Addressing chapter, section 1, Addressing and Franking, point 3**).

3 Franking and cancelling zone

- Franking must be perfectly legible to the naked eye (to ensure they can be read by the machine thus ensuring efficient mail item delivery):
 - all characters must be printed in the same font and font size
 - character height ≥ 1.5 mm
- Franking position:
 - upper right-hand corner of the envelope
 - within a virtual rectangle:
 - rectangle length = 74 mm from the right-hand edge of the envelope
 - rectangle width = 20 mm (mailing items of width < 11 cm) or 40 mm (in all other cases) from the upper edge of the envelope
- If using the CO₂ Compensation option, the logo must be positioned left of the Postage Paid franking label.

4 Free zone for the sender

- All colours, graphics and text types are permitted.

5 Semi-free zone for the sender

- All colours, graphics and text types are permitted, other than:
 - any elements that could be confused with an address (postcode, municipality or full address). If applicable, mail items will be deemed **Large Format** items.
- A return address may be written on a vertical line to the left of the address box (see **the Addressing chapter, section 1, Addressing and Franking, point 6**).

6 Code control zone

- Zone in which the control code shall be printed when the mail item is sent through the sorting machines.
- This zone must be left blank (white or light-coloured background, no text or graphics, see **Addressing chapter, section 1, Addressing and Franking, point 7**) to enable automated processing and to meet the delivery deadlines for your mail items. If it is not left blank, your mail item will be deemed to be a **Large Format** item. If your mail items have a clearly legible Mail ID barcode, this zone may be used.
- Zone also reserved for a second address if the recipient has moved.
- Do not include any text and/or graphics that could be confused with an address (postcode, municipality or full address). In such cases, your mail item may be deemed to be a **Large Format** item.

7 Semi-free zone for the sender (b)

- All colours, graphics and text types are permitted, other than:
 - any elements that could be confused with an address (postcode, municipality or full address). If applicable, mail items will be deemed **Large Format** items.

b When the address is displayed in a window

Your mail item must follow the dimensions shown in the diagram for mail items without an address window.



The window in the address box must however comply with the following criteria:

- Non-rectangular (e.g. square or oval) formats if they fit within a rectangle of the following maximum dimensions: 125 mm (length) x 100 mm (width).
- A 4 mm margin is required between the edges of the window ❶ and the outside edges of the item ❷.
- It may be positioned on either the left or right side of the envelope, so long as it complies with the following rule:
 - positioned at least 15 mm from the left or right edge
- It must be closed with a transparent film.
- The edges of the transparent film must be completely glued along the inside of the envelope cut-out. If this is not the case, the mail item will be deemed a **Special Format** mail item (pierced or open mail item).
- It must not be creased and must not be edged with a strip or a coloured frame.
- The address must be on completely blank paper (no lined or graph paper).

Zones ❷ to ❹ must comply with the same rules as a mail item without a window (see above, point a).

2.2 Back

You are permitted to print text (other than the recipient address, which may only feature on the front) or images on the back of your mail items, or use one or more advertising windows (or picture windows), so long as they comply with the conditions of **point 2.3** below.

A return address situated in Belgium must be shown on all mail items. It is recommended that the return address be shown on the back of your mail item. For more return address information, see **the Addressing chapter, section 1, Addressing and Franking, point 6.**



2.3 Advertising windows

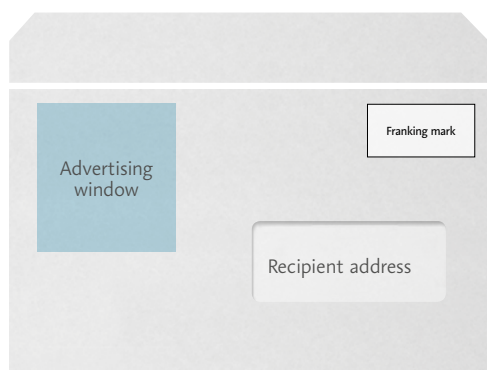
Advertising windows usually contain advertising or promotional information. They optimise the impact of your mail items.

Advertising window properties

- Windows must be closed by transparent film (otherwise the mail item will be deemed a **Special Format** mail item, on the basis that it is a pierced or open mail item).
- Mail items with no sender address window but containing at least one advertising window on the front will automatically be deemed **Large Format** items.
- Advertising windows may be placed on either the front or back of a mail item, so long as they comply with the **following criteria**.

2.3.1 On the front

In zones **4**, **5** and/or **7** on the left hand side of the layout shown in **point 2.1.1** in accordance with the criteria for these zones.



Mail items with address displayed in a window

If the advertising window on the front has one or more elements that could be confused with an address (e.g. postcode, municipality or full address), the item shall be deemed a **Large Format** mail item.

Exception: The return address may be written in an advertising window.

Conditions:

- must be positioned in the top left corner of the envelope
- font must be smaller than that used for the recipient address (at least 2 points smaller)
- address must never be at the same height as the recipient's address





2. Addressed letters > Creation - Small Format

2.3.2 On the back

An advertising window may be placed freely on the back. Conditions:

- must be positioned at least 15 mm from the edges of the envelope
- small or panoramic format
- the edges of the transparent window must be completely glued along the inside edges of the envelope cut-out



3. Sealing methods for mail items

Two options for your Small Format mail items

- placed in an envelope
- sent without an envelope (as a self-mailer¹ see **point 5.1** or a postcard see **point 5.2**)

Sealing methods

- item (and any flap) must be completely sealed on all 4 sides such that they cannot open or tear during handling
- sealing adhesive must not come into contact with any other mail item
- contents of the mail item must not come out of the envelope, nor must it be possible for them to do so
- exterior sealing strip must be robust (thickness ≥ 0.2 mm) and suitable for the content
- staples, paperclips or metallic eyelets must not be used to close the mail item

Non-compliance with any of the above criteria shall result in the item being deemed a **Large Format** item.



¹ An addressed and franked pre-printed leaflet that can be sent in the mail without first having to be put in an envelope or wrapped in plastic film.



4. Paper characteristics

- The envelope must be made of opaque matt paper (contents must not show through or be legible from the outside).
- Paper weight
 - $\geq 140 \text{ g/m}^2$ (mail items comprising a single layer of paper, e.g. postcard)
 - $\geq 70 \text{ g/m}^2$ (for mail items comprising several layers of paper, e.g. envelope or self-mailer)
- Flexible mail item (must be flexible enough to wrap around a cylinder of 21 cm circumference, e.g. 33 cl can)

Non-compliance with any of the above criteria shall result in the item being deemed a **Large Format** item.



5. Features of open mail items (self-mailers and postcards)

5.1 Self-mailers

A self-mailer is an addressed and franked pre-printed leaflet. It can be sent in the mail without an envelope (or plastic film¹). A self-mailer is deemed to be a Small Format mail item if it complies fully with the defining characteristics of a Small Format mail item (see **point 1 of this chapter**), except where applicable the way it is sealed.

Did you know?

A non-rectangular or open/pierced self-mailer is deemed **Special Format** items.



5.1.1 General guidelines for sealing

- Robust closure (such that it cannot open or tear during handling).
- Securely sealed around all edges (the same goes for any flaps).
- 3 of the 4 sides must be completely sealed, including the right-hand side and the underside of the mail item (and ideally all 4 corners).
- The maximum distance between two adhesive points (or between a fold and an adhesive point) will be 4.5 cm.

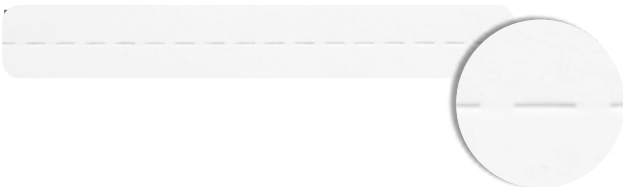
¹ Plastic-wrapped items shall be deemed to be **Large Format** items.

5.1.2 Sealing methods - examples

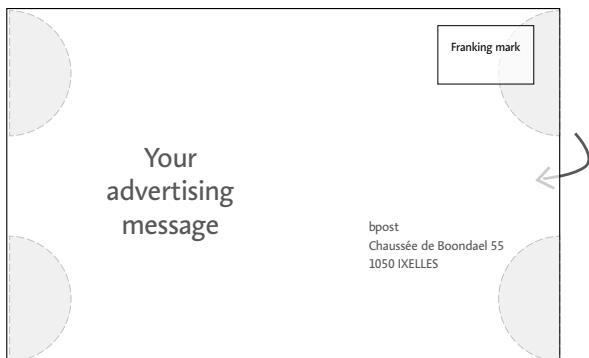
Edges sealed by stamping



Edges with a tear line

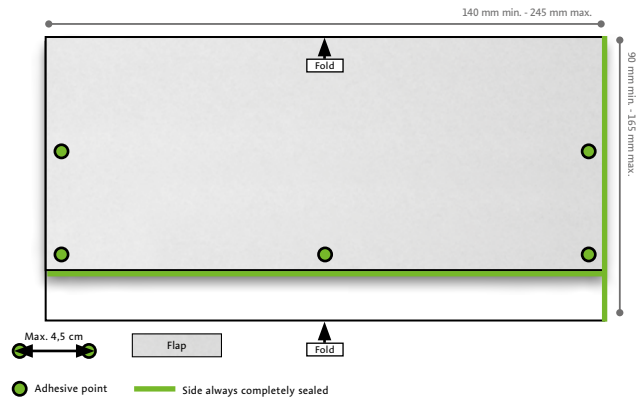



Sealing with self-adhesive patches (while ensuring that the 4 corners are sealed properly)



2. Addressed letters > Creation - Small Format

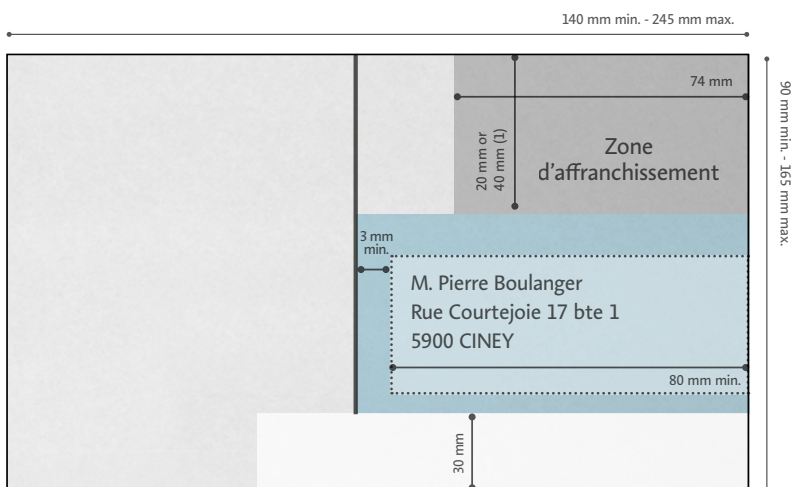
Sealing by adhesive line or point



If there is any uncertainty as to whether a mail item is properly sealed with adhesive, stickers or tear strips, please note the maximum distance between two sealing points must not exceed 4.5 cm. 

5.2 Postcards

Postcards are laid out like a traditional postcard (e.g. typical holiday postcard). To be deemed a **Small Format** mail item, postcards must comply fully with the defining characteristics and criteria for a Small Format mail item (see **point 1 of this chapter**). Please also refer to the **Addressing chapter, section 1, Addressing and Franking**) for how to correctly address an item. It must also comply with the layout rules below.



(1) 20 mm for items < 11 cm tall (40 mm for all other items).



2. Addressed letters > Creation - Small Format

Instructions

- the zone extending 80 mm from the right-hand edge of the card is reserved for the address and franking
- paper weight ≥ 140 g/m²
- franking to be positioned in upper right hand corner
- franking must be perfectly visible to the naked eye
- a vertical line may be used to divide the postcard into 2 areas:
 - distance ≥ 80 mm from the right-hand edge of the envelope
 - thickness ≥ 1.2 mm
 - clearly visible
 - extends over the full height of the card, terminating 30 mm from the lower edge
- address block must be at least 3 mm to the right of the dividing line
- recipient address lines must be parallel to the length of the card (landscape orientation), with no underlining
- Belgian return address goes in the top left corner (or on the back) of the card
- Return address may also be inserted vertically in a single line at least 80 mm from the right hand side

Did you know?

Non-rectangular or open/pierced postcards are deemed **Special Format** items.



For more information

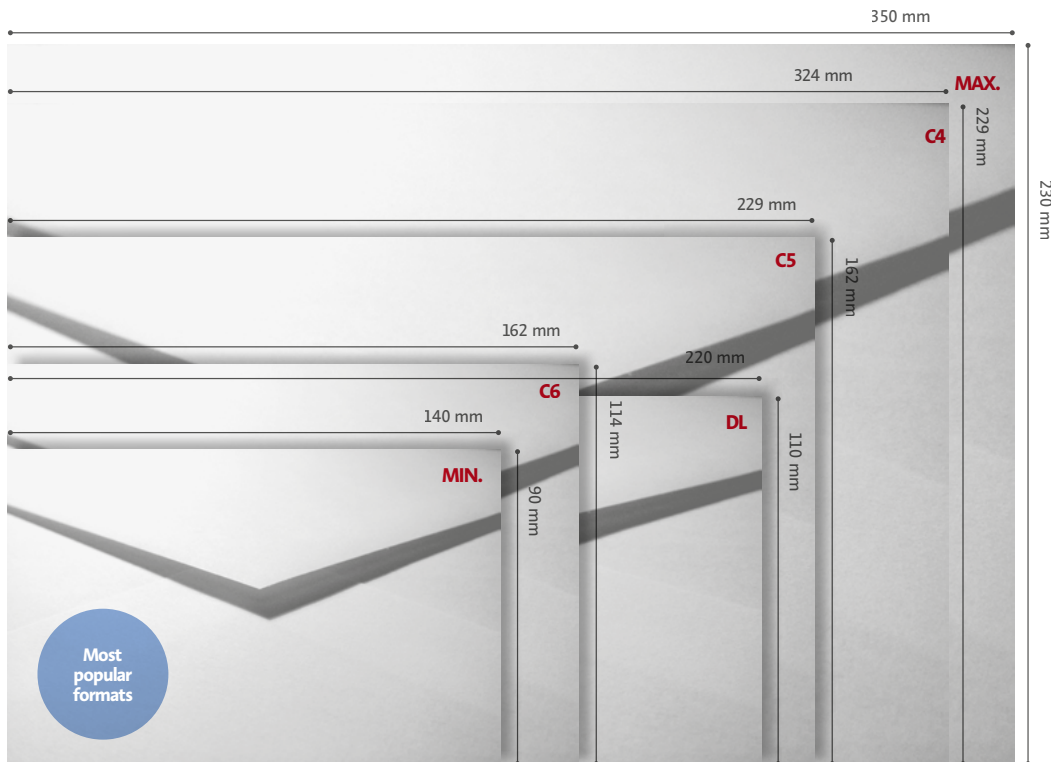
If you have any queries about whether a specific mail item can be handled, contact our Service Center at **02 201 11 11** or send an email to service.centre@bpost.be.



Creation - Large Format

1. Dimensions, weight & thickness

A **Large Format**¹ item must comply fully with the criteria set out in the illustration below.



Minimum and maximum dimensions of **Large Format** mail items.

Shape	Rectangular or square
Dimensions	Minimum (width) 90 x (length) 140 x (thickness) 0.15 mm (inclusive of packaging) Maximum (width) 230 x (length) 350 x (thickness) 30 mm
Poids	Recommended minimum 10 g Maximum 2 kg
Orientation	Landscape or portrait


¹ Take care to conform to the postal regulations and the General Terms and Conditions of bpost, especially in respect of mail item contents. The General Terms and Conditions of bpost are available at www.bpost.be/site/fr/conditions.html.



2. Addressed letters > Creation - Large Format

Large Format specifications (not an exhaustive list)

- square or 'almost square' format (length to width ratio < 1.2)
- portrait orientation (address box parallel to width of the item)
- rigid¹ and/or metallic and/or cardboard mail items
- mail items containing a rigid object
- mail items open on 1 side, or more
- items bearing 1 or more repositionable stickers
- items wrapped in plastic film
- padded and/or bubble-wrap envelopes
- translucent, bright, varnished, glazed or glossy envelopes²
- small format items which do not meet the visual presentation criteria for **Small Format** mail items
- metallic closures (e.g. staples, paperclips, eyelets, etc.)

If your mail item has any of the following characteristics, it shall automatically be deemed to be a **Special Format** mail item. 

- non-rectangular and non-square items (e.g. oval, round, etc.)
- open or pierced mail items (e.g. windows not closed by transparent film)
- mail items with partially glued parts (e.g. cardboard, cards, envelopes etc.)

Did you know?

Mail items > 2 kg and/or in roll form are deemed to be parcels.

¹ For magnetic items, pre-approval is required via this address: customer.operations@bpost.be.

² Mail items which are too smooth are difficult to handle. The static friction coefficient of the exterior of the mail items must be between 0.2 and 0.4 in compliance with ISO8295 standards.



2. Visual presentation of your mail items

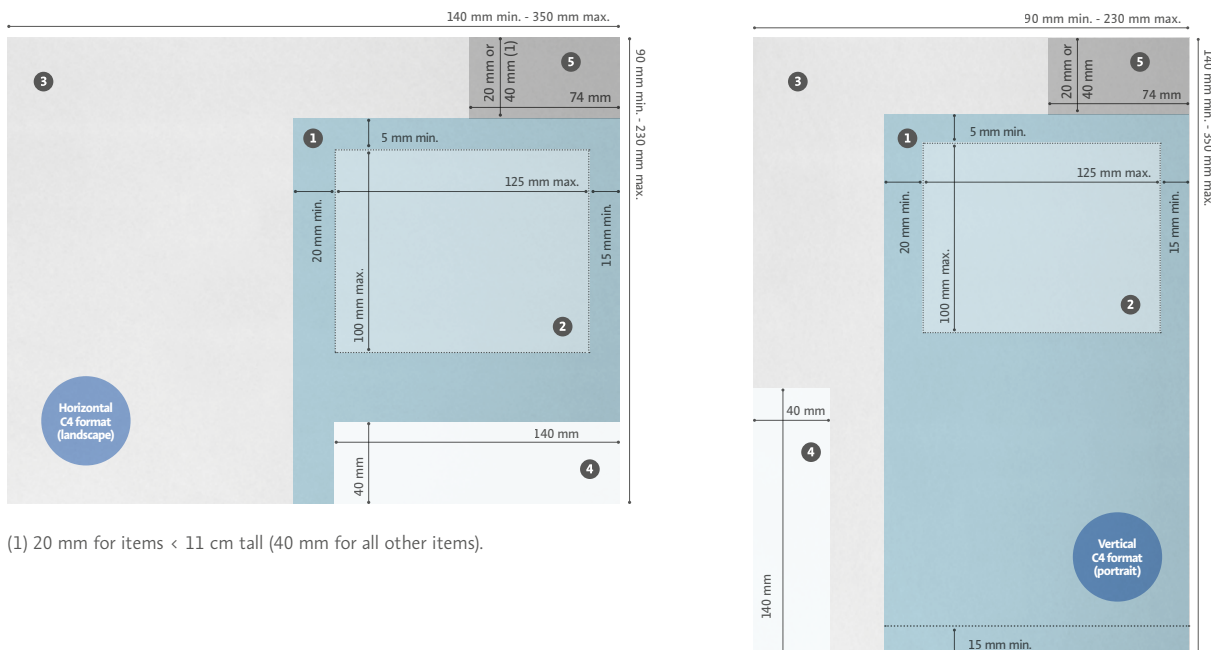
2.1 Front

The recipient's address may only appear once, on the front of the item. It may not appear a second time, in whole or in part, either on the front of the item or on the back.

2.1.1 Zones on the front of the mail item

a When the address is not displayed in a window

The address window must comply with the dimensions indicated below:



(1) 20 mm for items < 11 cm tall (40 mm for all other items).

new

new

1 Zone for the recipient's address

- Always on the front of the envelope on the right-hand side.
- Contains the recipient's address box.
- May contain:
 - Mail ID barcodes and sequence references (see the **Mail ID Technology chapter** in this section)
 - any other barcode, provided:
 - it is situated either above or below the recipient address box
 - it is situated **at least 1 cm** away from this box
 - it does not start with JJBEA
 - any other references (e.g. customer number), provided:
 - they are situated above or below the recipient address box
 - they are situated **at least 1 cm** away from this box
 - they cannot be confused with any part of the address (e.g. postcode or municipality)
- Kindly refer to the rules in **the Addressing chapter, section 1, Addressing and Franking, point 7**, including those regarding the use of accepted background colours for the address block (Pantone colours or four-colour equivalents).



2. Addressed letters > Creation - Large Format

- Contains the return address, where appropriate (see **the Addressing chapter, section 1, Addressing and Franking, point 6**).

new

2 Recipient address box

- A virtual box (in zone 1) intended only for the recipient's address.
- Must not contain any text or graphics other than the recipient's address.
- An opaque address label may be used, so long as it does not encroach upon the recipient address zone or franking zone.
- The recipient address must be perfectly legible to the naked eye (see the **Addressing chapter, section 1, Addressing and Franking, point 3**).

3 Free zone for the sender

- All colours, graphics and text types are permitted.

4 Code control zone

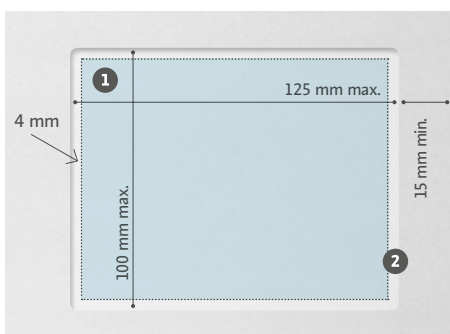
- Zone in which the control code is printed when the mail item is sent through the sorting machines.
- During mechanical sorting, the machine automatically applies the following mentions:
 - a black barcode (in the majority of cases)
 - or a white sticker with a black barcode:
 - if the mail item's paper surface is shiny or reflective
 - if the mail item is wrapped in plastic film
 - if a window is detected in this zone
 - if this zone includes images and/or is dark-coloured
- It should therefore not contain any address and/or advertising windows, as it is possible they may partially encroach upon the code control zone and/or the white sticker bearing the control code.
- Ideally white or light in colour.

5 Franking zone

- Franking must be perfectly legible to the naked eye (all characters must be of the same font and font size, with character height ≥ 1.5 mm).
- Franking must always be positioned in the upper right hand corner of the envelope, to the right above the recipient address.
- If using the CO₂ Compensation option, the logo must be positioned left of the Postage Paid franking label.

b When the address is displayed in a window

Your mail item must comply with the dimensions shown in the diagram for mail items without an address window.





2. Addressed letters > Creation - Large Format

The window in the address box must however comply with the following criteria

- Non-rectangular (e.g. square or oval) formats are permitted if they fit within a rectangle measuring 125 mm x 100 mm.
- A 4 mm margin is required between the edges of the window and the address box (point 2 in the illustration).
- It must be closed with a transparent film.
- The edges of the transparent film must be completely glued along the inside edges of the envelope window cut-out.
If this is not the case, the mail item will be deemed to be a **Special Format** mail item (pierced or open mail item).
- It must not be creased and must not be edged with a strip or a coloured frame.
- The complete address must always be visible through the window, even if the contents move inside the envelope.
- Text which could be confused with the address or postcode must not be visible in the window (e.g. if the contents move inside the envelope).
- The address must be on plain paper (no lined or graph paper).

Mail item zones 2 to 5 must comply with the same rules as a mail item without a window (see above , point a).

2.2 Back

Did you know?

You are permitted to print text or images on the back of your mail items, or use one or more advertising windows, so long as they comply with the stipulations of **point 2.3** below.



Positioning the return address (inclusion of which is mandatory) on the back of your mail item ensures your mail item is handled as efficiently as possible. For more return address information, see **the Addressing chapter, section 1, Addressing and Franking, point 6**.



2.3 Advertising windows

Advertising windows usually contain advertising or promotional information. They optimise the impact of your mail items.

Advertising window properties (Large Format)

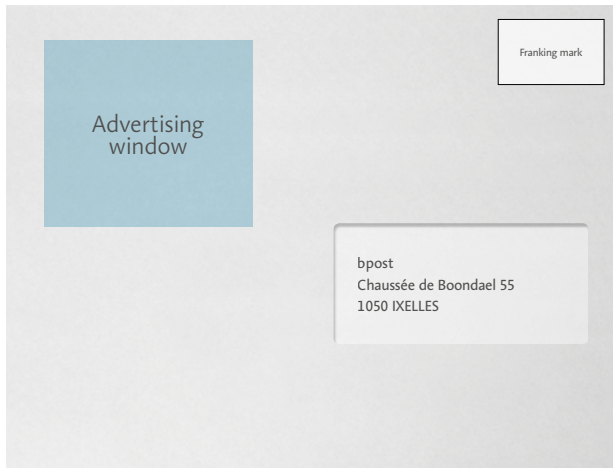
- Must always be closed by transparent film (otherwise the mail item will be deemed a **Special Format** mail item, on the basis that it is a pierced or open mail item).
- May be placed on either the front or back of a mail item, so long as they comply with the **following criteria**.



2. Addressed letters > Creation - Large Format

2.3.1 On the front

There are no restrictions regarding either size or graphics (except in the address box ❷, franking zone ❸ and code control zone ❹).



2.3.2 On the back

An advertising window may be placed freely on the back.

Conditions:

- must be positioned at least 15 mm from the edges of the envelope
- small or panoramic format
- the edges of the window film must be completely glued along the inside edges of the envelope cut-out





2. Addressed letters > Creation - Large Format

3. Sealing methods for mail items

Four options for your Large Format mail items

- placing in a paper or cardboard envelope
- sending without an envelope or wrapper (as a self-mailer (see **point 5.1**) or a postcard (see **point 5.2**))
- wrapping in plastic film
- sealing with a strip or a self-adhesive system

Sealing methods

- item (and any flap) must be completely sealed on all 4 sides such that they cannot open or tear during handling
- sealing adhesive must not come into contact with any other mail item
- contents of the mail item must not come out of the envelope, nor must it be possible for them to do so
- exterior sealing strip must be robust (thickness ≥ 0.2 mm) and suitable for the content
- staples, paperclips or metallic eyelets may be used

4. Paper characteristics

- Item must be sufficiently robust.
- Paper weight:
 - ≥ 140 g/m² (mail items comprising a single layer of paper, e.g. postcard)
 - ≥ 70 g/m² (for mail items comprising several layers of paper, e.g. envelope or self-mailer)

5. Features of open mail items (self-mailers and postcards)

5.1 Self-mailers

A self-mailer is an addressed and franked pre-printed leaflet. It can be sent in the mail without an envelope (or plastic film).

Self-mailers are deemed **Large Format** mail items, providing they:

- comply with the definition of **Large Format** and/or
- share one or more **Large Format** characteristics and/or
- are not sealed like a **Small Format** item and/or
- are sealed using staples, paperclips and/or metallic eyelets

Non-rectangular self-mailers (e.g. square or oval-shaped) and/or open/pierced items shall be deemed **Special Format** mail items.

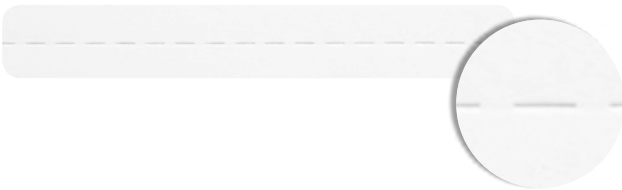


5.1.1 Examples of sealing methods

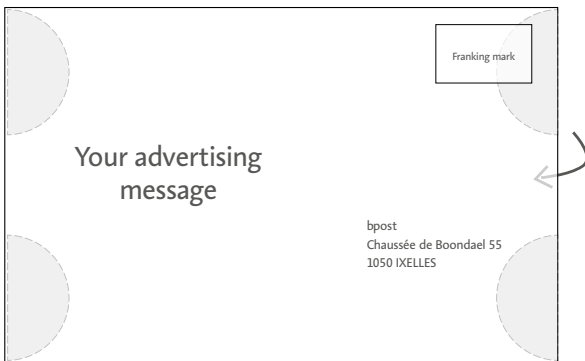
Edges sealed by stamping



Edges with a tear line



Sealed with self-adhesive patches





2. Addressed letters > Creation - Large Format

5.2 Postcards

Postcards which comply with some or all of the defining characteristics of **Large Format** mail items (e.g. weight, dimensions, etc.) are deemed to be **Large Format**.

Large Format postcards must also comply with the layout guide below.



(1) 20 mm for items < 11 cm tall (40 mm for all other items).

It shares the same specifications as the **Small Format** postcard (see **point 5.2** of the **Creation - Small Format** chapter), with the exception of the vertical dividing line, which must be placed 40 mm from the lower edge of the item.

Non-rectangular postcards (e.g. square or oval-shaped) and/or open/pierced items shall be deemed **Special Format** mail items.



Did you know?

If you have any queries about whether an open mail item, self-mailer or postcard can be handled, contact our Service Center at **02 201 11 11** or send an email to **service.centre@bpost.be**.





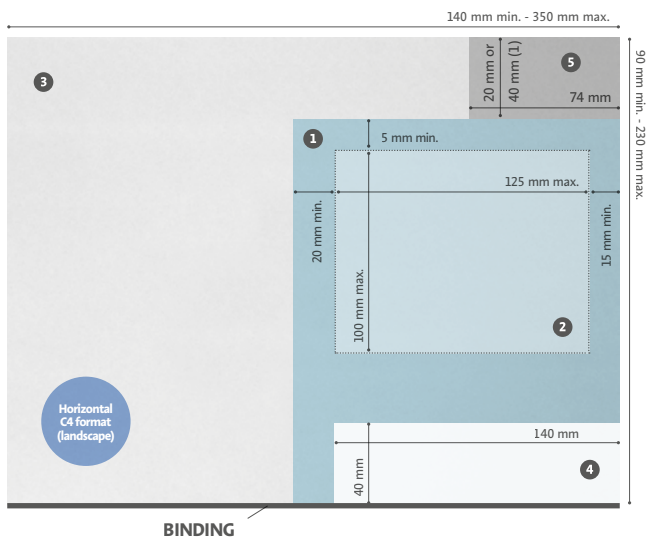
new

5.3 Bound mail items without envelope or wrapper

Mail items consisting of several bound pages (not placed in an envelope or in plastic film) follow the same layout rules for the front and back of the items as non-bound items (see **point 2** of **Visual presentation of your mail items**, in this chapter).

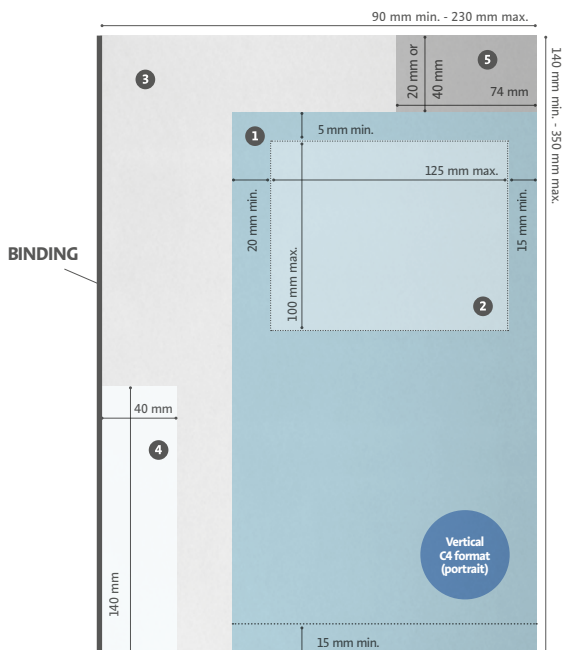
However, please follow the following layout guidelines for the positioning of the binding.

Landscape orientation:



(1) 20 mm for items < 11 cm tall (40 mm for all items).

Portrait orientation:





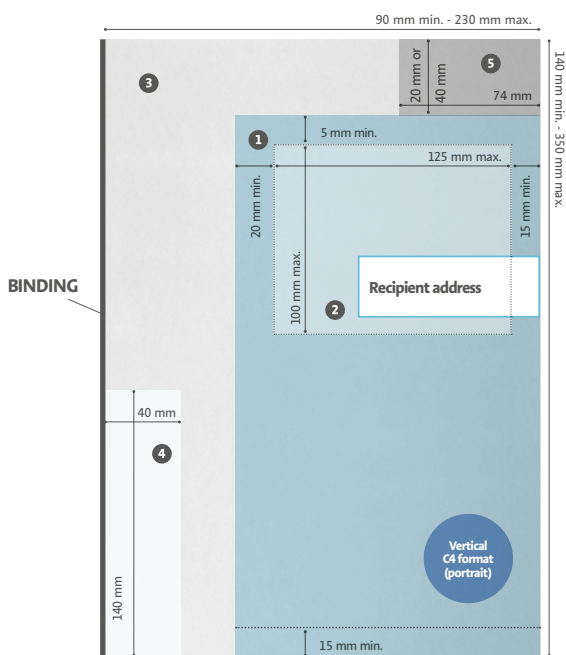
2. Addressed letters > Creation - Large Format

5.3.1 Using a white label for the recipient address

The use of a white self-adhesive label for the recipient address is always recommended. This may be simply affixed to the mail item:

- parallel to the edges of the mail item
- always on the same side as the franking mark
- in zones ❶ and ❷ of the diagrams above.

Self-adhesive stickers may be used to seal the magazine so long as the recipient address is positioned more than 15 mm from the edge.

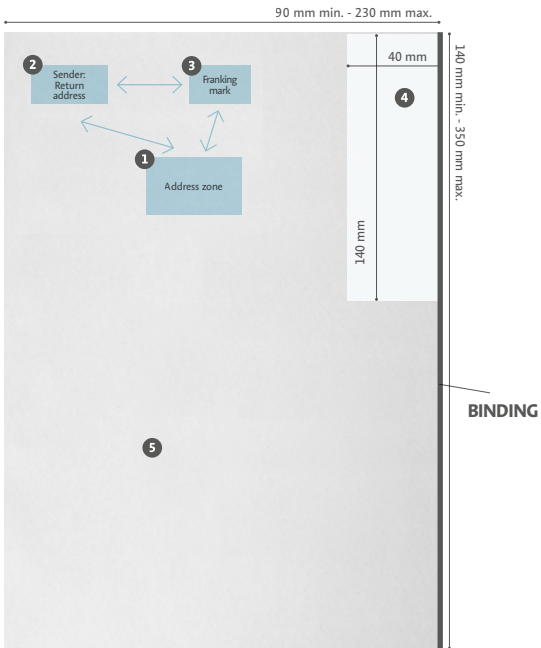




2. Addressed letters > Creation - Large Format

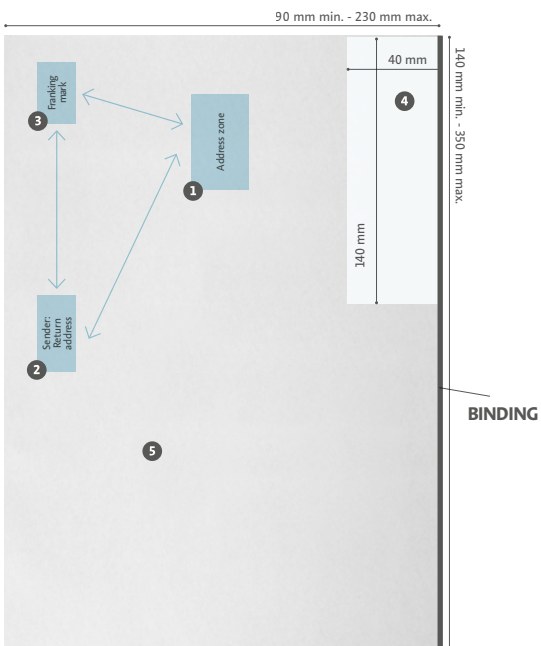
5.3.2 Recipient address on the back of the mail item

The recipient address may be placed on the back of the mail item, known as the back cover. In this case, the binding should be to the right of the mail item and the zones should be positioned according to one of the two following layouts:



- Zone 1: for the recipient address
- Zone 2: for the sender's address
- Zone 3: for the franking mark (PP)
- Zone 4: for the control code
- Zone 5: free zone

Or





6. Specifications for mail items wrapped in plastic film¹

6.1 Printing the recipient address

6.1.1 Printing the address ON the plastic film

- Printed (ideally) on an opaque white label, affixed to the plastic film (preferable option). In such cases, the technical specifications are the same as those for open mail items (see **point 5.3.1 of point 5 above, Features of open mail items**).
- Printing on an opaque white band on the plastic film. See **point 6.2.2** below for technical specifications.

6.1.2 Printing UNDER the plastic film

The plastic film over the address box must be completely transparent.
The address (or any sorting code (Mail ID & R&S) may not be under the seal of the plastic film.



Option 1 (preferred) Printing the address on a flyleaf placed below the plastic film. Flyleaves must be of appropriate dimensions to ensure they do not move around inside the plastic film. See Point 6.2.3 below for technical specifications.

Option 2 Opaque address label affixed to the mail item contents.

Option 3 Address printed directly on the mail item flyleaf.

For each option:

- To ensure that the recipient address is legible, the seal of the plastic film must not overlap the address zone.
- There must be nothing on either the front or back of the item which might be confused with the recipient address, with the possible exception of the return address (see **the Addressing chapter, section 1, Addressing and Franking, point 6**).
- Mail ID barcodes must comply with the technical specifications set out in the **Mail ID Technology chapter, point 4**.



¹ Specifications for plastic film-wrapped items shall apply as of 1/1/2017. However, a transition period has been provided until 31/12/2017.

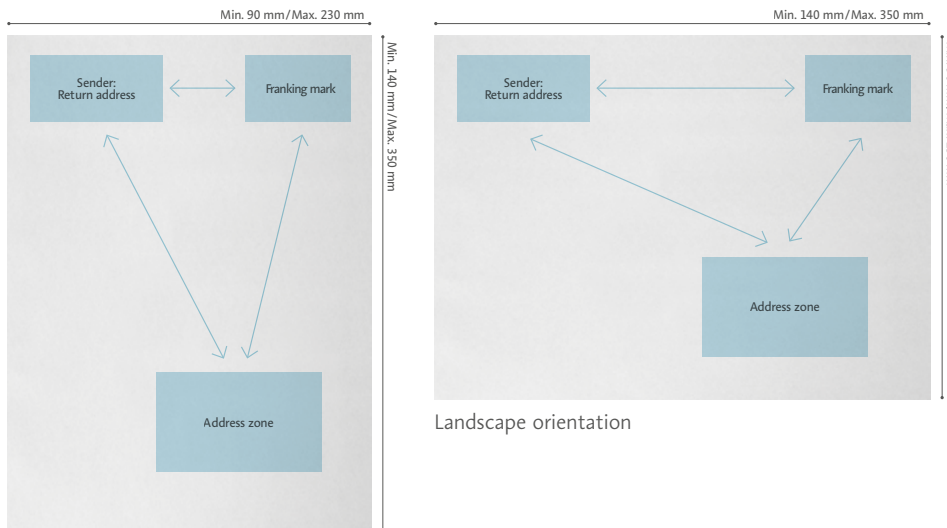


2. Addressed letters > Creation - Large Format

6.2 Positioning of the recipient address, return address and the franking mark

6.2.1 General guidelines

It is recommended that the recipient address, franking mark and return address (if shown on the front) appear in a rectangle measuring at least 90 x 140 mm.



Portrait orientation

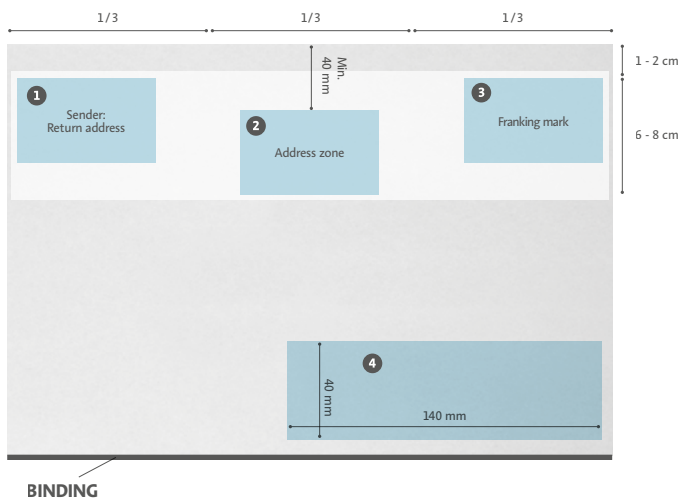
Landscape orientation

new

6.2.2 Use of an opaque white strip on the plastic film

The white strip must be:

- Ideally at least 85% opaque (ISO standard 1831), i.e. equivalent to ± 3 white layers.
- No more than 80 mm tall (ideally 60 - 80 mm).
- Always located in the upper part of the item in a landscape format, at least 10 mm below the upper edge of the envelope.



1 Return address zone

- Always preceded by the term 'Sender'.
- Positioned in the upper left third of the white strip and ideally on one line.
- For magazines and periodicals, etc. the title and publication frequency may also be printed here.
- Under no circumstances may the recipient address appear here.



2. Addressed letters > Creation - Large Format

2 Recipient address zone

- Positioned in the second third of the white strip
- Below the 'return address' and 'franking' zones
- At least 40 mm below the upper edge of the item

3 Franking zone

- Reserved for the franking mark (PP)
- For magazines and periodicals, etc. the name of the deposit office and the agreement number (P number) may also be printed here.

4 Code control zone

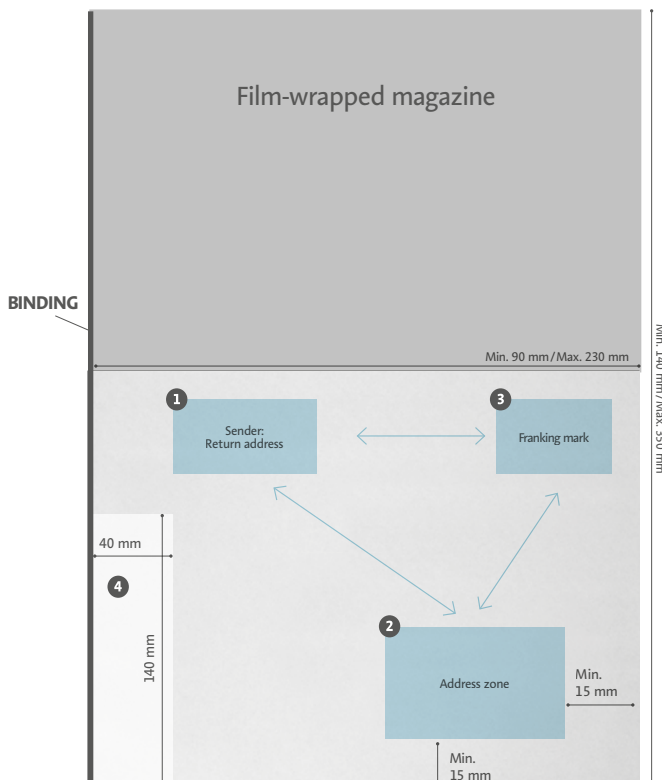
- The addition of customer and/or advertising information should be avoided as it is possible they may partially encroach upon the white sticker bearing the control code.

new

6.2.3 Use of a flyleaf under the plastic film

- The flyleaf must:
 - measure at least 90 x 140 mm
 - always be the same length (if landscape orientation) or the same height (if portrait orientation) as its contents. It must not be able to move around inside the film.

Example of landscape orientation



1 Return address zone

- Always preceded by the term 'Sender'.
- Positioned in the upper left corner at least 40 mm from the left edge (to avoid entering the code control zone) and ideally written on one line.
- For magazines and periodicals, etc. the title and publication frequency may also be printed here.

2 Recipient address zone

- Positioned at the lower right hand side at least 15 mm from the right and bottom edges.



2. Addressed letters > Creation - Large Format

3 Franking zone

- Reserved for the franking mark (PP)
- For magazines and periodicals, etc. the name of the deposit office and the agreement number (P number) may also be printed here

4 Code control zone

- The addition of customer and/or advertising information should be avoided as it is possible they may partially encroach upon the white sticker bearing the control code.

new

6.3 Technical specifications for plastic film

- Special instructions for ensuring suitably durable film and seal (mail items must not tear during handling).

	LDPE	HDPE	BIO
Thickness¹	25µm	20µm	40µm
Pull resistance	- longitudinal min. 20 N/mm ² - transversal min. 15 N/mm ²		
Static friction coefficient (after sealing and item against item)	0.40 - 0.65		
Gliding friction coefficient	0.35 - 0.60		
Electrostatic chargeability	< 2 kV		
Length of edges²	Delta between packaging and container: - Vertical < 10 mm - Horizontal < 30 mm		
Seam resistance	Tear resistance of all sealed points (especially printed areas, e.g. address strip): - at least 60% of film rupture resistance - longitudinal min. 4 N/15 mm ² - transversal min. 6 N/15 mm ²		
Seal orientation for folds in landscape mode	Horizontal		
Seal position in relation to address	Seal may not be positioned on the address block		
Opacity of address material area	85% as per ISO1831 standard		

- Antistatic film (no static charge generated during packing process) or treated such that mail items cannot stick together.
- The option for bpost to write on the opaque white strip (using a standard ballpoint pen) or stick a label on the film (e.g. change of address label or non-delivery notification). **Large Format** properties (e.g. shape, dimensions, weight, etc.) shall apply to the mail item in its entirety, including plastic film.

For more information

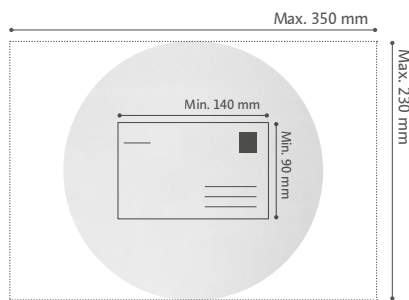
If you have any queries about whether a specific mail item can be handled, contact our Service Center at **02 201 11 11** or send an email to service.centre@bpost.be.

¹ Should the plastic fail to meet the standards set out above, please contact customer.operations@bpost.be in order to have your mail items tested by bpost.

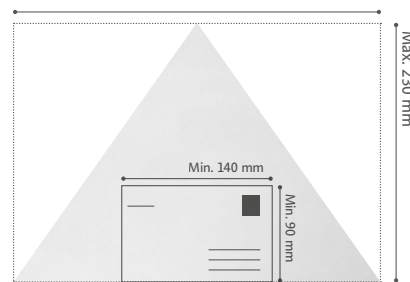
² The maximum edge length must be shorter than the sum of the left and right edges.

Creation - Special Format

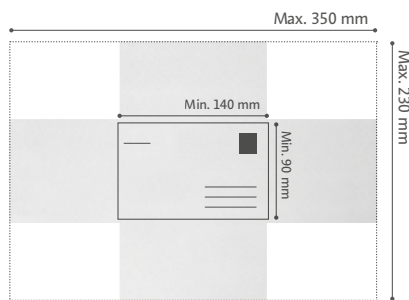
1. Dimensions, weight & thickness



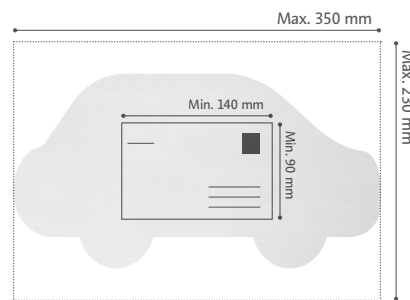
Circle



Triangle



Cross



Car

Shape	Any
Dimensions	Minimum (height) 90 x (length) 140 x (thickness) 0.15 mm (= size of rectangle reserved for addressing and franking area)
Weight	Maximum (height) 230 x (length) 350 x (thickness) 30 mm Maximum 2 kg

Extra Large Option

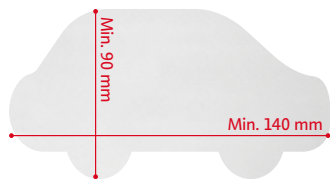
Possible for mail items between 230 and 265 mm high (350 mm long and 30 mm thick).

back mail items

For mail items > 2 kg and/or in roll form.

A **Special Format** item¹ is a non-standard shaped mail item, for delivery in Belgium only. It may be open/pierced. It may also include partially-affixed elements (e.g. objects, cards, envelopes, etc.)

¹ Take care to conform to the postal regulations and the General Terms and Conditions of bpost, especially in respect of mail item contents. bpost's General Terms and Conditions are available at www.bpost.be/site/fr/conditions.html.



Please note

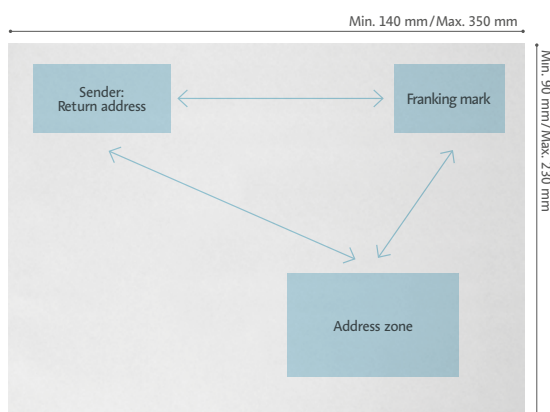
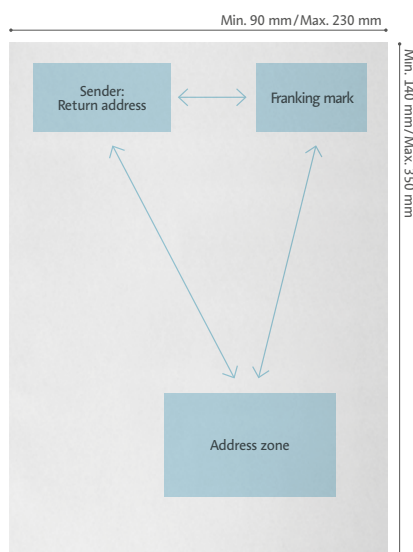


Greater creativity! If one of the sides of your mail item measures at least 90 mm with a perpendicular side of at least 140 mm, it can be accepted as a **Special Format** item subject to prior approval by bpost¹ (this to ensure optimal delivery quality).

2. Visual presentation of your mail items

2.1 General guidelines

- Franking must be in cash only - PP - PB : Port Payé/Port Betaald (postage paid).
- Return address must be stated on all mail items.
- The recipient address, return address and franking mark must be perfectly legible to the naked eye (see **section 1 Addressing and Franking, the Addressing chapter**).
- The recipient address, franking mark and return address (if shown on the front) appear in a rectangle measuring at least 90 x 140 mm.



2.2 Exceptions when using the term 'Sender'

The recipient address, franking mark and return address may be positioned on the same line, so long as the return address is preceded by the word 'Sender'.



¹ Send a PDF of your mail items using the online form available from www.bpost.be/validationspecimen. We will reply to you within 48 hours.

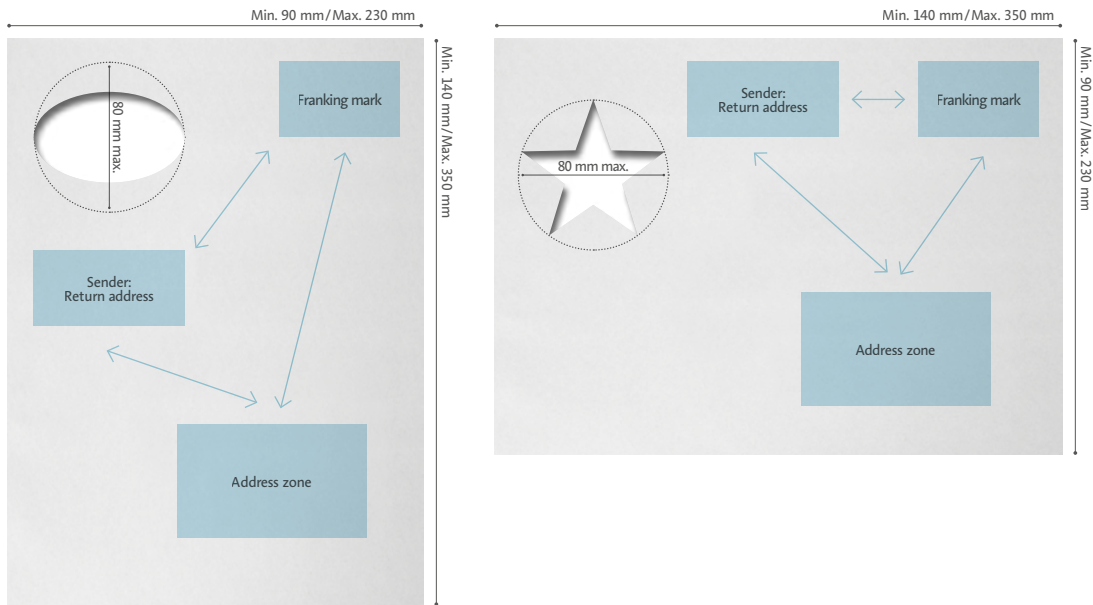
2. Addressed letters > Creation - Special Format

2.3 Rounded and angular items

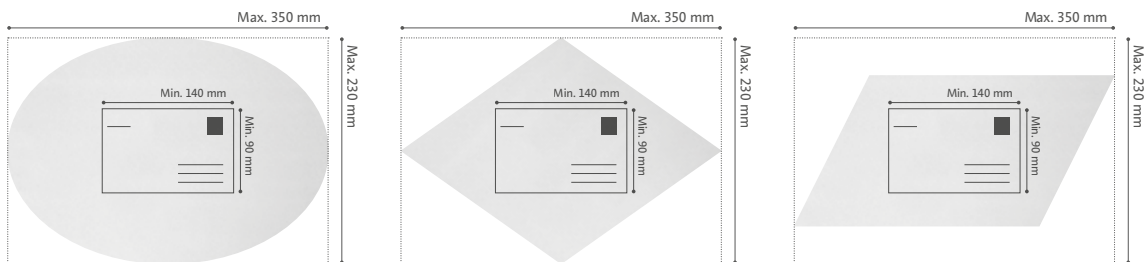
Use rounded edges and avoid sharp corners (i.e. $< 90^\circ$) to avoid damage during the handling of the mail items.

2.4 Examples

Open/pierced mail items: diameter of the circle ≤ 80 mm (see illustration below).



Solid forms



3. Sealing methods for mail items

- Robust closure which cannot open or tear during handling.
- Closure sealing adhesive must not come into contact with any other mail item
- Contents of the mail item must not come out of the envelope, nor must it be possible for them to do so.
- Robust exterior sealing strip (thickness ≥ 0.2 mm) which is suitable for the content

4. Paper characteristics

- Item must be sufficiently robust.
- Paper weight:
 - ≥ 140 g/m² (mail items comprising a single layer of paper, e.g. postcard)
 - ≥ 70 g/m² (mail items comprising several layers of paper, e.g. envelope or self-mailer)

For more information

If you have any queries about whether a specific mail item can be handled, contact our Service Center at **02 201 11 11** or send an email to service.centre@bpost.be.



Mail ID Technology

1. Definition and scope of Mail ID Technology

Mail ID technology is a method of transmitting your address data to bpost before processing your mail items deposited under contract, and involves 2 parts:

- An electronic address file exchange system with bpost.
- The printing of unique Mail ID barcodes (and in some instances a sequence reference code) in each mail item's address box.

To use this technology, prior certification from bpost for each mail item type is required.

Advantages

- More efficient mail item sorting and a better-quality service.
- The quality of addresses in your database improves as you get feedback on non-recognised (non-deliverable) addresses.

Scope

- **Small Format**
- **Large Format**

Deposit terms

- Depositing of 'Letters' or 'Direct Mail' under contract with bpost.
- Use of the e-MassPost app.
- Full compliance with all technical specifications set out in the **Data Exchange Technical Guide** (available from our Service Center: **02 201 11 11**).
- Certification for the type of mail item involved.

For **Large Format** items sorted by Round and sequence, Mail ID barcodes must be printed along with a sequence reference.



2. Certification

Specific certification for each type of product

- **Small Format**
- **Large Format** in an envelope
- **Large Format** wrapped in plastic film
- **Large Format** on plastic (printing on white band)

The certification process validates your technical parameters to enable the exchange of files with bpost (connection, syntax, etc.) and to guarantee that barcodes and sequence reference codes printed on your mail items can be recognised correctly. All information on the certification process can be found in the Data Exchange Technical Guide which is available via customer.operations@bpost.be or by calling our Service Center: **02 201 11 11**.



3. Electronic address file exchange system

Mail ID technology is based on an electronic address file exchange system.

For each mail item, the address file must contain

- The address: street, house number, box number (where appropriate), postcode and area.
- The relevant barcode for each address. This is a unique number allocated per item and cannot be reused within 30 calendar days of the file's date of dispatch.
Optional: at your request, a bar code will be generated for you by bpost and included in the response file.
- Where appropriate, the last name and first name of the recipient (or if the recipient is a legal entity, its address and company name).

More information on file structure and syntax can be found in the **Data Exchange Technical Guide** which is available upon request from customer.operations@bpost.be.

3.1 Mail items with a Mail ID barcode only

bpost will process and analyse the addresses in your file and will then send you a response file containing:

- the recognition rate of your addresses
- a list of addresses that are only partially recognised or unrecognised by bpost (to help you improve your database)
- optional sorting information (sorting plan)
- optional mail ID barcodes

new

An address recognition rate of 80%¹ is required to use mail ID technology for your deposit.
An address recognition rate of 95%¹ or more will entitle you to a Data Quality Discount.



3.2 Mail items with Mail ID barcodes and a sequence reference code

bpost will process and analyse the addresses in your file and will then send you a response file containing:

- the recognition rate of your addresses
- a list of addresses that are only partially recognised or unrecognised by bpost (to help you improve your database)
- sequence reference codes to print on the mail items
- the correct sorting sequence
- optional mail ID barcodes

3.2.1 Round and Sequence sorting V1 (valid until 30/06/2017)¹

The sequence reference code shall contain at least the following information:

- the postcode of the distribution office
- the type and number of the round
- the sequence number

E.g. 1000-Reg - 012/1

- 1000 = postcode of the distribution office
- Reg - 012 = type and number of the round
- /1 = sequence number

¹ To ensure a smooth change over to the new system, a transition period will be in place until 30/06/2017.



2. Addressed letters > Mail ID Technology

For addresses that are only partially recognised or unrecognised by bpost, the sequence reference code will be replaced by one of the following codes:

- '0299': distribution office not found
- 'No-Rte': round not found
- '99999': sequence number not found

Depending on the code generated, you must prepare the mail items as follows:

- response '0299': to be placed in overflow trays (refer only to: **Preparation of your mail items - Packaging, point 6**)
- response 'No-Rte': to be placed at the top of the bundle for the relevant distribution office
- response '99999': to be placed at the end of the relevant round

new

3.2.2 Round and Sequence sorting V2

As of 1st January 2017, the sequence reference code will be composed of the following two elements:

- the sequence reference code for version 1 of the Round and Sequence sorting
- the Large Format sorting plan

This sorting plan is made up of 3 parts:

- a sorting center (E.g. C for Charleroi)
- a machine number (e.g. M1)
- a wave number (e.g. W1)

E.g. C-M1-W1/7500-Reg045/25

The reference code follows the same recognition rules as for V1.

Did you know?

If the electronic file for your deposit also contains the last name and first name of the recipient or the company name, you may be eligible for a Mail ID+ discount.



4. Printing the Mail ID barcode and the sequence reference code

4.1 Mail ID barcodes

In order to ensure optimal readability of barcodes by the sorting machine:

- Barcodes should be printed above the recipient address box. For more addressing information, please see **section 1 Addressing and Franking, Chapter 1 Addressing, point 1**.
- The barcode is set up and printed in accordance with the specifications set out in the **Data Exchange** Technical Guide.



Example of the address with Mail ID barcodes.



For mail items wrapped in plastic film, the Mail ID barcode may not be directly printed on the plastic (unless special certification has been obtained confirming that barcodes are legible and only when the product deposited corresponds to that certified). Ideally, the address and Mail ID barcode will be printed:



- on an opaque white label, affixed to the plastic film.
- on plain paper (of the same width or length as the mail item) and inserted inside the plastic such that it remains securely in place. There must be nothing on the front of the item which might be confused with the recipient address.

Ensure that the Mail ID barcode is not positioned beneath the seal of the plastic film.

4.2 V1 and V2 sequence reference

When depositing **Large Format** items sorted by Round and by sequence, you must print a Mail ID barcode and sequence reference code on every mail item.

In order to ensure optimal readability of barcodes by the sorting machine

- the sequence reference should be printed above and to the right of the recipient address inside the address box
- the address and reference number should be at least 1 cm apart
- sequence reference font size \geq recipient address font size
- the sequence reference should be bold and/or underlined
- the address box layout must comply with the **Large Format** mail item rules
- the various parts of the sequence reference should be of correct order and structure
- the Mail ID barcode should be positioned above the address and the sequence reference above the barcodes (distance \geq 2 mm)

new

V1



V2

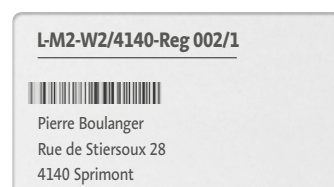


Other possible alternatives

The Mail ID barcode positioned above the address, and the sequence reference code positioned on the same line as the Mail ID barcodes, to its right (at least 5 mm away).



Sequence reference code positioned above the Mail ID barcode, allowing 5 mm between each code.





5. Mail ID file addressing rules

Following the addressing rules will enable the maximum recognition rate for your electronic addresses by bpost.

Full details of these rules are given in the **Data Exchange Technical Guide**, available via **customer.operations@bpost.be** or via our Service Center at **02 201 11 11**.
For details on printing addresses on your mail items, see the **Creation chapters** on **Small, Large** and **Special Format** items.





Preparing your mail items - Packaging

1. Packaging types available for your mail items

All the packaging types shown below can be supplied by bpost with its prior agreement. You can order containers and trays from your MassPost (Hyper)Center.

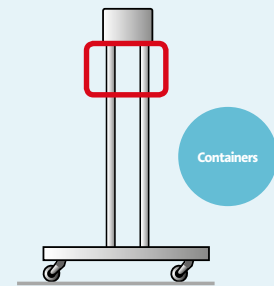
1.1 Containers

Containers enable and facilitate the transport of blue trays (see **point 1.4 of this chapter**).

- volume considered sufficient for a direct container: 10 trays
- gross weight: maximum 500 kg (including container)
- capacity: maximum 24 trays

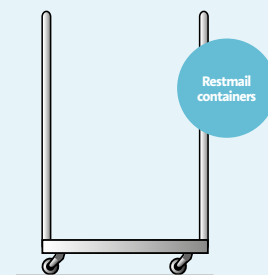
A direct container is a container used for

- a sorting plan or
- distribution office or
- sorting sector or
- sorting center



1.2 Restmail Containers

- The minimum volume for Restmail Containers is 200 kg gross weight or once the container is half full (for mail items going to a distribution office, sorting sector or sorting center).
- Gross weight: maximum 400 kg (including container).



For more information on the rules on sorting plans, distribution offices, sorting sectors or sorting centers, see the chapter on **Preparing your mail items - Sorting options**.

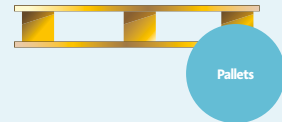




2. Addressed letters > Preparing your mail items - Packaging

1.3 Pallets

- The minimum volume for pallets is 200 kg gross weight (blue trays or bundles) or once the pallet is half full (i.e. height of 80 cm) (for mail items going to a distribution office, sorting sector or sorting center).
- Gross weight: maximum 650 kg (to a maximum height of 1.6 m).



Did you know?

To avoid your mail items falling during transport or handling

- ensure blue trays and bundles are stacked correctly and securely on the pallets
- wrap pallets and their contents with plastic film
- use of metallic strips is prohibited



For more information on bundles, see **point 4.1**.



Did you know?

Cardboard pallet boxes can also be used to pack mail items, but are reserved for international customers only.



new

1.4 Blue trays

Blue trays are bpost's preferred presentation means for

- unsorted mail items
- sorted mail items (by postcode, by sorting sector and by distribution office)
- **Small Format** mail items sorted by sorting plan

They may not contain any bundles.



Every tray has

- a space for affixing a label (105 mm long x 101.6 mm wide) along its length
- a barcode

For more information, see the chapter on **Preparing your mail items - Sorting options**.

Blue tray technical specifications

- Length: 470 mm
- Width: 310 mm
- Height: 230 mm
- Empty weight: 1.371 kg
- Maximum weight (tray & contents): 12 kg

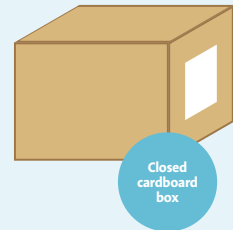


2. Addressed letters > Preparing your mail items - Packaging

1.5 Closed cardboard boxes

This type of packaging is for international customers' use only

- boxes may be only used once they are at least half full
- weight: maximum 7 kg (including box weight)
- box dimensions must be slightly larger than mail item dimensions
- it may not contain any bundles.
- boxes must be properly closed (to avoid mail items falling out during transport or handling at the sorting center)
- each box must be labelled (showing the appropriate notices to indicate sorting type, along with the words 'À distribuer/Te bedelen'). For more information, see the **chapter on Preparing your mail items - Sorting options**.



1.6 Bundles

Refer to **point 4 of this chapter**.



2. Addressed letters > Preparing your mail items - Packaging

2. How to deposit mail items in blue trays

- All mail items must be packed in the same direction (with addresses always facing the same way).
- Mail items must not extend above the tray handles (to ensure that mail items are not damaged when trays are stacked).
- The trays may only contain non-bundled mail items (do not use string etc. to join mail items together).

2.1 Small Format mail items



- Standing up in the tray.
- Franking mark in the upper right-hand corner opposite the space for the label.
- Only C6 format mail items (i.e. one sheet of A4 folded into 4) can be packed in the tray in two rows.

2.2 Large Format mail items

Landscape mode

new



- Flat in the tray.
- With the franking mark clearly visible, on the opposite side from the space for the label.
- Blue tray contents can be divided in 2 (lengthwise), so that you have two stacks of mail items (e.g. two stacks of A4 folded in 2).

Portrait mode



Did you know?

- For sorted mail items, the use of overflow reduces your logistics costs, by avoiding the transport of trays which are not full.
- For **Special Format** items, use a tray of suitable dimensions for the mail items.



new

Always ensure the correct orientation of the franking mark for **Small** and **Large Format** items to render them legible to the sorting machine. Failure to comply with this requirement means a self-adhesive sticker or notice may be affixed to the item, potentially concealing important customer information (advertisements, reference codes, logos, etc.).





2. Addressed letters > Preparing your mail items - Packaging

3. Overflow

Overflow is the term for the items which are left over after sorting and packaging, and which cannot be packed correctly as trays or bundles contain less than the minimum packing requirement.

These surplus items must be placed in blue trays and clearly labelled (see **point 6 of this chapter**).

- Overflow volume = no more than 5% of the total deposit volume.
- If the overflow percentage exceeds 5%, these unsorted mail items will be calculated as follows:

$$\text{Number of overflow pieces} = \frac{\text{Total weight of overflow}}{\text{Average weight of a mail item}} \quad (\text{You will be invoiced a supplement for each overflow piece.})$$

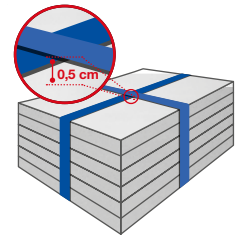
- If the overflow percentage exceeds 20%, these mail items will be deemed to be a separate unsorted deposit and will be invoiced as such.



4. Bundling mail items

4.1 Bundle characteristics

Thickness	Minimum 3 cm Maximum 12 cm
Weight	Maximum 7 kg
Bundling	Securely tied in a cross (to avoid damage to the mail items or bundles coming apart during handling or transport)
Bundle material	Plastic straps are preferred
Durability	Bundles must remain intact after five drop tests (from a height of 1 m onto a concrete floor) and the gap between the strapping and the contents must not exceed 0.5 cm (under their own weight).



Use of elastic or metallic straps is prohibited (materials are incompatible with the automated transport and sorting equipment).
Bundles may not be placed in blue trays and/or cardboard boxes.



4.2 The two bundle types

4.2.1 Direct bundles

- The recipient address must appear on at least the first or the last mail item in the bundle.
- The mail items of each bundle must be arranged by street (in alphabetical order).
- All mail items in a single bundle must be for the same distribution office. (Please refer to **point 7 of this chapter, Important Definitions**).

Addresses are only visible on one side of the bundle



Front of bundle



Back of bundle



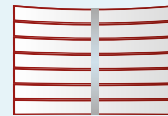
2. Addressed letters > Preparing your mail items - Packaging

4.2.2 Direct bundle by Round and sequence V1 and V2¹

a Direct bundle by Round and sequence V1 (valid until 30/6/2017)

- These comply with the direct bundle conditions.
- Mail items in a single bundle are for one or more mail rounds under the same distribution office.
- The mail items of each bundle must be arranged in ascending round order (i.e. Reg-001, Reg-002, Reg-003).
- The mail items of each bundle must be arranged in ascending sequence order (i.e. Reg-001/1, Reg-001/2, Reg-001/3).
- Each mail item must bear its own sequence reference².
- The sequence reference printed on the mail items must comply with the addressing rules (see **point 4, Mail ID Technology chapter**).

Addresses are only visible on one side of the bundle (as for direct bundles)



→ 1000 - Reg-001/1
→ 1000 - Reg-001/2
→ 1000 - Reg-001/3
→ 1000 - Reg-002/1
→ 1000 - Reg-002/2

Direct bundle by Round and sequence = 1 distribution office

If there are too many mail items for a single bundle intended for a given distribution office, consecutive bundles should be made: each successive bundle continues on from the preceding bundle in terms of rounds and sequences.



new

b Direct bundle by Round and sequence V2 (mandatory as of 1/7/2017)

- The same conditions apply as for direct bundle by Round and sequence V1 (above)
- It includes the additional sorting plan for **Large Format** to be printed along with the reference code. This sorting plan is made up of 3 parts:
 - a sorting center (e.g. C for Charleroi)
 - a machine number (e.g. M1)
 - a wave number (e.g. W1)

Example: C-M1-W1/7500 Reg045/25

¹ For the definition of the different sorting options, please refer to **section 2, Addressed Letter - Preparing your mail items - Sorting options**.

² The sequence reference states the postcode of the distribution office, the type and number of the mail round and the sequence number (i.e. order in which the mail items will be delivered during the round) for each address. E.g. the postcode of the distribution office = 1000, the type and number of the round = Reg-012, the sequence number (order of the address in the round) = 1. Here the sequence reference is: 1000 - Reg-002/1.

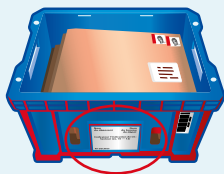


5. How to label appropriately for different packaging

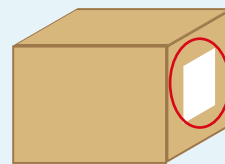
The model below shows all the information to be included on each label.

5.1 Label dimensions

5.1.1 Blue trays and cardboard boxes



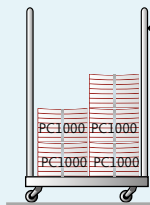
For trays: 101.6 mm x 105 mm



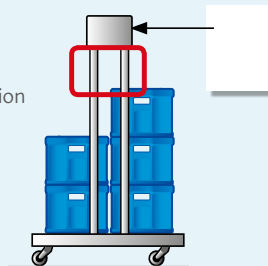
identification
label

For cardboard boxes: A4 or A5
(for international customer use only)

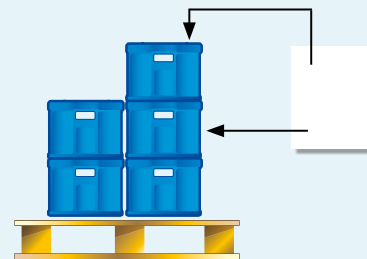
5.1.2 Containers and pallets



For containers:
Restmail: A4 or A5



For containers:
A4 or A5 or
101.6 mm x 105 mm



For pallets:
A4 or A5

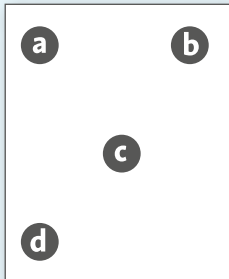
- The pallet must also have 2 identification sheets:
- 1 sheet on one of the shorter sides of the pallet
 - 1 sheet on top of the pallet





2. Addressed letters > Preparing your mail items - Packaging

5.2 Label content and colours



Contents

- **a** customer name (minimum font size: 36)
- **b** deposit number (if available) or unique deposit
- **c** identifier/sorted item (depending on sorting type: see the **chapter on Preparing your mail items - Sorting options**).
 - size = minimum 36 (tray label)
 - size = minimum 72 (container/pallet label)
- **d** sorting type

Colour

- black (or dark) font on white

Examples

Tray label

Customer name	Deposit number
Sorting plan number (E.g. B-W1-E7)	
Sorting plan	

Container/pallet label

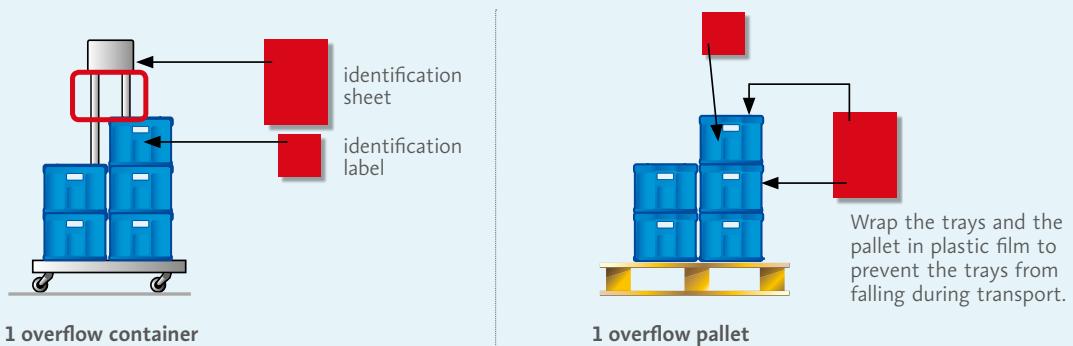
Customer name	Deposit number
Sorting plan number (E.g. B-W1-E7)	
Sorting plan	



6. Dealing with overflow

After sorting, if you still have mail items that you cannot pack in complete trays due to insufficient volume, you can make up overflow trays.

Overflow trays should always be placed in a separate pallet or container.



1 tray = 1 sorting plan
or
1 tray = overflow

Exception

If the overflow volume is below

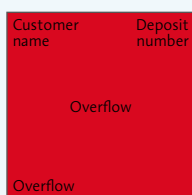
- 10 trays (for packing onto a container)
- 200 kg or 80 cm high (for packing onto pallets)

it may be placed on top of the container containing mail items of the same sorting type and going to the same destination as the sorted product deposit.

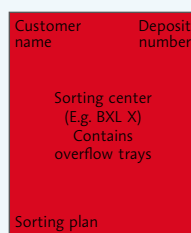
Example

For deposits sorted by sorting plan, the overflow volume should be placed on top of a container containing mail items sorted by the destination sorting center's sorting plan.

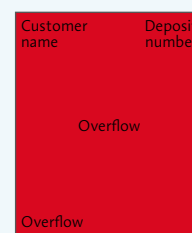
Model label tray



Model A4/A5 containers/ pallets containing overflow



Model A4/A5 containers/ overflow pallet





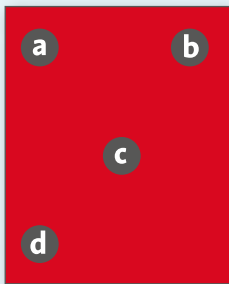
2. Addressed letters > Preparing your mail items - Packaging

Product identification

- for overflow trays: one red label, marked 'overflow'
- if you have placed the overflow trays on top of a container/pallet:
 - containers are identified using a sheet (A4/A5 format tray label)
 - pallets identified using 2 sheets (A4/A5 format) and marked 'contient des bacs overflow' ['contains overflow trays']
- for overflow containers: an identification sheet (A4/A5 format tray label) marked 'overflow'
- for overflow pallets: 2 sheets (A4/A5 format) marked 'Overflow': one sheet on one of the shorter sides of the pallet and one sheet on top of the pallet

Label content and colours

Please note the special rule for 'overflow' labelling: black (or dark) font on red background Alternative: red font on white background.



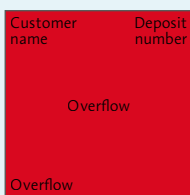
Content

- **a** customer name (minimum font size = 36)
- **b** deposit number (where available) or unique deposit identifier
- for overflow trays **c** and **d**: marked 'Overflow'
- for containers/pallets containing overflow only, and **c** and **d**: marked 'Overflow'
- for sorted containers/pallets with additional overflow
 - **c**: destination of sorted product (depending on sorting type: see **the chapter on Preparing your mail items - Sorting options**) + marked 'Contient des bacs Overflow' ['Contains overflow trays']
 - **d**: sorting type of sorted product

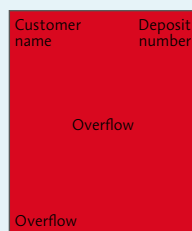
Colour

- black/dark font on red background (or red font on white background)

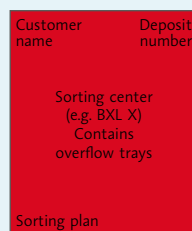
Examples



overflow tray



pallet/container containing overflow only



pallet/container containing mail items destined for Brussels X and sorted by sorting plan

For more information on overflow refer to **point 3 of this chapter**.





2. Addressed letters > Preparing your mail items - Packaging

Did you know?



- For split or spread deposits, additional information must be included on the labels (details in **points 4.3 and 4.4 of the chapter Depositing your mail items**).
- If you are a mail handler and you make several deposits for different customers at the same time, please refer to **the chapter on Depositing your mail items** for the information to be included on the labels.

new

7. Important definitions

bpost handles and delivers the post according to a clearly defined segmentation system, based on national postcodes. These are based around distribution offices, taken in by sorting sectors and allocated to sorting centers, of which there are 5 in Belgium. See the example of Sorting Center distribution below.



Did you know?



There are 5 Sorting Centers in Belgium:
Antwerp X, Brussels X, Charleroi X, Ghent X and Liège X.

- 1 sorting center = several sorting sectors
- 1 sorting sector = several distribution offices
- 1 distribution office = a series of postcodes (for details, see **point 5.2. of this chapter**)

Example of distribution by Sorting center - Sorting sector - Distribution office - Postcodes¹

Sorting center	Brussels												
Sorting sectors	10-12				15-16			17-19			30-34		
Distribution office	1000	1020	...	1210	1500	...	1600	1700	...	1980	3000	...	3450
Postcodes	1000 1005 1006 1007 1008 1009 1011 1012	1020	...	1210 1212	1500 1501	...	1670 1671 1673 1674	1700 1701 1702 1703	...	1980 1981 1982	3000 3001	...	3470 3471 3472 3473

Sorting center	Antwerp X												
Sorting sectors	20-24			25-29			35-39						
Distribution office	2000	...	2490	2500	...	2990	3440	...	3990				
Postcodes	2000	...	2490 2491	2500	...	2990	3440	...	3990				

¹ These distributions may be subject to regular updates. Please always refer to the website www.bpost.be/masspost.



2. Addressed letters > Preparing your mail items - Packaging

Sorting center		Liège X								
Sorting sectors		40-44			45-49			66-69		
Distribution office		4000	...	4880	4500	...	4980	6690	...	6990
Postcodes		4000	...	4880	4500	...	4980 4983 4987	6690	...	6990 6997

Sorting center		Charleroi X													
Sorting sectors		13-14		50-56			60-65			70-73			75-79		
Distribution office		1300	1400	5000	...	5600	6000	...	6590	7000	...	7390	7500	...	7970
Postcodes		1300 1301	14....	5000 5001 5002 5003 5004	...	5680	6000 6001 6010	...	6590 6591 6592 6593 6594 6596	7010 7011 7012 7020 7021 7022 7024 7030 7031 7032 7033 7034	...	7390	7500 7501 7502 7503 7504 7506 7520 7521 7522	...	7970 7971 7972 7973

Sorting center		Ghent X											
Sorting sectors		80-84			85-89			90-94			95-99		
Distribution office		8000	...	8490	8500	...	8980	9000	...	9470	9500	...	9990
Postcodes		8000	...	8490	8500 8501	...	8980	9000	...	9470 9472 9473	9500 9506	...	9990 9991 9992

Please note

The ideal and standard packaging option = containers. Pallet packing is also an option.





unsorted

sorted by sorting plan

sorted by Round and sequence

Preparing your mail items - Sorting options

In this chapter we explain how best to prepare your mail items, according to your preferences, production processes and/or possibly your contract. You can choose whether or not to sort your mail items before depositing them at one of our MassPost (Hyper)Centers. Sorting type determines how you should prepare trays, their contents (container or pallets) as well as their labelling prior to deposit (see the summary table at the end of this chapter).

new

1. The different sorting options

Your mail items may be:

- unsorted: deposited without prior sorting
- sorted by sorting plan (a sorting plan involves a series of non-consecutive postcodes)
- sorted by Round and sequence (unique or multi)
 - Two options:
 1. V1: mail items sorted by sorting sector (bundled by distribution office) and arranged by mail round and in ascending sequence order
 2. V2: mail items sorted by **Large Format** sorting plan (bundled by distribution office) and arranged by mail round and in ascending sequence order. A sorting plan covers a series of non-consecutive postcodes and has three parts, for example: C-M1-W2.

2. Minimum number of mail items per sorting type

new

How best to prepare your mail items depending on the various options¹?

	Unsorted	Sorted by Sorting plan	Sorted by Round and sequence V1 and V2
	500 mail items or more	25,000 mail items or more	10,000 mail items or more per sorting sequence
Small Format	✓		
Small Format + Mail ID	✓	✓	
Large Format	✓		
Large Format + Mail ID	✓		✓
Special Format	✓		



¹ The appropriate sorting type varies depending on mail item type.



2. Addressed letters > Preparing your mail items - Sorting options

unsorted

sorted by sorting plan

sorted by Round and sequence

3. Unsorted mail items

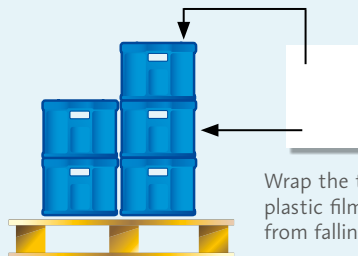
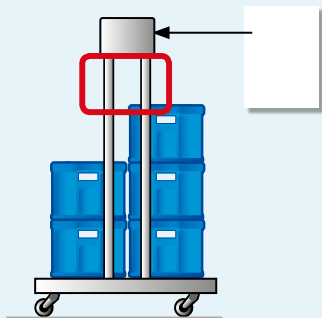
An unsorted deposit means that mail items have not been presorted according to one of the bpost sorting methods (as outlined in this chapter).

3.1 Maximum and minimum volume per deposit

	MassPost Center	HyperCenter MassPost
Unsorted Small Format mail items	500 > 50,000	500 > ... (unlimited)
Unsorted Large or Special Format mail	500 > 20,000	500 > ... (unlimited)

3.2 Packaging and labelling

Trays placed in containers/on pallets



Wrap the trays and the pallet in plastic film to prevent the trays from falling during transport.

Identification of the contents

- for containers: an identification sheet (A4/A5 tray label format)
- for pallets: 2 sheets (A4 or A5): one sheet on one of the shorter sides of the pallet and one sheet on top of the pallet

A4/A5 Model

Customer name	Deposit number
Unsorted	
Unsorted	

Information to be included

- customer name (minimum font size: 36)
- deposit number or unique deposit identifier
- unsorted (destination - minimum font size: 72)
- mail item sorting option: unsorted

2. Addressed letters > Preparing your mail items - Sorting options

unsorted

sorted by sorting plan

sorted by Round and sequence

4. Sorted mail items per sorting plan (for Small Format items)

A sorting plan covers a series of non-consecutive postcodes and has a three-part code, for example:

Sorting plan example: B-W1-E7

Each sorting plan is part of a sorting zone determined by the first two parts of the code. Several sorting plans are covered by a single sorting zone.

Sorting zone example: B-W1

The list of sorting plans and sorting zones is available on the website www.bpost.be/masspost.

4.1 Maximum and minimum volume per deposit

	MassPost Center	HyperCenter MassPost
Small Format mail items sorted by sorting plan	25,000 > 50,000	25,000 > ... (unlimited)



2. Addressed letters > Preparing your mail items - Sorting options

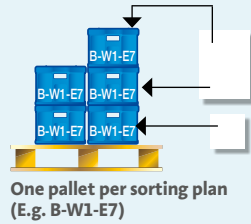
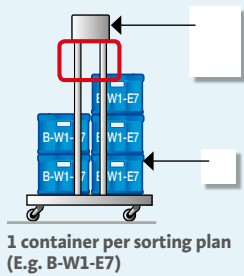
unsorted

sorted by sorting plan

sorted by Round and sequence

4.2 Packaging and labelling

4.2.1 In containers/on pallets by sorting plan



1 tray = 1 sorting plan

Wrap the trays and the pallet in plastic film to prevent the trays from falling during transport.

All mail items should be packaged in trays.

Each tray must only contain mail items destined for the same sorting plan. Each container or pallet must only contain mail trays destined for the same sorting plan.

Identification of the contents

- for trays: a label
- for containers: an identification sheet (A4/A5 tray label format)
- for pallets: 2 sheets (A4/A5 format): one sheet on one of the shorter sides of the pallet and one sheet on top of the pallet

Model label

Customer name	Deposit number
Sorting plan number (E.g. B-W1-E7)	
Sorting plan	

Information to be included

- customer name (minimum font size: 36)
- deposit number or unique deposit identifier
- sorting plan number (destination - minimum font size: 36)
- sorting option: sorting by sorting plan

A4/A5 example

Customer name	Deposit number
Sorting plan number (E.g. B-W1-E7)	
Sorting plan	

Information to be included

- customer name (minimum font size: 36)
- deposit number or unique deposit identifier
- sorting plan number (destination - minimum font size: 72)
- sorting option : sorting by sorting plan

4.2.2 In containers/on pallets by sorting zone

The diagram illustrates the correct and incorrect ways to pack mail items in trays and on pallets. It shows two main scenarios: sorting by sorting zone and sorting by sorting plan.

Sorting by sorting zone (B-W1):

- Incorrect:** A container or pallet with multiple trays of different sorting plans (e.g., B-W1-E7 and B-W1-S5) is crossed out with a red X. This is labeled "Sorting plan (E.g.: B-W1-E7)" and "Sorting plan (E.g.: B-W1-S5)".
- Correct:** A container or pallet with multiple trays of the same sorting zone (B-W1) but different sorting plans (E7 and S5) is shown. This is labeled "1 container per sorting zone (B-W1) = several sorting plans".

Sorting by sorting plan (E7, S5):

- Incorrect:** A pallet with trays of different sorting plans (E7 and S5) is crossed out with a red X. This is labeled "Sorting plan: E7" and "Sorting plan: S5". Dimensions are given as "< 80 cm OR < 200 kg".
- Correct:** A pallet with multiple trays of the same sorting plan (B-W1-S5) is shown. This is labeled "1 pallet per sorting zone (E.g.: B-W1) = several sorting plans". Dimensions are given as "< 80 cm OR < 200 kg".

A blue tray is shown with the label "1 tray = 1 Sorting plan".

Wrap the trays and the pallet in plastic film to prevent the trays from falling during transport.

All mail items should be packed in trays.

Each tray must only contain mail items destined for the same sorting plan.

If you do not have enough trays to fill

- one complete container (minimum 10 trays) per sorting plan
 - one complete pallet (minimum 200 kg or 80 cm high) per sorting sector
- you can add to it trays destined for other sorting plans which are part of the same sorting zone.

Identification of the contents

- for trays: a label
- for containers: an identification sheet (A4/A5 tray label format)
- for pallets: 2 sheets (A4/A5 format): one sheet on one of the shorter sides of the pallet and one sheet on top of the pallet

Model label

Customer name	Deposit number
Sorting plan number (E.g. B-W1-E7)	
Sorting plan	

Information to be included

- customer name (minimum font size: 36)
- deposit number or unique deposit identifier
- sorting plan number (destination - minimum font size: 36)
- sorting option: sorting by sorting plan

A4/A5 example

Customer name	Deposit number
Sorting plan number (E.g. B-W1-E7)	
Sorting plan	

Information to be included

- customer name (minimum font size: 36)
- deposit number or unique deposit identifier
- sorting zone number (destination - minimum font size: 72)
- sorting option: sorting by sorting plan

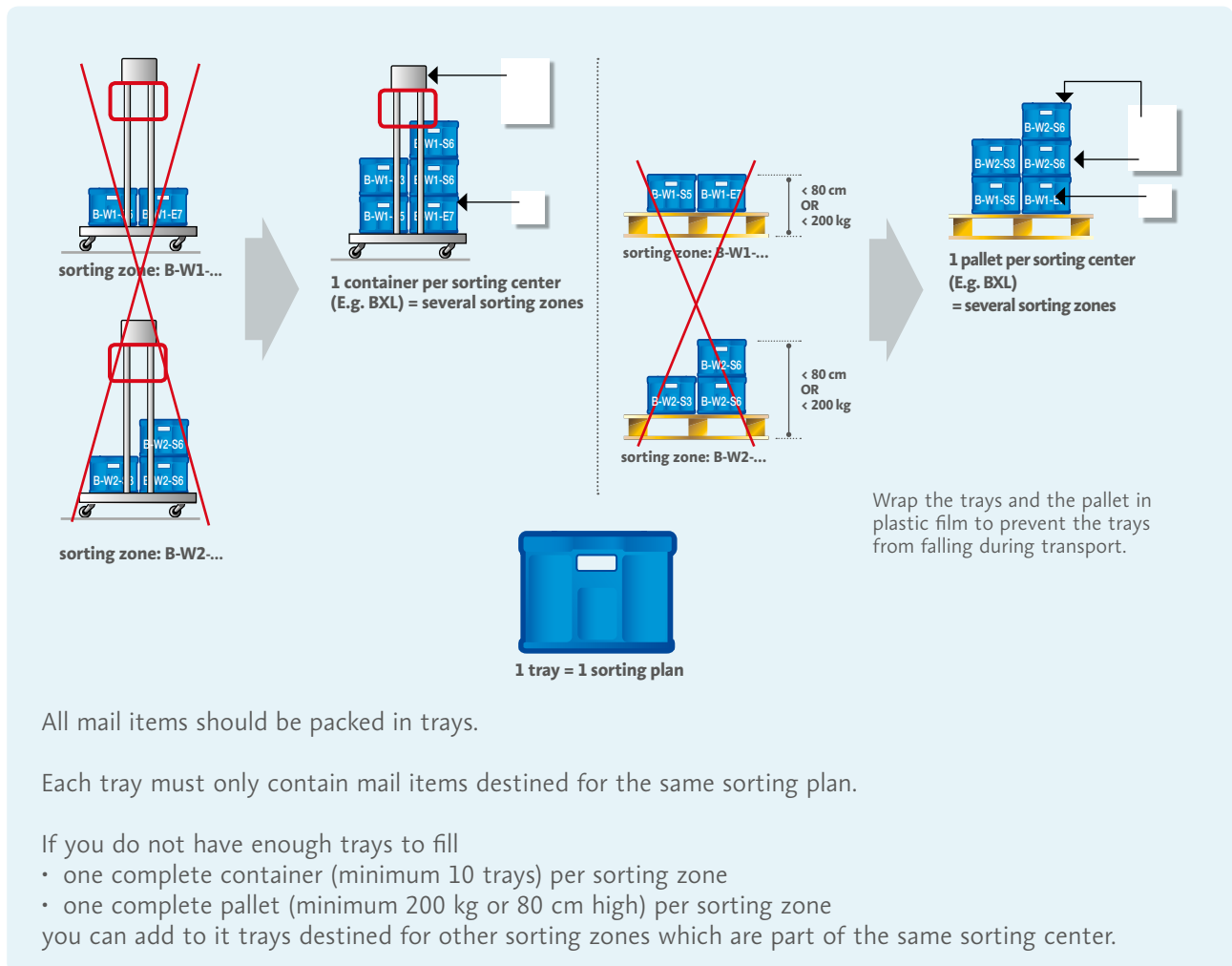
✉ 2. Addressed letters > Preparing your mail items - Sorting options

unsorted

sorted by sorting plan

sorted by Round and sequence

4.2.3 In containers/on pallets by sorting center



Identification of the contents

- for trays: a label
- for containers: an identification sheet (A4/A5 tray label format)
- for pallets: 2 sheets (A4/A5 format): one sheet on one of the shorter sides of the pallet and one sheet on top of the pallet

Model label

Customer name	Deposit number
Sorting plan number (E.g. B-W1-E7)	
Sorting plan	

Information to be included

- customer name (minimum font size: 36)
- deposit number or unique deposit identifier
- sorting plan number (destination - minimum font size: 36)
- sorting option: sorting by sorting plan

A4/A5 example

Customer name	Deposit number
Sorting center (e.g. BXL X)	
Sorting plan	

Information to be included

- customer name (minimum font size: 36)
- deposit number or unique deposit identifier
- sorting center (destination - minimum font size: 72)
- sorting option: sorting by sorting plan



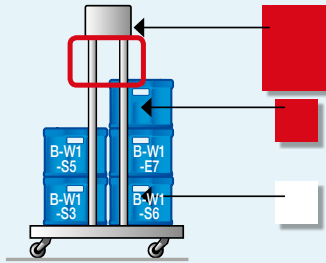
2. Addressed letters > Preparing your mail items - Sorting options

unsorted

sorted by sorting plan

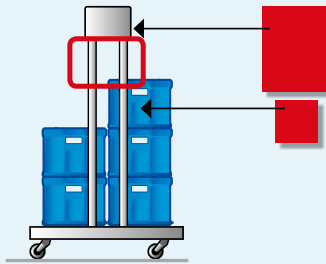
sorted by Round and sequence

4.2.4 In containers/on pallets in overflow

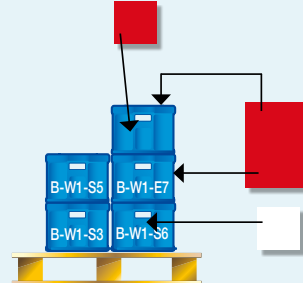


E.g. 1 container per sorting center
= several sorting zones + overflow tray(s)

or

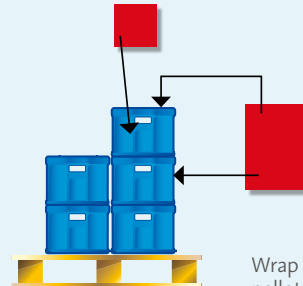


E.g. 1 overflow container



E.g. 1 pallet per sorting center
= several sorting zones + overflow tray(s)

or



E.g. 1 overflow pallet

Wrap the trays and the pallet in plastic film to prevent the trays from falling during transport.

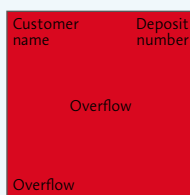


1 tray = 1 sorting plan
or
1 tray = overflow

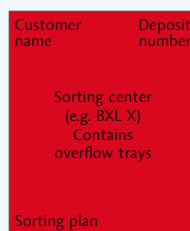
After sorting, if you still have mail items that you cannot pack in complete trays (per sorting plan) due to insufficient volume, you can make up overflow trays.

To identify containers, pallets and trays containing Overflow, please refer to the **chapter on Preparation of your mail items - Packaging, point 6.**

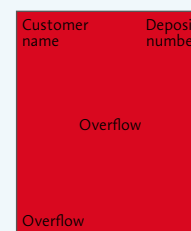
Model label tray



Model A4/A5 containers/pallets containing overflow



Model A4/A5 overflow containers/pallets





5. Mail items sorted by Round and sequence

5.1 The 2 Round and sequence sorting types

Sorting by Round and sequence is the finest level of sorting. It states the round and delivery distribution sequence on each item.

5.1.1 Multi Round and sequence

Deposits comprise several consignments (e.g. following message segmentation). Each consignment is **sorted individually by Round and sequence** in accordance with the following rules:

- the single deposit criteria must be followed within each consignment (see the **chapter on Depositing your mail items, point 1**)
- each consignment contains at least 10,000 mail items sorted in a single sorting sequence

Exception: where there is a change in language (or where content and message personalisation is identical for each language), you may announce your deposit as a unique Round and sequence (the minimum of 10,000 mail items per consignment no longer applies).

5.1.2 Unique Round and sequence

Deposits can be made up of one or more consignments, sorted in a **single sorting sequence** (exception: one consignment per authorised language).

Criteria for single deposits must be met (see the **chapter on Depositing your mail items, point 1**).

- Mail items > 1kg should ideally be placed directly onto pallets and sorted by distribution office. Please note, every mail item will bear a sequence reference.
- All other packaging rules given in the following point on **'Packaging and labelling'** shall still apply.



Did you know?

The sequence number or reference refers to the mail items' distribution sequence for each round.



5.2 Minimum and maximum volume per deposit

	Center MassPost	HyperCenter MassPost
Large Format mail items sorted by Round and sequence	10,000 > 20,000	10,000 > ... (unlimited)

For more information on addressing-related technical specifications for sorting by Round and by sequence, see the **chapter on Mail ID Technology**.



2. Addressed letters > Preparing your mail items - Sorting options

unsorted

sorted by sorting plan

sorted by Round and sequence

new

5.3 Sorted mail items by Round and sequence V1¹ and V2²

Preparation for sorting by Round and sequence involves:

- sorting your mail items from the same deposit by sorting sector and by distribution office for sorting by round and sequence V1
- sorting your mail items from the same deposit by Large Format sorting plan and by distribution office for sorting by round and sequence V2
- packing your mail items into direct bundles by distribution office (no trays). In each bundle, mail items are sorted in ascending order of rounds and following their sequence.

All this information is transmitted in bpost's response file.

Details on mail item bundling are covered in the **chapter Preparing your Mail Items - Packaging, point 4**.

Each bundle contains mail items destined for one or more mail rounds, belonging to the same distribution office. Characteristics:

- in each bundle: mail items classified in ascending round order (e.g. Reg-001, Reg-002, Reg-003)
- in each round: mail items classified in ascending sequence order (e.g. Reg-001/1, Reg-001/2, Reg-001/3)
- each mail item bears its own sequence reference.
- the sequence reference and the Mail ID barcode must comply with the addressing rules (see **Mail ID Technology chapter, point 4**).

Did you know?

Mail items sorted by Round and sequence are always packed into direct bundles. Bundles should ideally be placed onto pallets.



¹ Sorting type valid until 30/06/2017.

² Sorting type mandatory as of 01/07/2017.



2. Addressed letters > Preparing your mail items - Sorting options

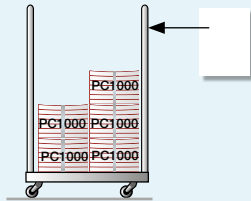
unsorted

sorted by sorting plan

sorted by Round and sequence

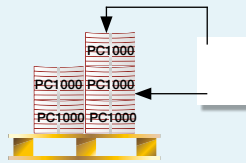
5.4 Packaging and labelling V1

5.4.1 On pallets/in Restmail containers by distribution office

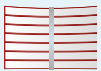


1 container per Brussels Mail distribution office

or



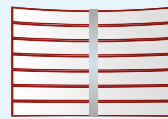
1 pallet per distribution office 1000



1 bundle = 1 distribution office

Wrap the bundles and the pallet with plastic film to prevent the bundles from falling during transport.

1000



→ 1000 - Reg-001/1
→ 1000 - Reg-001/2
→ 1000 - Reg-001/3
→ 1000 - Reg-002/1
→ 1000 - Reg-002/2
→ 1000 - Reg-002/3

1000



→ 1000 - Reg-002/4
→ 1000 - Reg-005/1
→ 1000 - Reg-005/2
→ 1000 - Reg-006/1
→ 1000 - Reg-006/2
→ 1000 - Reg-006/3

example of 2 successive bundles for the same distribution office

All mail items are packaged in direct bundles.

Each pallet or Restmail Container must only contain mail items destined for the same distribution office.

Identification of the contents

- for Restmail containers: a sheet (A4/A5 tray label format)
- for pallets: 2 sheets (A4/A5 format): one sheet on one of the shorter sides of the pallet and one sheet on top of the pallet

A4/A5 Model

Customer name	Deposit number
Postcode of the DO (E.g.: 1000)	
Sorting by Round and sequence V1	

Information to be included

- customer name (minimum font size: 36)
- deposit number or unique deposit identifier
- postcode of the distribution office (destination - minimum font size: 72)
- sorting option: sorting by Round and sequence V1



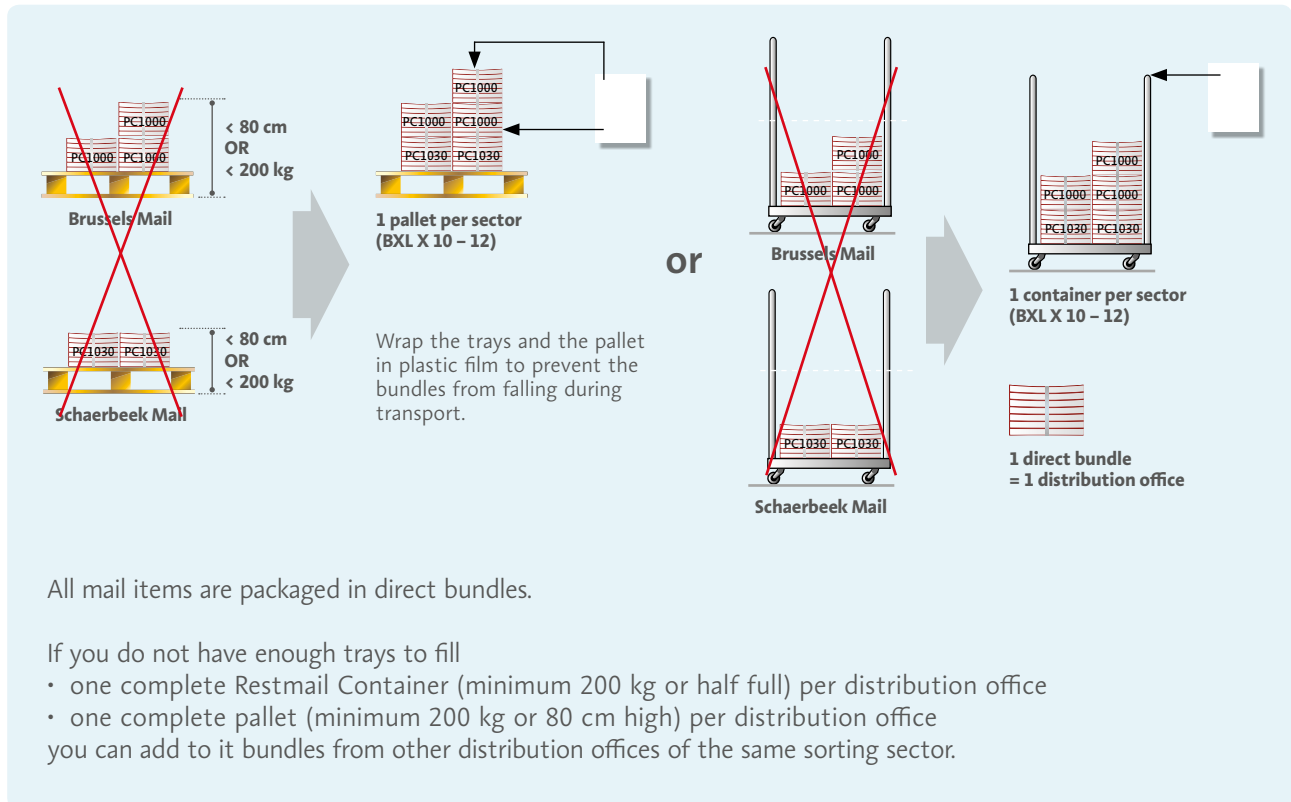
2. Addressed letters > Preparing your mail items - Sorting options

unsorted

sorted by sorting plan

sorted by Round and sequence

5.4.2 On pallets/in Restmail containers by sorting sector



Identification of the contents

- for bundles: must be separated by distribution office using a cardboard or paper divider the same size as the floor of the Restmail container or pallet, stating the following indications:
 - sector (example: 10 – 12)
 - stating 'sorting by Round and sequence'
- for Restmail containers: a sheet (A4/A5 tray label format)
- for pallets: 2 sheets (A4/A5 format): one sheet on one of the shorter sides of the pallet and one sheet on top of the pallet

A4/A5 Model

Customer name	Deposit number
Sector number (E.g. 10 - 12)	
Sorted by Round and sequence V1	

Information to be included

- customer name (minimum font size: 36)
- deposit number or unique deposit identifier
- sorting sector number (destination - minimum font size: 72)
- sorting option: sorting by Round and sequence V1



2. Addressed letters > Preparing your mail items - Sorting options

unsorted

sorted by sorting plan

sorted by Round and sequence

5.4.3 On pallets/in Restmail containers by sorting center

All mail items are packaged in direct bundles.

If you do not have enough trays to fill

- one complete Restmail Container (minimum 200 kg or half full) per sorting sector
- one complete pallet (minimum 200 kg or 80 cm high) per sorting sector

you can add to it bundles from other sorting sectors of the same sorting center.

Identification of the contents

- for bundles: must be separated by sorting sector using a cardboard or paper divider the same size as the floor of the Restmail container or pallet, stating the following indications:
 - sector (example: 10 – 12)
 - stating 'sorting by Round and sequence'
- for Restmail containers: a sheet (A4/A5 tray label format)
- for pallets: 2 sheets (A4/A5 format): one sheet on one of the shorter sides of the pallet and one sheet on top of the pallet

A4/A5 Model

Customer name	Deposit number
Sorting center (E.g. BXL X)	
Sorted by Round and sequence V1	

Information to be included

- customer name (minimum font size: 36)
- deposit number or unique deposit identifier
- sorting center (destination - minimum font size: 72)
- sorting option: sorting by Round and sequence V1



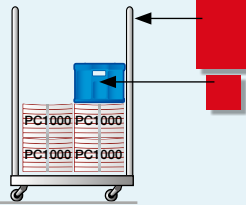
2. Addressed letters > Preparing your mail items - Sorting options

unsorted

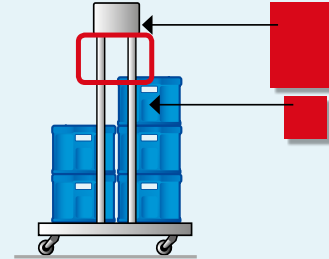
sorted by sorting plan

sorted by Round and sequence

5.4.4 On pallets/in containers with overflow trays

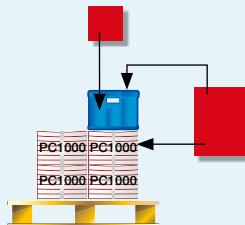


E.g. 1 container per sorting sector
= several distribution offices
+ overflow tray(s)



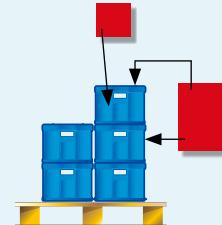
E.g. 1 overflow container

or



E.g. 1 pallet per sorting sector
= several distribution offices
+ overflow tray(s)

or



E.g. 1 overflow pallet



1 direct tray = 1 distribution office
1 tray = overflow

Wrap the trays and the pallet in plastic film to prevent the bundles from falling during transport.

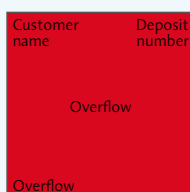
After sorting, if you still have mail items that you cannot pack in direct bundles (per sorting plan)

- due to insufficient volume
- or because the distribution office could not be found (system code '0299'), see the **chapter on Mail ID Technology, point 3.**

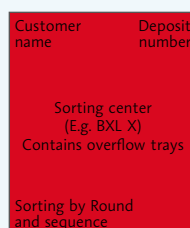
you can make up overflow trays.

To identify containers, pallets and trays containing Overflow, please refer to the **chapter on Preparation of your mail items - Packaging, point 6.**

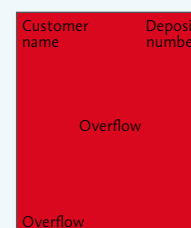
Model label tray



Model A4/A5 containers/pallets containing overflow



Model A4/A5 overflow containers/pallets





2. Addressed letters > Preparing your mail items - Sorting options

unsorted

sorted by sorting plan

sorted by Round and sequence

new

5.5 Mail items sorted by Round and sequence V2

5.5.1 On pallets/in Restmail containers by sorting plan



1 bundle
= 1 distribution office (e.g. 2000 ... 3200 or 3500 ... 3999)



→ A-M1-W1/2000-Reg 001/1
→ A-M1-W1/2000-Reg 001/2
→ A-M1-W1/2000-Reg 001/3
→ A-M1-W1/2000-Reg 002/1
→ A-M1-W1/2000-Reg 002/2
→ A-M1-W1/2000-.....

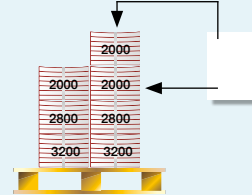


→ A-M1-W1/2000-Reg 002/4
→ A-M1-W1/2000-Reg 005/1
→ A-M1-W1/2000-Reg 005/2
→ A-M1-W1/2000-Reg 006/1
→ A-M1-W1/2000-Reg 006/2
→ A-M1-W1/2000-.....



→ A-M1-W1/2800-Reg 002/4
→ A-M1-W1/2800-Reg 005/1
→ A-M1-W1/2800-Reg 005/2
→ A-M1-W1/2800-Reg 006/1
→ A-M1-W1/2800-Reg 006/2
→ A-M1-W1/2800-.....

...



One pallet* per sorting plan (E.g. A-M1-W1)

Wrap the trays and the pallet in plastic film to prevent the bundles from falling during transport.

* Packaging also applicable for Restmail containers

All mail items are packaged in direct bundles.

Each pallet or Restmail container must only contain mail items destined for the same sorting plan.

Identification of the contents

- for Restmail containers: a sheet (A4/A5 tray label format)
- for pallets: 2 sheets (A4/A5 format): one sheet on one of the shorter sides of the pallet and one sheet on top of the pallet

A4/A5 Model

Customer name	Deposit number
A-M1-W1 (DO: 2000-....3200)	
Sorting by Round and sequence V2	

Information to be included

- customer name (minimum font size: 36)
- deposit number or unique deposit identifier
- Large Format sorting plan reference + sorting plan's DO (destination – minimum font size: 72)
- sorting option: sorting by Round and sequence V2

5.5.2 On pallets/in Restmail containers by sorting machine

1 bundle = 1 distribution office (e.g. 2000 ... 2999 or 3500 ... 3999)

W1
 2000
 → A-M1-W1/2000-Reg 001/1
 → A-M1-W1/2000-Reg 001/2
 → A-M1-W1/2000-.....

W2
 2020
 → A-M1-W1/2020-Reg 001/1
 → A-M1-W1/2020-Reg 002/1
 → A-M1-W1/2020-.....

W2
 2060
 → A-M1-W2/2060-Reg 001/1
 → A-M1-W2/2060-Reg 002/1
 → A-M1-W2/2060-.....

W3
 3500
 → A-M1-W2/3500-Reg 001/1
 → A-M1-W2/3500-Reg 002/1
 → A-M1-W2/3500-.....

W3
 3680
 → A-M1-W3/3680-Reg 001/1
 → A-M1-W3/3680-Reg 002/1
 → A-M1-W3/3680-.....

One pallet* per sorting machine (e.g. A-M1-W1...W3)

Wrap the trays and the pallet in plastic film to prevent the bundles from falling during transport.

... * Packaging also applicable for Restmail containers

All mail items are packaged in direct bundles.

Each pallet or Restmail container must only contain mail items destined for the same sorting center and the same sorting machine.

Identification of the contents

- for Restmail containers: a sheet (A4/A5 tray label format)
- for pallets: 2 sheets (A4/A5 format): one sheet on one of the shorter sides of the pallet and one sheet on top of the pallet

A4/A5 Model

Customer name	Deposit number
A-M1-W1...W3	
Sorted by Round and sequence V2	

Information to be included

- customer name (minimum font size: 36)
- deposit number or unique deposit identifier
- different Large Format sorting plans (destination – minimum font size: 72)
- sorting option: sorting by Round and sequence V2



2. Addressed letters > Preparing your mail items - Sorting options

5.5.3 On pallets/in Restmail containers by sorting center

1 bundle = 1 distribution office
(E.g. 2000 ... 2999
or 3500 ... 3999)

→ A-M1-W1/2000-Reg 001/1
→ A-M1-W1/2000-Reg 001/2
→ A-M1-W1/2000-.....

→ A-M1-W2/2020-Reg 001/1
→ A-M1-W2/2020-Reg 002/1
→ A-M1-W2/2020-.....

→ A-M2-W2/2060-Reg 001/1
→ A-M2-W2/2060-Reg 002/1
→ A-M2-W2/2060-.....

→ A-M2-W2/3500-Reg 001/1
→ A-M2-W2/3500-Reg 002/1
→ A-M2-W2/3500-.....

→ A-M2-W3/3680-Reg 001/1
→ A-M2-W3/3680-Reg 002/1
→ A-M2-W3/3680-.....

... **A-M3-W1/3880-...**

One pallet* per sorting center
(E.g. A-M1-W1, ..., A-M3-W5)

Wrap the bundles and the pallet with plastic film to prevent the bundles from falling during transport.

* Packaging also applicable for Restmail containers

All mail items are packaged in direct bundles.

Each pallet or Restmail container must only contain mail items destined for the same sorting center.

Identification of the contents

- for bundles: must be separated by sorting machine using a cardboard or paper divider the same size as the floor of the Restmail container or pallet, stating the following criteria:
 - sorting center reference
 - stating 'sorting by Round and sequence V2'
- for Restmail containers: a sheet (A4/A5 tray label format)
- for pallets: 2 sheets (A4/A5 format): one sheet on one of the shorter sides of the pallet and one sheet on top of the pallet

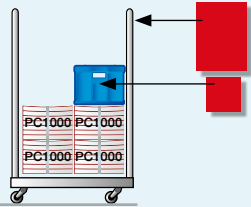
A4/A5 Model

Customer name	Deposit number
Sorting center (A-M1-W1 A-M3-W5)	
Sorted by Round and sequence V2	

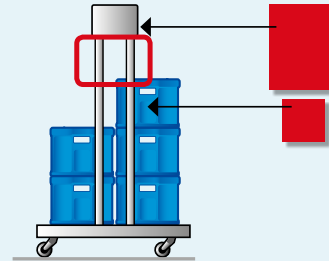
Information to be included

- customer name (minimum font size: 36)
- deposit number or unique deposit identifier
- sorting center (+ different Large Format sorting plans) (destination - minimum font size: 72)
- sorting option: sorting by Round and sequence V2

5.5.4 On pallets/in containers with overflow trays

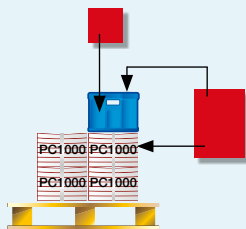


E.g. 1 container per sorting sector
 = several distribution offices
 + overflow tray(s)



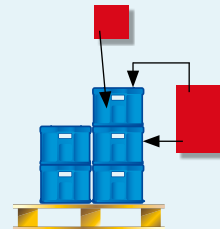
E.g. 1 overflow container

or



E.g. 1 pallet per sorting machine
 = A-M1-W1...W3
 + overflow tray(s)

or



E.g. 1 overflow pallet



1 direct tray = 1 distribution office or
 1 tray = overflow

Wrap the bundles and the pallet with plastic film to prevent the bundles from falling during transport.

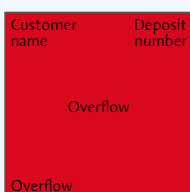
After sorting, if you still have mail items that you cannot pack in direct bundles (by sorting plan)

- due to insufficient volume,
- or because the distribution office could not be found (system code '0299'), see the **chapter on Mail ID Technology, point 3.**

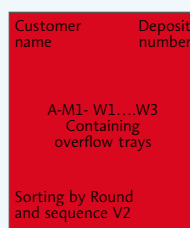
you can make up overflow trays.

To identify containers, pallets and trays containing Overflow, please refer to the **chapter on Preparation of your mail items - Packaging, point 6.**

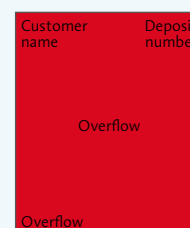
Model label tray



**Model A4/A5 containers/
 pallets containing overflow**

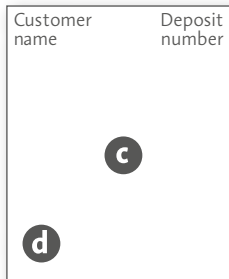


**Model A4/A5 overflow
 containers/pallets**



6. Annex

Tray/container/pallet label



new

Sorting type	Required notices c	Required notices c Containers/ pallet ¹		Required notices d	
	Packaging	Packaging	Alternative 1	Alternative 2	
Unsorted	In unsorted trays	Unsorted			Unsorted
Sorted by sorting plan	In trays by sorting plan E.g. B-W1-E7	By sorting plan number E.g. B-W1-E7	By sorting zone number E.g. B-W1	By sorting center name E.g. Brussels X	Sorted by sorting plan
Sorted by Round and sequence V1	In bundles only (no trays)	By postcode of distribution office E.g. 1000	By sector number E.g. 10-12	By sorting center name and sorting sectors E.g. 10-12 & 13-16	Sorted by Round and sequence V1
Sorted by Round and sequence V2	In bundles only (no trays)	By Large Format sorting plan E.g. A-M1-W1	By sorting machine E.g. A-M1-W1...W3	By sorting center E.g. A-M1-W1,...,A-M3-W5	Sorted by Round and sequence V2
Overflow (full)	Overflow (in trays, no bundles)	Overflow			Overflow
Containing overflow	Overflow (in trays, no bundles)	Deposited on pallets destined for the initial deposit sorting center E.g. Brussels X			Product sorting type

Alternative 1: if you don't have enough mail items to fill one complete container (minimum 10 trays) or one complete pallet (min 200 kg or 80 cm high) as per Group 1, you can add to it trays as per Alternative 1.

Alternative 2: if you don't have enough mail items to fill one complete container (minimum 10 trays) or one complete pallet (min 200 kg or 80 cm high) as per Group 2, you can add to it trays as per Alternative 2.

¹ Where complete containers/pallets are destined for the same sorting center, it is recommended that the name of the sorting center be added to the label.

Depositing your mail items

This chapter sets out the deposit process and describes the e-MassPost online app (you can use this to schedule and announce your deposits).

1. Definition of a deposit

A deposit is a physical handover of mail items.

All deposits must be accompanied by a deposit **authorisation** or a **deposit statement**.

This document is available online www.bpost.be/masspost (in the deposit scheduling and announcement section).

1.1 Definition of a deposit

A deposit includes mail items

- of 500 items or more
- in **Small, Large** or **Special Format**
- of the same dimensions¹, packaging and format (**Small, Large** or **Special**)
- subject to the same sorting type
- bearing a return address situated in Belgium on each item
- deposited in trays and/or containers supplied by bpost²

1.2 The various stages of a deposit (depending on the product in question)



2. e-MassPost, the online app for scheduling and announcing your deposits

e-MassPost is a completely free online app available from the bpost website www.bpost.be/e-masspost. It ensures that both you and bpost can better manage your deposits, schedule your deposits and create your deposit authorisation. Its use is mandatory for certain items.

2.1 Services available via e-MassPost

- Managing your deposits (e.g.: Pre-Booking, Booking and Announcement).
- Tracking your deposits online (even when you work with third parties).
- Viewing your contracts.

¹ The rule about the same dimensions does not apply to **Small Format** 'letter' type items.

² In the case of a foreign sender, the deposit may be done in cardboard boxes.



2. Addressed letters > Depositing your mail items

- Downloading your deposit data.
- Managing user access (internal and external) to the application.
- Requesting and managing pre-approval requests for Direct Mail specimen content.

Did you know?

You can request your user account from your sales contact or by calling the Service Center on **02 201 11 11**. For more information, see the e-MassPost guide on our website www.bpost.be/e-masspost.



3. Process for scheduling a deposit

3.1 Basic rule

The scheduling of deposits is mandatory for volumes upwards of

- 100,000 items (**Small Format**)
- 50,000 items (**Large Format**)
- 10,000 items (**Special Format**)

In such cases, deposit information must be submitted via e-MassPost at least 5 working days before the deposit.

For volumes lower than those specified above, scheduling is optional.

In some cases, scheduling can result in operational savings as set out in the General Terms and Conditions for Addressed Mail Items¹.

3.2 For certain bpost items², there is a two-stage scheduling process

- Pre-Booking (pré-réservation)
- Booking (réservation)

Le non-respect de ces prescriptions de planification peut notamment, et sans porter atteinte aux Conditions Générales de bpost ainsi qu'aux Conditions Générales des envois adressés (national), entraîner un ralentissement dans le délai d'acheminement de vos envois et/ou une requalification de vos envois vers un autre produit.



3.2.1 Pre-Booking

a What is Pre-Booking?

- It is the scheduling (pre-reservation) of a new deposit via the e-MassPost app.
- This stage enables bpost to conduct the requisite forward planning for the optimal organisation and process-

¹ Our General Terms and Conditions are available from: www.bpost.be.

² Our General Terms and Conditions and product specifications (available respectively from www.bpost.be and www.bpost.be/directmail) contain all the product definitions and stipulate when scheduling is required.



2. Addressed letters > Depositing your mail items

ing of deposits.

- Pre-Booking is the 1st step in the scheduling process for some of bpost's contractual products.
- At the Pre-Booking stage, some of the data is encoded. It may be adapted during the following phase of the scheduling process (Booking) up to a specific deadline.

b When is Pre-Booking compulsory?

- If pre-booking is part of the definition of the product criteria¹.

c When should Pre-Booking information be submitted?

- At least 30 calendar days before deposit.
- Except in the case of DM Pulse, when it is required on signature of the contract.

d What information should be provided at Pre-Booking?

- Relevant bpost product
- Item format
- Sorting type
- Unit weight (if applicable)
- Franking method
- Total volume of the deposit (or volume per partial deposit in the case of split deposits)
- Recipient address file(s) associated with the deposit (if applicable)
- Date of deposit (or date of partial deposit in the case of split deposits)
- Place of deposit (or place of partial deposit in the case of split deposits)
- Invoice address
- Contact details for the two designated deposit contacts
- The reference you wish to appear on the invoice. Optional information:
 - invoice group
 - subcontractor

The fields are part of the product definition (e.g. format, weight, etc.) and must not be modified beyond the limits defined by bpost (see **point c** above). For more information on the Pre-Booking process, see the e-MassPost Guide on our website: www.bpost.be/e-masspost.



3.2.2 Booking

a What is Booking?

- It is the scheduling (reservation) of a deposit via the e-MassPost app.
- This stage enables bpost to conduct the requisite forward planning for the optimal organisation and processing of deposits.

¹ Our General Terms and Conditions and product specifications (available respectively from www.bpost.be and www.bpost.be/directmail) contain all the product definitions and stipulate when scheduling is required.



2. Addressed letters > Depositing your mail items

b When is Booking compulsory?

- If Pre-Booking is part of the definition of the product criteria¹
- Pour les volumes à partir de :
 - 100,000 items (**Small Format**)
 - 50,000 items (**Large Format**)
 - 10,000 items (**Special Format**)

c When should Booking information be submitted?

- General rule: at the latest 5 working days before the deposit.
- Exception to the rule: at least 30 calendar days before deposit (with the option of an approved split deposit - see below) in the following cases:
 - 200,000 items (**Small** or **Large Format**)
 - 25,000 items (**Special Format**)In this case bpost may contact you to agree scheduling of a split deposit with a view to avoiding an overload of capacity that may compromise the handling and/or distribution of mail items in time ('agreed split deposit'). For full details, please refer to **point 4.4 of this chapter**. If this deadline is not met, the normal distribution deadlines applicable to the mail items concerned cannot be guaranteed (best effort).

d What information is provided at Booking?

Standard information required at the Booking stage

- bpost product
- Item format
- Sorting type
- Unit weight
- Franking method
- Total volume of the deposit (or volume per partial deposit in the case of split deposits)
- Recipient address file(s) associated with the deposit (if applicable)
- Date of deposit
- Place of deposit
- Invoice address
- The reference you wish to appear on the invoice. Optional information:
 - invoice group
 - subcontractor

Additional information

- Recipient address file(s) associated with the deposit (if applicable)
- Time segment for the deposit and distribution of volumes throughout the day (in the case of spread deposits)
- Packaging type (if applicable)
- Number of containers or pallets (if applicable)
- Number of units per tray or bundle (if applicable)
- Overflow volume (if applicable)
- Dimensions (if applicable)

Under certain terms, it may be possible to change some of your Booking settings. For more information, contact your Account Manager or the Service Center on **02 201 11 11**.



¹ Our General Terms and Conditions and product specifications (available respectively from www.bpost.be and www.bpost.be/directmail) contain all the product definitions and stipulate when scheduling is required.



4. The deposit announcement process

All deposits are subject to the announcement process. It may or may not be subject to the scheduling stage (it is compulsory or optional depending on the product and deposit volume). Once the approval is announced you may obtain deposit authorisation.

There are two ways to get deposit authorisation

- via the e-MassPost app > you print your deposit authorisation in advance (thereby saving time)
- at the MassPost counter > you fill out the Announcement Statement¹ (available at the counter or from www.bpost.be/masspost) and submit it to the counter staff

A deposit made at a MassPost (Hyper)Center must always be accompanied by:

- a deposit authorisation or a deposit statement
- two specimens of the mail items² (for Direct Mail deposits)

Did you know?



Has your deposit been scheduled via Pre-Booking or Booking? If so, you can retrieve this information from 'Overview Deposits' in the e-MassPost app. The information in the announcement statement must correspond to the actual characteristics of the physical deposit. In the event of an error, the information on the **deposit summary** shall be deemed correct.

4.1 Making an appointment

Please make an appointment with a MassPost (Hyper)Center (by phone or email) to ensure your deposit goes smoothly.

Contact information is given in the **General Annexes** and is also available at www.bpost.be/masspost.

Deposit information to be supplied to your MassPost (Hyper)Center

- Customer details: your business name, plus name and phone number of one contact person
- The MassPost (Hyper)Center chosen for your deposit
- Desired deposit date (the agreed time and date of deposit will be confirmed)
- Desired deposit time (we will check whether this time is available before giving a definitive confirmation)
- Number of mail items: one or more deposits and the total number of mail items per deposit
- Specific packaging method: number of pallets and/or containers you will deliver
- bpost product type
- Any remarks

¹ Announcement statements are available in the General Annexes, point 5, Announcement Statement and on the website www.bpost.be/masspost.

² For Direct Mail deposits with different senders and/or different content, a specimen of each component of the deposit must be validated beforehand.



2. Addressed letters > Depositing your mail items

4.2 Obtaining your deposit authorisation

4.2.1 via e-MassPost

If you have not been through the scheduling stage, you may use the e-MassPost app to take you through the 4-step deposit process for gaining deposit authorisation. Please refer to the e-MassPost user manual at www.bpost.be/e-masspost.

4.2.2 via the MassPost counter

- Get a deposit statement (available from the MassPost (Hyper)Center counter or from www.bpost.be/masspost).
- Complete it fully and accurately (product type, quantity, packaging, etc.).
- Take it to a MassPost (Hyper)Center desk.
- You will then receive your deposit authorisation.

4.3 Special case of a spread deposit

A spread deposit is the deposit of mail items sent at different times on the same day from a single MassPost (Hyper)Center.

4.3.1 Spread deposit terms and conditions

- Mail items must be deposited on the same day at the same MassPost (Hyper)Center.
- Different mail items must be covered by the same deposit authorisation (or deposit statement).
- Minimum number of mail items:
 - 20,000 items (**Small Format**)
 - 5,000 items (**Large Format**)
- The entire deposit must comply with the deposit conditions defined per product¹.

Did you know?



- Only customers granted a payment term have the option to make a spread deposit.
- Depending on its available processing capacity, bpost may automatically request spread deposits across one day for deposits upwards of:
 - 100,000 items (**Small Format**)
 - 50,000 items (**Large Format**)

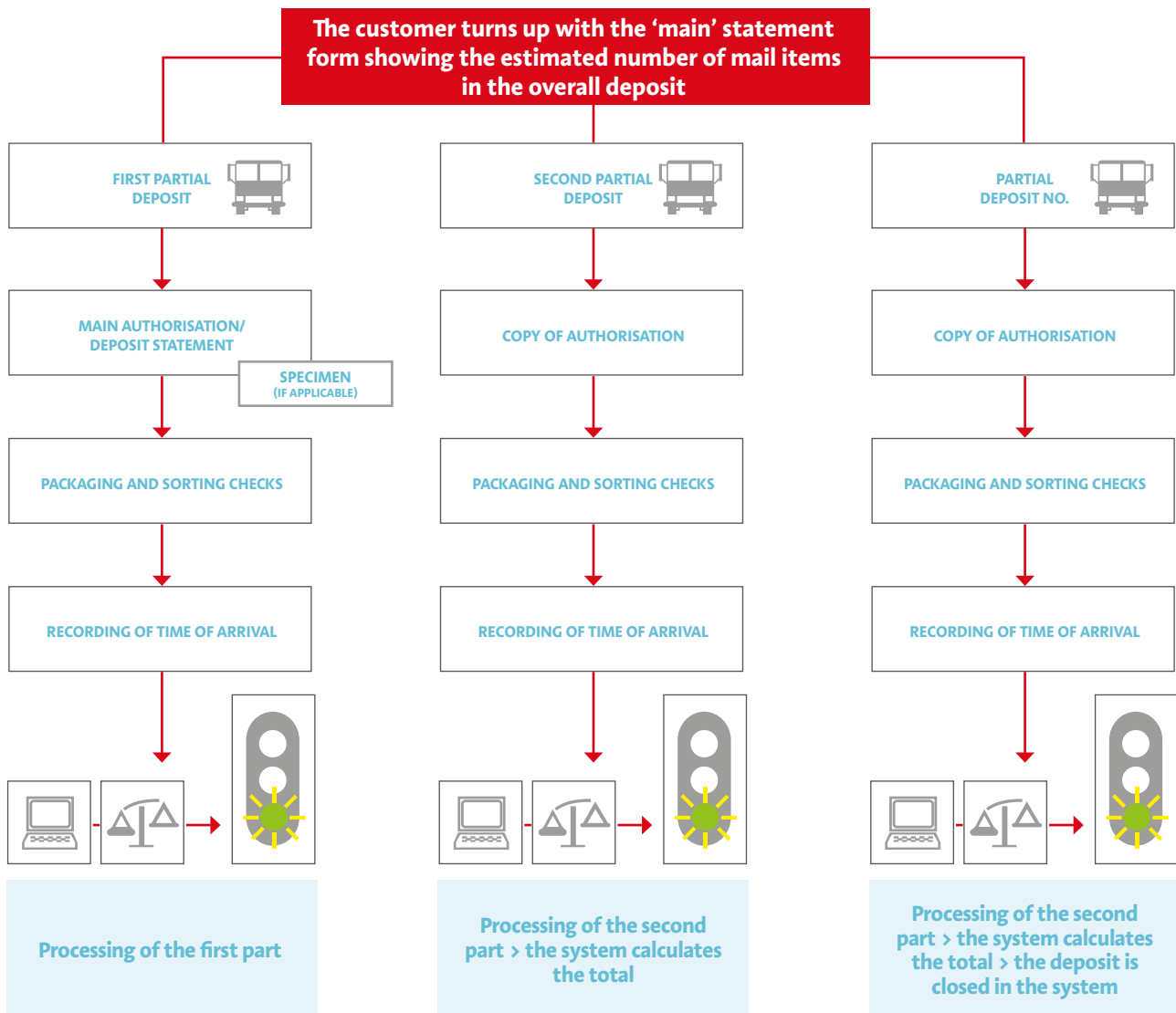
Overflow (definition given in the chapter on **Preparing your Mail Items - Packaging, points 3 and 6**) for spread deposits:



The overflow volume for all mail items sorted and deposited according to the terms of a spread deposit is calculated based on the total volume of the spread deposit after receipt of the last part of the deposit.

¹ You can find more information on the terms and conditions for grouped mail items in a single deposit on the product sheets on our website www.bpost.be.

2. Addressed letters > Depositing your mail items




4.3.2 Procedure to be followed for spread deposits

- Announce the number of partial deposits you intend to make in advance. The minimum number of mail items in each partial deposit must be clearly agreed upon, except for the final partial deposit.
- During the 1st partial deposit, submit a deposit authorisation/statement, stating:
 - the number of mail items in the total deposit
 - the indication 'spread deposit'
 - the number of partial deposits
 - that it is a partial deposit (e.g.: '1 of 3' if it is the first part of a total of 3 spread deposits)
- Clearly identify each container with a reference to the deposit authorisation which indicates which part of the spread deposit it is (e.g.: 1 of 3).
- The first partial deposit is handled entirely at the MassPost (Hyper)Center and sent to the sorting center for handling.
- From the 2nd partial deposit, submit a copy of the authorisation/statement, stating which part of the spread deposit it is.
- The 2nd partial deposit is handled entirely at the MassPost (Hyper)Center (the system adds the data of the 2nd partial deposit to the data of the first partial deposit).
- During the final partial deposit, the actual total (the sum of all partial deposits) is compared with the announced number. The figures are adjusted in the system and the deposit is closed.
- Invoices are drawn up based on data approved by bpost.

4.3.3 Identification of containers/pallets

For identification purposes, labels must be used on the various containers and pallets of a spread deposit (linked to the same authorisation/statement).

Label format reminder 

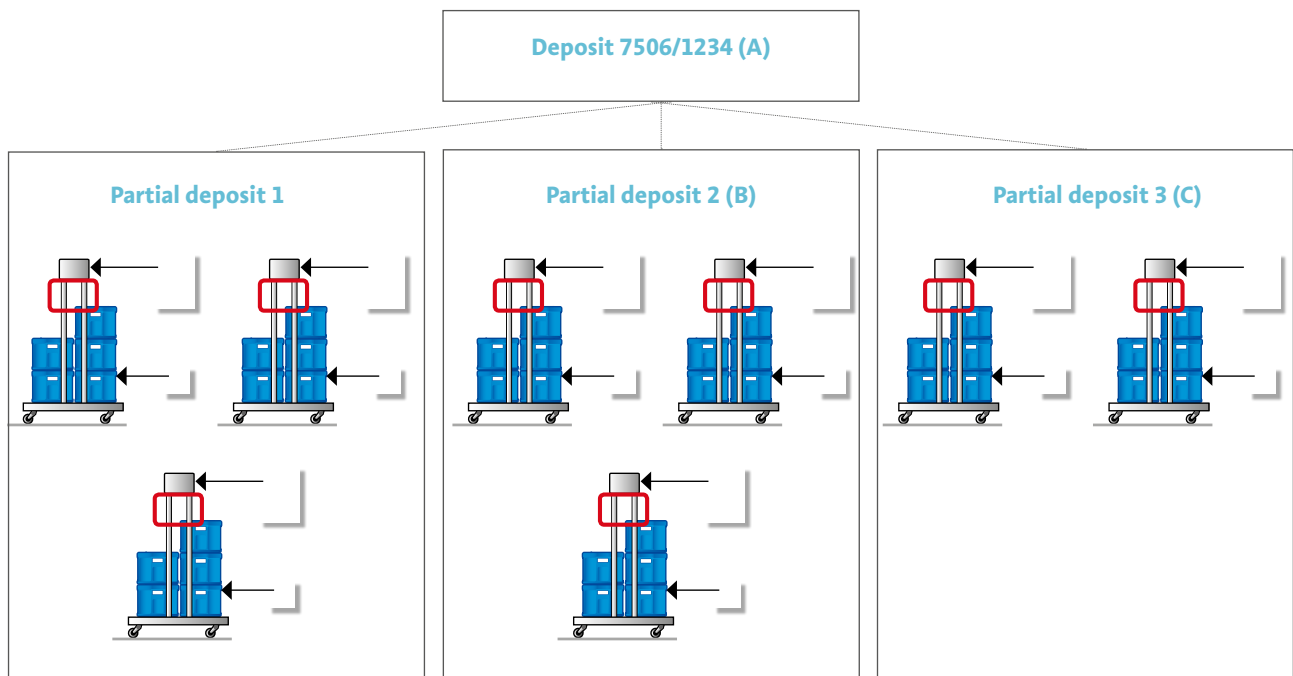
- containers: an identification sheet (A4/A5 tray label format)
- pallets: 2 sheets (A4/A5 format): one sheet on one of the shorter sides of the pallet and one sheet on top of the pallet

Labelling of containers/pallets for partial deposit 2 (example)

Customer name	Deposit number
Sorting center (E.g. BXL X)	
Partial deposit (B) of (C)	
Sorting plan	

Information to be included

- customer name (minimum font size: 36)
- deposit number or unique deposit identifier (e.g. Deposit 7506/1234 (A) in example shown below)
- destination of sorted item (content identification in accordance with sorting type - see the 'Sorting Option' paragraph)
- partial deposit (B) of (C) (in the example: 2 of 3, if it is the second partial deposit of a total number of three partial deposits (minimum font size: 72))





2. Addressed letters > Depositing your mail items

4.4 Special case of a split deposit

A split deposit is one in which mail items are sent over the course of several working days (maximum 5 consecutive days¹) at one or more MassPost (Hyper)Centers. Aim: to avoid overloading capacity (which risks compromising regular processing deadlines and/or mail item delivery). Conditions for access to the split deposit scheme varies depending on the product².

This gives access to the same tariff conditions as a deposit made on a single day

- Booking discount (if applicable²) on the total deposit volume
- Sorting/Sortsize/Dropsizesize discount (if applicable²) on the total deposit volume

The total deposit will be represented by a single deposit reference.

Each partial deposit thereof is also allocated a unique deposit number and a deposit statement.

Exception: each agreed split deposit retains its initial deposit number.

4.4.1 Agreed split deposit terms and conditions

If bpost and the customer agree on a schedule for a split deposit, this is called an **agreed split deposit**.

Did you know?



- Split deposits are mandatory for deposits of more than 100,000 Direct Mail items and for mail items weighing over 1 kg.
- Only customers granted a payment term have the option of making a split deposit.

a DM Easy and DM Connect Procedures

- Deposit at a single MassPost (Hyper)Center.
- Deposit must be announced in the e-MassPost app at least 30 calendar days prior to the deposit date.
- Minimum number of mail items:
 - 200,000 items (**Small** or **Large Format**)
 - 25,000 items (**Special Format**)
- You may proactively propose a split deposit schedule, at least 10 working days before the date of the deposit:
 - the schedule must be sent to smb_forecasting@bpost.be
 - follow-up of your request within 2 working days
- bpost may contact you if necessary to agree a split deposit schedule together.
- bpost and the customer agree on a schedule for a split deposit:
 - in accordance with available capacity
 - over a maximum of 5 consecutive days¹
 - each partial deposit shall have a minimum number of mail items: 100,000 (**Small** or **Large Format**) or 12,500 (**Special Format**)
- bpost enters the split deposit into the system before the due date of the Booking. The wording 'split deposit' ('dépôt scindé' – entered in advance by bpost) must appear in the e-MassPost application and on the deposit authorisation.

¹ Except for the special cases linked to an exceptional overcapacity of one or several MassPost (Hyper)Centers.

² For more information on the characteristics defined for each product, please visit our website and consult the product sheets at www.bpost.be/directmail and www.bpost.be/adminmail under the 'Details' tab.



2. Addressed letters > Depositing your mail items

- A single deposit authorisation is required to cover all the partial deposits.
- The entire deposit must comply with the deposit conditions defined per product¹.

If a general agreement is not reached, the following clauses shall apply:



- If a whole deposit is made on the same day despite bpost's request for a split deposit due to a limited capacity on that day, the customer will benefit from a Booking/Sortsize/Dropsizes discount (if applicable) on the entire deposit volume. Standard distribution deadlines cannot always be guaranteed.
- If the deposit is made over several days, each partial deposit shall be considered a separate deposit (and invoiced as such).

If the agreed schedule for a split deposit is not respected, then each partial deposit shall be considered a separate deposit.

b DM Inspire and DM Pulse Procedures

- Deposit announcement in the e-MassPost app.
- **For DM Inspire:**
 - deposit over a maximum of 5 consecutive days
 - deposit at one or more MassPost (Hyper)Centers
- **For DM Pulse:**
 - deposit over a maximum of 2 consecutive days
 - deposit at one or more MassPost (Hyper)Centers
- Minimum number of mail items:
 - 100,000 items (**Small Format**)
 - 50,000 items (**Large Format**)
- A single deposit authorisation for each partial deposit.
- A single partial deposit per day and per deposit location.
- The entire deposit must comply with the deposit conditions defined per product¹.

4.4.2 Identification of containers/pallets

If e-MassPost does not give you the option of announcing your volumes per day due to the characteristics of the products in question, see the rules summarised in **point 4.3 Spread Deposit**.



Labels for trays (example)

Customer name	Deposit number or unique deposit identifier Y
Destination	
Sorting plan	

Information to be included

- customer name (minimum font size: 36)
- deposit number or unique deposit identifier
- destination of sorted product (in accordance with appropriate sorting type - see the **Sorting Options chapter**) (minimum font size: 36)
- sorting type

Label for the container or pallet (example)

Customer name	Deposit number or unique deposit identifier Y
Sorting center (E.g.: BXL X)	
Sorting plan	

Information to be included

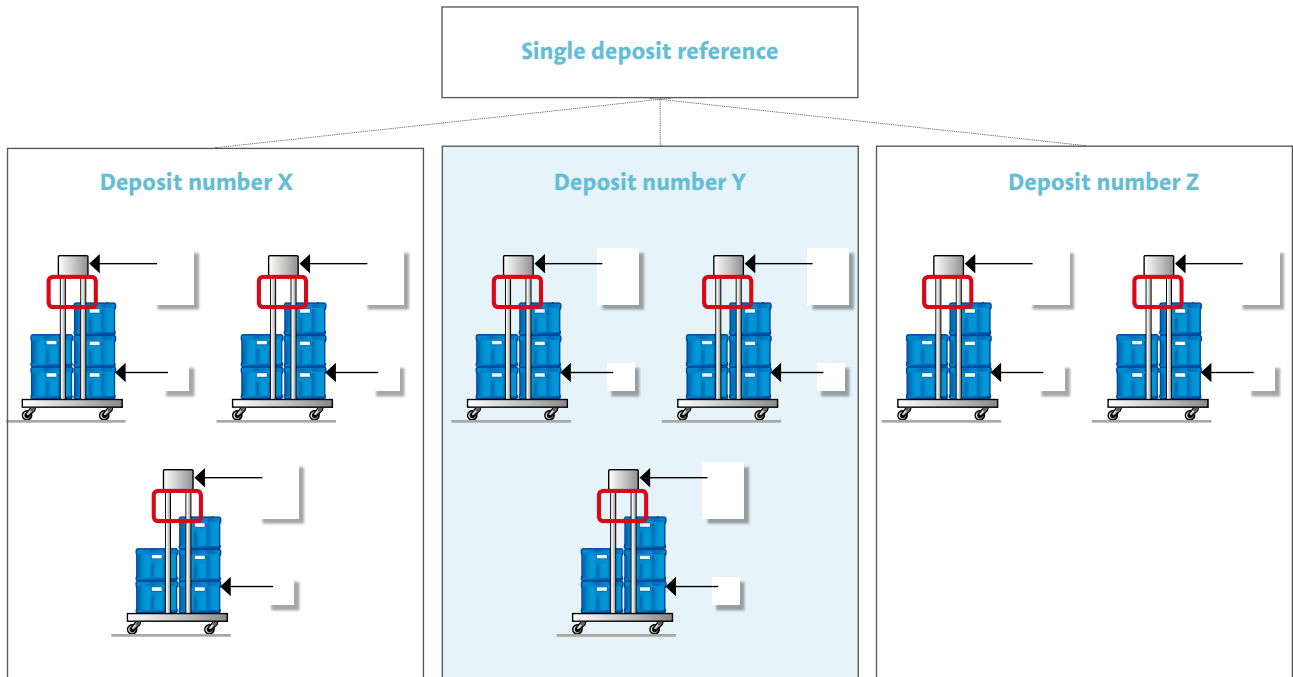
- customer name (minimum font size: 36)
- deposit number or unique deposit identifier (e.g. Deposit number Y in the example schedule above)
- destination of sorted product (in accordance with appropriate sorting type - see the **Sorting Options chapter**) (minimum font size: 72)
- sorting type

¹ For more information on the characteristics defined for each product please visit our website as well as the product sheets at www.bpost.be/directmail and www.bpost.be/adminmail under the 'Details' tab.

2. Addressed letters > Depositing your mail items

Please note

If you make several deposits at the same MassPost (Hyper)Center on the same day, please indicate the field 'Sub-deposit B of C' as explained in **point 4.3 Spread deposit**.





5. Deposit and time of deposit

- All deposits shall be made at the MassPost (Hyper)Center.
- Please ensure you have your deposit authorisation and other requisite documents.
- To guarantee the timely delivery of your mail items, the deposit must be made at the MassPost (Hyper)Center at the agreed time.
- Customers that have made an appointment shall be given priority treatment.

You can see the deposit times in **General Annexes, point 3**.

6. Deposit checks on the dock

Quality and quantity checks are performed:

- barcode scanning of your deposit authorisation
- comparison of physical deposit with data entered on the deposit authorisation
- check of deposit weight
- quality check information entered into the e-MassPost system

bpost reserves the right to adjust the deposit data as announced by the customer, based on the actual physical deposit.

7. Deposit summary

After checks have been made, bpost will give you a deposit summary.

This contains all the information on your deposit. The deposit summary should be retained as it is the **only admissible document** in the event of an invoicing query (queries should be sent to the Service Center¹).

All deposit summaries may be consulted and printed out in the e-MassPost app.

For deposits not made via the e-MassPost app, summary documents can be printed by the MassPost (Hyper) Center.

8. Payment

The following payment methods are available

- cash (limited to 3000 euros per deposit²)
- via electronic payment

Subject to approval by our financial services, a payment term may be granted (invoicing).

For more information, contact our Service Center¹.

¹ See **General Annexes, point 1 How to Contact bpost**

² As of 1 January 2014, in accordance with article 21 of the Law on the Prevention of the Use of the Financial System for the Purposes of Money Laundering and Financing Terrorism.



9. Packaging exchange procedure

The following rules of exchange are designed to ensure the optimal quality of your pallets, containers, trays and bags.

9.1 Pallets

bpost uses standard Europallets (pallet dimensions EUR = 8 x 1.2 m).

Pallets will be checked at the unloading dock during delivery. The pallets must be perfectly intact in order to be exchangeable.

Pallets are exchanged when you make your deposit at a MassPost (Hyper)Center. The CMR document (waybill) is signed by a bpost employee and yourself. You then leave with other pallets and a copy of the document.



Dimensions: EUR pallet = 800 x 1200 mm

The CMR document states

- date of exchange
- number of pallets received
- number of pallets returned
- any reason why fewer or no pallets have been exchanged

Did you know?



The use of a CMR document is compulsory in Belgium > in the absence of this document, the Mass-Post (Hyper)Centers reserve the right to reject the deposit or the exchange.

The CMR document is also used for exchanges made within the framework of bpost's Transport service.

It is not possible to exchange:

- non-standard Europallets
- pallets other than Europallets
- disposable pallets or CHEP, LPR and other pallet pool systems



2. Addressed letters › Depositing your mail items

9.2 Containers and blue trays

Containers and blue trays are for mail transport use only and remain the property of bpost. They are exchanged when you make a deposit at a MassPost (Hyper)Center using a CMR document.

If you have a specific need, you can request collection on demand at the MassPost (Hyper)Centers (see the **General Annexes, point 2** for a list of centers).

A Transport can also be made on demand (see details in Transport in **section 9, Collection Services, point 4** or ask at a MassPost (Hyper)Center).

9.3 Bags


Bags are used within the framework of our **Collect & Transport** service. For more information, see **Section 9 - Collection Services**.



5. Reply with
postage paid by
the addressee



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5. Reply with postage paid by the addressee

Reply with postage paid by the addressee

1. Definition and options

MaxiResponse is a reply-paid franking method for cards and envelopes that can be inserted into your letters, for use solely in Belgium. MaxiResponse allows your addressees to respond to you free of charge, thus maximising the response rate for your advertising campaigns.

MaxiResponse ECO: the most economical option, for which certain processing rules apply in order to permit automatic handling.

MaxiResponse FLEX: the free and flexible option.

2. Online application

Thanks to the online application MaxiResponse (www.bpost.be/maxiresponse), you can

- request your contract¹ and your campaign numbers (barcode and DA (digital address) code)
- download the technical specification sheets (format and addressing conditions) for MaxiResponse ECO and FLEX
- download the MaxiResponse logo to affix to your reply card or envelope
- create your specimen ECO mail item (easy and fast, but optional) in accordance with the required technical standards

Recommendation

You can also request a MaxiResponse contract via the Service Centre (**02 201 11 11**).



If you do not use the online application to create your specimen MaxiResponse ECO mail item, send the electronic version (preferably in PDF) of your specimen to service.centre@bpost.be for a prevalidation under the ECO standards.



¹ Necessary information for registration: your VAT no. or enterprise no. and your bpost client no. (PRS - if applicable, see invoice). You can request several codes per contract.



5. Reply with postage paid by the addressee

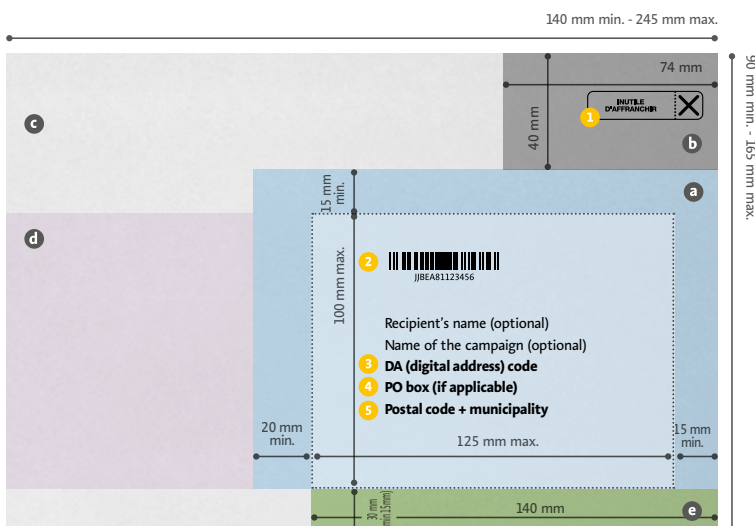
3. Technical specifications and visual presentation

3.1 MaxiResponse ECO

The MaxiResponse ECO mail items must be

- pre-printed
- identical
- in **Small Format** (see **section 2 The addressed letter, Creation - Small Format**)
- provided with the following 5 elements:
 - 1 the MaxiResponse logo:
 - to be downloaded from the bpost site www.bpost.be/maxiresponse
 - on a white or light background
 - in black or a dark colour
 - of the same size as the downloaded logo
 - 2 a barcode:
 - black code on a white or light background
 - specified in the annex of your campaign contract
 - the electronic version of the barcode can be obtained via the online application
 - the JJBEA code must always be clearly visible below the barcode
 - 3 a DA (digital address) code:
 - code allocated to your campaign under your contract
 - 4 the PO box (if the delivery address is a PO box)
 - 5 the postal code and the municipality of the addressee of the reply mail items

The street name and the no. (+ box no.) can no longer be mentioned on mail items. Addressee and campaign names can be mentioned in the address zone (optional).



Possible dimensions of the MaxiResponse ECO and layout.

- a Address zone: white or light colour.
- b Franking zone: white or light colour.
- c Zone free for use by the sender: all graphics, colours and forms of texts are permitted.
- d Zone in which under no circumstances may text or figures appear that could be confused with an address (e.g. a postal code or a municipality).
- e Index zone: white or light Pantone colour (see the **Addressing chapter, section 1, Addressing and Franking, point 7**), no text.



5. Reply with postage paid by the addressee

Your MaxiResponse ECO mail item must comply stringently with the **Small Format** criteria and addressing rules (see **section 1 Addressing and franking, Addressing chapter**). Otherwise, the mail item shall be regarded as a 'non-compliant MaxiResponse ECO' and invoiced at the MaxiResponse FLEX tariff.

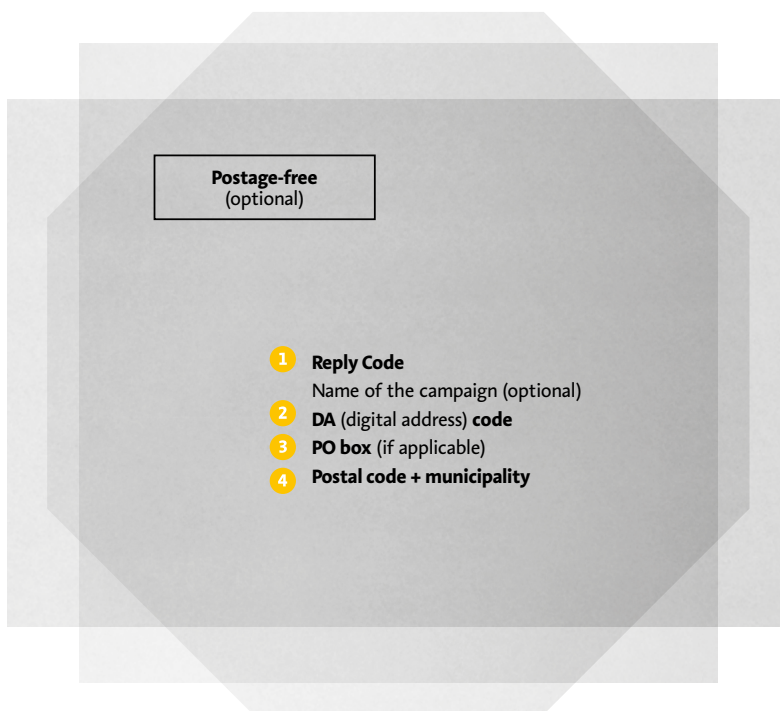


3.2 MaxiResponse FLEX

The presentation of your MaxiResponse FLEX mail items is extremely flexible. All you have to do is comply with a few basic rules.

The MaxiResponse FLEX mail items must be

- free in format (choice of **Small**, **Large** or **Special Format**)
- provided with the following 4 elements:
 - 1 the 'Reply Code' mention
 - 2 a DA (digital address) code
 - code allocated to your campaign under your contract
 - 3 the PO box (only if the delivery address is a PO box)
 - 4 the postal code and the municipality of the addressee of the reply mail items



Dimensions, weight and thickness

Format	Free (Small, Large or Special Format)
Dimensions	Minimum (width) 90 x (length) 140 mm Maximum (width) 230 x (length) 350 mm
Thickness	Maximum 30 mm
Weight	Maximum 2 kg



5. Reply with postage paid by the addressee

Recommendation

It is strongly recommended to have the specimen of your MaxiResponse FLEX validated by bpost. Send an electronic version (preferably in PDF) of your specimen to service.centre@bpost.be.



Did you know that?

MaxiResponse does not apply to parcels (packages), which form the object of specific offers. See **section 4 Parcels**.






7. Addressed press



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Addressed press

1. Definition and conditions

Addressed press includes printed publications that are:

- publications as defined in the Royal Decree of 24 April 2014
- addressed and franked by the publisher
- deposited at a MassPost (Hyper)Centre or post office
- distributed by bpost to the delivery address with the normal mail

Your mail items must meet the definition of the Royal Decree of 24 April 2014 and fulfil all of the conditions of the postal regulations¹ and the general terms and conditions² in order to qualify as addressed press. A request for advance approval of your mail items must be submitted to bpost.



Did you know?

All publication approval requests are sent to the bpost Service Centre³. Publications which meet the conditions are issued with an approval number (P number).



1.1 Supplements

The definition of a supplement is given in the Royal Decree of 24 April 2014. The following shall be regarded as regular supplements of a newspaper or a magazine, provided that 'Supplement to...' is printed at the top followed by the title and the date or the publication number and to be added to all copies of said publication:

1. Loose sheets that are the direct and necessary sequel to the part of the publication reserved for additional notes, without in itself constituting a separate publication.
2. Prospectuses, subscription forms, payment or bank transfer forms used for subscription or to raise funds for institutions with a mainly humanitarian purpose, when they relate exclusively to the publication itself. However, the payment and bank transfer forms should not have the printed indication prescribed in this paragraph. The payment or bank transfer forms constituting a call for funds in favour of institutions with a mainly humanitarian purpose can only be inserted in a publication of the institution, and not in any other newspaper or magazine.
3. Regular newspapers and magazines sent free of charge to the subscribers of the publication to which they were added.
4. Cards, calendars, and generally every printed publication that forms a complete whole. Commercial advertising, promotional or publicity texts, if they appear in it, must come from at least three different companies or organisations, not including the publisher or the printer.
5. Supplements composed exclusively of paper.

new

¹ Consult the postal regulations at www.bpost.be/site/fr/conditions.html.

² The General Terms and Conditions of bpost and the General Terms and Conditions for Magazines can be consulted on the bpost site www.bpost.be/site/fr/conditions.html.

³ See General Annexes 'How to contact bpost ?'.



7. Addressed press

Supplements must be the same for all addressees and cannot be distributed separately from the publication.



The whole (publication + supplements) must include at least 30% of editorial articles of general information.

No more than 2 supplements can be added.

The following shall be regarded as irregular supplements:

1. Supplements that do not meet the definition of a regular supplement.
2. Supplements corresponding to the definition of a regular supplement, when 2 regular supplements are already added to the publication.

Irregular supplements are subject to an additional charge.

new

2. Dimensions, weight & thickness

Addressed press mail items must rigorously comply with each of the following criteria (except where otherwise expressly authorised in advance by bpost).

Publication

Dimensions Maximum (width) 230 mm x (length) 350 mm x (thickness) 30 mm

Weight Maximum 2 kg for the publication (any supplements included)

Supplements (max. 2)

Supplements cannot, under any circumstances, exceed the weight, dimensions and number of pages of the newspaper or magazine to which they relate. Supplements must always be in the same packaging as the publication.

Dimensions Maximum (width) 230 mm x (length) 350 mm x (thickness) 30 mm

Weight Maximum 250 gr

Bundle

Thickness Maximum 12 cm

Weight Maximum 7 kg

new



3. Visual presentation of the mail items

3.1 Required notices

The following information must appear on the cover page of the mail item (or on a label glued to it) and be visible for bpost:

- publication title
- frequency (e.g.: quarterly, bimonthly, monthly, biweekly, weekly) except for newspapers (daily)
- franking mark
- date of publication and date of deposit at bpost or covered period (e.g.: April 2016 for monthly magazines - April/May/June 2016 or 2nd quarter 2016 for quarterly magazines)

The name and address of the publisher's Belgian registered office, or the latter's representative, must also appear either on the cover page or inside the publication.

For foreign mail items, the details can be stated on the packaging or on the flyleaf.

Additional notices that must appear on the visible side (first cover page or flyleaf or packaging) for bpost:

- any non-publication period¹
- name of the deposit office²
- approval no. (P number) of the magazine

3.2 Instructions on legible labelling

If the packaging or the shipment strip of your publication covers the following elements:

- title
 - frequency
 - possibly the name of the deposit office
- they must then be repeated on the visible part of the front.

Example

	Required notices	Frequency	
Deposit office	Antwerp X	1 time/week	weekly
Quarterly	April/May/June 2016 or 2nd quarter 2016 or (possibly) 16 April 2016	1 time/month 2 times/month 1 time/2 months 1 time/3 months	monthly biweekly bimonthly quarterly
Monthly	February 2016 or 16 February 2016		
Other frequencies	February 2016 and appears every month except in July and August	(for example, 10 times/year)	

¹ With due consideration for the maximum interval of three months between two deposits.

² Deposit office: MassPost (Hyper)Centre where the magazine must be deposited.



Did you know?

Addressed magazines and newspapers recognised as such by bpost must preferably be franked under the P.P. (postage paid) system¹.



3.3 Packaging possibilities

3.3.1 Mail items wrapped in plastic film

The specifications of **Section 2 The Addressed letter, chapter on Creation - Large Format, point 6** apply to addressed magazines or newspapers wrapped in plastic film.

Specifications for **Large Format** items (form, dimensions, weight) pertain to the complete mail item, plastic film included.



3.3.2 Sealed with a self-adhesive strip or label

- Publications may be folded and sealed with a self-adhesive label.
- Details of addressee, return address and the publication name must feature on the self-adhesive strip or label.

Details of the recipient's address must be shown on the same side as the franking (front of the mail item).



3.3.3 Mail items without packaging (open mail items)

The recipient's address details must be printed:

- on the publication or
- on a label glued to the publication

The specifications of **Section 2 The Addressed Letter, chapter on Creation - Large Format, point 5.3** back cover apply to open addressed magazines or newspapers.

new

3.3.4 Mail items in envelopes

All of the obligatory notices and/or notices that must be visible to bpost (see **point 3.1**) always appear on the front of the envelope (the side where the recipient's address and the franking are located).

3.3.5 Addressing of addressed magazines or newspapers

The specifications of **Section 1 in Chapter 1 Addressing** apply in full for addressed magazines or newspapers.

¹ For more information on franking, consult **section 1 Addressing and franking, chapter on Franking**.

4. Mail item preparation

Depending on your preferences, your production process (and possibly your contract), you have the option of having your mail items presorted before they are deposited in containers or pallets in a MassPost (Hyper)Centre.

Did you know?



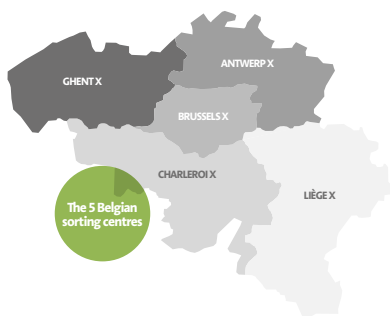
Filling a container:

- Minimum 10 trays
- Maximum 24 trays and 500 kg

Filling a pallet:

- Minimum 200 kg or 80 cm high
- Maximum 650 kg or 160 cm high

Publications classified as Small Format (see **Section 2 The Addressed Letter, chapter on Creation - Small Format**) are always deposited in blue trays.



Did you know?



Belgium has:

- 5 sorting centres (Antwerp X, Brussels X, Charleroi X, Ghent X and Liège X)
- 18 sorting sectors (grouped by postal code)¹
- around 270 distribution offices.

4.1 Overview of sorting options for mail items²

- No presorting.
- Sorting by sector: sorting by postal code (in ascending order) and by sorting sector.
- Sorting by distribution office (DO): sorting by sorting sector and by DO.
- Sorting by Round and Sequence:
 - V1: by sorting sector and by distribution office, by postal round in ascending order of sequences.
 - V2: by **Large Format** sorting plan and by distribution office, by postal round in ascending order of sequences.

new

	No sorting	Sorting by sector	Sorting by DO	Sorting by Round and Sequence V1	Sorting by Round and Sequence V2
	1 or more mail items	1,000 mail items or more	10,000 mail items or more	10,000 mail items or more	10,000 mail items or more
Addressed magazines	✓	✓	✓	✓	✓

¹ The General Annexes, point 4.

² The list of distribution offices, postal codes and sorting sectors is available at www.bpost.be/masspost.



7. Addressed press

When presorting your mail items, you can work with overflow.
For the overflow packaging rules, consult **Section 2 The Addressed Letter**, chapter on **Preparation of Your Mail Items - Packaging**, point 6.



4.2 Unsorted mail items

An unsorted deposit means that mail items have not been presorted according to one of the bpost sorting methods (as outlined in this chapter).

4.2.1 Maximum and minimum volume per deposit

	MassPost Centre	MassPost HyperCentre
Addressed magazines	Between 1 and ...	Between 1 and ...
Addressed newspapers	/	Between 1 and ...

Newspapers must never be deposited in a MassPost Centre; they may only be deposited in a HyperCentre

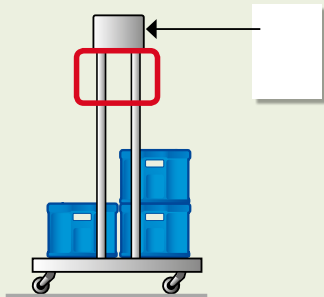


4.2.2 Packaging¹ and labelling

All mail items should be packaged in trays. The trays are then placed in containers/on pallets. The use of cardboard boxes is exclusively reserved for foreign routers who do not have blue trays. The packaging rules are the same as those described below, with blue trays being replaced by the boxes.

For labelling, see also **Section 2 The Addressed Letter, chapter on Preparation of Mail Items - Packaging, point 5.1.**

In containers/pallets



Wrap the trays and the pallet in plastic film to prevent the trays from falling during transport.

Identifying mail items

- for trays: a label
- for containers: a sheet (format A4/A5)
- for pallets: 2 sheets (A4 or A5): one sheet on one of the shorter sides of the pallet and one sheet on top of the pallet

Model label

Name of the customer	
Unsorted	
Unsorted	Addressed magazines

Information to be included

- customer's name (minimum font size: 36)
- unsorted (destination - minimum font size: 36)
- mail item sorting option: unsorted
- label must specify: 'Addressed magazines'

Model A4/A5

Name of the customer	
Unsorted	
Unsorted	Addressed magazines

Information to be included

- customer's name (minimum font size: 36)
- unsorted (destination - minimum font size: 72)
- mail item sorting option: unsorted
- label must specify: 'Addressed magazines'

¹ See also **Section 2 Addressed Mail Items, chapter on Preparation of Your Mail Items - Packaging.**



4.3 Mail items sorted by sorting sector

A deposit sorted by sorting sector consists of presorting the mail items by postal code (see **point 4**) and by sorting sector. Applicable for upwards of 1,000 mail items.

- For deposits of fewer than 1,000 items, the sender must arrange mail items by sorting sector, based on postal codes (sequential sorting of the postal codes).
- Between 1,000 and 10,000 items, addressed magazines and/or newspapers must be sorted by sorting sector, in ascending order of the postal codes in order to benefit from a reduced tariff.
- The product sorted by sorting centre must, preferably, be presented by postal codes arranged in ascending order.

4.3.1 Maximum and minimum volume per deposit

	MassPost Centre	MassPost HyperCentre
Addressed magazines	... > 10,000 mail items	... > 10,000 mail items
Addressed newspapers	/	... > 10,000 mail items

Newspapers are never deposited in a MassPost Centre, but rather in a HyperCentre.

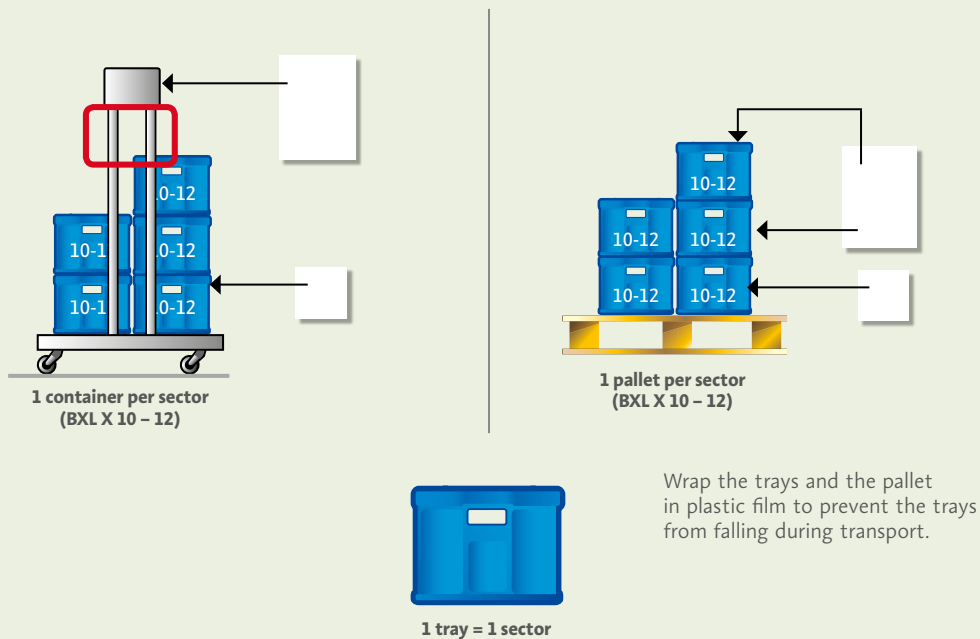


4.3.2 Packaging and labelling

The use of cardboard boxes is reserved exclusively for foreign customers who do not have blue trays. The packaging rules are the same as those described below, the blue trays being replaced by the boxes. For labelling, see also **The Addressed Letter, chapter on Preparation of Mail Items - Packaging, point 5.1.**

a Blue trays placed on container/pallet (standard packaging)

1. By sorting sector



All mail items should be packaged in trays. Each tray contains only mail items for the same sorting sector. The trays are then placed in containers/on pallets that contain exclusively mail items intended for the same sorting sector.

Identification of the contents

- for trays: a label
- for containers: a sheet (label format tray/A4/A5)
- for pallets: 2 sheets (A4/A5): one sheet on one of the shorter sides of the pallet and one sheet on top of the pallet

Model label

Name of the customer	Deposit number
Sector number (E.g.: 10-12).	
PC xxxx to yyyy E.g.: 1000-1200	
Sorting by sector + sorting by PC	Addressed magazines

Information to be included

- customer's name (minimum font size: 36)
- deposit number or unique deposit identifier
- sector number + series of postal codes (destination - minimum font size: 36)
- sorting option: sorting by Sorting sector + sorting by Postal Code
- label must specify: 'Addressed magazines'

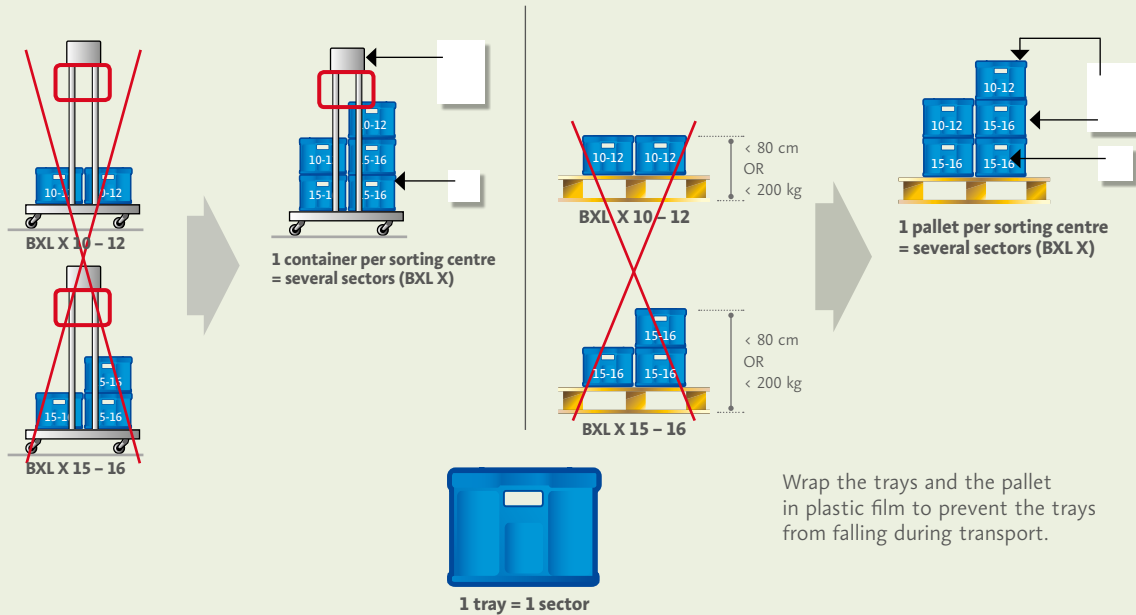
Model A4/A5

Name of the customer	Deposit number
Sector number (E.g.: 10-12).	
PC xxxx to yyyy E.g.: 1000-1200	
Sorting by sector + sorting by PC	Addressed magazines

Information to be included

- customer's name (minimum font size: 36)
- deposit number or unique deposit identifier
- sector number + series of postal codes (destination - minimum font size: 72)
- sorting option: sorting by Sorting sector + sorting by Postal Code
- label must specify: 'Addressed magazines'

2. By sorting centre



All mail items should be packaged in trays.

If you don't have enough mail items to fill

- one complete container (minimum 10 trays) per sorting sector
- one complete pallet per sorting sector (minimum 200 kg or 80 cm high) you can add to it trays from other sectors intended for the same sorting centre.

A tray can only contain mail items from a single sorting sector. The container or the pallet can only contain mail items of sectors intended for the same sorting centre.

Identification of the contents

- for trays: a label
- for containers: a sheet (label format tray/A4/A5)
- for pallets: 2 sheets (A4/A5): one sheet on one of the shorter sides of the pallet and one sheet on top of the pallet

Model label

Name of the customer	Deposit number
Sector number (E.g.: 10-12). PC xxxx to yyyy E.g.: 1000-1200	
Sorting by sector + sorting by PC	Addressed magazines

Information to be included

- customer's name (minimum font size: 36)
- deposit number or unique deposit identifier
- sector number + series of postal codes (destination - minimum font size: 36)
- sorting option: sorting by Sorting sector + sorting by Postal Code
- label must specify: 'Addressed magazines'

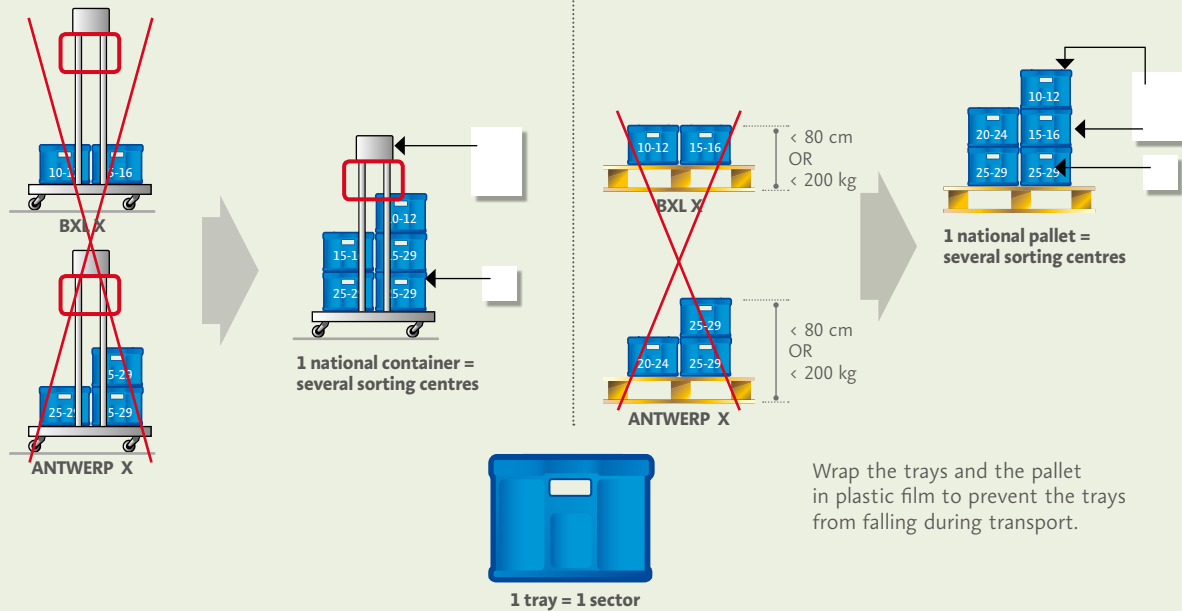
Model A4/A5

Name of the customer	Deposit number
Name of the sorting centre	
Sorting by sector + sorting by PC	Addressed magazines

Information to be included

- customer's name (minimum font size: 36)
- deposit number or unique deposit identifier
- name of the sorting centre (destination - minimum font size: 72)
- sorting option: sorting by Sorting sector + sorting by Postal Code
- label must specify: 'Addressed magazines'

3. Items labelled 'national'



All mail items should be packaged in trays.

If you don't have enough mail items to fill

- one complete container (minimum 10 trays) per sorting centre
- one complete pallet (minimum 200 kg or 80 cm high) per sorting centre, you can add to it trays from other sorting centres.

A tray can only contain mail items intended for a single sorting sector. The national container or the national pallet can contain mail items intended for several sorting centres.



Identification of the contents

- for trays: a label
- for containers: a sheet (label format tray/A4/A5)
- for pallets: 2 sheets (A4/A5): one sheet on one of the shorter sides of the pallet and one sheet on top of the pallet

Model label

Name of the customer	Deposit number
Sector number (E.g.: 10-12). PC xxxx to yyyy E.g.: 1000-1200	
Sorting by sector + sorting by PC	Addressed magazines

Information to be included

- customer's name (minimum font size: 36)
- deposit number or unique deposit identifier
- sector number + series of postal codes (destination - minimum font size: 36)
- sorting option: sorting by Sorting sector + sorting by Postal Code
- label must specify: 'Addressed magazines'

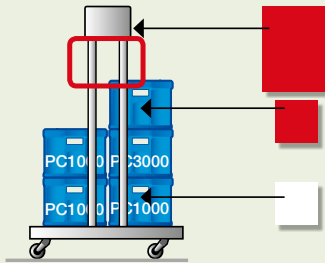
Model A4/A5

Name of the customer	Deposit number
National	
Sorting by sector + sorting by PC	Addressed magazines

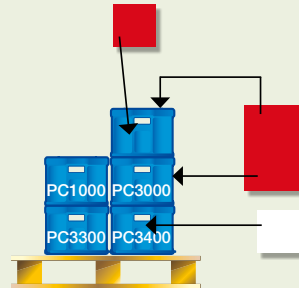
Information to be included

- customer's name (minimum font size: 36)
- deposit number or unique deposit identifier
- label must specify 'National' (destination - minimum font size: 72)
- sorting option: sorting by Sorting sector + sorting by Postal Code
- label must specify: 'Addressed magazines'

4. In containers with overflow trays/on pallets with overflow trays

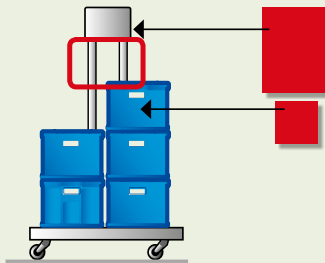


E.g.: 1 container per sorting centre = several series of postal codes + overflow tray(s)



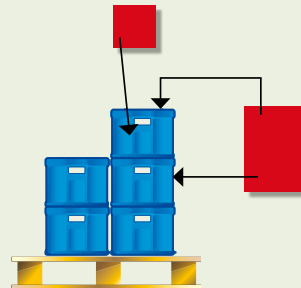
E.g.: 1 pallet per sorting centre = several series of postal codes + overflow tray(s)

or



1 overflow container

or



1 overflow pallet



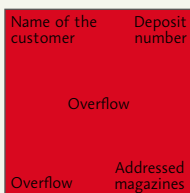
1 tray = 1 series of postal codes
OR
1 tray = overflow

Wrap the trays and the pallet in plastic film to prevent the trays from falling during transport.

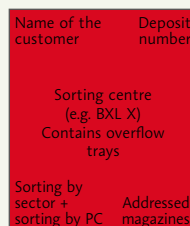
If after sorting, you still have mail items that you cannot package in complete trays (per sorting sector) due to insufficient volume, you can make up overflow trays.

For the identification of containers, pallets and overflow trays, please refer to **Section 2 The Addressed Letter, chapter on Preparation of Your Mail Items - Packaging, point 6.**

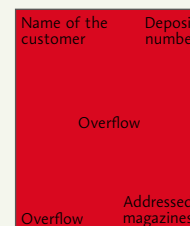
Model label tray



Model A4/A5 container/pallet containing overflow



Model A4/A5 overflow container/pallet





7. Addressed press

4.4 Mail items sorted by sorting sector and by distribution office

For 10,000 mail items or more, the newspapers or addressed magazines must be sorted by distribution office (DO). Sorting by distribution office corresponds to sorting the mail items by sorting sector and by distribution office.

A distribution office is a physical place from which postal delivery workers leave to make their rounds. Each distribution office covers one or more postal codes.



4.4.1 Maximum and minimum volume per deposit

	MassPost Centre	MassPost HyperCentre
Addressed magazines	10,000 > 20,000	10,000 > ...
Addressed newspapers	/	10,000 > ...

Newspapers must never be deposited in a MassPost Centre; they may only be deposited in a HyperCentre.

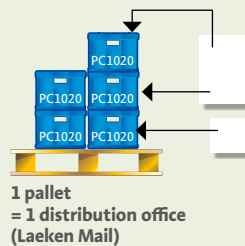
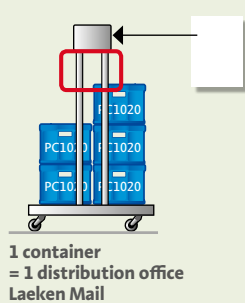


4.4.2 Packaging¹ and labelling

The use of cardboard boxes is exclusively reserved for foreign customers who do not have blue trays. The packaging rules are the same as those described below, the blue trays being replaced by the boxes. For labelling, see also **Section 2 The Addressed Letter, chapter on Preparation of Mail Items - Packaging, point 5.1.**

a Direct trays placed on container/pallet (standard packaging)

1. By distribution office



1 direct tray = 1 distribution office

Wrap the trays and the pallet in plastic film to prevent the trays from falling during transport.

All mail items should be packaged in direct trays (trays containing only mail items intended for a single DO). The trays are then placed in containers/on pallets that contain exclusively mail items intended for the same distribution office (DO).

Identification of the contents

- for trays: a label
- for containers: a sheet (label format tray/A4/A5)
- for pallets: 2 sheets (A4/A5): one sheet on one of the shorter sides of the pallet and one sheet on top of the pallet

Model label

Name of the customer	Deposit number
Postal code of the DO (E.g.: 1020)	
Sorting by DO	Addressed magazines

Information to be included

- customer's name (minimum font size: 36)
- deposit number or unique deposit identifier
- postal code of the distribution office (destination - minimum font size: 36)
- sorting option: sorting by distribution office
- label must specify: 'Addressed magazines'

Model A4/A5

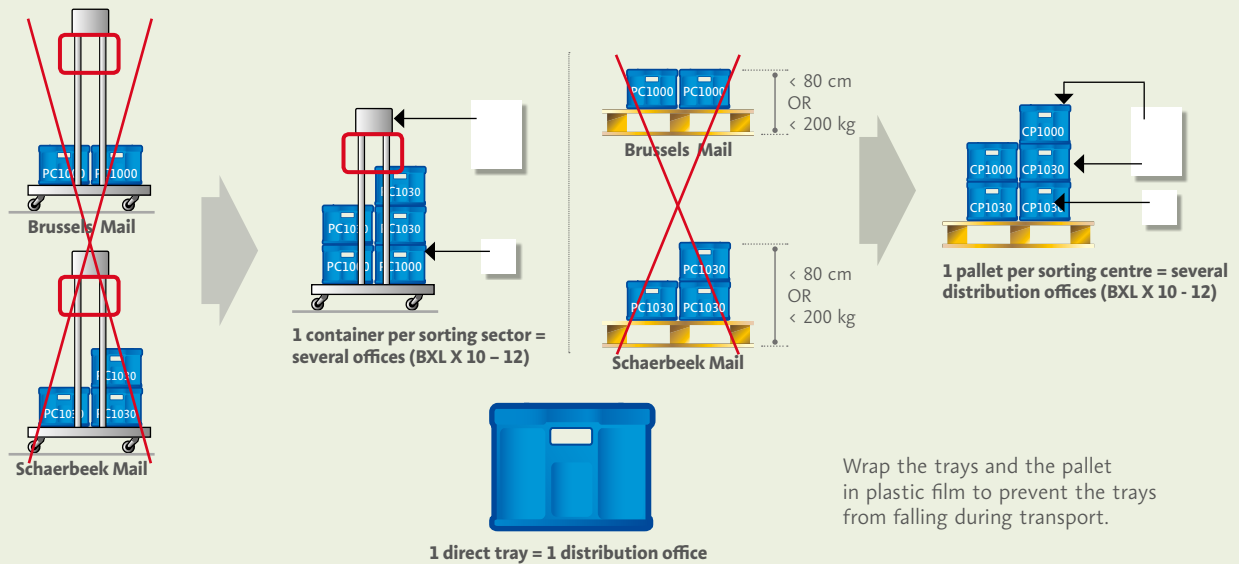
Name of the customer	Deposit number
Postal code of the DO (E.g.: 1020)	
Sorting by DO	Addressed magazines

Information to be included

- customer's name (minimum font size: 36)
- deposit number or unique deposit identifier
- postal code of the distribution office (destination - minimum font size: 72)
- sorting option: sorting by distribution office
- label must specify: 'Addressed magazines'

¹ See also **Section 2 Addressed Mail Items, Chapter on Preparation of Your Mail Items - Packaging.**

2. By sorting sector



All mail items should be packaged in direct trays (trays containing only mail items intended for a single DO).

If you don't have enough mail items to fill

- one complete container (minimum 10 trays) per distribution office
 - one complete pallet (minimum 200 kg or 80 cm high) per distribution office
- you can add to it trays from other distribution offices of the same sorting sector.

A direct tray can only contain mail items from a single distribution office. The container or the pallet can only contain mail items from distribution offices of the same sorting sector.

Identification of the contents

- for trays: a label
- for containers: a sheet (label format tray/A4/A5)
- for pallets: 2 sheets (A4/A5): one sheet on one of the shorter sides of the pallet and one sheet on top of the pallet

Model label

Name of the customer	Deposit number
Postal code of the DO (E.g.: 1000)	
Sorting by DO	Addressed magazines

Information to be included

- customer's name (minimum font size: 36)
- deposit number or unique deposit identifier
- postal code of the distribution office (destination - minimum font size: 36)
- sorting option: sorting by distribution office
- label must specify: 'Addressed magazines'

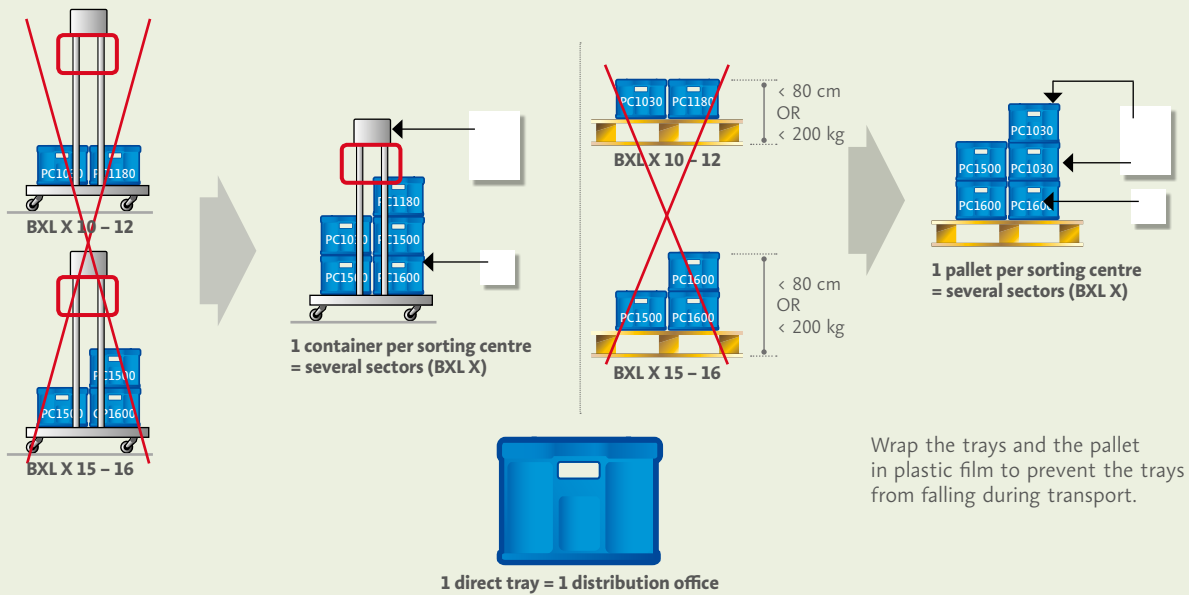
Model A4/A5

Name of the customer	Deposit number
Name of the sorting centre (E.g.: Brussels X) Sector number (E.g.: 10 - 12)	
Sorting by DO	Addressed magazines

Information to be included

- customer's name (minimum font size: 36)
- deposit number or unique deposit identifier
- name of the sorting centre + sector number (destination - minimum font size: 72)
- sorting option: sorting by distribution office
- label must specify: 'Addressed magazines'

3. By sorting centre



All mail items should be packaged in direct trays (trays containing only mail items intended for a single DO). If you don't have enough mail items to fill

- one complete container (minimum 10 trays) per sorting sector
 - one complete pallet (minimum 200 kg or 80 cm high) per sorting sector
- you can add to it trays from other sectors intended for the same sorting centre.

A direct tray can only contain mail items from a single distribution office. The container or the pallet can contain mail items for different distribution offices of the same sorting centre.

Identification of the contents

- for trays: a label
- for containers: a sheet (label format tray/A4/A5)
- for pallets: 2 sheets (A4/A5): one sheet on one of the shorter sides of the pallet and one sheet on top of the pallet

Model label

Name of the customer	Deposit number
Postal Code of the DO (E.g.: 1000)	
Sorting by DO	Addressed magazines

Information to be included

- customer's name (minimum font size: 36)
- deposit number or unique deposit identifier
- postal code of the distribution office (destination - minimum font size: 36)
- sorting option: sorting by distribution office
- label must specify: 'Addressed magazines'

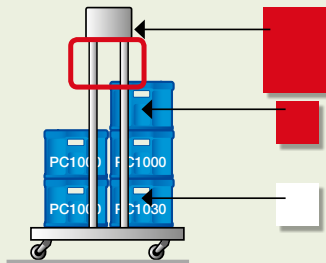
Model A4/A5

Name of the customer	Deposit number
Sorting centre (E.g.: BXL X)	
Sorting sector number (E.g.: 10-12 & 15-16)	
Sorting by DO	Addressed magazines

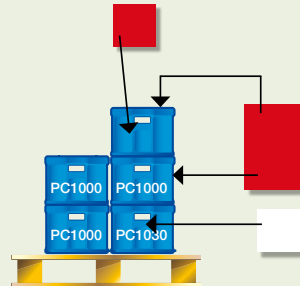
Information to be included

- customer's name (minimum font size: 36)
- deposit number or unique deposit identifier
- name of the sorting centre + number of sorting sector (destination - minimum font size: 72)
- sorting option: sorting by distribution office
- label must specify: 'Addressed magazines'

4. In containers with overflow trays/on pallets with overflow trays

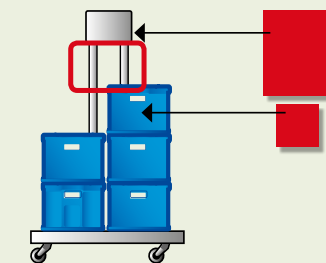


E.g.: 1 container per sorting sector
= several distribution offices + overflow tray(s)



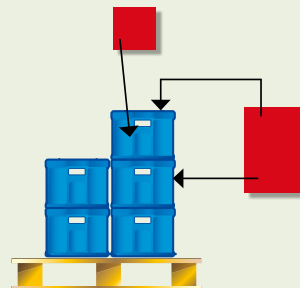
E.g.: 1 pallet by sorting sector
= several distribution offices + overflow tray(s)

or



1 overflow container

or



1 overflow pallet



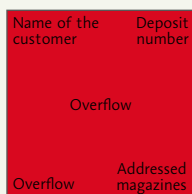
1 tray = 1 distribution office
OR
1 tray = overflow

Wrap the trays and the pallet in plastic film to prevent the trays from falling during transport.

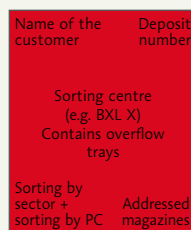
If after sorting, you still have mail items that you cannot package in complete trays (by distribution office) because of their insufficient volume, you can make up overflow trays.

For the identification of the containers, pallets and overflow trays, please refer to **Section 2 The Addressed Letter, chapter on Preparation of your Mail Items - Packaging, point 6.**

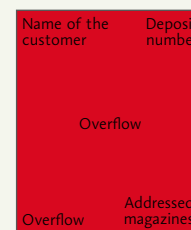
Model label tray



Model A4/A5 container/pallet containing overflow



Model A4/A5 overflow container/pallet



b Direct bundles on Restmail container/pallet (alternative)

Did you know?

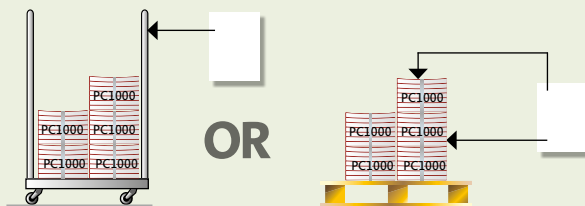
Filling of a Restmail container = minimum 200 kg or one-half of the container
 A bundle = several packages of mail items
 = minimum 3 cm high and maximum 7 kg



Find the information on preparing bundles (bundling) in **Section 2 The Addressed Letter, Preparation of Your Mail Items - Packaging, point 4.1.**



1. By distribution office



1 container per distribution office BXL Mail

1 pallet per distribution office BXL Mail



1 direct bundle = 1 distribution office

Wrap the trays and the pallet in plastic film to prevent the trays from falling during transport.

All mail items are packaged in direct bundles. Each bundle contains only mail items for a single distribution office. The bundles are then deposited in Restmail containers/on pallets containing exclusively mail items for a single distribution office.

Identification of the mail item

- for Restmail containers: one sheet (A4/A5)
- for pallets: 2 sheets (format A4/A5): one sheet on one of the shorter sides of the pallet and one sheet on top of the pallet

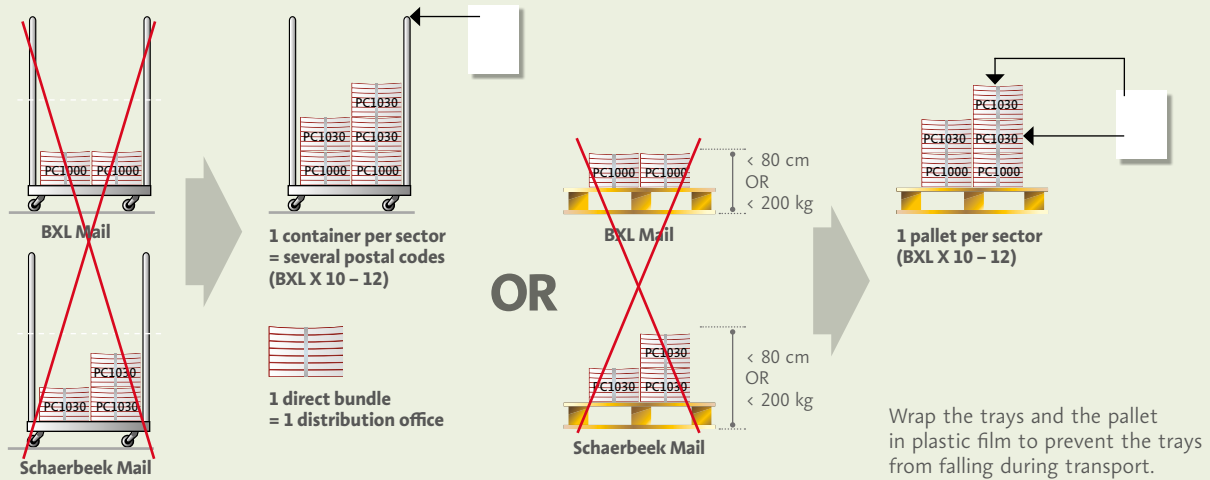
Model A4/A5

Name of the customer	Deposit number
Postal Code of the DO (E.g.: 1000)	
Sorting by DO	Addressed magazines

Information to be included

- customer's name (minimum font size: 36)
- postal code of the DO (destination - minimum font size: 72)
- sorting option: sorting by DO
- label must specify: 'Addressed magazines'

2. By sorting sector



All of the mail items are packaged in direct bundles (bundles containing only mail items intended for a single DO).

If you don't have enough mail items to fill

- one complete Restmail container (minimum 200 kg or one-half of the container) per distribution office
 - one complete pallet (minimum 200 kg or 80 cm high) per distribution office
- you can add to it bundles from other distribution offices of the same sorting sector.

A direct bundle can only contain mail items of a single distribution office. The Restmail container or the pallet can only contain mail items from distribution offices of the same sorting sector.



Identification of the mail item

- for Restmail containers: one sheet (A4/A5)
- for pallets: 2 sheets (A4/A5): one sheet on one of the shorter sides of the pallet and one sheet on top of the pallet

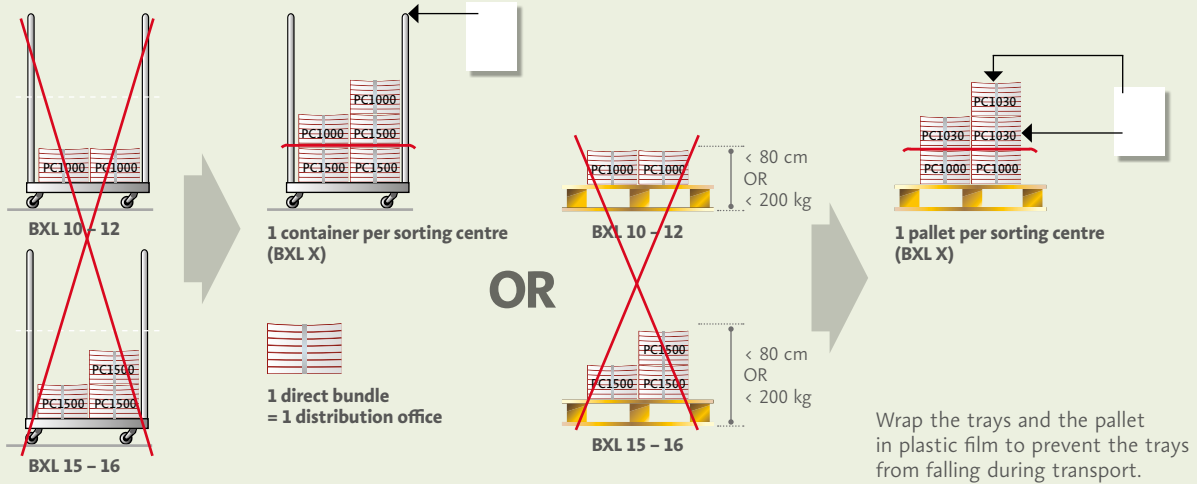
Model A4/A5

Name of the customer	Deposit number
Sector number (E.g.: 10 - 12)	
Sorting by DO	Addressed magazines

Information to be included

- customer's name (minimum font size: 36)
- sector no. (destination - minimum font size: 72)
- mail item sorting option: sorting by DO
- label must specify: 'Addressed magazines'

3. By sorting centre



All of the mail items are packaged in direct bundles (bundles containing only mail items intended for a single DO).

If you don't have enough mail items to fill

- one complete Restmail container (minimum 200 kg or one-half of the container) per sorting sector
 - one complete pallet (minimum 200 kg or 80 cm high) per sorting sector
- you can add to it bundles from other distribution offices of the same sorting sector.

A direct bundle can only contain mail items of a single distribution office. The Restmail container or the pallet can only contain mail items of distribution offices of the same sorting centre.



Identification of the mail item

- for the bundles: separated per sector by a divider (cardboard or paper) having the size of the surface of the Restmail container or of the pallet with the following criteria:
 - code for the sorting indication: sector (E.g.: 10 - 12) and distribution office (postal code, E.g.: 1000)
 - sorting of the product: sorting by distribution office
- for Restmail containers: one sheet (A4/A5)
- for pallets: 2 sheets (A4/A5): one sheet on one of the shorter sides of the pallet and one sheet on top of the pallet

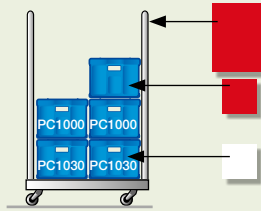
Model A4/A5

Name of the customer	Deposit number
Sorting centre (E.g.: BXL X)	
Sorting sector number (E.g.: 10 -12)	
Sorting by DO	Addressed magazines

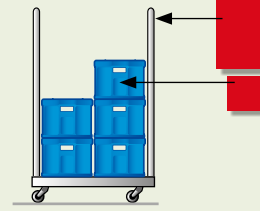
Information to be included

- customer's name (minimum font size: 36)
- sorting centre (destination - minimum font size: 72)
- sorting option: sorting by DO
- label must specify: 'Addressed magazines'

4. In Restmail containers / on pallets with overflow trays

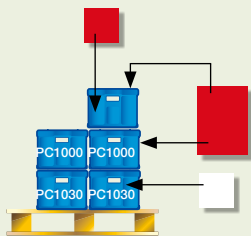


E.g.: 1 container per sorting centre = several distribution offices + overflow tray(s)



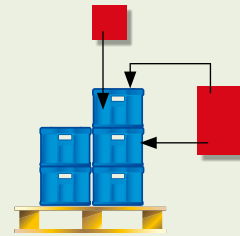
1 overflow tray

or



E.g.: 1 pallet per sorting centre = several distribution offices + overflow tray(s)

or



1 overflow pallet



1 tray = 1 distribution office
OR
1 tray = overflow

Wrap the trays and the pallet in plastic film to prevent the trays from falling during transport.

After sorting, if you still have mail items that you cannot package in complete cardboard boxes (per distribution office) due to insufficient volume, you can make up overflow trays.

For the identification of the containers, pallets and Overflow trays, please refer to **section 2 The addressed letter, Preparation of your mail items - Packaging, point 6.**

Model label tray

Name of the customer	Deposit number
Overflow	
Overflow	Addressed magazines

Model A4/A5 container/pallet containing overflow

Name of the customer	Deposit number
Sorting centre (e.g. BXL X) Contains overflow trays	
Sorting by sector + sorting by PC	Addressed magazines

Model A4/A5 overflow container/pallet

Name of the customer	Deposit number
Overflow	
Overflow	Addressed magazines



4.5 Mail items sorted by Round and sequence V1 and V2

For more information on this type of sorting, consult **Section 2 The Addressed Letter, chapter on Preparation of Your Mail Items - Sorting Options, point 5.**

5. Deposit and delivery of mail items

- Addressed press is deposited at MassPost (Hyper)Centre¹ counters:
 - either during the relevant period
 - or at the latest on the publication date indicated
- Deposits must always include:
 - a deposit² statement in duplicate (one for the customer and one for the MassPost (Hyper)Centre)
 - two specimens of the publication
- The publisher is responsible for the deposit of its publications.

5.1 Addressed newspapers

- before 5 pm in a MassPost HyperCentre located in a sorting centre (mail items sorted by distribution office)
- before 11 pm at the Brussels X sorting centre (mail items sorted by distribution office)

Subject to prior approval from bpost, it may be possible to deposit at the 'central newspaper depot' before 12.30 am, provided that the newspapers are sorted by 'newspaper depot'.
For more information, call the Service Centre at **02 201 11 11**.
Should the publisher fail to meet 1 of the 2 conditions, delivery to the addressees in D+1 cannot be guaranteed.



5.2 Magazines

Deposit

- Before 4 pm (MassPost Centre)
- Before 5 pm (MassPost HyperCentre)

Delivery period

- Weekly magazines: D+1
- Magazines other than weekly: D+2

If the depositor or the publisher does not comply with the deposit deadlines and/or the packaging rules, it will not be possible to guarantee these delivery periods to the addressees.

¹ With due consideration for the maximum interval of three months between two deposits for magazines.


² See **General Annexes, Notes**.



8. Press to be addressed (PostAbo)



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Press to be addressed (Postal Subscription or PostAbo)

1. Definition and conditions

- 'PostAbo' designates the periodicals described in the Royal Decree of 24 April 2014, which are:
- addressed by bpost on the basis of the publisher's supplied customer list¹ and dispatched by bpost to the delivery address along with standard mail
 - deposited at the MassPost (Hyper)Centre by the publisher
 - unaddressed and unfranked by the publisher

The PostAbo also applies to (daily) newspapers, but their deposit forms the object of a separate distribution circuit and is not dealt with in this chapter.



Mail items are distributed with the standard mail, in principle on D+1 for weekly publications and on D+2 for others. 'D' being the actual date of deposit of the mail items, and subject to fulfilment of all of the other conditions defined in this chapter or in the SUMO application user manual.

The SUMO application must be used for PostAbo².

Did you know?

To be considered a PostAbo, your publication must comply with all of the above conditions and correspond to the definition included in the postal regulations, as well as the general terms and conditions of bpost³.



1.1 The supplements

See previous **section 'Addressed press' – 1.1 The supplements.**

¹ Sending via the SUMO online application (Subscription Management), application shared by the publishers of newspapers and periodicals and by the bpost offices.

² The SUMO user conditions are available on request from the bpost Service Centre.

³ See the postal regulations and the General Terms and Conditions for Periodicals at www.bpost.be.



2. Dimensions, weight & thickness

See previous section 'Addressed press' – 2. Dimensions, weight & thickness.

3. Visual presentation of the mail items

See previous section 'Addressed press' – 3. Visual presentation of the mail items.

Fastenings that might injure bpost staff or damage other mail items (staples, paperclips, metal eyes, etc.) are not permitted.

4. Preparation of mail items



Did you know?

Belgium has:

- 5 sorting centres (Antwerp X, Brussels X, Charleroi X, Ghent X and Liège X)
- 18 sorting sectors (grouped by postal code)¹
- around 270 distribution offices.



PostAbo's must be sorted by sector¹ and by distribution office² unless all your mail items are mechanically addressed³.

Each package must be provided with an A4-sized cover page (or one that covers the mailed item) which must necessarily include the following:

- title of the publication and edition
- mention 'POSTABO' or 'Postal Subscription'
- the postal code and the name of the distribution office (do not mention the address!)
- the number of copies contained in the bundle
- the total number of copies to be distributed by the distribution office involved
- the number of the bundle/tray and the total number of bundles/trays anticipated for the distribution office involved



¹ See the **General Annex 'List of sectors'**.

² See 'List of distribution offices' on www.bpost.be/masspost.

³ bpost will keep you informed if applicable.



8. Press to be addressed (PostAbo)

Example of cover page

Title of the publication		PostAbo
Publication edition		
Postal code + name of the distribution office		
Number of copies in the bundle	Total number of copies	Bundle number / total number of bundles

If your publication includes several editions, they must be delivered separately.

4.1 PostAbo sorted by sorting sector and by distribution office (DO)

A DO corresponds to a group of postal codes¹.



4.1.1 Maximum and minimum volume per deposit

	MassPost Centre	MassPost (Hyper)Centre
PostAbo	20,000 mail items maximum	Min. 1

Please refer to **point 4.4 of the Addressed Press section** for the packaging and labelling.

4.1.2 Exceptional case: mechanised addressing

- Delivery of standard bundles ('bulk') preferably on pallets (or possibly in containers). No use of blue trays.
- Please deliver an additional 2% quantity of the publications in order to be able to deal with any potential failure of the addressing machine.

The early deposit of your mail items is possible, with bpost's approval.

¹ See the 'List of postal codes' on www.bpost.be/masspost.



5. Deposit and distribution of mail items

Before depositing the mail items, the publisher must have completed the publication calendar in the SUMO application. The encoding in the publication calendar must be done at least 5 working days prior to the deposit of the mail items in a MassPost (Hyper)Centre.

- PostAbo publications are deposited at the counter of a MassPost (Hyper)Centre on the day indicated in the publication calendar in SUMO.
- The deposit is always accompanied:
 - by 2 copies of the SUMO deposit statement
 - by 2 specimens of the publication
- The publisher shall be responsible for the deposit of its publications.

Deposit

- Before 16:00 (MassPost Centre)
- Before 17:00 (MassPost HyperCentre)

Distribution period

- Weekly periodicals: D+1
- Periodicals other than weekly: D+2

If the depositor or publisher fails to comply with deposit deadlines and/or the conditions contained in this chapter or in the SUMO manual, it will not be possible to guarantee these periods for distribution to the addressees.



6. Annexes

6.1 Request for approval or modification

request for approval or modification for the deposit of newspapers and magazines

Please enclose an example of the publication with this form

- New newspaper / magazine
- Change¹ Title Frequency Deposit office Publisher

¹ Please include the old details (between brackets) or include an old number in the event of any modifications

Approval number:

Title of the publication:

Frequency dates or period of deposit:

Any periods or months of non-publication:

Liable publisher (art 299 of the penalcode of Belgium) (last name + first name or registered office)

On behalf of (nv, bvba, kvba, vzw) :

Does it concern a publication published by an NPO (vzw): Yes / No

If yes, enclose a copy of the articles of association

Address: N°: Box:

Postcode:

Place:

VAT number:

Contact person (if not the publisher) (last name + first name):

Address:

Phone: Fax: Email:

Number of mail items per deposit (average):

Requested deposit office²:

² At least one deposit office. The offices below (which are MassPost Centres or MassPost Hyper Centres) must be chosen if every deposit contains at least 500 (unsorted) / 1,000 (presorted by sorting sector) or more identical publications.

MassPost HyperCentres

- Antwerpen X
- Brussels X
- Charleroi X
- Gent X
- Liège X
- Mouscron

- Arlon MassPost
- Brugge MassPost
- Eupen MassPost
- Hasselt MassPost
- Ieper MassPost
- Kortrijk MassPost
- Leuven MassPost
- Libramont MassPost
- Mechelen MassPost
- Geel MassPost
- Mons MassPost

- Namur MassPost
- Oostende MassPost
- Philippeville MassPost
- St-Niklaas MassPost
- Turnhout MassPost
- Wavre MassPost

MassPost Centres

- Aalst MassPost
- Aarschot MassPost

(Compulsory from 1,000 mail items if presorted by sorting sector and from 10,000 mail items if presorted by sorting sector and distributing office)

Do you already have a PP (postage paid) number? Yes / No

If so : N° Office:

Date

Signature

Return this document to the address below

Your personal details are processed by bpost, limited company under public law (Centre Monnaie, 1000 Brussels) as the party responsible for the processing, in order to manage the contractual relationship. You may access your personal details and/or have them corrected. To exercise this right send a signed and dated request in writing to bpost, Privacy Department, BP 5000, 1000 Brussels.

bpost | Service Centre (9th floor) | Cel Tijdschriften
Muntcentrum | 1000 Brussels
Email: service.centre@bpost.be
P. +32 2 201 11 11
www.bpost.be

bpost, limited company under public law, Centre Monnaie, 1000 Brussels.
 BTW BE 0214.596.464 RPR BRUSSELS CCP IBAN BE94 0000 0000 1414 BIC BPOTBEB1

