

4. Parcels

| | |
|--------------------------------|----|
| The parcel service (bpack) | 1 |
| Parcels: contents & dimensions | 10 |
| Preparing parcels | 16 |
| Delivering parcels | 27 |



Table of contents

The parcel service (bpack)

| | |
|---|----------|
| 1. Products and services | 1 |
| 1.1 Contractual clients | 2 |
| 1.1.1 Shipping formulas - national | 2 |
| 1.1.2 Shipping formulas - international | 3 |
| 1.1.3 Return formulas - national | 4 |
| 1.1.4 Return formulas - international | 4 |
| 1.2 Non-contractual clients ('Prepaid') | 5 |
| 1.2.1 Shipping formulas - national | 5 |
| 1.2.2 Shipping formulas - international | 6 |
| 1.3 bpack XL | 7 |
| 1.3.1 Product features | 7 |
| 1.3.2 Issue locations and time windows | 8 |
| 1.3.3 Details announcement file bpack XL | 8 |
| 2. MyPreferences service: receiving parcels in case of absence | 9 |
| 2.1 Delivery at (specified or random) neighbours | 9 |
| 2.2 Delivery at a safe place | 9 |
| 2.3 Delivery directly at a Pick-up point | 9 |
| 2.4 In case of absence, delivery at a preferred Pick-up point | 9 |

Parcels: contents & dimensions

| | |
|--|-----------|
| 1. Prohibited, non-compliant or undeliverable shipments | 10 |
| 2. Dimensions, weight and density | 13 |
| 2.1 Domestic parcels | 13 |
| 2.2 International parcels | 15 |

Table of contents

Preparing parcels

| | |
|--|-----------|
| 1. Packaging parcels | 16 |
| 2. Labels and required information on parcels | 17 |
| 2.1 Labelling parcels | 17 |
| 2.2 Required information on parcel - national | 17 |
| 2.3 Obtaining barcode labels - national | 18 |
| 2.3.1 For contractual clients | 18 |
| 2.3.2 For non-contractual clients | 19 |
| 2.3.3 Via the franking machine | 19 |
| 2.4 Required information on parcel - international | 20 |
| 2.5 Obtaining barcode labels - international | 21 |
| 2.5.1 For contractual clients | 21 |
| 2.5.2 For non-contractual clients | 21 |
| 2.5.3 Via the franking machine | 21 |
| 3. International parcels – Customs formalities | 22 |
| 3.1 General overview of customs documents for international shipments | 23 |
| 3.2 In practice | 24 |
| 3.2.1 Customs documents - for shipments outside fiscal EU | 24 |
| 3.2.2 Instructions for all "commercial senders" to countries outside the EU fiscal | 25 |
| 3.2.3 Commercial invoice or pro-forma invoice? | 26 |

Delivering parcels

| | |
|---|-----------|
| 1. Possible delivery methods for your parcels | 27 |
| 2. Notification file | 27 |
| 3. Drop-off locations and times | 28 |
| 4. Pre-sorting of deliveries | 29 |
| 5. Review of barcode quality (handling of non-compliant parcels) | 31 |
| 6. Special options Saturday/Sunday/Evening | 32 |
| 7. Home collection | 33 |
| 7.1 Contractual customers | 33 |
| 7.1.1 Collect & Send service | 33 |
| 7.2 Non-contractual customers | 33 |
| 8. Large deliveries and peak time | 34 |
| 8.1 Planning of extensive deliveries | 34 |
| 8.2 Deliveries at peak times | 34 |



The parcel service (bpack)

1. Products and services¹

On a **national** level, bpost is making every effort to ensure the delivery of your parcels to recipients on the first working day after they are deposited. Each solution allows you to track your parcels during shipment via the Track & Trace website www.bpost.be/trace or the My bpost app www.bpost.be/site/nl/ontvangen/parcels-ontvangen/my-bpost-app.

Outside Belgium bpack offers multiple solutions for your parcel shipments. Each formula for shipments abroad, except International Economy, allows you to track your parcels online with the Track & Trace function.

Here you will find an overview of all products and services for contractual and non-contractual bpack clients.

You will find the options for each product on the parcels product pages:



National

- Contractual clients: www.bpost.be/en/business-parcels-send
- Non-contractual clients ('Prepaid'): www.bpost.be/en/send-parcel/national

International

- Contractual clients: www.bpost.be/en/business-parcels-send/international
- Non-contractual clients ('Prepaid'): www.bpost.be/en/send-parcel/international

¹ For more information about our products and services, contact your Account Manager or Customer Service (service.center@bpost.be).

² The general terms and conditions of the bpack service can be found at www.bpost.be/nl/terms-and-conditions.



4. Parcels > The parcel service (bpack)

1.1 Contractual clients

1.1.1 Shipping formulas - national

1) bpack 24h Pro

- Delivery to your chosen address (home, work, etc.).
- Delivery on the working day after drop-off (from Monday to Friday as standard, Saturday paid option).
- If the addressee is not at home, bpost will deliver the parcel according to the delivery preferences specified.¹
- If the addressee has not specified preferences, bpost may deliver the parcel to a safe place or to a neighbour.
- Compensation possible in case of loss or damage of the parcel, after investigation of the complaint.

2) bpack 24h Business

- Delivery to your professional clients at your chosen address.
- Delivery on the working day after drop-off (from Monday to Friday as standard, Saturday paid option).
- If the addressee is not at home, automatic second attempt on the following working day.
- Signature or proof of delivery included.
- Basic guarantee included.
- Access to the Collect & Send service (from 1,000 parcels per year).

3) bpack@bpost (Collection point)

- Delivery at one of our Post Offices, Post Points or Parcel Locker.
- Delivery on the first working day after drop-off.
- The parcel is available at the collection point for 15 calendar days.
- Compensation in the event of loss or damage to the parcel.

4) Bpack 24/7 (Parcel Locker)

- Delivery at a Parcel Locker.
- Possible for parcels measuring 420 mm x 310 mm x 580 mm maximum.
- Delivery on the first working day after drop-off.
- The parcel is available at the Parcel Locker for 5 calendar days.
- Compensation in the event of loss or invisible damage to the parcel.

5) Click & Collect

- Delivery to one of your own shops.
- Delivery on the first working day after drop-off.
- Compensation in the event of loss or damage to the parcel.

6) bpack XL

- Delivery of heavy (>30 kg) or large parcels.²
- Drop-off @ Dynalogic Boom³ before 19.00.
- Delivery on the first working day after drop-off.
- If the addressee is not at home, second attempt provided.
- Compensation in the event of loss or damage to the parcel.
- Signature of addressee always required.

More information on the XL product at **page 7**.

Did you know?

For urgent parcels, you can use our Euro-Sprinters service. This delivers seven days a week, around the clock. For more information: **www.eurosprinters.com**.



¹ More information on MyPreferences in **2. MyPreferences service: receiving parcels in case of absence**.

² Weight: from 30 kg to 170 kg - Dimensions: from 1.5 m to 3.5 m - Circumference (length + 2x width + 2x height > 3m) - Volume: max 1.5 m³.

³ Dynalogic, Industrieweg 18, 2850 Boom. With the agreement of your Account Manager, drop-off also possible in Brussels X, Mouscron or Lummen (test phase).



4. Parcels > The parcel service (bpack)

1.1.2 Shipping formulas - international

1) bpack World Express Pro

- Valid in a network of more than 220 countries.¹
- Express delivery from the working day after drop-off (from Monday to Friday).
- Compensation in the event of loss or damage to the parcel.
- Signature of addressee always required.

2) bpack World Business

- Valid in a network of more than 220 countries.²
- Delivery from 1 working day after drop-off (from Monday to Friday).
- Compensation in the event of loss or damage to the parcel.
- Signature of addressee possible (paid option).

new

3) International Home Economy

- Valid for 26 European countries.
- Valid for parcels of max. 2 kg and the following dimensions: length \leq 60 cm and L + W + H \leq 90 cm.
- Delivery from 1 working day after deposit (Monday to Friday).
- No refund if the parcel is lost or damaged.
- No signature of addressee possible.

new

4) International letterbox

- Valid in the Netherlands
- Valid for parcels weighing up to 2 kg and with the following dimensions: 38 x 26.4 x 3.2 cm.
- Delivery from 1 working day after deposit (Monday to Friday).
- No refund if the parcel is lost or damaged.
- No signature of addressee possible.

5) bpack Europe Business

- Valid for shipments to professional customers in 26 European countries.³
- Delivery within 2 to 4 working days for neighbouring countries, 3 to 5 working days for the rest of Europe (from Monday to Friday).
- 3 delivery attempts will be made if the addressee is absent.
- Basic guarantee included.
- Signature of addressee always required.
- Access to the Collect & Send service (from 1,000 parcels per year).

6) bpack@bpost international

- Delivery in a collection point in France or the Netherlands.
- Delivery from 2 working days after drop-off (from Monday to Friday).
- Compensation in the event of loss or damage to the parcel.
- The parcel is available for at least 7 calendar days at the collection point.

¹ bpack World Express Pro: www.bpost.be/sites/default/files/landing_page/bpack_World_Express_Pro_Zones_NL.pdf.

² The list is available at: <https://www.bpost.be/en/zonesbpackworldbusiness>.

³ The list is available at: www.bpost.be/site/nl/professionele-oplossingen/parcels/internationaal/bpack-europe-business.



4. Parcels > The parcel service (bpack)

Return to sender



All national parcels are subject to a surcharge for returning to sender, except those parcels returned via a returns formula.

That supplement applies to parcels that:

- are refused by the addressee
- are not collected by the addressee
- cannot be delivered (because the address is incorrect)

1.1.3 Return formulas - national

1) bpack Easy Retour

- The e-trader provides the return label (they add it to the shipment or ensure the customer can download and print it).
- The customer deposits the parcel in our network (Post Office, Post Point, Parcel Point or Parcel Locker).
- Return within 24 or 48 hours (with deposit at a Parcel Point) after bpost receives the parcel (from Monday to Friday).
- Compensation in the event of loss or damage to the parcel.

2) bpack Easy Retour Printfree

- The customer receives a barcode with which they can request the return label to be printed at a Post Office or Post Point counter.
- Return within 24 hours after bpost receives the parcel (from Monday to Friday).
- Compensation in the event of loss or damage to the parcel.

1.1.4 Return formulas - international

1) bpack World Easy Return

- The e-trader provides the return label (they add it to the shipment or ensure the customer can download and print it).
- Valid in 22 European countries.¹
- Return of goods between 2 and 5 working days after shipment (from Monday to Friday).
- Compensation in the event of loss or damage to the parcel.

¹ The list is available at www.bpost.be/bpack/docs/bpack_World_Easy_Return_countries_nl.pdf.



1.2 Non-contractual clients ('Prepaid')

1.2.1 Shipping formulas - national

1) Letterbox parcels

- Delivery at an address:
 - Prepaid boxes in several sizes available
 - Maximum 1 kg
 - Compensation up to the value of shipping costs in the event of loss or damage
 - Delivery direct to the letterbox, expected on the first working day after drop-off

2) Standard (bpack 24h)

- Delivery at an address:
 - Delivery expected on the first working day after drop-off
 - Up to 10 kg
 - Compensation up to the value of shipping costs in the event of loss or damage
 - Delivery to the address of your choice
 - If the addressee is not at home, bpost will deliver the parcel according to the delivery preferences specified¹
- Delivery at a Pick-up point:
 - Delivery expected on the first working day after drop-off
 - Up to 10 kg
 - Compensation up to the value of shipping costs in the event of loss or damage
 - Delivery of your parcels (up to 10 kg) at one of our Post Offices, Post Points or Parcel Points
 - The parcel is available at the Pick-up point for 15 calendar days
- Delivery in a Parcel Locker:
 - Delivery expected on the first working day after drop-off
 - Up to 10 kg
 - Compensation up to the value of shipping costs in the event of loss or damage
 - Delivery in one of our Parcel Lockers
 - Possible for parcels measuring 420 mm x 310 mm x 580 mm maximum
 - The parcel is available for 5 calendar days in the Parcel Locker

3) With guarantee

- Delivery at an address:
 - Delivery expected on the first working day after drop-off
 - Up to 30 kg
 - Insurance included: coverage up to €500 in the event of loss or damage
 - Delivery receipt included: signature on delivery
 - Secure delivery of your parcels to your chosen address
- Delivery at a Pick-up point:
 - Delivery expected on the first working day after drop-off
 - Up to 30 kg
 - Insurance included: coverage up to €500 in the event of loss or damage
 - Delivery receipt included: signature on delivery
 - Delivery at one of our Post Offices, Post Points or Parcel Points
 - The parcel is available for 15 calendar days at the Pick-up point.
- Delivery at a Parcel Point:
 - Delivery expected on the first working day after drop-off
 - Up to 30 kg
 - Insurance included: coverage up to €500 in the event of loss or damage
 - Delivery at one of our Parcel Points
 - Possible for parcels measuring 420 mm x 310 mm x 580 mm maximum
 - The parcel is available for 15 calendar days at the Parcel Point

¹ If the addressee has not indicated any preference, bpost may deliver the parcel at a safe place or a neighbour.



4. Parcels > The parcel service (bpack)

Did you know?

For urgent parcels, you can use our Euro-Sprinters service. This delivers seven days a week, around the clock. For more information: www.eurosprinters.com.



1.2.2 Shipping formulas - international

1) Economy

- Delivery of your parcels of up to 2 kg in a network of 220 countries.¹

2) Standard

- Delivery of your parcels of up to 30 kg in a network of 220 countries.¹
- Possible to track the parcel online.
- Compensation in the event of loss or damage to the parcel.

3) With Warranty

- Delivery of your parcels up to 30 kg in a network of 220 countries.²
- Possibility of tracking the parcel online.
- Warranty included: coverage up to 500 euros in case of loss or damage.

4) Express

- Express delivery of your parcels of up to 30 kg in a network of 220 countries.²
- Basic compensation in the event of loss or damage to the parcel.
- Possible to track the parcel online.
- Signature of addressee always required.

¹ The list is available at: www.bpost.be/sites/default/files/product/ListePays_NL-bpackWorld_0.pdf.

² The list is available at: www.bpost.be/sites/default/files/product/ListePays_NL-bpackWorldExpress.pdf.



4. Parcels > The parcel service (bpack)

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1.3 bpack XL

This page lists the specifics of the bpack XL product.

General information about parcels can be found in the pages of the parcel service (bpack).

- Bpack XL is only available to contractual customers.
- You can request a contract from your Account Manager and, as a new customer, you will be guided by our customer "Implementation Team" that will take care of accessing your account.
- Destination of bpack XL parcels: Belgium, Netherlands, Luxembourg.
- Distribution with signature of the addressee takes place between 8 a.m. and 10 p.m. on the first working day after deposit.
- Standard second offer.
- Compensation in case of loss or damage up to 500€.
- Obvious email information flow and confirmation of delivery.
- Different options are possible.

1.3.1 Product features

1) A pack becomes a bpack XL as soon as:

- the weight exceeds 30 kg or
- its length > 150 cm or
- the length + 2x width + 2x height > 300 cm

2) Maximum:

- max weight: 170 kg
- max volume: 1.5 m³
- max length : 3.5 m
- length + 2x width + 2x height < 550 cm

3) A distinction is made between 1XL and 2XL parcels.

We refer to a 2XL parcel as soon as:

- the weight exceeds 35 kg or
- the length is bigger than 275 cm or
- volume > 0.30m³





4. Parcels > The parcel service (bpack)

1.3.2 Issue locations and time windows

Dynalogic: Industrieweg 18, 2850 Boom : every working day between 12 and 19h

Only with the prior agreement of your Account Manager is delivery also possible in

- Hyper Masspost Brussels X¹ (until 5 p.m.)
- Masspost Mouscron¹ (until 4 p.m.)
- Masspost Lummen¹ (until 3 p.m.)

You can find addresses and opening hours at www.bpost2.be/locations/business/nl/both.php.

On delivery, separate pallets should be made for 1XL and 2XL parcels.

1.3.3 Details announcement file bpack XL

The announcement file for the bpack XL product must contain the following data in addition to the normal data:

- dimensions
- weight
- e-mail of the addressee

¹ Maximum of 10 pallets per customer per day.



2. MyPreferences service: receiving parcels in case of absence

bpost has developed a **platform** (track.bpost.be/preferences/?language=en) for clients where they can specify their delivery preferences for when they are not at home when a parcel is delivered to them.

So that we can comply with your addressee's preferences, it is important you inform us of the **e-mail** address they used to place their order. That way we can link the delivery of their parcel to their preferences.



2.1 Delivery at (specified or random) neighbours

- No more than 50 m from the delivery address.
- This preference is not available for parcels with payment upon delivery and/or with delivery option "evening delivery".

2.2 Delivery at a safe place

- Delivery to the address, to a safe, sheltered and accessible place.
- For a parcel that requires a signature, a photo will be provided as proof.
- This preference is not available for parcels with payment upon delivery and/or with delivery option "With Warranty".

2.3 Delivery directly at a Pick-up point¹

- Delivery directly at a Post Office, Post Point, Parcel Point or Parcel Locker chosen by the client.
- For parcels with refund, delivery is only possible at a Post Office or a Post Point.
- This preference is not available for a parcel with the delivery option 'evening delivery'.

2.4 In case of absence, delivery at a preferred Pick-up point¹

- Delivery at a Post Office, Post Point, Parcel Point or Parcel Locker chosen by the client.
- Delivery at the collection point on the first working day after bpost initially attempted to deliver to the address on the parcel.
- For parcels with refund, delivery is only possible at a Post Office or a Post Point.

If delivery to a house is not possible and bpost has no information about the addressee's delivery preferences, bpost may proactively deliver at a neighbour or a safe place. bpost will inform the client of this delivery.



¹ Only if the parcel could not be delivered directly to the letter box.



Parcels: contents & dimensions

1. Prohibited, non-compliant or undeliverable shipments

1. Prohibited and non-compliant shipments

1.1 In accordance with the applicable Postal Law, the dispatch or carriage of certain shipments is prohibited. This includes:

1.1.1 Dangerous goods:

Dangerous objects are objects that, due to their shape, nature or packaging, can be dangerous for people or can damage other shipments, the equipment of bpost, or the goods of third parties (including parcels);

Class 1

- Explosive substances and items: fireworks, ammunition, gunpowder...

Class 2

- Flammable gas: camping gas, lighters, aerosols...
- Non-flammable, non-toxic gases: fire extinguishers, diving tanks, neon...
- Toxic gases: carbon monoxide, chlorine...

Class 3

- Flammable liquids: alcohols, petrol, nail varnish...

Class 4

- Flammable substances: matches...
- Spontaneously flammable substances: phosphorous...
- Substances that emit flammable gases when in contact with water...

Class 5

- Oxidising substances: disinfectants, bleaching powder...
- Organic peroxides: bleaches...

Class 6

- Poisonous substances: pesticides, rat poison...
- Infectious substances: viruses, blood samples...

Class 7

- Radioactive substances: used for medical diagnosis and treatments such as cobalt-60, iodine-125...

Class 8

- Corrosive substances: mercury, hydrochloric acid...

Class 9

- Various dangerous substances and objects: lithium batteries, carbon dioxide in solid form (dry ice) ...



4. Parcels > Parcels: contents & dimensions

1.1.2 Prohibited items:

- Drugs, narcotics and psychotropic substances
- Weapons, essential parts of weapons and ammunition, imitation firearms, knives, swords, daggers and any other sharp or cutting object
- Objects, texts or general substances of which the import, export, production, circulation, distribution, use, possession, sale or transport are forbidden by law
- Objects that include statements that contravene public order or common decency
- Shipments that mention forbidden destinations or contain forbidden goods according to commercial law
- Shipments that contain counterfeit goods
- Bearer securities, coins, banknotes, jewellery (with the exception of fantasy jewellery if the value of which does not exceed EUR 500) or other precious materials, unless they are sent in a sealed envelope as a Shipment with Declared Value. They may be put in an International Registered Mail with Declared Value, but only if the country of destination participates in that service.
- Parcels whose value is more than €25,000

1.2. Without prejudice to article VII .2 and the possibility for bpost to notify the competent authorities where appropriate, bpost reserves the right, with regard to the content of the prohibited Shipments mentioned in point 1.1 above:

- to refuse them;
- to suspend their processing;
- to destroy them immediately if they are dangerous to persons and property; and/or
- to return them to sender if their name and address appears on the Shipment. In the event that the name and address are not on the Shipment, bpost may treat the Shipment in accordance with the provisions in points 2.1 b) and c) below. The return and storage costs and all other costs will in this instance be at the expense of the Client.

1.3. In addition to Shipments containing prohibited content, bpost reserves the right to refuse or suspend the Handling of Shipments (other Shipments than those mentioned in point 1.1 above) if they do not meet the conditions stated in these General Terms and Conditions, Operational Manuals, special conditions and other documents applicable to the Handling of Mail Items, as well as to the applicable provisions of the Postal Code. This includes Shipments:

- that have no postage or insufficient postage paid;
- where the destination address is missing, incomplete, unclear or illegible, or does not comply with the addressing regulations in the Operational Manuals;
- that do not comply with the applicable technical and operational rules (including with relation to weight and dimensions); or
- that are not correctly packed or where their packaging is not appropriate for the contents of the Shipment.



4. Parcels > Parcels: contents & dimensions

1.4. Without prejudice to article VII.2, bpost reserves the right with regard to the non-compliant Shipments mentioned in point 1.3 above:

- to refuse them;
- to suspend their processing;
- if Shipments have no postage or insufficient postage paid:
- to request that the sender pays the remaining postage and additional costs in the event that an address is stated on the Shipment and this address is in Belgium;
- in the event that the address of the sender is not stated on the Shipment, or the address of the sender is not in Belgium, to leave a notice with the addressee requesting that they pay the postage and additional costs if the destination address is in Belgium;
- in the absence of payment of postage and other costs or if the Shipment is not collected within the time limit imposed by bpost, to treat this Shipment in accordance with the provisions in the points 2.1 b) and c) below;
- if the address of the sender is not indicated on the Shipment and the destination address is not in Belgium, to treat the Shipment according to the provisions of the Universal Postal Union;
- when it concerns Shipments that are not compliant for any other reason (than because they are not or insufficiently stamped):
- to return them to sender if the address is indicated on the Shipment;
- if the address of the sender is not indicated on the Shipment, to treat the Shipment in accordance with the provisions in points 2.1 b) and c) below.

1.5. If bpost nevertheless handles the Shipments mentioned under points 1.1 and 1.3 above, this does not absolve the Customer of liability.

1.6. Bpack Parcels containing perishable goods are transported at the sole risk of the Customer and without any liability on the part of bpost, in the event of damage caused to or by these Shipments or Bpack Parcels.

Parcels whose transport and handling is subject to ICAO (International Civil Aviation Organization) and IATA (International Air Transport Association) rules regarding the international transport of dangerous goods, ADR (European Agreement concerning the International Carriage of Dangerous Goods by Road) rules and other relevant national or international rules (hereafter called 'Dangerous Goods') may not be given to bpost for transport, unless with the prior written agreement of bpost.





4. Parcels > Parcels: contents & dimensions

2. Dimensions, weight and density

2.1 Domestic parcels

Did you know?

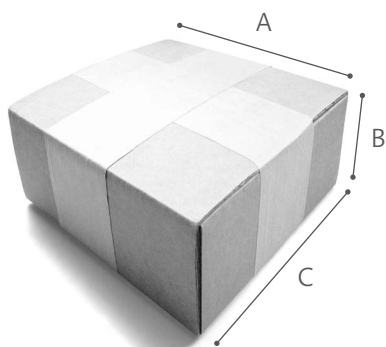
A shipment is automatically considered a parcel

- if it weighs more than 2 kg or;
- if one of the dimensions is greater than: 350 mm (A) x 230 mm (C) x 30 mm (B).



Parcels must strictly comply with all the criteria in the table below.

Standard parcel



| | |
|---------------------------|--|
| Minimum dimensions | <ul style="list-style-type: none">· Width 112 mm· Length 145 mm |
| Maximum dimensions | <ul style="list-style-type: none">· Length 1.5 m· Sum of A + 2B + 2C: 3 m |
| Maximum weight | <ul style="list-style-type: none">· 30 kg· 2 kg/dm³ |

Maximum format for Parcel Lockers:
420 mm x 310 mm x 580 mm.



Parcels that exceed the maximum dimensions (longest side 1.5 m, 3 m in total) and/or the weight limit (max 30 kg) will not be accepted for delivery at a Post Office, Post Point, Parcel Point or collection point. They may be accepted in Masspost; an extra cost will be passed on through an invoice (applies to contractual clients).

Density of the parcel¹

A surcharge will be applied to transportable parcels with a density below the threshold of 120 kg/m³. This surcharge will be calculated per missing kg under 120 kg/m³. Backpack XL and parcels with a length + height + width of less than 70 cm are excluded.

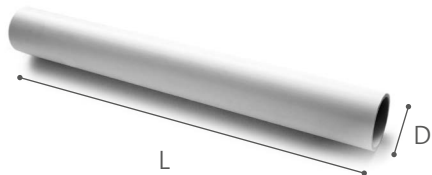


¹ Applicable to contractual customers only.



4. Parcels > Parcels: contents & dimensions

Parcels in roll format must strictly comply with all the criteria indicated in the table below.



| | |
|---------------------------|--|
| Minimum dimensions | <ul style="list-style-type: none">· Length ≥ 100 mm· Length + (2 x diameter) ≥ 170 mm |
| Maximum dimensions | <ul style="list-style-type: none">· Length ≤ 1.5 m· Length + (4 x diameter) ≤ 3 m |
| Maximum weight | <ul style="list-style-type: none">· 30 kg· 2 kg/dm³ |



bpack XL parcel

| | |
|---------------|-----------------------------|
| Volume | Maximum: 1.5 m ³ |
| Length | Maximum: 3.5 m |
| Weight | Maximum: 170 kg |

new

All information about the bpack XL parcels can be found on the page 7.

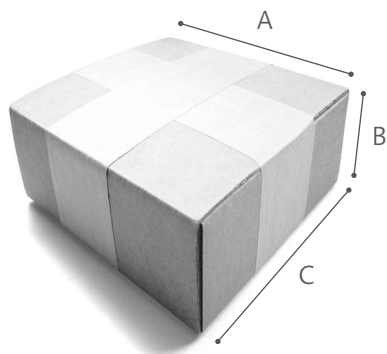




4. Parcels > Parcels: contents & dimensions

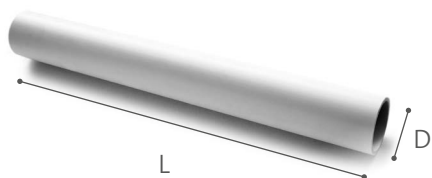
2.2 International parcels

Parcels must strictly comply with all the criteria indicated in the table below.



| | |
|---------------------------|---|
| Minimum dimensions | <ul style="list-style-type: none">· Width 153 mm· Length 240 mm |
| Maximum dimensions | <ul style="list-style-type: none">· 1.5 m or· Sum of A + 2B + 2C: 3 m |
| Maximum weight | <ul style="list-style-type: none">· 30 kg¹· 2 kg/dm³ |

Parcels in roll format must strictly comply with all the criteria indicated in the table below.



| | |
|---------------------------|---|
| Maximum dimensions | <ul style="list-style-type: none">· 1.5 m |
| Maximum diameter | <ul style="list-style-type: none">· 400 mm |
| Maximum weight | <ul style="list-style-type: none">· 30 kg¹· 2 kg/dm³ |

Economy

| | |
|--|--|
| Maximum weight | <ul style="list-style-type: none">· 2 kg |
| Minimum dimensions <i>(one of the sides must exceed one of the following dimensions)</i> | <ul style="list-style-type: none">· Width: 230 mm· Length: 350 mm· Height: 30 mm |
| Maximum dimensions | <ul style="list-style-type: none">· Each dimension ≤ 600 mm· Length + width + height ≤ 900 mm |
| Roll dimensions | <ul style="list-style-type: none">· Length < 600 mm· Diameter < 200 mm |

¹ Drop-off only via our partner Dynalogic, Industrieweg 18, 2850 Boom. All information about the XL parcels can be found on the **page 7**.

² Certain countries limit the weight of parcels (example: 20 kg), see limits per country at www.bpost.be/sites/default/files/product/ListePays_NL-bpackWorld_0.pdf.



Preparing parcels

1. Packaging parcels

new

If you have any questions about the packaging and contents of your parcels, please consult:
www.bpost.be/sites/default/files/parcel/Verpakkingsgids_Bedrijven_NL.pdf.



If the content was not properly packaged, no compensation will be awarded in case of damage to the parcel.

Your parcels can also be refused if:

- the packaging is broken or the package is not properly closed;
- the packaging is not watertight;
- the contents pose a risk to health and safety (of the driver or the environment).





2. Labels and required information on parcels

2.1 Labelling parcels

To assure that your parcel can be correctly sorted and delivered, a clearly legible self-adhesive label must be affixed.

Rules for affixing labels:

- The surface of the package to which the label is affixed must be flat.
- There should be no wrinkles in the label.
- The label must be affixed to the largest surface of the parcel. It must be clean and flat.
- The label should not overlap 2 surfaces.
- The adhesive surface of the label should not be used to seal the package.

Rules for printed labels:

- The required fields (address of the addressee, return address, barcode, etc.) should be perfectly legible and in the correct position on the label.
- Light-coloured address zone, preferably white.
- Printed barcode in black.
- Constant contrast (between background colour and the barcode).

If the barcode on the parcels is not protected with a window or plastic film, the ink must be resistant to rain, sunlight, handling, etc.



Labels cannot be correctly printed with matrix or rotary printers.

Specific rules for shipments with windows:

- The destination address and the 'P' barcode must always be visible through the window, even when the document moves within the envelope.
- With COD (Cash On Delivery, the addressee pays upon delivery), the specific barcode (with the amount) must always be visible through the window. The window, foil or plastic paper should be clear enough that the shipment can be scanned.

2.2 Required information on parcel - national

A bpack parcel always has a label or docket with a unique 'P' barcode, which begins with '3232'.





4. Parcels > Preparing parcels

The following information must appear on the front of the parcel (this is always one of the largest surfaces of the parcel)

- destination address
- return address (always in Belgium)
- barcode (label)
 - based on the standards of the UPU (Universal Postal Union)
 - type 128/HR
 - structured according to the bpost specifications for parcels
 - beginning with 3232
 - preceded by a 'P'
 - new standard carrier code
- any bpack options (e.g. Signature, Cash on Delivery, etc.) in the space provided

Did you know?

You can check an address via bpost's address validator at www.bpost.be/en/addressing-address-validation-tool.



2.3 Obtaining barcode labels - national

2.3.1 For contractual clients

You have three options

- Print the labels using the online Shipping Manager application.

- Use the login details provided when the contract was agreed (password and username).
- You will find the guide to making barcodes and the most frequently asked questions at: parcel2.bpost.be/en/home.



- **Make your own labels** following the technical specifications for parcels required by bpost
- **Order labels printed by bpost** using the paid 'Preprint Label' service via www.bpost.be/site/nl/business/send_post/franking/preprintservice.html.

Sample label

| | | | |
|--|---|------------------------------|---|
| | | Expéditeur/Afzender : | |
| | | Company |  |
| | | Département | |
| | | Contact Person | |
| | | Street & Number | |
| Paquet - Pakket | | Postal Code & City | |
| P |  | | |
| 323299902616489000563030 | | | |
| <div>Company Département Contact Person Street & Number Postal Code & City (Country)</div> | | | A20A |



4. Parcels > Preparing parcels



2.3.2 For non-contractual clients

You have three options

- **Make labels using the online application** (parcel2.bpost.be/en/home) or via the "My bpost" app (available in the App Store or Google Play). You can receive them by email and/or have them printed at a Post Office or Post Point.
- **Order your prepaid labels at the bpost e-shop.**
- **Collect your shipping labels from a Post Office or Post Point:** fill in the details, affix the left-hand side of the label to your parcel, print your barcode at the counter and complete the transaction.

2.3.3 Via the franking machine

If you are franking your parcels using a franking machine, you must also affix a a bpack label with 'P' barcode.

| | | | |
|--|--|--|--|
| <div>a</div> <div>Machine à affranchir / Frankiemachine Frankier hier uw pakket / Afzender hier Machine BEFRAN</div> <div></div> | | | Expéditeur / Afzender : Stadsbestuur Ninove Receptie Centrumlaan 100 9400 Ninove |
| | Paquet - Pakket | | |
| | <div>P</div> <div></div> <div>323299902616489000563030</div> <div></div> <div>www.bpost.be/bpack</div> | | |

- You can order the labels for free at www.bpost.be/etiket.
- Stamp your label according to the weight of the parcel and affix it in the space provided.
- If the bpack label is not accepted by your machine:
 - stamp a label from your machine
 - affix it in the space provided on your bpack label (zone **a**)
- State the destination address on the bpack label and affix it to your parcel.



2.4 Required information on parcel - international

A bpack parcel always has a label or docket with a unique 'P' barcode that begins with 'CD'1, 'CE'1, 'EE'1 or '3298' or '3299'.



The following information must appear on the front of the parcel (this is always one of the largest surfaces of the parcel)

- the number of your bpack contract
- return address (in Belgium)
- destination address
- telephone number of addressee
- your signature
- for shipments outside the fiscal EU: description of the contents of the parcel (CN23)

Tip

If you use a Shipping Manager label, all the information is already included.



Did you know?

If your parcel is being shipped to a non-EU country, there are customs formalities to be completed (more information in **point 3 of this chapter**).





2.5 Obtaining barcode labels - international

2.5.1 For contractual clients

- **You can print labels yourself using the Shipping Manager online application**
(log in to the application with the username and password provided when the contract was agreed).
- **bpack World Express**
 - For a bpack World Express shipment, you can also use the paper TE6 dockets (you can order these at www.bpost.be/materiaal).

2.5.2 For non-contractual clients

Economy

- Print labels with the online tool at www.bpost.be/pakjesversturen.
- Via a Post Point or a Post Office.

Standard

- Create labels via the online application (see parcel2.bpost.be/en/home).
- Via a Post Office.
- Via a Post Point (limited to shipments to Europe of up to 10 kg).
- BPI04 documents can also be ordered via www.bpost.be/materiaal.

Express

- Only possible at Post Offices.

2.5.3 Via the franking machine

Economy

- No docket or barcode label required.
- Stamp a label with your chosen Economy tariff (PRIOR or NON PRIOR).
- Affix the stamped label to your shipment.

Standard

- Order your BPI04 slips for free via www.bpost.be/materiaal or collect them from a Post Office or Post Point.
- Stamp a label and affix it to the corner of your slip.



3. International parcels – Customs formalities

Shipments outside the EU



Make sure we can continue to deliver your non-EU shipments quickly and correctly.

Please fill in all numerical information correctly, to avoid your shipment being refused and returned.

As of 1 January 2021, **there is a change in the global data requirements at international level.** internationally. These new requirements of the e-commerce sector therefore apply to all your shipments of goods.

This new regulation, which requires the transmission of a series of detailed information on your shipments, is called **Electronic Advance Data or EAD**.

As of 1 July 2021, it is necessary to fill in all mandatory fields correctly or your shipment will be refused and returned. Transmitting this data in the correct format will allow for fast clearance in the customs clearance in the country of destination outside the EU customs area and avoid any delays and/or additional costs due to missing data.

The following information must be provided:

- Name and address of the sender
- Name and address of the recipient
- Recipient's telephone number or e-mail address
- Amount of postage paid
- Currency of postage paid
- Number of items
- Value of items
- Currency of value of items
- Description of the item
- Weight of item
- HS tariff code
- Origin of goods

If all the data has been entered digitally, it will be immediately included on the CN-23 document to be printed.

Did you know?



No customs documents are required for shipments to countries in the fiscal European Union.



4. Parcels > Preparing parcels

3.1 General overview of customs documents for international shipments

It is the responsibility of the sender to check which customs documents are required. The sender must complete, sign and affix these documents to the parcel. For all international shipments, the following customs documents must be added to the shipment :

| | |
|----------------------------|--|
| Within EU taxation | <ul style="list-style-type: none"> No customs document is required |
| Outside EU taxation | <ul style="list-style-type: none"> Please fill in the CN23 section/document completely and attach a copy (for more information see point 2 in practice). Always include two copies of the invoice or pro forma invoice For shipments with a value of more than € 1,000, you should also add a Single Administrative Document |

Countries acceding to the European Union (EU) on 01.01.2021
Belgium, Bulgaria, Cyprus, Denmark, Germany, Estonia, Finland, France, Greece, Hungary, Ireland Italy, Croatia, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Austria, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the Czech Republic.



Please note

The following areas are not part of the fiscal territory of the EU¹, so the same customs formalities apply as for shipments are applicable as for shipments 'Outside EU tax territory':

| Country EU | Area |
|-------------------|--|
| Denmark | Faroe Islands, Greenland |
| Germany | Heligoland, Büsingen |
| Spain | Ceuta, Melilla, Canary Islands, Gibraltar, Andorra |
| France | French Overseas Territories and Departments; also known as DOM, COM & TAAF <ul style="list-style-type: none"> DOM: "Départements d'outre-mer" (Overseas Departments): Guadeloupe, Martinique, French Guiana, Réunion, Mayotte COM: 'Collectivité d'outre-mer' (Overseas Territories): French Polynesia, Saint Bartholomew's Island, Saint Martin, Saint Peter and Miquelon, Wallis and Futuna TAAF: 'Terres australes et antarctiques françaises' (French Southern Territories and the Antarctic): Kerguelen, St. Paul's Island, Amsterdam Island, Crozet Islands, Adélie Land, Scattered Islands |
| Italy | Livigno, Campione d'Italia, Italian waters of Lake Lugano, San Marino (sovereign state), Vatican City. |
| Finland | Aland Islands |
| Greece | Mount Athos (sovereign state) |
| Cyprus | Turkish part |

¹ This list is subject to change. It is updated on the EU website www.europa.eu/european-union/about-eu/countries_en.



3.2 In practice

3.2.1 Customs documents - for shipments outside fiscal EU

For Economy, Standard and Express shipments

Non-contractual customers can obtain a shipping label at a Post Office or Post Point. On this document, the different fields have to be filled in, including the CN23 part: sender, recipient, HS code, contact details (e-mail address and telephone number), postage paid. We strongly recommend to fill in the e-mail address and/or the telephone number of the addressee. This facilitates and speeds up the clearance of the shipment in the country of destination. With these data we can inform the addressee of the day of delivery.

For Economy shipments, write the address on your parcel and attach a CN23 document (this is also available from a Post Office or Post Point). You can have your parcel franked at the counter.

For bpack World Business and bpack World Express Pro shipments

Contractual customers create their shipping labels via 'Shipping Manager'. The CN23 document is automatically printed when a shipping label is created. The open fields of the CN23 part (quantity, weight in kg, detailed description of the content, value) are entered digitally.

A detailed description of your parcel is always necessary to guarantee a smooth export and import.

For all shipments

Always attach the invoice or a "pro forma invoice" of the goods sent in duplicate.

Download a template of a pro forma invoice [here](#).

- When the value of the goods in your parcel exceeds € 1,000, you must attach a "Single Administrative Document" to your shipment in a transparent bag on the back of it. For more information, please contact the FPS Finance at info.douane@minfin.fed.be.



- In case of temporary or re-export of goods, you should also add a "Single Administrative Document".

Tips for completing the CN23 section:



- It is best to complete the shipping label in English or French as these are the recognised languages in the international postal world..
- For shipments outside the EU, fill in the CN23 section completely, correctly and legibly. A description such as 'clothing' will not be accepted (e.g. 'men's shirts' and 'cotton t-shirts'). Failure to do so may delay the shipment and cause other inconveniences to you or the addressee.
- Customs authorities or other government agencies may physically inspect parcels in the exporting country, the country of transit and/or the country of destination. Incorrect descriptions usually result in a fine or seizure of the parcel.
- In accordance with the applicable postal legislation, the dispatch or transport of certain mail items is prohibited (see the general terms and conditions of service of bpost at www.bpost.be/en/general-terms-and-conditions).
- Certain goods may be subject to restrictions or limitations. You should enquire about import and export regulations including any additional documents (such as a certificate of origin, health certificate, CITES permit, phytosanitary certificate or licence) that may be required.



4. Parcels > Preparing parcels

Example CN23

| Detailed description of contents | Quantity | Net weight (in kg) | Value |
|---|----------|-------------------------------------|-------------------------------|
| Six Nido cans of milk powder | 6 | 4.8 (0.8x6) | 60 EUR (10x6) |
| Four men's long sleeve 100% cotton shirts | 4 | 0.8 (0.2x4) | 80 EUR (20x4) |
| | | Total gross weight 5.8 kg | Total value 140 EUR |

3.2.2 Instructions for all "commercial senders" to countries outside the EU fiscal

As soon as there is a commercial relationship between the sender and the addressee, there is a commercial shipment.

By a commercial relationship we mean

- The purchase of a private individual to a company;
- The purchase of a business to a business;
- The purchase from a private individual to a private individual (e.g. via an auction site);
- An exchange (where no money is paid, e.g.: collector).

For commercial shipments, the following details must always be clearly stated

- A clear description of the shipment: always state the contents you are describing in detail: the number, weight and value of the parcel.
- De HS-code: With classification rules agreed worldwide, goods are assigned a commodity code according to the Harmonised System (HS), a commodity code is assigned. This six-digit code must be entered on the CN23 section. Please consult the [website](#) for this
- The term "Country of origin of goods" refers to the country where the goods originate (e.g. the country of production, manufacture or assembly). Senders of commercial shipments are advised to fill in this information correctly in the CN23 section, as this will help Customs to process the parcels faster and more accurately.
- Indicate the postage fee paid to bpost for sending the item. State the other taxes separately (e.g. insurance). These amounts are needed to calculate the customs duties in the country of destination.
- If, depending on the destination country, your parcel is accompanied by a declaration, permit, licence or certificate, state the number on the CN23 section. It is the responsibility of the sender and the addressee to obtain the correct documents. Include these documents, together with the invoice in duplicate, in a transparent bag on the back of the parcel. NEVER pack the documents relating to the shipment (invoice, certificates, statements, shipping label) in the parcel. This makes it easier to check these documents
- You should attach an invoice in duplicate to all commercial shipments. Indicate the number on the CN23 section of the shipping label.
- Indicate whether customs documents have to be validated for export ("Customs Documents to be validated for Export"). Put the Single Administrative Document or Export Accompanying Document (EAD) together with the invoice and other documents in a transparent bag on the back of the parcel.



3.2.3 Commercial invoice or pro-forma invoice?

Did you know?



According to applicable customs law, all shipments (goods or documents) to countries outside the fiscal EU must be declared. Each shipment must have two copies. If there is no commercial invoice, you can attach a pro forma invoice in duplicate copies. Do this in French or English for faster processing.

The following details must be stated on the invoice

- Name, address and telephone number of the sender
- VAT taxpayers must provide their VAT number and EORI number
- Name, address, telephone number and, if possible, VAT number of the addressee
- The country of origin of the goods. The country of origin is the country where the goods were manufactured, not where they were purchased. The country of origin is normally indicated on the product ("made in"). The declaration of origin can be made as follows: "The exporter of the products covered by this document declares that, except where otherwise clearly indicated, these products are of <<land>> origin."
- The full description of the nature of the goods, the number of pieces per good, the total weight and the total value of each good. Do not forget to mention the currency.
- The net weight (Nett) and the gross weight (Gross) of the shipment (gross weight is the total weight of the shipment including packaging)
- The date and place of sale
- Always print the invoices on your own headed paper



Delivering parcels

1. Possible delivery methods for your parcels

Pallets

- Europallet or disposable pallet
- Maximum height: 180 cm
- Maximum length x width: 120 x 80 cm
- Maximum weight 700 kg
- Packaging rules:
 - Ensure that the parcels are not taller than 180 cm and do not hang over the edges of the pallet.
 - If you are using a cardboard pallet box:
 - use high-quality cardboard that will withstand transport.
- If you use plastic wrap:
 - use sturdy shrink wrap;
 - preferably use transparent plastic so that bpost can see the contents of the pallet and make the correct operational decision;
 - firmly wrap all parcels and the pallet itself to stabilise the load.

bpost containers

- Height: 160 cm
- Length x width: 71 x 102 cm
- Maximum weight: 325 kg
- Packaging rules: ensure the parcels do not protrude above the container

2. Notification file

Send your **notification file** to bpost in time.

The sorting of your parcels is smoother with a notification file. If we have to sort parcels without this file, that entails operational costs. For each domestic parcel without a notification file or where basic information is missing (e.g. delivery address), there is an additional charge.



Details of bpack XL notification file

The notification file for the bpack XL product must also include the following details:

- dimensions
- weight
- e-mail address of addressee



3. Drop-off locations and times

You can drop off your parcels at the locations below

| | Minimum volume | Maximum volume |
|---|------------------|---|
| Brussel X, Antwerp X and Charleroi X | • 20 parcels/day | • Unlimited |
| Hyper Masspost Center ⁽¹⁾ (Gent X, Mouscron, Liège X) | • 20 parcels/day | • Max 5000 parcels/day • Max 50 containers/pallets/day |
| Masspost Centers ⁽¹⁾ | • 20 parcels/day | • Max 500 parcels/day • Max 10 containers/pallets/day |
| Post Office / Post Point / Parcel Locker | • No minimum | • 20 parcels/day ⁽²⁾ |

Drop-off hours (for distribution on D+1):³

- Masspost Center: no later than 16.00.
- Hyper Masspost Center or Brussel X: no later than 17.00.
- Dynalogic Boom (XL parcels only): from 12h to 19h.

The list of our (Hyper) Masspost Centers and Parcel Intake Center and their opening hours is available at www.bpost2.be/locations/business/nl/both.php.

If you drop off your parcels at a (Hyper) Center or the Brussel X parcel zone:

- Take your CMR or delivery note to the (Hyper) Center or Brussel X parcel zone during opening hours.
- Labels with a 'P' barcode should be affixed to your parcels, with your account ID (if you are a contractual client) or they must be prepaid.

It is not possible to pay with cash, Bancontact, credit card or bank transfer for delivery of parcels at the (Hyper) Masspost Centers and in Brussel X.



After the quality of your barcode has been checked (**see point 5 of this chapter**), you may deposit your parcels at the quay once a colleague has granted permission. You will receive your deposit authorisation/summary (on request).

¹ Only valid for contractual clients.

² You may deposit multiple parcels at the same time: maximum 500 kg and 1.5 m³ per deposit (maximum weight 30 kg per individual parcel).

³ Exceptional deviations from these conditions must be stated in the customer's contract. Contact your Account Manager or Customer Service (service.centre@bpost.be).



4. Pre-sorting of deliveries

When should you pre-sort?

If you deposit parcels at Brussel X or at a (Hyper) Masspost Center and have more than 400 a day (equivalent to 100,000 annually), then you must pre-sort them into 3 categories according to geographic criteria and criteria relating to size/weight.

- Manu: for parcels that weigh more than 20 kg or are longer than 100 cm or whose smallest side is larger than 70 x 60 cm
- Meca A: for all parcels that don't belong in the manu category and are intended for zone A, i.e. Flanders and Brussels
- Meca C: for all parcels that don't belong in the manu category and are intended for zone C, i.e. Wallonia

A/C sorting can be done based on postcode or on the first letter of the sorting code type 'A20A' (see below what these letters correspond to). If the first letter of the sorting code is A or B, the parcel is for zone A, otherwise zone C.

| Identification on the container | Identification on the label | Corresponding postcodes |
|--|-----------------------------|-------------------------|
| Container/pallet with 'Zone A' | A20A | 2000 - 2499 |
| | A25A | 2500 - 2999 |
| | A35A | 3500 - 3999 |
| | A80G | 8000 - 8499 |
| | A85G | 8500 - 8999 |
| | A90G | 9000 - 9499 |
| | A95G | 9500 - 9999 |
| | B10B | 1000 - 1299 |
| | B15B | 1500 - 1699 |
| | B17B | 1700 - 1999 |
| | A30B | 3000 - 3499 |
| Container/pallet with 'Zone C' | C13C | 1300 - 1499 |
| | C50C | 5000 - 5999 |
| | C60C | 6000 - 6599 |
| | C70C | 7000 - 7499 |
| | C75C | 7500 - 7999 |
| | C40L | 4000 - 4499 |
| | C45L | 4500 - 4999 |
| | C66L | 6600 - 6999 |

¹ Reminder: the blue containers are only to be used for letters with a 'P' barcode.

² If bpack Europe Business is contractually provided.



4. Parcels > Delivering parcels

- There are 2 more types of parcels that must be separated from the others:
 - Any XL parcels (XL Parcels should be delivered at Dynalogic, Industrieweg 18, 2850 Boom):
 - weight > 30 kg
 - length > 150 cm, or (length + 2x width + 2x height) > 300 cm
 - Your international parcels (barcodes CD, CE, EE or 3299)
- Use an identification card for labels on the container, pallet or blue container.¹

The reference 'INT' appears on the identification card for the following parcels:

- bpack World Business (barcode 'CD'; barcode 3298; 3299)
- bpack World Express (Pro) (barcode 'EE')
- bpack Europe Business (barcode '3299')
- Standard (barcode 'CE')
- bpack@bpost International (barcode 3298, 3299)

| Identification on the container | Identification on the label | Corresponding barcodes |
|----------------------------------|-----------------------------|---|
| Container/pallet with 'zone INT' | INT | CD, CE, EE and 3298 and 3299 ¹ |

A supplementary charge applies for domestic parcels (except bpack XL) that cannot be automatically or semi-automatically sorted in the sorting centres and must therefore be manually processed.



Criteria for manual processing

- **Weight:** more than 20 kg (in the case of one standard tariff for parcels up to 30 kg)
- **Size:** parcels where one side is larger than 1 m or of which the smallest side is larger than 70 x 60 cm
- **Shape:** packages where the label cannot be processed horizontally (e.g. rolls) or that may become damaged (parcels with extruding parts, for example)
- **Content:** the content of the parcel is not fixed or may cause damage

This list of criteria is not exhaustive. bpost reserves the right to process parcels manually when it is deemed necessary.

Place the parcels on separate pallets / in separate containers with clear identification sheets.

Which identification sheet should appear on the various containers/pallets?

- An identification sheet (minimum A5 format) with the appropriate reference
 - 'Manu'
 - 'Meca A'
 - 'Meca C'
 - 'International'
- You can request a template of these identification sheets from your commercial contact at bpost or at www.bpost.be/masspost via the tab '**Stap 3 Conditionering en voorsortering**' (**Step 3 Conditioning and pre-sorting**).
- For containers, the identification form must be affixed to the container.
- For pallets, it is best to affix 2 identification forms to 2 different sides.

¹ Your bpack Europe Business and bpack World Express (EE) shipments must be separate from any other type of shipment.



5. Review of barcode quality (handling of non-compliant parcels)

All parcels deposited at a (Hyper) Masspost Center undergo a quality inspection by bpost. This checks whether the barcodes on the parcels are compliant.

Parcels with illegible or incomplete barcodes will be processed by our 'Exception Handling' service:

- if our staff can read the original barcode, the barcode will be duplicated and affixed to the parcel;
- if our staff cannot read the original barcode, a new barcode will be created with your account ID.

In both cases we can no longer guarantee delivery and online tracking of the parcels (via Track&Trace) and we reserve the right to apply a surcharge.

This service does not apply to shipments with the COD option (payment by the addressee upon delivery), because of the financial transactions linked to the service. If the label is illegible or incomplete, the parcels will be returned to you and you must make the necessary adjustments. In case of a mixed delivery of bpack 24h and COD shipments, the entire delivery will be returned to you.

If a large proportion of barcodes create a problem, not simply a few, your parcels will be put aside and our Customer Service will contact you to discuss what needs to be done:

- you come to collect the shipments;
- we return them to you, at your expense (via bpost's transport service);
- or our Exception Handling service will relabel them, at your expense.



6. Special options Saturday/Sunday/Evening

a) Special option for delivery 'SATURDAY'

This option is only available for parcels in the service bpack 24h PRO, bpack@bpost or bpack 24/7:

- with a scannable barcode;
- with 'SAT' in the top-left corner of the shipping label;
- that the client or their representative deposits on Friday (or bpost collects on Friday). If the Friday is a public holiday in Belgium, the parcels to be distributed on Saturday must be collected or deposited on Thursday;
- for which bpost has received a valid electronic notification (e.g. an LCI file) prior to the deposit or collection of the parcels for which delivery on Saturday is stated, in the manner prescribed by bpost.

b) Special option for delivery 'SUNDAY'¹

This option is only available for parcels in the service bpack 24h PRO:

- with a scannable barcode;
- with a specific label according to the technical specifications given by bpost (pre-sorting code, etc.) the template of which bpost has previously validated;
- with 'SUN' in the top-left corner of the shipping label;
- that the client or their representative deposits on Saturday (or bpost collects on Saturday). If the Saturday is a public holiday in Belgium, the parcels to be distributed on Sunday must be collected or deposited on Friday;
- for which bpost has received a valid electronic notification (e.g. an LCI file) prior to the deposit or collection of the parcels for which delivery on Sunday is stated, in the manner prescribed by bpost.

c) Special option for delivery 'Evening Delivery'¹

This option is only available for parcels in the service bpack 24h PRO:

- with a scannable barcode;
- with 'EV' in the top-left corner of the shipping label;
- that the client or their representative deposits on the previous working day (or bpost collects on the previous working day or Saturday), or Saturday if the evening delivery is for Monday. If the deposit day is a public holiday in Belgium, the parcels must be deposited or collected the previous day;
- for which bpost has received a valid electronic notification (e.g. an LCI file) prior to the deposit or collection of the parcels for which evening delivery is stated, in the manner prescribed by bpost.

¹ Contact your Account Manager for 'same day' and 'ultra late in' evening and/or Sunday deliveries.



7. Home collection

new

7.1 Contractual customers

- **Via the online Shipping Manager** (via the service 'Collection on request').
www.bpost.be/nl/post-pakjes-laten-ophalen-zonder-contract
- **Via the Collect & Send service** (provided that a contract has been signed).
www.bpost.be/nl/post-pakjes-laten-ophalen-vaste-dagen
- **Via bpost transport** (provided that an agreement has been signed).
www.bpost.be/nl/grote-volumes-pakjes-laten-ophalen

7.1.1 Collect & Send service

- The Collect & Send service involves bpost collecting your franked parcels.
There are 2 possible maximum weight/volume combinations
 - 1.5 m³ and 500 kg (i.e. 1 EUROpallet of 1.60 m height or 2 bpost containers),
 - 3 m³ and 1,000 kg (i.e. 2 EUROpallets of 1.60 m height or 4 bpost containers)
- If the characteristics of the parcels or the address of collection do not match what is stated on the Service Confirmation, bpost cannot guarantee the service.
- Collection will take place according to the frequency, hours and other factors stated on the Service Confirmation and after agreement with bpost.
- The sender must ensure that the parcels can easily and safely be loaded without any access conditions. A parking space is provided in the immediate vicinity of the collection point.
- The sender acknowledges that it is important to provide the correct details in the Service Confirmation on the average quantity of parcels to be collected according to the frequency specified in the contract.
- The sender must inform at least 24 hours in advance bpost (its Account Manager or Customer Service) of a difference of more than 30% in the quantities to be collected.
- If the sender does not inform bpost of this difference in a timely manner, bpost cannot guarantee its service.

Tip

If you use our Collect & Send service to collect your parcels, please prepare your parcels as follows: Domestic and international parcels (Economy, Standard, Express, Business) can be dropped off in the same opened bag :

- Smaller formats (e.g. smaller than a shoebox) : can be put in an unsealed bag,
- Larger formats : may but need not be bagged.



7.2 Non-contractual customers

It is possible to use the 'Collection on request' service for a maximum volume of 1.5 m³ and 500 kg, i.e. 1 EUROpallet of 1.60 m height or 2 bpost containers: via our online application: parcel2.bpost.be/en/home.

Requested collections will take place on the chosen working day between 12 noon and 5pm. Please ensure that your product is easily accessible during this period, including during your lunch break if applicable. You can still request a same-day collection until 11.30am.



8. Large deliveries and peak time

8.1 Planning of extensive deliveries

- It is important that you provide us with your volume predictions. These allow us to plan our means of sorting, transport and distribution as well as possible.
- For deposits of 250,000 or more parcels per year, or 1,000 parcels per day, we request that you provide us with a weekly forecast for each day, according to the following factors:
 - Send your forecast to use prior to;
 - before Wednesday 10.00 for the following week;
 - to **smb_forecasting@bpost.be**.
- If your volume predictions change, it's important that you inform us as soon as possible so that we can adjust our schedule:
 - before 17.00 for changes the following day;
 - before 15.00 for changes the same day.

8.2 Deliveries at peak times

For domestic parcels (except bpack XL) that you collect and/or deposit during periods of high volume (e.g. at the end of the year), a surcharge will be applied.

The peak period at the end of the year is the period between

- 6 a.m. on 'Black Friday' and
- 6 a.m. on 25 December.

As a consequence of the Covid-19-virus, some services may be altered or additional measures may be taken. For more information: **news.bpost.be/en-corona**.

