

4. Parcels

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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.

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 or large parcels.²
 - Drop-off @ Dynalagic 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 Dynalagic, 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 Pro¹

- Valid in a network of more than 220 countries.²
- 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 Business¹

- Valid in a network of more than 220 countries.³
- 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).

3) International Home Economy

- Valid for 26 European countries.
- Valid for parcels of max. 2 kg and the following dimensions: length ≤ 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.

4) International Home 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 Saturday).
- 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.⁴
- 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.

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6) bpack@bpost international

- Delivery in a collection point or a Parcel Locker in France, Luxembourg or the Netherlands.
 - Delivery from 2 working days after drop-off (from Monday to Saturday for the Netherlands and Luxembourg, Tuesday to Saturday for France).
 - 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.
 - No possibility of delivery against addressee's signature for a delivery in parcel locker.
 - Please note that the destination country may impose weight and size restrictions.
- See **2.2 International parcels** for more information.

¹ Depending on the destination country, alternative receipts may also be allowed.

² bpack World Express Pro: www.bpost.be/sites/default/files/landing_page/bpack_World_Express_Pro_Zones_NL.pdf. Some countries impose additional restrictions on weight and/or dimensions. For more information, contact our Customer Service Department at www.bpost.be/en/contact-bpost.

³ The list is available at: www.bpost.be/en/zonesbpackworldbusiness.

⁴ The list is available at: www.bpost.be/sites/default/files/bpack/Salesfiche_bpack_Europe_business_NL_112023.pdf.



4. Parcels > The parcel service (bpack)

Return to sender



All (inter)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.



4. Parcels > The parcel service (bpack)

1.2 Non-contractual clients

1.2.1 Offer for SMEs

Thanks to our tailor-made offer for SMEs, you can manage your parcels more efficiently, while saving money and time.

Becoming a customer is very easy: you create a free account and immediately enjoy numerous benefits:

- Payment via fortnightly invoicing for parcels sent
- History with the latest status of your parcels (Track & Trace)
- A dashboard with real-time information to track your parcel volume and spending closely
- Online help for quick handling of your questions
- 3 delivery methods in Belgium:
 - At an address
 - At a Pick-up Point
 - In an automatic Parcel Locker
- Shipping to more than 220 international destinations
- Free connection of your shop to our shipping platform via the different plug-in to automatically create your labels. More information on www.bpost.be/en/plug-ins-bpost.

Do you send more than 100 parcels a year? Good news

You receive shipping credit for every parcel sent.

The more parcels you send, the more shipping credit you earn. One year after you create your account, the total shipping credit earned will be deducted from your next invoice(s).

Learn more about our offer for SMEs: www.bpost.be/en/business-parcels-send.

1.2.2 Shipping formulas - national

1) Standard (bpack 24h)

- Shipping to 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
- Shipping to 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 at one of our Post Offices, Post Points or Parcel Points
 - The parcel is available at the Pick-up point for 15 calendar days
- Shipping to 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

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)

2) With guarantee

- Shipping to 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
 - Delivery of your parcels to your chosen address
- Shipping to a Collection 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.
- Shipping to a Parcel Locker:
 - 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 Lockers
 - Possible for parcels measuring 420 mm x 310 mm x 580 mm maximum
 - The parcel is available for 5 calendar days at the Parcel Locker

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.



1.2.3 Shipping formulas - international

1) Standard

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

2) With Warranty

- Delivery of your parcels up to 30 kg in a network of 220 destinations.¹
- Possibility of tracking of the parcel online.
- Warranty included: coverage up to € 500 in case of loss or damage.

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



4. Parcels > The parcel service (bpack)

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".
- 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: maximum 5,5m

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





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1.3.2 Issue locations and time windows

XL parcels are sent to their drop-off point by the customer; bpost does not collect them.



Dynalagic: 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 20 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, weight & dimensions

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1. Prohibited, non-compliant or undeliverable shipments

1.1. Excluded Goods

The Customer is responsible for determining whether the Parcels require specific permits before they may be transported and for notifying bpost of this in writing.

Before handing any Parcels over to bpost for shipment, the Customer must check whether the transport of these Parcels is prohibited, subject to restrictions by virtue of regulatory provisions, including ICAO/IATA for aviation, and/or this Agreement, or permits are required, with due consideration for the means of transport and the transport services of bpost and the country in which the Parcels are to be delivered.

The Customer gives assurances that it will not have bpost transport any Excluded Goods, being prohibited goods, dangerous goods and non-compliant Parcels (together referred to as “Excluded Goods”).

1.1.1 Prohibited goods

All goods that, under the applicable regulatory provisions, including postal legislation, are prohibited, including but not limited to:

- i. Drugs and intoxicants: including narcotics and psychotropic substances (e.g. drugs such as certain sleep and sedatives, strong painkillers, ADHD drugs, etc.), soft drugs (e.g. cannabis, cbd oil, cbd paste and qat) and hard drugs (such as cocaine and ecstasy);
- ii. Chemical products: such as explosive, flammable or radioactive substances or other dangerous substances, carbon dioxide in solid form (dry ice), pressurized gas, toxic or corrosive substances, fuels and organic peroxides;
- iii. Weapons and parts of weapons: including firearms, (ballistic) knives, knuckledusters, tasers, pepper spray, ammunition, imitation weapons;
- iv. Prohibited Pornographic material: including videos and printed matter and objects bearing statements the production, possession or distribution of which are prohibited or contrary to public order or common decency;
- v. Excise goods: tobacco products, or other products on which excise is levied;
- vi. Goods of value: including bearer securities (excluding cheques to a named payee in the sum of up to 500 EUR per Parcel and if a basic guarantee is chosen), coins and banknotes;
- vii. Excluded goods: including counterfeit goods and objects, documents or substances in general the import, export, production, circulation, distribution, use, possession, sale or transport of which is prohibited by law and mail items that bear prohibited destinations or contain prohibited goods under trade law, as well as any good that is prohibited by virtue of the laws or regulations of any Authority of a country through which the goods will pass;



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- viii. Jewels and valuable goods: including jewels (with the exception of costume jewels, insofar as they contain no gold, silver or precious stones) with a value not exceeding 500 EUR per Parcel and, if a basic guarantee is chosen, works of art and collectibles or other valuable materials, including animal furs;
- ix. Substances: including perishable biological and/or infectious substances, frozen and chilled foodstuffs and foodstuffs that do not comply with the commodity code PR52 (prepacked and kept at room temperature), body parts, human remains and tobacco-based products or other products liable to excise duty;
- x. Animals: including live or dead animals, organisms and parasites;
- xi. Temperature-sensitive goods: any good that must be transported under controlled temperatures;
- xii. Mail items with a value greater than 25,000 EUR.

1.1.2 Dangerous goods

All goods that, due to their shape, nature or packaging, could constitute a danger to people or the environment, or could damage other Parcels, bpost equipment or goods of third parties (including Parcels).

This includes goods and substances that are deemed dangerous because their transport and handling are subject to ICAO (International Civil Aviation Organization) and IATA (International Air Transport Association) rules for the international transport of dangerous goods, ADR (the European Agreement concerning the International Carriage of Dangerous Goods by Road) rules and other relevant laws, as a result of which they cannot be dropped with bpost for Transport.

Dangerous goods include:

- i. Explosive materials and objects: fireworks, munitions, gunpowder, airbags...;
- ii. Gas (flammable or otherwise): including spray cans (such as deodorant, air fresheners, hair spray and whipped cream), camping gas, lighters, fire extinguishers, diving bottles, carbon monoxide and chlorine;
- iii. Flammable liquids and substances: including alcoholic beverages with an alcohol percentage above 24%, hand gels, perfumes and aftershaves, nail varnish, varnish and paint, benzine and spirit, glue and adhesive, removal agents or thinners for paint, lacquer, matchsticks, phosphorus and sodium;
- iv. Oxidants: including disinfectants, bleach, hair and textile dye;
- v. Toxic and infectious substances: including pesticides, herbicides and fungicides, infectious organisms (such as bacteria, viruses, parasites), medical samples and test samples;
- vi. Radioactive substances: including medical waste, protective clothing, gloves and tools contaminated with small amounts of radioactive materials;
- vii. Corrosive substances: including cleaning liquids, substances for removing and preventing rust, mercury, gallium, batteries with battery acid;
- viii. Waste;
- ix. Medicines and medical aids: including medicines that are only available on prescription;



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- x. Batteries¹: e.g. lithium batteries in bulk or individually packaged, used batteries and oils, magnets, lithium-ion batteries of more than 100 Wh inserted in a device, electric bicycles, scooters and hoverboards, laptops with external batteries, electric wheelchairs, powerbanks, small stationary generators, automatic external defibrillators, etc.

Without prejudice to the above stipulations, the Customer may use bpost transport services for dangerous substances insofar as these dangerous substances (i) are covered by the exception based on chapter 3.4 and 3.5 of ADR, (ii) the Customer complies with the conditions, including the packaging and labelling conditions for the transport of these Parcels in ADR and (iii) bpost is notified in writing of this prior to the Parcels being handed over.

Without prejudice to the above stipulations, the Customer may use bpost transport services for lithium-ion and other batteries insofar as (i) these are not subject to the regulations of ADR, other than the special conditions, including 188 and 636 of ADR relating to the exemptions to these regulations; (ii) the Customer fulfils the conditions of transport, including the packaging and labelling conditions, in ADR; (iii) bpost is notified of this prior to the Parcels being handed over; (iv) the transport of these Parcels is not prohibited under other regulatory provisions, with due consideration, among other things, for the means of transport, and, where applicable, these Parcels comply with these applicable regulatory provisions.

1.1.3 Non-compliant Parcels

Non-compliant Parcels (including Prohibited Goods and Dangerous Goods) that do not comply with these General Terms and Conditions and/or the applicable regulatory provisions, including:

- i. Parcels for which the delivery address is lacking, incomplete, unclear or illegible or not rendered in compliance with the addressing rules in the Operational Guides;
- ii. Parcels that do not comply with the applicable technical and operational rules (including those on weight and dimensions);
- iii. Parcels for which the required data are not provided electronically;
- iv. Parcels for which the required customs formalities are not fulfilled; or
- v. Parcels that are not properly packed or whose packaging is not suitable for their contents.
- vi. Parcels that do not comply with the required permits or the conditions imposed by these.

¹ Some lithium batteries in appliances are allowed. Read the conditions to send lithium batteries installed in a device: www.bpost.be/sites/default/files/migrate/OnepagerDG_FR.PDF.



4. Parcels > Parcels: contents, weight & dimensions

2. Dimensions, weight and density

2.1 Domestic parcels

Did you know?

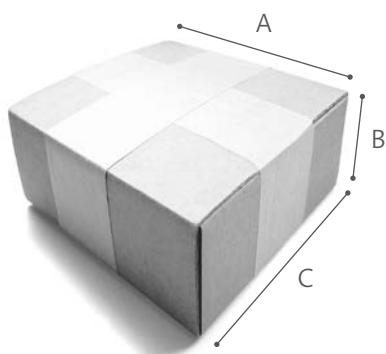
A shipment is automatically considered a parcel

- 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).



2.1.1 Standard parcel

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



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. Bpack XL and parcels with a length + height + width of less than 70 cm are excluded.



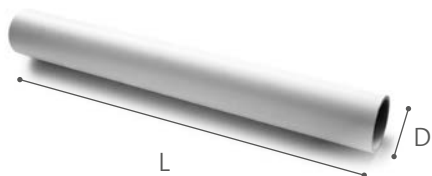
¹ Applicable to contractual customers only.



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2.1.2 Parcels in roll format

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

2.1.3 bpack XL parcel



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

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





4. Parcels > Parcels: contents, weight & dimensions

2.2 International parcels

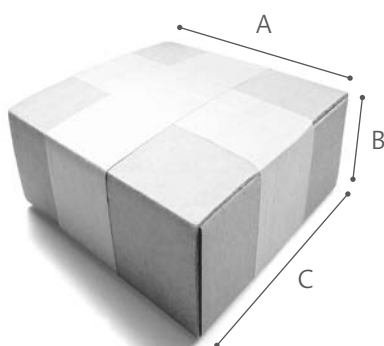
2.2.1 Standard parcels

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

Some countries place additional restrictions on weight and/or dimensions.



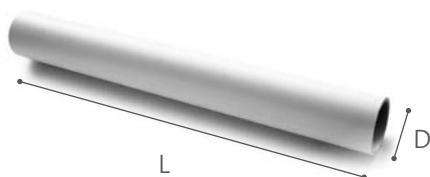
For more information, please contact our **Customer Service Department** at www.bpost.be/nl/bpost-contacteren.



Minimum dimensions	· Width 153 mm · Length 240 mm
Maximum dimensions	· 1.5 m or · Sum of A + 2B + 2C: 3 m ¹
Maximum weight³	· 30 kg ² · 2 kg/dm ³

2.2.2 Parcels in roll format

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



Maximum dimensions	· 1.5 m
Maximum diameter	· 400 mm
Maximum weight	· 30 kg ² · 2 kg/dm ³

¹ For France, a surcharge applies if L x W x H > 150 cm.

² Drop-off only via our partner Dynalogic, Industrieweg 18, 2850 Boom. All information about the XL parcels can be found on the **page 7**.

³ 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.



4. Parcels > Parcels: contents, weight & dimensions

new

2.2.3 bpack@bpost international

Special features for bpack@bpost international parcels (sent to a ParcelPoint or collection point in France, Luxembourg or the Netherlands)

Shipping to France

a To a collection point

- Maximum weight** • 30 kg
- Maximum dimensions** • each dimension ≤ 1200 mm
• length + width + height ≤ 1500 mm

b To a parcel locker

- Maximum weight** • 25 kg
- Maximum dimensions** • 640 x 380 x 390 mm

Shipping to Luxembourg

a To a collection point

- Maximum weight** • 30 kg
- Maximum dimensions** • each dimension ≤ 1500 mm
• length + 2x width + 2x height ≤ 3000 mm

b To a parcel locker

- Maximum weight** • 30 kg
- Maximum dimensions** • 750 x 440 x 610 mm

Shipping to The Netherlands

a To a collection point

- Maximum weight** • 20 kg
- Maximum dimensions** • 800 x 500 x 400 mm
• length + width + height ≤ 150 dm³ (150 l content)

b To a parcel locker

- Maximum weight** • 20 kg
- Maximum dimensions** • 600 x 350 x 350 mm



4. Parcels > Parcels: contents, weight & dimensions

2.2.4 Economy Parcels

Maximum weight

- 2 kg

Minimum dimensions

*(one of the sides must exceed
one of the following dimensions)*

- Width: 230 mm
- Length: 350 mm
- Height: 30 mm

Maximum dimensions

- Each dimension \leq 600 mm
- Length + width + height \leq 900 mm

Roll dimensions

- Length < 600 mm
- Diameter < 200 mm



Preparing parcels

1. Packaging parcels

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).

Black, matte black and black foil packaging

As this type of packaging can make reading your parcels difficult and cause delays in processing, we strongly recommend avoiding its use.

Otherwise, we cannot guarantee optimal processing.



XL parcels

Due to their volume and weight, XL and 2 XL parcels require particularly sturdy packaging to prevent damage to the contents during processing.





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 two 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 (consultable at bpost.freshdesk.com/support/home)

Sample label

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



4. Parcels > Preparing parcels



new

2.3.2 For non-contractual clients (offer for SMEs)

Create your labels easily on our shipping platform (parcel.bpost.be/en/home/business) with the option of receiving them by e-mail and/or having them printed at a Post Office or a Post Point.

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/Affranchissez ici votre paquet Machine BEFR02RN</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**). In the European Union, customs formalities only apply to goods subject to excise duty, which is why bpost does not transport them.





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).

new

2.5.2 For non-contractual clients (offer for SMEs)

Standard

- Create labels on our shipping platform (parcel.bpost.be/en/home/business)

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**.

We have noticed that you are not filling in all or part of the digital information correctly. Please check this and correct it for your future deliveries.

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.¹

¹ Except for excise products for which bpost does not provide transport.



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 required¹
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 EU², 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 Except for excise products for which bpost does not provide transport.

² This list is subject to change. It is updated on the EU website european-union.europa.eu/principles-countries-history/country-profiles_en.



3.2 In practice

3.2.1 Customs documents - for shipments outside fiscal EU

For Economy and Standard 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)	Total line
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 parcel gross weight 5.8 kg	Total parcel 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

- Only Europallets or disposable pallets. In case of non-compliance with these provisions, bpost may reserve the right to refuse all or part of a deposit consisting of other pallet types.
- 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;
 - firmly wrap all parcels with the pallet itself to stabilise the load.

new

Please note: some small Masspost centres are not equipped (lifting equipment) to receive shipments packed on pallets. If this is the case for your shipments, please inquire in advance with your drop-off for an alternative solution.



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

new

Loose loading is allowed only with prior agreement from bpost (request to be addressed to your Account Manager). bpost reserves the right to refuse such delivery if the safety conditions (both for the agents and the contents) are not met. Ensure that parcels do not fall out when the doors are opened.





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 points / 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 19.00.
- Dynalogic Boom (XL parcels only): from 12h to 19h.

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 Except Mouscron. 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. Parcels › Delivering parcels

The list of our (Hyper) Masspost Centers and their opening hours is available at www.bpost.be/fr/masspost.

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).



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



4. Parcels > Delivering parcels

- There are 2 more types of parcels that must be separated from the others:
 - Any XL parcels¹
 - 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.²
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 Business³ (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 ²

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 XL Parcels should be delivered at Dynalogic, Industrieweg 18, 2850 Boom.

² Reminder: the blue containers are only to be used for letters with a 'P' barcode.

³ If bpack Europe Business is contractually provided.



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 for Saturday/Sunday/Evening deliveries

a) Special option for 'SATURDAY delivery'

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, 'SUNDAY delivery' in the manner prescribed by bpost.

b) Special option for 'SUNDAY delivery'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 'Evening Delivery'¹

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

- with a scannable barcode;
- with 'EVP' in the top-left corner of the shipping label;
- delivery only at Antwerp X no later than 11 a.m. on the day of delivery by the customer or his representative (or Collect). Delivery is also possible on the preceding working day, including Saturday in the case of Evening Delivery on Monday;
- 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 Before you can use 'Evening' and 'Sunday' deliveries, contact your Account Manager for 'same day' and 'ultra late in' evening and/or Sunday deliveries.



7. Home collection

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 Recurrent Collect 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 Recurrent Collect service (formerly Collect & Send)

- The Recurrent Collect service involves bpost collecting your franked parcels, up to 5,000 parcels per year with a maximum per collection of 1.5 m³ and 500 kg (i.e. 1 EUROpallet of 1.60 m height or 2 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 Recurrent Collect 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.





7.1.2 Collect On Demand

- The Collect On Demand service corresponds to the occasional collection by bpost of one to five stamped parcels.
- Collection of the parcel(s) is requested by the contractual customer or business account for SME via the bpost parcel preparation tools. The Collect On Demand service is an option to deliver parcels. It must be entered per parcel/barcode.
- If the characteristics of the parcel(s) or the collection address(es) do not match those stated in the application and the confirmation e-mail, bpost cannot guarantee the service.
- The collection request must be made no later than midnight on the day before the chosen collection date.
- The Collect On Demand service applies to all standard products, with the exception of bpack XL and bpack World Easy Return
- The Collect On Demand Service is available Monday to Friday during the day, between 8 a.m. and 5 p.m. (excluding public holidays and days with adjusted service delivery).
- bpost guarantees the Collect On Demand Service if the mandatory information duly completed by the Contractual Customer or business account for SME is valid, correct and complete. This information is selected by the Customer at the time of creating the shipment:
 - The e-mail address: when the barcode is validated by bpost's system, confirmation of the service is sent to the address mentioned in the announcement;
 - Collection address: this must be a valid address in Belgium (**see Chapter 1 - Addressing of this Guide**). A foreign address is not allowed;
 - The collection date: this must be a working day, between Monday and Friday (excluding public holidays and days of adjusted schedules within bpost). Saturdays, Sundays, national holidays in Belgium or days with adapted services decided by bpost (see list on the bpost website www.bpost.be/masspost) are excluded from the Collect On Demand service.
- The sender must ensure that collection of the parcels can take place smoothly by making the parcels accessible without access restrictions.
- Once the parcel is collected, an initial scan takes place at the time of collection. The parcel is then tracked (Tracking & Tracing) according to the rules of the product to which the collection relates.

Tip

If you use our Collect On Demand Service to collect one or more parcels, we ask you to prepare your parcels in accordance with the following conditions:

- Parcels must strictly comply with the maximum weight and dimensions of a standard parcel. This information is detailed in section 2.2 of this section.
- Parcels must be in good condition and bear the appropriate bpost label.
- Parcels must be ready for collection.





4. Parcels > Delivering parcels

7.1.3 Recurrent Collect All-In

The Recurrent Collect All-In service is the regular collection of your national and international standard Parcels. bpost undertakes to collect the entire volume announced via the 'Recurrent Collect All-In Form'.

The Recurrent Collect All-In service is an option activated in the bpack contract.

The Recurrent Collect All-In service applies to all standard products, with the exception of the bpack XL and the bpack Return.

The Recurrent Collect All-In service is performed from Monday to Friday during the day, between 11 am and 6 pm. If it is impossible to carry out the collection within this time window (e.g. in a pedestrian street), the service can be carried out before 11 a.m. or after 6 p.m. in consultation with bpost. However, the customer undertakes to ensure that the parcels are ready on the agreed days and times **(no later than thirty (30) minutes before and after the indicated time of passage mentioned in the service confirmation)** and at the agreed location in the service confirmation.

In the contract, bpost sets a tariff corresponding to an average volume per parcel as shown below. This average volume per parcel is calculated for each existing customer and corresponds to the average of all parcels measured on our sorting machines over the previous 12 months or based on a copy provided to us by the customer at the start of a new contract.

Categories	Dimensions	Examples	#packages in a container (for information)	#packs on an EU palette (for information)
Super Small	< 5 dm ³	Videogame, paperback	> 150	> 300
Very Small	Between 5 dm ³ and 10 dm ³	Smartphone case	From 75 to 150	From 150 to 300
Small	Between 10 dm ³ and 20 dm ³	Shoebox	From 35 to 75	From 70 to 150
Standard	Between 20 dm ³ and 30 dm ³	...	From 25 to 35	From 50 to 70
Medium	Between 30 dm ³ and 50 dm ³	...	From 15 to 25	From 30 to 50
Large	Between 50 dm ³ and 80 dm ³	...	From 10 to 15	From 20 to 30
Very Large	> 80 dm ³ (except bpack XL)	Child car seat	< 10	< 20



4. Parcels > Delivering parcels

bpost guarantees the Recurrent Collect All-In Service if the mandatory information duly completed by the Contractual Customer is valid, correct and complete. This information is provided by the Customer in the Recurrent Collect All-In Form:

- **The operational contact person(s):** bpost will communicate with these contact person(s) to provide all details related to the collection;
- **Collection address and conditions of accessibility:** The address must correspond to a valid address in Belgium. A foreign address is not allowed. The accessibility information will be used to select the vehicle to be sent. Access to the parcels to be collected must be easy for bpost, as stated in the General Conditions of Sale.
- **Volume to be collected per day:**
 - In the Recurrent Collect All-In form, the customer is asked to specify a standard schedule with the average volume per weekday, as well as the opening hours and weekdays when a collection is requested. It is possible to choose the type of packaging the customer wants to work with (containers, pallets, europallets or bags) and indicate the standard volume based on the type of packaging chosen. The actual start of the collection will take place on the requested date (at the earliest 10 working days after filling in the form)
 - It will then be possible to adapt this standard volume for certain specific days to the volume that bpost will actually collect. Any change must be communicated as soon as possible and at the latest by 12 noon on the working day prior to collection.
 - It is also possible to change the standard volume, for example if the customer has seasonal variations. The standard volume must be valid for at least 4 consecutive weeks.
 - Shorter volume fluctuations may be announced according to the procedures described in the previous section (variations from the standard volume). bpost undertakes to collect the announced volume in a timely manner.

The Customer must ensure that the collection of the Parcels takes place smoothly and at the announced time. Once collection has taken place, an initial scan of the Parcels will be made as they pass through the sorting machine. The Parcel will then be traced according to the rules of the relevant bpack product.

Tip



If you use our Collect On Demand Service to collect one or more parcels, we ask you to prepare your parcels in accordance with the following conditions:

- Parcels must strictly comply with the maximum weight and dimensions of a standard parcel. This information is further explained in **point 2.2** of the present section.
- Parcels must be in good condition and bear the appropriate bpost label.

Parcels are packed in mailbags, in roll cages or on pallets.
bpost can deliver you bags or containers.

	Maximum gross weight
Pallet	700 kg (and maximum 1,6 m high)
Container	400 kg
Post bag	27 kg



7.2 Non-contractual customers (offer for SMEs)

new

7.2.1 Flex Collect

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 shipping platform parcel.bpost.be/en/home/business.

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.

new

7.2.2 Collect On Demand

Collect On Demand is an occasional pickup service by bpost. With this service, you can schedule ad hoc collections for your parcels on a date and location of your choice, without the need for regular arrangements. The service allows up to 5 pickups per day per address and is available for most parcels, excluding bpack XL and bpack World Easy Return shipments.

Pickup requests can be submitted until 11:59 PM the day before the collection. Collections are carried out on business days between 8:00 AM and 5:00 PM by postal workers during their delivery rounds, saving you time and providing ultimate convenience.

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.