Product and delivery terms international

Valid from the 1st of January 2025

postnl

Content

You can scroll through these terms by clicking on the underlined links.

Bulk mail and packets international

You purchase one or more foreign bulk mail products or parcels from PostNL. You will find the Product and Delivery Terms relating to these products in this brochure.

Design conditions

The design of your mail item should meet several requirements.
These can be found **here**.

International addresses

To deliver your shipment correctly and without delay abroad, your international addressing must comply with the correct construction of the address in the destination country.
You can read how to do this **here**.

You provide each packet with an address label with barcode. You create this address label digitally via My PostNL or through an API link with PostNL. If you send packets to a non-EU destination, also fill in the mandatory fields linked to the required customs information.

Through these digital tools, PostNL ensures that you can always print a correct address label with barcode which you stick on your packet. If a CN22 document is required, PostNL will automatically add it to your address label.

Transit time by country

Do you want to know after how many days your shipment will be delivered in the destination country?
It can be found **here**.

General

Standard conditions and features for bulk mail and packets international	
Maximum weight per item	▪ 2000 grams
Minimum dimensions	▪ 140 x 90 x 0.5 mm
Maximum dimensions	▪ Depends on the chosen product
Franking indication	▪ PostNL Port Payé, Pays Bas or PostNL Postage Paid, The Netherlands. Optionally add 'Port Paid'
Priority indication	▪ Shipments should bear a Priority marking. The image and guidelines for its use can be found at **www.postnl.nl/downloads**
Customs form	▪ Shipments containing goods to a destination outside the European Union should be accompanied by a CN22 customs form (up to EUR 425)
Form of mail item	▪ Rectangular and consists of one item (no openings or recesses)
Sender address	▪ Sender address must be an address located in the Netherlands
Address	▪ Address allowed in any language, but always state the country name in full in capitals in Dutch or English on the last separate line
Prohibited goods and substances	▪ Not allowed. Information on sending your goods securely can be found at **Shipment conditions	PostNL**
Definition Direct Mail	▪ Communications consisting exclusively of advertising, marketing or publicity material and containing the same messages, except for the name, address and identification number of the addressee, as well as other changes that do not alter the nature of the message . Direct Mail includes mailings, with or without sample or gadget, advertising leaflets, as well as printed materials without variables, newspapers and magazines
Definition Gadget	▪ Small items with little monetary value added to the Direct Mail mailing to increase attention with the recipient
Definition Goods	▪ Material object(s) excluding all forms of written communication, except a pass, book, credit card or free promotional item

Product and batch conditions unsorted bulk mail

	Mixed	Small	Large	Special
Content	Documents			
Type	Appearance, size and weight may differ	All mail items in the batch have the same appearance, weight and size		
Form	Rectangular without openings or recesses			
Minimum dimensions	140 x 90 mm			
Maximum dimensions	380 x 265 mm	229 x 162 mm	324 x 229 mm	380 x 265 mm
Maximum thickness	32 mm	5 mm	10 mm	32 mm
Maximum weight	2000 grams	50 grams	350 grams	2000 grams
Franking indication	PostNL Postage Paid / PostNL Postage Paid, plus indication of Priority			

Product conditions letter Mixed	
Maximum weight per item	• 2000 grams
Maximum dimensions	• Letterbox size 380 x 265 x 32 mm
Contents/packaging	• Heterogeneous composition of Small, Large and Special. Only paper is allowed.

Batch conditions letter Mixed	
Pre-alert	• Not mandatory
Composition of batches	• Batches may be heterogeneous in terms of design, appearance, weight and size, but not in terms of sender
Service	• Priority

Product conditions letter Small	
Maximum weight per item	• 50 grams
Maximum dimensions	• C5 format (229 x 162 x 5 mm)
Contents/packaging	• Envelope with/without paper • Cards: all cards are machine-sorted and must meet all machine-processable conditions • Self-mailers made of paper, provided they meet the definition and are closed on at least three sides, including the underside which should be completely closed to be (mostly the so-called "folding side") and the side to the right of the address

Batch conditions letter Small	
Pre-alert	• Not mandatory
Composition of letter batches	• Homogeneous in design, size, appearance (printing) and sender falling within one weight class (e.g. 0-20 grams).
Service	• Priority
Composition of Direct Mail batches	• Homogeneous in terms of design, format, appearance (printing) and sender falling within one weight category (e.g. 0-20 grams). Batches of Direct Mail may differ slightly in appearance as long as the message remains the same.
Minimum number of letter Small	• 100
Minimum number of Direct Mail	• 500

Product conditions letter Large	
Maximum weight per item	• 350 grams
Maximum dimensions	• C4 format (324 x 229 x 10 mm)
Contents/packaging	• Envelope with/without paper: content also only paper • Cards: all cards are machine-sorted and must meet all machine-processable conditions • Self-mailers made of paper, provided they meet the definition and are closed on at least 2 sides, including the bottom side which should be completely closed (often the so-called "folding side") and the side to the right of the address • Mail items wrapped in film, cardboard mail items or unpackaged mail items that meet all machine-processable conditions from the Designing Conditions (latest version)

Batch conditions letter Large	
Pre-alert	• Not mandatory
Composition of letter batches	• Homogeneous in design, size, appearance (printing) and sender falling within one weight class (e.g. 0-20 grams).
Sorting	• Batches of mail items in foil, mail items, or banded mail items that comply with all machine-processable terms from the Terms of Form (latest version).
Composition of direct mail batches	• Homogeneous in terms of design, format, appearance (printing) and sender falling within one weight category (e.g. 0-20 grams). Batches of direct mail may differ slightly in appearance as long as the message remains the same.
Service	• Priority
Minimum number of letter large	• 100
Minimum number of direct mail large	• 500

Product conditions letter Special	
Maximum weight per item	▪ 2.000 grams
Maximum dimensions	▪ Letterbox size 380 x 265 x 32 mm
Contents/packaging	▪ Item with samples or gadgets ▪ Mail items that do not meet all machine-processable conditions from the Designing Conditions (latest version) ▪ All mail items (including with/without paper) larger than C4 format or heavier than 350 grams

Batch conditions letter Special	
Pre-alert	▪ Not mandatory
Composition of letter batches	▪ Homogeneous in terms of design, format, appearance (printing) and sender falling within one weight class (e.g. 0-20 grams). Batches of direct mail may differ slightly in appearance as long as the message remains the same.
Service	▪ Priority
Composition of direct mail batches	▪ Homogeneous in design, size, appearance (printing) and sender falling within one weight class (e.g. 0-20 grams). Batches of direct mail may differ slightly in appearance as long as the message remains the same.
Minimum number of letter special	▪ 100
Minimum number of direct mail particular	▪ 500

Delivery conditions unsorted bulk mail

You can send large volumes of daily mail and invoices in four steps with multiple delivery options. This document explains the different options for packing mail.

Bulk mail international is offered in four steps:
1. Getting your mail ready
2. Enter order via My PostNL and submit P1700 offer form
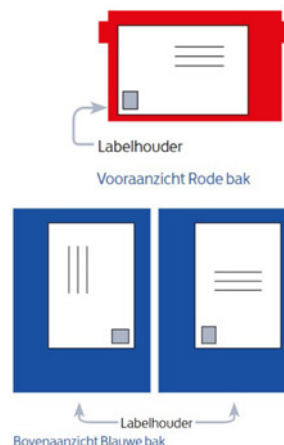3. Packaging the batches of mail
4. Tender

Packing (step 3) your mail can be done in several ways. The 3 ways are explained in more detail below:
- Delivery in bags
- Delivery in bags/ in roll containers
- Delivery in roll containers / on pallets (>25 bundles)

Delivery in bins

When mail items are delivered in bins, they do not need to be bundled. There are two types of bins:

- Red bin for Small mail items: Turn the post upside down with the address upside down towards the label holder and round opening.

Vooraanzicht Rode bak

- Blue bin for Large and Special format mail items: Lay the mail with the address side up and with the country side parallel to the long side of the bin. Place mail items with the franking indication facing the label holder.

Bovenaanzicht Blauwe bak

1. Fill each bin with the same number of mail items. This way, a bin becomes a countable unit.
2. Do not fill the bin higher than below the opening of the handles.
3. Place a bin label (figure 2) in the bin and tick at the Priority service box, the Europe or World zone.
4. Place the bin with the label holder facing outwards on the bin trolley.

Example bin label:

Downloadable as a pdf from **https://www.postnl. nl/Images/baklabel-international-ongesorteerd-geel-postnl_tcm10-9972.pdf**

Delivery in bags / bags in roll containers

1. Make manageable bundles (max thickness 10 cm, max weight 3 kg), if applicable split the bundles into Europe and World
2. Form bundles with fixed numbers
3. Cross-tie bundles
4. Split batch in Europe and World, if applicable
5. Put the bundles in the brown domestic bag (maximum weight per bag is 20 kg)
6. Close the bag with a string or cable tie and add a Priority bag label P4726-1
7. Indicate on the bag label:
   a. The zone (Europe or World)
   b. The format
   c. The batch characteristic
   d. How many bags the batch consists of and how many bags it is
   e. A stamp or the name of the company on the back of the label Sample

pocket label (P4726-1) and domestic mailbag:

- In case of sufficient volume, all formed bags should be presented in roll containers. If applicable, a separation for bags to Europe and World will be made within the roll container(s).

- Minimum load is half a roll container, maximum load is 325 kg per roll container

- A roll container card will be affixed to each roll container indicating:
  - the service framework (Priority),
  - the zone (International or Europe/World)
  - the number of bags

Forming roll containers can be done in 3 ways:

1. Roll container per tariff zone; 1 zone (Europe or World) per roll container

2. Multiple tariff zones per roll container
   - Place all bags destined for 1 zone together in the roll container
   - Cover 1st zone (e.g. Europe) in the roll container with empty bags
   - Place 2nd zone (e.g. World) on the empty bags

3. Multiple tariff zones and services per roll container
   - If the volume is too low to deliver separate roll containers per tariff zone, delivery may be made in 1 roll container
   - Place all bags destined for 1 zone together in the roll container
   - Cover 1st zone (e.g. Europe) in the roll container with empty bags
   - Place 2nd zone (e.g. World) on the empty bags etc.

Examples roll container cards:

Delivery in roll containers/on pallets (>25 bundles)

Large unsorted batches with more than 25 bundles (minimum 100 kilograms per zone) need not be delivered in bags or set up in bins. These bundles may be delivered in bulk in roll containers or on disposable pallets.

Deliver bundles loose in roll containers:
- Make manageable bundles (max thickness 10 cm, max weight 3 kg)
- Cross bundling
- Place bundles in roll container
- All bundles are for 1 zone (Europe or World)
- The mail items are of 1 size; small, large or special
- Roll container sealing
- Place label with information with the Europe or World zone, Priority service frame, correct size (small, large, special) and number of items on roll container
- Minimum load half a roll container, maximum load 325 kilograms per roll container

Delivery bundles on pallets:
- Use disposable pallets size 80 x 120 cm
- Make manageable bundles (max thickness 10 cm, max weight 3 kg)
- Cross bundling
- Place bundles on pallet
- All bundles are for 1 zone (Europe or World)
- The mail items are of 1 size namely small, large or special
- Pallet sealing, applying corner items and strapping due to weight
- Place p a l l e t (s) pallet letter with information on the Europe or World zone, Priority service and number of items
- Minimum gross pallet weight is 250 kg
- Maximum gross pallet weight is 500 kg
- Maximum height of the pallet is 150 cm (incl. the pallet itself)
- Delivery only possible at a sorting center letters PostNL

Product and batch conditions Registered letters international

Registered international	
Content	Documents
Annual volume discount Product group	'Bulk mail document shipments international'
Type	Appearance, size and weight may vary within the maximum dimensions and weights specified below
Form	Rectangular, without openings or recesses
Minimum dimensions	140 x 90 mm
Maximum dimensions	380 x 265 mm
Maximum thickness	32 mm
Maximum weight	2000 grams
Franking indication	PostNL Postage Paid / PostNL Postage Paid, plus indication of Priority

Product conditions registered letters	
Maximum weight per item	• 2000 grams
Maximum dimensions	• Letterbox size 380 x 265 x 32 mm
Contents/packaging	• Item with samples or gadgets • Mail items that do not meet all machine-processable conditions from the Forming Conditions (latest version)
Traceability of the Registered Letter	• A registered letter is traceable based on its unique barcode. The status of the shipment can be tracked via the PostNL shipping application, the website or the PostNL application. A copy of the signature is available on request.
Compensation	• In case of loss or damage, PostNL may conduct an investigation upon request. If an investigation reveals loss or damage, PostNL will compensate up to a maximum of €50 depending on the value of the consignment.

Batch conditions registered letters	
Pre-alert	• Required, via the PostNL shipping application
Composition of batches	• Batches may be heterogeneous in terms of design, appearance, weight and size, but not in terms of sender
Priority indication	• Mail items are given a Priority indication by PostNL
Form	• Registered letter has a unique barcode, generated via one of the (or recommended by) PostNL shipping applications • The shipping label must not be folded around the edge of the shipment
Service	• Priority

Delivery conditions Registered letters

You create the address label for an international Registered Letter via the PostNL shipping application.

Deliver in a red seal bag

Pack your Registered Letters as follows:

- In a red seal bag
- Zone Europe and World are allowed together in a seal bag
- Close the seal bag and hand it over to PostNL

Delivery in a bag

Pack your Registered Letters as follows:

- In a domestic mailbag
- Zone Europe and World may be bagged together
- Close the domestic mail bag(s) with a red tie-wrap provided with the bag label below

Logistics	
Tender location	• Business locations see **postnl.nl/locatiewijzer** for an overview
Tender form	• Batches are provided with a completed order form (P1700 form) or a printed order form via My PostNL when the batch is presented
Tender days	• Monday, Tuesday, Wednesday, Thursday and Friday
Logistic tools (e.g. roll container, bin cart or mailbag)	• PostNL shall provide resources free of charge under the conditions set out in the latest version of the General Conditions for the Use of Resources. The resources remain the property of PostNL and are provided on loan to the Customer. • Customer handles tools carefully and uses them for the right purposes • PostNL may request the return of these tools. Customer complies within 10 working days • If the agreement with PostNL is terminated, the customer shall return the tools within 5 working days PostNL shall be entitled to charge the Customer a fee if PostNL fails to return the resources within the aforementioned time limits or receive the tools back damaged.
Minimum batch size / minimum order amount	• Depending on product. If you want to offer a smaller number of items as a batch, you will pay the minimum order amount or the batch rate for the missing number of items.
If batch is not tendered in accordance with conditions	• Pricing as per 'Tariffs' brochure (latest version)

Product and consignment conditions for sorted foreign bulk mail and books

	Letters	Boxable	Non-boxable	Books
Content	Documents			
Type	Appearance, size and weight may vary within the maximum dimensions and weights specified below			
Form	Rectangular, without openings or recesses			
Minimum dimensions	140 x 90 mm			
Maximum dimensions	165 x 245 mm	250 x 353 mm	L + W + H < 900 mm*	L + W + H < 900 mm*
Maximum thickness	5 mm	30 mm	N/A	N/A
Maximum weight	100 grams	500/2000 grams***	2000 grams	5000 grams**
Franking indication	PostNL Port Paid / PostNL Port Payé. If Service Framework Priority also indicate Priority			
Delivery method	Split by country - minimum 5 kg per country	Split by country - minimum 5 kg per country	Split by country - minimum 5 kg per country	Split by zone

* Length + width + height not exceeding 900 mm, with the longest side not exceeding 600 mm. In case of roll format: length + twice the centre line maximum 1,040 mm, longest side maximum 900 mm .

** When sending books, please add "Books / Livre" to the address.

*** Please note that the maximum weight and dimensions vary by destination, see Boxable and Grand Product and Batch Conditions.

Product conditions international mail Letters, split by country	
Maximum weight per item	• 100 grams
Maximum dimensions	• 165 x 245 x 5 mm
Contents/packaging	• Envelope/ cards with/without paper • Self-mailers made of paper, provided they meet the definition and are closed on at least 3 sides, including the bottom side which should be completely closed (often the so-called "folding side") and the side to the right of the address • Item with samples or gadgets
Minimum weight per destination	• 5000 grams
Maximum weight per bag	• 20 kg

Batch conditions international mail Letters, split by country	
Pre-alert	▪ Not mandatory
Composition of batches	▪ Batches may be heterogeneous in terms of design, appearance, weight and size, but not in terms of sender
Countries for which sorted presentation by format applies	▪ Countries are named by product in the agreement
Service	▪ Priority or Standard
Bag label	▪ For those countries where the Letters format applies, bag label P4724-1 (Priority) or P4724-2 (Standard) should be used depending on the service
Sorting and bundling	▪ See delivery conditions sorted batches

Product conditions International Mail Petit, split by country	
Maximum weight per item	▪ 100 grams
Maximum dimensions	▪ 165 x 245 x 5 mm
Inhoud/verpakking	▪ Envelope/ cards with/without paper ▪ Self-mailers made of paper, provided they meet the definition and are closed on at least 3 sides, including the bottom side which should be completely closed (often the so-called "folding side") and the side to the right of the address ▪ Item with samples or gadgets
Minimum weight per destination	▪ 5000 grams
Maximum weight per bag	▪ 20 kg

Batch conditions International Mail Petit, split by country	
Pre-alert	▪ Not mandatory.
Composition of batches	▪ Batches may be heterogeneous in terms of design, appearance, weight and size, but not in terms of sender
Countries for which sorting by Petit format is applicable	▪ Argentina, Australia, Brazil, Bulgaria, Canada, Chile, China, Cyprus, Hong Kong, Israel, Japan, Kazakhstan, Malaysia, Malta, Mexico, New Zealand, Ukraine, Russia, Singapore, Taiwan, Turkey, United States, South Africa, South Korea
Service	▪ Priority or Standard
Bag label	▪ For countries where format Petit is applicable, bag label P4725-1 (Priority) or P4725-2 (Standard) should be used depending on the service framework. If you ship goods to the above countries, where sorting by format Petit applicable, the consignment should always be designated asEncombrant (E) format.
Sorting and bundling	▪ See "Conditions of delivery of sorted consignments".

Product conditions international mail Boxable, split per country	
Maximum weight per item	▪ 2000 grams
Maximum dimensions	▪ 250 x 353 x 30 mm
Contents/packaging	▪ Envelope/ cards with/without paper ▪ Self-mailers made of paper, provided they meet the definition and are closed on at least 3 sides, including the bottom side which should be completely closed (often the so-called "folding side") and the side to the right of the address ▪ Item with samples or gadgets
Minimum weight per destination	▪ 5000 grams
Maximum weight per bag	▪ 20 kg

Batch conditions international mail Boxable, split by country	
Pre-alert	▪ Not mandatory
Composition of batches	▪ Batches may be heterogeneous in terms of design, appearance, weight and size, but not in terms of sender
Countries for which sorted presentation by format applies	▪ Countries are named by product in the agreement.
Service	▪ Priority or Standard
Bag label	▪ For countries where the Boxable format applies, bag label P4724-1 (Priority) or P4724-2 (Standard) should be used depending on the service framework
Sorting and bundling	▪ See delivery conditions sorted batches

International Mail Grand product terms and conditions, split by country	
Maximum weight per item	▪ 500 grams
Maximum dimensions	▪ 305 x 381 x 20 mm
Contents/packaging	▪ Envelope/ cards with/without paper ▪ Self-mailers made of paper, provided they meet the definition and are closed on at least 3 sides, including the bottom side which should be completely closed (often the so-called "folding side") and the side to the right of the address ▪ Item with samples or gadgets
Minimum weight per destination	▪ 5000 grams
Maximum weight per bag	▪ 20 kg

Batch conditions International Mail Grand, split by country	
Pre-alert	• Not mandatory
Composition of batches	• Batches may be heterogeneous in terms of design, appearance, weight and size, but not in terms of sender
Countries for which sorting by format Grand applies	• Argentina, Australia, Brazil, Bulgaria, Canada, Chile, China, Cyprus, Hong Kong, Israel, Japan, Kazakhstan, Malaysia, Malta, Mexico, New Zealand, Ukraine, Russia, Singapore, Taiwan, Turkey, United States, South Africa, South Korea
Service	• Priority or Standard
Bag label	• For countries where format Grand applies, bag label P4725-1 (Priority) or P4725-2 (Standard) should be used depending on the service framework. If you ship goods to the above countries, where format Grand sorting applies, the shipment should always be marked be as Encombrant (E) format
Sorting and bundling	• See "Conditions of delivery of sorted consignments"

Product conditions international mail Non- Boxable, split per country	
Maximum weight per item	• 2000 grams
Maximum dimensions	• Sum of length, width and thickness is maximum 900 mm, longest side is maximum 600 mm separately (±2 mm) • Roll shape: Length + twice the centre line is maximum 1,040 mm, Longest side is maximum 900 mm (±2 mm)
Contents/packaging	• Envelope/ cards with/without paper • Item with samples or gadgets
Minimum weight per destination	• 5000 grams
Maximum weight per bag	• 20 kg

Batch conditions international mail Non-Boxable, split per country	
Pre-alert	• Not mandatory
Composition of batches	• Batches may be heterogeneous in terms of design, appearance, weight and size, but not in terms of sender
Countries for which sorted presentation by format applies	• Countries are named by product in the agreement.
Service	• Priority or Standard
Bag label	• For those countries where the Non-Boxable format applies, bag label P4724-1 (Priority) or P4724-2 (Standard) should be used depending on the service framework
Sorting and bundling	• See delivery conditions sorted batches

International Mail Encombrant product terms and conditions, split by country	
Maximum weight per item	• 2000 grams
Maximum dimensions	• Sum of length, width and thickness is maximum 900 mm, longest side is maximum 600 mm separately (±2 mm • Roll shape: Length + twice the centre line is maximum 1,040 mm, Longest side is maximum 900 mm (±2 mm)
Contents/packaging	• Envelope/ cards with/without paper • Item with samples or gadgets
Minimum weight per destination	• 5000 grams
Maximum weight per bag	• 20 kg

Batch conditions International Mail Encombrant, split by country	
Pre-alert	• Not mandatory
Composition of batches	• Batches may be heterogeneous in terms of design, appearance, weight and size, but not in terms of sender
Countries for which sorting by format Encombrant applies	• Argentina, Australia, Brazil, Bulgaria, Canada, Chile, China, Cyprus, Hong Kong, Israel, Japan, Kazakhstan, Malaysia, Malta, Mexico, New Zealand, Ukraine, Russia, Singapore, Taiwan, Turkey, United States, South Africa, South Korea
Service	• Priority or Standard
Bag label	• For those countries where the Encombrant format applies, bag label P4725-1 (Priority) or P4725-2 (Standard) should be used depending on the service framework
Sorting and bundling	• See "Conditions of delivery of sorted consignments"

Product conditions books or magazines	
Maximum weight per item	• 2000 grams in case of magazines • 5000 grams in case of books
Maximum dimensions	• Sum of length, width and thickness is maximum 900 mm, longest side is maximum 600 mm separately (±2 mm) • Roll shape: Length + twice the centre line is maximum 1,040 mm, Longest side is maximum 900 mm (±2 mm)
Consignment contents	• Books or magazines

Batch terms books or magazines	
Pre-alert	• Not mandatory
Composition of batches	• Batches may be heterogeneous in terms of design, appearance, weight and size, but not in terms of sender
Requirements when sending magazines	1. Published and produced in the Netherlands with destination outside the Netherlands 2. Frequency of issue, date of publication and serial number are shown on the journal 3. Issue at least once a quarter 4. Each individual title within the batch is identical in content, format and weight 5. Does not include enclosures with personal messages 6. Minimum 10 pages 7. Contains publisher details 8. Recipients actively signed up to receive
Designation Books	• On the outside of each book state 'Livres' or 'Books'
Service	• Priority
Additional terms and conditions Priority Registered Book	• Maximum weight per item 5000 grams • Contents/packaging only books on the outside of each book please state 'Livres'or 'Books • Registered mail is provided with a unique barcode, generated via one of the (or recommended by) PostNL dispatch applications • Consignment meets the requirements as described according to the delivery conditions sorted consignment mail • The shipping label must not be folded around the edge of the shipment

Product conditions Periodicals Belgium	
Maximum weight per item	• 1500 grams
Maximum dimensions	• 380 x 265 x 32 mm
Consignment contents	• Periodicals
Pre-alert	• Not mandatory
Composition of batches	• Batches must be homogeneous in composition
Sorting and bundling	• Sorted consignments according to the delivery conditions
Tendering days	• Every working day
Delivery area	• Belgium
Authorisation	• Only possible if the periodical has a periodical authorisation in the Netherlands
Service	• Priority

Delivery conditions for sorted consignments

1. Split mail items by Format; Letters, Boxable, non-Boxable, Petit, Grand or Encombrant

2. Within the Service Format split, split mail items by country/zone
➜ There should be at least 5Kg for one combination of Service Frame-Format-Land/Zone

3. Create bundles of mail items with equal Service Framework-Format-Land/Zone
   A bundle is minimum 250g and maximum 3Kg or max 10cm thick. Close each bundle crosswise with elastic, rope or Stapex. An address is visible at the top and bottom of each bundle.

4. Put bundles with same-Service-Format-Land/Zone in mail bags. Bundles with Priority mail items in blue bags

Priority bag (IPP_nr)

5. Close each mailbag with a string or cable tie to which a bag label is attached. Fill in the required details on the pocket label.
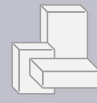
Bag label for blue bags containing bundles of mail items with Priority Service

6. Create and print out an order form (P1700) via My PostNL

7. Drop off the mailbags at PostNL or to your PostNL collection service driver along with the completed P1700 form.

Product and consignment conditions Packets International

	Letterbox Packet	Packet	Packet Boxable	Packet Non-Boxable
Content	Goods			
Services	Untracked & Tracked	Untracked & Tracked & Extra	Untracked & Tracked	Untracked & Tracked & Extra
Type	Appearance, size and weight may vary within the maximum dimensions and weights specified below			
Form	Rectangular	Rectangular or scroll shape*	Rectangular	Rectangular or scroll shape*
Minimum dimensions	140 x 90 mm			
Maximum dimensions	380 x 265 mm	L + W + H < 900 mm*	380 x 265 mm	L + W + H < 900 mm*
Maximum thickness	32 mm	N/A	30 mm	N/A
Maximum weight	2000 grams	2000 v	2000 grams	2000 grams
Franking indication	PostNL Postage Paid / PostNL Postage Paid, plus indication of Priority			
Delivery method	All destinations can be together; See delivery method Packets below			

Product conditions Letterbox Packet and Pack Boxable Untracked	
Maximum weight per item	• 2000 grams
Maximum dimensions Boxable Packet size	• Letterbox size 380 x 265 x 32 mm • Boxable size 380 x 265 x 30 mm
Contents/packaging	• Mail item containing good(s) • Bus packets have protective and/or reinforced packaging, such as a cardboard box or an envelope with bubble wrap, air cushions or plastic protection
Traceability of the parcel	• Letterbox Packet and Packet Boxable do not have Track & Trace
Compensation	• There is no compensation in case of loss or damage

Batch conditions Bus Pack and Pack Boxable Untracked	
Pre-alert	• Required, via the PostNL shipping application
Composition of batches	• Batches may be heterogeneous in terms of design, appearance, weight and size, but not in terms of sender
Form	• Bus parcels and Parcels Boxable must have a unique barcode generated via one of the (or recommended by) PostNL shipping applications • The shipping label must not wrap around the edge of the shipment be folded
Service	• Priority

Product conditions Priority Packets and Packets non-Boxable Untracked	
Maximum weight per item	▪ 2000 grams
Maximum dimensions	▪ Sum of length, width and thickness is maximum 900 mm, longest side is maximum 600 mm separately (±2 mm) ▪ Roll shape: Length + twice the centre line is maximum 1,040 mm, Longest side is maximum 900 mm (±2 mm)
Contents/packaging	▪ Mail item containing good(s) ▪ Packets have protective and/or reinforced packaging, such as a cardboard box or an envelope with bubble wrap, air cushions or plastic protection.
Traceability of the parcel	▪ Priority parcel has no Track & Trace
Compensation	▪ There is no compensation in case of loss or damage

Batch conditions Priority Parcels and parcel non-Boxable Untracked	
Pre-alert	▪ Required, via the PostNL shipping application
Composition of batches	▪ Batches may be heterogeneous in terms of design, appearance, weight and size, but not in terms of sender
Form	▪ Packets must have a unique barcode, generated via one of the (or recommended by) PostNL shipping applications ▪ The shipping label must not wrap around the edge of the shipment be folded
Service framework	▪ Priority

Product conditions Letterbox Packet and Packet Boxable Tracked	
Maximum weight per item	▪ 2000 grams
Maximum dimensions Boxable pack size	▪ Letterbox size 380 x 265 x 32 mm ▪ Boxable size 380 x 265 x 30 mm
Contents/packaging	▪ Mail item containing good(s) ▪ Bus suits have protective and/or reinforced packaging, such as a cardboard box or an envelope with bubble wrap, air cushions or plastic protection
Traceability of the parcel	▪ Letterbox Packet and Packet Boxable is traceable based on its unique barcode. The status of the shipment can be tracked via the PostNL shipping application, the website or the PostNL application, to a limited number of destinations
Compensation	▪ There is no compensation in case of loss or damage

Batch terms and conditions Boxable Tracked and Boxable Parcel	
Pre-alert	▪ Required, via the PostNL shipping application
Composition of batches	▪ Batches may be heterogeneous in terms of design, appearance, weight and size, but not in terms of sender
Form	▪ Bus parcels and Boxable parcels must have a unique barcode generated via one of the (or recommended by) PostNL shipping applications ▪ The shipping label must not be folded around the edge of the shipment
Service	▪ Priority

Product conditions Priority Parcel Tracked and Parcel non-Boxable Tracked	
Maximum weight per item	• 2000 grams
Maximum dimensions	• Sum of length, width and thickness is maximum 900 mm, longest side is maximum 600 mm separately (±2 mm) • Roll shape: Length + twice the centre line is maximum 1,040 mm, Longest side is maximum 900 mm (±2 mm)
Contents/packaging	• Mail item containing good(s) • Packets Tracked have protective and/or reinforced packaging, such as a cardboard box or an envelope with bubble wrap, air cushions or plastic protection
Traceability of the parcel	• Parcel with Tracked service is traceable based on the unique barcode. The status of the shipment can be tracked via the PostNL shipping application, the website or the PostNL application, to a limited number of destinations
Compensation	• There is no compensation in case of loss or damage

Batch conditions Priority Parcels Tracked and Parcel non-Boxable Tracked	
Pre-register	• Required, via the PostNL shipping application
Composition of batches	• Batches may be heterogeneous in terms of design, appearance, weight and size, but not in terms of sender
Priority indication	• Mail items are marked with a Priority indication and an Express indication by PostNL.
Form	• Parcels with Tracked service must have a unique barcode (on a 'harmonised Label'), generated via one of the (or recommended by) PostNL shipping applications • The shipping label must not wrap around the edge of the shipment be folded
Destinations	• Available to a limited number of destinations worldwide, a current list can be found at **20231128-brochure-international-delivery-times.pdf (postnl.nl)**
Servicekader	• Priority

Product conditions Priority Parcels Extra and Priority Parcel non-Boxable Extra	
Maximum weight per item	• 2000 grams
Maximum dimensions	• Sum of length, width and thickness is maximum 900 mm, longest side is maximum 600 mm separately (±2 mm) • Roll shape: Length + twice the centre line is maximum 1,040 mm, Longest side is maximum 900 mm (±2 mm)
Contents/packaging	• Mail item containing good(s) • Packets with the Extra service have protective and/or reinforced packaging, such as a cardboard box or an envelope with bubble wrap, air cushions or plastic protection.
Traceability of shipment	• The Priority Parcel with the Extra service is traceable based on its unique barcode. The status of the shipment can be tracked via the PostNL shipping application, the website or the PostNL application, to a limited number of destinations. A copy of the signature for receipt is available on request available.
Compensation	• In case of loss or damage, PostNL may investigate upon request. If the investigation shows that there is loss or damage, PostNL will compensate up to a maximum of €50 depending on the case of the value of the shipment.

Batch conditions Priority Parcels Extra and Priority Parcels non-Boxable Extra	
Pre-register	• Required, via the PostNL shipping application
Composition of batches	• Batches may be heterogeneous in terms of design, appearance, weight and size, but not in terms of sender
Form	• Priority Parcel with the Extra service features a unique barcode generated via one of the (or recommended by) PostNL shipping applications • Consignment meets the requirements as described in the terms and conditions of delivery (latest version) • The shipping label must not be folded around the edge of the shipment
Offer	• Priority Parcels with the Extra service should be separate from the other postal and parcel items to be presented in a sealed unit (seal bag or postal bag with red cable tie)
Service	• Priority

Delivery terms Packets

Labels and pre-notification of packets

You provide each parcel with an address label with barcode. You create this address label digitally via My PostNL or via an API link with PostNL. If you send a packet to a non-EU destination, also fill in the mandatory fields linked to the required customs information.

Through these digital tools, PostNL ensures that you can always print a correct address label with barcode which you stick on your parcel. If a CN22 document is required, PostNL will automatically place it on your address label.

All digital information on pre-registration and labels can be found on our Developer Portal
https://developer.postnl.nl/.

Packets without track&trace and packets tracked may be delivered together. Deliver your packets in a bag or in a roll container according to the conditions described below and on the next page.

Delivery in a bag
- In a domestic mailbag
- Zone Europe and World may be bagged together
- Close the domestic mailbag(s) with a white tie-wrap
- Or locking rope with the right pocket label

Indicate on the bag label:
1. Bag number
2. Total number of bags in this batch

(Letterbox) Packet

Delivery in a roll container

For all roll containers:

Minimum load: half-full roll container

Maximum weight: filling is 325kg (390kg including roll cage)

Instructions for delivery in a roll container

- All packets regardless of zone/country, may be delivered together in 1 or more roll containers, depending onvolume
- Every roll container should be sealed
- Provide each roll container with the correct and fully completed roll container card in the designated card holder

Fill in the roll container card according to the instructions below:

1. Enter customer name
2. Enter customer number
3. Number of the container
4. Total number of roll containers in this batch

(Letterbox) Packet

Parcels with the Extra Service

Put your registered mail in the red seal bag registered (T990530) or in a domestic mailbag with red cable tie registered (T990526). Domestic and foreign consignments (EU or non - EU) may simply go together, with a maximum weight of 20kg per mail bag.

Product and batch conditions addressed International Business Reply Service

	IBRS Light	IBRS Bulky	International Returns Basic
Content	Documents	Goods	
Annual volume discount Product group	'Bulk mail Document shipments'	'Packets International'	N/A
Type	Appearance, size and weight may vary within the maximum dimensions and weights specified below		
Form	Rectangular, without openings or cut-outs	Rectangular	
Minimum dimensions	140 x 90 mm		
Maximum dimensions	250 x 353 mm	L + W + H < 900 mm*	
Maximum thickness	20 mm	N/A	
Maximum weight	Up to 50 grams Up to -500 grams**	2000 grams	
Franking indication	See 'Formatting IBRS Label'		

*Length + width + height not exceeding 900 mm, with the longest side not exceeding 600 mm. In case of roll format: length + twice the centre line maximum 1,040 mm, longest side maximum 900 mm.

** Austria, Belgium, Cyprus, Czech Republic, Denmark , Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, New Zealand, Norway , Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom.

Product conditions IBRS	
Minimum dimensions	▪ 140 x 90 x 0,5 mm
Franking indication	▪ 'No stamp required / Ne pas affranchir' ▪ 'Réponse payée / postage paid' to be indicated on the return envelope
Form of mail item	▪ Rectangular and consists of one item (no openings or cut-outs)
Priority indication	▪ Consignments with the Priority service frame should bear a Priority indication
Customs form	▪ Shipments containing goods to a destination outside the European Union should be accompanied by a CN22 customs form (up to EUR 425)
Service	▪ Priority
Sender address	▪ Sender address
Address	▪ Address allowed in any language, state country in full in capitals in Dutch or English on last separate line
Other conditions	▪ Shipments comply with the guidelines as described in the brochure 'Terms of Form' and the 'General Terms of Universal Postal Service (AVP)', latest version
Prohibited goods and substances	▪ Not allowed. Information on sending your goods securely can be found at **Shipment conditions	PostNL**

Product conditions IBRS Light

Maximum weight per item	• 500 grams for countries listed below • all other countries maximum 50 grams
Maximale afmetingen	250 x 353 x 20 mm
Contents/packaging	• Envelope/ cards with/without paper • Mail item with Monsters of Gadgets
Applicable countries	• Up to 50 grams: all destinations in the world • 50-500 grams: Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, New Zealand, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom

Product conditions Bulky

Maximum weight	• 2000 grams
Maximum dimensions	• Sum of length, width and thickness is maximum 900 mm, longest side is maximum 600 mm separately (±2 mm)
Contents/packaging	• Envelope/cards/self-mailer with/of paper larger than C4 format • Item with samples or gadgets • Mail item containing good(s) • Packets have protective and/or reinforced packaging, such as a cardboard box or an envelope with bubble wrap, air cushions or plastic protection • Green listed Waste (toner & inkjet cartridges)
Applicable countries	• Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, New Zealand, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom

Product conditions International Returns Basic

Maximum weight	• 2000 grams
Maximum dimensions	• Sum of length, width and thickness is maximum 900 mm, longest side is maximum 600 mm separately (±2 mm)
Contents/packaging	• Mail item containing good(s)
Applicable countries	• Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, United Kingdom, Sweden, Switzerland
Delivery	• This service ends when the return mail items are consolidated by PostNL after arrival in the Netherlands. International Returns Basic can only be purchased in combination with the recommended PostNL service where the consolidated items can be delivered per pallet or box

Delivery conditions addressed International Business Reply Service

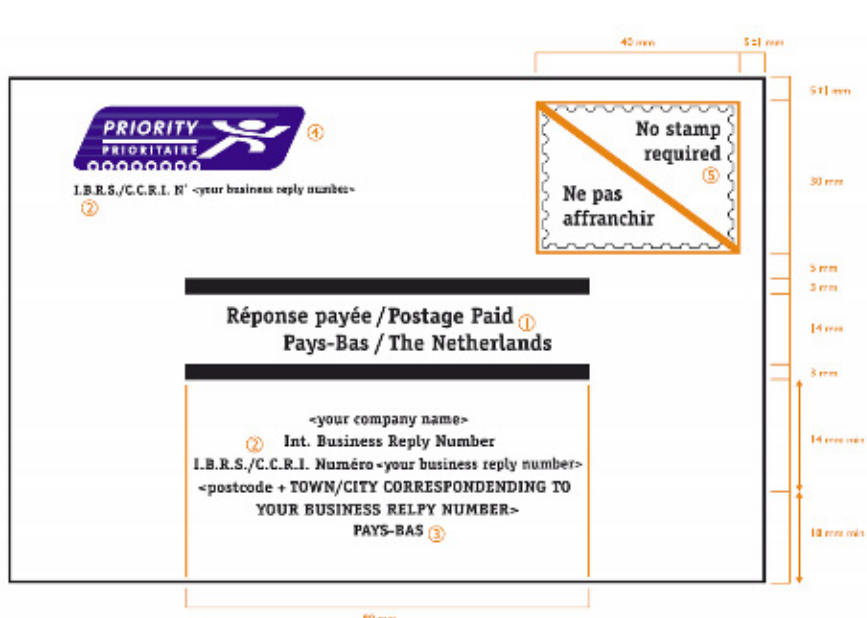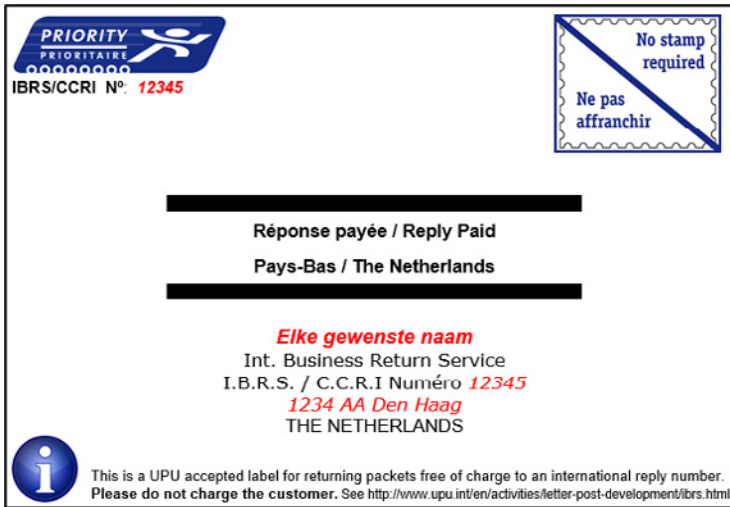| Terms of delivery of IBRS Light	
Pre-alert	• Not mandatory
IBRS label	• IBRS label as per the example below; Format to be requested from PostNL customer service. • Label needs to be approved by PostNL
Offer location(s)	• Local mailbox abroad or drop-off point at local postal service abroad
Composition of batches	• Batches may be heterogeneous in composition

Terms of delivery of IBRS Bulky	
Pre-alert	• Not mandatory
IBRS label	• IBRS label as per example below; Format available from PostNL customer service • Label needs to be approved by PostNL
Tender location(s)	• Local mailbox abroad or drop-off point at local postal service abroad
Composition of homogeneous batches	• Heterogeneous by weight within a weight class (0-2000 grams)
Composition of heterogeneous batches	• Heterogeneous in design and appearance, size and weight. Same sender address per batch

Terms of delivery of International Returns Basic	
Pre-alert	• Mandatory, via the PostNL shipping applications
Form	• Mail item(s) must have a unique barcode, generated via one of the (or recommended by) PostNL dispatch applications • The shipping label must not be folded around the edge of the shipment
Tender days	• Based on opening hours of postal points
Tender location(s)	• Local letterbox and at the local postal service abroad in applicable countries
Composition of homogeneous batches	• Heterogeneous by weight within a weight class (0-2000 grams)
Composition of heterogeneous batches	• Heterogeneous in design and appearance, size and weight. Same sender address per batch

Formatting IBRS label for IBRS Light and IBRS Bulky

The IBRS label is an International label for which the following guidelines must be followed for the mail item to be accepted at the local postal delivery point in one of the participating countries.

1. The two black lines are typical for the label and should be at least 3mm thick and 80mm long. The two lines should b e 14mm a p a r t . Between the l i n e s state 'Response payee / Postage Paid' and below that 'Pays-Bas/ The Netherlands'.
2. Indicate the reply number and the corresponding postcode details. Place it right under the two stripes and under the priority logo.
3. Postcode, city and country should be in capital letters.
4. Place the priority logo at the top left. The priority indication must not contain a logo of a postal company. Thus, no PostNL logo may appear here.
5. At the top right, place the stamp marked 'Ne pas affranchir/No stamp required'. The stamp should maintain 5mm distance from the top and side edges and should have a size of 40mm x 30mm or a proportional size thereof.