

our  
**parcel  
solutions**  
will transport you



**bpost  
international**



# bpost international, your ideal global partner!

bpost international, the specialist in shipping parcels, direct mailings and administrative mail throughout the world, in a nutshell:

flexible &  
**competitive**

- **flexible:** we have solutions for all customers, big or small
- **customised:** from very lightweight parcels to parcels weighing up to 30 kilos, with or without signature to confirm delivery, with or without insurance, with or without a return facility: everything is possible
- **return facility:** a free service for your customers that increases their trust in you and in online sales
- **single contact:** your account manager at bpost international is your unique contact and is totally at your service
- **extensive distribution network:** deliveries in more than 180 countries and unparalleled experience in our domestic Belgian market
- **competitive:** bpost international offers you an excellent price/quality ratio
- **online tracking:** possibility of tracking your parcels online thanks to an extremely simple tool

# e-commerce is nothing without the right **shipping solutions!**

## shipping parcels **should not be** an adventure into the unknown!

With the rapid increase in e-commerce and mail order sales, more and more parcels are being shipped throughout the world. Ensuring that these shipments run smoothly is a guarantee of increased satisfaction for your end customers.

This is why it is essential that you choose **a partner who will help you to improve your relationship with your customers.**

## a **satisfied** customer is a **long-term** customer

Anyone who makes purchases online wants to be sure their parcel is delivered on time and in good condition, with a practical and preferably free return facility. Any complications will affect satisfaction levels and in turn client loyalty. **So you need a partner who can guarantee you and your customers a speedy, high-quality service.**













## customised **solutions** for all your **parcels**

Even though the majority of parcels shipped weigh less than 2 kilos, you may need to ship something that is bigger or heavier. Does your parcel contain something valuable? Should you insure it or not? Does the addressee live nearby or at the other end of the world? For all of these eventualities, you need to know that you can count on a **flexible partner with international experience who is able to offer customised solutions.**



# the best **solution** for every parcel

# bpost international's parcel solutions

		0 - 2 kg	0 - 30 kg	Signature	Track & trace	Insurance
<b>parcel solutions</b>						
<p><b>Do you want to send a parcel the same way you would send a letter?</b> For parcels under two kilos, <b>Mini Pack</b> is the most economical solution for a speedy delivery, without a signature confirming receipt and without online tracking. For example: clothing, books, samples, etc.</p>	>>	<b>Mini Pack</b>				
<p><b>Do you need to ship large objects?</b> The <b>Maxi Pack</b> solution offers you online tracking, signature on delivery and insurance up to 500 euros. For example: a computer, a hi-fi, a bicycle, etc.</p>	>>	<b>Maxi Pack</b>				
<b>return solutions</b>						
<p><b>Do you want to pamper your clients even more?</b> With <b>Easy Return</b>, you can offer them the possibility of returning their parcels free of charge, so you will gain their trust and their loyalty. This service can also be used separately (not necessarily linked to a shipment). For example: not satisfied with a purchase (wrong size clothes), items to be repaired, etc.</p>	>>	<b>Easy Return</b>				
<p><b>Do you want to track your parcel return online?</b> Then, select <b>Easy Return+</b>! The heavier or bigger the parcels, the more problematic they are for your customers to return. Except if you make life easier for them by offering a free return facility. Your customers will also be sure to return to your website again and again!</p>	>>	<b>Easy Return +</b>				
<b>special solutions</b>						
<p><b>Are most of your shipments to Belgium?</b> Thanks to our network you can benefit from <b>a multitude of different advantages</b> such as 1000 pick-up points in post offices and Post Points, and from our in-depth knowledge of the country thanks to our 12.000 postmen and women.</p>	>>	<b>Belgium</b>				

did you know...

We also offer **fulfilment services:** stock management, picking and packing, labelling, sorting and dispatch of parcels, returns management.

## silver award

**bpost international has obtained the EMS Performance Silver Award! Our quality levels just keep on rising:**

- Scanning performance on arrival in the EMC (European Mail Centre): 98%
- Scanning performance on delivery: 97%
- On-time delivery: 90%
- Information provided on time: 97%
- Timely response from customer service: 100%



we know  
**how to handle**  
your **e-commerce!**

**more information** or a customised **quote?**

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