



operational guide

VOLUMAIL



**bpost
international**

Index

Types of mail items	3
Types of services	7
Preparing your mail	8
Volumail Sorted	9
How to frank your mail items?	9
How to prepare your mail items?	11
How to complete the deposit document?	14
Volumail Unsorted	16
How to prepare your mail items?	16
How to complete the deposit document?	18
Volumail Registered	19
How to prepare your registered mail items?	19
How to complete the deposit document?	21
Volumail M bag	22
How to prepare your mail items?	22
How to complete the deposit document?	23
Volumail M bag Registered	24
How to prepare your mail items?	24
How to complete the deposit document?	26
Practical information	27

Congratulations!

You have chosen to entrust your international mail to bpost international via a Volumail contract.

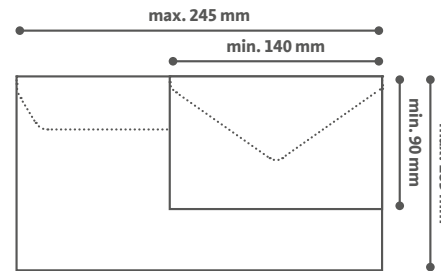
This solution is based on annual volumes of your mail and your specific requirements: you deposit your mail yourself or bpost international picks it up when it suits you best. The mail may be pre-sorted or unsorted, you have the choice between a PRIOR or an ECONOMY service and you can use our registered option for more control over your mail.

This guide provides a step by step explanation how to prepare your international mail correctly. bpost international does the rest and assures on time as well as reliable handling and delivery.

Types of mail items

P format (small)

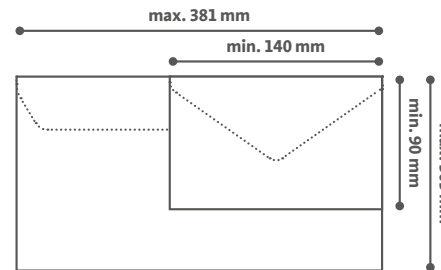
- Length: **140-245 mm**
- Width: **90-165 mm**
- Thickness: **max. 5 mm**
- Maximum weight: **100 g**



Thickness: max. 5 mm

G format (large)

- Length: **140-381 mm**
- Width: **90-305 mm**
- Thickness: **max. 20 mm**
- Maximum weight: **500 g**



Thickness: max. 20 mm

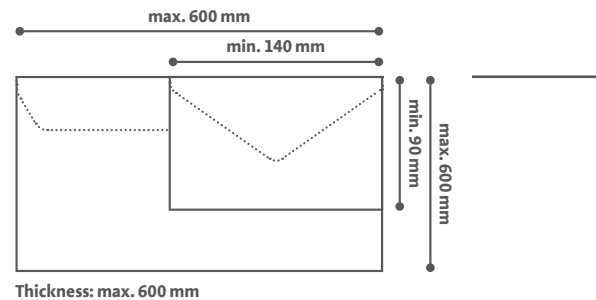
And/or items that exceed at least one of the maximum dimensions of the P format.

Types of mail items

E format (bulky)

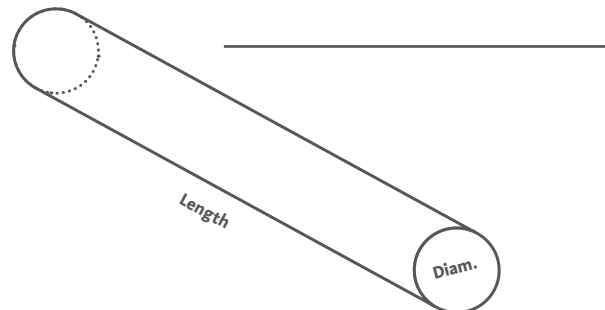
- Length + width + thickness ≤ 900 mm and length ≤ 600 mm
- Maximum weight: **2 kg**

And/or items that exceed at least one of the maximum dimensions of the G format.



Roll

- Length + 2 x the diameter > 170 mm and length > 100 mm
- Length + 2 x the diameter ≤ 1.040 mm and length ≤ 900 mm
- Maximum weight: **2 kg**



Rolls are always considered as E format.

Types of mail items

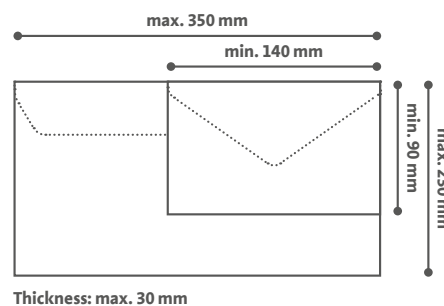
E-bus and E-bel formats (only for the Netherlands)

In the Netherlands a distinction is made between items that fit into the addressee's letter box (E-bus) and those that do not (E-bel).

E-bus format

Maximum dimensions for E-bus format items:

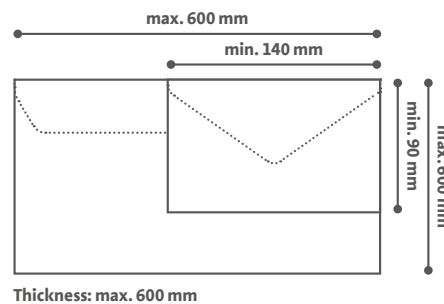
- Length: **350 mm**
- Width: **230 mm**
- Thickness: **30 mm**



E-bel format

Maximum dimensions for E-bel format items:

- Length + width + thickness ≤ 900 mm and length ≤ 600 mm
- Maximum weight: **2 kg**



Rolls are always considered as E-bel format.

Types of mail items

M bag

A collective bag for sending large amounts of printed matter, newspapers, periodicals, books and brochures to a single addressee.

- Minimum weight: **1 kg**
- Maximum weight M bag: **27 kg**
- Maximum weight a piece: **2 kg**



- Registered M bags are not accepted by the United States or Canada.
- M bags > 20 kg are not accepted by the United Kingdom.

Types of services

PRIOR

Your mail is sent priority by the fastest means of transport.

ECONOMY

Your mail is sent by using more economical means of transport.

Registered items

Registered items:

- are always sent PRIOR.
- must be signed for by the addressee.
- are always considered as E format.

If you send large quantities of registered mail, please contact your Account Manager. He will help you to find the operational solution that suits you best.

If you send small quantities of registered mail, bpost international adds a bar code on the completed address list ("Registered Items List"), which corresponds with the code on the item.

You may add a "proof of delivery" (AR) to your item. This slip will be signed and dated by the addressee upon delivery of the item and returned to you.



- The "Registered Items List" will be scanned one day after the deposit and is returned to you by e-mail as proof that each item has been sent.
- The stamped paper list will be sent to you at the end of every month.

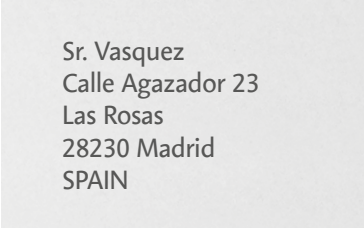
Preparing your mail

The preparation of your mail depends on the Volumail solution you choose:

- Volumail Sorted
- Volumail Unsorted
- Volumail Registered
- Volumail M bag
- Volumail M bag Registered.

Addressing

- The address of the addressee needs to be very legible in Latin alphabet and Arabic numerals.
If other letters and figures are used in the country of destination, we recommend also writing the address in these letters and figures (Chinese, Japanese, Arabic,...).
- Please write the name of the country of destination in the language of the country of origin.
We recommend adding the name of the country of destination in an international language.
- Specified in CAPITALS and WRITTEN IN FULL the country of destination on the last address line, not underlined.
- DO NOT USE ISO country codes (such as 'F', 'FR' for France or 'CH' for Switzerland).

A grey rectangular box containing an example of an address block.

Sr. Vasquez
Calle Agazador 23
Las Rosas
28230 Madrid
SPAIN

Preparing your mail | VOLUMAIL SORTED

How to frank your mail items?

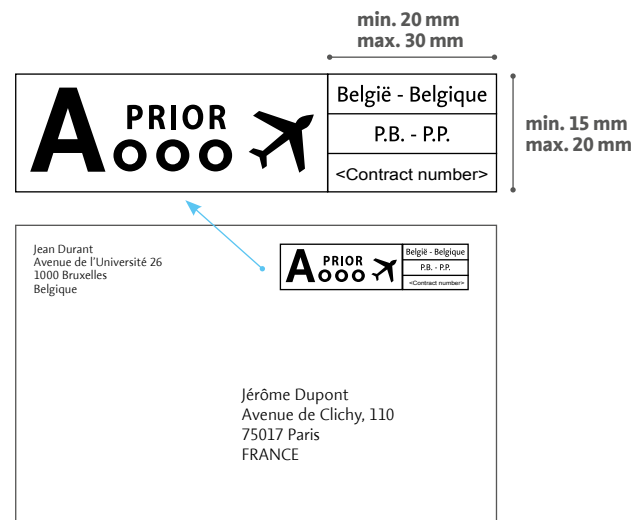
bpost international takes care of the franking if you wish.
If you choose to frank your mail yourself, please respect the following indications.

Outgoing mail from Belgium

PRIOR

PRIOR mail items must meet the following conditions:

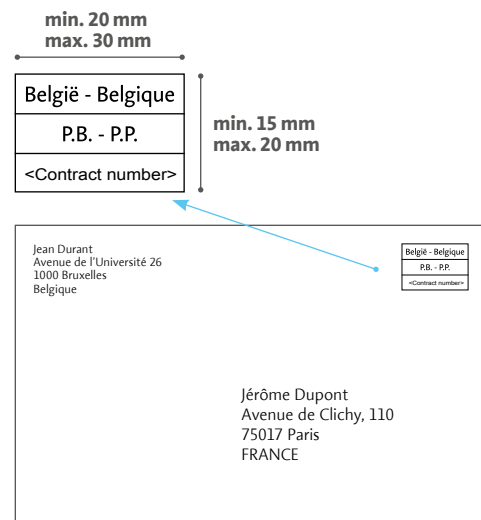
- indication of "A PRIOR", in blue or black, printed or on a sticker
- P.B. - P.P. (= PPI: Postage Paid Indicia) box in the top right hand corner
- return address in Belgium.



ECONOMY

ECONOMY mail items must meet the following conditions:

- no "A PRIOR" indication
- P.B. - P.P. (= PPI: Postage Paid Indicia) box in the top right hand corner
- return address in Belgium.



Preparing your mail | VOLUMAIL SORTED

How to frank your mail items?

Outgoing mail from another country*

PRIOR

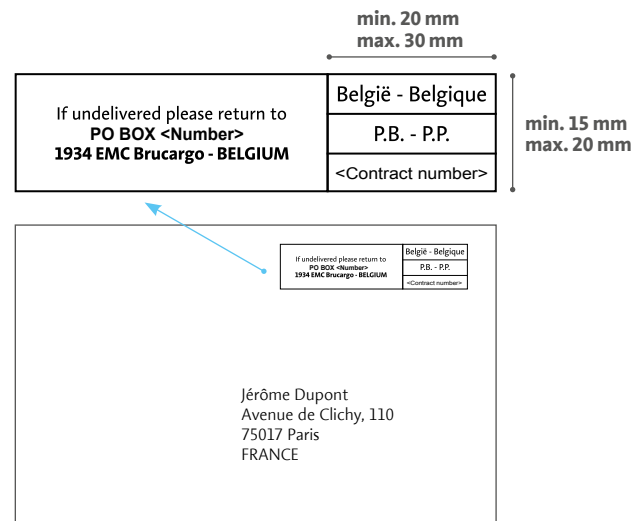
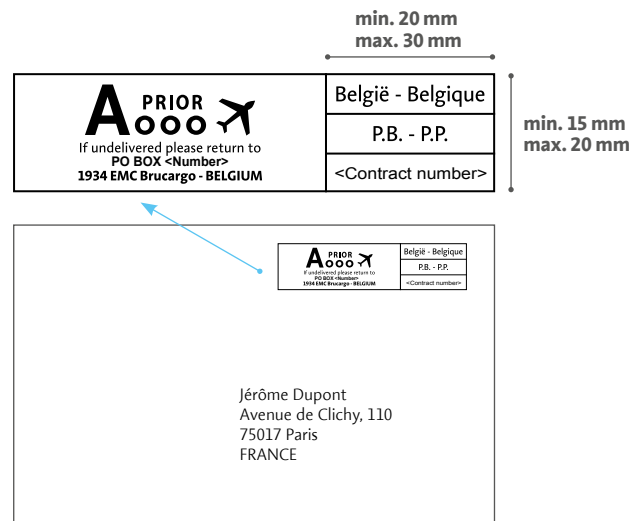
PRIOR mail items must meet the following conditions:

- indication of "A PRIOR", in blue or black, printed or on a sticker
- P.B. - P.P. (PPI) box in the top right hand corner
- indication "If undelivered please return to: PO BOX <PO box number> 1934 EMC Brucargo BELGIUM".

ECONOMY

ECONOMY mail items must meet the following conditions:

- no "A PRIOR" indication
- P.B. - P.P. (PPI) box in the top right hand corner
- indication "If undelivered please return to: PO BOX <PO box number> 1934 EMC Brucargo BELGIUM".



! If you have a question concerning the layout of your franking mark, do not hesitate to contact us for approval.

* not outgoing from Belgium

Preparing your mail | VOLUMAIL SORTED

How to prepare your mail items?

Bundling

Zone 1

Make double-sided bundles per country and per size.

Zone 2, 3, 4, 5

Make double-sided bundles per country.



Double-sided means that the address must be visible on both sides of the bundle.

Sorting

According to service level: PRIOR or ECONOMY.

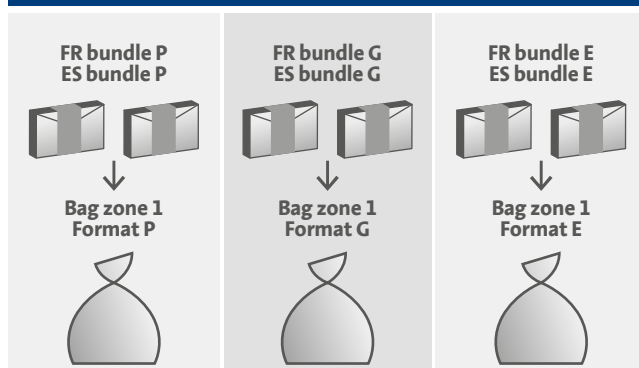
Zone 1

If you have **less than 3 kg for the same destination**: please prepare a bag per zone and per format.

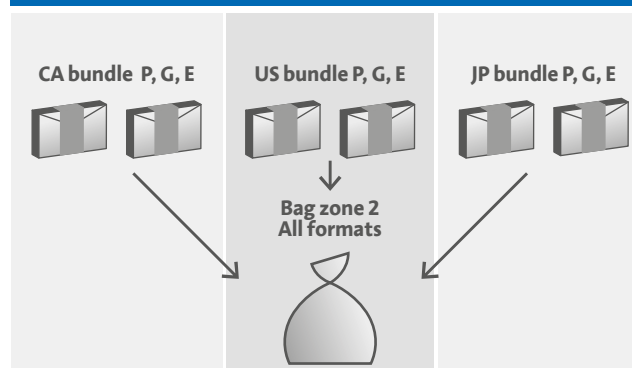
Zone 2, 3, 4, 5

If you have **less than 3 kg for the same destination**: please prepare a bag per zone (all formats mixed).

Example zone 1: sorting of bundles (P, G, E format) to France (FR) and Spain (ES)



Example zone 2: sorting of bundles (P, G, E format) to Canada (CA), USA (US), Japan (JP)

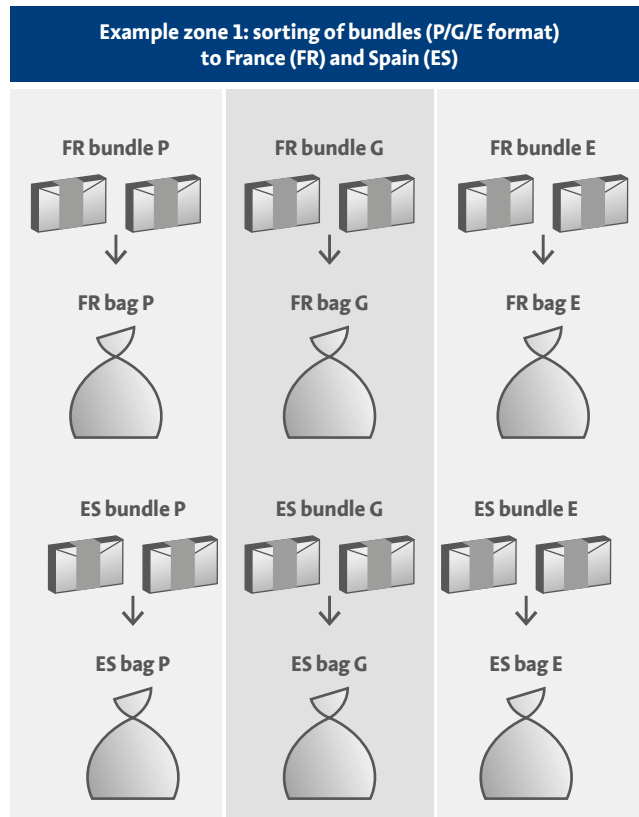


Preparing your mail | VOLUMAIL SORTED

How to prepare your mail items?

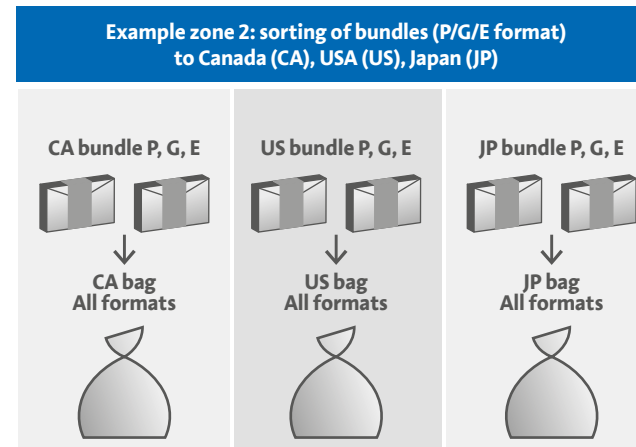
Zone 1

If you have **more than 3 kg for the same destination**: please prepare a bag per country and per format.



Zone 2, 3, 4, 5

If you have **more than 3 kg for the same destination**: please prepare a bag per country (all formats mixed).



Preparing your mail | VOLUMAIL SORTED

How to prepare your mail items?

Packaging

Always in bags (maximum 27 kg)

- blue bag: PRIOR
- brown bag: ECONOMY



Bags > 20 kg are not accepted by the United Kingdom.



Do not forget to attach the deposit documents to a visible part of the bag using a self-adhesive plastic bag. Don't forget to state your contract number.

Labels on the bags

Please indicate the following details:

- 1 SORTED
- 2 the name of the company
- 3 the contract number
- 4 the number of the deposit document
- 5 destination country or zone
- 6 format: **P, G + E-bus** for zone 1
E-bus or **E-bel** for the Netherlands
PGE for zone 2, 3, 4 and 5

The image shows two examples of mail labels. The left label is for 'PRIOR' and the right label is for 'ECONOMY'. Both labels have a form with fields for 'Customer Name', 'Contract Number', 'N° Deposit Doc. (last 3 digits)', 'Sorted' (checkbox), 'Country', 'Zone', and 'Format'. The 'Sorted' checkbox is checked on both. The 'Country' field is filled with 'EMC Brucargo'. The 'Zone' field is filled with '1'. The 'Format' field is filled with 'P, G + E-bus'. The labels also feature the bpost international logo and the destination name 'EMC Brucargo'.



If it is not possible to use different pallets for PRIOR and ECONOMY, please clearly separate the brown bags (ECONOMY) from the blue bags (PRIOR).

Presenting

Bags grouped together per service, preferably on pallets:

- maximum weight: **675 kg** incl. tare
- maximum height: **160 cm**

Preparing your mail | VOLUMAIL SORTED

How to complete the deposit document?

You can fill out the deposit document, preferably **online** via **e-Shipper** or you can use the paper deposit documents. The paper deposit document comprises two pages (sheet 1 and sheet 2). Please always fill out the first page (sheet 1). You only need to fill out the second page (sheet 2) when you opt to specify countries in zones 3, 4 or 5 in detail. If the details per zone suffice for these three zones, you only need to fill out the first page (sheet 1).

Please enter the following details:

- 1 company name, bpost international contract number, address and any reference.
- 2 desired service level: PRIOR or ECONOMY (if you forget to indicate this information, your items will automatically be sent and invoiced as PRIOR).
- 3 number of items and net weight in kg:
Zone 1: per country and per format
Zone 2: per country
Zone 3, 4, 5: per zone
- 4 total net weight in kg and total number of bags.

Copy CUSTOMER SHEET 1
Deposit document: VOLUMAIL SORTED
 available to
 EMC Brussels Airport - Building 829-C-1813 Brucargo

Company: **1** / Number of agreement: 12201200001
 Address: / / BPI
 Customer reference: / /

Prior Economy **2**

Zone 1	P		G		E-bus		E-bel		PGE	
	Number of Items	Net weight (kg)	Number of Items	Net weight (kg)	Number of Items	Net weight (kg)	Number of Items	Net weight (kg)	Number of Items	Net weight (kg)
Austria										
Bulgaria										
Czech Republic										
Denmark										
Estonia										
Finland										
France										
Germany										
Great Britain										
Greece										
Hungary										
Ireland										
Italy										
Latvia										
Lithuania										
Luxembourg										
Netherlands										
Norway										
Poland										
Portugal										
Romania										
Slovakia										
Slovenia										
Spain										
Sweden										
Switzerland										
Belgium										
Totals										
Total bags										

Zone 2

Zone 2	Number of Items	Net weight (kg)
Australia		
Canada		
Israel		
Japan		
New Zealand		
USA		
Total		
Total bags		

Zone 3-5

Zone 3	Number of Items	Net weight (kg)
Rest of Europe		
Zone 4		
North Africa, Asia, Middle East		
Zone 5		
Rest of the world		
Total		
Total bags		

Grand total sheets 1 & 2

Customer: / Control By EMC: /
 Net weight (kg): /
 Number bags: **4**

To be completed by bpost
 Date of receipt and signature Mass Post: / /

Customer signature: / Date of deposit: / /

Control by EMC: Date of receipt and signature EMC: / /

Deposit document:
VOLUMAIL SORTED (SHEET 1)



Please use a separate deposit document for each service (PRIOR or ECONOMY).



Countries are divided into 5 zones:

- **Zone 1** - Austria, Belgium*, Bulgaria, Denmark, Czech Republic, Germany, Greece, Estonia, Finland, France, Hungary, Ireland, Iceland, Italy, Latvia, Lithuania, Luxembourg, the Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, UK.
- **Zone 2** - Australia, Canada, Israel, Japan, New Zealand, USA
- **Zone 3** - Rest of Europe
- **Zone 4** - North Africa, Asia, Middle East
- **Zone 5** - Rest of the world

These zones are only valid for Volumail.

For more information about the countries of each zone, please visit our website www.bpostinternational.com

* Only if you don't send outgoing mail from Belgium.

Preparing your mail | VOLUMAIL UNSORTED

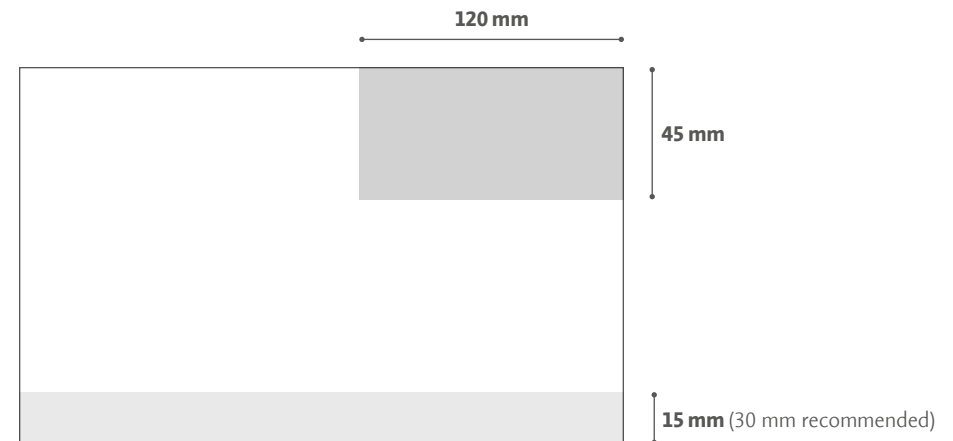
How to prepare your mail items?

Blank zones on the letters*

If you do NOT frank your mail items

The following zones should be left blank (white or light coloured background, without text and graphic elements):

- a strip of minimum **15 mm** (30 mm recommended) from the bottom of the letter,
- a **120 x 45 mm** rectangle in the top right hand corner.



* These are recommendations.

Preparing your mail | VOLUMAIL UNSORTED

How to prepare your mail items?

Sorting

The only sorting required is by service level: PRIOR or ECONOMY.

Packaging

In identical bags or boxes

- dark blue UNSORTED bag (maximum 27 kg)



dark blue
UNSORTED bag

Labels on the bags

Please indicate the following details:

- 1 UNSORTED
- 2 the name of the company
- 3 the contract number
- 4 the number of the deposit document

Self-adhesive labels are available for boxes.

Customer Name	2
Contract Number	3
N° Deposit Doc. (last 3 digits)	4
<input type="checkbox"/> Unsorted	1
<input type="checkbox"/> Sorted	
Country	
Zone	
Only to be used if less than 8kg/country	
<input type="checkbox"/> P	<input type="checkbox"/> G
<input type="checkbox"/> E-bus	<input type="checkbox"/> E-bel
<input type="checkbox"/> PGE	

bpost international
Destination: **EMC Brucargo**

A PRIOR

Customer Name	
Contract Number	
N° Deposit Doc. (last 3 digits)	
<input type="checkbox"/> Unsorted	
<input type="checkbox"/> Sorted	
Country	
Zone	
Only to be used if less than 8kg/country	
<input type="checkbox"/> P	<input type="checkbox"/> G
<input type="checkbox"/> E-bus	<input type="checkbox"/> E-bel
<input type="checkbox"/> PGE	

bpost international
Destination: **EMC Brucargo**

ECONOMY



- Please ask your Account Manager about our value-added services (e.g. franking, enveloping, labelling, etc).
- Do not forget to attach the deposit documents to a visible part of the bag using a self-adhesive plastic bag. Don't forget to state your contract number.



If it is not possible to use different pallets for PRIOR and ECONOMY, please clearly separate the ECONOMY bags from the PRIOR bags, by making sure the brown and blue labels are visible.

Presenting

Bags or boxes grouped together per service, preferably on pallets:

- maximum weight: **675 kg** incl. tare
- maximum height: **160 cm**

Preparing your mail | VOLUMAIL UNSORTED

How to complete the deposit document?

Fill out the deposit document, preferably **online** via **e-Shipper**. You can also use the paper deposit document.

Please indicate the following details:

- 1 the company name, the bpost international contract number, the address and any reference.
- 2 desired service level: PRIOR or ECONOMY (if you forget to indicate this information, your items will automatically be sent and invoiced as PRIOR).
- 3 whether or not you want your items to be franked by bpost international.
- 4 the number of bags, pallets, boxes and/or trays used.
- 5 total net weight in kg (= net).

Copy CUSTOMER

Deposit document: VOLUMAIL UNSORTED

Address to: EMC Brussels Airport - Building 829-C-1933 Brucargo

Company: _____

Address: _____

Customer reference: _____

Number of agreement: BPI / /

142012000001

2 Prior Economy (Note: 1 deposit doc per service level)

3 Franking by bpost international

To be completed by the customer

Number of bags: _____ Number of pallets: _____

Number of boxes: _____ Number of trays: _____

Net weight (kg): _____

Customer signature: _____ Date of deposit: _____

To be completed by bpost

Date of receipt and signature Mass Post: _____

Control by EMC - Date of receipt and signature EMC: _____

Deposit document: **VOLUMAIL UNSORTED**

Preparing your mail | VOLUMAIL REGISTERED

How to prepare your registered mail items?

Bundling and filling out the address list

If you are sending registered mail, please complete the address list for registered items (“Registered Items List”) with the following details:

- 1 the company name and address
- 2 the bpost international contract number (“Number of Agreement”)
- 3 the Customer Reference
- 4 the Registered Deposit Document Number
- 5 address list (maximum 8 per page).

Please bundle the registered items in the same order as on the address list and attach the address list to the bundle.

bpost international adds a barcode to the completed address list («Registered Items List») that corresponds to the code added to your mail item.

If you wish to add a proof of delivery (AR) to your registered mail items, please:

- 6 tick AR on the list and fill out the AR card that you will have to stick on your mail.

bpost international		REGISTERED ITEMS LIST	
Company		2 Number of agreement	4 Registered deposit doc. number
Address		BPI / /	
Customer reference		3	
Addressee Address ZIP Code and Locality Country	Barcode	M-bags	AR
5		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
To be completed by bpost international			
Date of receipt EMC			



- The “Registered Items List” will be scanned one day after the deposit and returned to you by e-mail as proof that each item has been sent.
- The stamped paper list will be sent to you at the end of every month.

Preparing your mail | VOLUMAIL REGISTERED

How to prepare your registered mail items?

Packaging

Always in bags (maximum 27 kg)

- blue bag : PRIOR




PRIOR

Labels on the bags

Please indicate the following details:

- 1 the name of the company
- 2 the contract number
- 3 the number of the deposit document

Customer Name	1
Contract Number	2
Y* Deposit Doc. (last 3 digits)	3

destination :  **EMC Brucargo**
Building 820 C, 1911 Zaventem, Belgium

Label « Registered »

Presenting

Bags grouped together, preferably on pallets:

- maximum weight: **675 kg** incl. tare
- maximum height: **160 cm**



Registered items are always sent as PRIOR and handled as E-format items.

Preparing your mail | VOLUMAIL REGISTERED

How to complete the deposit document?

Fill out the deposit document, preferably **online** via **e-Shipper**. You can also use the paper deposit document.

Please indicate the following details:

- 1 the name of the company
- 2 the bpost international contract number
- 3 the address and possibly the reference
- 4 the number of registered items, the number of bags and the total net weight (kg).

bpost international		Copy CUSTOMER Deposit document: REGISTERED ITEMS REGISTERED M BAGS	
Company 1		Number of agreement / BPI 2	
Address 3		Customer reference	
Customer reference		13201200001	
REGISTERED ITEMS To be completed by the customer		REGISTERED M BAGS To be completed by the customer Not accepted by USA & Canada!	
Number of items	Net weight (kg)	Number of bags	Weight (kg) <small>(note: weight includes weight of bag)</small>
Number of bags 4			
Customer signature	Date of deposit	Customer signature	Date of deposit
To be completed by bpost		To be completed by bpost	
Date of receipt and signature Mass Post		Date of receipt and signature Mass Post	
Control by EMC - Date of receipt and signature EMC		Control by EMC - Date of receipt and signature EMC	

Deposit document: **VOLUMAIL REGISTERED ITEMS & REGISTERED M BAGS**

Preparing your mail | VOLUMAIL M BAG

How to prepare your mail items?

Sorting

The only required sorting is by service type: PRIOR or ECONOMY.

Packaging

Always in bags (maximum 27 kg)

- blue bag: PRIOR
- brown bag: ECONOMY



M bags > 20 kg are not accepted by the United Kingdom.

Labels on the bags

Please indicate the following details on the white M bag label:

- 1 the name of the company
- 2 the contract number
- 3 the number of the deposit document
- 4 the P.B.- P.P. (PPI) number
- 5 the weight of the bag (in kg)
- 6 the address

Don't forget to add the IL POST label!

Label M bag

Label IL POST



Do not forget to attach the deposit document to a visible part of the bag using a self-adhesive plastic pouch. Don't forget to state your contract number.

Presenting

Bags grouped together per service, preferably on pallets:

- maximum weight: **675 kg** incl. tare
- maximum height: **160 cm**


Preparing your mail | VOLUMAIL M BAG

How to complete the deposit document?

Fill out the deposit document, preferably **online** via **e-Shipper**. You can also use the paper deposit document.

Please indicate the following details:

- 1** company name, bpost international contract number, address and any reference
- 2** desired service: PRIOR or ECONOMY (if no information is provided, your items will be sent and invoiced as PRIOR).
- 3** the number of bags and weight (kg) per country. M bags weighing more and less than 5 kg need to be recorded in separate columns.
- 4** total weight in kg and total number of bags. The bag is part of the mail item and must therefore be taken into account when calculating the net weight.



Copy CUSTOMER
Deposit document: M BAG
RETURN TO
 EMC Brussels Airport - Building 829C - 1931 Brucargo


Company 1

Address

Customer reference

Number of agreement
BPI / /

12201200001



Prior **Economy** 2

Zone 1	M bag ≤ 5 kg		M bag > 5 kg		Zone 3	M bag ≤ 5 kg		M bag > 5 kg	
	Number	Weight (kg)*	Number	Weight (kg)*		Number	Weight (kg)*	Number	Weight (kg)*
Austria									
Bulgaria									
Czech Republic									
Denmark									
Estonia									
Finland									
France									
Germany									
Great Britain									
Greece									
Hungary									
Iceland									
Ireland									
Italy									
Latvia									
Lithuania									
Luxembourg									
Netherlands									
Norway									
Poland									
Portugal									
Romania									
Slovakia									
Slovenia									
Spain									
Sweden									
Switzerland									
Belgium									
Total Zone 1									
Zone 2		M bag ≤ 5 kg		M bag > 5 kg		Zones 4, 5			
		Number	Weight (kg)*	Number	Weight (kg)*	Number	Weight (kg)*	Number	Weight (kg)*
Australia									
Canada									
Israel									
Japan									
New zealand									
USA									
Total Zone 2									
Total Zones 4, 5									

Grand total

Customer 4 Control By bpost

Kg

Number bags

To be completed by bpost

Date of receipt and signature Mass Post

Control by EMC - Date of receipt and signature EMC

Deposit document: **VOLUMAIL M BAG**

Preparing your mail | VOLUMAIL M BAG REGISTERED

How to prepare your mail items?

Packaging

Always in bags (maximum 27 kg)

- brown bag: ECONOMY



ECONOMY

Labels on the bags

Please indicate the following details on the red M bag:

- 1** the name of the company
- 2** the contract number
- 3** the number of the deposit document
- 4** the P.B. – P.P. (PPI) number
- 5** the weight of the bag (in kg)
- 6** the address

Don't forget to add the IL POST label.

Label M bag

Label IL POST

Presenting

Bags grouped together, preferably on pallets:

- maximum weight: **675 kg** incl. tare
- maximum height: **160 cm**



Don't forget to add the IL POST label. Please note: the United States and Canada do not accept registered M bags.

Preparing your mail | VOLUMAIL M BAG REGISTERED

How to prepare your mail items?

Filling out the address list

If you're sending registered M bags, please complete the address list for registered items ("Registered Items List") with the following details:

- 1 the company name and address
- 2 the bpost international contract number ("Number of Agreement")
- 3 the Customer Reference
- 4 the Registered Deposit Document number
- 5 the address list (maximum 8 per page).

bpost international adds a barcode to the completed address list («Registered Items List») that corresponds to the code added to the M bag (on the red label).

- 6 Please tick the "M bags" box on the list.

If you wish to add a proof of delivery (AR) to your registered mail items, please:

- 7 tick AR on the list and fill out the AR card that you will have to stick on your mail.

bpost international		REGISTERED ITEMS LIST	
Company		EMC Brussels Airport - Building 829 C - 1931 Brucargo	
Address		Number of agreement BPI / /	Registered deposit doc. number
Customer reference			
Address	Barcode	M-bags	AR
ZIP Code and Locality			
Country			
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>

To be completed by bpost international

Date of receipt EMC

REGISTERED ITEMS LIST



- The "Registered Items list" will be scanned one day after the deposit and returned to you by e-mail as proof that each item has been sent.
- The stamped paper list will be sent to you at the end of every month.

Preparing your mail | VOLUMAIL M BAG REGISTERED

How to complete the deposit document?

Fill out the deposit document, preferably **online** via **e-Shipper**. You can also use the paper deposit document.

Please indicate the following details:

- 1 the name of the company
- 2 the bpost international contract number
- 3 the address and possibly the reference
- 4 the number of registered M bags and the total weight (kg).

bpost international		Copy CUSTOMER Deposit document: REGISTERED ITEMS REGISTERED M BAGS address to EMC Brussels Airport - Building 829 C - 1931 Brucargo	
Company	1	Number of agreement SPF	2
Address	3	132012000001	
Customer reference			
REGISTERED ITEMS To be completed by the customer		REGISTERED M BAGS To be completed by the customer Not accepted by USA & Canada!	
Number of items	Net weight (kg)	Number of bags	Weight (kg) (note: weight includes weight of bag)
Number of bags	4		
Customer signature	Date of deposit	Customer signature	Date of deposit
To be completed by bpost Date of receipt and signature Mass Post		To be completed by bpost Date of receipt and signature Mass Post	
Control by EMC - Date of receipt and signature EMC		Control by EMC - Date of receipt and signature EMC	

Deposit document: **VOLUMAIL M BAG REGISTERED**

Practical information

Use of pallets

If you plan to present your items on pallets, please make sure you use disposable pallets.
If you cannot use this type of pallet, please contact your Account Manager.

Customs

If your items contain valuable objects (not applicable to documents) and the addressee is in a country outside the European Union, you will have to complete and sign a customs declaration.

Depending on the value of your mail items, there are different documents:

- Simplified CN 22 declaration: if the value of the individual items is **less** than 300 SDR*.
- CN 23 declaration: if the value of the individual item is **superior or equal** to 300 SDR*. In this case, please enclose 4 copies of an invoice or pro-forma invoice.
- Single Administrative Document (SAD): if the value of the individual item is **superior or equal** to € 800. In this case, do not forget to enclose 4 copies of an invoice or a pro-forma invoice.

* 1 SDR (Special Drawing Rights - STR: Special Drawing rights) equals approximately 1.15 € (exchange rate on 20/09/2011)

Ordering materials

Materials can be ordered using the order form on our website www.bpostinternational.com.
The delivery period amounts to 5 working days on average.



If you want more information about customs formalities or to obtain a “proof of export” in order to recover the VAT or for provisional exports, please contact your bpost international contact.

Practical information

Mail deposit centres

European Mail Centre - EMC

- Building 829 C
1931 Zaventem/Brucargo - Belgium
- Opening hours:
Monday-Friday
7 am – 9 pm

MassPost Centre in Belgium

- (see the list on www.bpost.be or click **here**)
- PRIOR: Monday-Friday
8 am – 4 pm
 - ECONOMY: Monday-Friday
8 am – 3 pm

MassPost Hyper Centre in Belgium

- (see the list on www.bpost.be or click **here**)
- PRIOR: Monday-Friday
8 am – 5 pm
 - ECONOMY: Monday-Friday
8 am – 3 pm

bpost international

European Mail Centre
Building 829 C
1931 Zaventem- Brucargo

+ 32 2 276 25 00

N 50°54,262' E 04°26,973'

Sales Contact

+32 2 276 22 74

+32 2 276 21 38

sales.international@bpost.be

www.bpostinternational.com

