

How about arranging your pickup appointments online?

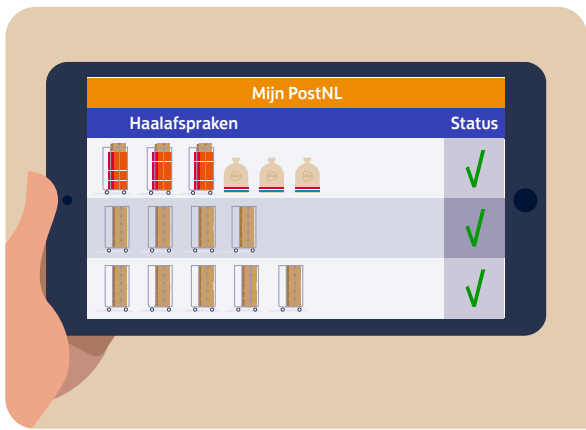
More transparency and more control via My PostNL



Want to view or arrange your pickup appointments? You can now easily take care of this yourself. On the My PostNL pickup service page!

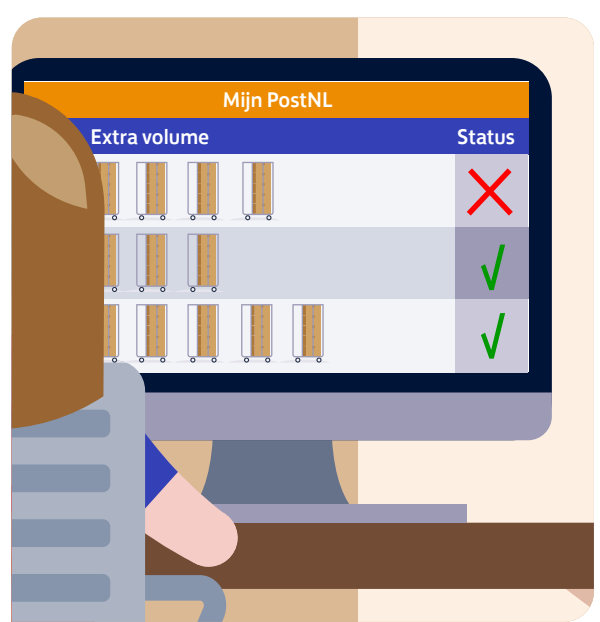
Viewing pickup appointments

On our My PostNL portal, the pickup service page offers an overview of all your pickup appointments for today and the upcoming period. You can see when we will pick up your shipments and how many roller containers or mailbags are scheduled for you.



Following pickup appointment status

Requested additional volume or a pickup appointment? Then use My PostNL to check whether the request was received in good order. You can also use it to follow the status of your request. It allows you to check whether your request has been processed or scheduled, or if it is yet to be processed. This also applies to telephone requests.



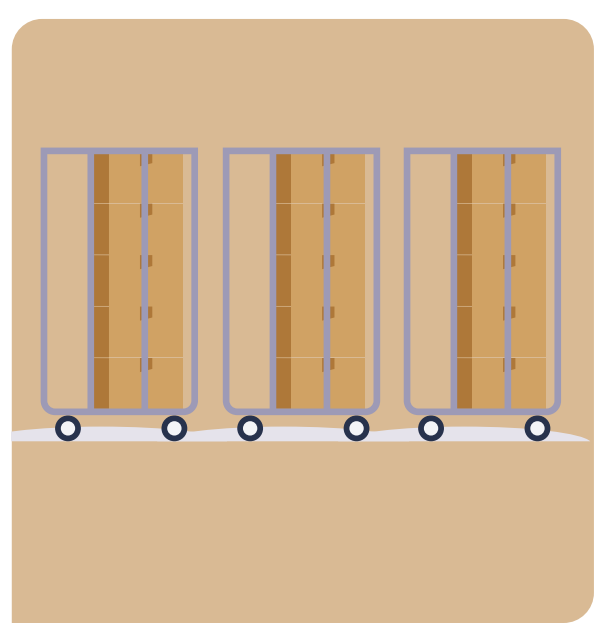
Cancelling or temporary cancellation

You can also use My PostNL to easily and simply request or (temporarily) cancel pickup appointments or additional volume. You can do this online up to three days beforehand. No longer require a recurring pickup? Then please contact customer service.



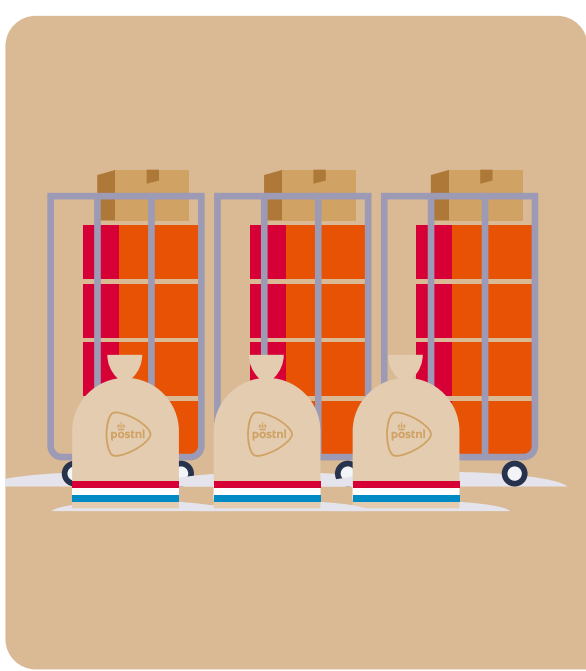
Requesting additional volume

Request additional (package) volume for your scheduled pickup appointment in a few simple clicks. You can add up to 48 roller containers. Require more? Then please contact customer service to make an additional pickup appointment. Please also call if you need different packaging or if it concerns a structural change. Online, you can request additional volume for appointments on the next day up to 5 pm.



Delivering additional mail items

Are we also collecting your mail items? You can use My PostNL to request additional volume for your scheduled pickup appointment: up to a maximum of six roller containers or twelve mailbags. Require more? Then request an additional pickup appointment online. You can submit a request for the next day until 12 noon on the previous day. If you require this for a longer period of time, please contact customer service.



Get the most out of it!

You can tweak your pickup service 24 hours a day, 7 days a week. Definitely important! Because this way, you can ensure that everything is always scheduled correctly. Never too much, never too little. You can make absolutely sure that we will always reserve enough space for you. And you can keep your delivery promise to your customers. To top it all, it helps us drive as efficiently as possible so we do not pointlessly transport empty air. In this way, we jointly work on making all deliveries as green as possible.

