

Entering, packing and shipping

international packets

Step-by-step guidelines

Create international Packet items



1. Enter your shipments

Parcels & Freight

Create new shipment

Shipments

Sender Return address Cost centre

1 Recipient(s) (max. 20) Search in Address book [Open Address book](#) [+ Enter new recipient](#)

Log in to **Mijn PostNL** using your e-mail address and password. Click on the **'Parcels & Freight'** shipping module. Click on **'Enter new shipment'** to create a Packet shipment.

Add recipient(s)

First fill in your own details for the shipment under **'Sender'**. A return address is mandatory, here you can also include a cost centre. Then add the recipient(s) by using the search field **1**, or your address book **2** or by filling them in by hand **3**. You can enter multiple recipients at once.

Please note: You can only enter multiple recipients at once for EU or Non-EU destinations. Recipients for the Netherlands, Belgium, Luxembourg and the United Kingdom must also be selected per destination.

For example: you want to send five Packet Tracked items, one to the Netherlands, two to Belgium, two to France and one to America. First add the recipients for the Netherlands, and then go through all the steps. Then choose **'enter another shipment'** and add the recipients in Belgium. Repeat this for each country. All done? Then click on **'Go to Prepared shipments'** to print all of the item labels at once.

Tip: Do you have a large order? If you import a shipment from a file, you can present more than 20 recipients at once. You can also enter all destinations at once, and offer various products at the same time.

2 Shipping method [Reset shipping method](#)

What would you like to send?

Letterbox Packet Parcel Packet (Max 2kg) Registered

Where do you want the parcel to be delivered?

Recipient's address

How would you like to send it?

Untracked (Priority) Tracked

[Next →](#)

Choose your shipping method

Select the option **'Letterbox Packet'** or **'Packet max 2kg'** depending on the size of your item

- A **'Letterbox Packet'** weighs up to 2kg and is not larger than 38x26,5x3,2 cm. Minimum amount is 50 items per year
- A **'Packet'** weighs up to 2 kg and is not larger than L+W+H = max 90 cm longest side maximum 60 cm. Minimum amount is 50 per year.

Packet Tracked is available to most regular destinations. An up to date overview is on postnl.nl/landenlijst.

Rates are on postnl.nl/tarieven

Here is an example for a **'Packet Tracked'** item. Once you've chosen all the correct options, click on **'Next'**. If you have a contract, you will see it here.

Mijn PostNL automatically generates the fields that you need to fill in (depending on the destination). Only the fields marked with * are mandatory.

2 Shipping method
Reset shipping method

Selected shipping method:
Priority Packets Tracked 6350
Edit
Save as favourite

Fields with an * are required
Your reference
Delivery to PostNL*
Your order number

Save details and continue →

Shipments within the EU

You can enter a reference (not necessary) that will appear on your item label, it's mandatory to fill in the shipping date (the date on which you present the shipment at PostNL). Done? Click on **'Save details and continue'**.

Customs forms

Fields with an * are required
Parcel type*
Note
Currency code*
EUR

Add at least one item.
Item description*
Quantity*
Weight (grams)*
Amount*
Commodity code (HS code)
Country of origin
The Netherlands

+ Add one more item

Save details and continue →

Shipments outside the EU

If your item is for outside the EU, you will also need to fill in a customs form. Done? Click on **'Save details and continue'**.

3 Confirmation

✓ Your shipment details are successfully saved. Click on 'Print and confirm' to generate the shipping labels and pre-alert your shipment at PostNL. If you are printing your own barcode labels, then your shipment is already confirmed and pre-alerted at PostNL.

Number of recipients

Shipping method 6350 Priority Pakjes Tracked

Quantity

Delivery to PostNL

Delivery date

Your reference

Additional services selected

1 Print and confirm → **2** Create another shipment

3 [Go to Prepared shipments](#)

Confirmation

Now all you have to do is print the item label(s) **1** or first create another shipment **2**. Once you've created all of your shipments, click on **'Go to Prepared shipments'** **3** to print all of the item labels at once.

Print labels

Printing order **2** Period

☒ Barcode labels

Use A4 label sheets ☐ **1**

☒ Save print settings

[Cancel](#) **Print**

Printing labels

You can print the labels either individually or four at a time on an A4 sheet **1**. Print the item labels and attach them to your item.

Please note:

- Do not fold the label around the edge of your item
- Affix the label to the front, parallel to the bottom of your item
- The design of your label depends on the destination country (including a customs form if needed)

Tip: You can determine the printing order yourself **2**.

Step 2. Package your items

Hand over in a bag



The image shows a brown Postnl Priority Bag label. At the top left is the Postnl logo. To its right is the text 'Pakje Buitenland'. Below this is 'Afvoeren naar:' followed by 'OVP via ScB naar IMEC' and 'PNP afvoeren naar IMEC (niet opvoeren!)'. On the right side, there is a 'PRIORITY PRIORITAIRE' logo and a bag icon. Below the main text, there are fields for 'Partij: 1' and 'Zak 2 van'. At the bottom left, it says 'P 4829 (0822)'.

Zaklabel P4829 (0822)

Package only your Packet items:

- In a domestic mailbag
- All Packets regardless of the zone, destination, size and service (untracked, tracked) may be placed in the same bag
- Close the domestic mailbag(s) with a white tie-wrap and attach the baglabel 'Pakje Buitenland'

Indicate on the baglabel:

- 1 Number of the bag
- 2 Total amount of bags in shipment

Hand over in a roll container



The image shows a brown Postnl Priority Roll Container label. At the top left is the Postnl logo. To its right is the text 'Pakje Buitenland'. Below this is 'Afvoeren naar:' followed by 'OVP via ScB naar IMEC' and 'PNP afvoeren naar IMEC (niet opvoeren!)'. On the right side, there is a 'PRIORITY PRIORITAIRE' logo and a roll container icon. Below the main text, there are fields for 'Rolcontainer 3' and 'van 4'. At the bottom left, there are fields for 'Klantnaam: 1' and 'Klantnummer: 2'.

Specifications roll containers:

- Minimum load: half full roll container
- Maximum load: contents 325 kg (390 kg including the roll container)

Instructions for hand over in a roll container:

- All Packets regardless of the zone, destination, size and service (untracked, tracked) may be placed in 1 or more roll containers
- All roll containers need to be sealed separately
- All roll containers need to be foreseen of a completely filled in roll container card

Fill in instruction roll container card:

- 1 Customer name
- 2 Customer number
- 3 Number of the roll container
- 4 Total amount of roll containers in the shipment

Step 3. Hand over your shipment



Hand over the closed mailbag(s) to:

- your pick-up service
- the employee at your Post Office, Business Point or Business Counter at a Sorting centre *

* You can find the closest delivery point on postnl.nl/locatiewijzer.

Step 4. Track your shipment (tendered with service Packet Tracked)

Track & Trace

[Track shipments](#)[Need help ?](#)

Track shipments

Customer number	All customer numbers ▾	Period	Last month ▾	from	<input type="text"/>	to	<input type="text"/>
Barcode(s)	3SABC123456789	Postcode	1234AB	Reference	Reference		
		Country	Select a country ▾				

[Search](#) [Reset](#)

Would you like to know where your shipment is?

It is possible for the shipment tendered with Packet Tracked service. Go to the Track&Trace module in Mijn PostNL. You'll be able to see the status of all of your offered items in one handy overview. You can search your shipments in various ways, click on an item for more details.

View the '[track & trace manual](#)' for more information.

For Packet Tracked individual inquiries are not possible.

Tip: You can consult the track & trace of the local post company. They sometimes have more detailed information available for your shipment.

Would you like to order consumables?

Go to shop.postnl.nl to place your order free of charge for baglabels and domestic mailbags for presenting your items.