

Pre-registering parcels



Pre-register your parcels with an e-mail address: ensure your customers are kept informed about their delivery!

If you want to pre-register a parcel, it's important for you and your customers to provide an e-mail address. We will send your customers notifications about their parcel to that e-mail address, along with push notifications via the PostNL app. In this way, your customers stay informed about the status of their parcel in real time. All of which adds up to satisfied customers!

How do I pre-register a parcel with an e-mail address?

There are three ways to include an e-mail address in the pre-registration:

1. [Pre-registration via DIY or API](#)
2. [Mijn PostNL for business customers](#)
3. [Pre-registration via a plug-in](#)





1. Pre-registration via DIY or API

See the [full documentation](#) here:

Implementation for:

- Outward shipment
- Return shipment: Label in the box
- Outward&Return label

DIY implementations:

In AVZ documentation. Use field: **V056**

API implementation:

The label contact **type is 01**. The consumer starts as a recipient for the outward shipment. On the return journey, PostNL ensures that the consumer's contact information is changed so that the consumer appears as the sender of the return parcel. The consumer is the sender in this case, and receives a shipping receipt and information when the return parcel is delivered.

```
<tpp:Contacts>
  <tpp:Contact>
    <tpp:ContactType>01</tpp:ContactType>
    <tpp:Email>receiver@gmail.com</tpp:Email>
    <tpp:SMSNr>0612345678</tpp:SMSNr> -optional-
  </tpp:Contact>
</tpp:Contacts>
```

Step 1

Fill in ContactType '01'

Step 2

Enter the consumer's e-mail address at '[receiver@gmail.com](#)'

Step 3

Enter the consumer's phone number (optional)

Implementation for:

- Return shipment: Single label
- Smart returns
- Return to home address

DIY implementations:

In AVZ documentation. Use field: **V066**

API implementation:

The label contact **type is 02**. The consumer is the sender in this case, and receives a shipping receipt and information when the return parcel is delivered.

```
<tpp:Contacts>
  <tpp:Contact>
    <tpp:ContactType>02</tpp:ContactType>
    <tpp:Email>receiver@gmail.com</tpp:Email>
    <tpp:SMSNr>0612345678</tpp:SMSNr> -optional-
  </tpp:Contact>
</tpp:Contacts>
```

Step 1

Fill in ContactType '02'

Step 2

Enter the consumer's e-mail address at '[receiver@gmail.com](#)'

Step 3

Enter the consumer's phone number (optional)



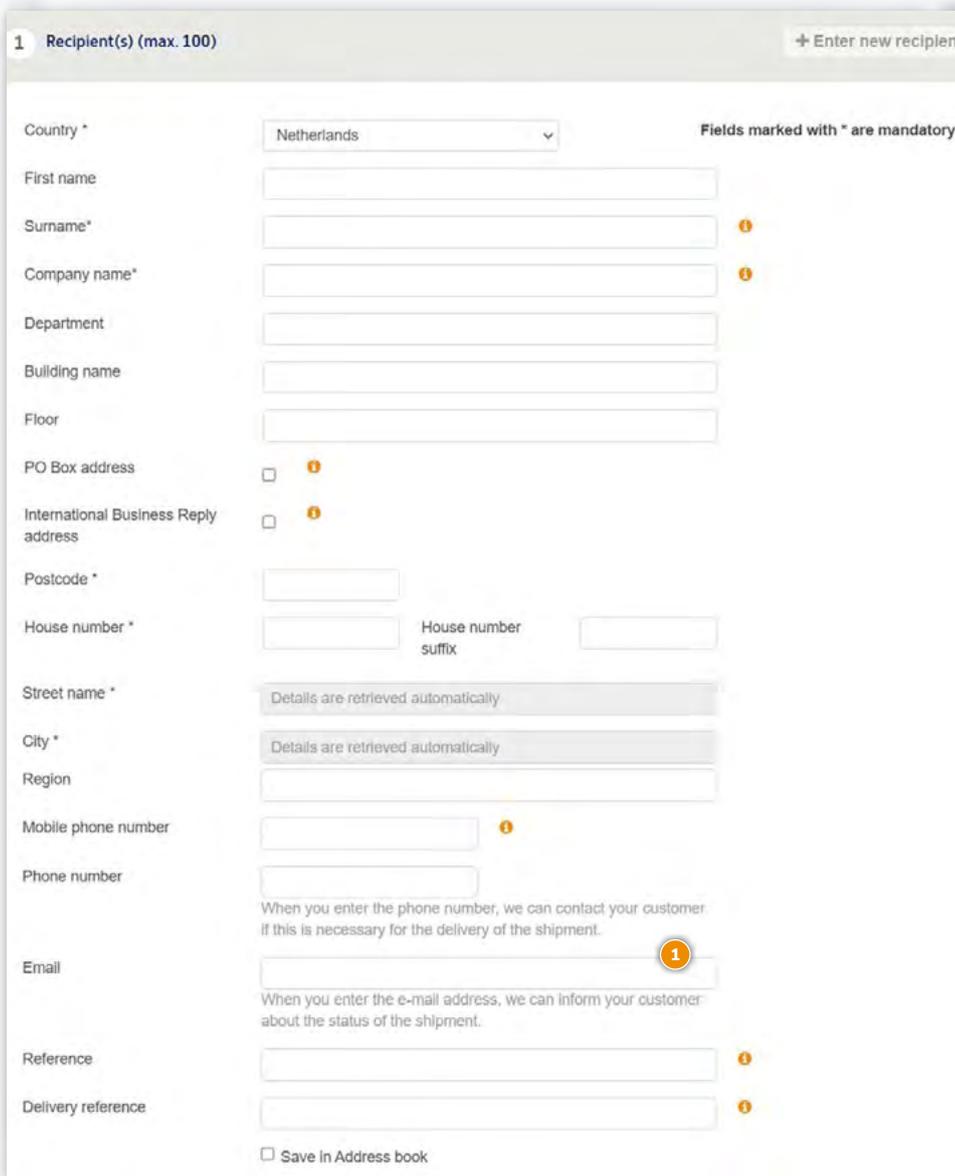


2. Mijn PostNL for business customers

Step 1 Go to mijn.postnl.nl and log in with your details

Step 2a When creating shipments manually, enter the consumer's e-mail address in the designated 'e-mail' field. **1**

Step 2b Or add to your csv import. See [PDF](#) for more information



The screenshot shows a web form titled "1 Recipient(s) (max. 100)" with a "+ Enter new recipient" button. The form includes the following fields and options:

- Country *: Netherlands (dropdown menu)
- Fields marked with * are mandatory
- First name
- Surname* (with info icon)
- Company name* (with info icon)
- Department
- Building name
- Floor
- PO Box address: (with info icon)
- International Business Reply address: (with info icon)
- Postcode *
- House number * and House number suffix
- Street name *: Details are retrieved automatically
- City *: Details are retrieved automatically
- Region
- Mobile phone number (with info icon)
- Phone number (with explanatory text: "When you enter the phone number, we can contact your customer. If this is necessary for the delivery of the shipment.")
- Email (with info icon and a circled "1" next to it; explanatory text: "When you enter the e-mail address, we can inform your customer about the status of the shipment.")
- Reference (with info icon)
- Delivery reference (with info icon)
- Save in Address book

3. Pre-registration via a plug-in (e.g. Shopify)

If you use plug-ins, the consumer's e-mail will be automatically included in the pre-registration to PostNL. On some webshop platforms, the recipient has the option to enter a phone number instead of an e-mail address. The e-mail address will then be unknown, but we will still attempt to link the shipment to a PostNL account using the phone number.

