

Manual bulk mail

Pre-alert in Mijn PostNL Zakelijk
Version January 2026



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1. General

With bulk mail you can send large volumes of business mail at once. This is possible from as little as 1 item per day, but becomes more cost-effective from 25 items per day or 250 identical mail items at once. Think of letters such as invoices, or promotional mail such as flyers and magazines.

1.1 Where can I find bulk mail?

- Log in to [Mijn PostNL Zakelijk](#).
- In the top navigation, go to 'Shipments' > 'Bulk Mail'.
- You will then see the home screen with all available functions:
 1. **Search:** find previously pre-alerted or sent mailings up to 3 months back.
 2. **PostNL Webshop:** order free supplies such as roll containers or sacks.
 3. **Digital returns:** download return files (CSV) for your mailings.
 4. **Pre-alert a new consignment:** start pre-alerting a new mailing here.

Partijenpost

Klantnummer

Status

Filter

Van -

1

2  Onvoldoende postzakken op voorraad of andere emballage-items nodig om partijenpost aan te bieden? Bestel ze gratis via de [PostNL Webshop](#).

3  Gebruik **Digitale retouren** om de poststukken te bekijken die niet bezorgd kunnen worden voor geselecteerde account(s). Gebruik optioneel de service retourreden. Let op! Heb je na het controleren van de adressen alsnog onjuiste adressen aangeboden? Dan blijft het afleveradres leeg in het retourenbestand. Zorg ervoor dat je alleen juist gevalideerde adressen aanbiedt.

4

2. Preparation

Before you can set up a consignment, it is a good idea to arrange a few things in advance. This helps you avoid errors and ensures you can go through the process smoothly in one go.

2.1 Setting a return address

Before you can create a mailing, you must first set a return address. You can set this as follows:

- Go to 'My account' > 'Company details'.
- Expand the 'Addresses' tab and click 'View all' under 'Default return address'.

Bedrijfsgegevens
Beheer je bedrijfsgegevens per klantnummer, zoals adressen en factuurgegevens.

Klantinformatie Kamer van Koophandel

Adressen

Vestigingsadres	Achterweg 1 9725BM, GRONINGEN	
Correspondentieadres	Eemsgolaan 3 9727DW, GRONINGEN	Wijzigen
Standaard afzender	Waldorpstraat 3 2521CA, 'S-GRAVENHAGE	Alles bekijken
Standaard retouradres	Waldorpstraat 3 2521CA, 'S-GRAVENHAGE	Alles bekijken

Administratieve en factuurgegevens

- Add a new address or set an existing one as your return address:
 1. **Add a new address:** click 'Add return address'.
 2. **Set an existing address as your default return address:** click the pencil icon next to 'Your reference'.

Retouradressen

Overzicht retouradressen

Retouradres toevoegen

Standaard	Adres	Jouw referentie
✓	Waldorpstraat 3 2521CA, 'S-GRAVENHAGE Nederland	AN-111424862
	Achterweg 1 9725BM, GRONINGEN	

Please note: a return address is mandatory for billing purposes.

2.2 Order equipment

Don't have any equipment yet, such as roll containers or mail bags? Check [the acceptance conditions](#) to see which equipment you need and order it free of charge from our <https://shop.postnl.nl/webshop/zakelijke-hulpmiddelen> webshop.

2.3 Use the Address Check

Upload your address file to the free [Address Check](#) in Mijn PostNL Zakelijk. This allows you to verify whether all addresses are correct and whether mail can be delivered to them. It helps prevent mail from being returned due to addressing errors. Once the check has been completed, you can download 2 files:

- The complete verified address file.
- A separate file containing addresses that could not be recognised.

This gives you a clear overview of which addresses are correct and which need to be amended. Pay particular attention to address additions, postcodes and country names. Please note that even if an address is recognised, mail may still be returned. For example, if the address is unclear, difficult to read or if information is missing from the envelope.

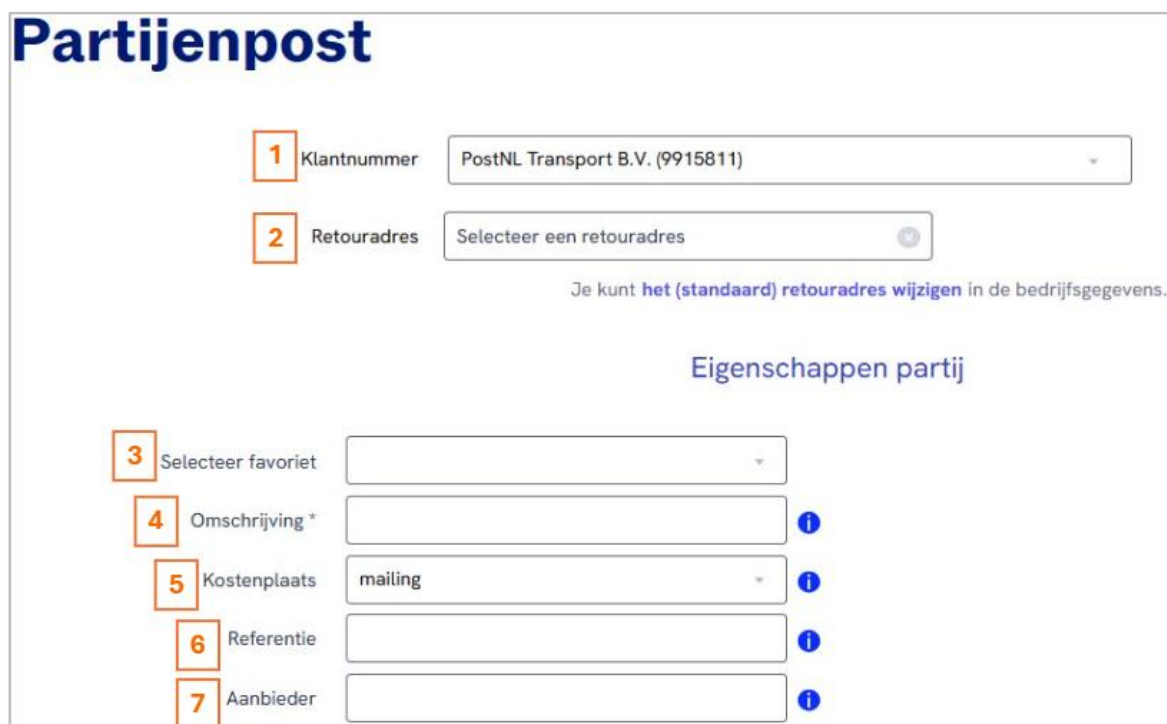
3. Pre-alert a New Consignment

Pre-alerting is the first step in registering your bulk mail consignment. You enter all the relevant details in advance, but you can still amend them later. The information only becomes final once you hand over the consignment. After that, no further changes can be made. We will now guide you through the process step by step.

3.1 Enter the consignment details

Click 'Pre-alert a new consignment' and enter the properties of your mailing:

1. **Customer number:** This is filled in automatically. If you want to use a different customer number, select one you are authorised to use from the drop-down menu.
2. **Return address:** A return address is mandatory. Select the correct address here.
 - a. **Note: if you choose 'Change default return address', you will leave the module and will need to start again. We therefore recommend updating the return address beforehand.**
3. **Select favourite:** Do you send this mailing regularly? Save it as a favourite. Next time, all details will be filled in automatically.
4. **Description:** Briefly describe what you are sending. This information will appear in your usage overview.
5. **Cost centre (optional):** Do you use cost centres? Add a label here. You can set up cost centres via 'My account' > 'Company details'.
6. **Reference (optional):** Would you like to add extra identification, such as an order number? Enter your reference here.
7. **Sender:** Enter the name of the person or organisation sending the mailing. This is particularly important if you are sending mail on behalf of another organisation.



Partijenpost

1 Klantnummer PostNL Transport B.V. (9915811)

2 Retouradres Selecteer een retouradres

Je kunt het (standaard) retouradres wijzigen in de bedrijfsgegevens.

Eigenschappen partij

3 Selecteer favoriet

4 Omschrijving *

5 Kostenplaats mailing

6 Referentie

7 Aanbieder

3.1.1 Manage favourites

Here you will find an overview of your saved favourites. You can rename a favourite or delete it if you no longer need it.

Partijenpost

Klantnummer

Retouradres

Je kunt **het (standaard) retouradres wijzigen** in de bedrijfsgegevens.

Eigenschappen partij

Selecteer favoriet

Omschrijving *

Kostenplaats

Referentie

Aanbieder

[Favorieten beheren](#)

[Partijen importeren](#)

3.1.2 Import consignments

Do you want to add up to 100 consignments at once? Then use a CSV or XML file. First, download the template, complete it and import the file. This is much quicker than pre-alerting each consignment separately.

Partijenpost

Klantnummer

Retouradres

Je kunt **het (standaard) retouradres wijzigen** in de bedrijfsgegevens.

Eigenschappen partij

Selecteer favoriet

Omschrijving *

Kostenplaats

Referentie

Aanbieder

[Favorieten beheren](#)

[Partijen importeren](#)

3.2 Choose a product

Enter part of the product name in the search bar. You will then see a list of suggested products. Alternatively, you can select one of your favourites from the list below.

3.2.1 Not sure which product to choose?

Click '*Not found what you were looking for? Search here*', located directly under the search bar. Then answer the questions shown.

Product kiezen

[Niet gevonden wat je zocht, zoek hier verder >](#)

Favorieten

klein standaard	vaste bezorgdagen, klein	groot standaard	vaste bezorgdagen, groot	vaste bezorgdagen, gemengd
-----------------	--------------------------	-----------------	--------------------------	----------------------------

Where do you want to send it?

The Netherlands, Europe, Worldwide.

Product kiezen

Al bekend met onze producten? [Voer direct in](#)



Nederland



Europa



Wereld

What would you like to send?

Select the correct size (dimensions and weight): Small, Large, Special, Mixed, Mixed extra.

Note for 'Mixed' and 'Mixed extra': make sure you select the correct type to avoid additional charges.

- **Mixed:** lightweight paper mail, such as letters, magazines or leaflets. Items must be no more than 10 mm thick and weigh no more than 350 g each. This mail is processed automatically, making it a more cost-effective option.
- **Mixed Extra:** heavier mail items or small goods, often thicker than 10 mm or larger than C4 size. These consignments are processed partly by hand, which makes them more expensive.

[Read more about choosing the correct product](#)

Wat wilt u versturen?

☐ 

Klein
 Formaat:
 t/m C5 / max. 50gr / max.
 5mm dik
 Verpakking
 Kaart / envelop / self-mailer
 Inhoud:
 Papier
 Verpakking:
 Identiek

☒ 

Groot
 Formaat:
 t/m C4 / max. 350gr / max.
 10mm dik
 Verpakking
 Kaart / envelop / self-mailer
 Inhoud:
 Papier
 Verpakking:
 Identiek

☐ 

Speciaal
 Formaat:
 Max brievenbusformaat / max. 2kg / max. 32mm dik
 Verpakking
 alle
 Inhoud:
 alle

☐ 

Gemengd
 Formaat:
 t/m C4 / max. 350gr / max.
 10mm dik
 Verpakking
 Kaart / envelop / self-mailer
 Inhoud:
 Papier
 Verpakking:
 Een mix van de formaten klein en groot

☐ 

Gemengd extra
 Formaat:
 Max brievenbusformaat / max. 2kg / max. 32mm dik
 Verpakking
 kan gemengd
 Inhoud:
 kan gemengd, papier en goederen

What are you sending?

- Bulk mail: personal mail, invoices, insurance policies, quotations etc.
- Direct mail: advertising mail, brochures, flyers, newspapers, magazines etc.

Wat verstuurt je?

☐ 

Persoonlijke post
 Facturen, polissen,
 offertes etc.

☐ 

Reclame en tijdschriften
 Folders, flyers, kranten,
 magazines etc.

3.3 Select the drop-off date and delivery options

Select the date on which you will hand over the batch to us. Then choose a delivery option:

- **Standard:** the fastest option. We deliver within 2 working days.
- **Fixed delivery days:** the cheaper option. You choose a fixed set of 2 consecutive delivery days: Tuesday–Wednesday or Thursday–Friday.

Selecteer de gewenste datum

Verzenddatum

< januari 2026 >

ma	di	wo	do	vr	za	zo
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

Standaard
31-01-2026 - 03-02-2026

Vaste bezorgdagen
03-02-2026 - 04-02-2026

3.4 Enter product details, coding and sorting

What you need to enter differs for a mixed or homogeneous batch.

3.4.1 Homogeneous batch

With a homogeneous batch, all mail items look the same and have the same weight.

Product details

Number of items: the total number of mail items.

Weight per item in grams: you fill this in for a homogeneous batch.

Coding mail items

Choose from the following options: 'No', 'Coding line + 2D matrix or letter code' or 'Sorted'.

No – no coding or sorting

What does it mean? You do not do anything extra: no code and no sorting.

- + **Advantage:** quick and simple, you can continue immediately.
- **Disadvantage:** no discount and no digital extras such as track & check or digital returns.

Productgegevens

Aantal stuks *

Gewicht per stuk (gr)

Codering poststukken

Lees meer hierover

☒ Nee

☐ Codeerregel + 2D Matrix of Briefcode

☐ Gesorteerd

Coding line + 2D matrix or letter code – coding only

You add a code to your mail items: a letter code (line under the address) or a 2D matrix (square code with extended information). After uploading an address file via the address check, we enrich the addresses with a unique code per item, which you print on the mail items.

- + **Advantage:** you receive a coding discount, your mail is processed more quickly, and you can use digital extras such as track & trace, My Post in the PostNL app and digital returns. If the code is not sufficiently legible, your discount will expire and PostNL may apply corrections to your invoice.
- **Disadvantage:**
 - Letter code: you need a special font (KIX) and your layout must meet our guidelines.
 - 2D Matrix: you need software to print the code.

Productgegevens

Aantal stuks *

Gewicht per stuk (gr)

Codering poststukken

Lees meer hierover

☐ Nee

☒ Codeerregel + 2D Matrix of Briefcode

☐ Gesorteerd

Zendingen volgen

Lees meer hierover

☐ Track & Check

☐ Mijn Post in de PostNL-app

Digitale retouren

Lees meer hierover

☐ Digitaal

☐ Digitaal en Fysiek

☒ Fysiek

Logistieke gegevens

Afmetingen *

Dikte *

Verpakking *

Aanbieden bij *

Sorted – coding and sorting

You add a code and sort your batch yourself according to our guidelines.

- + **Advantage:** you receive both coding and sorting discount (from 5,000 items), benefit from faster processing and digital extras. If the code is not sufficiently legible, your discount will expire and PostNL may apply corrections to your invoice.
- **Disadvantage:** you must sort and package everything according to our guidelines.

Productgegevens

Aantal stuks *

Gewicht per stuk (gr)

Codering poststukken ☐ Zendingen volgen ☐ Mijn Post in de PostNL-app

Lees meer hierover

☐ Nee

☐ Codeerregel + 2D Matrix of Briefcode

☒ Gesorteerd

Digitale retouren

Lees meer hierover

☐ Digitaal

☐ Digitaal en Fysiek

☒ Fysiek

Logistieke gegevens

Afmetingen * Dikte in mm * ⓘ

Verpakking * ⓘ

Adressering *

Aanbieden bij *

Note: your coding discount expires if the 2D matrix or letter code does not meet the conditions or is not legible.

[Read more about sorting and coding](#)

3.4.2 Mixed batch

With a mixed batch, you combine different types of mail items. This is the difference between 'Mixed' and 'Mixed extra':

- **Mixed:** you only have mail items in the small and large formats.
- **Mixed extra:** you also have mail items that are heavier than 350 g, thicker than 10 mm, larger than C4, or have contents or packaging other than paper.

Product details

Number of items: total number of mail items.

Total weight in grams: this is not mandatory, because we determine the weight when the batch is handed over to us.

Coding mail items

Choose from the following options: 'No', 'Coding line + 2D matrix or letter code' or 'Sorted'.

No – no coding or sorting

What does it mean? You do not do anything extra: no code and no sorting.

- + **Advantage:** quick and simple, you can continue immediately.
- **Disadvantage:** no discount and no digital extras such as track & check or digital returns.

Productgegevens

Aantal stuks *

Totaal gewicht (gr) ⓘ

Codering poststukken ☐ Zendingen volgen ☐ Mijn Post in de PostNL-app

Lees meer hierover

☒ Nee

☐ Codeerregel + 2D Matrix of Briefcode

☐ Ik bied mijn partij gesplitst aan voor een voordelige prijs. ⓘ

Voorwaarden * ☐ Ik verklaar dat ik voldoe aan de [voorwaarden](#) van het product dat ik heb gebruikt voor het verzenden van deze partij.

Split delivery for discount

Do you have a mixed batch of 2,500 items or more? Then you can receive a discount if you hand over this batch in split form. This is how you do it:

- If you choose 'Mixed' when coding and sorting: split by format Small and Large (red and blue containers).
- If you choose 'Mixed extra': split by format Small and Large (red and blue containers) and also by format Special (blue containers).

Place everything in the correct containers and materials. This ensures you meet [the drop-off requirements](#) and receive an advantageous price.

Productgegevens

☒ Verzenddatum * 08-01-2026

☐ Bezorgperiode * 13-01-2026 - 14-01-2026

Aantal stuks *

Totaal gewicht (gr)

Codering poststukken

[Lees meer hierover](#)

☒ Nee

☐ Codeerregel + 2D Matrix of Briefcode

☒ Ik bied mijn partij gesplitst aan voor een voordelige prijs.

Conditions

By ticking this box, you confirm that your batch meets the correct conditions. If you are certain that you are only sending paper items up to a maximum of the 'Groot' format, then choose 'Gemengd'. If there is anything else included, such as larger or thicker items, then choose 'Gemengd extra' to avoid surprises and additional costs.

Productgegevens

Aantal stuks *

Totaal gewicht (gr) ⓘ

Codering poststukken

Lees meer hierover

☒ Nee

☐ Codeerregel + 2D Matrix of Briefcode

☒ Ik bied mijn partij gesplitst aan voor een voordelige prijs. ⓘ

Voorwaarden * ☒ Ik verklaar dat ik voldoe aan de [voorwaarden](#) van het product dat ik heb gebruikt voor het verzenden van deze partij.

Coding line + 2D matrix or letter code – coding only

You add a code to your mail items: a letter code (line under the address) or a 2D matrix (square code with extended information). After uploading an address file via the address check, we enrich the addresses with a unique code per item, which you print on the mail items.

- + **Advantage:** you receive a coding discount, your mail is processed more quickly, and you can use digital extras such as track & trace, Mijn Post in the PostNL app and digital returns. If the code is not sufficiently legible, your discount will expire and PostNL may apply corrections to your invoice.
- **Disadvantage:**
 - Letter code: you need a special font (KIX) and your layout must meet our guidelines.
 - 2D Matrix: you need software to print the code.

Productgegevens

Aantal stuks *

Totaal gewicht (gr) ⓘ

Codering poststukken

Lees meer hierover

☐ Nee

☒ Codeerregel + 2D Matrix of Briefcode

☐ Ik bied mijn partij gesplitst aan voor een voordelige prijs. ⓘ

Digitale retouren

Lees meer hierover

☐ Digitaal

☐ Digitaal en Fysiek

☒ Fysiek

Logistieke gegevens

Afmetingen * Dikte *

Verpakking * ⓘ

Aanbieden bij *

Voorwaarden * ☐ Ik verklaar dat ik voldoe aan de [voorwaarden](#) van het product dat ik heb gebruikt voor het verzenden van deze partij.

Split delivery for discount

Do you have a mixed batch of 2,500 items or more? Then you can receive a discount if you hand over this batch in split form. This is how you do it:

- If you choose 'Mixed' when coding and sorting: split by format Small and Large (red and blue containers).
- If you choose 'Mixed extra': split by format Small and Large (red and blue containers) and also by format Special (blue containers).

Place everything in the correct containers and materials. This ensures you meet [the drop-off requirements](#) and receive an advantageous price.

Productgegevens

Verzenddatum * 08-01-2026

Bezorgperiode * 09-01-2026 - 10-01-2026

Aantal stuks *

Totaal gewicht (gr) *

Codering poststukken
☐ Nee
☒ Codeerregel + 2D Matrix of Briefcode

Zendingen volgen
☐ Track & Check

☒ Ik bied mijn partij gesplitst aan voor een voordelige prijs.

Digitale retouren
 Lees meer hierover
☐ Digitaal
☐ Digitaal en Fysiek
☒ Fysiek

Logistieke gegevens

Afmetingen * Dikte *

Verpakking *

Aanbieden bij *

Voorwaarden * ☐ Ik verklaar dat ik voldoe aan de voorwaarden van het product dat ik heb gebruikt voor het verzenden van deze partij.

Conditions

By ticking this box, you confirm that your batch meets the correct conditions. If you are certain that you are only sending paper items up to a maximum of the 'Groot' format, then choose 'Gemengd'. If there is anything else included, such as larger or thicker items, then choose 'Gemengd extra' to avoid surprises and additional costs.

Productgegevens

Verzenddatum * 08-01-2026

Bezorgperiode * 09-01-2026 - 10-01-2026

Aantal stuks *

Totaal gewicht (gr) *

Codering poststukken
☐ Nee
☒ Codeerregel + 2D Matrix of Briefcode

Zendingen volgen
☐ Track & Check

☒ Ik bied mijn partij gesplitst aan voor een voordelige prijs.

Digitale retouren
 Lees meer hierover
☐ Digitaal
☐ Digitaal en Fysiek
☒ Fysiek

Logistieke gegevens

Afmetingen * Dikte *

Verpakking *

Aanbieden bij *

Voorwaarden * ☒ Ik verklaar dat ik voldoe aan de voorwaarden van het product dat ik heb gebruikt voor het verzenden van deze partij.

Note: your coding discount expires if the 2D matrix or letter code does not meet the conditions or is not legible.

[Read more about sorting and coding](#)

3.5 Digital returns

You can use digital returns if you uniquely code your batch. You will then receive a digital file containing the address details of the returned mail item. Would you also like to receive your returns physically? This is possible at an additional charge.

Digital

- You only receive a digital return file. If something goes wrong with the coding, we will still return your mail physically.
- Paid option: when uploading your address file, in a next step, you specify whether you want to receive additional information. These are paid options:
 - With reason for return
 - With text on the mail item and reason for return

Digital and physical

- You receive the return file and the physical mail item on the next delivery day.
- Physical returns are a paid option.

Physical

- You only receive the physical mail item, without a digital overview.
- Physical returns are a paid option.



Digitale retouren

[Lees meer hierover](#)

☐ Digitaal

☐ Digitaal en Fysiek

☒ Fysiek

3.6 Tracking your batch

Would you like to know what happens to your mail after you have handed it over? If you code your batch using a coding line and 2D matrix code or letter code, you can choose free additional digital services.

Track & check

- Track your mail items until they are processed by our sorting machines. You can see how many letters have been scanned and when the first sorting took place.
- Note: this option is not available for sorted batches.

Mijn Post in the PostNL app

- This is an additional digital touchpoint on the physical mail item. This increases interaction and enhances the visibility of your mailing.
- This option is available for both coded and sorted batches.



Zendingen volgen

[Lees meer hierover](#)

☐ Track & Check

☐ Mijn Post in de PostNL-app

3.8 Logistic details

This ensures that your batch is processed correctly. Fill in these details carefully, so everything is accurate and your mailing goes through our system without delay.

3.8.1 Dimensions and thickness in mm

Always check whether the entered dimensions and thickness match the selected product. Only enter the correct measurements. Example: if you choose Small, do not enter A4 format. Are you unsure? Scroll back up and check the product requirements.

3.8.2 Packaging

You can choose from:

- Plastic wrap: protects against moisture, lightweight and economical, but less sustainable.
- Unwrapped: inexpensive and sustainable, but no protection.
- Band: bundles mail, saves material, but offers little protection.
- Paperwrap: paper wrapping, environmentally friendly, but heavier and more expensive.
- Transparent paperwrap: protection and visible contents, but more expensive and less sturdy when exposed to moisture.
- Self-mailer: folded document without an envelope, light and economical, but limited protection.
- Envelope: full protection, professional, but additional weight and cost.
- Card: sturdy and simple, but without protection and limited in size.

The screenshot shows the 'Logistieke gegevens' form. The 'Verpakking' field is highlighted with an orange box and a red '2'. The dropdown menu is open, showing the following options: Folie, Onverpakt, Banderol, Paperwrap, Doorschijnende paperwrap, Selfmailer ≥2 zijdes gest, Envelop, Kaart, and Poststuk met gadget/monster. The 'Dikte' field is also visible. On the right, there is a section for 'Uw partij' with 'Verzenddatum' and 'Bezorgperiode'.

3.8.3 Addressing

For some types of packaging, we need to know how the items are addressed:

- Cheshire label: separate label under plastic wrap, must be attached securely.
- On white strip (plastic wrap): address printed on a white strip of plastic wrap, suitable for automated processing.
- On insert/separate address sheet: separate sheet included with the mailing, must be attached securely.
- Directly on mail item: address printed or written directly on the mail item.

The screenshot shows the 'Logistieke gegevens' form. The 'Adressering' field is highlighted with an orange box and a red '3'. The dropdown menu is open, showing the following options: Cheshire etiket, Op witte baan folie, Op bijlage/los adresvel, and Direct op poststuk. The 'Dikte in mm' field is also visible. On the right, there is a section for 'Uw partij'.

3.8.4 Hand over at

Enter the processing location here. Select a PostNL point or sorting centre. **Tip:** Check [the location finder](#) first. Not every PostNL point processes bulk mail consignments.

The screenshot shows the 'Logistieke gegevens' (Logistical data) section of a form. It includes fields for 'Afmetingen' (Dimensions), 'Dikte' (Thickness), and 'Verpakking' (Packaging). The 'Aanbieden bij' (Offer to) field is highlighted with an orange box and a '4' in a box. A dropdown menu is open, showing a list of locations: Amsterdam Australiehavenweg, Den Bosch Steenbok, Nieuwegein Grote Wade, Rotterdam Terbregseweg, Zwolle AS. Fokkerstraat, 'S-Gravenhage IMEC, 't Handelshuys, Bruna Dobbe, and Business Point Van der Wal. To the right, the 'Uw partij' (Your batch) section shows 'Verzenddatum' (Shipping date) as 80-01-202 and 'Bezorgperiode' (Delivery period) as 03-02-202.

3.9 Finish: pre-alert or hand over your consignment

At the bottom of the screen, you can choose from several options to complete your consignment:

1. **Save as favourite:** do you send the same type of batch more often? Then save it as a favourite. This way you will have less to fill in next time.
2. **Set up:** choose this option if you want to save the batch as a draft. You can still adjust or add details later.
3. **Submit:** ready to send? Choose 'Submit'. This registers the batch with us definitively.

Note: after submitting, you cannot change anything. You will now move on to the next step of the registration process: checking the address file.

The screenshot shows the bottom of the form with three options: 'Partij opslaan in favorieten' (Save batch as favourite), 'Voormelden' (Set up), and 'Aanbieden' (Submit). The 'Partij opslaan in favorieten' option is highlighted with an orange box and a '1' in a box. The 'Voormelden' option is highlighted with an orange box and a '2' in a box. The 'Aanbieden' option is highlighted with an orange box and a '3' in a box. Above the options, there is a text box with the question 'Wil je dit product en de orderdetails opslaan als favoriet zodat je deze later opnieuw kunt gebruiken?' (Do you want to save this product and the order details as a favourite so you can use them again later?).

4. Check and sort your address file

Before you can hand over your consignment, we will check whether the addresses in your file are correct. We will show you how to upload your file, select the correct settings and correct invalid addresses. This helps ensure that your mail is delivered successfully.

4.1 Check settings

In this step, you specify how you would like us to check and sort your address file. Depending on the choices you made earlier in the registration process, you may or may not be able to select options for the following three questions.

4.1.1 What would you like to do?

Choose whether you want to check only for errors, or also sort immediately.

- **Check:** we check your addresses for errors. With this option, you can choose to have your address file automatically sorted by postcode.
- **Check and sort:** we check and sort your file automatically in the order that best fits our processes.

4.1.2 Sort the checked file by postcode

- **Yes:** we return your addresses in ascending postcode order (from 1000 AA to 9999 ZZ).
- **No:** we maintain the order you uploaded. Sometimes, we adjust the order for optimal processing in our logistics.

This option is especially useful if you want to monitor or divide your production by postcode area.

4.1.3 Send unrecognised addresses anyway?

Sometimes an address is 'undeliverable'. Select:

- **No:** we exclude these addresses. These addresses will not receive coding. The number of mail items in the order is adjusted accordingly, and you do not pay for them.
- **Yes:** mail items with 'undeliverable addresses' are still submitted (and invoiced). The likelihood that these mail items are returned immediately is very high.

Note: with the option 'Yes', the mail items receive a code without logistic value.

Adressenbestand controleren en/of sorteren

1 Controle-instellingen

Wat wilt u doen?

☐ Controleren

☐ Controleren én sorteren

Sorteer het gecontroleerde bestand op postcode

☐ Ja

☒ Nee

Niet herkende adressen aanbieden?

☒ Nee

☐ Ja

Opslaan →

2 Upload adressenbestand

3 Bestandsindeling opgeven

4 Resultaat

4.2 Uploading the address file

In this step, you upload your address file, indicate how you want to receive your returns, and if applicable generate the letter code.

4.2.1 Digital returns (charged service)

You can use digital returns if your consignment is assigned a unique code. You will then receive a digital file containing the address details of the returned mail item. If you would also like to receive your returns physically, this is available as a paid service. You can choose from the following 3 options:

- None: return without reason
- With reason for return
- With text on the mail item and reason for return

4.2.2 Select file

Click 'Select file' and choose your address file.

4.2.3 Generate letter code

Indicate whether you are using a letter code.

- **Yes:** you use a coding line in combination with the letter code. This code is written in KIX font.
- **No:** you use a coding line in combination with a 2D matrix code.

Adressenbestand controleren en/of sorteren

1 Controle-instellingen ✓
Aanpassen

2 Upload adressenbestand ⓘ

Digitale retouren tegen betaling

☒ Geen
☐ Met reden retour
☐ Met tekst op poststuk en reden retour

Selecteer bestand

Bestand kiezen
dummy adressenbestand door copilot ingevuld.xlsx

Genereer Briefcode ⓘ

☐ Ja
☒ Nee

Ga verder →

3 Bestandsindeling opgeven

4.3 Specify the file format

In this step, you specify how your address file is structured. There are 2 ways to do this:

1. **Automatic set-up using column examples**
This is the fastest and easiest method. You choose which data belongs in which columns, and we complete the rest automatically for you.
2. **Manual set-up**
Prefer to define everything yourself? Then you can manually link columns to the correct data.

Tip: do you often use the same file format? Save it as a favourite. This way, you will not need to set it again next time.

Adressenbestand controleren en/of sorteren

Upload adressenbestand ⓘ ✓
Aanpassen

3 Bestandsindeling opgeven

Bestandsnaam: dummy adressenbestand door copilot ingevuld.xlsx

Gebruik favoriete instellingen

Kies een favoriet: ▼

Werkblad

Sheet1: ▼

Aantal headerregels: 0

Kolomindeling ⓘ

Instellen met kolomvoorbeelden 1

of stel kolomnummers handmatig in: 2

Straat: 0

Huisnummer: 0

Toevoeging: 0

of

Huisnummer + Toevoeging: 0

4.4 Result

View the result of the address check and adjust your address file if necessary.

Note: download your files now, because this will not be possible later.

5. Hand over your consignment

You have completed all the steps and your consignment is ready. You can now choose what you would like to do with it: save it as a favourite, pre-alert it or hand it over straight away. Below, we explain what each option means.

5.1 Using favourites

Do you send the same type of batch more often? Then save your settings as a favourite. This way, you will have less to fill in next time and you can work more quickly.

5.2 Final submission

You have 2 options:

1. **Set up**
With this option, you save your batch as a draft. You can adjust or add details later.
2. **Submit**
Have you checked everything and are you ready to send it? Then choose 'Submit'. This registers the batch with us definitively.

Note: check everything carefully before submitting. After submitting, you can no longer adjust or download your files.

We are always available

Contact customer service for our business customers via
www.postnl.nl/zakelijk/klantenservice/

