

bpost

BEA

Basic Services			CARDIT	Carrier documents international transport – origin post	Yes
1	Maximum weight limit admitted		RESDIT	Response to a CARDIT – destination post	Yes
1.1	Surface parcels (kg)	30	6	Home delivery	
1.2	Air (or priority) parcels (kg)	30	6.1	Initial delivery attempt at physical delivery of parcels to addressee	Yes
2	Maximum size admitted		6.2	If initial delivery attempt unsuccessful, card left for addressee	Yes
2.1	Surface parcels		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	Yes
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	No	6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes	6.5	Nature of this governmental or legally binding restriction.	
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	7	Signature of acceptance	
2.2	Air parcels		7.1	When a parcel is delivered or handed over	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No	7.1.1	a signature of acceptance is obtained	Yes
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes	7.1.2	captured data from an identity card are registered	No
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	7.1.3	another form of evidence of receipt is obtained	No
Supplementary services			7.2	Ordinary parcels	
3	Cumbersome parcels admitted	No	7.2.1	Signature of the addressee or his agent	No
Parcels service features			7.2.2	Signature of a de facto agent	Yes
5	Electronic exchange of information		7.3	Insured parcels	
5.1.1	Use a track and trace system	Yes	7.3.1	Signature of the addressee or his agent	No
5.1.2	Mandatory tracking events transmitted		7.3.2	Signature of a de facto agent	Yes
EMC	Departure from outward office of exchange	Yes	Insured parcel service		
EMD	Arrival at inward office of exchange	Yes	8	Insured surface parcels admitted	Yes
EMH	Attempted/Unsuccessful delivery	Yes	8.1	Maximum insured value for surface parcels (SDR)	4000
EMI	Final delivery	Yes	9	Insured air parcels admitted	Yes
5.1.3	Optional tracking events transmitted		9.1	Maximum insured value for air parcels (SDR)	4000
EMA	Posting/collection	Yes	9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	
EMB	Arrival at outward office of exchange	Yes	10	Marking used for insured parcels	
EME	Held by Customs	Yes	10.1	CP 74 pink label used	No
EMF	Out of Customs/Departure from inward office of exchange	Yes	10.2	CP 73 label and pink "insured" label used	No
EMG	Arrival at delivery office	Yes	Cash-on-delivery service for parcel		
EMJ	Arrival at transit office of exchange	Yes	11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
EMK	Departure from transit office of exchange	Yes	11.1.1	outbound COD parcels	No
5.1.4	Dispatch messages transmitted		11.1.2	inbound COD parcels	No
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes	Express delivery service		
RESDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes			
5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes			
5.1.6	Other messages transmitted				
PRECON	Pre-advice of international consignment – origin post	Yes			
RESCON	Response to a PRECON – destination post	Yes			

Date of last update : 12.01.2023

12	Express parcel delivery service provided	No	Inbound parcels No Outbound parcels No
Parcels with advice of delivery			
13	Admission of advice of delivery for		
13.1	ordinary parcels	No	
13.2	insured parcels	No	
Parcels for delivery free of charges and fees			
14	Parcels for delivery free of charges and fees admitted	No	
Fragile parcel			
15	Fragile parcels admitted	No	
Consignment service			
16	Consignment service by bilateral agreements provided	No	
Integrated logistics service			
17	integrated logistics service by bilateral agreements provided	No	
Addresses for bilateral agreements			
18	Contact details of the person responsible for questions concerning bilateral agreements		
Name:	Ms Marilia Carvalho Hamilton		
Function:	International Parcels Agreements Manager		
Address:	EMC 829 C 1830 MACHELEN - BELGIUM		
Tel:	1: (+32)22762114 2: (+)		
Fax:	(+)		
E-mail	marilia.carvalhohamilton@bpost.be		
Admissible radioactive material and infectious substances			
19	Radioactive materials admitted in		
19.1	Air Parcels		Inbound parcels No Outbound parcels No
19.2	Insured parcels		Inbound parcels No Outbound parcels No
20	Infected substances admitted in		
20.1	Air Parcels		Inbound parcels No Outbound parcels No
20.2	Insured parcels		
Supplementary charges - Customs			
21	Non-dutiable parcels		
21.1	Threshold level below which parcels are free of customs duties and other taxes	No	Comments:
22	Dutiable parcels		
22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes	
22.2	Amount of fee collected		
	Local currency		17.50 EUR / 37 EUR
	USD		
	Comments:		
	Value up to 150 EUR, fee is 17.50 EUR. Value above 150 EUR, fee is 37 EUR.		
23	Customs clearance fee collected for for all items declared at customs	No	Comments:
24	Administration fees collected for parcels subject to export customs clearance	No	Comments:
Special charges - Storage			
25	Storage charge collected on a parcel when it is kept beyond the prescribed period, or in the event of return to sender/redirection	Yes	
25.1	Amount of charge per day/per parcel		
	Local currency		0.65 EURO
	SDR		
25.2	Period of charge, if not daily		
Special delivery charges			
26	Delivery charges collected at the time of delivery in response to the advice of arrival	No	
Special charges – Poste restante			
27	Poste restante service provided	No	
Special provisions - Treatment of parcels wrongly accepted			
28	Parcels returned to sender	No	
28.1	If not, parcel delivered to addressee under conditions prescribed by your country legislations	No	

bpost

BEA

28.2	For parcels wrongly accepted, action taken on a case-by-case basis	Yes	Office name: bpost
Delivery areas			Name: Mr Terminal dues administration
29	Parcels delivered to		Function: GSO - Terminal Dues Accounting
29.1	all addresses	Yes	Address: CENTRE MONNAIE - 1000 BRUSSELS - BELGIUM
29.2	specific areas only	No	Tel: 1: (+) 2: (+)
Comments:			Fax: (+)
			E-Mail: td.admin@bpost.be
Collection			Requests for withdrawal from the post or alteration, or correction of address
30	Collection of parcels at post offices provided for		35 Requests for withdrawal from the post accepted No
30.1	all addresses	Yes	
30.2	specific areas only	No	Special provisions - Force majeure
Comments:			36 Liability admitted in cases of force majeure No
Delivery procedures for parcels for which customs duty and taxes are payable			36.1 Liability admitted for insured parcels on board ships or aircraft used by designated operators No
31	Procedure for parcels for which customs duty is payable		36.2 Addressee/sender's reservations admitted at the time of delivery No
31.1	Pick up of parcel at the customs office	No	Special provisions - Customs declarations
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No	37 Number of CN 23 customs declarations required for inbound parcels 1
31.3	Delivery to the addressee's address after payment of customs duties and taxes	Yes	37.1 Number of CN 23 customs declarations required for parcels in transit
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	No	37.2 Languages in which CN 23 customs declarations can be completed French English Dutch
31.5	Other		Special provisions - Method of dispatching accompanying documents
Period of retention			38 Documents affixed to the relevant parcels Yes
32	Period of retention for parcels		38.1 Documents attached to the parcels bill No
32.1	Normal period	15 Day(s)	Service to customers
32.2	Exceptional period		39 On-line tracking provided Yes
33	Retention for parcels for which notice could not be sent or addressed to poste restante		39.1 Web site address to access information http://www.BPOST.BE/TRACK/ origin item numbers can be entered in the customer reference field
33.1	Normal period		39.2 Languages in which track and trace information is available French English DUTCH, GERMAN
33.2	Exceptional period		Service to designated operators
Parcels automatically retained			40. User of the Internet-based Inquiry System (IBIS) Yes
34	A list of contact e-mail addresses for accounting and verification notes is temporarily being maintained and published outside the compendia; please refer to International Bureau circular 75/2020. The UPU contact person for any updates to this list is jean-marc.coeffic@upu.int.		40.1 Details of office(s) responsible for handling parcel post inquiries

Date of last update : 12.01.2023

bpost

BEA

Office name: bpost
 Name: Ms Shahrazad El Amouri
 Function: Procedure Knowledge Specialist
 Address: Centre Monnaie
 1000 BRUSSELS - BELGIUM
 Tel: 1: (+)
 2: (+)
 Fax: (+)
 E-Mail: shahrazad.elamouri@bpost.be

Hours of service and days(s) on which the inquiry service is operating

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	09:00-12:00	12:00-17:00
Tuesday	09:00-12:00	12:00-17:00
Wednesday	09:00-12:00	12:00-17:00
Thursday	09:00-12:00	12:00-17:00
Friday	09:00-12:00	12:00-17:00
Saturday	-	-
Sunday	-	-

Languages French English DUTCH, GERMAN

National Holidays**41.1 National holidays**

National holiday in 2022

Month	Day(s)	National Holidays - Description
January	1	New Year
April	18	Easter Monday
May	1	Labour Day
May	26	Ascension
June	6	Pentecost
July	21	National Day
August	15	Assumption
November	1	All Saints
November	11	Armistice Day
December	25	Christmas

National holiday in 2023

Month	Day(s)	National Holidays - Description
January	1	New Year
February	20	HOLIDAYS
April	7	HOLIDAYS
April	10	Easter Monday

May	1	Labour Day
May	18	Ascension
May	29	Whit Monday
July	14	HOLIDAYS
July	21	National Day
August	14	HOLIDAYS
August	15	Assumption
November	1	All Saints
November	11	Armistice Day
December	25	Christmas
December	26	HOLIDAYS

Regional Holidays**41.2 Regional holidays**

Regional holiday in 2022

Month	Day(s)	Regional/Local Holidays – Localities and description
July	11	Fête de la Communauté Flamande
September	27	Fête de la Communauté Française
November	11	Fête de la Communauté Allemande

Regional holiday in 2023

Month	Day(s)	Regional/Local Holidays – Localities and description
July	11	Fête de la Communauté Flamande
September	27	Fête de la Communauté Française
November	15	Fête de la Communauté Allemande

Cancellation of fees**42 Fees cancelled when they concern**

42.1	parcels returned to sender	No
42.2	parcels redirected to a third party	No
42.3	parcels abandoned by the sender	No
42.4	parcels lost or destroyed	No
42.5	parcels rifled or damaged	No

Redirection within the country of destination

43.1	Redirection done without a request from the sender or addressee	No
43.2	Redirection fee charged	No
43.3	Amount of redirection fee (SDR)	

Comments:

Miscellaneous provisions – operation of the parcel service

44.1	Postal parcel services operated by the designated postal operator	Yes
44.2	Postal parcel services operated by a transport company or companies	No
44.3	Service provided throughout the country	Yes

Postcodes	Localities

Office(s) of exchange handling parcels**45 Details of office(s) of exchange responsible for handling parcel post**

Office name: EMC BRUSSELS
 IMPC code: BEBRUA
 Name: Mr Sven De Lissnyder
 Function: EMC Manager
 Address: EMC
 BUILDING 829 C
 1830 MACHELEN - BELGIUM
 Tel: 1: (+32)22767037
 2: (+)
 Fax: (+)
 E-Mail: Sven.DELISSNYDER@bpost.be

Hours of service and days(s) on which the OE is operating

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	06:00-22:00	-
Tuesday	06:00-22:00	-
Wednesday	06:00-22:00	-
Thursday	06:00-22:00	-
Friday	06:00-22:00	-
Saturday	-	-
Sunday	-	-

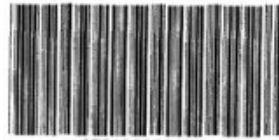
Observations/Comments

Delivery standards

46-47 See the annexes.

Barcode

48 Barcode sample used on all outward international postal parcels.



CE216235931BE

Parcel delivery standards - Air parcel

OE Name EMC BRUCARGO
 IMPC Code BEBRUA
 Tel (+3222)767178
 Fax (+)
 Hours of operation Mon-Fri: 06:00-22:00; Sat and Sun closed.

From the airport of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 11:00	Tuesday	---	---
Monday	11:01 - 23:59	Wednesday	---	---
Tuesday	00:00 - 11:00	Wednesday	---	---
Tuesday	11:01 - 23:59	Thursday	---	---
Wednesday	00:00 - 11:00	Thursday	---	---
Wednesday	11:01 - 23:59	Friday	---	---
Thursday	00:00 - 11:00	Friday	---	---
Thursday	11:01 - 23:59	Monday	---	---
Friday	00:00 - 11:00	Monday	---	---
Friday	11:01 - 23:59	Tuesday	---	---
Saturday	00:00 - 23:59	Tuesday	---	---
Sunday	00:00 - 23:59	Tuesday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	WHOLE COUNTRY

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 14:30

Customs clearance times:

Items subject to customs duty: 96H

Items not subject to customs duty: 48H

Comments:

Parcel delivery standards - Surface parcel

OE Name EMC BRUCARGO
 IMPC Code BEBRUA
 Tel (+3222)767178
 Fax (+)
 Hours of operation Mon-Fri: 06:00-22:00; Sat and Sun closed

From the airport/port/office of exchange of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 11:00	Wednesday	---	---
Monday	11:01 - 23:59	Thursday	---	---
Tuesday	00:00 - 11:00	Thursday	---	---
Tuesday	11:01 - 23:59	Friday	---	---
Wednesday	00:00 - 11:00	Friday	---	---
Wednesday	11:01 - 23:59	Monday	---	---
Thursday	00:00 - 11:00	Monday	---	---
Thursday	11:01 - 23:59	Tuesday	---	---
Friday	00:00 - 11:00	Tuesday	---	---
Friday	11:01 - 23:59	Wednesday	---	---
Saturday	00:00 - 23:59	Wednesday	---	---
Monday	00:00 - 23:59	Wednesday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	WHOLE COUNTRY

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 14:30

Customs clearance times:

Items subject to customs duty: 96H

Items not subject to customs duty: 48 H

Comments:

Last validation date: Da V1 01/12/2017