

Basic Services			CARDIT	Carrier documents international transport – origin post	Yes
<b>1</b>	<b>Maximum weight limit admitted</b>		RESDIT	Response to a CARDIT – destination post	Yes
1.1	Surface parcels (kg)	30	<b>6</b>	<b>Home delivery</b>	
1.2	Air (or priority) parcels (kg)	30	6.1	Initial delivery attempt at physical delivery of parcels to addressee	Yes
<b>2</b>	<b>Maximum size admitted</b>		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	<b>7</b>	<b>Signature of acceptance</b>	
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
<b>Supplementary services</b>			7.2	Ordinary parcels	
<b>3</b>	<b>Cumbersome parcels admitted</b>	No	7.2.1	Signature of the addressee or his agent	Yes
<b>Parcels service features</b>			7.2.2	Signature of a de facto agent	Yes
<b>5</b>	<b>Electronic exchange of information</b>		7.3	Insured parcels	
5.1.1	Use a track and trace system	Yes	7.3.1	Signature of the addressee or his agent	Yes
5.1.2	Mandatory tracking events transmitted		7.3.2	Signature of a de facto agent	No
EMC	Departure from outward office of exchange	Yes	<b>Insured parcel service</b>		
EMD	Arrival at inward office of exchange	Yes	<b>8</b>	<b>Insured surface parcels admitted</b>	<b>Yes</b>
EMH	Attempted/Unsuccessful delivery	Yes	8.1	Maximum insured value for surface parcels (SDR)	4000
EMI	Final delivery	Yes	<b>9</b>	<b>Insured air parcels admitted</b>	<b>Yes</b>
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	No	<b>10</b>	<b>Marking used for insured parcels</b>	
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	Yes
EMG	Arrival at delivery office	No	<b>Cash-on-delivery service for parcel</b>		
EMJ	Arrival at transit office of exchange	Yes	<b>11.1</b>	<b>Acceptance of Cash-on-delivery (COD) service for parcels</b>	
EMK	Departure from transit office of exchange	Yes	11.1.1	outbound COD parcels	
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	<b>Express delivery service</b>		
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				
5.1.6	Other messages transmitted				
PRECON	Pre-advice of international consignment – origin post	Yes			
RESCON	Response to a PRECON – destination post	Yes			

<b>12</b>	<b>Express parcel delivery service provided</b>	<b>Yes</b>	<b>20</b>	<b>Infected substances admitted in</b>	
12.1	If yes, parcels delivered by special messenger	No	20.1	Air Parcels	Inbound parcels No Outbound parcels No
12.2	If not, advice of delivery provided to addressee		20.2	Insured parcels	Inbound parcels No Outbound parcels No
12.3	Charge collected at time of delivery to addressee	No			
<b>Parcels with advice of delivery</b>			<b>Supplementary charges - Customs</b>		
<b>13</b>	<b>Admission of advice of delivery for</b>		<b>21</b>	<b>Non-dutiable parcels</b>	
13.1	ordinary parcels	Yes	21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes
13.2	insured parcels	Yes	21.2	Exemption threshold	
<b>Parcels for delivery free of charges and fees</b>				Local currency	22 Euro
<b>14</b>	<b>Parcels for delivery free of charges and fees admitted</b>	<b>No</b>		USD	
<b>Fragile parcel</b>				Comments:	
<b>15</b>	<b>Fragile parcels admitted</b>	<b>Yes</b>		22 Euro for commercial items (B2C) 45 Euro for non-commercial items (C2C)	
<b>Consignment service</b>			<b>22</b>	<b>Dutiable parcels</b>	
<b>16</b>	<b>Consignment service by bilateral agreements provided</b>	<b>Yes</b>	22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes
<b>Integrated logistics service</b>			22.2	Amount of fee collected	
<b>17</b>	<b>integrated logistics service by bilateral agreements provided</b>	<b>Yes</b>		Local currency	13,00
<b>Addresses for bilateral agreements</b>				USD	
<b>18</b>	<b>Contact details of the person responsible for questions concerning bilateral agreements</b>			Comments:	
Name:	Mr Joost Magielsen				
Function:	International Relations & Development Manager				
Address:	Waldorpstraat 3 2521 CA Den Haag The Netherlands				
Tel:	1: (+31)620250783 2: (+)				
Fax:	(+31)235675878				
E-mail	joost.magielsen@postnl.com				
<b>Admissible radioactive material and infectious substances</b>			<b>23</b>	<b>Customs clearance fee collected for all items declared at customs</b>	<b>No</b>
<b>19</b>	<b>Radioactive materials admitted in</b>			Comments:	
19.1	Air Parcels		<b>24</b>	<b>Administration fees collected for parcels subject to export customs clearance</b>	<b>No</b>
		Inbound parcels No		Comments:	
		Outbound parcels No			
19.2	Insured parcels		<b>Special charges - Storage</b>		
		Inbound parcels No	<b>25</b>	<b>Storage charge collected on a parcel when it is kept beyond the prescribed period, or in the event of return to sender/redirection</b>	<b>No</b>
		Outbound parcels No	<b>Special delivery charges</b>		
			<b>26</b>	<b>Delivery charges collected at the time of delivery in response to the advice of arrival</b>	<b>No</b>
			<b>Special charges – Poste restante</b>		
			<b>27</b>	<b>Poste restante service provided</b>	<b>No</b>

Special provisions - Treatment of parcels wrongly accepted		
<b>28</b>	<b>Parcels returned to sender</b>	<b>No</b>
28.1	If not, parcel delivered to addressee under conditions prescribed by your country legislations	No
28.2	For parcels wrongly accepted, action taken on a case-by-case basis	Yes
Delivery areas		
<b>29</b>	<b>Parcels delivered to</b>	
29.1	all addresses	Yes
29.2	specific areas only	No
	Comments:	
Collection		
<b>30</b>	<b>Collection of parcels at post offices provided for</b>	
30.1	all addresses	Yes
30.2	specific areas only	No
	Comments:	
Delivery procedures for parcels for which customs duty and taxes are payable		
<b>31</b>	<b>Procedure for parcels for which customs duty is payable</b>	
31.1	Pick up of parcel at the customs office	Yes
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes
31.5	Other	
Period of retention		
<b>32</b>	<b>Period of retention for parcels</b>	
32.1	Normal period	1 Week(s)
32.2	Exceptional period	1 Week(s)
<b>33</b>	<b>Retention for parcels for which notice could not be sent or addressed to poste restante</b>	
33.1	Normal period	1 Week(s)
33.2	Exceptional period	1 Week(s)
Parcels automatically retained		
<b>34</b>	<b>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.</b>	
Office name:	PostNL Pakketten Benelux BV (Scip)	
Name:	Mr	
Function:	Process Administration	
Address:	PO Box 6000 2510 NB Den Haag	
Tel:	1: (+31)888688223 2: (+) (+31)205873480	
Fax:	(31)205873480	
E-Mail:	admiscip@postnl.nl	
Requests for withdrawal from the post or alteration, or correction of address		
<b>35</b>	<b>Requests for withdrawal from the post accepted</b>	<b>No</b>
Special provisions - Force majeure		
<b>36</b>	<b>Liability admitted in cases of force majeure</b>	<b>No</b>
36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	Yes
36.2	Addressee/sender's reservations admitted at the time of delivery	No
Special provisions - Customs declarations		
<b>37</b>	<b>Number of CN 23 customs declarations required for inbound parcels</b>	<b>2</b>
37.1	Number of CN 23 customs declarations required for parcels in transit	2
37.2	Languages in which CN 23 customs declarations can be completed French English Dutch / German	
Special provisions - Method of dispatching accompanying documents		
<b>38</b>	<b>Documents affixed to the relevant parcels</b>	<b>Yes</b>
38.1	Documents attached to the parcels bill	No
Service to customers		
<b>39</b>	<b>On-line tracking provided</b>	<b>Yes</b>
39.1	Web site address to access information <a href="http://www.internationalparceltracking.com">http://www.internationalparceltracking.com</a>	
39.2	Languages in which track and trace information is available French English Spanish Dutch / German	
Service to designated operators		

**40. User of the Internet-based Inquiry System (IBIS)** Yes

40.1 Details of office(s) responsible for handling parcel post inquiries

Office name: PostNL Pakketten Benelux BV - Customer Service International  
 Name: Mr  
 Function: CSI  
 Address: Waldorpstraat 3  
 2521 CA Den Haag  
 Postbus 30250  
 2500 GG Den Haag  
 Tel: 1: (+31)235675220  
 2: (+)  
 Fax: (+31)235677291  
 E-Mail: csinternational@postnl.com

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 English Dutch

**National Holidays****41.1 National holidays**

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	1	New Year's Day
April	4	Easter Sunday
April	5	Easter Monday
April	27	King's Day
May	13	Ascension
May	23	Whit Sunday
May	24	Whit Monday
December	25	Christmas Day
December	26	Boxing Day

National holiday in 2022

Month	Day(s)	National Holidays - Description
January	1	New year
April	17	Easter Sunday
April	18	Easter Monday
April	27	Kingsday
May	26	Ascension Day
June	5	Whit Sunday
June	6	Whit Monday
December	25	Christmas Day
December	26	2nd Day of Christmas

**Regional Holidays****41.2 Regional holidays**

Regional holiday in

Month	Day(s)	Regional/Local Holidays – Localities and description
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**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	Yes
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: Royal PostNL - IMEC  
 IMPC code: NLAMSA  
 Name: Mr  
 Function: Administration Verification Notes Parcels  
 Address: P.O. box 6000  
 2510 NB DEN HAAG (THE HAGUE)  
 NETHERLANDS  
 Tel: 1: (+31)888688223  
 2: (+)  
 Fax: (+)  
 E-Mail: admiscip@postnl.nl  
 admiscip@postnl.nl

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

#### Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:00-12:00	12:00-23:30
Tuesday	07:00-12:00	12:00-23:30
Wednesday	07:00-12:00	12:00-23:30
Thursday	07:00-12:00	12:00-23:30
Friday	07:00-12:00	12:00-23:30
Saturday	-	-
Sunday	-	-

Observations/Comments

#### Delivery standards

46-47 See the annexes.

#### Barcode

48 Barcode sample used on all outward international postal parcels.



**Parcel delivery standards - Air parcel**

OE Name Royal PostNL – IMEC  
 IMPC Code NLHAGI  
 Tel (+31)205873455  
 Fax (+31)205873480  
 Hours of operation Mon-Fri : 07:00-23:30 / Sat-Sun : Closed  
 From the airport of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
<b>Day</b>	<b>Time</b>	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>
Monday	00:00 - 14:00	Tuesday	---	---
Monday	14:01 - 23:59	Wednesday	---	---
Tuesday	00:00 - 14:00	Wednesday	---	---
Tuesday	14:01 - 23:59	Thursday	---	---
Wednesday	00:00 - 14:00	Thursday	---	---
Wednesday	14:01 - 23:59	Friday	---	---
Thursday	00:00 - 14:00	Friday	---	---
Thursday	14:01 - 23:59	Saturday	---	---
Friday	00:00 - 14:00	Saturday	---	---
Friday	14:01 - 23:59	Monday	---	---
Saturday	00:00 - 14:00	Monday	---	---
Saturday	14:01 - 23:59	Tuesday	---	---
Sunday	00:00 - 23:59	Tuesday	---	---

## Definition of zones

## Zone 1:

Postcodes	Cities
	whole country, including the Wadden Islands

## Zone 2:

Postcodes	Cities

## Zone 3:

Postcodes	Cities

Arrival at office of exchange: +2 hours

<b>Customs clearance times:</b>	1 hour Only for items for which all necessary customs data is available with the parcel. If data is missing, addressee will be notified and customs clearance time is longer!
Items subject to customs duty:	1 hour on average
Items not subject to customs duty:	1 hour on average
<b>Comments:</b>	<ul style="list-style-type: none"><li>- Standards are based on hand over to Contractor within 2 hours after arrival of the aircraft.</li><li>- Last shuttle from the airport : 18:15-18:45.</li><li>- OE operates 6 days a week, with exception of public holidays.</li></ul>

**Parcel delivery standards - Surface parcel**

OE Name Royal PostNL - IMEC  
 IMPC Code NLHAGI  
 Tel (+31)205873455  
 Fax (+31)205873480  
 Hours of operation Mon-Fri : 07:00-23:30 / Sat-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>		
<b>Day</b>	<b>Time</b>	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>
Monday	00:00 - 14:00	Tuesday	---	---
Monday	14:01 - 23:59	Wednesday	---	---
Tuesday	00:00 - 14:00	Wednesday	---	---
Tuesday	14:01 - 23:59	Thursday	---	---
Wednesday	00:00 - 14:00	Thursday	---	---
Wednesday	14:01 - 23:59	Friday	---	---
Thursday	00:00 - 14:00	Friday	---	---
Thursday	14:01 - 23:59	Saturday	---	---
Friday	00:00 - 14:00	Saturday	---	---
Friday	14:01 - 23:59	Monday	---	---
Saturday	00:00 - 14:00	Monday	---	---
Saturday	14:01 - 23:59	Tuesday	---	---
Sunday	00:00 - 23:59	Tuesday	---	---

## Definition of zones

## Zone 1:

Postcodes	Cities
All of country, including the Wadden Islands	

## Zone 2:

Postcodes	Cities

## Zone 3:

Postcodes	Cities

Arrival at office of exchange: +2 hours



<b>Customs clearance times:</b>	1 hour Only for items for which all necessary customs data is available with the parcel. If data is missing, addressee will be notified and customs clearance time is longer!
Items subject to customs duty:	1 hour on average
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