

Your parcel's journey

2. Getting your parcel ready for shipment with PostNL

Download and print the shipping label from your webshop software or the shipments summary in your account. As soon as your parcel is ready for shipping, stick the shipping label on the parcel in a clearly visible location.

Status - pre-registered:

This status means that PostNL can expect a shipment.

1. Order

As soon as you receive an order, you create a shipping label for it. You can do this in your webshop software or easily in your MyParcel account.



3. PostNL location

Deliver your parcel to the nearest PostNL location.



Status - offered to carrier:

This means that the parcel has been received by PostNL for the first time.

Explanation - pick-up time:

This is the time at which the PostNL driver picks up the parcels from the PostNL location.

4. PostNL Depot

The PostNL driver takes the parcel to a PostNL Depot (sorting centre).

Status - in sorting process:

As soon as the sorting process starts, the parcel is given the 'In sorting process' status.

Explanation - PostNL Depot:

This is a parcel sorting centre, where consignments are sorted overnight and in the morning for transport to other depots, PostNL locations or recipients.



5. Exchange between depots

The parcel is now taken to the nearest depot of your customer.





6. PostNL Depot: second sorting

Your parcel is sorted again, this time for the correct route to the customer or a selected PostNL location.

7. The parcel is on its way

The PostNL driver brings the parcel to your customer or to a PostNL location, if the customer has opted for delivery.

Status - in distribution:

The parcel is on its way to your customer or a PostNL location.



8. A. The parcel at the receiver.

The parcel is delivered to your customer or to your customer's neighbours. If the delivery is unsuccessful, the parcel goes to a PostNL location nearby.

8. B. PostNL location

The parcel has been delivered to the PostNL location. The parcel can be collected within seven days. If the parcel is not picked up, it goes back to the sender.

Status - shipment at pick-up point:

The parcel has been delivered to the PostNL location.

Status - shipment collected from pick-up point:

This means that your customer has picked up the parcel from the PostNL location.



Status - shipment delivered:

This means that the PostNL driver was able to deliver the parcel to your customer or to your customer's neighbours.