

Avoid the calculation of extra surcharges on your shipment!

If a shipment meets one of the criteria below, PostNL will have to process the parcel manually. A surcharge will be applied for this different process. You can prevent this by packing your products in the right way.



Criteria for deviant processing Explanation

Size and weight

E.g. for parcels larger than: 100 x 70 x 58 cm and smaller than: 10 x 10 x 1cm. Weighing from 23 kg to 30 kg.

Parcel go over the conveyor belt in the process. Parcels that are too large/heavy cannot cross the belt by themselves. An employee has to help this package through the process manually and it is thus processed differently. You pay a surcharge for this.



We advise you to pack your products so they are as compact as possible. Need help? Please [contact us](#).

Contents

Glassware, including bottles of wine (if not packed in a machine-proof container) etc., flowers, laboratory samples, X-ray photos.

Products that have a high risk of being damaged during the logistical process are included in the category of deviant processing because they may pose a risk to PostNL employees who have to handle the parcels containing these products. In addition, there is a greater chance of damaging the products and them not arriving in good condition for the recipient. This creates unnecessary processing and effort for PostNL employees.



To protect your products from shocks and bumps during the shipping process, choose sturdy packaging of the right size and fill any empty space with padding material.

Indications on the package

'Fragile', 'Handle with care', 'This side up'.

If it is clear that a parcel needs special handling, it is processed manually. These manual processes result in a surcharge. In addition, the manual handling of the package increases the chance that something may go wrong.



Look in our [webshop](#) for tape without warning texts, sturdy packaging and good filling material.

Shape

All tubes and other forms of packaging where the label cannot be processed horizontally or rolled off the sorting belt.

Packages that have an unusual or non-square/rectangular shape, such as tubes, round packages, soft/flexible packages (see photo) etc., cannot be processed independently on the conveyor belt. For example, they may roll down or off the belt. This also means that the label cannot be scanned, if it is not stuck straight on the package. In this case, the parcel must be processed manually and you pay a surcharge for this service.



Choose packaging of the right size and fill any empty space with padding. Take a look at our [webshop](#) for more information.

Addressing

Address and barcode not on largest side.

All labels are scanned automatically. If the label is not secured in the right place, it cannot be scanned and must be processed manually.



Packaging

Wood, metal, polystyrene foam, sealed packages, bubble wrap and films that make the packaging stiff or smooth (e.g. bubble wrap).

Shipments that are packed or bound with any of the above materials often cannot pass through the sorting process in the usual manner and may damage the sorting belt. In this case, a package is processed manually.



Would you like customised advice from one of our packaging experts? Please [contact us!](#)

Packaging

Two or more packages are joined together into one package with tape or other binding material.

Two or more parcels that are joined together with tie-wraps, tape or other binding material as one parcel cannot pass through the sorting process in the usual manner. They fall apart, get stuck or roll away because they are slippery. In this case, a package is processed manually.



Contents

Contents are not fixed in the parcel (slides back and forth).

Contents must be firmly secured in the package so that they cannot move back and forth in the parcel. Products in a parcel shipment that slide back and forth may bang around during the shipping process. There is a good chance that the products and their packaging will be damaged as a result. The packaging may come loose as a result and the products fall out of the packaging.



Choose packaging of the right size and fill any empty space with padding. Take a look at our [webshop](#) for more information.



SUITABLE for the machine

The perfect square cardboard box, with the shipping label on the large side in the middle where the contents do not move.