

# EPS (EU-Pack Special) instructions

## Conditions

- Maximum weight: 31.5kg
- Maximum length: 175cm
- Maximum width: 78cm
- Maximum girth + length: 300cm
- No delivery to PO Boxes

## Preparing EPS for dispatch

We offer three options for preparing your EPS parcels for dispatch:

1. Parcelware
2. MyPost
3. EPS barcode labels

### Parcelware

Our dispatch software allows you to simplify your dispatch process, and it provides detailed, on-the-spot information on delivery status and shipping history.

- Order Parcelware free of charge through TNT Post Business Service on +31 76 527 2727
- Install Parcelware Desktop on your PC or use our Internet version Parcelware Web
- Use Parcelware to generate a new dispatch label
- Affix the Parcelware label to the parcel

### MyPost

MyPost is your personal online space where you handle all your mail-related matters with ease. You can prepare your regular postal flow as well as any other parcels you need to send on occasion.

- Go to [www.tntpost.nl/mypost](http://www.tntpost.nl/mypost)
- Enter your username and password
- Print a MyPost dispatch label
- Affix the MyPost label to the parcel

### EPS barcode labels

- Affix an EPS barcode label to the parcel
- Address the parcel
- Also include the Dutch return address
- Include the recipient's telephone number on the parcel



## Tendering EPS parcels

- Use the order form (PI700) when tendering your EPS parcels affixed with a barcode label, included on this form:
  - your customer number
  - your name and address
  - the product code
  - the number of parcels and weight for each country
- You do not need to complete this order form when you use Parcelware or MyPost
- Tender your EPS parcels to a TNT Post business counter or Business Point, or use the Collection Service

## Track a parcel

TNT Post enables you to track the progress of your parcel once it has left your hands. You can track your parcel to any EPS destination via [www.tracktrace.nl](http://www.tracktrace.nl), and if you have any questions regarding the delivery status of your parcel you can contact TNT Post Parcel Service internationally on 0900 0570 (€0.45/min).

## Ordering supplies

You can order books of new barcode labels (€6.95 for a book of 120 labels) through Mailorder ([www.mailorder.nl](http://www.mailorder.nl)). Customs documents, transparent document envelopes and other supplies can be ordered via [www.tntpost.nl](http://www.tntpost.nl) or by calling TNT Post Business Service on +31 76 527 2727.

## EPS destinations and delivery times

Destination	Delivery time (estimated no. of working days)
• Belgium (BE)	1
• Bulgaria (BG)	4 - 5
• Denmark (DK) <i>Excluding Faroe Islands and Greenland</i>	2 - 3
• Germany (DE)	2
• Estonia (EE)	5
• Finland (FI)	4 - 5
• France (FR) <i>Including Monaco and Corsica Excluding Andorra</i>	2 - 3
• United Kingdom (UK) <i>Excluding Gibraltar</i>	3 - 4
• Hungary (HU)	3 - 5
• Ireland (IE)	3 - 4
• Italy (IT) <i>Excluding San Marino</i>	3 - 5
• Latvia (LV)	4 - 5
• Lithuania (LT)	4 - 5
• Luxembourg (LU)	2
• Austria (AT)	2 - 4
• Poland (PL)	3 - 5
• Portugal (PT) <i>Including Azores and Madeira</i>	3 - 5
• Romania (RO)	4 - 5
• Slovenia (SI)	4 - 5
• Slovakia (SK)	3 - 5
• Spain (ES) <i>Including Balearic Islands</i>	3 - 5
• Czech Republic (CZ)	3 - 5
• Sweden (SE)	2 - 4

## Are you familiar with our International Collection Service?

TNT Post can collect your parcel ready for dispatch from almost any country in the European Union, and we'll deliver it to any address you want in the Netherlands. All you have to do to place your pick-up order is complete and send our standard fax form.

For more information on EPS and Global Pack visit [www.tntpostpakketsservice.nl](http://www.tntpostpakketsservice.nl)

Tip: include the telephone number of the recipient on the parcel.