

# Operational Guidelines **ERS+**

Please respect the following rules in order to ensure quick handling and smooth distribution.

## Packaging & labelling

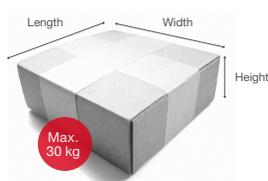
### Type of items

#### Standard Format\*

Weight : max. 30 kg.

Dimensions :

- maximum length, width and height < 1.5 meters
- total (1x length) + (2x width) + (2x height) < 3 meters



#### Rolls\*

Weight : max. 30 kg.

Dimensions :

- length < 1.5 meters and diameter < 0.4 meters



\* These requirements may vary depending on the country. Note that different specifications were determined for our parcels solutions via alternative networks. Please refer to your account manager for details.

Coverage: Belgium, Germany, France, United Kingdom, Netherlands, Austria, Finland (until July 2019), Spain, Italy, Czech Republic, Ireland, Slovakia, Slovenia, Luxembourg, Estonia, Poland, Lithuania, Portugal, Switzerland, Greece, Romania, Hungary, Croatia, Malta, Latvia, Iceland, Norway.

## Return labels

### How to get your labels ?

Label is provided via API or FTP integration with our system. We can also make a personalized branded webpage for you so that you and/or your customers can access to produce the return label. This is available upon request through your account manager.

The label here is an example, the layout will be different depend on destination country.

<b>eRs</b>		<b>bpost</b>	
<b>1 of 1</b>		Label creation date 11/12/2018	
Bpost/Landmark Global/EMC PO Box XXXX Bedrijvenzone Machelen Cargo 829C, 1830 MACHELEN Belgium		<b>eRs</b> <b>IAG</b>	
		! Afzender/expéditeur	
		Pakket - Paquet <b>S000</b>	
CU000000000GB <b>kg</b> <b>DPR</b>		<b>P</b> 	
		Bpost/Landmark Global/EMC PO Box XXXX Bedrijvenzone Machelen Cargo 829C, 1830 MACHELEN	
CU000000000GB		INT DPR	

## Practical information

### Managing returns

- Please be aware that once a return label is produced, it must be used within **2 months** after production. The expiry date is mentioned on the label itself. If the label is not used in time, we can not provide liable tracking on the parcel.
- If requested, a report could be made available. The report gives you an overview of what we have received in our HUB.
- Depending on the service you request, we will return your items to the address of your choice, on a daily, weekly, bi-weekly or monthly basis.