

## Terms and conditions Mailbox parcel

EDI-notified parcel delivered to the mailbox

### 1. What can you send?

Small parcels of different weight and size can be delivered to the mailbox. For online shops this is a simple and attractive service, where the delivery of parcels goes directly to the customer's home. The shipment is ordered via EDI (Electronic Data Interchange) and delivered with or without RFID tracking to the same freight price. Mailbox parcel can only be sent to addressees in Norway.

The address label that must be used is integrated in the EDI solution (see point 6). The label has an EDI-barcode, and if RFID tracking is requested the label must have an RFID-chip.

- a) **Parcels without RFID tracking**  
Standard address label with an EDI-barcode, without an RFID-chip. Tracking and notification with this alternative is based entirely on scan of the EDI-barcode, see point 16.
- b) **Parcels with RFID tracking**  
Tracking and notification is based both on scan of the EDI-barcode, and additionally on RFID (Radio Frequency Identification) technology. RFID tracking means that the address label has a small RFID-chip as well as the EDI-barcode. The address label must be printed on an approved RFID-printer.

### 2. Who can send?

The service can be used by companies with approved credit.

### 3. Formats, dimensions and weights

Minimum dimensions:

- 9 x 14 cm
- *Roll*: Minimum length 10 cm. Length + diameter + diameter cannot be less than 17 cm

Maximum dimensions:

- Maximum length 45 cm. Length + width + thickness cannot exceed 90 cm
- *Roll*: Maximum length 45 cm. Length + diameter + diameter cannot exceed 90 cm

Maximum weight per parcel:

- Up to 5 kg

### 4. Prices

The price is based on two main elements; please see the [price list](#)

- Geographical distance between the sender and recipient, divided into eight price zones
- The actual weight of the parcel, see the weight intervals in the price list

#### **Surcharge if the parcel cannot be delivered to the mailbox**

If the recipient's mailbox is locked, there is no room for the parcel in the mailbox or for other reasons it is impossible to deliver the parcel to the mailbox, the parcel will be delivered to the recipient's nearest Post office or Post in Shop, and scanned as a parcel for collection. The recipient will receive an SMS or e-mail with information about where the parcel can be picked-up. For collected parcels a surcharge per parcel will occur, that will be invoiced the sender. The surcharge

is payable even if the parcel is not collected by the recipient and it must be returned to the sender. See the price list

## **5. Bag on door**

A delivery alternative for Mailbox parcels that cannot be delivered to the mailbox.

Mailbox parcel is basically an item that will be delivered in the recipient's mailbox. If the parcel for various reasons does not fit in the mailbox, the sender may give the receiver admission to choose that the parcel is delivered in a special plastic bag on the door handle, to avoid it being sent to the pick-up place. The charge for this delivery option is charged to the sender. Bag on door cannot be used for receivers with a Post office box address.

This delivery option will have to be confirmed by the receiver upon booking in the sender's online store. The recipient will receive an SMS/e-mail when the parcel is delivered as Bag on door.

### **5.1 Terms of delivery (Bag on door)**

Recipient must actively confirm that they accept the delivery option Bag on door.

The sender must inform the recipient about the criteria regarding the delivery option Bag on door:

- The distance from the mailbox to the recipient's door cannot exceed 250 m
- The house number must be visible
- The door must be clearly marked with the recipient's name
- Posten must have access to the recipient's door even if the main entrance is locked, for instance when the recipient lives in an apartment.

In cases where the criteria are not met, the parcel will be delivered to the recipient's nearest Post office or Post in shop for delivery for an additional fee. [See information, Parcels for collection.](#)

### **5.2 Ordering**

At the same time as ordering an ordinary Mailbox Parcel shipment the sender can order the delivery option Bag on door if the recipient has accepted this. Ordering the delivery option Bag on door is made through EDI, usually using a TA-supplier. By adding the code "VAS 1081", the parcel will be delivered as Bag on door if it cannot be delivered in the mailbox.

The Bag on door symbol and the floor / apartment number to the recipient's apartment must be printed on the label.

### **5.3 Invoicing**

When Posten deliver the parcel as Bag on door the mailman scans the barcode on the parcel. The scanning is recorded electronically and is the basis for invoicing the Bag on door fee. The invoice will be sent to the sender. [See the price list.](#)

If the parcel is delivered in the mailbox the additional fee will not occur.

Parcels that are marked with the symbol Bag on door, but cannot be delivered in the mailbox or as Bag on door will be sent to the recipient's nearest Post office or Post in Shop for collection. The fee for pick-up will occur. [See Parcels for collection.](#)

## 6. Address label

The address label, which is standard for Mailbox parcels, is called a harmonized label and is integrated in the software given by an EDI-supplier. If the parcel shall be RFID traceable, the address label shall have a RFID-chip in addition to an EDI-barcode. Labels with a RFID-chip must always be printed on an approved RFID printer.

The entire address label should be placed flat on one side of the parcel.

<b>FROM</b>	00001234567 Company Address 1 Address 2 Postal code/place	
<b>TO</b>	Receiver Address 1 Address 2 Postal code Town/Place	☎ 999 99 999
		
 *LA003755076N0*		

The address label (harmonized label) includes:

- The sender's name and return address
- The recipient's name
- Floor / apartment number when Bag on door delivery option is chosen
- Correct postal address
- Postage indicia P.P. Norge (postage paid for)
- EDI-barcode
- RFID-chip (if RFID tracking is chosen)

## 7. The recipient's address

Mailbox parcels are completely or partly sorted by sorting machines. It is therefore important to use the recipient's correct postal address to ensure that the parcel is delivered on time and to avoid delays. Note that parcels to receivers with a Post office box address cannot be delivered in a bag on door (point 5), and will not be scanned upon delivery (point 16). Read more about [how to address your Norwegian mail](#).

## 8. Return address

The sender field on the address label must contain the sender's name and a complete Norwegian return address. All parcels in a mailing/order must be from the same sender.

## 9. EDI-order

The shipment of parcels must be ordered via EDI, normally using a software from an EDI-supplier. The EDI-order automatically transfers information about the shipment to Posten's systems.

In the EDI-order, each parcel must contain the correct information about the recipient's mobile number and/or e-mail address.

## 10. Preparing and sorting

Mailbox parcels of different weight and size can be handed-in together in suitable mail load carriers.

## 11. Handing-in

Mailbox parcels can be handed-in to a Post office, Post in Shop, Posten business centres and Posten's mail terminals according to the applicable handing-in deadlines. There are no minimum number of items that must be handed-in. Shipments of more than 5,000 parcels must be handed-in at Posten's mail terminals. Collection at the sender's address can be arranged via a collection agreement.

## 12. Delivery and delivery speed

Mailbox parcel is a domestic service.

Destination	Delivery speed	Delivery to the mailbox
Norway	2-3 working days	Monday-Friday

If the recipient's mailbox is locked, there are no room for the parcel in the mailbox or for other reasons it is impossible to deliver the parcel to the mailbox, the parcel will be delivered to the recipient's nearest Post office or Post in Shop and scanned as a parcel for collection. The recipient will receive an SMS or e-mail with information about where the parcel can be picked up.

When the parcel is at the Post office / Post in Shop a reminder to collect the parcel will be sent to the recipient after 3 and 11 days. If the parcel still not have been collected after 14 days, it will be returned to the sender.

Parcels that are not collected or for other reasons cannot be delivered to the recipient will be returned in the same delivery speed as when sent out.

## 13. Invoicing

The service is invoiced and cannot be purchased in cash. The invoice basis is the information received about the recipient's postal address from the EDI notification, and the actual number of parcels/actual weight per parcel upon arrival at Posten's mail terminal.

Parcels that cannot be delivered to the mailbox will be sent to the recipient's Post office or Post in Shop for collection. For parcels that has to be collected there will incur a surcharge per parcel that is invoiced separately. Read more about parcels for collection in point 4.

## 14. Deviations

Parcels that are not EDI notified may cause delays or be returned to the sender. This also applies if the items do not have a harmonized label or if any other way it does not satisfy the terms and conditions that always apply.

## 15. Contents and packaging

The content in each parcel must be in accordance with [rules and regulation concerning hazardous goods, prohibited contents and wet cargo](#), and the packaging must be adequate to support the content. It is the liability of the sender that the content is in accordance with applicable rules and regulations at all times. Special restrictions are applicable for specific goods and it is the sender's obligation to be aware of, and in compliance with, such restrictions. Posten carries no responsibility for the content of the shipment. Experience shows that parcels that contain metal or fluids can interfere with RFID tracking; therefore, bubble wrap or a similar material is recommended to create air between the RFID-chip and the content.

## 16. Tracking

The parcel is forwarded to the recipient together with other mail. Tracking of parcels based on the barcode (on the address label) is applicable on all parcels and occur at the following tracking events:

1. When the parcel arrives at the mail terminal
2. When the parcel is delivered in the mailbox (a parcel delivered in a Post office box does not get a tracking point upon delivery)
3. When an attempt has been made to deliver the parcel in the mailbox
  - *If the parcel cannot be delivered because the mailbox is locked/full/too small, the recipient will receive a message which says that the parcel can be collected at the nearest Post office or Post in Shop.*
4. When the parcel is ready for collection at the Post office or Post in Shop:
  - *This message also applies to parcels that do not have RFID-chip.*

If the RFID tracking alternative is chosen, the parcel will in addition be given tracking events based on antennas. The address label's RFID-chip is read by antennas that are placed at defined points:

5. When the parcel is sorted at the mail terminal
6. When the parcel is on its way to the recipient

The parcel can be tracked on [bring.no](http://bring.no), [posten.no](http://posten.no) and via Posten's tracking app. In addition to online tracking, the recipient will be notified by SMS or e-mail at tracking events 2, 3, 4 and 6. Notifications 3 and 4 are only sent when the parcel does not fit in the mail box and is sent to the nearest Post office or Post in Shop.

## 17. General conditions and liability for damage

[Posten's general terms and conditions of delivery for postal services](#) and [Posten's general payment terms](#) apply to the Mailbox parcel service. In relation to Posten's general terms and conditions of delivery for postal services and postal legislation, the service Mailbox parcel is an unregistered postal item. No compensation is paid for unregistered items. Stop claims (see [Posten's general terms and conditions of delivery for postal services](#) point 4.9) does not apply for the service Mailbox parcel.

Posten reserves the right to make changes both for prices and terms and conditions according to prior publication. Information about changes are published at [bring.no](http://bring.no).