International Post Corporation

bpost makes it easier to send and receive registered mail

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bpost is more than ever reinventing and improving its core products to meet the needs of customers in 2024. Our registered letters will therefore be the first to receive an upgrade. Sending or receiving such a letter will be easier than ever! Customers will be able to receive their registered mail after identification via itsme®, receive notifications via the My bpost app or give someone else a mandate.

Simplifying registered mail is just one of the many improvements bpost is working hard on. Our traditional core products, which include, for example, obituaries, are being reinvented. The same exercise is being done for our modern tools, such as the My bpost app. After all, bpost has grown into a strong logistics player, and that includes modern mail products and smart digital tools.

What is changing?

- Notifications and shipment personalization via the My bpost app
- Partnering with itsme® for easy identification
- Give proxy to receive shipment via QR code
- Create your own shipping labels for simplified shipping

The registered mail service remains a beacon of trust for shipments, this both for individuals and companies. Digitization does not change this; it retains its legal value.

Registered mail is often used to send important documents, such as contracts, legal letters, invoices or official communications. In all these cases, it is crucial to be able to prove that the mail was sent and received. bpost is now launching several new features to make this easier. Initially for private individuals, but with the ambition to roll this out further in the future.

My bpost app is central to the innovations around registered mail. Indeed, with the My bpost app, you can receive notifications and also manage personalized preferences. So you can choose the way you want to receive and manage your registered mail. (*)

Even simpler via itsme®
Given the legal value of registered mail, identification is crucial. This is now easier and safer than ever for a sender or recipient of such mail. To this end, bpost is now working with itsme®, the Belgian digital identity app. You can choose to identify yourself via

itsme® in your My bpost app and thus accept the registered mail. In the same way, you can change your preferences for receiving.

Through this partnership with itsme®, bpost is making it possible for the 7.2 million Belgian users of the itsme® app to receive their registered mail faster than ever, without unnecessary loss of time and without sacrificing reliability and quality. Thus, more than ever, innovation and digitization are central to improving our customer experience.

In addition to the 'identify via itsme® option, you can also choose to identify yourself via the My bpost app by scanning your identity card with your smartphone and taking a selfie.

Notifications and personalized preferences via the My bpost application
Via the My bpost app's notifications, the addressee now receives advance notice that a registered mail item will be arriving at your doorstep. This can also be done via e-mail. This way, you can prepare yourself by adjusting the delivery preferences to suit you, or by organizing yourself so that you will be at home when the shipment arrives.

Give proxy via QR code
If you are not at home, bpost now offers you the possibility to create a unique QR code that allows one of your contacts to receive a registered letter. You can create this "one shot" QR code without having to present any proof of identity or fill out a form for a classic power of attorney at term. The trustee shows them to the mailman, who scans them and gives him/her the registered mail. This provides more flexibility for customers who cannot go in person to the post office or mail point to pick up their shipment.

For "classic" longer-term powers of attorney (up to 3 years), the addressee can send a QR code to the chosen fiduciary. The latter can then receive the registered mailings on behalf of the person who appointed him and even go to pick them up at the post office or postal point.

Creating shipping labels via the My bpost app
Not only has receiving registered mail been simplified, sending them is now easier via the My bpost app. Customers can easily create the shipping label themselves via the app and then print it at home or at a post office or postal point. Once the label sticks to the shipment, it can easily be put into one of the mailboxes in the bpost network, or dropped off at any post office or post point. This new feature saves time and unnecessary travel. In addition, the receipt messages are fully digitized, thus making the shipments more environmentally friendly and traceable.

(*) Certain registered mail may never be put in the mailbox or delivered upon presentation of the "one shot" QR code. The letter carrier still requires a signature for registered mail with

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acknowledgement of receipt (including court letters), registered election mail, registered mail of declared value or registered mail that is too large for the mailbox. Similarly, if the mailbox is non-compliant or does not provide sufficient security guarantees, registered mail may not be delivered in it.

Source: bpost group

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