

Missed home delivery? Certain parcels can now be collected from a Bbox the same day

29.7.2026 - | Bnode

When a parcel cannot be delivered to a customer's home, it is usually sent to a pickup point, where it is available the following day. Bpost is now introducing a new solution that, in certain situations, allows customers to collect their parcel from a nearby Bbox just a few hours after the failed delivery attempt.

If a customer is not at home when the postman arrives with a parcel, they previously had to wait until the next day to collect it from a pickup point. That is now changing. When a home delivery attempt is unsuccessful, the postman can place the parcel in a nearby Bbox after completing the delivery round. The recipient is then notified by email or through the My bpost app and can collect the parcel immediately.

This new service is being rolled out nationwide and will apply to missed home deliveries when the following conditions are met:

- A Bbox is located along the postman's route;
- Space is available in a nearby Bbox;
- The parcel fits within the dimensions of the available locker;
- No signature or payment is required upon delivery;
- An email address is linked to the parcel.

If the recipient has selected delivery to a neighbour or to a designated safe place via the My bpost app or the Bpost website, those preferences will continue to take priority.

Significant increase in customer satisfaction

During the pilot phase of this new delivery process, 43% of customers collected their parcel from a Bbox on the very same day. For many, this meant receiving their parcel just a few hours after the unsuccessful home delivery attempt. Customer satisfaction (Net Promoter Score) increased significantly among customers who participated in the pilot.

This improvement in the customer experience has been made possible by Bpost's expanding Bbox network across Belgium. With more than 2,800 parcel lockers now available nationwide, missed home deliveries can increasingly be turned into successful deliveries just a few hours later.

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