Content

BELparcel – Time registration

Before you begin

Does your foreign courier not yet have an SSIN number (BIS number)? Then you can quickly request it for those concerned on the [belgianIDpro website](#).

The subcontractor, principal and courier alike, can perform and amend the mandatory distribution time registration for the courier. It's sufficient to be performed by just one of parties.

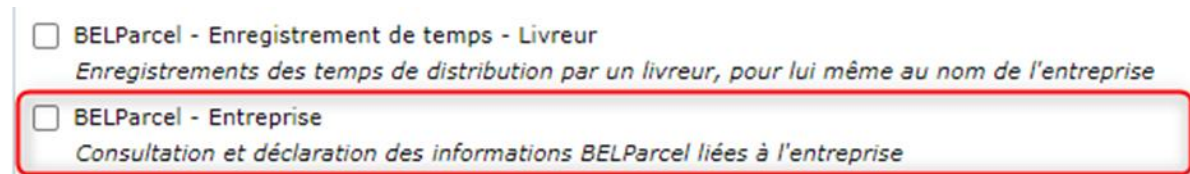These instructions consist of three major parts, according to your role:

1. for [subcontractors](#)
2. for [principals](#)
3. for [couriers](#)

I am a subcontractor and I want to register a courier's distribution times

Do I have access to the BELparcel secure online service?

To log in to the "BELparcel" secure online service, the Main Access Manager or an Access Manager of your entity must grant you initial access to "**BELparcel – Company** (Consultation and registration of BELparcel information linked to the company)". That Access Manager acts in the capacity of "NSSO employer" or "Company without employees".
The Access Manager does so through the Social Security Administration's online service Access Management for Companies (French web page).
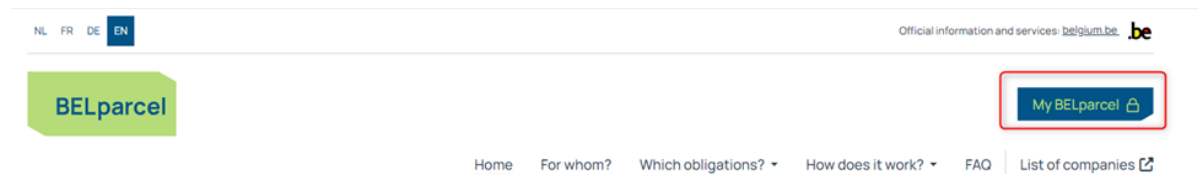

I log in to the online service "BELparcel"

You log in to "BELparcel" from the informative BELparcel website. There, click on the "My BELparcel" button at the top right of any of the pages (on the mobile version, first unfold the hamburger menu – that's the three horizontal bars at the top right).

Choose a way to identify. Ideally, use CSAM.

Choose one of the digital keys.

Select the company and the capacity of "**Employeur ONSS – Utilisateur** or **Employeur PPL – Utilisateur** (NSSO employer or Company without employees)" for which you want to log in.

Time registration

Click on "Go to time registration".

If the "Go to time registration" button is not visible, **first register your activity as a last-mile courier company**. You do this by clicking on "Start your registration".

In the screen that opens, choose whether to perform the time registration as a "subcontractor" or as a "principal".

To continue as a subcontractor, in the "Time registration as a subcontractor" block, click the "Add a time registration" button.

You see a blank form.

General data
Add details of your time registration

Your enterprise number
XXXXXXXXXX

Your enterprise name
XXXXXXXXXX

Date *
11/09/2024 ✓

National registration number or BIS number delivery worker *

Status delivery worker * ⌄

Start location *

255

Final destination *

255

Add interruption
Add details on your interruption of the distribution time

⏸ Add interruption

Principal(s)
Add time details per principal

☐ Add principal

Do you know the Belgian company number of the principal?

⬤ Yes

Principal *

Name of the principal
/

Start time *

End time *

🗑

Add/Confirm   Cancel

Enter the following information:

- The date of the parcel distribution (this must not be prior to 1 August 2024, the date the legislation takes effect)
- The courier's SSIN number (i.e. their national registration number or BIS number)
- The courier's status (employee or self-employed)
  - Please note: for a temporary worker, select 'employee'
- The start address of the parcel distribution
- The final address of the parcel distribution
- If necessary, you can enter one or more interruptions of the courier's distribution time. To do so, click the "Add Interruption" button and then enter the start and end time of the interruption. Repeat the operation to enter another interruption.
  To delete an interruption of the distribution time, click on the trash can next to the interruption concerned.

- The details of the principal(s) for whom you deliver parcels:

- o If you know the principal's Belgian company number (CBE – Crossroads Bank for Enterprises), make sure the toggle button is set to "Yes" and enter the number. If you do not know the number, set the button to "No".
- o The start and end time of parcel delivery.
- o You can add several principals. To do so, click the "Add principal" button each time.
- o To delete a principal, click on the trash can next to that principal.

Please note that a time entry must include at least one principal.

Click "Add/Confirm" to complete your time registration.

Your time registration has been completed correctly if you get the following message: "Your time registration was successful".

You will notice that the submitted form remains on the screen. If necessary, you can create a similar time entry from there.

To do so, change the desired data, such as the date, and click "Add/Confirm" to complete that next time entry.

Is the "Add/Confirm" button not clickable? This means you have not changed anything in the form yet. The system prevents you from saving identical forms.

Viewing, changing or deleting time entries

Are you logged in to the BELparcel online service? Then you can view your time entries by clicking the "BELparcel" button at the top left of the screen, or "Cancel" if you are still in the time registration form. Please note: if you click "Cancel", your last data entry will not be saved if you had not confirmed it previously.

| | Add a time registration | | Add a time registration | | | | |

Time registration as subcontractor   Time registration as a principal

| Time registration reference | Date 📅 | National registration number or ... | Company number | Search | Reset |

List of time registrations 3 🔄

Date	Time registration reference	Subcontractor company number	Company name	National registration number or BIS number delivery worker	Start time	End time	Actions

For time entry, you will see:

- the date (date of parcel distribution)
- the reference of the time entry
- your company number as a subcontractor
- the national registration number or BIS number of the courier
- the start time at the beginning of the parcel distribution and the end time at the end of the parcel distribution for that day
- the actions you can perform (change or delete)

Time entries are **arranged by date**, with the most recent at the top.
You will find ten entries on each page. If you want to see the rest of the list, click on the next page number at the bottom of the list.

To view the **details** of a time entry, click on the arrow to the left of the entry concerned.

Time registration as subcontractor   Time registration as a principal

| Time registration reference | Date 📅 | National registration number or ... | Company number | Search | Reset |

List of time registrations 15 🔄

	Date	Time registration reference	Subcontractor company number	Company name	National registration number or BIS number delivery worker	Start time	End time	Actions
∧	01/09/2024	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	15:00	20:00	✏️ ✕

Company number	Company name	Start time	End time	Type of registration	Actions
XXXXXXXXXX	XXXXXXXXXX	15:00	20:00	Delivery	✕
		18:55	19:55	Interruption	

The **details** include:

- the principal's company number, if known

- the start and end time of each parcel delivery round and interruption
- the type of entry (delivery/interruption).

Please note that the interruptions refer to the entire entry and not specifically to a principal.

You can filter if the list of time registrations is too long.

Time registration as subcontractor	Time registration as a principal				
Time registration reference	Date 🗓	National registration number or …	Company number	**Search**	Reset

List of time registrations 3   ↻

To do this, fill in one or more fields of the filter:

- the reference of the time registration
- the date
- the national register number or BIS number
- the company number of the principal

Click on 'Search' to start the filter system.

You can make **changes** by clicking on the corresponding pencil icon. A registration form will then appear. You can make the desired changes and then validate the entry with the "Add/Confirm" button.

If you want to **delete an entire time entry**, click on the cross to the right of the entry concerned.
If you want to **delete part of a time entry**, click on the cross next to the part of the entry you want to delete.
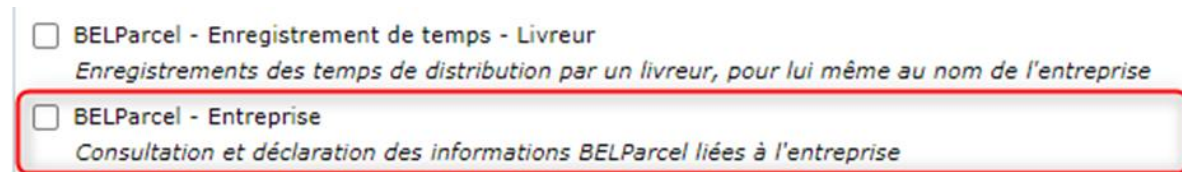
If time entries have also been made for your company as a principal, you will find them under the "Time entries as a principal" tab.

I am a principal and I want to register a courier's distribution time

Do I have access to the BELparcel secure online service?

To log in to the "BELparcel" secure online service, the Main Access Manager or an Access Manager of your entity must grant you initial access to "**BELparcel – Company** (Consultation and registration of BELparcel information linked to the company)". That Access Manager acts in the capacity of "NSSO employer" or "Company without employees".
The Access Manager does so through the Social Security Administration's online service Access Management for Companies (French web page).

☐ BELParcel - Enregistrement de temps - Livreur
  Enregistrements des temps de distribution par un livreur, pour lui même au nom de l'entreprise

☐ BELParcel - Entreprise
  Consultation et déclaration des informations BELParcel liées à l'entreprise

I log in to the online service "BELparcel"

You log in to "BELparcel" from the informative BELparcel website. There, click on the "My BELparcel" button at the top right of any of the pages (on the mobile version, first unfold the hamburger menu – that's the three horizontal bars at the top right).

NL   FR   DE   **EN**   Official information and services: belgium.be   **.be**

BELparcel   My BELparcel 🔒

                    Home   For whom?   Which obligations? ▾   How does it work? ▾   FAQ   List of companies 🗗

Choose a way to identify. Ideally, use CSAM.

Choose one of the digital keys.

Select the company and the capacity of "**Employeur ONSS – Utilisateur** or **Employeur PPL – Utilisateur** (NSSO employer or Company without employees)" for which you want to log in.

Time registration

Click on "Go to time registration".

If the "Go to time registration" button is not visible, **first register your activity as a last-mile courier company**. You do this by clicking on "Start your registration".

In the screen that opens, choose whether to perform the time registration as a **principal** or as a **subcontractor**.

To continue as a principal, in the "Time registration as a principal" block, click the "Add a time entry" button.

You see a blank form.

Enter the following information:

- The date of the parcel distribution (this must not be prior to 1 August 2024, the date the legislation takes effect)
- The Belgian company number (CBE – Crossroads Bank for Enterprises) of the subcontractor in charge of the distribution of the parcels
- The courier's SSIN number (i.e. their national registration number or BIS number)
- The courier's status (employee or self-employed).
    - Please note: for a temporary worker, select 'employee'
- The start and end time of parcel delivery
- The start address of the parcel distribution
- The final address of the parcel distribution
- If necessary, you can enter one or more interruptions of the courier's distribution time. To do so, click the "Add Interruption" button and then enter the start and end time of the interruption. Repeat the operation to enter another interruption.

Click "**Add/Confirm**" to complete your time registration.

Your time registration has been completed correctly if you get the following message: "Your time registration was successful".

You will notice that the submitted form remains on the screen. If necessary, you can create a similar time entry from there.

To do so, change the desired data, such as the date, and click "Add/Confirm" to complete that next time entry.

Is the "Add/Confirm" button not clickable? This means you have not changed anything in the form yet. The system prevents you from saving identical forms.

Viewing, changing or deleting time entries

Are you logged in to the BELparcel online service? Then you can view your time entries by clicking the "BELparcel" button at the top left of the screen, or "Cancel" if you are still in the time registration form. Please note: if you click "Cancel", your last data entry will not be saved if you had not confirmed it previously.

For time entry as employer, you will see:

- the date (date of parcel distribution)
- the reference of the time entry
- the subcontractor's company number
- the company name
- the national registration number or BIS number
- the start time at the beginning of the parcel distribution and the end time at the end of the parcel distribution for that day

Time entries are **arranged by date**, with the most recent at the top.
You will find ten entries on each page. If you want to see the rest of the list, click on the next page number at the bottom of the list.

To view the **details** of a time entry, click on the arrow to the left of the entry concerned.

	Date	Time registration reference	Subcontractor company number	Company name	National registration number or BIS number delivery worker	Start time	End time
∧	25/08/2024	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	04:57	07:08

Company number	Company name	Start time	End time	Type of registration	Actions
XXXXXXXXXX	XXXXXXXXXX	04:57	07:08	Delivery	✕
		05:02	06:08	Interruption	

	Date	Time registration reference	Subcontractor company number	Company name	National registration number or BIS number delivery worker	Start time	End time
∨	13/08/2024	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	01:25	18:12

The **details** include:

- your Belgian company number (CBE) and company name as a principal
- the start and end time of each parcel distribution and interruption
- the type of entry (delivery/interruption).
- the actions you can perform

Please note that the interruptions refer to the entire entry and not specifically to a principal.

You can filter if the list of time registrations is too long.

To do this, fill in one or more fields of the filter:

- the reference of the time registration
- the date
- the national register number or BIS number
- the company number of the principal

Click on 'Search' to start the filter system.

If you want to **delete a time entry of the type "Delivery"**, click on the cross to the right of the entry concerned.

Please note that as a principal, you can only delete time entries that concern you and that are of the type "Delivery".

If time entries have also been made for your company as a subcontractor, you will find them under the "Time entries as a subcontractor" tab.

I am a courier and I want to register my distribution times

Do I have access to the BELparcel secure online service?

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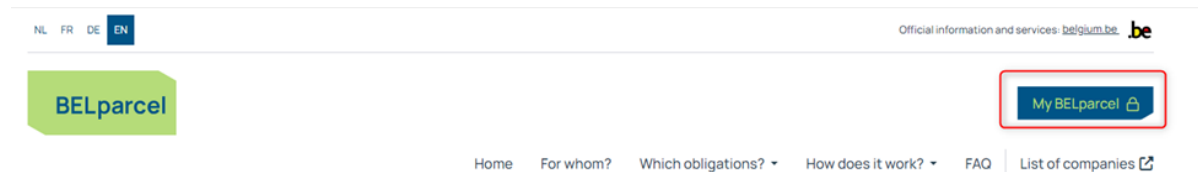

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Choose a way to identify. Ideally, use CSAM.

Choose one of the digital keys.

Select the company and the capacity of "**Employeur ONSS – Utilisateur** or **Employeur PPL – Utilisateur** (NSSO employer or Company without employees)" for which you want to log in.

If you need to make time entries for several companies (employers), repeat this action for each company (employer).

Time registration

Add a time registration

Time registrations as a delivery worker

| Time registration reference | Date | 🗓 | Company number | Search | Reset |

List of time registrations 4 ↻

Date	Time registration reference	Subcontractor company number	Company name	National registration number or BIS number delivery worker	Start time	End time	Actions

To add a new time entry, click "Add a time entry".

You see a blank form.

General data
Add details of your time registration

Your enterprise number

XXXXXXXXXX

Your enterprise name

XXXXXXXXXX

Date *
11/09/2024 ✓

National registration number or BIS number delivery worker *

Status delivery worker * ⌄

Start location *
255

Final destination *
255

Add interruption
Add details on your interruption of the distribution time

⏸ Add interruption

Principal(s)
Add time details per principal

🗂 Add principal

Do you know the Belgian company number of the principal? 🔘 Yes

Principal *

Name of the principal
/

Start time *

End time *

🗑

Add/Confirm   Cancel

Enter the following information:

- The Belgian company number (CBE – Crossroads Bank for Enterprises) and the name of the company for which you are making a time entry are automatically filled in.

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If you want to make a time entry for another company, log out of the BELparcel online service and log in again for that company (see previous chapter I log in to the online service "BELparcel").

- The date of the parcel distribution (this must not be prior to 1 August 2024, the date the legislation takes effect)
- Your SSIN number (i.e. your national registration number or BIS number) is automatically filled in
- Your status (employee or self-employed).
  - o Please note: for a temporary worker, select 'employee'
- The start address of the parcel distribution
- The final address of the parcel distribution
- If necessary, you can enter one or more interruptions of your distribution time. To do so, click the "Add Interruption" button and then enter the start and end time of the interruption. Repeat the operation to enter another interruption.
  To delete an interruption of the distribution time, click on the trash can next to the interruption concerned.
- The details of the principal(s) for whom you deliver parcels:

  - o If you know the principal's Belgian company number (CBE – Crossroads Bank for Enterprises), make sure the toggle button is set to "Yes" and enter the number.
    If you do not know the number, set the button to "No".
  - o The start and end time of parcel distribution.
  - o You can add several principals. To do so, click the "Add principal" button each time.
  - o To delete a principal, click on the trash can next to that principal.

Please note that a time entry must include at least one principal.

Click "Add/Confirm" to complete your time registration.

Your time registration has been completed correctly if you get the following message: "Your time registration was successful".

You will notice that the submitted form remains on the screen. If necessary, you can create a similar time entry from there.

To do so, change the desired data, such as the date, and click "Add/Confirm" to complete that next time entry.

Is the "Add/Confirm" button not clickable? This means you have not changed anything in the form yet. The system prevents you from saving identical forms.

Viewing, changing or deleting time entries

Are you logged in to the BELparcel online service? Then you can view your time entries by clicking the "BELparcel" button at the top left of the screen, or "Cancel" if you are still in the time registration form. Please note: if you click "Cancel", your last data entry will not be saved if you had not confirmed it previously.

Time registrations as a delivery worker

Time registration reference	Date	Company number	Search	Reset

List of time registrations 4

Date	Time registration reference	Subcontractor company number	Company name	National registration number or BIS number delivery worker	Start time	End time	Actions
⌄ 01/10/2024	824100113355	XXXXXXXXXXX	XXXXXXXXXXX	XXXXXXXXXXX	08:00	17:00	✎ ✕

The overview contains all time entries associated with:

- your SSIN number (national registration number or BIS number)
  AND
- with the Belgian company number (CBE) with which you logged in to the online service.

For time entry as courier, you will see:

- the date (date of parcel distribution)
- the reference of the time entry
- the subcontractor's company number
- the national registration number or BIS number for couriers
- the start time at the beginning of the parcel distribution and the end time at the end of the parcel distribution for that day
- the actions you can perform (change or delete)

Time entries are **arranged by date**, with the most recent at the top.
You will find ten entries on each page. If you want to see the rest of the list, click on the next page number at the bottom of the list.

To view the **details** of a time entry, click on the arrow to the left of the entry concerned.

The **details** include:

- the principal's company number, if known
- the start and end time of each parcel distribution and interruption
- the type of entry (delivery/interruption).

Please note that the interruptions refer to the entire entry and not specifically to a principal.

You can filter if the list of time registrations is too long.

To do this, fill in one or more fields of the filter:

- the reference of the time registration
- the date
- the company number

Click on 'Search' to start the filter system.

You can make **changes** by clicking on the pencil icon. A registration form will then appear. You can make the desired changes and then validate the entry with the "Add/Confirm" button.

If you want to **delete an entire time entry**, click on the cross to the right of the entry concerned.
If you want to **delete part of a time entry**, click on the cross next to the part of the entry you want to delete.