

DELIVERY **NOTIFICATIONS**

Customer text and email notifications



DHL Parcel – Excellence. Simply Delivered.

WE KEEP YOUR CUSTOMERS IN THE LOOP

We'll let your customers know the progress of their delivery at every step of the way.

We keep your customers informed of their parcel's progress through a series of text and email notifications.

All we need is your customer's email address and/or mobile phone number at the point of despatch and we will do the rest.



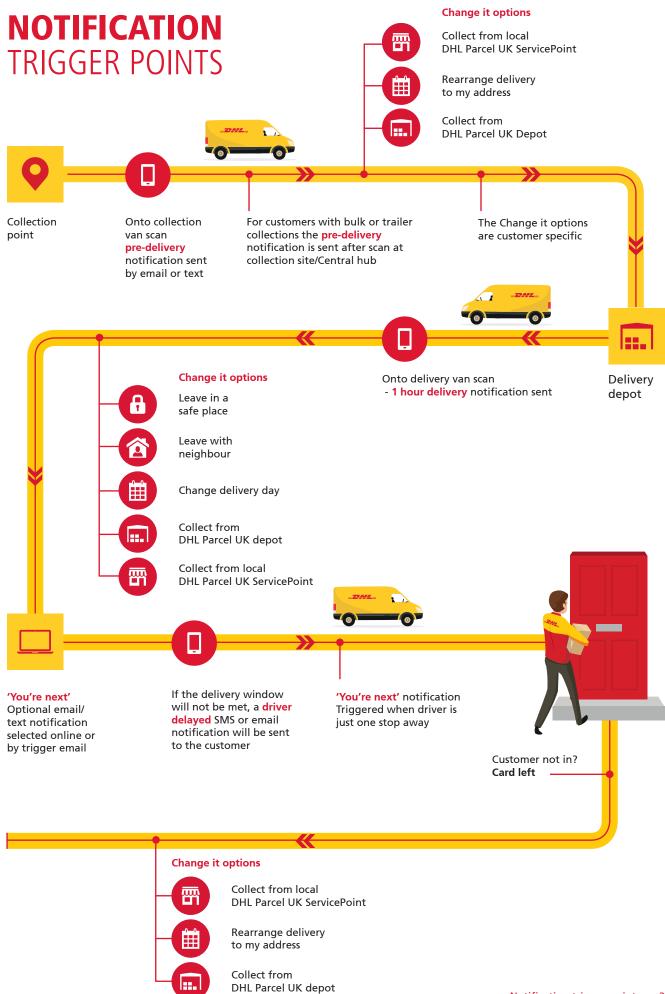
CONTENTS

Notification trigger points	03
Section 1:	
Pre-delivery notifications	
Delivery due date	04
One hour delivery window	05
You're next	06
Driver delayed	07
Section 2:	
Section 2.	
Delivery complete / success notification	าร
	15 08
Delivery complete / success notification	
Delivery complete / success notification	08
Delivery complete / success notification Left with neighbour Left in safe place	08
Delivery complete / success notification Left with neighbour Left in safe place Section 3:	08

Section 4:

ServicePoints

On way to parcel shop	13
Parcel is ready for collection	14
Reminder to collect parcel	15
Parcel returned to sender	16
Parcel returned to sender reminder	17
Section 5:	
Tracking	
Online tracker	18
Section 6:	
Change it options	
Rescheduling deliveries	19



DELIVERY DUE DATE

- Specified at the point of despatch an SMS or email notification will be generated on receipt of the manifest data into our operating system.
- The notification includes the DHL Parcel shipment number and confirms the delivery due date.
- If the customer wishes to take advantage of the Change it options available, they can click on the 'Rearrange a delivery' link. This will take the customer to the Tracking section of dhlparcel.co.uk and the shipment number will be pre-populated.
- All the customer then needs to do is enter their delivery postcode as a data protection check.

=DHL=	FAQ Contact	
DUE FOR DELIVERY		
Your parcel is expected to be delivered on 31 August.		
Shipment number: 0774681128421		
Your parcel will be delivered on 31 August. On the morning of y delivery, you'll receive a one-hour delivery slot to this email addr Not going to be home? You can arrange delivery to your local DHL Parcel ServicePoint, re	ess.	
that your parcel is left with your neighbour or in a safe place or change the delivery date.		
Rearrange a delivery		Your order will be delivered Thursday.
This email is a notification of an expected delivery by DHL Parce	el UK.	Visit <u>dhlparcel.co.uk</u> to manage your delivery.
2018 © DHL – All rights reserved.		
		$\langle \qquad \bigcirc$

ONE HOUR DELIVERY WINDOW

- Once the driver has loaded the van, a notification containing a one-hour estimated delivery window is sent.
- The notification will be sent by both SMS and email where the customer has provided both.
- In this email, there is a link to request a notification when the driver is one stop away.

DHL	FAQ Contact	
WE'RE ON OUR WAY		
Your parcel is expected to be with you between 10	:00 - 11:00.	
Shipment number: 0774681128421		
Your DHL Parcel driver will deliver your parcel today expected to be with you between 10:00 – 11:00.	y. The driver is	
Want to know when you're our drivers next stop? Request a notification below and we will send an al when your address is our next stop.	ert via text message	
Request notification		Your order is estimated
This email is a notification of an expected delive	ry by DHL Parcel UK.	for delivery by DHL Parcel UK between <u>13:53 - 14:43</u>
2018 © DHL – All rights reserv	ed.	

YOU'RE NEXT

- On the day of delivery, the customer is able to select to receive a You're next notification when the driver is one stop away, typically 5-15 minutes before their delivery.
- A request can be made on the tracking section of dhlparcel.co.uk or by following the link in the One hour delivery window notification.

DHL	FAQ Contact	
GREAT NEWS!		
You're next on our driver's route.		
5hipment number: 0774681128421		
Your DHL Parcel driver is expected to be with you minutes. Please note, we aren't always authorised your parcel in a safe place or with a neighbour, so at home to receive it.	d by the sender to leave	
Track your parcel		
		Your delivery driver ha



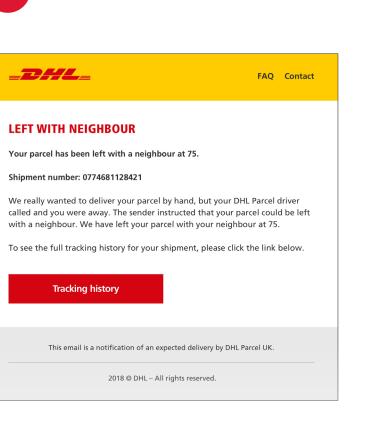
- In the event of our driver being delayed, a notification will be sent to the customer
 15 minutes after the close of the delivery window advising that the driver has been delayed.
- This includes a link to our tracking page so the customer can see the driver's progress.

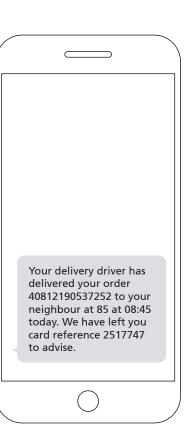
DHL	FAQ Contact	
WE'RE SORRY Your delivery driver is experiencing delays. Shipment number: 0774681128421 Our DHL Parcel driver is delayed in getting to you, with you later today. You can keep a track of your parcel tracking link below. Track your delivery		
This email is a notification of an expected deliv 2018 © DHL – All rights reser		We're sorry. Your delivery driver has unfortunately been delayed but we do expect to be with you today.

LEFT WITH NEIGHBOUR

- If you have instructed that parcels can be left with a neighbour, the driver will leave a calling card confirming the house name or number that the parcel has been delivered to.
- The driver will leave a calling card which contains the neighbour's house name or number and a shipment number.
- A notification will also be sent to your customer with the neighbour's address, shipment number and a link to the tracking section of dhlparcel.co.uk.





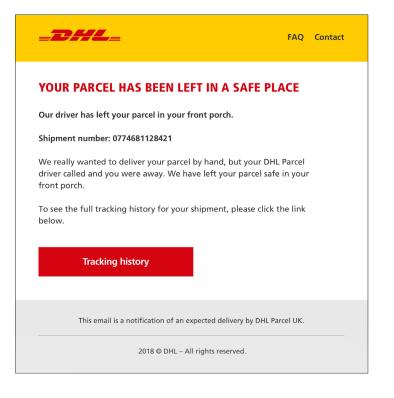


LEFT IN A SAFE PLACE

- If you have instructed that the parcel can be left in a safe place, our driver will leave the parcel in an appropriate location if your customer isn't home.
- The driver will leave a calling card confirming where the parcel has been left.
- A notification will also be sent to your customer with the location of the parcel, shipment number and a link to the Tracking section of dhlparcel.co.uk.







Your delivery driver has left your order 31458980000498 safe in your porch. We have left you card reference 1306089 to advise.
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DELIVERY EXCEPTION NOTIFICATION

- If your customer isn't home and the driver is unable to leave the parcel in a safe place or with a neighbour, the parcel will be returned to the local depot.
- A calling card will be left which outlines the redelivery options available.
- A notification will also be sent with a link to the Tracking section of dhlparcel.co.uk

_ 	FAQ Help Centre	
WE STOPPED BY		
Unfortunately, nobody was home to deliver y	your parcel to.	
Shipment number: 41079440100222		
We really wanted to deliver your parcel by hand today at 18:51 and you were away. Your parcel depot.		
To rearrange your delivery, please click the link	below.	
Rearrange a delivery		
		Your DHL Parcel UK
This email relates to a parcel deliver	y from DHL Parcel UK.	driver attempted deliver to you at 18:30 today, but you were away. Visit https://info.dhlparcel. co.uk/41461680043822 t
2018 © DHL - All rights	reserved.	rearrange your delivery.

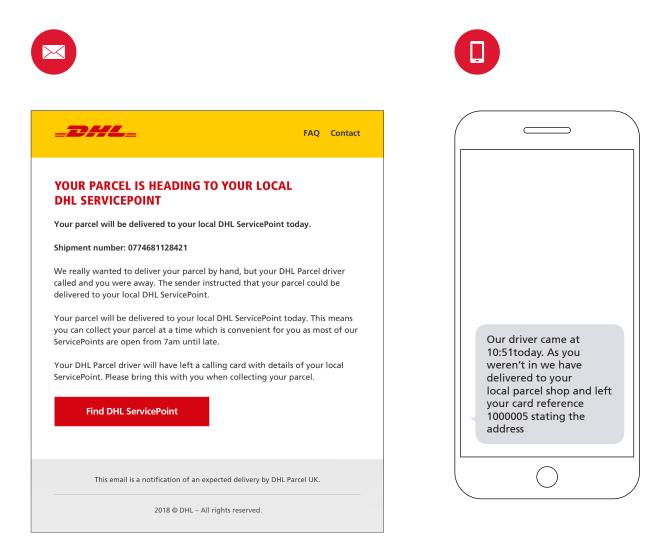
COLLECTION EXCEPTION NOTIFICATION

- If the sender isn't about when our driver comes to collect the parcel, a Collection exception notification will be sent.
- This will inform the sender that no one was home when the collection was made and ask them to arrange another collection on our website.

DHL	FAQ Help Centre	
WE STOPPED BY		
Infortunately, nobody was home to coll	ect your parcel.	
Our DHL Parcel driver attempted to collect unfortunately you were away.	your parcel at 17:48 today, but	
This email relates to a parcel d	alivery from DHL Parcel UK.	
2018 © DHL - All r	ights reserved.	
		Your collection driver attempted collection from you at 10:05 today but unfortunately there was no answer.

ON WAY TO DHL SERVICEPOINT

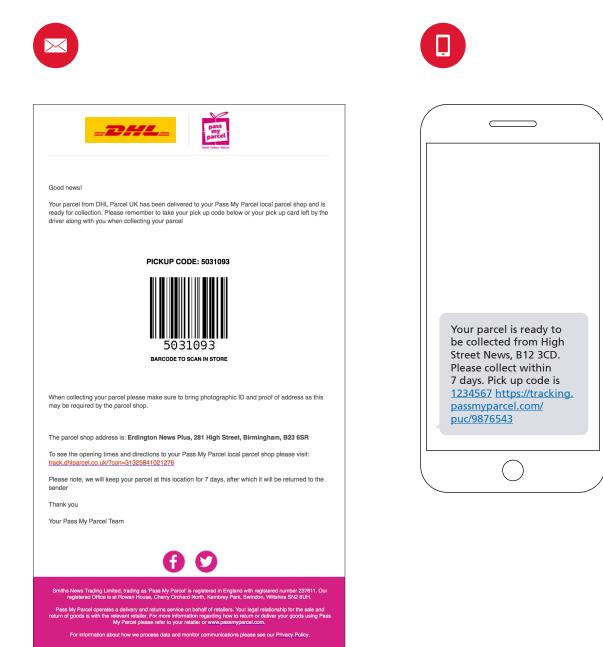
- If the recipient isn't home, the parcel can be taken to their nearest DHL Parcel UK ServicePoint. The driver will leave a calling card with the shop's address.
- A notification will also be sent to the recipient, letting them know that their parcel will be delivered to their local DHL Parcel UK ServicePoint.
- The first ServicePoint notification is sent by DHL Parcel UK, with all subsequent communications coming from Pass My Parcel.



SECTION 4: ServicePoints

PARCEL READY FOR COLLECTION

- Once the parcel has been received at the ServicePoint, Pass My Parcel will send a notification to the customer, informing them that their parcel is ready for collection.
- This email will contain their pick up code, the address of the ServicePoint, opening times and directions.
- For clarity, the email is co-branded with the DHL and Pass My Parcel logos.



REMINDER TO COLLECT PARCEL

- If the parcel hasn't been collected after a couple of days, a reminder email will be sent to your customer.
- This contains the pick-up code, the address of the ServicePoint, opening times and directions.
- There's also a reminder of how many days there are left to collect the parcel.

pats my parcel ter che her	
Let us know if you've already picked up your parcel and say goodbye to any further email reminders - it's easy, just click here	
Just a quick nudge Your parcel from DHL Parcel UK has been delivered to your Pass My Parcel local parcel shop and is ready for you to collect. Please remember to take your pick up code below or your pick up card left by the driver along with you when collecting your parcel.	
5031093 barcode to scan in store	Reminder. Your parcel i ready for collection. Pick up code is <u>1234567</u> Please collect within the next 5 days from High
When collecting your parcel please make sure to bring photographic ID and proof of address as this may be required by the parcel shop.	Street News, B12 3CD.
The parcel shop address is: Erdington News Plus, 281 High Street, Birmingham, B23 6SR To see the opening times and directions to your Pass My Parcel local parcel shop please visit: track.dhparcel.co.uk/rcon=31325841021276	\frown
Please note, we will keep your parcel at this location for 5 days, after which it will be returned to the sender	\bigcirc
Thank you Your Pass My Parcel Team	
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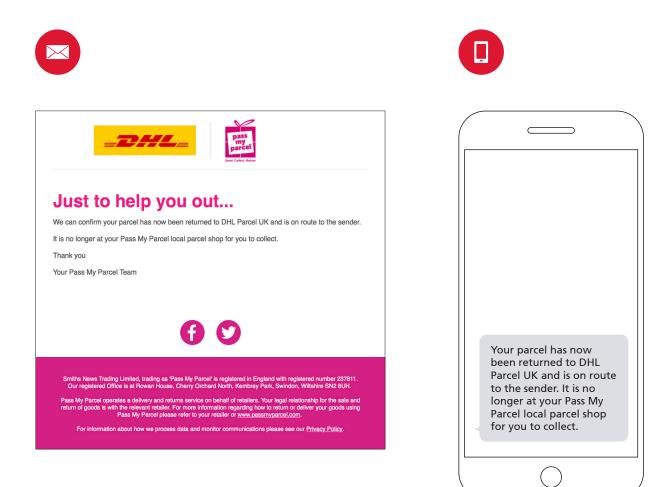
PARCEL RETURNED TO SENDER

- The parcel is kept at the ServicePoint for 7 days. After this time, it will be returned to the sender.
- An email will be sent to the customer, asking them to contact the sender directly to re-arrange delivery.

pass my parcel are Colori Micr	
Sorry that you've not been able to collect your parcel in time. Your parcel from DHL Parcel UK is being returned to the sender and we now advise you to contact them directly to re-arrange delivery. Thank you. Your Pass My Parcel Team	
Smiths News Trading Limited, trading as 'Pass My Parcel' is registered in England with registered number 237811. Our registered Office is at Rowan House, Cherry Orchard North, Kembrey Park, Swindon, Wittshire SN2 8UH. Pass My Parcel operates a delivery and returns service on behalf of retailers. Your legal relationship for the sale and	Sorry you've not been able to collect your parcel in time. It is now on route to the sender.
Pass My Parcel operates a delivery and returns service on openal or retailers, Your legal relationant por the sale and return of goods is with the relevant retailer. For more information regarding how to return or deliver your goods using Pass My Parcel please refer to your retailer or <u>www.passmyparcel.com</u> . For information about how we process data and monitor communications please see our <u>Privacy Policy</u> .	We advice you contact them directly to re-arrange delivery.



- A final email is sent reminding your customer that the parcel has been returned to the sender.
- Again, this will ask them to contact the sender directly to re-arrange delivery.



LIVE ONLINE TRACKER

- With our live online route tracker, your customer can track the journey of the parcel from your premises right through to the delivery address.
- Once your customer's parcel has been loaded by our driver, the tracker shows how many drops the driver has on the route and which drop the driver is at throughout the journey.

DHL	Parcel Services	Mail, Print and Packets Spec	ialist Services Help Centre
Track a Parcel			
Collected	At sortation facility) In transit	Delivered
Your parcel is due to be delivered The driver will require the parcel please select from the options be		5:51 and 16:51	
Your parcel is due to be delivered. The driver will require the parcel	d on Thursday 13th September 2018 between 15 I to be signed for at the delivery address. If no-or elow.	S:51 and 16:51 he is going to be at home and you would Rearrange your Leave Collect from	

RESCHEDULING DELIVERIES

At every point in the journey we provide the customer with options to ensure that they are able to receive their delivery through our Change it options.

The options available are configured at account level so you can rest assure that we only offer options that have been pre-agreed.

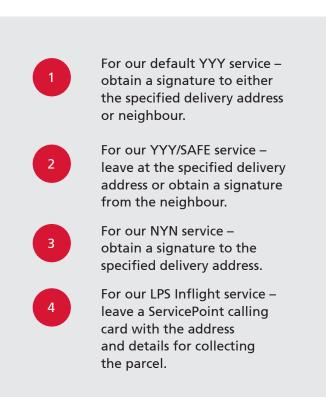
These are the options which are available:



NOT AT Home?

You or your customers are able to rearrange the delivery to leave in a safe place, leave with a neighbour, collect from local ServicePoint, collect from DHL Parcel depot or change the delivery day if those options are available for your parcels.

Dependent on the delivery choice selected at the point of despatch, the driver will:





If you have any further queries about our notifications, please get in touch with your Account Manager.

dhlparcel.co.uk

DHL Parcel UK 120 Buckingham Avenue Slough SL1 4LZ United Kingdom