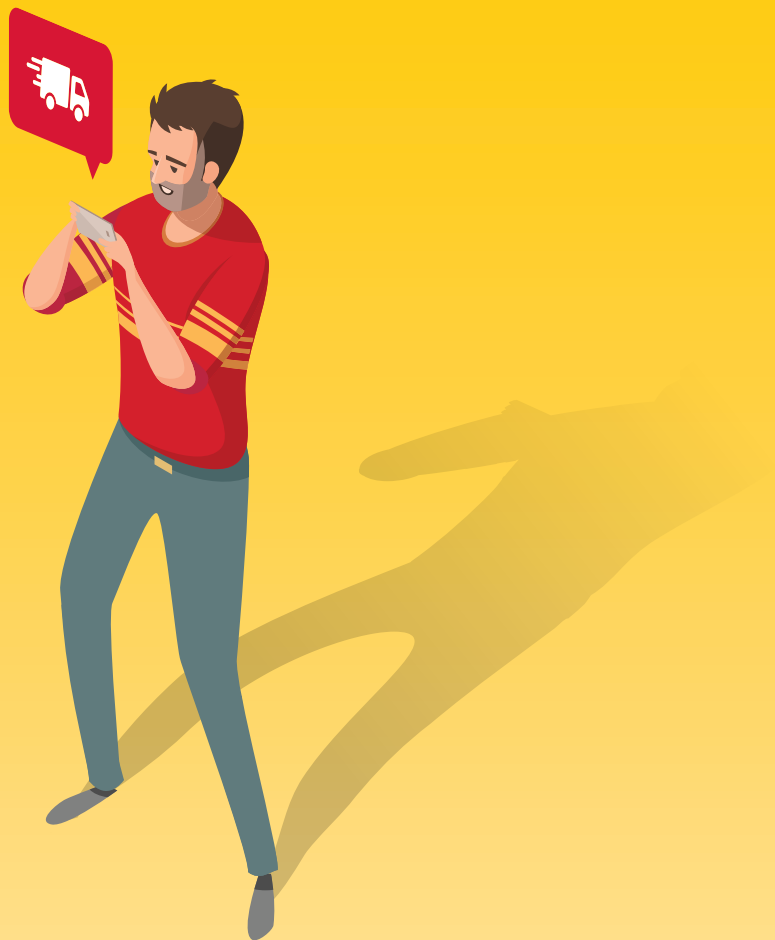


DELIVERY NOTIFICATIONS

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.



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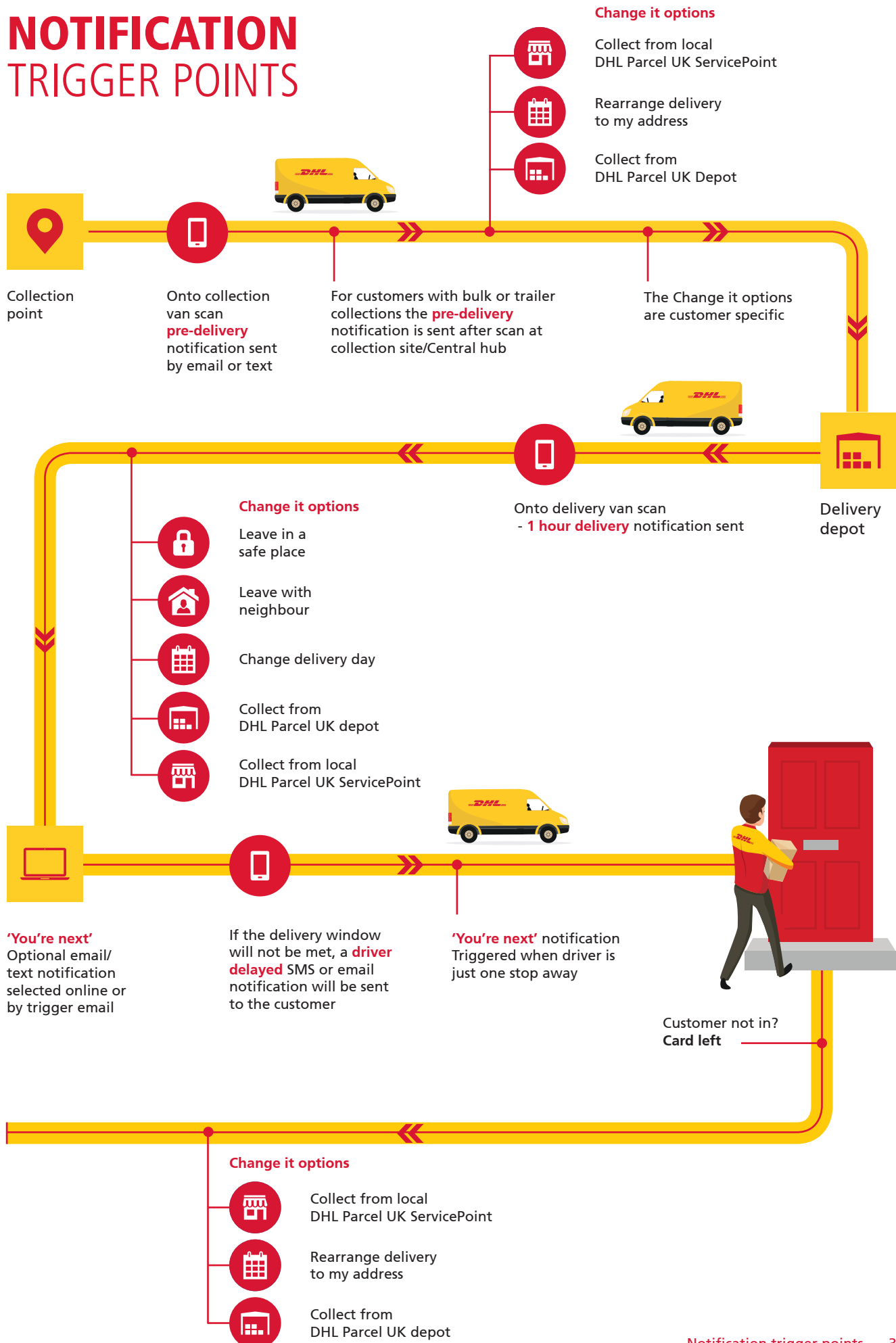
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Change it options

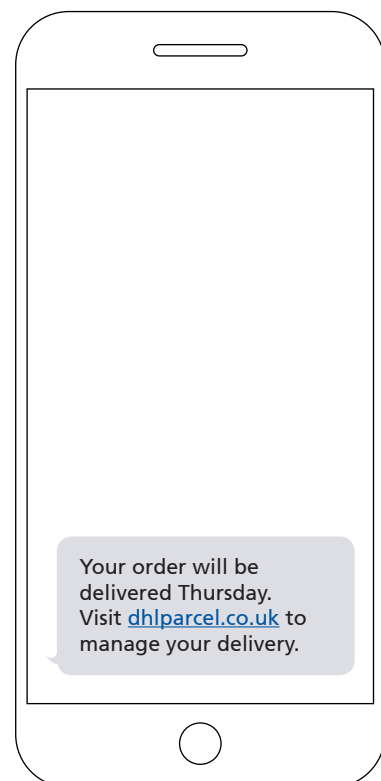
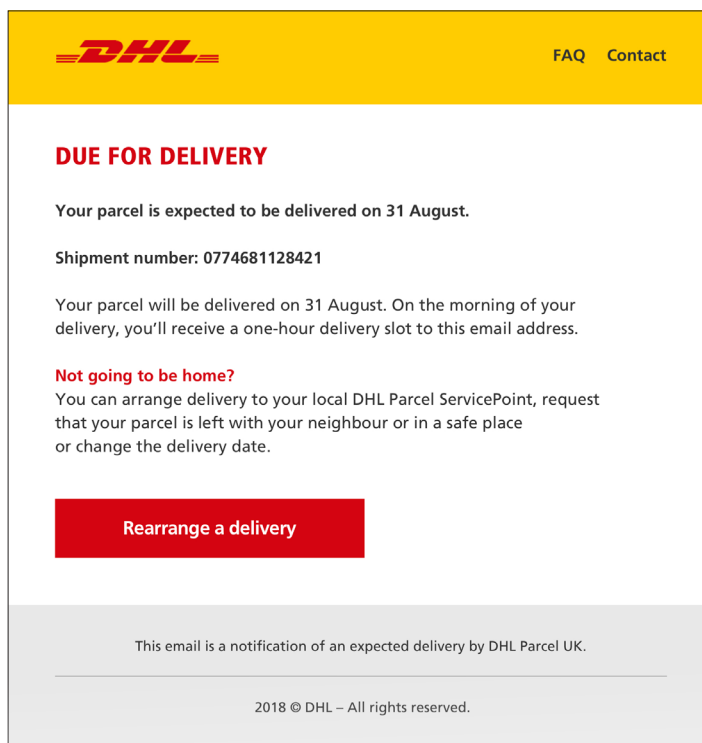
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NOTIFICATION TRIGGER POINTS



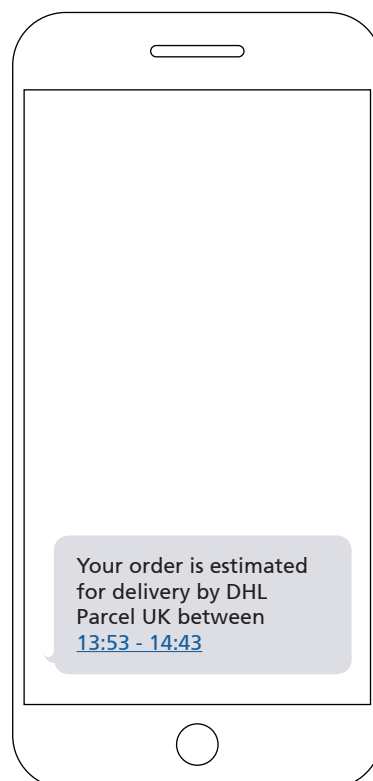
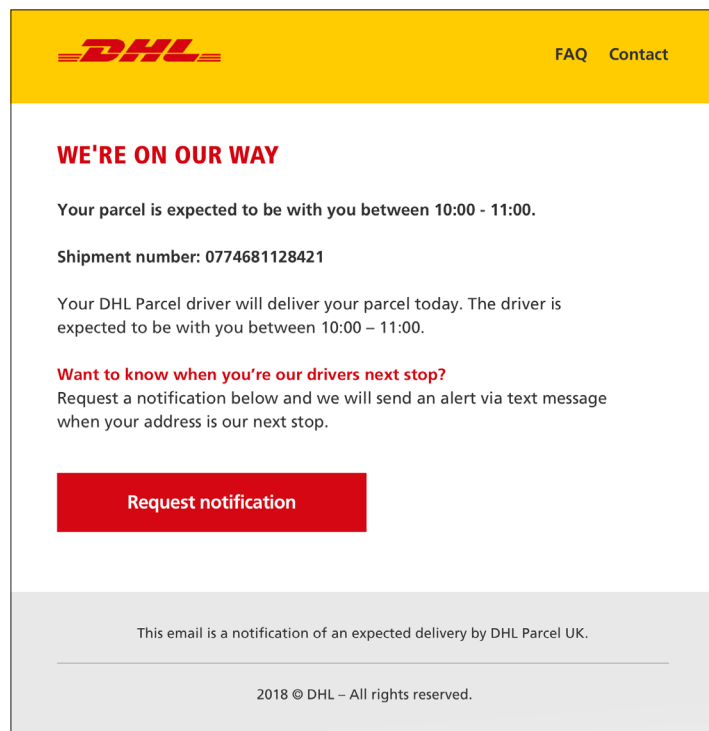
DELIVERY DUE DATE

- 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 dhlparking.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.



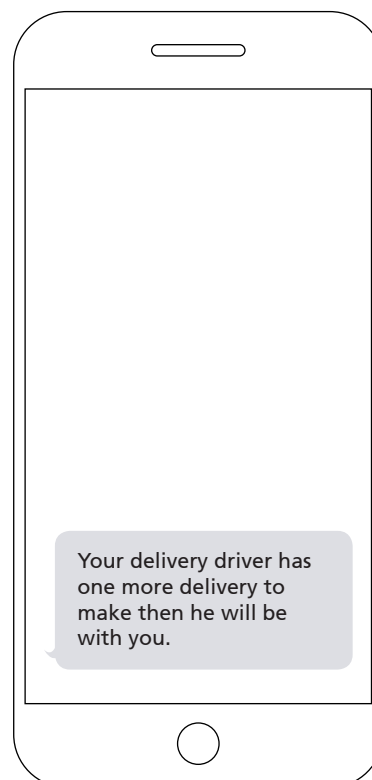
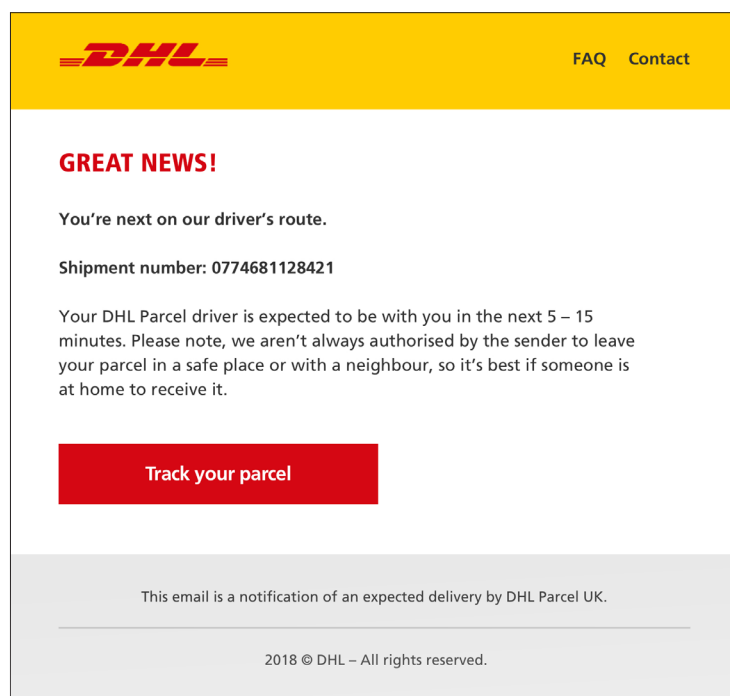
ONE HOUR DELIVERY WINDOW

- 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.



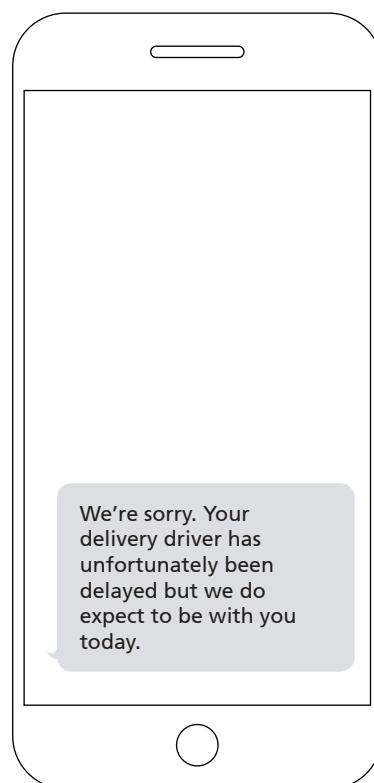
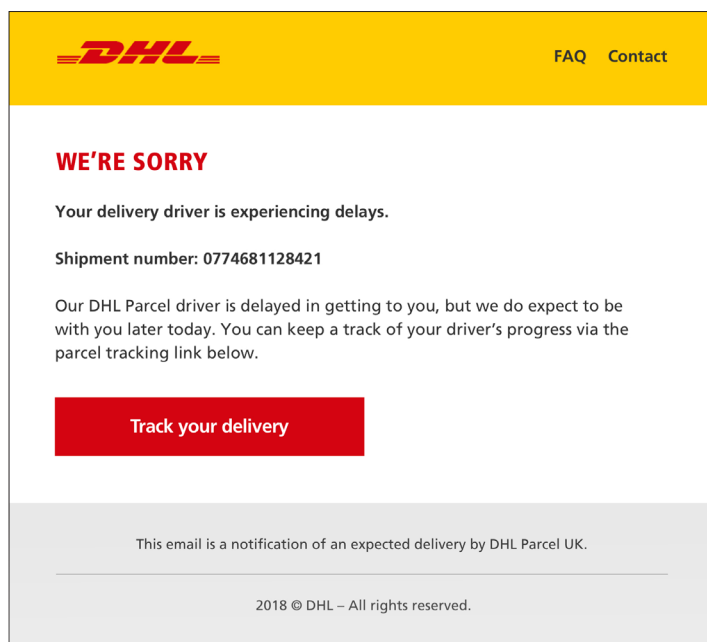
YOU'RE NEXT

- 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.



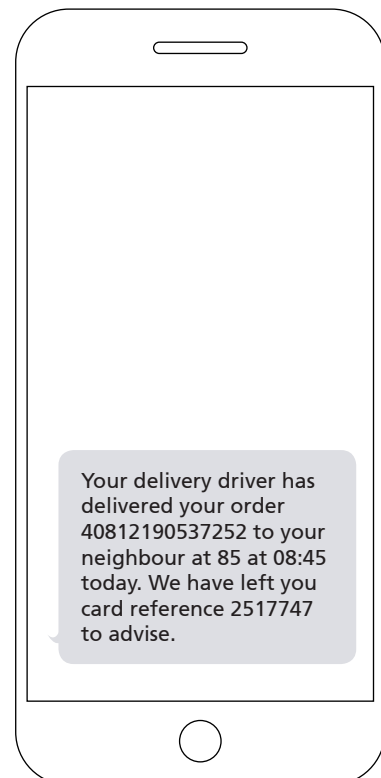
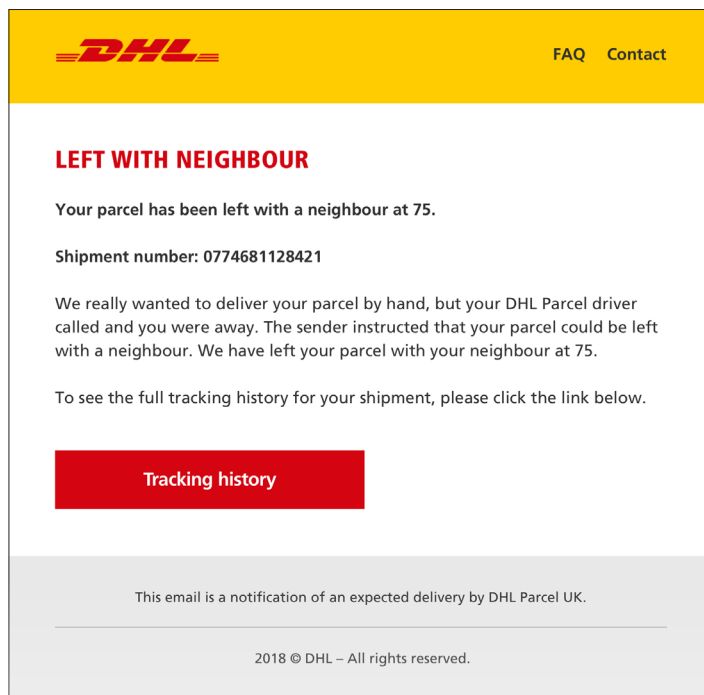
DRIVER DELAYED

- 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.



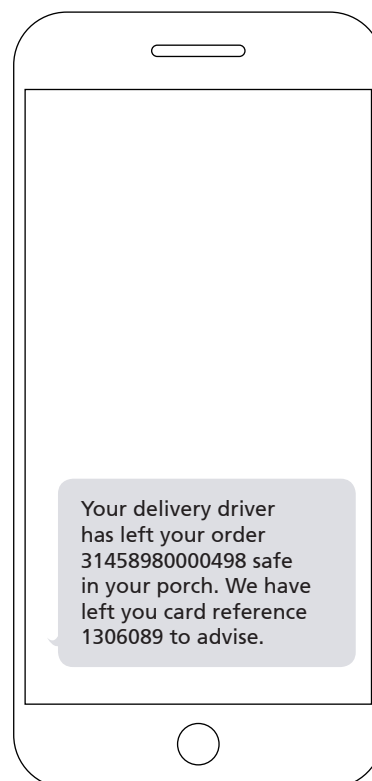
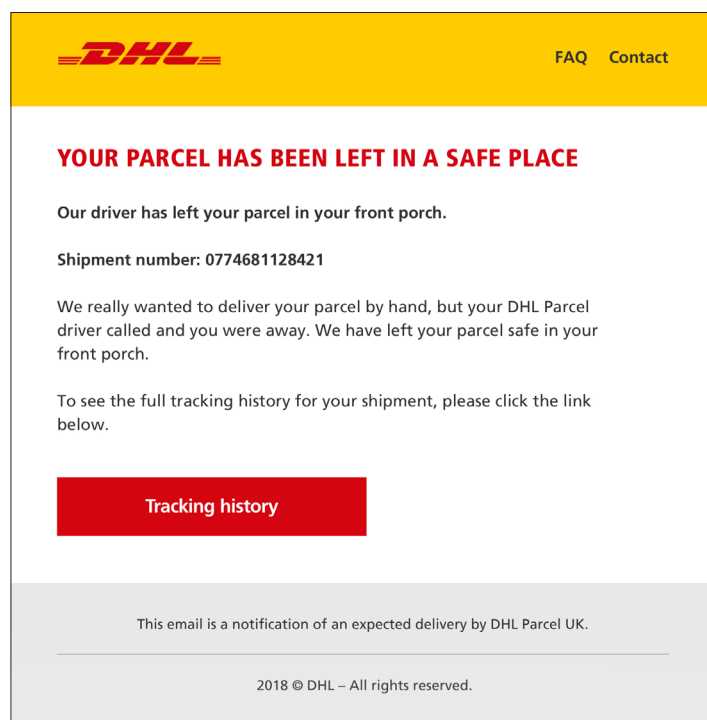
LEFT WITH NEIGHBOUR

- 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.



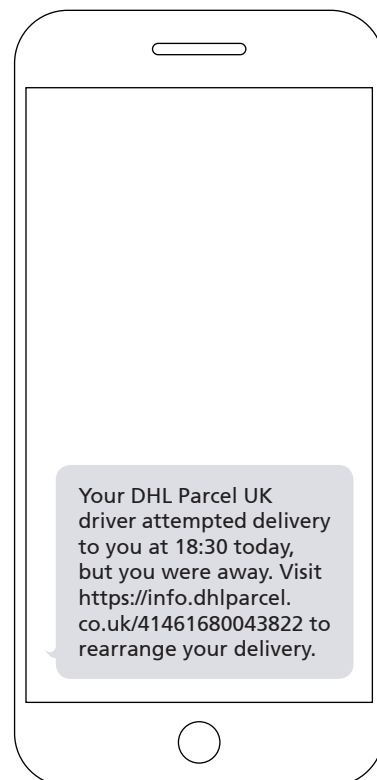
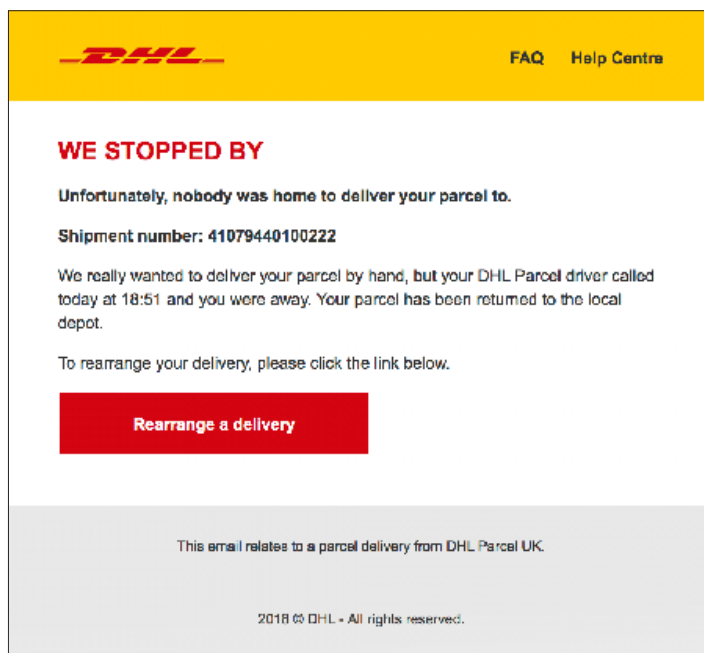
LEFT IN A SAFE PLACE

- 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.



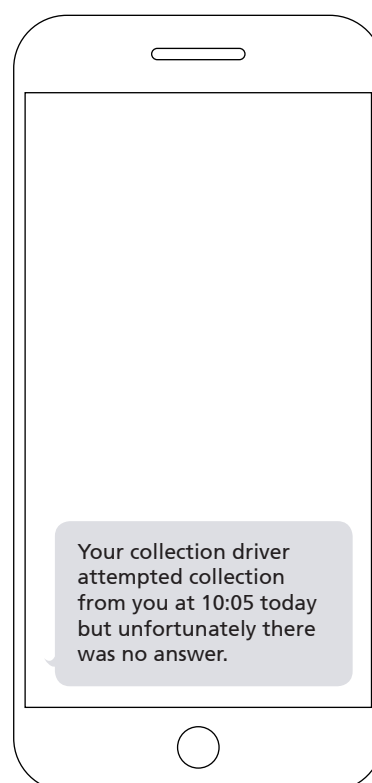
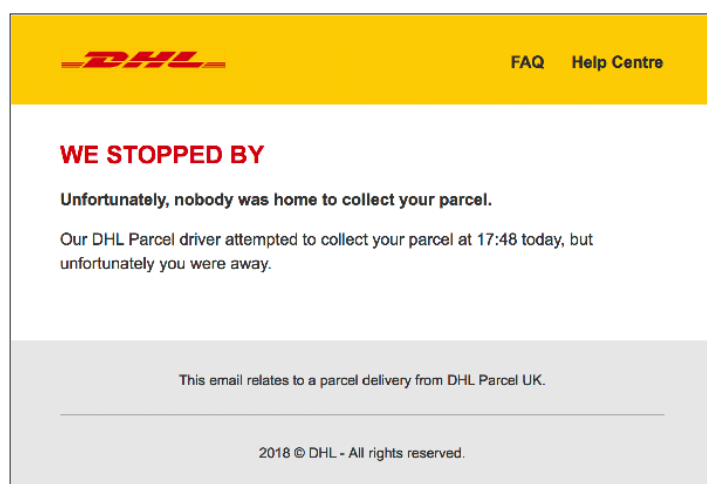
DELIVERY EXCEPTION NOTIFICATION

- 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 dhlparking.co.uk



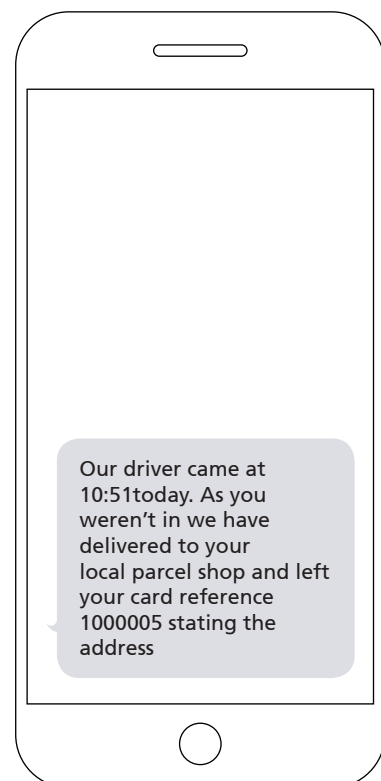
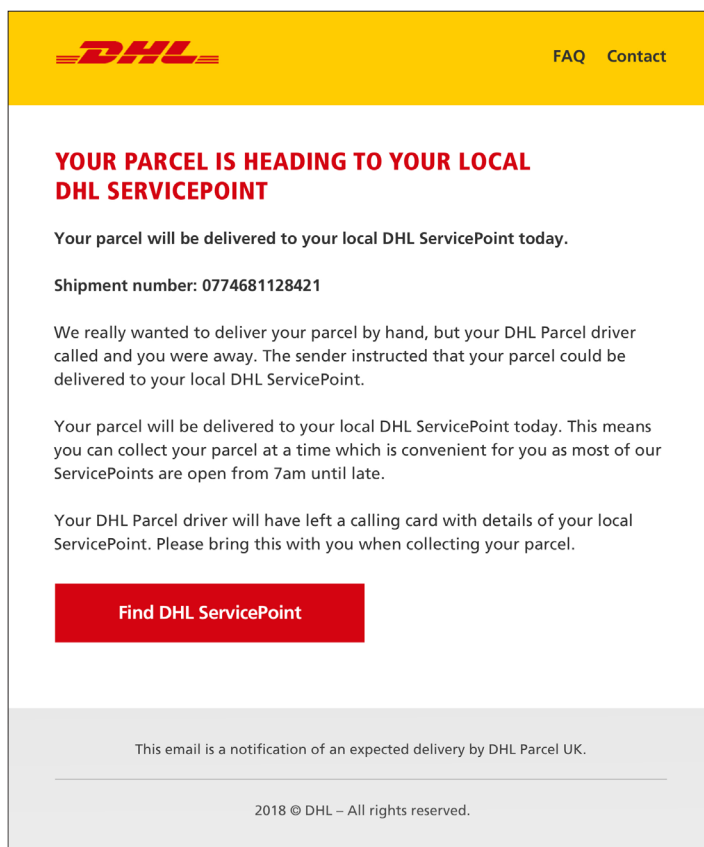
COLLECTION EXCEPTION NOTIFICATION

- 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.



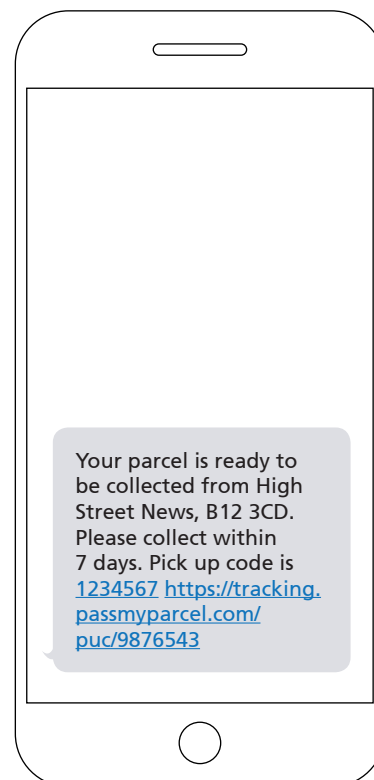
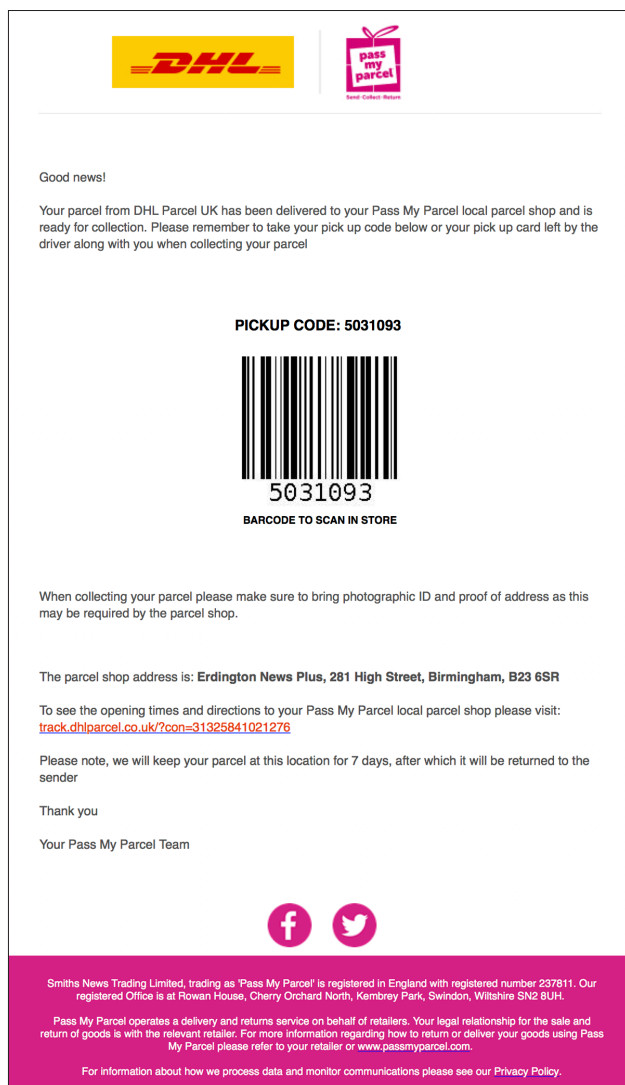
ON WAY TO DHL SERVICEPOINT

- 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.



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.





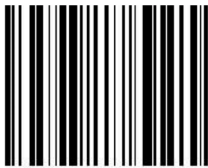
Let us know if you've already picked up your parcel and say goodbye to any further email reminders - it's easy, [just click here](#)

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.

PICKUP CODE: 5031093



5031093

BARCODE TO SCAN IN STORE

When collecting your parcel please make sure to bring photographic ID and proof of address as this may be required by the parcel shop.



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.dhlparcel.co.uk/?con=31325841021276

Please note, we will keep your parcel at this location for 5 days, after which it will be returned to the sender

Thank you

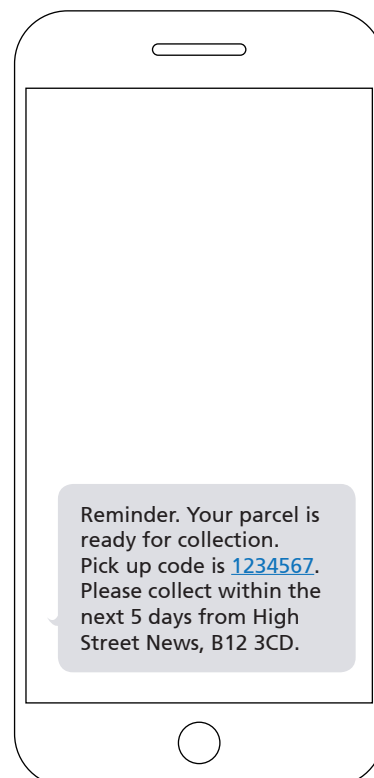
Your Pass My Parcel Team



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, Wiltshire SN2 8UH.

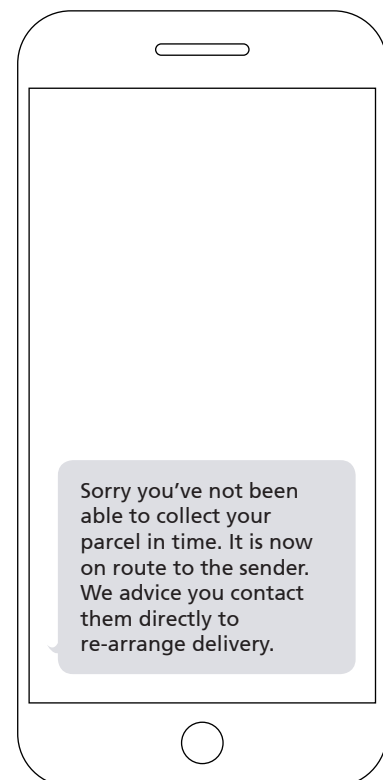
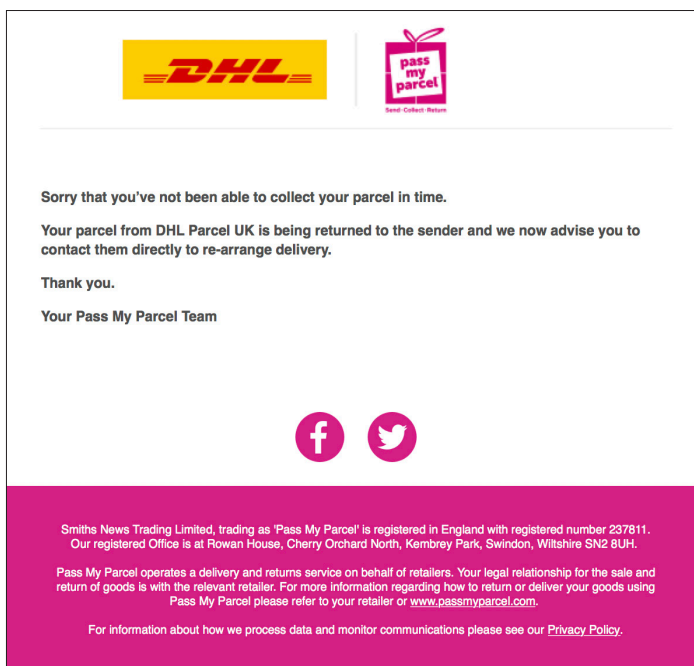
Pass My Parcel operates a delivery and returns service on behalf of retailers. Your legal relationship for the sale and return of goods is with the relevant retailer. For more information regarding how to return or deliver your goods using Pass My Parcel please refer to your retailer or www.passmyparcel.com.

For information about how we process data and monitor communications please see our [Privacy Policy](#).



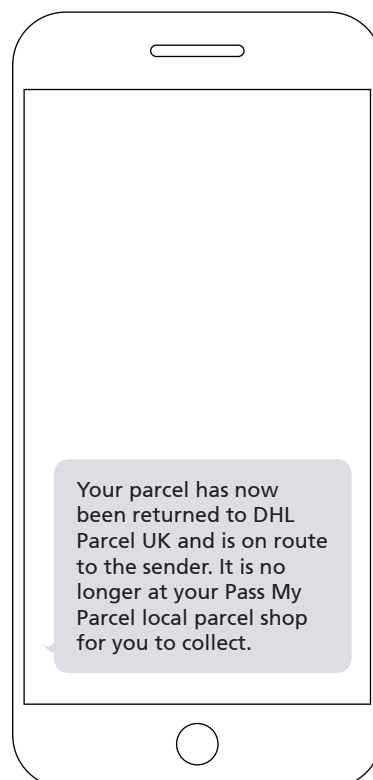
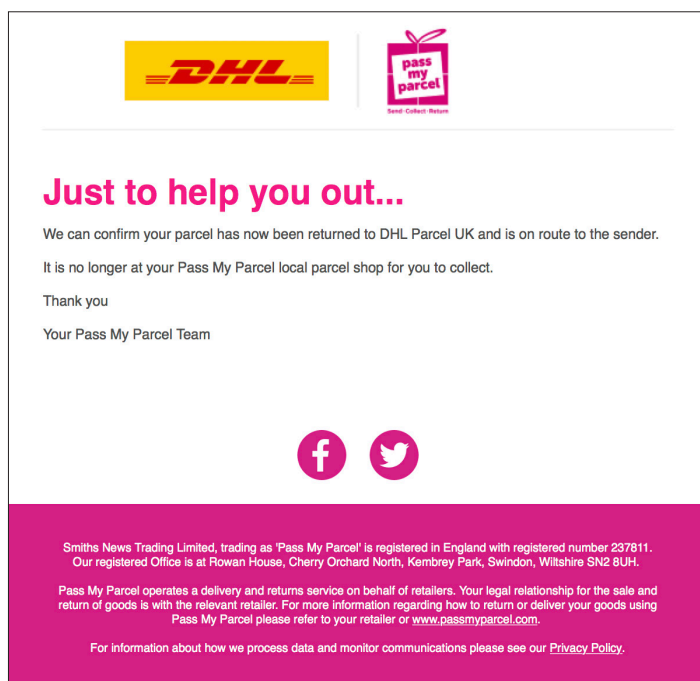
PARCEL RETURNED TO SENDER

- 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.



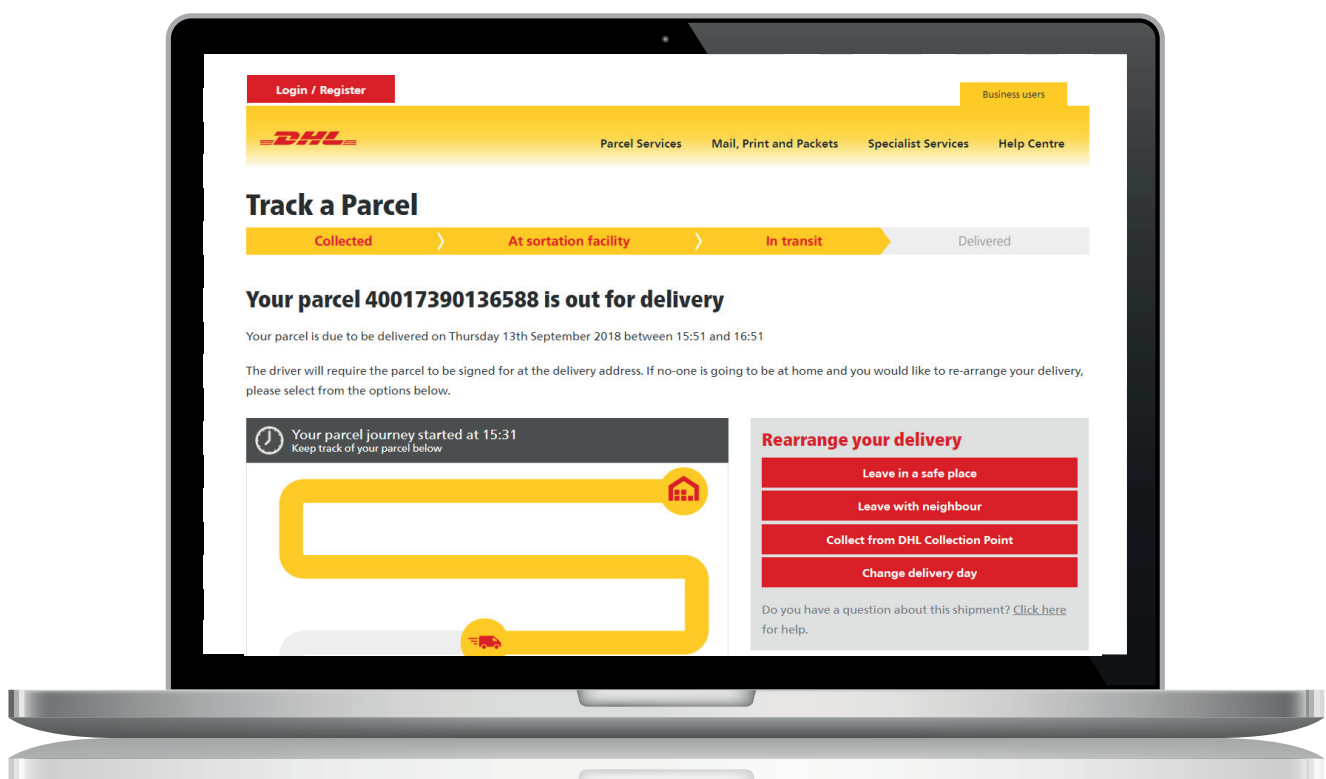
FINAL REMINDER

- 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.



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:



Collect from local DHL Parcel
UK ServicePoint



Collect from DHL Parcel
UK depot



Leave in a safe place



Leave with a neighbour



Change the delivery date



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:

1

For our default YYY service – obtain a signature to either the specified delivery address or neighbour.

2

For our YYY/SAFE service – leave at the specified delivery address or obtain a signature from the neighbour.

3

For our NYN service – obtain a signature to the specified delivery address.

4

For our LPS Inflight service – leave a ServicePoint calling card with the address and details for collecting the parcel.



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

[dhlparcel.co.uk](https://www.dhlparcel.co.uk)

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