# Step-by-step card



# **Notifications**

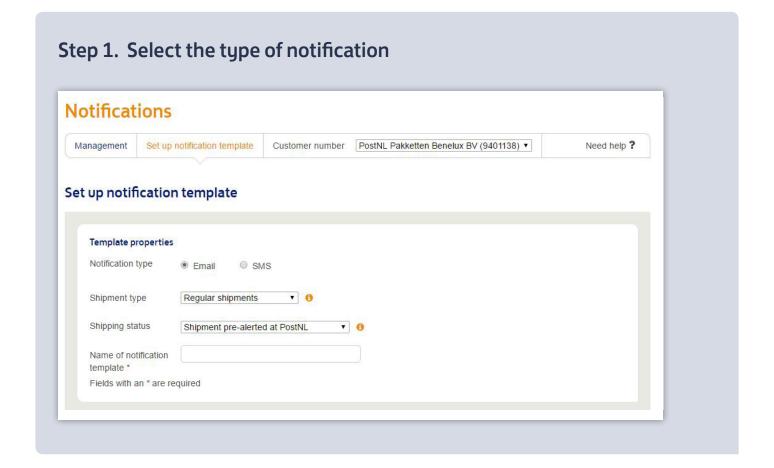
Keep your customers up to date on the shipping status of their parcel with a notification. In the 'Notifications' module, you can easily set and activate two types of notifications: SMS notifications and E-mail notifications. We will enter the most important information for you.

#### Please note:

Sending notifications requires a mobile phone number and/or e-mail address to be linked to the relevant shipment.

# Keep your customers up to date in three easy steps:

- 1. Select the type of notification: SMS or E-mail
- 2. Fill in the template
- 3. In the shipment, enter the mobile phone number and/or email address of the recipient



- Log in to Mijn PostNL using your e-mail address and password.
- Select 'Notifications' on the Dashboard.
- Click on 'Set up notification template'.
- Select for which shipment type and which shipping status you wish to set a notification.
- Select the type of notification: SMS or E-mail.
- Enter a name for the notification template.

### Tip

You will see all the shipping statuses for which you can set notifications under the 'Management' tab. Click on the plus sign at the shipping status to see which notification templates have been set and which template has been activated. Here, you can easily activate an existing template by ticking the box and clicking 'Save'. You can also remove templates here.

# Step 2. Fill in the template

#### Please note:

By activating SMS notifications, you agree to the charges of €0.10 for each SMS sent.

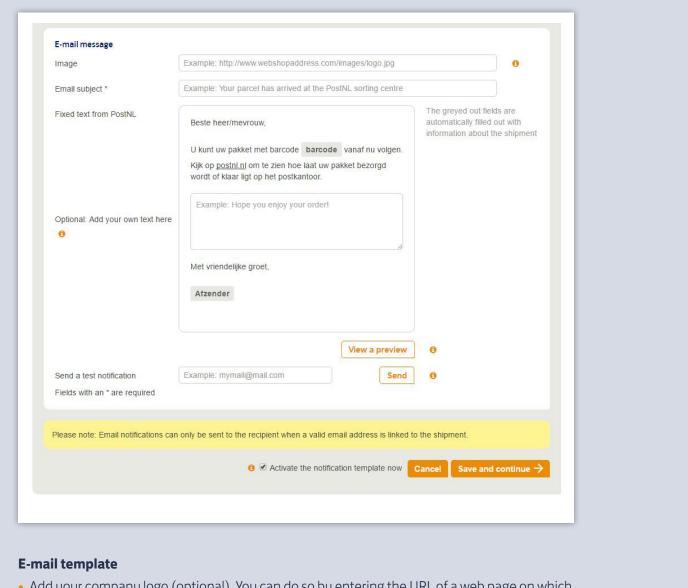
#### **SMS** template

- In the box, type a personal text or greeting (optional). We will enter the standard text for you.
- View a preview and/or send a test notification (to a working 06 telephone number) to be sure.
- If the text message is to your liking, click on 'Save and continue'. This will activate the notification template.

#### Please note

Keep your personal message brief. This will prevent the notification from being split into multiple text messages.

**Step 2. Fill in the template** continued  $\rightarrow$ 



- Add your company logo (optional). You can do so by entering the URL of a web page on which
  you have uploaded your logo.
- In the box, type a personal text or greeting (optional). We will enter the other text for you.
- View a preview and/or send a test notification (to a working e-mail address) to be sure.
- If the e-mail is to your liking, click 'Save and continue'. This will activate the notification template.

## More information?

Need help?On every page in Mijn PostNL you will find a link **Need help?** with a list of frequently asked questions, the manual(s) for the page you are on and the PostNL Customer Service telephone number.

