

# 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

## Step 1. Select the type of notification

### Notifications

Management [Set up notification template](#) Customer number PostNL Pakketten Benelux BV (9401138) ▼ [Need help ?](#)

#### Set up notification template

**Template properties**

Notification type  Email  SMS

Shipment type Regular shipments ▼ ⓘ

Shipping status Shipment pre-alerted at PostNL ▼ ⓘ

Name of notification template \*

Fields with an \* are required

**Step 1. Select the type of notification** continued →

## → **Step 1. Select the type of notification** *continued*

- 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* →

## → Step 2. Fill in the template *continued*

### E-mail message

Image  ⓘ

Email subject \*

Fixed text from PostNL

Beste heer/mevrouw,

U kunt uw pakket met barcode **barcode** vanaf nu volgen.  
Kijk op [postnl.nl](http://postnl.nl) om te zien hoe laat uw pakket bezorgd wordt of klaar ligt op het postkantoor.

Met vriendelijke groet,

**Afzender**

The greyed out fields are automatically filled out with information about the shipment

Optional: Add your own text here ⓘ

ⓘ

ⓘ

Send a test notification

Fields with an \* are required

Please note: Email notifications can only be sent to the recipient when a valid email address is linked to the shipment.

Activate the notification template now

### E-mail template

- 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.

