



Sending notifications

Keep your customer informed about the progress of their parcel using notifications

With notifications, you can keep your customers informed about the status of their parcel. The notifications module makes it easy to configure and enable two types of notifications: text notifications and e-mail notifications. The key details will already have been entered for you.

E-mail and text notifications

Please note: Notifications can only be sent if an e-mail address (or phone number) is linked to the shipment. Read about how to include these details in the pre-registration [here](#).

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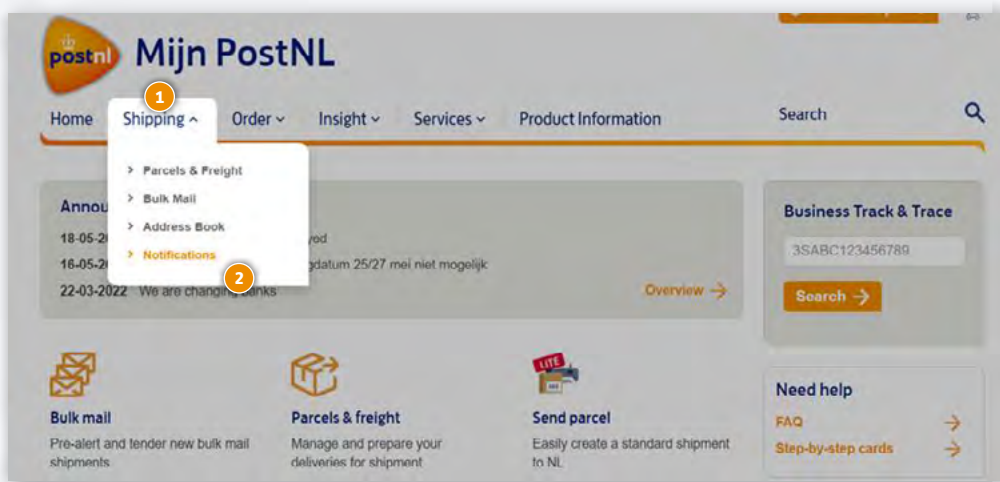
1. [How do you turn on e-mail and text notifications?](#)
2. [Plus Notifications](#)



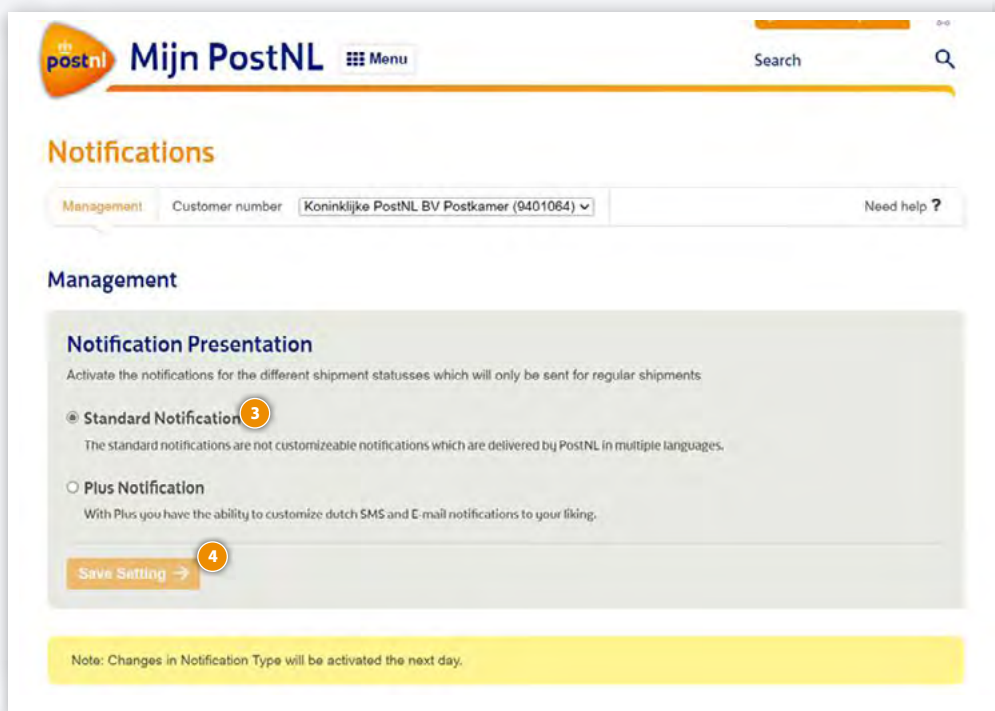


1. How do you turn on e-mail and text notifications?

In mijn.postnl.nl, choose 'Shipping' ¹ > 'Notifications' ²



Then select 'Standard Notification' ³
and click on 'Save settings' ⁴



From the next day, notifications will be sent for each shipment where the e-mail address is provided in the pre-registration



2. Plus Notifications

'Plus Notificatie' [Plus Notification] gives you the option to specify whether you want to send an e-mail for every notification event and whether you want to add your own introductory text or logo.

Set up notification template

Template properties

Name of notification template *

Fields with an * are required

Example e-mail template

Notifications are always sent with the standard logistics message from PostNL. It is, however, possible to make the notifications more personal with a logo, subject and welcome message.

[View example](#)

E-mail message

Image 🖼️

Place the link to the image you want to use.

Example: <http://www.wobshopaddress.com/images/logo.jpg>

Email subject *

Plus Notifications

Notifications for regular shipments

Activate below for each shipping status the notifications that are sent only for regular shipments. Please note: Changes will be activated on the next business day!

⊕	Shipment pre-alerted at PostNL	✉️ x	📱 x
⊖	Parcel arrived at sorting centre	✉️ x	📱 x
✉️	E-mail	Active	Options
+	Create New E-mail Notification		
📱	SMS	Active	Options
+	Create New SMS Notification		
⊕	Driver is on the way	✉️ x	📱 x
⊕	First delivery attempt failed	✉️ x	📱 x
⊕	Shipment delivered to neighbours	✉️ x	📱 x
⊕	Shipment forwarded to PostNL location	✉️ x	📱 x
⊕	Shipment delivered to addressee	✉️ x	📱 x

To discuss options for further personalisation of notifications, please speak to your account manager.



Push notifications

- Push notifications will only be sent if the recipient has a PostNL account and app.
- Shipments are matched to a PostNL account on the basis of the recipient's e-mail address and, in some cases, phone number. Read about how to include an e-mail address (or phone number) in the pre-registration [here](#).
- When a match is found, the recipient is kept informed in real time of the status of their parcel. They can then make changes to the time and place of delivery (even though they may have indicated a different choice in your checkout).

