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?

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

Home Shipping ^ Orde	er ~ Insight ~ Services ~	Product Information	Search
 > Parcets & Freight > Bulk Mail > Address Book 18:05:2 > Notifications 22:03:2022 We are change 	rod pdatum 25/27 mei niet mogelijk ks	Overview →	Business Track & Trace 3SABC123456789
Bulk mail	Parcels & freight	Send parcel	Need help

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

Menagement Customer number Koninklijke PostNL BV Postkamer (9401064) v		Need help ?
Management		
Notification Presentation		
Activate the notifications for the different shipment statusses which will only be sent for regula	r shipments	
Standard Notification		
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From the next day, notifications will be sent for each shipment where the e-mail address is provided in the pre-registration

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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.

Template properties			
Name of notification template *			
Fields with an " are required			
Freids 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.webshopaddress.com/images/logo.jpg			
Email subject *			
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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).

