

BUSINESS CUSTOMER SERVICE

Expert support for parcel shipping



post.at/businessparcel

Our Business Customer Service team is here to support you with dedicated and personalised care. As your trusted partner, we are happy to assist you with a broad range of professional services.



We provide assistance for:

- Questions about parcel shipping, pick-up issues, products and services
- Item tracking: inquiries about your parcel's status
- Item inquiry: if your parcel did not reach its destination, you can initiate an inquiry.
- Damage report: you can report damages to your parcel.



Contact us:

E-mail: kontakt.support@post.at

Telephone: +43 577 67 95 170

Monday to Friday: 8:00 a.m. to 5:00 p.m.



Our Business Customer Service team is your main point of contact for all service inquiries and complaints.



**We always
deliver.**

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Everything you need to know about our business services



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You can reach us by phone from Monday to Friday, 8:00 a.m. to 5:00 p.m., on +43 577 67 95 170, or by e-mail at kontakt.support@post.at. You can access the Business Cockpit at bec.post.at and the Parcel-Zone at post.at/parcel-zone. The Post-Labelcenter is available at plc.post.at.

Service	Channel	Required documents	Deadlines
Item inquiry	- Business Cockpit - Parcel-Zone - E-mail	- Proof of value Optional if needed: - Proof of posting - Acknowledgement of receipt - Police report confirmation	- Within 3 months for domestic items - Within 6 months for international items
Damage claim	- E-mail	- Damage report - Proof of value - Photos of the item and the inner and outer packaging	- Visible damage: on the day of delivery - Non-visible damage: within 7 business days
Clarification	- Business Cockpit - E-mail		- 7 business days: after the deadline has expired, the item will be returned to the sender.
Shipment stop (no guarantee)	- E-mail		
Pick-up, Return pick-up, Business pick-up service	- Business Cockpit - E-mail - Post-Labelcenter		- Please let us know by 4 p.m. on the previous business day if you would like us to pick-up your parcels.



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FAQ Item inquiry



Did the recipient not receive the item?	- Business Cockpit/Parcel-Zone: for business clients, initiating an item inquiry via our Business Cockpit is swift and straightforward. - E-mail: for batch item inquiries, you can use the item inquiry Excel spreadsheet available from our Business Customer Service.
Is there a deadline for item inquiries?	- Domestic items: within 3 months of posting - International items: within 6 months of posting
What documents are required?	- Proof of value (e.g., invoice) - Proof of posting: required only if your item is not associated with an initial scan even though it was handed over. - Acknowledgement of receipt: required only if the item is considered delivered and the recipient disputes having received the item. - Police report confirmation: we will request it from you if needed.
What's next?	Once the item inquiry has been initiated, it will be reviewed and processed by our team. The duration of the inquiry depends on the reason for the inquiry, the item's current status, and the country of destination.
How will you learn about the result of the item inquiry?	You can view the status of the item inquiry process by clicking on the "Item inquiries" menu item in the Business Cockpit and the Parcel-Zone. If you submitted your inquiry by e-mail, you will receive the result by e-mail.
How can you claim damages?	Once the item inquiry is complete, we will send you a form. Please e-mail all your claim-related documents to paket.reklamation@post.at . After we have reviewed your claim, you will be notified. If liability applies, the compensation amount will be transferred to the bank account you have provided.
What does the inquiry status in the Business Cockpit and the Parcel-Zone mean?	- "Under investigation": the inquiry is currently being processed. - "Investigation completed": the item has been delivered. - "Investigation completed – claim possible": the item could not be located; you may submit a claim for compensation. - "Compensation paid": you have received compensation for this item. - "Claim rejected": the reason for the rejection can be found in the customer notification.



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FAQ Damage report



How can I report transport damage?	If you are a business customer, you can easily report any transport damage by sending an e-mail to kontakt.support@post.at .
Is there a deadline for reporting transport damages?	- Concealed damage: if the outer packaging is undamaged but the contents are damaged, the damage must be reported within seven days of delivery (Sundays and public holidays are not included in the seven days). - Obvious damage: if both the outer packaging and the contents are damaged, the damage must be reported on the day of delivery.
What documents are required?	- Completed damage report - Proof of value - Photos of the damaged item and the inner and outer packaging
What's next?	Your transport damage report will be recorded by our Business Customer Service and forwarded to the Claims Management team for processing. There, your documents will be reviewed, and it will be assessed whether a liability claim exists.
How can you claim damages?	Provided that a liability claim exists pursuant to our GTC for Liability Claims, you will be notified and the compensation amount will be transferred to the bank account you have provided.
Why was your claim rejected?	The reason for the rejection can be found in the notification you received. If you have any questions, our Claims Management team will be happy to assist you at paket.reklamation@post.at .



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FAQ Clarification and shipment stop



Clarification

What is a clarification request?	If there are delivery issues or missing data, you will receive a clarification request.
How will you be notified about the clarification?	Business clients will receive information about the clarification directly in the Business Cockpit, can correct item data and enter their decision for further processing right there.
Is there a deadline for clarifications?	You can find the deadline for each clarification case directly in the Business Cockpit.
What happens if you don't respond to a clarification request?	The item will be forwarded to the return address.

Shipment stop

What is a shipment stop?	A shipment stop is a request to prevent a package from being delivered and to have it returned to you immediately.
How can I request a delivery stop?	Please e-mail kontakt.support@post.at with the subject line "Shipment stop".
What information is required?	The item number is required.
Are shipment stops given priority?	If your e-mail subject line includes "Delivery stop", "Suspected fraud" or "Fraud", your request will be prioritised.
Are there any charges?	If the shipment stop can be successfully carried out, a handling fee and a return postage fee will be charged.
Note	Please understand that the successful execution of a shipment stop cannot be guaranteed.



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FAQ Pick-up and return pick-up



Pick-up

What is the pick-up service?	If specified in your contract, you can arrange for prepaid items to be collected from your business locations.
How can a pick-up be requested?	Please contact us no later than 4 p.m. on the previous business day at: kontakt.support@post.at
What information is required?	- Company name - Address - Number of parcels
When is the pick-up carried out?	The pick-up will take place during the agreed business day.
What should I do if the pick-up does not take place as scheduled?	Please contact us promptly by phone at +43 577 67 95 170.

Return pick-up

What is the return pick-up service?	If included in your contract, you can arrange for individual parcels without a shipping label to be collected from your business partners.
How can I request a return pick-up?	In the Business Cockpit, go to the "Collection orders" section, where you can download an Excel template. Fill in your customers' details and then upload the completed list back into the system.
What information is required?	You can find this information in the Excel file. All mandatory fields are highlighted in red.
When is the return pick-up carried out?	When placing your request, you can specify a preferred pick-up date – the earliest possible date is the next business day.



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FAQ Business pick-up service



What is our business pick-up service?	This service is ideal for companies that send small numbers of parcels at irregular intervals. You can have up to five pre-labelled parcels collected from any address.
How can I book the business pick-up service?	Once your parcels are ready for posting, you can easily order the business pick-up service via the das Post-Labelcenter or your own system. All you need is a deferred payment agreement.
When are the parcels collected?	The business pick-up service can be booked for the next business day (Monday to Friday) or up to seven days in advance.
Are there any products or services for which the business pick-up service cannot be booked?	The following products and services are excluded from this option: - Post Express - Next Day Fresh - Insured item - Additional insurance - Hazardous goods - Bulky goods



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