

# RECIPIENT INFORMATION SERVICE

## E-Mail/Text Message

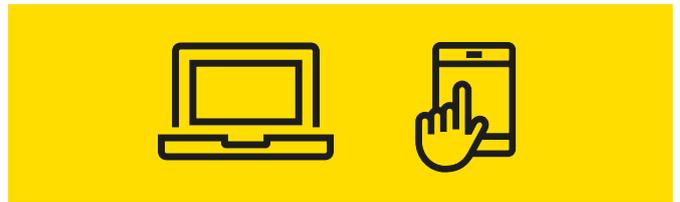


[post.at/businessparcel](https://post.at/businessparcel)

Use our recipient information service to inform your customers about the upcoming delivery of your item(s). This notification can be provided by e-mail or text message.

### Overview

- Inform your costumers about an upcoming delivery with assistance of Austrian Post.
- Choose, if you want the service by e-mail or by text message (subject to a charge).
- Personalize the recipient information by adding the company's name (optional) and the company's logo (available for e-mails).
- The tracking number includes a link to the track & trace.
- Information about cash-on-delivery payments (if amount is known).



### How it works

- Transmission of recipient's information together with your preliminary data to Austrian Post is required.
- Contact your account manager for this service, activation may take up to 7 days.

### Time schedule of recipient information

#### 1. Information when Austrian Post takes over the parcel

The first information announces the expected delivery date and time (if available) to the recipient when the parcel is scanned for the first time in our distribution centre.

#### 2. Information on the delivery day

The second information is sent out when the deliverer starts his tour on the day of delivery.

### Your benefits

#### Increased customer satisfaction

- Increased customer satisfaction with comprehensive information.
- The announcement helps the recipient to adjust the parcel's delivery.
- Improved first-attempt delivery rate due to information about delivery details and therefore.

#### Associated advantages

- Faster transfer of cash-on-delivery payments.
- Faster returns.