

# SERVICE CENTER INTERNATIONAL

## Competent support for your parcel shipment



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

Our Service Centre International will be happy to support you with personal assistance. We are available for you as a competent service centre within the scope of numerous tasks.



The Service Centre International offers support for:

- Questions about parcel shipping, pick-up obstacles, products and services
- Track & Trace: For the search of your shipments
- Investigation: For shipments handed over to us for transport and have not arrived, we will gladly accept investigation orders.
- Claims settlement: With the damage report you can report damage to the goods immediately after detection.



Contact:

E-Mail: [paketservice.business@post.at](mailto:paketservice.business@post.at)

Phone: +43 577 67-95 150

Mon-Fri: 8:00–17:00 Uhr



As Business Customer Service we are an integral part of the parcel shipping process and an essential interface that strives to deliver on customer promises.



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Anytime.  
Worldwide.**

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## How you can call on the support of our Business Customer Service



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

We are happy to take your telephone enquiries about parcel shipping, consignments and products in person from Mon–Fri 08:00–17:00 on +43 (0) 577 67-95 150 or contact us by e-mail at [paketservice.business@post.at](mailto:paketservice.business@post.at).

Service	Submission	Necessary Documents	Deadlines
Investigation	- Business Cockpit	- Proof of value - Proof of posting - Declaration of receipt	- 3 months for national shipments - 6 months for international shipments
Damage Report	- E-mail	- Damage protocol - Proof of value - Photos of the consignments, as well as the inner and outer packaging	- Visible damage: On the day of delivery - Non-visible damage: Within 7 working days
Clarification Cases	- Business Cockpit		- 7 working days: After expiry of the deadline, the consignment is returned to the sender
Collections Business collections Pickup service	- Business Cockpit - E-mail - Post-Labelcenter		- In order to enable a collection, it must be requested at least one day in advance
Shipment Stop (Not guaranteed)	- E-mail		

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## Questions and answers about our service Item inquiry



<b>Did the recipient not receive your item?</b>	For business clients, requesting our item inquiry service is swift and easy through our Business Cockpit.
<b>Is there a deadline for item inquiries?</b>	<ul style="list-style-type: none"><li>- Domestic items: 3 months after the day of posting</li><li>- International items: 6 months after the day of posting</li></ul>
<b>What documents are needed?</b>	<ul style="list-style-type: none"><li>- Proof of value</li><li>- Proof of handover (required only if your item is not associated with an initial delivery scan event even though it was handed over)</li><li>- Non-receipt declaration (required only if the item is considered delivered and the recipient disputes having received the item)</li></ul>
<b>What's next?</b>	After initiating the item inquiry process in the Business Cockpit, the request will be forwarded to the service centre in charge for further processing. You can always view the status of the item inquiry process by clicking on the "Item inquiries" menu item in the Business Cockpit.
<b>How will you learn about the result of the item inquiry?</b>	Results of the item inquiry process are conveniently available in the Business Cockpit under the "Item inquiries" menu item.
<b>How can you claim damages?</b>	Please e-mail all your claim-related documents to <a href="mailto:paket.reklamation@post.at">paket.reklamation@post.at</a> . If a liability claim exists, you will receive a customer notification via e-mail and we will transfer the corresponding amount to the bank account indicated by you.
<b>What does the inquiry status mean?</b>	<ul style="list-style-type: none"><li>- "Processing": the item inquiry is still in the processing phase.</li><li>- "Inquiry positive": the item was found and delivered.</li><li>- "Inquiry negative": the item was not located; you can claim damages.</li><li>- "Compensation authorised": you have received damages for this item.</li><li>- "Compensation rejected": please see the customer notification for information why your claim was rejected.</li></ul>



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## Questions and answers about our service Damages



<b>How can clients report a transport damage to Österreichische Post AG?</b>	Business clients can report transport damages by e-mailing the service centre in charge.
<b>Is there a deadline for reporting transport damages?</b>	<ul style="list-style-type: none"><li>- If the merchandise is damaged, but the external packaging is not (hidden damage): within 7 business days (including Saturdays) after delivery</li><li>- If both the merchandise and the external packaging are damaged (obvious damage): on the day of delivery</li></ul>
<b>What documents are needed?</b>	<ul style="list-style-type: none"><li>- Completed damage report</li><li>- Proof of value</li><li>- Photographs of the damaged item as well as of the external and internal packaging</li></ul>
<b>What's next?</b>	The service centre will record the transport damage and forward it to our central damage processing unit for further processing. Our colleagues will check your information and documents to determine if a liability claim exists.
<b>How will you receive damages?</b>	Provided that a liability claim pursuant to the Austrian Civil Code exists, you will receive a customer notification via e-mail and we will transfer the corresponding amount to the bank account indicated by you.
<b>Why was your claim rejected?</b>	Please see the customer notification for information why your claim was rejected. For further questions, please e-mail our colleagues at the central damage processing unit at <a href="mailto:paket.reklamation@post.at">paket.reklamation@post.at</a> .



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## Questions and answers about our service Clarification service



<b>What does clarification mean?</b>	Should there be a delivery impediment for our B2B products and the additional service cash-on-delivery, we will get in touch with you. Please determine what should happen with the item in such a case. Items can be delivered to an alternative addresses, returned to you, or disposed of. For cash-on-delivery items, you can also send us the correct cash-on-delivery information.
<b>How will you be informed about a clarification?</b>	Business clients will receive information about the clarification directly in the Business Cockpit and can enter their decision for further processing right there.
<b>How much time do you have to make your decision for further processing?</b>	Please inform us about your decision within 5 days.
<b>What happens if you do not inform us about your decision within 5 days?</b>	In that case, the item will be returned to you.



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## Questions and answers about our service Pickup service



<b>What is our pickup service?</b>	Provided that an agreement for this service exists, you can have individual parcels without labels picked up from your business partners' address.
<b>How can you request our pickup service?</b>	In our Business Cockpit, go to the menu item "Collection orders" to download an Excel file, complete it with your clients' data and upload it to the Business Cockpit.
<b>What information is needed?</b>	Please see the Excel file available in the Business Cockpit. Required fields are highlighted in red.
<b>When is the pickup service provided?</b>	As a general rule, items will be picked up on the business day after the order was placed.



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## Questions and answers about our service Collection service



<b>What is our collection service?</b>	Provided that an agreement for this service exists, you can have small volumes of items with paid postage collected from your premises on an ad-hoc basis.
<b>How can you request our collection service?</b>	Please e-mail the service centre in charge of the collection service at <a href="mailto:paketservice.business@post.at">paketservice.business@post.at</a>
<b>What information is needed?</b>	<ul style="list-style-type: none"><li>- Company name</li><li>- Address</li><li>- Number of parcels</li></ul>
<b>When is the collection service provided?</b>	At the earliest, items will be collected on the day after the order for this service was placed.



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## Questions and answers about our service Delivery cancellation



<b>What is a delivery cancellation?</b>	You do not want a specific parcel to get delivered, but returned to you instead.
<b>How can you request a delivery cancellation?</b>	Please send us an e-mail with delivery cancellation in the subject line to <a href="mailto:paketservice.business@post.at">paketservice.business@post.at</a> .
<b>What information is needed?</b>	All we need is the tracking number.
<b>Which delivery cancellations will be given priority?</b>	If your e-mail's subject line includes the words delivery cancellation or suspected fraud, the delivery cancellation will be given priority.
<b>Please note</b>	We ask for your understanding that a successful execution of the delivery cancellation cannot be guaranteed.



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# SERVICE CENTER INTERNATIONAL

## Questions and answers about our service Business collection service



<b>What is our business collection service?</b>	Our business collection service is a great option for small businesses that post small parcel volumes on an infrequent basis. You can have up to 5 labeled parcels picked up at the desired address and you can also use this service to have return items from your clients picked up.
<b>How can I order the business collection service?</b>	As soon as your parcels are ready for shipping, just order our collection service via the Österreichische Post shipping software or your own system. All you need is a deferred payment agreement.
<b>When will the collection be made?</b>	The business collection is available for the following business day (Monday through Friday); you can book this service up to 7 days in advance.
<b>Which products/service are excluded from the business collection service?</b>	Our collection service is not available for the following products/services: <ul style="list-style-type: none"><li>- Post Express</li><li>- Next Day Fresh</li><li>- Additional insurance</li><li>- Hazardous goods</li><li>- Bulky goods</li></ul>



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