

# PICKUP OPTIONS TO SUIT YOUR NEEDS

## Preferred postal branch, pickup station, parcel point and Hermes ParcelShop



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

Studies have shown that the more satisfied customers are with delivery, the more likely they are to order from you again. You can now make receiving parcels more convenient than ever: let your customers choose between delivery to a preferred postal branch, a preferred pickup station, a preferred parcel point or a preferred Hermes ParcelShop. Upon request, all parcels ordered will be held at the location of choice and customers can pick them up whenever it suits them. To start using this service immediately, all you have to do is send preliminary data to Österreichische Post.



### Your benefits

#### Select any address

Customers can select any destination address in Austria, which might be near their home, their place of work or anywhere that is convenient for them.

#### Ready for pickup at any time

Preferred pickup stations are open 24/7.

#### High delivery success rate

Since items are held for your customers and automatic notifications are sent to them, the delivery success rate is high. This is a plus for you because satisfied clients won't hesitate to order from you again.

#### Cash-on-delivery available

At preferred postal branches, we can charge your cash-on-delivery amount when the parcel is handed over to the customer. (Additional services are not available at preferred pickup stations, preferred parcel points and preferred Hermes ParcelShops).

#### Convenient connection

After a one-time setup procedure, you will see all address data and opening hours for all locations, which are updated daily.

**We deliver.  
Anytime.**

**Post  
Parcel  
Solutions**

## How it works:

1. Set up the technical data connection once. At [post.at/kvs](https://post.at/kvs), you will find the master data for all locations, updated daily. Your sales manager will also be happy to provide any information you might need about our web-based location service.
2. Inform your customers about this new and convenient service.
3. Customers can select their preferred pickup location.
4. Customers can choose between e-mail notifications and text message notifications.
5. Along with the preliminary data, you will send us the pickup location and e-mail address or mobile phone number.
6. After delivery, the recipient will receive a notification via e-mail or text message and can pick up the parcel immediately.
7. An automatic reminder will be sent after three days.

Additional services (AS)	AS ID	OCR abbreviation
Preferred pickup station	053	P24
Preferred postal branch XXXX	052	PUP
Preferred Hermes ParcelShop	052	PUP
Preferred parcel point	052	PUP

No additional services (e.g., cash-on-delivery, delivery to recipient only and contracts delivered to addressee only) are available for preferred pickup stations, preferred parcel points and preferred Hermes ParcelShops.



Set up data  
connection



Provide  
information



Send preliminary  
data



Done!

## How to address your items

Just address the item to the location where the customer will pick it up and include their name:

**Wunsch-Postfiliale 1235**  
Attention Maxi Muster  
Liesinger Platz 2  
1230 Vienna

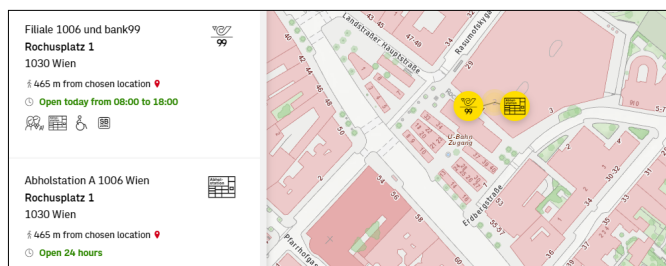
**Wunsch-Abholstation**  
Attention Maxi Muster  
Dresdner Straße 116-118  
1200 Vienna

**Wunsch-Hermes PaketShop**  
**My Handy Shop**  
Attention Maxi Muster  
Dianagasse 1  
1030 Vienna

**Wunsch-Paket Punkt**  
**OMV Tankstelle**  
Attention Maxi Muster  
Breitenleer Straße 108  
1220 Vienna

## Select pickup location as needed

Recipients can choose their preferred pickup location at the click of a mouse:



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Anytime.**

**Post  
Parcel  
Solutions**

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