



DHL ECOMMERCE UK

# DELIVERY NOTIFICATIONS



GREAT NEWS!

YOUR PARCEL HAS BEEN DELIVERED!

WE'RE ON OUR WAY!



# WE KEEP YOUR CUSTOMERS IN THE LOOP

We'll let your customers know the progress of their delivery at every step of the way through a services of notifications.

All we need is your customer's email address provided by you through your DHL eCommerce UK despatch system and we will do the rest.

We'll let your customer know when we've received the order details from you. When we have the parcel in our network we'll confirm when and how the parcel will be delivered and provide links to the DHL eCommerce UK tracking system for your customer to rearrange their delivery using our Change it options.



WE'RE ON OUR WAY!



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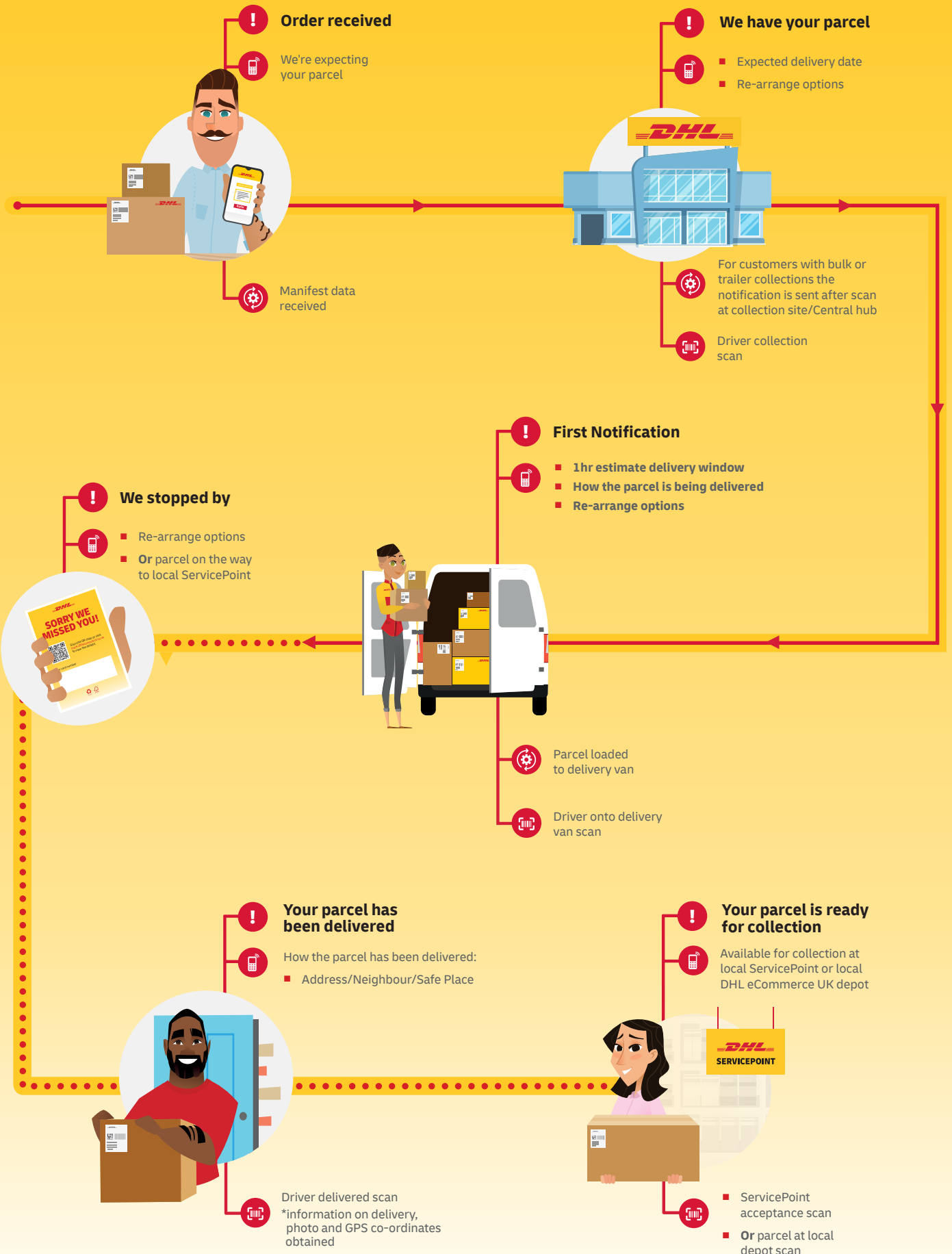
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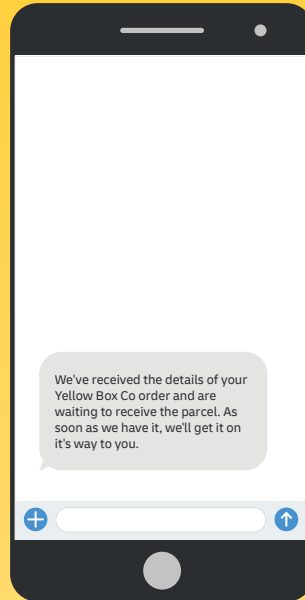
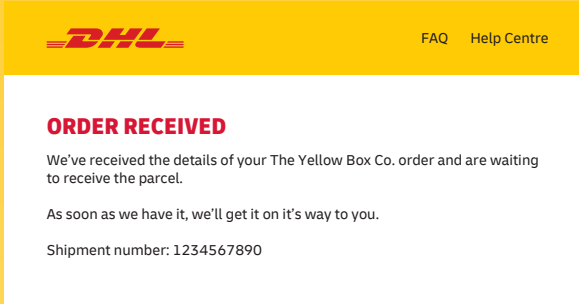


## SECTION 1: Pre-delivery notifications



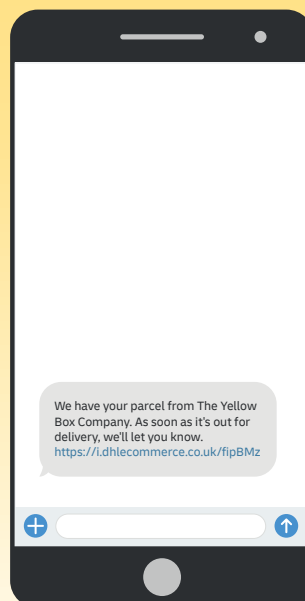
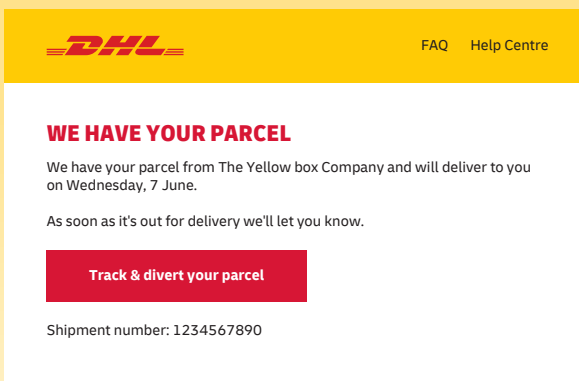
# “ ORDER RECEIVED

Generated on the receipt of manifest data into our operating system.



# “ WE HAVE YOUR PARCEL

Generated on the first scan of the parcel within the DHL eCommerce UK network, typically either a driver collection scan or for customers with bulk or trailer collections a scan at collection site/Central hub.



## SECTION 1: Pre-delivery notifications

# “ WE’RE ON OUR WAY



Generated following the driver onto delivery van scan. The description of how the parcel will be delivered is tailored to the delivery choice.

**DHL** FAQ Help Centre

### WE’RE ON OUR WAY

Your parcel from The Yellow Box Co. is with your DHL eCommerce UK driver for delivery today between 10.15 and 11.15.

We require someone to be at home to accept the parcel so if there’s no-one available please select from one of the available rearrange options.

[Track & divert your parcel](#)

Shipment number: 1234567890

Your parcel from The Yellow Box Co. is out for delivery between 10.15 and 11.15. <https://i.dhl.commerce.co.uk/fgp8Mz>

**DHL** FAQ Help Centre

### WE’RE ON OUR WAY

Your parcel from The Yellow Box Co. is with your DHL eCommerce UK driver for delivery today between 10.15 and 11.15.

If there’s no-one at home, we’ll deliver to your neighbour.

[Track & divert your parcel](#)

Shipment number: 1234567890

Your parcel from The Yellow Box Co. is out for delivery between 10.15 and 11.15. <https://i.dhl.commerce.co.uk/fgp8Mz>

**DHL** FAQ Help Centre

### WE’RE ON OUR WAY

Your parcel from The Yellow Box Co. is with your DHL eCommerce UK driver for delivery today between 10.15 and 11.15.

If there’s no-one at home, we’ll leave your parcel in a safe place.

[Track & divert your parcel](#)

Shipment number: 1234567890

Your parcel from The Yellow Box Co. is out for delivery between 10.15 and 11.15. <https://i.dhl.commerce.co.uk/fgp8Mz>

**DHL** FAQ Help Centre

### WE’RE ON OUR WAY

Your parcel from The Yellow Box Co. is with your DHL eCommerce UK driver for delivery today between 10.15 and 11.15.

We’ll deliver to your neighbour and won’t disturb you at home.

[Track & divert your parcel](#)

Shipment number: 1234567890

Your parcel from The Yellow Box Co. is out for delivery between 10.15 and 11.15. <https://i.dhl.commerce.co.uk/fgp8Mz>

**DHL** FAQ Help Centre

### WE’RE ON OUR WAY

Your parcel from The Yellow Box Co. is with your DHL eCommerce UK driver for delivery today between 10.15 and 11.15.

We’ll deliver to your neighbour and won’t disturb you at home.

We will not deliver to the neighbour you have requested that we do not disturb.

[Track & divert your parcel](#)

Shipment number: 1234567890

Your parcel from The Yellow Box Co. is out for delivery between 10.15 and 11.15. <https://i.dhl.commerce.co.uk/fgp8Mz>

**DHL** FAQ Help Centre

### WE’RE ON OUR WAY

Your parcel from The Yellow Box Co. is with your DHL eCommerce UK driver for delivery today to your local ServicePoint.

As soon as your parcel is available for you to collect, we’ll let you know.

[Track & divert your parcel](#)

Shipment number: 1234567890

Your parcel from The Yellow Box Co. is out for delivery between 10.15 and 11.15. <https://i.dhl.commerce.co.uk/fgp8Mz>

# “ YOUR PARCEL HAS BEEN DELIVERED ”

Generated when the parcel has been delivered. The notification will confirm whether the parcel has been delivered to the address, neighbour or left in a safe place.



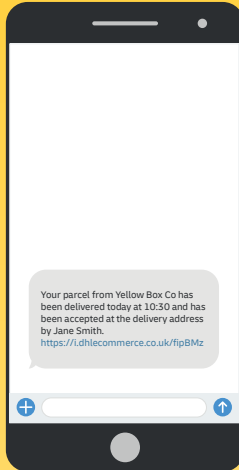
**DHL** FAQ Help Centre

**YOUR PARCEL HAS BEEN DELIVERED**

Your parcel from The Yellow Box Co. has been delivered today at 10:30 and has been accepted at the delivery address by Jane Smith.

[Track your parcel](#)

Shipment number: 1234567890



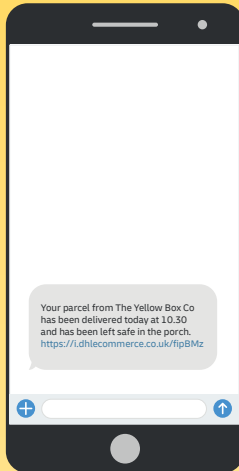
**DHL** FAQ Help Centre

**YOUR PARCEL HAS BEEN LEFT SAFE**

Your parcel from The Yellow Box Co has been delivered today at 10:30 and has been left safe in the porch.

[Track your parcel](#)

Shipment number: 1234567890



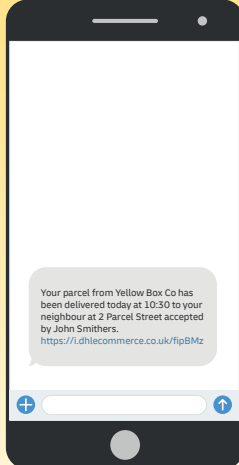
**DHL** FAQ Help Centre

**YOUR PARCEL HAS BEEN DELIVERED TO YOUR NEIGHBOUR**

Your parcel from The Yellow Box Co. has been delivered today at 10:30 to your neighbour at 2 Parcel Street accepted by Jane Smith.

[Track your parcel](#)

Shipment number: 1234567890



# CHANGE IT OPTIONS



Once the parcel has been received into the DHL eCommerce UK network, the notification will contain a link to 'Track & Divert your parcel'.

The customer will be able to use our Change it options to:

- Collect from their local DHL eCommerce UK ServicePoint
- Rearrange delivery to their address – leave in a safe place, leave with neighbour or change delivery date
- Collect from their local DHL eCommerce UK Depot

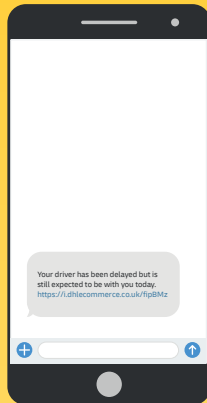
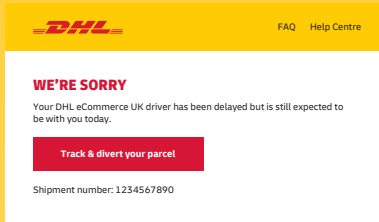
The Change it options available to your customers are dependent on the configuration applied to your account.



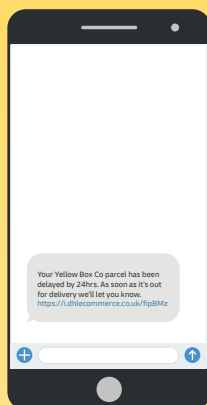
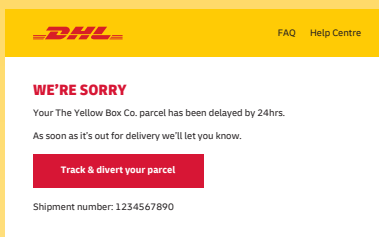
## SECTION 4: Exception notifications

# “ WE’RE SORRY

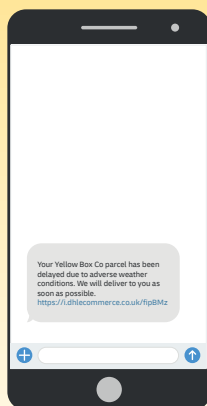
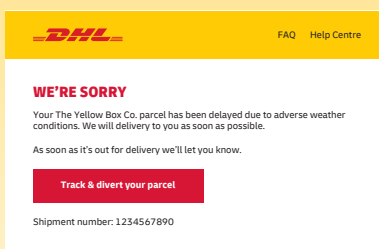
Generated in the event of the driver being delayed after 15 minutes following the close of the 1hr delivery window.



Generated in the event that the parcel has been delayed in transit once the parcel has been received into the DHL eCommerce UK network.



Generated in the event that the parcel has been delayed due to adverse weather conditions.

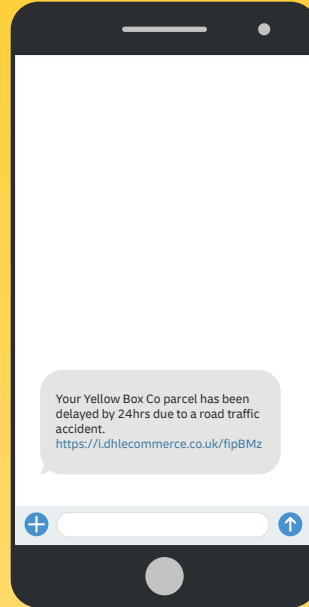
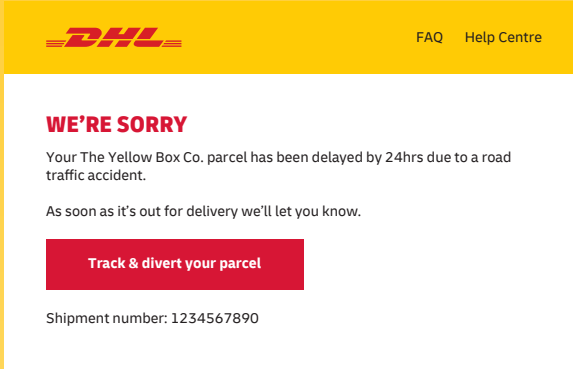




## SECTION 4: Exception notifications

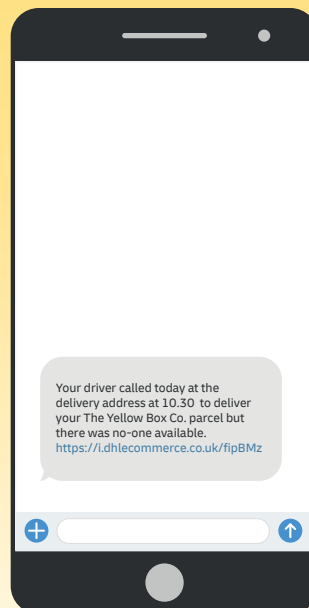
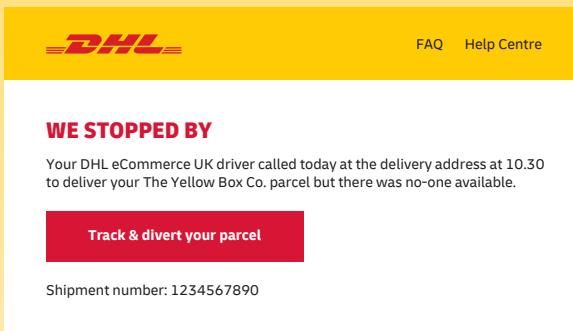
# “ WE’RE SORRY

Generated in the event that the parcel has been delayed due to a traffic accident.



# “ WE STOPPED BY

Generated in the event that a driver leaves a calling card following the first delivery attempt.



## SECTION 4: Exception notifications

# “ WE STOPPED BY



Generated in the event that the parcel is being redirected inflight to a ServicePoint, the notification will detail the ServicePoint the parcel will be taken to for the customer to collect from.

A screenshot of a DHL website notification. The header includes the DHL logo and 'FAQ Help Centre'. The main content is titled 'WE STOPPED BY' and contains the following text:

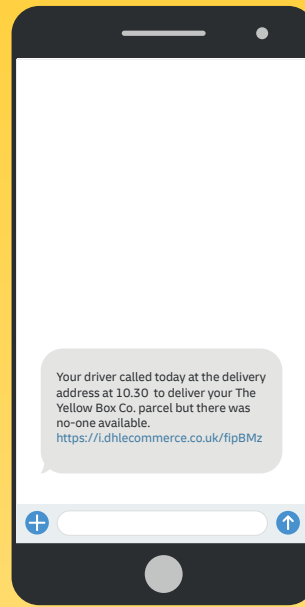
Your DHL eCommerce UK driver called today at the delivery address at 10.30 to deliver you're The Yellow Box Co. parcel today but there was no-one available.

Your parcel will now be delivered to your local ServicePoint.

**Parcel News, 15 Parcel Street, London, W1X 0AB**

Monday 07.00-21.00  
Tuesday 07.00-21.00  
Wednesday 07.00-21.00  
Thursday 07.00-21.00  
Friday 07.00-21.00  
Saturday 07.00-21.00  
Sunday 07.00-21.00

As soon as your parcel is available for you to collect, we'll let you know.

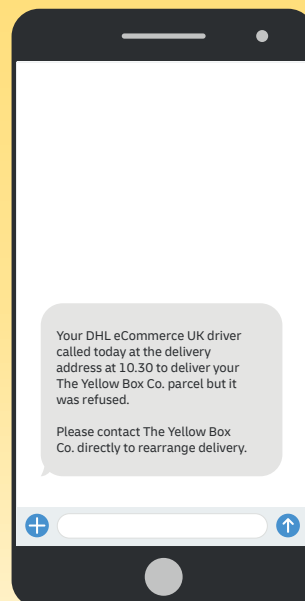


Generated in the event that the parcel refused at the delivery address.

A screenshot of a DHL website notification. The header includes the DHL logo and 'FAQ Help Centre'. The main content is titled 'WE STOPPED BY' and contains the following text:

Your DHL eCommerce UK driver called today at the delivery address at 10.30 to deliver your The Yellow Box Co. parcel but it was refused.

Please contact The Yellow Box Co. directly to rearrange delivery.



## SECTION 4: Exception notifications

# “ YOUR PARCEL IS READY FOR COLLECTION

Generated when the parcel is at the depot for the customer to collect.



**DHL** FAQ Help Centre

### YOUR PARCEL IS READY FOR COLLECTION

Your parcel from The Yellow Box Co. is available to collect from your local DHL eCommerce UK depot.

Remember to bring this email with you as you will need to present the shipment number along with photographic ID and proof of address.

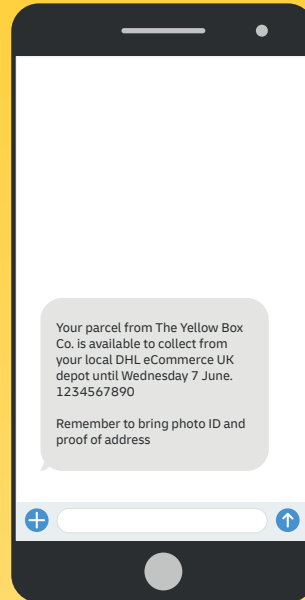
Shipment number: 1234567890

Please collect your parcel by Wednesday 7 June.

**DHL eCommerce UK Docklands, Unit 3A North Crescent, Cody Business Park, Cody Road, London, E16 4TG**

Monday 08.00-20.00  
Tuesday 08.00-20.00  
Wednesday 08.00-20.00  
Thursday 08.00-20.00  
Friday 08.00-20.00  
Saturday 08.00-20.00  
Sunday 08.00-20.00

As soon as your parcel is available for you to collect, we'll let you know.



# “ WE’VE UPDATED YOUR DELIVERY

Generated when the delivery has been rearranged.



**DHL** FAQ Help Centre

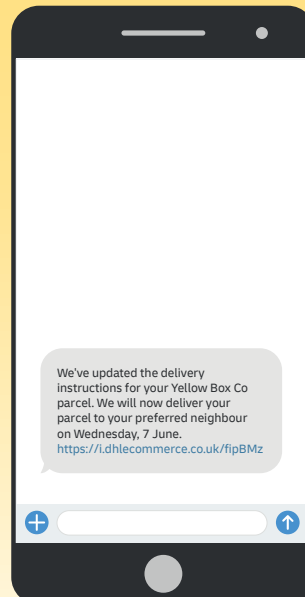
### WE’VE UPDATED YOUR DELIVERY

We've updated the delivery instructions for your The Yellow Box Co. parcel.

We will now deliver your parcel to your preferred neighbour on Wednesday, 7 June.

[Track & divert your parcel](#)

Shipment number: 1234567890



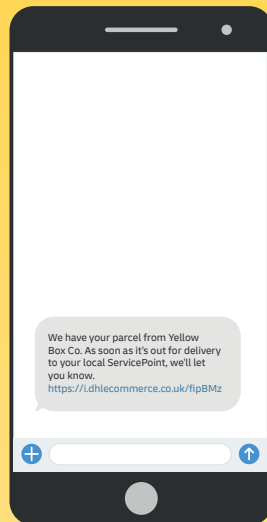
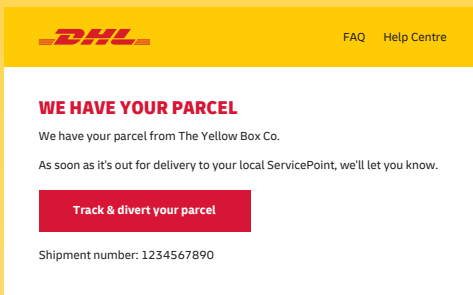
# SERVICEPOINTS

Where the parcel is being delivered to a DHL eCommerce UK ServicePoint for your customer to collect, the notifications will show the details of the ServicePoint.



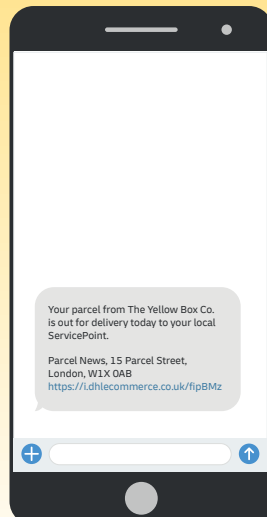
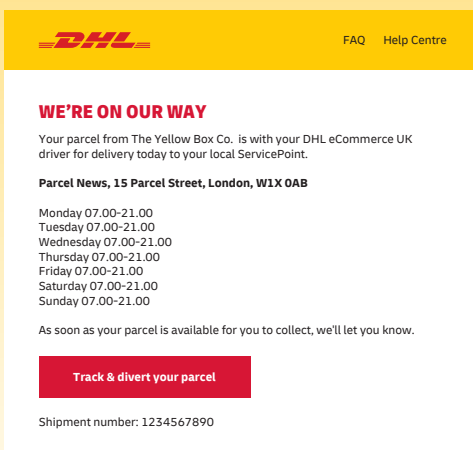
## “ WE HAVE YOUR PARCEL

Generated on the first scan of the parcel within the DHL eCommerce UK network, typically either a driver collection scan or for customers with bulk or trailer collections a scan at collection site/Central hub.



## “ WE'RE ON OUR WAY

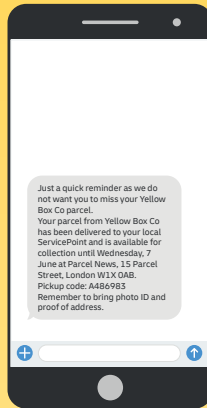
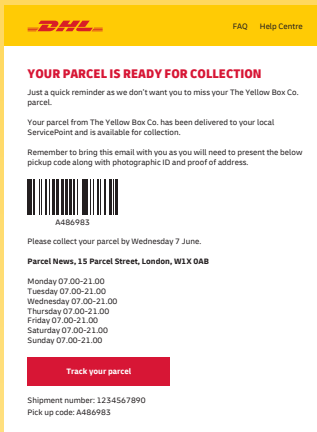
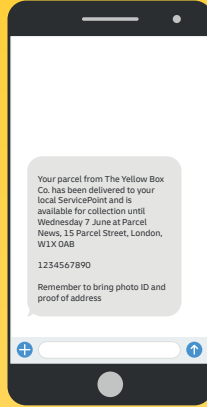
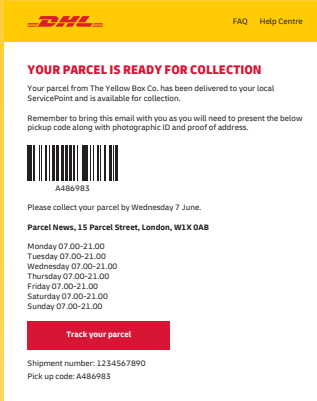
Generated following the driver onto delivery van scan.



## SECTION 5: ServicePoints

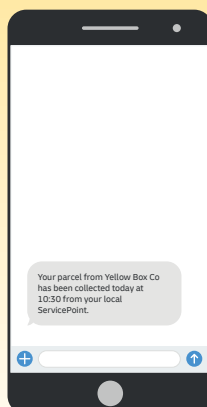
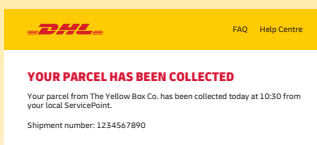
# “ YOUR PARCEL IS READY FOR COLLECTION ”

Generated when the parcel is at the ServicePoint.



# “ YOUR PARCEL HAS BEEN COLLECTED ”

Generated when the parcel has been collected from the ServicePoint.

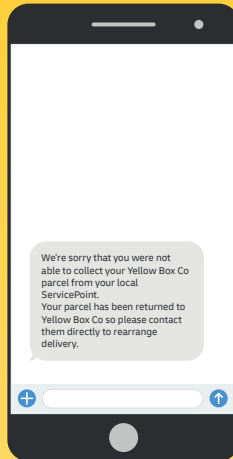
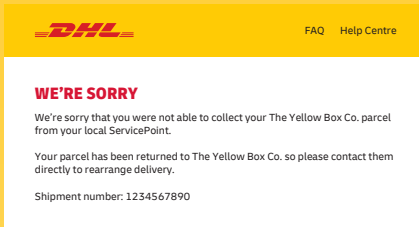


## SECTION 5: ServicePoints

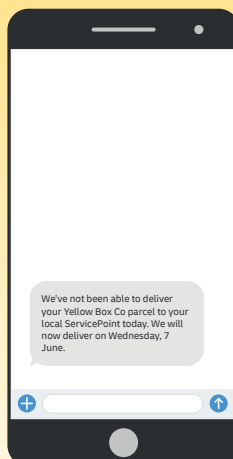
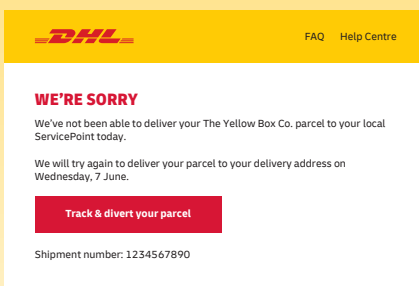
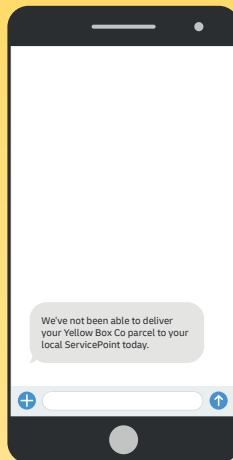
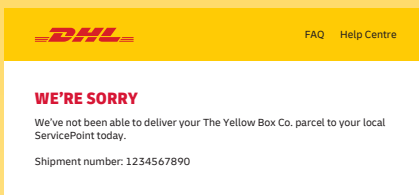
# “ WE’RE SORRY



Generated in the event that your customer has not collected their parcel and it is being returned.



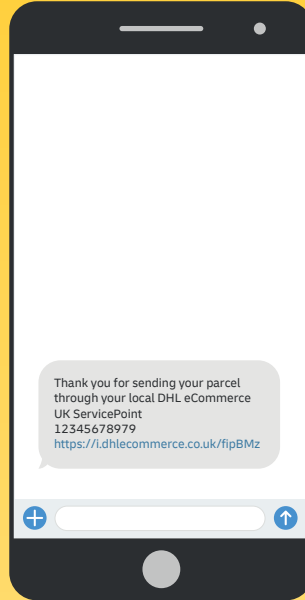
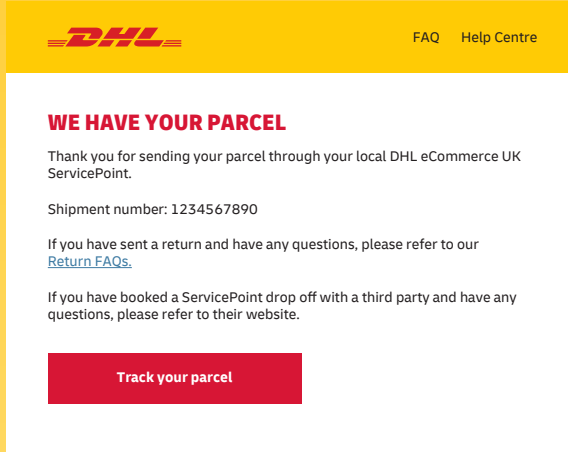
Generated in the event that the driver has been unable to deliver the parcel to the ServicePoint.



## SECTION 6: Drop off at ServicePoints

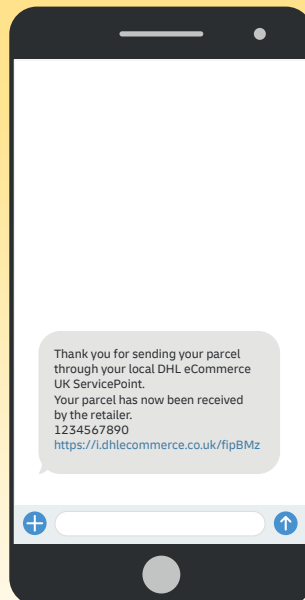
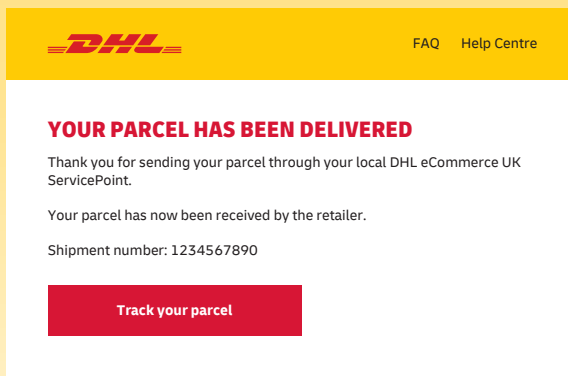
# “ WE HAVE YOUR PARCEL

Generated when a return or a parcel has been dropped off at a ServicePoint.



# “ YOUR PARCEL HAS BEEN RETURNED


Generated when a return has been received by the retailer.



# “ WE HAVE YOUR PARCEL



Generated when an export parcel is processed in the UK outbound gateway.

FAQ Help Centre

**YOUR PARCEL IS IN TRANSIT**

Your parcel from The Yellow Box Co. has been sent from the UK and is now in transit to you.

Your delivery is expected on Wednesday, 7 June and you will received notification from the local DHL agent before delivery.

[Track your parcel](#)

Shipment number: 1234567890