



DPD BELUX 2022

# Notifications / Predicts

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Happy flow

3. Delivery notification  
Happy flow

4. Neighbour delivery  
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Predicts / Notifications

Happy Flow

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# What is a happy flow?

A happy flow is a parcel life cycle where **no issues or delays** are experienced.

A parcel follows its normal life cycle and gets delivered to the receiver without any of the following events:

- Delays
- Pickup4U
- Lack of time
- Address issue
- ...

In the following slides you will be able to see all the predicts/notifications we send out for this flow.





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# Day before delivery

## When?

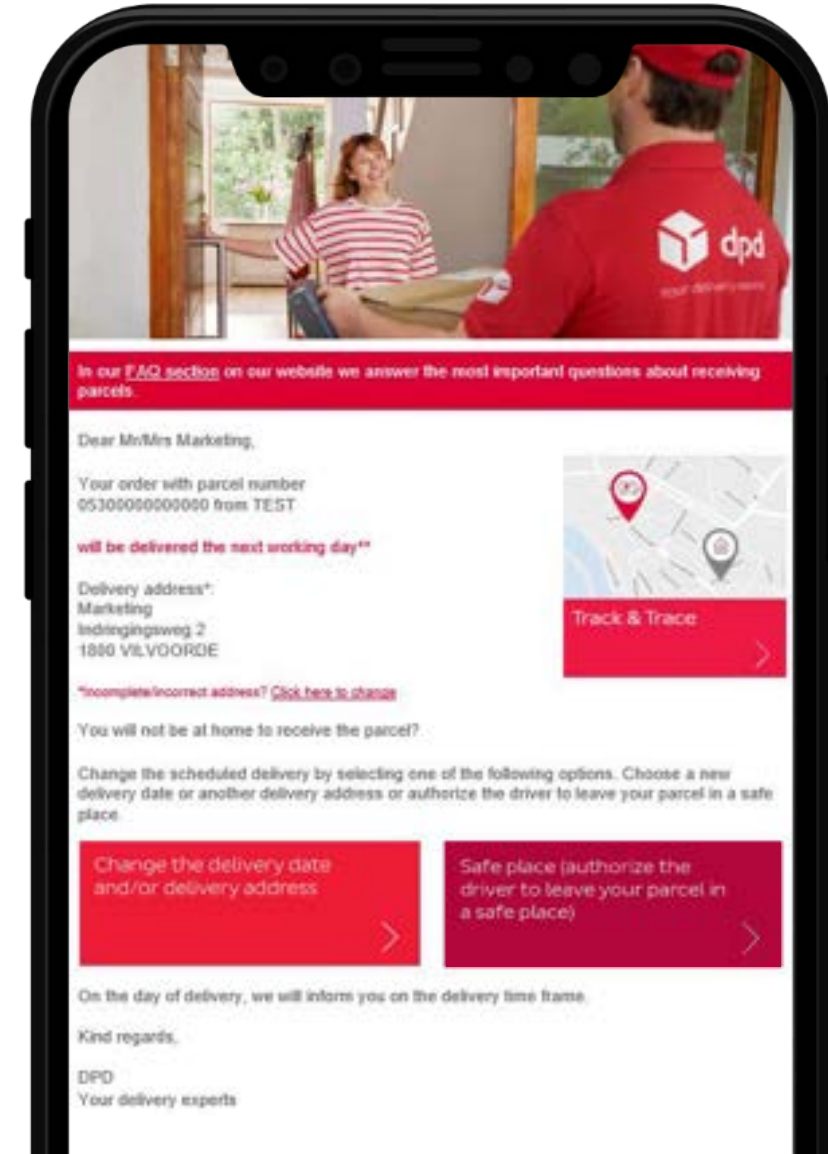
Domestic 05 scan  
day before delivery

## Live tracking

Follow the most  
recent events of  
your parcel(s)

## Inflight options

Change delivery address  
Change delivery day  
Safe Place  
Pickup parcelshop



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# Day of delivery

## When?

Domestic 03 scan  
day of delivery

## Live tracking

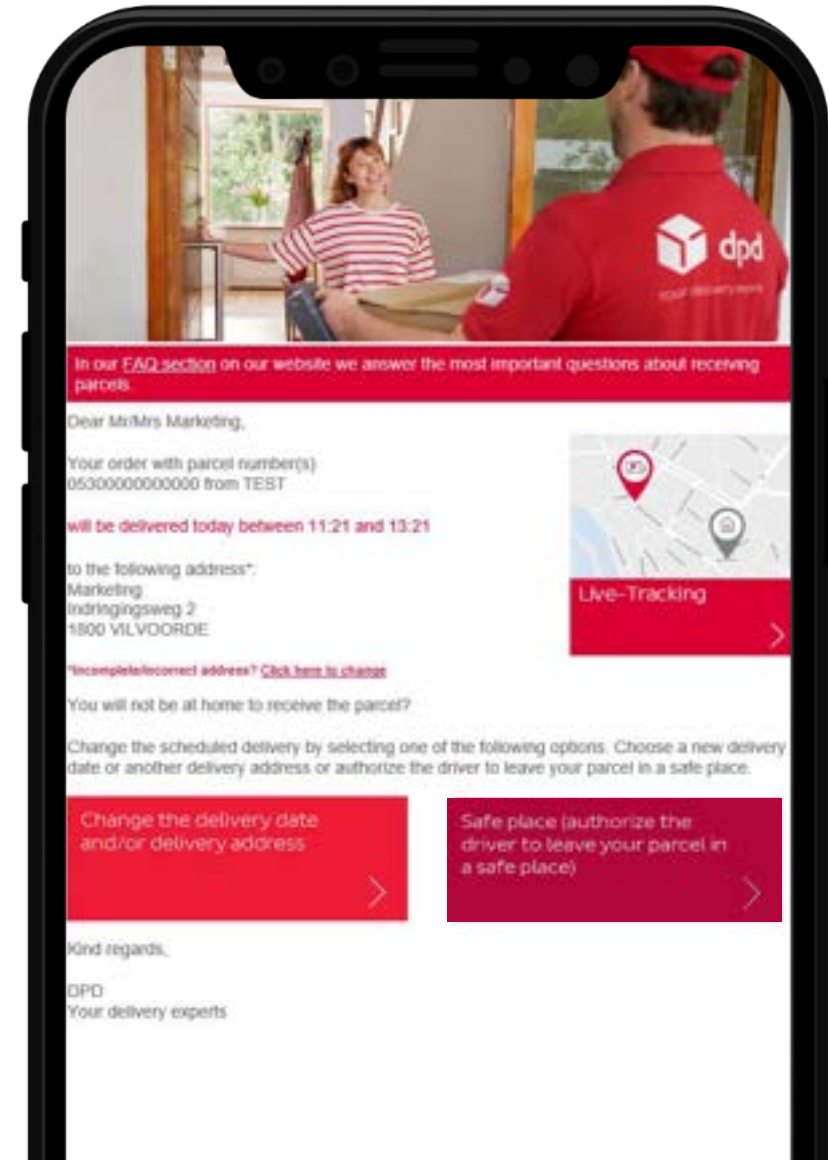
Follow the driver  
and his remaining  
stops

## Inflight options

Change delivery address  
Change delivery day  
Safe Place  
Pickup parcelshop

## 1 hour timeslot

We provide a  
1-hour timeslot  
when your  
parcel(s) will be  
delivered



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# Day of delivery (Sustainable delivery)

## When?

Domestic 03 scan  
day of delivery

Only for tours that deliver  
with electric vans

## Live tracking

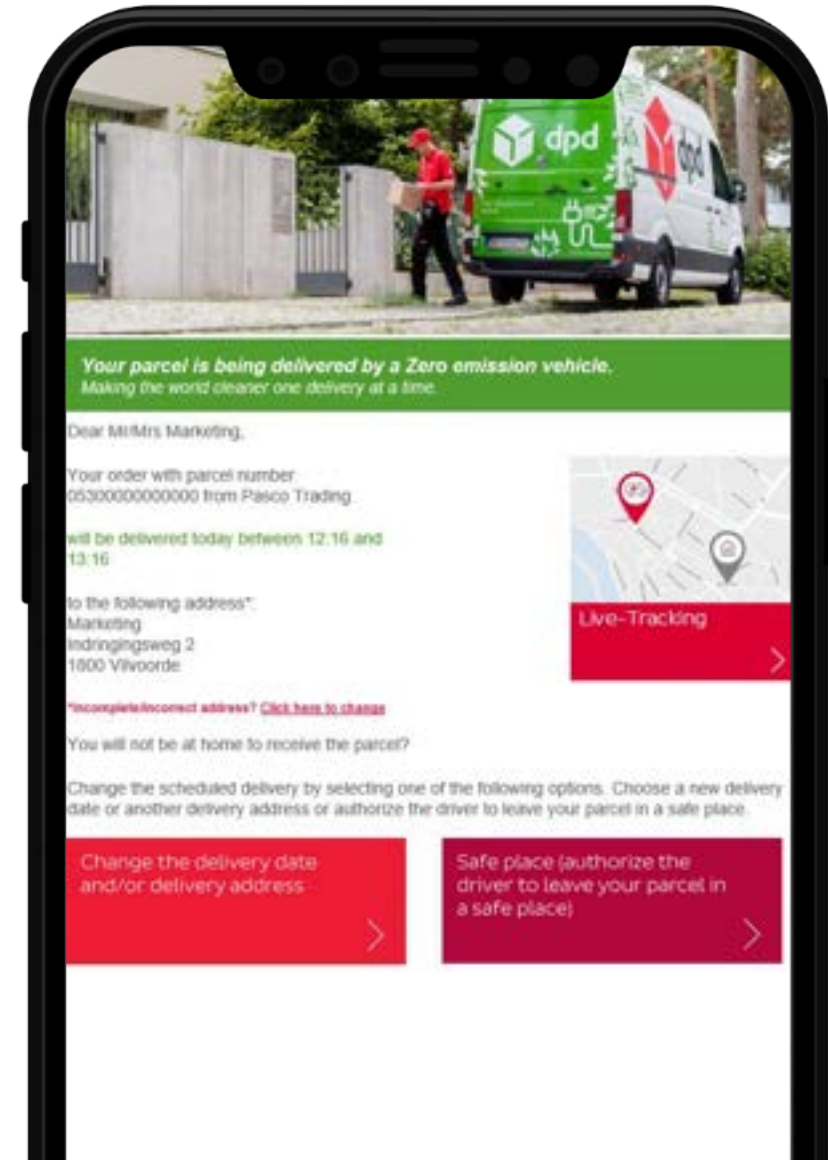
Follow the driver  
and his remaining  
stops

## Inflight options

Change delivery address  
Change delivery day  
Safe Place  
Pickup parcelshop

## 1 hour timeslot

We provide a  
1-hour timeslot  
when your  
parcel(s) will be  
delivered





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# Delivery notification

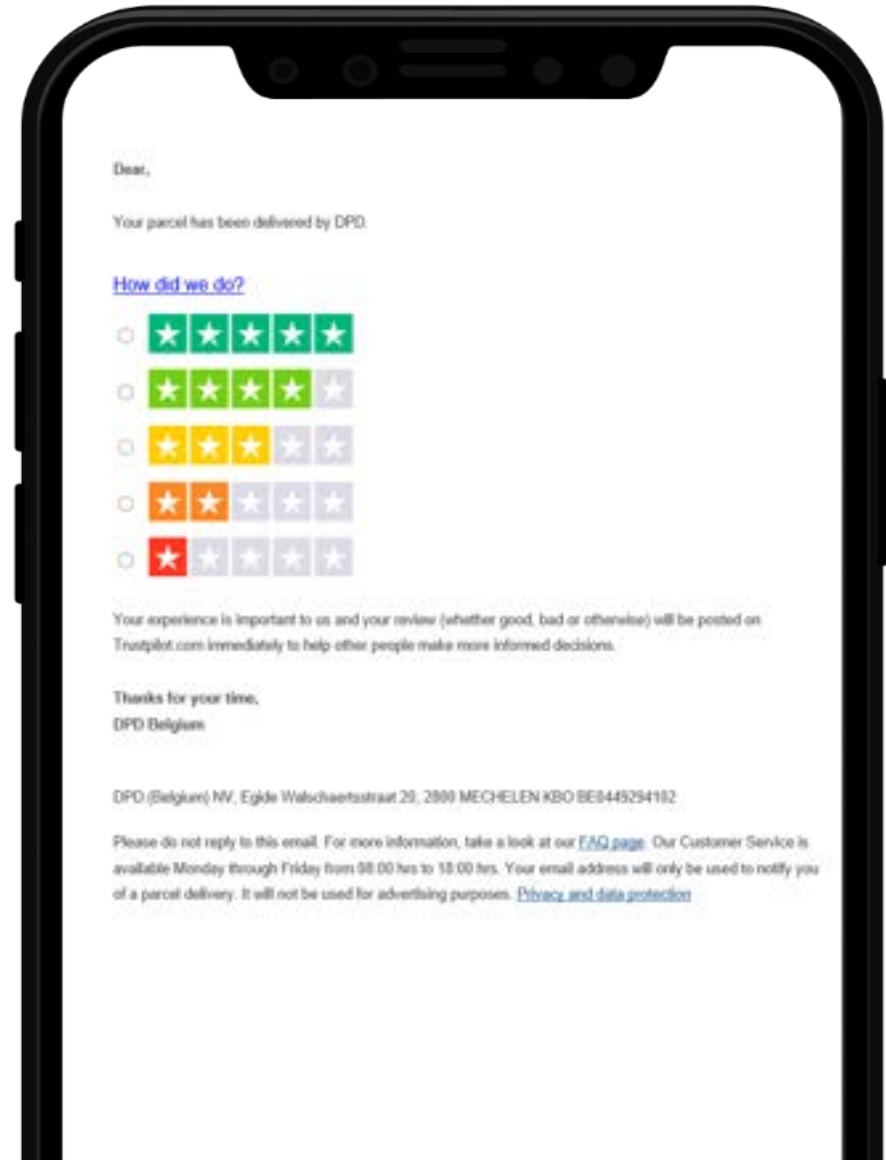
## When?

Domestic 13 scan when your parcel has been delivered ( doesn't include neighbour delivery → See next slide )

## Trustpilot review

We invite the receiver to rate his DPD delivery experience.

Link to our Trustpilot page: [review/dpd.com/be](https://www.trustpilot.com/review/dpd.com/be)



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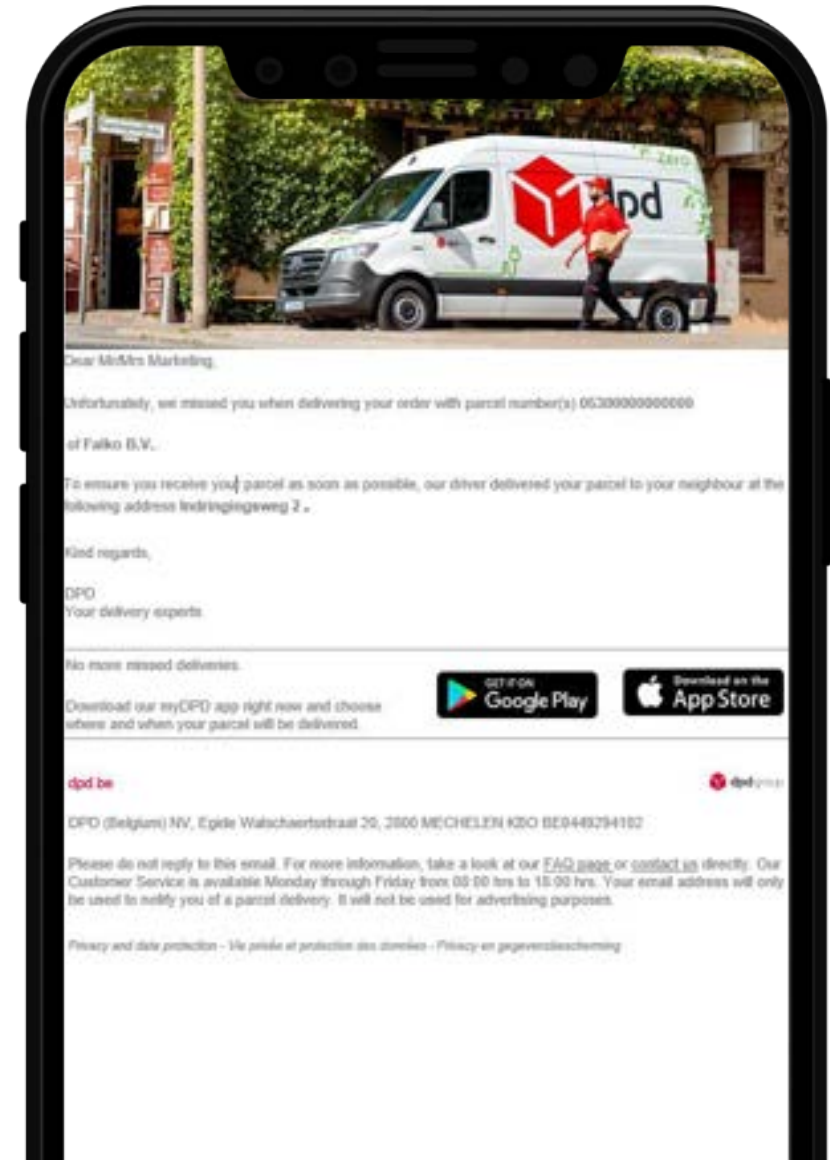
# Neighbour delivery

## When?

Domestic 13 scan with additional code 40

## Location of delivery

Via this notification we share the street + house number of where your parcel has been delivered.



# Notifications

## Unhappy Flow

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# What is an unhappy flow?

An unhappy flow is a parcel life cycle where **the parcel has experienced delays/issues**.

A parcel **does not** follow its normal life cycle and experiences one of the following events:

- Delays
- Pickup4U
- Lack of time
- Address issue
- ...

In the following slides you will be able to see all the predicts/notifications we send out for this flow.



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# Lack of time

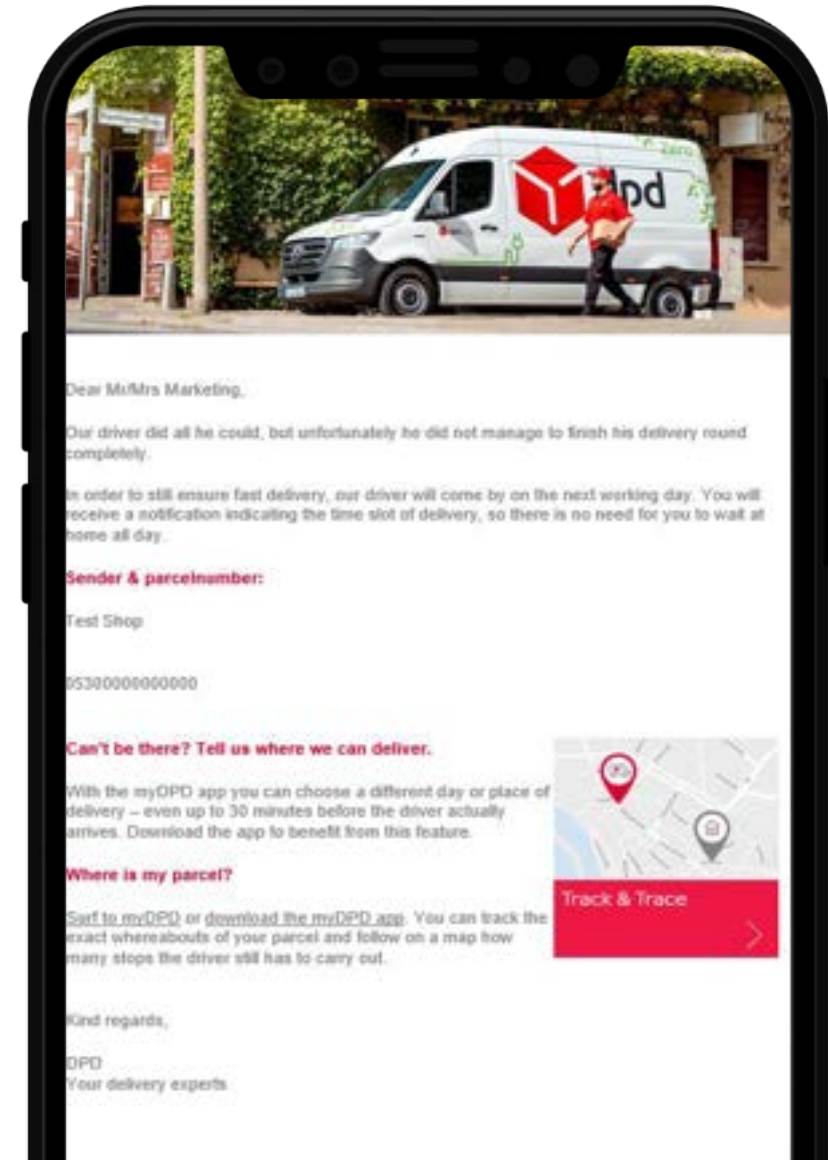
## When?

Domestic 14/07 scan with additional code 32 or 61

## Proactive communication

Proactively inform the receiver that we couldn't deliver his parcel and also the reason why.

Parcel will be delivered as soon as possible.





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# Delay (with scan)

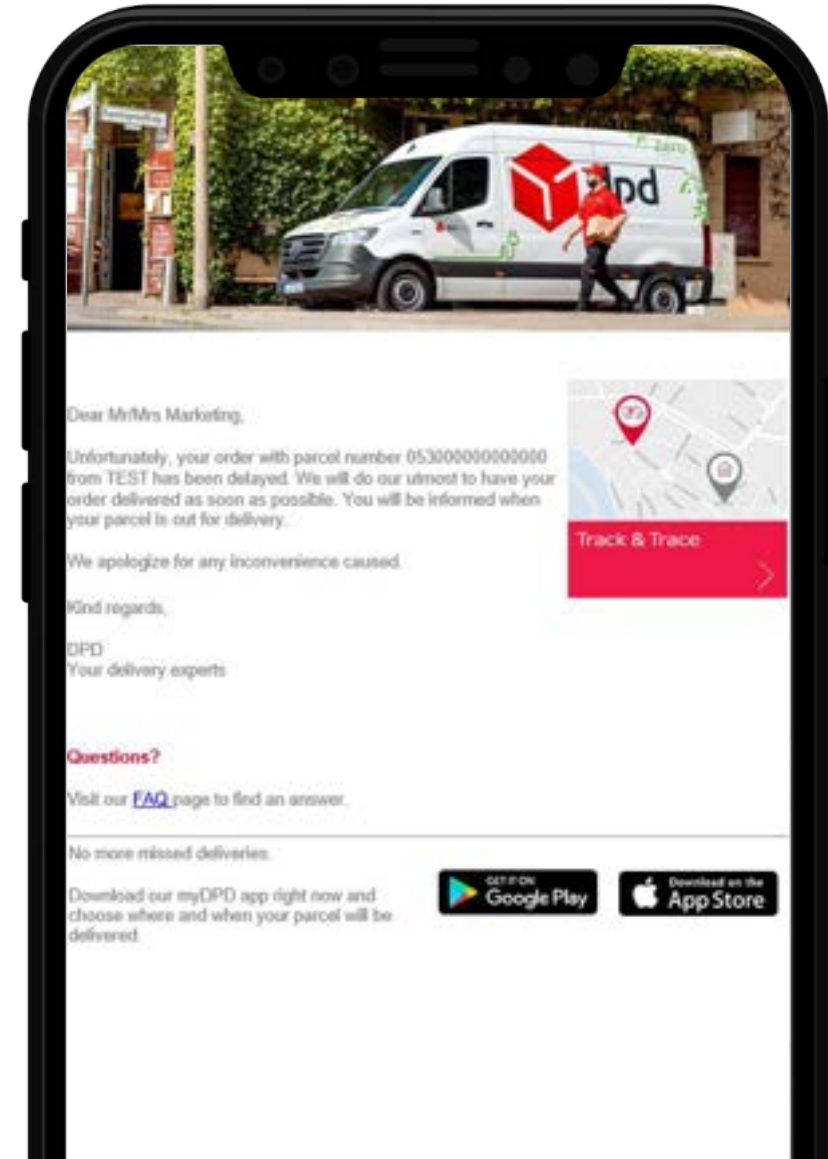
## When?

Domestic 06/08 scan with a variety of additional codes: 086, 038, 041, 061, 002, 003, 027

## Proactive communication

Proactively inform the receiver that we couldn't deliver his parcel and also the reason why.

Parcel will be delivered as soon as possible.



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# Delay (without scan)

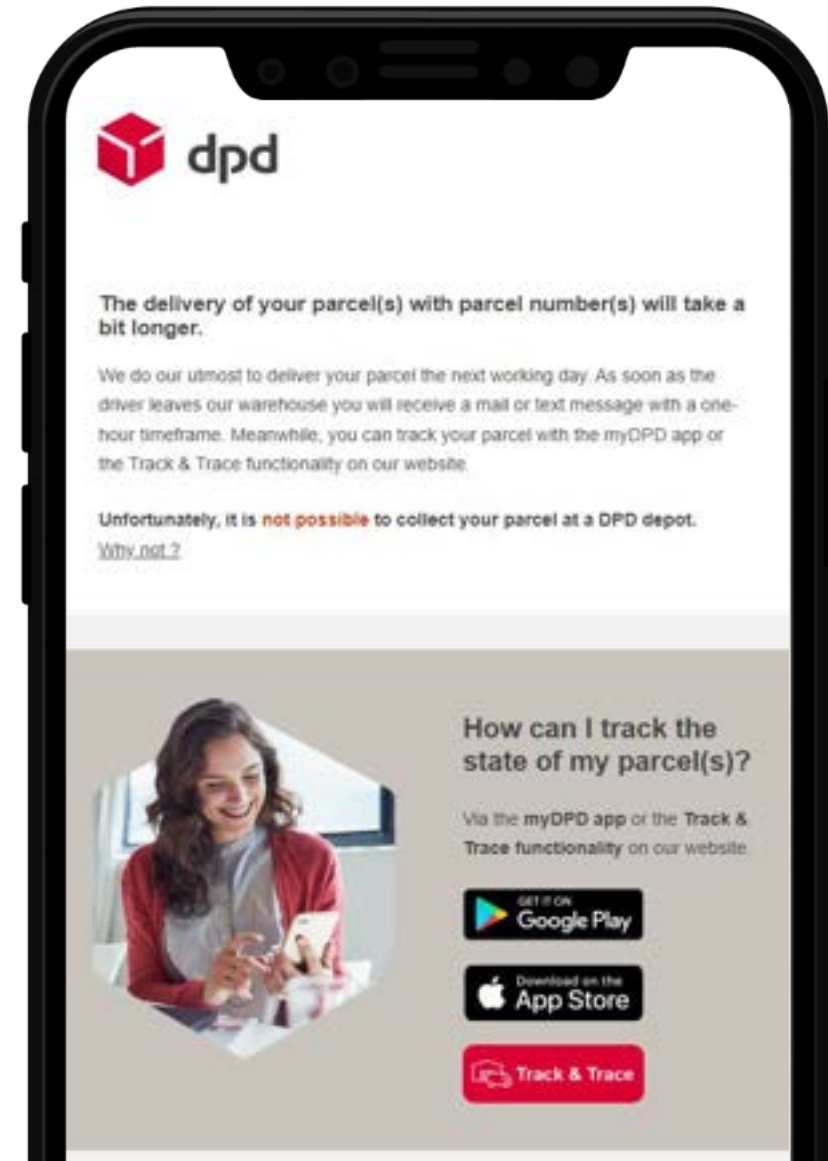
## When?

A delay mail will be triggered if it has received a 05/02 scan the day before, but no follow up scan the next day before 14:00.

## Proactive communication

Proactively inform the receiver that we couldn't deliver his parcel and the reason why.

Parcel will be delivered as soon as possible.



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# Pickup4U (NABS)

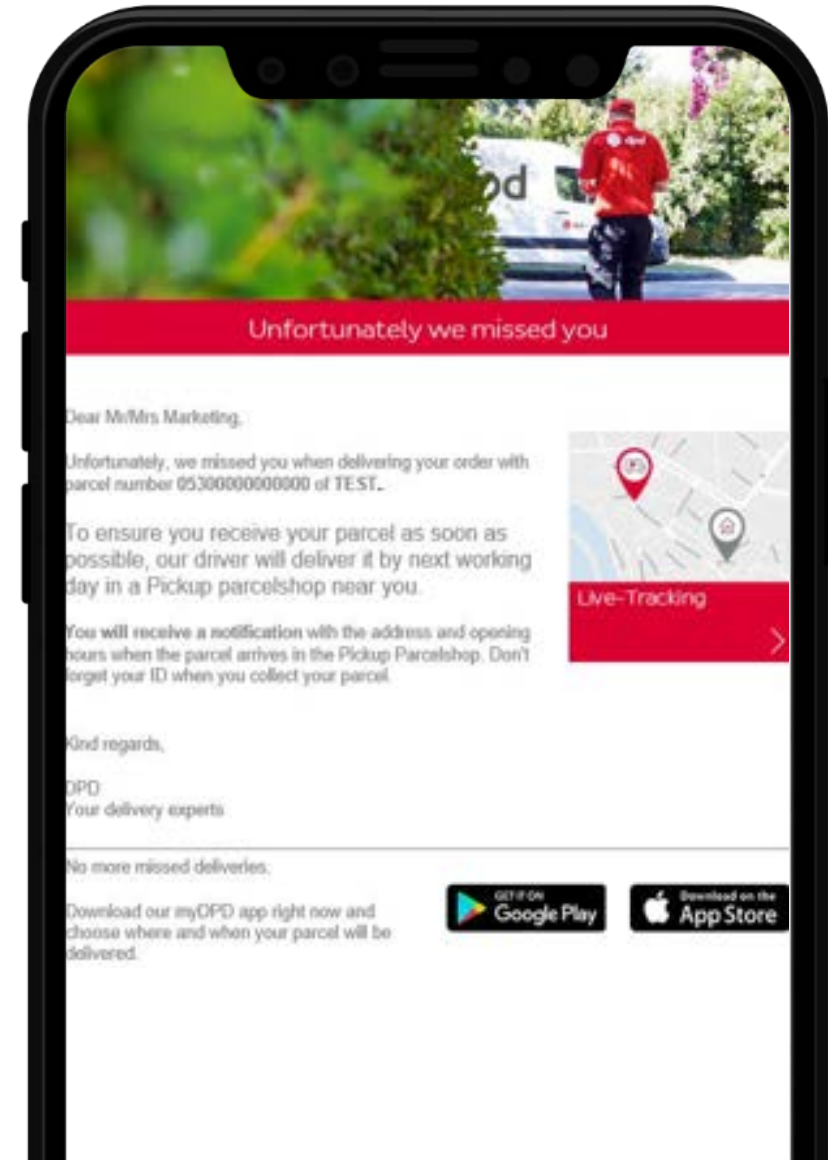
## When?

Domestic 14 scan with an additional code 91

## Proactive communication

Proactively inform the receiver that we couldn't deliver his parcel and also the reason why.

Parcel will be delivered in a Pickup parcelshop.



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# Address issue

## When?

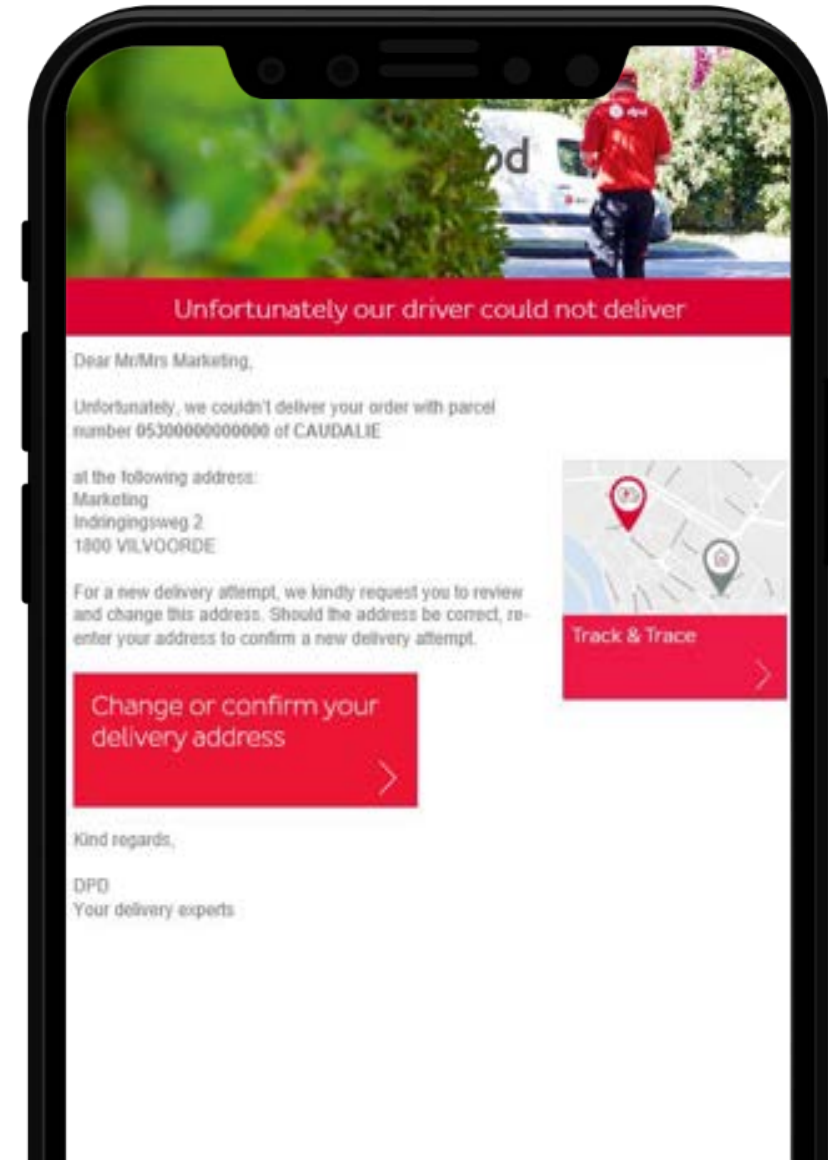
Domestic 08/14  
scan with additional  
code 11

## Change address

A change address  
redirection is  
necessary for a new  
delivery attempt.

## Proactive communication

Proactively inform the receiver that we can't  
deliver his parcel and also the reason why.



# Senders

## Collection notification



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# Collection notification

## When?

When a collection is accepted via register.

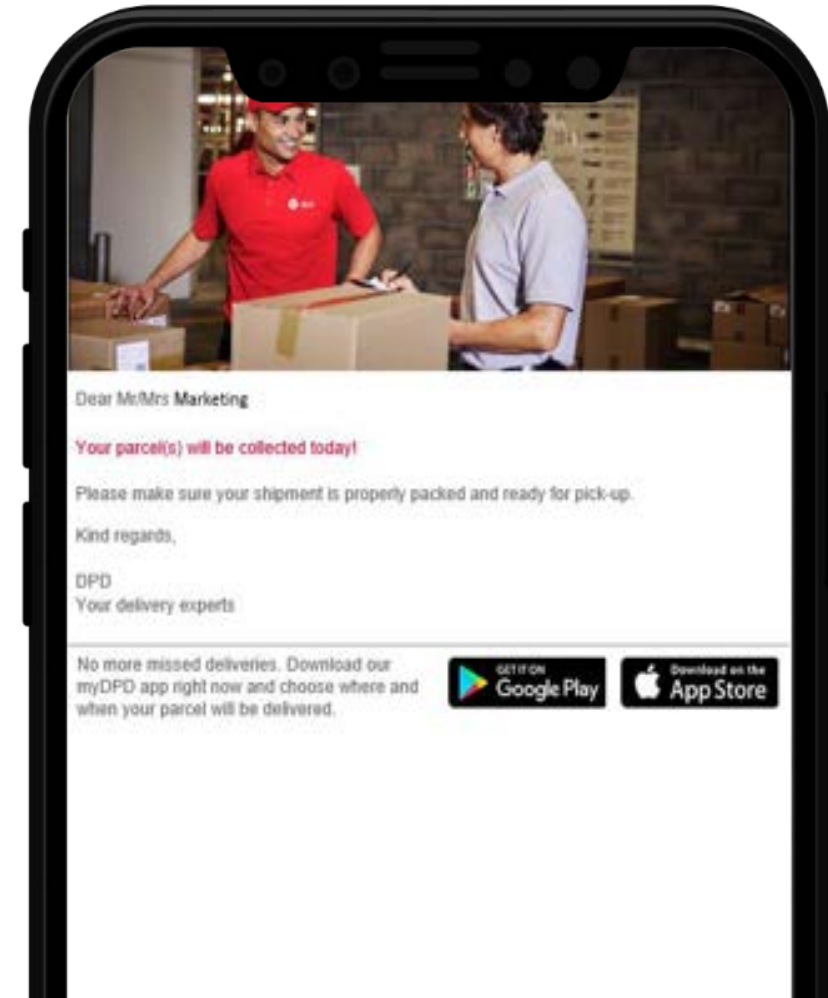
## Ad-hoc collections

Only applicable for ad-hoc collections.

Not for regulars.

## Parcel will be collected today

We inform the sender that a driver will come to collect his parcel today. This is to ensure that the sender properly prepares his parcel and gets it ready for the driver.



Pickup

Notifications PUDO

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# PUDO day before delivery

## When?

When a 2shop parcel (337-338) receives a domestic 05 scan

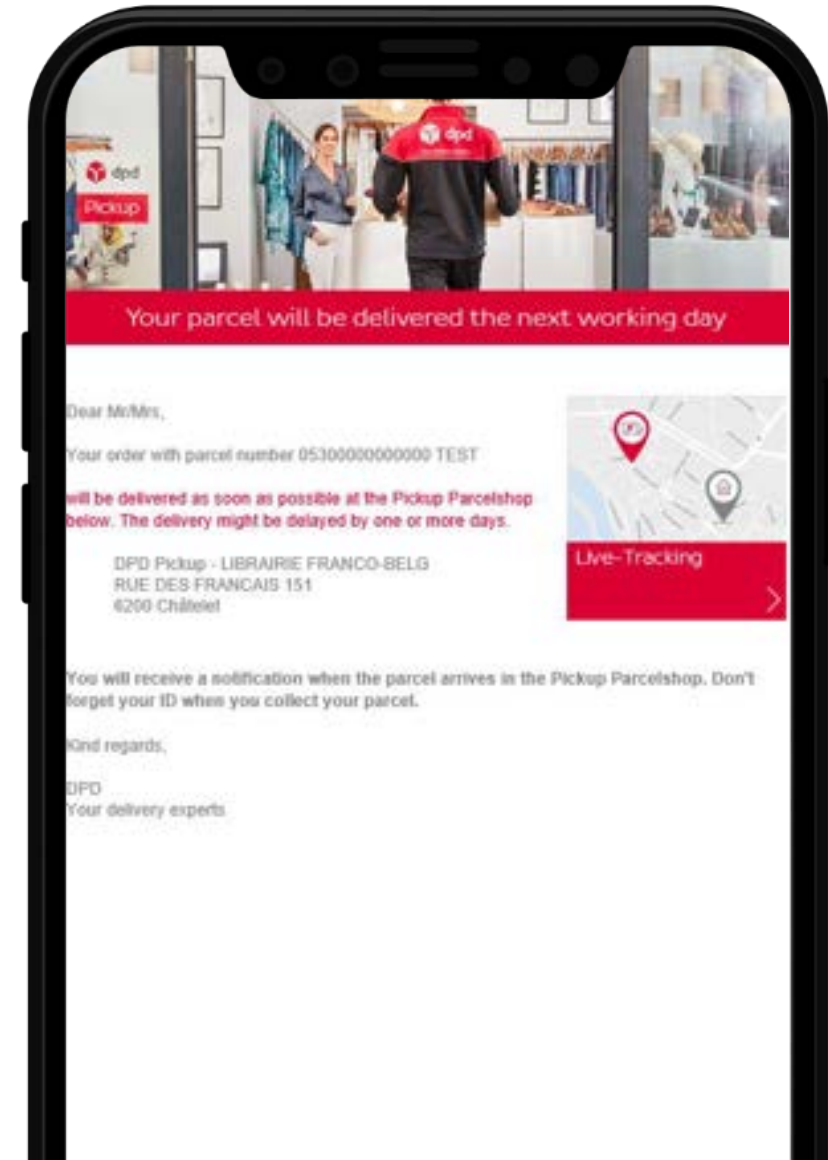
## Live tracking

Follow the most recent events of your parcel(s)

## Parcel will be delivered in a PUDO

We share with the receiver that his parcel will be delivered **the next working day** in PUDO X.

Also that an ID is required to collect the parcel.



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# PUDO day of delivery

## When?

When a 2shop parcel (337-338) receives a domestic 03 scan

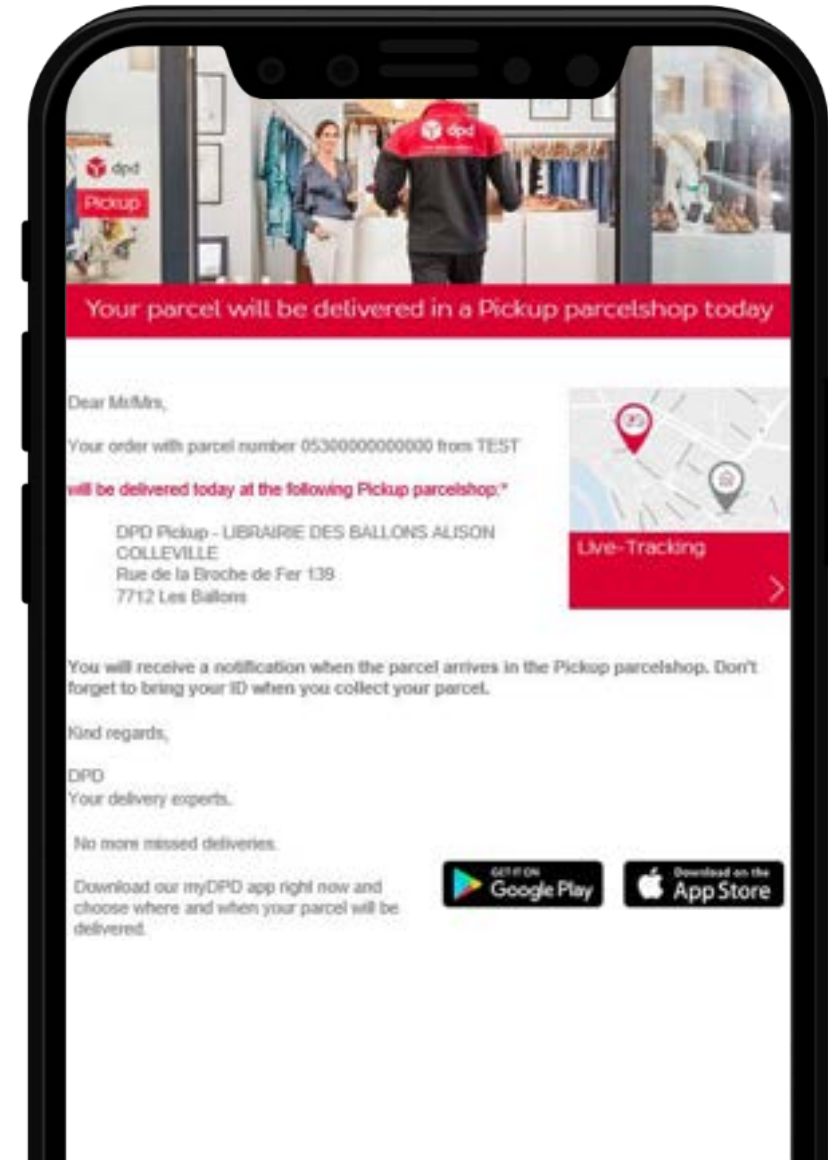
## Live tracking

Follow the most recent events of your parcel(s)

## Parcel will be delivered today in a PUDO

We share with the receiver that his parcel will be delivered **today** in PUDO X.

Also that an ID is required to collect the parcel.



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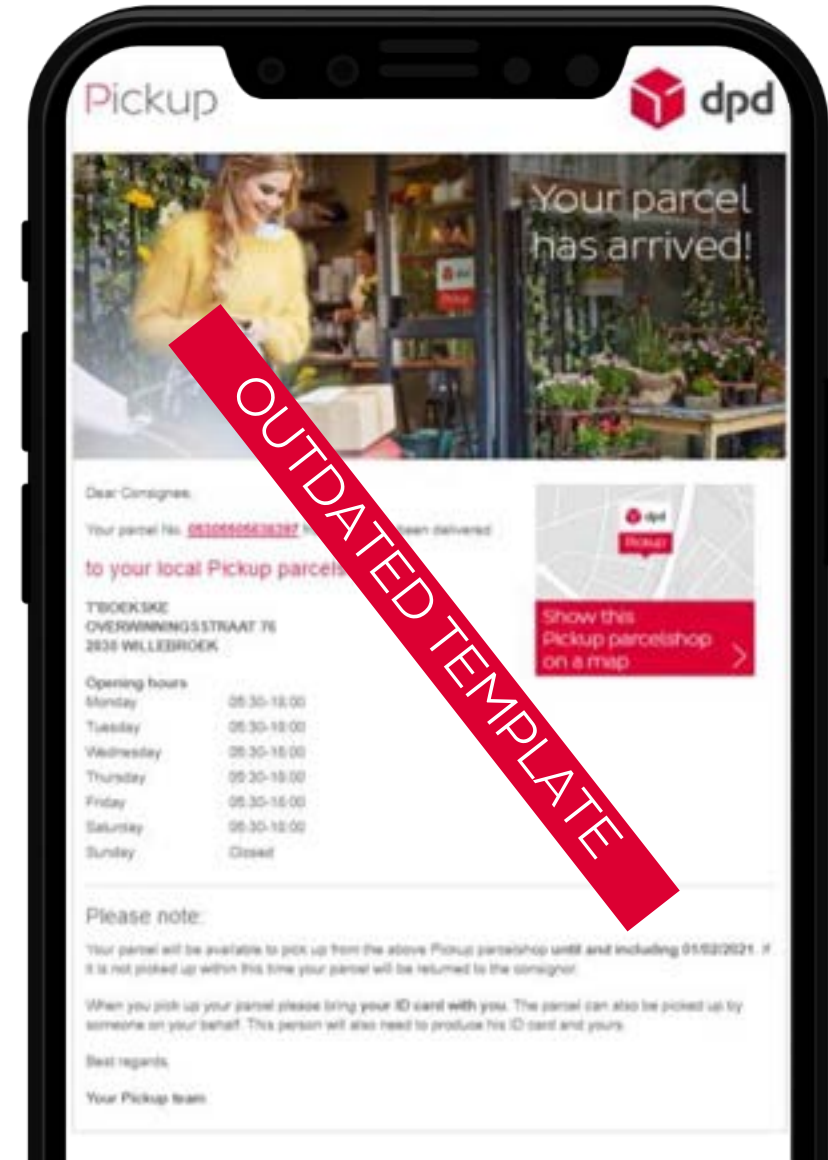
# PUDO delivered notification

## When?

PUDO gives a 'Parcel collected' scan via his PDA.

## Parcel will be delivered today in a PUDO

Pickup Central sends out a notification via their system. In the notification the following is shared: Parcel is ready for collection, Location of Pickup parcelshop, opening hours, ...





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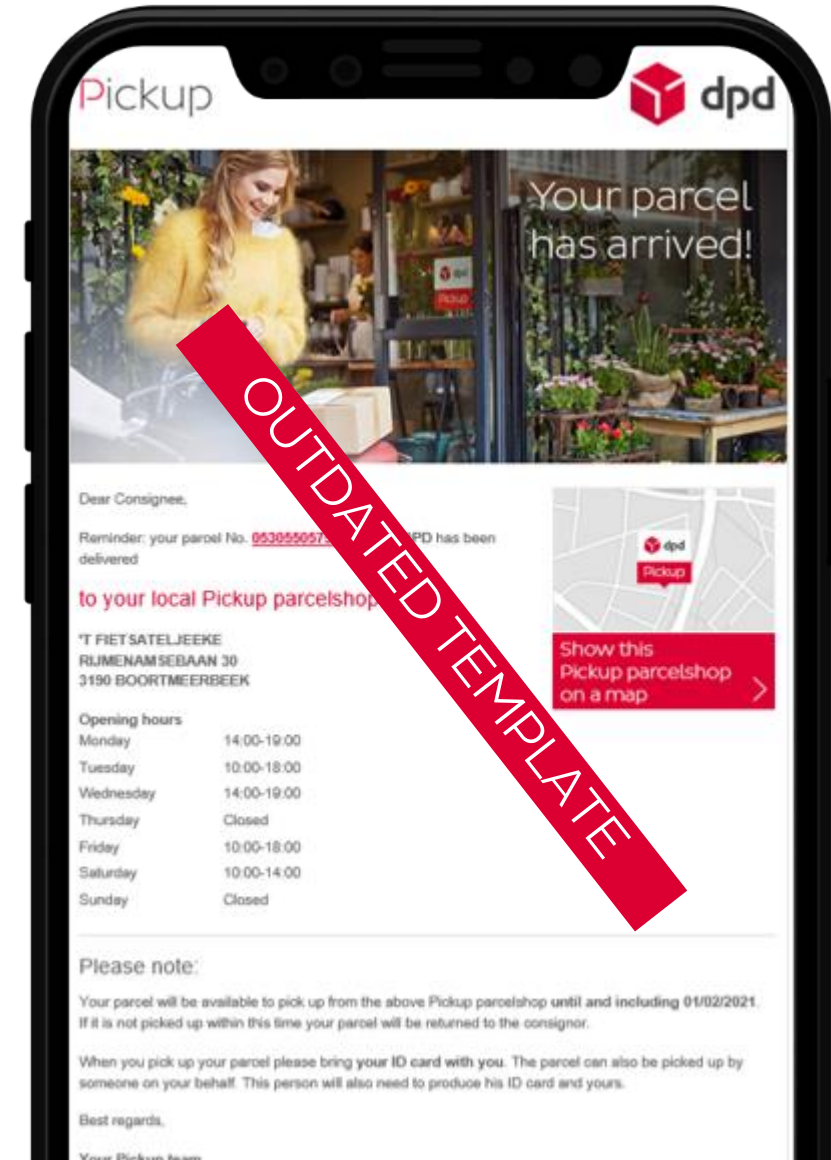
# PUDO reminder

## When?

If the parcel in the PUDO has not been collected for over 3 days.

**Parcel will be delivered today in a PUDO**

Pickup Central sends out a reminder mail if the parcel is still not collected.





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[www.dpd.com/be](http://www.dpd.com/be)