

# Parcel Notifications - Summary Table

Notifications rely on accurate and timely pre-advise and require an email address and/or mobile number bring provided in in the pre-advise. If the recipient's email address in the pre-advise matches the email address used to set up their Royal Mail App account, they will automatically receive push notifications in addition to any email/SMS notifications.

Notification Event	Notification Description	Email	SMS
<b>Parcel has been received into our network</b>	On its Way: Predicted Day of Delivery (PDD) & Estimated Delivery Window (EDW); or PDD with By Time; or PDD only; or On Way with no PDD.	✓	✓*
<b>Parcel has been received at the local Delivery Office</b>	Ready for Delivery: Deliver Today, Deliver Today with By Time, Deliver Today with EDW	✓	✓*
<b>Parcel has been delivered as addressed</b>	Delivered: Successfully Delivered as	✓	✓*
<b>Parcel has been delivered (other)</b>	Delivered: Successfully Delivered (Other): Delivered to Safe Place/Neighbour	✓	✓
<b>Parcel has been delivered to Local Collect</b>	Delivered: Successfully Delivered to Local Collect	✓	✓
<b>Parcel could not be delivered (1st attempt)</b>	Not Delivered: Could Not Be Delivered on 1 <sup>st</sup> Attempt: No Answer, Unsuitable Safe Place, No Correct ID (Age & ID Verification)	✓	✓*
<b>Parcel could not be delivered (2nd attempt)</b>	Not Delivered: Could Not Be Delivered on 2 <sup>nd</sup> Attempt: No Answer, Unsuitable Safe Place, No Correct ID (Age & ID Verification)	✓	✓*
<b>Reminder to collect parcel</b>	Reminder: Day 8 & Day 16 Redelivery/ Collection Reminder (Automated Notification)	✓	✓*
<b>Parcel has been collected</b>	Parcel Collected: Confirmation	✓	✓*
<b>Parcel has been returned to</b>	Return to Sender	✓	✓*
<b>Parcel has been re-routed</b>	Item Missorted: Parcel has been re-routed	✓	✓
<b>Parcel retention</b>	Retention Instruction: Instruction Received	✓	✓*

*\*We will only send these notifications via email if both email address and phone number has been provided in the pre-advise. If only a mobile number has been provided, recipient will still receive these notifications via SMS.*