

**Informing customers
through various
channels:**

**Viber/SMS/e-Email
notification**

GLS.





How do we inform customers about delivery?

- Via Viber message
(if the person does not have the Viber application on their mobile phone or does not have an Internet connection, the message is redirected to SMS)
- Via classic SMS message
- Via E-mail



When do we notify customers about delivery?

SMS-Viber/E-mail notification

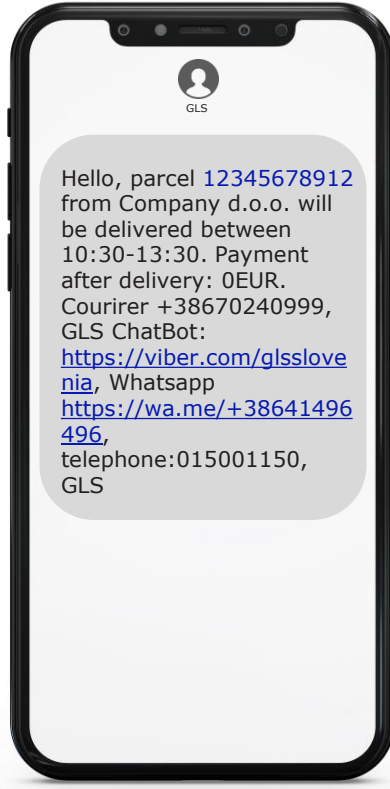
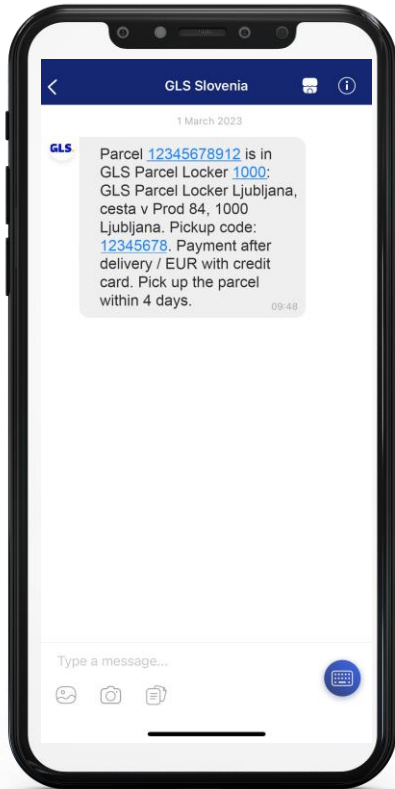
● GLS system sends First SMS/Email, when you **print the label**. We offer recipients **5 delivery options** they can choose from.

● **On day of delivery:** SMS/email - Notification about **delivery time window, drivers direct mobile number** and contact from GLS call center for more info.

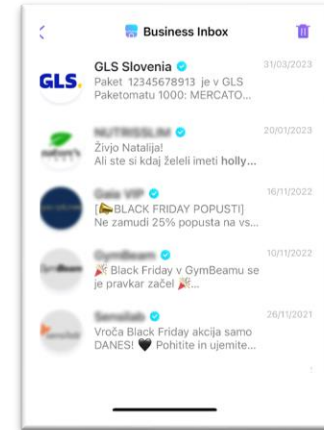
- D0 – reminder and delivery agreement email+ Viber/sms (in case of Parcel Locker and Parcel Shops) or a retry delivery agreement for another delivery day
- D1 – reminder by email + Viber/sms (only in case of Parcel Locker)
- D2 – reminder by email + Viber/sms (in case of Parcel Locker and Parcel Shops)
- D3 – reminder by email + Viber/sms (in case of Parcel Locker)
- D4 – Parcel Shop: reminder by email + Viber/sms (only in case of Parcel Shop).
/ D4 – Return to Sender from Parcel Locker
- D5 – Return to Sender from Parcel Shop

Example of a Viber message for customers

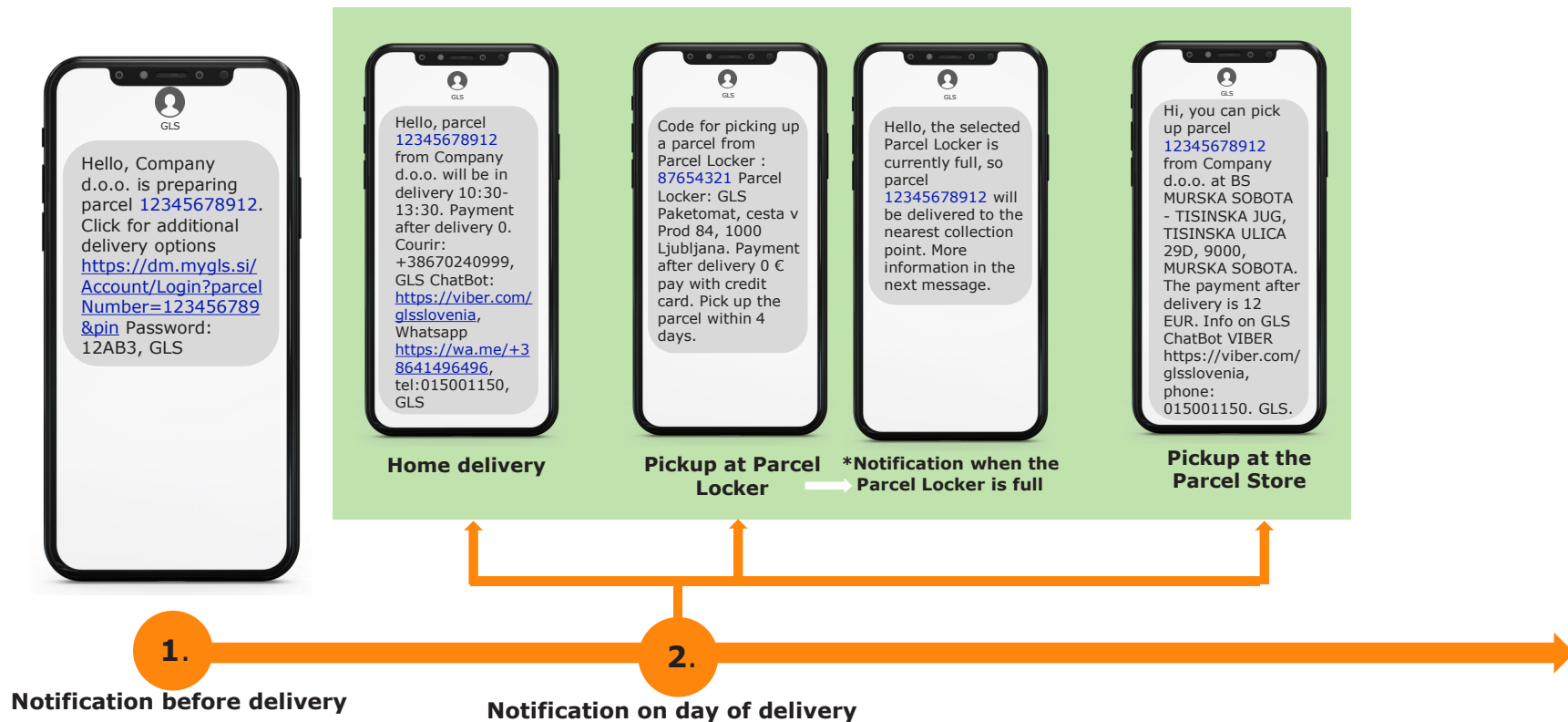
● Viber messages look the same as SMS notifications!



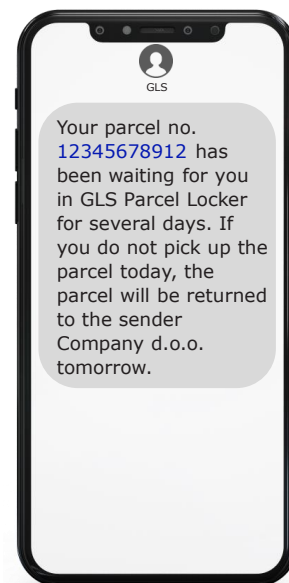
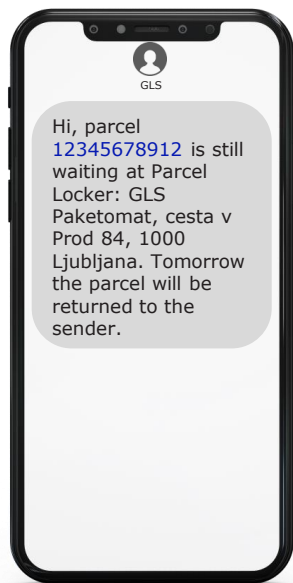
ATTENTION: If the recipient claims that he/she has not been notified, he/she has to check VIBER application, under the "Business inbox" group!



Example of a SMS/Viber message for customers



Example of a SMS/Viber message for customers



2.

Notice on the delivery day

3.

Pending parcel reminder

4.

Reminder before returning the parcel
to the sender from Parcel Locker

E-mail notification before delivery

Dear Janez Novak

Company d.o.o. is processing your order. Your parcel will be ready for you in the coming days.

if you are unavailable at your main address in the morning, **you can redirect the parcel for FREE to GLS Parcel Locker of your choice** or choose another **alternative option** by opening the link below:

(Link is available only today until midnight) <https://dm.mygls.si/Account/Login?parcelNumber=506334390&pin=1ABAD>

Password: 1ABAD

Please do not reply to the this email but email us at info@gl-slovenia.com or call as on **+386 1 500 11 50**.

Best regards,

GLS

www.gls-slovenia.com

Whatsapp: <https://wa.me/+38641496496>

Viber: <https://viber.com/glsslovenia>

** **GLS parcel delivery takes place from Monday to Friday mornings.** Be prepared for the additional costs when you redirect your parcel to parcel shops. Parcel shop PETROL will charge the parcel recipient a parcel hand-over service of 0,45€ for each parcel and a COD administration fee of 1,05€ per parcel with COD. Parcel Shops OMV and 3DVA will charge the parcel recipient a COD administration fee of 1,05€ per parcel with COD.*

E-mail notification after delivery

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Dear Janez Novak

You have successfully submitted a delivery modification for the parcel **Janez Novak**

Current delivery data:

Your parcel will be placed in a GLS ParcelLocker of your choice.

NAME OF THE PARCELLOC- PAKETOMAT GLS
KER:

ADDRESS OF THE PARCEL [cesta v Prod 84](#)
LOCKER: [LJUBLJANA](#)
[1000](#)

CONTACT:

If the specified GLS ParcelLocker belongs to another depot, the parcel will be redirected, which will take an additional working day, so delivery will take place on the next working day. On the morning of the delivery, we will inform you again of the time of delivery of the parcel, specifying a 3-hour time window. After the courier has placed the parcel, we will notify you by email/SMS that the parcel is ready for pick-up. The parcel can also be picked up on weekends and holidays.

Regarding data protection please visit our <https://gls-group.eu/SI/en/privacy-policy> website.

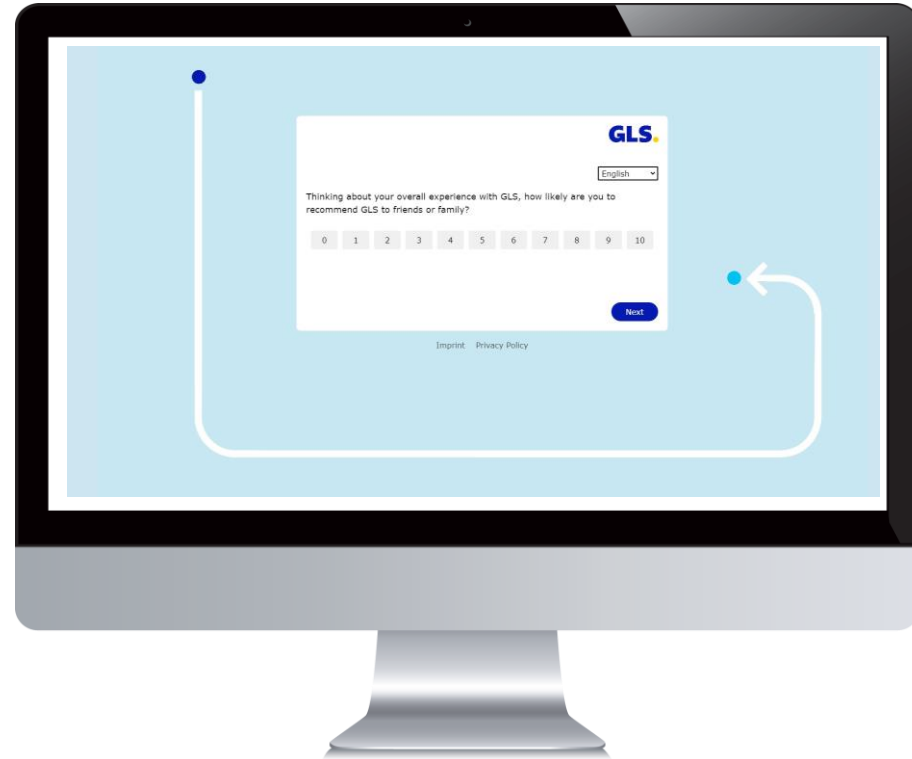
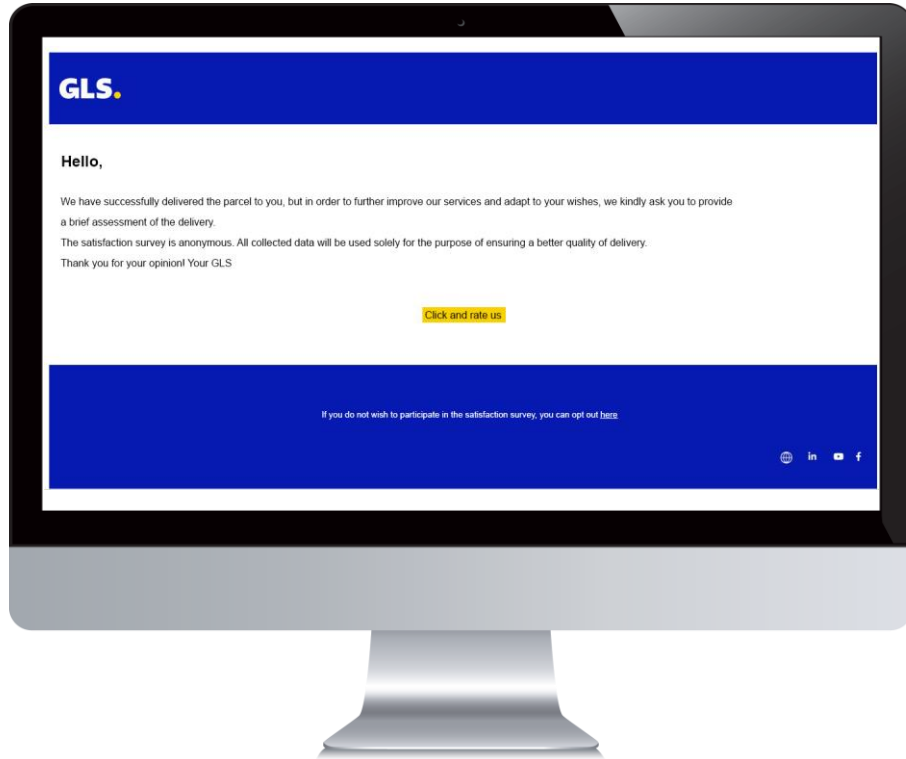
This is an automatically generated email - please do not reply to it.

Best regards,
GLS

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Delivery satisfaction survey

When the parcel is successfully delivered, the customer receives a confirmation email with a delivery satisfaction survey.



**For more information please do
not hesitate to contact us!**

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