



# SMS and Email Notifications

Getting the most out of APC messaging from the APC Booking Platform



# Notifications / Getting Started



All automatically generated notifications either via email or SMS are in the APC Booking Platform. Depots can now monitor, manage and control notifications that are set up for each customer.

**IT IS CRUCIAL THAT ALL MOBILE NUMBERS AND EMAIL ADDRESSES ARE POPULATED WITH NO MISSING CELLS.**

**PLEASE BE MINDFUL THAT IT IS USEFUL TO HAVE A LANDLINE FOR BUSINESS ADDRESSES, HOWEVER WE ARE UNABLE TO USE THEM FOR SENDING NOTIFICATIONS TO.**



**Track messages sent** – consumers will successfully receive notifications if the email address and mobile number are inputted correctly on the APC Booking Platform. If you would like to check that notifications have been successfully sent, **go to the tracking page on the APC Booking Platform (view slide 10) and you will find messages sent at the bottom of the tracking page (under message history).**



**Are you aware of what messages consumers should receive?** Please ensure that you are familiar with the different messaging options enabled for each customer. SMS/Email notification requirements may change – it is important that the system is kept updated.



Drivers play a key part in ensuring that the correct notifications are sent to consumers. Drivers must follow the correct process when out delivering. Are your drivers aware of the consequences if they fail to follow the correct process?

- Unnecessary Complaints
- Drives calls and emails into the depot
- Increases negative comments on social media
- Provides a negative experience of dealing with the APC

## Delivery

Country

Postcode

Company/Name

Address Line 1

Address Line 2

City

County

Contact Name

Phone

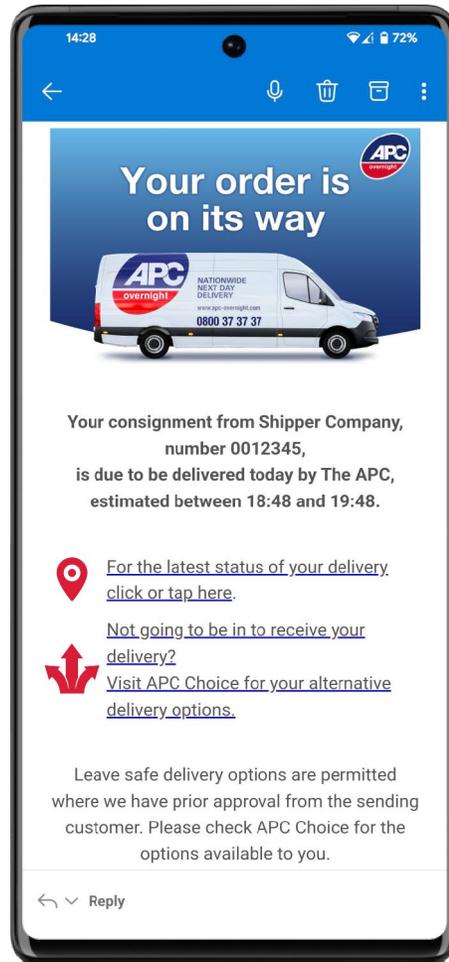
Mobile

Email

# Notifications Examples

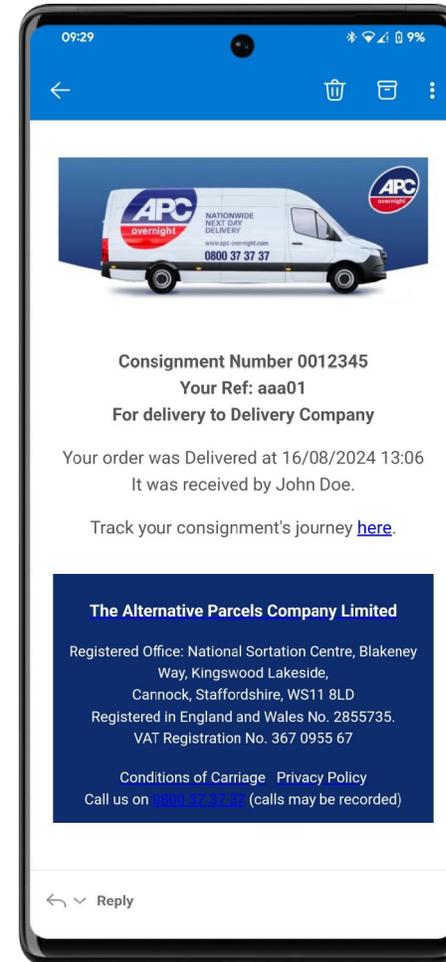


## Parcel Delivery Pre-advise



APC plan to deliver your [shipper company] order between 15:38 and 16:38  
Not going to be in?  
<https://apcchoice.com?c=0012345>  
This is a no reply text.

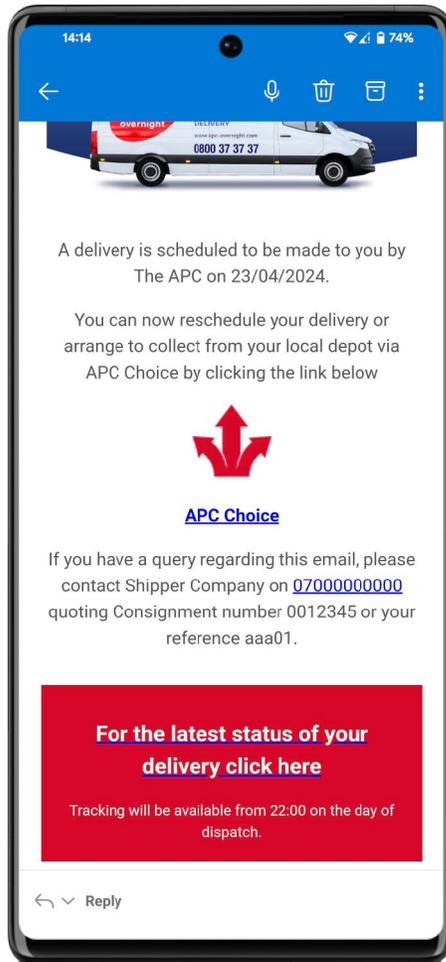
## Status Delivered



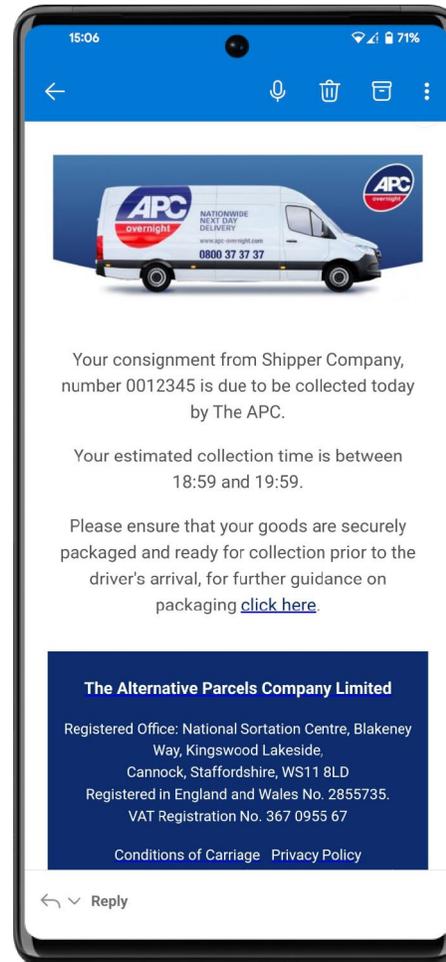
# Notifications Examples



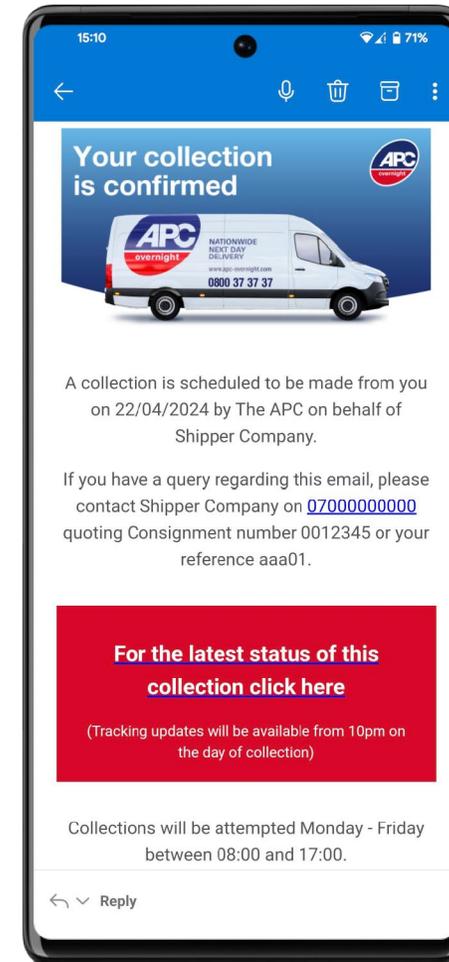
## Parcel Collection Pre-advice



## PUR Collect Window Notification



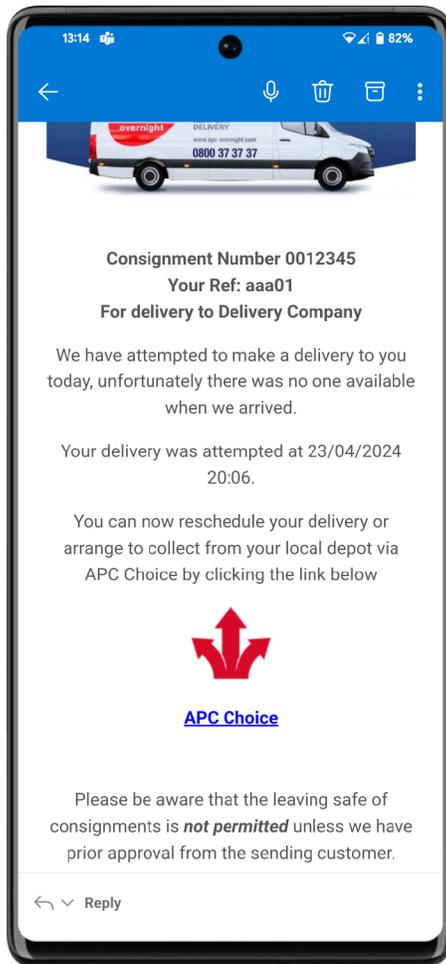
## PUR Sender Window Notification



# Notifications Examples

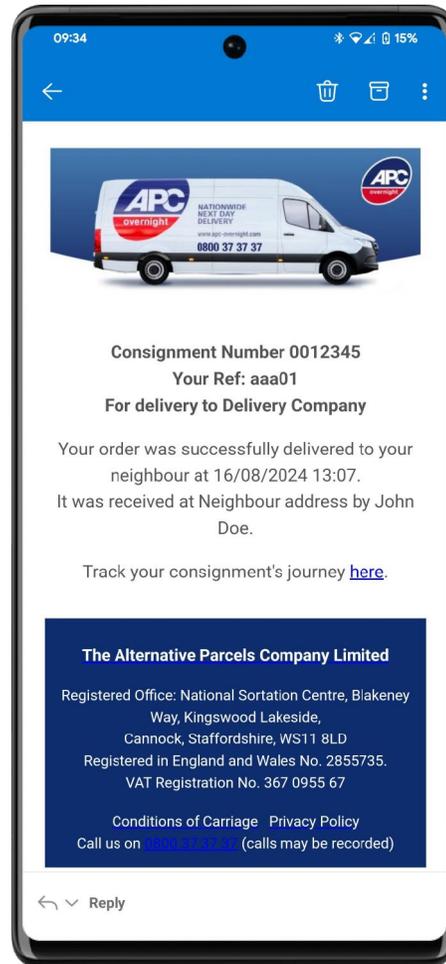


## Status Delivery Attempted

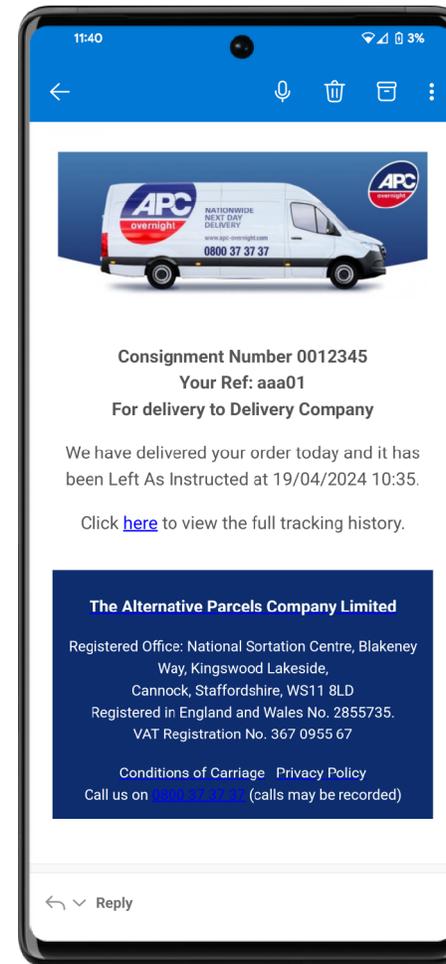


APC attempted to deliver your [shipper company] order consignment number [short con] at [status datetime]. To arrange a free delivery go to: <https://apcchoice.apc-overnight.com/> This is a no reply text.

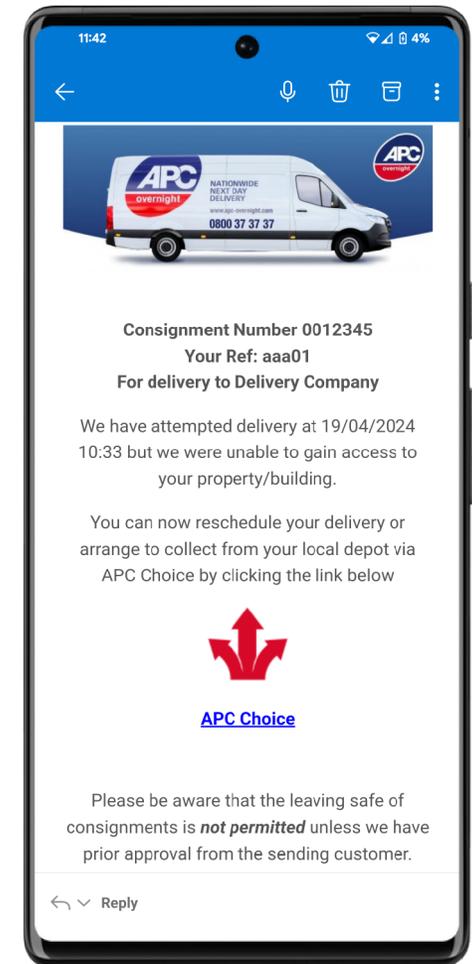
## Status Delivery to Neighbour



## Status Left as Instructed



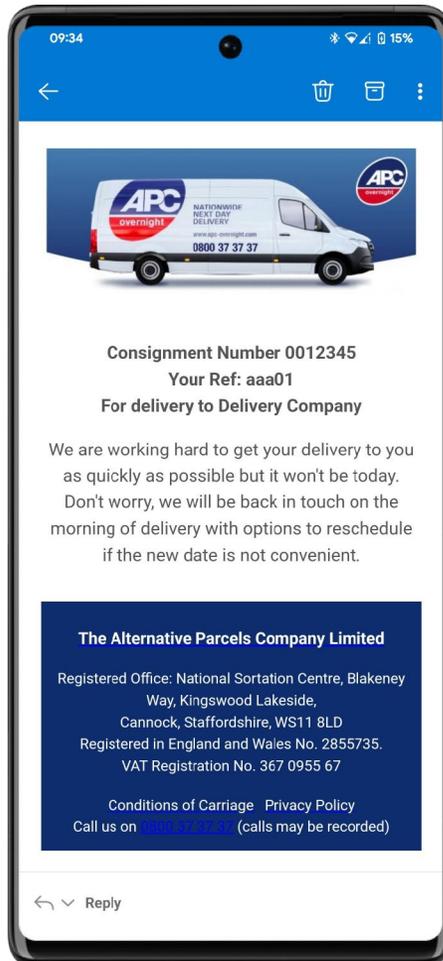
## Status No Access



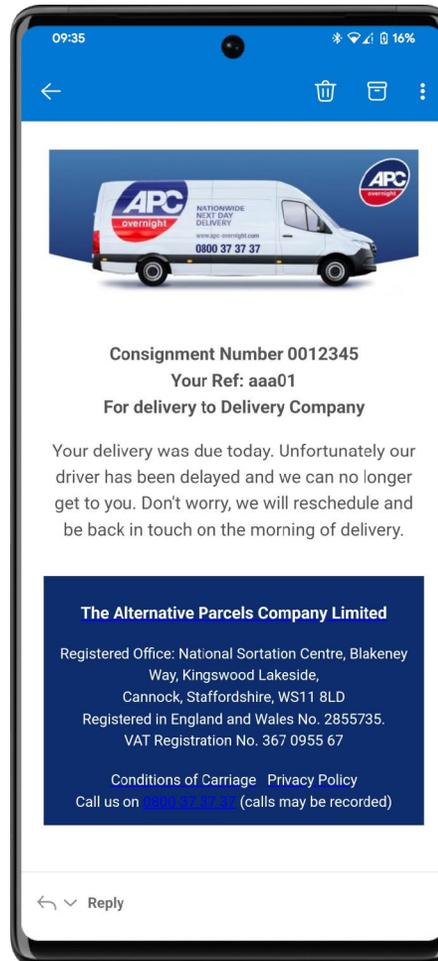
# Notifications Examples – Delayed deliveries / collections



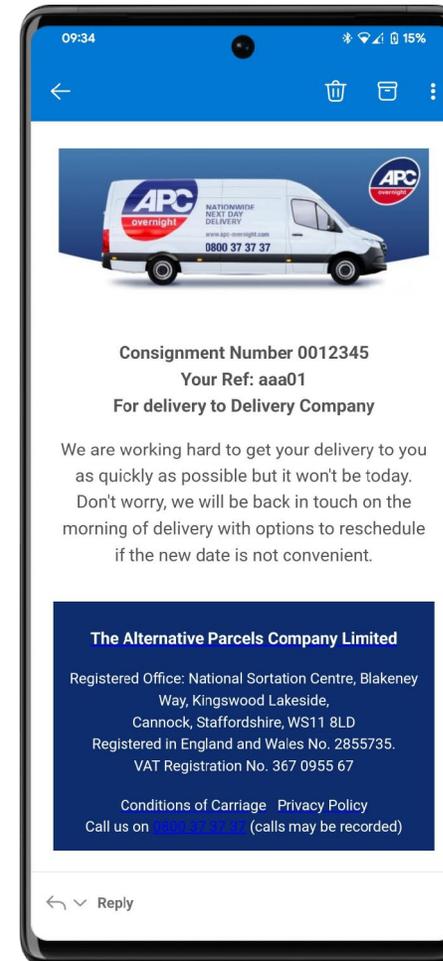
## Held at Depot (HAD)



## Delivery Delay (PNA/WEA/VEH)



## PUR Collection Delay (WNC/VNC/PNC)



# How to set up SMS/Email notifications for your customers



**1** After logging into the APC Booking Platform, click on **MY ACCOUNTS** and then click on **ACCOUNTS**

**2** Find your customer by typing their business name in the **SEARCH BAR**

The screenshot displays the APC Booking Platform interface. On the left is a navigation menu with items: MY ORDERS, MY REPORTS, MY ACCOUNTS (highlighted with a green box), My Account, Accounts (highlighted with a green box), My Carriers, Contracts, Surcharges, Ratecharts, Delivery Groups, Auditing, and Messaging (highlighted with a red box). The main content area is divided into two columns. The left column contains a 'Browser' search bar (highlighted with a green box) and a list of accounts: 'Admin Day Operations' (highlighted with a red box), 'APC API and Co', 'Head Office Accounts Department', 'Head Office Damaged Freight', and 'Head Office Facilities Account'. The right column shows 'Account Identification' details for 'Admin Day Operations', including Account Reference (1112), Account Number (ADMIN), Language (CN), VAT Number, and EORI Number. Below this is the 'Address (operational)' section with fields for Country (United Kingdom), Timezone (Europe/London), Postcode (WS11 8LD), and Address lines (National Sortation Centre, Blakeney Way). On the far right, there are buttons for SIGN OUT, ADD, EDIT, vCARD, and MESSAGES.

# How to set up SMS/Email notifications for your customers



**3** Results from your search will now appear – select your customer's account from the list

**4** Then click on **MESSAGES** (right side of your screen)

The screenshot displays the APC customer portal interface. On the left, a navigation menu includes 'MY ORDERS', 'MY REPORTS', and 'MY ACCOUNTS'. Under 'MY ACCOUNTS', there are links for 'My Account', 'Accounts', 'My Carriers', and 'Contracts'. The 'Accounts' link is highlighted in red. The main content area shows a search bar with the word 'search' and a magnifying glass icon. Below the search bar, a list of accounts is displayed. The first account, 'Admin Day Operations', is highlighted in red and has a green box around it. This account is located at 'National Sortation Centre, Kingswood Lakeside'. Below it are other accounts: 'APC API and Co', 'Head Office Accounts Department', and 'Head Office Damaged Freight'. To the right of the account list, the 'Account Identification' section is visible, showing fields for 'Account Name' (Admin Day Operations), 'Account Reference' (1112), 'Account Number' (ADMIN), 'Language' (CN), 'VAT Number', and 'EORI Number'. There is also an 'Active' checkbox which is checked. At the bottom, the 'Address (operational)' section shows the 'Country' as 'United Kingdom'. On the far right, there is a vertical toolbar with buttons for 'SIGN OUT', 'ADD', 'EDIT', 'vCARD', and 'MESSAGES'. The 'MESSAGES' button is highlighted with a green box. A tooltip above the 'MESSAGES' button says 'Click here to enable notifications.' and there is an 'Address Book' link below it.

# How to set up SMS/Email notifications for your customers



**5** You will now see a list of messages that can be sent to senders or recipients for consignments booked on this customer account.

Click on the white box under ACTIVE to enable specific message types to be offered. If a box remains UNTICKED, then that message type will not be offered for that customer if booking an order.

Click on the white box under DEFAULT for an active message type to always be sent if booking an order for that customer. The default can be manually overridden as a specific consignment is booked on screen by ticking/unticking the box. The default will always be used when booking via a data plug or API.

The screenshot shows a web interface for managing customer accounts. On the left is a navigation menu with 'Accounts' selected. The main area displays a table of messages. The table has the following columns: Message Name, Message Type, Recipient Type, Send For, Status Group, Tracking Status, Active, and Default. The 'Active' and 'Default' columns contain checkboxes. A green box highlights these two columns. On the right side of the interface, there are buttons for 'SIGN OUT', 'SAVE', and 'BACK'. At the top right, there are filter options for 'Message Type' (Email, SMS) and 'Active' (Active, Inactive).

Message Name	Message Type	Recipient Type	Send For	Status Group	Tracking Status	Active	Default
<a href="#">Sender Order Confirmation</a>	Email	Collection	Sender	SYSTEM	MANIFESTED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<a href="#">Recipient Delivery (Delivered)</a>	Email	Delivery	Sender Recipient Third Party	DELIVERY	DELIVERED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<a href="#">Recipient Order Confirmation</a>	Email	Delivery	Sender Recipient Third Party	SYSTEM	MANIFESTED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<a href="#">Delivery Window Notification</a>	Email	Delivery	Sender Recipient Third Party	TRANSIT TRANSIT	DELIVERY - DEPARTED BEFORE THRESHOLD DELIVERY - DEPARTED WITHIN THRESHOLD	<input type="checkbox"/>	<input type="checkbox"/>
<a href="#">Sender Delivery (Carded)</a>	Email	Collection	Sender Recipient Third Party	DELIVERY	CLOSED / CARDED	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

List of SMS/Email notifications broken down by 'message names'

# How to set up SMS/Email notifications for your customers



**6** Find the consignment that you wish to view, for example in Orders Overview.

**7** Click on the status (DELIVERED in this example)

**8** To find tracking details and messages that have been sent to the sending customer / consumer (recipient) please click on **HISTORY** as shown

APC OVERNIGHT

Consignment Number: 202111090020389 **0007062**  
 Booking Ref: 1  
 Reference No:  
 Collection Date: 2021-11-09  
 Ready At: 16:00:00  
 Closed At: 17:00:00

Service: 1600 Parcel  
 Items: 1  
 Goods Description:  
 Goods Value: 0.00  
 Weight: 5.00  
 Rate: 0.00

	Collection	Delivery
Country	United Kingdom	United Kingdom
Company	PHAB Wholesale Ltd	ANGELA ANDRONICO
Postcode	EX2 5GL	BA4 6NF
Address Line 1	27 Apple Lane	Snagg Farm
Address Line 2		Ditcheat
City	Exeter	Shepton Mallet
County	Devon	Somerset
Phone	01392361800	
Email	dispatch01@phabwholesale.com	angelaandronico@btinternet.com
Instructions		if out please leave in safe place
Timeslot		

<a href="#">Sandford Orchards Ltd</a>	<a href="#">202111090020377</a> <b>0019435</b>		56598	Woolacombe	EX34 7HL	<a href="#">DELIVERED</a>	09/11/2021	
<a href="#">Sandford Orchards Ltd</a>	<a href="#">202111090020377</a> <b>0019434</b>		56596	York	YO43 4TZ	<a href="#">DELIVERED</a>	09/11/2021	
<a href="#">PHAB Wholesale Ltd</a>	<a href="#">202111090020389</a> <b>0007062</b>		N/A	Shepton Mallet	BA4 6NF	<a href="#">DELIVERED</a>	09/11/2021	
<a href="#">TOTALTEE LTD</a>	<a href="#">202111090020427</a> <b>0000257</b>		N/A	Bury St. Edmunds	IP32 7PE	<a href="#">DELIVERED</a>	09/11/2021	

**MY ORDERS**

Orders **1**

2021110900203890007062

Filter by Order Number

Con Number: 202111090020389 0007062  
 EX2 5GL Exeter  
 BA4 6NF Shepton Mallet - 09/11/2021  
 Ref:

**Item Track**

Pickup Request > Pickup > Transit > Delivery

Select Time Zone: Local Scan Time

**Carrier and Service details**

CARRIER	SERVICE
APC OVERNIGHT	1600 Parcel

**Actual**

All	None	Con / Item	DATE/TIME	SCAN TYPE	LATEST STATUS	LOCATION	COMMENTS/SIGNED BY	SCAN HISTORY
<input type="checkbox"/>		<a href="#">202111090020389</a> <b>0007062 001</b>	10/11/2021 10:54:49	DELIVERY	DELIVERED	Point of Delivery	Andronico <b>POD</b>	<a href="#">History</a>

**Navigation:** SIGN OUT, BACK, PRINT, EMAIL, MANUAL POD

# How to set up SMS/Email notifications for your customers



- 9** You can now view
- Scans that have been completed (under the **SCAN HISTORY** section)
  - Email/SMS notifications that have been sent (Under the **MESSAGE HISTORY** section)

- 10** Hover over the **i** icon to view the message sent (a pop up will appear)

**MY ORDERS**

- Orders Overview
- Customer Summary
- Order Entry
- Tracking**
- Templates
- Collections
- Service Report
- Printing
- Manifests

**MY REPORTS**

**MY ACCOUNTS**

**MY DELIVERIES**

**MY RULES**

**MY UPLOADS**

**Orders** i

2021110900203890007062

Filter by Order Number

**Con Number:**  
202111090020389 0007062

EX2 Exeter  
BA4 Shepton Mallet - 09/11/2021  
Ref:

**Scan History**

Pickup Request > Pickup > Transit > Delivery

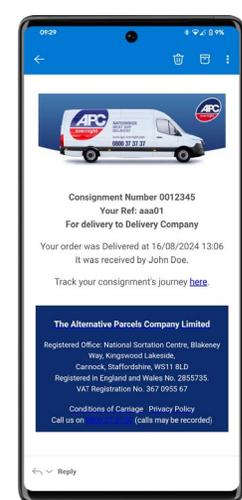
Select Time Zone: Local Scan Time

**Scan history**

Con / Item	DATE / TIME	SCAN TYPE	LATEST STATUS	LOCATION
202111090020389 0007062 001	10/11/2021 10:54:49	DELIVERY	DELIVERED	Point of Deliv
202111090020389 0007062 001	10/11/2021 09:01:19	TRANSIT	DLS	Delivery Depot
202111090020389 0007062 001	10/11/2021 08:16:30	TRANSIT	SORT	Delivery Depot
202111090020389 0007062 001	09/11/2021 22:57:33	TRANSIT	Fragile Area	HUB
202111090020389 0007062 001	09/11/2021 16:55:02	SYSTEM	MANIFESTED	
202111090020389 0007062 001	09/11/2021 13:47:53	SYSTEM	LABEL PRINTED	
202111090020389 0007062 001	09/11/2021 13:47:50	SYSTEM	ORDER CREATED	
202111090020389 0007062 001	09/11/2021 13:47:49	SYSTEM	READY TO PRINT	

**Message history**

Name	Type	Trigger	Recipient	Date/Time	Subject/Body	Success
Sender Order Confirmation	Email	MANIFESTED	any.body@hotmail.com	09/11/2021 16:55:12	PHAB Wholesale Ltd Ref: 0007062 Accepted	✓
Recipient Order Confirmation	Email	MANIFESTED	any.body@hotmail.com	09/11/2021 16:55:12	APC Overnight Ref: 0007062	✓
Sender Delivery (Delivered)	Email	DELIVERED	any.body@hotmail.com	10/11/2021 10:55:03	Consignment: 0007062 Status: Delivered	✓
Recipient Delivery (Delivered)	Email	DELIVERED	any.body@hotmail.com	10/11/2021 10:55:03	Consignment 0007062 Status: Delivered	✓



! Where a notification has been sent, you can hover over the icon to view the details and the information included within the notification i