

Secure Tracking for Enhanced Customer Service

With Parcel Pro[®] Notify, you can ship high-value goods and notify customers of key tracking milestones using a branded email template right from the shipping platform.

Here's how it works:

- ▶ Carrier tracking numbers are masked with a unique Parcel Pro number known as a PPI number.
- ▶ The PPI number is embedded in a branded email template which allows your customer to click the number and see the movement of the package.
- ▶ Package recipients must contact the shipper to make delivery change requests. This keeps you in control and reduces the opportunity for fraudulent activity.



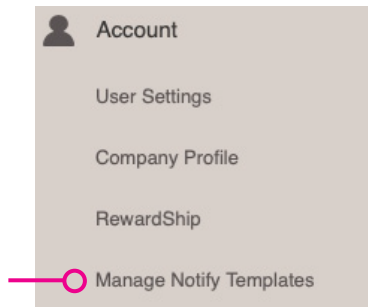
Setting Up Parcel Pro® Notify



Prepare two images before you get started. The images will appear in a customized email generated by our platform to your customers. The cover image (Image 1) can be a picture of your store, logo or merchandise. The template will resize the image as needed, but the ideal size is 600 x 200 pixels. The banner image (Image 2) is smaller and square in shape. It's ideal for a company logo or merchandise, and should be 150 x 150 pixels.

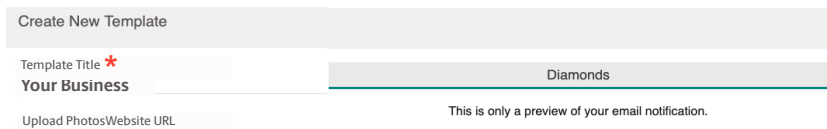
Follow these steps:

- 1 Log in to Parcelpro.com. Click **Account** in the left menu. Then, click **Manage Notify Templates**.

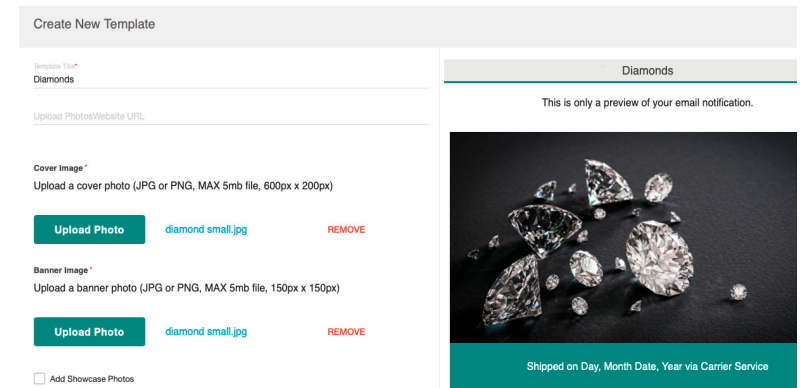


- 2 When the template loads, click Create New to start.

- 3 Under **Template Title**, type a template name, like your business name, in the required field. Under **Upload Photos/Website URL**, type your company's website address, if desired. Notice that you can see a preview of the template being completed to the right as you type. In the sample below, we have typed "Your Business" and a company website address.



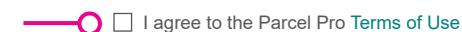
- 4 Under **Cover Image**, and **Banner Image**, click **Upload Photo** to add the images you prepared to this required area. You can click **Remove** to change images. In the sample below, we have uploaded diamonds for the cover image.



- 5 Click the checkbox to **Add Showcase Photos** if you want to add additional pictures, such as showcase merchandise.



- 6 Click the checkbox to **Agree to the Parcel Pro Terms of Use**.



- 7 Note: You may not see the banner image render in the preview. Continue to next step.

Setting Up Parcel Pro® Notify, con't



8 Select Make Default Template to save as a default, or leave unchecked. Click View to see the completed **Template Preview** with the notice your customers will receive.

Diamond


Make Default Template

Make Default Template

9 Your template will be automatically saved for later use.

Template Preview

This is only a preview of your email notification.



Shipped on Day, Month Date, Year via Carrier Service

SHIP FROM:

CARRIER NAME: Carrier name will show here.

SHIPPING DESTINATION:
Your customer destination will go here.

PARCEL PRO TRACKING #: Tracking # here.

* Tracking information may not be immediately available.

11 Parcel Pro account holders can set up one or many Parcel Pro Notify templates. When you create shipments later, you can choose whether the recipient gets a “Notify” message and choose which template, by checking the **Parcel Pro Notify** check box in Step 1 of **Create UPS Shipment** or **Create FedEx Shipment**, depending on the carrier you use. You can even add a photo of the item you’re shipping

Create UPS Shipment

* Required fields

1. Ship To Address

Express Contacts
Select a Location
Country or Territory*
United States

12 Save in/update my address book
 Add to express contacts
 Residential address
 Parcel Pro Notify

Select Template*
Select an email template

Package Contents*

Add a photo of your item to this email notification. By uploading a photo, you agree to Parcel Pro Notify Terms of Use

Prior to set-up, the Parcel Pro Notify checkbox is not available when you create shipping labels.

Always-on access to help is just a call or click away.

Online: parcelpro.com

The Help Center under the Support menu (24 hours)
Click the blue “Help” button at the bottom of the page

Phone: 888-683-2300 (10 a.m. – 9 p.m. ET/7 a.m. – 6 p.m. PT)

Email: customerservice@parcelpro.com

10 When the shipment is processed, your customer will get a notice, enabling them to **Track Shipments** with a click of a button.

Insurance coverage is provided under a policy issued by an authorized insurance company to Parcel Pro, Inc. Terms, restrictions and conditions apply. Please speak to a sales representative for more details.

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