



WhatsApp Shipment Notifications

Every shipment, one message.

We keep you always updated on your shipment status with automatic WhatsApp notifications — from dispatch to delivery.

HOW IT WORKS

The notification flow

At every status change, you automatically receive a personalized WhatsApp message.



DISPATCHED

Shipment Dispatched

Tracking number and carrier details upon handover.

Museum
📦 Your shipment is on its way!

Hi James, parcel handed to **GLS**.
Tracking: **4749388196731**

[Track shipment](#)

09:48 ✓✓



DELIVERY

Out for Delivery

Notified when parcel is out for delivery today.

Museum
🚚 Your parcel is out for delivery!

Hi James, **GLS** delivering today.
Please be available.

Tracking: **4749388196731**

07:15 ✓✓



DELIVERED

Delivered

Instant delivery confirmation.

Museum

✓ Parcel delivered!

Hi James, parcel delivered.
Thank you for choosing Museum!

14:22 ✓✓



ISSUE

Delivery Issue

If delivery fails, get a link to correct your details.

Museum

⚠ Issue with your shipment

Unable to deliver.
Reason: **Recipient unavailable**

[Verify delivery details](#)

16:30 ✓✓



PARCELSHOP

Pickup Point

Pickup point details with address and hours.

Museum

📍 Parcel at pickup point

At: **Post Office Baker St**
22 Baker Street, London
Mon-Sat 8-18

17:45 ✓✓

ISSUE MANAGEMENT

When something goes wrong, we solve it together

You receive a WhatsApp message with a link to verify and correct delivery details for redelivery.

1

Instant Alert

WhatsApp message about the issue with a resolution link.

2

Verification Form

Web form to view and correct shipment data.

3

Correction & Redelivery

Fill correct details — redelivery scheduled immediately.

 **Verify Delivery Details**
Shipment #1083375 — GLS

FULL NAME

ADDRESS

PHONE

DOORBELL / FLOOR

COURIER NOTES

[✓ Confirm & Reschedule](#)

BENEFITS

Why WhatsApp?

The most direct channel. Messages read within 3 minutes.



Instant Communication

98% vs 20% email open rate.
Always informed.



Fewer Failed Deliveries

Real-time data correction via
interactive form.



Premium Experience

Modern service for your
Museum shipment.

