PARCEL PRO®
by UPS Capital

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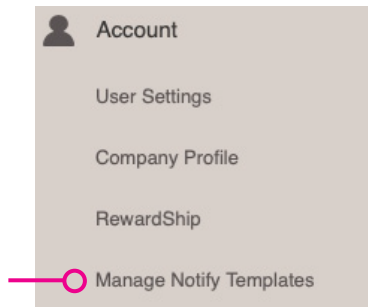
2 When the template loads, click Create New to start.

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.

☐ Add Showcase Photos

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

☐ I 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.

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.

Diamonds

◯ Make Default Template

[VIEW] [REMOVE]

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:

SHIPPING DESTINATION:
Your customer destination will go here.

CARRIER NAME: Carrier name will show here.

PARCEL PRO TRACKING #:   Tracking # here.

[Track Shipment]

* Tracking information may not be immediately available.

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

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**   [Address Book]

Express Contacts
Select a Location

Country or Territory*
United States

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

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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

[Preview]

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: Log in at web.parcelpro.com
The Help Center under the Support menu (24 hours)
Click the "Let's Chat" 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