

# Your Self-service tool

Self-Service tool is a multi-functional customer portal. It enables you to keep track of all your cross-border deliveries, and allows you to trigger automated email notifications to your customers – and use that touchpoint to communicate marketing messages while the parcel is on its way to the recipient.



**View pre-advised shipment** including current status

**Send and tailor branded email tracking alerts –**  
set up campaigns to drive customers to  
your website and new purchases



**Track your parcels' journey** on its way to your customer;  
receive tracking feeds directly to your system

**Produce reports** & measure delivery performance:  
filter by date, current status, service, item number,  
manifest name & destination



**Manage your returns –** create and send return labels  
to your customers or enable them to print a label directly  
by placing a unique link on your website

For more information visit: [directlink.com/toolbox/self-service/](https://directlink.com/toolbox/self-service/)



Contact your local Direct Link sales rep or email us.  
[www.directlink.com](https://www.directlink.com) | [info@directlink.com](mailto:info@directlink.com)

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