

B2C Delivery Processes for Imports	Alternative Deliveries...			No alternative Deliveries...	
	Option 1	Option 2	Option 3	Option 4	Option 5
if driver is unable to deliver to a private address because consignee is not in...	...driver will attempt at neighbour then parcel will go back to the Depot	...parcels goes to Post office	...driver will attempt at neighbour then parcel goes to Parcel Shop	...parcels goes back to Depot	...no delivery attempt customer must pick up parcel at assigned drop off point
	driver will leave notification card in consignee's mail box	driver will leave notification card in consignee's mail box	driver will leave notification card in consignee's mail box	driver will leave notification card in consignee's mail box	customer is informed by mail
	2nd delivery upon request	no 2nd delivery	no 2nd delivery	2nd delivery upon request	no 2nd delivery
Austria			x		
Belgium	driver attempts a second delivery next day in case the neighbour is not in				
Bulgaria				x	
Croatia	x			x	
Czech Republic	x				
Denmark	x		x		
Estonia				x	
Finland		parcels will be directly delivered to parcelshops, no delivery attempt at consignee's address			
France	in case the consignee is absent, the driver leaves a notification card and has several options : 1- attempt to deliver a neighbour 2- deposit the parcel in a Parcel Shop 3- bring the parcel back to the depot and plan a new delivery 2 working days later (the consignee can logon uni-track.fr and plan a delivery by himself (day+1, day+x))				
Germany			x		
Greece	x				
Hungary	x				
Ireland	x				
Italian				x	
Lithuania + Latvia				x	
Luxembourg	x				
Malta				x	
Netherlands				x	
Norway		x			
Poland			Option 3 for areas in which parcelshops are available - if not option 4 applies	x	
Portugal				x	
Rumania				x	
Sweden				Option 4 for parcels over 20 kg (if driver does not leave a notification card consignee will be contacted by letter, SMS or telephone)"	Option 5 for parcels up to 20 kg (with a max length of 1.40 meters and a max length + girth of 3 meters)
Switzerland		x			
Serbia				private consignees generally get contactd by phone before delivery	
Slovakia	x				
Slovenia			driver will attempt at cnees address, then he leaves notification card and deliver it to PS		
Spain	x				
Turkey				x	
United Kingdom			parcel may go to a postal office instead of a parcel shop		