

| 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 | | |