### [SD06] Pin Code Chronopost [no cg]

**Q1:** Where to find the pin to retrieve this product from the chronopost point? **A1:** Dear Backcare, please relay the following message to the customer. We have contacted Chronopost and they mentioned that the pin code will be sent to the customer’s mobile when the parcel is out for delivery. Most of the time, the customers do not receive the message as they could have indicated a landline which is not able to receive a text message unlike a mobile phone number during order creation. Nonetheless, if the customer missed the delivery, they would have to head to the nearby pickup point/relay station along with their identification card to claim the parcel. Please view the attached document for more information. <https://drive.google.com/file/d/1S5aK9bzIFfEJGOhULqOuWxZB8WMDKgaP/view?usp=sharing>

**<Remember to attach document from PC (i.e send the customer the document in PDF format)>**

Thank you

Regards,

XX

**Note:** Standby for customer complaining not able to retrieve it before creating email to axe through procedure **E001** with a general enquiry on parcel whereabouts.