Guide for

Web Parcel 2.0 registered users

of dpd

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Shipping from € 3,90

10000

70 150

Select a parcel 0-10 kg

1404-10-

Ordernow

Contact & Support

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A new online shipping solution to suit all your shipping needs





This quick user reference guide will help you find your way around the new Web Parcel 2.0 shipping solution. Web Parcel 2.0 is the successor of Web Parcel which is still built on the backbone of Packlink.

This new platform offers the following benefits - exclusively to registered users::

- **Post-paid payment option**: You can now request to receive an invoice every 2 weeks after completing the approval procedure via your <u>account settings</u>
- Multiple parcel shipment in 1 order: You can combine multiple orders of different dimensions and destined for different countries in 1 single payment transaction via your order overview
- Orders overview: You will have a clear overview of all your orders on the homepage
- · Live chat with a customer care agent
- Onboarding for professional shippers: You will be contacted by a sales agent who will guide you through the onboarding of the new tool

High volume shippers – more than 50 parcels a month

Do you ship more than 50 parcels each month? You can contact DPD directly for a personalized offer by filling out our <u>online form</u>!

Contact information for registered shippers:

For technical issues or questions, please go to our helpdesk and select the specific topic you need help with. You can also use the live chat which is available on the homepage once registered; a live agent will assist you at their earliest possible convenience. Please note that these contact options are only available when you are using Web Parcel 2.0.



Please find the steps to start

your shipping journey with DPD BE below

Website: https://www.dpd.com/be/en/sending

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Postcode	Postcode		Order now
	Dimensions	and weight	
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Register now		saat to an	el 2.0 features
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1) Go to the <u>User register page</u> and complete the registration form



LOGIN ENGLISH V

Register now!

Register

Enter your E-mail	
Choose your password	
Shipments per month	×
Your E-commerce platform	~
Marketplace you sell most on	v
Country prefix + Phone number	
Some carriers requiere a phone number	
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3) Start your shipment order by entering your shipment details.

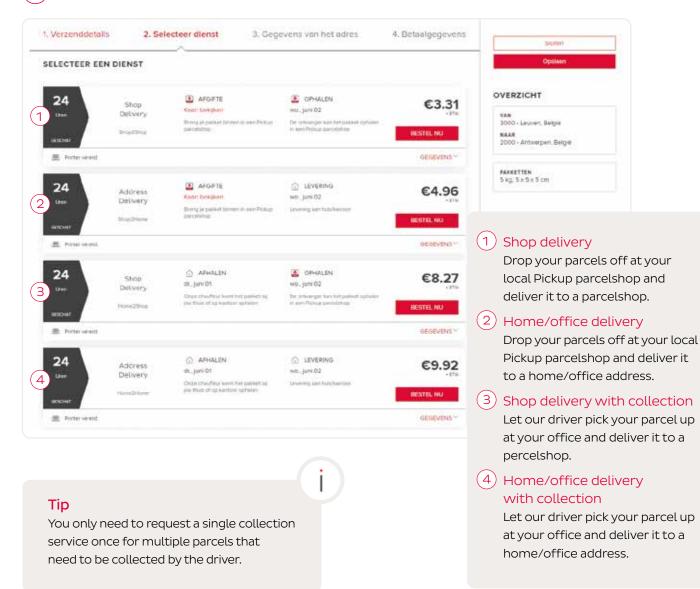
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PARCEL Person(Rised parce) WERGHT (KG)			More process		To – Select country and zip code, city of destination.	
LENGTH (CM)	WIDTH (CM)	HEIGHT (CM)			Parcels – Fill in the dimensions and weight of your parcels.	

Multiple parcel shipments (multiple parcels of different sizes in one shipment order) are one of the benefits of being a registered user!

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4) Select your service of choice and enter the address details.



5) Choose your preferred payment method and finish your shipment order.

2. Service selection	3. Address details	4. Payment details	
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If you selected a shop2 service, please bring the parcel to one of our Pickup parcelshops.

If you have requested a collection service,

please make sure that you have the parcel ready on the day the driver will pick up the parcel. A second collection attempt is not included in the service.

https://www.dpd.com/be/en/pickup/ find-parcelshop/

Do you still have questions?

For any additional information, please visit our extensive <u>FAQ page</u>!

