



Guide for

Web Parcel 2.0 registered users

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 [account settings](#)
- **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

Contact information



For technical issues or questions, please go to our [helpdesk](#) and select the specific topic you need help with.



Didn't find the answer to your question? Ask your question via the [contact form](#).

Contact information ONLY for registered shippers of Web Parcel 2.0.



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.



Do you ship more than 50 parcels each month? You can contact DPD directly for a personalized offer by filling out our [online form](#)!

Please find the steps to start

your shipping journey with DPD BE below

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

From	To	Parcel
Country Belgium	Country	Select a parcel 0-10 kg
Postcode	Postcode	Order now

Dimensions and weight **+**

Register now and take advantage of all the Web Parcel 2.0 features

 Manage your parcel shipping Web Parcel provides convenient shipping management.	 Flexible payment options Pay by debit card, credit card or PayPal. Or choose post payment.	 Multiple parcel shipment Prepare multiple parcels of different sizes in one shipment order.	 Have your parcel picked up Our driver will pick up your parcel at your office.
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- 1 Go to the [User register page](#) and complete the registration form



LOGIN **ENGLISH** **▼**

Register now!

Enter your E-mail

Choose your password

Shipments per month **▼**

Your E-commerce platform **▼**

Marketplace you sell most on **▼**

Country prefix + Phone number

Some carriers require a phone number

I accept the [Terms of Service](#) and the [Privacy Policy](#) of DPD Webparcel

I authorise DPD Web Parcel to send me commercial communications by e-mail

Register

2 After your account has been created, you will be redirected to the brand-new homepage.

The screenshot shows the DPD user dashboard. On the left, there is a navigation menu with options: All (1), Pending, Ready for payment, Drafts, Generating labels, Ready for shipping, In transit, Delivered, and Archived. At the bottom left is a 'Chat' button (6). The main area displays a table of shipments with columns: Recipient, Contents, Service, Other benefits, Status, and Actions. Three shipments are listed, all with a status of 'READY FOR SHIPPING' (5). The first shipment is for Andy Van Hove (Overig), the second for Jens Jahn (Mobile phones), and the third for Kurt Willems (Food). Each shipment has a tracking number and a 'Label' button (5). At the top right, there are buttons for 'New shipment' (2), 'Connect your store' (3), and 'Settings | Help' (4).

- 1 Keep track of all your parcels
- 2 Start your new shipment
- 3 Customise your account
- 4 Take a look at our FAQ page
- 5 Pay and print your label(s)**
- 6 Chat live with one of our agents!

3 Start your shipment order by entering your shipment details.

The screenshot shows the '1. Shipment details' step of the DPD shipment creation process. It is divided into four sections: FROM, TO, PARCELS, and a 'Get rates' button. The 'FROM' section has fields for 'COUNTRY' and 'CITY OR POST CODE' (with a search icon). Below it is a link 'Select from pre-set addresses'. The 'TO' section has similar fields for 'COUNTRY' and 'CITY OR POST CODE'. The 'PARCELS' section has a 'PARCEL' type dropdown (set to 'Personalised parcel'), a 'WEIGHT (KG)' field, and three fields for 'LENGTH (CM)', 'WIDTH (CM)', and 'HEIGHT (CM)'. There is a 'More parcels' button and a warning message: 'Under-declaring either the weight or the size of your parcel could result in delays and additional charges'. A red 'Get rates' button is at the bottom right.

From – Fill in zip code/city from where you will ship. Prepare and save frequently used addresses in your account.

To – Select country and zip code/city of destination.

Parcels – Fill in the dimensions and weight of your parcels. Prepare and save frequently used parcel sizes in your account.

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

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

1. Verzenddetails 2. Selecteer dienst 3. Gegevens van het adres 4. Betaalgegevens

SELECTEER EEN DIENST

1 24 Uren GESCHAT	Shop Delivery Shop2Shop	AFGIFTE Kaart bekijken Bring je pakket binnen in een Pickup parcelshop	OPHALEN wo., juni 02 De ontvanger kan het pakket ophalen in een Pickup parcelshop	€3.31 + BTW	BESTEL NU
2 24 Uren GESCHAT	Address Delivery Shop2Home	AFGIFTE Kaart bekijken Bring je pakket binnen in een Pickup parcelshop	LEVERING wo., juni 02 Levering aan huis/kantoor	€4.96 + BTW	BESTEL NU
3 24 Uren GESCHAT	Shop Delivery Home2Shop	AFHALEN di., juni 01 Onze chauffeur komt het pakket bij jou thuis of op kantoor ophalen	OPHALEN wo., juni 02 De ontvanger kan het pakket ophalen in een Pickup parcelshop	€8.27 + BTW	BESTEL NU
4 24 Uren GESCHAT	Address Delivery Home2Home	AFHALEN di., juni 01 Onze chauffeur komt het pakket bij jou thuis of op kantoor ophalen	LEVERING wo., juni 02 Levering aan huis/kantoor	€9.92 + BTW	BESTEL NU

Printer vereist GEGEVENS

Sluiten
Opslaan

OVERZICHT

VAN
3000 - Leuven, België

NAAR
2000 - Antwerpen, België

PAKKETTEN
5 kg, 5 x 5 x 5 cm

- 1 Shop delivery**
Drop your parcels off at your local Pickup parcelshop and deliver it to a parcelshop.
- 2 Home/office delivery**
Drop your parcels off at your local Pickup parcelshop and deliver it to a home/office address.
- 3 Shop delivery with collection**
Let our driver pick your parcel up at your office and deliver it to a parcelshop.
- 4 Home/office delivery with collection**
Let our driver pick your parcel up at your office and deliver it to a home/office address.

Tip

You only need to request a single collection service once for multiple parcels that need to be collected by the driver.

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

1. Shipment details 2. Service selection 3. Address details 4. Payment details

INVOICE DETAILS

Service price	€3.31
Price not including VAT	€3.31
Taxes (21%)	€0.69
TOTAL PRICE	€4

PAYMENT INFO

Do you have a Promo code?

Promo code

Credit card

Expiry date

You are able to request a post-paid payment method by going to your account settings. Fill in the required document and Packlink will contact you in 48 hours.

⑥ Print your label and attach the label to your parcel.

If you selected a shop2 service,
please bring the parcel to one of our
Pickup parcelshops.

[https://www.dpd.com/be/en/pickup/
find-parcelshop/](https://www.dpd.com/be/en/pickup/find-parcelshop/)

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.



Do you still have
questions?

For any additional information,
please visit our extensive [FAQ page!](#)