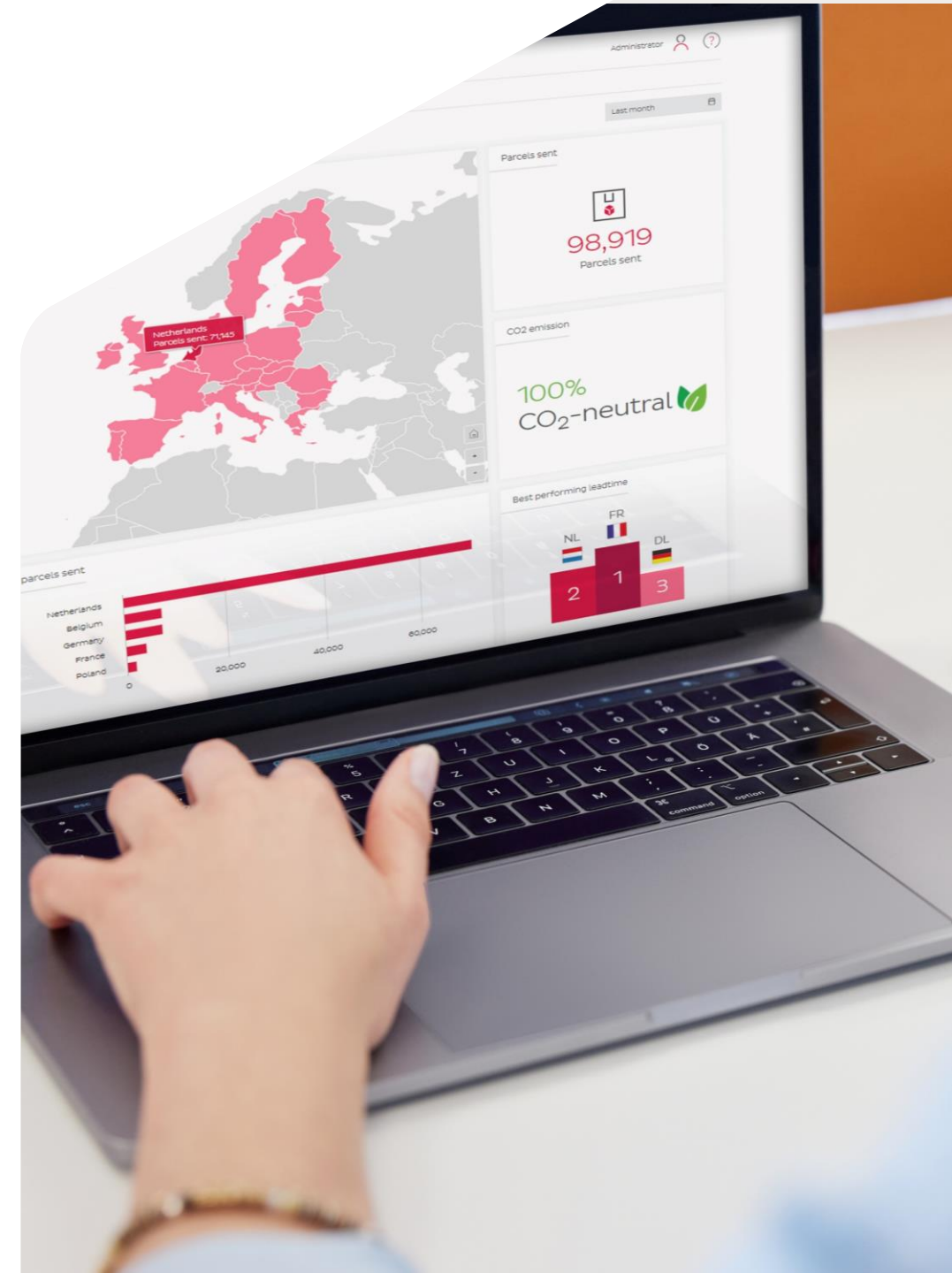




# DPD Insights

Quick Start Guide

Version 2.0



The DPD monitoring tool for customers

# DPD Insights



DPD Insights is the monitoring tool for you, the customer, giving you:

- Insight into the parcels you have sent and their status
- The ability to communicate changes to DPD for parcels that cannot be delivered
- Insights in reports
- Access to your invoices

# Favourites, filter/search and responsive

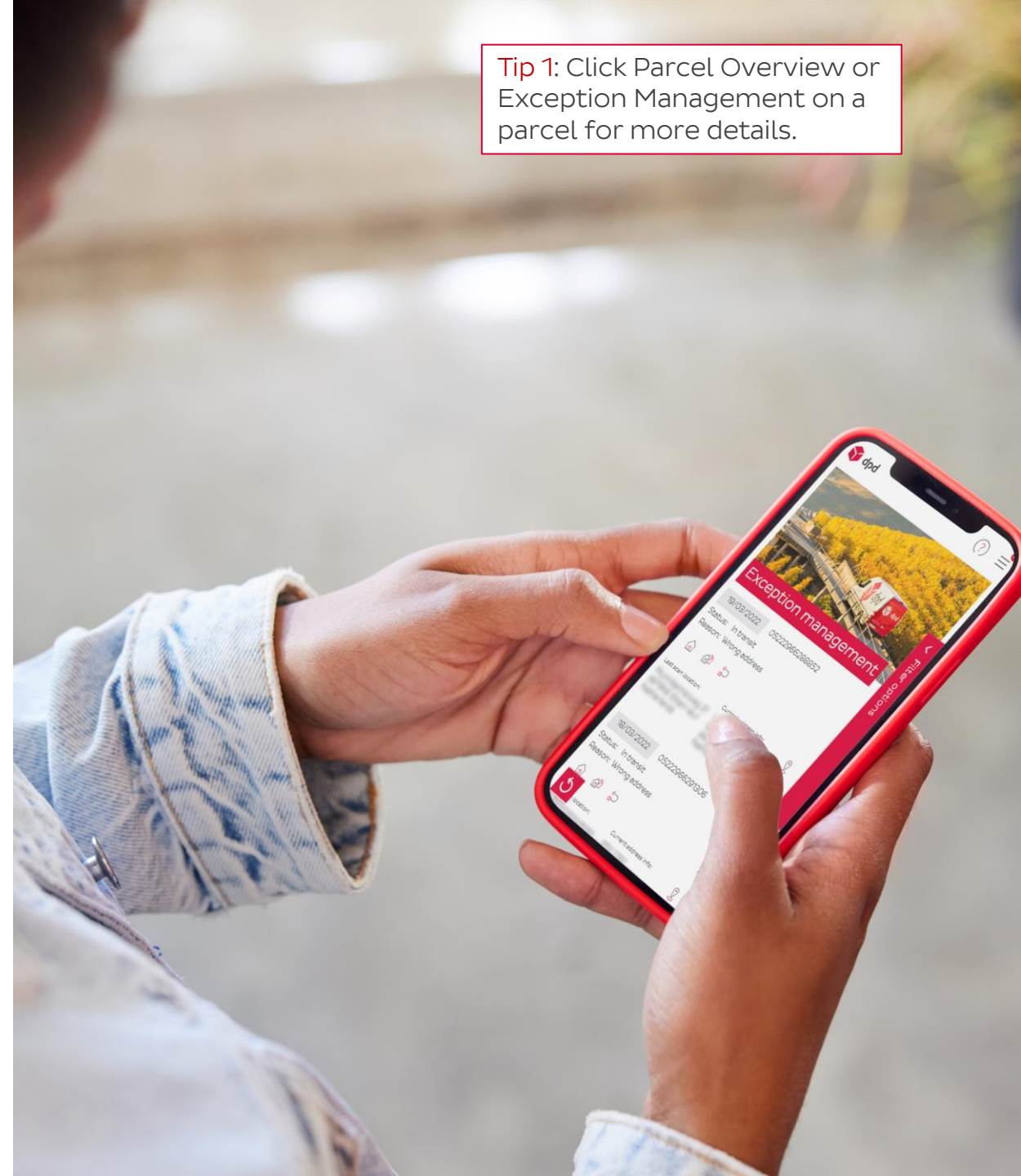
## General features

- Favourites
  - Any parcel can be marked as a favourite using the ☆
  - A favourite parcel is shown as a favourite on every page
- Filtering and searching
  - Each page is equipped with a filter/search feature
  - Clicking the ✖ lets you delete all filters
- Responsive

DPD Insights is also fully accessible on tablets and mobiles

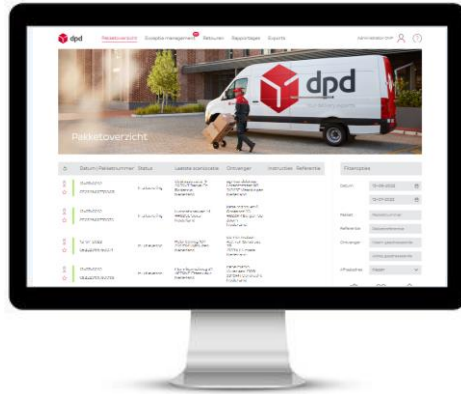


**Tip 1:** Click Parcel Overview or Exception Management on a parcel for more details.



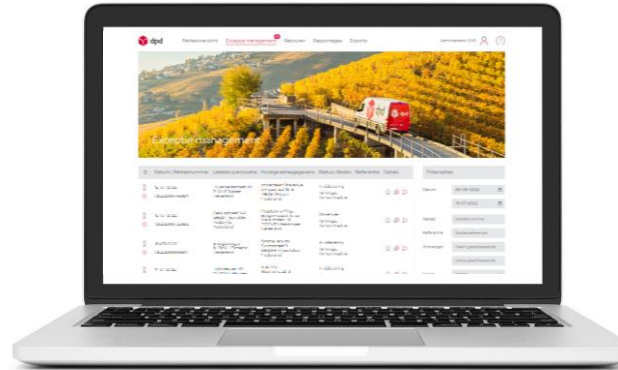
## Main screens

**Tip 2:** Hover your mouse over an item for more information.



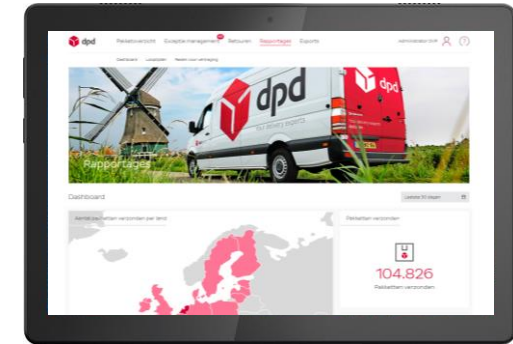
### Parcel Overview

- Overview of all your sent parcels
- Per parcel, insight into:
  - Status
  - Scheduled delivery date
  - Redirections supplied
  - Signature
  - Sent notifications



### Exception management

- Overview of the parcels needing extra instructions
- Possible actions are :
  - Change address
  - Have delivered to the same address
  - Have parcel returned




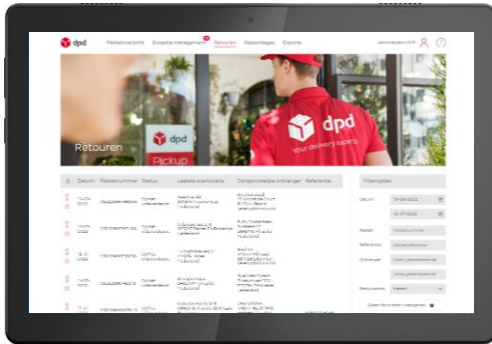
### Reports

- Insight into the lead time performance
- Per country, insight into:
  - Lead time
  - Number of parcels sent
  - Performance
- Insight in reasons for delay



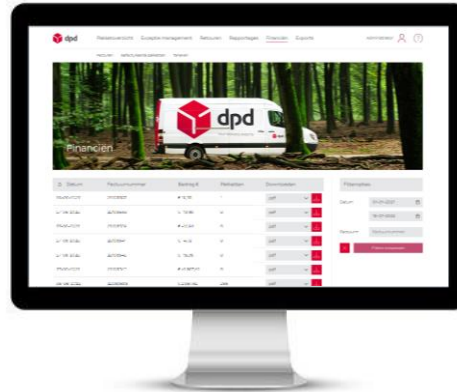
## Extra insights

**Tip 3:** Click  for an insight into the parcel's entire lifecycle.



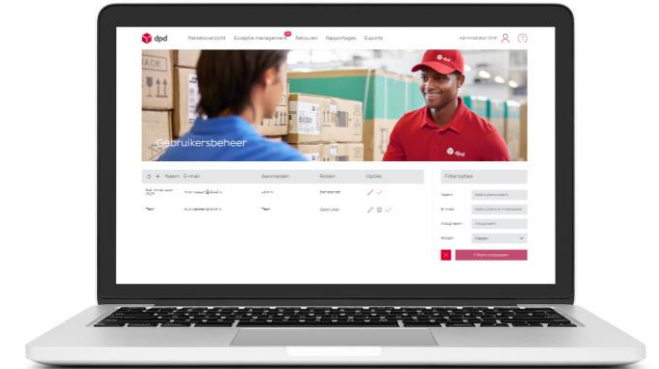
### Returns

- Overview of your sent parcels that are returned
- Per parcel, insight into:
  - Status
  - Original recipient



### Finance

- Overview of your:
  - invoices
  - rates
- Insight in the invoiced volumes and amounts per month and destination country



### User Management

- Create extra users
- Assign the rights for each user:
  - Administrator = full access and rights
  - Manage = Can submit changes
  - Finances = Access to the Finance page

New developments and extra ideas

# Updates and wishes

- DPD Insights is evolving continuously
- Updates occur automatically
- You will be notified when a new feature is available in DPD Insights
- Got ideas or suggestions for additions to DPD Insights? We'd like to hear them! Share them with us through [insights@dpd.nl](mailto:insights@dpd.nl)

