

## DPD Insights

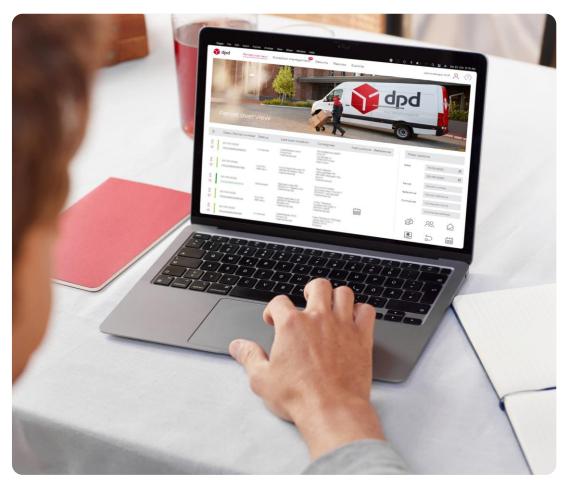
Quick Start Guide

Version 2.0





## The DPD monitoring tool for customers DPD Insights



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

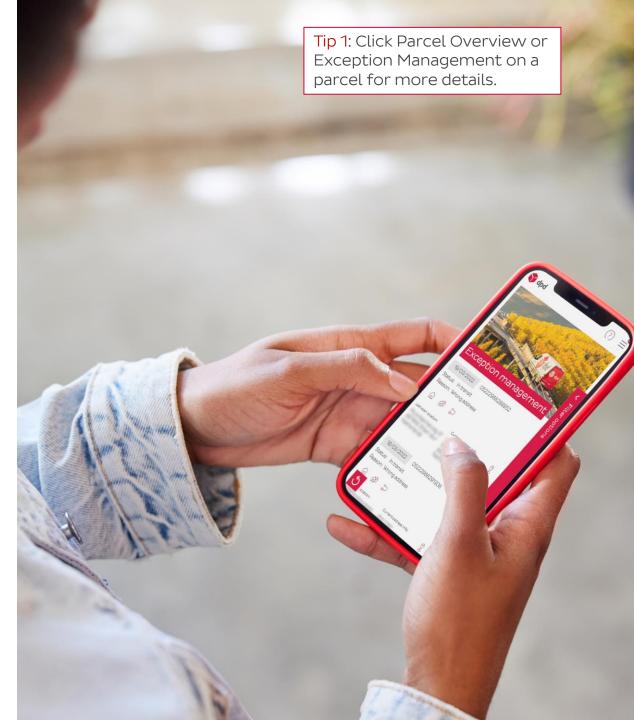
- Insight into the parcels you have sent and their status
- The ability to communicate changes to DPD for parcels that cannot be delivered
- Insights in reports
- Access to your invoices



## 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



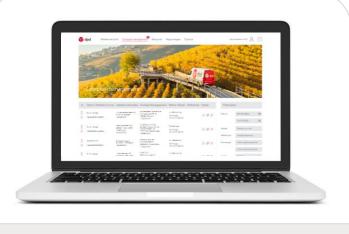


# Parcel Overview, Exception Management and Reports Main screens



### Parcel Overview

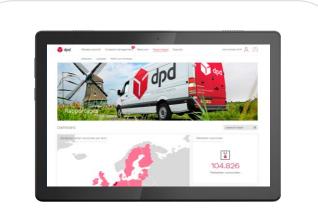
- Overview of all your sent parcels
- Per parcel, insight into:
  - o Status
  - Scheduled delivery date
  - Redirections supplied
  - o Signature
  - Sent notifications



## 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

## Returns, Financials and User Management Extra insights

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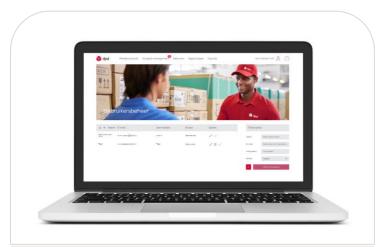
#### Returns

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

## Finance

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

Tip 3: Click 2 for an insight into the parcel's entire lifecycle.



### 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

