



DPD Insights

Quick Start – Manual

Version 3.0



What is DPD Insights?

Tip 1: Hover your mouse over an item in the tool for more information.





DPD Insights is the monitoring tool for you as a customer in which you and your colleagues:


- Have insight into your shipped parcels and their statuses.
- The possibility to pass on changes to DPD for packages that could not be delivered.
- View reports.
- Have access to your invoices.
- Each have your own account with your own permissions to access certain parts of DPD Insights.
- Receive important notifications from DPD via a pop-up as soon as you log in.


DPD Insights

How does DPD Insights work?

DPD Insights is easy to use. Using icons and click-through options, you'll quickly have insight into your parcels and their progress. These general functionalities and the tips on each page in this manual will help:

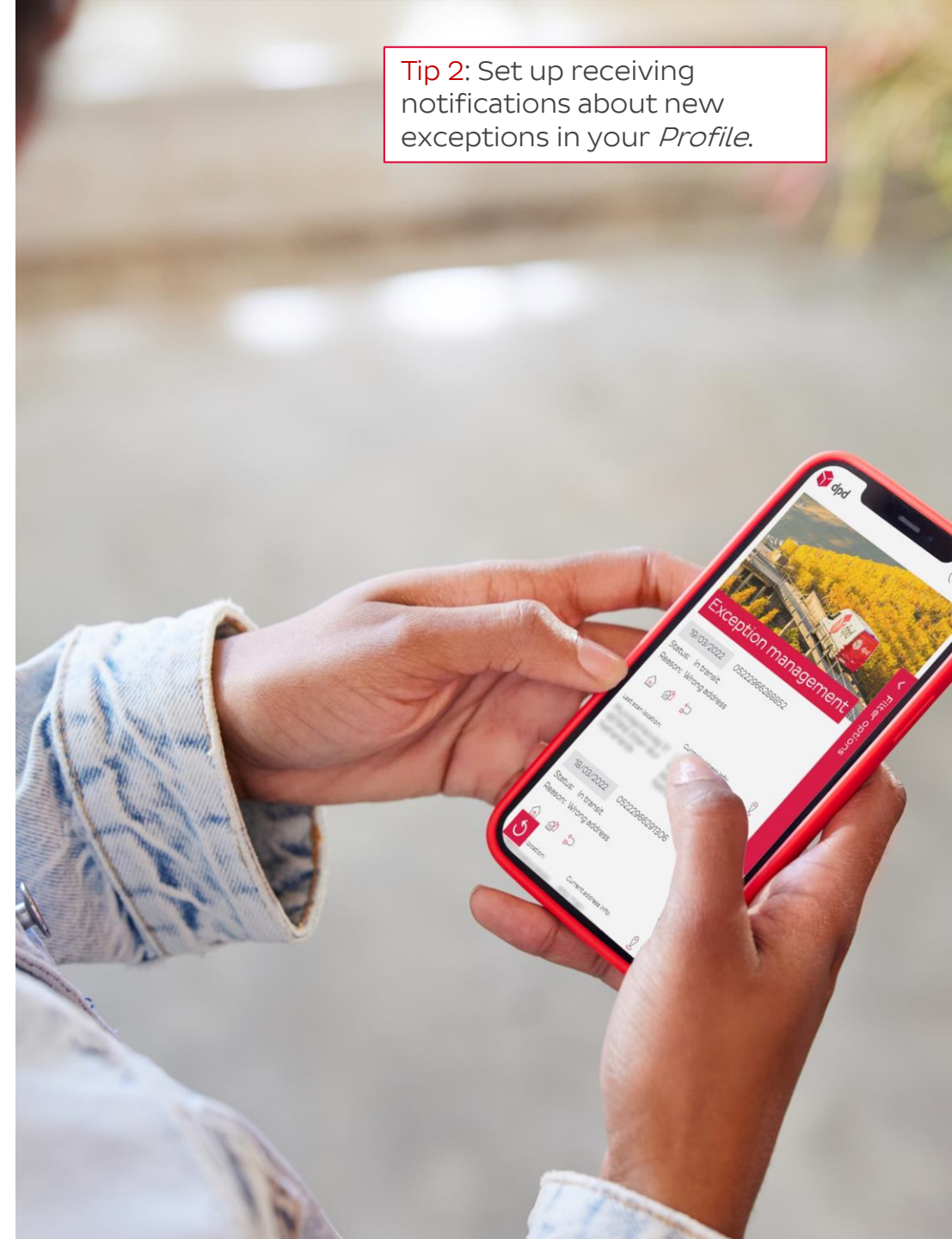
- Favorites
 - Each package can be marked as a favorite through 
 - This marked package is shown on every page as a favorite
- Filter and search
 - Each page has a filter and/or search functionality
 - Use  to clear all filters
- Track & Trace

The lifecycle of all packages can be viewed through 
- Profile

Your settings can be found in the top right corner under 

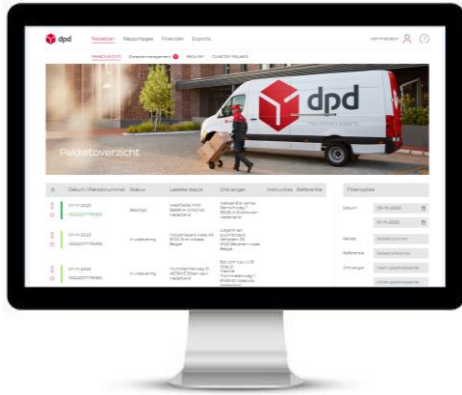


Tip 2: Set up receiving notifications about new exceptions in your *Profile*.



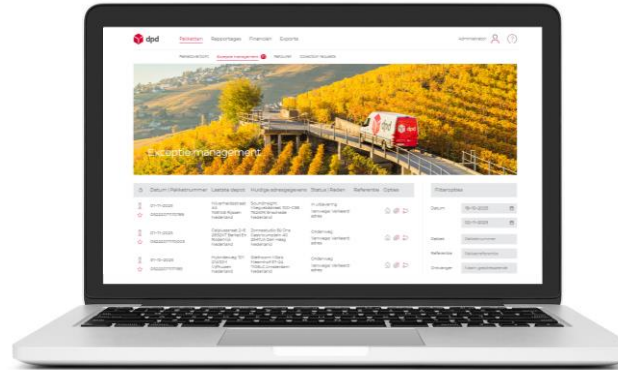
What do you find where?

Tip 3: In *Parcel Overview* or *Exception Management*, click on a parcel for more details.



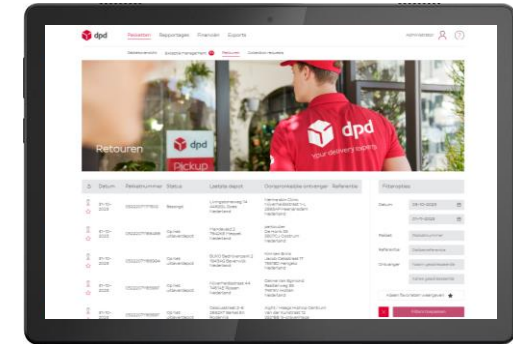
Parcel Overview

- 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
 - Delivery to same address on different day
 - Have parcel returned

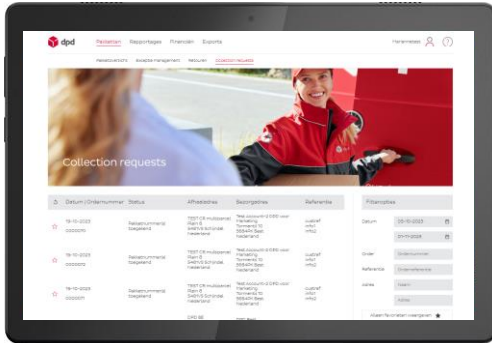


Returns

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

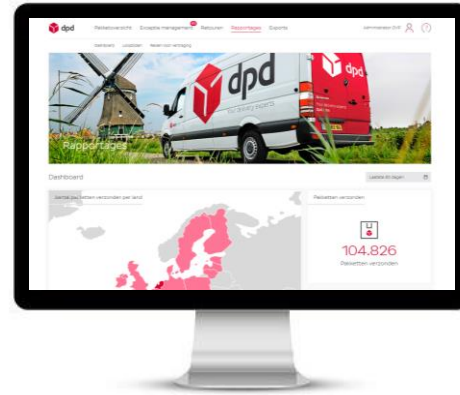
What do you find where?

Tip 4: In the *Reason for Delay* report, click on a delay reason for insight into related parcels.



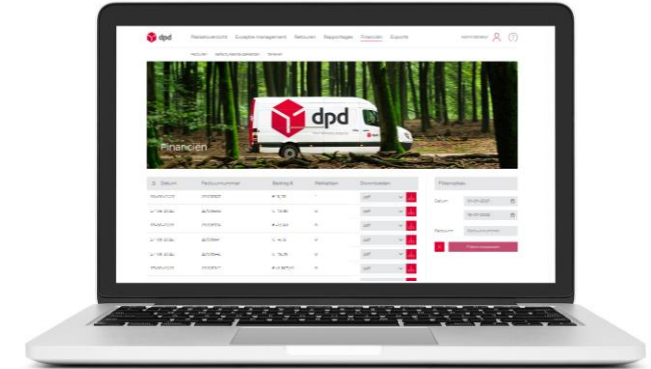
Collection Requests*

- Insight into all your requested Collection Request orders
- Per order, insight into:
 - Status
 - Related parcel number(s)



Reports

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




Finance*

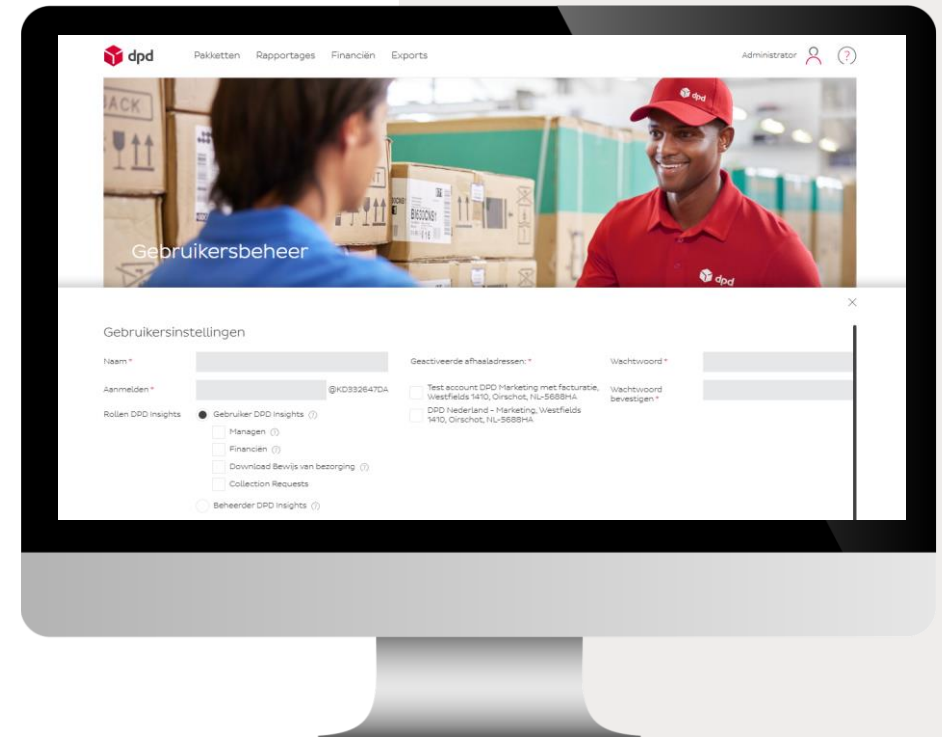
- Overview of your:
 - invoices
 - rates
- Invoices available as pdf and csv


How do you create additional users?

Tip 5: Take advantage of user roles and permissions so that each colleague sees exactly what they need.

In DPD Insights, you can provide each colleague with their own account with their own user rights. This works as follows:

- Go to *User Management* under  The overview of all users appears. Click on + in the top left corner under the banner picture.
- Enter all required fields and determine what role and permissions the user will have. There is a choice of:
 - User = Limited access, depending on the rights given :
 - Manage = Ability to make changes
 - Finances = Access to the Finance page
 - Download Proof of Delivery = Insight into signature for delivery
 - Collection Requests = Access to Collection Request orders and parcels
 - Administrator = Full access and rights
- Choose which pickup addresses the user is allowed to view data from.
- Set a password.
- Save the changes.



Note: If your colleague already has an account for DPD Shipper Central, you will find this account in the User Management overview of DPD Insights. You can complete your colleague's permissions from this overview by clicking on .

