



dpd



myDPD Business

Guidelines for use

DPD Croatia

Contents:

LOGIN TO MYDPD BUSINESS PORTAL.....	2
Confirmation of registration	2
Login page.....	3
HOME PAGE	3
Dashboard.....	3
Track & Trace (My parcels)	5
A change of parcel path (redirection):.....	8
Instructions for redirecting the parcel can also be viewed in video format HERE	10
Watchlist:.....	11
.....	11
Export parcels:.....	12
Exceptions	12
Redirection reporting.....	13
RETURN OF THE PARCELS (DPD SHOP RETURN).....	14
HELP AND MATERIALS	15

At DPD Croatia, we believe that every sender is unique, so we take care of every customer and offer sustainable solutions that help strengthen our business strategy and the success of our senders. We strive to have a good understanding of the specific needs and expectations of senders and adjust our solutions accordingly. One of the main priorities of DPD Slovenia is a high level of quality and satisfaction of customers and end users. We want to be your best partner for parcel delivery.

To provide the best solution, we now offer the myDPD Business portal - it is a flexible portal that provides transparent and easy access to valuable information that goes beyond the life cycle of the parcel. This document, prepared for you, contains a description of the basic functionalities of the myDPD Business application.

Login to myDPD Business portal

Confirmation of registration

After registration in the myDPD Business portal and before the first login, you will receive a confirmation e-mail to your e-mail address, in which you will confirm the registration and create your password. Don't forget to check spam for e-mail.

When you click on "Confirm registration now", you will be redirected to a page where you can create your new password. Enter the password twice to make sure it is strong enough.

create new password



noreply@dpdgroup.com
Za

[↩ Odgovori](#) [↩ Odgovori vsem](#)



myDPD for Business

Hello,

to complete the registration of your myDPD for Business account, please click on the following link:

[Confirm registration now](#)

With best regards

Your DPD Team



Login page

You can access the myDPD Business application via the following link:

<https://www.dpdgroup.com/business/login>.

On the page, first enter your username and password, which you specified during registration, and click on the login or login button.

Instructions for the first application are available for you [HERE](#).



Welcome back, please log into your account.

[Forgot password?](#)

LOGIN

Home page

The home page is divided into five parts:

- Dashboard
- Track & Trace
- Exceptions
- Quality Reporting
- Redirection Reporting

Dashboard

On the Dashboard you can quickly and efficiently find all the important information. You can see the number of labels printed, the number of parcels given to DPD, the number of parcels in transit, the number of parcels in delivery and the number of parcels delivered.

Hello

Where is my parcel?

Parcel number Shipment number

Parcel number

Last month

3

Data submitted

1

Handed to DPD

714

In transit

14

In delivery

30.0k

Delivered

Contact persons

- MR.
- Customer service
- Prodaja/Sales
- IT

My parcels

- Track & Trace
- Exceptions
- Quality Reporting
- Redirection Reporting

Watchlist Sort & Filter by: ▾

i

No parcels added yet.

You can also quickly search for parcels by parcel or shipment number, you can monitor the marked parcels on the Watchlist and follow the trend of parcels redirects. You can also see important contacts in DPD in the tab on the right.

With the help of the "Customize Dashboard" wheel, you can customize your desktop and keep track of only what you are most interested in.

Hello

Where is my parcel?

Parcel number Shipment number

Parcel number

Last month

3

Data submitted

1

Handed to DPD

714

In transit

14

In delivery

30.0k

Delivered

Contact persons

- MR.
MR.0000 Sales
- Customer service
- Prodaja/Sales
- IT

My parcels ⋮

- Track & Trace
- Exceptions
- Quality Reporting
- Redirection Reporting

Redirection type per day ⋮

Account selection ▾ Redirection type ▾ Last 7 days ▾

Watchlist

i

No parcels added yet.

+

7/2022

4

All widgets can be moved using the "Drag & Drop" method, and some can also be hidden. Add new widgets by clicking the + button.

Add widget
✕

Not in use yet

These widgets are currently inactive and can be added to the dashboard. They extend the functionality and provide additional information.

Already in use

These widgets are already active and available on the dashboard. You can configure, sort or remove the widgets from the dashboard.

Not in use yet

Already in use

My parcels

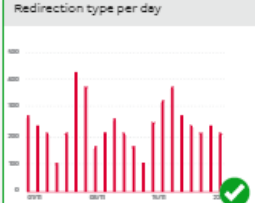
- 📍 Track & Trace >
- ⚠️ Exceptions >
- 📊 Quality Reporting >
- 🔄 Redirection Reporting ✔️

Watchlist

i

No parcels added yet. ✔️

Redirection type per day



✔️

When you have finished configuring your control panel, click the "Save layout" button to save it.

Track & Trace (My parcels)

Track & Trace is our main parcels management tool. You can always see the status of each parcel.

📍 My Parcels

Custom search

Clear Save

Export all

Total parcels: 393 Filtered parcels: 393

1261 Parc
Order number: 1110000000

1266 Parc
Intern
Deliv

1268 Parc
Order number: 1110000000

1265 Parc
Delivered - 17.03.2022

1265 Parc
At delivery center - 18.03.2022

1266 Parc
Parcel to Silvio Testar
Delivered - 17.03.2022

126942000917180

126942000917180
17.03.2022

📍 Parcel handed to DPD
 ●●●●●●●●●●
🚚 in transit
 ●●●●●●●●●●
🏠 At delivery center
 ●●●●●●●●●●
📦 Parcel out for delivery
 ●●●●●●●●●●
✅ Delivered
 ●●●●●●●●●●

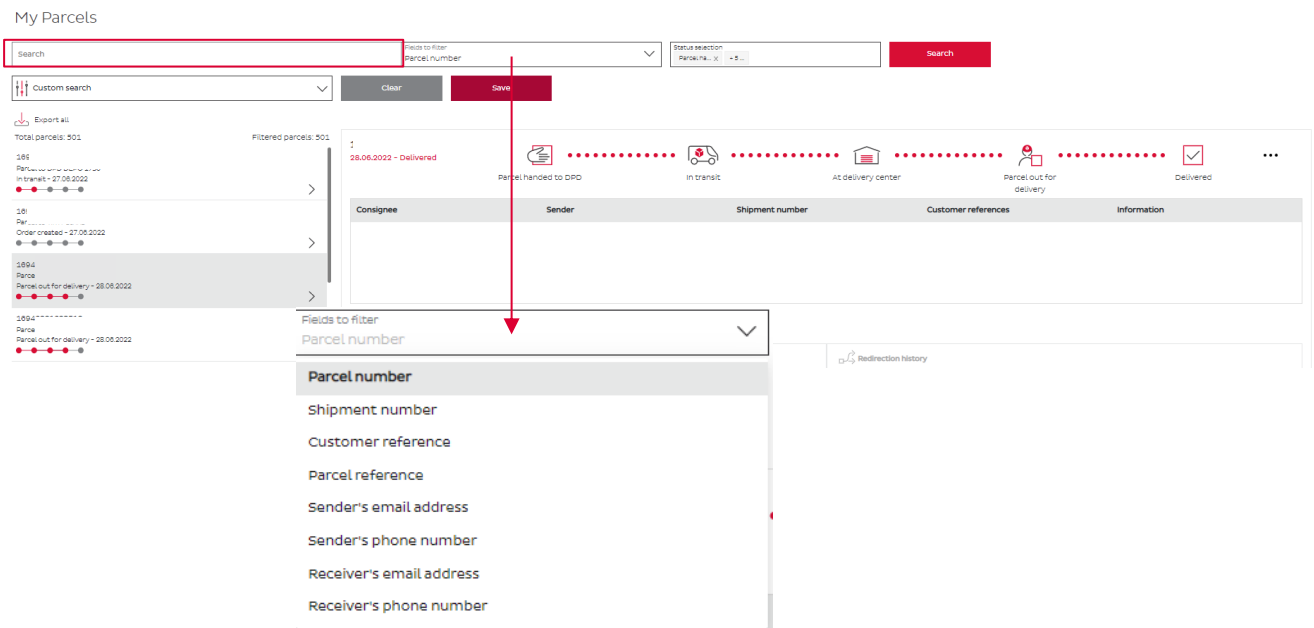
Consignee	Sender	Shipment number	Customer references	Information

Date	Time	City	Description
17.03.2022	09:00:00	Fajmanova, IT	Your parcel is on its way
17.03.2022	07:48:00	Deikani, SI	Your parcel is on its way
17.03.2022	07:42:00	Deikani, SI	Your parcel is on its way
17.03.2022	07:17:21	Deikani, SI	Your parcel was sorted for transport to our next premises
17.03.2022	08:38:00	Deikani, SI	Your parcel is on its way
17.03.2022	08:11:00	Deikani, SI	Your parcel is on its way

7/2022

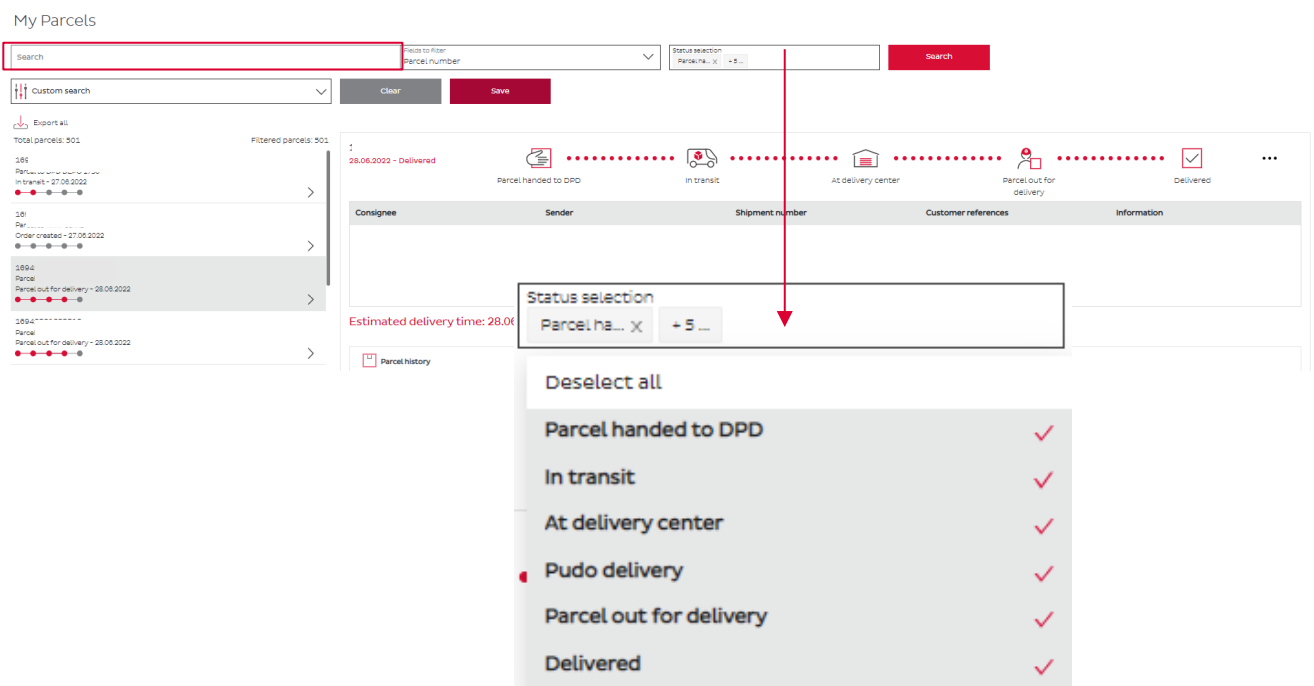
5

Using the "Search" field, you can search for parcels by several possible characteristics:



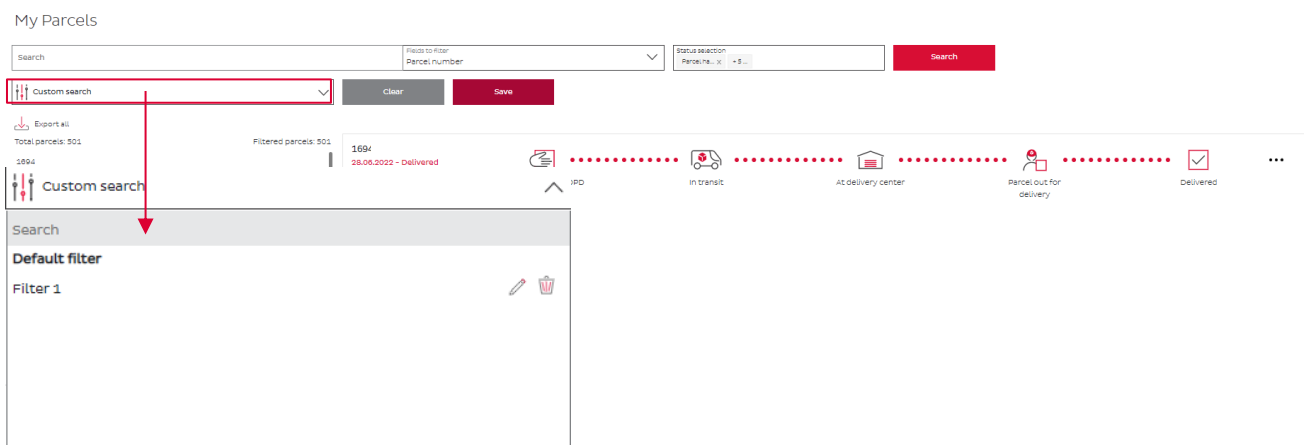
You can find the parcels not only by the parcel number, but also by the recipient's name, telephone number, reference, e-mail address, ...

Parcels you can also filter according to their current status. This means that the system may not show you certain parcels or shows only the ones you want to see. For example, if you only want to see parcels with the status delivered, select only that.

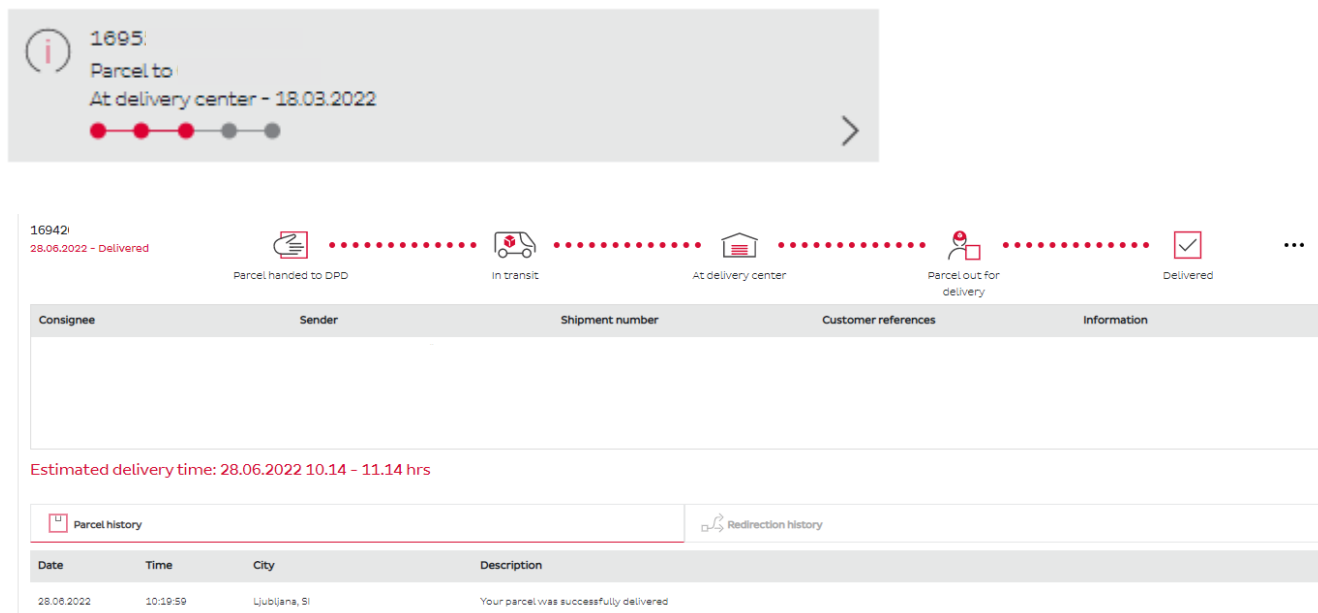


If you set up a detailed search and want to save it, this is also possible. One line below you have the option to store "custom search" searches.

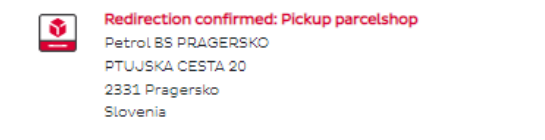
If you have search parameters inserted that suit you, you can save them by clicking on the "save" button, and later access them in the Custom search drop-down menu.



By clicking on a specific parcel, you can see all the details of that parcel. You can see who the recipient is, who the sender is, the shipment number, references, and other information about the parcel. You can also see in the status bar how far the parcels are on its way from sender to recipient.



If the parcel was redirected to the Pickup point, this can also be seen in the information about the parcel (example in the picture).



In addition, you can also view history for each parcel. Under the "Redirection history" tab, it is recorded when and who changed the path of the parcel.

Parcel history		Redirection history	
Date	Time	City	Description
28.06.2022	10:19:59	Ljubljana, SI	Your parcel was successfully delivered
28.06.2022	08:04:55	Ljubljana, SI	Your parcel is on its way
28.06.2022	08:04:55	Ljubljana, SI	We informed you via SMS that your parcel will be delivered on Tuesday, June 28, 2022 between 10:14 AM and 11:14 AM
28.06.2022	05:49:55	Ljubljana, SI	Your parcel arrived at our delivery depot
27.06.2022	19:29:47	Ljubljana, SI	Your parcel was sorted for transport to our next premises

A change of parcel path (redirection):

The address provided by the recipient of the parcel when ordering is not always correct, so like them, you, at their request, have the opportunity to change and correct the address. At the end of the status bar, you can find the three-dot button, and clicking on it opens the option to change the parcel path.

My Parcels

Search

Status selection

Search

Custom search

Clear Save

Export all

Total parcels: 501

Filtered parcels: 501

1

28.06.2022 - Delivered

Parcel handed to DPD In transit At delivery center Parcel out for delivery Delivered

Consignee	Sender	Shipment number	Customer references	Information
<p>Estimated delivery time: 28.06.2022 10.14 - 11.14 hrs</p>				

Parcel history

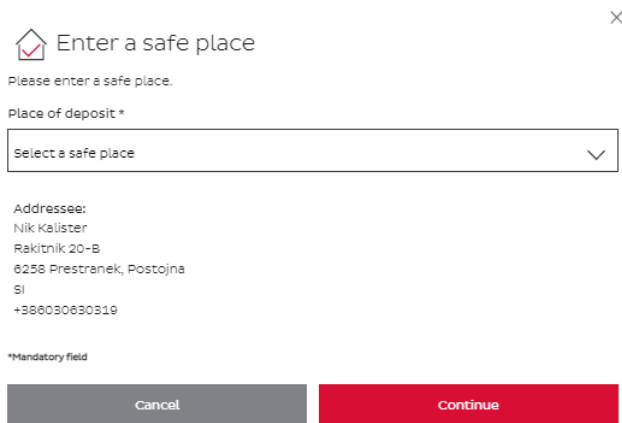
Date	Time	City	Description
28.06.2022	10:19:59	Ljubljana, SI	Your parcel was successfully delivered
28.06.2022	08:04:55	Ljubljana, SI	Your parcel is on its way
28.06.2022	08:04:55	Ljubljana, SI	We informed you via SMS that your parcel will be delivered on Tuesday, June 28, 2022 between 10:14 AM and 11:14 AM
28.06.2022	05:49:55	Ljubljana, SI	Your parcel arrived at our delivery depot
27.06.2022	19:29:47	Ljubljana, SI	Your parcel was sorted for transport to our next premises

Redirection options

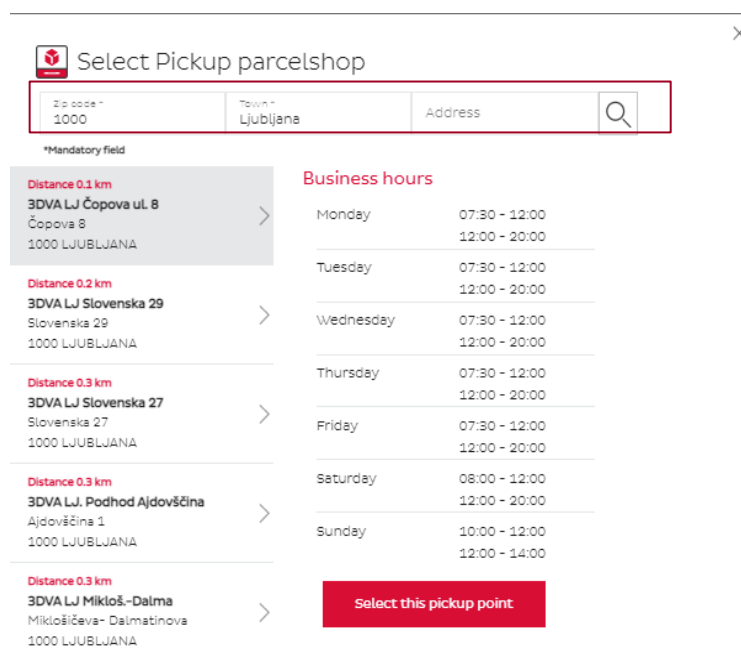
- Safe place
- Parcelshop
- Change address
- Change date
- Refuse parcel

The options available are:

- **Safe place** – allows you to redirect the parcel to any safe place, such as garage, terrace, shed.... When you click on this option, a menu opens in which you can select a safe place. When you're done, click 'Continue.'

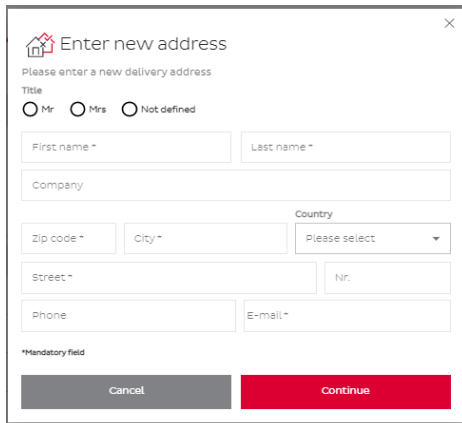


- **Parcelshop** – allows the parcel redirection to the Pickup point. When you click on this option, a menu will open in which you can select the Pickup location. Delivery to a specific Pickup point is determined by clicking on the Select this pickup point button. The parcel will then be redirected from the recipient's address to the address specified by you.

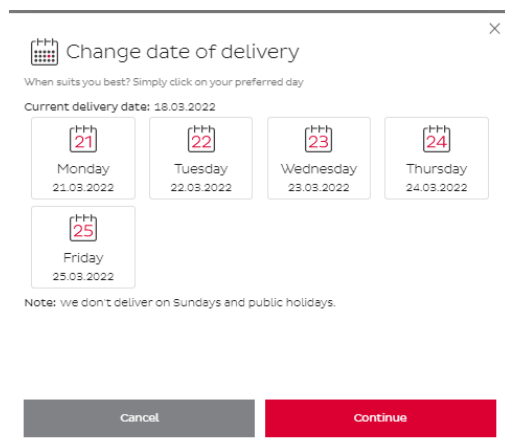


Distance	Address	Business hours
0.1 km	3DVA LJ Čopova ul. 8 Čopova 8 1000 LJUBLJANA	Monday: 07:30 - 12:00 12:00 - 20:00
0.2 km	3DVA LJ Slovenska 29 Slovenska 29 1000 LJUBLJANA	Tuesday: 07:30 - 12:00 12:00 - 20:00
0.3 km	3DVA LJ Slovenska 27 Slovenska 27 1000 LJUBLJANA	Wednesday: 07:30 - 12:00 12:00 - 20:00
0.3 km	3DVA LJ Podhod Ajdovščina Ajdovščina 1 1000 LJUBLJANA	Thursday: 07:30 - 12:00 12:00 - 20:00
0.3 km	3DVA LJ Mikloš-Dalma Miklošičeva- Dalmatinova 1000 LJUBLJANA	Friday: 07:30 - 12:00 12:00 - 20:00
		Saturday: 08:00 - 12:00 12:00 - 20:00
		Sunday: 10:00 - 12:00 12:00 - 14:00

- **Change address** – allows you to redirect parcel to any other address (for example, business address). When redirecting to a new address, you enter the new data correctly and the redirection is complete.



- **Change date** – allows you to change the delivery date of the parcel if the specified time does not suit the recipient. You can choose the delivery date for 7 days in advance. You just have to be careful that DPD does not deliver on weekends and holidays.



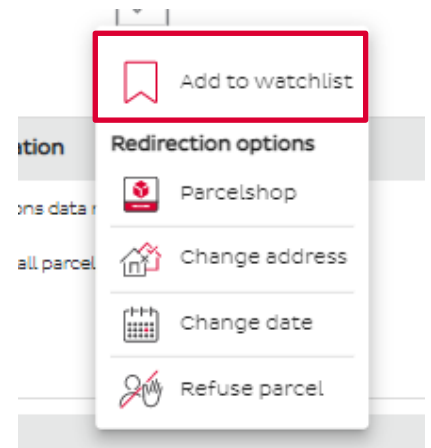
- **Refuse parcel** – the last redirection option is refuse parcel. This functionality allows you to reject the parcel before the courier arrives, which is then returned to the sender. The process is completely simple, and you only need to confirm the rejection of the parcel.



Instructions for redirecting the parcel can also be viewed in video format [HERE](#).

Watchlist:

In the menu we presented in the previous segment, the first option is "Add to watchlist". This functionality allows you to tag the parcel and monitor it with priority. When a parcel is placed on the Watchlist, you see it marked with a bookmark icon in the parcel list. It also appears in the Widget on the Dashboard. This way, the status of the parcel that interests you the most is always in your eyes.



My Parcels

Search: Fields to filter: Parcel number | Status selection: Parcel no. x + s | Search

Custom search | Clear | Save

Export all | Total parcels: 501 | Filtered parcels: 501

169
28.06.2022 - Delivered

Parcel handed to DPD → In transit → At delivery center → Parcel out for delivery → Delivered

Consignee	Sender	Shipment number	Customer references	Information
[Empty table body]				

Estimated delivery time: 28.06.2022 10.14 - 11.14 hrs

Parcel history | Redirection history

Date	Time	City	Description
28.06.2022	10:19:59	Ljubljana, SI	Your parcel was successfully delivered
28.06.2022	08:04:55	Ljubljana, SI	Your parcel is on its way
28.06.2022	08:04:55	Ljubljana, SI	We informed you via SMS that your parcel will be delivered on Tuesday, June 28, 2022 between 10:14 AM and 11:14 AM
28.06.2022	08:49:58	Ljubljana, SI	Your parcel arrived at our delivery depot
27.06.2022	19:29:47	Ljubljana, SI	Your parcel was sorted for transport to our next premises

Where is my parcel?

Parcel number | Customer reference | Parcel number | Search

Last 7 days

30 Data submitted | 1 Handed to DPD | 126 In transit | 93 In delivery | 266 Delivered

My parcels

- Track & Trace
- Exceptions
- Quality Reporting
- Redirection Reporting
- COD Reporting

Watchlist

Delivered	16942001203517
Delivered	16962022551379

Redirection type per day

Account selection | Redirection type | Last 7 days

Graph showing redirection type per day for 'Završile paket'.

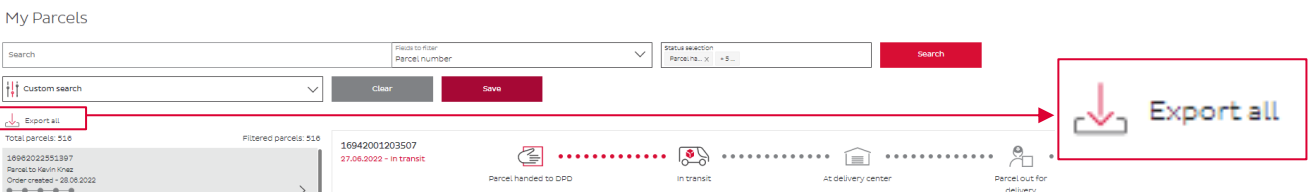
Contact persons

- MR. Andrej Golob | andre.golob@dpd.si | 04006932
- Customer service | info@dpd.si | 05193300
- Prodaja/Sales | prodaja@dpd.si
- IT | it@dpd.si

Customize Dashboard

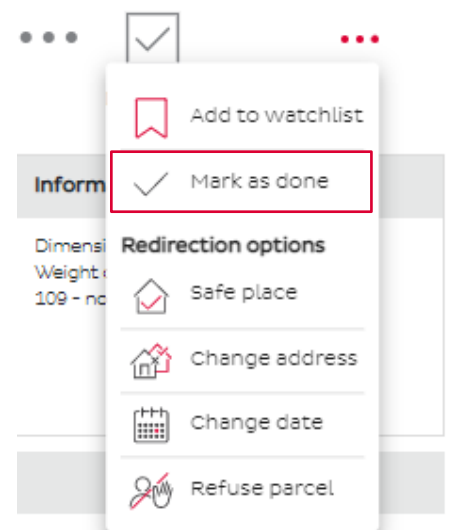
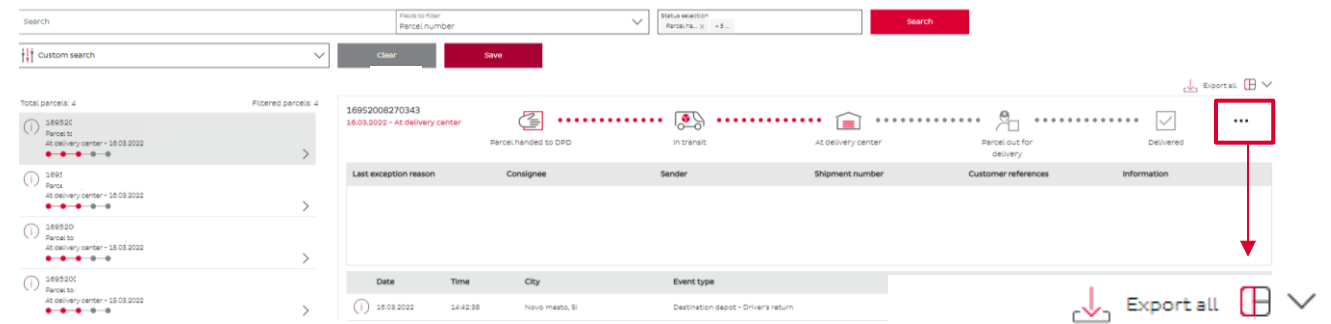
Export parcels:

You can use the Export all button to export a list of all parcels currently in myDPD Business. When you click, the system generates a report and asks you to save it. You see the saved report in the downloads bar. You can open it with Microsoft Excel, where you can then see all the information about the parcel in a table.



Exceptions

The next tab is exceptions. Here you see parcels that were not delivered successfully. You can also see the reason for the unsuccessful delivery and redirect the parcel correctly to avoid possible re-unsuccessful delivery. As with the Track & Trace module, you also have the option of clicking on the three-dot button, which opens the possibility of different redirections. In addition to all the other options described above, there is an additional option "mark as done", which completes the process of processing the parcel.



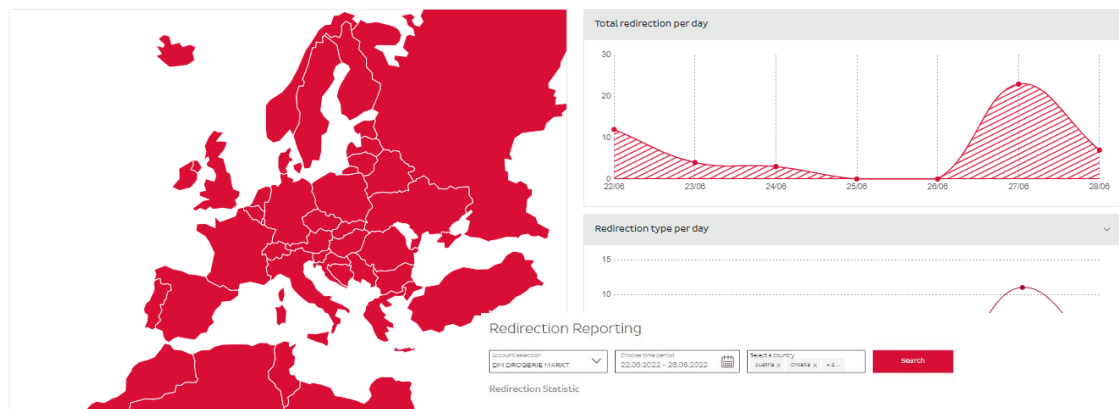
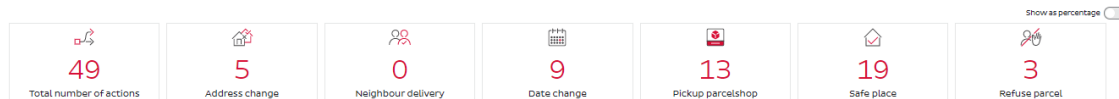
Redirection reporting

A similar screen as before is also in the Redirection reporting tab. Here you can see how many parcels your customers are redirecting and what redirection options they are using. As before, you can filter the results according to the date and country of the recipient.

Redirection Reporting

Account selection: DM DROGERIE MARKT | Choose time period: 22.06.2022 - 28.06.2022 | Select a country: Algeria x | Austria x | +87 ... | Search

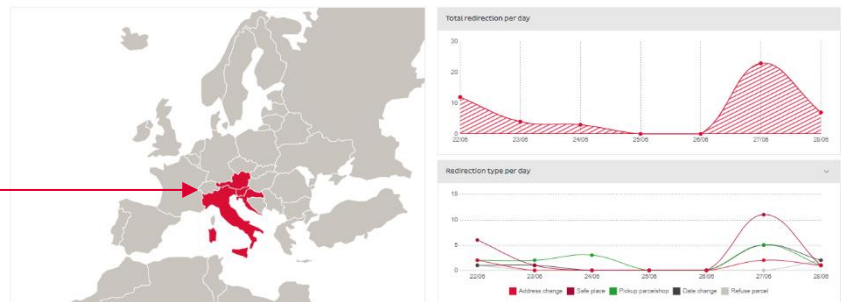
Redirection Statistic



Redirection Reporting

Account selection: DM DROGERIE MARKT | Choose time period: 22.06.2022 - 28.06.2022 | Select a country: Austria x | Austria x | +4 ... | Search

Redirection Statistic

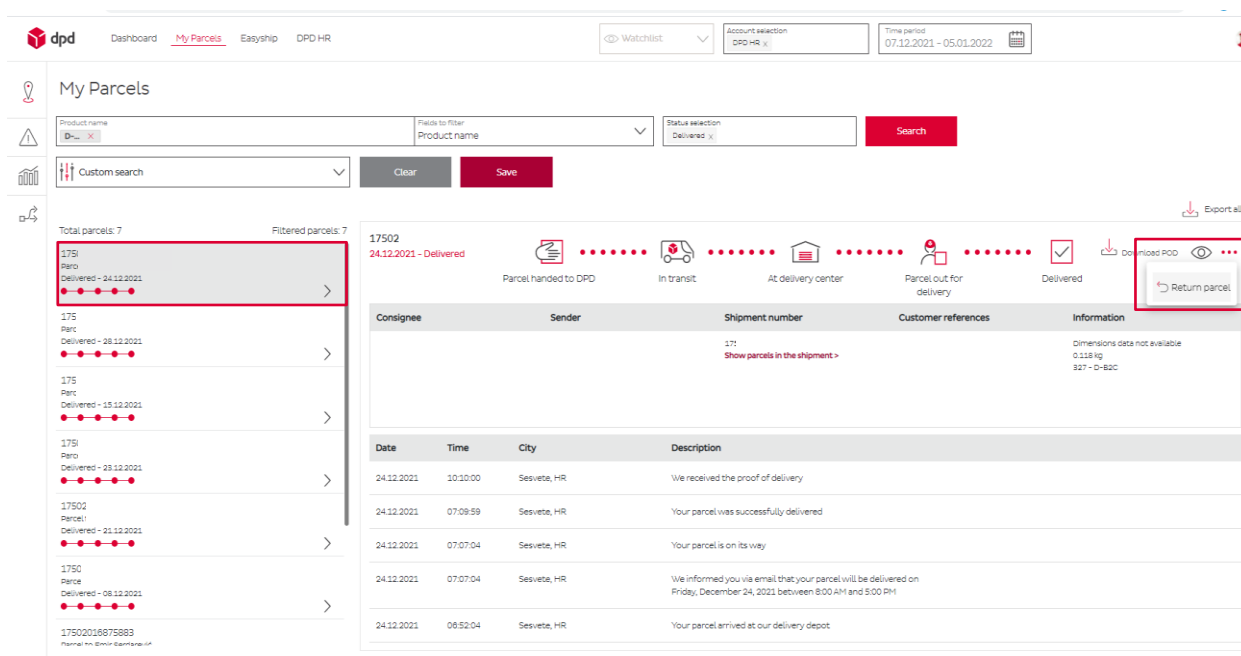


Return of the parcels (DPD Shop Return)

If you use the myDPD Business application and you want to manage parcel returns on-demand, you must send a request to enable this function to the e-mail address it@dpd.si. It is important to remember that you can create a return label for a parcel only if the parcel is not more than 30 days old, the parcel must be B2C type and accepted in our depot.

Once you have the feature enabled, the recipient of the parcel will be able to notify you that the products do not suit them. In this case, you will make the return label "on-demand" and send it to his/hers e-mail address. The recipient will then print the sticker, stick it on the parcel and take it to the nearest Pickup collection point, from where it will be delivered back to the sender.

The image below shows how to create a label in myDPD Business:



The screenshot shows the myDPD Business interface. On the left, a list of parcels is displayed, with the parcel ID 17502 selected. On the right, the details for parcel 17502 are shown, including a status timeline and a table of events. The 'Return parcel' option is highlighted in the additional options menu.

Consignee	Sender	Shipment number	Customer references	Information
		171		Dimensions data not available 0.116kg 327 - B-B2C

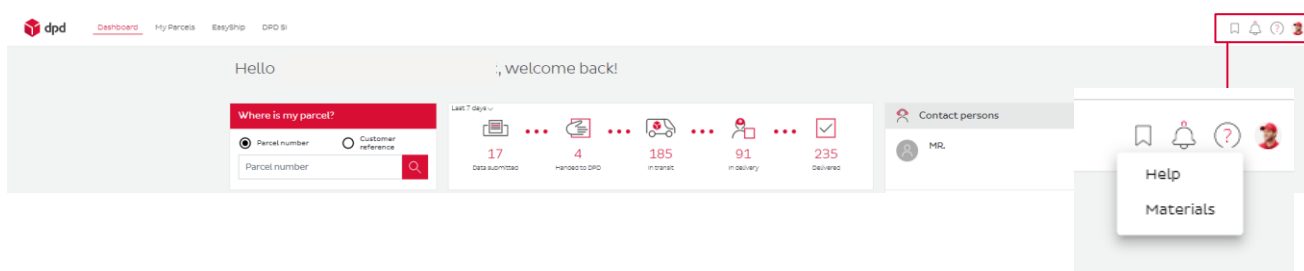
Date	Time	City	Description
24.12.2021	10:10:00	Sesvete, HR	We received the proof of delivery
24.12.2021	07:09:59	Sesvete, HR	Your parcel was successfully delivered
24.12.2021	07:07:04	Sesvete, HR	Your parcel is on its way
24.12.2021	07:07:04	Sesvete, HR	We informed you via email that your parcel will be delivered on Friday, December 24, 2021 between 8:00 AM and 5:00 PM
24.12.2021	06:52:04	Sesvete, HR	Your parcel arrived at our delivery depot

On the left, select the parcel for which you want to create a label. On the right side, then click on the additional options (3 dots) and the "Return Parcel" option will appear. After confirmation, a label is downloaded, which you can then forward to the recipient of this parcel.

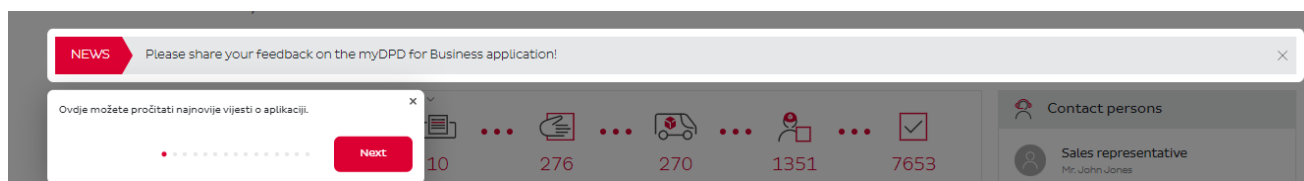
Help and Materials

The myDPD Business Portal is a tool that is constantly evolving and offers customers new parcel management options. Therefore, we have developed the described functionalities to make it easier for you to work with our application.

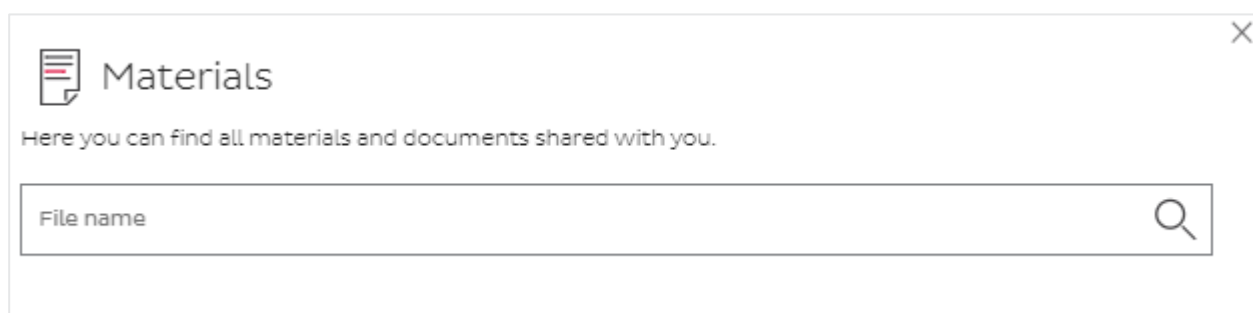
Clicking on the question icon in the upper right corner of the screen opens a drop-down menu that offers two options.



The first option is **Help**, which takes you through the functionalities of the myDPD Business application and explains them to you and shows you how they work. The help works on all pages of the application and presents the operation of individual modules and their functions in a fast and understandable way. You can turn on help whenever you want by clicking the Help button in the drop-down menu after clicking the question icon.



Another option is **Materials**. Here you can download guidelines for using myDPD Business, among other important documents, in case you lose this copy. Among other things, other important documents that come in handy when using the myDPD Business application will be published among the materials.



As already mentioned, these instructions contain a description of the basic functionalities of the business portal myDPD Business, and you will be informed about all the innovations that we will introduce in real time. You can find help in the upper right corner of the screen by clicking on the questionnaire icon. Check out some new features below:

1. **User feedback tool** - as the main user of the portal, you will be able to give us suggestions and feedback on what should be improved and upgraded.
2. **Access to invoices** - you will be able to access your invoices, so you will keep all important data in one place.
3. **Data discrepancy report** - you will be able to identify frequently missing data (zip code, recipient data,...) to implement a continuous optimization approach.
4. **Carbon Calculator** - you will have access to the calculation of carbon emissions data so that you can highlight all efforts in terms of sustainability.