



myDPD Business

Guidelines for use

DPD Slovenia

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At DPD Slovenia, 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

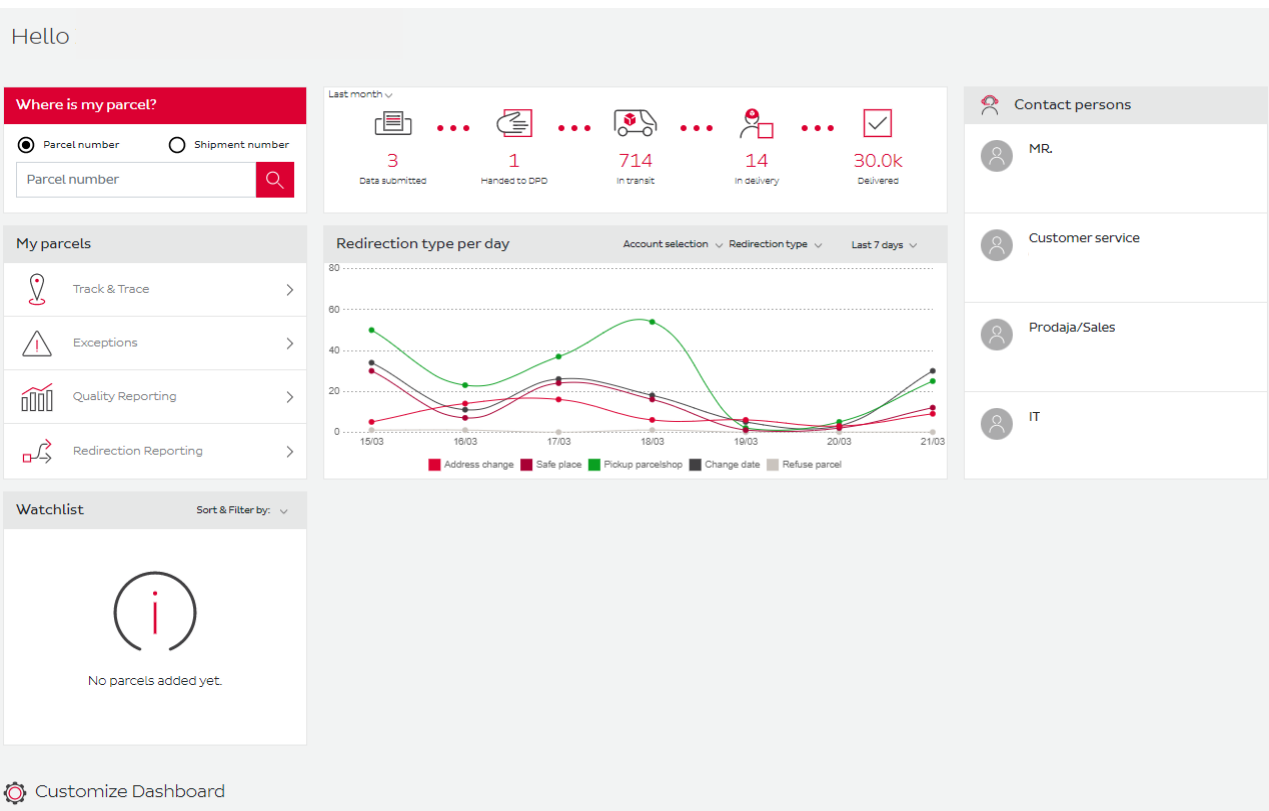
Home page

The home page is divided into five parts:

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

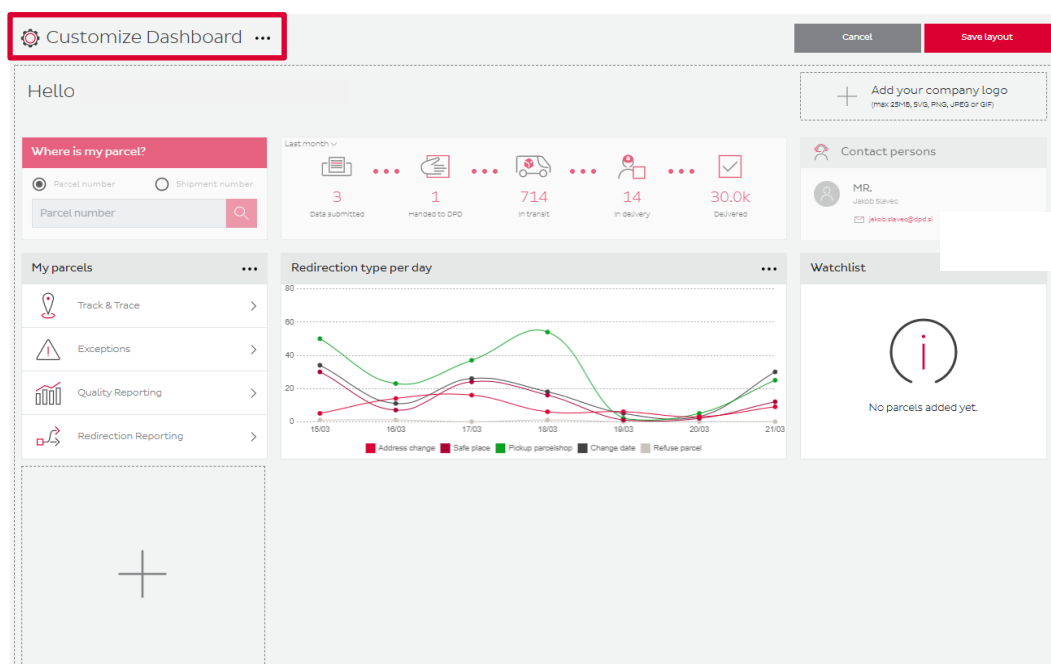
Dashboard

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.



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.



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

My Parcels

Search Fields to filter: Parcel number Status selection: Parcel ha... X + 5 ... Search

Custom search Clear Save

Export all
Total parcels: 501
Filtered parcels: 501

186
Parcel handed to DPD
In transit - 27.08.2022

187
Parcel
Order created - 27.08.2022

1894
Parcel
Parcel out for delivery - 28.08.2022

1894
Parcel
Parcel out for delivery - 28.08.2022

28.08.2022 - Delivered

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

Consignee	Sender	Shipment number	Customer references	Information

Fields to filter: Parcel number

- Parcel number
- Shipment number
- Customer reference
- Parcel reference
- Sender's email address
- Sender's phone number
- Receiver's email address
- Receiver's phone number

Redirection history

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.

My Parcels

Search Fields to filter: Parcel number Status selection: Parcel ha... X + 5 ... Search

Custom search Clear Save

Export all
Total parcels: 501
Filtered parcels: 501

186
Parcel handed to DPD
In transit - 27.08.2022

187
Parcel
Order created - 27.08.2022

1894
Parcel
Parcel out for delivery - 28.08.2022

1894
Parcel
Parcel out for delivery - 28.08.2022

28.08.2022 - Delivered

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

Consignee	Sender	Shipment number	Customer references	Information

Estimated delivery time: 28.08

Parcel history

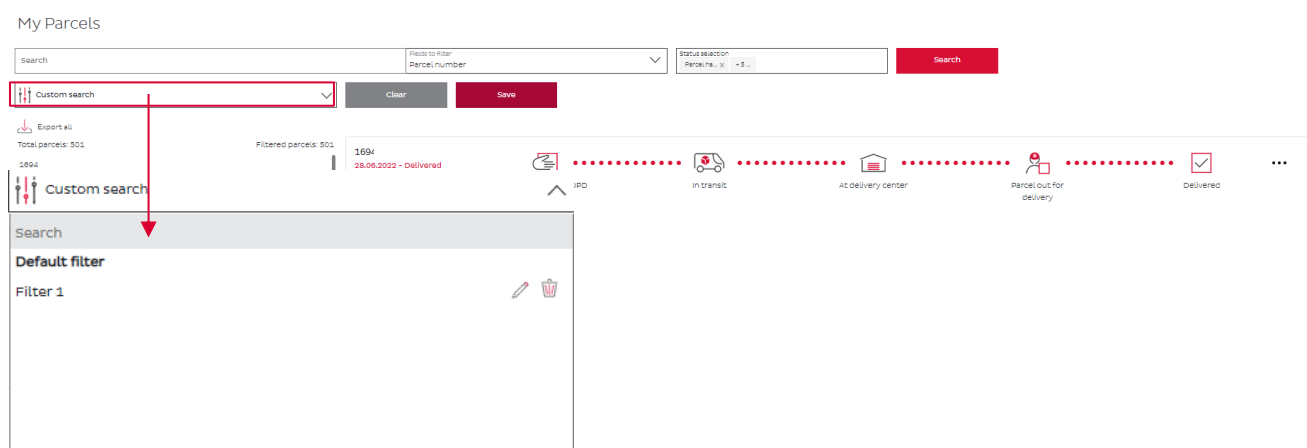
Status selection: Parcel ha... X + 5 ...

Deselect all

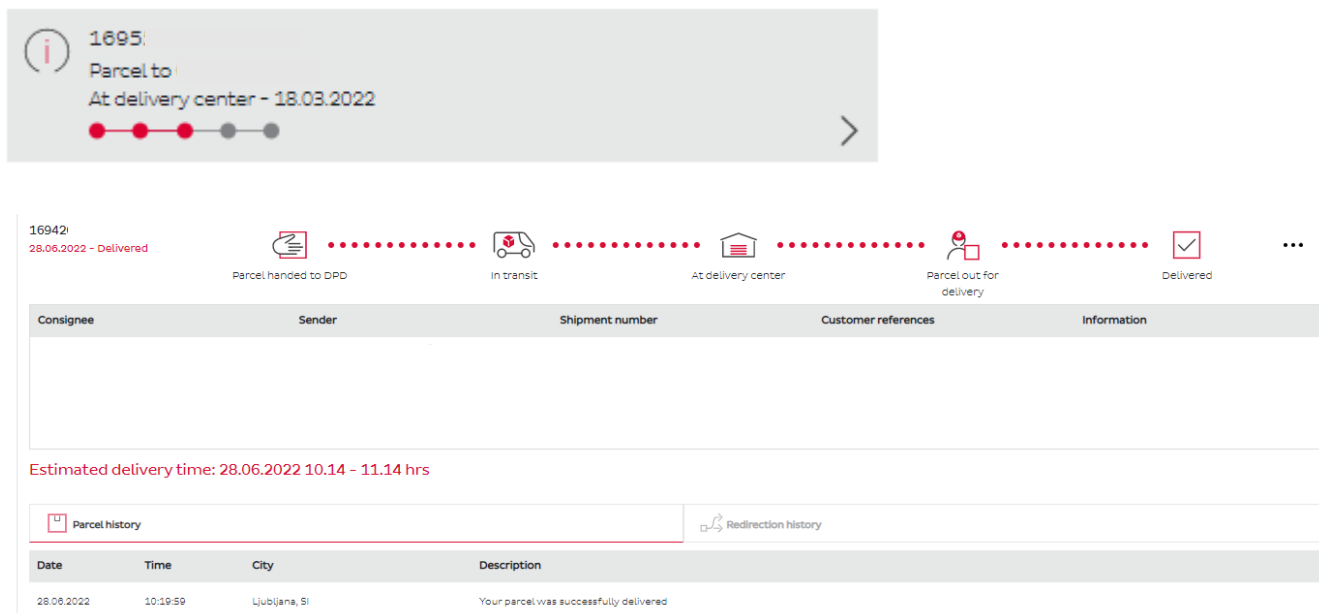
- Parcel handed to DPD ✓
- In transit ✓
- At delivery center ✓
- Pudo delivery ✓
- Parcel out for delivery ✓
- Delivered ✓

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.

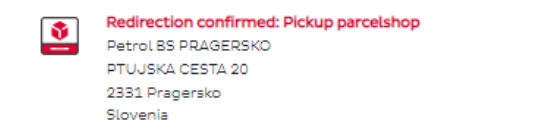
If you have search parameters inserted that suit you, you can save them by clicking on the "save" button, and later access them in the Custom search drop-down menu.



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

Export all

Total parcels: 301

28

Parcel

In transit - 27.06.2022

Order created - 27.06.2022

28

Parcel

Parcel out for delivery - 28.06.2022

28

Parcel

Parcel out for delivery - 28.06.2022

28

Parcel

Parcel out for delivery - 27.06.2022

28

Parcel

Parcel out for delivery - 27.06.2022

28

Parcel

Parcel out for delivery - 27.06.2022

Filtered parcels: 301

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

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	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

Add to watchlist

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.'


Enter a safe place

Please enter a safe place.

Place of deposit *

Select a safe place


Addressee:
Nik Kalister
Rakitnik 20-B
0258 Prestranek, Postojna
SI
+386030630319

*Mandatory field

Cancel

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.


Select Pickup parcelshop

Zip code *
1000

Town *
Ljubljana

Address



*Mandatory field

Distance 0.1 km
3DVA LJ Čopova ul. 8
Čopova 8
1000 LJUBLJANA

Distance 0.2 km
3DVA LJ Slovenska 29
Slovenska 29
1000 LJUBLJANA

Distance 0.3 km
3DVA LJ Slovenska 27
Slovenska 27
1000 LJUBLJANA

Distance 0.3 km
3DVA LJ Podhod Ajdovščina
Ajdovščina 1
1000 LJUBLJANA

Distance 0.3 km
3DVA LJ Mikloš-Dalma
Miklošičeva- Dalmatinova
1000 LJUBLJANA

Business hours

Monday 07:30 - 12:00
12:00 - 20:00

Tuesday 07:30 - 12:00
12:00 - 20:00

Wednesday 07:30 - 12:00
12:00 - 20:00

Thursday 07:30 - 12:00
12:00 - 20:00

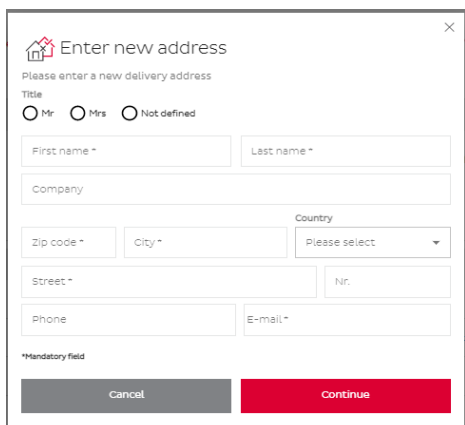
Friday 07:30 - 12:00
12:00 - 20:00

Saturday 08:00 - 12:00
12:00 - 20:00

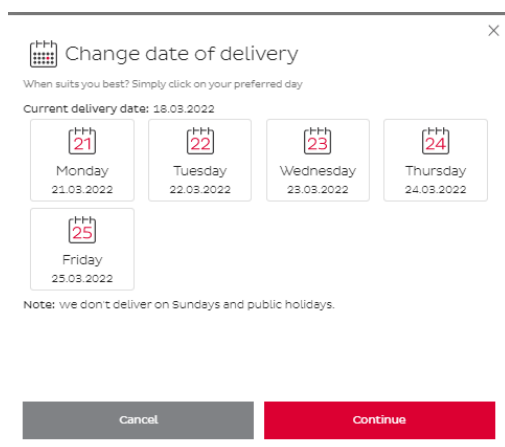
Sunday 10:00 - 12:00
12:00 - 14:00

Select this pickup point


- 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.



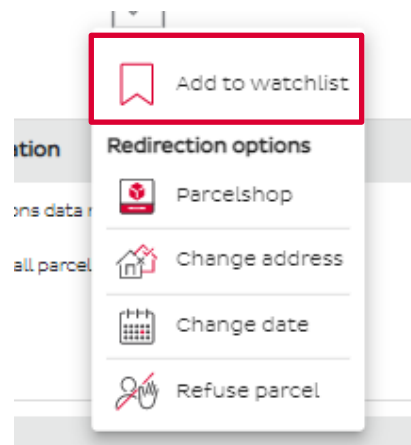
- Refuse parcel – the last redirection option is refuse parcel. This functionality allows you to reject the parcel before the courier arrives, which is then returned to the sender. The process is completely simple, and you only need to confirm the rejection of the parcel.



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

+ 8...

Search

Custom search

Clear

Save

Export all

Total parcels: 501

Filtered parcels: 501

16941

Parcel

In transit - 27.06.2022

16

Pa

Order created - 27.06.2022

169

Parcel

Parcel out for delivery - 28.06.2022

169

Parcel

Parcel out for delivery - 28.06.2022

169

Parcel

Parcel out for delivery - 28.06.2022

16

Pa

Parcel out for delivery - 27.06.2022

16942001203511

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

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	06:04:55	Ljubljana, SI	Your parcel is on its way
28.06.2022	06:04:55	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	08:49:55	Ljubljana, SI	Your parcel arrived at our delivery depot
27.06.2022	19:20:47	Ljubljana, SI	Your parcel was sorted for transport to our next premises

Where is my parcel?

Parcel number

Customer reference

Parcel number

Search

My parcels

Track & Trace

Exceptions

Quality Reporting

Redirection Reporting

COD Reporting

Last 7 days

30

Data submitted

1

Handed to DPD

126

In transit

93

In delivery

266

Delivered

Watchlist


Sort & Filter by:

Delivered

16942001203517

Delivered

16962022551379



Contact persons

MR. Andrej Golob

andregolob@dpd.si

040080282

Customer service

Customer service

info@dpd.si

051393000

Prodaja/Sales

Prodaja/Sales

prodaja@dpd.si

IT

IT

it@dpd.si

Redirection type per day

Account selection

Redirection type

Last 7 days

2

1.5

1

0.5

0

22.06

23.06

24.06

25.06

26.06

27.06

28.06

Zavrnjena paket

Customize Dashboard

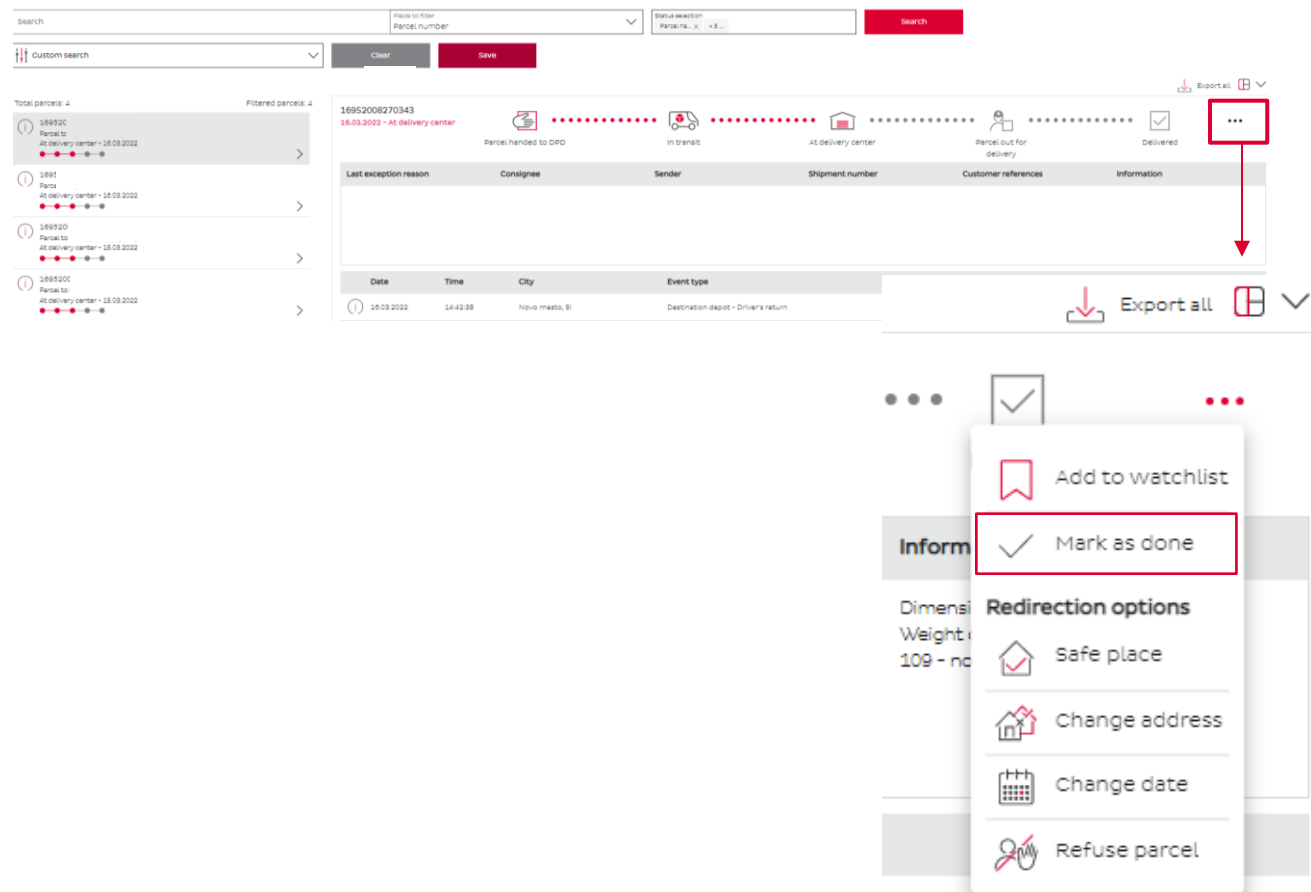
Export parcels:

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

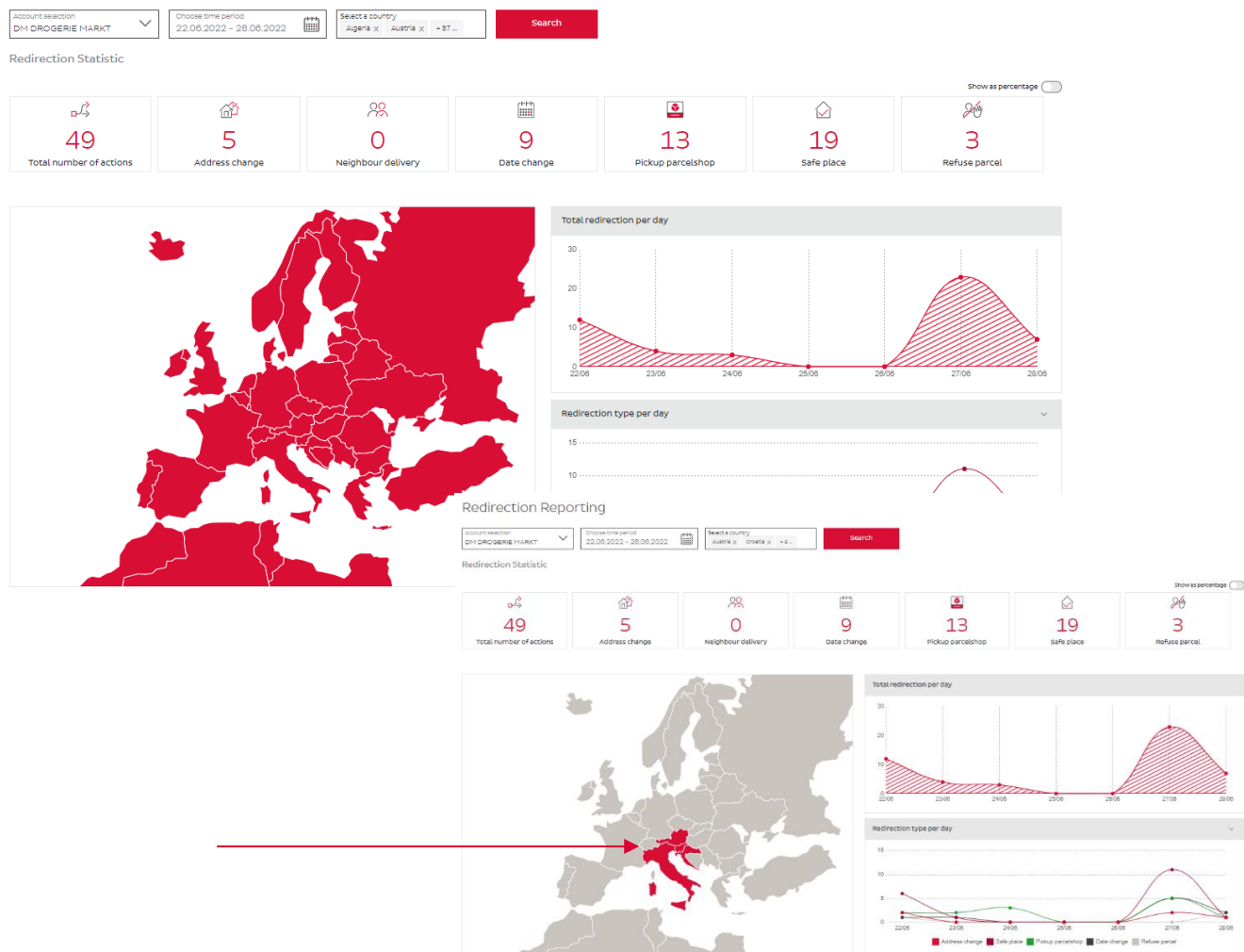
The next tab is exceptions. Here you see parcels that were not delivered successfully. You can also see the reason for the unsuccessful delivery and redirect the parcel correctly to avoid possible re-unsuccessful delivery. As with the Track & Trace module, you also have the option of clicking on the 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

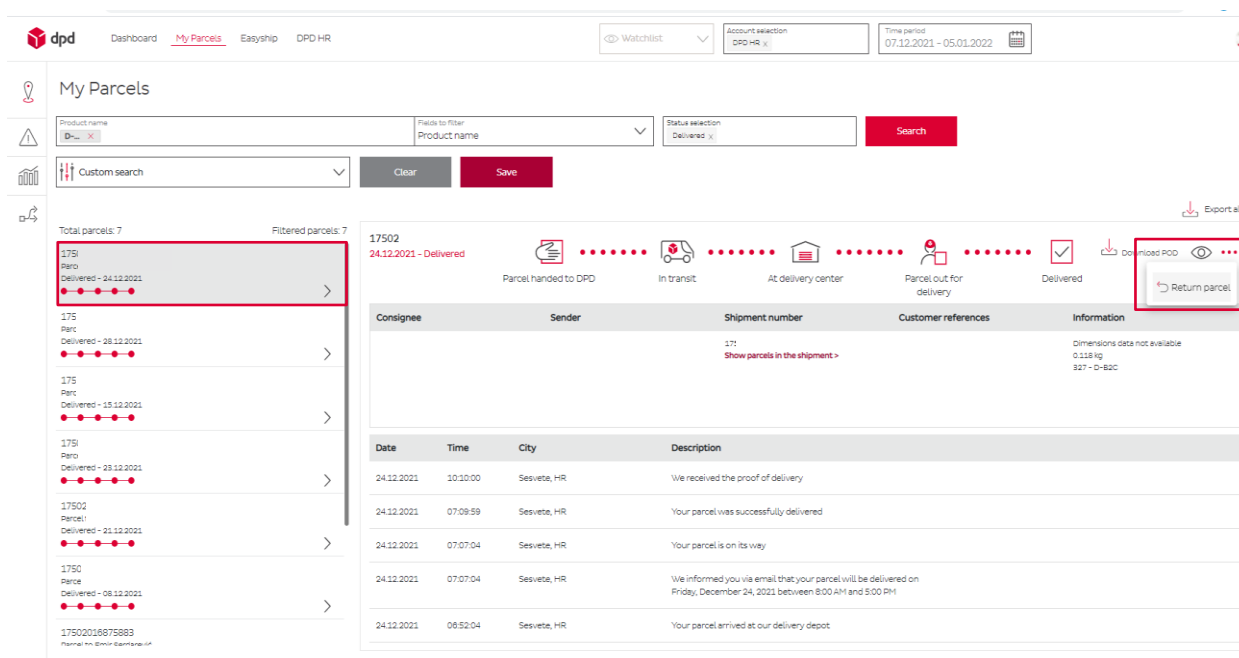


Return of the parcels (DPD Shop Return)

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 application interface. The top navigation bar includes 'Dashboard', 'My Parcels', 'Easyship', and 'DPD HR'. The 'My Parcels' section is active, showing a list of parcels on the left and detailed information for a selected parcel (17502) on the right. The left sidebar shows a list of parcels with their status and delivery dates. The right panel displays the status timeline for the selected parcel, including 'Parcel handed to DPD', 'In transit', 'At delivery center', 'Parcel out for delivery', and 'Delivered'. A red box highlights the 'Return parcel' option in the top right corner of the details view.

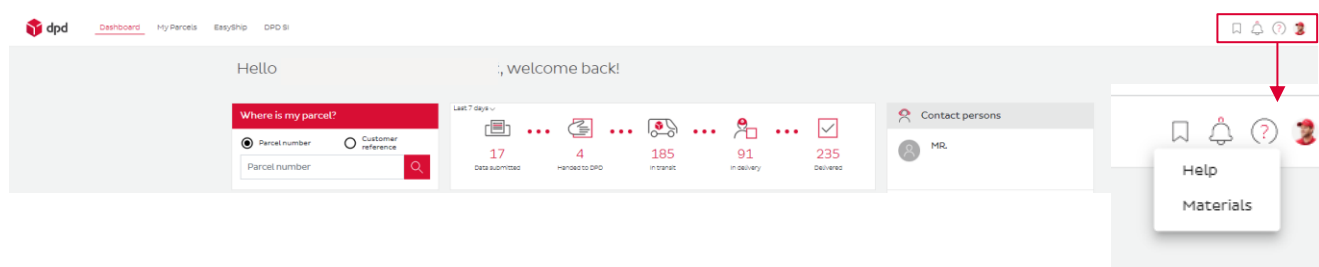
Date	Time	City	Description
24.12.2021	10:10:00	Sesvete, HR	We received the proof of delivery
24.12.2021	07:09:59	Sesvete, HR	Your parcel was successfully delivered
24.12.2021	07:07:04	Sesvete, HR	Your parcel is on its way
24.12.2021	07:07:04	Sesvete, HR	We informed you via email that your parcel will 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.

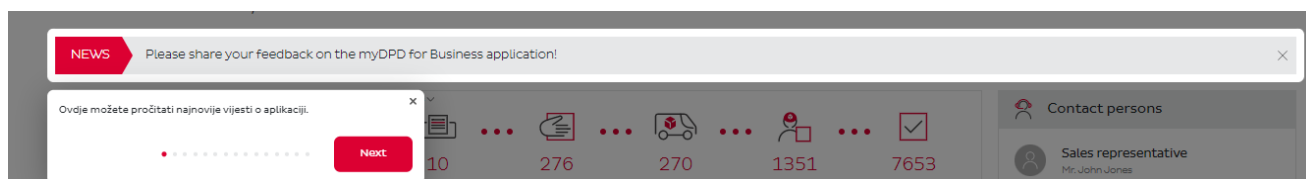
Help and Materials

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.

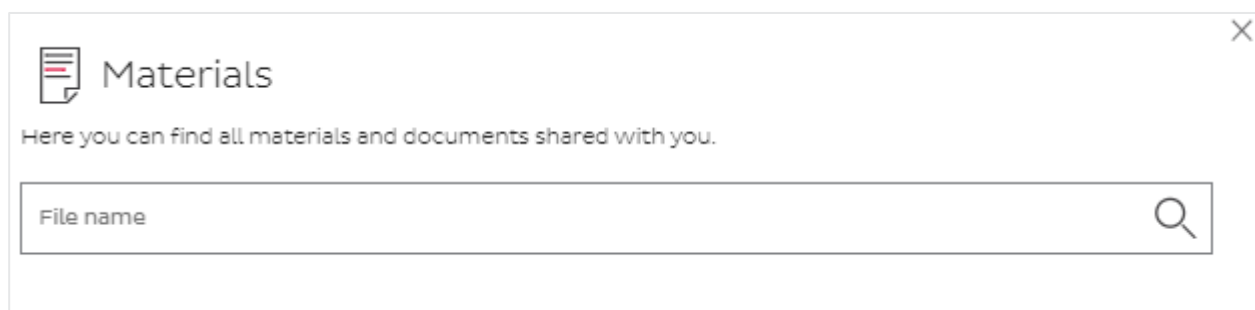
Clicking on the question icon in the upper right corner of the screen opens a drop-down menu that offers two options.



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.