DPD Print Manual

NETWORK MEMBER OF GEOPOST

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1. Working with DPD Print

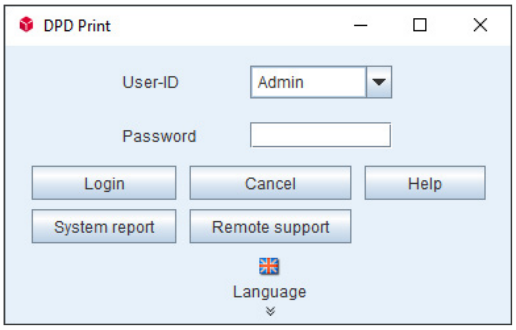
DPD Print is DPD's parcel label printing programme for the simple management of your parcel dispatch.

1.1 Programme start

After starting the programme, the DPD Print home screen appears, which provides information about the currently installed version. The progress bar informs you about the loading process and possible updates to the programme and routes.

1.2 Login window and logging in

The login window is used to register and authorise users. Please use the drop-down list next to the user ID to select the user role which has been set up for you and enter your personal password, taking upper and lower case letters into account.



After a successful login, the DPD Print programme interface appears.

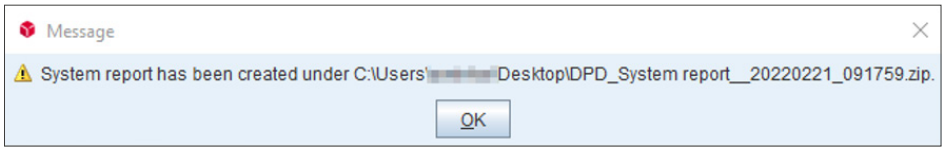
If you can't find your user ID in the drop-down menu, please contact your local administrator.

Further functions of the login window are described below.

System report

The „System report“ button generates important log files and a PDF file with information on the DPD print version, which you can send to a member of the DPD support team or to your local administrator to enable error analysis.

To save the system report, you select a destination folder on your local computer. After you receive the system message that the report has been saved successfully, you can call up the system report from the selected location where the file was saved.



Remote support

(Remote maintenance) The button can be used to start the remote maintenance tool „TeamViewer“ to enable access if support is required.

1.3 Basic instructions for ease of processing

DPD Print works on an order basis throughout. This means that for every shipment an order must be created which, in addition to the shipper and consignee details, contains all the relevant product data.

In the process of entering an order in the programme you always work through the programme tabs from left to right. For more information on this please see Chapter 2.1: Tab bar.

Optional input fields and mandatory fields

When orders are entered, you are requested to enter shipper / consignee and product-relevant data. Depending on the product specification, the corresponding input fields are highlighted in colour.

Input fields shaded in red

Mandatory fields that must always be filled out to start an order.

Input fields shaded in orange

Optional fields that should be filled out if possible.

Order status

Orders can have a different status. The individual status shows, for example, whether you should make data corrections or if further entries are necessary for your order.

Open The order is not fully completed, adjustments have to be made.

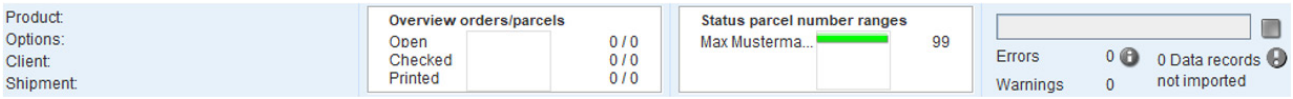
Checked All data relevant to the order has been entered correctly. Parcel labels can only be printed for orders that have already been checked.

Printed The status that is assigned to orders that have already been printed. Changing the order data is no longer possible with this status. An order can now only be opened to display the entered data.

Archived Orders that have already been transferred to DPD on completion of dispatch are given the status „archived“.

Status bar in the order pool (detail area for selected orders)

The status bar below the order pool clearly shows you the status information for the selected order: product, options, client and consignment (MPS ID). In addition, the status of the orders you have entered, such as „Open“, „Checked“ and „Printed“, is displayed with status bars.



1 – Brief overview of order details

This area shows the product, options, client and shipment (MPS ID) for the selected order. If there are several consignments, the placeholder „...“ is displayed instead of an MPS ID.

2 – Order pool status bar

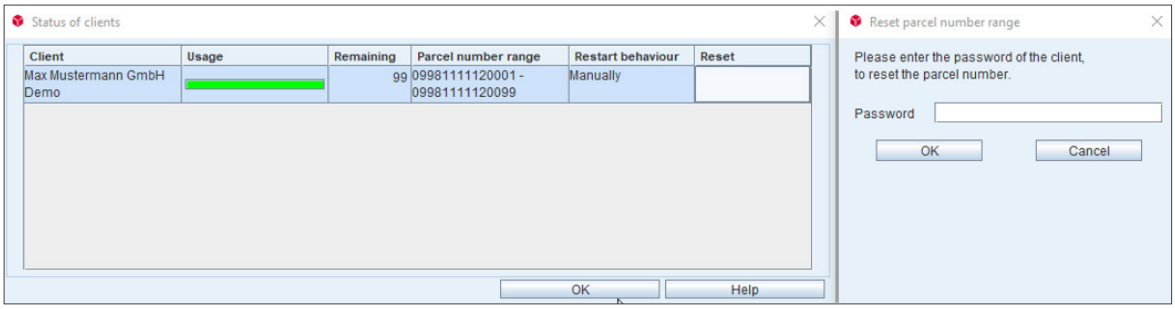
For the different order statuses, the three status bars show the number of orders and their respective status (e.g. „Open“, „Checked“ and „Printed“).

3 – Status: parcel number ranges

Under „Status: parcel number ranges“ the still available parcel numbers within the number ranges of the client and a progress bar for the use of the respective parcel numbers are displayed. The status lists the still usable parcel label numbers for a maximum of three clients. A double-click on this field opens the dialogue window „Status: clients“ and shows all clients, if there are more than three.

Dialogue window: „Status: clients“

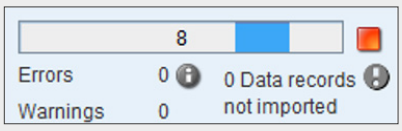
Depending on the client, the parcel number range used, the usage of the range and the remaining parcel numbers are displayed. In addition, you receive information as to whether the restart procedure for the parcel number range takes place automatically or whether the number range has to be reset manually by password. If you are authorised to do so, you can reset the parcel number range to the beginning via the „Reset“ button. To do this, you enter the password for resetting for the relevant client in the „Parcel number reset“ dialogue box. (Parcel label range reset: Please enter the client‘s password in order to reset the parcel label range)



4 – Progress bar

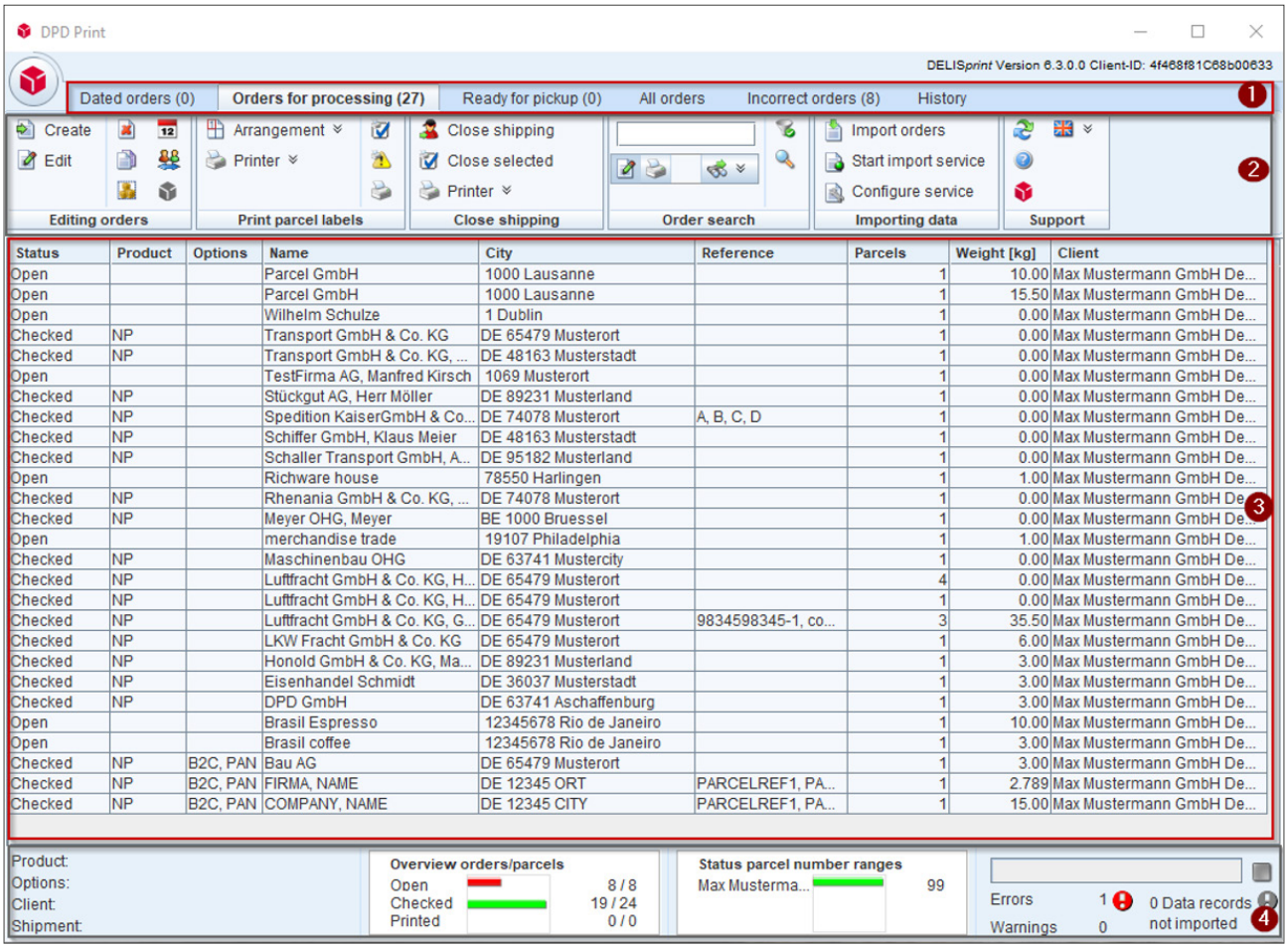
A blue bar shows the progress of a process, for example, parcel label printing. Clicking on the red square stops the current process.

Possible errors, warnings and non-imported data sets must be taken into account when you use a parcel import. If there are problems, this is marked with a red exclamation mark.



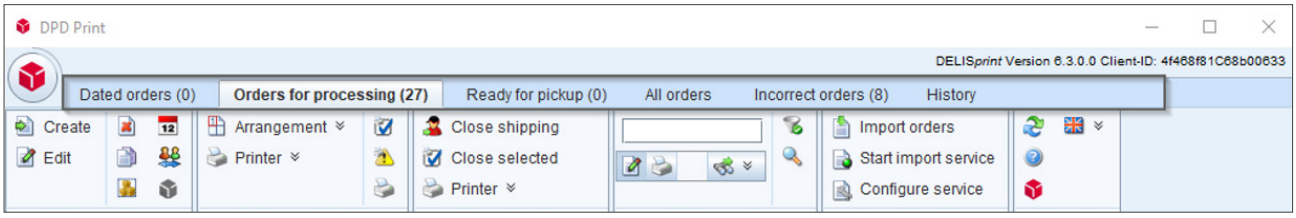
2. Programme interface

The DPD Print user interface is divided into the tab bar [1], the button bar [2], the order list [3] and the status bar [4].



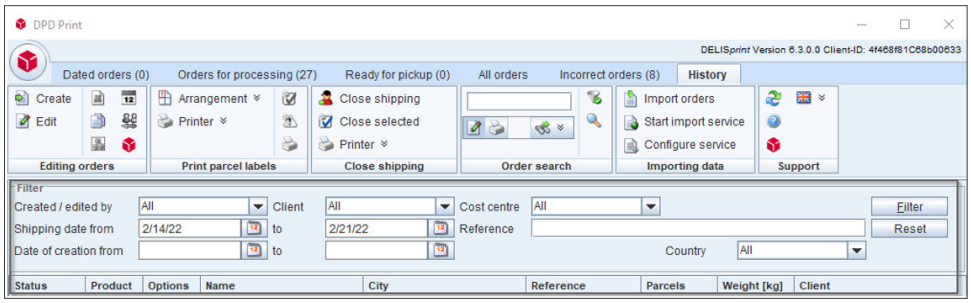
2.1 Tab bar

There are six different tabs that you can switch between.



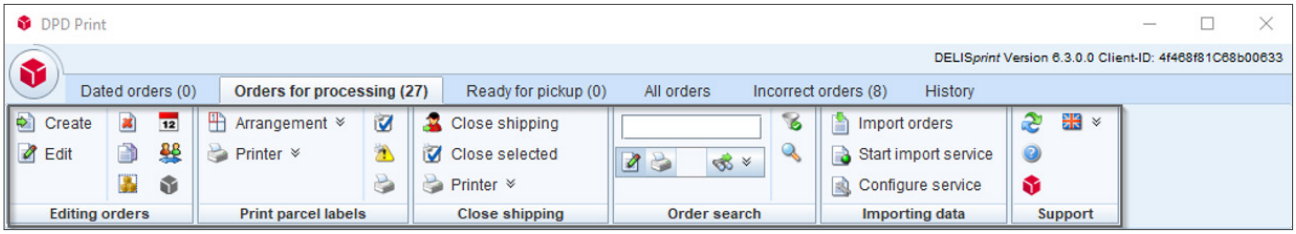
Behind the title of each tab (except for „All orders“ [Alle Aufträge] and „History“) the number of orders in the relevant list is displayed in brackets.

Orders with future date	Orders not yet printed for which the dispatch date is in the future.
Orders for processing	Orders not yet printed whose dispatch date corresponds to the current date.
Ready for pickup	Printed orders for which dispatch completion has not yet been carried out.
All orders	All orders with the status „Open“, „Checked“ and „Printed“.
Incorrect orders	All orders that have the status „Open“ due to missing or invalid information.
History	All printed orders and orders transferred to DPD after dispatch completion, by default the orders of the last 100 days. You can adjust the time period via the menu ›„Configuration“ ›„Settings“ ›„Other“. Selecting the „History“ tab opens the filter dialogue to narrow down the search results.

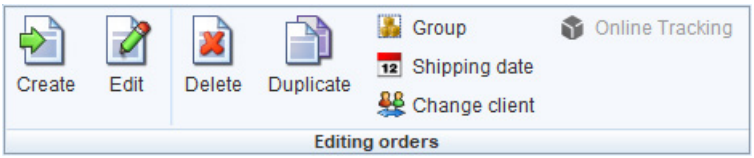


2.2 Button bar

The button bar in the order pool is divided into six different functional areas.



2.2.1 Order processing



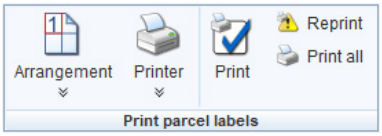
Create	The „Order entry“ dialogue window opens for entering a new order.
Edit	Orders that have already been entered can be edited.
Delete	Marked jobs are deleted from the job list.

Duplicate	Copies an already entered order, the duplicate is opened in the „Order entry“ dialogue window.
Group	Selected orders that have already been entered can be combined into one order here.
Change of client	Relevant clients appear that you can assign to previously selected orders. Specifically, it is possible to change a client for one or more orders that have already been entered.
Online tracking	Online tracking can be started for all printed or archived orders via the parcel symbol.

You can also display the respective function/meaning of individual buttons at any time in the programme by mouse-over. To do this, move your mouse pointer over the relevant button without clicking on it so that the description appears.

2.2.2 Parcel label printing

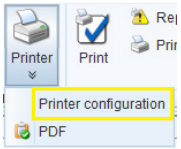
In this area you will find various setting options for printing your parcel labels. You can also control the selection and configuration of the existing printers.



Arrangement	The arrows » of the „Arrangement“ button can be used to determine at which position of an A4 print sheet the first label is to be printed. The label printing is continued at the positions that follow.

Print sheets that have been started can continue to be used. To ensure that a print sheet is only printed when it is completely filled with four parcel labels, you activate the checkbox “Activate collective printing for DIN A4“ via menu ›„Configuration“ ›„Settings“ ›„Printouts“.

Printer	Via the „Printer“ button, all orders that have been checked are printed out via the printer defined as the default. An alternative printer can be selected via the double arrow ».

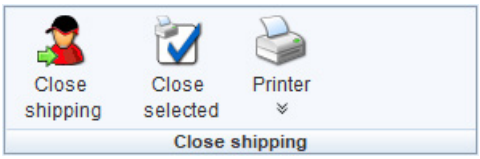


The button „Printer configuration“ opens the dialogue window of the same name, which allows the creation of new printers as well as the processing and deletion of existing printers.

Print (selected orders)	With this selection you only print parcel labels for the orders selected from the order list via the default printer.
Reprint	Use the symbol to reprint individual orders which are selected from the order list.
Print all	This button enables the printout of all orders with the status „Checked“.

2.2.3 Completing the dispatch

The „Complete dispatch“ section prepares the orders for collection by transferring shipment data including collection orders to DPD and printing shipping lists, export and hazardous goods documents.



Close shipping

The button is used to complete the dispatch for all orders with the status „Checked“. First, the „Close shipping“ dialogue box opens in which you specify which documents are to be printed and which are to be created as a PDF for archiving. Click on „Complete“ to complete the dispatch.

Please note that „C:\“ is not permitted as a destination path for creating files. Make the necessary settings for data transmission under the menu „Configuration“ ❯ „Settings“ ❯ „Internet“ tab to ensure that DPD receives your shipment data. You can start a connection test in the „Test“ tab before the dispatch is completed.

Close selected

Instead of all checked orders, this option only completes the dispatch for the orders you have selected. Just as with the option „Close shipping“, the dialogue window for the dispatch completion opens. You specify which documents are to be printed and saved. Click on „Completion“ to complete the dispatch.

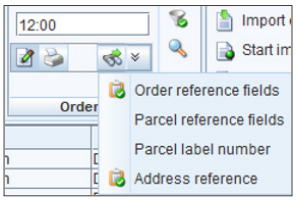
Printer

The button opens the „Printer configuration“ dialogue window. Here you can create new printers, edit the settings of printers already created and delete printers.

Printers that you delete here are only deleted from DPD Print, not from Windows.

2.2.4 Order search

The section „Order search“ helps to search for orders and parcel data.



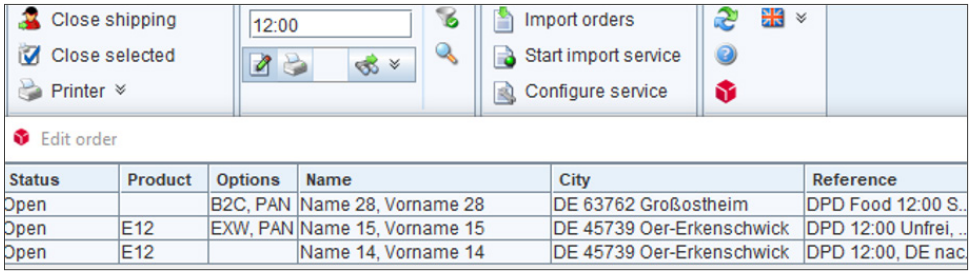
First you enter a search text in the input field (e.g. DPD 12:00) and use the drop-down list to specify the fields in which to search for the text you have entered.

You can select individual or all four options via the drop-down list.

Search

You can search for keywords via the button or via the Enter key.

If an order is found with the exact search term, the order opens directly in the order entry screen for processing. If the search term applies to several orders, a selection list is first displayed from which an order can be selected for editing. You confirm your selection for editing with the „Open“ button.



Status	Product	Options	Name	City	Reference
Open		B2C, PAN	Name 28, Vorname 28	DE 63762 Großostheim	DPD Food 12:00 S..
Open	E12	EXW, PAN	Name 15, Vorname 15	DE 45739 Oer-Erkenschwick	DPD 12:00 Unfrei, ..
Open	E12		Name 14, Vorname 14	DE 45739 Oer-Erkenschwick	DPD 12:00, DE nac.

Print

If you want to print a specific job directly, you activate the printer icon by clicking on it (the icon is now dark grey). Then enter your search term (e.g. a unique reference) and confirm your entry with the Enter key.

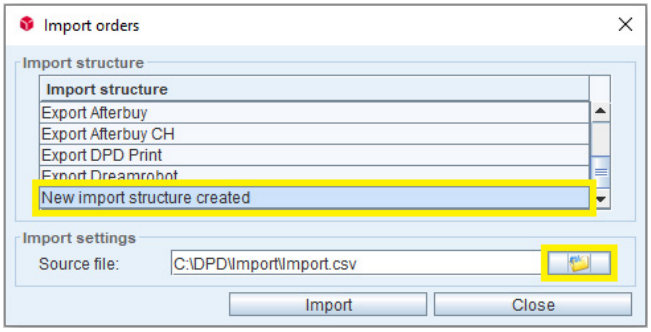
If there is one result that matches exactly, the order is printed directly. If two results are found that match the search term, you will first receive a selection list of orders that can be printed.

2.2.5 Data import

The „Data import“ section offers you various options to perform shipments via job import using import files.

Import orders

You can import a specific import file manually.
A click on the button opens the dialogue window „Import orders“, in which you can specify details for the import.



1. In the selection list, select the import structure you have previously created (see 3.3.3 Configuration of the import structure for orders (Setup parcel import)), in the example: „Newly created import structure“).
2. Under „ Source“, use the file browser to select the import file that contains your parcel data.
3. Import your parcel data by clicking on the „Import“ button.

If manual import is used, the selected import file can be imported as often as desired (one after the other), without deleting it in the process.

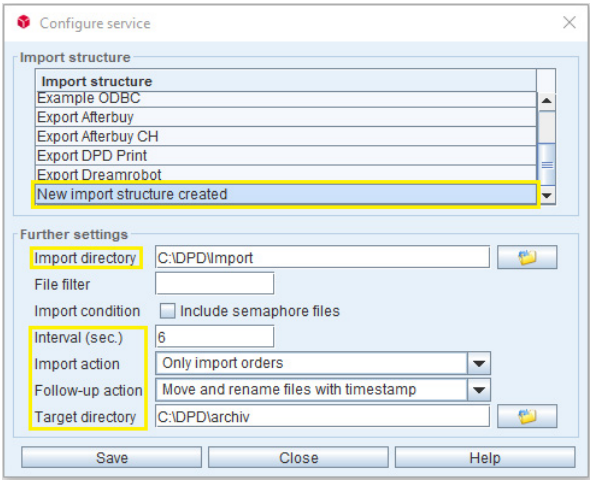
Configure service

Before the option „Start import service“ can be used, the service has to be configured. This is why this menu item is looked at before the „Start import service“ option.

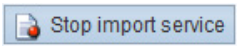
Please make the following basic settings:

1. From the selection list you select the import structure which you previously created (e.g. „Newly created import structure“).
2. Next you specify the import folder which is to be monitored for the automatic import. Please make sure that the folder only contains files which are intended for import.
3. At what interval should the import directory be checked for new files? Specify the number of seconds.
4. Select an import action, e.g. „ Only import orders“ or „Import with parcel label“.

5. Select a follow-up action („Move files“ or „Delete files“).
6. Specify a destination directory if you selected „Move files“ as the follow-up action.
7. Save your settings, the service is now configured.



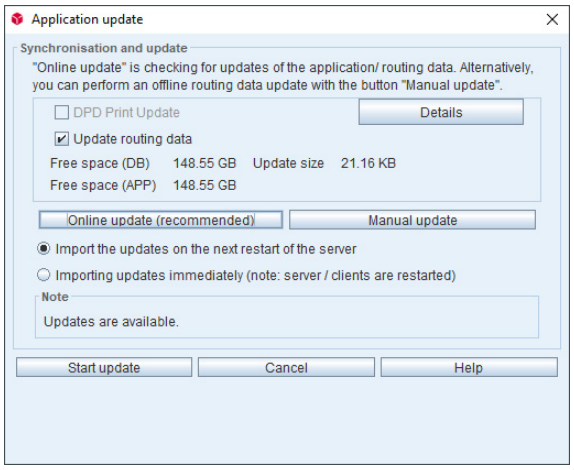
Stop import service To start the automatic import, click the „Stop import service“ button. The button changes as follows and the import remains active until you click the button again.



2.2.6 Help

In the help area you will find several options.

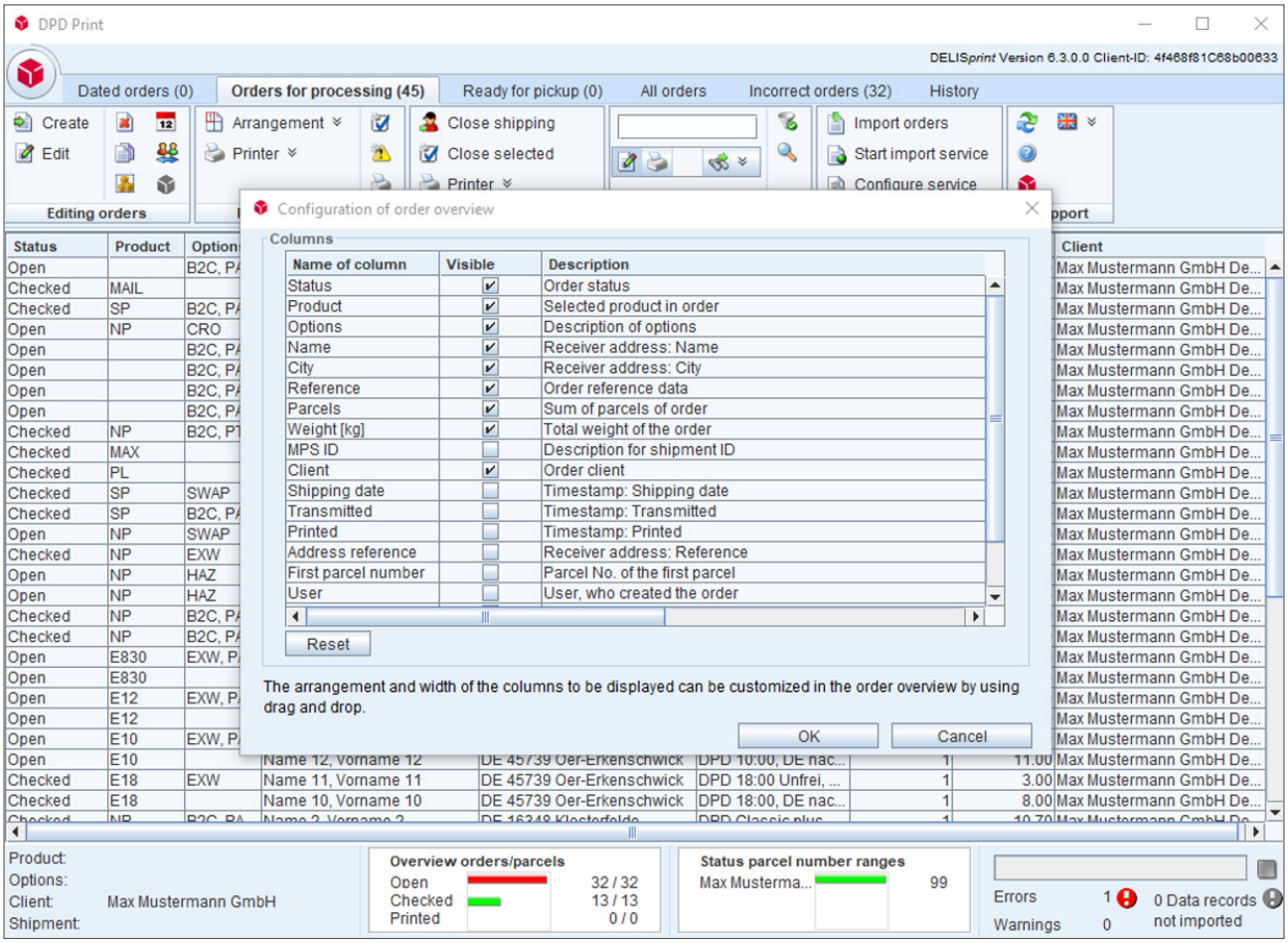
Update Searches for available updates for DPD Print and the route database. If an update is available, one of the checkboxes (or both) „DPD Print update“/ „Update route data“ is checked.



User manual	Opens the help document for DPD Print.
Website	Opens the DPD Germany website in your default web browser.
Language	Opens the language selection of the DPD Print interface.

2.3 Configurable column headers

The column headings in the order pool can be selected and deselected. A click with the right-hand mouse button on a column header opens the dialogue window below it with selection fields for the available columns. In this way you can individually select and display those columns that are relevant to you.



Column headers can always be arranged and moved by holding down the left-hand mouse button.

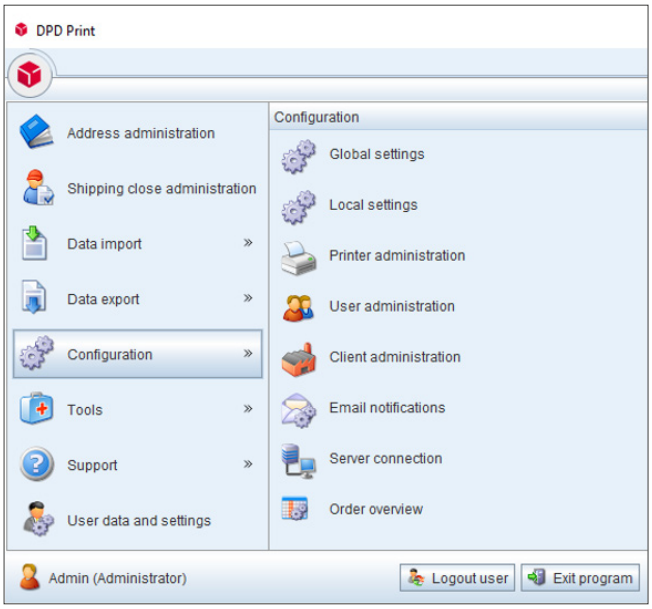
A left click on a column heading activates the corresponding column (e.g. alphabetically ascending), and another left click changes the sorting order (e.g. alphabetically descending). A third mouse click cancels the selected sorting order.

The most recently set view (with the individual column assignments) is saved by the system and displayed again the next time you call up the DPD Print application.

3. Menu button

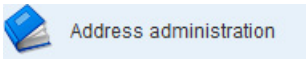
The round DPD parcel button (menu access) leads you quickly and clearly to all functions related to address maintenance, shipping actions, dispatch completion management, data import and export, settings, help and user administration.

The functions which are marked with two arrows » also have an additional dialogue window with further functions.



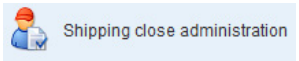
3.1 Address administration

The menu item „Address administration“ opens the dialogue window „Address maintenance“ in which customer addresses can be created, edited and deleted.



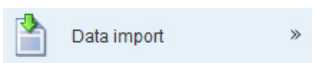
3.2 Shipping close administration

The menu item „Shipping close administration“ provides an overview of all dispatch completions already made (transfer of shipment data to DPD). If necessary, dispatch order documents can be reprinted and data can be transferred subsequently. Detailed information on this can be found in Chapter 5 „Dispatch completion“.



3.3 Data import

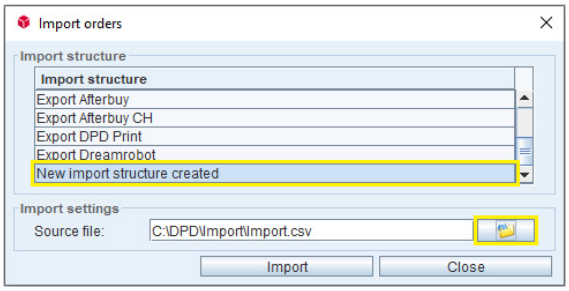
Under „Data import“ you can import shipment data for the parcel label and addresses that were previously exported, e.g. from an enterprise resource planning system. You can import your data in the form of files of various formats manually or automatically.



For the address and data import it is absolutely necessary to define an import structure in DPD Print for the respective action in advance.

3.3.1 Performing the import of orders

With this option you can manually import a file with order data. Before doing so, please configure an import structure for orders (see Chapter 3.3.3 Configuring the import structure for orders (Setup parcel import)), in order to be able to use the import function.



1. In the selection list, select the import structure you created previously (in the example, „New import structure created“).
2. Then select the import file containing your parcel data under „Source“ using the file browser.
3. Import your parcel data by clicking on the „Import“ button.

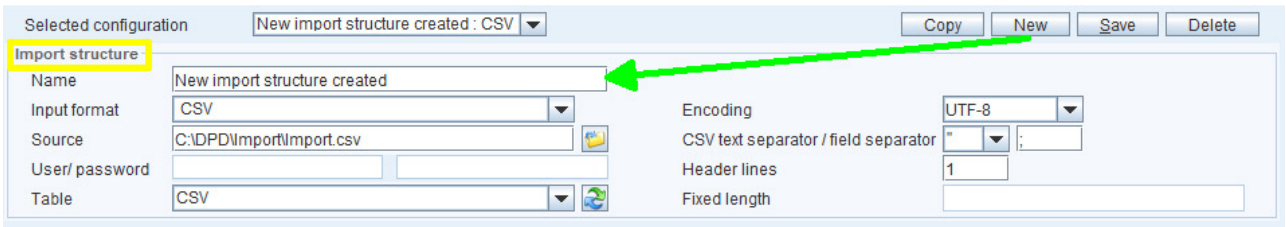
When the manual import is used, the selected import file can be read in as often as desired (one after the other) without deleting it. This menu item can also be called up via the button bar, see Chapter 2.2.5 Data import.

3.3.2 Performing the import of addresses

With this option you can manually import a file with address data. To be able to use the import, you must first configure an import structure for addresses (see Chapter 3.3.4 Configuring the import structure for addresses (Setup address import).

3.3.3 Configuration of the import structure for orders (Setup parcel import)

Import structure section



1. Click on the „New“ button.
2. Assign a unique name for your import structure.
3. Select the input format (e.g. Microsoft Excel, CSV).
4. Select a sample import file via the file browser.

Choosing the correct coding ensures that the umlauts are displayed correctly. Keep the default setting for the time being. If an order import displays characters incorrectly, you can correct this at this point.

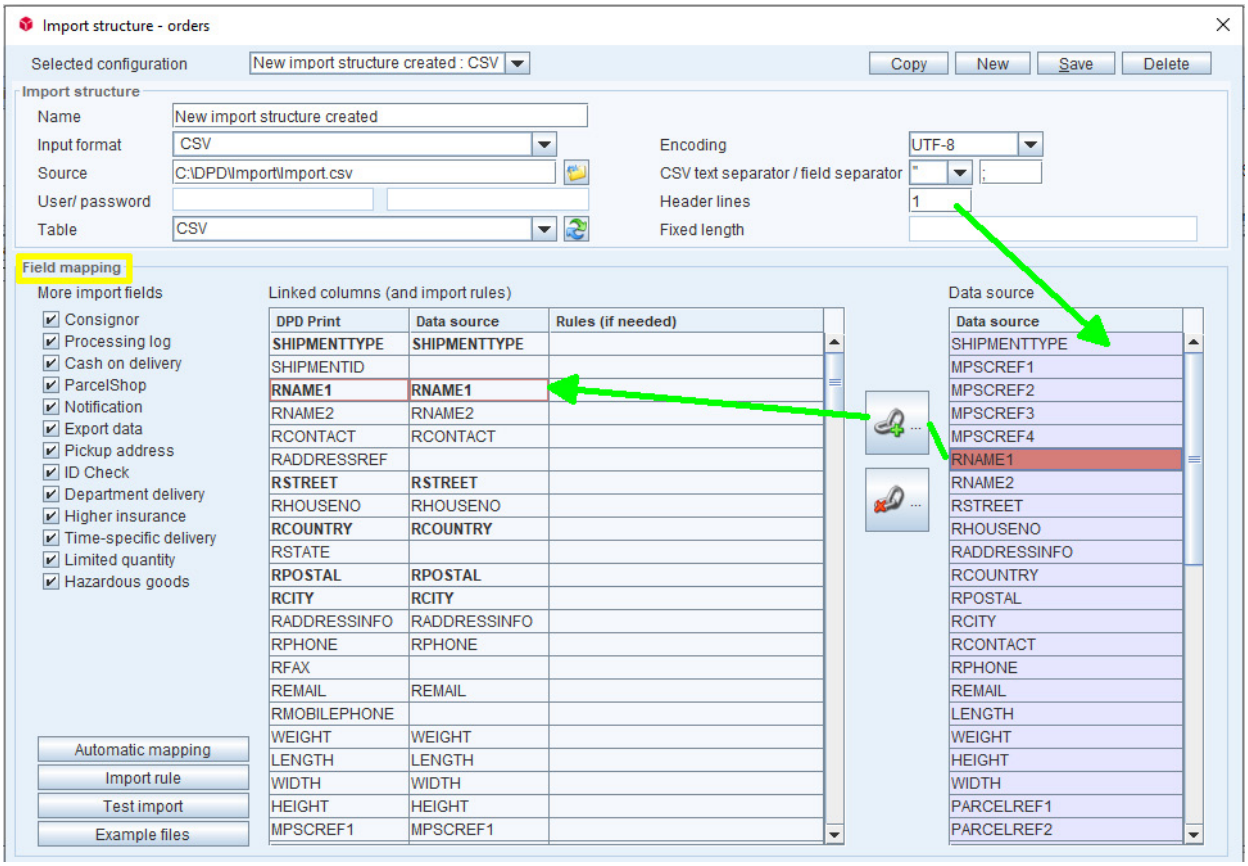
If necessary, adjust the text delimiter if your CSV file separates the values to be imported with a character other than the semicolon.

The Header lines field determines the number of header lines in your import file that are not to be taken into account during the import, as these are not consignment data but merely description lines.

Fieldmapping section

The „Data source“ area (right-hand side) shows the available fields of the selected source file, which serves as a template for the configuration of the import structure. The available fields also correspond to the header line (in the example header lines 1) of your import file: SHIPPING TYPE, NAME, STREET etc.). For comparison, this is what you see in the import file:

By linking the available fields of the data source to the columns in DPD Print, the contents of the fields in your import file will later be imported into DPD Print as a value in the corresponding column.



1. Link the available data of the import file with the columns in DPD Print. For this purpose you first select the field to be linked on the right under „Data source“ by clicking with the mouse.
2. Then select the appropriate DPD Print column.
3. Link the two by clicking on the link symbol. Alternatively, you can simply drag and drop a field from the „Data source“ on the right to the corresponding target.
4. Link at least all data fields highlighted in bold (SHIPMENTTYPE, RNAME1, RSTREET ...).
5. When all fields have been linked correctly, save your import structure with „Save“.

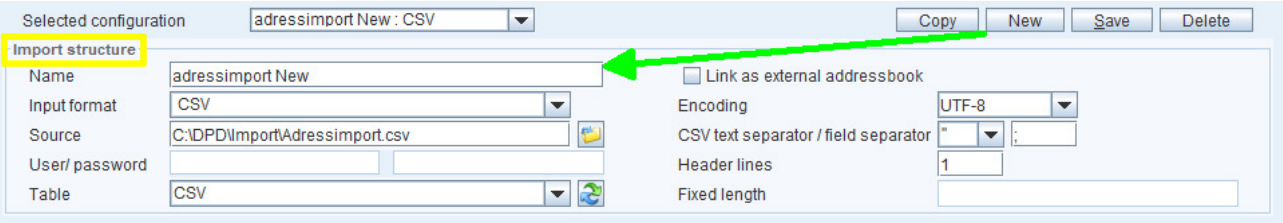
All data fields that are mandatory for the import are highlighted in bold (SHIPMENTYPE, RNAME1, RSTREET ...).

You can also use the „Automatic mapping“ option if the fields in your import file match the names of the columns in DPD Print exactly (e.g. by adapting your import file accordingly in advance). In this case all fields with the same name in DPD Print are automatically linked to the target fields with a click of the mouse.

A list and description of all fields that can be linked for an order import can be found in the document „Overview of import fields for the import of shipments and addresses“, which is available for dpd.com/de/de/dpd-print.

3.3.4 Configuration of the import structure for addresses (Setup address import)

Import structure section



1. Select the button „New“.
2. Enter a unique name for your address import structure.
3. Select the input format (e.g. Microsoft Excel, CSV).
4. Select a sample import file via the file browser.

Choosing the correct coding ensures that the umlauts are displayed correctly. Keep the default setting for the time being. If an import displays characters incorrectly, you can correct this at the relevant point.

If necessary, adjust the text delimiter if your CSV file separates the values to be imported with a character other than the semicolon.

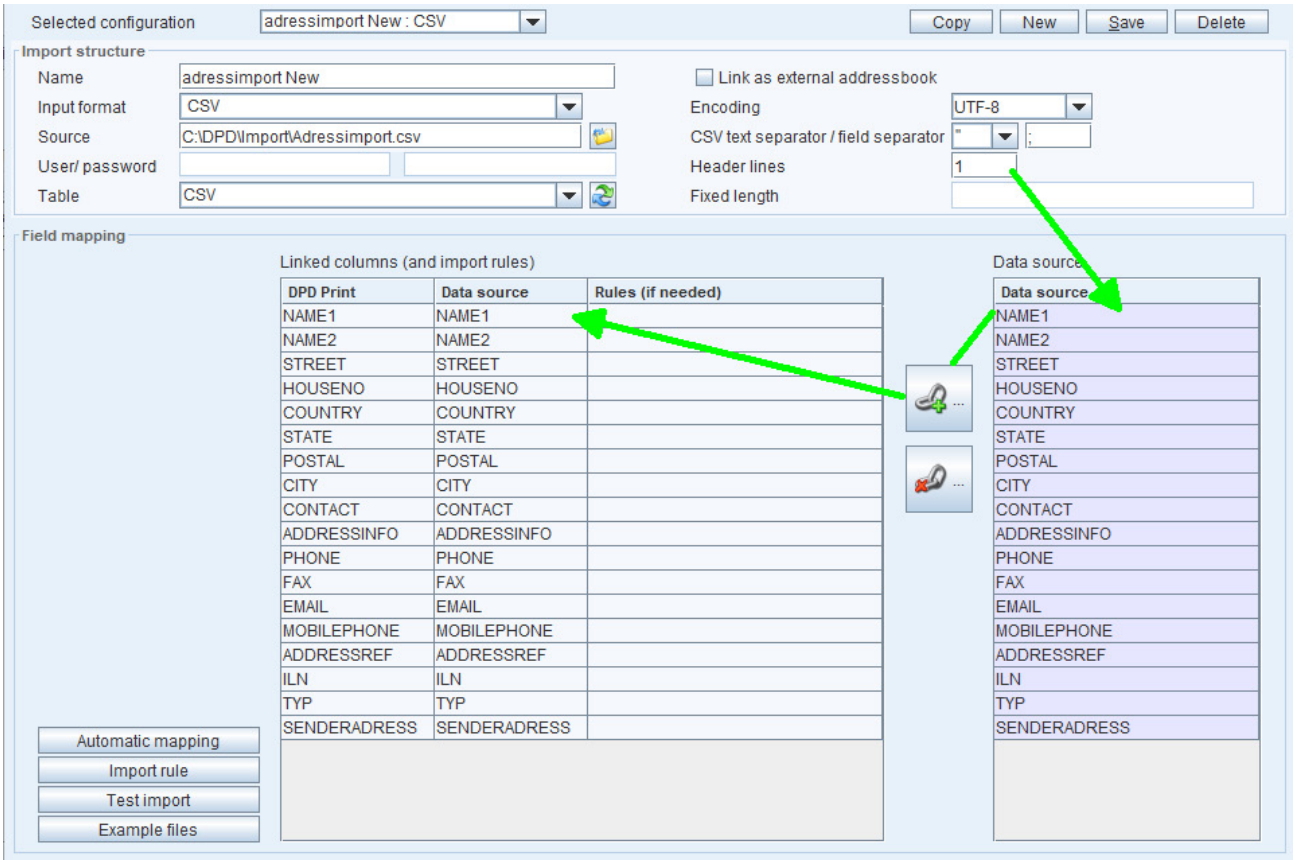
Header lines are header lines in your import file that should not be taken into account during the import, as they are not consignment data but merely description lines.

Fieldmapping section

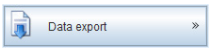
The „Data source“ section (right-hand side) shows the available fields of the selected source file, which serves as a template for the configuration of the address import structure. The available fields also correspond to the header line (header line 1 in the example) of your address file: ADDRESSREF, NAME1, NAME2 etc. For comparison, a view of the address file (excerpt):

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	NAME1	NAME2	STREET	HOUSENO	COUNTRY	STATE	POSTAL	CITY	CONTACT	ADDRESSINFO	PHONE	FAX	EMAIL	MOBILEPHONE	ADDRESSREF	ILN	TYP	SENDERADRESS
2	Name 1		Street 1				63796	Aschaffenburg					Test@test.com					
3	Name 2		Street 2				63796	Aschaffenburg					Test@test.com					
4	Name 3		Street 3				63796	Aschaffenburg					Test@test.com					

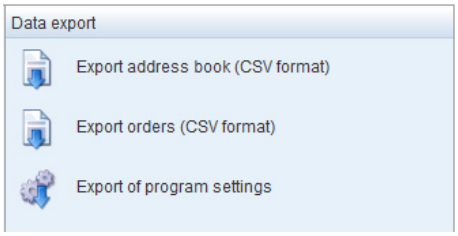
1. Link the available data in the address file with the columns in DPD Print. For this purpose, first select the field to be linked on the right under „Data source“ by clicking on it.
2. Then select the appropriate DPD Print column.
3. Link the two using the link button. Alternatively, you can simply drag and drop a field from the data source on the right to the corresponding target, or use the „Automatic mapping“ button if the field names in the address file match the field names in DPD Print.
4. When all the fields have been correctly linked, save your address structure with „Save“.



3.4 Data export

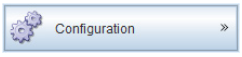


In the next step, the menu item „Data export“ provides the following options:



When selecting an export option, please specify a destination folder for saving the relevant file and select the export options that are important to you, if they are requested by the programme.

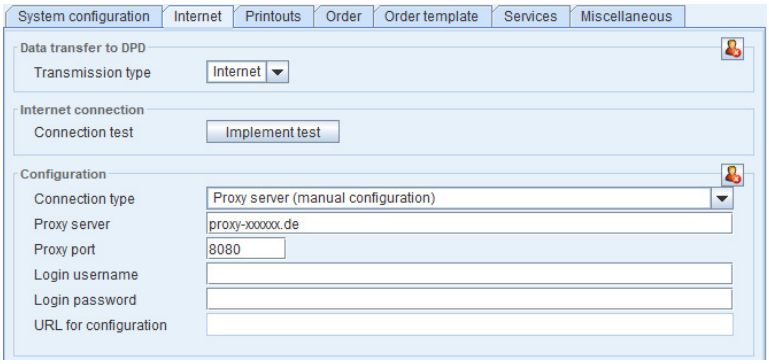
3.5 Configuration



Some important points of the submenu „Configuration“ for customers are described below.

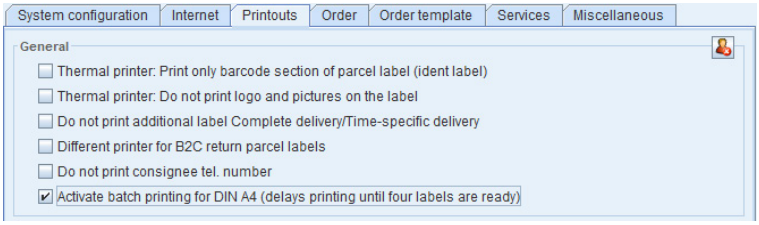
3.5.1 Tab: „Internet“ > connection settings

To ensure the transmission of your shipment data to DPD, please make sure that your internet connection settings are correct. This is necessary, for example, if you use a proxy server. Click on the „Test“ button to check whether the connection is working in general.



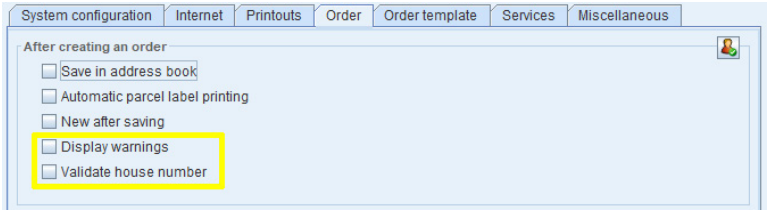
3.5.2 Tab: „Printouts“ > activate collective printing for DIN A4

If you print your parcel labels on A4 sheets of paper, we recommend that you activate the option „Collective printing for A4“. In this way, a sheet of paper is only released for printing when four parcel labels are waiting to be printed. Of course, you can also print incomplete sheets if necessary (e.g. for a dispatch completion).



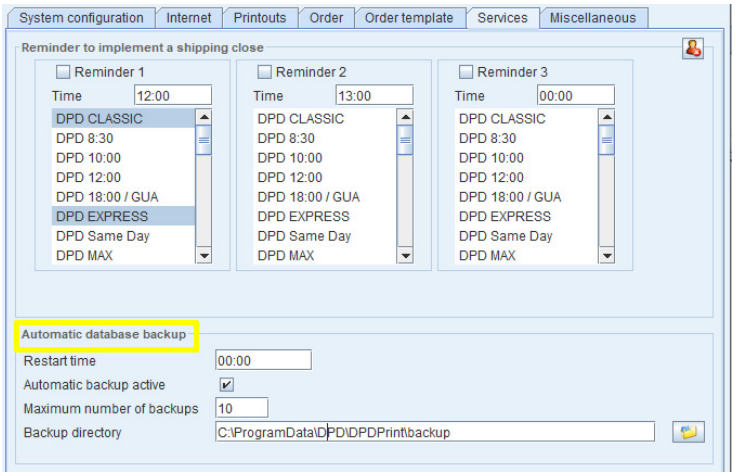
3.5.3 Tab: „Order“ > deactivate warnings

Warnings are not errors in the order entry process. An order can be saved in spite of a warning and receives the status „Checked“ if all the necessary information is available. DPD Print also enables the house number to be entered in the street field and not separately in the house number field. In order not to receive individual warnings per order, you can deactivate the two checkboxes marked below.



3.5.4 Tab: „ Services“ > automatic database backup

DPD Print enables an automatic, recurring database backup. To do this, make the following settings in the „Automatic database backup“ section:



Restart time
Time at which the server service is restarted (only applies to network installations).

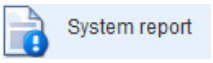
Automatic backup active
This checkbox must be activated.

Maximum number of backups
The default value is 10, which means that 10 database backups are stored until the first and oldest backup is overwritten with a new database backup.

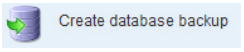
Backup directory
Clicking on the folder symbol opens the file browser to select the storage location for the database backup to be made.

3.6 Tools

You can use the following aids: „System report“, „Reset local settings“, „Create database backup“ and „Import database backup“.



The „System report“ button generates important log files and a PDF file with DPD Print version information that you can send to a member of the DPD support team or to your local administrator to enable error analysis.

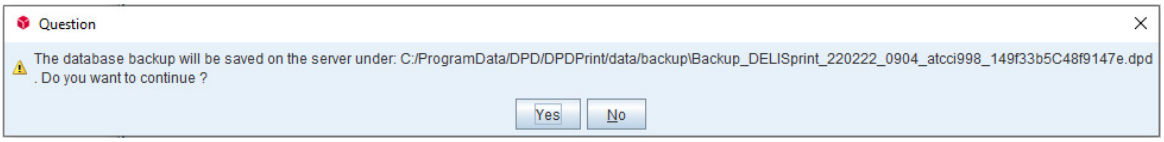


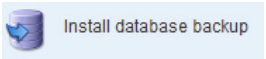
The „Create database backup“ option creates an image of your current DPD Print database with all orders and configuration settings.

Since in exceptional cases a database may no longer function, we recommend that you create a database backup at regular intervals to prevent the loss of address data, tracking data and programme settings, for example.

Database backup single workstation installation
If you have installed DPD Print as a single workstation, clicking on the „Create database backup“ button opens a file browser which you can use to select the storage location on your local PC where the database backup is to be stored.

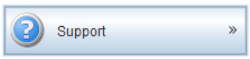
Network installation/database backup server with single workstation(s)
With a network installation you don‘t have the option of selecting a storage location for a database backup. After selecting the button, only the security query is displayed asking whether the database backup should be stored in the folder C:/ProgramData/DPD/DPDPrint/data/backup (default directory for network installations) on your server. Example:





A previously created database backup can be read into DPD Print via the menu item „Install database backup“.

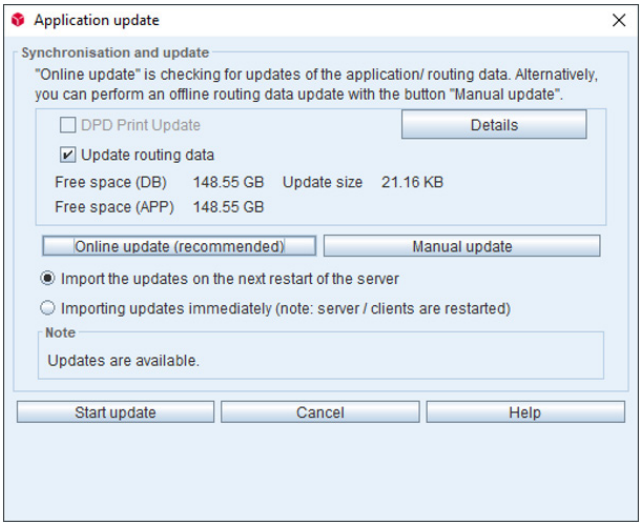
3.7 Support



The most important points of the „Support“ submenu are explained below.

Search for Update

Searches for available updates for DPD Print and the route database. If an update is available, the corresponding checkbox is ticked.

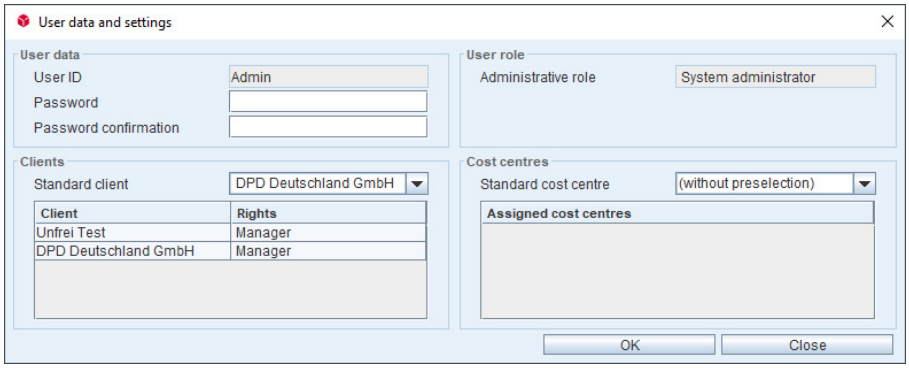


Remote Support

In the event of support you can grant a DPD employee access to your computer so that he or she can support you by remote control of your PC.

User data and settings

When this is selected, a dialogue window with the same name opens.



In the section „User data“, you can manually set the password of a user with the corresponding authorisation.

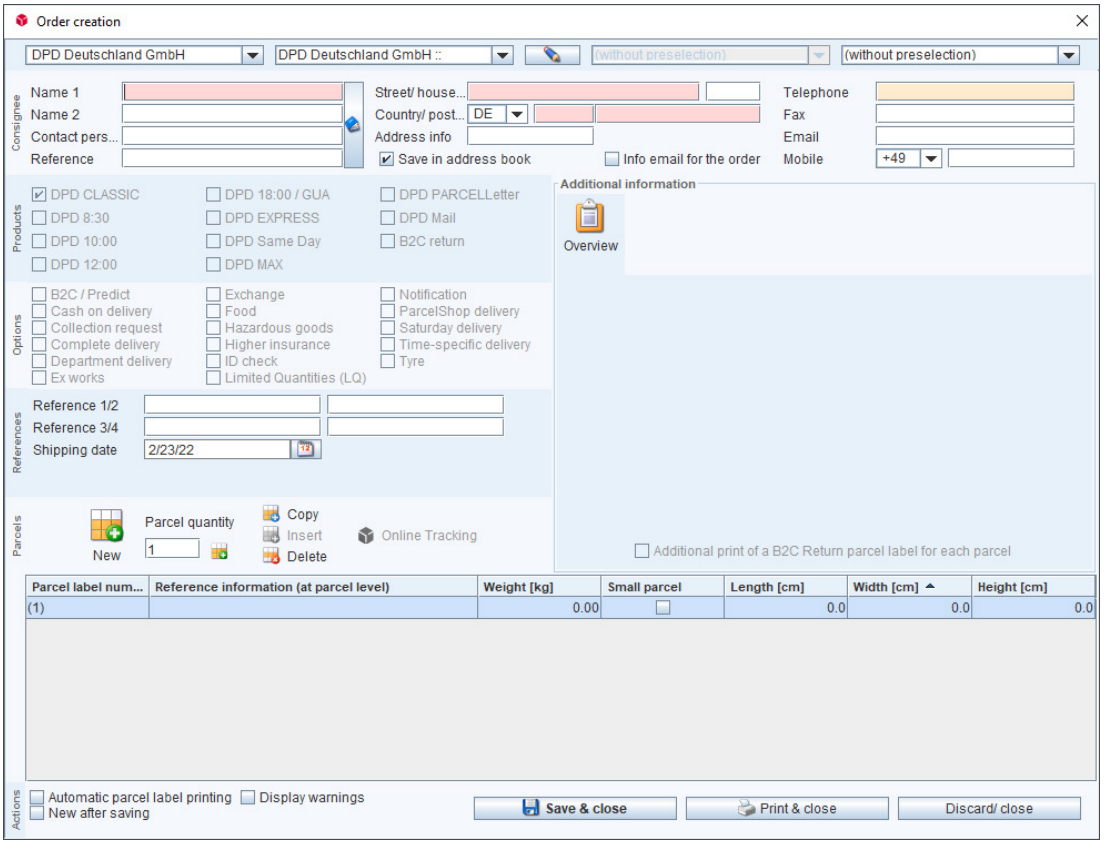
In the section „Clients“, a client that is active by default for the user can be selected for pre-setting. In the section „Cost centres“ you can select a default cost centre.

The chosen password should consist of at least six characters and/or digits.

4. Order creation

Click on the „Create“ button to open the order entry. Mandatory fields that must be filled in are always highlighted in red and may vary depending on the product and service selected.

Orders can only be printed after all the relevant data has been entered. Please be sure to include a parcel weight, even though this is not a required field for every product.



4.1 Header and shipper address

Client selection field

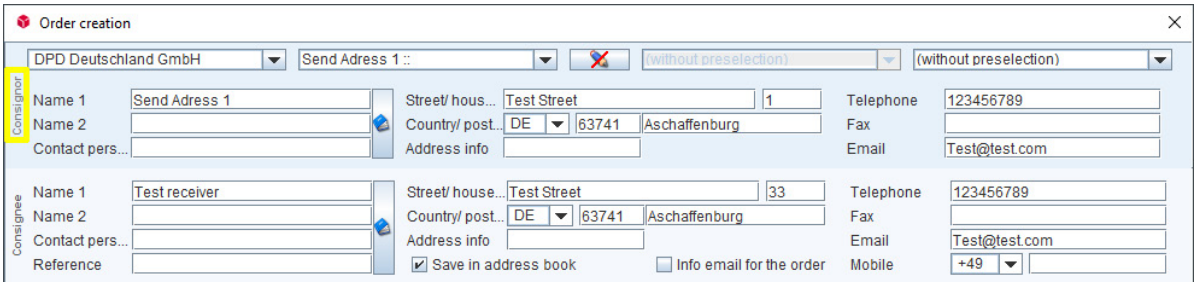
In this first selection list field, a client (shipper) must be selected for a new order. By default, the standard client selected in the system configuration for the respective user is stored here. If this is not defined, the system automatically adopts the first available client, if several clients are active in DPD Print.

Selection of shipper

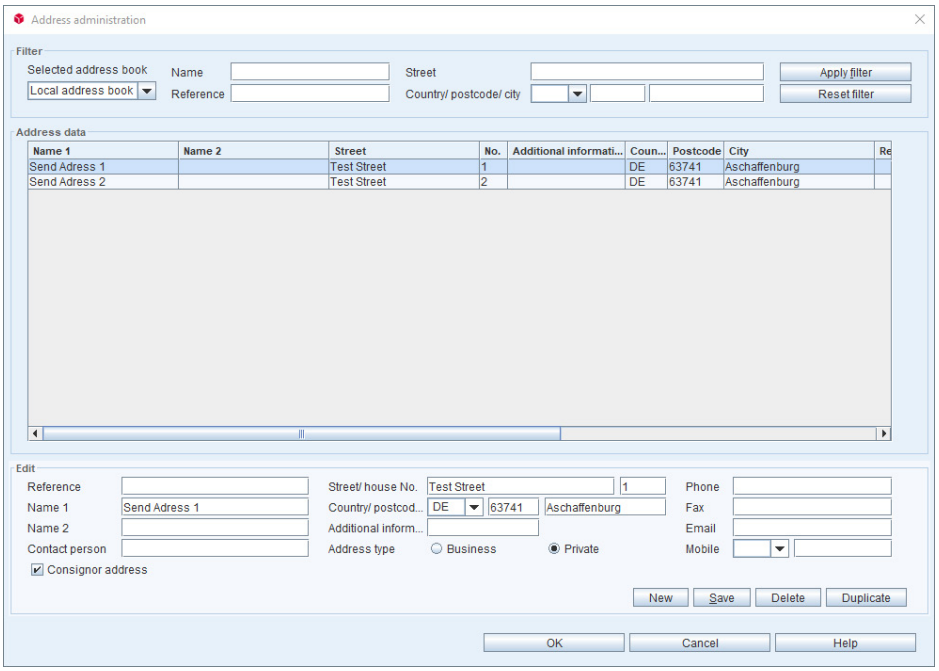
If you have created addresses of the type „Shipper address“ in the address management, these can be selected for a different shipper address in the second selection list (e.g. if a company has several locations or an order is sent in the name of a customer).

Changing the shipper address manually or selecting it from the address book

For a manual adjustment of the shipper address, click on the pencil icon to delete the currently displayed shipper data and enter new shipper data. The pencil symbol is displayed crossed out at this point, while a second click hides the entry screen for the shipper address again.



To select a specific alternative shipper address, click on the book symbol, which opens the address maintenance. An existing shipper address can be adopted either by double-clicking on the desired address or by selecting the address with a mouse click and confirming with „OK“.

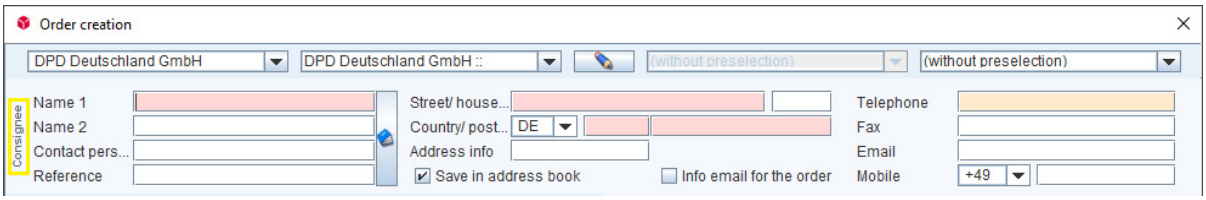


Order template - selection field

Order templates can first be created via menu ›„Configuration“ ›„Settings“ ›tab „Order templates“. Existing templates can be preselected at the point for an order.

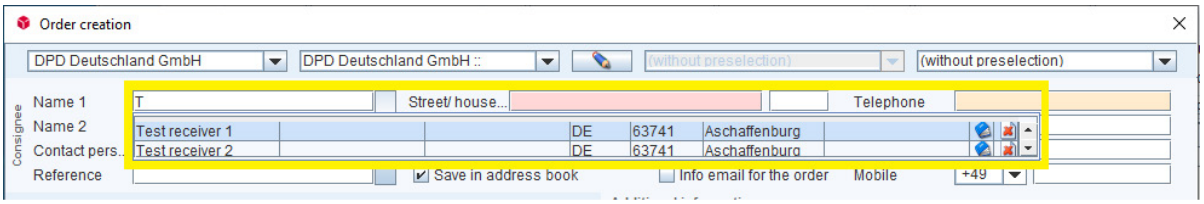
4.2 Consignee address

To enter consignee data manually, fill in all the mandatory fields highlighted in red. By selecting the „Save in address book“ checkbox, newly entered addresses are automatically saved in the address book after the parcel label has been printed.



Suggestion list (auto function)

When the consignee address is entered in the „Name 1“ field, DPD Print already searches for identical stored addresses in the database. During the entry a selection list of matching contacts from the address book appears. The suggested addresses can be accepted by clicking on the corresponding name.



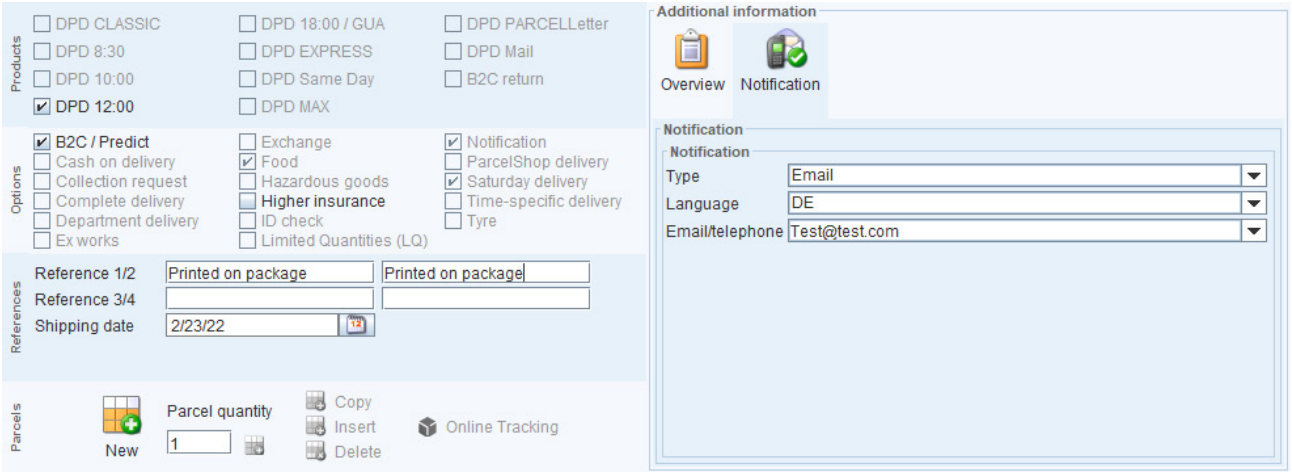
The ALT key closes and opens the suggestion list.

Selection of a consignee address from the address book

A click on the button with the book symbol next to the input fields for „Name 1“, “Name 2“, „Contact person“ and „Reference“ opens the „Address maintenance“ dialogue window. Here you can access and edit addresses that have already been saved. New consignee addresses can also be created.

4.3 Products, options

In this area you select the desired product and service combination. Depending on your desired product, you will be offered possible additional services that you can select by checking the relevant checkbox. Greyed-out products and options are either not activated for your shipment, cannot be combined or are not permitted for the corresponding route (country, postcode).



Depending on the type of product and service you have selected, you may have to enter further (data in the „Additional information“ window on the right, for example customs information when you ship DPD EXPRESS to non-EU countries. In principle, however, the system informs you of incorrect combinations and missing information when you save an order.

In the following, some important products are explained with the associated options for making entries.

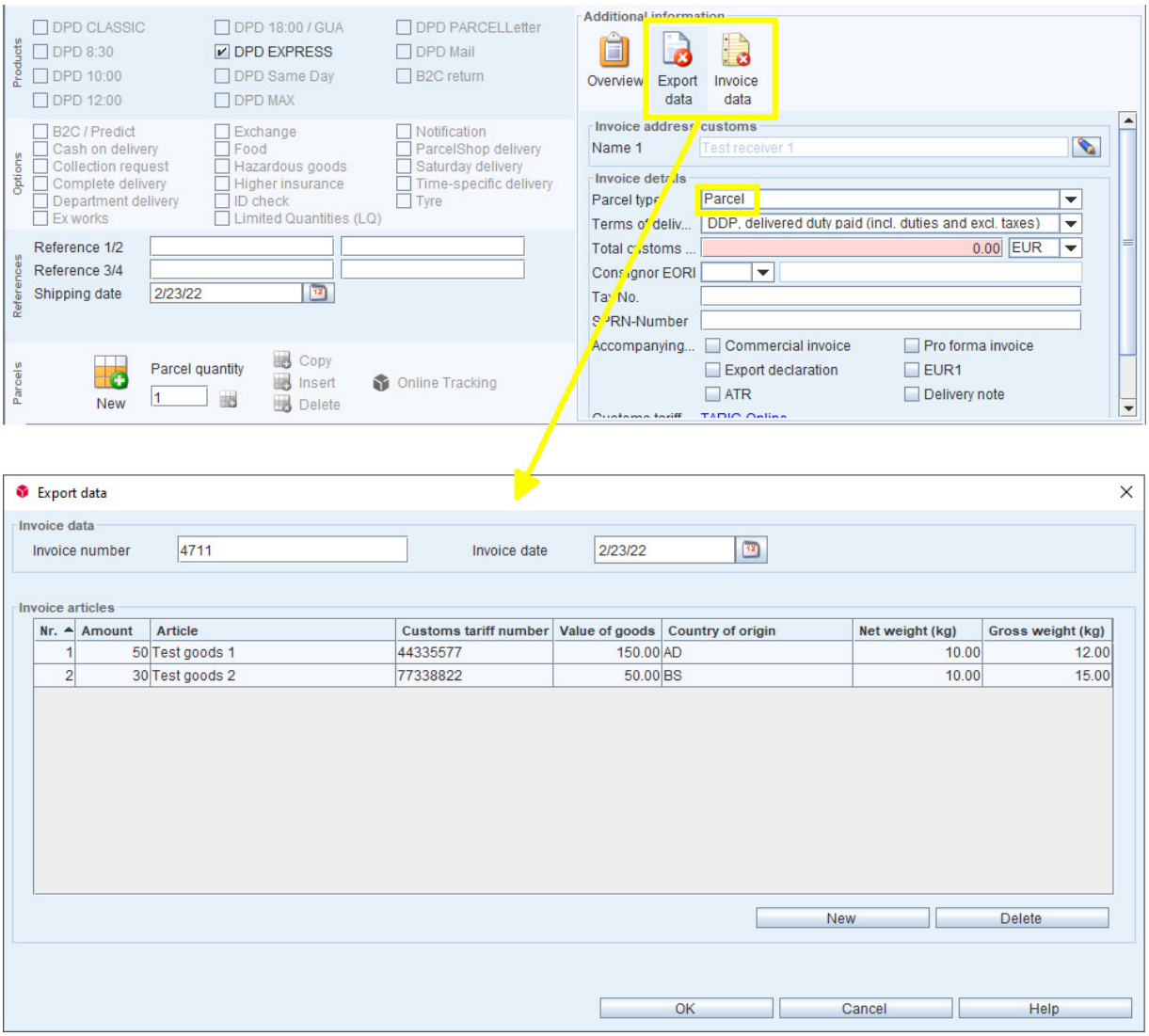
4.3.1 Entry: DPD EXPRESS (international shipping)

The DPD EXPRESS product is used to ship parcels to third/export countries. For this purpose export data is requested in order to be able to transport the parcels across customs borders or by international air transport.

The route database provides the information about when which type of export data must be entered. The parcel type is also a mandatory field.

Export and invoice data

For the DPD EXPRESS product type, the „Export data“ tab appears first in the „Additional information“ section, where the shipment type (possible selection „Document“ or „Parcel“) must be specified. If „Document“ is selected, the mandatory fields highlighted in red must be filled in. If the „Parcel“ type is selected, the tab „Invoice data“ appears, which asks for additional information such as the invoice number as well as the articles within the consignment with details of the goods tariff number(s), value of goods, country of origin, etc.



Invoice items

A maximum of 99 invoice items (lines) can be entered.

Number

The maximum number of articles per invoice item is 9999.

Goods tariff No.

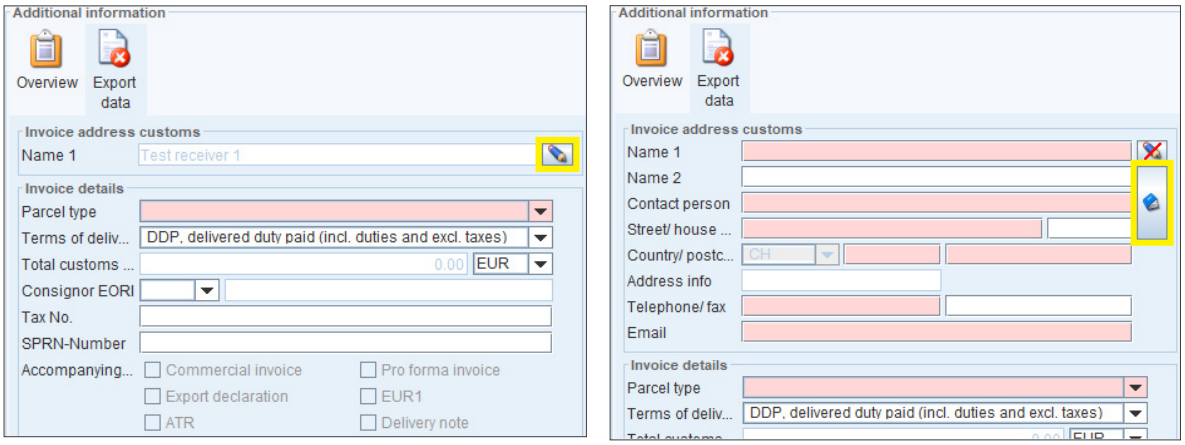
The goods tariff number must have at least eight digits.

Net/gross weight

One of the two fields is mandatory. The net weight must be less than or equal to the gross weight.

Customs invoice address

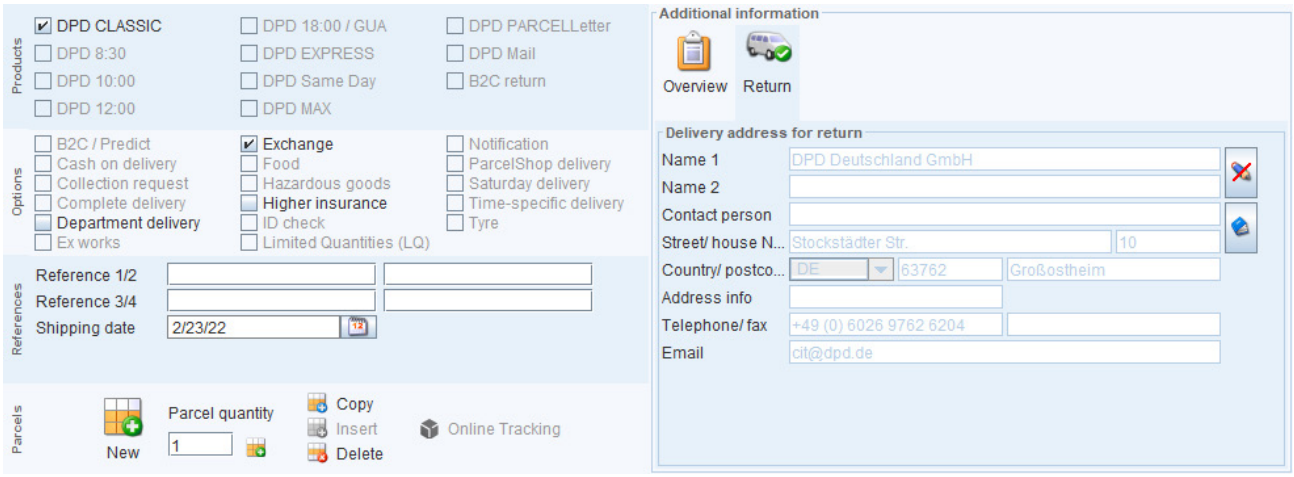
The customs invoice address is preset by default with the consignee address of the order. You can store an alternative invoice address (pencil icon) or select an invoice address from the address book (book icon).



The country of the invoice recipient and the country of the consignee address must be identical.

4.3.2 Entry of an exchange parcel with return shipment

If the option „Exchange“ has been selected, clicking on the displayed button „Return“ in the area „Additional information“ opens a dialogue window in which the delivery address for the return can be edited. By default, the shipper‘s address is stored here, but this can be edited by clicking on the crossed-out pencil icon or replaced by an alternative address by clicking on the book icon.



Operational procedure for exchange parcels

On the outward journey, the exchange service is a normal parcel with the additional instruction for the delivery driver to take this or another parcel straight back with him at the delivery address. The corresponding parcel label for the return shipment is sent or enclosed with the parcel. The consignee‘s address is printed as the sender‘s address on the return parcel label and the references of the order are copied.

The following parcel labels are created:

1. Label for the outward journey (normal parcel label)
2. Additional exchange label (will be attached to the outward parcel)
3. Parcel label for the return journey (enclosed with the parcel)

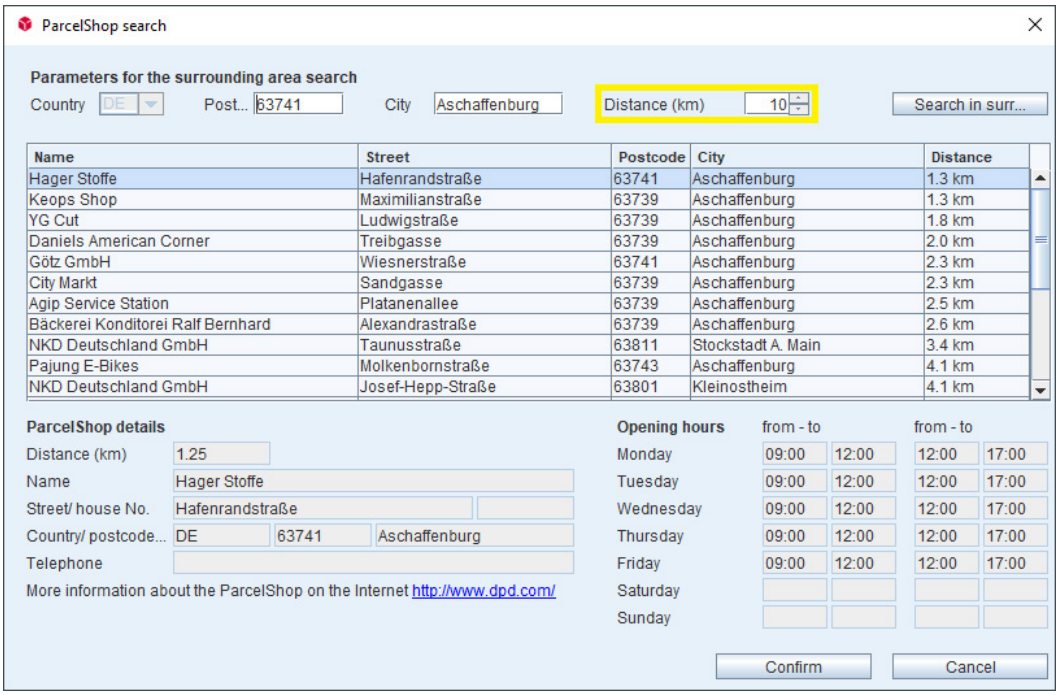
> In this case, there are shipper / consignee addresses that differ from the order (see above). The reference data of the outward journey is also printed for the return journey. The weight is set to 0 kg for the return journey (because it is not known at the time the parcel label is printed).

4. A receipt for the parcel that is collected by the driver (enclosed with the parcel).

4.3.3 Entry of a parcel shop delivery

Parcels can be sent to a Pickup parcelshop for collection. For this purpose, the consignee data for the parcel is entered as usual in the order entry. In the option „Parcelshop delivery“ you can store the parcel shop information and in this way make a selection for a suitable parcel shop. Parcel shop information is called up with the button Select ParcelShop .

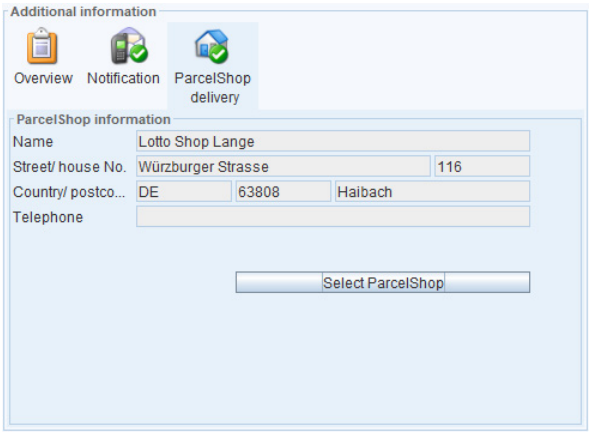
The „Parcelshop search“ lists all relevant parcel shops for the consignee location and the distance entered.



If you click on „Surrounding area search“, the system automatically searches for parcel shops that are within the specified distance from the relevant location. If the system is unable to find any parcel shops within this radius, the nearest parcel shops are automatically displayed, together with the exact distance to the delivery address and the required details (address, telephone number, opening hours).

> If the value for „Distance (km)“ has been changed, the button for the „Surrounding area search“ may have to be clicked on once more in order to update the list of the results.

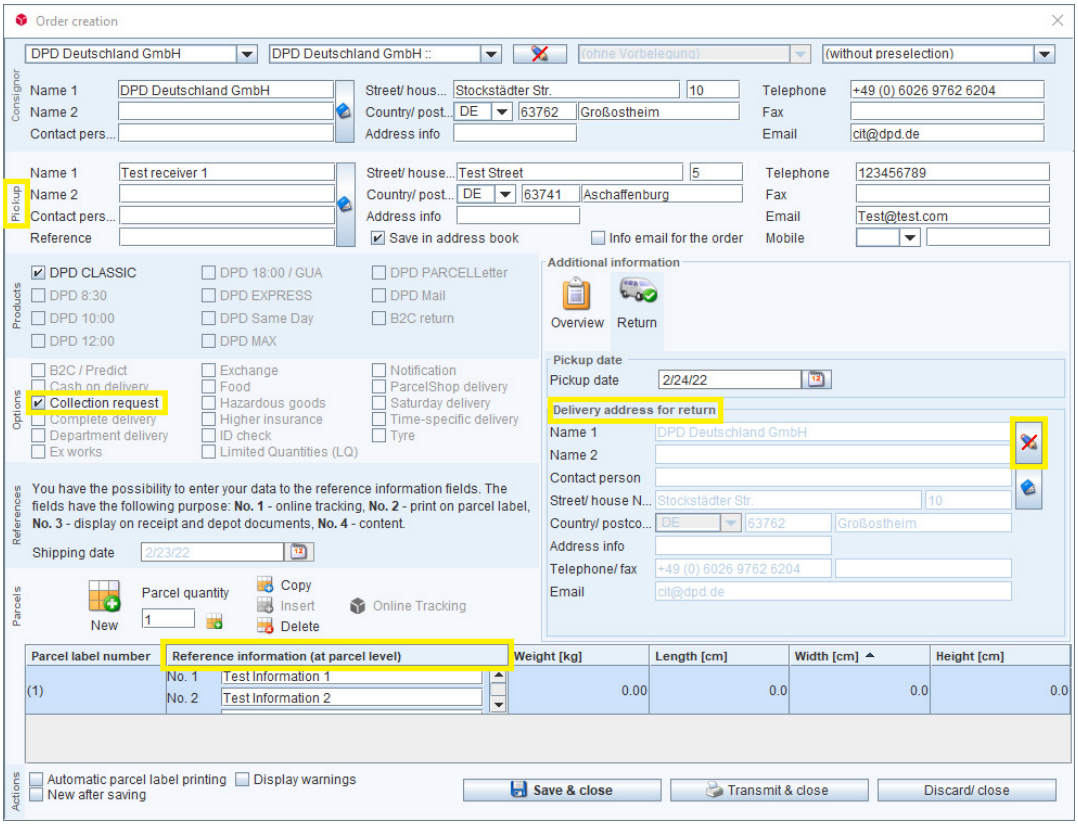
The „Accept“ button accepts the data of a parcel shop, which after that cannot be changed again.



4.3.4 Entry of collection requests

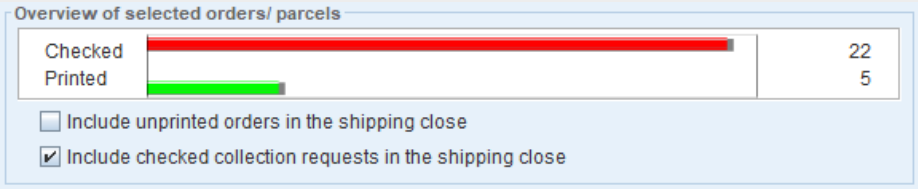
Collection request orders can only be entered if you are enabled for the service in your configuration file. If „Collection request“ is selected in the „Options“ section, the designation of the upper left address block changes from „Consignee“ to „Collection“, because the collection is made from the address of the collection request parcel and returned to the address of the selected client.

In addition, it is possible to enter an alternative delivery address for the collection request in the „Additional details“ field. This is helpful if, for example, the return parcel is not to be delivered to the usual client address, but to a warehouse that is located in a different location from the client's head office.



You can enter further details for the collection request via the reference information in the relevant parcel line.

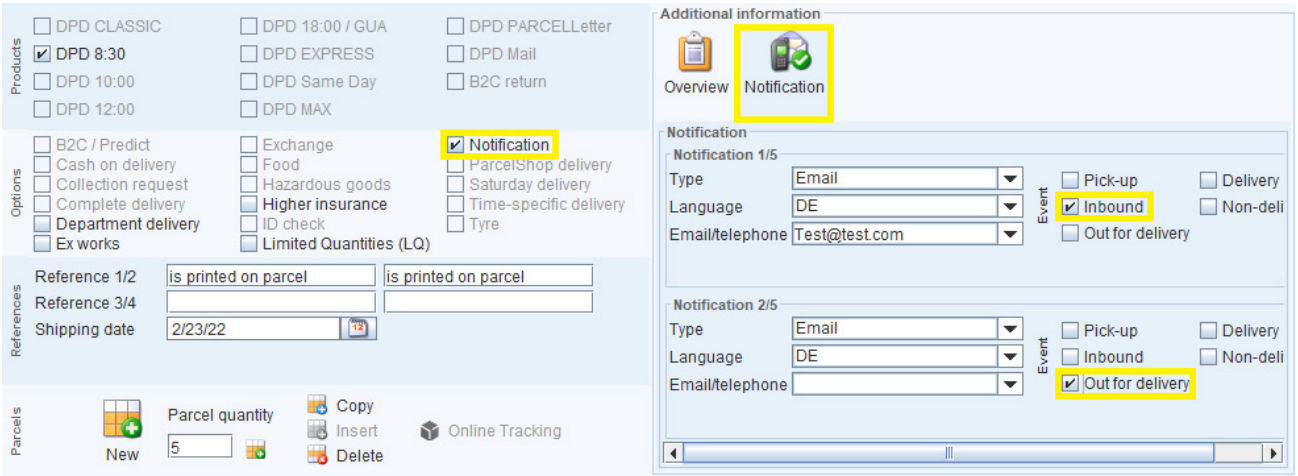
In the case of collection requests no parcel label is created, which is why the „Print & close“ button changes to „Transfer & close“ when the „Collection request“ option is selected. If you want your order to be transmitted only with the dispatch completion, first select „Save and close“ and then, in the dispatch completion dialogue, select the checkbox „Include checked collection orders in the dispatch completion“.



4.3.5 Notifications in the case of express products

When you are sending express products, you have the option to send a notification to your consignee at different stages of the shipping process. To do this you must select „Notification“ under „Options“. In the dialogue window of the same name under „Additional information“ you can select or enter the notification type, the language as well as the data (for the type „Email“ an email address is required, and for the type „SMS“ a mobile phone number).

Possible events for the time of a notification are: inbound from consignor scanning, receipt, outbound scanning, delivery, non-delivery.

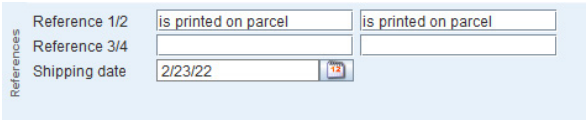


Notification by telephone is only permitted for the DPD 8:30 product. Up to five notifications can be activated.

4.4 References, parcels

References section

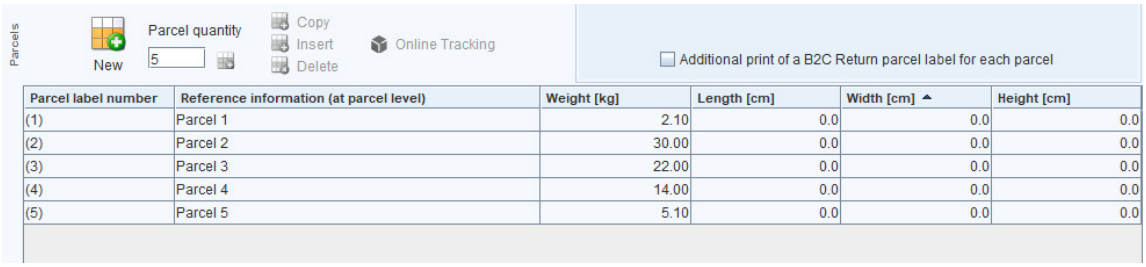
The „References“ section has a total of four reference fields in which freely selectable additional information such as an invoice or customer number can be entered.



Please note that only the contents of the fields „Reference 1/2“ are printed on the parcel label.

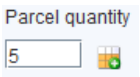
Parcels section

In the „ Parcels“ section you can enter up to 999 parcel datasets per order. Additional parcels can be created and existing parcel lines can be copied or deleted.

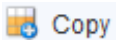


Parcel label number	Reference information (at parcel level)	Weight [kg]	Length [cm]	Width [cm]	Height [cm]
(1)	Parcel 1	2.10	0.0	0.0	0.0
(2)	Parcel 2	30.00	0.0	0.0	0.0
(3)	Parcel 3	22.00	0.0	0.0	0.0
(4)	Parcel 4	14.00	0.0	0.0	0.0
(5)	Parcel 5	5.10	0.0	0.0	0.0

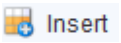
The „New“ button adds another parcel line to the order for processing (without weight, length, width, height).



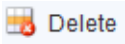
The input field „Parcel quantity“ makes it possible to add x number of parcel lines at once by clicking on the small „New“ button. The action can only be carried out once. Another click on the „New“ button adds only one parcel line at a time, and the entry for the previous quantity is ignored.



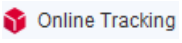
Copy: copies to the clipboard the data from one or more parcel lines previously selected with the mouse.



Insert: pastes the previously copied parcel lines at the end of the list.



Delete: Deletes the parcel lines that have been selected with the mouse.

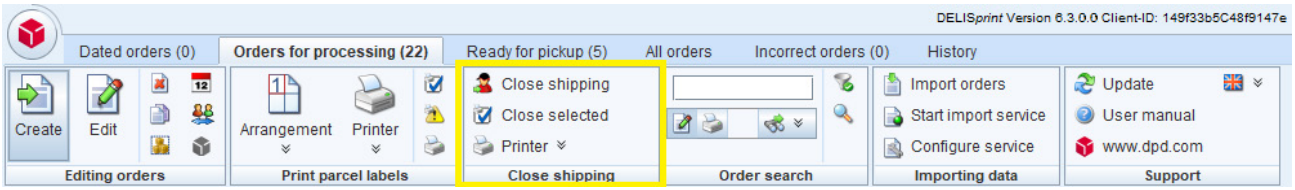


Use this button to open the shipment tracking in your standard internet browser. However, this is only possible if the relevant order has already been printed and a unique parcel label number has been assigned. Otherwise the button is greyed out and inactive.

5. Close shipping

5.1 Closing the shipping

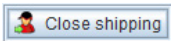
With the „Close shipping“ function those orders that have been entered are prepared for collection by transferring the order data and collection requests to DPD. In addition, you can use the „Close shipping“ function to create the pick-up lists, export papers and hazardous goods documents for the parcel labels that have already been printed out. You can choose to complete the dispatch for all current orders that have been entered in full, or only for selected orders in the order list (see Chapter 2.2.3 Completing the dispatch):



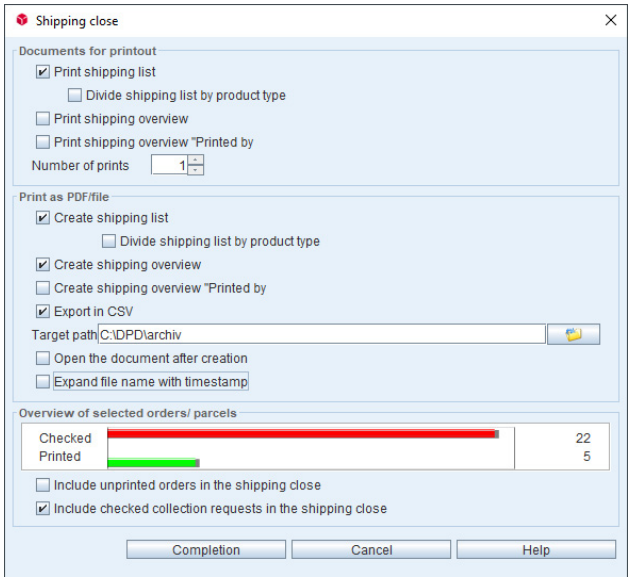
You should first make the settings for data transmission via the menu ›„Configuration“ › „Settings“ ›and then „Internet“ tab.

It is essential for you to transfer your shipment data to DPD. You should carry out the transmission of your data (notification data) at the latest when your parcels are picked up by the DPD driver, so that the data is available when the parcels reach the depot.

For more information on notification data, please refer to our generally applicable Data Quality Guide: https://esolutions.dpd.com/dokumente/Data_Quality_Guide_DE.pdf



Click on the button to open the „Close shipping“ dialogue window, in which you can specify whether and which lists and overviews are to be printed or saved as PDF files:



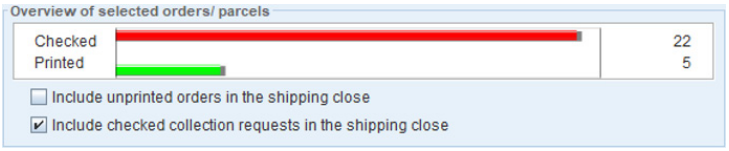
Print shipping list
Prints the dispatch list of the orders of the dispatch completion, listed per client.

Create shipping list
Creates the dispatch list of the dispatch completion orders, listed per client.

Target path
Specifies in which folder the created documents (if PDF is selected) are to be saved.

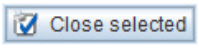
Please note that it is not possible to store your documents under C:\ on your data medium.

Overview of selected orders/parcels
Lists the number of orders that have been checked (not yet printed) and already printed.

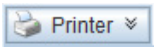


Include unprinted orders in the shipping close
The checkbox enables the printing of orders not yet printed and includes the data of the orders in the dispatch completion.

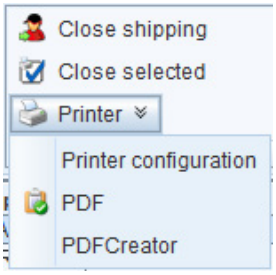
Include checked collection requests in the shipping close
Includes in the dispatch completion any collection requests that have not yet been transmitted.



The „Close selected“ button starts the dispatch completion exclusively for orders previously selected in the order list. For this purpose, orders that have been checked but not yet printed („Orders for processing“ tab) or orders that have already been printed („Ready for pickup“ tab) can be selected. Open orders are not included.



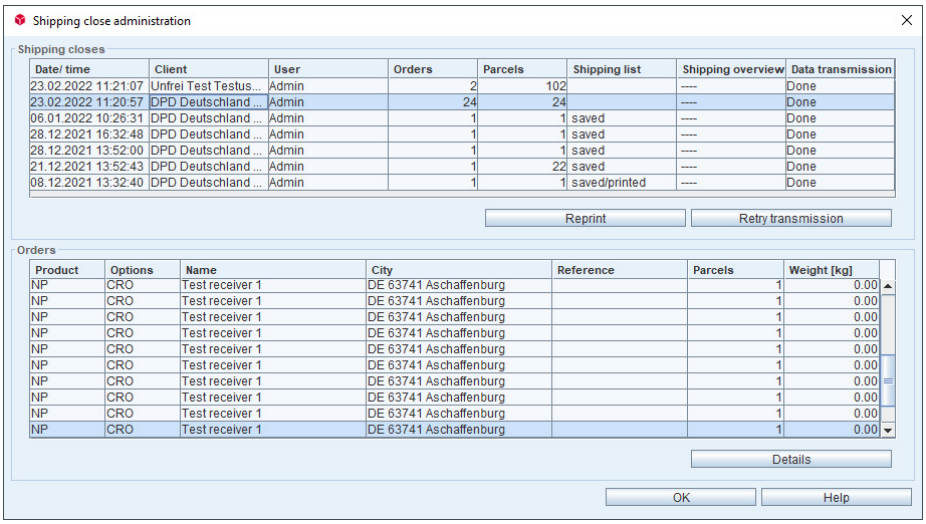
A click on the „Printer“ button opens a menu that allows you to select a printer that has already been set up (green tick is set). By selecting the button „Printer configuration“, printers can be newly created, printers already set up can be processed or also deleted.



Close shipping
If an exclamation mark flashes yellow/red next to the „Close shipping“ button, the user is reminded to complete the dispatch process.

5.2 Shipping close administration

Dispatch completions that have already been carried out are listed in the dispatch completion management. It is possible here to retransmit the data of a particular completion and to reprint the shipping list (e.g. if there is no Internet connection at the time of transmission).

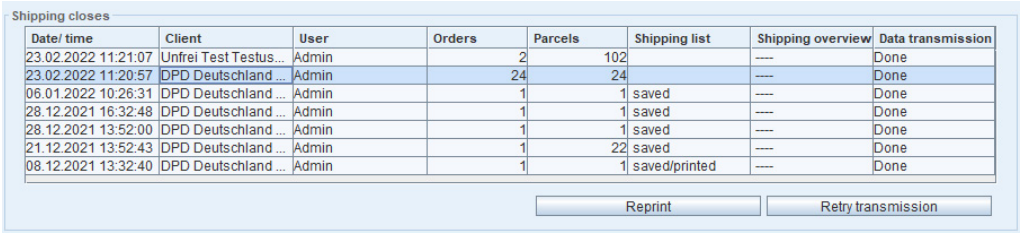


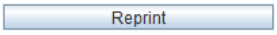
If it has not been possible to transmit the data of a dispatch completion, only the remark „----“ can be seen in the „Data transmission“ column. In this case, it is essential for you to re-transmit the relevant dispatch completion so that no additional costs are charged due to missing notification data.

For this purpose you select the corresponding dispatch completion with the mouse and click on the button „Repeat transmission“ until the status „Completed“ is displayed in the „Data transmission“ column. The dispatch completion can only be performed by a user with the „Administrator“ role.

Shipping closes section

Dispatch completions that have already been carried out are listed with the date / time, client, total orders, total number of parcels, etc.





Reprint: opens the „Reprint shipping closes“ dialog box by specifying which lists and overviews you want to reprint on a printer and/or store as PDF files while specifying a target folder.

Retry transmission

Repeat transmission: Transmits the data of the selected dispatch completion to DPD once again (Internet settings must be configured: Menu ›„Configuration“ › „Settings“ ›Tab „Internet“).

The data transmission is only successful when the status „Implemented“ is displayed in the data transmission field.

Orders section

This list shows in detail the orders belonging to the selected client in the relevant dispatch completion (highlighted in blue). By clicking on a dispatch completion in the upper „Completions“ area you can, if required, display the archived, already printed orders according to product, consignee data, number of parcels, weight, etc.

Orders

Product	Options	Name	City	Reference	Parcels	Weight [kg]
NP	CRO	Test receiver 1	DE 63741 Aschaffenburg		1	0.00
NP	CRO	Test receiver 1	DE 63741 Aschaffenburg		1	0.00
NP	CRO	Test receiver 1	DE 63741 Aschaffenburg		1	0.00
NP	CRO	Test receiver 1	DE 63741 Aschaffenburg		1	0.00
NP	CRO	Test receiver 1	DE 63741 Aschaffenburg		1	0.00
NP	CRO	Test receiver 1	DE 63741 Aschaffenburg		1	0.00
NP	CRO	Test receiver 1	DE 63741 Aschaffenburg		1	0.00
NP	CRO	Test receiver 1	DE 63741 Aschaffenburg		1	0.00
NP	CRO	Test receiver 1	DE 63741 Aschaffenburg		1	0.00

Details

6. Function keys and key combinations

For faster processing, important order entry functions are also available via the function keys (F1-F12) or as key combinations.

Function keys for blocks in the order entry process

F1	Help	Opens the help topics
F3	Search	E.g. it is possible to search details in the parcel list
F4	Client	Activates the client selection list in an order that is open
F5	Consignee	Places the cursor in the „Name 1“ field for consignee
F7	Options	Places the cursor in the first checkbox of the options
F9	Parcel quantity	Places the cursor in the input field at „Number of parcels“
F10	Parcel reference	Places the cursor in the field „Reference information“ of the parcel list
F11	Parcel weight	Places the cursor in the „Weight (kg)“ field of the parcel list
F12	Additional information	Switches between the tabs in the „Additional information“ section

Key combinations

STRG + N	Adds a new parcel line to the parcel list in the „Parcels“ section
STRG + X	Deletes selected parcel lines in the „Parcels“ section
STRG + P	Triggers the function of the „Print & close“ or „Print & new“ button
STRG + S	Triggers the function of the „Save & close“ or „Save & new“ button
ESC	Discard changes/close the order processing

7. Printouts

Parcel label

Shipping close list

The shipping list contains the most important dispatch completion data in tabular form. You can use the shipping list to have it acknowledged by the DPD driver when your shipments are picked up.

Customer address
DPD Deutschland GmbH

Stockstädter Str. 10
DE-63762 Großostheim

Depot address
DPD Deutschland GmbH

Auhofstr. 25
DE-00163 Aschaffenburg

Shipping list No. 17, CR orders
Customer No.: 01630000000000815
Client ID: 149f33b5C48f9147e
Date: 23.02.2022 12:09:19
Parcel quantity: 21

DELISpVersion 6.2.1.2
Routing database version 20220103

User	Sequenti	Parcel No.	Shipping type	Consignee	Street	Postcode	City	Reference no.:	Weight
Admin	1		NP,CRO	Test receiver 1	Test Street 5	DE-63741	Aschaffenburg		0.00
Admin	2		NP,CRO	Test receiver 1	Test Street 5	DE-63741	Aschaffenburg		0.00
Admin	3		NP,CRO	Test receiver 1	Test Street 5	DE-63741	Aschaffenburg		0.00
Admin	4		NP,CRO	Test receiver 1	Test Street 5	DE-63741	Aschaffenburg		0.00
Admin	5		NP,CRO	Test receiver 1	Test Street 5	DE-63741	Aschaffenburg		0.00
Admin	6		NP,CRO	Test receiver 1	Test Street 5	DE-63741	Aschaffenburg		0.00
Admin	7		NP,CRO	Test receiver 1	Test Street 5	DE-63741	Aschaffenburg		0.00
Admin	8		NP,CRO	Test receiver 1	Test Street 5	DE-63741	Aschaffenburg		0.00
Admin	9		NP,CRO	Test receiver 1	Test Street 5	DE-63741	Aschaffenburg		0.00
Admin	10		NP,CRO	Test receiver 1	Test Street 5	DE-63741	Aschaffenburg		0.00
Admin	11		NP,CRO	Test receiver 1	Test Street 5	DE-63741	Aschaffenburg		0.00
Admin	12		NP,CRO	Test receiver 1	Test Street 5	DE-63741	Aschaffenburg		0.00
Admin	13		NP,CRO	Test receiver 1	Test Street 5	DE-63741	Aschaffenburg		0.00
Admin	14		NP,CRO	Test receiver 1	Test Street 5	DE-63741	Aschaffenburg		0.00
Admin	15		NP,CRO	Test receiver 1	Test Street 5	DE-63741	Aschaffenburg		0.00
Admin	16		NP,CRO	Test receiver 1	Test Street 5	DE-63741	Aschaffenburg		0.00
Admin	17		NP,CRO	Test receiver 1	Test Street 5	DE-63741	Aschaffenburg		0.00
Admin	18		NP,CRO	Test receiver 1	Test Street 5	DE-63741	Aschaffenburg		0.00
Admin	19		NP,CRO	Test receiver 1	Test Street 5	DE-63741	Aschaffenburg		0.00
Admin	20		NP,CRO	Test receiver 1	Test Street 5	DE-63741	Aschaffenburg		0.00
Admin	21		NP,CRO	Test receiver 1	Test Street 5	DE-63741	Aschaffenburg		0.00

Data transfer: Internet

Please forward this list to the DPD depot or your DPD driver

Page 1 / 1

If there is temporarily no Internet connection while the dispatch completion is being carried out, the shipping documents are nevertheless created and printed out. Please note that the data transfer is not yet completed in this case.
It is absolutely essential to carry out the data transfer when you implement the dispatch completion.

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