



# DPD Data Quality Guide

Customer guidelines for  
efficient delivery services

NETWORK  
MEMBER OF



# Notification data

## What is notification data?

Notification data is the „fingerprint“ of each individual parcel.

Notification data records consist of the following information, among others:

- the shipper address
- the consignee address
- the service designation, including routing



DPD defines the address as: street, house number, postcode, town and, if applicable, district. The district must be specified if the same street with the same postcode exists several times in the town.

## What is notification data needed for?

DPD uses notification data to manage the operational processes involved in parcel transport, from pickup to delivery. According to DPD's general terms and conditions, the shipper is obliged to notify DPD of all information required for transporting parcels and for the provision of service-specific details. The shipper is responsible for ensuring that DPD is provided with the correct delivery-related information on the parcel label and in the notification data record. If the shipper does not provide notification data in good time, individual service specifications may lose their validity, in particular information on delivery times, if a specific date has been agreed.





## Shipping systems

### What needs to be considered when a parcel is notified?

With our shipping systems you can create a orders, manage returns and stay in control during the entire shipping process. Take advantage of our free applications such as myDPD and our Webservices - data connection and data transfer made easy.

You have the following options for transmitting your notification data to DPD electronically:

#### DPD shipping tools

##### **Automatic data transmission**

DPD shipping tools such as myDPD, DPDPrint and DPD Webservices ensure automatic data transfer.

##### **Address correctness check**

Addresses are checked for correctness in myDPD, which ensures that they will be valid. This is the only system that checks validity.

#### DPD-certified shipping tools

We use certification to ensure that the shipping systems of our partners are compatible with the DPD system. Together with our partners, you are responsible for transferring the data correctly.

[List of our shipping tools and IT connections](#)

[Further information: DPD-certified shipping tools](#)

# Important aspects

## Transmission in good time

Please send us the notification data **in good time**: either electronically on the day of dispatch before DPD collects the parcels, or at the latest before the acceptance of the parcels at the DPD depot is recorded.

## Correct data

The notification data must be **correct**. It must not contain any errors such as misspelled street names or incorrect postcodes. It is best to make your customers aware of the importance of correct data. Please also make sure to insert all required address information in the designated field (see examples on the following pages).



### Would you like to check the quality of your notification data?

In this case, we will be happy to provide you with a self-service report, which you can request and receive by email. The report lists those orders for which the notification data has been identified as incorrect. If you are interested, please get in touch with your sales contact.



If the notification data is not accurate, this can lead to delays in delivery, additional operational costs and therefore a surcharge for the parcel. The timely transmission of correct notification data ensures fast and accurate delivery to your consignee – and is therefore a precondition for our premium service and a high level of customer satisfaction.

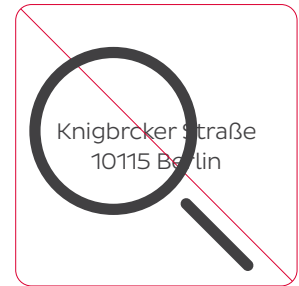


# Examples

## Non-valid notification data

1

Make sure that special characters like **umlauts** are transmitted correctly by the shipping system.



2

Make sure that **all the required address information** is inserted in the appropriate field. Our systems can only read a notification data record correctly if, for example, the town or city appears in the relevant field.

Postcode*	City*
50674	Köln
Street*	No.
Anystreet	56

Postcode*	City*
50674 Köln	
Street*	No.
Anystreet	56

3

Make sure that the „**Name**“ field is filled in correctly and does not contain any other information such as telephone numbers or delivery information.

1. Max Mustermann
2. Mustermann GmbH

1. Max Mustermann Berlin
2. Max Mustermann 0173 123 1234
3. Mustermann GmbH NRW



### Consignee address not correct?

You can easily check and correct addresses in [myDPD](#).

# Examples

## Non-valid notification data

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Make sure that the „**Street**“ and „**Number**“ address fields are filled in correctly. Entering the house number in the street field is acceptable if the text to be transmitted (street and house number) has less than 35 characters. If the combined field length is greater than 35 characters, the house number must be entered in the separate field. If the „**Number**“ field is filled out, there must be no house number in the „**Street**“ field.

Street*	No.
Anystreet	56

Street*	No.
Anystreet	56

Street*	No.
Anystreet	56

Up to max  
35 characters  
possible

5

Make sure that the „**City**“ field is filled out correctly. With DPD the district can be specified as follows: „City, district“ The **district** must be specified if the same street with the same postcode exists more than once in the city.

1. Berlin
2. Berlin, Berlin-Neukölln
3. Berlin, Neukölln

1. Berlin 0173 123 1234
2. Berlin 10965
3. Berlin Max Mustermann

# Examples

## Non-valid notification data

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Make sure that any **additional information** is entered in the relevant address fields provided by the individual shipping system, e.g:

- Unit 12
- 503 Floor 5
- Ramp 7
- Hall A
- opposite the vet

These should not be entered in the „Name 1“, „Name 2“, „Street“, „House number“, „Postcode“ or „City“ fields.

The fields for additional information may vary depending on the shipping system:

DPD shipping tools	Customer shipping tool in combination with DPD Webservices	DPD – certified shipping tool
myDPD	DPD Print	
Adress supplement	Contact person	Contact, Comment
		Depending on the system

## How you can optimise the quality of your notification data



When you communicate with your customers, you should emphasise how relevant correct notification data is. As the shipper, you receive the notification data from your customer. You can only transmit correct data to DPD yourself if the customer sends you accurate information.



Please note that foreign addresses may differ from addresses in your own country. Please check the correct format for the destination country via the postal services. Make sure you fill out the required mandatory fields, e.g. for customs-relevant data.