

A woman with vibrant red curly hair tied in a bun is smiling warmly while holding a brown cardboard box. She is wearing a light-colored button-down shirt. In the background, there are indoor plants and a window with sheer curtains. The bottom right of the image is overlaid with a white geometric shape containing text.

BOOST YOUR BUSINESS

DPD - YOUR E-COMMERCE
LOGISTICS PARTNER

NETWORK
MEMBER OF





EDITORIAL

Simple.
Personal.
Better.

Dear Customer,

Now more than ever, your own customers expect flexible ordering options, clearly specified delivery times and maximum reliability. And you yourself? You need the kind of strong partner that understands this – and always delivers the right solutions.

With our philosophy of “**Simple. Personal. Better.**” we create precisely this added value for your business.

SIMPLE

With our Predict solution and award-winning Live-Tracking service, we make parcel delivery more transparent than ever before. Your customers know exactly when their shipment will arrive, down to the exact hour. This reduces returns and increases customer satisfaction. What's more, integrating delivery to parcel shops or parcel lockers into your online shop checkout is easy – and offers your customers a flexible and low-emission delivery option.

PERSONAL

We know that your success depends on the loyalty of satisfied customers. That's why our experienced teams are at your side – from seamless system integration to individual support for your shipping operations. You will receive a personal customer advisor who understands your requirements and offers solutions that are specifically tailored to them.

BETTER

With DPD you benefit from Germany's most extensive network, with around 8,000 Pickup parcelshops – and we're still growing. By 2027 we will have expanded our network to up to 20,000 out-of-home delivery locations. This not only provides greater flexibility and convenience, but also actively contributes to the reduction of CO₂ emissions in shipping operations.

From my conversations with many e-commerce operators, I know that it's not just about shipping parcels. It's about offering your customers an experience that satisfies them and builds loyalty to your brand. Here at DPD we're at your side – whether you're just getting started or are long established. Our experienced teams ensure the seamless integration of our shipping systems, so that your operations run smoothly. You can rely on innovative solutions, personal support and a network that sets benchmarks across Europe. At DPD we are convinced that your success is our success. That's why we focus on understanding your individual requirements and offering you services that are a perfect fit.

I look forward to a successful partnership.
Let's grow your business together!

With best regards,
Ricarda Roth

Senior Group Manager Digital Customer Interface



“

Your
success
is our
success.



Our portfolio at a glance

Your customer journey – our solutions

We accompany you along the entire customer journey with outstanding services:



IT linkup. Your interface with DPD.

Use DPD's free professional shipping tools and find out more about the possibilities of IT integration. Our CIT team will help you to quickly and easily integrate our systems into your platform – customised and future-proof.

Find out more on Pages 6 & 7



OOH how fantastic! Our out-of-home solutions.

Our goal: a nationwide network of 20,000 parcel locker stations and parcel shops in Germany, and over 115,000 pickup points throughout Europe.

Find out more on Pages 8 & 9



Delivering to your consignees – our shared customers.

We get your parcels to their destination in record time – and offer an outstanding network for domestic and international shipments. Provide your customers with total transparency thanks to Predict, Live-Tracking & redirection options.

Find out more on Page 10



Back to the shipper – returns management made easy.

Thanks to the numerous available options, your customers can return goods with just a few clicks of the mouse. Enjoy full control over your returns management with myDPD.

Find out more on Page 11

IT linkup

Your interface with DPD.

With our shipping systems you can create transport orders, manage returns and have full control over the shipping process. Take advantage of our free applications such as myDPD and our web services. Data connection and data transmission made easy. You can integrate our DPD web services seamlessly into your shipping workflows. Many shop and merchandise management systems have already integrated DPD's products and services or can be linked via an interface. If you prefer a cross-provider solution, you can implement our DPD web services, such as parcel label printing or the Pickup Finder, directly into your eShop.

myDPD – your central platform for shipping solutions

With myDPD we offer you a central platform for optimising your shipping processes. From order creation to parcel tracking and returns, myDPD offers a wide range of functions. And if occasionally a problem arises, many issues can be resolved quickly and easily through the self-service function, for example rectifying incorrect addresses or submitting a damage claim.

API connection – flexible, efficient and individual

Our API web service ensures smarter shipping. With our API you can easily:

Print parcel labels

Available as a PDF, ZPL or digital parcel label – in line with your requirements.

Integrate the parcel shop search:

Integrate flexible out-of-home solutions directly into the checkout of your online shop, so that your customers can select their preferred parcel shop or parcel locker.

We also offer you access to our META API, enabling you to use standardised solutions throughout Europe. Do you have your own development team? Visit the developer portal on our website and discover the wide-ranging possibilities it offers!

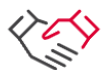
The checkout – focussing on your customers

A smooth checkout process is the key to successful e-commerce. Our solutions enable you to integrate DPD seamlessly into your shop.

Certified partners and plug-ins

Use our certified partner solutions and plug-ins to integrate DPD into your checkout quickly and seamlessly. DPD is incorporated into numerous shop and ERP systems, and can be integrated into the shipping systems you use as a plug-in.

Simply check our [overview](#) to see if your provider already offers a ready-made solution and works with DPD as a certified partner.



Cooperation
with certified partners



High process reliability
for the products and
service used



Fast project implementation
and shipping start-up



DPD integration:
tested and effective



Why DPD?

Full integration

From checkout to parcel delivery – we are your full-service partners along the entire transport chain. Whether you are a small start-up or a long-established company, we have exactly the right shipping solution for you.

Flexibility for you and your customers

Our API solutions and parcel shop options help you to create a better shopping experience.

Certified quality

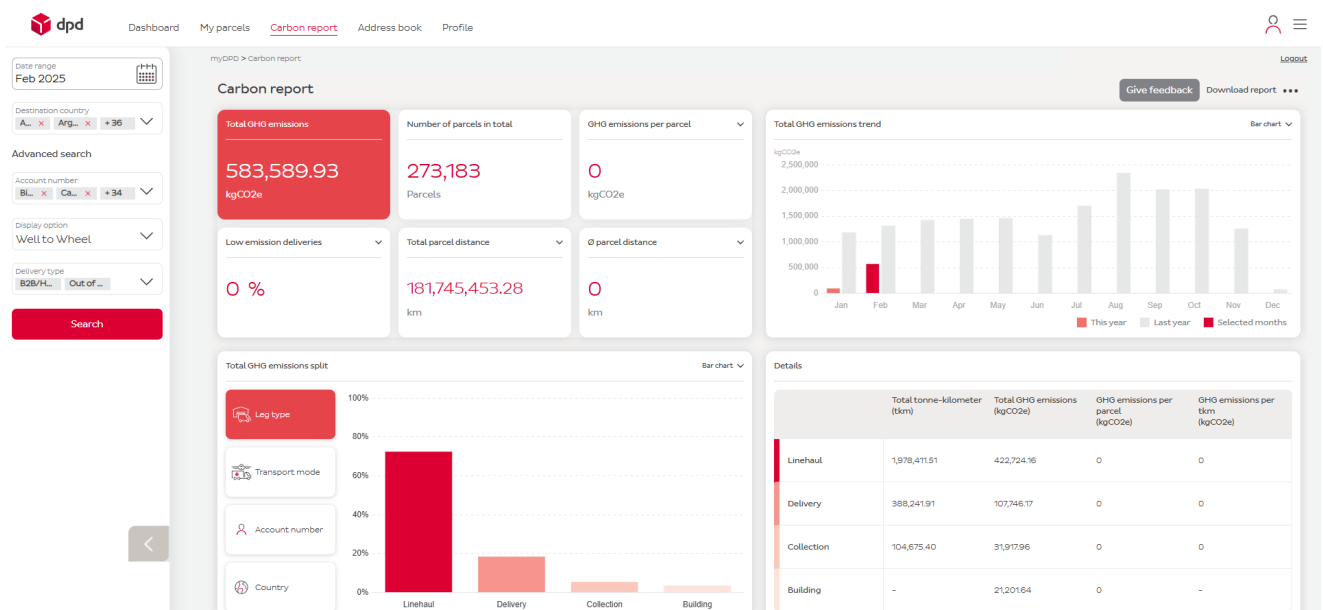
Our partner solutions ensure quick and easy integration.

CO₂ reporting – emissions at a click

The CO₂ report available in myDPD provides you with precise data on the CO₂ emissions caused by the shipping of your parcels with just a few clicks of the mouse.

This evaluation is based on recognised scientific calculation methods and gives you a clear overview of the ecological footprint of your shipping operations.

You can use these insights for your sustainability reporting.



Data, facts and figures

OOH preferences

E-shoppers in Europe are increasingly looking for convenient, flexible and cost-effective delivery solutions that can be integrated into their daily lives. According to DPD's "E-Shopping Trends in Europe 2023" study, 44% of regular online shoppers choose an out-of-home delivery option because they find it more flexible and stress-free than traditional delivery to the front door. These consumers particularly appreciate not having to worry about missed deliveries and being able to pick up their parcels at times that fit into their daily routine. This has made OOH one of the most popular delivery options,

in particular where flexibility and consumer choice play a central role in the purchasing process. In the Nordic countries as well as France, Germany and Poland, OOH deliveries now account for almost 50% of the total delivery volume.

44% of regular online shoppers choose an out-of-home delivery option



"In the Nordic countries as well as France, Germany and Poland, OOH deliveries now account for almost 50% of the total delivery volume."

Out-of-home solutions

OOH how fantastic!
Our out-of-home logistics

DPD has long since recognised the importance of OOH delivery. With around 8,000 local Pickup parcelshops and close partnerships with major retail chains such as NKD, Intersport and Budni, we offer your customers a dense network of out-of-home locations.

And we are continuing to expand our network! By 2027 the number of parcel shops and parcel lockers in Germany is set to grow to over 20,000. Thanks to our European network, we already offer over 115,000 Pickup locations throughout Europe.

Two milestones on the way to one of the densest national networks of parcel drop-off and pickup points:



23 Oktober 2024 | Presseinformation
DPD und GLS kooperieren und schaffen Partnernetzwerk aus Paketshops und Paketstationen



Aschaffenburg, 23. Oktober 2024 – Mit DPD und GLS haben heute zwei der führenden Paketdienste Deutschlands eine strategische Partnerschaft bekanntgegeben, um Kunden zukünftig eines der dichtesten nationalen Netzwerke von Paketabgabe- und -annahmestellen anzubieten.

Die Zusammenarbeit sieht vor:

Steffen Wunderlich
Senior Specialist Public Relations
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Step 1:

In order to meet the growing customer demand in the out-of-home delivery sector, DPD has been cooperating with GLS Germany since the end of 2024. The aim is to jointly set up open-provider parcel lockers and to use each other's parcel shops. This will enable online retailers to offer their customers an even wider range of delivery options.

[Read on...](#)



26 November 2024 | Presseinformation

Nach erfolgreicher Pilotphase in Hamburg: DPD startet 2025 deutschlandweite Kooperation mit myflexbox



Aschaffenburg, 26. November 2024 – DPD Deutschland treibt seine Out-of-Home-Strategie weiter voran und baut die Möglichkeiten der Paketzustellung und -abgabe konsequent aus. Neben der strategischen Partnerschaft mit GLS, die bereits Ende des Jahres mit einem Netzaufbau auf 10.000 Pickup Paketshops

Steffen Wunderlich
Senior Specialist Public Relations

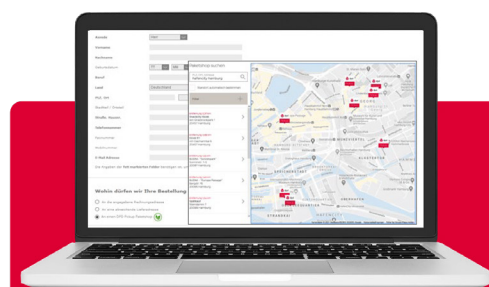
Step 2:

Since the beginning of 2025, customers have been able to receive and drop off parcels nationwide at myflexbox parcel lockers. Thanks to the cooperation with myflexbox, your customers benefit from even more parcel lockers in their area where they can collect, send or return their DPD parcels around the clock. Added value for all concerned.

[Read on...](#)

Lots of locations – one solution:
DPD's Pickup Finder

Many customers prefer to collect their parcels themselves at a parcel shop or parcel locker. According to Geopost's E-Shopper Barometer, more than a quarter of German e-shoppers already prefer delivery to a parcel shop – and the trend is rising. This is not only highly flexible, but also saves delivery trips and emissions. So simply integrate delivery to a parcel shop or parcel locker into your online shop checkout, and highlight this low-emission delivery option. There are already around 8,000 Pickup parcelshops throughout Germany.



Your consignees: our shared customers

We do everything we can to make the delivery process as simple and transparent as possible – for you and your customers. With our Live-Tracking and flexible redirection options, we give consignees full control over the parcel delivery process, making it a fun experience for them.

Solutions for consignees and full control for shippers, from tracking to returns

Predict & Live-Tracking – no more waiting!

With our Predict delivery notification and award-winning Live-Tracking service, no one has to wait long for their parcel. On the day of delivery, we notify your customer in Live-Tracking of the one-hour time window in which we will deliver their parcel. Shortly before delivery, your customers will then know down to the last 30 minutes when exactly our driver will be ringing their doorbell.

What makes our service so special:

1. Total transparency

To ensure that your parcels arrive on the first delivery attempt, Predict informs your customers down to the very hour when their parcel will be delivered.

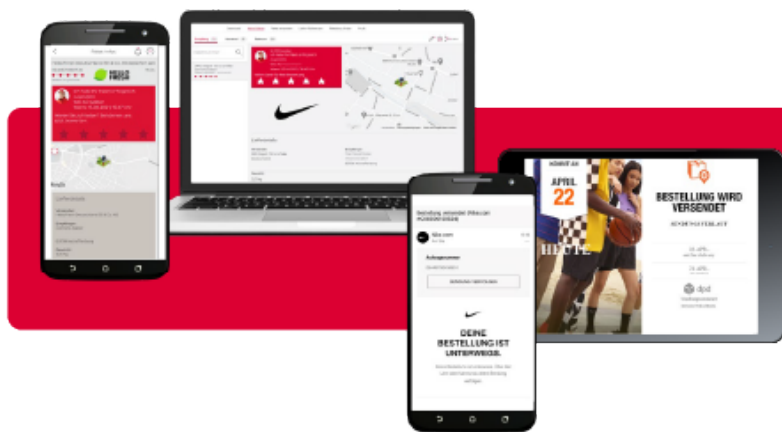
2. Live-Tracking:

On the day of delivery, consignees can track their parcel on an accurately detailed map and see the number of stops remaining before it reaches its destination!

* Predict is available for delivery throughout Germany and Europe, but excluding [Island destinations](#).

Well worth knowing

We will be happy to incorporate your **company logo** into the **tracking** displays. It means your customers can see immediately that the parcel is coming from you. Would you like to keep your customers fully informed about the status of their delivery in your own corporate design? Then we can integrate the tracking service into your online shop. We provide you with the tracking data – from the time the order is placed until the actual delivery. And before you go live, we show you exactly what it will look like in our **mock-up tool**.



Redirection – changing the day or place of delivery with just one click

Your customers decide when and where we deliver their parcel. And thanks to our redirection options, they will never again miss a parcel if they aren't at home.



Your customers decide and choose between:

- ✓ Drop-off permission
- ✓ Neighbor

- ✓ Parcel shop
- ✓ Another day

Returns management made easy

Returns can't always be avoided. But their processing can be simplified in a number of ways. With myDPD you can manage your returns without stress, giving you more flexibility, more control and satisfied customers.

Some good reasons why you should always handle your returns with DPD:

1. A range of options

Whether the return label is enclosed with the parcel or arrives by email or app, we have the right solution for every business.

2. myDPD

With myDPD, we give you full control over your returns management.

3. Efficiency

Our returns management can be easily integrated into your IT system, enabling you to get your goods back on the market faster.



Innovative the DPD returns button

In the DPD app your consignee can initiate the return shipment with a single tap on the screen. The app automatically generates a return label which the consignee simply has to attach to the parcel. Alternatively, the DPD app provides your customer with a digital QR code for presentation. Your customer can then drop the parcel off at a parcel shop or parcel locker.



Integrated: click and return

You provide a link to myDPD in your confirmation of dispatch or directly in your online shop. Your consignee then simply creates a digital return label there, and you retain full control.



Efficient: returns on request

On request, you can send the consignee the return label by email as a PDF or as a link to myDPD. The consignee can then simply download the return label.



Flexible: the multi-carrier label

With the multi-carrier label, your consignee can also return parcels from other parcel service providers via one of our 8,000 Pickup parcelshops.



Put your trust in us and our long-standing customers



"DPD offers transparency and flexibility, ensuring a high rate of successful deliveries."



"Well over 60,000 parcels a month – delivered safely, professionally and on time."



"20 years ago we found in DPD the perfect logistics partner for our requirements."



"Thanks to a high degree of flexibility, we find solutions together that are precisely tailored to our requirements."



"The high-quality service with which our products are delivered is the basis for our long-standing co-operative partnership."



"Top-quality services, a high degree of flexibility and a never-ending readiness to innovate."



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