



DPD Shipping

Basic guide for creating shipping labels and ordering parcel pickup

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DPD Shipping - Basic guide for creating shipping labels and ordering parcel pickup

This document is intended for registered customers of the DPD company with an assigned customer number.

The document will introduce you **to shipping labels creation, parcel data sending and parcels for shipment collection.**

It contains tips and screenshots of DPD Shipping web application (further on referred to as "application").

You can run the application directly at [https://shipping.dpdgroup.com/login.](https://shipping.dpdgroup.com/login)

For a smooth functioning of the application, the following requirements need to be met:

1. Internet connection

Supported web browsers:

- Mozilla Firefox
- Google Chrome
- Microsoft Edge
- Opera
- Safari

2. PDF Reader (Adobe Reader, PDF Creator, Foxit Reader, etc.)

Recommended configuration of your personal computer:

- MS Windows 7 and higher
- 4GB of RAM operation memory
- Dual-core processor of 2GH frequency
- Free disk space of 16 GB

Warning: the application cannot be used on smartphones



1 My access data

If you wish to have the application access data (user name and password) sent, there are several ways of asking for them:

- Contact your Sales Representative
- Call our customer service line: +420 225 373 373
- Send an email at: mojedpd@dpd.cz

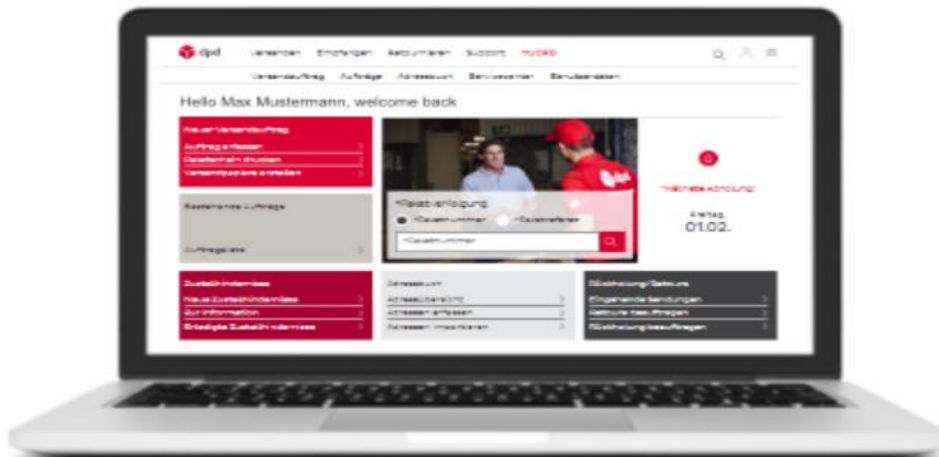
To create your access data, we will need to know the following information:

- Your assigned customer number
- Contact name
- Contact phone number (will be printed in the shipping label)
- Email address (access data will be sent to this email address)
- Pickup addresses (where you want to have your parcels picked up)

If you are going to use our Cash on Delivery service, it is necessary to fill in the bank account numbers in a form that either your sales representative provides you with or that you can find on [our website](#).

Warning: If you wish to display or download the confirmation of delivery, it is necessary to ask for different access data.

Our tip: If you need the quality report of the shipments sent, contact your Sales representative.



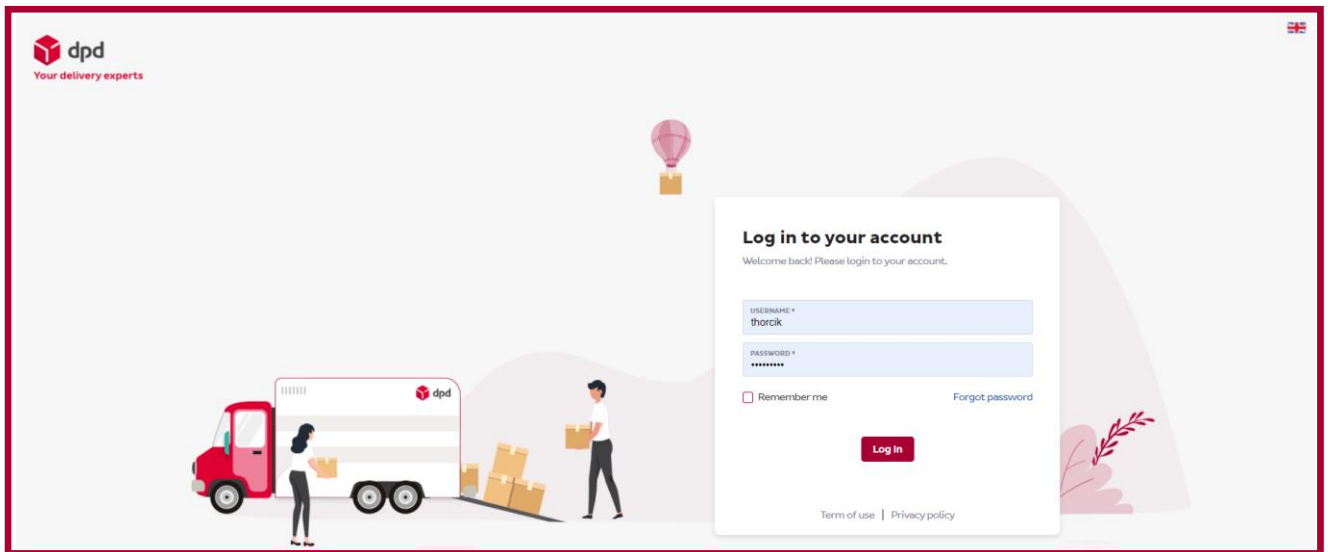
As soon as your access data are created, you will receive an automatically generated email.

The email will contain an activation link valid only for 6 hours.

After clicking on the link, you **will be redirected on the main**

Sign In page of the application and you will be asked to set a new password. To create a new password, please follow the instructions on the screen.

SIGN IN section



Picture 1 - Sign in section on the main screen

Description of fields and buttons

- **Username:** Fill in the username you received in the email. The username cannot be changed.
- **Password:** Fill in the password you created in the previous step.
- **Remember me:** The application remembers your access data and there will be no need for you to re-enter the access data after each signing in. This function may differ according to a web browser.
- **Forgotten password:** allows you to reset your password.

In the right upper corner, you can find a flag icon determining **the language of the application**. The application default language is Czech. You can change it to English.

2 Main screen of the application

If you sign in the application for the first time, the main page will be empty. If there have already been some shipments created in the app, you will automatically see their list.

The main bar is situated on the left where you can find individual icons with the main description of their functionalities.

In the right upper corner, you **can find the name of your company**. If you have several branches at the DPD company, you can click through them. To activate this option, contact our technical support.

MAIN BAR section

- **Shipment:** In this section, orders and shipping labels are created. *Creation (single page)* means creating a shipment order in one page, *Creation (in several steps)* contains detailed information. There is also a possibility of *creation collection* and *creation collection request*.
- **Address:** Under this icon, you will find a list of addresses of all your Receivers. The address book is saved together with created shipments, or it is possible to bulk upload it in the application.
- **File Import:** It is used for uploading shipments in bulk. The condition is to have an import pattern created. Technical support will set such a pattern for you.
- **Pickup Order:** Here you can create an order of parcel pickup by couriers. This section includes a history of all your parcel pickup orders.
- **Sprocket icon:** Settings section. Here you can set direct printing from printers and automatic import of shipments.
- **Grey icon with a figure:** Here you can change your password or log out from the application.
- **Flag:** Switching between language versions of the application.

Shipment List

Vila Kleovka DPD CZ centrála (5017678)

Search Option: SORT BY: Creation Date Parcel Search: 24/12/2020 - 01/2021 STATUS: Draft, With pickup, Printed

MPSID	Shipment Status	Receiver Name	Parcel Count	COD Amount	Service Name	Parcel Ref. 1	Time of creation	Action
Not assigned	Draft	Karel Novák 1	1		DPD Classic		16:45:41 22/01/2021	
13925021588570	Printed	Jakub Švorm	1		DPD Private		12:32:16 22/01/2021	
13925021588569	Printed	fdfd	1		DPD Private		16:33:26 21/01/2021	
Not assigned	Draft	2MaNet s.r.o.	2	500.00 CZK	DPD Classic		11:34:35 20/01/2021	
Not assigned	Draft	2MaNet s.r.o.	2	15000.00 CZK	DPD Classic		14:08:32 19/01/2021	
13925021588567	Printed	Jmeno 1	1		DPD Private	Reference baliku 1	12:02:27 12/01/2021	
13925021588566	Printed	DPD USER21	1		DPD Classic		17:04:55 11/01/2021	
13925021588565	Printed	2MaNet s.r.o.	1		DPD Classic	BALIKU1	14:48:39 11/01/2021	
13925021588568	Printed	Ověření předání/Ověření ... 1			DPD Private	gdffgd	13:45:12 10/01/2021	
Not assigned	Draft	DPD GUARANTEE	1		DPD 18	gdffgd	13:45:11 10/01/2021	

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Print Label Create pickup order

Picture 2 - Main screen after signing in

3 New shipment and shipping labels creation

In this part, we will explain **how to create a new shipment, shipping labels and parcel pickup order**.

Click on the **Shipment** icon on the main bar. A dropdown list of options appears.

For a standard shipment, select **Creation** option.

In this section, you can create all types of shipments offered by the DPD company.

New shipment creation consists of two possibilities. You can select from:

- **Creation**: New shipment creation is divided into several steps. We recommend you this option e.g. in case you enter references in the order, or possibly other additional data, or if you use collection services.
- **Creation (single page)**: Recommended if you use only basic services and if you wish to create a shipment without other detailed information.

The Create Shipment section consists of **Sender Information and Receiver Information**.

The grey panel on the top shows you which step you are in right now.

SENDER INFORMATION section

Here you can select from the registered Pickup Addresses that were given to the Sales Representative. These registered pickup addresses are used for standard orders and cannot be manually changed. If you wish to add or delete a registered pickup address, it is necessary to contact your Sales Representative.

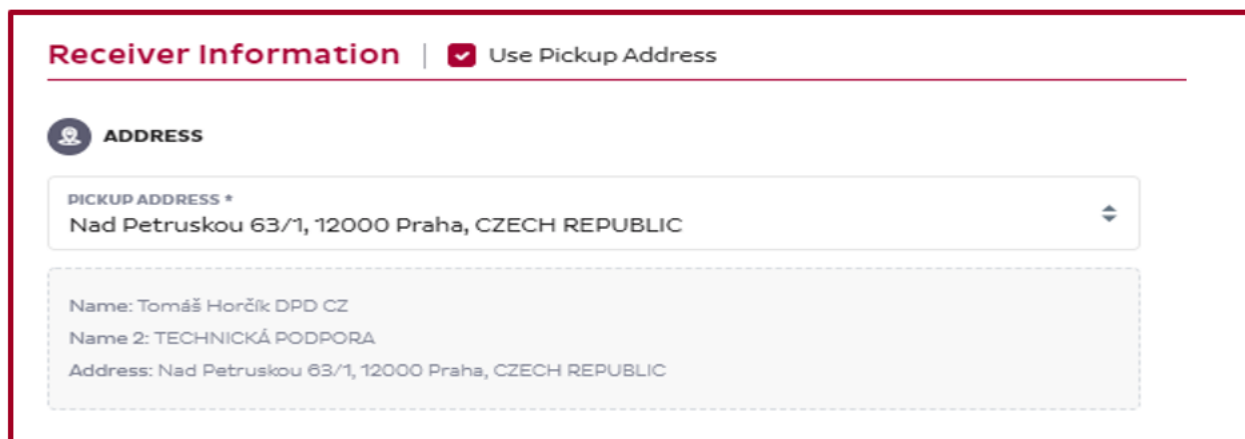
If you tick the **Use Collection Request** box on the left above the pickup address, you will be able to use the DPD Pickup, Third Party Delivery or Collection Request services.

The screenshot displays the 'Create Shipment' interface. At the top, a progress bar indicates four steps: 1. Address Info (active), 2. Services Info, 3. Parcel Info, and 4. Summary. The left sidebar contains navigation icons for Shipment, Address, File Import, and Pickup Order. The main form is divided into two columns: 'Sender Information' and 'Receiver Information'. In the 'Sender Information' column, there is a checkbox for 'Use Collection Request', a 'PICKUP ADDRESS' dropdown menu showing 'Nad Petruskou 63/1, 12000 Praha, CZECH REPUBLIC', a 'CONTACT' section with fields for 'CONTACT NAME' (Tomáš Horčík), 'PHONE' (+420 777181001), and 'EMAIL' (thorck@dpd.cz), and a checkbox for 'Use Masked Address'. The 'Receiver Information' column has a 'Reset' link, an 'INFORMATION' section with a 'Name' field and a 'Choose' button, an 'ADDRESS' section with a 'Find Address' search bar, a 'COUNTRY' dropdown (CZECH REPUBLIC), 'Zip Code' and 'City' fields, and 'Street', 'House No.', and 'Flat No.' fields. A 'CONTACT' section includes 'Contact Name', a '+420' country code dropdown, a 'Mobile' field, an 'Email' field, and an 'Additional Address Info' field. A 'Save Receiver Address' checkbox is at the bottom. A 'Next' button is located at the bottom right of the form.

Picture 3 - Sender information section

Collection services mean collection from unregistered pickup addresses (it is not an address of your place of business)

- **Domestic: Collection request:** In the Sender section, fill in any sender address and in the “Receiver Information” section, select the registered address from the list. Available only within Czech Republic and without COD.



Picture 4 - Receiver Information

- **Third Party Delivery:** In the Sender section, fill in manually any Czech address, and in the Receiver section, add the address manually. Available only within Czech Republic.
- **Collection Request:** Fill in the foreign address manually. Available only in selected EU countries.


For collection services, you can save your addresses in the list of Receivers by ticking the option “Save collection address” down on the left.


If the address is already saved in the list, it will be automatically offered to you after filling in the first three characters in the Name field.


If the address is not saved, but you start writing it in the “Find Address” field, it will be automatically found on the internet thanks to the “Google API” function.


☒ Use Collection Request


Collection Information


 **INFORMATION** More options ▼

 **ADDRESS** More options ▼

 **CONTACT** More options ▼





☐ Save Collection Address

Picture 5 - Sender information section, detail

RECEIVER INFORMATION section

In this section, you fill in the Receiver address. We can upload the address book for you or you can select “Save Receiver address” option on the right and the address will be automatically saved.

Our tip: You can use the “Find Address” field. If you start filling in the address that is not in your address book, the application automatically looks up the actual address on the internet.

More detailed description of individual fields in the Receiver address

- **Name:** required field. Receiver name. It can be used for a contact person, as well as for the name of the company. It can be used for looking up of the already saved Receiver. The information is printed on the shipping label.
- **Name 2:** optional field. It is used as another name of the Receiver or as a designation of Receiver address. The information is saved in details and in the application.
- **Company Name:** optional field. It serves as another name to the Receiver address. Primarily, you can use this field as Company name. The information is printed on the shipping label.
- **Company Name 2:** optional field. It serves as another name for the Receiver address. Primarily, you can use this field as Company name. The information is not printed on the shipping label.

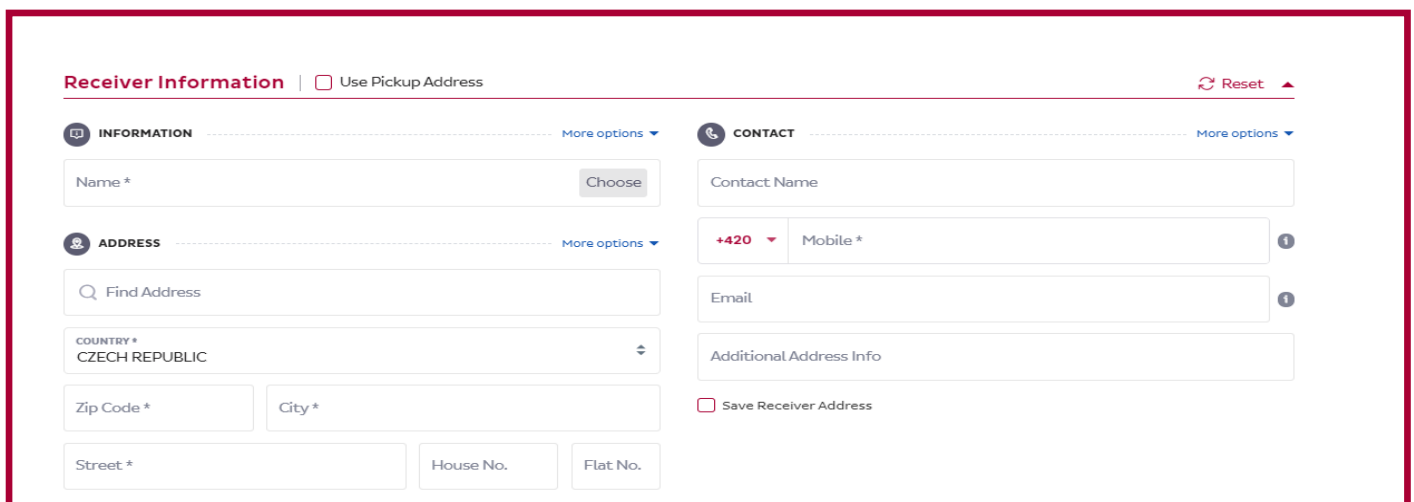
Address:

- **Find Address:** Looking up the address automatically from Google. It can be used even if the address is not saved in the application.
- **Country:** A list of countries where the DPD company delivers parcels. Select a country from the list. The default country is the Czech Republic.
- **Zip code:** Zip code **without spaces**. If you do not know the zip code, use the “Find Address” field.
- **City:** Receiver city. It is not necessary to fill in the region or district.
- **Street:** Receiver street with or without a house/flat number. If the Receiver address does not have a street, write the name of the village or other detailed information on the area.
- **Address 2 and 3:** Further detailed information on the Receiver address. The information is not printed on the shipping label.
- **Department, floor and door code:** Further detailed information on the Receiver address. The information is not printed on the shipping label. This service will be available later on as Delivery to Department.

CONTACT section

- **Contact Name:** additional information to the Receiver address. Name of the person. The information is printed on the shipping label.
- **Receiver phone:** telephone number of the Receiver on the shipping label, without spaces.
- **Email:** Receiver email address. General contact detail. The information is not printed on the shipping label.
- **Additional Address Info.** The information is printed on the shipping label.

The “Reset” option deletes all information filled in on the page.

The screenshot shows a web form titled "Receiver Information" with a "Use Pickup Address" checkbox and a "Reset" button. The form is divided into two main sections: "INFORMATION" and "CONTACT". The "INFORMATION" section includes a "Name" field with a "Choose" button, an "ADDRESS" section with a "Find Address" search bar, a "COUNTRY" dropdown menu set to "CZECH REPUBLIC", and fields for "Zip Code", "City", "Street", "House No.", and "Flat No.". The "CONTACT" section includes a "Contact Name" field, a "Mobile" field with a "+420" country code dropdown, an "Email" field, and an "Additional Address Info" field. There is also a "Save Receiver Address" checkbox at the bottom of the contact section. Information icons (i) are present next to the Mobile, Email, and Additional Address Info fields.

Picture 6 - Receiver Information details

By clicking on the “Next” button, you go to the next page. The following section is used for selecting the main and additional services.

4 Main and additional services section

This section displays all services offered by DPD. All customers see the same offer of services.

Their order cannot be changed. Upon request, our technical support can hide the unused services.

The dropdown list displays Main Services and the button of “Additional services” drops down the list of available additional services depending on the main service.

Closer description of individual Main Services

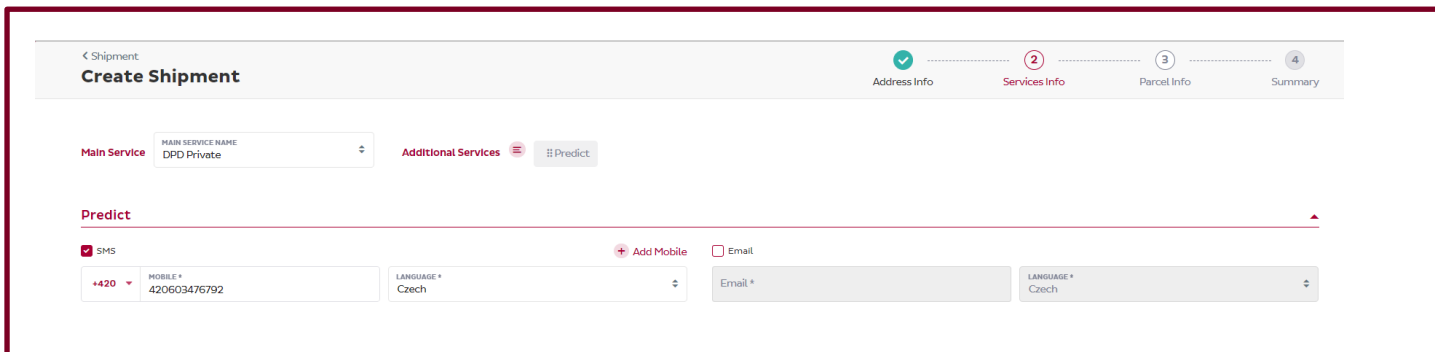
DPD Classic: Basic service without prediction. It is not necessary to add in anything else. The courier calls only on the telephone number printed on the shipping label (filled in the “Receiver Information” section)

We recommend this **service for delivering to companies.**

DPD Private: Service extended by Receiver prediction and one-hour delivery window. With our DPD Private service, Receivers know the exact one-hour window of their delivery. We recommend this service for delivering to private **addresses.**

In the application, it is necessary to select an additional service “Predict” and choose prediction by email or SMS.

Prediction abroad is regulated by conditions of Receiver country. The prefix is added according to the Receiver country.

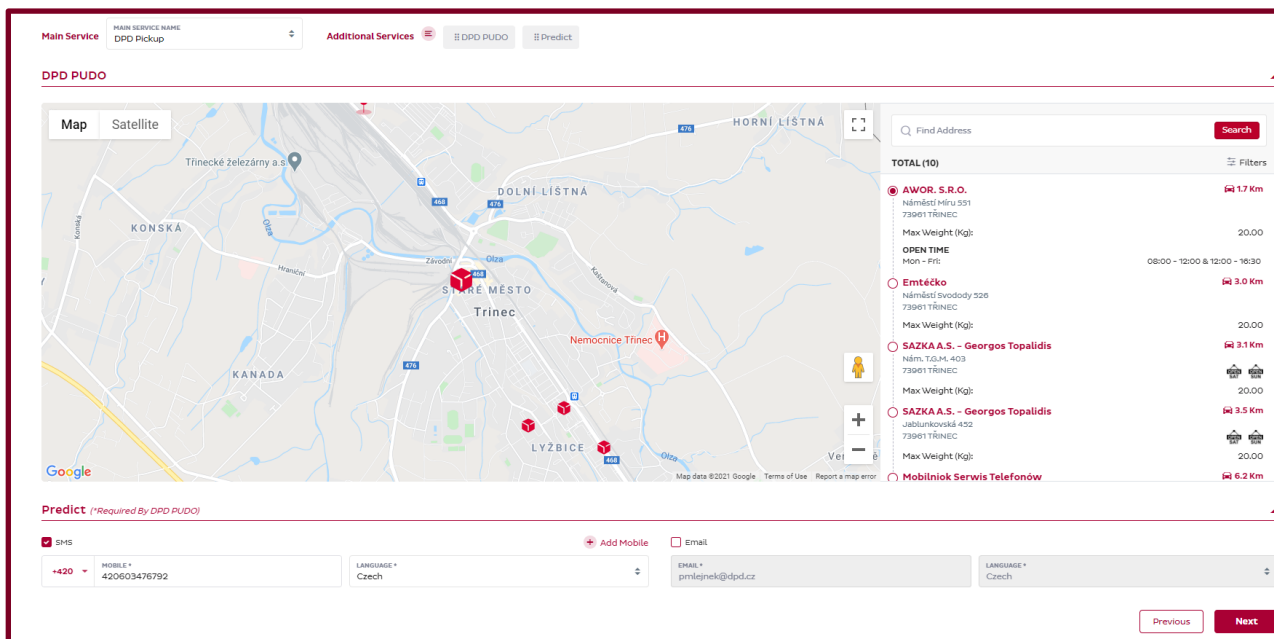


The screenshot shows the 'Create Shipment' form in the DPD application. At the top, there is a progress bar with four steps: 1. Address Info (checked), 2. Services Info (active), 3. Parcel Info, and 4. Summary. Below the progress bar, the 'Main Service' is set to 'DPD Private'. To the right, there is an 'Additional Services' section with a 'Predict' button. The 'Predict' section is expanded, showing options for 'SMS' (selected) and 'Email'. Under 'SMS', there is a field for 'MOBILE #' with a dropdown for country code (set to '+420') and a text input for the number (set to '420603476792'). There is also a 'LANGUAGE #' dropdown set to 'Czech'. Under 'Email', there is a field for 'Email #' and a 'LANGUAGE #' dropdown set to 'Czech'. There are also 'Add Mobile' and 'Add Email' buttons.

Picture 7 - Prediction fields detail

DPD Pickup: Delivery to Pickup points. In our Pickup points network, you can find more than 1 350 branches in the Czech Republic and more than 42 000 within Europe.

After selecting the service in the application, a map of Pickup points appears below. You can search for Pickup points by the address of the Pickup point or by moving on the map. For delivery to a pickup point, it is necessary to fill in Receiver contact information. If the given Pickup point is not on the map, it is unavailable at the moment.



Picture 8 - Finding a Pickup point

Why opting for this service?

- Parcel storage for 7 calendar days.

We will store each parcel of your customers safely in a Pickup point for up to 7 calendar days. After this period, we will send it back to you.

- Weekend opening hours of the Pickup points

Most of our Pickup points are opened at least one day of the weekend.

- Continuous prediction

Receivers are informed on the day of collection. They are also informed when the parcel is delivered to a Pickup point, and if they do not pick up the parcel within 4 days of its storage, they are informed again about the upcoming return of the parcel to the Sender.

- Constantly growing network

In DPD, we are constantly innovating which is linked to the growing number of our Pickup points. Currently, you can use almost 1 350 Pickup points in the Czech Republic.

DPD 10:00, 12:00, 18:00: We will deliver your parcel to your place by 10 a.m.*, 12 a.m. or 6 p.m. on the day following its collection.

Just select the service in the Main Service option. There is no need to set anything else in the application.

***Warning:** DPD 10:00 service is available only for some zip codes. Their list can be found on our [website](#).

DPD EXPRESS: Express delivery in the Czech Republic and into EU countries. Delivery outside EU is called DPD EXPRESS NON EU service. You will find these services in the application under the Main Service option.

The service is available only for some zip codes. Their list can be found on our [website](#). There is no need to set anything else in the application.

4.1 Additional services

Cash on delivery (COD)

The service is available depending on the main services. To be able to use this service, it is necessary to have a bank account filled in our system, otherwise the service will not be available. If a notification stating that no bank account is filled in appears, it is necessary to contact your DPD Sales Representative.

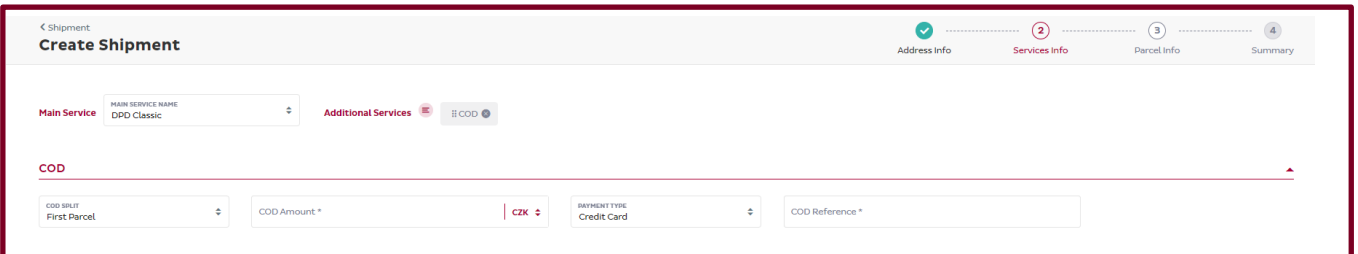
Detailed information about the Cash on Delivery service

Receivers pay for the shipment when the parcel is handed over. The maximum cash on delivery amount is CZK 50 000 for payment in cash and CZK 200 000 for payment by card.

The payment order for transferring the amount to your account is issued usually on third working day after parcel delivery. For express cash on delivery, it is the following working day after parcel delivery.

In order to enter the service correctly, it is necessary to fill in other fields in the application.

- **COD Split:** *The default setting of the application is the first parcel in case of shipment consisting of several parcels. It is also possible to either split the amount manually or by the application itself. Just select the option from the dropdown list.*
- **COD Amount:** *here fill in the amount you wish to collect from the Receiver.*
- **Payment type:** *in cash or by card. The default setting is payment by card.*
- **COD Reference:** *Serves as information regarding the amount paid. The bank accepts 10 digits at maximum.*

The screenshot shows the 'Create Shipment' interface. At the top, there's a progress bar with four steps: 'Address Info' (completed), 'Services Info' (active), 'Parcel Info', and 'Summary'. Below the progress bar, the 'Main Service' is set to 'DPD Classic'. To its right, there's an 'Additional Services' section with a 'COD' button. The 'COD' section is expanded, showing four input fields: 'COD SPLIT' (dropdown menu with 'First Parcel' selected), 'COD Amount *' (text input), 'PAYMENT TYPE' (dropdown menu with 'Credit Card' selected), and 'COD Reference *' (text input). The currency is set to 'CZK'.

Picture 9 -Cash on delivery

Warning: In case you have several bank accounts for a given country, you will see a dropdown list of entered bank accounts under the information on cash on delivery.

Cash on delivery can be used for selected countries abroad. More information can be found on our [website](#).

ID Check and ID Check 18+

It is an additional service **for DPD Private**. The parcel is delivered **against checked ID of the Receiver**. Thus, you can be sure the parcel is handed over only to a person you designate.

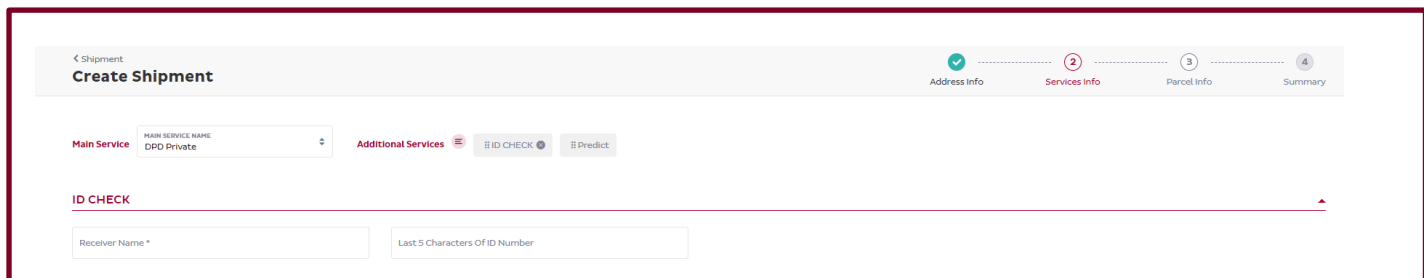
The courier writes down 5 characters of ID number in the MDU device. It is not possible to hand the parcel over to a third person, even if the person has the power of attorney.

If the conditions for the ID Check are not met by any of the delivery attempts (3 in total), the courier returns the parcel back to the Sender.

Choose the service in the application and fill in the name of the verified person and the last 5 characters of ID number.

If you wish to extend the service by ID Check 18+, please contact your Sales Representative.

Entering in the application is then same for all services.



The screenshot shows the 'Create Shipment' form with a progress bar at the top indicating four steps: 1. Address Info (completed), 2. Services Info (active), 3. Parcel Info, and 4. Summary. Under 'Main Service', 'DPD Private' is selected. Under 'Additional Services', 'ID CHECK' and 'Predict' are listed. The 'ID CHECK' section is expanded, showing two input fields: 'Receiver Name *' and 'Last 5 Characters Of ID Number'.

Picture 10 - Checked ID detail

High insurance

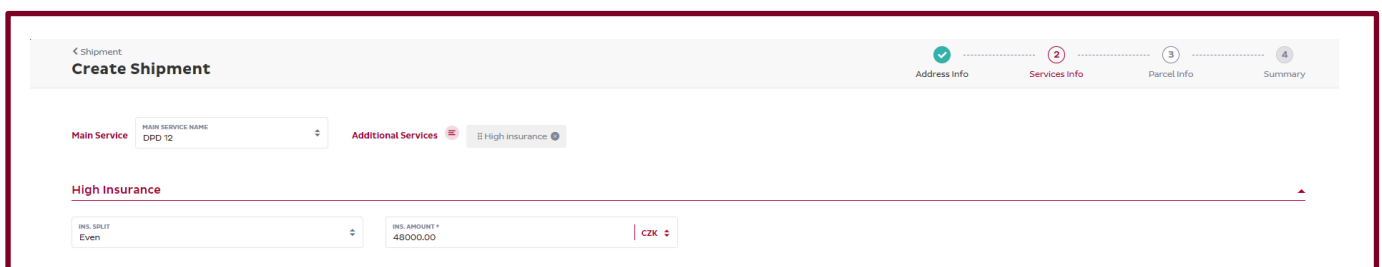
It is possible to insure your shipment above the standard insurance for shipments over CZ 50 000 up to CZK 500 000. For higher amounts of insurance, please contact your Sales Representative.

The surcharge is 0.25% of the value of the required higher insurance.

In the application, the basic insurance of up to CZK 50 000 is set automatically.

If you wish to have high insurance for your parcels, select additional service of High insurance.

Fill in the insurance amount field. In case of shipment consisting of several parcels, you can choose how the insurance amount is split.



The screenshot shows the 'Create Shipment' form with the same progress bar. Under 'Main Service', 'DPD 12' is selected. Under 'Additional Services', 'High Insurance' is listed. The 'High Insurance' section is expanded, showing two input fields: 'INS. SPLIT' with 'Even' selected, and 'INS. AMOUNT *' with '48000.00' entered. A currency selector shows 'CZK'.

Picture 11 - Higher insurance detail

Swap

DPD offers the possibility **to return your parcels easily**. Provide your customers with better care than your competitors. Offer them a possibility to return their parcels easily through our services. In our portal called Return My Parcel, your customers can order a courier that picks up their parcel at home or at a given Pickup point.

In the application, you just select the Swap service. Moreover, the application generates a shipping label for the return parcel which you can include in the parcel for the customer.

If you selected the services, you can continue to the next page by clicking on the **Next** button. On the next page, you can add other parcels in the same shipment.

You can also add your internal information to the shipment. We call the information as “**References**”.

References are on the shipment and parcel levels. There are always 4 references.

The first two references are printed on the shipping label.

If you fill in only one shipment reference and one parcel reference, shipment reference 1 and parcel reference 1 will be printed on the shipping label.

Information on the parcel can be found in the Parcel information section. In this window, click on the icon Update at the end of the line.

The screenshot displays the 'Create Shipment' interface. At the top, there's a progress bar with four steps: Address Info, Services Info, Parcel Info (active), and Summary. Below the progress bar, the 'Shipment Reference' section contains four input fields for Reference 1, Reference 2, Reference 3, and Reference 4. The 'Parcel Information' section features a table with columns: No., Declared Weight (kg), Declared Dimension (W x H x L) (cm), Ins. Amount, Content, LQ, and actions. A modal window titled 'Update Parcel Details' is open, showing fields for 'Ins. Amount', 'Declared Weight (kg)', 'Declared Dimension (W x H x L) (cm)', 'Parcel Ref.1', 'Parcel Ref.2', 'Parcel Ref.3', 'Parcel Ref.4', and 'Content'. There is also a 'LIMITED QUANTITY' section with radio buttons for 'YES' and 'NO'. The modal has 'Cancel' and 'Save' buttons at the bottom.

Picture 12 - Shipment Reference and Parcel Information

A new window appears. Here you can add references on the parcel level, as well as dimensions and weight of the parcel.

These details are required **only for collection services**.

By clicking on the **Next** button, a summary of the order of shipment (Summary Shipment) appears before a shipping label is printed.

This section serves only as a preview and it can still be displayed even after shipping labels are printed out.

In this stage, the order can be confirmed. Just click on the **Confirm** button.

Before confirming, you can select what will the following action do:

- You can only save the parcel and then print it together with other parcels.
- The parcel will be saved and a shipping label will be generated directly.
- The parcel will be saved, shipping order printed and pickup order created.

These options are found next to the **Confirm** and **Previous** buttons in bottom corner.

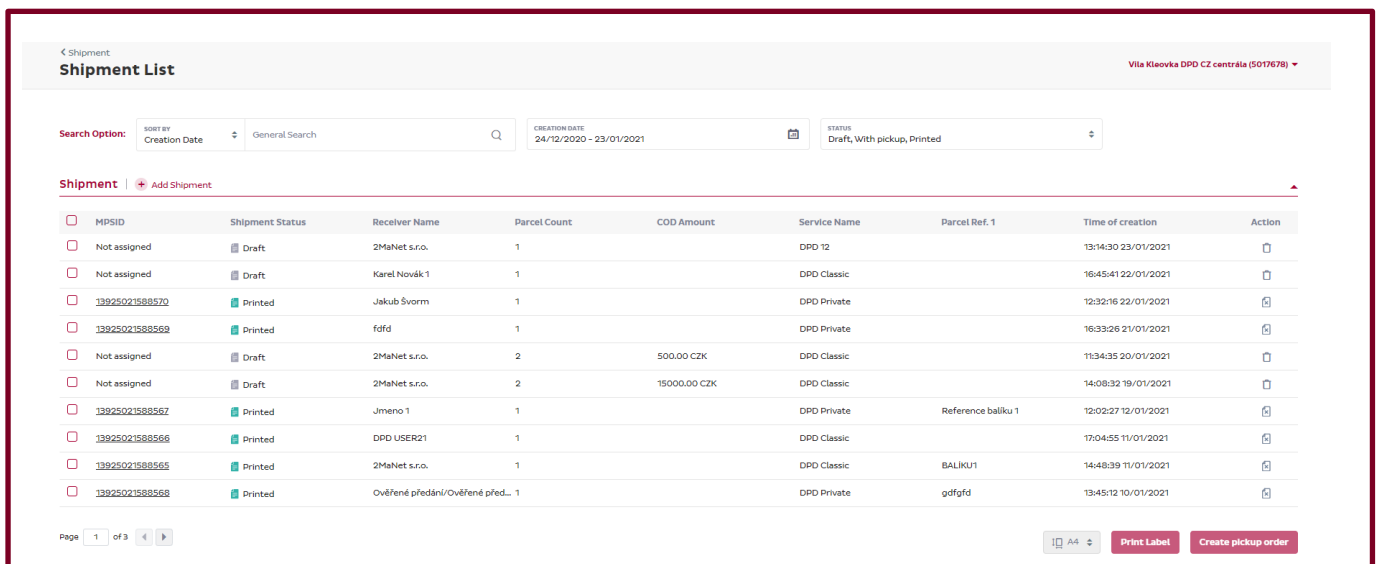
5 Shipment List

The Shipment List is a list of all shipments created in the application. You can find all shipments you have created in the application here. Shipment history and list are unlimited.

This section includes shipments in the following statuses:

- **Draft:** the shipping label for this shipment has not been printed yet. In this status, the shipment can be modified or deleted.
- **Printed:** the shipping label for this shipment has already been printed. In the shipment list, you can see its parcel number. By clicking on the parcel number, you will be redirected in the parcel tracking section of [“Track and Trace”](#).
- **With pickup:** the shipping label has already been printed and pickup has already been ordered. The shipment cannot be modified any more. It is possible to delete it before it is scanned by courier.
- **Cancelled:** the shipment was deleted in the application.

In case you have already printed the label and you need to change the information, we recommend you to create a new shipping label and to delete the original one.



MPID	Shipment Status	Receiver Name	Parcel Count	COD Amount	Service Name	Parcel Ref. 1	Time of creation	Action
Not assigned	Draft	2MaNet s.r.o.	1		DPD 12		13:14:30 23/01/2021	
Not assigned	Draft	Karel Novák 1	1		DPD Classic		16:45:41 22/01/2021	
13925021588570	Printed	Jakub Švorm	1		DPD Private		12:32:16 22/01/2021	
13925021588569	Printed	fdfd	1		DPD Private		16:33:26 21/01/2021	
Not assigned	Draft	2MaNet s.r.o.	2	500.00 CZK	DPD Classic		11:34:35 20/01/2021	
Not assigned	Draft	2MaNet s.r.o.	2	15000.00 CZK	DPD Classic		14:08:32 19/01/2021	
13925021588567	Printed	Jmeno 1	1		DPD Private	Reference baliku 1	12:02:27 12/01/2021	
13925021588566	Printed	DPD USER21	1		DPD Classic		17:04:55 11/01/2021	
13925021588565	Printed	2MaNet s.r.o.	1		DPD Classic	BALIKU1	14:48:39 11/01/2021	
13925021588568	Printed	Ověřené předání/Ověřené před...	1		DPD Private	gdgfd	13:45:12 10/01/2021	

Picture 14 - Shipment List

Shipping labels can be generated in the **A4 size for laser printers**, or in **A6 size for thermo-printers**.

The application automatically generates shipping labels in PDF format. There is no need to install or download anything.

Direct printing can be set in the Settings section, under the sprocket icon on the main bar. Here you need to tick the Direct Printing field.

Information on direct printing can be found also in a separate guide on direct printing and automatic import.

6 Quick shipment creation

The application offers the possibility of **quick creation** of a new shipment or of ordering collection services.

You can find this option on the main bar under the *Shipment* icon.

Standard quick shipment creation can be found under the *Creation (single page)* heading. The principle is the same as in standard creation, just the screen for shipping labels creation is displayed on a single page.

In a single page creation, it is **not possible** to create collection services. Moreover, the number of references is limited. Furthermore, it is not possible to choose between collection addresses. The default collection address will be selected automatically.

Moreover, in the DPD Pickup service, it is possible to search for the Pickup point only by its ID.

The screenshot displays the 'Create Shipment' form, which is organized into three main sections: Receiver Information, Service Information, and Parcel Information. The form is titled 'Create Shipment' with a back arrow and a help icon. In the top right corner, there are buttons for 'Save without printing' and 'Create'. The 'Receiver Information' section includes fields for Name (2MaNet s.r.o.), Contract Name (Sylvia Šýkorová), Find Address, Country (Czech Republic), ZIP Code (73961), City (Třinec), Street (Těšínská 195), House No., Mobile (+420 603476792), Phone (+420), Email (pmlejnec@dpd.cz), and an 'Update Receiver Address' checkbox. The 'Service Information' section shows Main Service (DPD Private), Additional Services, and a Predict button. The 'Parcel Information' section includes fields for No. of Parcels (1), Declared Weight (kg) (0.00), Declared Dimension (width x height) (000x000x000), and Parcel Ref. There is also a checkbox for 'Same weight and dimension'.

Picture 15 - Quick Creation (single page) of shipment

The **Create** and confirm shipment button is **in the upper right corner**. Next steps are the same as in standard shipment creation.

The same option goes for the Create Collection Request and Collection Services in the Czech Republic.

Below, everything is displayed on one screen. In this case, the shipment order is limited in references.

Picture 16 - Quick Creation of Collection Request

Collection services and the Creation of Collection Request were explained in the **new shipment creation section**. These services are selected in one window.

If you enter a foreign address as the collection address, the choice of services automatically changes to Collection Request.

If you enter an address in the Czech Republic as the collection address, the services will be the following ones: Collection service or Third Party Delivery.

The difference between Collection service and Third Party Delivery is as follows:

- Third Party Delivery – the shipment is not returned to a registered collection address, but to another address you enter.
- If you select the option Use Pickup Address, it is the service of DPD Pickup.

Picture 17 - Receiver information

Collection services can be combined with the following services that change according to operation:

- DPD Classic, COD, Third Party Delivery
- DPD Classic, COD, High insurance, Third Party Delivery
- DPD Classic, Third Party Delivery
- DPD Classic, High insurance, Third Party Delivery

- DPD Classic, High insurance, DPD Pickup
- DPD Classic, DPD Pickup
- DPD Private, COD, Third Party Delivery
- DPD Private, COD, High Insurance, Third Party Delivery
- DPD Private, Third Party Delivery
- DPD Private, High insurance, Third Party Delivery
- DPD Private, High insurance, DPD Pickup
- DPD Private, DPD Pickup

6 Pickup Order

Collection can be ordered from the Shipment List, however, only after your shipments have already been created and shipping labels already printed.

If you wish to create collection in advance without shipment labels printed, you can order collection by clicking on the **Pickup Order** icon on the main bar.

Click on the **Creation** option.

Pickup Order is used only for ordering pickup from your registered collection addresses. You can register the address by contacting your Sales Representative.

Warning: Pickup can be ordered maximum 30 days in advance. It is not possible to choose pickup time – it is determined by the pickup point before the departure of the courier.

Picture 18 - Create Pickup Order

The list of all pickup orders can be found under the same icon on the main bar under the **Pickup Order List** bookmark.

In this section, all pickup orders are displayed and they are sorted by date of their creation. You can filter them by Pickup Date or Pickup Address.

Pictures 16 and 17. Pickup Order List.

The list displays information on the Pickup Date, Pickup Address, Contact Name, Parcel Count, Total Weight, Date and Time of Creation.

If you click on the *View Detail* icon at the end of the line, Pickup Order details are displayed.

It is also possible to create a new Pickup Order from the Pickup Order List.

Pickup Order							Add Pickup Order	
<input type="checkbox"/>	Pickup Date	Pickup Address	Contact Name	Parcel Count	Total Weight (kg)	Time of creation	Action	
<input type="checkbox"/>	12/11/2020	Nad Petruskou 63/1, 12000 Praha, CZECH REPUBLIC	Tomáš Horčík	4	11.00	11:48:47 11/11/2020	🔍	
<input type="checkbox"/>	11/11/2020	Nad Petruskou 63/1, 12000 Praha, CZECH REPUBLIC	Tomáš Horčík	1	1.00	11:47:02 10/11/2020	🔍	
<input type="checkbox"/>	05/11/2020	Nad Petruskou 63/1, 12000 Praha, CZECH REPUBLIC	Tomáš Horčík	10	0.00	15:51:01 04/11/2020	🔍	
<input type="checkbox"/>	05/11/2020	Nad Petruskou 63/1, 12000 Praha, CZECH REPUBLIC	Tomáš Horčík	10	36.00	15:49:30 04/11/2020	🔍	
<input type="checkbox"/>	05/11/2020	Nad Petruskou 63/1, 12000 Praha, CZECH REPUBLIC	Tomáš Horčík	7	250.00	14:24:00 04/11/2020	🔍	
<input type="checkbox"/>	03/11/2020	Nad Petruskou 63/1, 12000 Praha, CZECH REPUBLIC	Tomáš Horčík	5	350.00	13:50:29 02/11/2020	🔍	
<input type="checkbox"/>	03/11/2020	Nad Petruskou 63/1, 12000 Praha, CZECH REPUBLIC	Tomáš Horčík	1	0.00	13:49:06 02/11/2020	🔍	
<input type="checkbox"/>	27/10/2020	Nad Petruskou 63/1, 12000 Praha, CZECH REPUBLIC	Tomáš Horčík	10	20.00	15:59:11 26/10/2020	🔍	
<input type="checkbox"/>	27/10/2020	Nad Petruskou 63/1, 12000 Praha, CZECH REPUBLIC	Tomáš Horčík	10	20.00	15:56:42 26/10/2020	🔍	
<input type="checkbox"/>	12/10/2020	Nad Petruskou 63/1, 12000 Praha, CZECH REPUBLIC	Tomáš Horčík	2	25.00	16:00:54 09/10/2020	🔍	

Page 1 of 2

Picture 19 - Pickup Order List

For creating a new Pickup Order, select the Pickup Address on the left. Contact details are already pre-filled. Select the Pickup Date, Parcel Count, Total Parcel Weight and possibly enter Additional Information.

Practical information: Pickup for the same day can be ordered only if the pickup address is located near the depot. The list of our depots can be found on our [website](#).

7 Address Book

A section where addresses of your receivers are saved can be found on the main bar under the **Address** icon.

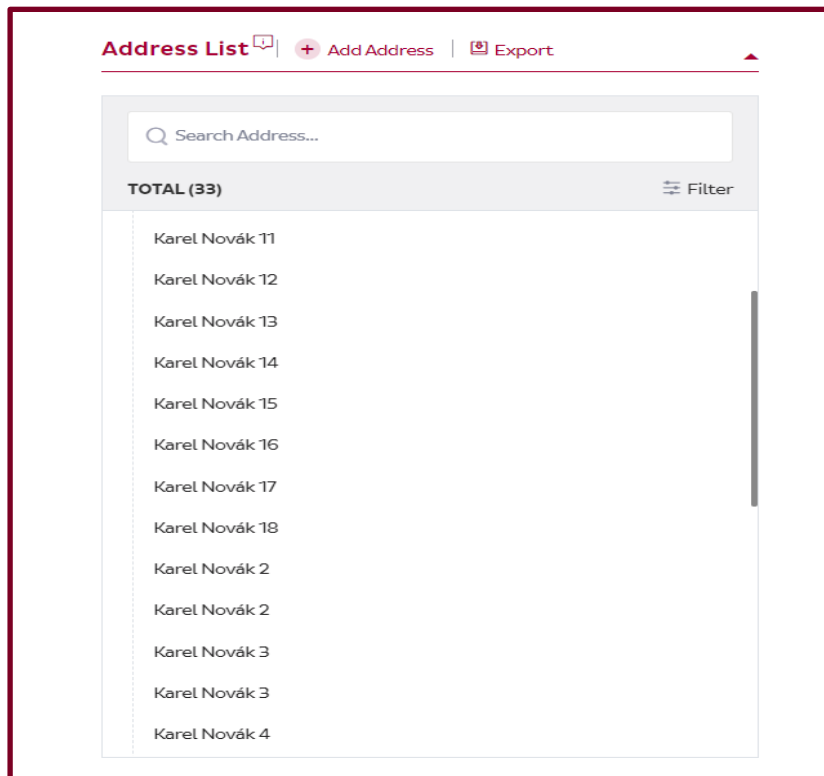
In this section, addresses of all your receivers are automatically saved, provided that you ticked the option Save Receiver Address in the shipment **Creation** section.

You can also add receiver addresses manually or through a file you upload in the application.

If you wish to bulk upload the address book into the application, you can contact our technical support at the following email address: mojedpd@dpd.cz.

Besides receiver addresses, you can also fill in or upload an unregistered collection address for collection services.

It is also possible to upload a return address in the address book, however, this service is not available yet.



Picture 20 - Receiver Address List Detail

The list of all addresses is on the left side. All the entered addresses can be exported in a file by clicking on the **Export** icon.

Individual addresses can also be filtered. Just fill in the first 3 characters of the receiver name or address.

By clicking on the filter icon, it is also possible to filter by address type.

Address details can be displayed by clicking on the receiver name in the list. The details are on the right.

Picture 21 - Receiver Address Details

In the Address Details, you can see the Address Type. In this case, the address can be used as Receiver Address or Collection Services Address, possibly both of the variants. As already mentioned, return addresses cannot be used.

Under the **Address** icon, it is possible to select another option – **the Mask Address**.

The Mask Address means that the information on the shipping label in the sender part will be rewritten with the Mask Address, including the name. This type of addresses can be added only manually.

Bulk address book upload

In order to bulk upload the address book, it is necessary to create an import pattern. You can download the import pattern by yourselves on our website. You can create your own import pattern and then send it to our technical support that will upload it in the application.

If you are not sure about the preparation, contact our technical support that will create the address book for you and then upload it in the application.

Your file can be in Excel, Csv or txt format.

The file must contain all the **required information** that is identical with required information for manual creation.

Required information:

- Receiver/company name
- Street and House/Flat No. It can be divided, e.g. the house number can be filled in separately.
- City
- Zip code (no spaces)
- Country – it can be a code, name or international abbreviation.
- Address type: Receiver/collection. Can be set by default.

You can also enter contact details:

- Contact person
- Telephone number (prefix must be entered in a separate column)
- Email address

Moreover, it is possible to upload the address book together with your details linked to receiver address.

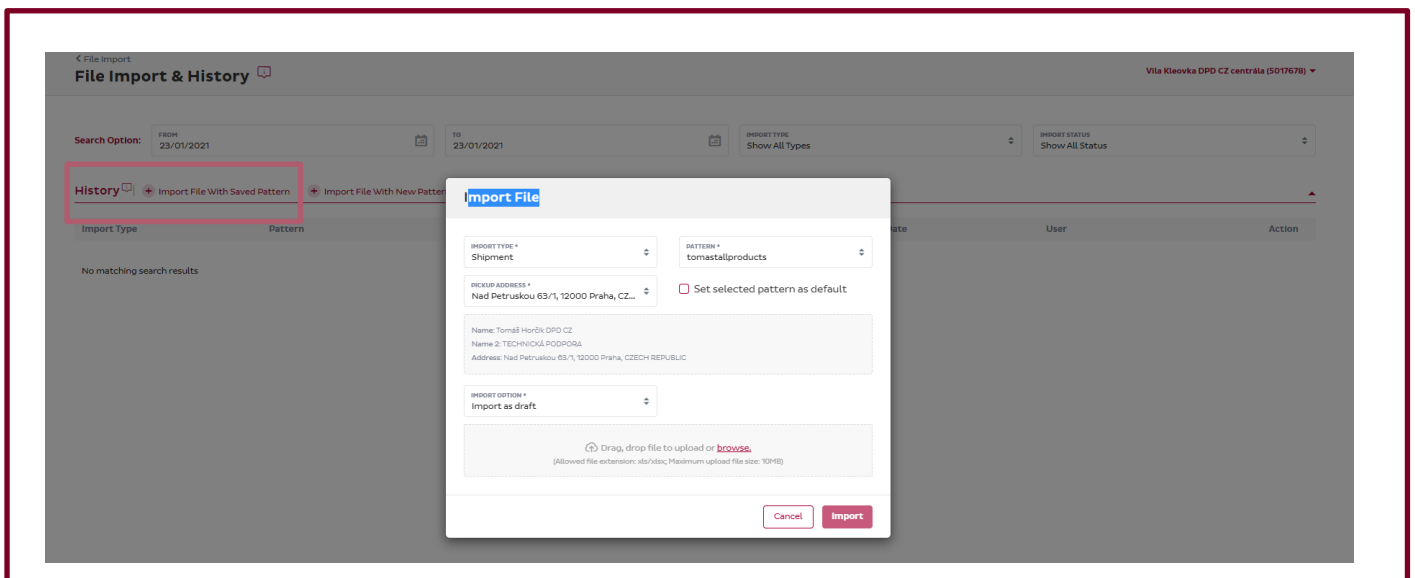
Address type*	Receiver name*	Receiver name 2	Contact name	Address*	City*	Zip code*	Country ID*	Phone no prefix	Phone no*	E-mail *	Additional address information
Receiver-Collection	Petr Novák	DPD CZ	Recepce	Táborská 6	Praha	14000	CZ	420	777555555	info@dpd.cz	vchod za rohem

Picture 22 - Example of a sample file for address book import

We recommend you to send your file to the DPD technical support to be checked first. Our technical support will check the file and if it is OK, it will set your pattern straight away.

If your pattern is already set and you would like to upload the address book by yourselves, the procedure is as follows:

- Click on the **File Import** icon. Select the **File Import & History** option.
- Click on the following heading: **+Import File with Saved Pattern**



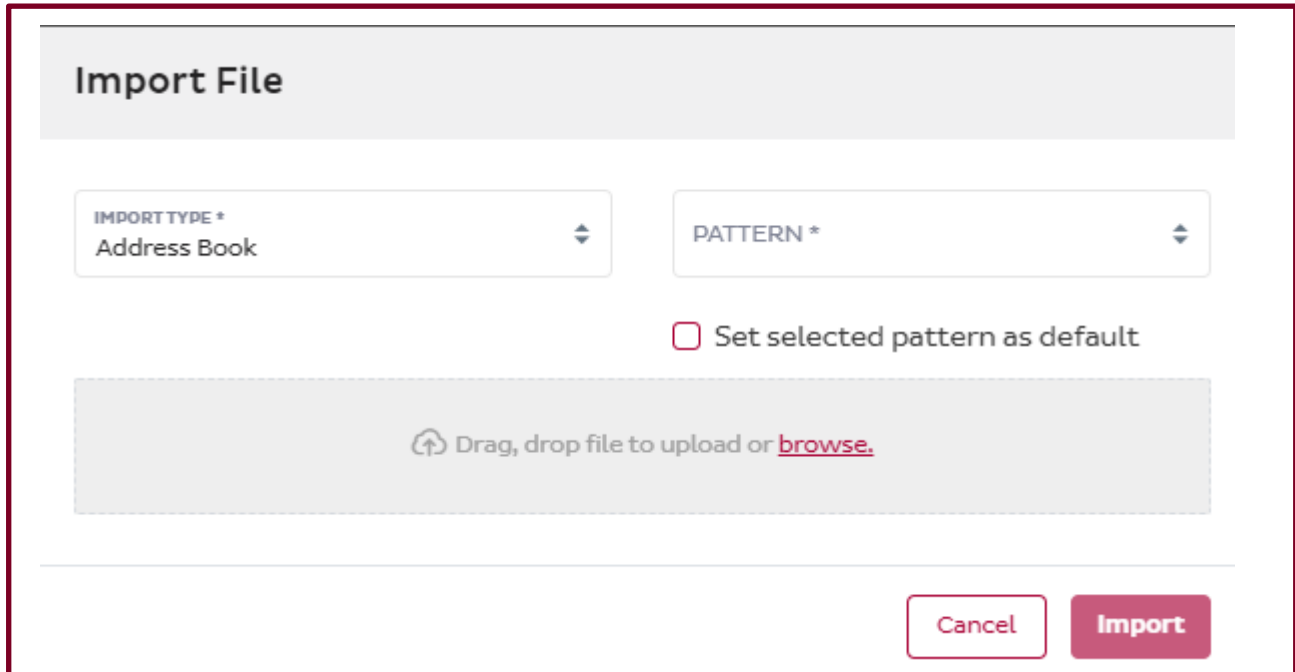
Picture 21. Importing File with Saved Pattern.

In this window, choose the Address Book as the Import Type and the name of your pattern.

Next, drag the file into the grey field in the middle.

Click on the Import button. Wait until the whole file is uploaded. You can possibly refresh the website.

The uploading status can be verified in the **Import Status** field. The file is uploaded if the status is *successful*. If the status is *erroneous*, the file contains erroneous data. It is necessary to click on the View detail icon and according to the description find out what is wrong.

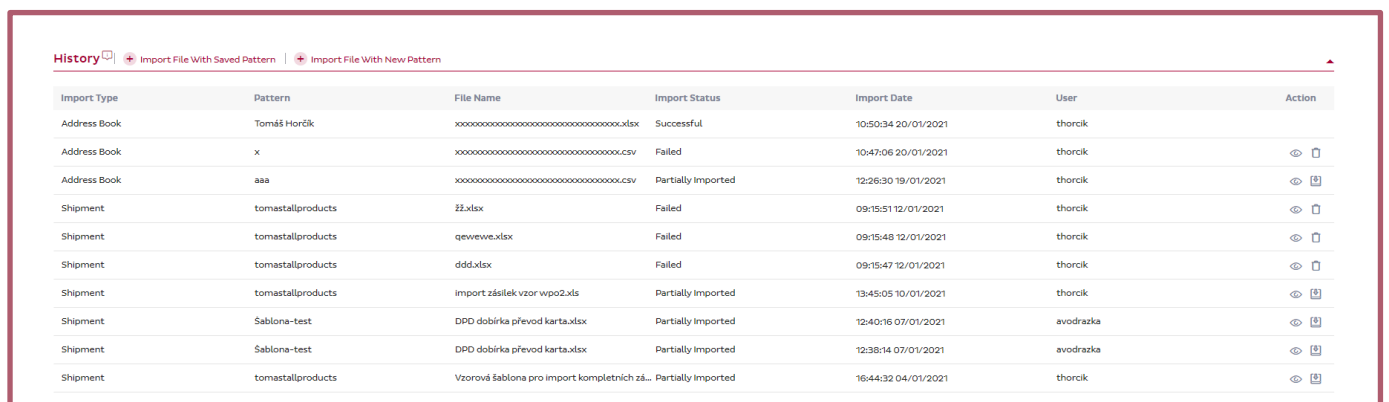




















Picture 23 - Import file

Most often, the error is linked to an empty required field or wrong zip code.

In this case, it is necessary to correct the data and upload the file again.

If you have any questions, please do not hesitate to contact our technical support.



History Import File With Saved Pattern Import File With New Pattern						
Import Type	Pattern	File Name	Import Status	Import Date	User	Action
Address Book	Tomáš Horčík	xx.csv	Successful	10:50:34 20/01/2021	thorcik	
Address Book	x	xx.csv	Failed	10:47:06 20/01/2021	thorcik	 
Address Book	aaa	xx.csv	Partially Imported	12:26:30 19/01/2021	thorcik	 
Shipment	tomastallproducts	žž.xlsx	Failed	09:15:51 12/01/2021	thorcik	 
Shipment	tomastallproducts	qeweww.xlsx	Failed	09:15:48 12/01/2021	thorcik	 
Shipment	tomastallproducts	ddd.xlsx	Failed	09:15:47 12/01/2021	thorcik	 
Shipment	tomastallproducts	import zásilek vzor wpo2.xls	Partially Imported	13:45:05 10/01/2021	thorcik	 
Shipment	Šablona-test	DPD dobírka převod karta.xlsx	Partially Imported	12:40:16 07/01/2021	avodrazka	 
Shipment	Šablona-test	DPD dobírka převod karta.xlsx	Partially Imported	12:38:14 07/01/2021	avodrazka	 
Shipment	tomastallproducts	Vzorová šablona pro import kompletních zá...	Partially Imported	16:44:32 04/01/2021	thorcik	 

Picture 24 - History

The receiver address check can be verified on the internet or you can go to **Shipment, Creation** section, and enter the address in the *Find* field.

Contacts

DPD Sales Representative

- Adding/change/deletion of Pickup Address
- Adding/change/deletion of bank account
- Change of contact details
- Information on services
- Information on prices
- Quality reports setting

Customer Service (+420 225 373 373, info@dpd.cz)

- Information on parcel status
- Change of delivery information
- Delivery complaints
- Order of empty shipping labels
- Collection cancellation
- Date and time of courier arrival

Technical Support (mojedpd@dpd.cz)

- Explanation regarding the application
- Sending access details for the application
- Import pattern creation for shipments import
- One-off uploading of the address book
- Services hiding
- Information on default settings
- Help in case of unknown error messages
- Basic printer settings
- Application failure or non-functioning

The application contains interactive help. There is always a help icon for individual fields or headings. If you click on it, the application displays help for the given field or section.

If necessary, we can connect to you via remote desktop by using the Team Viewer version 10 application.

You can also contact us via our contact form [here](#).

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