



DPD Customer Portal User Manual

Bratislava
26.03.2015



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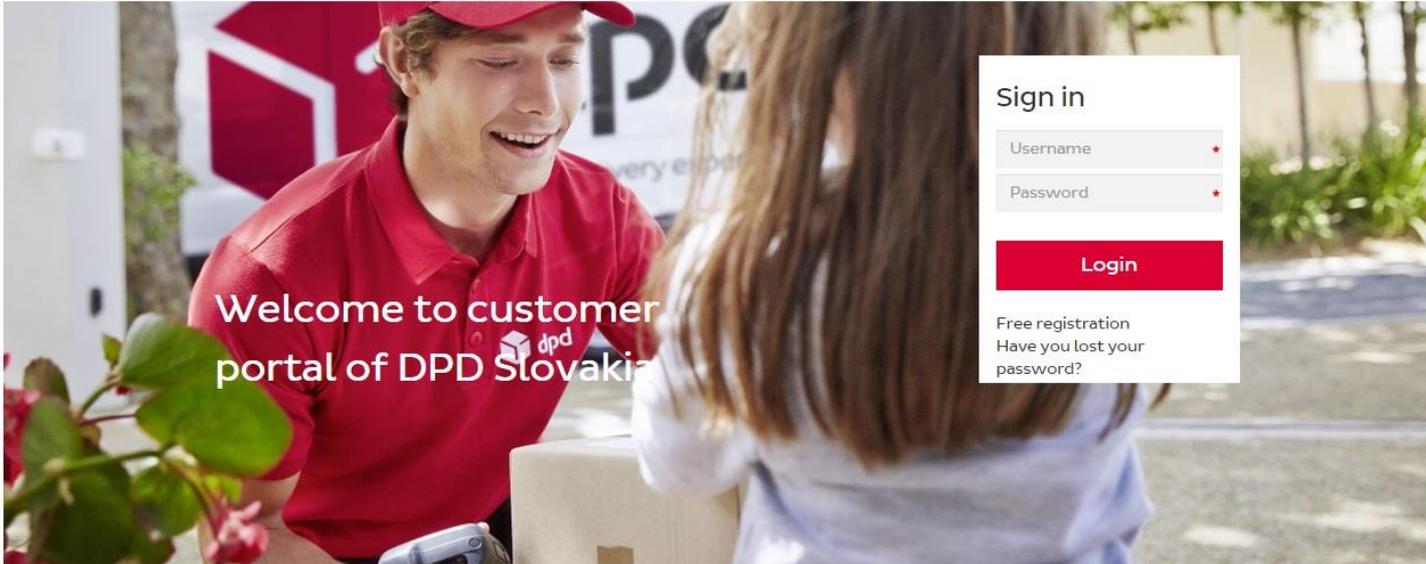
DPD Customer Portal

Introduction



[Home](#) | [Sign in](#) | [Registration](#) | [Slovensky](#) • [English](#)

Your delivery experts.



DPD customer portal

New order



Sign in. Are you new? Choose free registration and get a lot of advantages.



Create new order online, print it and stick in labels.



Wait for our driver or carry your shipment away to the nearest DPD pickup.



Watch status and actual location of your shipment online.



Registration

The first step in using the customer portal is registration. The right choice whether you register as a private person or an organisation is needed. In the case of a tradesman you register as an organisation.

Registration

Address type *

- Individual
 Organization

Titlename *

Street *

House no. *

Zip code *

Country

Slovakia ▼

City *

E-mail *

Phone number *

+421

This address differs from your pickup address



Bank account

Account number prefix

Account number

Bank

Narodna banka Slovenska [0720] - NBSBSKE ▼

Custom account name

IBAN

Other information

Contact person

(OIN)

VAT ID

- I will pay cash
 I would like to become an invoiced customer
 I'm already an invoiced customer

I agree to the processing of personal data *



Submit

Registration

After creating the registration you need to wait for confirmation of the registration by the confirmation e-mail. The confirmation e-mail message contains your login data and reference to verify the entered data; that message also activates your account with our customer portal. **The account must be activated within 24 hours, otherwise the data you entered are automatically deleted from our system.**

For using our customer portal is ideal to use Google Chrome. In another browsers (Mozilla Firefox, Internet Explorer, Safari...) may experience a certain type of abnormal system behavior.

Login

After receipt of the e-mail with the access data, login is necessary.



[Home](#) | [Sign in](#) | [Registration](#) | [Slovensky](#) • [English](#)

Your delivery experts.

Log in

Username *

Password *

Login

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[DPD customer portal](#) | [Product catalogue](#) | [Pricelist](#) | [Terms and conditions](#) | [Claim order](#) | [Contact](#)

ver: 3.0.5713.138



Order of transport/list of orders

After logging in to the portal you can proceed directly to order transportation through +New order.

dpd DPD customer portal Direct Parcel Distribution (874) Log out

Shipment order / Overview of orders

[+ New order](#) [Print](#) [Import](#) [Export](#)

Dispatch date	Service text	Parcel number	Recipient's address	Reference	Weight (kg)	COD	SMS	IDC
<input type="text" value="Search"/>								

0 - 0 of 0 records

No results

Displaying items: 20

0 - 0 of 0 records

Watch your shipment online
Start with specifying a identification or reference number

Parcel Label No.
 Reference No.

Need help?
Call phone no.:
18 373
0850 373 373

Order of transport/new order

In completing the transport order, it is necessary to fill in all required fields correctly. It is important to choose the correct date of collecting. If no collection is ordered yet, you can order it at this point. Then you can complete the other required fields and complete your order.

Shipment order / Order

Order details

Produkt *

- DPD ParcelShop
- DPD HOME
- DPD CLASSIC
- DPD 10:00
- DPD 12:00
- DPD 18:00 / DPDG

Date of pickup

30.04.2015

Note

Note

Number of parcels

1

All parcels have the same reference

Reference value 1 Reference value 2

All parcels have the same dimensions

Parcel width	Parcel height	Parcel depth	Parcel weight
35 *	45 *	1 *	1 *

Recipient address

Organization +

Titlename *

Contact person

Street * House no. *

Street detail

City * Zip code *

Slovakia ▼

Reference value

E-mail

i In order to maximize succes of 1st delivery attempt of your parcel add recipient 's e-mail address please.

+421

Recipient SMS notification

Saturday delivery

Cash on delivery

Swap parcel

ID Check

Additional information for the recipient

Complete order

Order of transport/setting of collection

After clicking on the "Date of collection" the calendar displays. Here you select the day you want the parcel should be picked up and click on it. You can then set the time span for picking it up. If the collection is set to 13.00., it will be approved automatically. Otherwise waiting for approval after the completion of an order will be necessary .

Produkt *

- DPD ParcelShop
- DPD HOME
- DPD CLASSIC
- DPD 10:00
- DPD 12:00
- DPD 18:00 / DPDG

Date of pickup

30.04.2015|

april 2015

Po	Ut	St	Št	Pia	So	Ne
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Produkt *

- DPD ParcelShop
- DPD HOME
- DPD CLASSIC
- DPD 10:00
- DPD 12:00
- DPD 18:00 / DPDG

Date of pickup

30.04.2015

Time from:

13:00 ▼

Time to:

17:00 ▼

Note

Note

Number of parcels

1 ▼

Order of transport/completion of the order

After completing the order it will be displayed in the list of orders. The next step is printing of the label and accepting protocol through „Print“.

Shipment order / Overview of orders

✔ Your order has been successfully saved.

ℹ Teraz je potrebné vytlačiť štítky a pred príchodom kuriéra ich nalepiť na balíky.

+ New order

Print 1

Import

Export

Odosielateľská adresa

testovanie, testovacia 7, 82104, Bratislav. ▾

Dispatch date	Service text	Parcel number	Recipient's address	Reference	Weight (kg)	COD	SMS	IDC
<input type="text" value="Search"/>								

Search

1 - 1 of 1 records

<input type="checkbox"/>	30.04.2015	D	<input type="checkbox"/> 06505012271724	Titlename Street 1 SK-82104 City		1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	------------	---	---	--	--	---	--------------------------	--------------------------	--------------------------

Selected... ▾ OK

Displaying items: 20 ▾

1 - 1 of 1 records

Order of transport/printing the label

When printing labels, you first select the position of the label. Thereafter you click on "Print". The generated label is automatically downloaded to the downloaded PDF documents. This needs to be printed on A4 sticky paper.

After printing the label you must press the F5 key and return to printing where you print the acceptance protocol or the COD list if the labels are created as CODs.

Print ×

Start printing labels at position:

1	2
3	4

Unprinted labels, acceptance protocol, cash on delivery list

Historical acceptance protocols

Print all unprinted labels ▼

Print **Cancel**

Order City Service

By means of the product City Service the parcels weighing up to 31.5 kg may be transported within Bratislava. In combination of City Service with the product Exchange Parcel the DPD customers may have sent urgent consignments, for example already signed contracts, back immediately. When filling in, entering the sender's and recipient's addresses is necessary. If you indicate the option „To print the label for this address“ in the detail of an order, you will be able to print the label after confirmation. If you do not check this option, courier will keep the label and have it at picking up of the parcel.

City Service order / Order

Service City Service we provide at the time of 9:00 to 16:00. More information

Sender address <input type="checkbox"/> Search also in previously unused addresses Name * Street * House no. * Zip code * Reference value Bratislava ▾ +421 *	Recipient address <input type="checkbox"/> Search also in previously unused addresses Name * Street * House no. * Zip code * Reference value Bratislava ▾ +421 *	Order details <input type="checkbox"/> Print label for this address 30.04.2015 Number of parcels 1 ▾ Product city-service-standard ▾ Reference	<input type="checkbox"/> Cash on delivery <input type="checkbox"/> Swap parcel
--	---	--	---

Complete order

Order of requested transport

With the „Requested Transport“ we take over the goods and deliver them to you or a third person, for example the manufacturer. The place of sending or delivery may be any address in Slovakia. The service Requested Transport can be used by customers having a valid contract for freight forwarding concluded with DPD SK. Transport costs shall be borne by customer. After creating the order, this order will first have a status as „New“. After the data transfer into our system, the status will change to „Confirmed“. Data transfer occurs at 16.30, it means that an order can change its status only after that hour.

Collection request order / Order

Sender address	Recipient address	General information
Name *	Name *	Number of parcels 1 ▾
Street *	Street *	Date of pickup 30.04.2015
House no. *	House no. *	
Zip code *	Zip code *	
Slovakia ▾	Slovakia ▾	Other information
City *	City *	Reference value
E-mail	E-mail	Note
+421 *	+421 *	
Detail information	Detail information	

[Complete order](#)

Directory of recipients

Individual recipients can be saved in the directory manually. After filling in the order of transport, the addresses of the recipients can be in the directory saved even automatically. This means that if you create the address label that you do not have yet in the directory, this is automatically stored there and with the next filling in of the transport order the address is added automatically when you enter min. three characters in the field "Name" or "Name of the organisation".

Address book

+ New address Import Export Delete addressbook

Name	Street	City	Phone	E-mail	
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="button" value="Search"/>
0 - 0 of 0 records					
No results					
<input type="checkbox"/> Selected... <input type="button" value="OK"/>					Displaying items: 20 <input type="button" value="v"/>
0 - 0 of 0 records					

Settings

Under "Settings" you can adjust various settings of the collecting addresses, access passwords, print and the like.

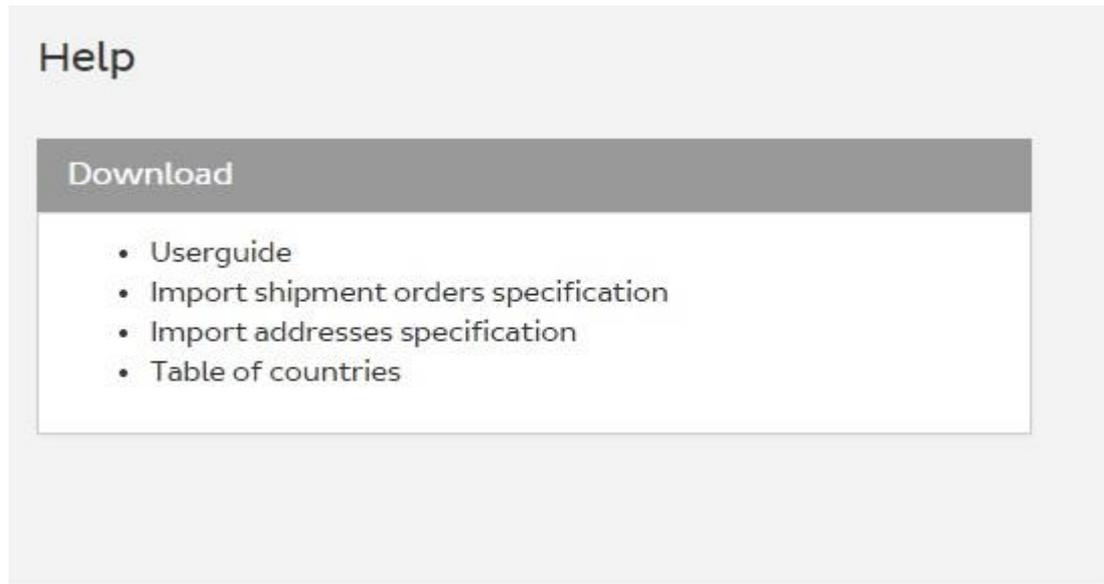
Settings

-  Pickup order
-  Pickup addresses
-  Bank accounts
-  Printing and labels
-  Order settings
-  User password

-  Reports

Help

"Help" provides information that will help you, for example, when importing orders and sample downloads.



The screenshot shows a help page with a light gray background. At the top left, the word "Help" is written in a dark gray font. Below it, there is a dark gray rectangular box with the word "Download" in white text. Underneath this box, a white rectangular area contains a bulleted list of four items: "Userguide", "Import shipment orders specification", "Import addresses specification", and "Table of countries".

Help

Download

- Userguide
- Import shipment orders specification
- Import addresses specification
- Table of countries

