DHL PARCEL UK WEBSITE USER GUIDE

www.dhlparcel.co.uk







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TRACKING WITHOUT 'LOGGING IN'

To track a shipment, visit DHLParcel.co.uk and select *'Help Centre* **1** > *Track a parcel'* from the main menu. To begin tracking, either enter the DHL Parcel shipment number or your customer reference **2** and postcode.**3**

The **delivery postcode is always recommended** - our system will tell you when it is required.

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Postcode Recommended

Postcode Required

Note: This view is also available to recipients.

Tracking Information

Once you have entered your shipment number, card number or customer reference and delivery postcode, you will be able to view the details of the shipment. The description of the delivery service the shipment is on will also be stated. This will also give you the redelivery options available for the shipment, in-line with the senders instructions. You will be able to view the latest status of the shipment or if it has been delivered you will be able to view the name of the person who signed for the shipment.

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Rearrange your delivery when it is out for delivery

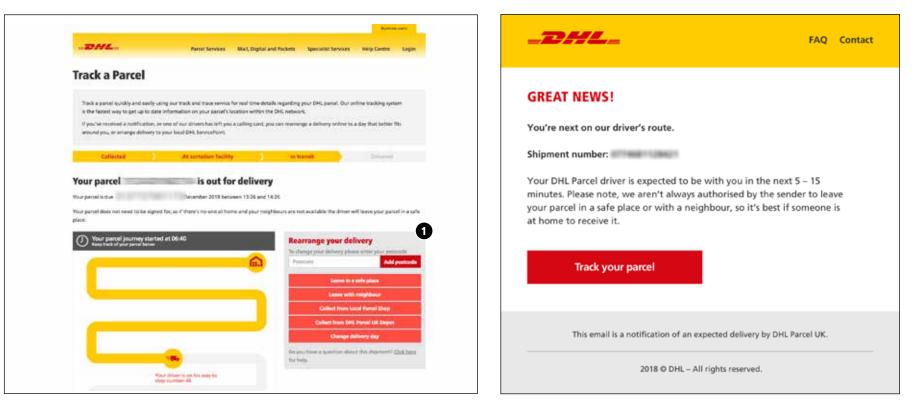
This page will enable the user to track the progress of the shipment when out for delivery.

You or your recipients are able to rearrange the delivery to leave in a safe place, leave with a neighbour, collect from Local Parcel Shop, collect from DHL Parcel depot, or change the delivery day if those options are available for your shipments.

ONE HOUR DELIVERY ETA

On the day of delivery, a one hour delivery window will be emailed or text to the recipient. The recipient can then opt to receive a 'You're Next' notification when the driver is 5-15 minutes away using the notification details you have provided when dispatching.

Note: The delivery time given is approximate and will depend on the local area, the route and traffic conditions.



YOU'RE NEXT' NOTIFICATION

The **'You're Next'** notification option **1** allows the recipient to choose to receive an email or text to advise when they are the drivers next stop. The notification is triggered by the driver's scanner after the completion of the previous delivery.

Confirming your details

We will display the email address or mobile number we hold for the recipient or the recipient can choose to enter details of their choice.

Remember to press 'Confirm Changes' ³ to complete. You can also remove any 'You're Next' notifications here by selecting 'Remove Notification'. ²

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REGISTERING WITH DHL PARCEL

To login • into the DHL Parcel website you will need to register with us. To register, you will need your DHL Parcel account number and your account details to hand.

The 'Register Now' link is accessed from the 'Login' screen.

Creating a login

Once you have submitted your registration form, our IT team will need to authorise your registration. This will be completed within 48 hours. The IT team will inform the requester via email when the online account details have been created and authorised.

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Registering cont.

• Enter your account number. If you have multiple accounts you will need to add each account. To complete this, click 'Add Account' after each account number you wish to add.

2 Your password needs to be unique to you.

Login options

Once you have received an email confirmation for your online account, you will need to login to the DHL Parcel website to view detailed tracking information

To login, click the *'Login'* button ³ and when prompted enter your registered email address and password.

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Logged in

Once you have logged in, an additional navigation bar will appear.

TRACKING YOUR SHIPMENTS - LOGGED IN

You are able to track your parcels by using your shipment number or customer reference **2** and postcode.

If using a reference number to search, please also insert the delivery postcode. ³ If you have multiple account numbers you can either select 'All Accounts' or choose the account you wish to search for. ⁴

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Proof of delivery

Once you have selected *'Find Your Parcel'*, you will be able to view the shipment details. Here, you can view the recipients signature which is stamped with the date and time.

Delivery history

The tabs will show you various details regarding your shipment.

The 'Delivery History' • tab will show you the details and signature of delivered shipments.

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Scan history

Your parcels are scanned at various stages in the DHL Parcel network. The **'Scan History'** tab will show you all scans for each parcel.

The information is also available to the recipient when viewing in 'Track a Parcel'

Consolidation

The **'Consolidation' 2** tab will show if you have amended your shipment and added additional parcels before we have collected them.

| DHL. | | Parcel 1 | iervices Mail, D | Digital and Packets Specialis | t Services Help Centre Login | "DHL. | | Parosi Servio | es Ma | L Digital and Packets Spec | lalist Services Help Centre | Login |
|---------------------------------|--|---|--|-------------------------------|--|---|-----------------------------|--|---------------------------------|------------------------------|--|-------------|
| Track a l | elivery | - Busines | s Users | | | Track a Del | ivery | - Business l | Jsers | | | |
| Sync Point | Reports Se | nd Parcels My De | siveries My Col | elections My Deput | | Sync Point Repo | orts Se | ond Pancels My Deliveri | es My | Collections My Depot | | |
| is the fastest will gove receiv | ry to get up to de rd a notification, | ne information on you | r parcel's location w we left you a celling | within the DHL network. | anuel. Our online tracking system | is the fastest way to g if you've received a m | et up to de otification, | na information on your part | oel's locatio It you a calli | n within the DHL network. | H. partell. Dur online tracking syste livery online to a day that better fl | |
| Collection date from | i | Collection date to: | | Delivery postcode: | Select account: | Collection data from: | | Callection date to: | | Delivery postcode: | Select accounts | |
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Status history

The *'Status History'* tab will show you each stage of your shipment's journey through the DHL Parcel network.

This information is also available to the recipient when viewing without logging in.

Notes

The 'Notes' ² tab will show you any notes added against your shipment by either our delivery depots or our Customer Care teams. These notes will enable you to track the progress of any queries which have been raised and will also display the current information available.

| .DHL. | Parcel Services | Mail, Digital and Packets Spe | Rothes ann | .ZML. | Parcel Service | e Mail, Digital and Packets Spe | dallat Services Help Centre Login |
|---------------------------------|---|--|--|--|---|---|--|
| Track a Delive | ry - Business Us | iers | | Track a Deliver | y - Business U | sers | |
| Sync Point Reports | Send Parcels My Deliveries | My Collections My Depot | | Sync Point Reports | iond Parcels My Deliverie | n My Collections My Depot | |
| is the fastest way to get up to | date information on your parcel's | e for mail time details regarding your D tocation within the DHL network. to a calling card, you can neurrange a d | | is the fastest way to get up to | sate information on your parce 1, or one of our drivers has left | ice for real time details regarding your D I's location within the DHL network. you a calling card, you can reartange a d 6. | |
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| Shipment Na: | Reference No: | | | Shipment No: | Reference No: | | |
| | | Find your parcel | | | | Find your parcel | |
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| Summary Delivery History | Scan History Consultation | Status History Notes Collection | History Event Activity Map | Summary Didbory Watery | Scart History Consideration | Status Highery Notes Collection | History Event Activity Map |
| Status History | | 0 | | Notes | | 2 | |
| Dute & Time | Shipment Status | | | No Data to Display | | - | |
| 20/12/2018 17:33 | Your parcel | has been collected | | | | | |
| 21/12/2018 02:67 | Your parcel | is at the delivery depot | | | | | |
| 200.27230512302 | Your parcel | is out for delivery | | | | | |
| 21/12/2018 08:40 | inter preser | | | | | | |

Collection history

The 'Collection History' ¹ tab will show you that your shipment has been collected.

CHANGING DELIVERY OPTIONS

You can rearrange **2** your customers' delivery for them or set up a **'You're Next'** notification **3**. To do this, simply click the required button and follow the instructions.

| "DHL. | Parcel Services | Mail, Digital and Packets | Specialist Services Help Centre Login | _27.HL_ | Parcel Services | Mail, Digital and Packets Spec | cialist Services Help Cantra Lagout |
|--|---|--|---|---|---|--|---|
| Track a Deliver | y - Business U | sers | | Track a Delive | ry - Business Use | rs | |
| Sync Point Reports | Send Parcela My Deliveries | s My Collections My Depo | 0 | Sync Point Reports | Sand Parcels My Deliveries | My Collections My Depot | |
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| Collection date from: | Callectian date to: | Delivery pestiode: | Select account: | Collection data from: | Collection data to: | Delivery postcode: | Select account |
| Select data | and the provided state in the second state of | | All acost arts. | and the second se | | | Alexanta |
| Shipment Ma: | Reference No. | | | Shipmant No. | Reference No. | | |
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GPS Co-ordinates

Display of GPS co-ordinates captured through the driver hand held scanner for shipments where either a Calling Card has been left by the driver or where the shipments has been delivered.

Information available to your customers

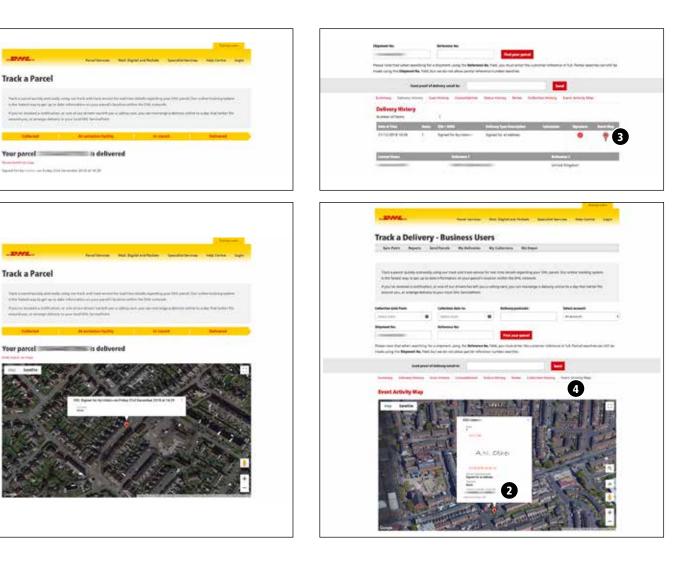
Where we have captured GPS co-ordinates, your customers will be able to see the **'event map'** in the **'Track a Parcel'** section on track.dhlparcel.co.uk via the pin point of the event on a street view map.

Information available to you as a secure user

Where we have captured GPS co-ordinates, you will be able to see in addition the actual latitude/longitude co-ordinates² of the event via the **'event map'** in the Delivery History³ tab section of track.dhlparcel.co.uk or by selecting **'Event Activity Map'**.⁴

Where there is more than one event captured, these will be displayed with the most recent event first.

In the event that we have been unable to obtain GPS co-ordinates for an event, a message will be displayed to the user to advise of this.



Left with neighbour (unsecure user view)

1

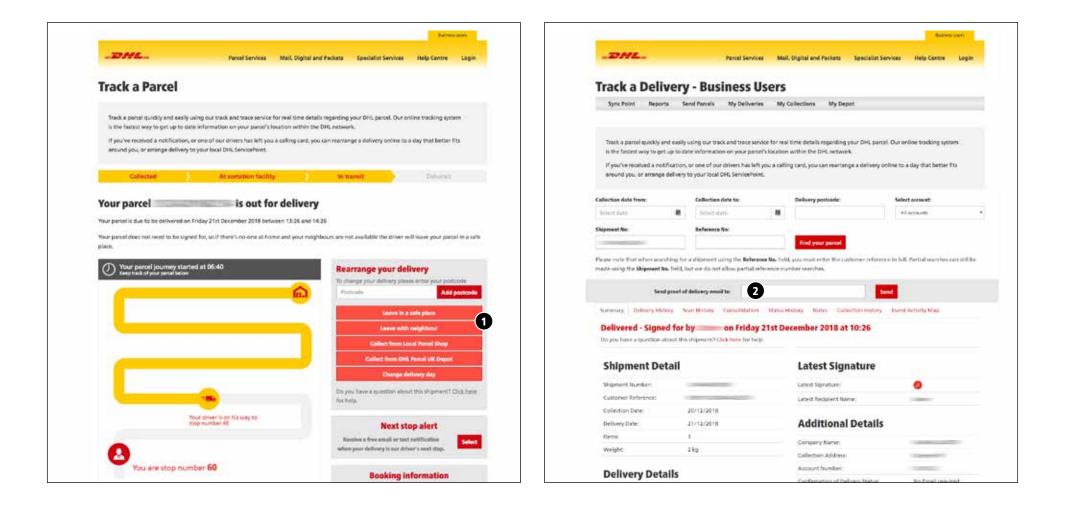
Left with neighbour (secure user view)

Choosing which option

The options displayed **1** are configured against your account to ensure that only the options you wish to be available are shown.

EMAILING THE PROOF OF DELIVERY

You are able to email the *'Proof Of Delivery'* summary from the DHL Parcel website to any chosen email address.



Email notification

Once your **'Proof of Delivery'** (POD) **1** has been successfully sent you will see the green notification bar appear on your screen.

Delivery status (POD) report

The recipient will receive a standard email with a PDF attachment of the POD.

| Track a Delive | ry - Business U | sers | |
|---|--|---|---|
| Sync Point Reports | Send Parcels My Deliveries | | |
| | | | |
| Track a parcel quickly and ea | dly using our track and trace servi | ce for real time details regarding your DH | pantel. Our online tracking system |
| is the fashed way to get up to | a date information on your parcel | s location within the DHL network. | |
| | on, or one of our drivers has left y by to your local DHL ServicePoint. | ou a calling card, you can rearrange a dell | very online to a day that better fits |
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| Collection date from: | Collection data ta: | Delivery postcode: | Select account: |
| Select time | Select date | | All accounts |
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| r | | | ddiff and Car | signment Details | | |
| | Contact Name | | eference 2 | Phone | Email | Special instructions |
| | | United | Ningdom | | | |

ADDITIONAL INFORMATION

Booking a collection

To book or manage collections use the 'My Collections' ① menu option.

Contact us

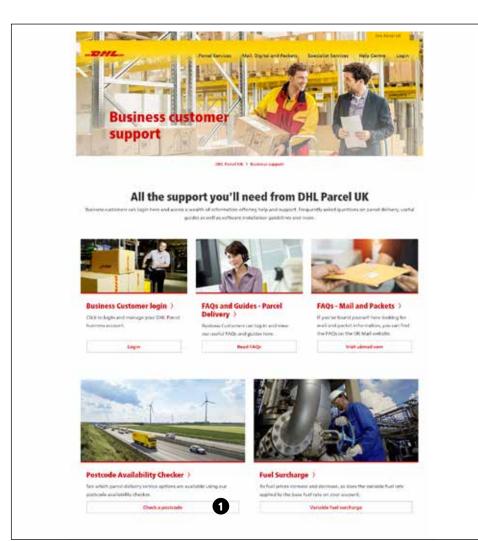
Customers who login can access a wider choice of help options in the contact form, ² this includes: ordering stationary, IT help & support with billing/accounts.

| | onecu | ons | | | | | |
|-------------|---------------|-----|----------------|--------------------|-----------------------|--------------|---|
| Sync F | ollecti | | Parcels My | Deliveries | My Collecti | ons My Depot | |
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| 16 | 17 | 18 | 19 | 20 | 21 | 22 | |
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| 22 | 24 | 25 | 25 | 27 | 28 | 29 | |
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| _DHL_ | | Percel Services | Mail, Digital and Pr | nciente Se | pecialist Services | Help Centre | Legeut |
|--|------------------------|-----------------|----------------------|------------|--------------------|-------------|--------|
| Contact Us | | | | | Contact us | | |
| Sync Point Reports | Send Parcels | My Deliveries | My Collections | My Depot | TAQs - Parcel del | hory | |
| | | | | | Useaniceup& | tes | |
| | * indicates a | mandatory field | | | Constant, Form | 2 | dem |
| Inquiry Type * | | | | | Track a parcel | | - |
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Service availability by postcode

Dynamic Menu based on login status. 1



Sync Point

Sync Point ² allows you to manage your account and access reports - such as ETA Reports. This option is useful for informing your recipients of due delivery.

| _DHL_ | Parcel Services | Mail | Digital and Packets | Specialist Services | Maip Carcos | Logour |
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| Update My Accounts | one of out drams for left pour local DML bencoffeed | yes a calle | ng card, you can man | erge o definery vedera | | 54 - 1 |

Find a depot

Search by postcode or town ³ to find the nearest depot and directions.

| Find a Depot | |
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| Map Sofelike 🛱 Enter your partiada er toren: | |
| Map Sofelike | |
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REPORTS

We have a range of reports, FAQs and guides available to you:

- Find multiple signatures for your deliveries
- Run a report of the 'Estimated Time of Arrival' (ETA) for your deliveries due today
- **3** Request your own automatic reports
- Check your service levels

Multi signature viewer

You are able to view up to 100 signatures for your deliveries over a specified time scale. Once you have chosen your time scale, ⁽⁵⁾ click *'Retrieve Signatures'*. ⁽⁶⁾

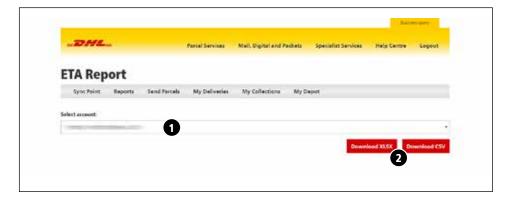
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| | or Scheduled reports options below, or con | _ | | | * indicates | a mandatory field | |
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| Service Level Perfor | mance 4 Mailing | p by Customer | Legacy Tracking | 15/12/2018 | •5 | • | 📋 Is Partial Customer Ref? (?) |
| | mence 4 Mailing | is by Customer | Legacy Tracking | 15/12/2018 *Collection date to: (7) | II 5 Stellvery Postcode(?) | Consignment Number (7) | C Is Partial Customer Ref? (?) |
| Service Level Perfor Contact Us | mance (4) Mailing | ja by Customer | Legacy Tracking | 15/12/2018 *Calibritism date to: (1) 21/12/2018 | II (5) S ^{uffvery Pestoode(?)} | Consignment Number (1) | Is Partial Customer Ref? (7) |
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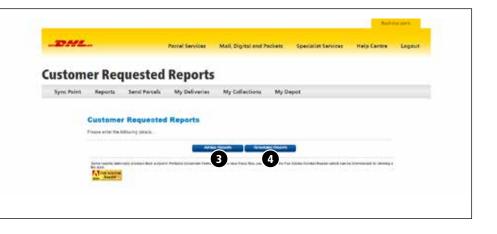
ETA reports

To generate the ETA report for deliveries, choose the account number you wish to retrieve them for **1** and then select **'Download'**. **2** Next, choose the format of the report.

Customer requested reports

You will be able to choose either a one off report ³ or schedule a report. ⁴ Scheduled reports will be sent on a daily basis to a preferred email address.





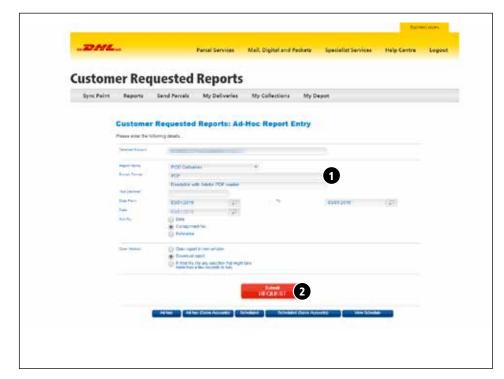
Ad hoc reports

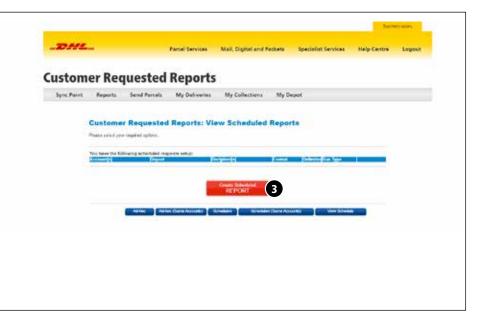
You will be able to choose the details, format and time frame of your report by selecting and choosing from these options.

The report will be emailed to the user, once you have clicked 'Submit Request'.

Scheduled reports

You can schedule an auto report to be emailed at set times each day. The options are the same as they are for the 'Ad Hoc' reports. Click 'Create Schedule Report'
and select 'all' for your account numbers and choose the detail you require.







We hope you found this guide useful and if you have any further questions, **please contact your Account Manager**.