

MY DHL PARCEL MANUAL

Contents

This manual contains additional information about the use of my.dhlparcel.nl.

The following topics are explained for you:

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Logging in

Once we have registered you, you will receive an e-mail containing your **activation link**. You can use this to choose your own password. The activation link is valid for 48 hours. If your link has expired, you can request a new password via my.dhlparcel.nl under **"Forgot your password?"**. Once your account has been activated, you can log in each time via my.dhlparcel.nl. For the best user experience, we recommend that you use **Google Chrome**.

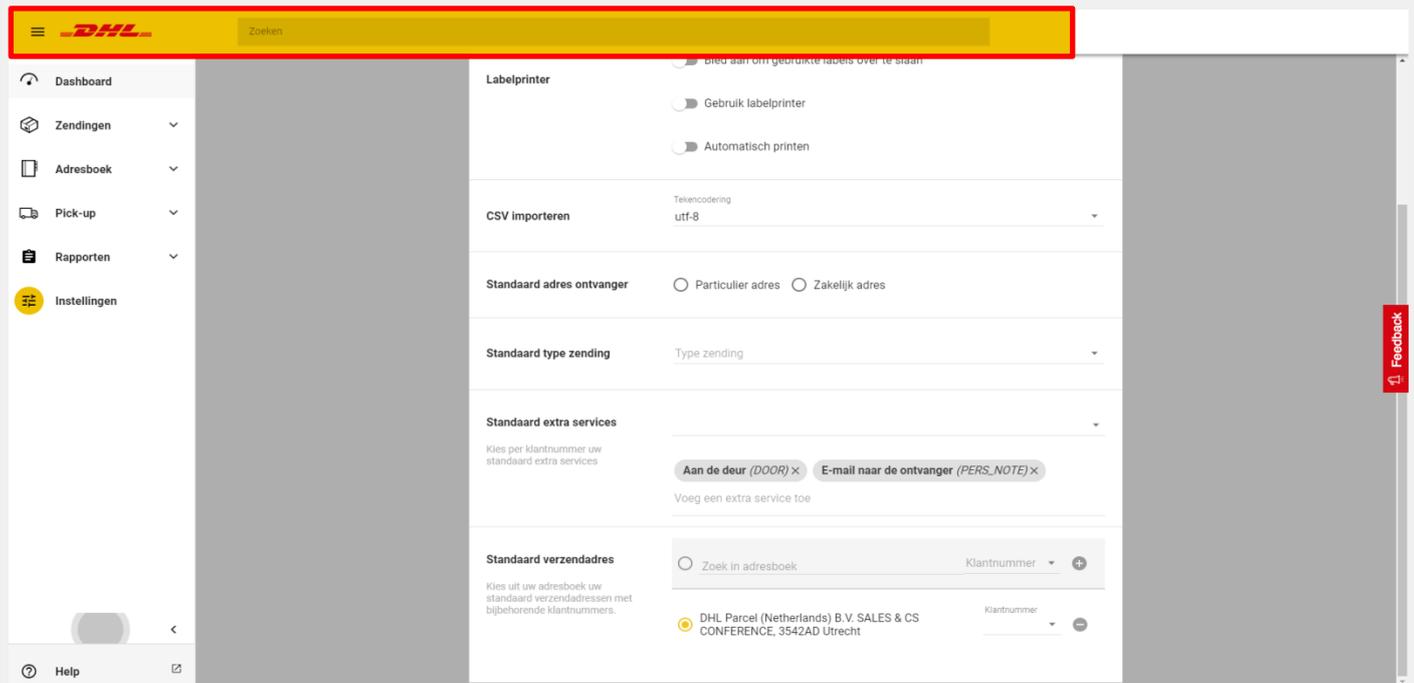
Once you have logged in, you will see the **dashboard**. This is an overview of the most important elements of the shipping service. You can see which shipments are ready to send and which shipments require attention, and you can track and trace your shipments directly on the dashboard. Lastly, you can see which new features have been added to My DHL Parcel. Using the cog icon in the top right corner of the screen, you can choose which of these elements you wish to see on the dashboard.

The screenshot shows the My DHL Parcel dashboard interface. At the top, there is a yellow header with the DHL logo and a search bar. Below the header, the main content area is divided into several sections. The top section is titled 'Welkom bij My DHL Parcel' and features a background image of hands packing a yellow parcel. Below this, there are three main panels: 'Klaar om te verzenden' (Ready to ship) with 'Geen concepten' (No concepts), 'Zendingen met uitzonderingen' (Shipments with exceptions) with 'Er zijn momenteel geen uitzonderingen' (There are currently no exceptions), and 'Track & trace' (Track & trace) with a search field for 'Voer uw zendingsnummer in om te volgen' (Enter your shipment number to follow) and a 'ZOEK' (SEARCH) button. At the bottom, there is a 'Nieuw in deze versie' (New in this version) section with 'Nieuw!' (New!) and 'Verbeteringen' (Improvements) listed. A 'Feedback' button is visible on the right side of the dashboard.

Step 1: Set default shipping address (once only)

To set an address as the default shipping address, this address will need to be in your address book. In the menu, select **“Address book.”** Add an address using the red button marked with a **“+”**.

Next, select **“Settings”** in the menu and go to **“Default shipping address”** at the bottom of the page. Here, select the address from your address book and the customer number and click on the **“+”** to make this the default address.



The yellow circle indicates which shipping address has been set as the default. All addresses that you add here can be used as shipping addresses for a **“New shipment”**. It is possible to add multiple default shipping addresses. Under **“New shipment”**, you can choose from the different shipping addresses.

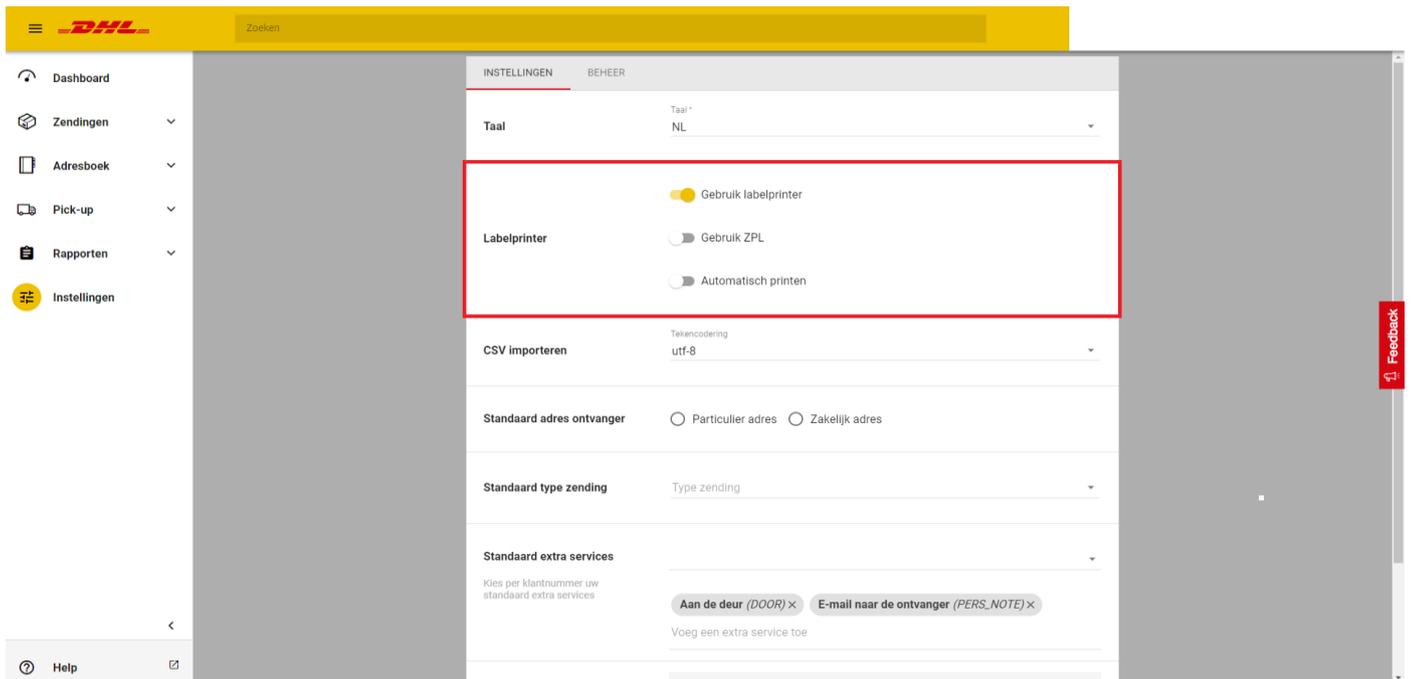
Step 2: Set up printer

At the top of the **“Settings”** menu, you can select various options for setting up the printer. The options you see here depend on whether you enable or disable the **“Use label printer”** option.

Setting up the label printer

In the **“Settings”** menu, select the option **“Use label printer”**. If you are using a Zebra brand label printer, you can enable the **“Use ZPL”** option to speed up the printing process. You will need to download and install the ZPL program first.

Select the option **“Use automatic print”** if you want to display the print preview immediately when you click on the print button for a **“New shipment”**.



For your local printer settings, set the label size to 10 x 21 cm.

Tip: when configuring your label printer, create a preferred setting for a "DHL label" with the format 10 x 21 cm.

Using a regular printer

If you are using a regular printer, disable the option **"Use label printer"**. This gives you two new options. Firstly, you can indicate how many labels you want to print per A4 page (up to three labels on one page). In addition, using the option **"Offer to choose label position"**, you can determine the position on the A4 page where the label will be printed if you choose to print fewer than three labels per page. You are offered this choice when you print a label for a **"New shipment"**.

Lastly, it is important to choose *the format "landscape" and the option "actual size"* in your local printer settings.

Step 3: Creating a shipment

New shipment

In the menu, select **"Shipments"** and then **"New shipment"**.

If you have set multiple default shipping addresses, you can change the address by clicking on it in the yellow bar. In the drop-down menu, you can also click on **"Customize..."**, after which you can enter an entirely new shipping address.

Indicate the shipment type concerned and the number of packages or pallets it consists of. Enter the recipient's details, either manually or from your address book. You can enter a business address or a private address, and you will immediately see the extra services available.

Uw zending
 Type zending *
 Pakket tot 20 kg (max. L80 x B50 x H35 cm)

Aantal *
 1

Adres ontvanger
 DHL Parcel

Particulier adres Zakelijk adres

Land *
 Nederland

Postcode *
 3542AD

Huisnummer *
 25 Toevoeging

Straat *
 Reactorweg

Plaats *
 Utrecht

Opslaan in adresboek

Contactgegevens
 Bedrijfsnaam
 DHL Parcel

Bedrijfsnaam 2

Voornaam *

Achternaam

Emailadres *
 parcel@dhl.com

BCC emailadres(sen) (gescheiden door:)

Telefoonnummer

Klantcode

Kies bezorgmethode Transittijd 1 dag

DHL Parcelshop **Aan de deur** Door de brievenbus
 Max. L38 B26 H3 cm, 2kg

Extra services

Referentie
 Voeg een referentie toe voor uw eigen administratie.

E-mail naar de ontvanger
 Wij sturen de ontvanger het zendingsnummer voor track & trace. Voeg aan deze email een eigen bericht toe.

Retourlabel
 Print een retourlabel

Extra Zeker
 Bij schade of verlies van je pakket kunt u de waarde claimen tot maximaal € 500,-.

Handtekening bij ontvangst
 We vragen om een handtekening van de ontvanger.

Avondbezorging (18.00 - 21.00 uur)
 Bezorging in de avonden.

[Feedback](#)

Once you have completed all the fields, save the recipient's address by selecting **"Save in address book"**. For your next shipment, the information will be filled in automatically when you search by company name, first name, or last name.

Lastly, print the label for this shipment directly via the red button. Your shipment is now listed under **"Shipment overview"**.

*Tip: want to book a pickup? Don't forget to do this after creating your shipment(s). You can book your pickup via **"Book pickup"**.*

Create customs invoice

If you are shipping to countries with customs clearance, you must include certain documents such as an original invoice. Read more about the requirements for such an invoice [here](#).

Douaneformulier

Vul onderstaande velden in het ENGELS in om een douaneformulier aan te maken. Plak het ingevulde formulier op je pakket. Voeg bij commerciële zendingen ook een factuur in drievoud toe.

Inhoud NIET bestemd voor verkoop Inhoud bestemd voor verkoop

Sales Permanent

Delivered At Place Zurich

Beschrijf jouw pakket
 Bestaat het pakket uit verschillende artikelen? Voeg dan voor elk artikel een beschrijving toe.

Valuta
 Euro (€)

Extra services

Graag eerst het formulier invullen.

[Feedback](#)

You can generate the invoice in My DHL Parcel. When you select a country with customs clearance creating a **New shipment**, a button will appear at the bottom of the page that will lead you to the **Customs form**. You can use the **description** and **total value** fields to enter some information in advance. These values will be automatically filled in in the extensive form.

Starting the **customs form**, first choose if you are shipping a **commercial or non-commercial shipment**. Then choose an **Export type** and **Export reason** that best fits your shipment.

Use the next fields to select the correct **Incoterms®** and **Incoterm city**. Incoterms® define the terms and conditions that apply to the transaction between importer and exporter. The most common are Delivered At Place and Delivered Duty Paid (the latter is only possible when shipping to Switzerland). Find a list of Incoterms® and descriptions [here](#).

Select the **currency** of the destination country. Use the fields below to enter information about the item you want to ship. You can use the yellow **+** button to add more items. Note that the minimal weight of your shipment should always be at least 1kg. The **commodity code** is a multi-digit code that is being used worldwide to classify products. Find a complete list of codes [here](#) or ask your supplier.

Use the **Remarks** field to add any additional information in English. Always add your **VAT number** and the **receiver's VAT number**, and if possible **your own invoice number** and [EORI number](#).

Finally, you can add additional customs documents. Click **Back** to go back to the **New shipments** screen if you want to edit the shipment information. Alternatively, you can click the red **print** button to print your label(s) and customs invoice immediately.

Save shipment

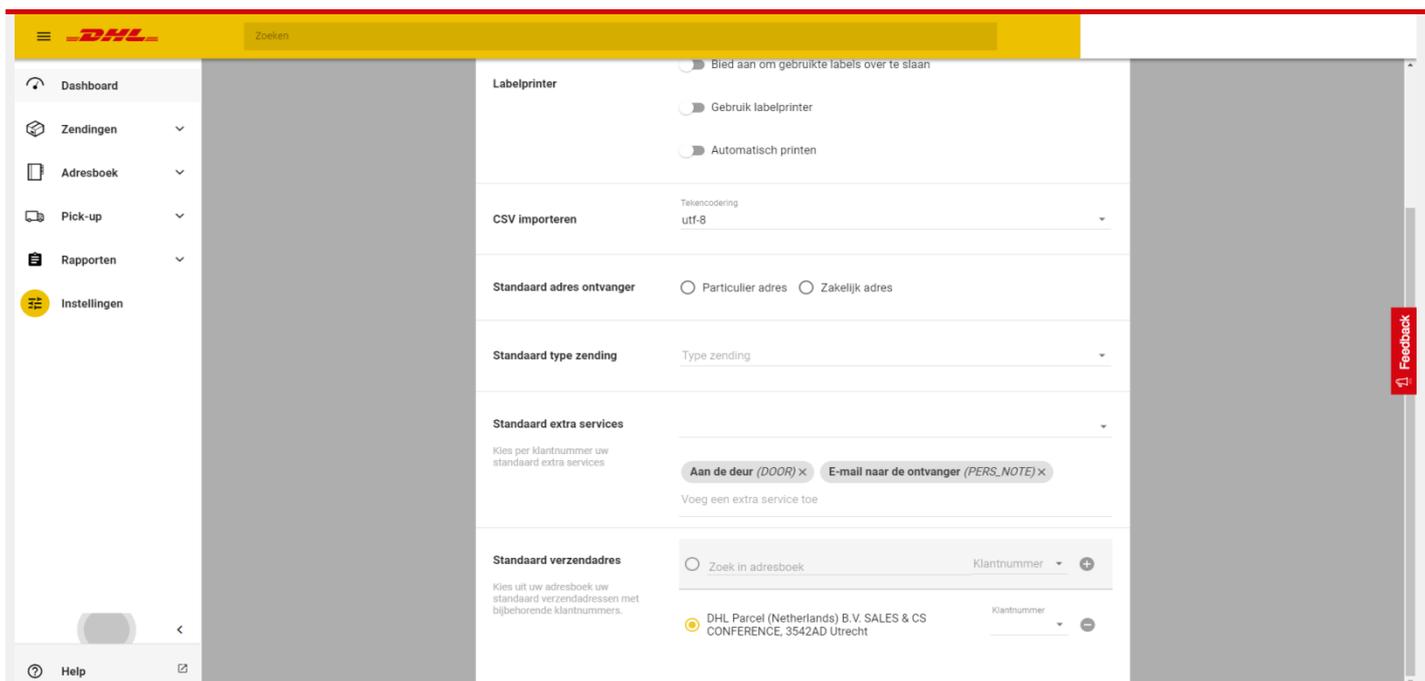
If you want to print several labels at the same time, or send your shipment at a later time, then save your shipment in **"Drafts"** by placing your mouse cursor over the print button and then clicking on the save button that appears (floppy disk icon). Select the shipments you wish to print and click on "Print label." Your shipping label is now available for downloading. You can also find your shipment under "Shipment overview."

Delete a shipment

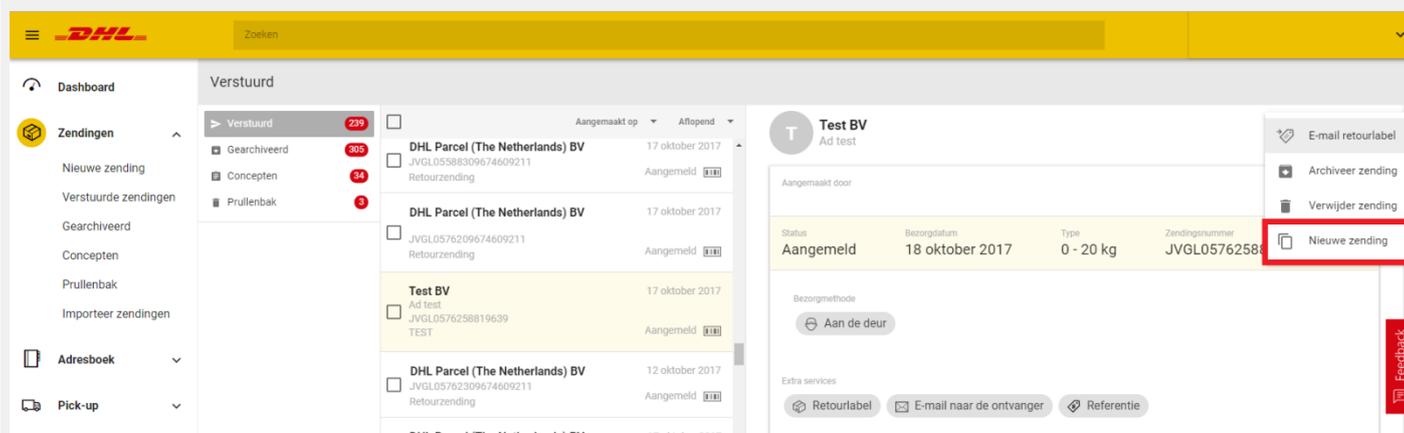
You can archive shipments that you have created but do not want to send. Select the shipment(s) concerned and select **"Archive shipment"** in the menu. The shipment will then be removed from the **"Shipment overview"** list and can now be found under **"Archived"**. You can also move shipments to **"Trash"**. You cannot empty the trash section.

Setting defaults for shipments

If you often send the same type of shipment, it may be useful to set a number of defaults for this. Under **"Settings"** you can choose a default address type (private address or business address), a default parcel type, and default extra services. You choose the desired default extra services per account number. These defaults are applied to every new shipment (if possible in combination with your type of shipment). You can easily check or uncheck the extra services per shipment.



It is also possible to duplicate a shipment that has already been created. In the menu, select **“Shipment overview”** or **“Archived”**, go to the shipment you want to duplicate, and select **“New shipment”** in the top right corner.



*Tip: want to book a pickup? Don't forget to do this after creating your shipment(s). You can book your pickup via **“Book pickup.”***

Create a return shipment

Option 1: Return label for new shipment

If you wish to offer the recipient the option of easily returning a parcel via a DHL ServicePoint, when creating your shipment, select the extra service **“Return label”**.

You will then print two labels: A shipping label for the parcel and a return label to send inside the parcel. This option is only available for shipments within the Benelux region.

The screenshot shows the DHL Parcel creation interface. At the top, there is a search bar and a user profile icon with the number 12345678. Below this, there are two main sections: 'Adres' (Address) and 'Contact gegevens' (Contact information). The 'Adres' section includes fields for 'Land' (Nederland), 'Postcode', 'Huisnummer', 'Toevoeging', 'Straat', and 'Plaats'. The 'Contact gegevens' section includes fields for 'Bedrijfsnaam', 'Voornaam', 'Achternaam', 'E-mailadres', and 'Telefoonnummer'. On the right side, there is a 'Kies bezorgmethode' (Choose delivery method) section with options for 'DHL Parcelshop', 'Aan de deur', and 'Door de brievenbus'. Below this is an 'Extra services' section with options for 'Referentie', 'E-mail naar de ontvanger', and 'Retourlabel'. The 'Retourlabel' option is highlighted with a red box.

Option 2: Creating a return label manually

If you would prefer to create a return label for a business or private shipment, select **"New shipment"** in the menu.

Under the "From" address (Shipper address), select **"Customize..."**. Select an address, either entering it manually or taking it from your address book. Select business or private address.

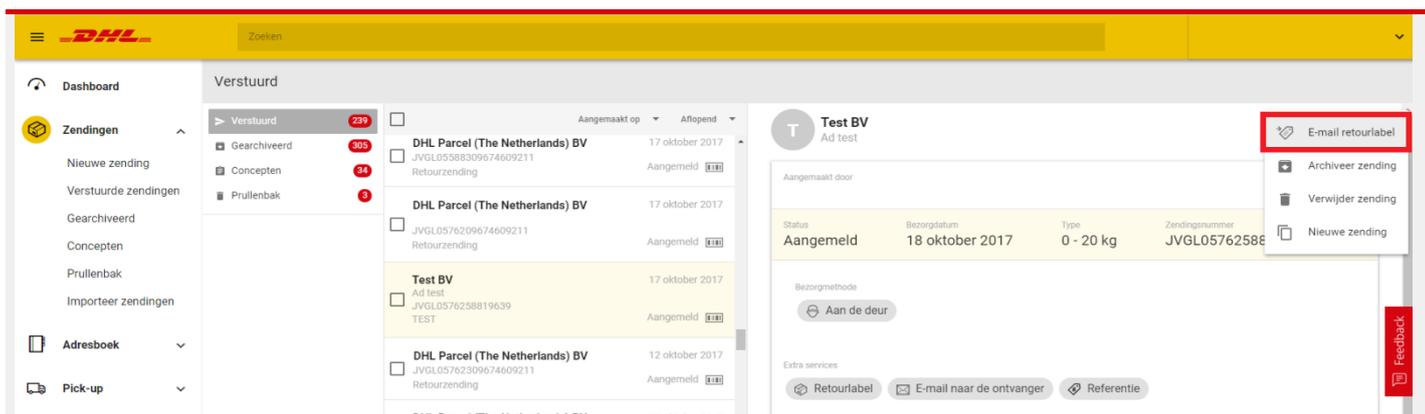
Tip: If you would like to have a parcel or pallet collected, select "Book pickup" in the menu and indicate where and how many parcels or pallets we should collect.

The screenshot shows the DHL Parcel creation interface. At the top, there is a search bar and a user profile icon with the number 12345678. Below this, there are two main sections: 'Adres' (Address) and 'Contact gegevens' (Contact information). The 'Adres' section includes fields for 'Land' (Nederland), 'Postcode', 'Huisnummer', 'Toevoeging', 'Straat', and 'Plaats'. The 'Contact gegevens' section includes fields for 'Bedrijfsnaam', 'Voornaam', 'Achternaam', 'E-mailadres', and 'Telefoonnummer'. On the right side, there is a 'Kies bezorgmethode' (Choose delivery method) section with options for 'DHL Parcelshop', 'Aan de deur', and 'Door de brievenbus'. Below this is an 'Extra services' section with options for 'Referentie', 'E-mail naar de ontvanger', and 'Retourlabel'. The 'Retourlabel' option is highlighted with a red box.

Option 3: Send return label via an existing dispatched shipment

If the recipient wishes to return a parcel, select **"Shipment overview"** in the menu.

Select the shipment the recipient wants to return and then select **"E-mail return label"**. The recipient will receive the return label straight away by e-mail.



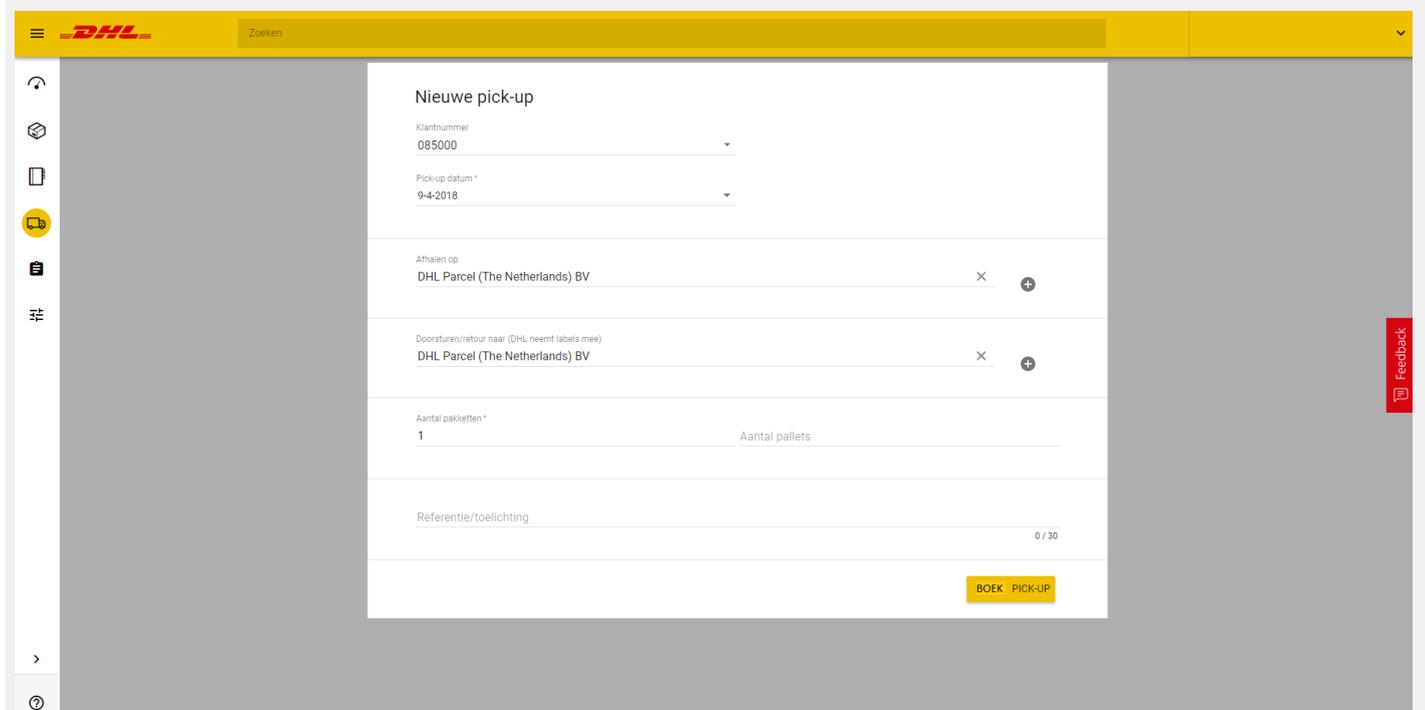
Option 4: Book a pickup with return label

If you would like the driver to pick up a shipment from your recipient and bring the label himself/herself, go to the **“Book pickup”** screen under **“Pick-ups”**.

First enter your account number and the desired pickup date. In the field **“Pickup at”**, enter the address at which the driver should pick up the shipment. Next, in the field **“Send to/return to (DHL will provide the labels)”** enter the address to which the shipment is to be delivered. This could be your own address, but the shipment could also be sent directly to another address.

If one of these addresses is not yet in your address book, click on the plus sign. An extra section of the form will then open, and you can manually enter the address and save it for future use by checking **“Save in address book”**.

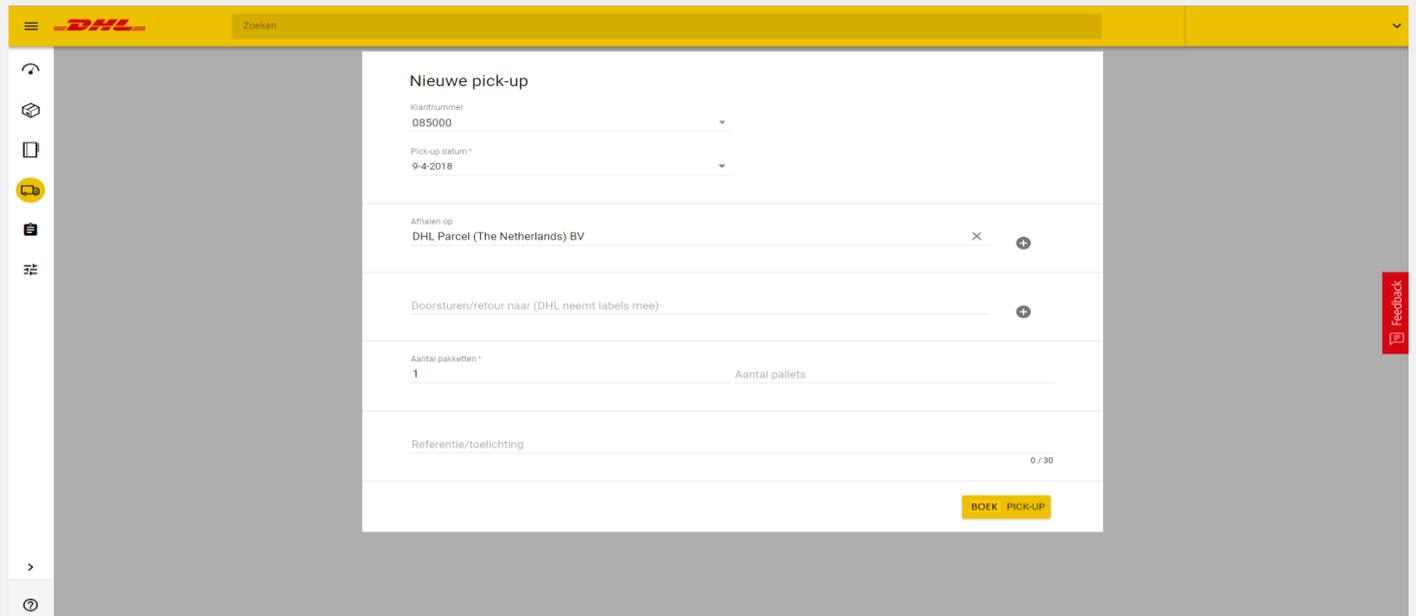
Lastly, fill in the number of packages and pallets and click on **“Book pickup”**.



Step 4: Booking pickup

Select **"Book pickup"** in the menu.

Select an address (within the Benelux region) from your address book along with the account number. Enter the number of packages or pallets and the date on which we should collect your shipments. If appropriate, provide additional information (keeping within the maximum number of characters) for our delivery driver, for example where he/she should report at this address. Next, select **"Book pickup"**; our delivery person will then receive a message that your shipment is ready for collection. At the bottom left, you will see the confirmation of your successful pickup order.



The screenshot shows the DHL 'Nieuwe pick-up' (New pickup) form. The form is titled 'Nieuwe pick-up' and contains the following fields:

- Klantnummer: 085000
- Pick-up datum: 9-4-2018
- Afhalen op: DHL Parcel (The Netherlands) BV
- Doorsturen/retour naar (DHL neemt labels mee):
- Aantal pakketten*: 1
- Aantal pallets:
- Referentie/toelichting: 0 / 30

A yellow 'BOEK PICK-UP' button is located at the bottom right of the form. A 'Feedback' button is visible on the right side of the page.

* If you have made fixed arrangements with your DHL contact person about the days on which the driver will visit you, then these arrangements will continue to apply. In this case, you do not need to book a separate pickup. If you would like to book the pickup at an alternative address, then you can book a separate pickup. If you would like to book a pickup at an address that is not yet in your address book, then click on the plus sign and enter the address manually in the extra drop-down section of the form.

Overview of pickups

If you click on **"Overview"** under **"Pickup"**, you will see an overview of your booked pickups. Here you will find the pickup number, the scheduled pickup date, the pickup address, and other details. The destination address is only visible if you have chosen to book a return or forwarding order where the driver brings the label.

You can also use this screen to repeat a pickup. Click on the icon on the right in the column **"Actions"**. This brings you to a screen for a new pickup order, where as much data as possible has already been entered. To book the pickup, click on **"Book pickup"**.

Lastly, you can export an overview of your pickups as a CSV file by clicking on **"Download as CSV"** in the top right corner.

The screenshot shows the DHL Parcel dashboard with a sidebar menu on the left and a main content area. The sidebar includes options for Dashboard, Zendingen, Adresboek, Pick-up, Rapporten, and Instellingen. The main content area displays a table titled 'Overzicht' with a 'DOWNLOAD ALS CSV' button in the top right corner. The table has columns for Nummer, Datum, Van, Naar, Klantnummer, Referentie/toelichting, and Acties. The data rows show shipment details for various dates and addresses.

Nummer	Datum	Van	Naar	Klantnummer	Referentie/toelichting	Acties
4030733P	10-04-2018	DHL Reactorweg 25 3542AD Utrecht	DHL Reactorweg 25 3542AD Utrecht	085001	test	[Icon]
4030732P	10-04-2018	DHL Reactorweg 25 3542AD Utrecht	DHL Reactorweg 25 3542AD Utrecht	085001	test	[Icon]
4030631P	21-03-2018	DHL Reactorweg 25 3542AD Utrecht	-	085001		[Icon]
4030618P	20-03-2018	DHL Reactorweg 25 3542AD Utrecht	-	085001		[Icon]
		DHL	test dhl			

Step 5: Importing addresses and shipment details

Importing addresses

Download the address template [here](#). Create your address file using the template and save it as a .txt or .csv file "comma delimited" (English) or with "*lijstscheidingstekens*" (Dutch). All columns are required except company name 2, house number suffix, and telephone number. The company name is only required for a business shipment.

In the menu, select "**Address book**" and then "**Import addresses**".

Import your address file. Name your file and link the columns of the file to the fields in the application. Having created these links once, you can use the drop-down menu at the top right to use a previously saved schedule/file.

The screenshot shows the 'Import schema' configuration screen. It features a dropdown menu at the top right labeled 'Selecteer een import schema' with 'tst' selected. Below this, there is a table for mapping columns from the import file to application fields. The table has two columns: 'Kolomnaam' and 'Veld'. The mappings are as follows:

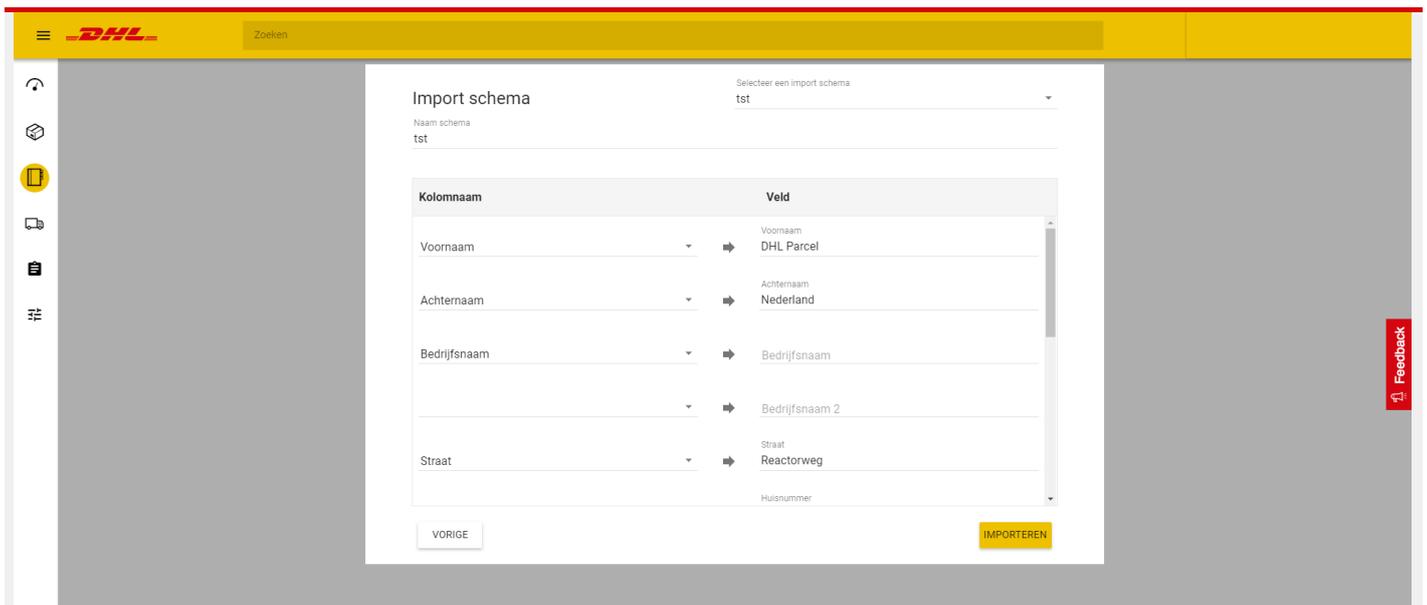
Kolomnaam	Veld
Voornaam	Voornaam DHL Parcel
Achternaam	Achternaam Nederland
Bedrijfsnaam	Bedrijfsnaam

You can find your imported addresses in the menu under "**Address book**". You can always edit an address here or add a new one.

Importing shipment details

Download the template for shipment details [here](#). Create your list of shipments using the template and save it as a .txt or .csv file "comma delimited" (English) or with "*lijstscheidingstekens*" (Dutch). In the template, the mandatory and optional fields are indicated within the column names. Hover your mouse cursor over the column name to see the explanation.

In the menu, select "**Shipments**" and then "**Import shipments**". Import your shipment file. Name your file and link the columns of the file to the fields in the application. Having created these links once, you can use the drop-down menu at the top right to use a previously saved schedule/file.



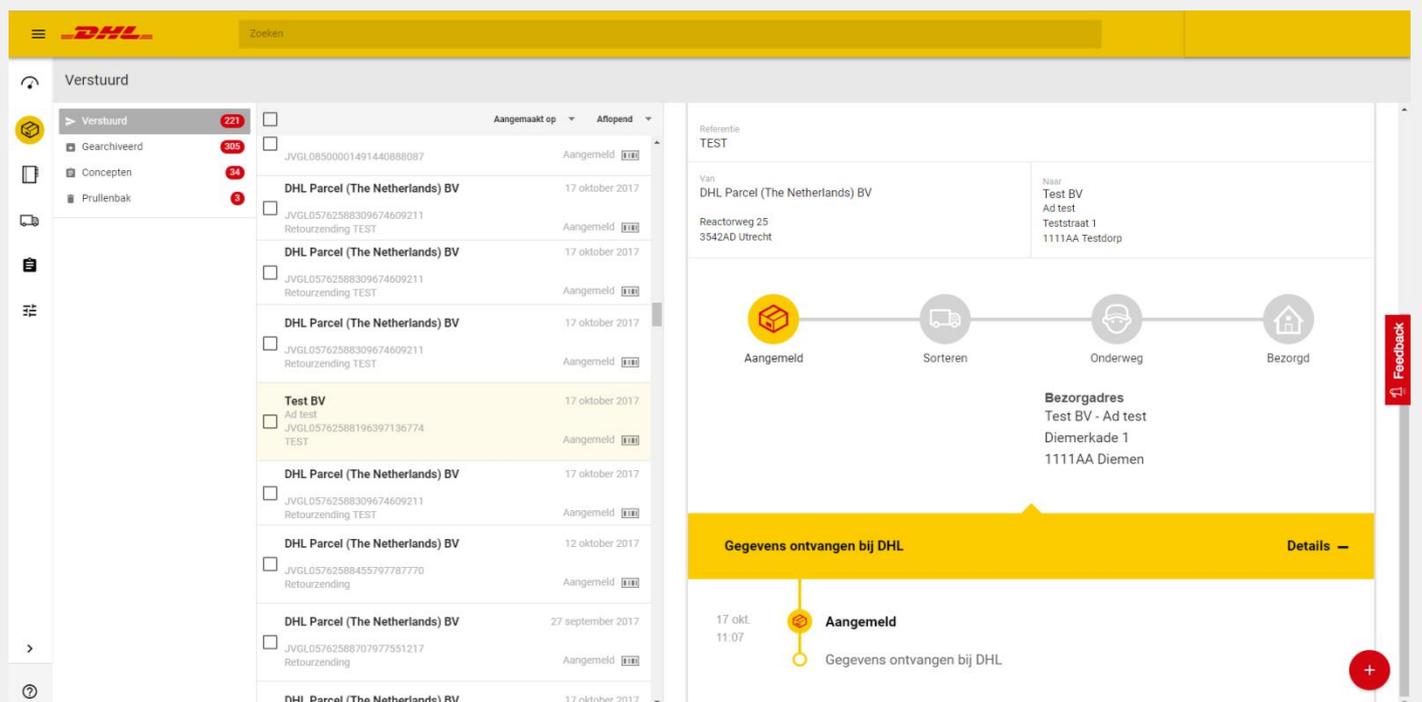
You can find your imported shipments in the menu under **"Drafts"**.

Select the shipments and print your labels. You can always add a shipment using **"New shipment"**.

*Tip: In the **"Settings"** menu, you can select the correct character encoding for your CSV file under the **"CSV import CSV"** option.*

Step 6: Track shipment using track & trace

In the menu, select **"Shipments"** and then **"Shipment overview"**. You can track your shipments using the track & trace function. Here you can see when your shipment was received by us, when it is out for delivery, and when it was delivered. You can save any required signature as an image.



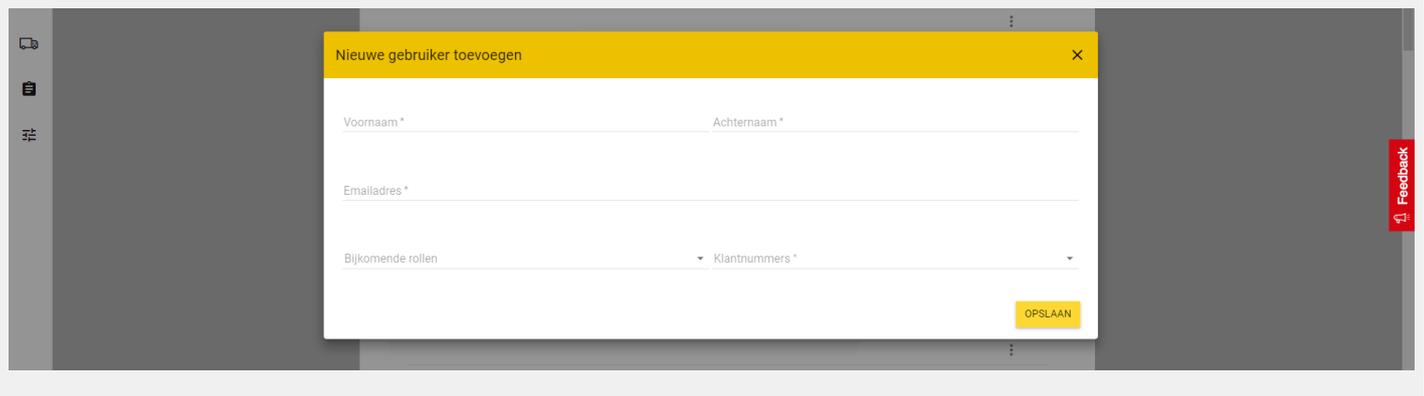
Got any questions about your shipment? Please contact us via backoffice.arn@dhl.com.

Step 7: Creating multiple users

In the menu, select **“Settings”** and then **“Manage”**.

Click on **“Add”** to add new users. Here you can also set the roles per user straight away, and select the account numbers that apply to each user. This allows **“User Managers”** to create users and **“Reporting Managers”** to view reports. You can always change the roles of a user by clicking on the three dots icon on the roles and then on **“Edit.”** In the screen that appear, select the roles and click on **“Save”**

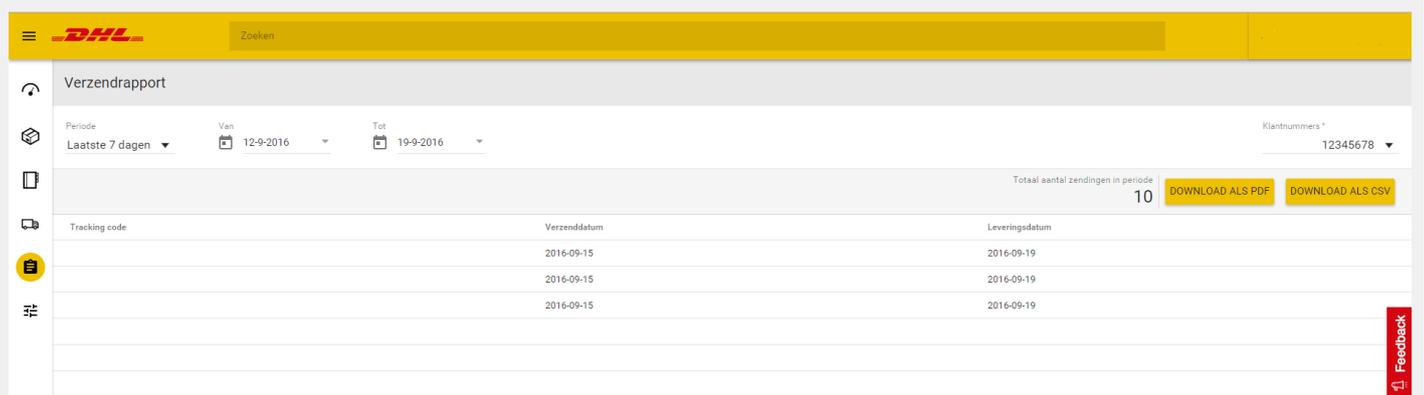
Please note: You can only add a user once. If you accidentally deleted a user, please contact us.



Step 8: Reports

Shipment reports

In the menu, select **“Reports”** and then **“Shipments”**. Select one or more account numbers. Choose the period for which you want to view the total number of shipments. You will then see an overview including details of the shipments you have sent along with the tracking code, the shipping date, and the delivery date.



Tracking code	Verzenddatum	Leveringsdatum
	2016-09-15	2016-09-19
	2016-09-15	2016-09-19
	2016-09-15	2016-09-19

Click on **“Download as PDF”** or **“Download as CSV”** to download the data. If you opt for a CSV file, you will find a brief explanation on splitting the data into columns [here](#).

Day report

You can download a day report of the shipments you have sent. In the menu, select **“Reports”** and then **“Day report”**.

The screenshot shows the DHL 'Dagrapport' (Daily Report) interface. At the top, there is a yellow header with the DHL logo and a search bar labeled 'Zoeken'. Below the header, the page title is 'Dagrapport'. There are several filter options: 'Periode' set to 'Vandaag', 'Datum' set to '19-9-2016', and 'Klantnummers' set to '12345678'. A summary row shows 'Totaal aantal zendingen in periode' as '0' and a yellow button labeled 'DOWNLOAD ALS PDF'. Below this is a table with the following columns: 'Tracking code', 'Referentie', 'Verzenddatum', 'Verzender', and 'Ontvanger'. The table is currently empty. On the right side of the interface, there is a vertical red button labeled 'Feedback'.

Select the desired date and click **“Download as PDF”** or **“Download as CSV”** to download the data. A shipment is only included in a day report once it has appeared under **“Shipment overview”**.

Frequently asked questions

Got any questions about the application? You can find your answer in the [frequently asked questions](#).