



dpd



dpd
local

Customer Portal User Guide

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Confidential

Version History

Version	Changes	Date	Authora
1.0	Document Creation	Mar '20	JM - Customer Automation

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Customer Portal

Introduction

The Customer Portal allows account Administrators to set up new, and edit existing MyDPD users.

Administrators will be able to enable and disable different features and functions within MyDPD for specific users. MyDPD can be accessed online through a browser or via the Desktop application (required for thermal printing).

This guide will take you through the features available within Customer Portal and help get the most out of MyDPD.

The Administrator can access the customer portal here.

<https://myadmin.dpd.co.uk> for **DPD Accounts**
<https://myadmin.dpdlocal.co.uk> for **DPD Local Accounts**

To download the **MyDPD application**, please use the link below:

[DPD UK - MyDPD Desktop](#)

To access the latest **MyDPD Specifications and installation User Guide**, please use the link below:

[MyDPD Specifications and installation Guide.pdf](#)

Key Contacts

If any information or assistance is required with regards to the Customer Portal, please direct any correspondence via your **DPD Account or Sales representative**.

For any technical support feel free to contact the **DPD IT Service Desk** for assistance.

Email Address: it.servicedesk@dpdgroup.co.uk
Telephone Number: 0121 500 2510



Quick Start Guide

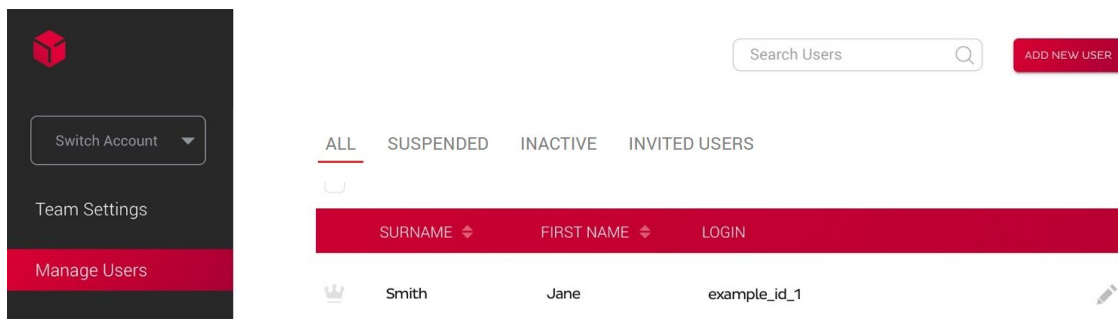
A key function of the **Customer Portal** is to create and manage MyDPD users for your DPD and DPD Local accounts.

There are endless combinations of settings the Administrator can apply within the **Customer Portal**, but the following steps are mandatory steps of setting up a MyDPD user:

Login

Login to the **Customer Portal** by going to <https://myadmin.dpd.co.uk> for **DPD Accounts** or <https://myadmin.dpdlocal.co.uk> for **DPD Local Accounts** (See Page 7 for more details)

Create a New User



To create a user, select **Manage Users** on the left, and then click on **Add New User** at the top right of the page. (See Page 10 for more details)

This screenshot shows the 'USER DETAILS' form. The sidebar is identical to the previous image. The main content area has a red header 'USER DETAILS' with an expand/collapse arrow. The form contains several input fields: 'First Name' (with a red asterisk) containing 'John', 'Surname' (with a red asterisk) containing 'Smith', 'Email Address' containing 'example@dpdgroup.co.uk', and 'Login*' containing 'EXAMPLE_ID_4'. There are also password fields: 'Password' and 'Re-enter Password', both containing 'PASSWORD'. A toggle switch for 'Use this email address as the login' is currently off. A calendar icon is next to a 'Set user expiry date' label. At the bottom, there is a 'Set to default password' toggle switch which is currently on. A grey bar at the bottom of the form is labeled 'SYSTEM ACCESS'.

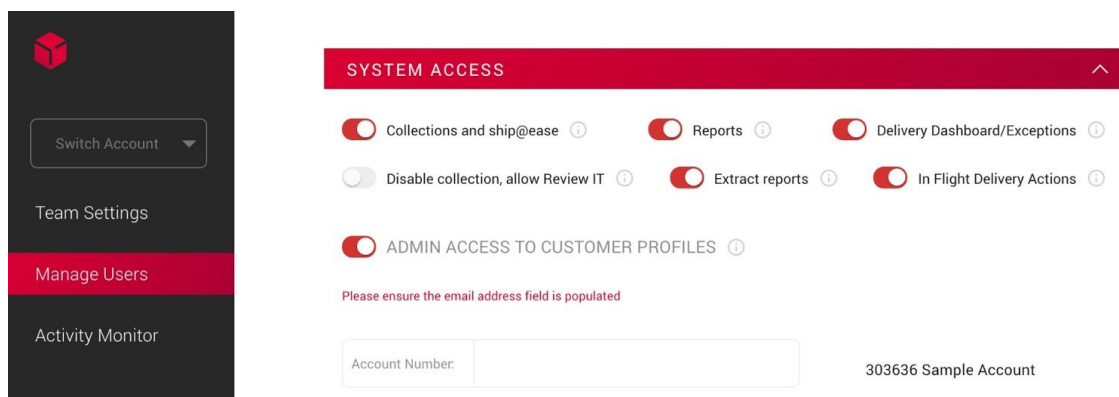
User Details allows the Administrator to save personal details against a users login. The mandatory fields are shown with an asterisk next to the field name.

The **Login** field is where the MyDPD username is defined. If the username has already been used, a message will appear to instruct the Administrator to try a different username.

An email address can also be used as the username by enabling the **Use this email address as the login** switch.

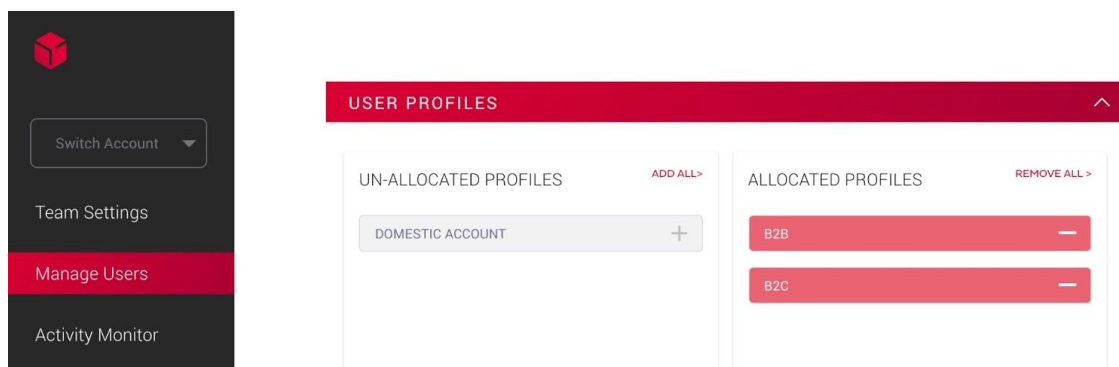
A password can be defined for the user or the default password can be used. The default password is PASSWORD. The user will be prompted to change the default password when they first login to MyDPD.

Allow the User to Create Shipments



One of the settings that must be enabled to allow the user to ship is **Collections and Ship@ease**. Turn on **Collections and Ship@ease** within the **System Access** section. (See *Page 12 for more details*)

Add a User Profile



Before a user can ship, the user must have at least one profile assigned to it before the **Customer Portal** will allow the Administrator to save the login.

Under the **User Profiles** section there are two lists, **Un-Allocated Profiles** and **Allocated Profiles**. The list on the left side of the screen shows **Un-Allocated Profiles** that are available to the user. The list on the right side shows **Allocated** profiles that have been assigned to the user.

Click on the **+** button to add the profile to the **Allocated Profiles** list. *(See Page 24 for more details)*

Once these steps have been completed, click on **Save** at the bottom of the screen and a pop-up will appear informing the Administrator that the user has been created successfully.

Security

The previous steps are mandatory to create a user that can access MyDPD. The following are some security features that we recommend considering.

The **Customer Portal** allows the Administrator to restrict access to MyDPD from approved network locations. This is done by only allowing a user to have access to MyDPD from certain IP addresses.

The Administrator can also disable users that haven't been used in the past 30 days, 60 days or 90 days. *(See Page 8 for more details)*

Detailed User Guide

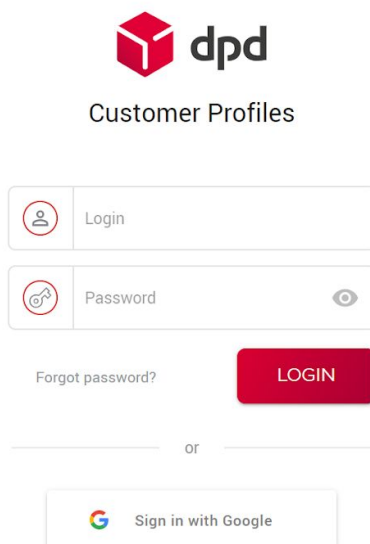
Login Process

All new customers will receive an Administrator user via email from the Sales Support Team.

The email will contain a link to that will take the Administrator to the **Customer Portal** and the Administrator will be prompted to set their user password.

Once the password has been set, the Administrator will be able to log in to the **Customer Portal** and make necessary changes to existing users and create new MyDPD users.

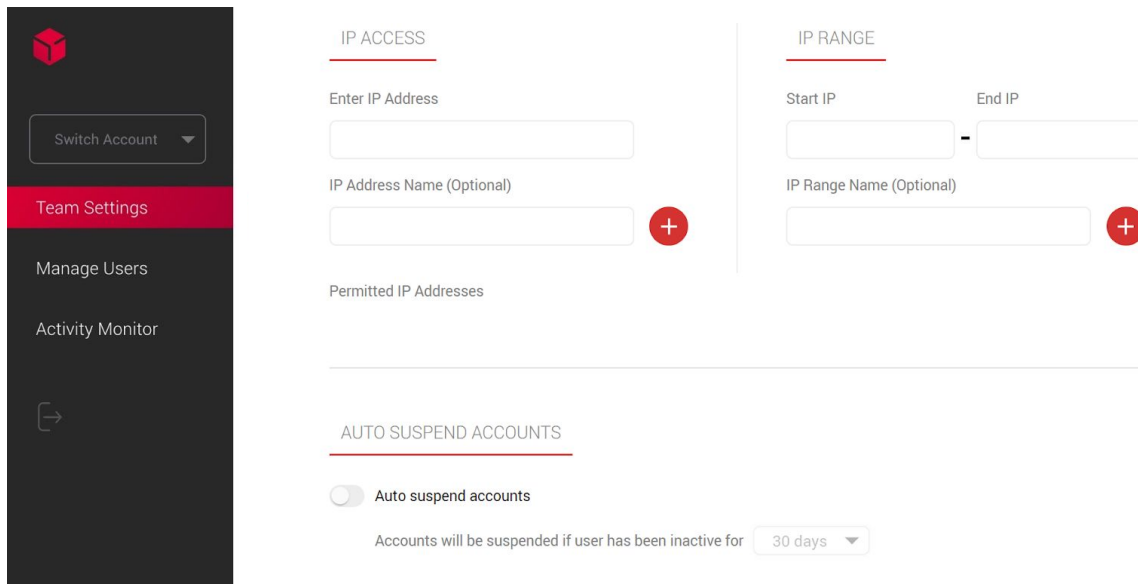
Administrators can login to the **Customer Portal** by going to <https://myadmin.dpd.co.uk> for **DPD Accounts** or <https://myadmin.dpdlocal.co.uk> for **DPD Local Accounts**.



The screenshot shows the DPD Customer Profiles login interface. At the top is the DPD logo (a red cube icon followed by the text 'dpd') and the heading 'Customer Profiles'. Below this are two input fields: the first is labeled 'Login' with a user icon, and the second is labeled 'Password' with a password icon and a toggle eye icon. To the left of the password field is a link for 'Forgot password?'. A red 'LOGIN' button is positioned to the right of the password field. Below these fields is a horizontal line with the word 'or' in the center. At the bottom is a 'Sign in with Google' button featuring the Google logo.



Team Settings



The screenshot displays the 'Team Settings' page. On the left is a dark sidebar with a red cube icon at the top, a 'Switch Account' button, and menu items: 'Team Settings' (highlighted in red), 'Manage Users', and 'Activity Monitor'. The main content area is divided into two sections: 'IP ACCESS' and 'IP RANGE'. The 'IP ACCESS' section has a text input for 'Enter IP Address', an optional text input for 'IP Address Name', and a list of 'Permitted IP Addresses'. The 'IP RANGE' section has inputs for 'Start IP' and 'End IP', an optional text input for 'IP Range Name', and a red '+' button. Below these is the 'AUTO SUSPEND ACCOUNTS' section, which includes a toggle switch for 'Auto suspend accounts' and a dropdown menu for 'Accounts will be suspended if user has been inactive for' set to '30 days'.

IP Access

IP Access allows the Administrator to grant access to MyDPD from approved network locations only. This is done by only allowing a user to have access to MyDPD from certain IP addresses.

If an IP address is entered into the **Enter IP Address** field and added to the **Permitted IP Addresses** list, all users associated with the Administrators account number will only have access to MyDPD from the defined IP addresses.

The Administrator can permit multiple IP Addresses by typing them in individually, or by setting a range of addresses using the **Start IP** and **End IP** fields.

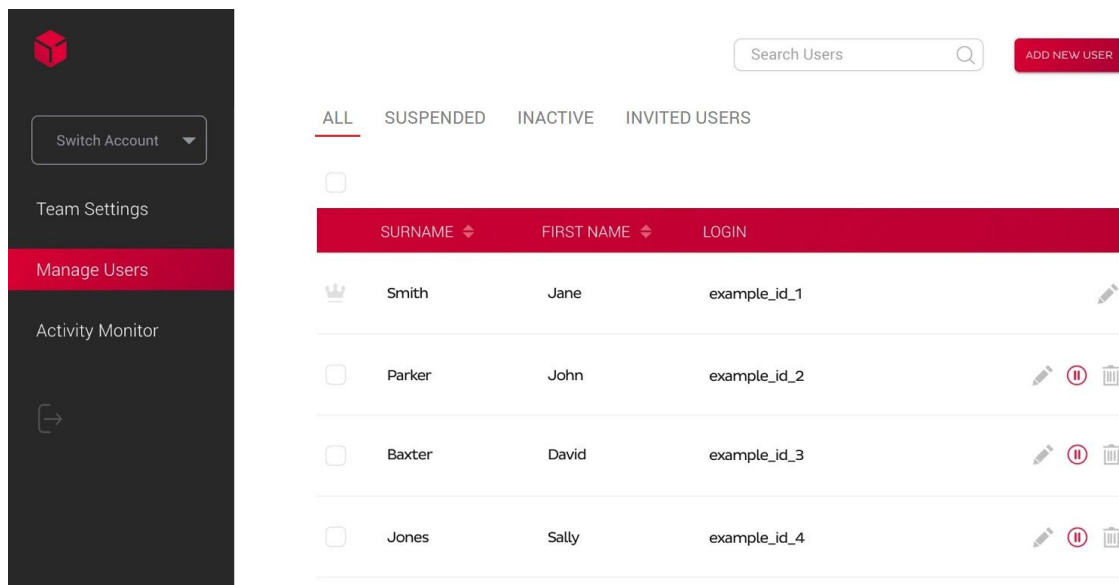
The Administrator can remove an IP address access at any time by clicking on the grey bin to the right of the entry under **Permitted IP Addresses**.

Auto Suspend Accounts

Auto Suspend Accounts allows the Administrator to put a time limit on a users access to MyDPD if there is a lack of activity. The Administrator can select a 30 day, 60 day or 90 day limit before the user associated with the account is suspended due to inactivity.

Auto Suspend Accounts is not mandatory, it can be enabled or disabled via the toggle switch.

Manage Users



The Administrator has access to make changes to the MyDPD users assigned to their account number.

There are two levels of users, Administrators and General Users. Administrators can use MyDPD as required, but they also have access to the Customer Portal to make user level changes. General Users only have access to MyDPD.

When **Manage Users** is selected on the left, a list of users assigned to the account. There are four headings above the list of users. These are **All**, **Suspended**, **Inactive** and **Invited Users**:

- **All** - This will show a list of all users associated with the account number.
- **Suspended** - This will show users that have had their login suspended by an Administrator.
- **Inactive** - This will show user logins that have lapsed due to inactivity. This time limit is set with the **Team Settings** menu.
- **Invited Users** - This will show users that have been created, but they have not been used to sign in to MyDPD or the website as yet.

From the user list, an Administrator can be identified by the crown to the left of the users' surname. A General User has a tick box to the left of their surname and there are also more icons to the right of the **login**.

There are three icons to the right of the **login**:

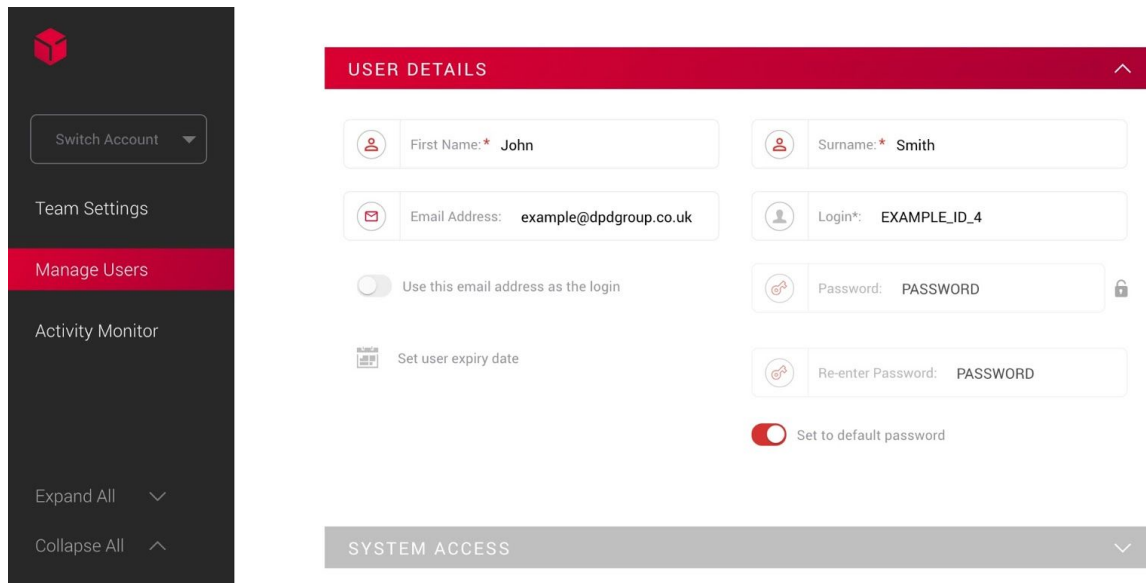
- **Pencil** - This will let the Administrator edit the user.
- **Pause** - This will suspend the login. Suspending an account stops anyone accessing MyDPD using that user login.
- **Bin** - This will delete the user.

An Administrator cannot suspend or delete another Administrator account. Please contact the IT Service Desk if this action is required.

To add a new user the Administrator will need to select **Add New Users** in the top right of the page. This will then allow the Administrator to set up a new user and apply the necessary settings.

Add New, and Edit Existing Users

User Details



The screenshot shows the 'User Details' form in the MyDPD interface. On the left is a dark sidebar with a red cube logo at the top. Below the logo is a 'Switch Account' button with a dropdown arrow. Further down are links for 'Team Settings', 'Manage Users' (highlighted in red), and 'Activity Monitor'. At the bottom of the sidebar are 'Expand All' and 'Collapse All' links with arrows. The main content area has a red header bar labeled 'USER DETAILS' with an upward arrow. Below this are several input fields: 'First Name: * John', 'Surname: * Smith', 'Email Address: example@dpdgroup.co.uk', and 'Login*: EXAMPLE_ID_4'. There are also two password fields: 'Password: PASSWORD' and 'Re-enter Password: PASSWORD', both with a lock icon. Below the password fields is a toggle switch labeled 'Set to default password' which is currently turned on. To the left of the password fields is a toggle switch labeled 'Use this email address as the login' which is currently turned off. Below the toggle switches is a checkbox labeled 'Set user expiry date' with a calendar icon. At the bottom of the form is a grey bar labeled 'SYSTEM ACCESS' with a downward arrow.

User Details allows the Administrator to save personal details against a users login. The mandatory fields are shown with an asterisk next to the field name.

The **Login** field is where the MyDPD username is defined. If the username has already been used, a message will appear to instruct the Administrator to try a different username.

An email address can also be used as the username by enabling the **Use this email address as the login** switch.

A password can be defined for the user or the default password can be set by enabling the **Set to default password** switch. The default password is PASSWORD. The user will be prompted to change the default password when they first login to MyDPD.

System Access

SYSTEM ACCESS

☒ Collections and ship@ease ⓘ ☒ Reports ⓘ ☒ Delivery Dashboard/Exceptions ⓘ

☐ Disable collection, allow Review IT ⓘ ☒ Extract reports ⓘ ☒ In Flight Delivery Actions ⓘ

☒ ADMIN ACCESS TO CUSTOMER PROFILES ⓘ

Please ensure the email address field is populated

Account Number: 303636 Sample Account

MISCELLANEOUS CONFIGURATION

ADVANCED CUSTOMER CONFIGURATION

Once the **User Details** have been completed, the Administrator can define what access the user has. **System Access** allows the Administrator to define user access to high-level features of MyDPD.

- **Collections and ship@ease** - This enables the user to have access to the Collections tab and to create a shipment.
- **Reports** - Allows the user to see the reports tab.
- **Delivery Dashboard/Exceptions** - Allows the user to see the exceptions tab.
- **Disable collections, allow Review IT** - This disables user access to everything within the Collections tab other than Review IT.
- **Extract Reports** - Allows the user to see the extract deliveries button.
- **In Flight Delivery Actions** - Allows a user to change in flight delivery actions through tracking.

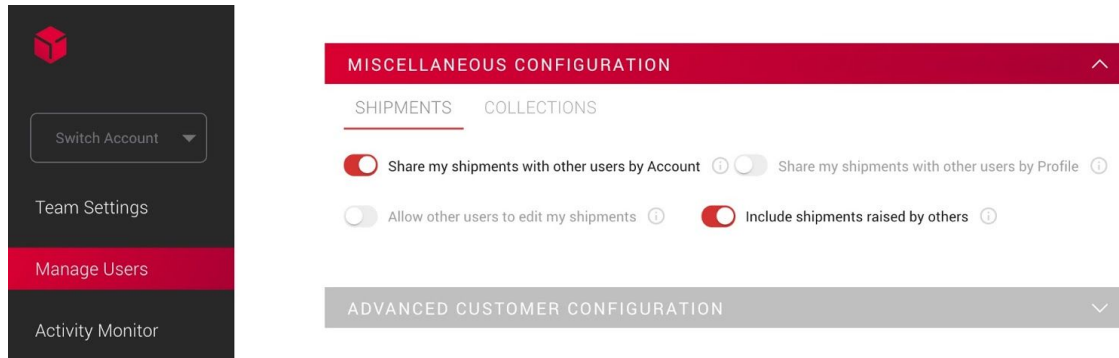
Admin Access to Customer Profiles

If **Admin Access to Customer Profiles** is enabled, this user is given Administrator access to create and edit MyDPD logins aligned with the account number. Administrator access can be enabled for multiple accounts by typing the additional account numbers in the **Account Number** field.

To have Administrator access the email field in **User Details** must be completed with a valid email address.

Miscellaneous Configuration

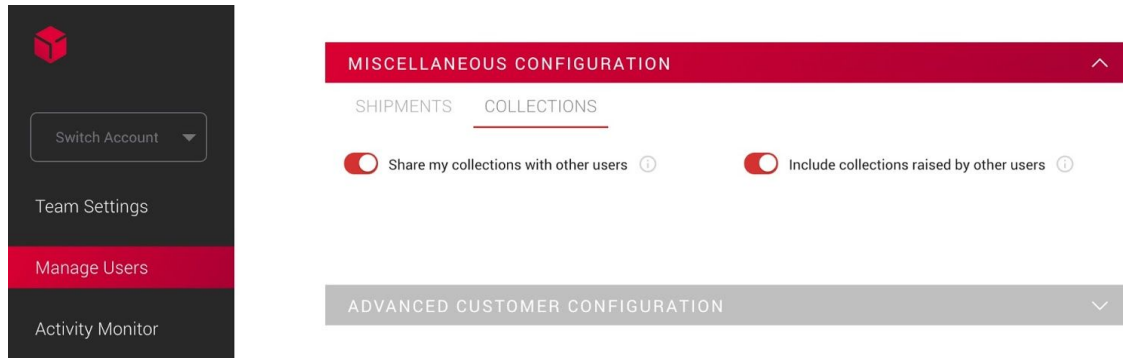
Shipments



Within the **Shipments** section, the Administrator can share access to shipments created by different users.

- **Share my shipments with other users by Account** - Other users, that belong to the same account, will be able to see shipments created by this user.
- **Share my shipments with other users by Profile** - Other users, that use the same profile, will be able to see shipments created by this user.
- **Allow other users to edit my shipments** - Other users can edit shipments created by this user.
- **Include shipments raised by others** - This user will be able to see shipments shared by account number, or by profile, that have been created by other users.

Collections



Within the **Collections** section, the Administrator can share access to collections that have been requested by the login.

- **Share my collections with other users** - Other users, that belong to the same account, will be able to see collections raised by this user.
- **Include collections raised by other users** - This user will be able to see collections that have been shared by other users.

Advanced Customer Configuration

Address Book

The screenshot shows the 'Advanced Customer Configuration' interface. On the left is a sidebar with 'Team Settings', 'Manage Users' (highlighted), and 'Activity Monitor'. The main content area has a red header 'ADVANCED CUSTOMER CONFIGURATION' with an upward arrow. Below the header are three tabs: 'ADDRESS BOOK' (selected), 'CREATE SHIPMENT', and 'COLLECTION'. A toggle switch for 'Read only address book' is shown, currently turned on.

- **Read only address book** - This will restrict the user from being able to make any alterations to the address book

Create Shipment

The screenshot shows the 'Advanced Customer Configuration' interface. On the left is a sidebar with 'Team Settings', 'Manage Users' (highlighted), and 'Activity Monitor'. The main content area has a red header 'ADVANCED CUSTOMER CONFIGURATION' with an upward arrow. Below the header are three tabs: 'ADDRESS BOOK', 'CREATE SHIPMENT' (selected), and 'COLLECTION'. There are three toggle switches: 'No manual address entry' (off), 'No manual contact details entry' (off), and 'Reference 1 read only' (on).

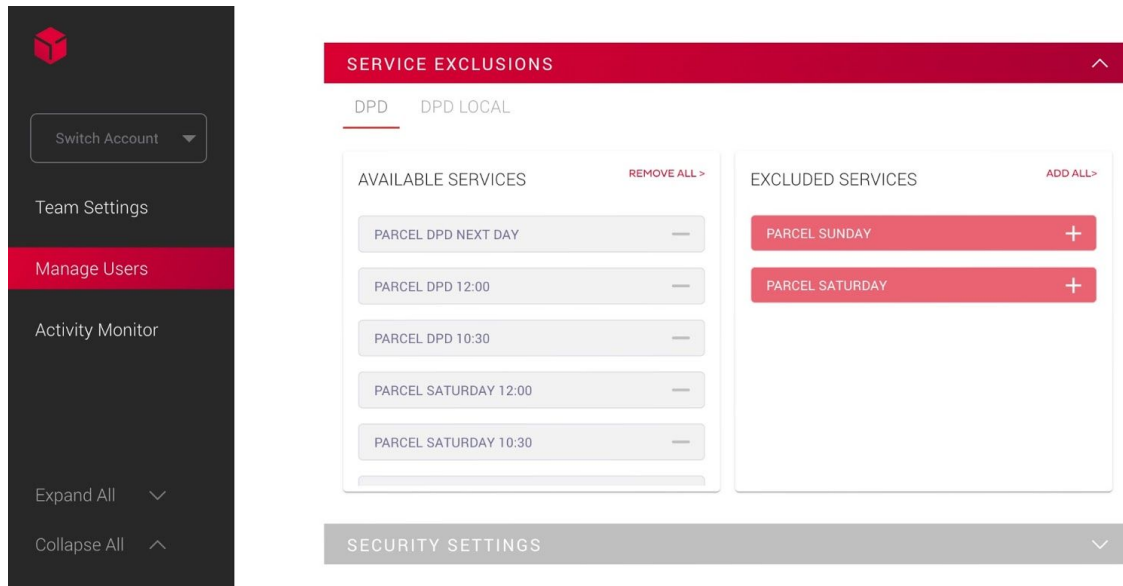
- **No manual address entry** - This restricts the user to only use records stored in the address book when creating shipments manually.
- **No manual contact details entry** - This restricts the user from editing or adding contact details when creating shipments manually.
- **Reference 1 read only** - This restricts the user from being able to edit the information in the Reference 1 field.

Collection

The screenshot shows the 'Advanced Customer Configuration' interface. On the left is a sidebar with 'Team Settings', 'Manage Users' (highlighted), and 'Activity Monitor'. The main content area has a red header 'ADVANCED CUSTOMER CONFIGURATION' with an upward arrow. Below the header are three tabs: 'ADDRESS BOOK', 'CREATE SHIPMENT', and 'COLLECTION' (selected). A toggle switch for 'No third party collections' is shown, currently turned off.

- **No third party collections** - This will restrict the user from being able to request a third party collection.

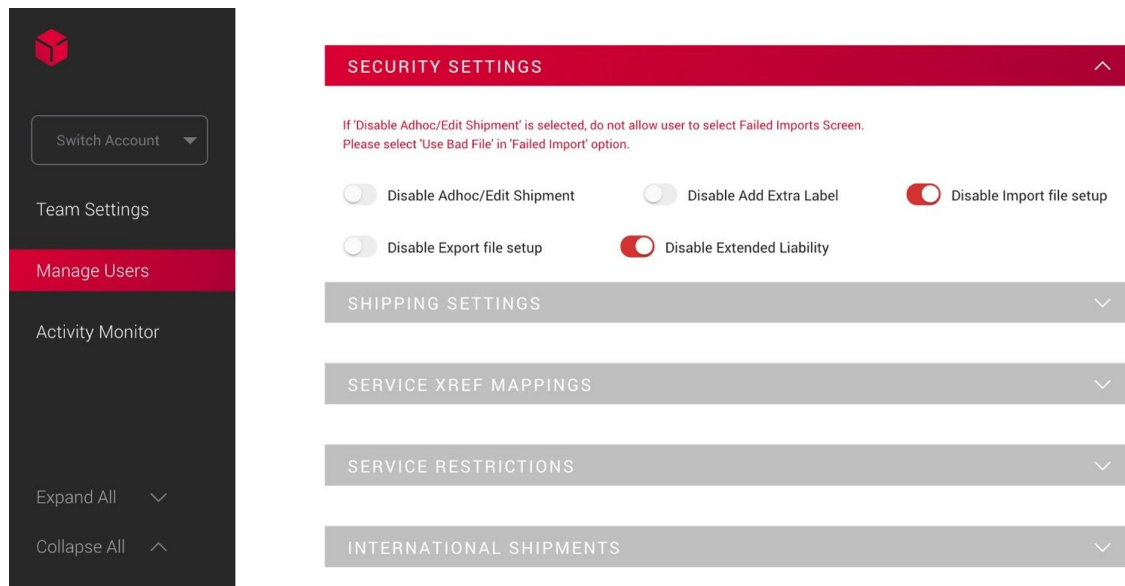
Service Exclusions



Service Exclusions allows the Administrator to remove the ability to send shipments on a defined service.

The **Available Services** is a list of all services. Click on the minus button to add it to the **Excluded Services** list. The user will not have access to the services listed in the **Excluded Services** under any circumstance.

Security Settings



Security Settings allows the Administrator to restrict specific features and access within MyDPD.

- **Disable Adhoc/Edit Shipment** - This restricts the user from creating, or editing a shipment manually.
- **Disable Add Extra Label** - This restricts the user from increasing the number of packages in a consignment once the shipment is created.
- **Disable Import File Setup** - This restricts the user from being able to access the Shipment file import settings.
- **Disable Export File Setup** - This restricts the user from being able to access the export file settings.
- **Disable Extended Liability** - This restricts the user from being able to add on Extended liability against a shipment.

Shipping Settings

Shipping Settings allows the Administrator to define certain preferences regarding the shipment data, how MyDPD handles bad data, and an option Group Dispatch labels.

References

SHIPPING SETTINGS

REFERENCES FAILED IMPORT GROUP DISPATCH

☒ Sender's Reference 1 is mandatory ☐ Sender's Reference 2 is mandatory ☐ Sender's Reference 3 is mandatory

☒ Ensure Sender's Reference 1 is unique

☒ Enable scanning screen

☒ Allocate Sender's Reference 1 if empty during data import

☐ Update records with duplicate Sender's Reference 1 if not printed

SERVICE XREF MAPPINGS

SERVICE RESTRICTIONS

- **Sender's Reference 1 is mandatory** - The user must include information in the Reference 1 field to be able to produce a shipment.
 - **Ensure Sender's Reference 1 is unique** - The information provided in the Reference 1 field must not have been used in a previous shipment.
 - **Enable scanning screen** - This enables an additional **Scanning** screen that allows the user to search for shipments using the data in Reference 1. The scanning screen can be used with a hand scanner but it is not essential.
 - **Allocate Sender's Reference 1 if empty during data import** - If the Reference 1 field is empty MyDPD will automatically create its own unique Reference 1.
 - **Update records with duplicate Sender's Reference 1 if not printed** - If a shipment is unprinted and the user imports a file that contains the same Reference 1, the original shipment will be updated with the data from the second import.
- **Sender's Reference 2 is mandatory** - The user must include information in the Reference 2 field to be able to produce a shipment.
- **Sender's Reference 3 is mandatory** - The user must include information in the Reference 3 field to be able to produce a shipment.

Failed Import

The screenshot shows the 'Failed Import' settings page. On the left is a dark sidebar with a menu containing 'Team Settings', 'Manage Users' (highlighted in red), and 'Activity Monitor'. At the bottom of the sidebar are 'Expand All' and 'Collapse All' links. The main content area has a red header 'SHIPPING SETTINGS' with an upward arrow. Below the header are three tabs: 'REFERENCES', 'FAILED IMPORT' (active, underlined), and 'GROUP DISPATCH'. Under the 'FAILED IMPORT' tab, there are two toggle switches: 'Use bad file' (disabled, grey) and 'Use screen' (enabled, red). Below the toggles are three expandable sections: 'SERVICE XREF MAPPINGS', 'SERVICE RESTRICTIONS', and 'INTERNATIONAL SHIPMENTS', each with a downward arrow.

- **Use .bad File** - If the user imports a file that has any data issues, MyDPD will create a flat file in the import directory containing the bad data. The file will use a '.bad' extension.
- **Use Screen** - If the user imports a file that has any data issues, MyDPD will pass the shipment to the **Failed Import** screen. This will allow the user to edit the required data.

Group Dispatch

The screenshot shows the 'Group Dispatch' settings page. The sidebar is identical to the previous page. The main content area has a red header 'SHIPPING SETTINGS' with an upward arrow. Below the header are three tabs: 'REFERENCES', 'FAILED IMPORT', and 'GROUP DISPATCH' (active, underlined). Under the 'GROUP DISPATCH' tab, there is one toggle switch: 'Show Expiration Date on Label (6 inch labels require)' (enabled, red). Below the toggle are three expandable sections: 'SERVICE XREF MAPPINGS', 'SERVICE RESTRICTIONS', and 'INTERNATIONAL SHIPMENTS', each with a downward arrow.

- **Show Expiration Date on Label (6 inch labels require)** - If labels are generated using Group Dispatch then the label expiry date is printed on the label itself. The user must use 6 Inch labels if this feature is enabled.

Service XRef Mappings

MAPPING DESCRIPTIONS	DEFAULT SERVICE
1 Day	Parcel Dpd Next Day
Premium Early	Parcel Dpd 10:30

Service XRef Mappings gives the Administrator the ability to setup rules to convert data into a valid DPDgroup Service Code.

In the example shown, if MyDPD receives an import file with “1 Day” in the Delivery Service Code field, it will be converted into a Parcel DPD Next Day.

Multiple **Service XRef Mappings** can be applied. The mappings can be deleted at any time by selecting the red bin to the right of the **Default Service** dropdown menu.

Data File Field Order	Translation	Mandatory
Delivery customer ref. 1	No Translation	
Delivery address line 1 (property/street)	No Translation	Mandatory
Delivery address line 3 (city)	No Translation	Mandatory
Delivery post code	No Translation	Mandatory
Delivery service code	Look up Service	
Delivery total weight (kg)	No Translation	

MyDPD needs to be told to check for the **Service XRef Mappings**. This is done within the Shipment Imports mapping screen.

In the **Data File Field Order** list on the right of the display, click on the drop down menu next to **Delivery Service Code** and select **Look up Service**.

Service Restrictions

SECTOR	RESTRICTION
BT	2 Day
ZZ75	2 Day
ZZ71	2 Day
IM	Full denial
JE	Full denial
GY	Full denial

ADD/REPLACE AND SET TO 2 DAY: **IRISH CODES** **OFFSHORE CODES** **HIGHLANDS AND ISLAND CODES**

Service Restrictions allow the Administrator to restrict specific postcodes to a Two Day Service, Next Day Service, Before 12 Service or Full Denial of Service.

The Administrator can add postcodes to the **Service Restrictions** list by using the **Irish Codes**, **Offshore Codes** and **Highlands and Islands Codes** quick buttons or by typing in a custom postcode area.

If the Administrator adds a custom postcode area, only a Full Denial of service will be available.

International Shipments

Switch Account ▾

Team Settings

Manage Users

Activity Monitor

Expand All ▾

Collapse All ▲

INTERNATIONAL SHIPMENTS ▲

☒ Use Road service instead of Air if available ⓘ

LABEL SETTINGS ▾

USER PROFILES ▾

CANCEL

UPDATE ACCOUNT

- **Use Road Service Instead of Air if Available** - This will restrict the shipment to road services, unless an Air service is the only delivery service available.

Label Settings

Switch Account ▼

Team Settings

Manage Users

Activity Monitor

Expand All ▼

Collapse All ▲

LABEL SETTINGS ▲

☒ Use 6 inch labels

REFERENCE IN CUSTOMER ZONE Reference 1 ▼

REFERENCE IN CUSTOMER ZONE AS BARCODE Reference 2 ▼

☒ Include tracking barcode ☐ Include customer code

HOMECALL LABEL PREFERENCE Reference ▼

USER PROFILES ▼

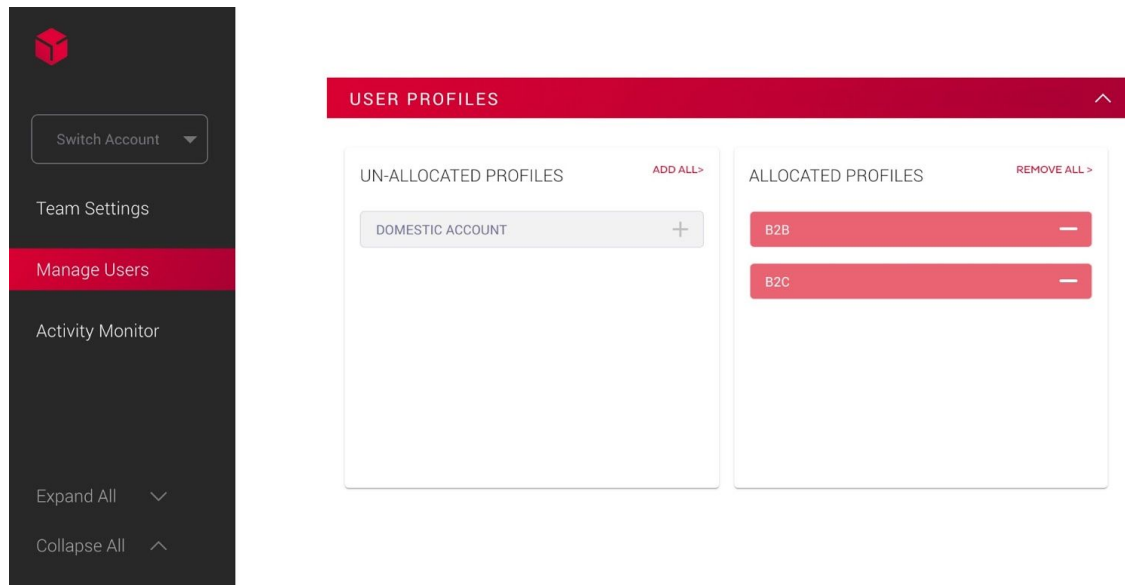
CANCEL

UPDATE ACCOUNT

The standard label size DPD uses is 4 x 4 inches. If more information is required on the label, there is an option to set the label to be a 6 x 4 inch label. This will enable reference numbers and barcodes to be printed on the label, as well as the standard label information.

- **Use 6 inch labels** - This will enable the use of 6 x 4 inch labels and it will reveal the different pieces of information the Administrator can add to the label.
- **Reference in Customer Zone** - This will print the chosen reference in readable text on the shipping label.
- **Reference in Customer Zone as Barcode** - This will print the chosen reference as a barcode on the shipping label.
- **Include Tracking Barcode** - This will print the tracking number as a barcode on the shipping label.
- **Include Customer Code** - This will print the Customer Code associated with the Addressbook entry on the shipping label.
- **Homecall Labels Preference** - This allows the Administrator to choose if they would like the Homecall reference as text, Homecall reference as a barcode, Tracking Barcode or Customer Code printing on the label.

User Profiles



Every MyDPD user has at least one profile assigned to it. The user can have multiple profiles assigned to it at the same time.

In a profile there is information such as account numbers, international Invoice settings and senders address information.

Under the **User Profiles** section there are two lists, **Un-Allocated Profiles** and **Allocated Profiles**. The list on the left side of the screen shows **Un-Allocated Profiles** that are available to the user. The list on the right side shows **Allocated** profiles that have been assigned to the user.

Click on the **+** button to add the profile to the **Allocated Profiles** list.

The contents of the profiles cannot be edited within the **Customer Portal**, but the Administrator can define which profiles are assigned to a certain user. Please contact the Service Desk if changes are required to any of the profiles.

Activity Monitor