

Using the "Verfolgen Brief Frankiermaschinen" mail tracking service

Mail item tracking for franking machine customers

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1. Welcome to "Verfolgen Brief Frankiermaschinen," the mail tracking service from DPDHL

The "Verfolgen Brief Frankiermaschinen" mail tracking service provides **franking machine customers** detailed information for keeping track of mail items.

This **service** provides:

- A simple dashboard displaying the most important KPIs for your mail items.
- A structured list of mail items that includes detailed mail tracking and recipient data for each item.
- A detailed search function and new filter options that take you quickly and directly to the mail items you want to take a closer look at.

This manual will guide you through the application step by step and explain the functions and capabilities of the "Verfolgen Brief Frankiermaschinen" mail tracking service.

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2. Getting started – logging in and selecting your franking machine(s)

Once you have access to the Post & DHL Business Customer Portal, you can set up an account at geschaeftskunden.dhl.de.

After you sign up, please select one or more franking machines:

Once you have created an account, your next step is to enable "Verfolgen Brief Frankiermaschinen" to track and display the mail item data you want. On the portal, click on "Benutzer verwalten" (manage users) and select, for your own or other users, the franking machine(s) to be tracked by the service.

Note:

If no franking machines are selected, the service cannot process or display mail item data for your franking machines.

Proceed as follows:

1. Select "Benutzer verwalten" (manage users) from the menu.

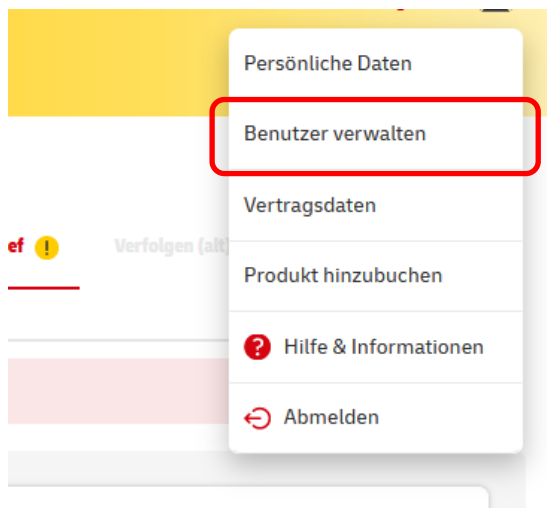


Figure 1: Manage users

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2. The user dashboard will open: Click on the pen icon to make changes for that user.



Figure 2: User dashboard: change user settings

3. Click on the "Verfolgen Brief" tab.

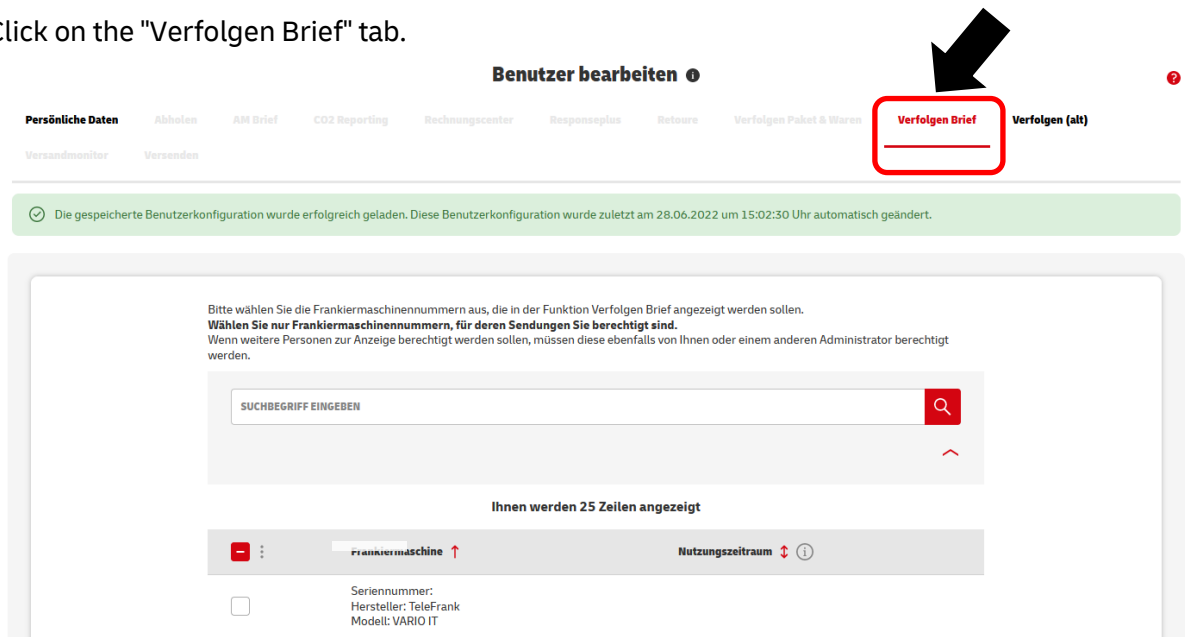


Figure 3: Changing user settings: selecting franking machines

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- Confirm the franking machine(s) for this user by clicking on the checkbox on the left next to the franking machine entry. Then click on "Übernehmen" (apply changes).

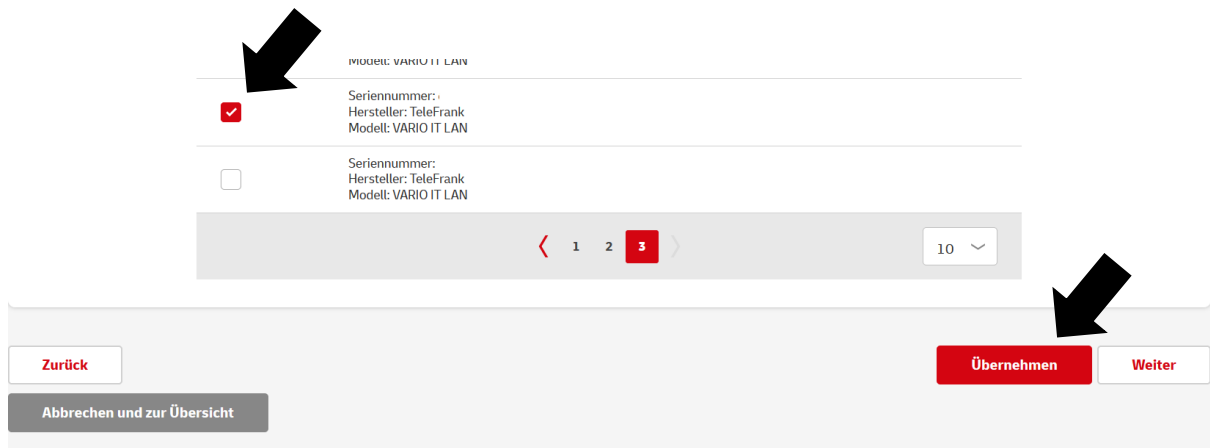


Figure 4 Changing user settings: selecting franking machines

- After you have confirmed the selection by clicking on "Übernehmen" (apply changes), a date will be displayed indicating the start of the use period.

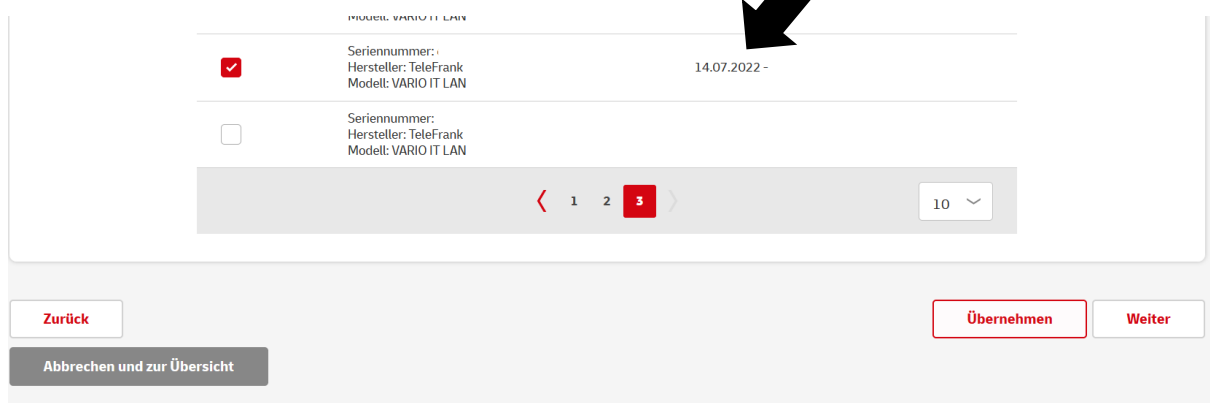


Figure 5: Changing user settings: selecting franking machines

- If you would like to change the settings again, de-select the relevant franking machine(s) by re-clicking on the checkmark. The checkmark will be removed, and the end date of the period of use will then be displayed.

Although the period of use may now be over, you can still view any mail item information that is available until the end of the storage period.

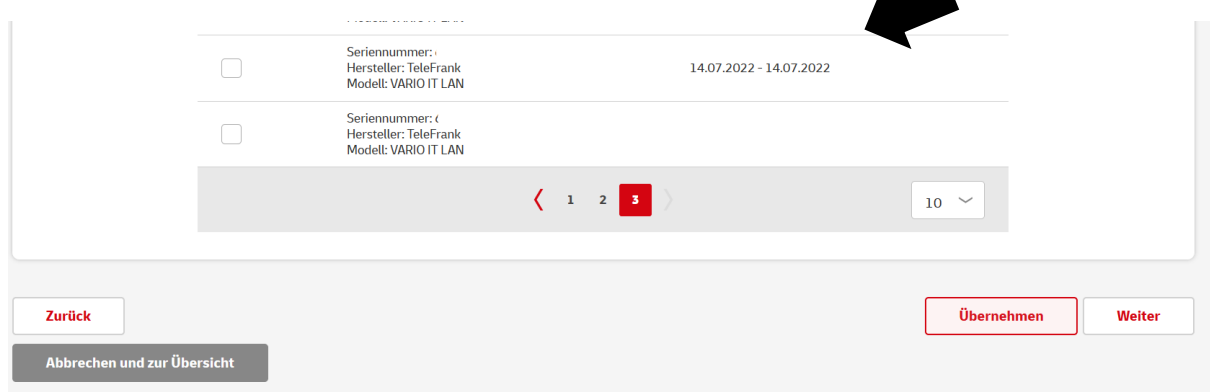


Figure 6: Changing user settings: changing franking machine selection

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3. User interface

To access the service, click the "Verfolgen Brief" (mail tracking) tab. Under "Verfolgen Brief" you can choose whether to start with the "Sendungsübersicht" (dashboard) or the "Sendungsliste" (mail item list).

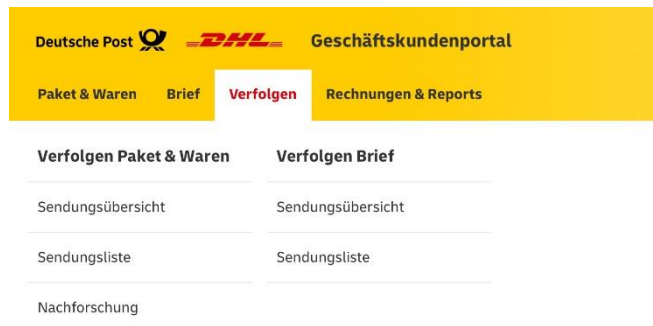


Figure 7: Post & DHL Business Customer Portal

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3.1 Dashboard

"Verfolgen Brief Frankiermaschinen" lets you keep track of both domestic and international mail items. The search function allows you to search for specific mail items according to various criteria.

The KPIs on the dashboard provide an instant overview of your mail items.

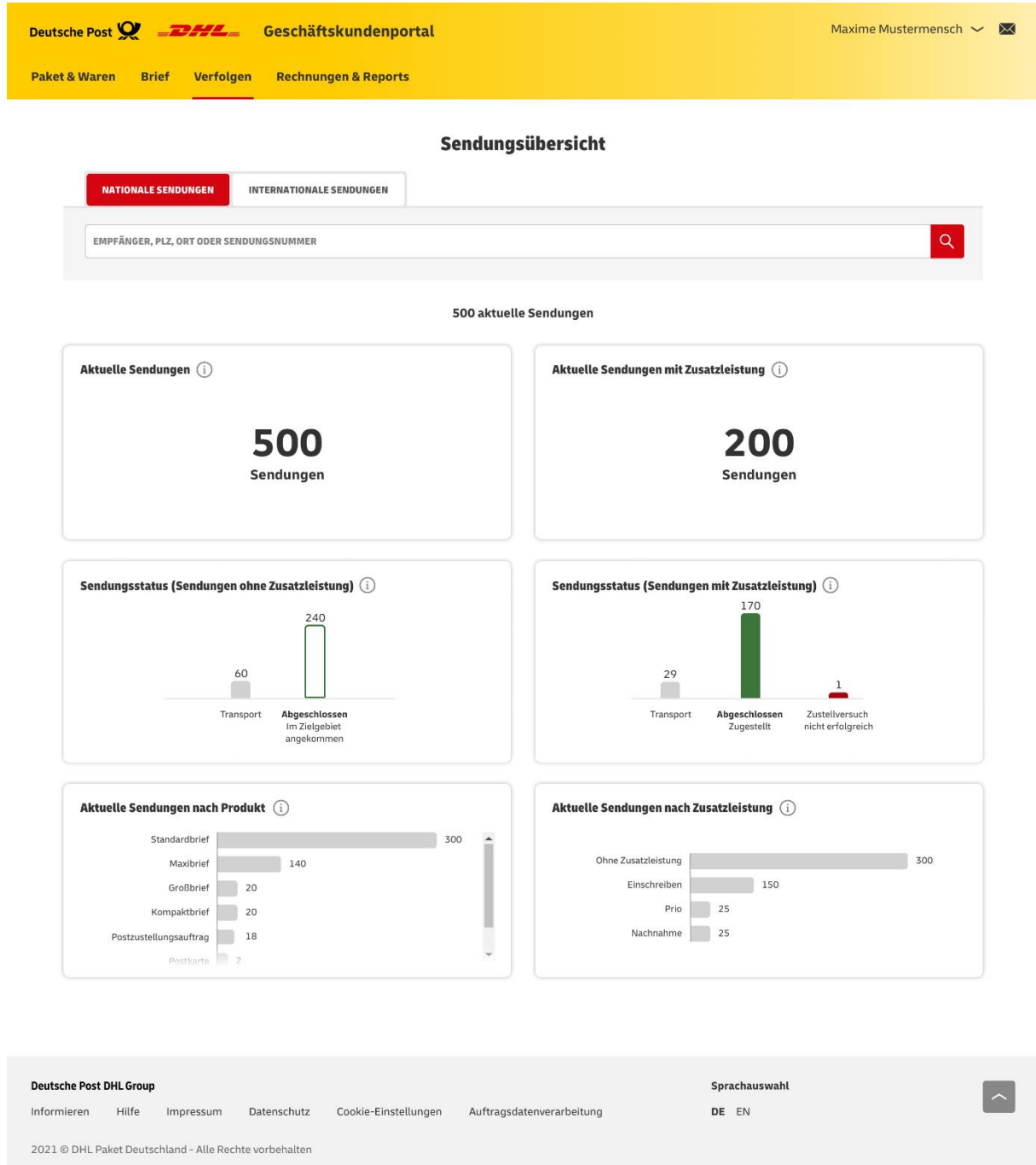


Figure 8: Dashboard user interface

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3.1.1. Domestic and international mail items

When the dashboard opens, the default selection is the "Nationale Sendungen" (domestic items) tab. The portal displays KPIs for your domestic mail items. If you use the search function, the system will search only your current domestic mail items.

If you click the "Internationale Sendungen" (international mail items) tab, you can open the view for international mail items. When this tab is selected, KPIs for your international mail items are calculated, and the system will now search only your international mail items.

The red background shows which type of mail items has been selected.



Figure 9: Dashboard with domestic/international items tabs

3.1.2. Search field

The "Verfolgen Brief Frankiermaschinen" search field allows you to search for a specific mail item by item number or by the recipient's name or address. After entering the information in the search field, you can confirm it by clicking the red magnifying glass icon.

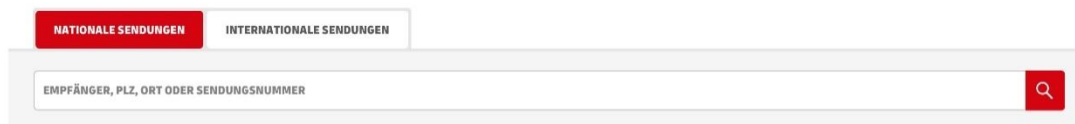


Figure 10: Search field

3.1.3. Current mail items

The following are considered current: all items with initial item data available at 7:00 a.m. on the current day and all items that have not yet been archived (items are archived after 10 days with no change in item status).



Figure 11: Current mail items

3.1.4. About KPIs

The KPIs give you a quick overview of the most important information about your mail items. By clicking on one of the KPIs, you can view a filtered list of the corresponding items. If you move the mouse pointer to the "Info-i" icon (circled i) next to the heading, you will see more detailed information about the particular KPI.

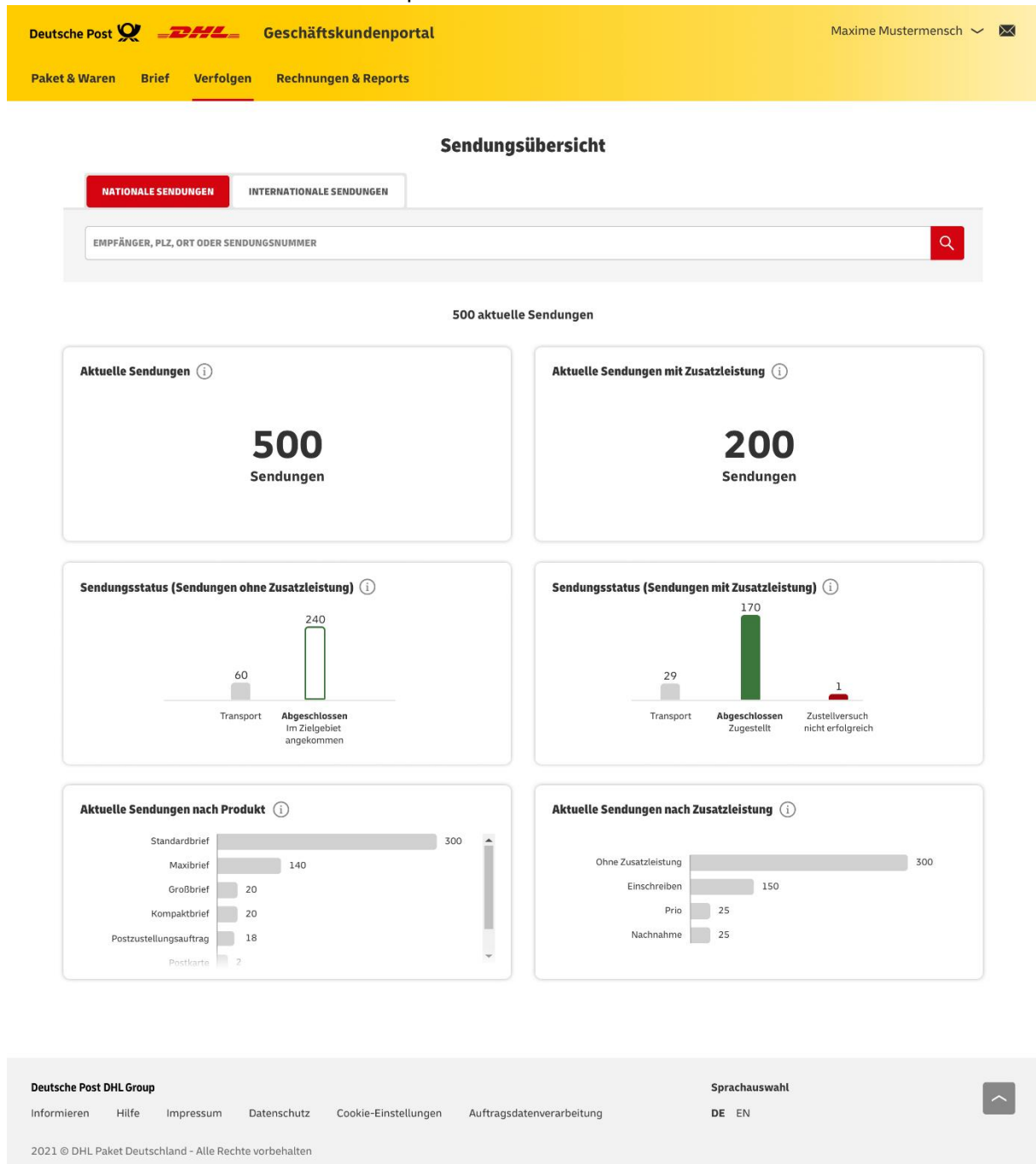


Figure 12: KPIs on the dashboard

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3.1.5. Details about the KPIs

Current mail items with additional service

This KPI provides information on all current mail items with an additional service (e.g., registered items or Prio).



Figure 13: KPI for current mail items with additional service

Item status (mail items with no additional service)

This KPI provides information on all current mail items with no additional service added to them.

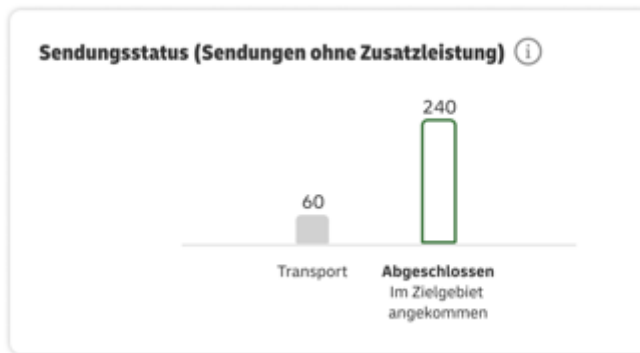


Figure 14: KPI for item status (mail items with no additional service)

Item status (mail items with additional service)

This KPI provides information on all current mail items with an additional service added to them, arranged by item status.

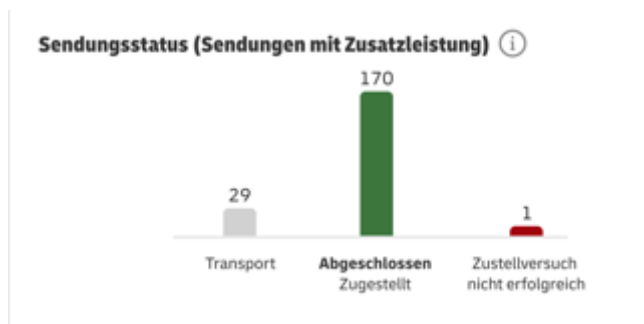


Figure 15: KPI for item status (mail items with additional service)

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Current mail items by product

This KPI provides graphical information by product on all current mail items (without an additional service) as indicated in the franking mark.



Figure 16: KPI for current mail items by product

Current mail items by additional service

This KPI provides graphical information on all current mail items with or without an additional service (e.g., registered items or Prio) as indicated in the franking mark or by the additional label indicating an additional service.



Figure 17: Current mail items by additional service

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3.2. Mail item list

The mail item list helps you to keep track of all your items.

Just like the dashboard, the list has tabs so you can switch between domestic and international items.

The mail item list also has a search function which you can use to find mail items by entering the item number or the name or address of the mail recipient.

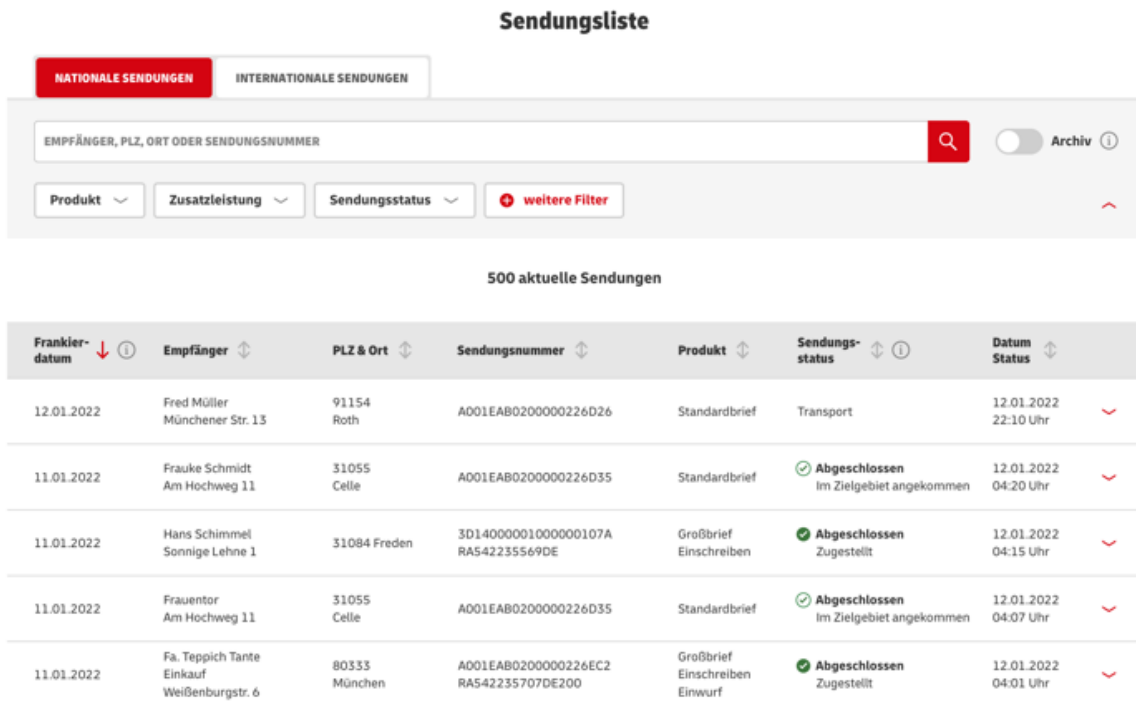


Figure 18: Mail item list user interface

The mail item list also gives you the option of filtering the items shown. The filter options are just below the search field.

The filter only offers filter options that are actually in the mail item list.

To show a filtered list of items, choose the filter option you want. The **checkmark icon** with a red background indicates which option has been selected. To apply the filter, click "**Auswahl übernehmen**" (apply selection).

3.2.1. Archive

You can use the "Archiv" (archive) button next to the search field to show older mail items which are not "current mail items."

Archived mail items are items whose item status has not changed in over 10 days and whose designated storage period has not yet expired. This means you can view mail items that were delivered some time ago.

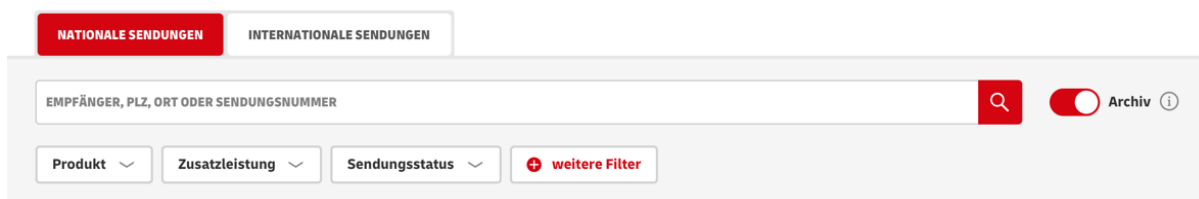


Figure 19: Archive activated

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3.2.2. Mail item list filtering

Below the search field there are various filters which you can use to specify which mail items you want to look at more closely.



Figure 20: Mail item list: filters



Figure 21: Mail item list: filter with additional filtering

"Produkt" (product) filter

You can use this filter to select your mail items according to the product type. For example, you can specify whether the mail items shown are standard letters or Maxibrief (extra large letters).

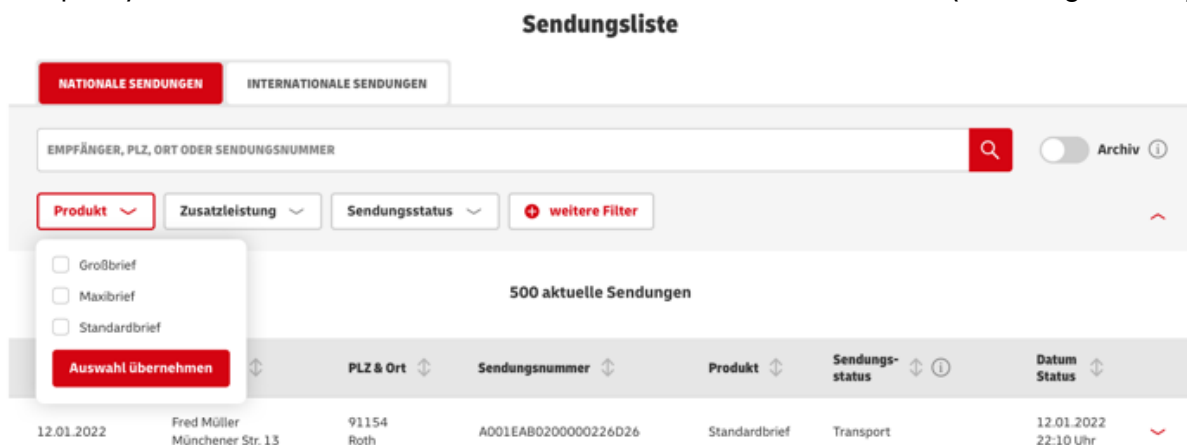


Figure 22: Mail item list: product filter

"Zusatzleistung" (additional service) filter

You can use this filter to select your mail items according to additional service such as registered items or Prio.

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"Sendungsstatus" (item status) filter

You can use this filter to select your mail items according to item status.

"Zielland" (destination country) filter – international mail item list only

In the international mail item list, you also have the option of filtering by destination country.

"Frankierdatum" (franking date) filter

You can use this filter to select your mail items according to the franking date.

The franking date filter automatically activates the archive and includes mail items from the archive in the filter results.

The date range that you can select begins with the current date counting backwards to the earliest possible date that can be selected.

The earliest possible date that can be selected is determined by the longest possible storage period.

For example, if the storage period is 90 days, you can select up to 90 days counting backwards from the current date.

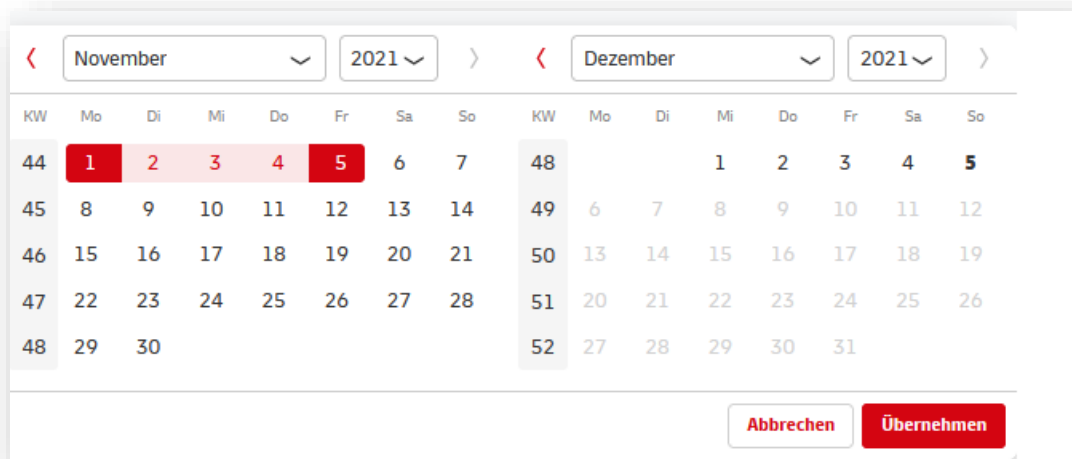


Figure 23: Mail item list: franking date filter

"Maschinennummer" (machine number) filter

You can use this filter to select your mail items by machine number.

"Leitregion" (routing region) filter – domestic mail items only

You can use this filter to select your mail items by routing region (indicated by the first two digits of the postal code).

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3.2.3. Information in the mail item list

The mail item list contains various information about your mail items:



Figure 24: Column headers for domestic mail item list



Figure 25: Column headers for international mail item list

The following types of information are available:

Type of information	Meaning/definition
"Frankierdatum" (franking date)	Shows the franking date indicated in the franking mark.
"Empfänger" (recipient)	Shows the name and street/street number and/or P.O. box of the mail recipient. For mail items that are sorted fully automatically, the recipient address is machine read and the results displayed in the relevant column: "Empfänger" (recipient), "PLZ & Ort" (postal code & town/city) and/or "Zielland" (destination country). This information may not be available for display in certain cases such as handwritten addresses where the address is difficult for the scanner to read.
"PLZ & Ort" (postal code & town/city) – for domestic items only	Indicates the postal code & town/city of the mail recipient.
"Zielland" (destination country) – for international items only	Indicates the destination country of the mail recipient.
"Sendungsnummer" (item number)	Indicates the item number from the franking mark. In addition, it also shows the item number for mail items with an additional service such as registered items.
"Produkt" (product)	Indicates the product booked for the particular mail item as per the franking mark.
"Sendungsstatus" (item status)	Contains the current status (in short text) of the mail item. The final status of mail items without an additional service is indicated with a green checkmark and the word "Abgeschlossen" (completed). "Abgeschlossen" means either that the item has arrived in the destination region; or for international mail items, that the item has been handed over to the

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	<p>destination country.</p> <p>The final status for mail with registered items as an additional service is also indicated with the word "Abgeschlossen." In this case, "Abgeschlossen" means "delivered" or "picked up by recipient."</p> <p>Note:</p> <p>In "Verfolgen Brief Frankiermaschinen" mail tracking, the item status is temporarily unavailable for items with Prio or cash on delivery (COD) as an additional service. Information on the status of these items can be accessed by clicking on the link shown.</p>
"Datum" (date) status	Indicates the date and time of the mail item's current status.

3.2.4. Mail item list sorting

Each column can be sorted in ascending or descending order. By default, items are sorted in descending order by franking date.



Figure 26: Mail item list sorting

3.2.5. Number of mail items displayed per page

At the bottom right of the mail item list you can change the number of items displayed. The default setting is 20 mail items per page. You can choose between 20, 50 and 100 mail items per page.

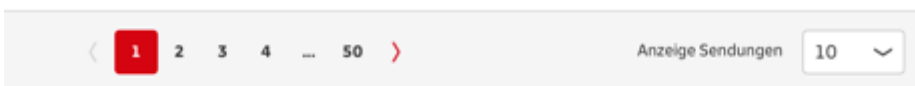


Figure 27: Show mail items

3.2.6. CSV export of mail item list

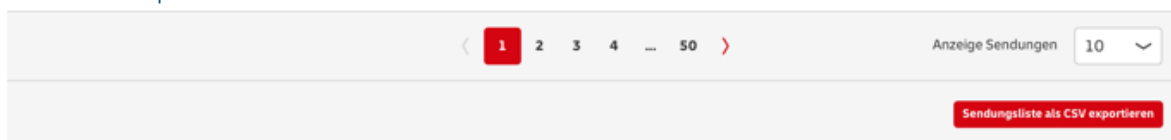


Figure 28: CSV export

The mail item list can be exported as a CSV file. You will be offered the following selection before export:

- All items (number x)
- Only mail items displayed after filtering (number x) → Only if a filter was used
- Only items on the current page (number x)

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The following data is provided in the CSV file:

Domestic items:

Franking date, name, street, street number, P.O. box, postal code, town/city, item number, product, item status, date status, machine number, routing region, postage, storage period

International items:

Franking date, recipient, destination country, item number, product, item status, date status, machine number, postage, storage period

3.3. Mail item details

You can view details about your mail item by selecting the red pointer at the right of the screen. The details view contains a detailed tracking history as well as additional information about the item such as the person to whom the item was delivered.

In the "Aktionen" (actions) section at the bottom right of the screen you have the option of downloading all mail item information in a PDF. All information about the item except the postage will be provided. The PDF also contains a note about the climate friendly transport of your mail items.

The action "Auslieferungsbeleg anzeigen" (view delivery receipt) will also be shown for items with the registered items additional service.

Note:

The tracking history and the PDF download is available temporarily only for mail items with basic mail tracking and no additional service or for registered items.

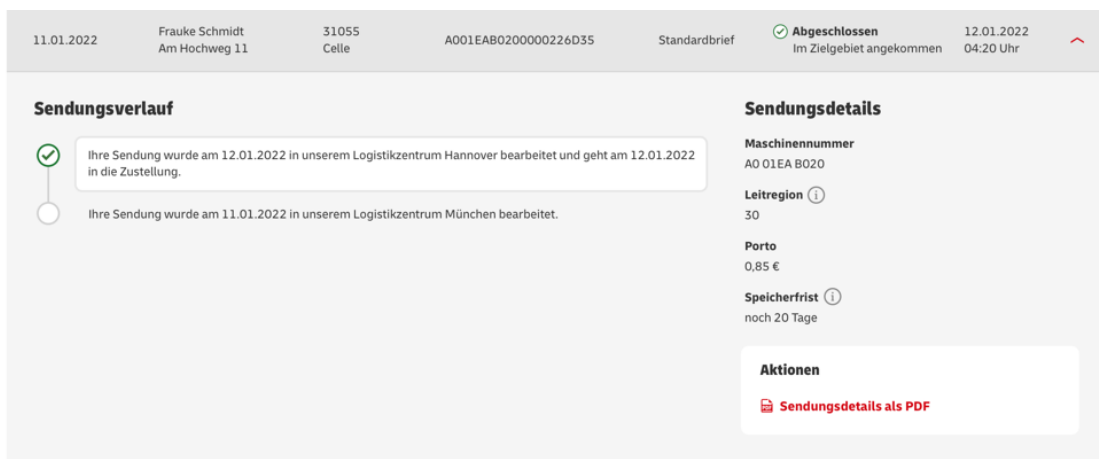


Figure 29: Mail item details