

POST & DHL BUSINESS CUSTOMER PORTAL “TRACK PARCEL & GOODS” FUNCTION

TRACK & TRACE FOR BUSINESS CUSTOMERS

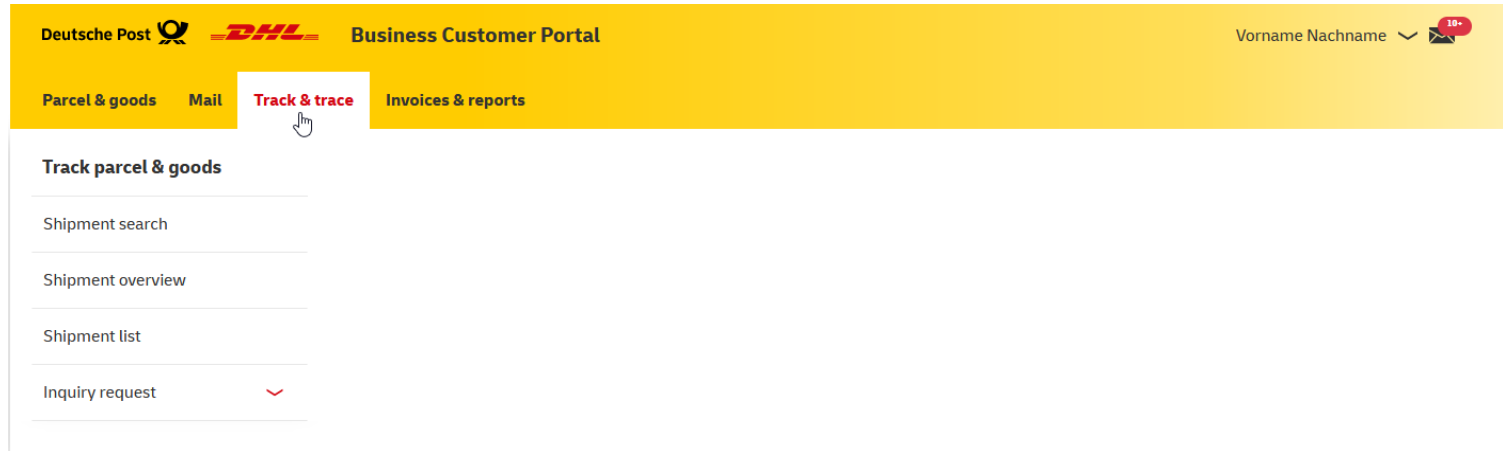
Bonn, September 2023



The function "Track parcel & goods" in the Post & DHL Business Customer Portal gives you transparency and control over your shipments

It offers you...

- **Shipment search** by shipment number or reference, in order to display shipment details, with the option to carry out actions ¹
- **Shipment overview** ¹ with graphic visualization of key figures for your shipments along the route
- **Shipment list** ¹ with filter options & text search to narrow down the result to certain shipments and the option to carry out actions ¹



¹ Advanced permissions needed.

Shipment search at a glance

Search for shipments by shipment number or shipment reference

The screenshot shows the 'Shipment search' section of the Deutsche Post DHL Business Customer Portal. At the top, there is a yellow navigation bar with the Deutsche Post and DHL logos, the text 'Business Customer Portal', and a user profile dropdown labeled 'Vorname Nachname' with a notification badge showing '10+'. Below the navigation bar are menu items: 'Parcel & goods', 'Mail', 'Track & trace' (which is underlined), and 'Invoices & reports'. The main content area is titled 'Shipment search' and contains two radio buttons: 'Shipment number' (selected) and 'Shipment reference'. Below these is a search input field with the placeholder text 'SHIPMENT NUMBER(S)' and a red 'Search' button with a magnifying glass icon. Underneath the search field, there is explanatory text: 'Search through your shipments from the last 365 days by shipment number or shipment reference. To search for more than one shipment, separate each shipment number or shipment reference with a comma. Use [shipment overview](#) and [shipment list](#) for a complete list of all your current shipments as well as additional search and filter options.' At the bottom of the page, there is a footer with 'Deutsche Post DHL Group' on the left, 'Language selection' with 'DE' and 'EN' options in the center, and a small upward arrow icon on the right. On the far left of the footer, there are links for 'Legal notice', 'Data Protection Statement', 'Consent Settings', and 'Commissioned Data Processing'.

Search for certain shipments of the last 365 days by shipment number or shipment reference.

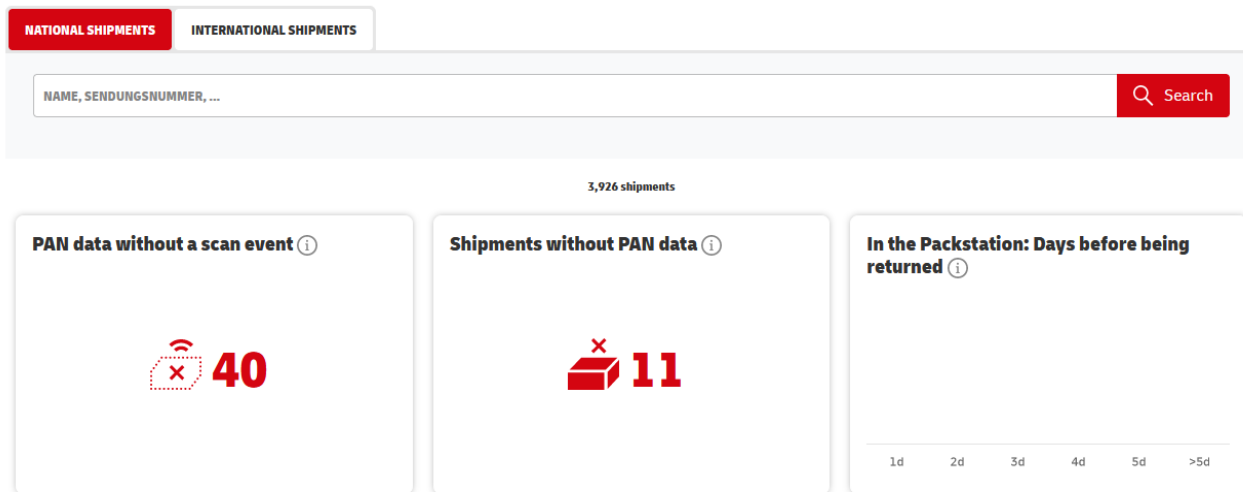
Please separate your values for shipment numbers and references with a comma, when searching for multiple shipments.

The associated shipment details are displayed in the results table and you can trigger shipment-related “actions”¹.

The shipment overview at a glance¹

Graphical visualization of your shipments along their route

Dashboard



Key figures to your current shipments in production are shown in the dashboard as a tile.

After selecting a tile the associated shipment list with all details will be displayed and shipment-related “actions”¹ can be carried out.

¹ Advanced permissions needed.

Shipment list at a glance¹

Your current shipments as a list, with filteroptions & textsearch to narrow the result down to certain shipments

Shipment list

NATIONAL SHIPMENTS
INTERNATIONAL SHIPMENTS
⚙️

🔍

 Archive ⓘ

Product ▾
Shipment status ▾
Hints ▾
⌵

1 shipment

Product	Shipment/ Reference	Recipient	Address	Shipment status	Note
PAK	-----	-----	-----	Delivery service ordered Tu, 2023-09-12 14:01	⌵

Export current page as PDF
Export shipment list as CSV

In the shipment list your current shipments (with a maximum of 10,000), divided into “National Shipments” and “International Shipments” are displayed.

By using the filteroptions and textsearch the list of results can be narrowed down to certain shipments.

The timescale can extend from "current shipments" to 12 months by using the “Archive” slider.

The lower menu offers you to export the shipment list as a file (pdf & csv- requires associated permission) and allows you to switch to the next page of the list.

¹ Advanced permissions needed.

Actions

Shipment-related actions can be carried out

Product	Shipment/ Reference	Recipient	Address	Shipment status	Note
RET	Schöne Sachen GmbH	Platz der Deutschen Post 1, 53113 Bonn	Order data sent We, 2023-09-20 09:50	⌵

Shipment status

We, 2023-09-20 09:50
The order data for this shipment has been sent electronically to DHL by the sender.

Current hints

No current hints

Shipment details

Shipment number
.....

Reference number
(*)
.....






Billing number
.....

Sender
.....
Musterstraße 1
11111 Musterort
Germany

Recipient
Schöne Sachen GmbH
Platz der Deutschen Post 1
53113 Bonn
Germany

Product
DHL Retoure

Actions

-  Send E-Mail ⓘ
-  Request parcel recall ⓘ
-  Submit Investigation request ⓘ
-  Proof of delivery ⓘ
-  Shipment details as PDF

The following shipment-related “actions” (depending on product, shipment status and your authorizations) are possible:

- Visualize the proof of delivery
- Request parcel recall
- Download shipment details as a PDF file
- Send shipment status via email