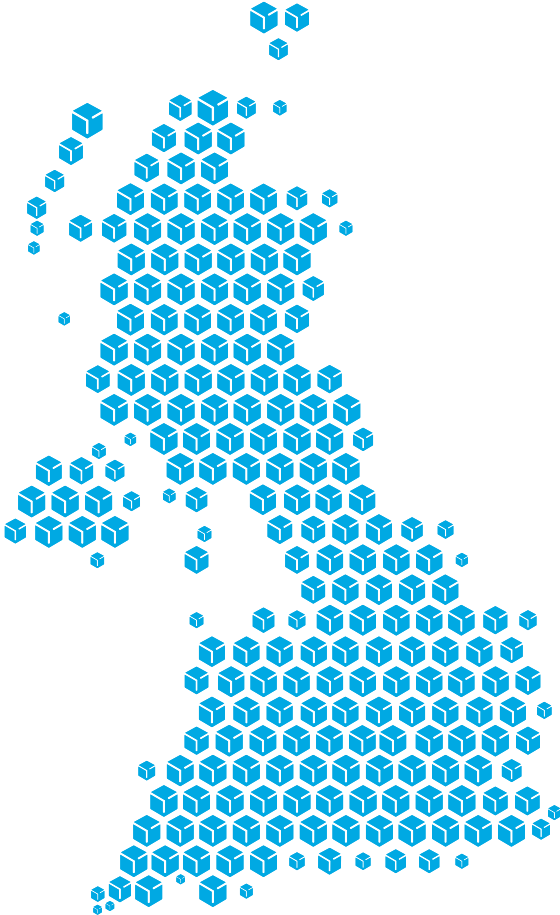


Guide to DPD Local

Your delivery **experts**



Your delivery experts



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91 strategically located depots
390,000 sorting capacity per night







Introducing DPD Local

Your delivery experts

DPD Local is a part of DPDgroup, one of Europe's **leading express delivery companies**, which is wholly owned by La Poste, one of the largest postal groups in Europe.

We have a reputation for providing innovative, high-quality, time-sensitive solutions at value-for-money prices. Our people are enthusiastic and committed to the highest standards of customer care and with the benefits of leading-edge technology are able to provide your customers with the **best possible delivery experience**.

DPD LOCAL IN THE UK:

-  **25,000** customers nationwide
-  **3,000 delivery experts**
-  Award-winning one-hour Predict notifications
-  **91** strategically located depots and **6,000** Pickup points
-  **2,000 vehicles**
-  **7 days a week** express parcel delivery

A MAJOR FORCE IN EUROPE AND BEYOND

-  The DPDgroup network offers seamless connectivity by road in **30 European countries**
-  Over **1.9 billion parcels** delivered per year
-  **97,000** delivery experts
-  More than **1,200** depots and hubs
-  **86,000** vehicles
-  We have a range of services to deliver across Europe, and with our established partnerships we can connect you to **230 countries worldwide**

LA POSTE

-  Turnover of **31 billion** euros
-  **360,000** customers
-  Active in the mail, express parcels and financial services sectors
-  La Poste's mission is to be closely connected to each of its clients by providing a wide range of solutions and highly accessible products and services



UK Customers

25,000

Franchisees

51

UK Depots

91

Sorting Capacity
per night

390,000

Our UK Delivery Services

We have a full range of express parcel services throughout the UK.



For standard parcels under 30kg, you can choose from the following service options:

BY 10:30

Our premium time-critical parcel delivery service ensures your urgent parcels arrive at their destination at the start of the working day.

BY 12:00

Get your urgent consignments to your customers before noon the following working day.

NEXT DAY

For assured parcel delivery in the UK before close of business the following working day.

SUNDAY SERVICE

Giving you nationwide coverage, 7 days a week:

- SUNDAY 12:00
- SUNDAY NEXT DAY

SATURDAY SERVICE

To extend the working week, we provide the following options:

- SATURDAY 10:30
- SATURDAY 12:00
- SATURDAY NEXT DAY



Pickup

Our customers can select to divert their parcel to the nearest DPD Pickup shop for added convenience.

1
hr

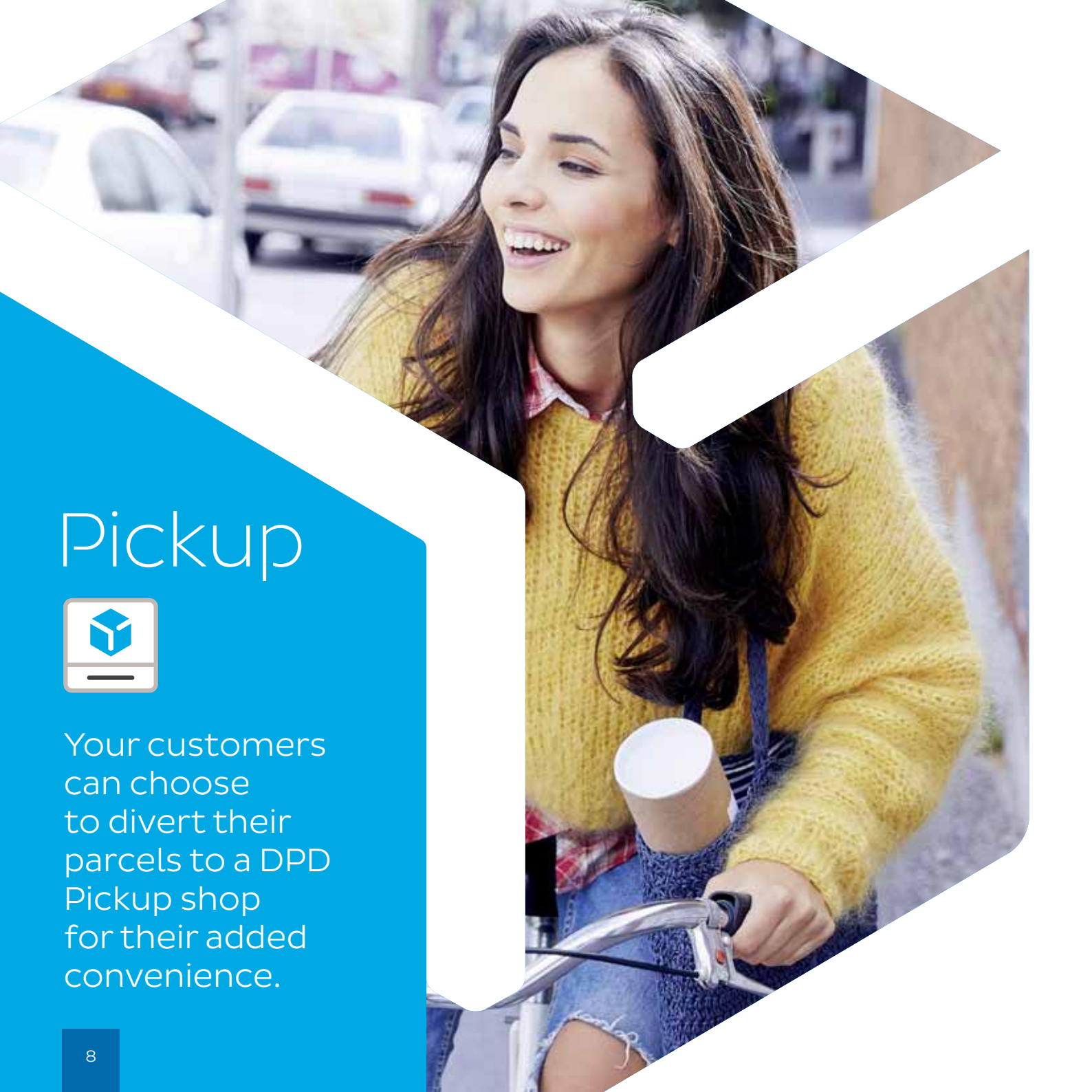
Predict

Whichever service you choose, your customers will receive a one-hour delivery window.

Pickup



Your customers can choose to divert their parcels to a DPD Pickup shop for their added convenience.

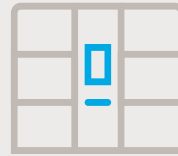


DPD Local has established its own unique network of 6,000 shops in the UK.

There is a DPD Pickup point within miles of 95.6% of the population and a 5-minute walk within central London.

With DPD Pickup **we have the largest shop network throughout London**, with over 400 local DPD Pickup locations including Doodle sites at key railway stations.

We also have the smartest pickup solution with the Rowlands and Numark pharmacy chains and Sainsbury's stores providing your customers with the best in-shop delivery experience.



6,000 Pickup shops in the UK



5 mins walking distance within central London



95.6% of population within 5 miles



450 Pickup shops in London



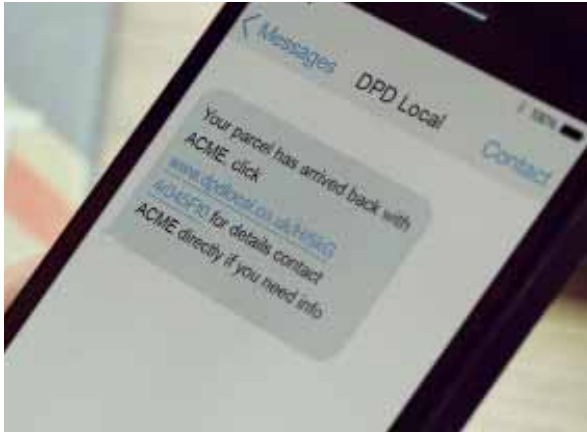
Even more choice for your customers

We know some customers can't be at home for their deliveries, so they can now choose to leave parcels with a specific neighbour, in a safe place or at their nearest DPD Pickup shop.



Ship to Shop

Enhance your customer experience by integrating DPD Pickup into your checkout. Customers can also divert their delivery to their local shop using the in-flight options from their text or email notification.



Return to Shop

Sometimes your customers need to return goods back to you, which is why we've developed Return to Shop. Using DPD Pickup, your customers simply apply a returns label to their parcel and drop it off at their local shop. We'll also notify your customers when the parcel has arrived back with you. It really is that simple.



Shopping without borders

Our Pickup network extends throughout Europe, with 42,000 shops available as Pickup points for your customers, so there really are no borders.

A woman with long brown hair and bangs, wearing an orange top, is smiling broadly while holding a cardboard shipping box. The box has a shipping label with a barcode and some text. The background is a bright, indoor setting with a white door and a window.

Predict

1hr

Predict provides your customers with a one-hour delivery timeslot for advanced notice of when their parcel will arrive.

A one-hour delivery timeslot

Predict is our industry-first innovation designed to increase the number of successful first-time deliveries to homes by providing advance notice of when the parcels will be delivered, with a one-hour timeslot on the day of delivery. What's more, this service is free to all customers.

A personalised text message or email will be sent directly to your customers advising them of the date and time of delivery. Your customers can also access a suite of in-flight options to rearrange their deliveries to suit their specific needs.



We sent a total of a **quarter of a billion** Predict notifications to your customers last year.

Your ACME order will be delivered on **17 Sept** by DPD Local. Not going to be in? www.dpdlocal.co.uk/a/123456789

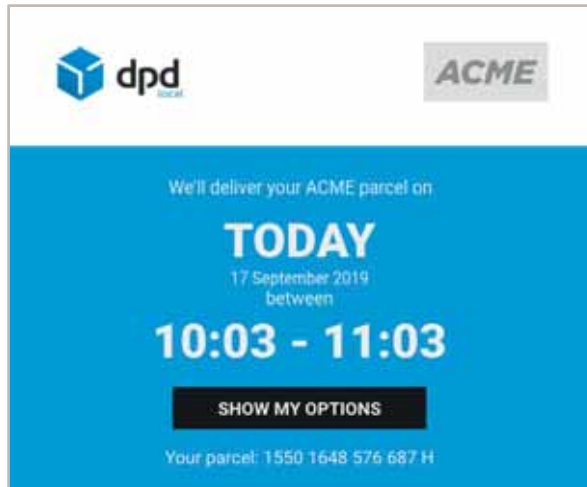
1 Shipped

Once the parcel has been despatched, we'll send a text confirming the delivery date, and we'll also provide options to reschedule.

DPD Local driver Brian will deliver your ACME order today between **10:03-11:03**. Not going to be in? www.dpdlocal.co.uk/a/123456789

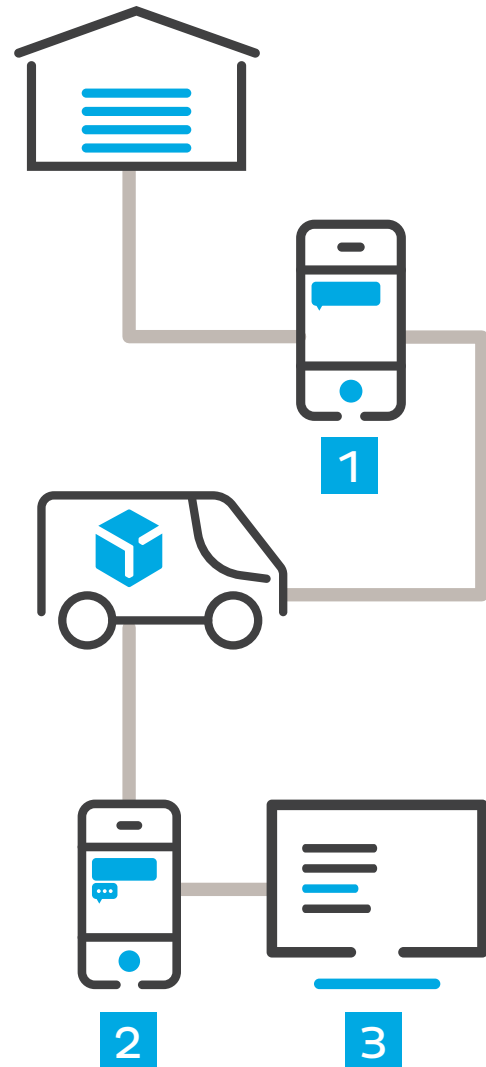
2 Out for delivery

Your customer will receive a text message as soon as your package is out for delivery, along with a one-hour delivery window and options to rearrange.



3 Email notification

Deliveries can also be notified and rescheduled via email, which we can personalise with your company's branding. Just like with our text messages, your customers will receive notifications when their parcels are despatched and again on the morning of delivery.



Predict Collections

We know your customers' time is valuable so we will notify them of a one-hour window for your collections too.

Your ACME parcel/s will be collected today by DPD Local between **10:03-11:03** To cancel/change date TEXT
1= Cancel
2= 18 September
3= 19 September



**Our Predict
Collections
service
means that
you will
know when
we're going
to arrive
to collect
your parcels,
allowing you
to plan
your
working day.**

DPD Local has extended its award-winning Predict service by letting you know when we are going to arrive to pick up your parcels. We'll provide you with a convenient one-hour timeslot via text or email, and you'll have the option to rearrange your collection date if required.



The image shows a notification card from DPD Local. At the top left is the DPD Local logo, and at the top right is the ACME logo. The main text reads: "Your parcel is due for collection TODAY 18 September 2019". Below this, it says: "Please can you ensure that the parcels are adequately packaged and labelled and that the contents comply with DPD Local's terms and conditions". There is a blue button with the text "SHOW MY OPTIONS". At the bottom, it displays the parcel number: "Your parcel: 1550 1648 576 687 H".




Follow My Parcel

Your customers can track their parcels all the way to them on a live map with Follow My Parcel.



Customers can follow their DPD Local driver all the way to them on a live map view

Follow My Parcel will:

-  Display where our driver is on the delivery route
-  Give your customer a range of in-flight options to select from
-  Offer your customer the option to talk to us via Live Chat about their parcel

Not only will your customers receive a one-hour delivery timeslot, but they'll also be able to track the progress of their parcels on a map as our drivers make their way to the delivery address.

[Follow My Parcel](#) ensures your customers have increased confidence when expecting a delivery, which leads to even greater satisfaction levels.

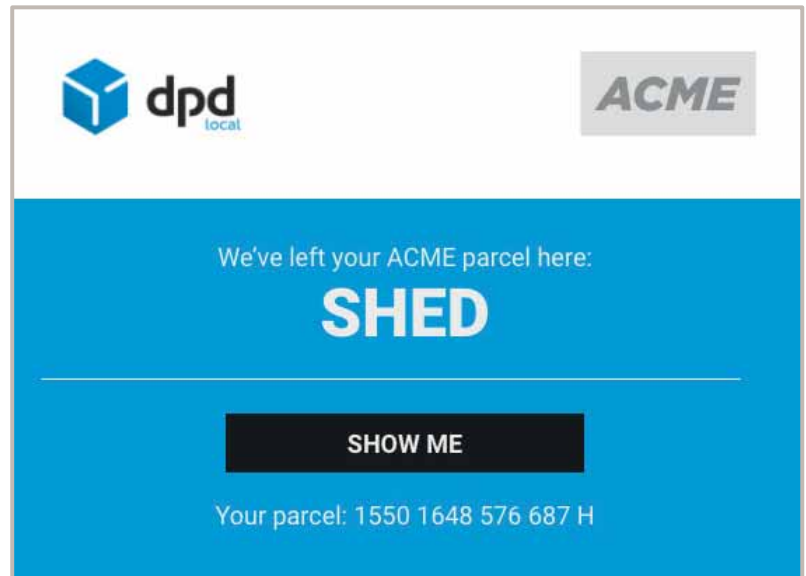
What's more, by providing your customers with such detailed tracking information, [we reduce the number of delivery-related queries](#) you may receive.

Follow My Parcel revolutionised the way your customers track their goods online.

First Time Delivery Success

We want your customers to receive their deliveries right first time, but occasionally we will leave a calling card to say 'Sorry, we missed you', and we'll let them know straight away. We'll send a text or email so they can rearrange their deliveries and don't have to wait until they get home. We'll also send your customers a text message and email along with a picture of where the card was posted.

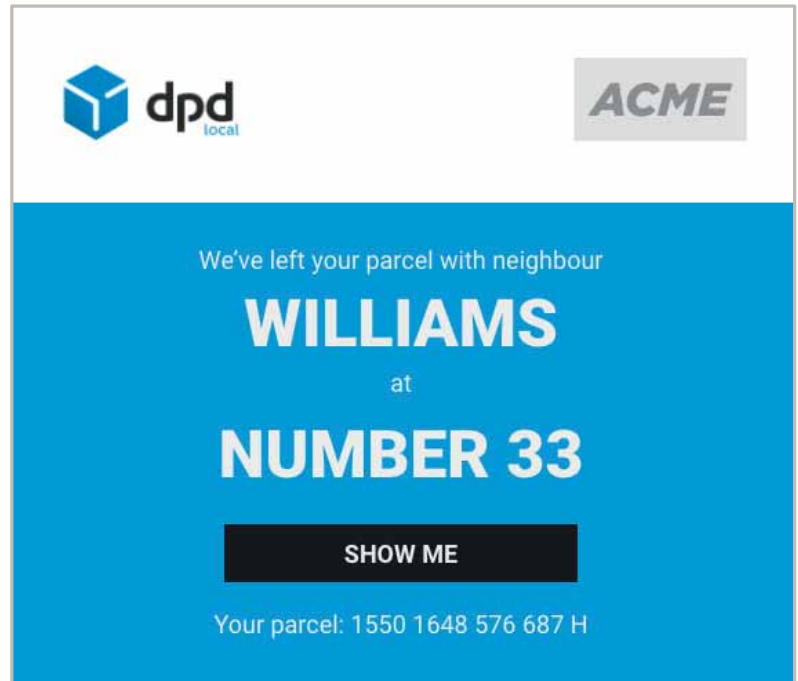
Your ACME parcel could not be delivered as no one was in. For redelivery go to www.dpdlocal.co.uk/a/123456789 or call **0121 275 0500** quoting **12345678**



Deliver to neighbour

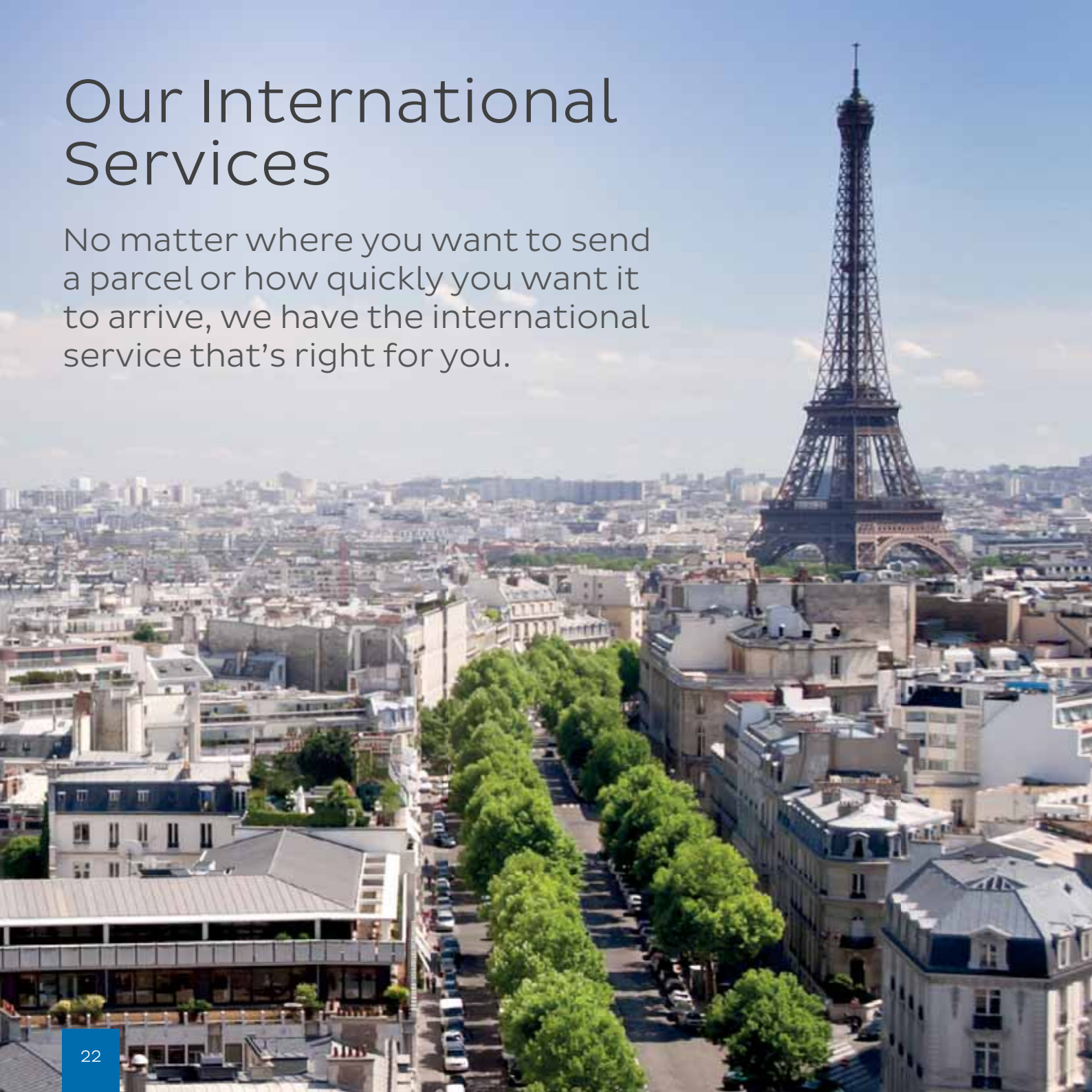
When your customer receives their one-hour delivery notification via SMS or email and they know they will be out, they have the option to have their parcel delivered safely to a neighbour.

When we deliver the parcel to a neighbour, we post a calling card at your customer's address, and for additional peace of mind we also send an SMS or email confirmation of which neighbour we delivered to.



Our International Services

No matter where you want to send a parcel or how quickly you want it to arrive, we have the international service that's right for you.



Choose from a range of international parcel services to suit your needs.

DPD Classic

One of the fastest, most reliable road-based delivery services into Europe

DPD Air Classic

An international service for those non-time-sensitive shipments that still require full tracking

DPD Air Express

Our International Air Express service offers unrivalled coverage to more than 230 countries

DPD Direct

Our innovative international delivery solution which has been developed specifically for online retailers

DPD Flex

Send all your international parcels to us and we'll do the rest, no need for any additional labels and fully tracked to anywhere in the world

International Mail

The easy, cost-effective way to send material overseas

DPD Classic

Send parcels to Europe with our [road-based service](#). DPD offers one of the fastest and most reliable road services to Europe.

We handle 4.8 million parcels a day and are one of the leading carriers by ground throughout Europe. Our fleet of 59,000 vehicles operates direct overnight links between 1,000 depots and hubs in 26 European countries.

DPD Classic offers a swift, safe and reliable service with a proven track record for deliveries to Europe by road that represents excellent value for money.



-  Closed network with the highest levels of security
-  Delivery times as fast as two days in some countries
-  Over 75,000 delivery experts
-  A centralised multi-lingual customer services team who can deal with all customer queries
-  Full track and trace facilities, including online proof of delivery and signature
-  Predict one-hour delivery timeslots
-  Access to a range of in-flight options

Ihr Paket von ACME wird heute zwischen 10.12 und 11.12 Uhr geliefert. Für eine Zustellung an einem anderen Tag senden Sie 1 für den 02.07, sie 2 für den 03.07 oder 3 für den 04.07.

International Predict

DPD Classic customers also benefit from Predict notifications which let recipients across Europe know the exact hour their parcels will arrive. By sending delivery information in advance via SMS or email, there's no more waiting around. It's also easy to change the time, day or place of delivery if plans change.

In a number of countries your customers can use the flexible in-flight options to change the delivery day, reroute the parcel to a local Pickup shop or arrange for it to be left in a safe place.

DPD Air Express & DPD Air Classic

For those more urgent parcel deliveries, we have a choice of air express delivery options. With DPD Air Express and DPD Air Classic we can take your more urgent parcels anywhere in the world.

More destinations, more control and all at the right price. DPD's Air Express service provides fast connectivity for those urgent international shipments, and our DPD Air Classic service provides reliable delivery by air.

DPD Air Express

DPD's global express network - DPD Air Express - offers an unrivalled service to more than 230 countries worldwide. If you need to get your parcel to its destination urgently then DPD Air Express is the service for you.

DPD Air Classic

DPD Air Classic is an extension of our Classic service into Europe, connecting you to over 200 countries across the globe. It's ideal for retailers who want to export to new markets but don't need the speed of DPD Air Express.



With full traceability and notifications to your customers, DPD Air Express and DPD Air Classic will give your international customers the best possible delivery experience.

DPD Direct

We've developed an international delivery solution specifically for e-tailers.

DPD Direct provides an international home delivery service specifically designed for online retailers. We'll ensure your products are delivered direct to your customer's door.

In all of the destinations, we work in partnership with the local home delivery specialist, providing the best 'last mile' delivery experience.



TRACK YOUR DELIVERIES

You'll have online visibility of your parcel on its outbound journey and final confirmation of delivery, so you can monitor all customers' orders from despatch to receipt.



GET FAST CUSTOMS CLEARANCE

With DPD Direct we will ensure your goods receive express customs clearance, utilising a paperless system. This means that all your customs requirements are taken care of online, with no need to produce invoices to accompany the parcel.



ACCESS DELIVERED DUTY PAID

Where duty is payable (non-EU destinations), using the DPD Direct service means all items can pass through customs efficiently and quickly. If your parcels to these destinations are Delivered Duty Paid, DPD will invoice you separately for any duties payable.



RETURN ITEMS






The DPD Direct service includes a returns service for unwanted and undeliverable items.

International Mail

The easy, cost-effective way to send material overseas.

As part of the La Poste group, DPD is a leading global provider of international mail services. A one-stop shop for all your shipping needs, DPD aims to take the hassle out of sending mail globally, saving you both time and money with a range of mail services.

Developed in conjunction with national postal authorities, International Mail is for businesses sending bulk mail totalling over 2kg of international mail per day.

-  Closed network with the highest levels of security
-  Collection service for bulk international mail
-  Mail is directly fed into the network of our parent company, La Poste
-  Invoices give a detailed breakdown of all shipments despatched
-  No pre-payment for franking or stamps means improved cash flow

International Business Reply Service (IBRS)

IBRS is essentially a reply paid service. We operate the returns within 17 countries for items up to 2kg.

DPD Colissimo

We offer an exclusive tracked registered mail delivery to France through our DPD Colissimo service. DPD Colissimo, the largest B2C registered mail shipping service in France, allows you to despatch your goods quickly and ensures the addressees receive their registered mail on time.

Registered mail

We also provide an untracked international registered mail service which requires a signature upon delivery.


Ireland


We are the biggest express parcel company in Ireland, with a depot in every county. When it comes to a fast and efficient parcel service to Ireland, we've got it covered.


DPD Local offers your business access to the largest express parcel network in Ireland.

Our Predict service is also available in Ireland, meaning your customers are notified of their one-hour timeslot via text and email.




 Number one premium domestic carrier, giving you total reliability and peace of mind

 34 depots strategically located throughout Ireland, meaning we are closer to your customers

 Handling over 20 million parcels a year

 98.9% on-time delivery, ensuring great customer service

 Local experience: DPD has been working in Ireland for over 25 years

 Providing solutions for B2B and B2C deliveries

Delivering Only The Best Service

We want your experience with DPD Local to be the best: the best web service, the best customer service and the best delivery service.



DPD Local Online - at the touch of a button

Accessible anywhere, on any device

Here at DPD Local, we understand that the way people surf the web has changed, which is why we have used responsive design for our website and associated online services.

Access our services on all devices, including smartphones and tablets.



'How Can We Help?'

The dedicated 'How Can We Help?' section of our website is designed to enable parcel recipients to quickly get information relating to their deliveries and to efficiently self-serve.

The screenshot shows the DPD Local website's 'How Can We Help?' section. At the top left is the DPD Local logo. To the right is a 'Website Search' box. Below the logo is the tagline 'Your local delivery experts'. A navigation bar includes 'Home', 'Products & Services', 'Help' (highlighted), 'MyDPD Local', 'About DPD Local', and 'Brexit'. On the left, a sidebar lists: 'Track My Parcel', 'DPD Pickup Shop Finder', 'Find My Local Depot', and 'Service Disruption'. The main heading is 'How Can We Help?' with a breadcrumb 'Help > Track My Parcel'. Below the heading is a blue banner with the text 'Never miss a parcel delivery again' and an image of a smartphone showing a delivery notification. The content is organized into three columns: 'Not going to be in?' (with links like 'Deliver my parcel anyway', 'How can I change my delivery address?', 'How can I change my 1 hour delivery slot?', 'How can I collect my parcel?'), 'Expecting a parcel?' (with links like 'When will my parcel arrive?', 'What's my parcel number?', 'How can I change my delivery?', 'Can I confirm my changes?'), and 'Missed a delivery?' (with links like 'How can I rearrange my delivery?', 'I was in, the driver hasn't been', 'Can the driver come back?', 'How can I collect my parcel?'). At the bottom, there are two tracking boxes: 'Receiving a parcel?' and 'Sending a parcel?'. Each box has input fields for 'Enter your reference number' and 'Postcode', and a blue 'Track' button. Below each box is a link 'Where is my reference?' with a plus sign.

Managing your exceptions online with MyDPD Local

We want your customers to have the best possible delivery experience, and MyDPD Local will assist with ensuring just that.

- Quickly and easily identify those parcels that require action
- Respond directly to the delivery country by sending instructions online without the need to contact UK-based customer services
- Get the latest status, with information on parcels refreshed every five minutes

With MyDPD Local you'll have your own dashboard that summarises the status of all your shipments.

Help | Logout

MyDPD Local Shipping Collections **Deliveries** Shop Returns Address Book Depot Finder

Search **Dashboard** Watch List

Delivery Dashboard MARKETINGIE

Account:

For Your Attention

Instructions Required	Instructions in Progress	Parcels No Data	Exceptions (Info only)	Overdue	ProAlert	Returns	Watch List
32	84	0	9	7	3	11	5

Service Disruption

Please enter your postcode to check if parcel delivery services in your area have been affected.

Postcode:

County	Delay in days from today	Postcodes
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You're always in control of all your deliveries and can access a range of options directly from MyDPD Local.






You can also view a full history and the recipient's signature and even see our driver on a map of their delivery route to help you make the right choice for your customer.

Collection	Customer Ref	Account	Service	Consignment	Address	Email Address	Phone Number
30/09/2019		303015	parcel - dpd next day	5351150202 (1)	123 Blackburn Lane, Halesowen, B66 1BT		12345 67890
Available Options							
 Collect from depot	 Change address	 + Change address & upgrade	 Change delivery date				
 + Upgrade delivery	 Return to sender	 Call me	 + Add to watch list				
Delivery History							
Date	Time	Location	Event	Image			
31 Sept 2019	07:56	Birmingham	On vehicle for delivery				
31 Sept 2019	03:38	Birmingham	Confirmed at depot				
30 Sept 2019	23:46	Hub 3 - Birmingham	Confirmed at Hub				
30 Sept 2019	19:25	Hub 1 - Birmingham	Confirmed at Hub				
30 Sept 2019	14:00	Smethwick	Customer data received				

Managing Delays En Route

Communication is key. We will keep you fully informed, whatever the status of all deliveries, giving a great customer experience.

Your customers will receive proactive notifications if the parcel is:

-  Delayed in the collection depot
-  Delayed at our hub
-  Delayed in transit to the delivery depot
-  Delayed at the delivery depot
-  Out for delivery but delayed

Your ACME parcel is delayed due to adverse weather conditions. Delivery will now be on Tues 17 Sept or to arrange to collect from depot visit **www.dpdlocal.co.uk/a/123456789**

Keeping customers informed

We pride ourselves on being an honest and transparent parcel carrier, which is why we now proactively communicate with you and your customers if a parcel is held or delayed at any point in our network.

Your customers will receive a text message and/or email notification informing them of the delay and advising of when delivery will subsequently take place. What's more, your customers will be presented with a series of alternative options to ensure the parcel is received at their convenience.

Take a look at the text message here for an example text notification sent to customers in the event of a parcel delay.

You will also have full visibility of any held or delayed parcels via the MyDPD Local Dashboard, with the reasons for delays clearly stated.



Investing In The Best Technology

We've developed the best
technology to provide the
best delivery experience.

Tracking Technology

All our drivers have Saturn hand-held devices.

Carried by every driver, our Saturn hand-held computer units electronically send and receive data about your consignments, so that we can track and trace your parcels in real time from collection through to delivery.

- Drivers' routes are optimised for maximum efficiency
- Prioritises the most urgent daily deliveries
- Logs specific collection and delivery instructions
- All parcels scanned at collection and delivery points
- Captures the parcel recipient's signature, so we can provide electronic proof of delivery
- Delivery information is available on the DPD Local website within 10 minutes
- Fast and secure information transfer for proactive resolution of any delivery queries
- As a camera, the unit takes photographs, which are then shared with your customers, e.g. when parcels are delivered to a safe place or a calling card has been left



Route optimisation

All our deliveries are tracked to the exact delivery point, utilising the latest hand-held technology which provides:

- Automatic navigation to each delivery
- Transmission of GPS co-ordinates mapped every two minutes
- Capture of actual collection/delivery



Our Depot Management team has full visibility of each driver's route and can monitor activity throughout the day to ensure deliveries are on schedule.

Each delivery is now made using precise longitude and latitude co-ordinates so that our driver is directed to the exact parcel delivery point, such as a specific building entrance or reception point. Systems that use postcode data are unable to provide this level of accuracy for deliveries.



Geofencing

The driver hand-held unit now includes 'geofencing', which effectively prevents the driver from delivering the parcel more than 50 metres from the GPS co-ordinates of the delivery address and thereby ensures more right-first-time deliveries.

Shipping Solutions

We've made sending parcels with DPD Local even easier with our simple shipping solutions.

MyDPD Local delivers

We want shipping to be simple. Our web-based shipping system is designed to put you firmly in control of your distribution. It's a shipping solution created for our customers, based on the feedback they've given to us. You can print parcel labels, as well as book, send and monitor consignments conveniently.

The screenshot shows the 'Create Shipment' page in the MyDPD Local interface. The top navigation bar includes 'MyDPD Local', 'Shipping' (highlighted), 'Collections', 'Deliveries', 'Shop Returns', 'Address Book', and 'Depot Finder'. A 'Delivery Search' box is on the right. Below the navigation is a blue header with 'Create Shipment' and 'MARKETINGIE'. A message states: 'Our One Hour Delivery Window service Predict is free. Please complete either or both of the Predict fields on the Create Shipment page to notify the receiver. Read more'. The form is divided into three sections: 'Delivery Details', 'Package Details', and 'Delivery Contact'. 'Delivery Details' includes fields for Short Name, Country (UNITED KINGDOM), Postal/Zip Code (with a 'Find Postcode' button), Organisation/Name, Address 1, Address 2, City, County/State, and Delivery Information (Max. 50). 'Package Details' includes Total No of Packages (1), Total Weight (Kg) (1), Product, Service, Extended Liability (Yes), Shipment Date (Monday - 10/06/2019), Your Reference 1, 2, and 3, and Collect on Delivery (No). 'Delivery Contact' includes fields for Contact, Telephone, Notification Email (Predict), and Notification Text (Predict).

MyDPD Local **Shipping** Collections Deliveries Shop Returns Address Book Depot Finder Help | Logout

Create Shipment Shipment Review Imports Import Activity Tools Delivery Search

Create Shipment **MARKETINGIE**

Our One Hour Delivery Window service Predict is free. Please complete either or both of the Predict fields on the Create Shipment page to notify the receiver. [Read more](#)

Delivery Details		Package Details	
Short Name	<input type="text" value="Type here.."/>	Total No of Packages *	<input type="text" value="1"/>
Country *	UNITED KINGDOM	Total Weight (Kg) *	<input type="text" value="1"/>
Postal/Zip Code *	<input type="text"/> <input type="button" value="Find Postcode"/>	Product *	<input type="text"/>
Organisation/Name	<input type="text"/>	Service *	<input type="text"/>
Address 1 *	<input type="text"/>	Extended Liability	Yes
Address 2	<input type="text"/>	Shipment Date *	Monday - 10/06/2019 <input type="button" value="G"/> <input type="checkbox"/> Remember Date
City *	<input type="text"/>	Your Reference 1	<input type="text"/>
County/State	<input type="text"/>	Your Reference 2	<input type="text"/>
Delivery Information (Max. 50)	<input type="text"/>	Your Reference 3	<input type="text"/>
Delivery Contact		Collect on Delivery	No
Contact	<input type="text"/>		
Telephone	<input type="text"/>		
Notification Email Predict	<input type="text"/>		
Notification Text Predict	<input type="text"/>		

Prepare and print labels in three clicks

Add the delivery address, confirm the number of parcels and select the service.

Email and SMS notifications

Input the parcel receiver's email address and mobile number, and they'll receive a notification of their one-hour delivery window.

Use of multiple workstations

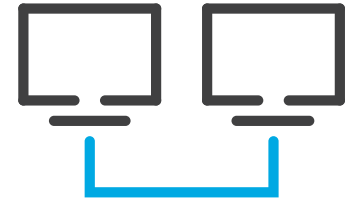
Access our shipping systems from multiple points in the warehouse. There is no limit to the number of workstations you can operate, giving you ultimate flexibility.

Continual support

24/7 helpdesk support is available and there is online help throughout the system.

File Transfer Protocol (FTP) and Electronic Data Interchange (EDI)

Whether you are using FTP or EDI, our team of experts will work closely with your IT team to establish a robust data transfer solution that enables you to monitor your parcels during transit. Your system will generate a bar-coded label, and the information from each label will be transmitted at the end of the day to DPD Local. We will then transmit back to you tracking logs for all parcels shipped, with proof of delivery if required.



APIs - Application Program Interfaces

We use APIs to get our systems to talk to yours and vice versa. This means that we can easily integrate, for example, your checkout page into our returns solution, or integrate any part of the delivery process, so that your customer has the best possible delivery experience. And we use your brand, so the entire digital experience is seamless.

It really is that simple, and our IT team will work closely with yours to ensure that's the case.

YourDPD

Introducing the DPD app – customers can register with us, create their personal profile and never miss a parcel delivery again.

Convenient

Customers can store their delivery preferences

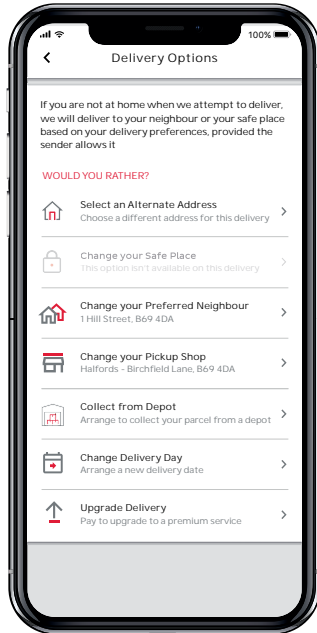
Interactive

Push notifications for live updates on deliveries

In-flight

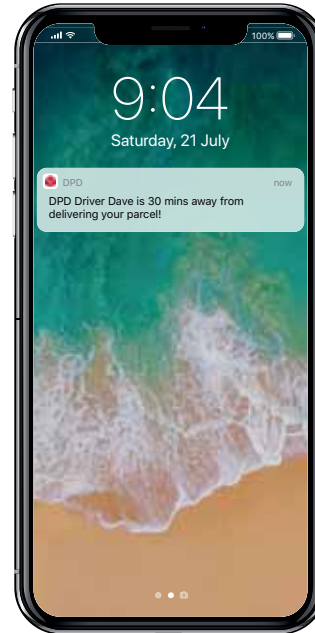
Customers can change their delivery whilst the parcel is en route to them

We sent over 78 million app push notifications last year.



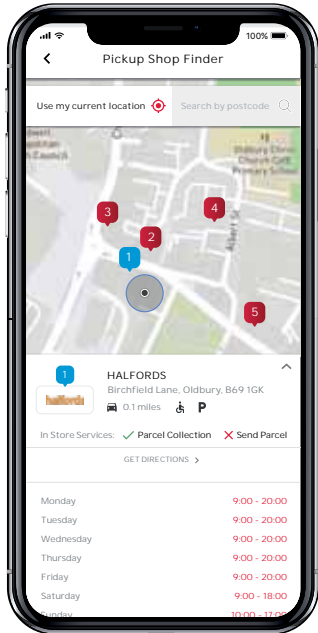
Delivery preferences

Your customers can tell our driver where to leave their parcel safely or the name of their preferred neighbour, or ask our driver to deliver to a Pickup shop.



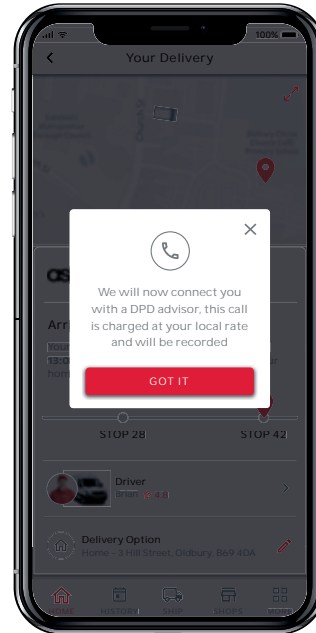
We will tell your customers when we're coming

We will send your customers a push notification when we are 30 minutes away.



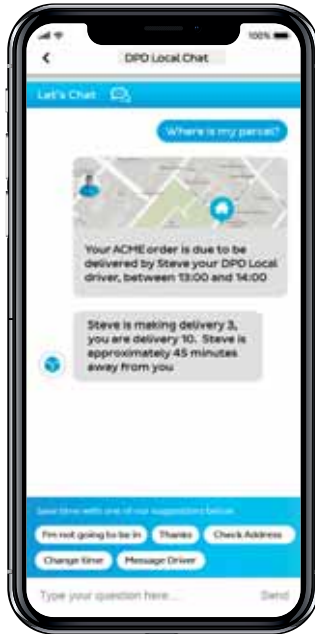
Easy access to our Pickup network

Customers can collect their parcels at a time to suit them. We'll keep parcels safe until customers are ready to pick them up.



Tap to call

App users can now get straight through to DPD, wherever and whenever they need to.



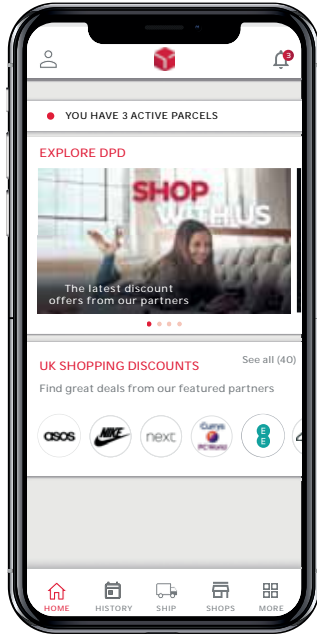
Love to chat

If your customers need to message us, we'll make sure someone is at the other end who can help, whatever the query.



Design Space

We want app users to share their experiences and ideas about what 'great delivery' looks like. The Design Space allows them to do just that. We now have over 28,000 users that share their great delivery ideas.



UK shopping discounts

Everyone loves a good deal, and we will share our customers' great offers with our app users.



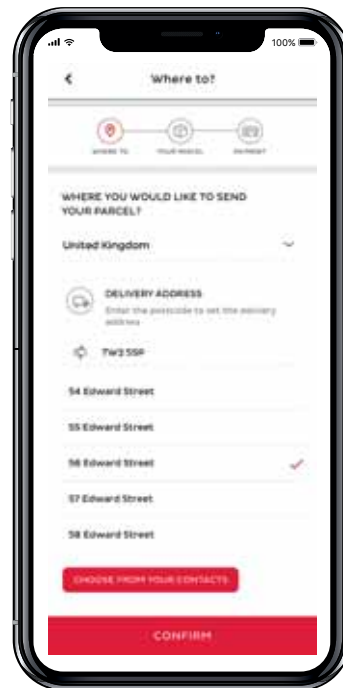
App assistance

Sometimes our drivers need a bit of extra help to find the correct delivery location, and that's why we've added image capture to the DPD app. This means your customers can show our driver exactly where to go.

Send a Parcel with YourDPD

The DPD app has been downloaded by over 4 million consumers and is a great way for shoppers to take control and never miss a delivery. Last year we launched within the app

the option to send a parcel. Sending a parcel is now simple and paperless and provides total peace of mind with tracking every step of the way.



Simple and paperless

Investing In Our Infrastructure

We believe in investing in our future to protect yours.

Smethwick Hubs

Sorts
390,000
parcels per night

Smethwick Hubs

Sorts
50,000
parcels per hour

Total Vehicles

2,000

Total Franchise Depots
in Network

51


Investing In Our Vehicles And Network

We continually invest in our vehicle fleet and network to ensure we are able to give your customers the best delivery experience.

Investing in vehicles...

DPD Local utilises double-deck trailers and has access to one of the largest fleets of high-volume vehicles in the industry.

Our double-deck trailers carry one-third more parcels than traditional single-deck trailers and therefore reduce road congestion and our carbon emissions.

 Modern and efficient fleet of 2,000 vehicles in total

 In-house maintenance facilities

...and our franchisee network

DPD Local has 91 depots, strategically located throughout the UK and within easy reach of all major UK cities. Your local DPD Local franchisee will have local knowledge and be close to both you and your customers.

Electricity lights the way...

DPDgroup opened the UK's first all-electric parcel depot in the heart of Westminster in 2018, with a second site in Shoreditch also opening, and has plans for a further six all-electric sites in the capital.

The new 5,000 sq ft facility on Vandon Street is known as DPD Westminster and has the capacity to deliver 2,000 parcels a day utilising an all-electric fleet. DPD has invested over £500,000 refurbishing the site, including the introduction of a state-of-the-art electric charging system that enabled the deployment of electric vehicles without major infrastructure upgrades.

Using all-electric vehicles in both the inward feed of parcels to DPD Westminster and the final-mile deliveries, DPD will initially see a reduction of 45 tonnes of CO₂ per annum. This will increase as more all-electric vehicles and depots are introduced into DPD's all-electric network.

Innovation in the fleet

DPDgroup has deployed three new types of all-electric vehicles to operate the depot. Two all-electric Fuso eCanter 7.5t vehicles will feed parcels into the depot each day.

The final-mile deliveries will be completed by two different all-electric vehicles – the Nissan eNV200 all-electric van, which is capable of making 120 stops a day, and the micro-vehicle Paxster, which delivers in the immediate area around the depot and is expected to operate 60 stops on one charge per day.

Comparative costs show a per vehicle saving of 10p per mile when compared to diesel, and a reduction in emissions of 30kg CO₂ per day. This would save 7,500kg of CO₂ a year per vehicle.



Retain And Develop The Most Customer Centric People

A photograph showing a delivery person in a blue uniform and cap handing a cardboard box to a customer in a blue denim shirt. The customer is smiling and looking at the box. The scene is set in a doorway or a narrow hallway.

We know that great service depends on having great people, which is why we've developed a strategy to attract and retain the best people in the industry.

All our people share
the same values:



Respect



Accountability



Passion



Flexibility



Hard Work



Honesty

**Through our
apprenticeship
scheme we
nurture
our stars of
tomorrow.**

Apprentice scheme

We currently have apprentices in varying positions throughout our organisation, who are provided with opportunities to develop their knowledge and skills through vocational qualifications while at the same time contributing to the business.

Amazing Awards

Amazing service deserves recognition. Over the past five years we've rewarded thousands of our people for giving **amazing service**.

DPD Local's 'You've Been Amazing' awards scheme provides an **instant reward** for employees who go above and beyond the call of duty for customers. In fact, winners have received shopping vouchers and all are recognised on the DPD website for their amazing efforts.



Isaac Wilberforce

“You deliver to the flower section and we contacted your CEO, Dwain McDonald, to speak about how amazing you are and how you sing when you deliver to us, which brightens our day!”

Arighi Bianchi, Customer



Jodie Jenkinson & Alex Steel

“Jodie was exceptional at handling our call when we were trying to locate an urgent delivery. Alex called us within minutes and went out of his way to get the package to us. The package contained 100 gifts for primary aged children for a book launch that took place this morning in Leeds. Had team DPD Local not pulled out the stops, we may not have had so many smiling faces today. Please pass on thanks from all at Fisher King Publishing.”

Executive Desk, DPD Customer Services



Adee Whittall

“An account got in touch to ask us to recommend you for recognition due to your hard work in resolving a rather tricky international query. Well done - you've been amazing.”

Emma Lewis, Depot Manager

Driving Change™

Our commitment to responsible business

We believe in being a responsible partner to the people, businesses and communities we work closely with.

As delivery experts, our aim is to make a positive impact through what we do each and every day. We're focusing our efforts in four areas where we can make the biggest difference:

Carbon neutral commitment

Being the only delivery network dedicated to making every parcel we deliver carbon neutral, for all our customers

Innovative entrepreneurship

Sharing our expertise and entrepreneurial spirit to help local enterprise thrive

Smart urban delivery

Improving everyday urban life by giving people greater delivery choices, while reducing our impact on the road

Closer communities

Bringing people together to support and build the communities we're closest to



DPDgroup

CommunityFund

Delivering People's Dreams

The Community Fund focuses on donating money to charities and community projects close to our people's hearts.

The DPDgroup UK Community Fund allows us to support the many local charities that are close to our people's hearts.

Since it began, hundreds of members of the DPD team have taken part in events and challenges to raise money for the fund. The total raised is always matched by the company too, with over £2 million raised to date.



**Last year DPDgroup raised an amazing
£180,000 for the Community Fund**



**During 2020, the Community Fund donated
£550,000 to over 100 UK charities and organisations**

Last year DPDgroup helped support over 200 local charities and communities close to our people's hearts.

We now officially support two more charities. We're also keeping the Community Fund, so that our people can continue to request support for their good causes.

One of the new charities is Children with Cancer UK, whose mission is to improve survival rates and the quality of life in young cancer patients and to find ways to prevent cancer in the future. The charity funds research, raises awareness and aims to ease the burden for families affected by childhood cancer.

The second charity is Variety, which improves the lives of children and young people throughout the UK who are sick, disabled or disadvantaged. Variety provides coaches and bespoke wheelchairs, specialist sensory and recreational equipment for use in the home, at school and in children's hospitals as well as youth centres and creates memorable experiences through Variety Great Days Out.



We also supported Christmas Jumper Day, donating a brilliant £40,000 to Save the Children.

Award Winning Parcel Delivery



DPDgroup won the [Queen's Award for Enterprise 2015](#) in the [Innovation](#) category, for its unique delivery services

The award recognises Predict and Follow My Parcel, which the judges described as “trail-blazing services” that have made DPD “the preferred choice carrier for retailers whose success depends on satisfied customers making repeat purchases”.



DPDgroup scooped the [Best Use of Technology Award](#) at the Motor Transport Awards 2015, for its industry-leading Predict innovation.

Judges commented: “DPDgroup UK appears to be several years ahead of its competitors when it comes to technology.”



DPDgroup won the [Business Excellence Award](#) at the Motor Transport Awards 2015, an event that is widely considered to be the ‘Oscars’ of the road transport industry.

Award judges singled out DPDgroup UK’s “stellar growth”, “leverage of technology”, and said it had demonstrated a “proactive response to market challenges and a clear focus on the customer proposition”.



For more information about DPD call **0121 336 4900**
visit our website at **www.dpd.co.uk**
or contact us via email: **sales.enquiries@dpd.co.uk**