

POST & DHL BUSINESS CUSTOMER PORTAL



The Post & DHL Business Customer Portal allows you to simply and conveniently use your services for shipping with Post & DHL. Via one central online access you can carry out and track your shipments, book pickups and returns, order shipping materials, view your customer data and invoices, get reportings and obtain information e. g. on new features and much more.

THE BENEFITS FOR YOU

- Central access to your Post & DHL services for convenient shipment preparation, pickup and shipment tracking.
- Access to your customer data and invoices.
- Exclusive Monthly quality and performance report.
- Ordering of shipping materials such as labels.
- Direct access to product information.
- Possibility to set up several individual user profiles.
- Availability online and 24/7.
- Information on new features and services such as our online form for investigations on domestic and international shipments.

MANY OPTIONS IN THE POST & DHL BUSINESS CUSTOMER PORTAL

Ship

This function enables you to quickly and easily carry out your shipments. Alongside the creation of shipping labels, you can conveniently import your address and eBay information and archive shipment data. You are also able to view all requested shipments in a transparent overview.

Pickup

The pickup function allows you to request and manage individual collection orders and collections on request. Convenient functions such as the collection calendar make collections easy and practical to organize.

Returns

The function Returns offers you a central solution for managing your returns. You can manage your returns and book new returns.

Track & Trace

This function for business customers allows you to follow the shipment status of your shipments at any time.

Order

In the "Order" function, you will find the shipping materials that you need - from shipment labels to Paketmarke parcel stamps.

Billing Center

Here you can view your invoices online. By assigning individual rights to your accounting staff you can make this function available to them and optimize control of expenses.

Reports

The Delivery Monitor is made available to you every month and offers you an exclusive quality and performance report, so that you can keep track of all shipment matters at all times – with all your key information in a clearly presented format.

Investigation on domestic and international shipments

You can address an investigation on domestic and international shipments directly to the customer service via an integrated.

FURTHER INFORMATION

Would you like to use the Post & DHL Business Customer Portal with all of its benefits? Your sales contact will be pleased to set up your personal access. After activating your user account you can reach the portal at geschaeftskunden.dhl.de.

If you have any questions on the Post & DHL Business Customer Portal, our technical Support staff will be happy to assist you. Simply call **+49 (0)228 76 36 76 59 (choice 3 for english)** *.

* Service: Monday to Friday 8 am – 6pm