Conditions of DPD CIT for the printing of labels for Actions

All requests for actions must go via DPD Pricing and the customer's DPD Sales Manager

1. **Pre-check by DPD Sales**
- Which DelisID has to be used?
- Which service code has to be used ?
- Who is the contact person at the customer's we can contact in case of questions?
- If the labels have tob e physically printed, who do they have to be sent to?
- The importfile must respect all conditions explained in point 3 below

2. **Required time needed for creation**
- Only when all points from the pre-check are met does the time start counting
- If DPD CIT just have to assist the customer withy importing the file and the rest is done by themselves: 5 working days
- If DPD CIT have to import the file, generate the PDF but the customer prints the PDF themselves: 5 working days
- If DPD CIT has to import the file and physically print the labels: 10 working days
- If DPD CIT is stuck at some point and needs more info from the customer, the required time is delayed by the time it takes for the customer to reply. If the customer only replies after 2 days for instance, the time of creation will be extended by 2 days.

3. **Requirements of customer's importfile**
- <u>General</u>
  - Shipments where mandatory fields are empty are invalid
  - Weight of the shipment is mandatory, but can be a fixed number for all shipments.
  - Amount of parcels within the shipment is mandatory, but can be a fixed value for all shipments.
  - One line per shipment
  - An Excelfile can not be larger than 499 lines. If the file needs to be cut into pieces, this is up to the customer to do.
  - Mandatory fields must not be blank: name, street, house number (can be in the same fields as street), zipcode, country, city
  - Header is mandatory
  - Country code must be in ISO format . For convenience: **https://en.wikipedia.org/wiki/ISO_3166-1#Current_codes**
  - If the service is B2C, email address is mandatory
  - Values must not exceed their maximum length. The max length of each field is described on the knowledge portal.
  - Columns with an unknown meaning will be ignored

- <u>Postal codes</u>
  - Zipcodes must be corrects with the given city. DPD CIT will not look up zipcodes, this falls under the responsibility of the customer which they can do with Google Maps.
  - Zipcodes must not contain spaces
  - Zipcodes must not contain prefixes such as BE- or LU-
  - Beware for zipcodes starting with 0: Excel might delete those. It's the customer's responsibility to make sure the columns are given as text to prevent this from happening.

- Contact details
  - Email address, if included, must be a valid and existing address
  - Phone number, if included must be format: +<country code>#<phone number> Ex: +32#479123456
  - Email of telefoonnummer is verplicht in geval de klant Predict wilt laten sturen

- Shipments in the file that don't answer to these requirements and are thus rejected by the system will <u>not</u> be created manually by DPD CIT. DPD CIT can however send a log file of the rejected shipments to the customer. The customer can then resubmit a new separate Excel containing <u>only</u> the corrected, missing shipments.

Actions

- Check File of die voldoet aan vereisten
- Inloggen met ID klant (zie welke account in Pre-check)
- Import in Shipper account van klant
- Print alle zendingen op PDF. Indien de klant enkel de PDF wilt en zelf gaat printen: stuur deze PDF naar hen
- Indien de klant wilt dat DPD het print: print de PDF af.
- Stuur hen de log van geweigerde zendingen indien van toepassing
- Opvouwen ? //Ander type printer

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