



Changes DPD Billing, CSV and process

All changes together

NETWORK
MEMBER OF



PDF invoice

1. One clear invoice
2. Name of the invoice
3. Cost per country
4. One invoice per customer/debtor number
5. Shift in services
6. System return calculation
7. XML file conform new PDF
8. Invoice after delivery

Changes on the invoice

1. One clear invoice (PDF) with different layout

Instead of 3 different invoices, you will receive 1 clear invoice. Content:

- all your regular shipments-per shipment
- the surcharge for returns-per shipment
- the surcharge for oversized and heavy parcels


You received these invoices on 3 different occasions.

According to the new process, you will receive this invoice at one time according to your specified billing cycle. More info can be found [here](#).

2. The name of the invoice changes

Factuur_debiteurnummer_factuurnummer
(Example: Factuur_ 123456_24017891.pdf)





Your contact: Salesteam Zuid

+31 499 339927

salesteamzuid@dpd.nl

Invoice address
 Test customer
 Poststraat 1
 1000 AA Amsterdam

Always specify invoice nr. on payment
 Invoice number: 24018243
 Your reference: Ref.12345678
 Debtor number: 123456
 Invoice date: 02-05-2024
 VAT number: NL123456789B01
 Page: 1 of 14



Service DPD	Quantity	Total service price	Total service surcharge	Total price
2Shop	3	€ 24,88	€ 3,60	€ 28,48
Collection request		€ -	€ -	€ -
DPD 10:00	2	€ 9,50	€ 112,24	€ 121,74
DPD 12:00	1	€ 4,22	€ 80,92	€ 85,14
DPD 8:30	1	€ 5,01	€ 80,35	€ 85,36
DPD CLASSIC	6	€ 35,12	€ 193,07	€ 228,19
DPD CLASSIC KP	5	€ 31,20	€ 4,57	€ 35,77
DPD GUARANTEE	2	€ 9,50	€ 7,24	€ 16,74
DPD HOME	6	€ 48,59	€ 229,65	€ 278,24
DPD HOME KP	2	€ 9,23	€ 1,38	€ 10,61
DPD International Express	2	€ 114,10	€ 35,08	€ 149,18
DPD MPS		€ -	€ -	€ -
DPD ParcelLetter	1	€ 3,90	€ -	€ 3,90
DPD TYRE	3	€ 36,09	€ 5,56	€ 41,65
Saturday delivery	3	€ 13,72	€ 90,62	€ 104,34
Saturday delivery KP		€ -	€ -	€ -
Shop return		€ -	€ -	€ -
Total	37	€ 345,06	€ 824,58	€ 1.169,64
VAT base	Total VAT base amount		Non taxable	€ -
			Gross total	€ 1.169,64
VAT 21%	€ 910,56		VAT	€ 191,22
VAT 0% outside EU	€ 259,08		Total invoice amount	€ 1.360,86

Please pay this invoice before 01-06-2024

DPD (Netherlands) B.V.
 Handelsregister Oosterschelde
 PO Box 200, NL-4900 AA IJssel
 Westwilde 1410, 5950 HA Oosterschelde
 Phone: +31 499 33 99 00
 Fax: +31 499 33 99 01

www.dpd.nl
 CC: 09116129
 VAT: NL5056.08.074001

ING Bank: 0007 3966 05
 IBAN: NL81 INGB 0007 3966 05 SWIFT-BIC: INGBNL2A

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Changes on the invoice

3. On the follow-up page you will find the costs for each destination country for each service.

Do you ship to several countries? Then you can see the number of parcels and the costs per country for each service on the follow-up pages.

Service DPD		Country	Quantity	VAT base 21%		VAT base 0%	
DPD CLASSIC		BE	1	€	5,28	€	-
DPD CLASSIC		CH	1	€	-	€	0,14
DPD CLASSIC		FR	1	€	8,04	€	-
DPD CLASSIC		NL	3	€	12,66	€	-
Total			6	€	25,98	€	9,14
Surcharge service DPD				VAT base 21%		VAT base 0%	
Energy surcharge	€		3,26	€		1,14	
Oversized / overweight surcharge	€		133,50	€		44,50	
System return surcharge	€		2,65	€		-	
Toll surcharge	€		0,35	€		0,17	
Total other surcharges	€		7,50	€		-	
Total service surcharge	€		147,26	€		45,81	
Total service price	€				228,19		

4. You receive the invoice by customer/debtor number

The separate invoices per subaccount disappear and you receive one invoice per customer/debtor number.

If you use several subaccounts (collection addresses, locations or shipping addresses) and want to split them, you can set up the CSV as required and use it for this purpose. More info on slides 12 and 17.

Changes on the invoice

5. Shifts in service and surcharges on your invoice

- The Express service DPD 18:00 can be found on the invoice under DPD Guarantee. Also, all surcharges are displayed in English instead of Dutch.

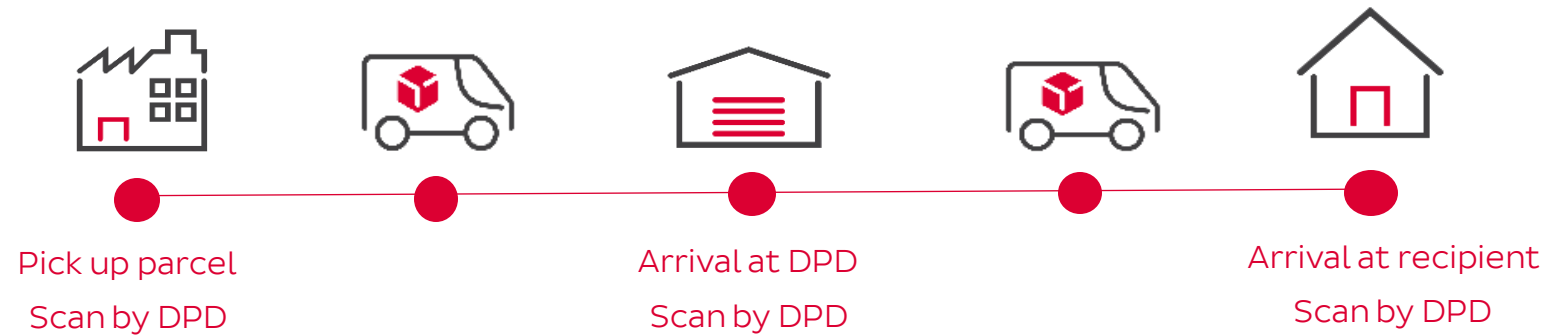
6. System return is calculated differently

- **Old situation:** The outbound trip of the parcel was charged on the regular invoice as base price with energy- and toll surcharge. The return trip was charged on the separate system return invoice as the DPD Classic base price with energy- and toll surcharge.
- **New situation:** The outbound and return trip of the parcel are charged on 1 invoice. Whereby the energy- and toll surcharge are calculated over the total of the base price of both the outbound and return trip. The system return surcharge shown on the PDF and CSV consists of the DPD Classic base price plus the surcharge.

7. XML file conform new PDF

- The XML file is available in the same way as you're used to, except the layout changes conform the new PDF

Process changes



Old situation



Sending invoice

New situation



Sending invoice

8. In the new situation, you will receive your invoice after the parcel is delivered instead of after picking it up. This way, you pay for the service provided.

- As a result of this change, the numbers on the invoice after going live may differ from what you are used to from us.
- The fuel surcharge of some parcels may also fall in a different month due to the time difference.

What stays the same?

- **You will continue to receive invoices by e-mail**
 - Your invoice you will continue to receive via email in pdf format. This pdf is also available in DPD Insights, our monitoring tool that is available to all customers.
- **Customs invoices and credits**
 - If you export products, you receive special invoices, such as import duties and customs chargebacks. The layout of these invoices will remain unchanged.
 - You will receive the invoices and CSV-files for bulk export UK, and customs clearances for Switzerland and Norway via e-mail as you are used to. The same applies to invoices for credits. You can find the CSV-files of the other flows in DPD Insights.

CSV

1. One complete csv
2. A different layout
3. CSV is in English
4. Name of the CSV changes
5. CSV is available in DPD Insights

Changes in your CSV file

1. You will receive one complete CSV with more information
 - DPD offers you a standard CSV but you can compile the new CSV to your own requirements. You can choose from more than 80 fields. So there are more columns available than you are used to, with information about your parcel, recipients, senders but also insight at parcel level into e.g. fuel and toll surcharges.
2. The layout of the CSV changes
 - The column names will change and the CSV will be entirely in English. There are also changes in the formats. Namely, the numbers will be represented on the new CSV with a full stop as separator instead of a comma. Also, the date will be displayed as YYYYMMDD.
3. The name of the CSV changes
 - The new name will be: customer name_invoice number_invoice date (example: DPD Netherlands_123456_2024-02-05.csv)
4. The CSV will be available in DPD Insights after going live and no longer by email
 - This monitoring tool is accessible to all customers. See slide 10 for more information.

How do you gain insight into CSV changes?

- You will receive a completed CSV file with fictitious data
- You will receive a detailed description on how to use the fields contained in the CSV file. Check it out [here](#). Below you find an example.

Name in Export	Field Definition	Field Length Max	Example	Included in standard CSV template	Mandatory field	Field Description
Type	'P' or 'S'	1	P	Yes	Yes	P=parcel S=shipment
Customer number	[0-9]	6	123456	Yes	Yes	Customer's invoicing number
Customer name	[\w\s\p{P}]	40	ExampleTest	Yes	Yes	Customer name
Customer reference number	[a-zA-Z0-9]	50		No	No	Customer reference number

How can you change the settings of your CSV?

In DPD Insights, you can very easily customize the setup of your CSV

- You decide which columns you want to be visible, which you want to add, in which order you want them. You can even change the names of the columns to match your own systems. You can save them in DPD Insights.
- Have you not specified your own settings you will receive a standard CSV file.



What resources do we have available for you?

- You will receive a [video \(in Dutch\)](#) on how to add multiple sub users as the main user who will be given different roles and rights.
 - You can, for example, give your finance colleague access to the finance page on DPD Insights
- You will receive a [manual](#) on how to use 'sender address fields' to view invoice information per subaccount. You will also receive information on how to use a reference field for insight into sub-accounts.
- You will receive a [video \(in Dutch\)](#):
 - how to customise your CSV setting in DPD Insights
 - how to download the CSV file in DPD Insights

DPD Insights

1. How do you access DPD Insights?
2. Where can you find the Finance page?
3. How can you change the settings of the CSV?
4. How can you give colleges access to the Finance page?

How do you get access to DPD Insights?

You are using DPD Shipper

- Go to insights.dpd.nl
- Use your DPD Shipper Central (shipper.dpd.nl) login details to log into DPD Insights

You don't remember your username

- Please contact DPD via email: insights@dpd.nl

You do not have access to DPD Shipper

- Please contact DPD via email: insights@dpd.nl



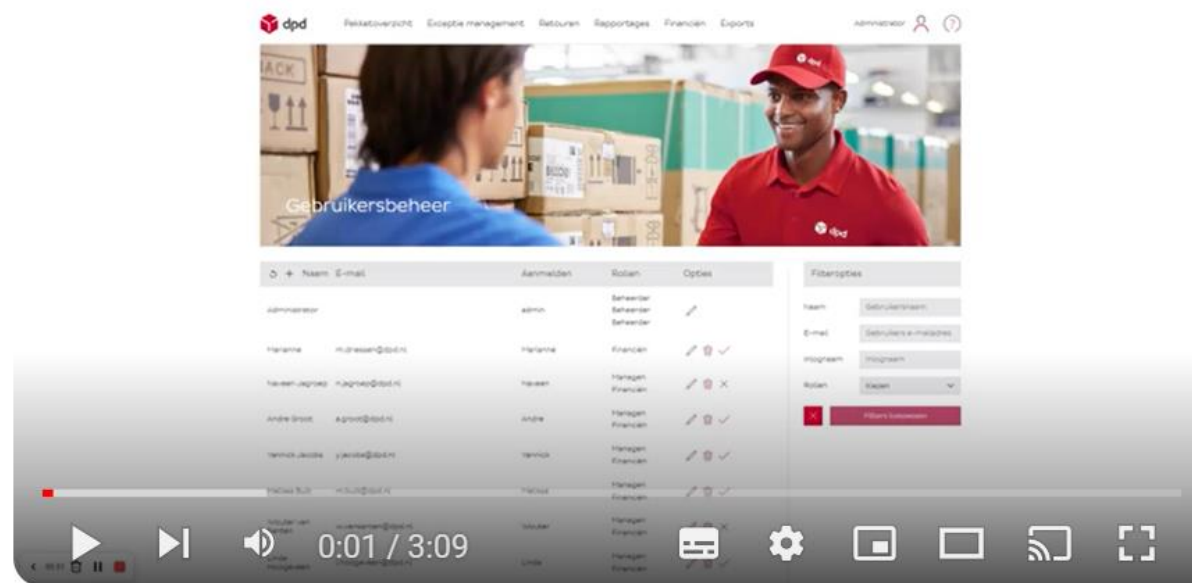
Where can you find the Finance page?

Once you log into DPD Insights and you have authorisation to view financial data, you will find a number of topics at the top. One of them is called Finance.



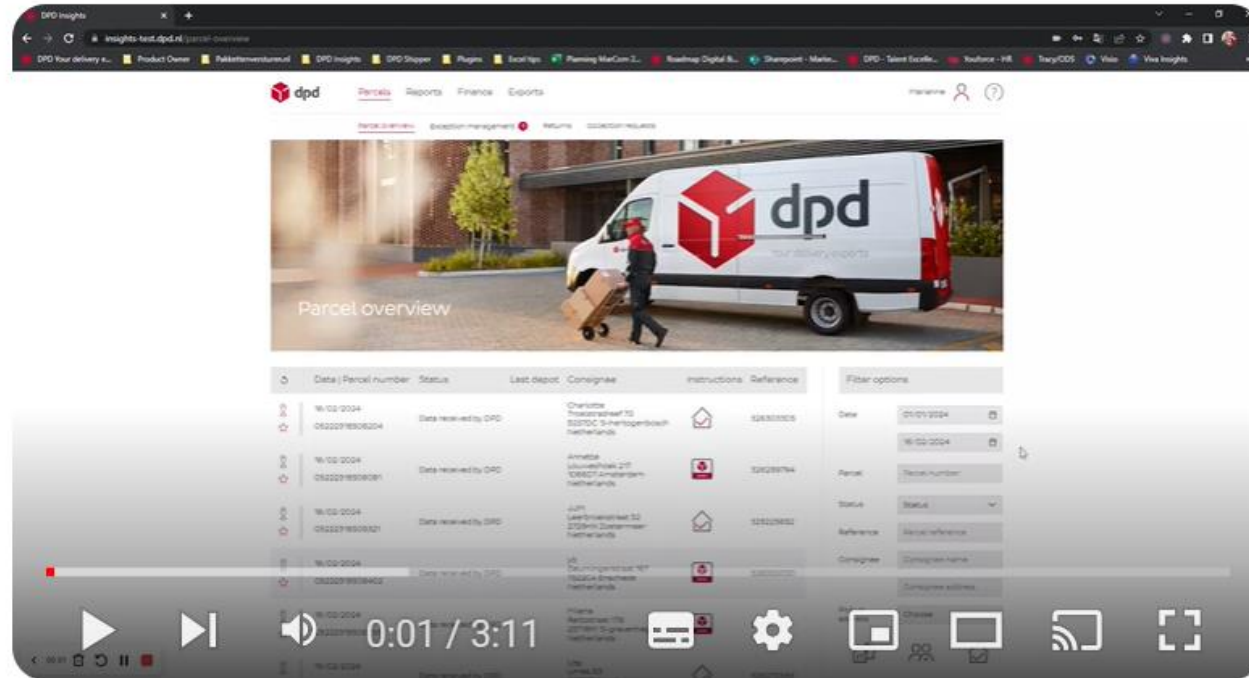
How can you create users?

If you are the main user of DPD Insights, you can create your own users with roles and permissions. Watch the video [here](#) (Dutch only)



How do you adjust your CSV settings?

You can easily customize the settings of your CSV. Watch the video [here](#).



DPD Insights CSV-bestanden



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 @Instagram

dpd.country