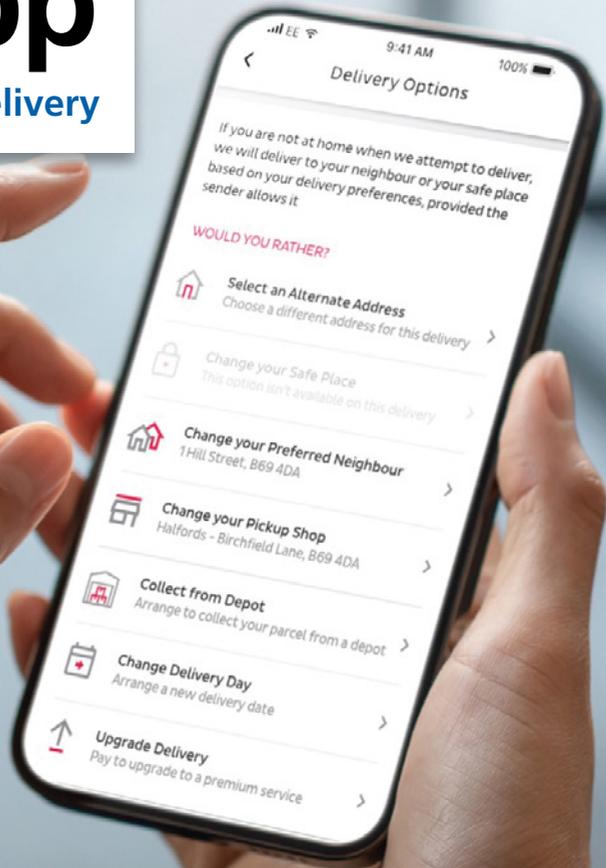


DPD app

Take control of your delivery



Fittleworth partner with DPD as our dedicated parcel carrier. DPD is the UK market leader and offers a world-class service, delivering in the healthcare industry for more than 10 years. DPD provide flexibility, traceability, security and reliability.

The DPD app lets you arrange the best possible delivery experience. Just tell us how and where to deliver from the range of options available. If you do not want to use the app, we will provide alternative ways to receive information about your delivery. Look out for this  symbol.

Personal delivery preferences

If you're not going to be in, you can use the DPD app to make sure you can still receive your parcels. Tell us to deliver straight to your chosen DPD Pickup location or, to your chosen neighbour or safe place.*



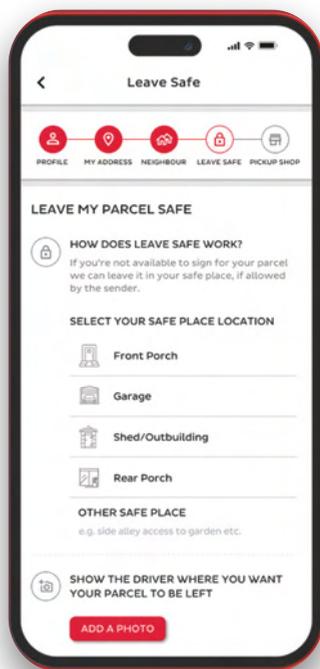
If you are not a DPD app user, DPD will still contact you via email and text to check.

The email and text will have links to click and view this information online. Allowing you to select your preferences for the delivery.

Alternatively visit <https://track.dpd.co.uk/> and enter your DPD tracking number and post code to track your delivery.



You can also add a picture of your specific 'safe place' and add this to your account on the app.



*DPD advise these personal delivery preferences are discretionary and not mandatory.

Step by step guide to setting-up a DPD app account:



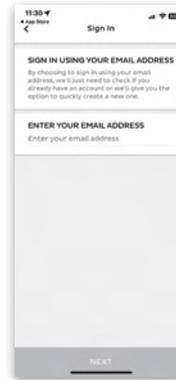
1

Once downloaded, open the App and choose notifications preference.



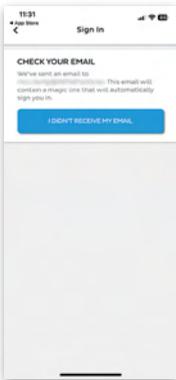
2

Create your new DPD account by clicking 'sign in using your email address'.



3

Enter your email address into the box and click next.



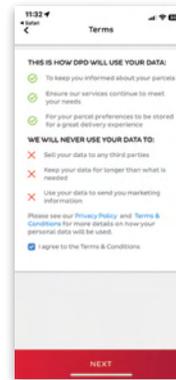
4

DPD sends a link to your email. Go to your email inbox and open the email.



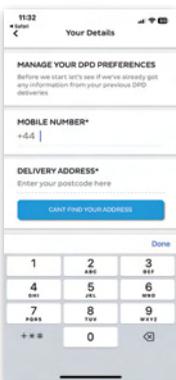
5

Click red box 'Sign in to your DPD preferences', link is only valid for 5 mins.



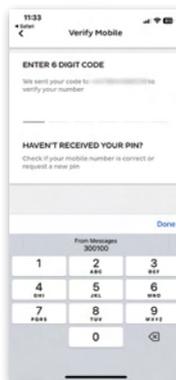
6

The DPD data notice appears, tick the box I agree to the terms and conditions and click 'next'.



7

Enter mobile telephone number. Enter delivery address/post code.



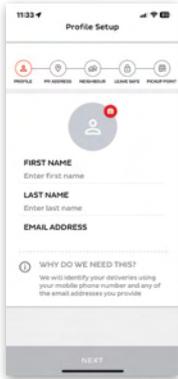
8

DPD sends a 6 digit code via text message to verify your telephone number. Enter code.



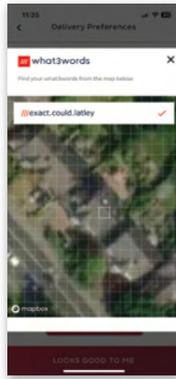
9

New to DPD? You'll be asked to set-up an account. Click red box link.



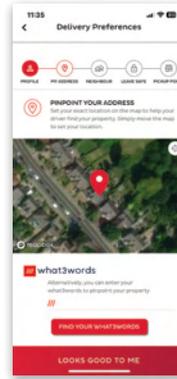
10

Profile stage:
Enter your First Name and Last Name and click 'next'.



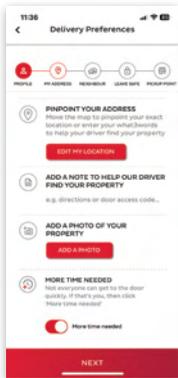
11

To help your DPD driver find your delivery address, you can add your what3words coordinates by going to 'pinpoint your address'



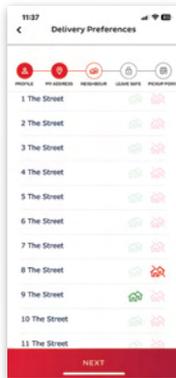
12

My Address Stage:
Change or pinpoint address and click 'looks good to me'.



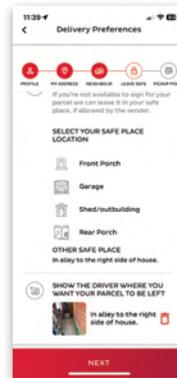
13

My Address Stage:
Add notes to help driver, add image of property, select option for 'more time needed' if required and click 'next'.



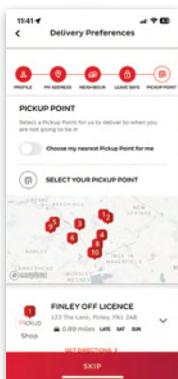
14

Neighbour:
Specify your neighbours the parcel can and cannot be left with.



15

Leave Safe:
Select safe place location, or add other. Add photo of the location.



16

Pickup Points:
Only if you want this backup option should you select and choose a location. If you do not want this option, do not select and click 'skip'.



17

You're all set-up!



18

Deliveries are live in the App,
click 'view' for more details.

Delivery alerts

We don't want you to wait in all day so with all your DPD deliveries, we'll let you know in advance when to expect delivery. On the morning of your delivery you'll receive your delivery window via the app, and a further notification when your order is next in line for delivery.

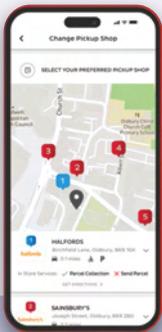
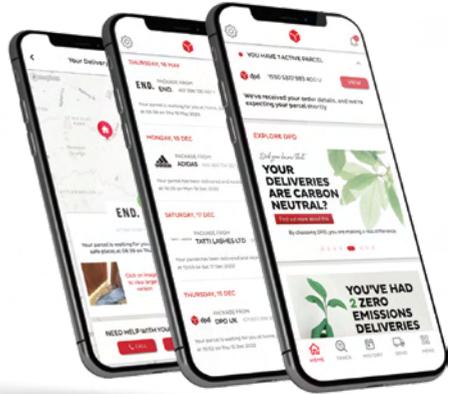
 If you don't use the app, DPD will text you your delivery window.

More time needed

Not everyone can get to the door quickly for their delivery, so now you can request more time to reach your front door by placing your preferences directly in the app.

Active and previous deliveries

Using the DPD app you can see a list of current deliveries and track when your parcels will be with you. When we've delivered to your chosen safe place we'll even send you photos of your parcel in that location for added peace of mind.



Pickup shops

If you're collecting your parcel from a nearby DPD Pickup shop, get opening hours, your pickup pass* for collection and directions from your delivery address.

*If you do not have your pickup pass, photo ID plus an additional form of identity verification is required, either a utility bill or bank card.



Driver tracking

See the name and a picture of your driver or why not track their location and find out where you are in the delivery schedule.

See your driver's estimated arrival time so you know when to expect your parcel.

En-route options

You can instruct our driver to deliver on a different day, to a preferred neighbour, to a safe place or even to one of our 6,000 DPD Pickup shops.



Download the app



Scan this QR code to download the DPD app from the **Google Play Store**

Point your Android phone camera at the QR code and you'll be taken to the DPD app on the Google Play store.



Scan this QR code to download the DPD app from the **Apple Store**

Point your iPhone camera at the QR code and you'll be taken to the DPD app on the Apple store.

Ref: MAR_dpdapp April 2024

