

POST & DHL BUSINESS CUSTOMER PORTAL

SHIPPING MANAGEMENT WITH POST & DHL

The Post & DHL Business Customer Portal provides you with a convenient, transparent, and efficient way to manage shipping processes, access data, and handle requests digitally through a single, centralized online portal.

YOUR BENEFITS

- **Everything you need in one place**
Centralized access to key Post & DHL services – clear, well-organized, and easy to use.
- **Ship easily – fast and efficient**
Prepare shipping processes digitally and execute them seamlessly.
- **More transparency in shipping**
Up-to-date status information for your shipments – always at a glance.
- **Relevant data available at any time**
Access documents, contract information, and company data online at any time.
- **Fast support – digital and available 24/7**
Self-service options for requests such as shipment investigations or refunds.
- **Flexible team collaboration**
Manage access and roles individually – secured by modern two-factor authentication.

ACCESS TO THE POST & DHL BUSINESS CUSTOMER PORTAL

Would you like to use the Post & DHL Business Customer Portal with all its benefits? Your dedicated sales contact will be happy to set up a personal access for you. Once activated, you can access the portal at any time online at geschaeftskunden.dhl.de.

If you have any questions about the Business Customer Portal or its available features, our technical support team will be happy to assist you: Phone: **+49 228 76 36 76 79** (Mon–Fri, 8:00 a.m.–6:00 p.m.).

PARCEL FEATURES

Ship

Create and manage shipping labels – including address validation and the import of address and eBay data.

Tracking (Parcels)

Gain detailed insights into the status of your shipments – including recipient details, delivery information, and shipment history.

Pickup

Request and manage one-time and on-demand pickups. Practical management tools provide a clear and transparent overview.

Returns

Manage your returns centrally and keep track of initiated return shipments at all times.

POST FEATURES

Order Management

Create orders digitally, manage them efficiently

Tracking (Mail)

Keep track of the status of your mail shipments – including shipment lists, tracking history, and proof of delivery for registered mail.

E-POST MAILER

Send letters digitally using the print function – we take care of production and delivery.

POSTCARD

Manage your POSTCARD accounts, adjust daily limits, order new cards, and download transaction summaries.

Plan a print mailing

Plan and launch print mailing campaigns online – from target group selection to delivery in just a few simple steps.

CROSS-FUNCTIONAL FEATURES

Product overview

Learn more about available products and services and book them directly.

Invoice centre

Access your digital invoices, download them, and keep full visibility of your billing details at all times.

Inquiry request

Easily initiate investigations for missing parcels and track their progress online.

Field service supply

Use Packstation lockers to supply your employees with the materials they need.

Order Shop

Order shipping materials such as labels, envelopes, or boxes quickly and conveniently online.

Dangerous goods

Create and manage dangerous goods shipments in accordance with applicable regulations – quickly and fully compliant.

RESPONSEPLUS

Book and manage RESPONSEPLUS shipments conveniently online – ideal for complementing your marketing materials.

Postage Refund

With the electronic refund request, you can digitally submit franked items that are eligible for a refund and provide the required information to us in advance.

Check automation capability

Start automation checks for your DIALOGPOST and POSTWURFSPEZIAL shipments and view existing checks at any time.

Electronic Registration of Registered Mail

Register registered mail electronically via scanner or file upload – ideal for large volumes and quick receipt confirmation.

Reports

Access all relevant KPIs for your parcel and goods shipments, as well as the mail posting overview.

Contract Data

View your current customer and contract data and easily submit change requests digitally.