Service Portfolio

Your delivery experts
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About DPD

Operating since 1986, DPD is Ireland’s largest dedicated parcel carrier. With a sortation hub and administrative centre in Athlone, DPD’s network of 38 depots throughout Ireland collects and delivers up to 100,000 parcels daily on behalf of more than 8,000 Irish customers.

Each of DPD’s depots is locally owned and staffed by knowledgeable, dedicated people focused on ensuring your parcels travel safely and securely to their destinations, on time, every time.

Our dedication to customer service and innovation means that the business never stands still. We partner with our customers to provide the most suitable logistics and distribution solutions for their businesses. Improving and streamlining the delivery process creates new levels of efficiency for us, our customers and their clients.

We’re proud to be breaking the mould in terms of delivery expectations with consumer solutions like Predict™, DPD Parcel Wizard™, DPD Pickup™ and other bespoke options that suit specific needs. Our aim is to set superior standards and then exceed them!

We’re part of DPDgroup
Around the corner. Around the world.

We may be the second largest parcel delivery network in Europe, but we’re unlike any other. Wherever we are, we are close to our customers and always have been.

Whether you’re a large, international business or small, local enterprise, we create opportunities for our customers to connect with people around the corner and around the world.

3,000,000
Parcels delivered everyday

46,000
Delivery experts

230
Countries delivered to

2
2nd largest in Europe

1
Network

Our delivery experts
Interlink Ireland Limited was founded in 1986. With a central sortation hub established in Athlone, and just 10 delivery depots in the network at the outset, the company now handles over 12 million parcels annually.

In 2000, Interlink Ireland became part of GeoPost S.A., the parcels and express division of La Poste, the French Post Office. By 2006, business had grown to such an extent that a brand new, state of the art sortation facility was developed and built in Athlone.
In February 2008, Interlink Ireland changed its name to DPD Ireland. La Poste rebranded its express parcel companies under the name DPD, providing customers with one, united, delivery partner throughout Europe and beyond.

In 2015, the DPD brand was rejuvenated. The DPD logo was refreshed and modernised. The new look and feel creates a lasting impression. We’re very proud of our appearance. We don’t just represent DPD when we’re collecting and delivering, we represent our customers’ brands too. Our drivers are our customers’ doorstep ambassadors!

More than 30 years of delivery expertise!

Deliveries in Ireland
32 Counties, Next Day

Britain by Road and Air

Supply Chain Solutions

Europe and Worldwide
Our Depot Network

With 38 depots throughout Ireland, we’re closer to you and your customers.

Our depots are run by local people who understand your business and are committed to providing friendly, efficient, quality-driven service.

With over 600 vehicles operating in the DPD Ireland network, our drivers are brand ambassadors for both DPD and our customers.

Our new van livery and driver uniforms create a big impression – we’re proud of our business and of the customers we represent.
Our Sortation Facility and Head Office

With parcels arriving from 38 depots throughout Ireland, and from international locations, DPD Ireland’s central sortation hub is conveniently located in Athlone, Ireland’s centre.

Following a total investment of almost €32m, DPD’s purpose built hub was originally opened in 2006, and subsequently expanded in 2016. The facility now covers over 10,000m² with the capacity to handle over 150,000 parcels daily.

With two fully automated sortation systems, operating the latest conveyance technology supplied by Beumer and Crisplant, parcels are seamlessly routed to their destinations and weighed and volumised as they are processed.

DPD’s hub and warehouse are high security locations. Accredited to TAPA A global security standard, 24/7/365 monitoring mitigates against theft or security compromises.
Customer Service at DPD

At DPD, our customers are at the centre of everything we do. We’re your brand ambassadors at the doorstep, delivering your products professionally and efficiently with a friendly smile.

Our Customer Services Team are here to help. Comprising personnel from each of our 38 depots and experienced staff at DPD’s head office in Athlone, the team can answer any questions you have on parcel delivery. Real-time tracking events travel through at each stage of the parcel’s journey helping us to monitor safe transit from collection to delivery.

With access to information on-line, via telephone, email, social media and chat, we have a communication channel available to suit you.

We’ve achieved CCA-Global.com accreditation and we’re ISO certified too, so you know that you can depend on quality service always.
Services
DPD Ireland has a delivery solution to meet your needs
Shipping throughout Ireland

With 38 depots throughout the country DPD offers an unrivalled next day delivery service to any part of Ireland. No other carrier has such an extensive dedicated parcel network. From Belfast to Bantry, Doolin to Dublin, there’s a DPD depot near you. This means that we can deliver earlier and collect later because we’re always close by.

With real time parcel tracking and delivery updates via text, email and app, you’re assured peace of mind at every stage of your parcel’s journey.

Overnight

For reliable next day parcel delivery to any part of the Island of Ireland every working day

Timed

Must be delivered by a specific time? We can specially arrange for those urgent, time critical deliveries.

COD

We’ll collect the cheque payment on delivery.

Contact us

T: 090 64 20500
E: sales@dpd.ie
DPD Ireland’s Swapit service is the perfect solution if your business requires delivery and collection to happen at the same time.

Customer satisfaction is guaranteed as we facilitate a slick turnaround and minimise customer disruption during the replacement cycle. Widely used by the electronics and communications sectors to deliver replacement components or upgrades, DPD’s Swapit service smooths the transaction and provides full traceability for both the delivery and return.

The Swapit process is designed to ensure that your product is treated with care throughout both legs of the journey. All our drivers are fully trained on Swapit. The process itself is fully automated with instructions being fed to the driver via the hand held terminal. The information is also available to both you and your customer on our website – using one unique reference number you will be able to track the swap on-line.

Ask about how we can tailor the service to suit your needs.
T: 090 64 20500
E: sales@dpd.ie

Swapit Relay
We take empty packaging to your customer, your customer places the damaged/faulty product in the packaging and we return the product to you.

Optional Swap
We can either deliver only, or deliver and collect at the same time – you can let your customer choose.

Questionnaires
Would you like to get some additional feedback from your customer while we’re making a delivery on your behalf? Our scanners can prompt the driver to ask up to six questions, the responses to which can be sent back to you in real time!

Proof of ID check
Do you need to make sure that your delivery is going to the correct person? DPD offers proof of ID validation as part of the delivery process. Using sophisticated scanner technology, we can look for specific information from the parcel recipient, and capture images of proof of ID and address.

PIN Delivery
Add an extra security step to the delivery process – send your customer a unique PIN number prior to delivery. Our driver will request that the parcel recipient enters the PIN into the scanner and will only release the delivery provided that the correct PIN is used.
Always in Touch
We let your customers know when we’ll deliver!

We’ll provide your customers with **pre-advice text** and **email notifications** advising them of the date their parcel will be delivered and on the day of delivery, we’ll send them our **Predict™ one-hour timeslot for delivery**.

Everyone’s time is precious; with **advance notification** there is no more wasting time waiting around. With **interactive messaging** and an **on-line delivery management portal**, the parcel recipient can reschedule their delivery date, opt to collect at a DPD depot, DPD Pickup Point or even choose an alternative delivery address.

**Messaging Triggers**

**DISPATCHED**
Once the parcel has been dispatched, we’ll send a **text and/or email** confirming the delivery date with options to reschedule.

**OUT FOR DELIVERY**
Your customer will receive a **text and/or email message** as soon as your package is out for delivery, along with our **Predict™ one hour delivery window** and options to rearrange.

**NOT HOME**
If we try to deliver and the parcel recipient isn’t there, we’ll send a **text and/or email message** encouraging them to reschedule their delivery for a more suitable date. Our communications are **personalised** with your company name and **branding** making the journey from order to dispatch to delivery as seamless as possible in the eyes of the consumer.

And with the new, award-winning **DPD Ireland App**, your customers can receive **Push notifications** too!
Pickup
DPD Ireland’s Parcel Shop Network
Our parcel network has gotten much, much bigger!

With almost 600 sites throughout Ireland, the DPD Pickup Points are located at shops and garages around the country providing convenience and flexibility around delivery and returns.

We work with top quality, well-located retail outlets. Our Pickup points are open at convenient times, seven days a week and will offer your customers unrivalled convenience and a great experience when collecting or returning their parcels.

**DELIVERIES**

1. If we already communicate with your customers on your behalf, we’ll let them know about the Pickup option when their delivery is due.

2. If your customer is a Parcel Wizard member, they can opt for delivery to Pickup using their Parcel Wizard calendar.

3. We can integrate our Pickup Point interface with your system, so you can offer Pickup to your customer at the point of order placement.

**RETURNS**

1. Your customer can return their parcel through our Pickup network. They simply go on-line at dpd.ie/pickup where they choose your brand from a drop-down menu.

2. How do I set this up? Talk to our team today – you can either include the return label in your outbound packaging or the consumer can generate the label on-line. Contact us at:
   - T: 0818 6464000 (ROI)
   - T: 03333 2413129 (NI)
   - E: pickup@dpd.ie

Delivery to a Pickup location is secure and trackable in real time, right through to when the consignee collects their parcel. However, if you don’t want to offer the Pickup delivery option to your customers, please contact us to opt out: E: pickup@dpd.ie

**DPD Pickup.** Flexible, convenient, closer to your customers.
Shipping to Great Britain

DPD in Great Britain is one of the UK’s leading time-critical carriers. The company employs almost 10,000 people operating more than 5,000 vehicles from 56 locations and delivering 3 million parcels per week.

DPD UK’s team has the technology and information systems to provide a seamless service for you and your customers and a network that will act as an extension of your own business.

DPD was voted the UK’s favourite parcel delivery company for the last three years.
DPD has 56 strategically located depots in the UK

Aberdeen
Abergele
Bicester
Bournemouth
Bridgwater
Bristol
Cardiff
Carlisle
Chelmsford
Cornwall
Crawley
Dagenham
Dartford
Dundee
Dunstable
Durham
Edinburgh
Enfield
Exeter
Feltham
Gatwick
Glasgow
Glouceter
Goole
King’s Cross
Leeds
Leicester
Lincoln
Liverpool
London City
London South
Maidstone
Manchester
Newcastle
Newbury
Nottingham
Oldbury
Peterborough
Preston
Radlett
Raunds
Reading
Sheffield
Smethwick
Snetterton
Southall
Southampton
Stoke
Swansea
Swindon
Tannochside
Teesside
Warrington
West London
Yate
York

The hubs are located in:
Oldbury, Smethwick and Hinckley.

Contact us
T: 090 64 20500
E: sales@dpd.ie

ROI – GB
DPD Ireland offers its DPD CLASSIC Two Day delivery service to/from Britain from/to all of our 31 Republic of Ireland depots.

Northern Ireland – GB
Customers can choose between DPD NEXT DAY and DPD CLASSIC Two Day services to Britain. DPD NEXT DAY delivery service provides a direct air service from Northern Ireland to Britain.
Shipping to Europe & Beyond

As a group, DPD comprises 46,000 delivery experts delivering over 3 million parcels a day to over 230 countries worldwide. Our products and services bring together local and international expertise – making us the most reliable and technologically advanced carrier in the market. All designed with our customers and your customers in mind.

DPD CLASSIC: EUROPE BY ROAD

Our products and services bring together our local and international expertise. As delivery experts, we value agility and so do our customers.

As one of Europe’s leading parcel carriers, DPD Classic offers delivery times as fast as two days with full track and trace facilities, including on-line proof of delivery and signature.

We never stop evolving to create brilliantly simple solutions. DPD Predict™ is now available throughout Europe, letting your customers know the hour their parcel will be delivered.

HERE’S AN EASY GUIDE TO DPD CLASSIC

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<thead>
<tr>
<th>Country</th>
<th>DPD Zone</th>
<th>Avg Transit Time</th>
<th>Customs Requirements?</th>
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<td>Austria</td>
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<td>Belgium</td>
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<td>Bosnia-Herzegovina</td>
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<td>Liechtenstein</td>
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DPD's Air Express service provides delivery to over 230 countries around the world. Linking in with major airlines with which we have established partnerships, we'll deliver your urgent parcels to their destinations quickly and seamlessly.

Parcel weight is limited to a maximum of 31kgs.

For further information on our Air Express service and full details on the countries we deliver to and transit times contact:

E: sales@dpd.ie
T: 090 6420500
www.dpd.ie
Supply Chain Solutions

DPD Ireland delivers fully integrated supply chain solutions across diverse sectors. Our direct ownership of both warehousing and distribution assets ensures total control of processes and activity, securing minimum handling and a speed to market that cannot be bettered.

Our team of experts meets prospective and existing clients to understand their business, their challenges, their needs, and to determine where DPD can provide that competitive edge, guaranteeing that your customer promises can be delivered efficiently and effectively.

DPD operates a Control Tower approach to client, customer and solution management, a single conduit through which all elements of the supply chain are connected, managing the implemented solution to ensure clarity and simplicity of interaction with you.
Warehousing

DPD’s warehouse facilities are centrally located in Athlone enabling quick access to DPD’s market leading delivery network. This proximity allows clients to place their sales orders late into the evening for same day fulfilment, still meeting the cut off times for order insertion into the distribution network. Facilities are modern and use the latest handling equipment and storage solutions. From our facilities we provide a range of warehousing and value added services to our customers.

Light Manufacturing

DPD provides a range of services from product software installations to finished product assembly to localisation activity which includes addition of appropriate documentation, labelling and PSU exchange.

Kitting

We offer a full range of kitting and assembly services enabling our customers to minimise inventory, maximise their bespoke offerings and ensure that their reaction to customer demand is unsurpassed.

Packaging

We offer a range of packaging solutions and advice from the supply of re-useable and configurable packaging for product exchange services, to the procurement of bespoke packaging for a specific client or product, to shrink wrapping; we aim to provide a solution for all requirements. We assure the integrity of product in the most environmentally responsible manner.

Fulfilment

DPD’s fulfilment services efficiently move goods from a point of storage to becoming products in a customer order. Whether your needs are to service B2B, B2C or e-commerce orders, DPD has the flexibility of resources to ensure that the required velocity of fulfilment is available to guarantee orders are completed as required. Our clients range from daily shippers to those that have once off projects such as product launches, product recall and re-ship, and national emergencies that generate thousands of orders over a very short period.

Value Added Services

We provide outsourced support services such as sales order taking & management and customer service, via on-line, mail and phone channels.
Reverse Logistics

One of the key battlegrounds for client differentiation in their market is the reverse logistic process. Having an efficient reverse logistic process enables clients to effectively manage returns, re-capture value and most importantly satisfy customer needs.

Packaging

We have a range of packaging solutions available to manage the reverse process from the market leading Swapit service, detailed on page 13, to bespoke solutions for specific products that may be posted to the customer in advance or brought out with the DPD driver.

Returns Management

We build clear procedures and flows in conjunction with our clients to manage returns so that goods may be received, sorted, verified and moved on to the next stages whilst ensuring that the client is informed of progress on an on-going basis.

Repair

DPD staff have a wide skillset and provide clients with some unique services that include an ability to screen returned product, identify and replace defective components, replace broken or substandard housings, update product firmware and re-label.

Warehouse Management System

DPD’s Warehouse Management System (WMS) utilises Radio Frequency (RF) Hand Held Terminals (HHT) which provide the ability to know where stock is, when it is required, and what to do to move it correctly in the shortest time. The WMS is designed to minimise stock touches and the time product is in the warehouse and also ensure that everyone within the information chain is instructed and informed immediately.

To establish and maintain data accuracy, we track, manage and control inventory by part number, revision level and, if required, at serialisation level. Inventory is lot controlled in our warehouse and moved on a First In First Out (FIFO) or First Expiry First Out (FEFO) basis as a matter of course.

Our consistent material management practices ensure inventory accuracy and are supported by rigid cycle counting practices.

Accreditations

DPD’s warehouse operates to the highest standards in both the systems it utilises and the security it deploys. This is evidenced with the accreditations by the Health Products Regulatory Authority (HPRA) in the awarding of a ‘Wholesale Distribution Authorisation’ and by TAPA in the award of the TAPA A accreditation for security.
DPD Ireland’s food solution comprises storage and distribution services for ambient, chilled and frozen products. At the newly expanded logistics facility in Athlone, DPD’s warehouse provides over 5,000 pallet spaces. Two additional units incorporate space for frozen and chilled products and all product is batch managed through our warehouse management system.

With the DPD logistics facility located directly next door to the parcel sortation hub, orders picked and packed today are transferred immediately into the distribution network for delivery next working day within Ireland. DPD Ireland has direct links to the DPD network in Europe too, providing reliable road transportation to over 30 countries.

DPD can help you with temperature controlled packaging too. We’ll show you our range of specialised tote boxes with eutectic plates to maintain temperature, and our range of insulated packaging and coolants.
With a Health Products Regulatory Authority (HPRA) approved ‘Wholesale Distribution Authorisation’ for its warehousing operation, and a Good Distribution Practice (GDP) compliant distribution network across Ireland, DPD Ireland delivers a fully integrated supply chain solution to the life sciences industry and consequently is the partner of choice for many key pharmaceutical clients.

With a dedicated GDP team within our Customer Services department, DPD understands the requirements of pharma logistics and delivery. You can rely on real time track and trace information, pro-active exception monitoring and processes that have been specifically developed to meet the needs of the pharmaceutical, life sciences and medical customers.
Your e-Delivery Partner
The DPD Parcel Wizard e-delivery platform offers parcel recipients a simple, effective method of managing their deliveries. Available online both as a website and via our award-winning app, the solution makes dealing with deliveries and returns much, much simpler!

Developed with the parcel recipient in mind, the solution gives control back to the consumer. We want to make sure that the delivery schedule fits the consumer’s lifestyle.

The consumer just downloads the App or registers on-line for free. They can:

• Set up their own personal schedule on the Parcel Wizard Calendar
• Change the delivery address to a more suitable location – their work address or a friend’s
• Opt for delivery to one of DPD’s 600 Pickup Points, early until late, 7 days a week
• Receive SMS, email and push notifications updating them on their parcel’s status
• Receive DPD’s 1 hour Predict™ notifications – telling them the hour during which we’ll deliver
• Track the driver in real time using our “Follow My Parcel” technology
• Return parcels via the DPD Pickup Point network
• Access the DPD Parcel Wizard Virtual Address Service.

The service is all about making the delivery and returns journey smoother and more efficient and convenient for the consumer.
Technology is at the centre of everything we do at DPD Ireland. Every parcel transported by DPD is scanned numerous times throughout the delivery journey for routing and tracking purposes. All of these scans travel in real time to our central system and ultimately to dpd.ie and parcelwizard.com where you can trace your parcels’ movements from collection to delivery.

**SCANNER TECHNOLOGY**

Over 1.6 million data transactions travel via our drivers’ scanners daily. Data truly drives our business and that’s why we ensure that we continue to invest in the best technology and equipment. Currently operating Honeywell 99EX hand-held devices, following an investment of almost €2 million, our drivers are using the best technology in the field.

Having our own in-house development team means that DPD Ireland can respond to customer needs creating solutions to suit evolving customer demands.

Leading the field with solutions like Predict™ - DPD’s one hour time window communication – and dpdparcelwizard.com, we are constantly pushing the boundaries to provide the most effective distribution service through innovation.

DPD works with you to develop integrated dispatch systems that link your order processing systems and customer database to our label generating and track and trace technology. Seamless solutions that improve efficiency.
Quality & Security

Security

Security is a priority within the DPD network.

TAPA A accreditation was accorded to DPD Ireland in 2013. TAPA’s members include many of the world’s leading manufacturing brands and their logistics and transport providers. The common aim is to minimise losses from the supply chain. Accredited organisations, like DPD Ireland, adhere to standards outlined by TAPA and work with fellow members to reduce security risks. 24/7/365 security monitoring, an integrated cctv system and biometric access to buildings are some of the security features in operation at DPD Ireland.

Quality

Accreditation to ISO9001 demonstrates to our customers that DPD Ireland is committed to providing a quality service. Our head office and depot network are audited both internally and externally to ensure that we meet the quality requirements outlined by ISO9001.

DPD Ireland was registered as an Authorised Economic Operator in 2011. The certified standard issued by customs administrations in the EU certifies that DPD Ireland has met standards in relation to their security, management systems, compliance with customs rules and ongoing solvency.

Certification to the Contact Centre Association Global Standard demonstrates DPD’s commitment to the highest level of customer service. Our customers and their customers are at the heart of everything we do.

With our HPRA certified logistics centre and GDP trained staff throughout the hub and network, we are truly committed to providing the exceptional service levels required by the pharmaceutical, life-science and medical device sectors.

When recognising DPD as Retail Excellence Ireland’s Supplier of the Year, David Fitzsimons, CEO of REI commended DPD for “Providing our members with easy to implement logistics solutions for sales and returns”. REI is Ireland’s largest retail industry trade body involving 1,600 members employing over 100,000 people.

Disaster Recovery and Contingency

DPD maintains a solid business continuity plan which is regularly reviewed and upgraded to ensure continuity of service in the event of a major disaster.
Preparing your parcels for dispatch

PACKAGING AND LABELLING
DPD aims to deliver your parcel with speed and care. In order to achieve this it is very important that the packaging is sufficient and fit for purpose. Please review our guidelines below on how to prepare your shipment.

Consider material content and capacity when making packing choices:
- Under-filled boxes may collapse
- Overloaded boxes may burst
- Avoid using damaged/old containers or boxes
- Cardboard loses its durability with use - avoid re using cardboard boxes
- Always use good quality wrapping and cushioning or filler materials
- Do not use decorative wrapping; this is not suitable for shipping. Repack any gift items that may be already gift packed
- Use heavy duty double walled cardboard boxes for very heavy or dense items
- Adhere to guidelines on the shipment container if using one
- If reusing shipping containers, ensure all old labels are completely removed
- Store powders and grains in strong plastic bags, seal these securely and then pack into a strong fibreboard box for carriage
- Use “Arrow Up” stickers for non-solid materials

- Keep in mind poor packaging poses a risk to itself and other shipments and seriously compromise the safe carriage of both
- “Fragile” or “Handle with Care” labels are not a replacement for correct packaging and should be applied only in support of the appropriate use of suitable packaging materials
- Keep packages dry at all times while awaiting collection by courier. Exposure to dampness will severely compromise the strength of your packaging and address labels can become detached from the shipment.

ADDRESSING
- Addresses should be completed fully and concisely. Always include a contact name and telephone number. This will ensure a more efficient transition through our network and to point of delivery.
- If the sender’s details are included please ensure these are of much less prominence on the parcel to avoid any confusion and incorrect routing.

Please note that DPD Ireland will not accept liability for packaging advice. The customer is responsible for ensuring shipments are adequately packaged for transportation.

What DPD can’t carry...

Although we always do our best to accommodate the needs of our customers, for Health and Safety and other reasons, there are certain goods that we cannot transport. Please check out our website for full details: dpd.ie/Shipping/Goods-not-accepted-for-Carriage
At DPD, we believe in being a responsible partner of the people, businesses and communities we work closely with. As delivery experts, our aim is to make a positive impact through what we do each and every day.

With DPD’s Predict™ messaging service, and dpdparcelwizard.com and the DPD Ireland App, we’re engaging with consignees so that we can get the delivery done, first time, every time, thereby improving our efficiency and that of our customers. Smart delivery!

Our commitment is to neutralise our carbon footprint with no extra cost to you, our customers. We do this by measuring, reducing and offsetting our carbon emissions.

DPD Ireland is a long-standing partner of the Irish Wheelchair Association and named IWA Volunteer of the Year in 2014 and 2017. Charlene Hurley, National Fundraising manager of the IWA, describes the relationship:

“Angels is Irish Wheelchair Association’s national fundraising campaign which takes place annually in November. Each year DPD Ireland kindly assist the Association with Angels, which has a huge impact on the overall organisation, execution and delivery of a professional, large scale, nationwide campaign. Without their support it would not be possible to deliver our Angels products to every town and community throughout Ireland, and raise the vital funds to support the local community services that Irish Wheelchair Association provides to people with disabilities.”

The Jack & Jill Foundation in Ireland provides home nursing care for families with very sick children who suffer severe brain damage by providing nurses to care for their children in the comfort of their own homes. Jack & Jill have been supported by DPD for almost 3 years:

“DPD have been vital in the success in our LEGO Exchange campaign, providing drop off LEGO points across the country allowing our nationwide supporters access to donate to the campaign. Last year, DPD supported our Christmas Cards campaign, delivering all of our Christmas Cards directly to our supporter’s homes pro bono. Through the partnership of DPD and their 38 depots, our 2100 families across the country can see the support of their local DPD community for Jack & Jill.”

All the DPD team are involved in the support we provide to Irish Wheelchair Association and the Jack and Jill Foundation. The commitment is felt throughout the whole organisation.
Contact us

DPD Ireland, Athlone Business Park,
Dublin Road, Athlone, Co. Westmeath

Sales
T: 090 64 20500
E: sales@dpd.ie

IT
T: 090 64 20512
E: helpdesk@dpd.ie

Customer Services
T: 090 64 20500
E: customerservice@dpd.ie

dpd.ie