

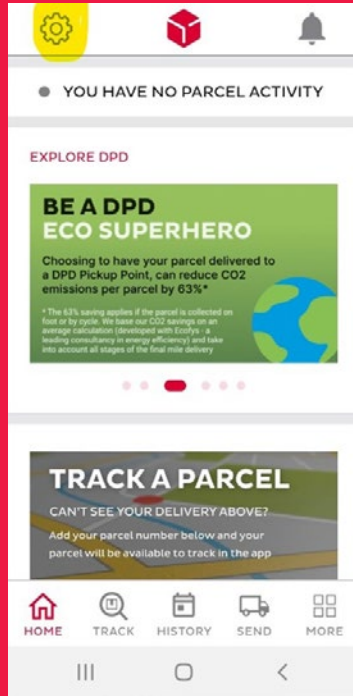
Getting the best
from your DPD App





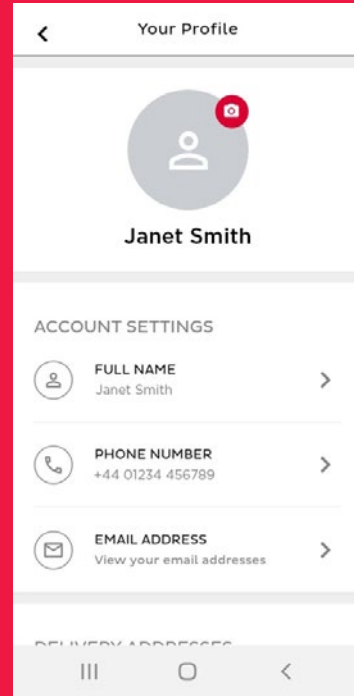
The DPD App is very useful for receiving notifications of Larsson deliveries. It's also important to set delivery preferences in the App. Follow the simple steps below to download and setup the DPD App to help ensure the right delivery options are set for your account, to ensure you get the best from the DPD delivery service:

- 1 Download the DPD App from your mobile device app store by searching for 'My DPD'.
- 2 Open the App and register your details using the same address, email and telephone numbers as used when creating your Larsson customer account. Do use your trading name in the address when registering eg Top Motorcycles Ltd.
- 3 We always delivery to your registered Larsson Account address, therefore it is important to register this address. You can add further address (eg your home address) but this will not have any impact on Larsson deliveries.
- 4 If you need to update any of your Larsson Account details (address, email, telephone numbers, contact name), please email us using info@larsson.uk.com. Call us on 01536 265633 if you need to check what details we hold for you.
- 5 Once you have completed App registration, it is very important to ensure you follow these steps to take control of your deliveries:



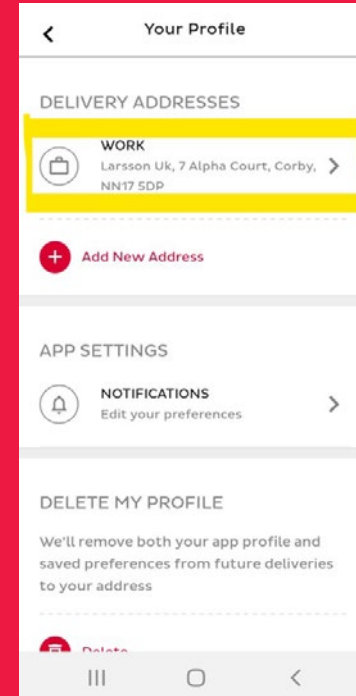
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Open the App, select settings using the GEAR symbol in the top right of the screen.



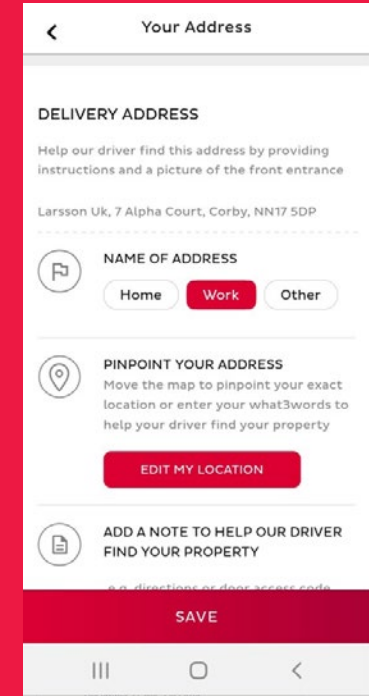
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Check your account settings are correct: name, phone number & email address.



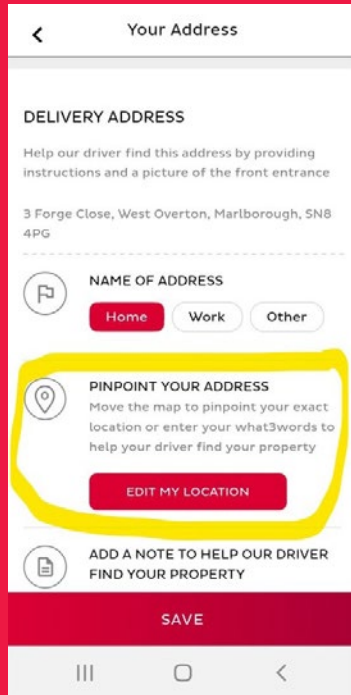
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Scroll down to delivery address. Click on your delivery address used for Larsson deliveries.



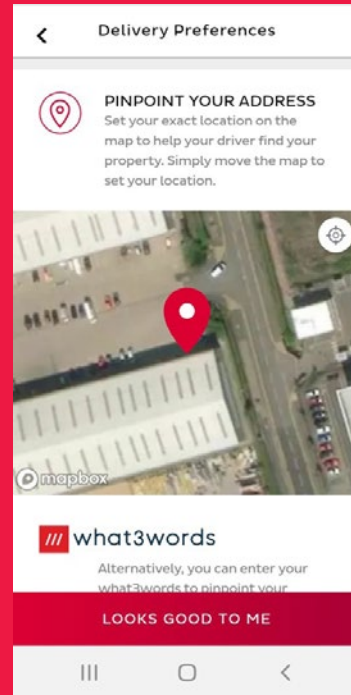
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We suggest you select WORK under NAME OF ADDRESS.



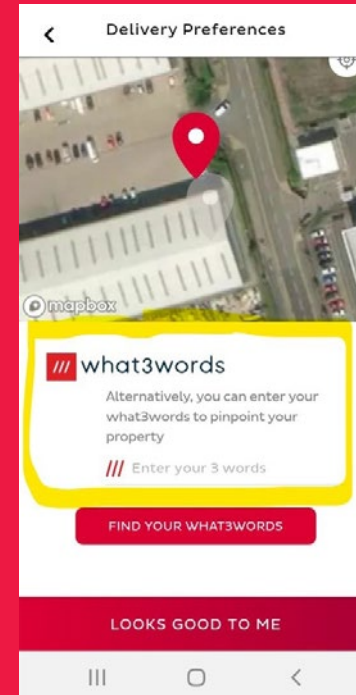
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Scroll down to PINPOINT MY ADDRESS to check and click EDIT MY LOCATION.



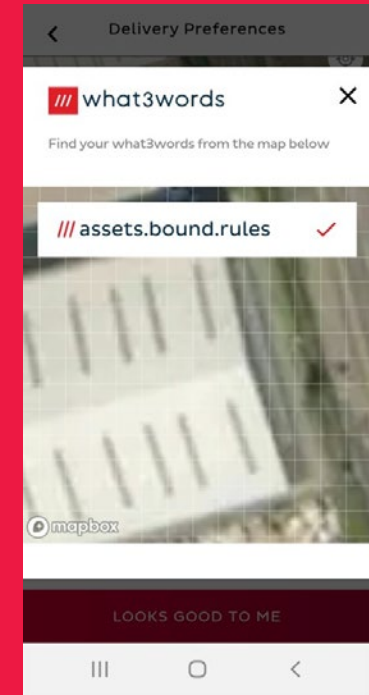
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Adjust your delivery location by moving the map. If your building is large or there are multiple businesses in your building, centre the map so it indicates the entrance where DPD can deliver to you. Click LOOKS GOOD TO ME at the bottom when done.



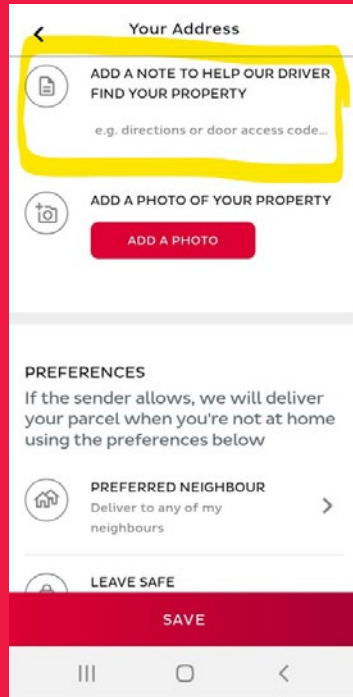
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Alternatively, SCROLL DOWN and use the what3words option to enter or find the best access point to your business. You can enter a what3words address (you can look this up [HERE](#)) or select in the App as in Point 8.



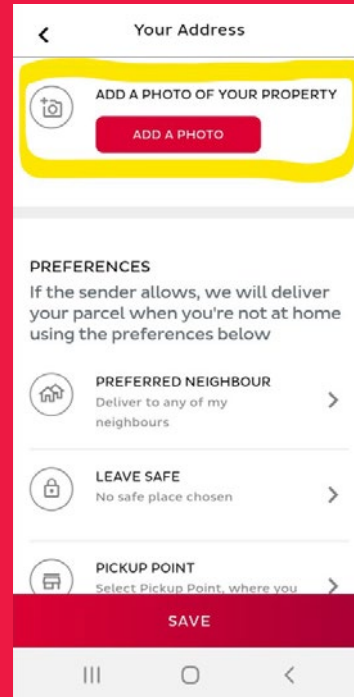
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You can select a what3 words address in the app by clicking FIND YOUR WHAT3WORDS and selecting the grid square nearest your property entrance. When you are happy with the location, click the tick next to the what3words address. To save click LOOKS GOOD TO ME.



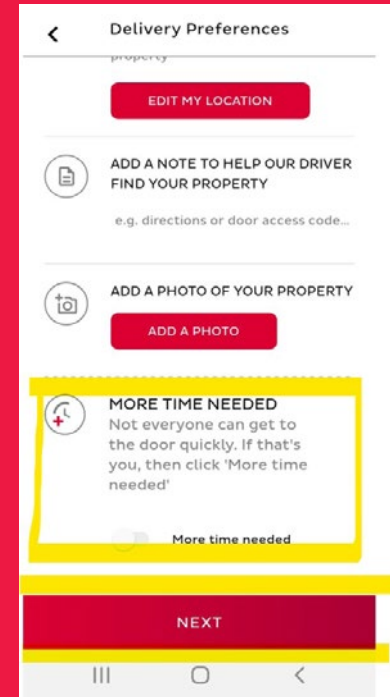
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Scroll down. Add a text note to help your driver find your address under **ADD A NOTE TO HELP OUR DRIVER FIND YOUR PROPERTY**. This could indicate what door to call at, door access code, ring bell, directions etc.



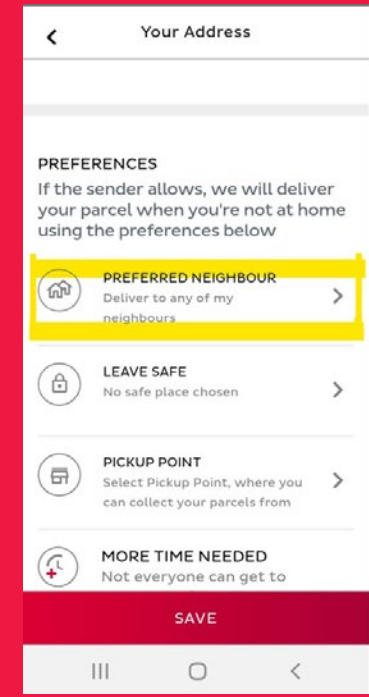
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Add a photo of your property entrance to MY DPD by uploading a photo or using the camera on your mobile device.



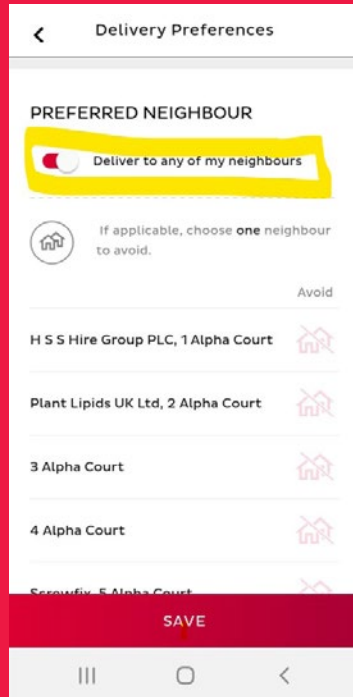
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If you need more time to answer a door, use the slider under **MORE TIME NEEDED**, so it becomes red. Click **NEXT** or **SAVE**.



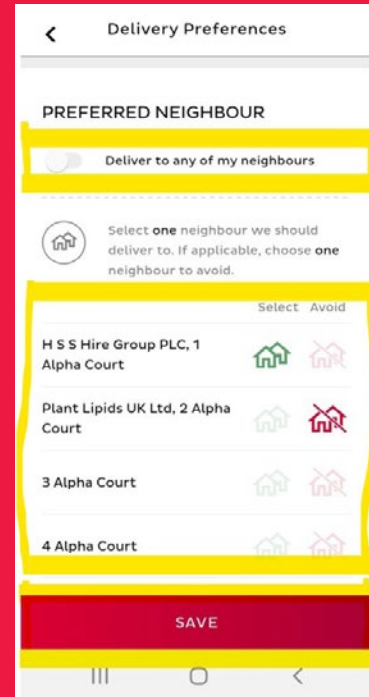
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Scroll down to **PREFERENCES**. Click on **PREFERRED NEIGHBOUR**.



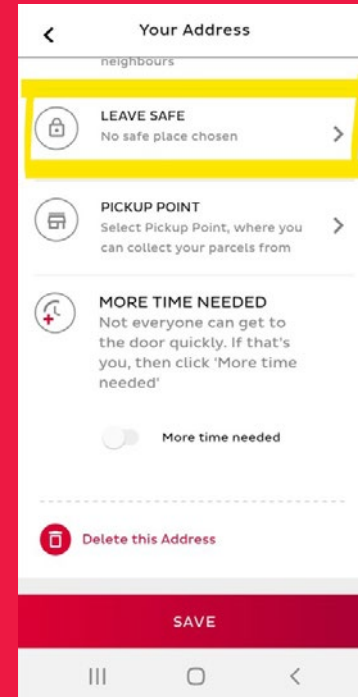
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To deliver to any neighbour if you are out, ensure the slider is right (red highlight) next to Deliver to any of my neighbours.



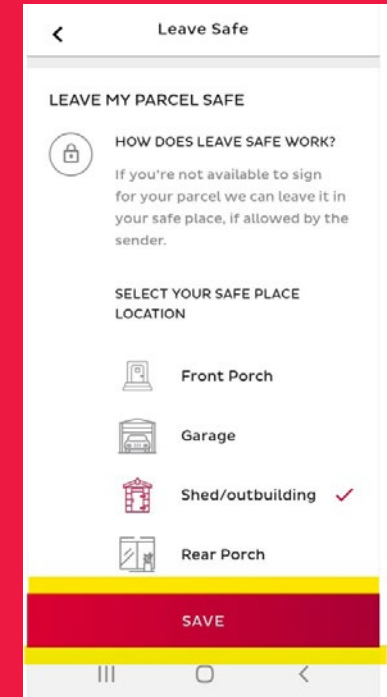
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To set deliver to neighbour preferences, ensure the slider is left (no highlight). You may choose one preference and one neighbour to avoid by clicking on the Select or Avoid columns next to the adjacent addresses. You cannot select any address not listed. Click NEXT or SAVE.



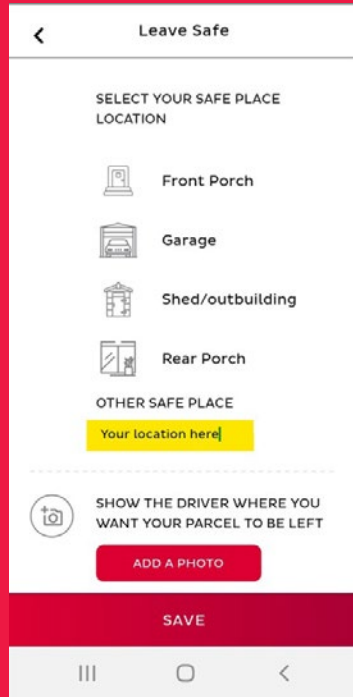
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From PREFERENCES Scroll down again and click on LEAVE SAFE.



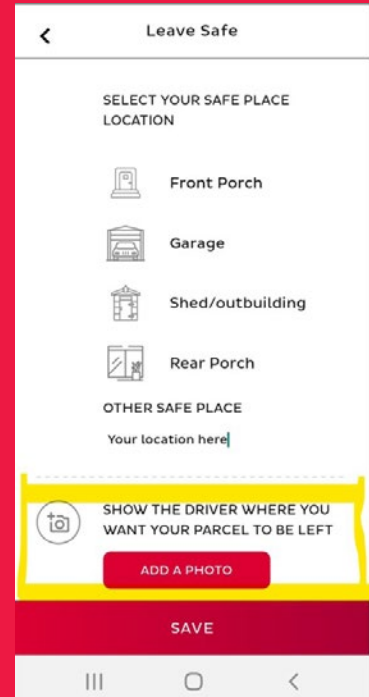
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Select any of the options if you are happy for DPD to leave a parcel unattended.



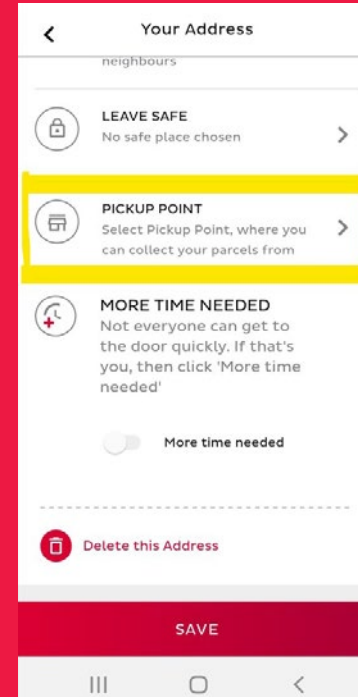
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You can also enter your own safe place using the text field.



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Also, add a photo of the safe place to leave your delivery. Remember to click SAVE at the bottom of the screen.



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DPD should not use Pickup Points for deliveries to commercial addresses, therefore we suggest you do not select a preferred Pickup point under PICKUP POINT. Pickup points are intended for domestic deliveries and may not be able to accommodate trade deliveries.