Version May 2023

DHL GOGREEN DASHBOARD

EXTERNAL USER GUIDE

Bonn, May 2023

Deutsche Post DHL Group

Welcome to the User Guide of the DHL GoGreen Dashboard

We have developed this guide to take you through **the DHL GoGreen Dashboard** to help you understand **how to use it** for your **reporting needs** and **business decision making**

Introduction to logistics carbon reporting	• What is logistics GHG emissions reporting? • What data do we report on and how does it relate to international standards?
Introduction to the DHL GoGreen Dashboard	• DHL GoGreen Dashboard: key capabilities and features • Carbon emissions metrics reported via the DHL GoGreen Dashboard • Data availability across all DPDHL business units
DHL GoGreen Dashboard content & layouts	• Walk-through of the overall structure of the dashboard • Explanation on how to navigate and interpret the dashboard content
Tool functionalities & detailed instructions	• Overview of all functionalities of the DHL GoGreen Dashboard • Step-by-step instructions on how to find & use them
FAQs	• Answers to most frequently asked questions / issues

INTRODUCTION TO LOGISTICS CARBON REPORTING

Introduction to Logistics Carbon Reporting

Why do organizations disclose and report customer carbon emissions?

- Most large organizations measure their greenhouse gas (GHG) emissions footprint caused by their business services, products or processes to **estimate their climate impact**
- To reach **Paris Agreement** climate targets, it is increasingly crucial to **reduce GHG emissions** along the **supply chain**, especially in **logistics operations** (i.e. transportation, handling and upstream emissions from fuel and energy production)
- To achieve this, **transparency on emissions data** is key, hence carbon reporting is growing in importance
- Main **challenge** most companies are facing is with **emissions transparency** due to lack of granular, verified and **consistent data** across their logistics operations
- **As emissions disclosure ecosystems grow**, it is increasingly important for **logistics stakeholders** to **collaborate** and **exchange** to foster emissions reporting **methodological alignment** across logistics industry

For what purposes are carbon emissions reported?

- To provide **transparency** on **emissions data** and **carbon intensity** in supply chain, thus allow customers to identify **patterns** and **emissions hotspots**, and enable them to evaluate their **environmental performance**
- To form basis of organizational & **ESG reporting** as well as **business decision-making**
- To strengthen the company's **ESG offering**

Source: DPDHL, Smart Freight Centre

GHG emissions calculation and reporting frameworks used at DPDHL Group

DPDHL uses these emission standards & frameworks:

1.Basic foundation

- **ISO 14064-1**
- **Greenhouse Gas Protocol Standards** incl.:
  - GHG-P Corporate Standard
  - GHG-P Scope 2 Guidance
  - GHG-P Value Chain (Scope 3) Standard
  - GHG-P Product Life Cycle Standard
- **EU-ETS** (for aviation activities)

2.Transport -specific standards

- **GLEC Framework 2.0**
- **EN 16258** – to be withdrawn after publication of the ISO 14083
- **ISO 14083** – published since March 2023

DPDHL endorsed carbon reporting metrics:

Metrics required by ISO 14083

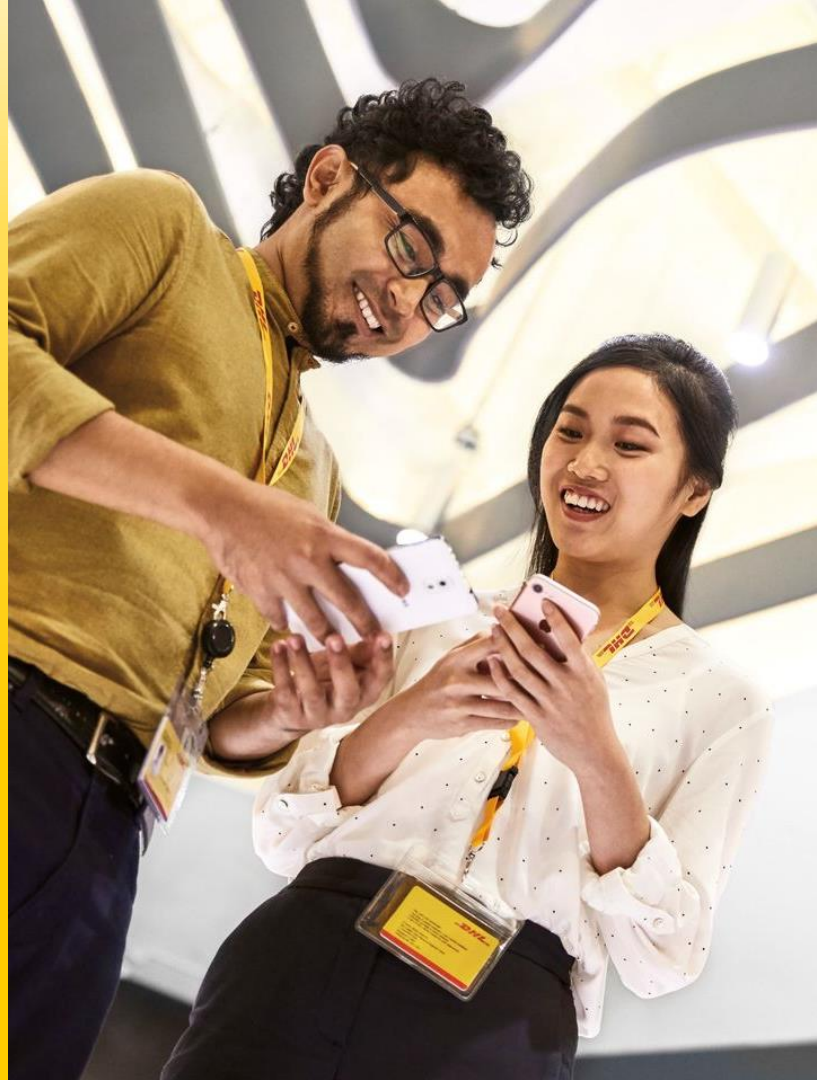
- Absolute CO_2e emissions
- Emissions intensity:
  - Of transport
  - Of facilities
- Input data types

&

Optional metrics

- Geographical, business unit and product splits
- Other metrics and local pollutants (depending on data availability)

INTRODUCTION TO THE DHL GOGREEN DASHBOARD



DHL GoGreen Dashboard

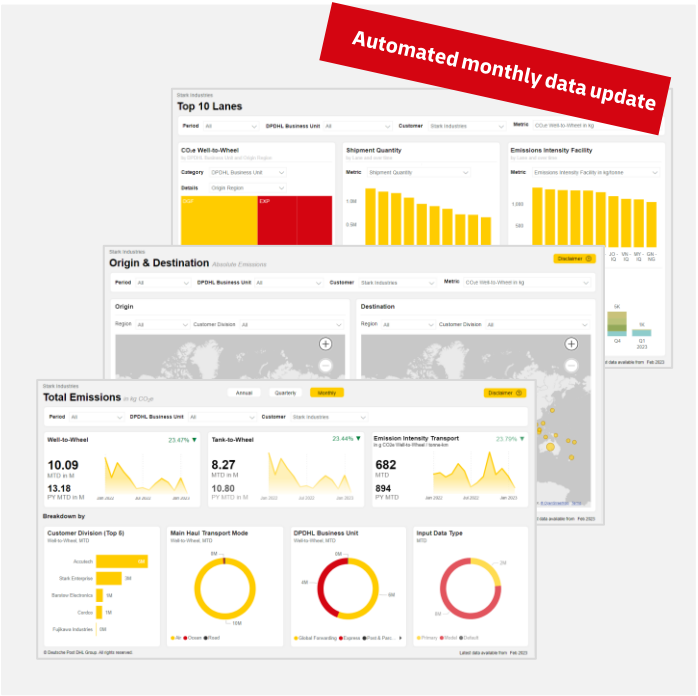
What is DPDHL's DHL GoGreen Dashboard tool about?

Key Capabilities:

- **Automated** and **interactive** carbon reports for customers in **dashboard view**
- One-stop and efficient **consolidation** of **all DPDHL divisions' carbon reports**[1)]
- Compliant to **ISO 14083** and **GLEC framework**

Key Features:

- **Multiple views & charts** to display key carbon emissions metrics
- **Customizable dashboard**/report via filters and slicers
- **Monthly automated update** of report[2)]
- Ability to **export** and **download** the report in multiple formats and data tables



1) Not including LLP business; 2) Latest data are refreshed in the tool with a predicted time lag of 2 months for Post & Parcel Germany and 1 month for all remaining DPDHL business units

Valid for first release only. Subject to changes in subsequent releases

Which carbon emission KPIs are reported?

Reporting KPIs	P&P	EXP	DSC	DGF	FRT	eCS
1 Absolute Emissions						
– **CO_2e and energy use (WtW and TtW)**	Yes	Yes	Yes	Yes	Yes	Yes, only CO_2e
– **Shipment Quantity** – **Shipment Weight**	Quantity only	Yes	n/a	Yes	Yes	Yes
2 Emission Intensity						
– **Facility**	n/a	n/a	Yes	n/a	n/a	n/a
– **Transport**	Yes, per item	Yes, per tonne-km	Not yet available	Yes, per tonne-km	Yes, per tonne-km	Yes, per item
– **Sea transport**	n/a	n/a	n/a	Yes	n/a	n/a
3 Emissions by origin & destination country	Yes	Yes	Only origin country	Yes	Yes	Only origin country
4 Two-dimensional Analysis	Yes	Yes	Yes, but no destination country	Yes	Yes	Yes, but no destination country
5 Top Lane Emission & Emission Intensity	Yes	Yes	Yes, but no destination country	Yes	Yes	Yes, but no destination country
6 Input data types	Yes	Yes	Yes	Yes	Yes	Yes

HOW TO NAVIGATE & READ THE DHL GOGREEN DASHBOARD?

- Monthly, quarterly or annual view available
- Available filters: DPDHL BU, customer division, main haul transport mode, DPDHL product, origin/destination region, origin/destination country, reporting period

What can you find in the tool?

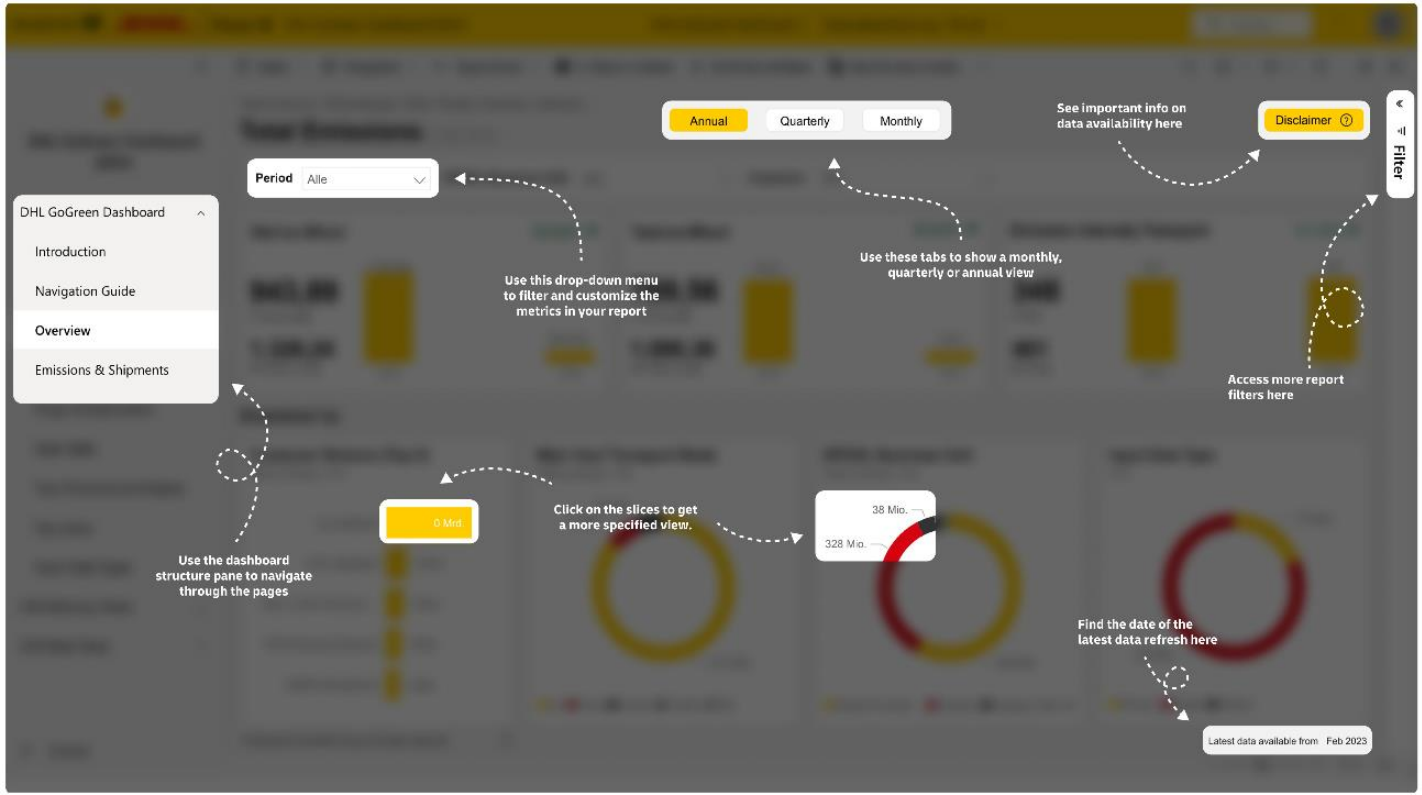
Deep-dives to follow

Dashboard report page	Content
1 **Introduction**	• Short introduction to the report dashboard that consists of a table of report content, important information and links to additional resources and support
2 **Navigation guide**	• Key instructions and tips on how to navigate and use the dashboard
3 **Overview**	• Summary of key total WtW and TtW CO2e emission figures to date and their development over time (annually / quarterly / monthly) with detailed breakdown by customer division, DPDHL BU, transport mode and input data types
4 **Emissions & Shipments**	• Visualization of absolute emissions (WtW and TtW CO2e and energy use), shipment quantities & weights as well as emissions intensity by customer division, DPDHL BU, transport mode and DPDHL product. Historic development view is also available
5 **Data Table**	• Comprehensive data table containing absolute WtW and TtW CO2e emissions and emissions intensity figures of your company by year, month, DPDHL BU, main haul transport mode, origin & destination country
6 **Origin & Destination**	• Visualization of absolute emissions (WtW and TtW CO_2e and energy use) by origin or destination country on the world map • Depiction of shipment quantity and shipment weight distributed globally by origin/destination country on a world map
7 **Two-Dimensional Analysis**	• Absolute emissions (WtW and TtW CO2e and energy use), shipment quantities & weights visualized on an interactive chart with self-modifiable data parameters (e.g. customer division, DPDHL BU, origin/destination country, transport mode, time, DPDHL product)
8 **Top Lanes**	• Display of absolute emissions and shipments data of top 10 lanes and development over time • Display of emissions intensity of top 10 lanes and development over time • Visualization of absolute emissions (WtW and TtW CO_2e and energy use), shipment quantities & shipment weights against two modifiable parameters (e.g. customer division, DPDHL BU, origin/destination country, transport mode, time, DPDHL product, lane)
9 **Input Data Types**	• Illustration of percentage breakdown of different input data types used in the emissions calculation (primary vs. model vs. default data) - See the deep-dive and the glossary page for the term definition and explanation
10 **Glossary**	• Table of definitions of all key terminologies used in the report dashboard

- **WtW** (i.e. Well-to-Wheel)
- **TtW** (i.e. Tank-to-Wheel)
- **BU** – business unit

- **Well-to-Whee**l emissions consist of both direct and indirect emissions generated during the fuel life cycle (i.e. from energy extraction, processing, storage, and delivery phases to actual fuel use)
- **Tank-to-Wheel** emissions are the direct emissions originating from the fuel use (e.g. 0 kg for electricity)

2 Navigation guide



3 Page “Overview”

Purpose:

This page is intended to display the key **total emission figures** on the organizational level for your company (for the current and past period). It also shows the breakdown by your company division, DPDHL business unit, transport mode and input data type.

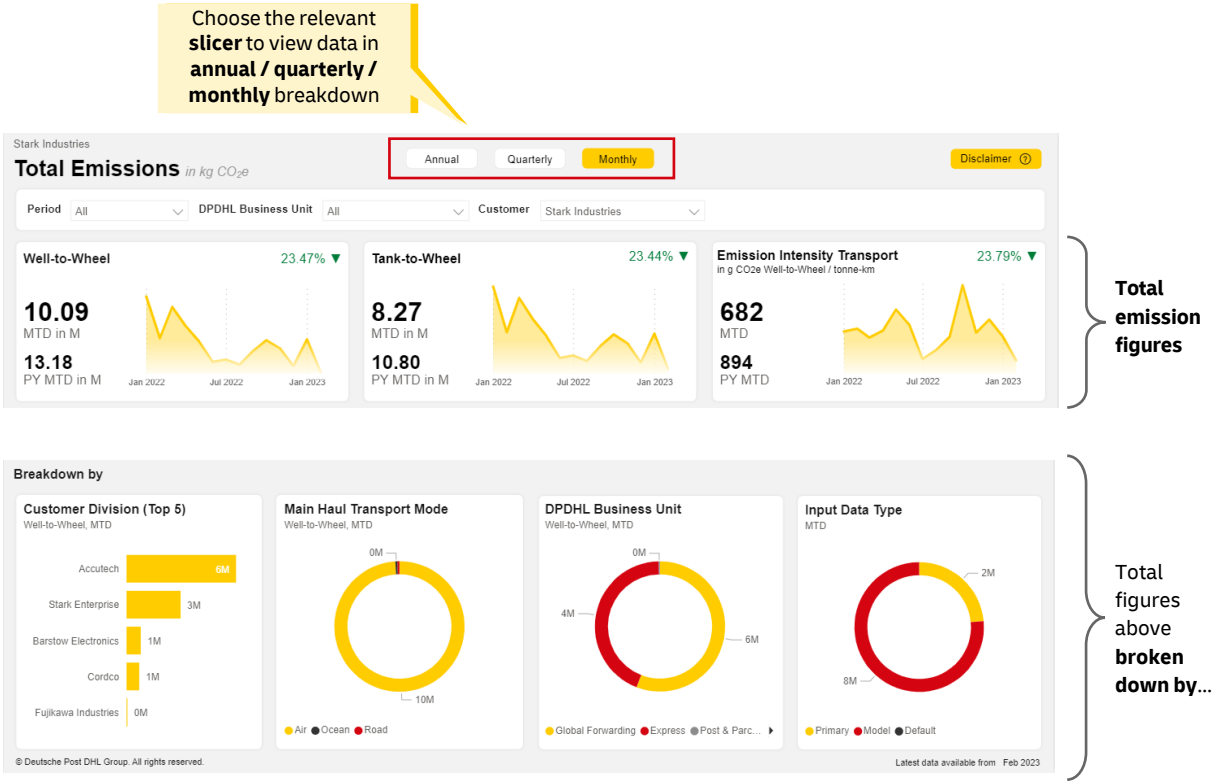
What carbon reporting KPIs can be shown?

- **Total WtW and TtW CO_2e emissions** to date (year to date, quarter to date, month to date), in kg CO_2e
- **Total emissions intensity of transport** to date (year to date, quarter to date, month to date), in g/tonne-km or g/piece

What breakdown can you see?

You will be able to see the shown key summary figures broken down by:

- Customer division (i.e. your company’s division)
- DPDHL Business Unit
- Main haul transportation mode
- Input data types (see page 18 for detailed explanation)



4 Page “Emissions & Shipments”

Purpose:

This page provides deep-dive into various KPIs of absolute emissions, emission intensity and shipment info

What carbon reporting KPIs can be shown?

- CO_2e WtW and TtW, in kg
- Energy use WtW and TtW, in MJ
- Shipment quantity & weight, in kg
- Emission intensity transport, in g/tonne-km or g/piece
- Emission intensity facility, in kg/tonne
- Emission intensity of sea transport, in g/TEU-km

What breakdown can you see?

You will be able to see the reported data broken down by:

- Customer division (i.e. your company’s division)
- DPDHL Business Unit
- DPDHL product (e.g., Time Definite International)
- Main haul transportation mode
- Time (monthly, quarterly, yearly)

1) Data availabilities vary across BUs

4 Page “Origin & Destination”

Purpose:

This page visualizes the amount of absolute carbon emissions in CO_2e and energy use (WtW and TtW) produced via DHL - based on the shipment’s origin and destination country

What carbon reporting KPIs can be shown?

- CO_2e WtW, in kg
- CO_2e TtW, in kg
- Energy use WtW, in MJ
- Energy use TtW, in MJ
- Shipment quantity
- Shipment weight, in kg

What drilldown can you see?

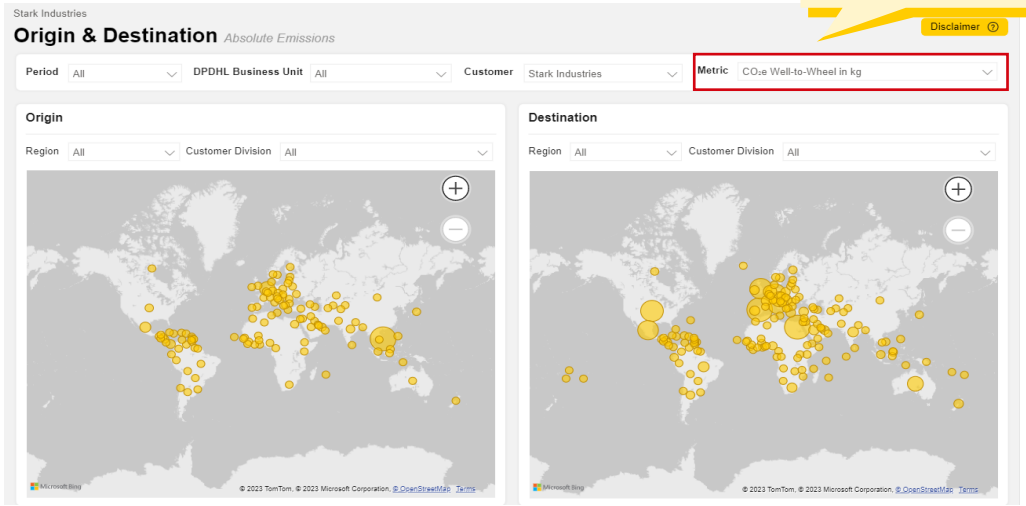
You will be able to further drill down into the data with the filters on the page:

- Period
- DPDHL Business Unit
- Customer division
- Region

To further narrow down the scope of the dataset, use additional filters in the filter pane

Absolute emissions by origin & destination country

Select the **reporting KPI** you want to see to **update all the charts** on the dashboard



Navigation tip

If you click on an origin country’s bubble, the other chart will automatically update to display only the corresponding destination countries, where the shipment ended up from this specific origin country during the chosen reporting period, and vice versa

4 Page “Data Table”

Purpose:

This page provides absolute emissions and emissions intensity data in a tabular format that is customizable via filters and easily exportable for own analysis

What carbon reporting KPIs are shown?

- CO_2e WtW, in kg
- CO_2e TtW, in kg
- Emission intensity transport, in g/tonne-km or g/piece

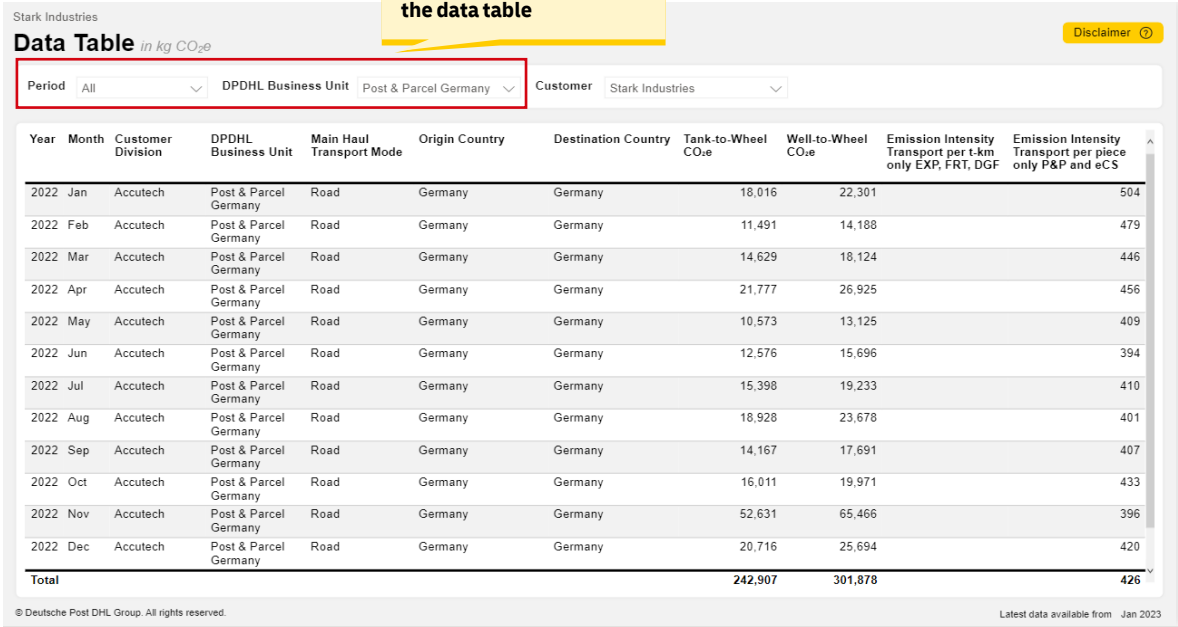
What drilldown can you see?

You will be able to further drill down into the data with the filters on the page:

- Period
- DPDHL Business Unit

To further narrow down the scope of the dataset, use additional filters in the filter pane

Use the **filters** to further **narrow down / customize the data table**



Stark Industries

Data Table *in kg CO_2e*

Disclaimer

Period: All | DPDHL Business Unit: Post & Parcel Germany | Customer: Stark Industries

Year	Month	Customer Division	DPDHL Business Unit	Main Haul Transport Mode	Origin Country	Destination Country	Tank-to-Wheel CO_2e	Well-to-Wheel CO_2e	Emission Intensity Transport per t-km only EXP, FRT, DGF	Emission Intensity Transport per piece only P&P and eCS
2022	Jan	Accutech	Post & Parcel Germany	Road	Germany	Germany	18,016	22,301		504
2022	Feb	Accutech	Post & Parcel Germany	Road	Germany	Germany	11,491	14,188		479
2022	Mar	Accutech	Post & Parcel Germany	Road	Germany	Germany	14,629	18,124		446
2022	Apr	Accutech	Post & Parcel Germany	Road	Germany	Germany	21,777	26,925		456
2022	May	Accutech	Post & Parcel Germany	Road	Germany	Germany	10,573	13,125		409
2022	Jun	Accutech	Post & Parcel Germany	Road	Germany	Germany	12,576	15,696		394
2022	Jul	Accutech	Post & Parcel Germany	Road	Germany	Germany	15,398	19,233		410
2022	Aug	Accutech	Post & Parcel Germany	Road	Germany	Germany	18,928	23,678		401
2022	Sep	Accutech	Post & Parcel Germany	Road	Germany	Germany	14,167	17,691		407
2022	Oct	Accutech	Post & Parcel Germany	Road	Germany	Germany	16,011	19,971		433
2022	Nov	Accutech	Post & Parcel Germany	Road	Germany	Germany	52,631	65,466		396
2022	Dec	Accutech	Post & Parcel Germany	Road	Germany	Germany	20,716	25,694		420
Total							242,907	301,878		426

Latest data available from Jan 2023

Tip

Access **additional filters** in the **filter pane** to the right of the dashboard window to further narrow down the scope of the dataset

5 Page “Two-Dimensional Analysis”

Purpose:

This page allows you to visualize the amount of carbon emissions your company has generated through DPDHL, broken down by the two dimensions of your choice

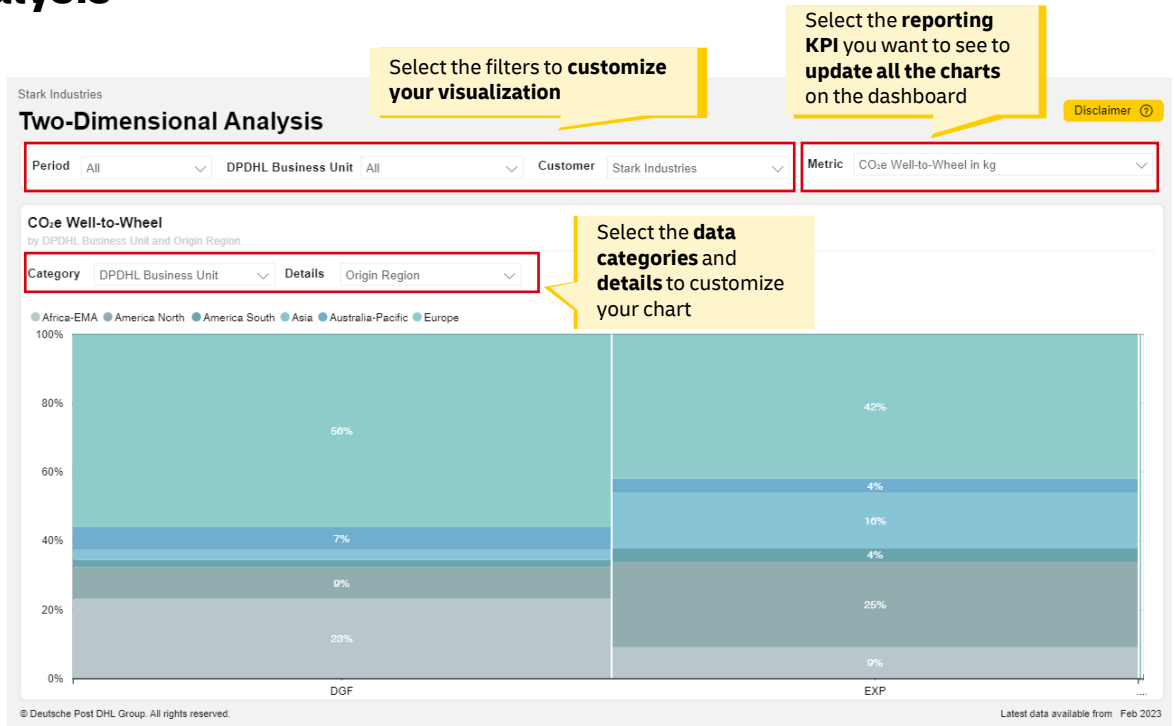
What carbon reporting KPIs can be shown?

- CO_2e WtW and TtW, in kg
- Energy use WtW and TtW, in MJ
- Shipment quantity & weight, in kg
- Emission intensity facility, in kg/tonne
- Emission intensity transport, in g/tonne-km or g/piece
- Emission intensity of sea transport, in g/TEU-km

How can you derive the desired data breakdown?

Customize the chart by selecting the main data category from the “Category” dropdown and data details from the “Details” dropdown:

- DPDHL Business Unit
- Customer division
- Origin /destination region
- Main haul transport mode
- Quarter of year or Month of year
- DPDHL product



Tip

Choose from the **‘Categories’ dropdown** to achieve the high-level split of the data you want to have, and use **‘Details’ dropdown** to see further data breakdown within each category

Not available for DSC

6 Page “Top Lanes”

Purpose:

This page shows carbon emissions data (absolute emissions, energy use and emissions intensity) that your company has generated with DPDHL, split by the top 10 lanes

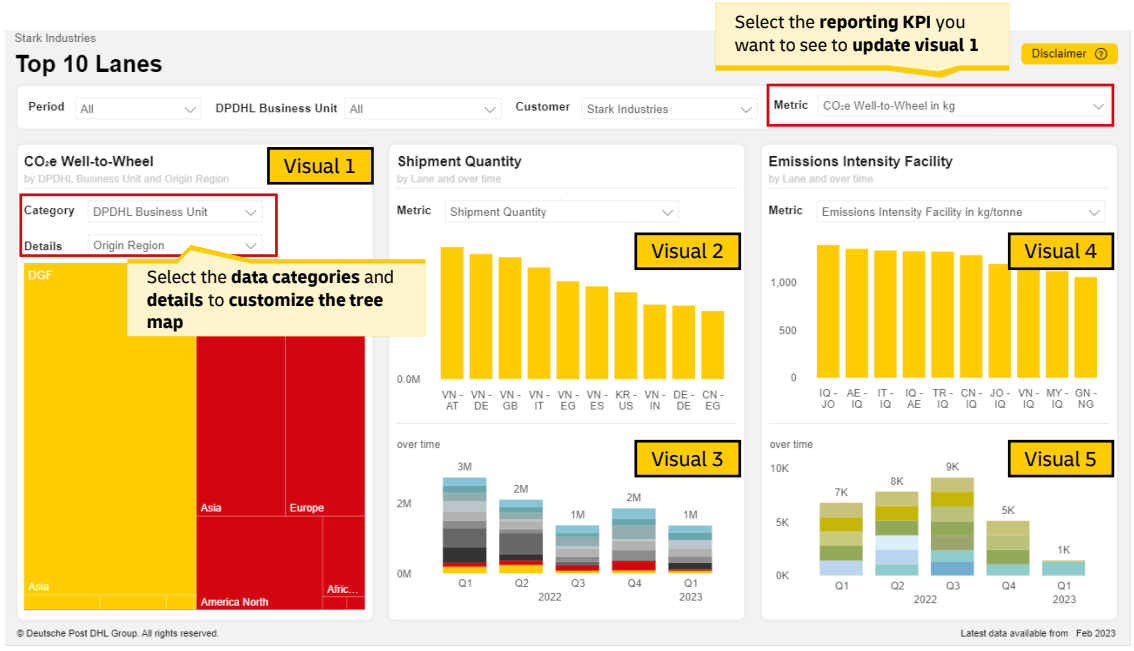
What carbon reporting KPIs can be shown?

1. **Absolute emissions *(visual 1, 2 & 3)***
   - CO_2e WtW and TtW, in kg
   - Energy use WtW and TtW, in MJ
   - Shipment quantity
   - Shipment weight, in kg
2. **Emissions intensity *(visual 1, 4 & 5)***
   - Of transport, in g/tonne-km or g/piece
   - Of facilities, in kg/tonne
   - Of sea transport, in g/TEU-km

What breakdown can you see?

You will be able to see the reported data broken down by:

- Visual 1: by origin country, or destination country, or lanes
- Visual 2-5: by top 10 lanes



Interactive visualization by origin / destination / lanes

Absolute emissions & **emission intensity** of **top 10 lanes**

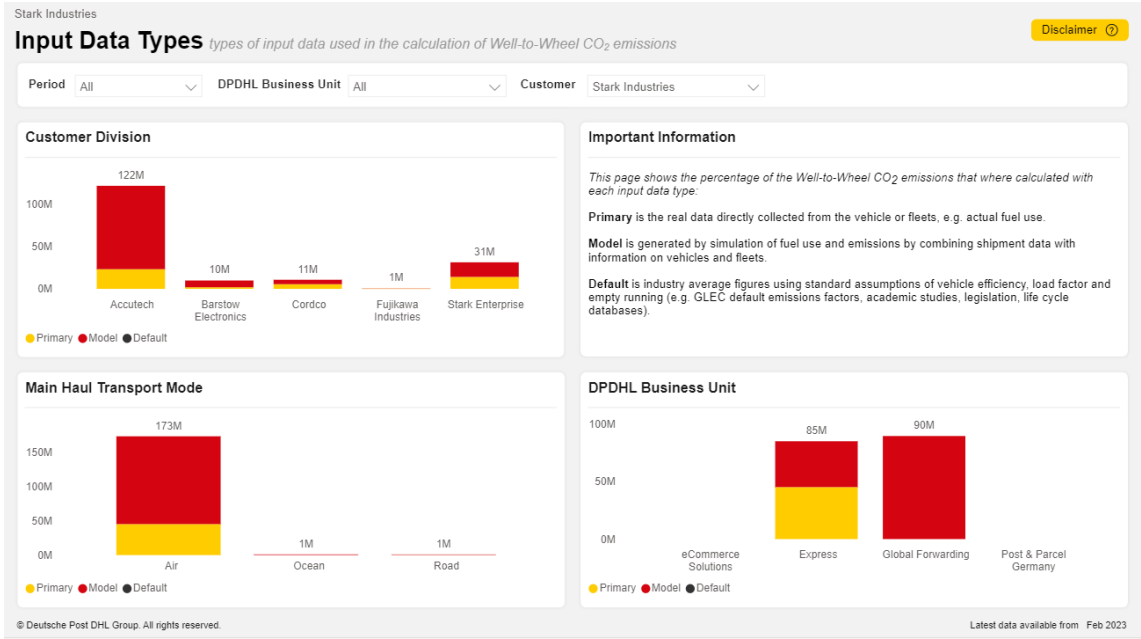
7 Page “Input data types”

Purpose:
This page shows the percentage of the absolute carbon emissions that were calculated with each input data type

What reporting KPIs are shown?
- **CO_2e WtW emissions percentage split** based on the **3 types of input data** (primary / model / default) used in the calculation

Note: *primary data are real data collected from vehicles / fleets, thus are a more reliable data source for emissions calculation compared to model or default data*

What breakdown can you see?
You will be able to see the reported data broken down by:
- Customer division
- Main haul transport mode
- DPDHL Business Unit



- **Primary data** are the real data directly collected from the vehicle or fleets, e.g., actual fuel use
- **Model data** are generated by simulation of fuel use and emissions by combining shipment data with information on vehicles and fleets
- **Default data** are industry average figures using standard assumptions of vehicle efficiency, load factor and empty running (e.g., GLEC default emissions factors, academic studies, legislation, life cycle databases)

TOOL FEATURES & STEP-BY-STEP INSTRUCTIONS

Overview of tool functionalities

Purpose		Feature	Description
Access	1	Access/Log in	Log into the reporting tool and access the dashboard
Consume & extract data	2	Export a report as PPT	Export individual dashboard page as a live PPT slide or entire report as a PPT deck
	3	Export a report as PDF	Publish the entire report to PDF format
	4	Export data as Excel	Export data of a specific visual in Excel format
	5	View visual data as a table	Display data of a specific visual in a tabular form
	6	Filter data	Filter the data by one of the given parameters (e.g. reporting period, mode of transport, origin/destination country) and slice the data in annual / quarterly / monthly period
	7	Sort data	Change how a visual looks by sorting names or values in alphabetical or ascending/descending order
View/display dashboard & visuals	8	Spotlight & focus mode	Highlight a specific visual on the dashboard by expanding it to full screen or fading out all other visuals
	9	Dashboard view	Choose to display the dashboard page at the size and width you choose (actual size, full screen, fit to page, fit to width); Adjust the zoom scale of the page
Collaborate in the tool	10	Subscribe to the report	Receive email notifications with a snapshot and link to the dashboard/report on a pre-set schedule
	11	Bookmark a report	Capture the state of the dashboard which includes the applied settings like filters, slicers, visuals
Share	12	Print	Print a dashboard page or a specific visual
	13	Generate QR code for report	Create a QR code for the report for sharing

1 Log in to the tool (for the 1st time)

For users with granted access

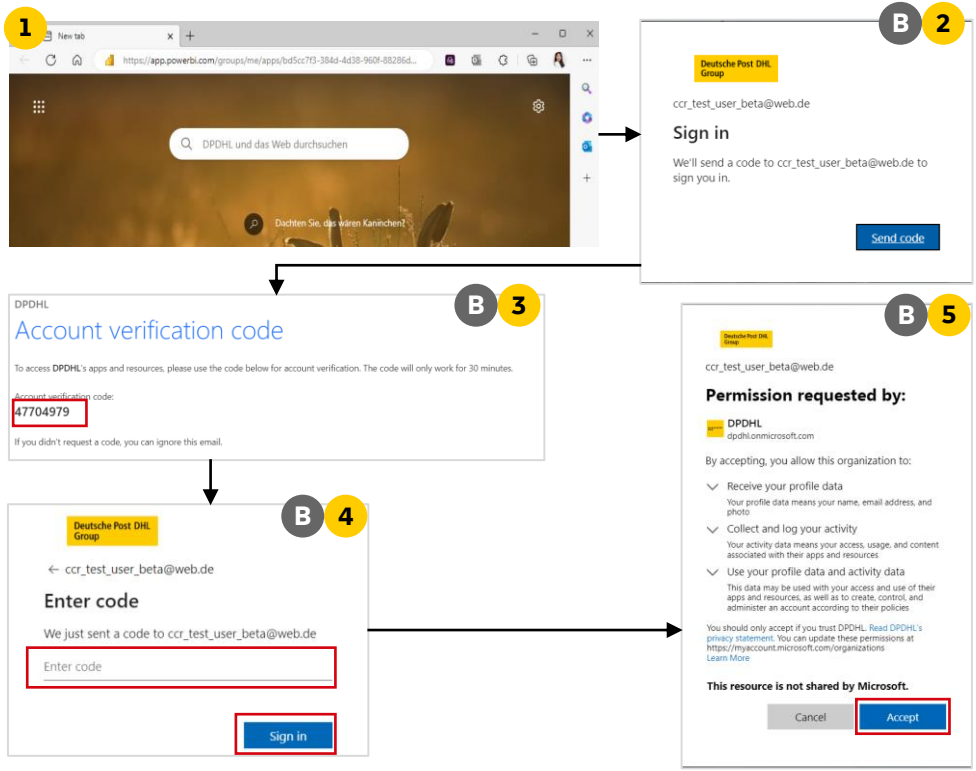
Step-by-step instructions

A For users with Microsoft company email address:

1. Go to this **link** to access the dashboard and follow the on-screen instructions to verify your access

B For users without Microsoft company email address:

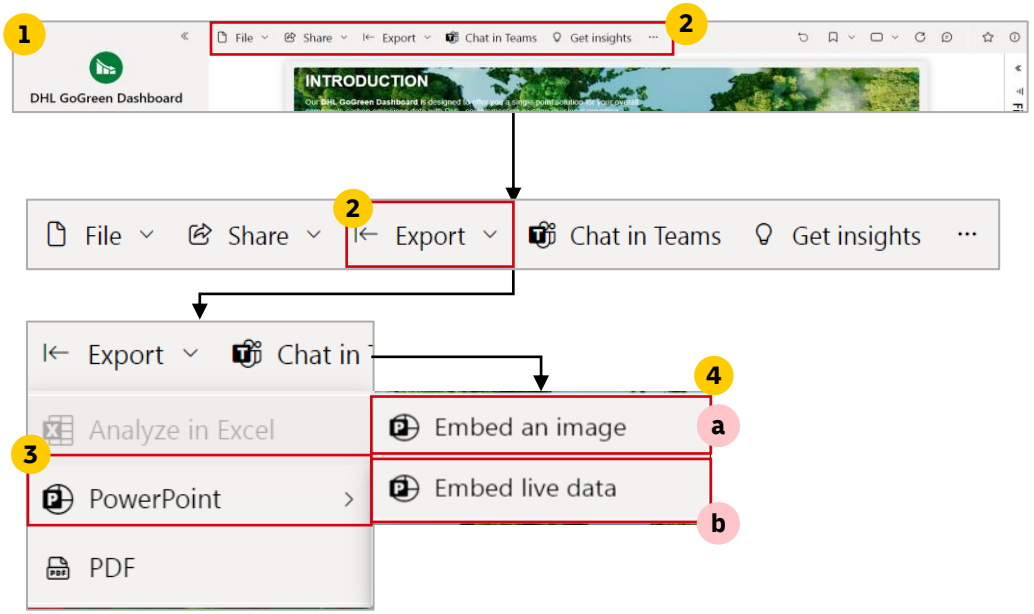
1. Go to this link **link** to access the dashboard
2. You're now redirected to the **Microsoft PowerBI login page** and need a **code** to sign yourself in
3. Check your inbox for an email containing **account verification code**
4. Enter the verification code and click '**Sign in**'
5. In the new window, it is required to **accept the Terms of Usage** in order to access the tool. Click '**Accept**' to agree to the conditions and enter the dashboard



2 Export the report as PowerPoint

Step-by-step instructions

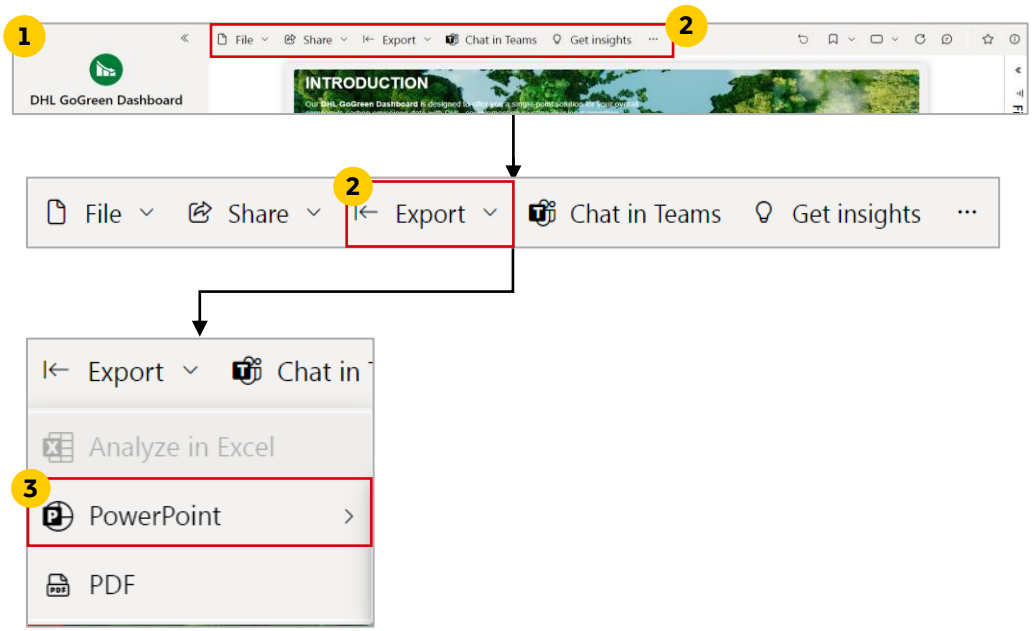
1. In the Power BI app, open the **dashboard** that you would like to export
2. In the upper left corner, select '**Export**'
3. Choose '**PowerPoint**'
4. Choose between:
   - a. Select '**Embed an image**' if you want to export the report as a PPT file with **fixed screenshots** of **the entire report dashboards**
   - b. Select '**Embed live data**' if you want to export a **specific dashboard page** and **embed it live** directly **in a PPT slide**. The embedded dashboard can be **modified** and **updated live** from the PPT



3 Export the report as PDF

Step-by-step instructions

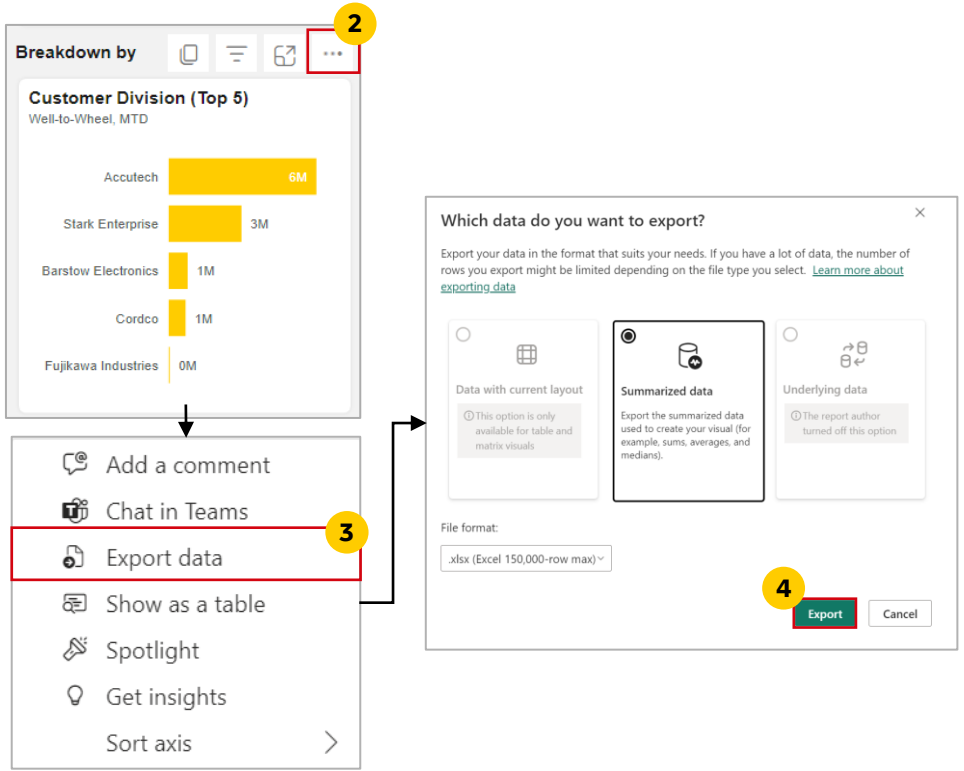
1. In the Power BI app, open the **dashboard** that you would like to export
2. In the upper left corner, select '**Export**'
3. Select "**PDF**"
4. The file will be **automatically downloaded** and stored in your 'Downloads' folder on your device. Each dashboard page will become an individual page in the exported PDF document.



4 Export chart data as Excel

Step-by-step instructions

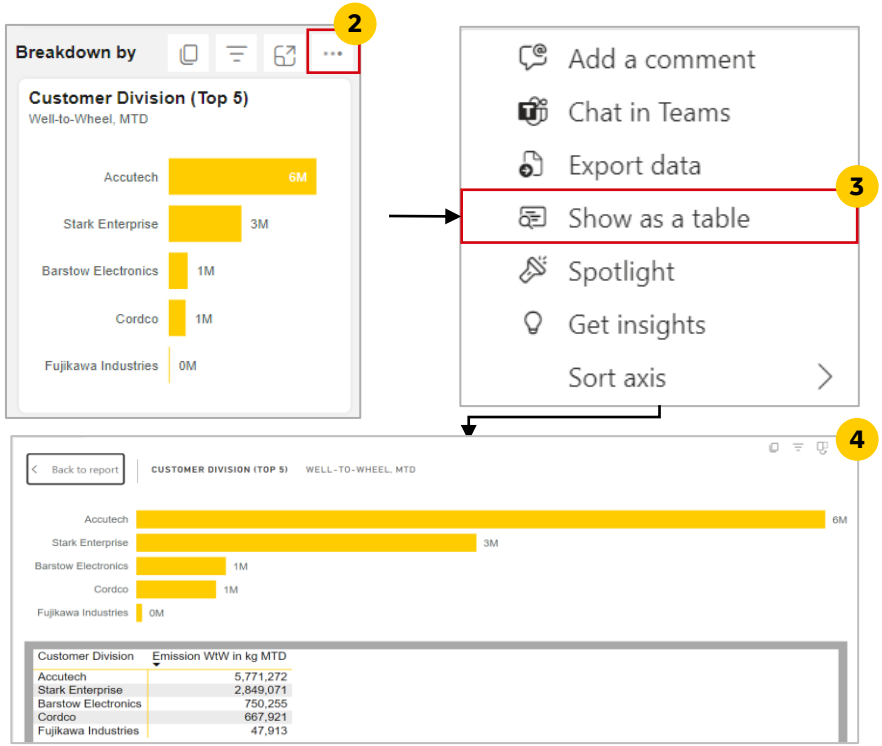
1. **Hover** over a specific **visual** whose data you'd like to export
2. Click on the "**...**" button
3. Select '**Export data**'
4. In the **pop-up window**, click '**Export**'



5 View chart data as a table

Step-by-step instructions

1. **Hover** over a specific **visual** whose data you'd like to view as a table
2. Click on the "**...** " button
3. Select '**Show as a table**'
4. You will be shown the data table directly underneath the relevant chart



6 Filter and break down the data

Step-by-step instructions

A To filter your data:

1. Find the pane **'Filters'** on the right-hand side of the dashboard and click to open
2. Click on the **drop-down arrow** to open the filter you want to use (e.g. Customer)

B To check which filters are applied on the dashboard:

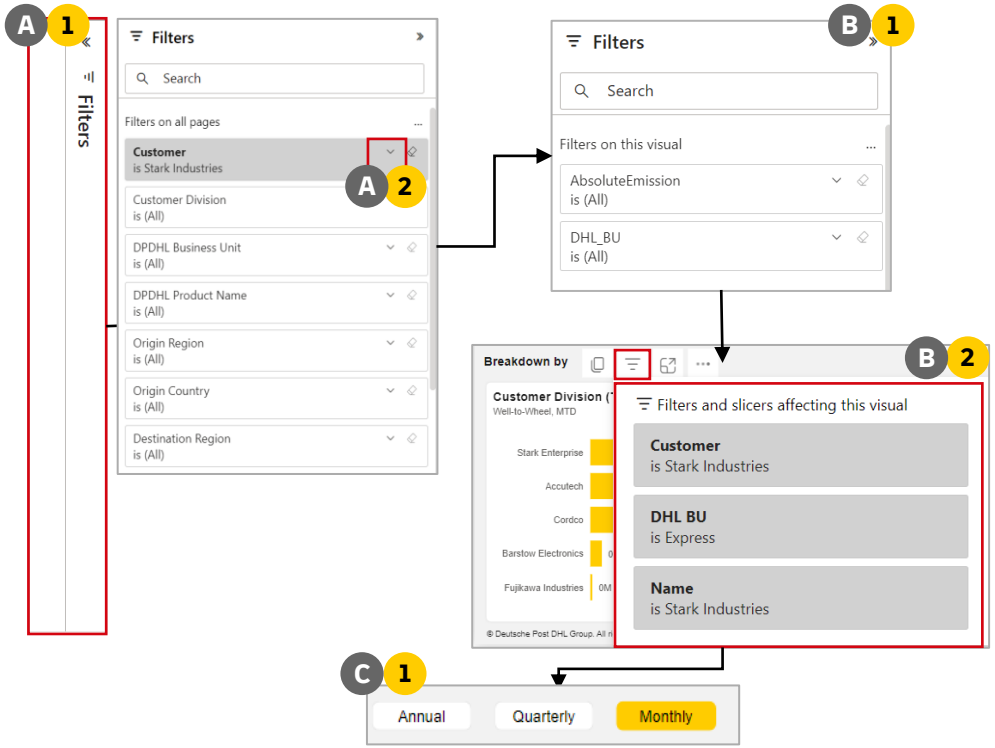
1. Simply open '**Filters**' pane again to view them

   OR

2. Hover over a specific visual, select the funnel icon '**Filters on Visual**' to see the applied filters and slicers

C To break down your data:

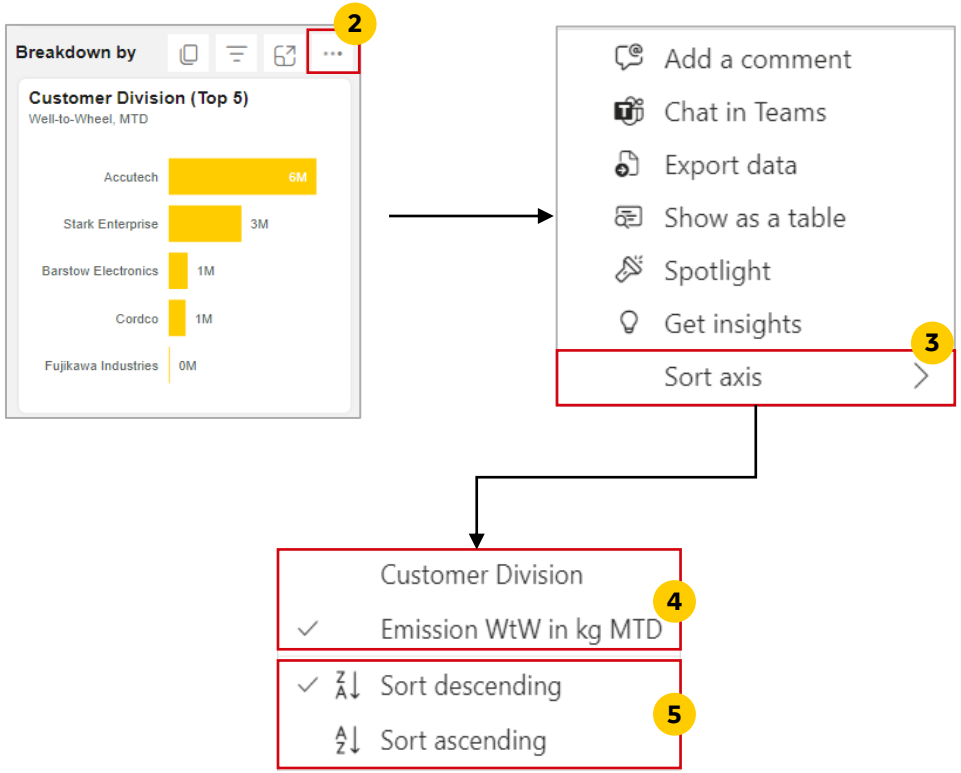
1. Find the **slicers** at the top right corner of the dashboard window
2. **Select the breakdown** you want: by year/ by quarter/ by month



7 Sort data

Step-by-step instructions

1. **Hover** over a specific visual whose data you'd like to sort
2. Click on '**...**' button
3. Select '**Sort axis**'
4. In the **pop-up menu**, **select the data parameter** that you want to sort
   - For example: DPDHL BU names or Absolute Emission values
5. Then choose **how** you want to sort the data**:**
   - In the **descending** order (from high to low values; from Z to A)
   - In the **ascending** order (from low to high values; from A to Z)



8 **Visual display:** Spotlight/Focus mode

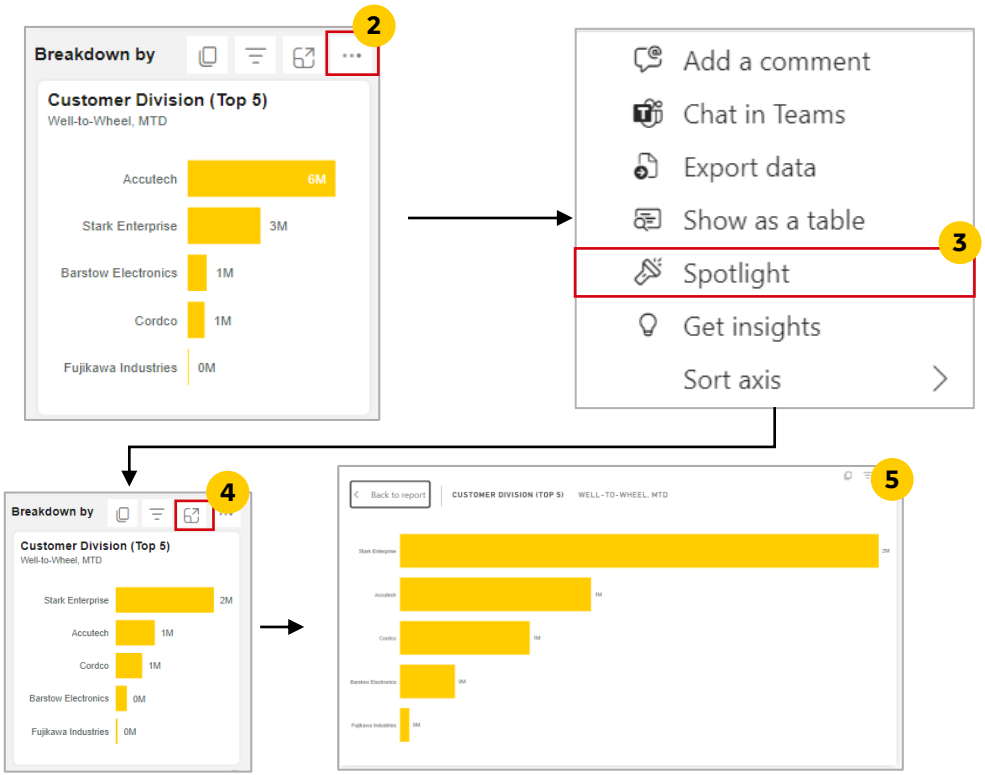
Step-by-step instructions

Spotlight

1. **Hover** over a specific **visual** you want to highlight
2. Select **'...'** button
3. Select '**Spotlight**'
4. The selected visual is **highlighted**, which causes all other visuals on the page to **fade to near transparency**

Focus mode

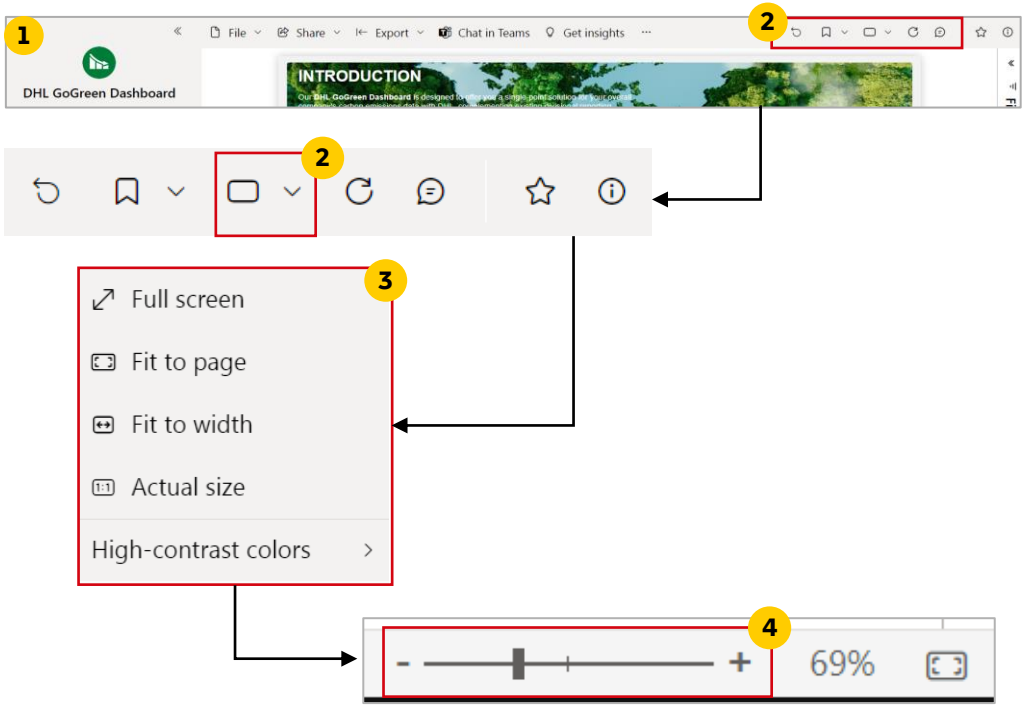
1. **Hover** over a specific **visual** you want to highlight
4. Click on '**Focus mode**' button
5. The **visual** is now displayed in **full screen**



9 Dashboard view

Step-by-step instructions

1. In the Power BI app, open the **dashboard** for which you would like to **adjust the dashboard view**
2. In the upper right corner, select '**View**' icon
3. **Choose** between different modes of displaying the dashboard:
   - **Full screen**
   - **Fit to page**
   - **Fit to width**
   - **Actual size**
4. You can also **zoom in/zoom out** on the dashboard by **adjusting the scale** at the bottom right of the window

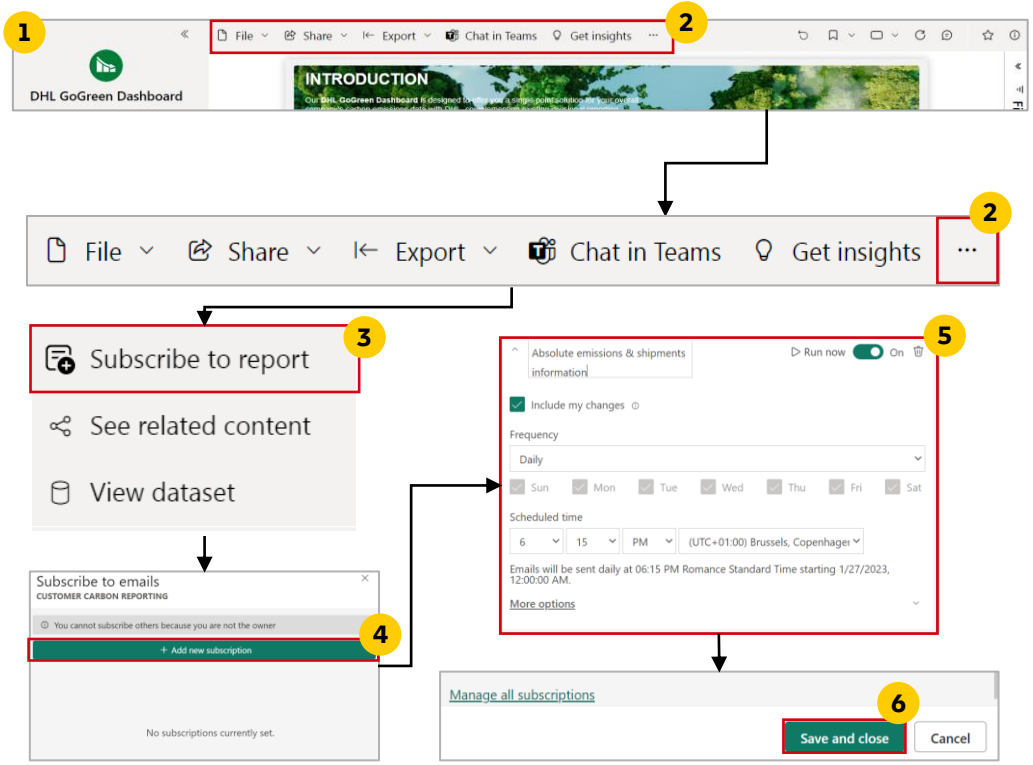


10 Subscribe to the report

Step-by-step instructions

This feature allows you to be notified via email on a schedule you specify. The email will include a snapshot of the dashboard and link to the report / dashboard

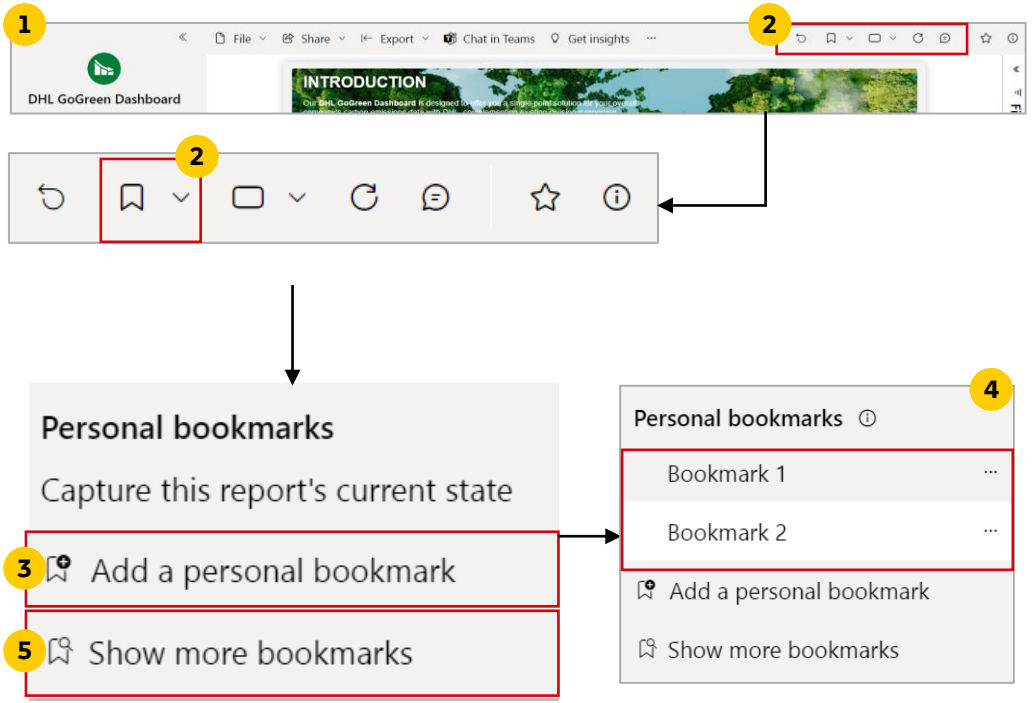
1. In the Power BI app, open a **dashboard of the report** to which you'd like to subscribe
2. In the upper left corner, click on "**...**"
3. Select '**Subscribe to report**'
4. In the pop-up pane, click '**Add new subscription**'
5. **Fill out** the details of your **subscription preferences:**
   - Frequency (daily/hourly/weekly/monthly/after data refresh)
   - Preferred scheduled time for the email
6. Click '**Save and close**' to save your subscription



11 Bookmark the report

Step-by-step instructions

1. In the Power BI app, open the **dashboard** that you would like to bookmark
2. In the upper right corner, click on the **bookmark icon**
3. Select '**Add a personal bookmark**' to bookmark the current status & view of the report (including the visual breakdowns, applied filters, slicers)
4. To see your saved bookmarks, click on the bookmark icon again
5. To see all saved bookmarks, click '**Show more bookmarks**'



12 Print a dashboard page or a visual

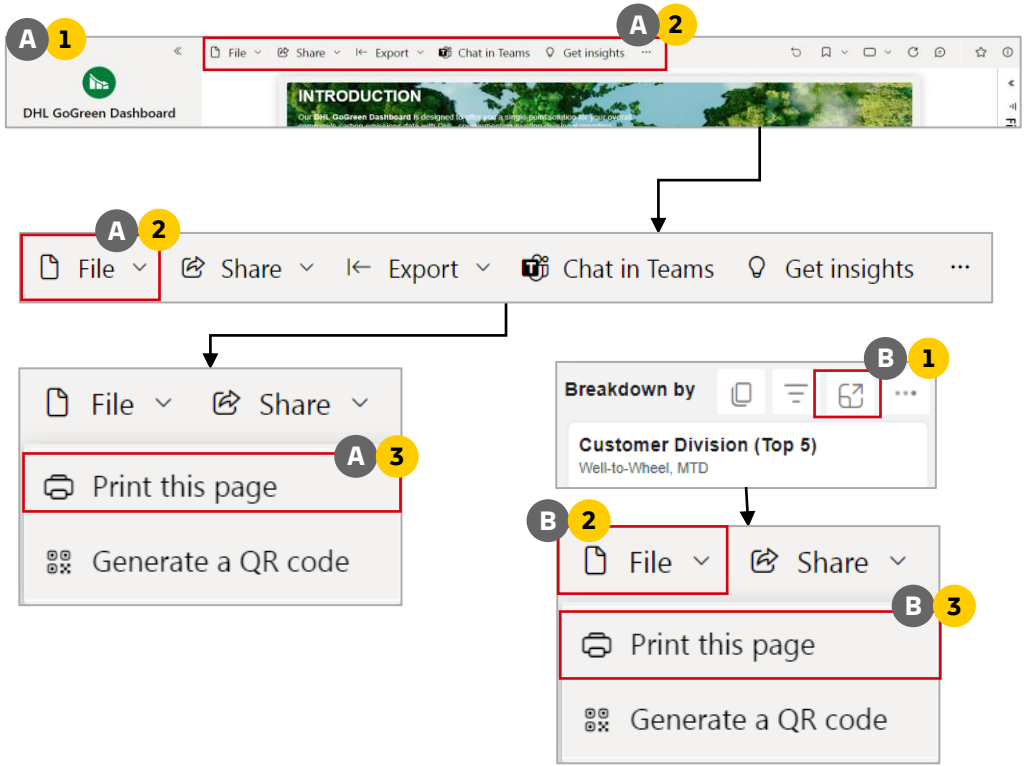
Step-by-step instructions

A Print a dashboard page:

1. In the PBI app, open the **dashboard** that you would like to print
2. In the upper left corner, select '**File**'
3. Select '**Print this page**' to print the current dashboard page. Follow further printing instructions of your device to start printing

B Print a specific visual:

1. Open the visual in **focus mode** by hovering over it and selecting the **Focus icon**
2. The visual will be now displayed in full screen. Click on 'File' from the upper left corner
3. Select 'Print this page' to print this specific visual

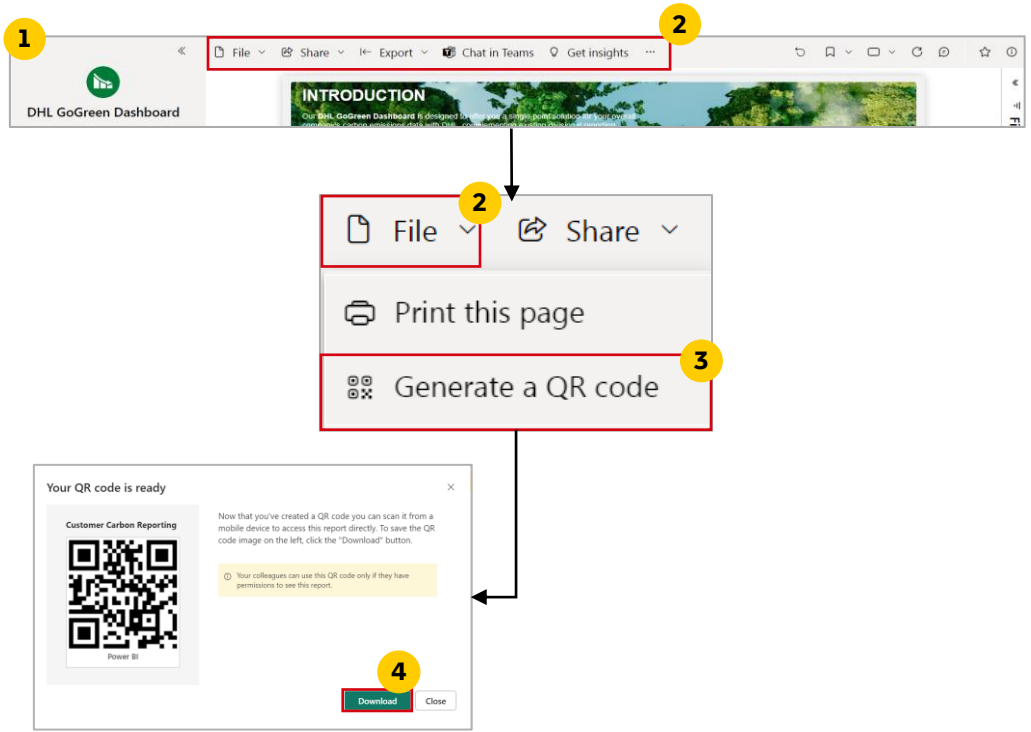


13 Generate a QR code for report

Step-by-step instructions

1. In the Power BI app, open a **dashboard of the report** for which you want to generate a QR code
2. In the upper left corner, click on '**File**'
3. Select '**Generate a QR code**' which can be shared with others and will allow **direct access** to the report

   *Notes: only those **with permission** to see the report can use this QR code to access it*
4. To save the QR code, click '**Download**'



FAQS

FAQ is broken down into 5 sections

1. User access / login
2. Infrastructure & source data
3. Tool, dashboard and emissions data
4. Technical Support
5. User onboarding support

1 User access & login (1/2)

Frequently asked questions

- **I can't log into the tool. How can I request access / restore existing access?**
  - Depending on the type of user you are, there could be different reasons as to why you cannot log into the tool. See the table below for reference:

User type	Possible reasons for access failure	What you can do to gain / restore access
I have used the tool already…	There have probably been some technical errors	Contact our technical support team for help via gogreen@dhl.com
I previously had access to the tool, but have not used the tool for a longer time	You have probably been inactive for a period of 6 months or longer	
I am a previous user of the CSI Reporting Dashboard	Your account probably has not been activated	Check your inbox for an e-mail and acknowledge the terms of service. If you do not find any e-mails, please contact our technical support team via gogreen@dhl.com
I am a CSI Customer and I am interested in accessing the tool…	Your account probably has not been set up in the system	Speak to your customer manager / account manager who can submit the access request for you internally
I am not a CSI Customer, but I am interested in accessing the tool	There is currently no data available for non-CSI customers	Unfortunately, in this first release, data is only available for CSI customers. Please speak to your customer manager / account manager to request BU[1)]-specific carbon reports from the respective BU[1)] or to be informed when your data becomes available

1) BU refers to a DHL business unit (i.e. DHL Express, DHL Supply Chain, DHL Freight, DHL Global Forwarding, DHL eCommerce, Post & Parcel)

1 User access & login (2/2)

Frequently asked questions

- **I am interested in the tool. How do I request for access to the tool?**
  - Please contact your CSI customer manager / account manager for assistance.
- **How/where can I access the tool?**
  - You can access the tool via this link.

2 Infrastructure & source data (1/2)

Frequently asked questions

- **Where does the dashboard get carbon data from?**
  - The dashboard is built on the aggregated and standardized data extracted from each BU's[1)] own carbon reporting system, which contains BU[1)] -specific reporting data of customer business. These data are either collected from actual vehicle usage (e.g. fuel use) or, in case of data unavailability, calculated based on data modelling or benchmarking against industry averages. Data include facility handling and all transportation modes as described in the ISO 14083. More information on data sources and data quality can be found in the Technical Documentation (will be available soon).
- **What data is included in the report?**
  - In line with the ISO 14083 standard, our reporting includes energy and fuel related emissions from the operation of hubs and vehicles across all modes of transportation for own and subcontracted transports as well as the upstream emissions generated during the energy provision processes.
- **Why is some business unit data incomplete/unavailable?**
  - Each DPDHL BU[1)] is a distinct operating entity with their own business model and logistics processes. This leads to inevitable differences in the individual reporting solutions or capabilities. Different business models also imply that certain KPIs can be inapplicable / irrelevant to some BUs. For example, DHL Express will not have the same logistics process in place as DGF, and therefore will not have carbon emissions data for sea transport, which are currently only available for DGF.

1) BU refers to a DHL business unit (i.e. DHL Express, DHL Supply Chain, DHL Freight, DHL Global Forwarding, DHL eCommerce, Post & Parcel) and does not include LLP business carbon reports for the time being

2 Infrastructure & source data (2/2)

Frequently asked questions

- **Is it possible to get the shipment level data?**
  - The dashboard currently only provides aggregated emission data, in compliance with ISO 14083 standard. It does not provide emissions data on shipment level. In case of further inquiries regarding shipment-level report, please discuss with your customer manager / account manager.
- **When is the report updated?**
  - Reporting data is updated on a monthly basis, but the update time varies among the DPDHL business units. For Express, Supply Chain, Global Forwarding, Freight and eCommerce Solutions data is updated at the end of the following month, e.g. March data would be available in early May. For Post & Parcel Germany data is updated 2 months after reporting month, e.g. March data would be available in early June.
- **Why may there be a time lag in data update?**
  - DPDHL business units collect, process and prepare the emissions data in different systems and at different timing intervals. Therefore, the data update depends on the availability and readiness of the data from DPDHL business units.
- **Is the report verified / audited?**
  - Once a year, the report data is exported and sent to the SGS for the annual audit. The audited data will be available for customers as a full-year static report (without monthly data refresh). At the same time, customers will still have the option to access the same data in a dynamic version of the dashboard with monthly refreshes

1) BU refers to a DHL business unit (i.e. DHL Express, DHL Supply Chain, DHL Freight, DHL Global Forwarding, DHL eCommerce, Post & Parcel)

3 Tool and dashboard

Frequently asked questions

- **Can I customize the exported data table?**
  - It is not possible to customize the export data table because the underlying data is pre-mapped, consolidated and linked in the backend.
- **Can I modify the underlying data?**
  - It is not possible to edit the underlying data as a viewer. The underlying data is mapped, consolidated and linked in the backend as a result of cross-BU[1)] alignment.
- **Can I change the type of chart visualization (e.g. from a pie chart to a bar chart)?**
  - It is not possible to modify the visuals as a viewer of the report, but we are open to feedback. If you have any feedbacks, please contact us at gogreen@dhl.com.
- **How do I see visualization for a subset of main data across all the visuals?**
  - Please refer to page 11 from the User Guide for this and more tips on how to use and navigate the dashboard.
- **I see an error in the reported/visualized data, to whom should I report it?**
  - If the visuals are not loading / displaying data when they are supposed to, please report it to gogreen@dhl.com for help.

4 Technical support

Frequently asked questions

- **I have technical issues with the DHL GoGreen Dashboard, where can I get the technical support?**
  - For technical questions, please reach out to gogreen@dhl.com.
- **I have questions but cannot find the answer in the existing supporting materials, who should I contact?**
  - For any other questions, please reach out to gogreen@dhl.com.

5 User onboarding support

Frequently asked questions

- **Where can I find the supporting/onboarding materials?**
  - You can find all relevant reference materials, such as user guide, how-to videos, FAQ or technical documentation materials on our landing page: https://www.dhl.com/global-en/campaign/gogreen-dashboard.html.
- **Am I allowed to share the supporting reference materials with other people?**
  - All materials shared on our website may be freely shared with others within your company.