



DHL GOGREEN DASHBOARD

Customer FAQ

Version July 2023



Document Outline

Categories of the most frequently asked questions

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

- **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 long 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 has probably not been activated	Check your inbox for the official introduction e-mail to the new tool and acknowledge the Terms of Use. 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 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 to request BU ¹⁾ -specific carbon reports from the respective BU ¹⁾ or to be informed when your data becomes available in the tool

- **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](#).

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- **If I already have access to the CSI RnB reporting, do I need to re-apply for access to the new GoGreen Dashboard?**
 - No, you do not have to submit any application to gain access to the new dashboard. Prior to the launch of the GoGreen Dashboard, we will initiate official communication to all CSI customers to inform them of the official go-live of the tool. Customers that have an existing access to the CSI RnB reporting only need to give their consent to the new Terms of Use of the DHL GoGreen Dashboard, which will be shared in the official communication, to be migrated to the new dashboard. The existing CSI RnB report will be decommissioned upon go-live of the DHL GoGreen Dashboard, so even in the event the customer does not accept the new Terms of Use, they will still lose access to the RnB report once it is completely discontinued.
- **Is there a limit on the number of users who can access the dashboard from my organization?**
 - There is no real limit on the number of users eligible for access from each customer organization. Customers and CSI customer managers should carefully consider who should have access to the dashboard and what would be useful to the customer. Please bear in mind that at the moment, everyone from the customer company with access to the dashboard will be able to see all data for the entire customer organization globally. We are working on introducing data restrictions on customer division level, which will be one of the future features of the enhanced tool versions. Internally, there is no real limit on the number of users that can access the tool, assuming that they use the dashboard strictly for its intended purpose and treat the data confidentially.

2. Infrastructure & source data

- **Where does the dashboard get carbon data from?**
 - The dashboard is built on the aggregated and standardized data extracted from each BU's¹⁾ own carbon reporting system, which contains BU¹⁾-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.
- **Does the dashboard include offsetting or insetting data (GoGreen and GoGreen Plus Products)? / Are emissions reduction from GoGreen and GoGreen Plus Service visible in the Dashboard?**
 - At the time being, the reported data in the dashboard are the gross emissions occurring from the transport, without the effects of insetting or offsetting (GoGreen or GoGreen Plus products) being considered. We are planning to include this data as part of a future release.
- **Why is some business unit data incomplete/unavailable?**
 - Each DHL BU¹⁾ 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, Express will not have the same logistics process in place as Global Forwarding, and therefore will not have carbon emissions data for sea transport, which are currently only available for Global Forwarding.
- **Is it possible to get the shipment level data?**
 - Currently the carbon report data in this dashboard is aggregated and shown on a monthly and country level (incl. shipment count and weight information). Some of our DHL Group Divisions might be able to provide shipment level reporting on request. Please contact the account manager for information or assistance.

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- **Is the distance and weight information available in the downloadable data?**
 - At the moment, shipment weight info is available, but not the distance. However, it is possible to indirectly derive the distance data as we report emissions data in a CO₂ per tonne-km value. We are looking into enhancing the depth of the data reported in the dashboard's future releases.
- **How do you measure carbon emissions intensity?**
 - In line with the provisions of ISO 14083 and GLEC framework, emissions for logistics services are provided in CO₂e per tonne-km, in other words CO₂e emissions emitted for 1 tonne of goods transported over 1 kilometer of distance. This carbon emissions intensity indicator is used for DHL Global Forwarding, DHL Freight and DHL Express. Distances are typically based on the concept of "Shortest Feasible Distance", i.e. route planner distances. In line with the above-mentioned standards and for Post & Parcel Germany and DHL eCommerce, which handle small packages for end consumers, we measure carbon emissions intensity in CO₂e per item.
- **Is the data quality the same for all transport modes?**
 - Categories of input data used in the calculation can be viewed in the Dashboard's "Input Data Types" section. We differentiate between:
 - Primary data – which represents emissions data calculated based on fuel and energy use
 - Modeled data – which represents data from acknowledged calculation models considering transport distance, weight, mode of transport, vehicle characteristics and other data that allows for a true and fair simulation
 - Default data – which is from industry literature and used as fallback.
- **What does the term 'Period' refer to?**
 - The term "period" refers to the calendar month of the individual shipment or its main haul departure date.
- **When is the report updated?**
 - Reporting data is updated monthly, but the update time varies among the DHL business units. For Express, Supply Chain, Global Forwarding, Freight and eCommerce business units, 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?**
 - DHL 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 DHL business units.
- **Will the data be audited?**
 - Data that is provided on a monthly basis is provided without external assurance. We are working towards the provision of annual audited reports through the Dashboard. Monthly data provision originates from the same data sources, but might undergo changes during the year based on better data availability.
- **Where can I find an overview on the calculation of carbon emission and emission factors?**
 - This information will be included in the Technical Documentation, which will be available soon. Once the Technical Document is available, we will update the FAQ document with the link to the document.
- **How are the customer divisions set up and defined? Is it possible to change this definition?**
 - Customer divisions are set up based on current available best internal knowledge. Under certain circumstances, it might be possible to change this definition. Please consult with your Customer Manager for details.
- **Can you provide information on the actual carrier transporting my shipments in case the transport was subcontracted?**
 - At this point in time, this information is not available in the DHL GoGreen Dashboard. It might be available for transport with DHL Global Forwarding in the application myDHLi.

3. Tool & dashboard

- **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-BU¹⁾ alignment.
- **Are we able to compare CO2 data across years?**
 - At the moment, the dashboard provides carbon data for the full year of 2022 and the current year of 2023. You will be able to compare data across the years in the dashboard, e.g. 2022 vs. 2023. 2022 is the starting point for the data in the report, no information available for the years prior to 2022.
- **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 the External 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

- **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

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

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