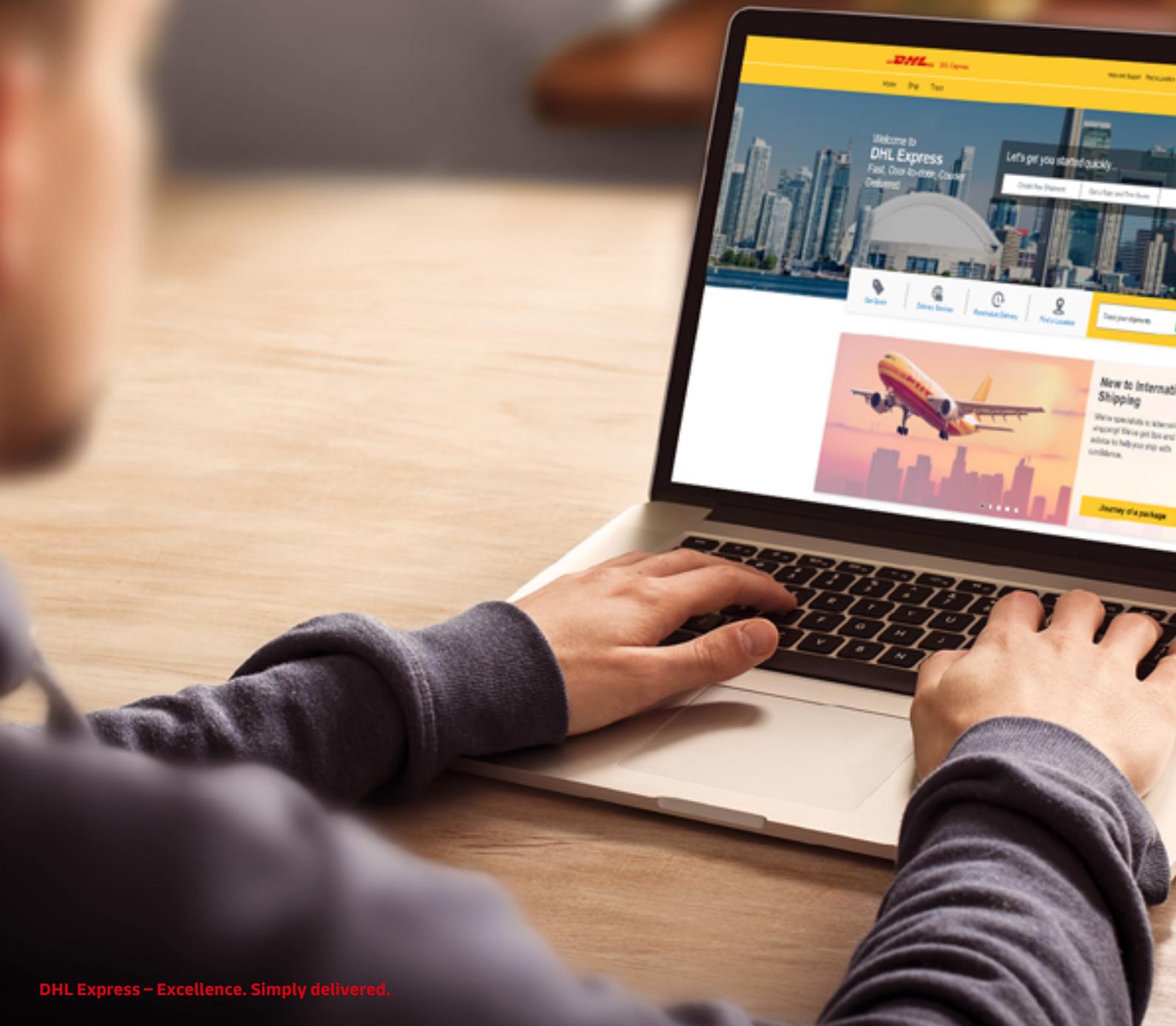




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DHL EXPRESS

# eRETURN MANUAL



## BOOK A DHL EXPRESS eRETURN PICKUP

If you want to book a DHL Express eReturn pickup at your address, please follow these steps:

1. Visit our website (note: does not work on mobile version, use a desktop PC or change to desktop version): <https://mydhl.express.dhl/at/de/home.html#/getQuoteTab>
2. You can switch the language to English in the upper right corner.
3. Choose „Schedule a Pickup“.
4. Choose „No“ at „Do you need to create a shipping label?“.
5. Below choose „I have a DHL Waybill number“.
6. Enter your DHL Express waybill number (e.g. „1234567891“). You can find that on your DHL Express label under the barcode. The field should mark the number with a green check, if not please contact our hotline: 0820 550505.
7. Choose your country at „code“. Your country telephone code will appear.
8. Enter your telephone number without the first 0 or country code (e.g. 066012345678 → 66012345678).
9. Click „Next“.

The screenshot shows the 'Schedule a Pickup' form on the DHL Express website. The form is titled 'Do you need to create a shipping label?' and includes a sub-header 'A DHL shipping label must be attached to all packages that DHL picks up.' The form has several sections: a navigation bar with 'Create a New Shipment', 'Get a Rate and Time Quote', and 'Schedule a Pickup' (highlighted in yellow); a question 'Do you need to create a shipping label?' with 'Yes - Create Label' and 'No' (checked) options; a dropdown menu for 'You'll need either a DHL Waybill Number or a DHL account number to schedule a pickup.' with 'I have a DHL Waybill Number' selected; and three input fields: 'Waybill Number' (checked), 'Code' (43, checked), and 'Phone' (660 12345678, checked). A green 'Next' button is at the bottom right.

Please check your data on the next page. If all is in order click next.

Please enter your pickup address:

1. You can leave the company box empty if it is a private address.  
Check “Residential address” at the bottom.
2. Enter your street.
3. Enter your Postal code. Choose the correct city in the list that opens.  
The city will be filled in automatically.
4. Enter your email. You will get a confirmation at the end of the booking.
5. Enter phone number if necessary.
6. Choose either „Reception“, „Private address“ or – if applicable – „Other“ at “Where should the courier pick up the shipment?” If you choose “other” please specify the location in the new box.
7. You can leave further instructions for the courier in „Instructions for the courier”.
8. Click „Next”.

|  |  |                |
|--|--|----------------|
| Name   | Where should the courier pick up the shipment?               |                |
| Firstname Lastname                           | Reception  |                |
| <input type="checkbox"/> Business Contact    | Instructions for the courier                                 |                |
| Company                                      | Provide other instructions you'd like the courier to receive |                |
| DHL Express                                  |  |                |
| Country/Territory                            |  |                |
| Austria                                      |  |                |
| Address                                      |  |                |
| Operngasse 3                                 |  |                |
| Address 2                                    |  |                |
| Address 3                                    |  |                |
| Postal Code                                  | City   | State          |
| 1010   | VIENNA   |                |
| Email Address                                |  |                |
| noreply@dhl.com                              |  |                |
| Phone Type                                   | Code   | Phone          |
| Mobile                                       | 43   | 660 12345678__ |
| <input type="checkbox"/> SMS Enabled         |  |                |
| Add Another                                  |  |                |
| <input type="checkbox"/> Residential Address |  |                |

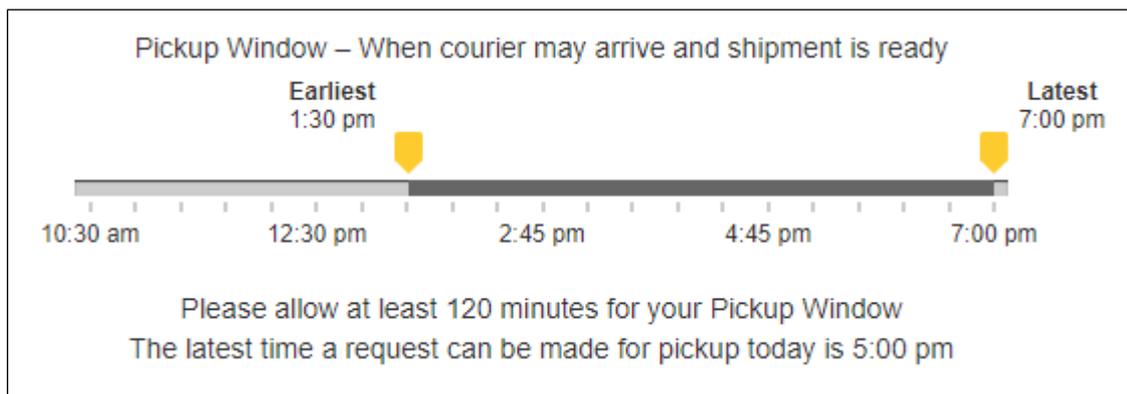
Please enter the measurements and weight of your shipment on the next page:

1. Enter the weight in kg (e.g. „0,5“ kg).
2. Enter the measurements in cm.
3. Click „Next“.

| Number of Packages               | Total Weight (all packages) <u>kg</u> | Largest Package Size <u>cm</u>    |   |                                   |   |                                  |
|----------------------------------|---------------------------------------|-----------------------------------|---|-----------------------------------|---|----------------------------------|
| <input type="text" value="1"/> ✓ | <input type="text" value="0,3"/> ✓ kg | <input type="text" value="28"/> ✓ | X | <input type="text" value="20"/> ✓ | X | <input type="text" value="1"/> ✓ |

Please specify the pickup date and time frame on the next page:

You can choose the date from Monday to Friday (Note: Depending on the time of the booking, pickup on the same day might not be possible!).



Done!

Your DHL Express eReturn shipment will be collected in the selected Pickup Window.

Do you have any further questions?

Then contact our customer service on 0820-550505. We will be very happy to assist you with any questions you may have about the shipment status, delivery and pickup.