



# Pickup Schedule Guide



## Contents

|                        |    |
|------------------------|----|
| 1. Go To "MyDHL+ link" | 02 |
| 2. Login to MyDHL+     | 02 |
| 3. Schedule a Pickup   | 03 |
| 4. Account Number      | 04 |
| 5. Input Address       | 05 |
| 6. Pickup Window       | 06 |

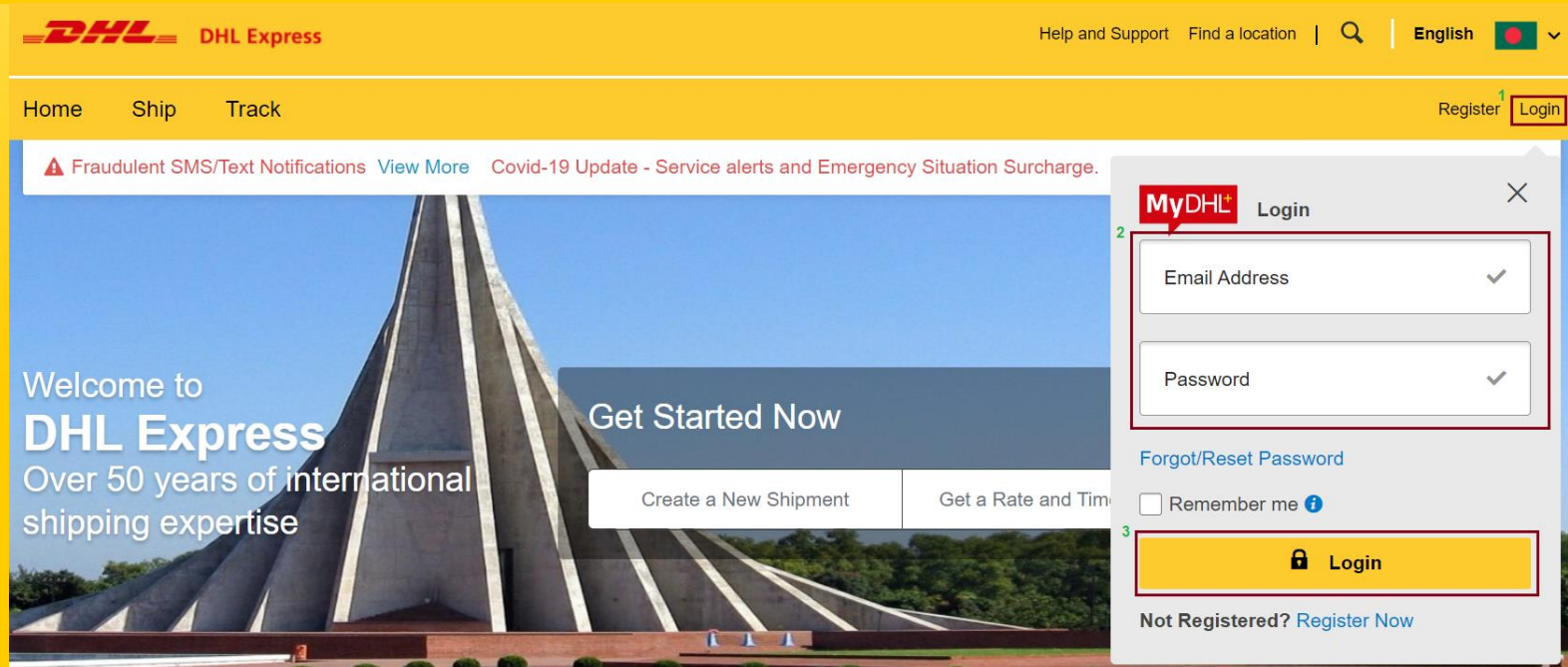


Step: 1


❖ Click on “MyDHL + link”: <https://mydhl.express.dhl/bd>

Step: 2


- ❖ Do **Login**<sup>1</sup> with **email ID**<sup>2</sup>.
- ❖ Input **password**<sup>2</sup>.
- ❖ Then Click **Login**<sup>3</sup>



The screenshot shows the DHL Express website with a login overlay. The website header includes the DHL logo, navigation links (Home, Ship, Track), and a language selector (English). A banner at the top of the main content area reads "Welcome to DHL Express Over 50 years of international shipping expertise" and "Get Started Now". Below the banner are buttons for "Create a New Shipment" and "Get a Rate and Time". The login overlay is titled "MyDHL+ Login" and contains fields for "Email Address" and "Password", both marked with checkmarks. Below these fields are links for "Forgot/Reset Password" and "Remember me", and a large yellow "Login" button. At the bottom of the overlay is a link for "Not Registered? Register Now".

**DHL Express** Help and Support Find a location | English  ▼


Home Ship Track Register<sup>1</sup> Login

 Fraudulent SMS/Text Notifications [View More](#) Covid-19 Update - Service alerts and Emergency Situation Surcharge.

Welcome to **DHL Express**  
Over 50 years of international shipping expertise

Get Started Now


Create a New Shipment Get a Rate and Time


**MyDHL+ Login** 

Email Address ✓

Password ✓

[Forgot/Reset Password](#)

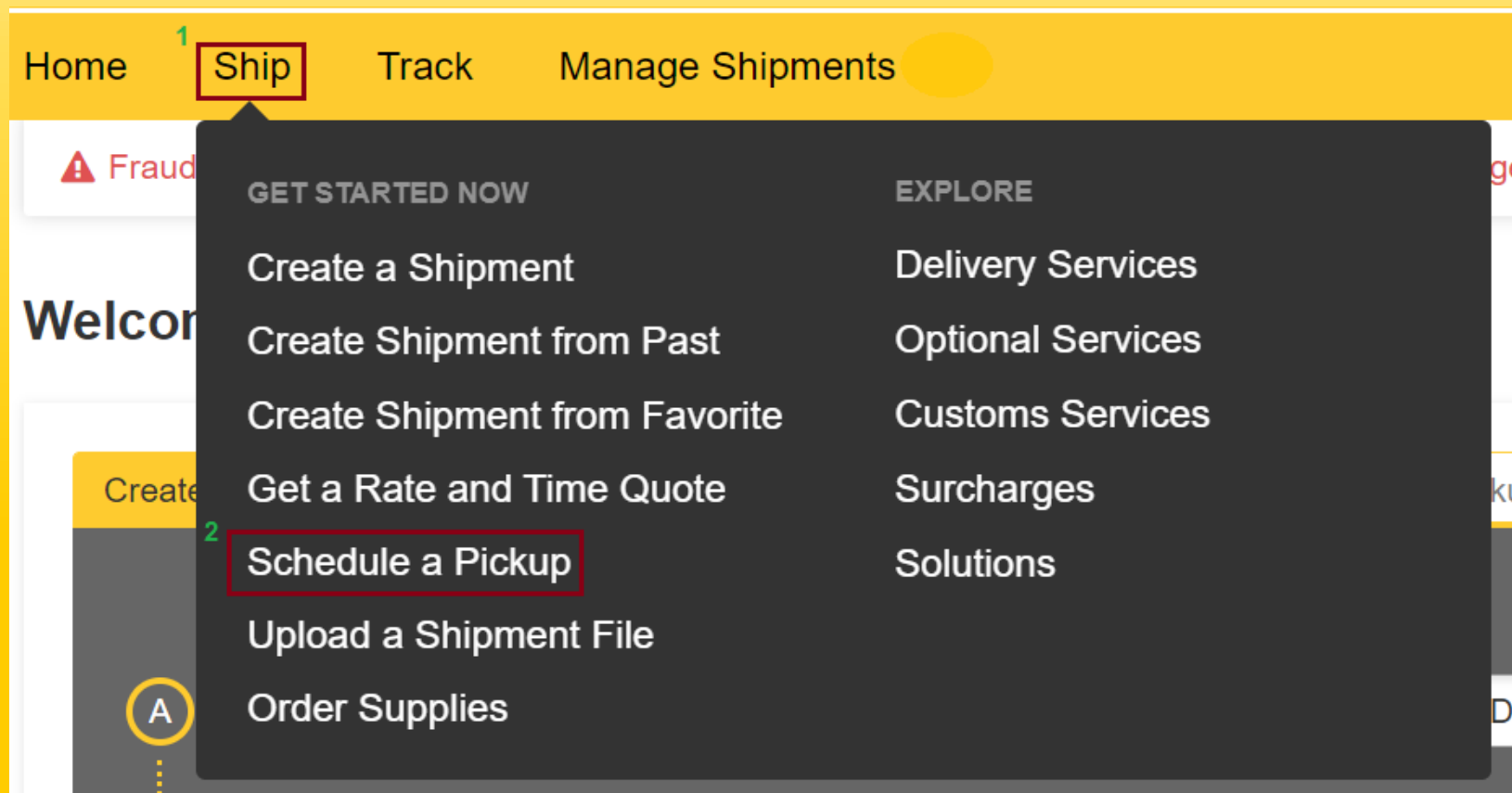
☐ Remember me 

 **Login**

Not Registered? [Register Now](#)

Step: 3

❖ Click on **Ship**<sup>1</sup> and then Click on **Schedule a Pickup**<sup>2</sup>



The screenshot shows the DHL website's navigation bar with the following links: Home, Ship, Track, and Manage Shipments. The 'Ship' link is highlighted with a red box and a '1' above it. A dark grey dropdown menu is open below 'Ship', containing two columns of options. The first column is titled 'GET STARTED NOW' and includes: Create a Shipment, Create Shipment from Past, Create Shipment from Favorite, Get a Rate and Time Quote, Schedule a Pickup (highlighted with a red box and a '2' next to it), Upload a Shipment File, and Order Supplies. The second column is titled 'EXPLORE' and includes: Delivery Services, Optional Services, Customs Services, Surcharges, and Solutions. In the background, a 'Fraud' warning icon is visible, and a 'Create' button is partially seen on the left.

Home <sup>1</sup> Ship Track Manage Shipments

⚠ Fraud

GET STARTED NOW

- Create a Shipment
- Create Shipment from Past
- Create Shipment from Favorite
- Get a Rate and Time Quote
- <sup>2</sup> Schedule a Pickup
- Upload a Shipment File
- Order Supplies

EXPLORE

- Delivery Services
- Optional Services
- Customs Services
- Surcharges
- Solutions

Welcor

Create

A

Step: 4

- ❖ Click **No**<sup>1</sup> If you already have shipping label.
- ❖ Select **I have a DHL account number**<sup>3</sup> from **drop down arrow**<sup>2</sup>. (Note: You must **add DHL account number** in MyDHL+ login ID)
- ❖ Select **DHL account number**<sup>5</sup> from **drop down arrow**<sup>4</sup> for the pickup.

## Schedule a Pickup

### Do you need to create a shipping label?

A DHL shipping label must be attached to all packages that DHL picks up.

Yes – Create Label

No



<sup>3</sup> You'll need either a **DHL Waybill Number** or a DHL account number to schedule a pickup.

I have a DHL account number

<sup>2</sup>



<sup>5</sup> Use this **DHL account number** for the pickup

525\*\*\*\*\*

<sup>4</sup>



- Step: 5
- ❖ Select pickup address from **Address Book<sup>1</sup>**.
  - ❖ You can **type pickup address<sup>2</sup>** also.
  - ❖ Then **scroll down**.

### Pickup Address

2

1

Address Book

✓

Where should the courier pick up the shipment?

Reception

✓

☐ Business Contact

Company

Test shipper company name

✓

Country/Territory

Bangladesh

✓

Address

Test shipper address line 1

✓

Address 2

Test shipper address line 2

✓

Address 3

Test shipper address line 3

✓

Postal Code

1212

✓

City

DHAKA

✓

State

✓

Email Address

test@gmail.com

✓

Phone Type

Mobile

✓

Code

880

✓

Phone

0171-3103672

✓

☐ SMS Enabled

➕ Add Another

☐ Residential Address

Instructions for the courier

Provide other instructions you'd like the courier to receive

Step: 6

- ❖ Input Number of **Packages(Carton)**<sup>1</sup>, **Total weight (kg)**<sup>2</sup> and **Largest Package Size(cm)**<sup>3</sup>
- ❖ Select **Pickup Date**<sup>4</sup> and pull **Earliest**<sup>5</sup> time and **Latest**<sup>6</sup> time from Pickup Window
- ❖ Click on **Schedule Pickup**<sup>7</sup>

**What are we picking up?**

1 Number of Packages 2 Total Weight (all packages) kg 3 Largest Package Size cm

✓  \* kg  \* X  \* X  \*

☐ I need the courier to bring DHL packaging for this shipment

**When should we pickup your shipment?**

4 Pickup Date

Pickup Window – When courier may arrive and shipment is ready

5 Earliest 2:00 pm 6 Latest 10:00 pm

10:00 am 1:00 pm 4:00 pm 7:00 pm 10:00 pm

Please allow at least 60 minutes for your Pickup Window  
The latest time a request can be made for pickup today is 8:30 pm

Save as Default ⓘ

☐ This pickup address, location and pickup window time

7 **Schedule Pickup**





**Electronic Shipping Solution (ESS) Helpline:**

Phone: 09604 100400 (Ext: 1); Email: [ecom.helpdesk@dhl.com](mailto:ecom.helpdesk@dhl.com); Business hour: 9am – 9pm

DHL Customer Service Hotlines: 16359, 0255668100 & 09604100200;

**DHL Express – Excellence. Simply delivered.**

Last update: 10<sup>th</sup> February'2022