

Booking and confirmation of pickup bookings abroad

If you arrange a pickup abroad in MyDHL+, it must be confirmed by the sender. Otherwise, delays or missed pickups may occur.

Step 1: Client in Germany books the pickup

The client books a pickup for the sender abroad:

- Click on **“I suggest the date and time of pickup.”**
- Select pickup time window.

Wollen Sie eine Kurierabholung buchen?

Absender bucht die Abholung

Ich schlage Datum und Uhrzeit der Abholung vor.

DHL wird Ihren Absender kontaktieren, um das Datum und die Uhrzeit der Abholung sowie die Verfügbarkeit der Sendung bestätigen zu lassen.

After finishing the order, the client now has **two options** for instructing the shipper **to confirm the pickup booking**:

Send Documents to Shipper
Email your documents now or download and email them later.

A Download Documents

I will download my documents and email them later

B Send Documents

I will use MyDHL+ to email my documents now

Step 2: Client in Germany hands over the booking to the shipper

A „Download documents“

- Click on the “Download documents” button.
- Please send these by E-Mail to the sender.**

B „Send documents“ *Recommended*

- Click on the “Send Documents” button.
- Enter the necessary information and **send the data directly from MyDHL+ to the shipper.**

To: neill.kelly@dhl.com

From: noreply@dhl.com

Subject: DHL Express Shipment Confirmation

Email import shipment details in the following language: English

Message: Please find the labels attached, don't forget to confirm the collection date and time to ensure a driver is arranged

Attachments: Label (Waybill), Customs Invoice

Send

Step 3: The sender abroad confirms the pickup booking

Without confirmation from the sender abroad, the pickup will not be carried out.

A The sender receives the documents via E-Mail and opens the PDF files. There, the sender selects **“Schedule a Pickup.”** If necessary, the sender edits the pickup and confirms it by clicking on **“Confirm courier pickup.”**

Contact DE From Importer has created a shipment for you!

A shipping label has been prepared for you.

Schedule a Pickup

Waybill Tracking Number: 9448172963

Manage This Pickup

Pickup Address CINDERELLA THE GLASS SLIPPER 1 CASTLE STREET FARAWAY KINGDOM NEVERLAND LONDON, E1 0AA United Kingdom +44 7950 505500 neill.kelly@dhl.com	Pickup Location Front Door Courier Instructions Package Size 1 (30 X 20 X 10) cm Total Weight 0.5 kg
Pickup Date 10/11/2023	Earliest Pickup Time 11:00 Latest Pickup Time 20:00

Confirm Pickup

B The sender receives an E-Mail from MyDHL+. The sender selects the **“Confirm, modify or cancel pickup”** button. If necessary, the sender edits the pickup and confirms it by clicking on **“Confirm courier pickup.”**

Please confirm, modify or cancel this pickup immediately!

Confirm, modify or cancel pickup

Proposed Pickup Details

Date and Time August 21, 2025 09:30 - 18:00	Pickup Address Giovani Giorno Italy Express Prego st. 12
Pickup Location Front Door	VENICE
Courier Instructions 30122 IT	49080808080
Pickup Confirmation Number PRG250821020609	

Message:
Pickup

Manage This Pickup

Pickup Address CINDERELLA THE GLASS SLIPPER 1 CASTLE STREET FARAWAY KINGDOM NEVERLAND LONDON, E1 0AA United Kingdom +44 7950 505500 neill.kelly@dhl.com	Pickup Location Front Door Courier Instructions Package Size 1 (30 X 20 X 10) cm Total Weight 0.5 kg
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Confirm Pickup