MyDHL+

QUICK GUIDE
REMOTE BOOKING

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INTRODUCTION

Remote booking is a capability to create and schedule a shipment pickup for a Shipper in another country.

Importers who would like to create the shipment paperwork and coordinate with DHL Express within their country would normally use this feature.

Here are some terminologies that you will encounter as you go through the guide.

Terminology	Definition
Requestor	The customer who is facilitating the remote booking request. This customer is typically the account owner or the payer of the shipment.
Shipper	Individual authorized by the requestor to lodge the shipment to DHL Express.
Requesting Country	The country where the Requestor is based.
Collecting Country	Pick up country or shipment origin country; where the shipper and the physical shipment are located.
Requesting Country CSA	The Customer Service Advisor at the Requesting Country.
Collecting Country CSA	The Customer Service Advisor at the Collecting Country.
DHL CS	DHL Express Customer Service

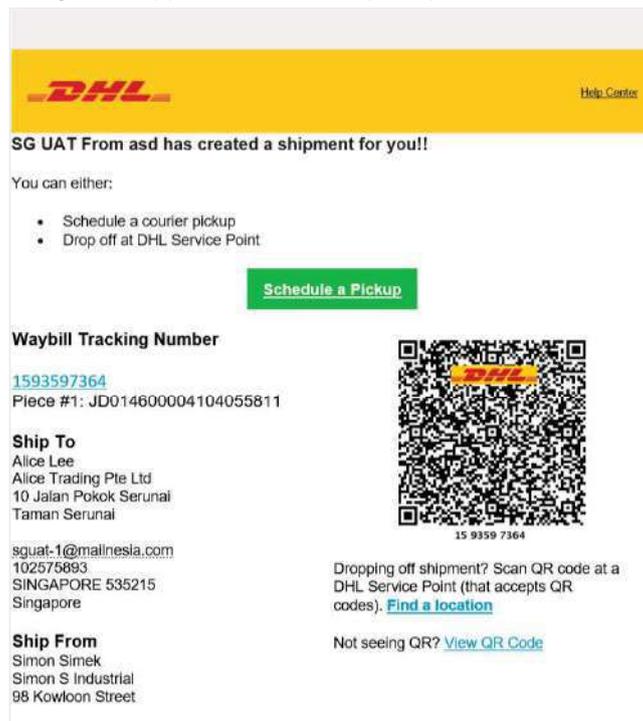# 1.0 ASSIGNING THE SCHEDULING OF SHIPMENT PICKUP TO SHIPPER

The Requestor completes the shipment in MyDHL+ but assigns the scheduling of pickup to the Shipper.

Image 1: Schedule a courier pickup

After the Requestor fills up the shipment details, an email will be sent to the Shipper with the shipment paperwork and QR code*.

Image 2: Shipper will schedule pickup

Upon clicking the 'Schedule a Pickup' button, the Shipper will be directed to the Schedule a Pickup page to arrange the pickup date and time when the shipment is ready.

Since shipment paperwork and QR code* is already provided with the email, the Shipper has to choose 'No' on the question 'Do you need to create a shipping label?', and enter the tracking number of the shipment he is arranging pickup for.

Image 3: Schedule a Pickup

The Shipper needs to add the pickup details (location, date and time) and click 'Schedule Pickup' button to proceed with the pickup request. A Pickup Confirmation email will be sent to the Shipper if the request is successful.

Image 4: Schedule date and time for shipment

* QR code is not available for all shipments or countries. If conditions are met, QR code option will be displayed.

2.0 PROPOSING A PICKUP SCHEDULE WHILE CREATING A SHIPMENT

The Requestor inputs the shipment details and selects 'I will propose a pickup date and time' at the Schedule a Pickup page.

Image 5: When "I will propose a pickup date and time" is clicked

After the Requestor completes the shipment and proposes a pickup date and time, a 'Shipment Confirmation' email (with shipment paperwork and QR code*) will be sent to the Shipper.

Image 6: Shipment Confirmation

* QR code is not available for all shipments or countries. If conditions are met, QR code option will be displayed.

2.1 Confirming, Modifying or Canceling A Proposed Pickup Schedule

Shipper will need to confirm, modify, or cancel the proposed pickup schedule in MyDHL+.
By clicking the button in the email *(see image 6),* the Shipper will be directed to MyDHL+.

Image 7: Confirm, Modify, Cancel page

If the Shipper confirms the proposed pickup schedule, MyDHL+ will display a message stating that a pickup request is successfully created. The Requestor and Shipper will both receive the pickup confirmation email.

Image 8: Email that the Requestor will receive

Image 9: Email that the Shipper will receive

The Shipper is allowed to modify the pickup details by clicking on the **"Edit"** button.

Image 10: Manage This Pickup

Image 11: Edit the Pickup date and time

Image 12: Edit pickup location and packaging details

Once changes are made, the Shipper needs to click "**Save**" and the 'Confirm pickup' buttons.

If the requested pickup date/time has expired, the Shipper will be directed to the schedule pickup page and the dates will show as "Expired".

Image 13: Manage Pickup

The Shipper may click on 'Select new pickup time' for the expired pickup schedule and schedule the pickup. If the Shipper wants to cancel the request, the reason for cancellation needs to be provided. Shipper may click on 'Cancel' in case there is nothing to ship, Shipper prefers to drop off the shipment in a DHL Service Point or has a pickup already scheduled with DHL. In this case, only the pickup request will be cancelled and not the shipment.

Image 14: When cancelling a request, cancellation reason has to be provided
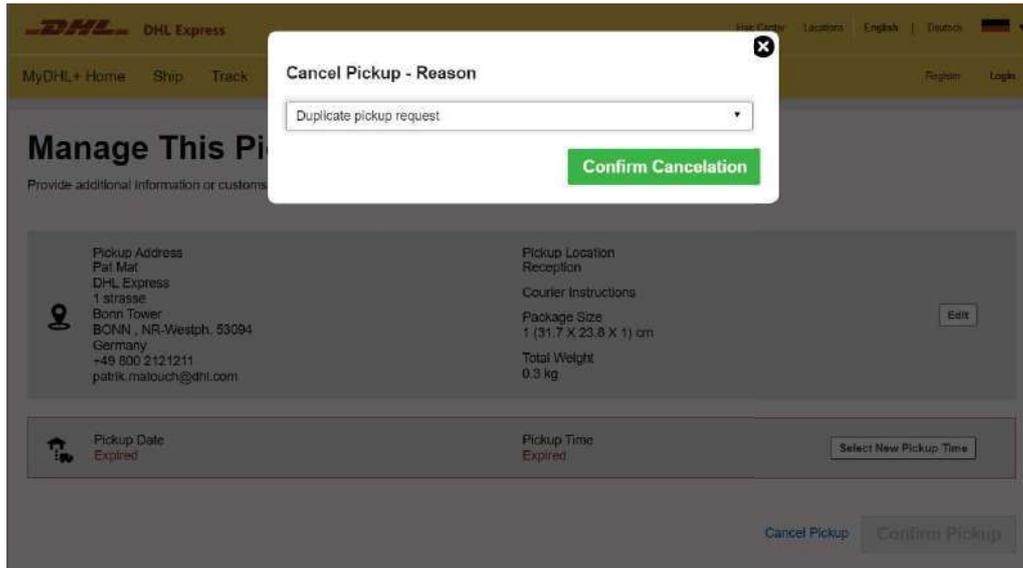
The Requestor will be notified about Shipper's action via email (provided he has not opted out of the email notification in his user profile). The latest pickup status will be reflected under 'Manage My Pickup' in MyDHL+.

The Requestor and Shipper may still modify or cancel the pickup via MyDHL+ even after the pickup has been scheduled – as long as the shipment has not been picked up or cancelled. Any change in the scheduled pickup details or status will set-off an email to the Requestor.

Once the Shipper scheduled a pickup, the pickup date and time will be reflected under the Requestor's "Manage My Shipment" page. Any subsequent modification or cancellation by the Shipper will also be updated in the same page.

NOTE

If a Requestor contacts CS (via call, email or chat) outside MyDHL+ for a remote booking, the Requesting Country CSA will collect the shipment details and propose pickup schedule. After shipment and pickup details are collected, the Shipper will receive an email to complete a shipment and schedule a pickup in MyDHL+.

2.2 Modifying A Shipment With A Remote Booking/Pickup

The Requestor may modify the shipment and/or pickup details if the request has not been processed via MyDHL+ (by shipper) or by the Customer Service Advisor. The Shipper will be notified of any revision on the shipment and/or pickup details. Similarly, the Shipper may still modify or cancel the pickup request via MyDHL+ even after the pickup has been scheduled – as long as the shipment has not been picked up or cancelled. This can be done by clicking 'modify or cancel pickup' from the shipment confirmation email *(see image 9)*. Any change on the scheduled pickup details or status will set-off an email to the Requestor.

Image 15: Cancelled shipment email

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Valid: 08/2021

The information in this guide is correct as of 08/2021.

DHL reserves the right to amend or modify any of the information at any time.

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