

MyDHL⁺



簡易指南 遙距預約

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簡介

遙距預約功能讓您為另一個國家的寄件人建立運件及預約收件。

進口商希望於其所在國建立運件資料並與DHL Express協調便會使用此功能。

使用本指南時，您可能會遇到以下專有名詞。

	定義
 請求者	提出遙距預約收件的客戶，一般是帳號持有人或運件付款人。
 寄件人	獲請求者授權將運件給予DHL Express付運的人士。
 請求國	請求者所在的國家。
 收件國	收件國家或出口貨件的國家，即寄件人及貨件所在地。
 請求國CSA	請求國的顧客服務專員。
 收件國CSA	收件國的顧客服務專員。
 DHL顧客服務	DHL Express 顧客服務團隊。

1.0 指派寄件人安排預約收件

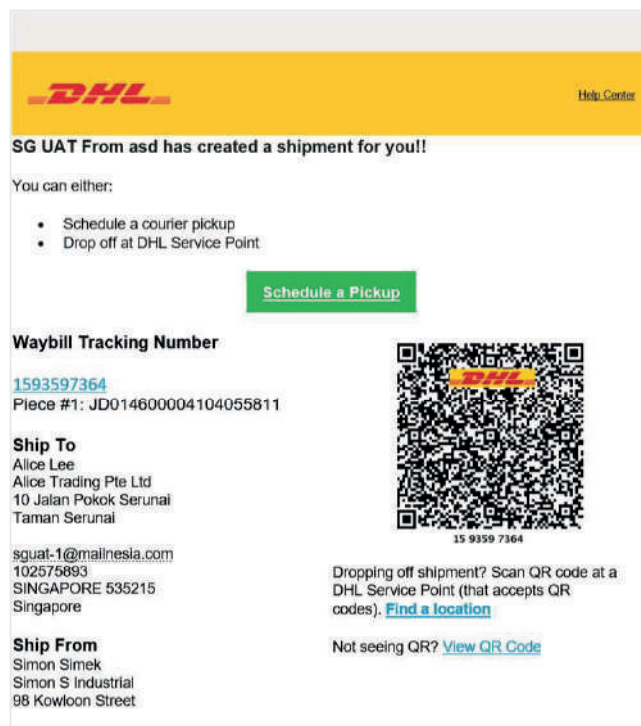
請求者於MyDHL+填妥運件資料，並為寄件人安排預約收件。

圖1: 安排速遞員收件

The screenshot shows a web form titled "Do you want to schedule a courier pickup?". It features two radio button options: "Shipper will schedule pickup" (which is selected and has a green checkmark) and "I will propose pickup date and time". Below the first option, there is a blue information box stating "The shipper will be notified to schedule a pickup when you send your shipment instructions." with a "Don't show me this again" checkbox. To the right, there is a "TSA Privacy Notification" section and a button labeled "Assign this shipment to shipper to complete". At the bottom right, there is a prominent green "Next" button.

請求者填妥運件資料後，寄件人將會收到包含運件資料及二維碼*的電郵。

圖2: 寄件人將會安排收件



當貨件準備就緒，寄件人點選「預約收件」，即可連接到「預約收件」頁面，管理收件日期和時間。

由於電郵已提供貨件資料及二維碼*，當被問到「您需要建立運件標籤嗎？」，寄件人應選擇「不需要」，並輸入有待收件的提單編號。

圖3: 安排收件

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.

寄件人需要填寫收件資料（地點、日期和時間）及點選「預約收件」以進行預約收件。如預約成功，寄件人將會收到確認收件的電郵。

圖4: 預約收件的日期和時間

Schedule a Pickup

Waybill Number 2145612925

Pickup Address

Name: Where should the courier pick up the shipment?:

Business Contact

Company:

Country/Territory:

Address:

Address 2:

Address 3:

Postal Code: City: State:

Email Address:

Phone Type: Code: Phone: Extension:

Residential Address

[Clear Address](#)

*並非所有運件或國家均可使用二維碼，如符合要求，系統會顯示二維碼選項。

2.0 於建立貨件時提出收件安排

請求者可於「預約收件」頁面輸入運件資料，並選擇「我會提出收件日期和時間」。

圖5：點選「我會提出收件日期和時間」之後

Do you want to schedule a courier pickup?

Shipper will schedule pickup | I will propose pickup date and time ✓

Important

- Pickup date and time must be accurate to avoid missed pickups.
- Please ensure your shipper will have the shipment and all paperwork ready and will be available on the date and time you schedule the pickup.
- DHL will contact the shipper to confirm pickup date, time and shipment readiness.
- DHL will reschedule pickup with shipper if there are any conflicts with your scheduled date and time or shipment readiness.

I'm sending my shipment on **October 25** (Date)

Earliest: 10:00 am | Latest: 7:00 pm

Pickup Window – When courier may arrive and shipment is ready

10:00 am | 12:15 pm | 2:30 pm | 4:45 pm | 7:00 pm

Please allow at least 90 minutes for your Pickup Window. The latest time a request can be made for pickup today is 6:30 pm.

Where should the courier pickup the shipment?
Select One

Instructions for the courier
Provide other instructions you'd like the courier to receive

Pickup Address

Pat Mat
DHL Express
1 strasse
Bonn Tower
BONN, NR-Westph., 53094
patrik.matouch@dhl.com
+49 800 2121211

Disclaimer and Important Details

Next

請求者填妥貨件資料及提出收件日期和時間後，寄件人將會收到「確認貨件」的電郵（包含運件資料及二維碼*）。

圖6：確認貨件

DHL Help Center

cindy cindy has scheduled a courier pickup for you.

cindy cindy has scheduled a pickup on your behalf. You need to confirm, modify or cancel the pickup immediately.

[Confirm, modify or cancel pickup](#)

Proposed Pickup Details

Pickup Confirmation Number CBJ211025696637	Pickup Address Pat Mat DHL Express 1 strasse Bonn Tower BONN
Scheduled Pickup Time October 25, 2021 10:00 - 19:00	53094 DE 498002121211 patrik.matouch@dhl.com
Pickup Location Reception	
Courier Instructions	

Message:
Please expedite the shipment

* 並非所有運件或國家均可使用二維碼，如符合要求，系統會顯示二維碼選項。

2.1 確認、更改或取消已提出的收件安排

寄件人需要透過MyDHL+確認、更改或取消已提出的收件安排，點選電郵內的連結（請參看圖6），即可前往MyDHL+。

圖7: 確認、更改或取消頁面

Manage This Pickup

Provide additional information or customs clearance documentation.

<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <div style="display: flex; align-items: center;"> <div> <p style="font-size: x-small; margin: 0;">Pickup Address</p> <p style="font-size: x-small; margin: 0;">Pat Mat DHL Express 1 strasse Bonn Tower 60NN, NR-Westph. 53094 Germany +49 800 212 1211 patrik.matouch@dhl.com</p></div> </div> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <div style="display: flex; align-items: flex-start;"> <div style="width: 50%;"> <p style="font-size: x-small; margin: 0;">Pickup Location: Reception</p> <p style="font-size: x-small; margin: 0;">Courier Instructions</p> </div> <div style="width: 50%; text-align: right;"> <p style="font-size: x-small; margin: 0;">Package Size 1 (31.7 X 23.8 X 1) cm</p> <p style="font-size: x-small; margin: 0;">Total Weight 0.3 Kg</p> </div> </div> </div>
<div style="border: 1px solid #ccc; padding: 5px;"> <div style="display: flex; align-items: center;"> <div> <p style="font-size: x-small; margin: 0;">Pickup Date 10/25/2021</p> </div> </div> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="display: flex; align-items: flex-start;"> <div style="width: 50%;"> <p style="font-size: x-small; margin: 0;">Earliest Pickup Time 10:00</p> <p style="font-size: x-small; margin: 0;">Latest Pickup Time 19:00</p> </div> <div style="width: 50%; text-align: right;"> <p style="font-size: x-small; margin: 0;">Edit</p> </div> </div> </div>

Cancel Pickup
Confirm Pickup

如寄件人確認已提出的收件安排，MyDHL+ 會有訊息顯示已成功建立收件請求，而請求者和寄件人均會收到確認收件的电郵。

圖8: 請求者將會收到的電郵

[To view this email as a web page, go here](#)

Help Center

Your requested shipment has been confirmed.

Your requested shipment is now scheduled to ship. You can track and review the shipment details below.

Waybill Tracking Number

[232727256](#)

<p style="font-weight: bold; font-size: x-small; margin: 0;">Ship To</p> <p style="font-size: x-small; margin: 0;">RECEIVER NAME MEYER BURGER (SINGAPORE) PTE. LTD. 20 TUAS SOUTH AVENUE 14 #02-00 BUILDING 1F RECEIVER123@MAILNESIA.COM 6565668621 SINGAPORE 637312 SG</p>	<p style="font-weight: bold; font-size: x-small; margin: 0;">Ship From</p> <p style="font-size: x-small; margin: 0;">CINDY SP PV TECH PTE., LTD. CAVITE ECONOMIC ZONE II CINDY.CHEE@DHL.COM 63630285783 ROSARIO 4106 PH</p>
---	---

Shipment Details

Shipment Date:	2021-10-19
Reference #	CBJ211018696364
Delivery Option:	EXPRESS WORLDWIDE
Number of Pieces:	1
Total Weight:	1.0 kg
Description of Contents:	1111

圖9: 寄件人將會收到的電郵

[To view this email as a web page, go here](#)

Help Center

Pickup of your shipment has been scheduled.

Should you need to modify or cancel the pickup, you need to do so immediately.

[Modify or Cancel Pickup](#)

Pickup Details

<p style="font-weight: bold; font-size: x-small; margin: 0;">Pickup Confirmation Number</p> <p style="font-size: x-small; margin: 0;">CBJ211025696925</p>	<p style="font-weight: bold; font-size: x-small; margin: 0;">Pickup Address</p> <p style="font-size: x-small; margin: 0;">SHIPPER CINDY PANASONIC SYSTEM NETWORKS (SUZHOU) CO., LTD NO.1478 BIN HE RD SUZHOU NEW DISTRICT</p>
<p style="font-weight: bold; font-size: x-small; margin: 0;">Scheduled Pickup Time</p> <p style="font-size: x-small; margin: 0;">October 25, 2021 13:30 - 17:30</p>	<p style="font-weight: bold; font-size: x-small; margin: 0;">Pickup Location</p> <p style="font-size: x-small; margin: 0;">Front Door</p>
<p style="font-weight: bold; font-size: x-small; margin: 0;">Courier Instructions</p> <p style="font-size: x-small; margin: 0;">SUZHOU 215000 CN 86051268255811 CINDY.CHEE@DHL.COM</p>	

Waybill Tracking Number

[2186716523](#)

<p style="font-weight: bold; font-size: x-small; margin: 0;">Ship To</p> <p style="font-size: x-small; margin: 0;">RECEIVER MY3 PANASONIC MALAYSIA SDN. BHD. CUSTOMER SERVICE CENTER LOT 10, JALAN 13/2</p>	<p style="font-weight: bold; font-size: x-small; margin: 0;">Ship From</p> <p style="font-size: x-small; margin: 0;">SHIPPER CINDY PANASONIC SYSTEM NETWORKS (SUZHOU) CO., LTD NO.1478 BIN HE RD SUZHOU NEW DISTRICT</p>
---	--

6592323232 PETALING JAYA 46200 MY	CINDY.CHEE@DHL.COM 86051268255811 SUZHOU 215000 CN
---	---

寄件人可以點選「編輯」更改收件資料。

圖10: 管理本次收件

Manage This Pickup

Provide additional information or customs clearance documentation.

<div style="display: flex; align-items: center; margin-bottom: 5px;"> 👤 <div> <p>Pickup Address Pat. Mat DHL Express 1 strasse Bonn Tower BONN, NR-Westph 53094 Germany +49 800 2121211 patrik.matouch@dhl.com</p> </div> </div>	<div style="display: flex; align-items: center; margin-bottom: 5px;"> <div> <p>Pickup Location Reception</p> <p>Courier Instructions</p> <p>Package Size 1 (31.7 X 23.8 X 1) cm</p> <p>Total Weight 0.3 kg</p> </div> <div style="margin-left: 20px; text-align: right;"> <p>Edit</p> </div> </div>
<div style="display: flex; align-items: center; margin-bottom: 5px;"> 🏠 <div> <p>Pickup Date 10/25/2021</p> </div> </div>	<div style="display: flex; align-items: center; margin-bottom: 5px;"> <div> <p>Earliest Pickup Time 10:00</p> <p>Latest Pickup Time 19:00</p> </div> <div style="margin-left: 20px; text-align: right;"> <p>Edit</p> </div> </div>

[Cancel Pickup](#) [Confirm Pickup](#)

圖11: 編輯收件日期和時間

DHL Express

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[MyDHL+ Home](#) | [Ship](#) | [Track](#)

[Register](#) | [Login](#)

Edit Pickup Date and Time

Pickup Date

2021-10-27

Pickup Window – When courier may arrive and shipment is ready

Earliest

10:00 am

Latest

7:00 pm

10:00 am
12:15 pm
2:30 pm
4:45 pm
7:00 pm

Please allow longest possible window for your Pickup Window.
The latest time a request can be made for pickup today is 5:30 pm.

[Cancel](#) [Save](#)

圖12: 編輯收件地點和包裝資料

Edit Pickup Location Details

Pickup Address

Name: Pat Mat ✓

Company: DHL Express ✓

Country/Territory: Germany ✓

Address: 1 strasse ✓

Address 2: Bonn Tower ✓

Address 3: ✓

Postal Code: 53094 ✓

City: BONN ✓

Province: NR-Westph. ✓

Phone Type: Office ✓

Code: 49 ✓

Phone: 8002 121211 ✓

Extension: ✓

Add Another

Residential Address

Where should the courier pick up the shipment?: Reception ✓

Courier instructions: Provide other instructions you'd like the courier to receive

Number of Packages: 1 ✓

Total Weight (all packages): 0.3 kg ✓

Largest Package Size: 31.7 X 23.8 X 1 cm ✓

[Cancel](#) [Save](#)

作出更改後，寄件人需要點選「儲存」及「確認收件」。

如所提出的收件日期/時間已失效，寄件人會被連接到「預約收件」頁面，而收件日期會顯示「已失效」。

圖13: 管理收件

Manage This Pickup

Provide additional information or customs clearance documentation.

Pickup Address Pat Mat DHL Express 1 strasse Bonn Tower BONN, NR-Westph. 53094 Germany +49 800 2121211 patrik.matouch@dhl.com	Pickup Location Reception Courier Instructions Package Size 1 (31.7 X 23.8 X 1) cm Total Weight 0.3 kg
--	---

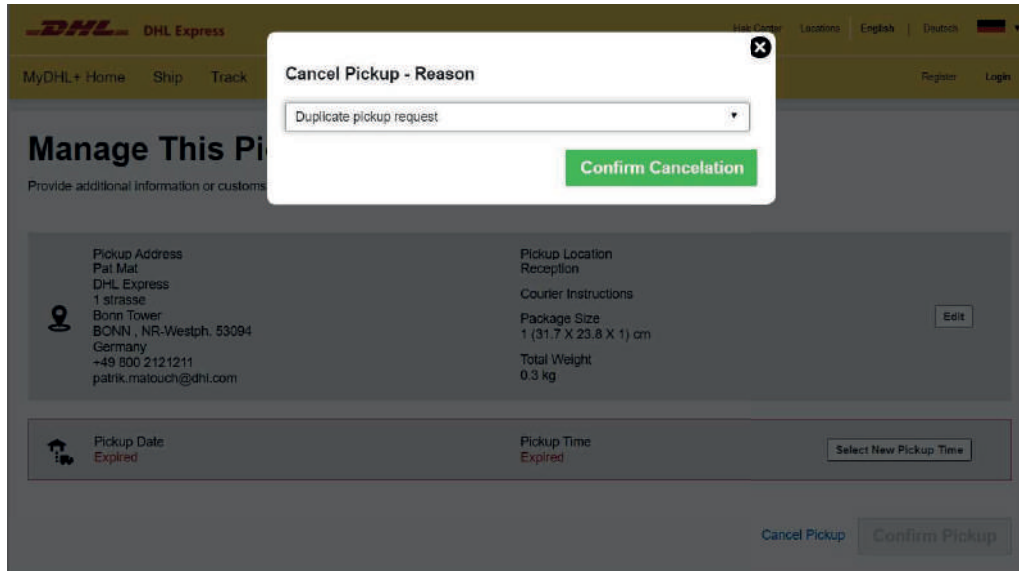
[Edit](#)

Pickup Date Expired	Pickup Time Expired	Select New Pickup Time
-------------------------------	-------------------------------	--

[Cancel Pickup](#) [Confirm Pickup](#)

寄件人可就已失效的收件安排，點選「選擇新的收件時間」重新預約收件。如寄件人希望取消收件請求，需要提供取消理由。如沒有貨件需要付運，寄件人可點選「取消」。如寄件人打算於DHL速遞中心投寄貨件，或已經與DHL安排收件，我們只會取消收件請求，而非取消付運貨件。

圖14: 取消收件請求時, 需要提供取消理由



只要寄件人有任何與該運件相關的活動, 請求者都會收到電郵通知 (只要請求者並沒有於用戶資料選擇拒收電郵通知), MyDHL+的「**管理我的收件**」會顯示最新的收件項目狀態。

即使已安排收件, 只要尚未收取或取消貨件, 請求者和寄件人仍可透過MyDHL+更改或取消收件請求。如已安排運件的資料或狀態有任何變動, 請求者會收到電郵通知。

當寄件人安排了收件, 請求者便可於「**管理我的貨件**」頁面查看收件的日期和時間。之後如寄件人就運件作出任何更改或取消, 此頁面亦會顯示更新資料。

備註


如請求者透過MyDHL+以外的方式 (包括電話、電郵或即時對話), 聯絡DHL顧客服務專員進行遙距預約, 請求國的顧客服務專員將會收集運件資料, 並提出收件安排。取得運件及收件資料後, 寄件人將會收到電郵, 進入MyDHL+填寫收件資料及預約收件。

2.2 更改貨件的遙距預約/收件

如寄件人或顧客服務專員尚未透過MyDHL+完成請求，請求者仍可更改貨件及/或收件資料，而寄件人會就運件及/或收件資料的任何變動收到通知。同樣，即使已安排收件，只要尚未收取或取消貨件，寄件人仍可透過MyDHL+更改或取消收件請求，點選貨件確認電郵內的「更改或取消收件」即可（請參看圖9）。如已安排收件的資料或狀態有任何變動，請求者會收到電郵通知。

圖15：取消貨件電郵

[To view this email as a web page, go here](#)



[Help Center](#)

Your requested shipment has been canceled by the shipper.


CBJ211018696507	Reason for Cancellation Already picked up by courier
------------------------	--

Ship To RECEIVER NAME MEYER BURGER (SINGAPORE) PTE. LTD. 20 TUAS SOUTH AVENUE 14 #02-00 BUILDING 1F RECEIVER123@MAILNESIA.COM +65668621 SINGAPORE 637312 SG	Ship From CINDY SP PV TECH PTE., LTD. CAVITE ECONOMIC ZONE II CINDY.CHEE@DHL.COM 630285783 ROSARIO 4106 PH
---	--

Shipment Details

Shipment Date:	2021-10-18
Reference #	CBJ211018696507
Delivery Option:	EXPRESS WORLDWIDE
Number of Pieces:	
Total Weight:	
Description of Contents:	

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聯絡我們

敦豪國際速遞(香港)有限公司
香港九龍觀塘觀塘道348號20樓

 準備好付運嗎？透過 [MyDHL+](#) 獲取報價

 致電顧客服務熱線 (852) 2400 3388

 找尋最近的 [DHL 速遞中心](#)

生效日期：2021年8月

本指南中的資訊從2021年8月起生效。

DHL 保留隨時修改任何資訊的權利。