



July 2022

Dear customer

Changes of cut-off time for pickup during Obon holiday by Sagawa Express

Thank you for your continued support and patronage of DHL.

We would like to inform you that cut-off time of DHL's pickup will be changed in accordance with the changes of Sagawa Express' time from August 11th, 2022 to August 15th, 2022. Accordingly, DHL's cut-off time will be changed to the previous day in the below relevant area.

If you have any inquiries, please kindly contact our sales representative or call our customer service (0120-39-2580). We apologize for any inconveniences which this might occur, and we would appreciate your kind understanding on this matter.

- Area : All area where Sagawa Express is in charge of pickup currently
- Period: August 11th, 2022 to August 15th, 2022
- Cut-off time for pick-up :

Normal	During the said period
Evening (It differs depending on the area)	The day before (※)

- ※ Order request by phone call
 - Please call DHL Customer Service by 18:30 on the day before
- ※ Order request by Electric Shipping Solution tools (My DHL+, Email ship)
 - ◇ Please complete your pickup order by the set closed time (Closed time depends on your address. Please refer to the separate sheet 【Closed time of order request by Electric Shipping Solution tools for the area Sagawa is in charge of】)
 - ◇ Please select your desired date of pick-up.
 - ◇ If you missed the closed time, please make a call to DHL customer service
- ※ We will not pick up on Holiday(Mountain day) 8/11 and Sunday 8/14

For those customers who Sagawa Express regularly comes for pickup, we also would like to ask you to make a pickup request on one business day before the requested pickup date during the concerned period.

If you take your shipments to your nearest branch of Sagawa, we can dispatch them on the same day. Cut-off time depends on the branch. Please refer to the following link of Sagawa's website at (<https://www2.sagawa-exp.co.jp>)

Sincerely,
DHL Japan Inc.

DHL Express - Excellence. Simply delivered.



【Cut-off time of order request by Electric Shipping Solution tools for the area Sagawa is in charge of】

Prefecture	Mon~ Thu	Fri	Sat
Hokkaido	16:00	18:30	12:00
Aomori	16:00	18:30	12:00
Iwate	16:00	18:30	12:00
Miyagi	16:00	18:30	12:00
Akita	16:00	18:30	12:00
Yamagata	16:00	18:30	12:00
Fukushima	16:00	18:30	12:00
Ibaraki	16:00	18:30	12:00
Tochigi	16:00	18:30	12:00
Gunma	16:00	18:30	12:00
Saitama	16:00	18:30	12:00
Chiba	16:00	18:30	12:00
Yamanashi	16:00	18:30	12:00
Niigata	16:00	18:30	12:00
Tokyo	16:00	18:30	12:00
Kanagawa	17:00	18:30	12:00
Shizuoka (Gotenba-city, Susono-city, Numazu- city, Mishima-city, Sunto-Gun Oyama- cho, Shimizu-cho, Nagaizumi-cho,)	17:00	18:30	12:00
Shizuoka (Apart from above cities)	17:00	18:00	14:00
Nagano	17:00	18:00	14:00
Toyama	17:00	18:00	14:00
Fukui	17:00	18:00	14:00
Ishikawa	17:00	18:00	14:00
Gifu	17:00	18:00	14:00

Prefecture	Mon~ Thu	Fri	Sat
Mie	18:00	18:30	14:00
Aichi	18:00	18:30	14:00
Shiga	17:00	18:00	14:00
Osaka	18:00	18:30	11:00
Kyoto	17:30	18:30	14:00
Hyogo	17:30	18:30	14:00
Nara	17:30	18:30	14:00
Wakayama	17:30	18:30	14:00
Tokushima	17:30	18:30	14:00
Kagawa	17:30	18:30	14:00
Ehime	17:30	18:30	14:00
Kochi	17:30	18:30	14:00
Tottori	17:30	18:30	14:00
Shimane	17:30	18:30	14:00
Okayama	17:30	18:30	14:00
Hiroshima	17:30	18:30	14:00
Yamaguchi (Apart from Shimonoseki- city)	17:30	18:30	14:00
Yamaguchi (Only Shimonoseki- city)	13:00	18:00	14:00
Fukuoka	13:00	18:00	14:00
Saga	13:00	18:00	14:00
Nagasaki	13:00	18:00	14:00
Kumamoto	13:00	18:00	14:00
Oita	13:00	18:00	14:00
Miyazaki	13:00	18:00	14:00
Kagoshima	13:00	18:00	14:00

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DHL Japan, Inc.
1-37-8, Higashi Shinagawa
Shinagawa-ku
Tokyo 140-0002

0120 39 2580
www.dhl.co.jp



How to Request Pickup by Sagawa Express from Electric Shipping Solution tool during Obon holidays.

Sagawa Express will come on the date that you selected on Electric Shipping Solution tools. However please remember that you cannot choose the date you are processing.

MyDHL+

For example, If you need a pickup on Aug 12th Friday, please select Aug 12th as Pickup Date and submit the data by the set closed time of Aug 11th Thursday.

When should we pickup your shipment?

Pickup Date
2022-08-12

Pickup Date is your preferred date.

Save as Default ⓘ

This pickup address, location and pickup window time

Pickup Window – When courier may arrive and shipment is ready

Earliest 10:00 Latest 19:00

10:00 12:15 14:30 16:45 19:00

Please allow at least 120 minutes for your Pickup Window

Schedule Pickup

DHL eMailShip

For example, If you need a pickup on Aug 12th Friday, please select Aug 12th as Pickup Date and submit the data by the set closed time of Aug 11th Thursday.

I do not have Desktop Mail and unable to access Internet email service.

DHL Pickup Form

Clear All Generate Shipping Documents Transmit to DHL
Schedule a Pickup

1 Shipper	Copy Shipper Data	2 Pick Up Details
Account Number *		Date of Pickup * 12-08-2022
Contact Full Name *		Pickup Weight * KGS Total Pieces*
TARO ESS		Ready By Time * 09 : 00 Closing Time * 18 : 00
Company Name * <input type="checkbox"/> Residential Address		3 Location Details
DHL JAPAN INC.		Location Type * <input checked="" type="radio"/> Business <input type="radio"/> Residence
Origin * City *		Location of Package(s) * Front Desk
Japan TOKYO		4 Special Instruction
Address * Postcode * Suburb		
Address 1 1400002		
Address 2		
Address 3		
State/Province		
Mobile (preferred) / Landline * Extension		
+81		

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