



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

I.O 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

The screenshot shows a confirmation screen titled "Do you want to schedule a courier pickup?". It features two main options: "Shipper will schedule pickup" (selected with a green checkmark) and "I will propose pickup date and time". Below the first option, it states "DHL will email shipper to confirm date, time and readiness". A blue information box notes: "The shipper will be notified to schedule a pickup when you send your shipment instructions." with a checkbox for "Don't show me this again". To the right, there is a "TSA Privacy Notification" section with a link to "Please read TSA Privacy Act notification" and an "Assign this shipment to shipper to complete" button with a sub-link "Assign this Shipment". A "Disclaimer and Important Details" link is at the bottom left, and a green "Next" button is at the bottom right.

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

The screenshot shows an email notification from DHL SG UAT. The header includes the DHL logo and a "Help Center" link. The main text says "SG UAT From asd has created a shipment for you!!". Below this, it lists two options: "Schedule a courier pickup" and "Drop off at DHL Service Point", with a green "Schedule a Pickup" button. The "Waybill Tracking Number" is 1593597364, and the "Piece #1" is JD014600004104055811. The "Ship To" address is Alice Lee, Alice Trading Pte Ltd, 10 Jalan Pokok Serunai, Taman Serunai, Singapore. The "Ship From" address is Simon Simek, Simon S Industrial, 98 Kowloon Street. A QR code is displayed with the DHL logo. Below the QR code, it says "Dropping off shipment? Scan QR code at a DHL Service Point (that accepts QR codes). Find a location". At the bottom, it says "Not seeing QR? View QR Code".

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

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**

Next

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

Schedule a Pickup

Waybill Number 2143612925 Edit

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 *
DHL will send shipment notifications to this email address

Phone Type Code Phone Extension

☐ Add Another

☐ Residential Address

[Clear Address](#)

Next

* 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

Do you want to schedule a courier pickup?

DHL will email shipper to confirm date, time and readiness

TSA Privacy Notification
Please read TSA Privacy Act notification

Assign this shipment to shipper to complete
[Assign this Shipment](#)

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 for shipment readiness.

I'm sending my shipment on **October 25** Today

Pickup Window – When courier may arrive and shipment is ready

Earliest: 10:00 am
 Latest: 7:00 pm
 Selected: 10:00 am to 12:15 pm

Please allow at least 90 minutes for your Pickup Window
The latest time a request can be made for pickup today is 5:30 pm

Where should the courier pickup the shipment?

Instructions for the courier

[Disclaimer and Important Details](#)

Pickup Address

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

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

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 CBJ211025886837	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

* 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

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 23.6 X 1) cm Total Weight 0.3 kg	Edit
Pickup Date 10/25/2021	Earliest Pickup Time 10:00 Latest Pickup Time 19:00	Edit

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

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

[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](#)

Ship To RECEIVER NAME MEYER BURGER (SINGAPORE) PTE. LTD. 20 TUAS SOUTH AVENUE 14 #02-00 BUILDING 1F RECEIVER123@MAILNESIA.COM 6565668621 SINGAPORE 637312 SG	Ship From CINDY SP PV TECH PTE., LTD. CAVITE ECONOMIC ZONE II CINDY.CHEE@DHL.COM 63630285783 ROSARIO 4106 PH
---	--

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

Image 9: Email that the Shipper will receive

[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

Pickup Confirmation Number CBJ211025696925	Pickup Address SHIPPER CINDY PANASONIC SYSTEM NETWORKS (SUZHOU) CO., LTD NO.1478 BIN HE RD SUZHOU NEW DISTRICT
Scheduled Pickup Time October 25, 2021 13:30 - 17:30	Pickup Location Front Door
Courier Instructions	SUZHOU 215000 CN 86051268255811 CINDY.CHEE@DHL.COM

Waybill Tracking Number
[2186716523](#)

Ship To RECEIVER MY3 PANASONIC MALAYSIA SDN. BHD. CUSTOMER SERVICE CENTER LOT 10, JALAN 13/2 6592323232 PETALING JAYA 46200 MY	Ship From SHIPPER CINDY PANASONIC SYSTEM NETWORKS (SUZHOU) CO., LTD NO.1478 BIN HE RD SUZHOU NEW DISTRICT CINDY.CHEE@DHL.COM 86051268255811 SUZHOU 215000 CN
--	--

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

Image 10: Manage This Pickup

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 10/25/2021	Earliest Pickup Time 10:00 Latest Pickup Time 19:00	Edit

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

Image 11: Edit the Pickup date and time

 **DHL Express**

[Help Center](#) [Locations](#) [English](#) | [Deutsch](#) 

[MyDHL+ Home](#) [Ship](#) [Track](#) [Register](#) [Login](#)

Edit Pickup Date and Time

Pickup Date

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](#)

Image 12: Edit pickup location and packaging details

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](#)

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

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 patrick.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](#)

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 screenshot displays the DHL Express MyDHL+ interface. A modal dialog titled "Cancel Pickup - Reason" is open, featuring a dropdown menu with "Duplicate pickup request" selected and a green "Confirm Cancellation" button. The background shows the "Manage This Pickup" page with the following details:

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

Below the address and location details, there are sections for "Pickup Date" (Expired) and "Pickup Time" (Expired), each with a "Select New Pickup Time" button. At the bottom right, there are "Cancel Pickup" and "Confirm Pickup" buttons.

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

[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:	

Please do not reply to this email – inbox is not monitored.



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DHL Express (Hong Kong) Limited

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Kwun Tong, Kowloon
Hong Kong

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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.