

**MyDHL<sup>+</sup>**



# QUICK GUIDE **REMOTE BOOKING**

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# TABLE OF CONTENTS

**INTRODUCTION** ----- **3**

**1.0 ASSIGNING THE SCHEDULING OF PICKUP TO SHIPPER** ----- **4**

**2.0 PROPOSING A PICKUP SCHEDULE WHILE CREATING A SHIPMENT** ----- **6**

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

# I.O ASSIGNING THE SCHEDULING OF SHIPMENT PICKUP TO SHIPPER

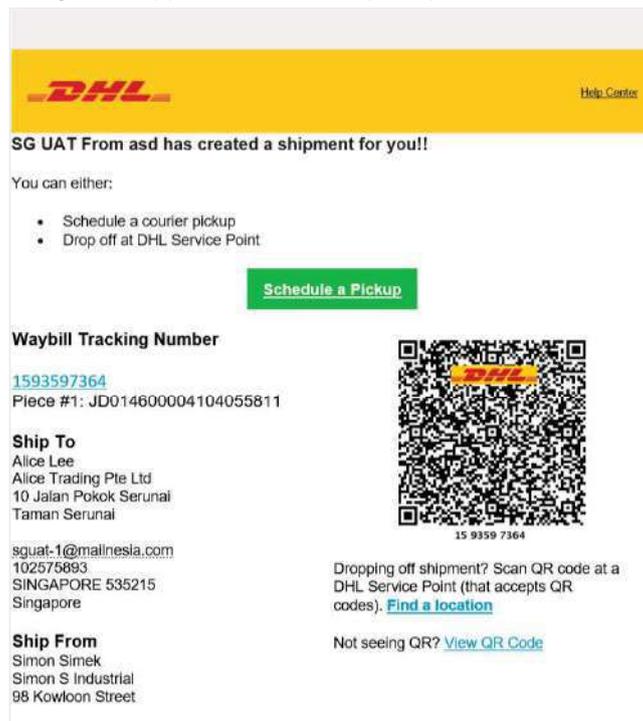
The Requestor completes the shipment in MyDHL+ but assigns the scheduling of pickup to the Shipper.

Image 1: Schedule a courier pickup

The screenshot shows a 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 highlighted in green) and "I will propose pickup date and time". Below the first option, a note states "DHL will email shipper to confirm date, time and readiness". To the right, there is a "TSA Privacy Notification" section with a link to "Please read TSA Privacy Act notification". Below that is a section titled "Assign this shipment to shipper to complete" with a link "Assign this Shipment". A blue information box contains the text "The shipper will be notified to schedule a pickup when you send your shipment instructions." and a checkbox "Don't show me this again". At the bottom left, there is a link for "Disclaimer and Important Details". A green "Next" button is located 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



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.

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

**Pickup Address**

Name  \*  \*

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](#)

\* 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

### 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; justify-content: space-between; align-items: flex-start;"> <div style="font-size: small;"> <b>Pickup Address</b>            Pat. Mat            DHL Express            1 strasse            Bonn Tower            BONN , NR-Westph. 53094            Germany            +49 800 2121211            patrik.matouch@dhl.com         </div> <div style="font-size: small;"> <b>Pickup Location</b>            Reception            Courier Instructions            Package Size            1 (31.7 X 23.6 X 1) cm            Total Weight            0.3 kg         </div> <div style="font-size: x-small; align-self: center;">Edit</div> </div> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="font-size: small;"> <b>Pickup Date</b>            10/25/2021         </div> <div style="font-size: small;"> <b>Earliest Pickup Time</b>            10:00  <b>Latest Pickup Time</b>            19:00         </div> <div style="font-size: x-small; align-self: center;">Edit</div> </div> </div>	<div style="display: flex; justify-content: flex-end; gap: 10px; font-size: x-small;"> <span>Cancel Pickup</span> <span style="background-color: #008000; color: white; padding: 2px 5px; border-radius: 3px;">Confirm Pickup</span> </div>
--	---

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**  
[2327277256](#)

<b>Ship To</b>	<b>Ship From</b>
RECEIVER NAME MEYER BURGER (SINGAPORE) PTE. LTD. 20 TUAS SOUTH AVENUE 14 #02-00 BUILDING 1F RECEIVER123@MAILNESIA.COM 6565668821 SINGAPORE 637312 SG	CINDY SP PV TECH PTE., LTD. CAVITE ECONOMIC ZONE II CINDY.CHEE@DHL.COM 83630285783 ROSARIO 4106 PH

<b>Shipment Details</b>	
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**

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

**Waybill Tracking Number**  
[2186716523](#)

<b>Ship To</b>	<b>Ship From</b>
RECEIVER MY3 PANASONIC MALAYSIA SDN. BHD. CUSTOMER SERVICE CENTER LOT 10, JALAN 13/2	SHIPPER CINDY PANASONIC SYSTEM NETWORKS (SUZHOU) CO., LTD NO.1478 BIN HE RD SUZHOU NEW DISTRICT

6592323232 PETALING JAYA 46200 MY	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.

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

<p><b>Pickup Date</b>                  10/25/2021</p>	<p><b>Earliest Pickup Time</b>                  10:00</p> <p><b>Latest Pickup Time</b>                  19:00</p>
---	---

Cancel Pickup
Confirm Pickup

Image 11: Edit the Pickup date and time

**DHL** 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.

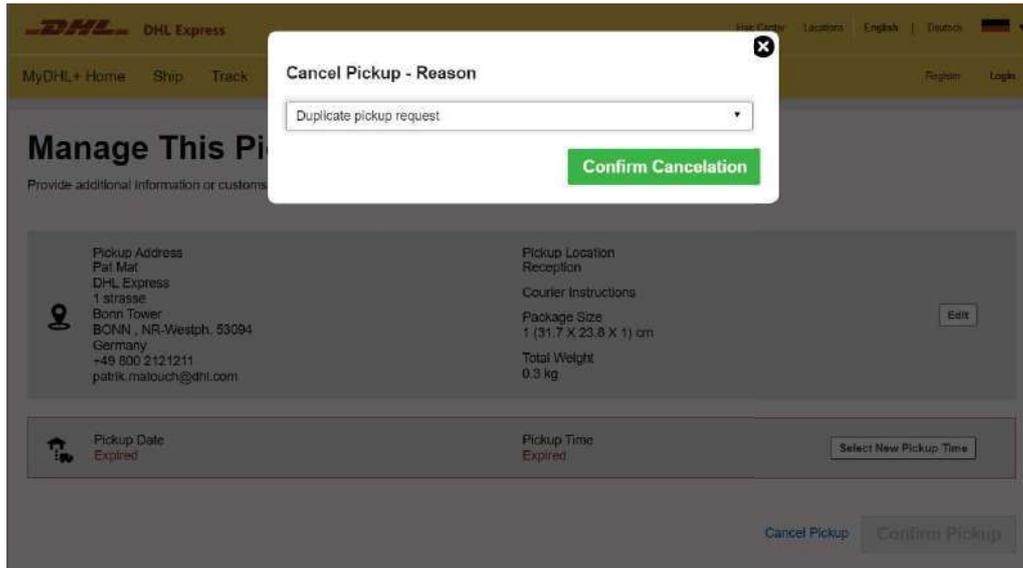
<b>Pickup Address</b> Pat Mat DHL Express 1 strasse Bonn Tower BONN , NR-Westph. 53094 Germany +49 800 2121211 patrik.matouch@dhl.com	<b>Pickup Location</b> Reception <b>Courier Instructions</b> <b>Package Size</b> 1 (31.7 X 23.8 X 1) cm <b>Total Weight</b> 0.3 kg
---	--

<b>Pickup Date</b> Expired	<b>Pickup Time</b> Expired
-------------------------------	-------------------------------

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 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	<b>Reason for Cancellation</b> Already picked up by courier
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<b>Ship To</b> RECEIVER NAME MEYER BURGER (SINGAPORE) PTE. LTD. 20 TUAS SOUTH AVENUE 14 #02-00 BUILDING 1F <a href="mailto:RECEIVER123@MAILNESIA.COM">RECEIVER123@MAILNESIA.COM</a> +65668621 SINGAPORE 637312 SG	<b>Ship From</b> CINDY SP PV TECH PTE., LTD. CAVITE ECONOMIC ZONE II <a href="mailto:CINDY.CHEE@DHL.COM">CINDY.CHEE@DHL.COM</a> 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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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  
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