



# MyDHL+

GUIDE TO SCHEDULING IMPORT PICKUP

**DHL Express – Excellence. Simply delivered.**



## SCHEDULING IMPORT PICKUP *(from other countries/territories)*

Importer will have option to either let the shipper arrange for pickup or they can propose pickup date and time during waybill creation. If Importer choose to propose pickup, pickup number will be generated in MyDHL+.

Do you want to schedule a courier pickup?

DHL will email shipper to confirm date, time and readiness

### 1.0 PICKUP ARRANGED BY SHIPPER

- Importer may opt for shipper to arrange pickup by clicking **‘Shipper will schedule pickup’** if shipment is not ready yet.

Do you want to schedule a courier pickup?

DHL will email shipper to confirm date, time and readiness

**i** The shipper will be notified to schedule a pickup when you send your shipment instructions.  Don't show me this again

- Shipper will receive pickup link together with shipment paperwork when you click on **‘Send Documents’** after shipment completion.

Create Shipment  — Pay  — Print

### Send Documents to Shipper

Email your documents now or download and email them later.



Label (Waybill)  Receipt

Number of Copies

**i** Your shipment is not completed until you have sent your documents to the shipper

I will download my documents and email them later

I will use MyDHL+ to email my documents now

☆ Save as Favorite

**Your Tracking Number**  
Piece # 1:

- Enter your message to shipper and click 'Send'.



To:  ✓

From:  ✓

Subject:  ✓

Email import shipment details in the following language:  ✓

Message:  ✓

**Attachments**



Label (Waybill)

- Shipper will receive email below with 'Schedule Pickup' button.

**DHL Express Shipment Confirmation**



noreply@dhl.com  
To: [Redacted] (DHL MY)

 Reply  Reply All  Forward 

Fri 1/13/2023 2:53 PM

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.  
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



TransportLabel\_...pdf  
6 KB



WaybillDoc\_...pdf  
5 KB



Help Center

A DHL Express shipment has been created by Name. Please schedule a pickup, print the enclosed shipment paperwork and attach it to your shipment.

**Name message:**  
Please print the paperwork and arrange for pickup

**Important**

- Do not seal your shipment as the courier must inspect the contents.
- You or a representative must be present when the courier arrives. Shipments cannot be left outside or in "safe" places for the courier to pickup.
- Affix one copy of the label securely to each package and give the other to the courier, along with any other shipping documents.
- Ensure your packages are packed and labeled correctly to avoid damage or delays. [Follow DHL's Packaging Advice](#)

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

## 2.0 IMPORTER PROPOSE FOR PICKUP

- Click on **'I will propose pickup date and time'** if you will be arranging the pickup on behalf of the shipper.
- Default pickup address is the same as shipper address.
- If pickup is from a different location, click on **'Edit'** at the bottom and click **'Save'** once amended.

**Do you want to schedule a courier pickup?**

[Assign this Shipment](#)

DHL will email shipper to confirm date, time and readiness.

**Important**

- DHL will email shipper to confirm date, time and readiness
- Shipper can reschedule or cancel a pickup if there is a conflict with your requested date and time
- Please ensure your shipper will have the shipment and all the paperwork ready at pickup

I'm sending my shipment on **October 31 Today**

**Pickup Window – When courier may arrive and shipment is ready**

Earliest 10:00 am Latest 4:30 pm

9:30 am 12:15 pm 3:15 pm 6:00 pm 9:00 pm

Please allow at least 120 minutes for your Pickup Window  
The latest time a request can be made for pickup today is 7:00 pm

Where should the courier pick up the shipment?

Instructions for the courier

**Pickup Address**

Person Name  
Company Name  
Address Line One  
Address Line Two  
SINGAPORE, 680008  
originshipper@email.com  
+65 6234 5678

[Disclaimer and Important Details](#)

### HELPFUL TIP

Remote Booking (import pickup) commitment is to schedule a collection within **24 to 48 business hours for AP region** & within **48 to 72 business hours for US and EU regions** with the exception of delays due to shipment unavailability or any inability to make direct contact with the shipper.

## MyDHL+ Reference Guide: Import Pickup

- Importer needs to send the pickup confirmation email to the shipper by clicking on **'Send Documents'** after shipment completion.

The screenshot shows the DHL Express 'Send Documents to Shipper' page. At the top, there are navigation links for Home, Ship, Track, and Manage Shipments. Below this, there are status indicators for 'Create Shipment', 'Pay', and 'Print'. The main heading is 'Send Documents to Shipper' with the instruction 'Email your documents now or download and email them later.' Below this, there are three document thumbnails: 'Label (Waybill)', 'Commercial Invoice', and 'Shipment Receipt'. Each thumbnail has a magnifying glass icon. Below the thumbnails, there are checkboxes for 'Label (Waybill)', 'Customs Invoice', and 'Receipt'. Under 'Label (Waybill)', there is a '1' in a box and the text 'Number of Copies'. Under 'Customs Invoice', there is a '2' in a box and the text 'Number of Copies'. Below these, there is a blue information box that says 'Your shipment is not completed until you have sent your documents to the shipper'. At the bottom, there are two buttons: 'Download Documents' and 'Send Documents'. The 'Send Documents' button is highlighted with a red box and a red arrow pointing to it. To the right of the 'Send Documents' button, there is a note: 'Pickup confirmation email will be sent along with the selected paperwork'. On the right side of the page, there is a 'Your Tracking Number' section with 'Piece # 1: JD', a 'Pickup Confirmation Number CBJ221031', and 'Pickup Details Mon, Oct 31, 2022 Between 4:00 pm and 6:00 pm'. There is also a 'Save as Favorite' button.

- Enter your message to shipper and click **'Send'**.

The screenshot shows an email composition form. The 'To' field contains 'essmy@dhl.com'. The 'From' field contains 'noreply@dhl.com'. The 'Subject' field contains 'DHL Express Shipment Confirmation'. Below the subject field, there is a dropdown menu for 'Email import shipment details in the following language' set to 'English'. The 'Message' field contains the text 'Please print the paperwork and confirm pickup'. Below the message field, there is an 'Attachments' section with a thumbnail of a 'Label (Waybill)' document. At the bottom right of the form, there is a green 'Send' button.

## MyDHL+ Reference Guide: Import Pickup

- Shipper will receive email below and **have to** confirm the pickup or modify/cancel if there are any changes.
- If shipper did not click **'Confirm Pickup'**, pickup would not be arranged by DHL at origin country.

DHL Express Shipment Confirmation: [redacted] - Message (HTML)

File Message Help Tell me what you want to do

Delete Archive Reply Reply All Forward Sensitivity Share to Teams Concur Claims... To Manager Move Tags Editing Immersive Translate Zoom Report Phishing

DHL Express Shipment Confirmation: [redacted]

dhlSender@dhl.com  
To: ESS MY (DHL MY) Mon 31/10/2022 2:47 PM

TransportLabel\_ .pdf 6 KB  
WaybillDoc\_ .pdf 5 KB  
CustomInvoice\_ .pdf 47 KB

**DHL** Help Center

**ESS MY has scheduled a courier pickup for you.**

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

**Confirm, modify or cancel pickup** ← Shipper will have to click this button to confirm the pickup

**Proposed Pickup Details**

<b>Pickup Confirmation Number</b> CBJ221031 [redacted]	<b>Pickup Address</b> Person Name Company Name Address Line One Address Line Two
<b>Scheduled Pickup Time</b> October 31, 2022 16:00 - 18:00	SINGAPORE
<b>Pickup Location</b> Reception	680008 SG 6562345678 <a href="mailto:essmy@dhl.com">essmy@dhl.com</a>
<b>Courier Instructions</b> TESTING PURPOSE ONLY	

Message:  
Please print the paperwork and confirm the pickup

**Waybill Tracking Number**  
[redacted]

The information in this guide is correct as of January 2025.

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

**DHL Express (Malaysia) Sdn Bhd**

Level 27, Menara TM,  
Off Jalan Pantai Baharu,  
50672 Kuala Lumpur.