



MyDHL⁺

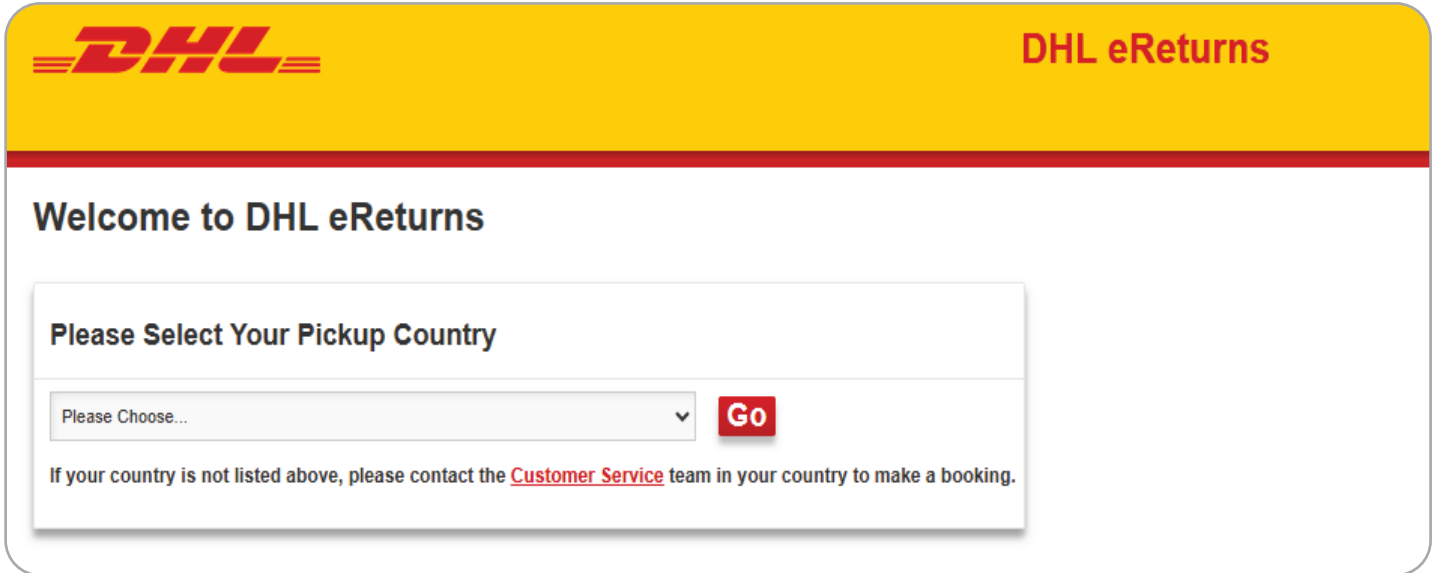
Remote Pickup User Guide

DHL Express – Excellence. Simply delivered.



Step 1:

Please go to <https://returns.dhl.co.uk/ereturns/> and select your Pickup Country and then select “Go”.

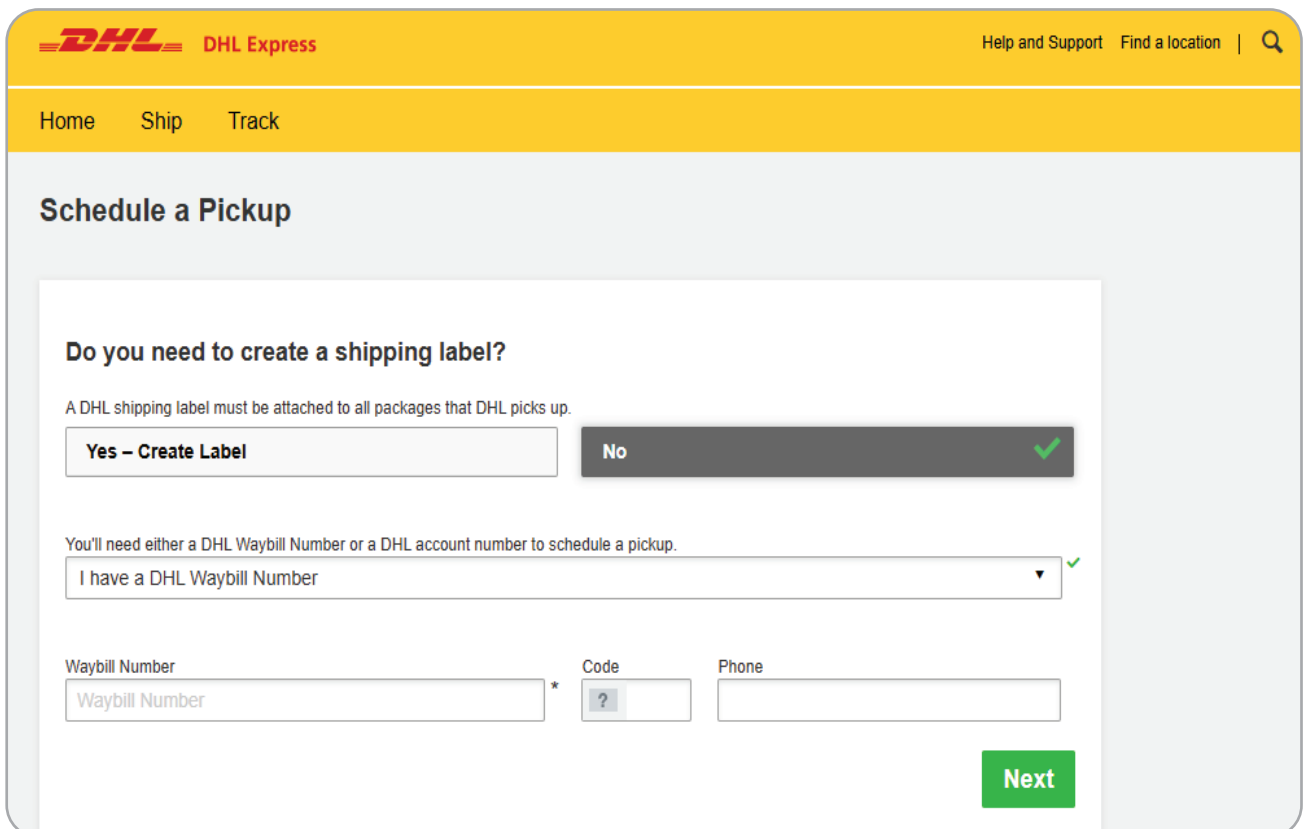


Step 2:

Select “No – I don’t need a shipping label”.

Select “I have a DHL Waybill Number”.

Enter your **DHL Waybill Number** and entering your **phone number** as shown on the DHL Waybill will pre populate your collection address.



Step 3:

Confirm or specify your collection address then press “Next”.

Pickup Address

Name ✓

Business Contact

Company ✓

Country/Territory ✓

Address ✓

Address 2 ✓

Address 3 ✓

Postal Code ✓

City ✓

State ✓

Residential Address

Email Address ✓

Phone Type Code ✓ Phone ✓ Extension

+ Add Another

Where should the courier pick up the shipment? ✓

Instructions for the courier

Next

Step 4:

Enter the weight and dimensions. You can estimate if you are unsure.

What are we picking up?

Number of Packages	Total Weight (all packages) kg	Largest Package Size cm
<input type="text" value="1"/> ✓	<input type="text" value="10"/> ✓ kg	<input type="text" value="2"/> ✓ x <input type="text" value="2"/> ✓ x <input type="text" value="2"/> ✓

Next

Step 5:

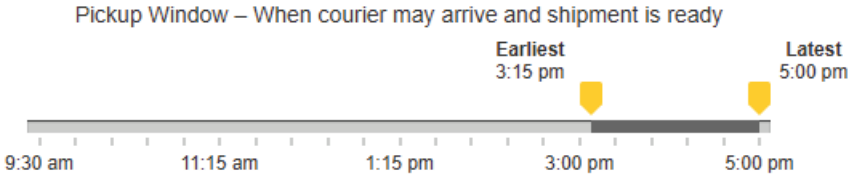
Use the yellow sliders to choose a time window and then select “Schedule Pickup”.

When should we pickup your shipment?

Pickup Date
2026-04-20

Pickup Window – When courier may arrive and shipment is ready

Earliest 3:15 pm Latest 5:00 pm



9:30 am 11:15 am 1:15 pm 3:00 pm 5:00 pm

Please allow at least 15 minutes for your Pickup Window
The latest time a request can be made for pickup today is 4:45 pm

Schedule Pickup

Step 6:

You have successfully arranged your Remote Pickup collection.

Schedule a Pickup

Pickup Confirmation

- Thank you for scheduling a courier pickup!
- Pickup confirmed. Keep the confirmation number for any changes or cancellation.

Want to Notify Others?
Send an email or SMS text message about this pickup.

Send Notifications

Enjoy Time Saving Benefits
Make shipping internationally quick and easy! Save addresses, access shipment history, track shipment status and more. Register for MyDHL+ now!

Register for MyDHL+

Pickup Confirmation Number CBJ260420105901

Scheduled Pickup Time
04/20/2026 3:30 pm - 5:00 pm




Pickup Address
Returner Name
Company Name
name@company.com
+60 4-398 9184
PERAI, 13600
Malaysia
If you need to modify or cancel your pickup, please contact Customer Service at 1 800 888 388 (Toll free) or +603 7964 2800 (overseas).

Get a Rate and Time Quote

Create a New Shipment

Connect with us

DHL Express (Singapore) Pte Ltd

-  Ready to ship? Get a quote from [MyDHL+](#)
-  Call Customer Services on **1800 285 8888**
-  Find your nearest [DHL Service Point](#)

Valid: 04/2026

The information in this guide is correct as of 04/2026.

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