

How to request, confirm and schedule an import collection


The purpose of this guide is to explain to the importer/requestor of an import shipment through MyDHL+

- a) The mandatory steps that the shipper must complete, to confirm and schedule a collection
- b) Clarify that the collection is only requested and not dispatched to a driver until the shipper completes the mandatory steps.



There are two options available request a collection, however both require the Shipper to complete the mandatory steps to dispatch the collection to a driver



DHL Express Help and Support Find a location | English 

Home Ship Track Manage Shipments **38** View/Pay Bill My Shipment Settings My Profile

Optional Services
Paperless Trade Cancel Assign this Shipment Save for Later

No Documents Uploaded

Do you want to schedule a courier pickup?

Shipper will schedule pickup **I will propose pickup date and time**

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](#)

Don't show me this again

- Shipper schedules pick up date and time.
- Requestor proposes pick up date and time. (Shipper needs to confirm for the collection to take place)





Shipper schedules pickup date and time



Shipper schedules pickup date and time - step 1

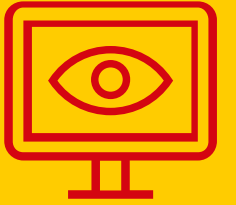
When choosing this option it is important to note here what is written in the blue section.

Highlighting, at the end of the process when you as the Requestor sends the documents from MyDHL+ to the shipper, they will receive an email with the instructions to complete the collection, which will dispatch to a driver.

The screenshot shows the DHL Express website interface. At the top, there is a yellow header with the DHL logo and navigation links. Below the header, there are navigation tabs for Home, Ship, Track, and Manage Shipments (with a notification badge of 38). The main content area is titled "Do you want to schedule a courier pickup?". There are two radio button options: "Shipper will schedule pickup" (which is selected and has a green checkmark) and "I will propose pickup date and time". Below these options, there is a blue information box with a white 'i' icon and the text: "The shipper will be notified to schedule a pickup when you send your shipment instructions." To the right of this text is a checkbox labeled "Don't show me this again". At the bottom right of the form, there is a green "Next" button.




Shipper schedules pickup date and time - step 2



After you the Requestor completes the label, this page will appear.

It notifies you as the Requestor in the blue section that the shipment is not complete. It is important that you press 'Send Documents' here.

 If you need to download instead of pressing send it **does not** send instructions to the shipper to arrange the collection.

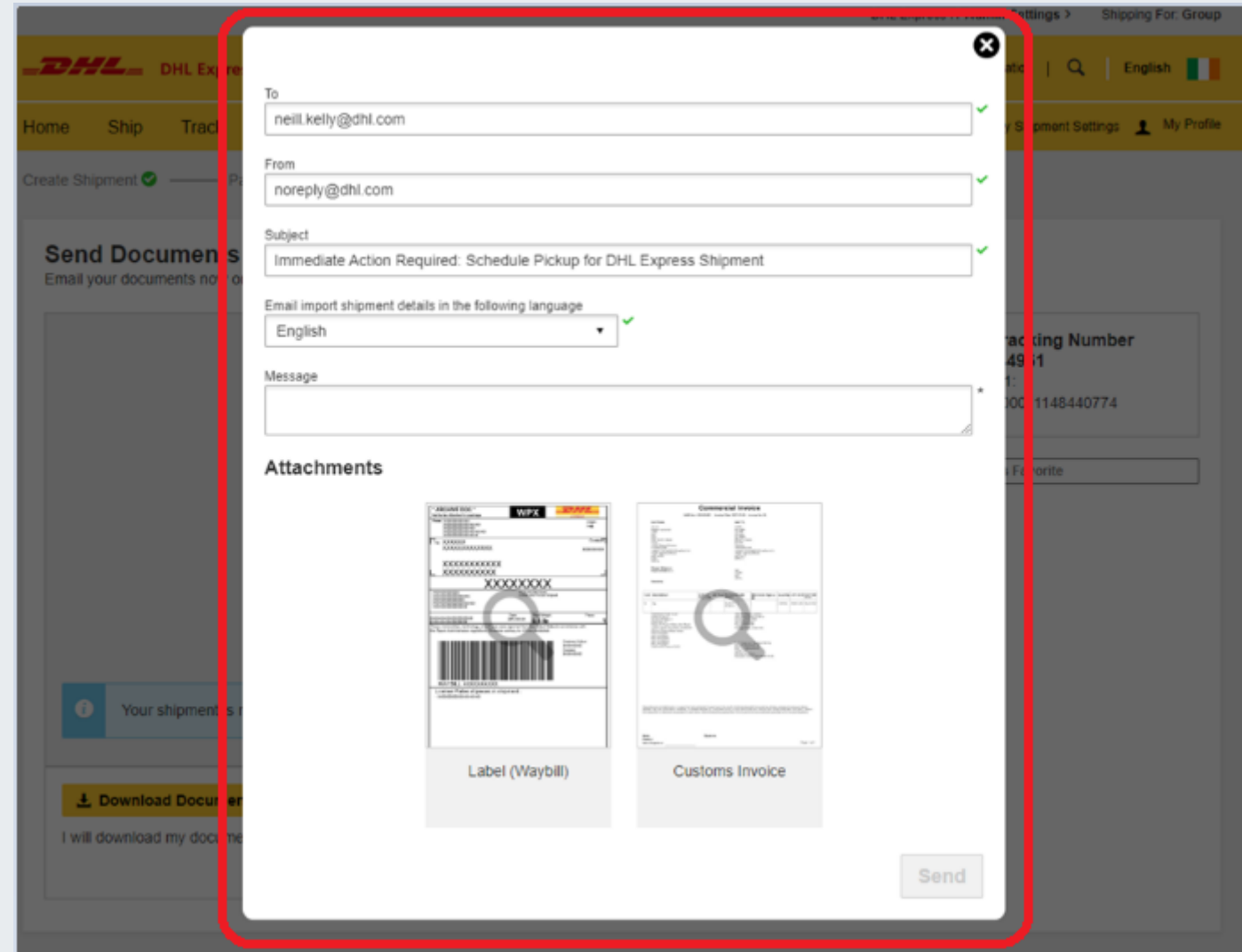


Shipper schedules pickup date and time - step 3

After pressing 'Send Documents' this pop-up will appear, to send the shipment paperwork and instructions on how to confirm the collection to your shipper.

Note that the subject line is already populated to inform the shipper that they need to schedule a pickup.

You can add an additional message to the shipper here before sending the instructions.



The screenshot shows a DHL web interface with a pop-up form for sending documents to a shipper. The form is titled "Send Documents" and includes the following fields and options:

- To:** neill.kelly@dhl.com
- From:** noreply@dhl.com
- Subject:** Immediate Action Required: Schedule Pickup for DHL Express Shipment
- Email import shipment details in the following language:** English
- Message:** (Empty text area)
- Attachments:** Label (Waybill) and Customs Invoice
- Send:** (Button)



File Message Help Tell me what you want to do

Ignore Delete Archive Reply Reply All Forward IM - Meeting Share to Teams example of con... To Manager Done Create New Team Email Reply & Delete Move Send to OneNote Actions Assign Mark Categorize Follow Up Find Related Select Read Immersive About Reader Translate Zoom Report Phishing

Immediate Action Required: Schedule Pickup for DHL Express Shipment

noneply@dhl.com
To: Neil Kelly (DHL IE)

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_152444961.pdf 8 KB
WaybillDoc_152444961.pdf 5 KB
CustomInvoice_152444961.pdf 40 KB

Neil Kelly From DHL Express IT has created a shipment for you!
Prepare your shipment and schedule a courier pickup

[Schedule a Pickup](#)

Important

- Do not seal your shipment as the courier must inspect the contents.
- Affix one copy of the label securely to each package and give the other to the courier, along with any other shipping documents.
- 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.
- Ensure your packages are packed and labelled correctly to avoid damage or delays. [Follow DHL's Packing with Care](#)
- You may also drop off your shipment at a DHL Service Point. [Find a Location](#)

Waybill Tracking Number
JD014600011148440774
[1524444961](#)

Ship To
Neil Kelly

Ship From
CINDERELLA

Shipper schedules pickup date and time - step 4

Your shipper will receive an email with the documents attached with the green button that the Shipper must click to confirm and dispatch the collection to Driver.

! This step is the most important as if it is missed no driver will be scheduled to complete the collection. The collection will not be reviewed by Customer Service in the collecting country for 8 working hours after this email is sent.



Pickup Address

Name ✓

Where should the courier pick up the shipment? *

Business Contact

Company ✓

✓

Address ✓

Address 2 ✓

Address 3 ✓

Postal Code ✓ City ✓

Residential Address

Email Address ✓

Phone Type Code ✓ Phone ✓

SMS Enabled

[Add Another](#)

What are we picking up?


Number of Packages ✓ Total Weight (all packages) ✓ Largest Package Size * x * x *

When should we pickup your shipment?


Pickup Date

Pickup Window – When courier may arrive and shipment is ready

Earliest 11:00 am Latest 8:00 pm



Please allow at least 120 minutes for your Pickup Window
The latest time a request can be made for pickup today is 6:00 pm

Save as Default 

This pickup address, location and pickup window time

Schedule Pickup

My Pickups

Upcoming

No pickups

Previous Pickups

No pickups

[View All](#)



Shipper schedules pickup date and time - step 5

The shipper will then need to confirm the pickup location, time and package details.

The final step is to press 'Schedule pickup' which will provide a pickup reference and a driver will be dispatched to collect the parcel.





**Requestor proposes pickup
date and time**



Requestor will propose pickup date and time - step 1

When choosing this option it is important to note here what is written in the yellow section highlighting that DHL will email the shipper to confirm the date, time and readiness before the driver is dispatched.

DHL Express Help and Support Find a location | English

Home Ship Track Manage Shipments 38 View Pay Bill My Shipment Settings My Profile

Do you want to schedule a courier pickup?

Shipper will schedule pickup I will propose pickup date and time ✓

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

TSA Privacy Notification
Please read [TSA Privacy Act notification](#)

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

I'm sending my shipment on **October 11 Today**

Pickup Window – When courier may arrive and shipment is ready

Earliest 11:00 am Latest 6:00 pm

11:00 am 1:15 pm 3:30 pm 5:45 pm 8:00 pm

Please allow at least 120 minutes for your Pickup Window
The latest time a request can be made for pickup today is 6:00 pm

Where should the courier pick up the shipment?
 ✓

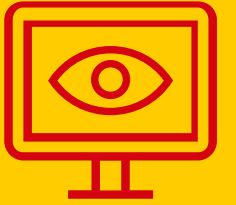
Instructions for the courier

Pickup Address
CINDERELLA
THE GLASS SLIPPER
1 CASTLE STREET
FARAWAY KINGDOM
NEVERLAND
LONDON, E1 0AA
neill.kelly@dhl.com
+44 7950 505500

[Disclaimer and Important Details](#)



Requestor will propose pickup date and time - step 2



Send Documents to Shipper
Email your documents now or download and email them later.

Label (Waybill) Receipt

Your Tracking Number
5838480863
Piece # 1:
JD014600011146677393

Pickup Confirmation Number
PRG231016709159

Pickup Details
Mon, Oct 16, 2023
Between 11:00 am and 8:00 pm

☆ Save as Favorite

Download Documents
I will download my documents and email them later

Send Documents
I will use MyDHL+ to email my documents now

After completing the label this page will appear.

It notifies you in the blue section that the shipment is not complete until you send the documents to the shipper. It is important to press 'Send Documents' here.

! If you need to download instead of pressing send it **does not** send instructions to the shipper to arrange the collection.

The pickup confirmation shown on the right-hand side **does not** mean the collection is dispatched to a driver, the shipper must first confirm the date, the time and the readiness.



Requestor will propose pickup date and time - step 3

After pressing 'Send Documents' this pop-up will appear, to send the shipment paperwork and instructions on how to confirm the collection to your shipper.

You can add an additional message to the shipper here before sending the instructions.

The screenshot shows a DHL web interface with a 'Send Document' pop-up form. The form is highlighted with a red border and contains the following fields:

- To:** neill.kelly@dhl.com ✓
- From:** noreply@dhl.com ✓
- Subject:** DHL Express Shipment Confirmation ✓
- Email import shipment details in the following language:** English ✓
- Message:** Please find the labels attached, don't forget to confirm the collection date and time to ensure a driver is arranged ✓

Attachments:


- Label (Waybill)
- Customs Invoice

Send

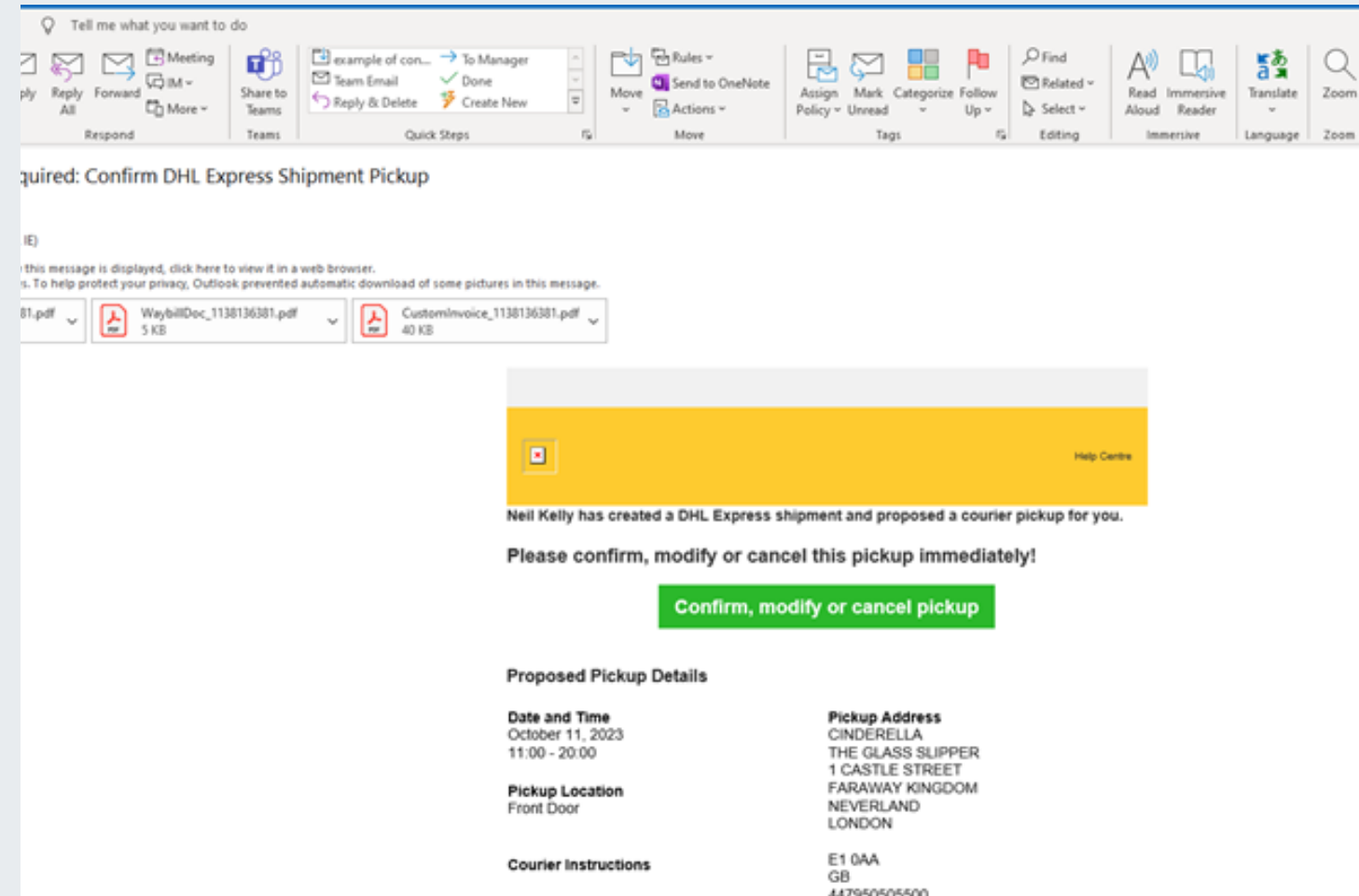


Requestor will propose pickup date and time - step 4

Your shipper will receive an email with the documents attached with the green button that the Shipper must click to confirm and dispatch the collection to Driver.

 This step is the most important as if it is missed no driver will be scheduled to complete the collection.

The collection will not be reviewed by Customer Service in the collecting country for 8 working hours after this email is sent.



Tell me what you want to do

Reply Reply All Forward Meeting IM - More - Share to Teams

example of con... To Manager
Team Email Done
Reply & Delete Create New

Move Send to OneNote Actions -

Assign Policy - Mark Unread Categorize Follow Up -

Find Related - Select -

Read Aloud Immersive Reader


Translate Language Zoom

Required: Confirm DHL Express Shipment Pickup

IE)

This message is displayed, click here to view it in a web browser.
To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

01.pdf
WaybillDoc_1138136381.pdf 5 KB
CustomInvoice_1138136381.pdf 40 KB

 Help Centre


Neil Kelly has created a DHL Express shipment and proposed a courier pickup for you.

Please confirm, modify or cancel this pickup immediately!

[Confirm, modify or cancel pickup](#)



Proposed Pickup Details

Date and Time October 11, 2023 11:00 - 20:00	Pickup Address CINDERELLA THE GLASS SLIPPER 1 CASTLE STREET FARAWAY KINGDOM NEVERLAND LONDON
Pickup Location Front Door	
Courier Instructions	E1 0AA GB 447950505500


DHL DHL Express Help and Support Find a location | English 

Home Ship Track Register Login


Manage This Pickup

 <p>Pickup Address CINDERELLA THE GLASS SLIPPER 1 CASTLE STREET FARAWAY KINGDOM NEVERLAND LONDON, E1 0AA United Kingdom +44 7950 505500 neill.kelly@dhl.com</p>	<p>Pickup Location Front Door</p> <p>Courier Instructions</p> <p>Package Size 1 (30 X 20 X 10) cm Edit</p> <p>Total Weight 0.5 kg</p>
 <p>Pickup Date 10/11/2023</p>	<p>Earliest Pickup Time 11:00</p> <p>Latest Pickup Time 20:00 Edit</p>

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





DHL DHL Express Help and Support Find a location | English 

Home Ship Track Register Login



Pickup Scheduled

<p>CONTACT AND SUPPORT</p> <p>Help and Support</p> <p>FAQs</p> <p>Contact Us</p> <p>Find a location</p> <p>Complaints Charter</p>	<p>LEGAL</p> <p>Terms and Conditions</p> <p>Privacy Notice</p>	<p>ALERTS</p> <p>Fraud Awareness</p> <p>Important Information</p>	<p>DHL Group</p> <p>About DHL</p> <p>Press</p> <p>Careers</p> <p>Legal Notice</p>	<p>Modern Slavery Statement</p> <p>Gender Pay Gap Report</p>
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Requestor will propose pickup date and time - step 5

The shipper will then need to confirm the pickup location, time and package details.

The final step is to press 'Confirm pickup' which will show the 'Pickup Scheduled' message in green as shown here and a driver is then dispatched to collect the parcel.





Thank You

