How to Schedule an Online Pickup

https://sbw.dhl-usa.com/SchedulePickup/SchedulePickupInfo.asp?nav=SbcPickup

1. **When you arrive on the "Schedule a Pickup" page, you'll see a DHL account number field to enter your account number. After you have entered your export account number you must click Next to proceed.**

2. **After entering a valid export account number the pickup location information fields will appear.**

3. **Once you have filled out the pickup address and contact information, scheduling information, package information, and supply request (as needed) you will need to click next to complete your pickup request.**

NOTE The ability to save your pickup information is not available when using an Import Express account, this feature is only available when an export account is used to schedule a pickup

4. **Upon completing your pick up request you will sent to the following pickup confirmation page on our website and will also receive a pickup confirmation email with your request details**

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                    Your pickup request has been confirmed!
                  ******************************************
                      1. CONFIRMATION AND SHIPMENT INFORMATION
                  ******************************************
                         Confirmation Number 529247
                        Pickup Date Tuesday , Dec 16 2014
                     Pickup package between 4:00 PM and 6:00 PM
                           Phone Number 800-527-7298
                              Zip Code 85281


                     click here to cancel your pickup request
                  ****************************************************
                     2. SAVE 15% ON ONLINE INTERNATIONAL SHIPMENTS
                  ****************************************************
     As a leader in the International shipping arena, DHL is pleased to offer you 15% savings
        on our International Services when you ship online. Visit us at http://www.dhl-
                             usa.com/save to learn more.


                  ****************************************************
                   3. DHL: YOUR SPECIALISTS IN INTERNATIONAL SINCE 1969
                  ****************************************************
       Whether you have ongoing shipments or occasional shipments, whether you import or
      export, whether you do business in a major international city or a small corner of an
     emerging market, if your needs are international, it's time for DHL. For 40 years we've
      specialized in fast, secure, and reliable international shipping. To learn more, visit
                        www.dhl-usa.com or call 1-800-CALL DHL.


                         ***********************
                           4. WE'RE HERE FOR YOU
                         ***********************
      Thank you for choosing DHL. We look forward to serving you with fast, reliable delivery
                     and exceptional service at the best possible rates.
               For your convenience, our Customer Service team is available 24/7:
                        1. Visit us at: http://www.dhl-usa.com/cs

        2. Use a touchtone phone to call DHL Customer Service at 1-800-CALL DHL (1-800-225-
                                       5345).

      Please do not reply to this email; this address is only used to send automated emails
                          and is not monitored for responses.
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5. You can also schedule online pickups using an Import Express Account number. Upon entering the account number and clicking Next a drop down country list will appear; at this time you will need to select the country where the Import Express account was created then click Validate to proceed. After the validation has occurred the pickup location fields will appear and you will repeat steps 2 – 4 to schedule your online pickup

6. Please note that when scheduling an online pickup using an Import Express Account number if the incorrect country is selected when validating the account number an error will display and you will have one more chance to select the correct country. If an incorrect country is selected a second time you will be locked out from the application and must schedule your pickup via the customer service team.