

# 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.

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## Schedule a pickup

Enter Confirmation

Complete the following request form with a valid DHL Express import or export account number to schedule a one-time shipment pick up by a DHL Courier and click "Next".

Fields marked with an asterisk (\*) are required.

### 1 Account Information

DHL account number \*  [Next](#)

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

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### 1 Account Information

DHL account number \*  [Next](#)

### 2 Enter pickup address and contact information... [Help](#)

**Address Information**

Company or name \*

Address line 1 \*

Address line 2

City \*

State \*

Postal code \*

Pickup location \*

**Contact Information**

Contact name \*

Telephone \*   Ext.

E-mail address \*

### 3 Scheduling Information [Read TSA Privacy Act Notification](#) [Help](#)

Pickup date \*  [Save money, find a drop-off location instead](#)

Package ready time

Latest pick-up time \*  [Why is this important](#)

**Package Information**

Number of packages \*  [What if I want to add more packages later](#)

All packages in this shipment are DHL Express Letters

Total estimated weight \*  lbs. [Help me estimate weight and dimensions](#)

Dimensions (largest pkg)  Length  Width  Height (Inches)

Special instructions

- 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.

**2 Enter pickup address and contact information...** ▶ Help

**Address Information**

Company or name \*

Address line 1 \*

Address line 2

City \*

State \*

Postal code \*

Pickup location \*

**Contact Information**

Contact name \*

Telephone \*   Ext.

E-mail address \*

**3 Scheduling Information** ▶ Read TSA Privacy Act Notification ▶ Help

Pickup date \*  Save money, find a drop-off location instead

Package ready time

Latest pick-up time \*  Why is this important

**Package Information**

Number of packages \*  What if I want to add more packages later

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Total estimated weight \*  lbs. Help me estimate weight and dimensions

Dimensions (largest pkg)  Length  Width  Height (Inches)

Special instructions

**4 Supplies**

Supplies  This shipment is not packed, please bring the following to complete my shipment.

If you require additional supplies or to replenish your supplies please click [here](#)

Save my contact and company information on this computer for future use. \*

**Next** ▶

***\*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*

- 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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## Schedule a Pickup: Confirmation

Enter
Confirmation

Pickup scheduled for:  
**Tuesday, December 16, 2014** 12  
 Between 4:00 pm and 6:00 pm  
 Confirmation number: 529247

Please keep your confirmation number for your reference. If you need further assistance with this pickup, please contact us.

▶ Schedule another pickup  
▶ Cancel request

**Next time save some money.**  
 Use a DHL shipping spot, retail, drop box, or service center.  
▶ Find my nearest drop-off location

- ▶ My DHL Express
- ▶ Shipping
- ▶ Tracking
- ▶ Export Services
- ▶ Import Services
- ▶ Optional Services
- ▶ Small Business Solutions
- ▶ Resource Center

Your pickup request has been confirmed!

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1. CONFIRMATION AND SHIPMENT INFORMATION

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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

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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

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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](http://www.dhl-usa.com) or call 1-800-CALL DHL.

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4. WE'RE HERE FOR YOU

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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.

- 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

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Fields marked with an asterisk (\*) are required.

**1 Account Information**

DHL account number \*  [▶ Next](#)

Please select the country the account number was created in and click "Validate" [▶ Help](#)

Country  [▶ Validate](#)

- My DHL Express
- Shipping
- Tracking
- Export Services
- Import Services
- Optional Services
- Small Business Solutions
- Resource Center

- 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.

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**1 Account Information**

DHL account number \*  [▶ Next](#)

Please select the country the account number was created in and click "Validate" [▶ Help](#)

**Country**  [▶ Validate](#)

Selected Country does not match. Please select the country where the Import Express Account holder is located.

- My DHL Express
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