

# INDIVIDUAL COLLECTION ORDER: SIMPLIFY PARCEL SHIPMENTS AND RETURNS



With the individual collection order service your items are conveniently picked up at your desired address, anywhere in Germany. Just order the pick-up online or through our DHL Customer Service.

## YOUR BENEFITS

- **Day-definite pick-up Monday till Saturday**  
Commissioning of the collection by 10:00 p.m. for the following day
- **Flexibility**  
Flexible placing of order and order management up to 30 calendar days in advance
- **Bookable with label printing**  
The DHL deliverer brings the label along when collecting the items
- **High degree of transparency**  
through complete documentation of the order status
- **Various ways to order**  
Order the pick-up online in the DHL Business Customer portal or by telephone, fax, or e-mail via the DHL Customer Service\*
- **Attractive charge**
  - Pick-up EUR 1.00\*\*
  - Pick-up with label printing EUR 1.50\*\*

\* If ordered via the DHL Customer Service, a surcharge of EUR 2.50 will be charged for every item commissioned

\*\* Per item/order, in addition to the price of a parcel

## SIMPLE COMMISSIONING FOR YOU

- The individual collection order service is already part of your contract and can be ordered directly via the DHL Business Customer portal or the DHL Customer Service
- Order a large number of pick-ups conveniently by collective order or integrate the ordering process into your systems. Please contact us, we will be glad to advise you on all the possibilities of our pick-up offering

## RELIABLE PERFORMANCE BY DHL

- DHL will carry out the pick-up on the day you desire and document the order status
- If you choose pick-up with label printing, the deliverer brings along an adhesive label
- If your customer is not available, you can configure an automatic repetition of the order, if desired

## THE NATIONAL SERVICE PORTFOLIO OF DHL PAKET AT A GLANCE



You can find more information at [www.dhl.de/services](http://www.dhl.de/services) or approach your contact person of the DHL sales department.