

„PICKUP“ FUNCTION IN THE POST & DHL BUSINESS CUSTOMER PORTAL

CUSTOMER PRESENTATION

DHL Paket GmbH
Bonn, May 2023

Dep. 351 Online Touchpoints Business Customers



The „Pickup“ function

We are pleased to provide you with the "Pickup" function in the Post & DHL Business Customer Portal.

The complexity for ordering pickups has been reduced.

All pickups can now be ordered online.

- Up to 10 parcels can be picked up by a deliverer - regardless of whether it's a pickup from your company's pickup locations as agreed with you, or from any address in Germany in an individual collection order (extra charge).
- For more than 10 loose parcels, bulky goods or parcels consolidated on wheeled trays, swap bodies or pallets, you can order pickups from the agreed pickup location directly online. Please note that from now on, you must provide an email address when booking if you want to be informed about changes to the way your pickup is processed.
- The "Pickup" function is also a quick and easy way to order empty wheeled trays, swap bodies or pallets online for your parcel pickups. Please note that from now on, you must provide an email address when booking if you want to be informed about changes to the way your pickup is processed.

As an alternative to the Post & DHL Business Customer Portal, the "API DHL Parcel DE Pickup" enables automated order placement and order management via web service, also via integration in partner systems.

„Pickup“ function at a glance

Order all kinds of pickups in one dialog

- Pickup of up to 10 parcels at the agreed pickup location or at other addresses (subject to a charge)
- Pickup of more than 10 parcels and bulky goods, or on pallets, in wheeled trays or swap containers at the agreed pickup location

Pickup management for all pickup orders

- Tabular
- Calendrical
- Search
- Order status

Settings for your pickups

- Complete and maintain data for agreed pickup locations
- Company address book for pickups at other addresses
- Complete and maintain contacts

Settings: Complete pickup location data, create address book and maintain contacts

Complete and maintain data for agreed pickup location or contacts

The following information must be maintained in the pickup locations*:

1. Pickup location details (conditions, vehicle type, charging possibility, opening time)

Pickup at Saturday possible with more than 10 parcels, pickuporder till Thursday 15 o'clock required.

Pickup Location Details ⓘ

Loading Ramp available? Yes No
 Platform Lift required? Yes No
 Forklift available? Yes No
 Steep Ground? Yes No
 Pedestrian Area? Yes No
 Ground Floor? Yes No

Maximum Vehicle Size*
 Van
 Small Truck (7.5t)
 Large Truck (20t)
 Truck with Trailer

Contact Person ⓘ
 CHOOSE CONTACT
 CONTACT NAME
 CONTACT PHONE
 CONTACT E-MAIL

Mail settings for this contact are activated
Notification Settings
 Order Confirmation
 Pickup Time Frame
 Save as new contact

Opening Hours / Business Hours
 All items must be ready for pickup during opening hours. The pickup usually takes place between 08:00 am and 02:00 pm. Please enter in military time format.
 We will inform you of the scheduled pickup time frame in the order confirmation e-mail.

	Opening Hours 1		Opening Hours 2 (optional)	
	TIME FRAME	TIME LEVEL	TIME FRAME	TIME LEVEL
Mon.	09:00	11:30	13:00	17:30
Tue.	09:00	09:00	09:00	09:00
Wed.	09:00	09:00	09:00	09:00
Thu.	09:00	09:00	09:00	09:00
Fri.	09:00	09:00	09:00	09:00
Sat.	09:00	09:00	09:00	09:00

Identical opening hours for Monday - Saturday

2. Contact

Contact

Name
 PHONE NUMBER 0228 182-0
 E-MAIL test@devicshytest.de

Mail settings for this contact are activated
Notification Settings
 Order Confirmation
 Pickup Time Frame

Address book

Company address book for pickups at other addresses

- Available for selection to all users of your company when placing an order
- Import function for personal address books
- Export function for processing outside the Post & DHL Business Customer Portal

Settings ⓘ

ENTER ADDRESS OR KEYWORD Duplicates

Test

8 Addresses

<input type="checkbox"/>	Name ↓	Street ↓	Post
<input type="checkbox"/>	TestLunde	Hauptstr. 1	61

Pickup Order
 1 DATE & LOCATION → 2 PICKUP → 3 ORDER DETAILS → 4 CONFIRM ORDER

Date & Location ⓘ
 Choose date: Tue 05/09/2023
 Select the collection of larger quantities is possible in many locations. Requires placing the Pickup Order by 08:00 pm on Thursday.

Select your Pickup Location
 SELECT PICKUP LOCATION

OR

Pickup from any address in Germany (paid service)
 TestLunde
 TestLunde, Hauptstr. 1, 61 - 18 km
 TestLunde, Post - 182 13 100 - Large

* Details are required for the pickup of bulky goods, more than 10 parcels or parcels on pallets, in wheeled trays or swap bodies. The more detailed your information is, the faster and less complicated Deutsche Post DHL Group can carry out the pickup.

Order: Pickup at the agreed place (up to 10 parcels)

Pickup Order

1 DATE & LOCATION 2 PICKUP 3 ORDER DETAILS 4 CONFIRM ORDER

Date & Location

PICKUP DATE: West 05/10/2023 On Saturdays the collection of larger quantities is possible in many locations. Requires placing the Pickup Order by 03:00 pm on Thursdays.

Select your Pickup Location

DHL Paket GmbH, Sträßchensweg 10, 53113 Bonn

[Delete Entries](#)

[New Pickup Location](#)

Pickup Order

1 DATE & LOCATION 2 PICKUP 3 ORDER DETAILS 4 CONFIRM ORDER

Pickup Information

How many Parcels shall be collected?

- 1 +

Collect Bulky Goods?

Yes. Bulky Goods shall be collected.

Collect Roll Containers, Swap Bodies or Pallets?

Containing Parcels, Bulky Goods or Returns

Yes. Roll Containers, Swap Bodies or Pallets shall be collected.

Deliver empty Roll Containers, Swap Bodies or Pallets?

Yes. empty Roll Containers, Swap Bodies or Pallets shall be delivered.

Pickup Date: Thu 05/11/2023

Pickup Location: DHL Paket GmbH, Online Touchpoints GK, Sträßchensweg 10, 53113 Bonn

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Pickup Order

1 DATE & LOCATION 2 PICKUP 3 ORDER DETAILS 4 CONFIRM ORDER

Order Details

Contact Person

CHOOSE CONTACT

CONTACT NAME CONTACT PHONE

CONTACT E-MAIL

Mail settings for this contact are activated

Notification Settings

Order Confirmation

Pickup Time Frame

Save as new contact

[Additional or different e-mail for notifications](#)

Customer Reference (optional)

CUSTOMER REFERENCE

Pickup Date: Thu 05/11/2023

Pickup Location: DHL Paket GmbH, Online Touchpoints GK, Sträßchensweg 10, 53113 Bonn

Quantity: 1 Parcel

Service: Bedarfsabholung

Pickup Time Window: Pickup usually takes place from 08:00 am - 06:00 pm

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Pickup Order

1 DATE & LOCATION 2 PICKUP 3 ORDER DETAILS 4 CONFIRM ORDER

Bedarfsabholung

Customer Number: 7000218545, DHL Paket GmbH

Pickup Date: Thu 05/11/2023, 08:00 am - 06:00 pm

Pickup Location: DHL Paket GmbH, Online Touchpoints GK, Sträßchensweg 10, 53113 Bonn

Customer Details: DHL Paket GmbH, Sträßchensweg 10, 53113 Bonn

Notification e-Mail Addresses: Order Confirmation, Pickup Time Frame

Vorname.Nachname@mail.de

Quantity: Total Number of Parcels: 1

Please ensure that you are entitled to order a pickup at the selected address and that adequate access to the parcels is offered to DHL.

[Back](#) [Cancel](#) [Submit Order](#)

Process

1. When and where to pick up?
2. How many packages or what should be picked up?
3. Email and reference to announce the pickup (with option to place the order directly)
4. Summary of the order details and option to place the order

Order: Pickup at other addresses (up to 10 packages or bulky goods)

Pickup Order

1 DATE & LOCATION 2 PICKUP 3 ORDER 4 OR

Date & Location

PICKUP DATE: Mon 05/15/2023 On Saturdays the collection is possible in many locations. Pickup Order by 03:00 pm

Pickup from any address in Germany (paid service)

Beispielkunde GmbH, Platz der Deutschen Post 1, 53113 Bonn

NAME: Beispielkunde GmbH

ADDITIONAL NAME: Bereich Entwicklung

POSTCODE: 53113 CITY: Bonn

STREET: Platz der Deutschen Post ZIP: 1

Save Address

Please select a Billing Number for this order:

BILLING NUMBER:

[Delete Entries](#)

Pickup Order

1 DATE & LOCATION 2 PICKUP 3 ORDER DETAILS 4 CONFIRM ORDER

Pickup Information

How many Parcels shall be collected?
- 1 +

Collect Bulky Goods?
0 +

Print shipping labels*
 Yes, label printing by DHL (paid service) No, the shipments are labeled

Tracking Number
Multiple shipment numbers can be entered separated by commas.
TRACKING NUMBER:

*Required

Pickup Date
Mon 05/15/2023

Pickup Address
Beispielkunde GmbH
Bereich Ent.
Platz der Deutschen Post 1
53113 Bonn

Service
Einzelabholauftrag (paid service)

Billing Number
7000218 0111

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Pickup Order

1 DATE & LOCATION 2 PICKUP 3 ORDER DETAILS 4 CONFIRM ORDER

Order Details

CONTACT PERSON

CHOOSE CONTACT:

CONTACT NAME: CONTACT PHONE:

CONTACT E-MAIL:

Mail settings for this contact are activated

Notification Settings

Order Confirmation

Pickup Time Frame

Save as new contact

+ Additional or different e-mail for notifications

Customer Reference (optional)

CUSTOMER REFERENCE (OPTIONAL):

Pickup Date
Mon 05/15/2023

Pickup Address
Beispielkunde GmbH
Bereich Ent.
Platz der Deutschen Post 1
53113 Bonn

Service
Einzelabholauftrag (paid service)

Billing Number
70002185450111

Pickup Time Window
Pickup usually takes place from 08:00 am - 06:00 pm

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Pickup Order

1 DATE & LOCATION 2 PICKUP 3 ORDER DETAILS 4 CONFIRM ORDER

Einzelabholung

Customer Number
7000218545, DHL Paket GmbH

Pickup Location
Beispielkunde GmbH
Bereich Ent.
Platz der Deutschen Post 1
53113 Bonn

Customer Details
DHL Paket GmbH
Stg - empf LD
53113 Bonn

Notification E-Mail Addresses
 Order Confirmation
 Pickup Time Frame
vorname.nachname@mail.de

Pickup date
Mon 05/15/2023
08:00 am - 06:00 pm

Quantity
Total Number of Parcels: 1

[Back](#) [Cancel](#) [Submit Order](#)

Process

1. When and where should be collected at the expense of which billing number?
2. What and how to pick up?
3. Email and reference to announce the pickup (with option to place the order directly)
4. Summary of the order details and option to place the order

Order: Pickup of more than 10 parcels, bulky goods, or on pallets, in wheeled trays or swap bodies at the agreed pickup location

Pickup Order

1 DATE & LOCATION 2 PICKUP 3 GOODS DETAILS 4 CONFIRM ORDER

Date & Location

On Saturdays the collection of larger quantities is possible in many locations. Requires placing the Pickup Order by 02:00 pm on Thursdays.

Select your Pickup Location

DHL Paket GmbH, Strobelweg 10, 53113 Bonn

Change Location View Pickup Location

Pickup Order

1 DATE & LOCATION 2 PICKUP 3 ORDER DETAILS 4 CONFIRM ORDER

Pickup Information

How many Parcels shall be collected?

3

Collect Bulky Goods?

Yes. Bulky Goods shall be collected.

Collect Roll Containers, Swap Bodies or Pallets?

Containing Parcels, Bulky Goods or Returns

Yes. Roll Containers, Swap Bodies or Pallets shall be collected.

Deliver empty Roll Containers, Swap Bodies or Pallets?

Yes. empty Roll Containers, Swap Bodies or Pallets shall be delivered.

Back Apply and Continue

Pickup Date
Thu 05/11/2023

Pickup Location
DHL Paket GmbH
Online Touchpoints GK
Strobelweg 10
53113 Bonn

Pickup Order

1 DATE & LOCATION 2 PICKUP 3 ORDER DETAILS 4 CONFIRM ORDER

Order Details

How many unbandled Parcels per size?

Total Number of unbandled Parcels: 3

Small Parcels	Medium Parcels	Large Parcels
0	2	1

How many unbandled Bulky Goods?

0

Estimated total weight of all Parcels / Bulky Goods

0.00 kg

Opening Hours / Business Hours

All items must be ready for pickup during opening hours. The pickup usually takes place between 08:00 am and 02:00 pm. Please refer to military time format.

FROM (MM/DD)	TO (MM/DD)	FROM (MM/DD)	TO (MM/DD)
00:00	00:00	00:00	00:00
00:00	00:00	00:00	00:00

Contact Person

CHANGE COMPANY

CONTACT NAME* CONTACT PHONE*

CONTACT E-MAIL*
Vorname.Nachname@mail.de

Mail contacts for this contact are activated

Notification Settings

Order Confirmation

Pickup Time Frame

None as new contact

Additional or different e-mail for notifications

Additional Information (optional)

CUSTOMER REFERENCE

Your message for this order

*Required

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Pickup Order

1 DATE & LOCATION 2 PICKUP 3 ORDER DETAILS 4 CONFIRM ORDER

Einmalige Abholung

Customer Number
7000218845, DHL Paket GmbH

Pickup Date
Thu 05/11/2023
08:00 am - 02:00 pm

Pickup Location
DHL Paket GmbH
Online Touchpoints GK
Strobelweg 10
53113 Bonn

Contact Person for pickup matters
Vorname Nachname
Phone: 01234567

Opening Hours / Business Hours
09:00 - 17:00

Pickup Location Details

Platform Lift	Yes
Stairs	No
PeDESTRIAN Area	No
Basement	No
Ground Floor	Yes
Loading Ramp	No

Ramp Height: k.A.

Maximum Vehicle Size

Small Truck

Notification E-Mail Addresses

Order Confirmation

Pickup Time Frame

Vorname.Nachname@mail.de

Please ensure that you are entitled to order a pickup at the selected address and that adequate access to the parcels is offered to DHL.

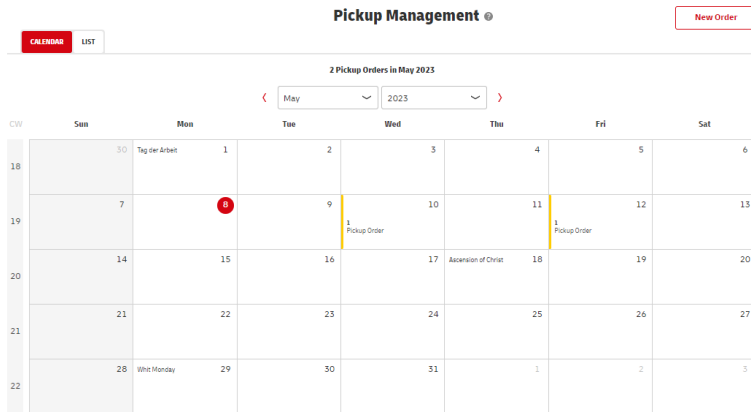
Back Cancel Submit Order

Process

1. When and where to pick up?
2. How many parcels or what should be picked up?
3. Pickup details (with option to place order)
4. Summary of the order details and option to place the order

Pickup management with search function

Calendar view



List view

Pickup Management New Order

CALENDAR LIST

ENTER KEYWORD FROM UNTIL

Order State Billing Number

469 Pickup Orders

State	Order-ID	Pickup Location	Details	Tracking Number	Recipient
Cancelled	ab172975- bct1769ec801e5c9	Hier K erweg 1 53 Rö rter			
Cancelled	41c00e199f0a487ca32a f08b650	A D mer Str. 35 50 Köln	laist GmbH & Co. OHG		
Cancelled	65104 e0242e592720e0d0309529	Sm Platz der Deutschen Post 1 5311 Bonn	ADM		Pickup Roll Container 1 Delivery Roll Container 1

Under Review
 Accepted
 Declined
 Cancelled
 Collected
 Not Collected
 Delayed
 In Progress
 Apply Selection

Place collective orders online & API DHL Parcel DE Pickup for web service orders

Collective order of individual collection via upload of CSV file

You can also place chargeable individual collections online via collective order file.
Please load and fill in the file template.

Collective Order (paid service)

Please select a Billing Number for this order:

BILLING NUMBER*

Upload Order File

Choose File No file selected yet

Template for Bulk Order

[CSV file for Bulk Order](#)

Upload file

DHL Parcel DE Pickup

All details on issuing, managing and reporting pickup orders in the API Developer Portal can be found at :
<https://developer.dhl.com/>

DHL Parcel DE Pickup (Post & Parcel Germany)

v 1.0.3

Divisions: Post & Parcel Germany, Parcel

Best for:

- Place free or chargeable pick-up orders via web service.

Regions: Germany

Used for: Pickup

Overview

You are on the documentation page of the **DHL Parcel DE Pickup API** of Post & Parcel Germany. In the following chapters we offer you:

- An **Overview** of the **business functions** covered via the API
- The **technical documentation** of the API
 - The **User Guide** contains topics of **connection and authentication**
 - Postman Collection**
 - Open API Specification** and code examples in **Reference Docs**
- Find further **Use Cases**, **FAQ**, and **Support Contact** in section **Additional Information**
- Latest **Release Notes**