

# INDIVIDUAL COLLECTION ORDER: SIMPLIFYING PARCEL SHIPMENTS AND RETURNS



With the individual collection order service, you can arrange for your items to be conveniently picked up at your preferred address anywhere in Germany. Simply arrange pick-up online or through our DHL Customer Service.

## YOUR BENEFITS

- **Day-definite pick-up Monday to Saturday**  
Arrange collection by 10:00 p.m. for the following day
- **Available with label printing**  
The DHL deliverer provides you with the label at time of collection
- **Various ways to order**  
Order pick-up online in the Post & DHL Business Customer Portal or by e-mail/telephone via DHL Customer Service\*
- **Flexibility**  
Flexible order placement and management up to 14 calendar days in advance
- **High degree of transparency**  
Thanks to comprehensive documentation of the order status
- **Attractive pricing**
  - Individual collection order (for DHL Paket, DHL Retoure, DHL Retoure Online) EUR 1.49\*\*
  - Individual collection order (for DHL Retoure with pick-up and label) EUR 1.99\*\*

## EASY PROCESS FOR YOU

- The individual collection order service is already part of your contract and can be ordered directly via the Post & DHL Business Customer Portal or DHL Customer Service
- Conveniently book pick-ups for up to 10 shipments per pick-up location and day as a grouped order or integrate the order process into your systems. Please contact us for further advice on all our pick-up service options.

## RELIABLE SERVICE FROM DHL

- DHL will take care of pick-up on the requested day and document the order status
- If you choose pick-up with label printing, the deliverer will provide an adhesive label at time of collection

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

\*\* Per item, in addition to the parcel price