DHL Freight Sweden

Create shipping documents and/or arrange pickup

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**Scope:** This instruction only applies for the DHL products EuroConnect, Eurapid (groupage) and EuroLine (part and full loads) with incoterm EXW or FCA.

*N.B.:* terminal based shipments up to 2500 kg chargeable weight.  
Volumetric weight is the volume the shipments takes in relation to the actual weight.  
If your country in question cannot handle the EDI connection, you are able to book the shipments by DHL Freight Sweden webpage.

Step 1: To book your collection use the following web address:  

There are two (2) options to choose from  
**Step 1:** Book Direct – Access without Login. Schedules pick up only, without Freight Documents  
**Step 2:** Book a pickup and create Freight Documents  
Fill in your shipment information and create your labels and waybills.

The below step has 5 different sections, which are required to complete your pickup and/or labels.  
*N.B.* The booking confirmation informs you that the booking has been received by DHL Freight. If the desired pickup date or value-added service cannot be provided by DHL Freight, an agent will be in contact with you to re-schedule the pickup or value-added services.

**Route Type and Payment**

1. Is your shipment domestic or international? Choose International.  
2. Who is the payer for the shipment? Sender or receiver? Choose receiver.  
3. DHL Account number to which the freight is going to be charged. Will be provided by your customer.

Enter the shipper and receiver information (example below). Click “Next Step”  
*N.B.* the terms of delivery EWX or FCA are required.
In the next step, all shipment details are required, i.e. quantity, shipment type, weight, volume or loading meter, goods description and/or shipping mark. Click “Next Step”.

**N.B.** If you are only providing the volume of the shipment to DHL Freight, you are obligated to enter Length, Width, Height in centimeters.

The next step will inform you as to which products you are eligible to use for this specific shipment as well the first scheduled pickup. Select the product.

**N.B.** at times there will be only one choice. If you choose to have the shipment picked up another day, change the pickup date. Click “Next step” if no Value-Added Services are applicable.

**Value Added Services**
The Value-Added Services which DHL offer with the chosen product, will be shown for you to choose.

**N.B.** If the box for Dangerous Goods is marked, ensure one copy of the declaration is attached to the shipment and one copy is attached to the waybill. To ensure transportation is without issues, enter the UN# and class (later in the process under “pickup instructions”).
Scheduled pickup: leave the suggested date or choose another day.

The information which is entered in the pickup instructions, the carrier has access to i.e. opening times, lunch hours, maximum height and the UN# and class. This information assists the driver to handle your shipment. When you are finished, click “Next Step”.

N.B. Dangerous Good Documentation (DGD) and Customs Invoices to Great Britain (GB), Switzerland (CH) and Norway (NO) are to be uploaded under: Upload Documents

Confirm your e-mail address and make changes if necessary. The labels and documents will be sent to the confirmed e-mail.

To complete your booking, acceptance of the Terms and Condition as well as the Captcha Code are required to complete your booking.

A summary of your booking will be displayed and the shipment documents (labels and documents) will be sent to the confirmed mailadress. If you need help to book, change or cancel your booking, please call Customer Service at +46 771 345 345 and press 9 for English. You can always use our chat function DHL Chat. Customer Service opening hours are 08hrs00 to 17hrs00.

N.B.  
1. Reminder to print the label, waybill and the other documents  
2. Attach the label on the shipment and waybill if you are shipping dangerous goods or part/full loads  
3. Ensure the driver signs receipt of the shipment upon collection.  
   (That is your proof that the shipment has been collected and should be kept until the shipment is delivered)
Tips and tricks with regards to the labelling of goods

- Always attach the label on a flat surface.
- Avoid attaching the label over edges or corners of the package.
- All labels printed on paper (not sticky labels), should be inserted into the plastic pocket to provide protection from the weather and ensure they do not tear during transportation.
- Labels attached to wooden boxes, should be stapled to prevent detachment during transport.

Contact information

- Website MyDHLFreight is currently not working properly, please call +46 771 345 345, press 1, 1 and 3. You will be directed to our E-com support.
- For assistance with bookings, changes or cancellation of shipments, please call +46 771 345 345 press #9.
- Questions regarding collection of shipments, call your local DHL office.