



## DHL Service Point Help Sheet

Thank you for getting involved to help Christians in need. Hundreds of boxes travel across the UK, and DHL is one of the key networks we use to transport boxes. To help you navigate the DHL network and their Service Points, here are our top tips.

### Collection Hubs

**Have you checked if there is a local .gives Collection Hub in your area?**

Our fantastic collection hubs are run and led by our faithful supporters and volunteers. The hub network is growing all the time, and you can check hub locations online at:



[www.food.gives/collection-hubs](http://www.food.gives/collection-hubs)

### DHL Service Points

**Did you know there are different DHL Service Points?**

There are Service Points run by DHL Parcel and DHL Express. It is important that you use the right Service Points.

For our boxes, we only use DHL Parcel. If you try to take your food aid and boxes to a DHL Express drop-off point, the boxes will be refused.

You can access the locations of all the DHL Parcel Service Points at:



[www.dhl.com/gb-en/ecommerce/business-users/business-services/servicepoints.html](http://www.dhl.com/gb-en/ecommerce/business-users/business-services/servicepoints.html)



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## DHL Postage Labels.

### Are the labels in date?

- Preprinted labels received with your boxes are valid for 90 days.
- Labels requested by email are valid for only 7 days.

### Is the barcode on the label damaged?

- If the bar code on the label has been stuck to the box with a kink, is smudged or damaged in any way it will not scan properly.

### Why else might the label not scan?

- Sometimes the DHL system needs some encouragement. Please ask for the label to be scanned a few times.
- Alternatively, ask the Service Point to manually enter the label number onto their system. This option is not always offered; you may need to advise the Service Point further.

*\*Make sure you check the validity of your labels before attempting to take them to a DHL Service Point. This will help avoid the boxes being refused.*

## Service Point Storage

### The labels work, but the Service Point cannot take my boxes

- We would suggest taking no more than two or three boxes at a time wherever possible.
- Some Service Points will refuse a box/boxes due to a lack of storage space at the location.
- Please ask to check if this is the case and only process one or two boxes at a time.

*\*You can also look up the contact number online, to call the Service Point ahead of time before dropping your boxes off.*

## We are here to help!

If you have any further issues at a DHL Service Point, please give us a call on 01793 744557. We have a team dedicated to supporting you in the giving of boxes and other aid. In many cases, we can speak directly with DHL Service Points and Collection Hubs to assist you further.

**Office Number:** 01793 744 557

**Office Opening Hours:** Monday to Friday, 09.00 –17.00.

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