

## HOW DO I COLLECT MY ORDER?

### Guide to self-collecting your HOL Orders in DHL

1. **Please wear your safety shoes and vest** before entering.



**Entrance of Level 3.  
Proceed ahead to the security front  
desk**

2. **Register and exchange DHL pass** at Level 3 security front desk.



**Security front desk**



3. After registration, **drive to Bay 22 at Level 3**, a DHL staff will be there to assist upon Security notification. The shutter door will be open upon notification



Bay 22 at Level 3

4. **Only applicable for Cash Payment:** Retrieve receipt from warehouse and make payment (exact amount) at Level 3M.



Entrance of Level 3M.  
Proceed ahead to make cash payment



Please make your cash payment here



5. Customer/AMs to show the **exchange DHL pass** and **provide Shipment No.** for collection. Kindly wait at the ramp for DHL personnel to bring out your collection.



Bay 22 at Level 3