DHL RETOURE ONLINE

With DHL Retoure Online, it's easy to access return labels digitally, so customers can either print them at home themselves or simply show the QR code at one of our DHL drop-off points or to a DHL courier who can print the return labels for them. Choose from various digital solutions and then let your customers make their own choices from among our many drop-off points and label printing options.

THE BENEFITS FOR YOU

- **Simple processes**: There's no need to enclose a return label

- **More service**: With a mobile return (QR code), the return label is printed by us at a DHL acceptance point or by a DHL courier

- **More transparency**: Get an overview of all your customers' return requests in shipment tracking on the Post & DHL Business Customer Portal and through notification of the return

- **More flexibility**: The return is ordered through your customer service or by your customers themselves, according to your needs

- **Lower process costs:** By using the DHL booking interface for returns and advance notification of the return by your customers

- **Digital posting receipt**: Your customers are given a digital posting receipt so they can keep an eye on your shipments

BENEFIT FROM THE LARGEST NETWORK OF DROP-OFF POINTS

Flexible parcel returns for your customers at around 35,000 drop-off points across Germany or directly to the DHL courier

- Around 13,000 retail outlets and points of sale

- Around 11,000 Paketshops

- More than 11,000 Packstations (24 hours a day)*

- More than 90,000 couriers

* The maximum dimensions for Packstations are 75 x 60 x 40 cm; some locations may have different opening hours

MANY DIFFERENT POSSIBLE COMBINATIONS

- **By request**: Individual pickup order

- **More sustainability**: The GoGreen or GoGreen Plus service can be booked as options

- **Oversize parcels too**: Can be combined with the Sperrgut bulky goods service without the need to register in advance

STRAIGHTFORWARD BILLING

- **Standardized calculation:** Easy invoicing with flat-rate charges

- **Production-based billing:** Returns are only billed if they are actually transported (the return charge is calculated on the basis of production data)

HOW IT WORKS:

The return is registered by your customers and the return label is made available digitally (PDF and/or QR code). This provides you with information in advance about the returns you can expect. With the QR code (valid up to 30 days), the label can be printed at one of our many drop-off points, by our DHL courier or as a PDF at the customer's home. To make it even more convenient, the return can be given directly to a DHL courier, or an individual pickup can be ordered as an option.

YOU CAN CHOOSE FROM THE VARIOUS RETOURE ONLINE OPTIONS:

1. **Your customer service team handles the booking of returns for your customers**

DHL Retoure Online   **DHL Paket**

Your customer service team records your customers' return requests and enters them into DHL's booking interface for returns on the Post & DHL Business Customer Portal. Your customers receive an e-mail with the return label as a PDF document to print and as a QR code for a smartphone.

The benefits for you:

■ You offer customers a convenient and personal way to book their returns

■ You have control over how the return labels are produced

2. Your customers book the DHL Retoure service online – partially integrated into your website

Your customers can go straight to the DHL booking interface for returns by clicking a link on your website. There, the return label is generated as a PDF document to print and as a QR code for a smartphone, and is automatically e-mailed to your customers.

The benefits for you:

■ You offer your customers 24/7 access to a service on your website

■ You decide where to position the link on your website

■ You reduce your process costs and the workload of your customer service team

3. Your customers book the DHL Retoure service online – fully integrated into your website

With this option, you integrate the DHL Retoure booking process into your website. This allows you to define the entire process your-self. By connecting through a web service provided by DHL (Parcel DE Returns API) you can make return labels directly available to your customers. Your customers can then print them as a PDF document and/or use the QR code on their smartphone. You can also e-mail the return label to your customers.

The benefits for you:

■ You increase the attractiveness of your website offer

■ You give your customers 24/7 access to a service on your website

■ You reduce your process costs and the workload of your customer service team

If you have any questions, please contact your sales representative. For more information about DHL Retoure visit **dhl.de/retoure-en**.