DHL E-RETURNS

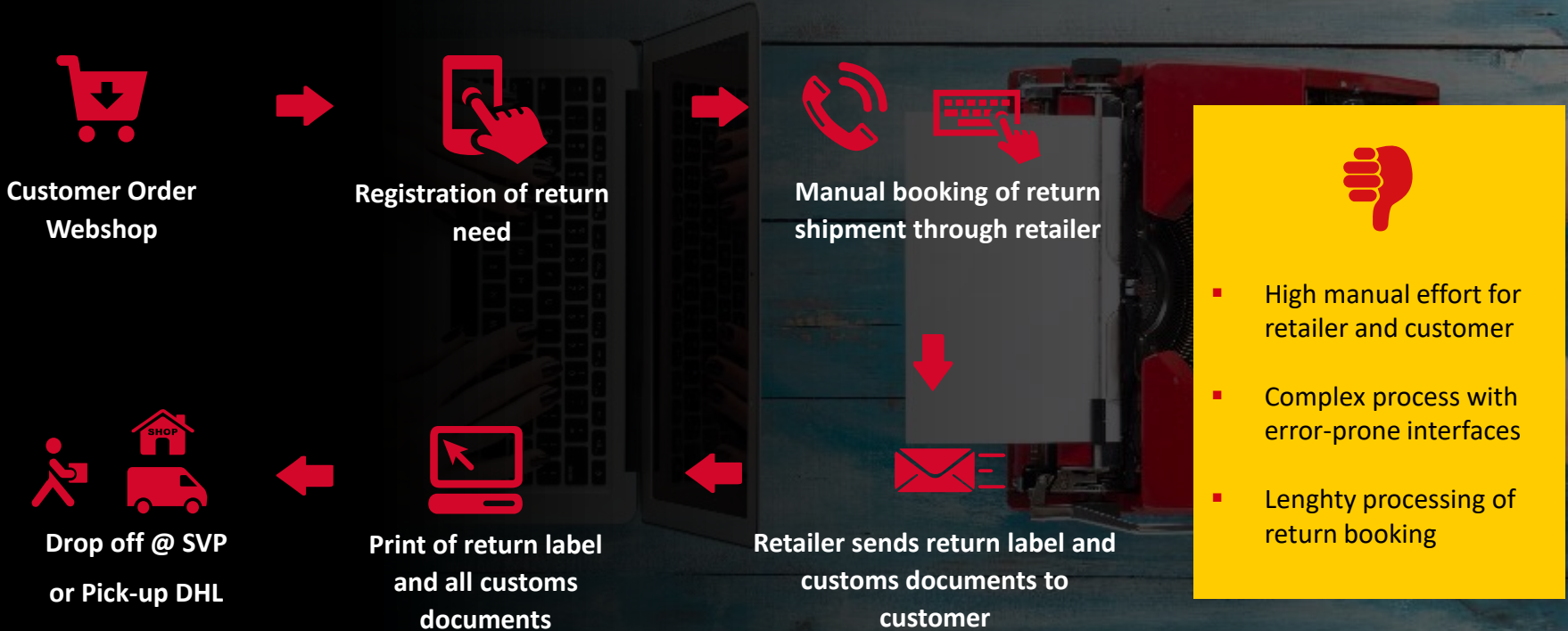## AUTOMATED SOLUTION FOR INTERNATIONAL RETURNS

DHL E-RETURNS
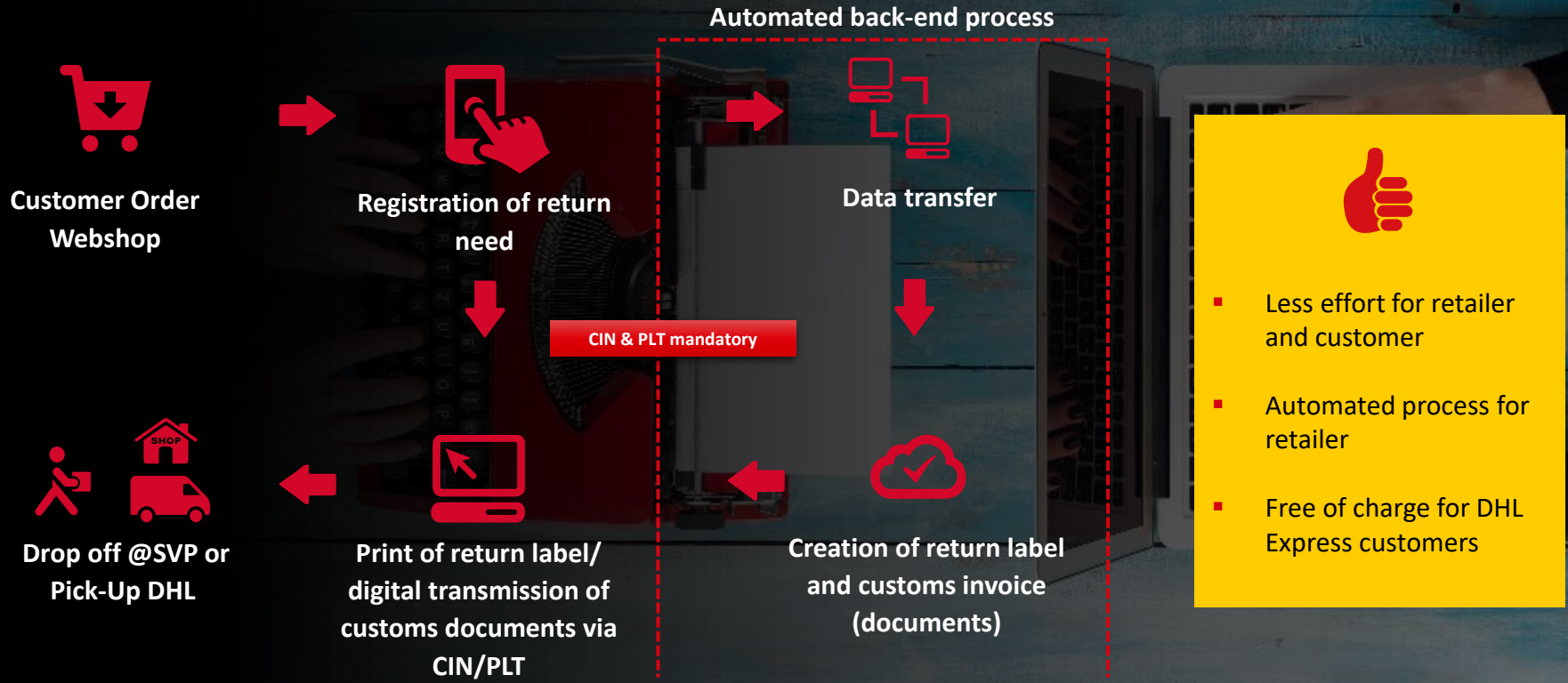## Easy solution for international returns

- **Global returns solution:** No matter where your customers are located, our return service is offered in over 220 countries worldwide

- **E-Commerce focus:** 3PV interface with retailer´s e-commerce platform (Shopify, Magneto, Salesforce, etc.)

- **Fully automated process:** Back-end creation of return label and customs invoice (further customs documents if needed)

- **Paperless returns:** CIN & PLT useage mandatory

- **Easy and free of charge:** No more manual effort for both retailer and end-consumer saving valuable time and money
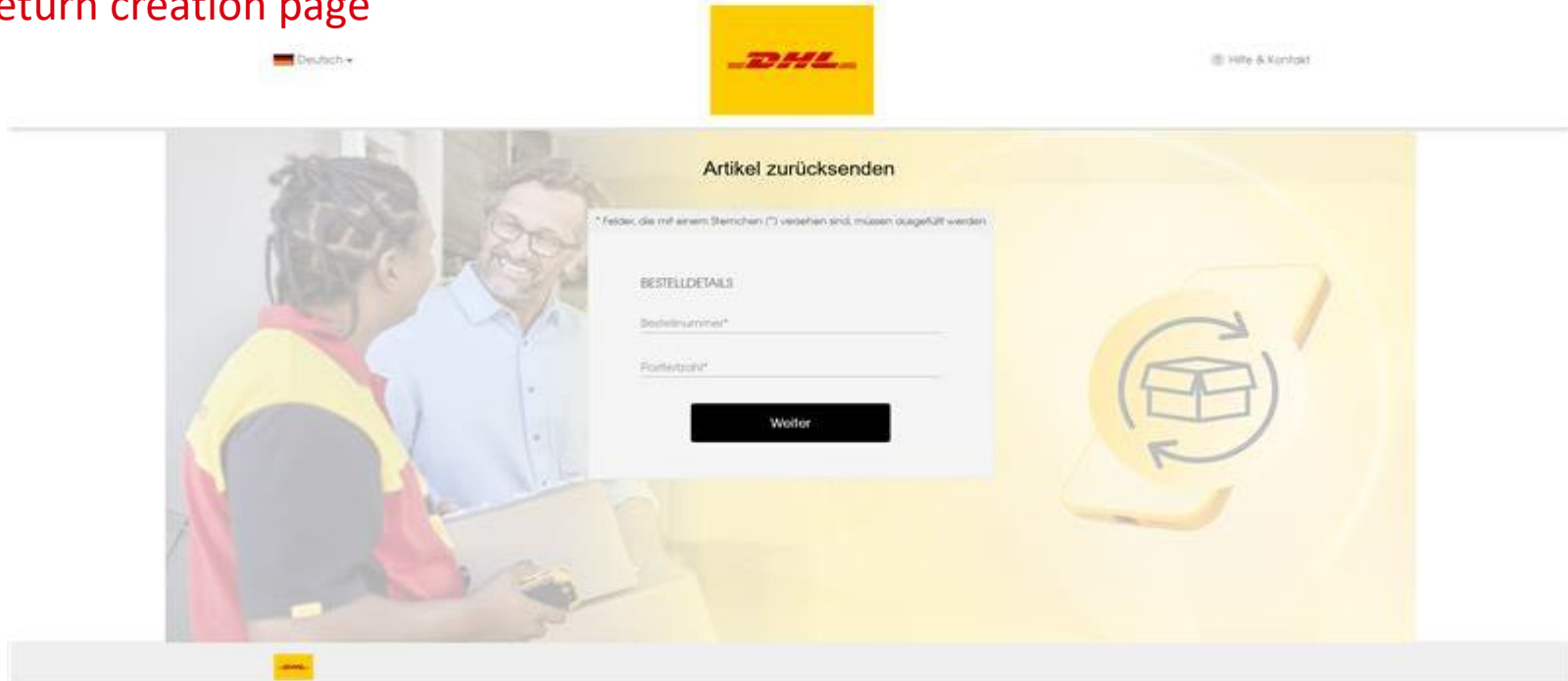
MANUAL PROCESS FOR INTERNATIONAL RETURNS

Customer Order Webshop

Registration of return need

Manual booking of return shipment through retailer

Drop off @ SVP

or Pick-up DHL

Print of return label and all customs documents

Retailer sends return label and customs documents to customer

- High manual effort for retailer and customer

- Complex process with error-prone interfaces

- Lenghty processing of return booking

DHL E-RETURNS PROCESS

Automated back-end process

Customer Order Webshop

→

Registration of return need

Data transfer

CIN & PLT mandatory

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Drop off @SVP or Pick-Up DHL

←

Print of return label/ digital transmission of customs documents via CIN/PLT

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Creation of return label and customs invoice (documents)

- Less effort for retailer and customer

- Automated process for retailer

- Free of charge for DHL Express customers

CONSUMER VIEW
Return creation page

1. Consumer enters order number and postcode
2. System looks up order from database
3. Database contains all orders uploaded daily from product feed

CONSUMER VIEW
Label creation

Please choose the item(s) you would like to return:

Order No: **UP31140**   You can return items on this order until: **May 01, 2023**

	PRODUCT	PRODUCT CODE	COLOUR	SIZE	VALUE	QUANTITY	RETURN REASON
☐	Colorful Geometric Linen Blend Blouse	UP0982811	Snow White	M	$ 110	1	Choose your return reason*
☐	Geometric Floral Print Pants	UP0984122	Medium Blue	L	$ 50	1	Choose your return reason*

1. System displays list of items that were contained in outbound shipment
2. System uses SKU from order feed to match against product feed to display information

CONSUMER VIEW
Carrier selection

1. Consumer selects carrier, service (=product) and service type.
2. DHL Express is the predefined carrier, with two possible service type options.   (collection from home and drop-off at service point)
3. Possible to indicate customized message to deduct returns fee from refund.

CONSUMER VIEW
Tracking & PDF Label

1. Systems creates shipping label which is emailed to consumer and available for download
2. Instructions for handing off parcel are displayed

RETAILER VIEW
Login page returns portal
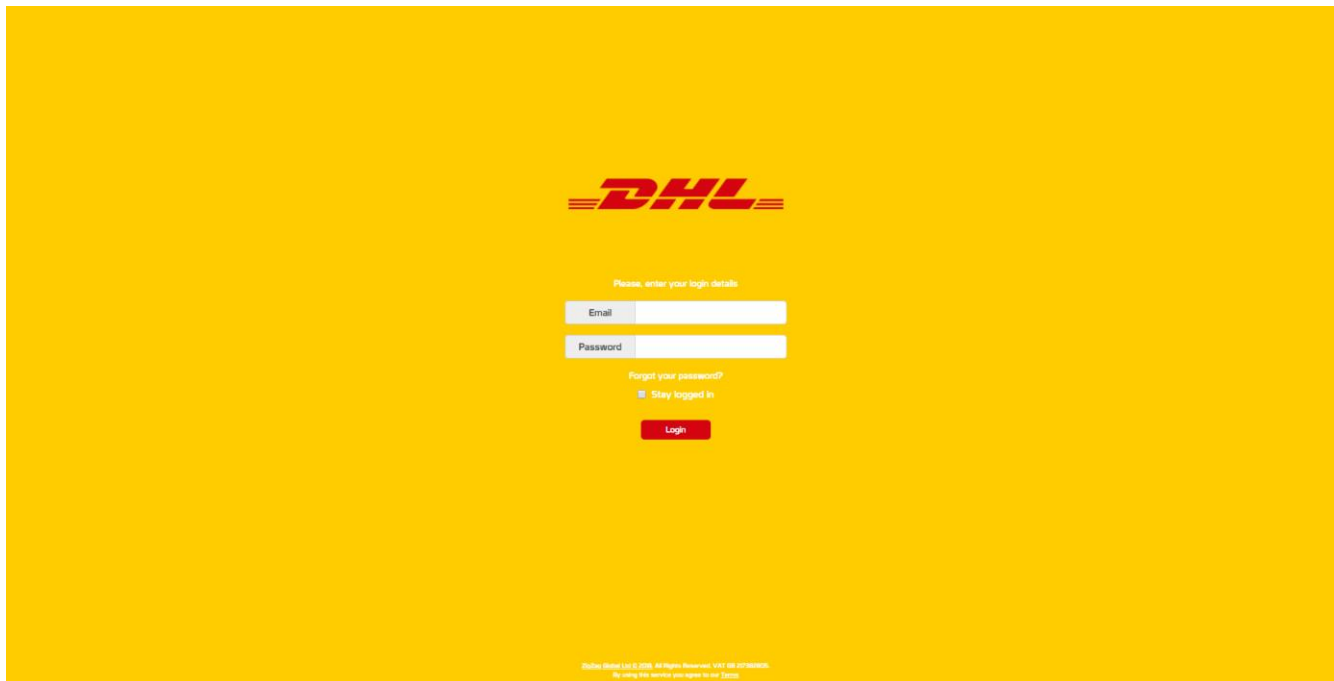
RETAILER VIEW
Return visibility on item level

ONBOARDING
Essential information

Please make sure to supply the following key information to your account manager before we start the onboarding process:

- Which **webshop platform** (Shopify, Magento, etc.) are you currently using ?

- What are your **key trade lanes** ?

- What is your **expected returns volume** (per week/months) ?

- Do you already have an **existing returns solution** ?

- How does your **return process** look like (single vs. consolidated) ?

- What is your return **pricing strategy** (free returns vs. returns fee) ?

THANK YOU