

DHL E-RETURNS

AUTOMATED SOLUTION FOR
INTERNATIONAL RETURNS



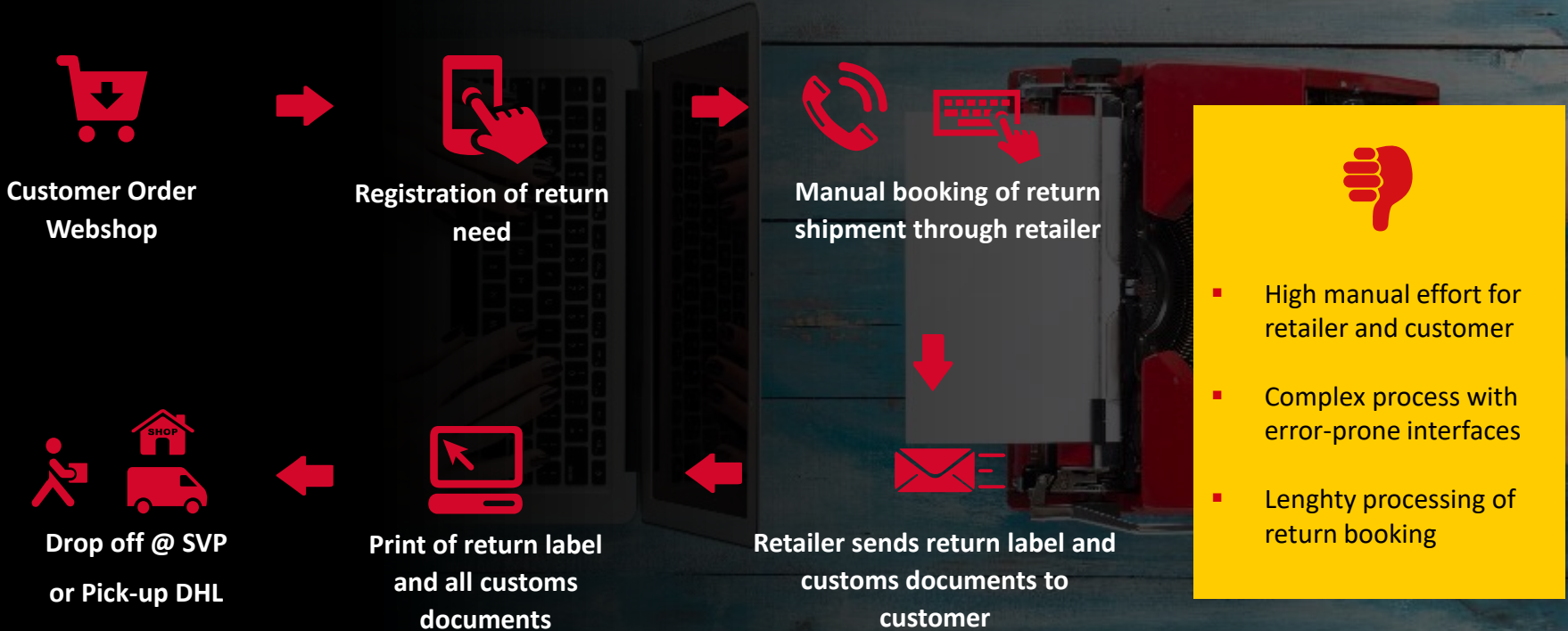
DHL E-RETURNS

Easy solution for international returns

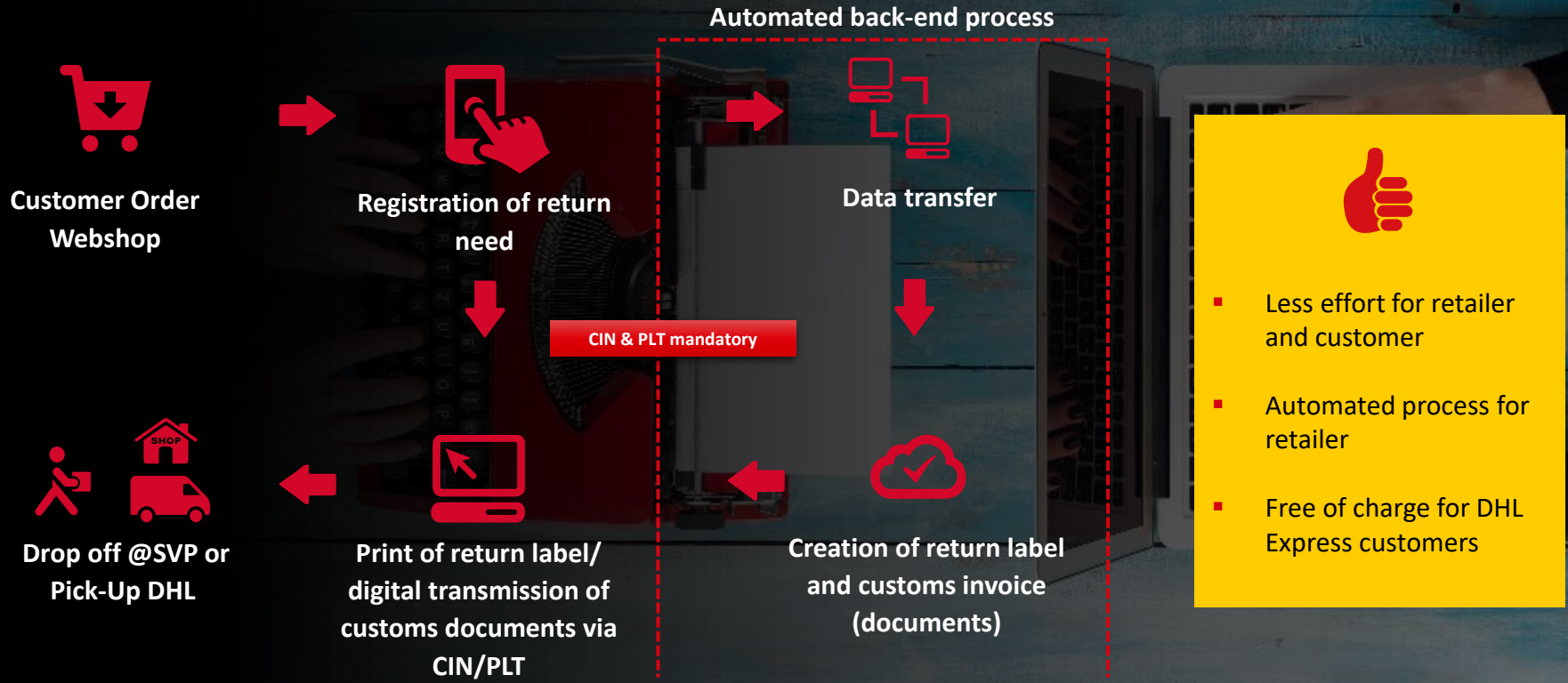
- **Global returns solution:** No matter where your customers are located, our return service is offered in over 220 countries worldwide
- **E-Commerce focus:** 3PV interface with retailer's e-commerce platform (Shopify, Magento, Salesforce, etc.)
- **Fully automated process:** Back-end creation of return label and customs invoice (further customs documents if needed)
- **Paperless returns:** CIN & PLT usage 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

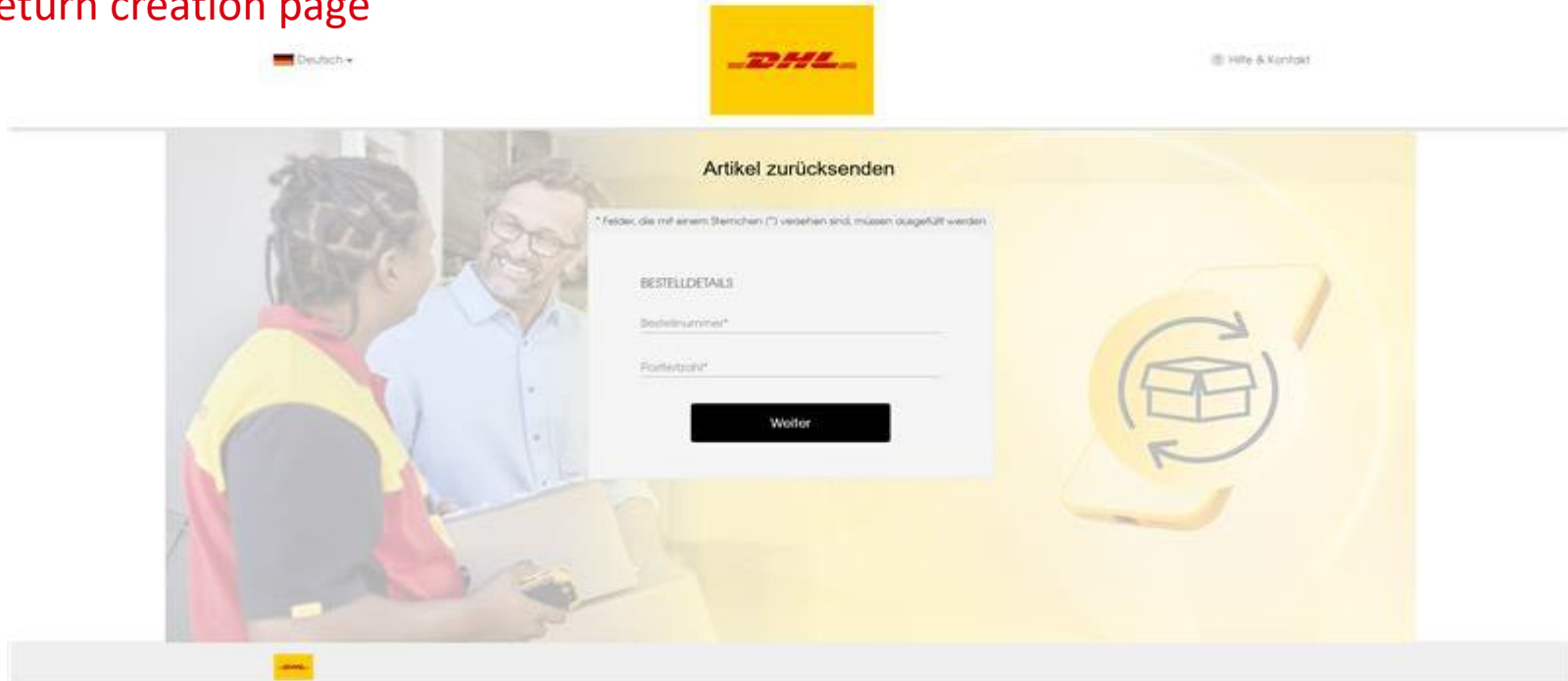


DHL E-RETURNS PROCESS



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
<input type="checkbox"/>	 Colorful Geometric Linen Blend Blouse	UP0982811	Snow White	M	\$ 110	1	Choose your return reason*
<input type="checkbox"/>	 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







Please choose your return method

CARRIER	SERVICE	SERVICE TYPE	PRINTER REQUIRED?	PRICE
<input checked="" type="radio"/>  DHL Express	Express Worldwide	Drop off at Parcel Shop	Yes	Free
<input type="radio"/>  DHL Express	Express Worldwide	Collection from Home	Yes	\$ 15.00

DHL have Service Points in all countries. If the map isn't showing your local point, please continue and click "Proceed". A label will be generated and a link will be provided to find your local DHL Service Point.

Search by  or  Show my location

Proceed


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.

(collection from

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

English  Need help?

Thank you for your details, you are now ready to download your return label

Order No: HA90011 Return ID: HA000-1-HA90011

You are returning:

PRODUCT	QUANTITY
 Mens Mountain Bike - Black - 16", 18, 20", 22" Frames	1

PLEASE NOTE

IMPORTANT - please attach entire label to your order.

Your collection reference number: 167750.

Please print the label provided and attach it to your parcel. Affix the first label on Page 1 to your package and keep pages 2-4 and give to the DHL driver.


DHL Express will collect your parcel from the address provided on 2020/02/12 from 9:00 AM to 5:00 PM.

Once we receive your order back in our Australia warehouse, your refund will usually be processed within 1 - 3 days.

If you would like to [cancel your return](#) or [reschedule a collection](#), please click correspondent link.

Thank you for shopping with Halfords.

This return label can only be used once, for the item(s) listed above.

 Download your label (PDF)

EXPRESS WORLDWIDE **WPX** **DHL**

From: Jane Strahl
Jane Strahl
3531 Carni Heights Drive 3531
80210 Los Angeles
UNITED STATES OF AMERICA

To: Ulla Popken
Ulla Popken
Hildegardstrasse 11
10715 Berlin
GERMANY

DE-BER-BER

C-DTP-RET-PLT

Ref No: **UP31140**
Content: Colorful Geometric Lozen Blank Skisuit

Package Weight: **0.5 kg** 1 / 1

Reference Number: 10000007726

Order Number: LP31140

DO NOT PRINT - SAMPLE ONLY

ULLA POPKEN 3199 1574

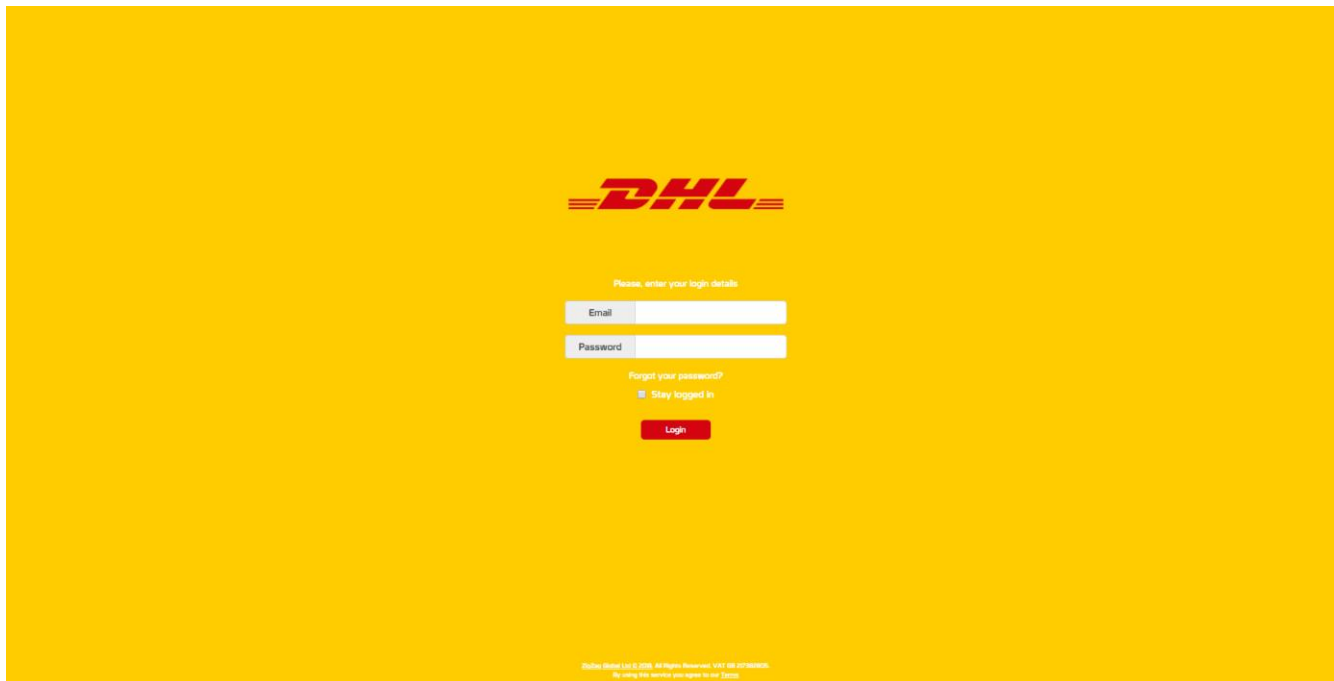
GLIDE10 10991

Ref Date: (J) JD01 4800 0048 3857 7834

RETURNED GOODS	Nbr of items: 1
	
ULLA POPKEN	

RETAILER VIEW

Login page returns portal



RETAILER VIEW

Return visibility on item level

DHL Welcome, Admin

Orders Overall Incoming Outgoing Actions

Filter by: Retailer Destination Warehouse Current Warehouse Receiving warehouse Grade Status Action Under Days in warehouse

Value from Value to Return option Return Reason Date Received From Date Received To Date Requested From Date Requested To Carriers Carrier Services

Search by: Brand Order No. Product SKU Unique SKU GTIN Customer email Customer name Tracking ref. Date received Warehouse ref.

Location LPN Airway Bill Number Manifest Number Search

Order Id	Product SKU	Unique SKU	Airway Bill Number	Manifest number	LPN	Product name	Brand	Weight, kg	GTIN	Retailer	Return Reason	Grade	RRP	Graded price	Selling price	Status	Location	Receiving warehouse	Current Warehouse	Destination Warehouse	Warehouse Reference	Date requested
QA9QA-QA-000627	SL-00003	N/A	N/A	N/A	N/A	Rosemary and Eucalyptus scented candle	N/A	N/A	1	Topshop	Better Price Found Elsewhere	TBA	N/A	N/A	N/A	Requested	N/A	N/A	N/A	Oldbury, United Kingdom (DPD-01)	710300009370	20/03/2018
QA9QA-QA-000627	SL-00003	N/A	N/A	N/A	N/A	Rosemary and Eucalyptus scented candle	N/A	N/A	1	Topshop	Better Price Found Elsewhere	TBA	N/A	N/A	N/A	Requested	N/A	N/A	N/A	Oldbury, United Kingdom (DPD-01)	710300009370	20/03/2018
QA9QA-QA-000627	SL-00003	N/A	N/A	N/A	N/A	Rosemary and Eucalyptus scented candle	N/A	N/A	1	Topshop	Better Price Found Elsewhere	TBA	N/A	N/A	N/A	Requested	N/A	N/A	N/A	Oldbury, United Kingdom (DPD-01)	710300009370	20/03/2018
QA9QA-QA-002266	SL-00003	N/A	N/A	N/A	N/A	Rosemary and Eucalyptus scented candle	N/A	N/A	1	Topshop	Incorrect item received	TBA	N/A	N/A	N/A	Requested	N/A	N/A	N/A	Antwerp, Belgium (BE01)	N/A	20/03/2018
QA9QA-QA-002266	SL-00003	N/A	N/A	N/A	N/A	Rosemary and Eucalyptus scented candle	N/A	N/A	1	Topshop	Incorrect item received	TBA	N/A	N/A	N/A	Requested	N/A	N/A	N/A	Antwerp, Belgium (BE01)	N/A	20/03/2018
QA9QA-QA-	SL-	N/A	N/A	N/A	N/A	Rosemary	N/A	N/A	1	Topshop	Incorrect item	TBA	N/A	N/A	N/A	Requested	N/A	N/A	N/A	Antwerp,	N/A	20/03/2018

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